

October 28, 2024

Dear FCA US LLC,

I believe that my 2023 Jeep Grand Cherokee 4xe PHEV is a "lemon" under the Virginia Motor Vehicle Warranty Enforcement Act "Lemon Law" (Code of Virginia §§ 59.1-207.9 - 59.1-207.16:1.)

I am hereby making a written demand for relief under the Lemon Law. I leased the 2023 Jeep Grand Cherokee 4xe plug-in hybrid electric vehicle (PHEV), VIN 1C4RJYE65P8[REDACTED], on 08/16/2023 from Koons Tysons Chrysler Dodge Jeep Ram dealership, 2050 Chain Bridge Rd, Vienna, VA 22182.

Since signing the lease, the vehicle has only been serviced at the same dealership where purchased, Koons Tysons in Vienna, VA. This vehicle has been at the service department four (4) times for repairs/recalls. The vehicle has only been owned for fourteen (14) months and the current odometer reading is 14,340 miles.

Lemon Law Rights Period:

This vehicle is within the time period for filing under the Virginia Lemon Law with 14 months in use. (Law covers 18 months after original delivery to the consumer.)

Current Defects:

Recall 95B/NHTSA 24V-720, launched 10/02/2024, High Voltage battery pack in vehicle may have been built with cells which are susceptible to separator damage. Owners are to refrain from charging. FCA advised owners to park away from any structures and away from any other vehicles.

Consumer's Steps Taken:

1. 10/3/2024 - My iPhone Jeep App notified me of FCA 95B/NHTSA 24V-720 safety recall but the App stated - Parts Unavailable. FCA's own messaging in the Jeep App has contributed to confusion over the recall with the App notifying customers that the replacement HV Battery packs parts are simply not available in the recall event. (Attachment A)
2. 10/15/2024- Received the recall notification letter in the mail. Notice stated that "the remedy for this condition is not currently available." (Attachment B)
3. 10/23/2024- I took my vehicle in for service at the Koons Tysons dealership mentioned above. They looked at my vehicle but told me there was nothing that they could do at that time. My service advisor, Taher, explained to me that they were told by the Chrysler Corp that an update for the safety concern was not expected until the end of Dec 2024.
 - a. Criteria met: This was the first attempt for warranties repairs for this particular serious safety concern. (Attachment C). *The nonconformity that is a serious safety defect (a life-threatening malfunction that impedes the ability to control or operate the motor vehicle for ordinary use or reasonable intended purposes, or creates a risk of fire or explosion) has been subject to repair one or more times by the manufacturer, its agents or authorized dealers, and the same nonconformity continues to exist.*

Covered Warranty:

1. FCA is a "supplier" and "warrantor" within the meaning of the Magnuson-Moss Warranty Act, 15 U.S.C. § 2301(4)-(5). 15 U.S.C. § 2301(d)(1) and provides a cause of action for any consumer (me) who is damaged by the failure of a warrantor to comply with an implied warranty. FCA implied warranty of merchantability in connection with the lease this vehicle that is "implied warranty" within the meaning of the Magnuson-Moss Warranty Act, 15 U.S.C. § 2301(7). As part of the implied warranty of merchantability, FCA warranted that the Vehicles engines were fit for their ordinary purpose as safe plug-in hybrid electric motor vehicles and would pass without objection in the trade as designed, manufactured, and marketed, and were adequately contained, packaged, and labeled. Case

12

2:24-cv-10546-BRM-KGA ECF No. 24, PageID.2230 Filed 08/23/24 Page 128 of 241. FCA breached its implied warranties, and is therefore liable to pursuant to 15 U.S.C.

- a. Criteria Met: Notification of Major Safety Recall with no recourse indicated 10/03/24 and still no solution for the warranty of this vehicle 26 days later as of 10/28/24. *The motor vehicle is out of service due to repair for a cumulative total of 30 calendar days, unless repairs could not be performed because of conditions beyond the control of the manufacturer, its agents or authorized dealers, including war, invasion, strike, fire, flood or other natural disasters.*

Closing:

The safety defects of this vehicle have substantially impacted my ability to use the vehicle, park the vehicle in or around my house and rendered itself useless to drive in or around the city as driving and parking near vehicles and structures is imminent. The intended hybrid use no longer works making the vehicle have less MPG than comparable vehicles. Overall, this lemon vehicle has substantially impaired use, decreased market value and continued major safety issues. I am hereby allowing you one final opportunity to repair my vehicle. If these repairs are not completed within 10 calendar days of receipt of this letter by your and/or authorized representatives, I am entitled to a refund calculated in accordance with the Lemon Law.

Virginia Lemon Law Refund:

1. The full contract price;
2. All collateral charges, meaning any sales-related or lease-related charges including but not limited to sales tax, license fees, registration fees, title fees, finance charges and interest, transportation charges, dealer preparation charges, or any other charges for service contracts, undercoating, rust proofing, or installed options, not recoverable from a third party. In addition, "collateral charges" for leased vehicles means capitalized cost reductions, credits and allowances for any trade-in vehicles, fees to another to obtain the lease, and insurance or other costs expended by the lessor for the benefit of the lessee;
3. Incidental damages, including expenses reasonably incurred in inspection, receipt, transportation, and care and custody of the motor vehicle rightfully rejected, any commercially reasonable charges, expenses or commissions in connection with effecting cover, and any other reasonable expense incident to the breach of warranty; and
4. An amount for mileage, expenses, and reasonable loss of use necessitated by attempts to conform the motor vehicle to the express warranty;
5. Less a reasonable allowance for the consumer's use of the vehicle up to the date of the first notice of nonconformity that is given to the manufacturer, its agents or authorized dealer. A leased vehicle must be returned to the manufacturer and the consumer's lease must be terminated by the lessor without penalty to the consumer. The lessor must transfer title to the manufacturer as necessary to effectuate the consumer.

I look forward to hearing from you soon in regards to how this situation will be resolved. You can reach me at [REDACTED] or by email at [REDACTED]

Sincerely,

[REDACTED]

Ft. Washington, MD [REDACTED]

CC: Koons Tysons Chrysler Dodge Jeep Ram Dealership, Administrator National Highway Traffic Safety Administration

ATTACHMENT A

<

Safety Recall

!

Incomplete

Dismiss

Updated October 02, 2024

Parts Unavailable

FCA Campaign

95B

NHTSA

24V-720

[View PDF](#)

Safety Defect

In rare circumstances, a battery pack may contain cells with separator damage. Separator damage, combined

Schedule Service

Submit Reimbursement

<

Safety Recall

!

Incomplete

Dismiss

Updated October 02, 2024

Parts Unavailable

FCA Campaign

95B

NHTSA

24V-720

[View PDF](#)

Safety Defect

In rare circumstances, a battery pack

Add a Caption

Thursday • Oct 3, 2024 • Adjust

9:40 AM

 IMG_4815

This notice applies to your vehicle.

2023 Jeep Grand Cherokee
VIN: 1C4RJYE65PS [REDACTED]

95B/NHTSA 24V-720



YOUR SCHEDULING OPTIONS

1. Visit recalls.mopar.com to sign up for email or SMS notifications for when remedy parts become available. You will be asked to provide your Vehicle Identification Number (VIN), provided above.
 2. Scan below using your smartphone or tablet to sign up to be notified when remedy parts become available.
-
3. Wait for FCA US to contact you again, by mail, with a follow-up recall notice when remedy parts are available.
 4. Call the FCA Recall Assistance Center at 1-800-853-1403. An agent can sign you up to be notified when remedy parts become available, or answer any other questions you may have.

DEALERSHIP INSTRUCTIONS

Please reference Safety Recall 95B.

IMPORTANT SAFETY RECALL

High Voltage Battery

Dear [REDACTED]

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Owners of vehicles previously notified of the B9A recall (NHTSA 23V-787) will need to bring their vehicle in for recall completion, regardless of having the B9A repair performed.

FCA US LLC has decided that a defect, which relates to motor vehicle safety, exists in certain 2023 Jeep® Grand Cherokee Plug-In Hybrid Electric Vehicles (PHEVs).

WHY DOES MY VEHICLE NEED REPAIRS?

The High Voltage (HV) battery pack in your vehicle ^[1] may have been built with cells which are susceptible to separator damage. Separator damage, combined with other complex interactions within the cells, may lead to a vehicle fire. **A vehicle fire can result in increased risk of occupant injury and/or injury to persons outside the vehicle, as well as property damage.**

Vehicle risk is reduced when the battery charge level is depleted. Accordingly, owners are advised to refrain from recharging. Out of an abundance of caution, FCA US is also advising owners of these vehicles to park away from structures or other vehicles until the remedy is obtained.

HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

The remedy for this condition is not currently available. We are making every effort to finalize the remedy, and will service your vehicle free of charge (parts and labor) when the remedy is available.

FCA US LLC will contact you again, by mail, with a follow-up recall notice when the remedy is available. Once you receive your follow-up notice, simply contact your Chrysler, Jeep®, Dodge or RAM dealer right away to schedule a service appointment ^[2]. Additional options for your next steps are included on the left side of this notification. We appreciate your patience.

WHAT IF I ALREADY PAID TO HAVE THIS REPAIR COMPLETED?

If you have already experienced this specific condition and have paid to have it repaired, you may visit www.fcarecallreimbursement.com to submit your reimbursement request online ^[3]. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you have had previous repairs performed and/or already received reimbursement, you may still need to have the recall repair performed.

We apologize for any inconvenience, but are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Assistance/Field Operations
FCA US LLC

FCA

FIAT CHRYSLER AUTOMOBILES

****AUTO**ALL FOR AADC 207 106/2/3

FT WASHINGTON, MD



[1] If you no longer own this vehicle, please help us update our records. Call the FCA Recall Assistance Center at 1-800-853-1403 to update your information.

[2] If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, or you can call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to safercar.gov.

[3] You can also mail in your original receipts and proof of payment to the following address for reimbursement consideration: FCA Customer Assistance, P.O. Box 21-8004, Auburn Hills, MI 48321-8007, Attention: Recall Reimbursement.

Note to lessors receiving this recall notice: Federal regulation requires that you forward this recall notice to the lessee within 10 days.



KOONS CHRYSLER DODGE JEEP RAM TYSONS

2050 CHAIN BRIDGE ROAD
VIENNA, VA 22182

BODY SHOP HOURS: MONDAY THRU FRIDAY 7:30 AM TO 6:00 PM
SERVICE HOURS: MONDAY THRU FRIDAY 7:00 AM TO 7:00 PM
SATURDAY HOURS 8:00 AM TO 4:00 PM
PARTS DEPT. HOURS: MONDAY THRU FRIDAY 7:30 AM TO 5:30 PM
SATURDAY HOURS 8:00 AM TO 4:00 PM

SERVICE DEPARTMENT 703-448-7221
SALES & GENERAL OFFICE 703-356-0400
BODY SHOP 703-281-4601
PARTS DEPARTMENT 703-448-7100

Personal Articles MUST be removed before the car is left for service. We are not responsible for these items.		VEHICLES LEFT OVER 72 HOURS SUBJECT TO A STORAGE CHARGE @ \$10.00 PER DAY.	
"CUSTOMER'S RIGHTS" 1. YOU MAY REQUEST A WRITTEN ESTIMATE FOR REPAIRS WHICH COST IN EXCESS OF \$25. 2. YOU MAY NOT BE CHARGED ANY AMOUNT TEN PERCENT IN EXCESS OF THE WRITTEN ESTIMATE WITHOUT YOUR CONSENT. 3. YOU ARE ENTITLED TO THE RETURN OF ANY REPLACED PARTS EXCEPT WHEN PARTS ARE REQUIRED TO BE RETURNED TO THE MANUFACTURER UNDER A WARRANTY AGREEMENT. 4. REPAIRS NOT ORIGINALLY AUTHORIZED BY YOU MAY NOT BE CHARGED TO YOU WITHOUT YOUR CONSENT.		ORIGINAL ESTIMATE \$ AUTHORIZED ADDITIONS \$ In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service.	CUSTOMER ACCEPTANCE ADDITIONS OK'D BY DATE TIME ALL PARTS REMOVED WILL BE AVAILABLE FOR INSPECTION ☐ SAVE ☐ DISCARD DEALER HOURLY RATE IS PER FLAT RATE HOUR \$

Tag	Advisor	Added	License	VIN
0016	WQ8 BADIR GHOSHHEH	10/23/24 12:34		1C4RJYE65 P8

Customer Information

FORT WASHINGTON, MD
PRINCE GEORGES

Cell:
Work:

Vehicle Information

23 JEEP G CHEROKEE 4DR SUV SUMMIT 4WD WHITE Model#: WLXT74 Odometer: 14161
ENGINE-2.0L I4
State Inspection Due: 12/20/23
Dates: Production: In service: 08/17/23 Sold: 08/16/23 SLSP: GH2
Last Svc: Client: Date: 07/18/24 Adv: S9Z Odom: 10528 Daily Avg: 31 Month Avg: 930

Ln	Type	Operation	Customer Concern	Hr./Qty
24	C	TEXT	CUSTOMER STATES YOU AGREE THAT WE MAY CONTACT YOU REGARDING CUSTOMER SERVICE UPDATES OR OFFERS VIA TEXT. IF YOU DO NOT AGREE, YOU MAY PROVIDE A LANDLINE NUMBER. SK 06 YOU CONSENT TO RECEIVING TEXTS FROM US ON YOUR CELL PHONE AT THE NUMBER YOU HAVE PROVIDED. YOU AGREE THAT WE MAY CONTACT YOU REGARDING CUSTOMER SERVICE UPDATES OR OFFERS VIA TEXT. IF YOU DO NOT AGREE, YOU MAY PROVIDE A LANDLINE NUMBER. YOU MAY OPT OUT AT ANY TIME. Total Without Tax \$ 0.00 Total Charges with Tax \$ 0.00	
51*	POL		CUSTOMER CAME TO KOONS SERVICE DEPT TO GET 95B RECALL PERFORMED. CUSTOMER WAS INFORMED PARTS ARE NOT AVAILABLE PER CHRYSLER CORPORATE. NO ETA AT THE MOMENT AS TO WHEN PARTS WILL BECOME AVAILABLE. SK 06 Sk/Hr/Tech: 06-3.4	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE
I hereby authorize the repair work above 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 the vehicle in case of fire, theft or any 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 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 lien is hereby acknowledged on above vehicle to secure the amount of repairs hereto. Any warranties on products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, express or implied, including any implied warranty of merchantability or fitness for a particular purpose and the seller neither assumes nor authorizes any other person to assume for it liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

TERMS:

☐ CASH

☐ CREDIT CARD

X

MOPAR PARTS & ACCESSORIES LIMITED WARRANTIES: are warranted against defects in workmanship or materials for 24 months/unlimited miles for both parts and labor. MOPAR AND MOPAR REMANUFACTURED POWERTRAIN LIMITED WARRANTY for 3-Years/100,000 Miles. You agree to a 35% restocking fee in the event you cancel a special order part. You agree that we may contact you regarding customer service updates or offers via text. If you do not agree, you may provide a landline number. You may opt out at any time.



KOONS CHRYSLER DODGE JEEP RAM TYSONS

2050 CHAIN BRIDGE ROAD
VIENNA, VA 22182

BODY SHOP HOURS: MONDAY THRU FRIDAY 7:30 AM TO 6:00 PM
SERVICE HOURS: MONDAY THRU FRIDAY 7:00 AM TO 7:00 PM
SATURDAY HOURS 8:00 AM TO 4:00 PM
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SALES & GENERAL OFFICE 703-356-0400
BODY SHOP 703-281-4601
PARTS DEPARTMENT 703-448-7100

Personal Articles MUST be removed before the car is left for service. We are not responsible for these items.		VEHICLES LEFT OVER 72 HOURS SUBJECT TO A STORAGE CHARGE @ \$10.00 PER DAY	
"CUSTOMER'S RIGHTS" 1. YOU MAY REQUEST A WRITTEN ESTIMATE FOR REPAIRS WHICH COST IN EXCESS OF \$25 2. YOU MAY NOT BE CHARGED ANY AMOUNT TEN PERCENT IN EXCESS OF THE WRITTEN ESTIMATE WITHOUT YOUR CONSENT 3. YOU ARE ENTITLED TO THE RETURN OF ANY REPLACED PARTS EXCEPT WHEN PARTS ARE REQUIRED TO BE RETURNED TO THE MANUFACTURER UNDER A WARRANTY AGREEMENT 4. REPAIRS NOT ORIGINALLY AUTHORIZED BY YOU MAY NOT BE CHARGED TO YOU WITHOUT YOUR CONSENT		ORIGINAL ESTIMATE \$ AUTHORIZED ADDITIONS \$ In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service.	CUSTOMER ACCEPTANCE ADDITIONS OK'D BY DATE TIME ALL PARTS REMOVED WILL BE AVAILABLE FOR INSPECTION ☐ SAVE ☐ DISCARD DEALER HOURLY RATE IS PER FLAT RATE HOUR \$

RO	Tag	Advisor	Customer	VIN	Page
	0016	WQ8 BADIR GHOSHEH		1C4RJYE65 P8	2

Vehicle: 23 JEEP G CHEROKEE 4DR SUV WHITE

License:

Additional Information

MFG: 210001 Dist: CMC Estimated Completion: 10/23/24 18:00
Name Verify: Color Code: PW7 Trim: ECX7

Method of Payment

POL POLICY IN - INTERNAL
CUS CUSTOMERPAY CA - CASH DUE

Extended Warranty	Number	Month	Mileage	Deductible	Expires
PLATINUM		39	50000		11/16/26

Operation		Recommended Maintenance		Since Last Service	
Description	Based On	Months	Miles		
BGKFS5KESC	PERFORM PREMIUM 5K SERVICE -ES	Months	14		14200
OILREMIND	MAINTENANCE REMINDER TO CALL C	Months	14		14200

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE
"I hereby authorize the repair work above 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 the vehicle in case of fire, theft or any cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. Thereby grant you 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 is hereby acknowledged on above vehicle to secure the amount of repairs hereon. Any warranties on products sold hereby are those made by the manufacturer. This seller hereby expressly disclaims all warranties, express or implied, including any implied warranty of merchantability or fitness for a particular purpose and the seller neither assumes nor authorizes any other person to assume for it liability in connection with the sale of sold products. Any limitation contained herein does not apply where prohibited by law."

TERMS:

☐ CASH

☐ CREDIT CARD

X

MOPAR PARTS & ACCESSORIES LIMITED WARRANTY is warranted against defects in workmanship or materials for 24 months/unlimited miles for both parts and labor. MOPAR AND MOPAR REMANUFACTURED POWERTRAIN LIMITED WARRANTY for 5 years/100,000 miles. You agree to a 15% restocking fee in the event you cancel a special order part. You agree that we may contact you regarding customer service updates or offers via text. If you do not agree, you may provide a phone number. You may opt out at any time.

VIP SUMMARY REPORT

Koons.Chrysler Dodge Jeep Ram Tysons

Dealer Code: 60969
Date: 10/23/2024
Time: 12:31 PM

Name: [REDACTED]
VIN: 1C4RJYE65P8 [REDACTED]
Current Odometer: 14,162 miles

Vehicle Information

Year / Model: 2023 JEEP GRAND CHEROKEE SUMMIT 4XE
Engine: 2.0L I4 DOHC DI TURBO PHEV ENGINE
Transmission: DFY-8-SPD AUTO 8P75PH PHEV TRANSMISSION
VIN: 1C4RJYE65P8 [REDACTED]
Current Odometer: 14,162 miles
Last Odometer and Date: 10,527 miles on 07/17/2024
In-Service Odometer and Date: 40 miles on 08/16/2023
Build Date: 05/23/2023
Current Market Register: U

Customer Information

Name: [REDACTED]
Preferred Name: [REDACTED]
Address: [REDACTED]
City: FORT WASHINGTON
State/Province: MD, USA
Zip Code: [REDACTED]
Telephone (home/mobile): [REDACTED]
Telephone (work): [REDACTED]
Language Preference: n/a
Original Owner: [REDACTED]

Warning Messages

!! ATTENTION !! THIS VEHICLE MAY HAVE HAD 2 VISITS, 3 DAYS DOWN AND 2 REPEAT REPAIRS. SERVICE PERSONNEL SHOULD NOTIFY DEALERSHIP SERVICE MANAGEMENT AND ENGAGE FCA SERVICE AND PARTS RESOURCES REFER TO SPECIFIC LOPS FOR ADDITIONAL COVERAGE AND LIMITS PLEASE CONTACT CROSS COUNTRY MOTOR CLUB FOR TOWING ASSISTANCE 800-521-2779.

Vehicle Restrictions

Description	Restricted LOPs	Restricted Parts	Part / LOP Description
No Restrictions			

Service Actions

Incomplete Recalls			
Recall #	Description	Part #	Launch Date
95B	2020-2024 JL 2022-2024 WL PHEV High Vo	Parts,not,available	10/03/2024
Completed Recalls			
Recall #	Description	Launch Date	Repair Date
04B	2021-2024 JL WL PHEV Defrost	02/22/2024	07/17/2024
10B	2021-2023 WL Front Upper Control Arm to	02/29/2024	07/17/2024
56A	2021-2023 WL 2022-2024 WS Rearview Cam	08/22/2023	01/31/2024
79B	2021-2022 WD, 2022 DF, DJ DT, 2022-202	06/21/2024	06/20/2024
Open RRT's			
None			
DTC's Present			
ECU	DTC	Description	
RFH	B1A71-01 Stored	Passive Entry Antenna 1-General Electrical Failure	
ETM	U0080-00 Stored	Ethernet Bus 1-	
Software Updates			
None			

Warranty Information

Warranty coverage goes with the vehicle. Inform Chrysler of any subsequent owner's name and address changes using the Sales Tab in DealerCONNECT

Type of Warranty	Original	Deductible	Expiration	Remaining
BASIC WARRANTY	36 Months or 36000 Miles	0	08/15/2026	22 Months or 21838 Miles
POWERTRAIN WARRANTY	60 Months or 60000 Miles	0	08/15/2028	46 Months or 45838 Miles
CORROSION WARRANTY	60 Months or 999999 Miles	0	08/15/2028	46 Months or 985837 Miles
FEDERAL EMISSIONS WARRANTY	96 Months or 100000 Miles	0	08/15/2031	83 Months or 85838 Miles
ADJUSTMENT WARRANTY	36 Months or 36000 Miles	0	08/15/2026	22 Months or 21838 Miles
MAJOR EMISSION COMP WARRANTY	96 Months or 80000 Miles	0	08/15/2031	83 Months or 65838 Miles
HIGH VOLTAGE BATTERY	120 Months or 150000 Miles	0	08/15/2033	107 Months or 135838 Miles

WCC Code	Roadside Assistance	Towing Assistance	Master Shield	Transferable-Powertrain Warranty
561	Yes	Yes	N/A	N/A

Existing Mopar Vehicle Protection Plans

Service Contract (1 of 2)

Option	Name	Deductible	Exp. Date	Exp. Mileage	Description
PLP3950P	PLATINUM LEASE	0.00 USD	11/15/2028	50,000 miles	THIS OPTION COVERS OIL AND FILTER CHANGES ONLY. ADDITIONAL MAINTENANCE SERVICES ARE NOT COVERED THIS SERVICE CONTRACT OPTION IS NOT TRANSFERABLE. TIRE OR WHEEL CLAIMS OVER 600 USD REQUIRE PRE AUTHORIZATION FROM MVP DI

Contract Number	52757312	Effective Date / Odometer	08/16/2023 / 40 miles
Option Sale Date	08/16/2023	Contract Selling Dealer	68348 - KOONS CHRYSLER DODGE JEEP RAM
Max. Oil Change Allowance	25.00 USD	Remaining Oil Changes	10
Remaining Tire Rotations	10	First Day Rental	Yes
Maximum Rental Amount per Day	45.00 USD	Maximum Rental Allowance per Visit	225.00 USD
Towing Allowance	0.00 USD	Road Hazard	Yes
Trip Interruption	No	Reduce Warranty Deductible	No
Transfer Fee	0.00 USD	Cancellation Fee	75.00 USD
Transferred	No	Status	ACTIVE

Service Contract (2 of 2)

Option	Name	Deductible	Exp. Date	Exp. Mileage	Description
WAVSYN22	JEEP WAVE OWNER LOYALTY PROGRAM	0.00 USD	08/15/2025	999,999 miles	THIS OPTION COVERS OIL AND FILTER CHANGES ONLY. ADDITIONAL MAINTENANCE SERVICES ARE NOT COVERED THIS SERVICE CONTRACT OPTION IS NOT TRANSFERABLE. ALL MVP ENGINE AND TRANSMISSION ASSEMBLIES REQUIRE PRE AUTH FROM MVP DI

Contract Number	52757312	Effective Date / Odometer	08/16/2023 / 0 miles
Option Sale Date	08/16/2023	Contract Selling Dealer	S0137 - JEEP WAVE-AUTO ENROLL
Max. Oil Change Allowance	80.00 USD	Remaining Oil Change	0
Remaining Tire Rotations	0	First Day Rental	Yes
Maximum Rental Amount per Day	40.00 USD	Maximum Rental Allowance per Visit	40.00 USD
Towing Allowance	0.00 USD	Road Hazard	No
Trip Interruption	Yes	Reduce Warranty Deductible	No
Transfer Fee	0.00 USD	Cancellation Fee	0.00 USD
Transferred	No	Status	ACTIVE

Service History

Repair Date	Dealer Name	Service Performed	Odometer	Transaction Type
07/17/2024	60969 - KOONS CHRYSLER DODGE JEEP RAM	26860303 - Maintenance Interval - Schedul	10,527 Miles	SERVICE CONTRACT
07/17/2024	60969 - KOONS CHRYSLER DODGE JEEP RAM	1804B183 - Safety Recall 04B - Defrost Fu ** 0210B182 - Safety Recall 10B - Front Uppe	10,527 Miles	RECALL REPAIR
02/02/2024	60969 - KOONS CHRYSLER DODGE JEEP RAM	264301M1 - Tire - Valid for MVP RHTW-Repl	6,105 Miles	SERVICE CONTRACT
01/31/2024	60969 - KOONS CHRYSLER DODGE JEEP RAM	26860303 - Maintenance Interval - Schedul	6,104 Miles	SERVICE CONTRACT
01/31/2024	60969 - KOONS CHRYSLER DODGE JEEP RAM	1856A182 - Module, Park Assist Control-In	6,104 Miles	RECALL REPAIR
07/21/2023	68348 - KOONS CHRYSLER DODGE JEEP RAM	8590005R - Road Ready-Road Test	0 Miles	PREPARATION

Open CAIRs

No Open CAIRs Information Available.

This package is made from post-consumer waste. Please recycle - again.



UNITED STATES
POSTAL SERVICE®

PRIORITY®
MAIL



UNITED STATES
POSTAL SERVICE®

PRIORITY®
MAIL

VISIT US AT [USPS.COM](https://usps.com)
ORDER FREE SUPPLIES ONLINE

Expected delivery date specified for domestic use.

Domestic Department of Transportation

To: W41-306

Building: DOT

Limited Mailstop: 4 West

When U Rtg Symbol: NEC, NOA, NIA

Insurance: External Carrier: PRIORITY
Domestic N Sender:

** See Inter

DOT

10/29/2024 11:35:48 AM

ions apply).*

ty international destinations.

is required.

clusions see the

nd limitations of coverage.

To schedule free Package Pickup,
scan the QR code.

[USPS.COM/PICKUP](https://usps.com/pickup)

TO:
Administrator
National Hwy Traffic
Safety Administration
1200 New Jersey Ave S.E.
Washington, D.C.
20590

TRACKED ■ INSURED

FLA
ONE R



EP14F October 2023
OD: 12 1/2 x 9 1/2



Label 229, December 2023

FOR DOMESTIC AND INTERNATIONAL USE