

Motor Vehicle Defect Notification

Pursuant to the Florida Lemon Law, notice is given to the manufacturer as follows:

The vehicle is put of service since 01/26/2024.

The vehicle has a defect on the steering system, making a loud clunking noise when turning, that may indicate a severe defect on the system, with possible dangerous condition to the safe operation of the vehicle, it may cause loss of control of the vehicle causing severe injuries or death.

Vehicle is located since 01/26/2024 on Jeep dealership named Hollywood Chrysler & Jeep located on 2100 N State Road 7 - Hollywood, FL 33021.

The dealership was unable to fix the defect, several emails and phone calls were made to the dealership, but a fix was unable to be performed until this date.

Since the defect couldn't be fixed until this date by the official Jeep Dealer, we request a New Vehicle replacement, with same equipment, color and optional as the original vehicle.

Vehicle Information:

Vehicle Make: Jeep

Model: Grand Cherokee 4XE

Year: 2022

VIN: 1C4RJYB63N [REDACTED]

Date of Delivery: 01/17/2023

Customer Information:

[REDACTED]

[REDACTED]

Pemproke Pines, FL [REDACTED]

[REDACTED]

[REDACTED]

Signature [REDACTED]

Date Mailed [REDACTED]

RE

CUSTOMER # [REDACTED]



WORKORDER
REPRINT
PAGE 1

2100 N State Road 7 - Hollywood, FL 33021
(954) 962-6400
AR54 AB22 - MV 03846
www.HollywoodChryslerJeep.com

PEMBROKE PINES, FL [REDACTED]

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

SERVICE ADVISOR: 1983 CUELLO, NEYMA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	22	JEEP GRAND CHEROKEE	1C4RJYB63N [REDACTED]		2684/	[REDACTED]	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
17JAN23 IS							
18JAN23 DD			13:30 09FEB24			CASH	
R.O. OPENED		READY	OPTIONS: ENG:2.0 Liter_PHEV				
26JAN2024 12:57							

LINE #	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	MYES		CP	*Multi-point Inspection
# B	ELCSC65		WCSC	CHANGE ENGINE OIL, REPLACE ENGINE OIL FILTER, TOP OFF ALL FLUIDS AND AIR TIRES FOR PROPER INFLATION
				EST: TOTAL 95.00
# C	ELCSCROT		WCSC	TIRE ROTATION CHRYSLER SERVICE CONTRACT
				EST: TOTAL 10.00
# D			WC	C/S STEERING IS MAKING A LOUD CLUNKING NOISE WHEN TURNING MAINLY LEFT - CHECK AND ADVISE ADJUSTMENTS
	01			

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND, THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE IF MY FINAL BILL WILL EXCEED \$100.

I REQUEST A WRITTEN ESTIMATE.

I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$_____. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.

I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED: _____

DATE: _____

PAYMENT TERMS: I agree to pay for the inspection and repairs I authorize, along with the necessary materials, in Cash upon completion of the Repairs unless the Dealership agrees to other payment arrangements in advance. An express lien is hereby acknowledged to secure the cost of labor, materials, and any other authorized charges. I understand that a daily storage charge equal to \$30.00 per day will be assessed if I fail to pick up the vehicle within 3 working days after being notified that the repairs have been completed.

SHOP SUPPLY COSTS: A charge equal to 14.9% of the total cost of labor and parts, not to exceed \$59.60, will be added to the Repair Order. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. 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).

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS AND SERVICES ARE PERFORMED BY THE DEALERSHIP "AS-IS" AND WITH ALL FAULTS, AND NOTHING IS GUARANTEED IN CONNECTION WITH THE PARTS, ACCESSORIES, OR REPAIR WORK OR SERVICES UNLESS OTHERWISE STATED IN A SIGNED WRITING. THE DEALERSHIP HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND 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 PARTS OR ACCESSORIES OR ANY REPAIRS PERFORMED TO THE VEHICLE. THERE ARE NO WARRANTIES THAT EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE THAT THE MANUFACTURER OR DISTRIBUTOR MAY OFFER AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL, SPECIAL, INCIDENTAL, EXEMPLARY, OR PUNITIVE DAMAGES, OR DAMAGES TO PROPERTY OR LOSS OF USE, TIME, PROFIT, OR INCOME.

In the event that any dispute arising from or relating to the goods, services or labor provided herein results in litigation, the prevailing party, in addition to all other relief, will be awarded its reasonable costs and expenses, including any expert witness fee and reasonable attorney's fees up through and including any appellate proceeding.

I have read and understand the provisions on the reverse side of this Work Order, and expressly agree to all provisions, including but not limited to (1) Delays, (2) Mandatory Mediation, (3) Arbitration Agreement & Jury Trial Waiver, (4) Consent To Receive Calls Or SMS Text Messages, and (5) Section 218.08, Florida Statutes.

LABOR AND PARTS COSTS: Labor charges are based on both a flat rate and an hourly rate, unless otherwise indicated. All parts installed are new unless otherwise indicated. You are entitled, upon request, to inspect parts removed from the vehicle or, provided that the Dealership does not have a warranty program or an exchange parts program with the manufacturer, supplier or distributor, to have them returned.

Discard Replaced Parts _____ (INITIAL) Save Replaced Parts _____ (INITIAL)

ESTIMATE /DIAGNOSTIC FEE: \$ _____ / OR HOURLY AT \$0 _____ PER HOUR

CHARGES FOR DIAGNOSTIC/PARTIALLY COMPLETED WORK: If I authorize the Dealership to perform diagnostic work to estimate the cost of repair or to commence repairs or services, I do not authorize completion of a repair or service, a charge will be imposed for disassembly or partially completed work on the Vehicle. Charges for disassembly or reassembly will include the cost of labor calculated by the number of total hours at the stated hourly labor rate, the other costs described above - including storage charges, and the parts used in connection with any diagnostic work, inspection, repair, disassembly, reassembly, or repair to the vehicle. If repairs or completion of repairs is not authorized, the vehicle shall be reassembled to a condition reasonably similar as when received by the Dealership unless customer waives reassembly or the reassembled vehicle would be unsafe.

I hereby designate the individual name below to authorize additional repair work.

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By/Telephone No.:	Date & Time
\$ _____	\$ _____		
Revised Estimate	\$ _____		

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED OF AND APPROVED THE ABOVE ESTIMATES

Department of Transportation

To: W41-306

Building: DOT

Mailstop: 4 West

Rtg Symbol: NEC, NOA, NIA

External Carrier: DELIVERY CONFIRMATION

Sender:

DOT

2/12/2024 12:56:19 PM



USPS GROL



[Redacted]

PEMBROKE PINES FL [Redacted]

W41-306

SHIP TO: NHTSA NHTSA
NHTSA
1200 NEW JERSEY AVE SE
WASHINGTON DC 20590

USPS TRACKING #

[Redacted Tracking Number]

Order: [Redacted]