

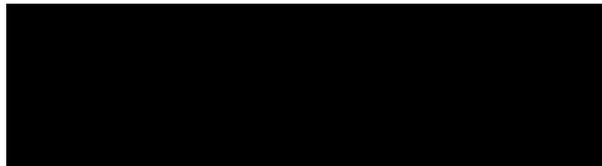
PE14-022

CHRYSLER

10-3-2014

ENCLOSURE 4

CAIRS



From: [REDACTED]
To: customerassist@chrysler.com
Date: Sun Aug 14 06:36:55 EDT 2011
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

Remote system, battery and being stranded!

Comments:

I bought my 2011 Dodge Charger in May 2011. I have had a rental car for 4 times now! I am tired of being stranded with a new car! I have never been stranded with all of my used vehicles! I decided to buy a brand new car for the first time in my life and this is what happens??!! So, on the third time, I can call it a lemon car right?? If it goes in the shop one more time I am going to ask for a whole new car! I can't handle all the problems with this car! I LOVE my Dodge Charger, but not with all of these problems!

Sender Information:

Title:
First Name:
Middle Initial:
Last Name:



From: customerassist@chrysler.com
To: [REDACTED]
Date: Mon Aug 15 11:55:03 EDT 2011
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [REDACTED]

Thank you for contacting the Dodge Customer Assistance Center in regards to your 2011 Charger.

I am sorry to learn of the problems you have encountered with your vehicle stalling. Your concerns, particularly in view of the inconvenience involved in this issue, is understandable and I appreciate the time and effort you took to bring this matter to my attention. A case has been opened for you and the number is at the bottom of this page.

We have documented your concerns regarding this matter and do appreciate the time taken to share them with us. Comments like yours are one way we have to learn of problems that may develop and improvements desired by customers.

Although we hope the repairs recently conducted by your authorized Dealer have resolved your concerns, if you continue to experience the symptoms described in your email message, please do not hesitate to contact us using the link provided below.

Thanks again for your email, Connie.

Sincerely,

Jeff

Customer Service Representative
Dodge Customer Assistance Center

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7440441V23703L0KM&

Original Message Follows:

US Customer Service - Dodge Brand Site

Brief Description:

Remote system, battery and being stranded!

Comments:

I bought my 2011 Dodge Charger in May 2011. I have had a rental car for 4 times now! I am tired of being stranded with a new car! I have never been stranded with all of my used vehicles! I decided to buy a brand new car for the first time in my life and this is what happens??!! So, on the third time, I can call it a lemon car right?? If it goes in the shop one more time I am going to ask for a whole new car! I can't handle all the problems with this car! I LOVE my Dodge Charger, but not with all of these

problems!

VIN:

BH [REDACTED]

Mileage:

5000

Servicing Dealer:

Newark Chrysler Dodge

Title:

Mrs.

First Name:

[REDACTED]

Middle Initial:

[REDACTED]

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

North East

State:

MD

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

PE14-022

CHRYSLER

10-3-2014

ENCLOSURE 4

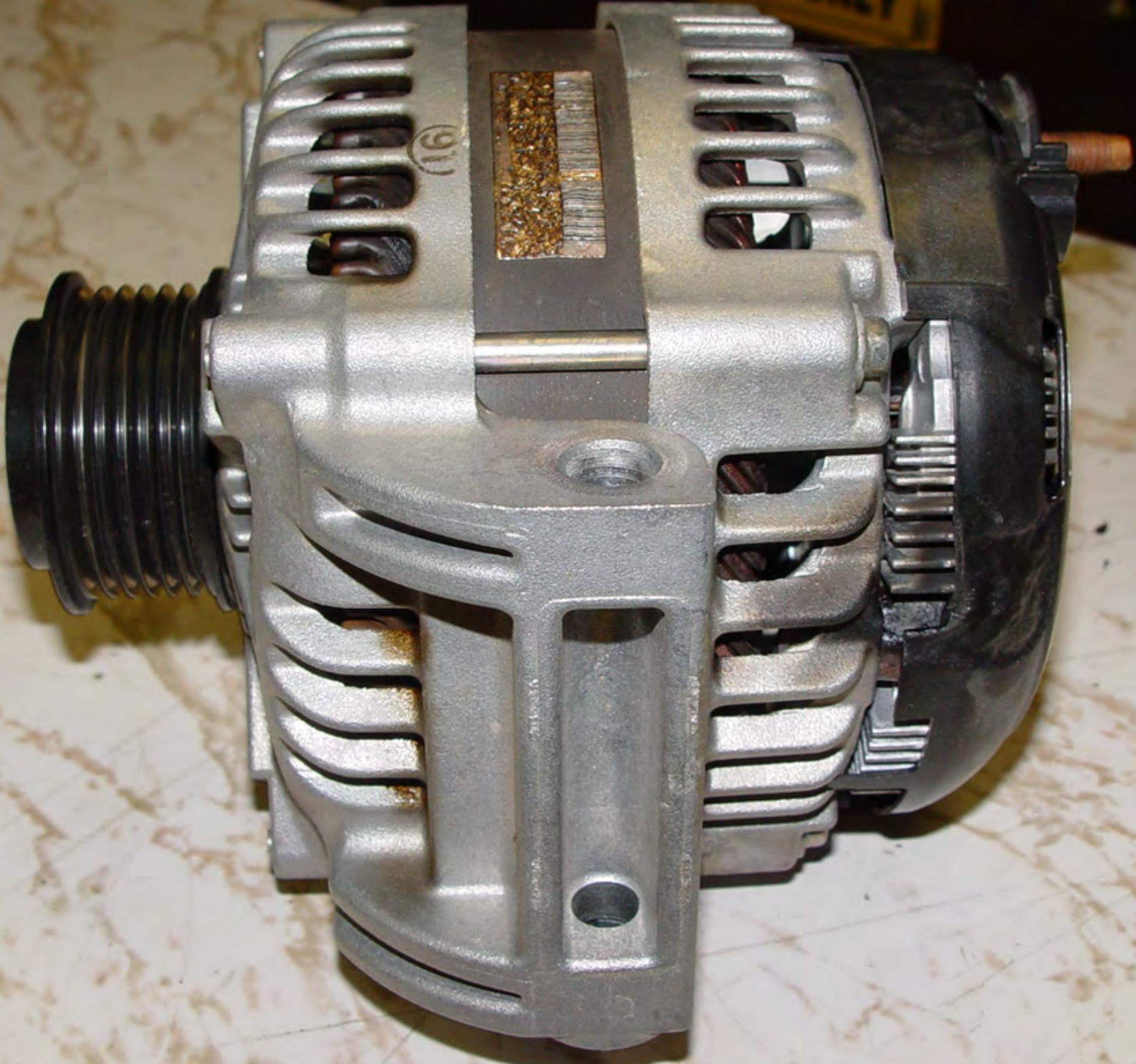
CAIRS



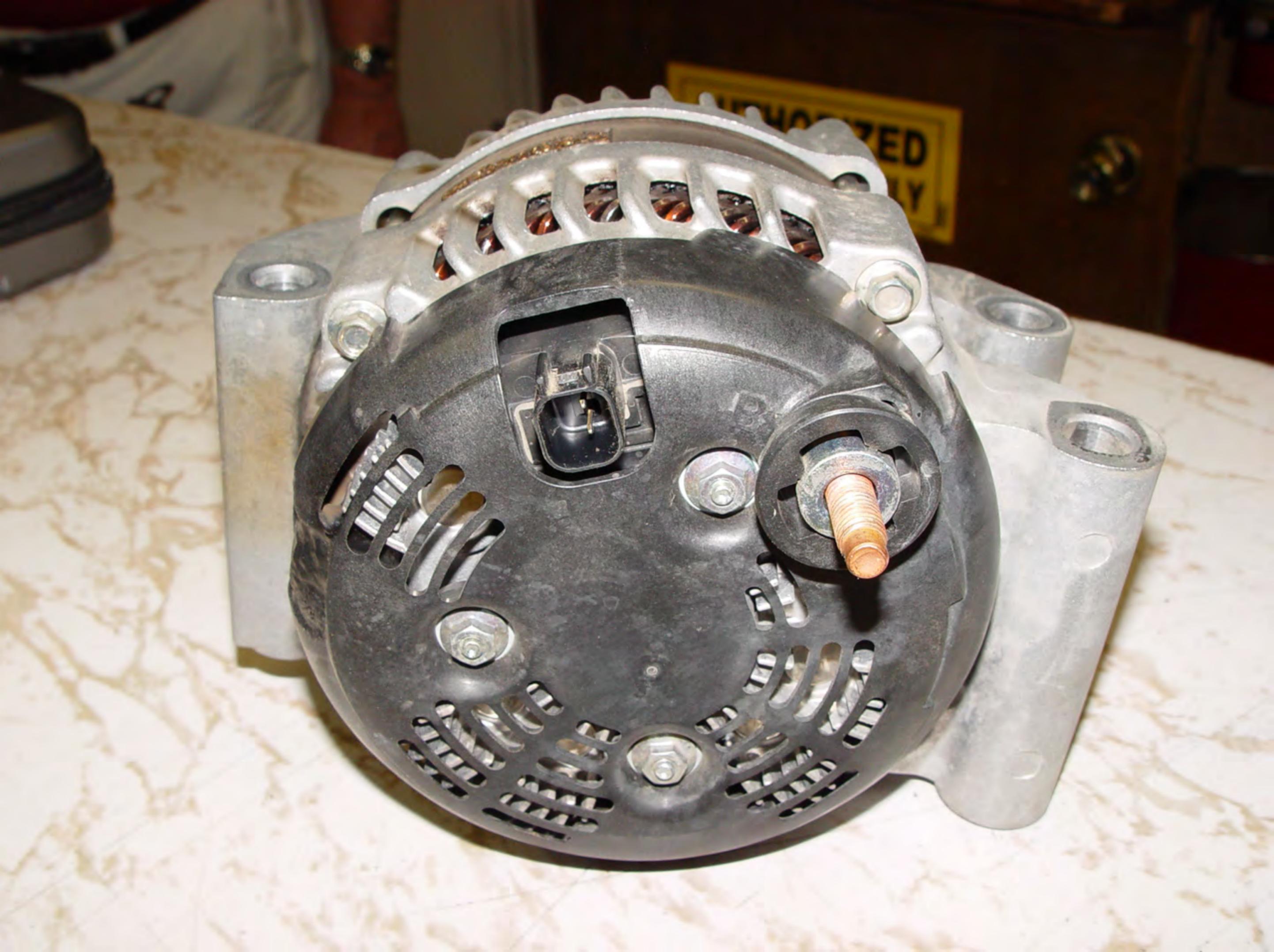
AUTHORIZED
PERSONNEL



AUTHORIZED
PERSONNEL ONLY

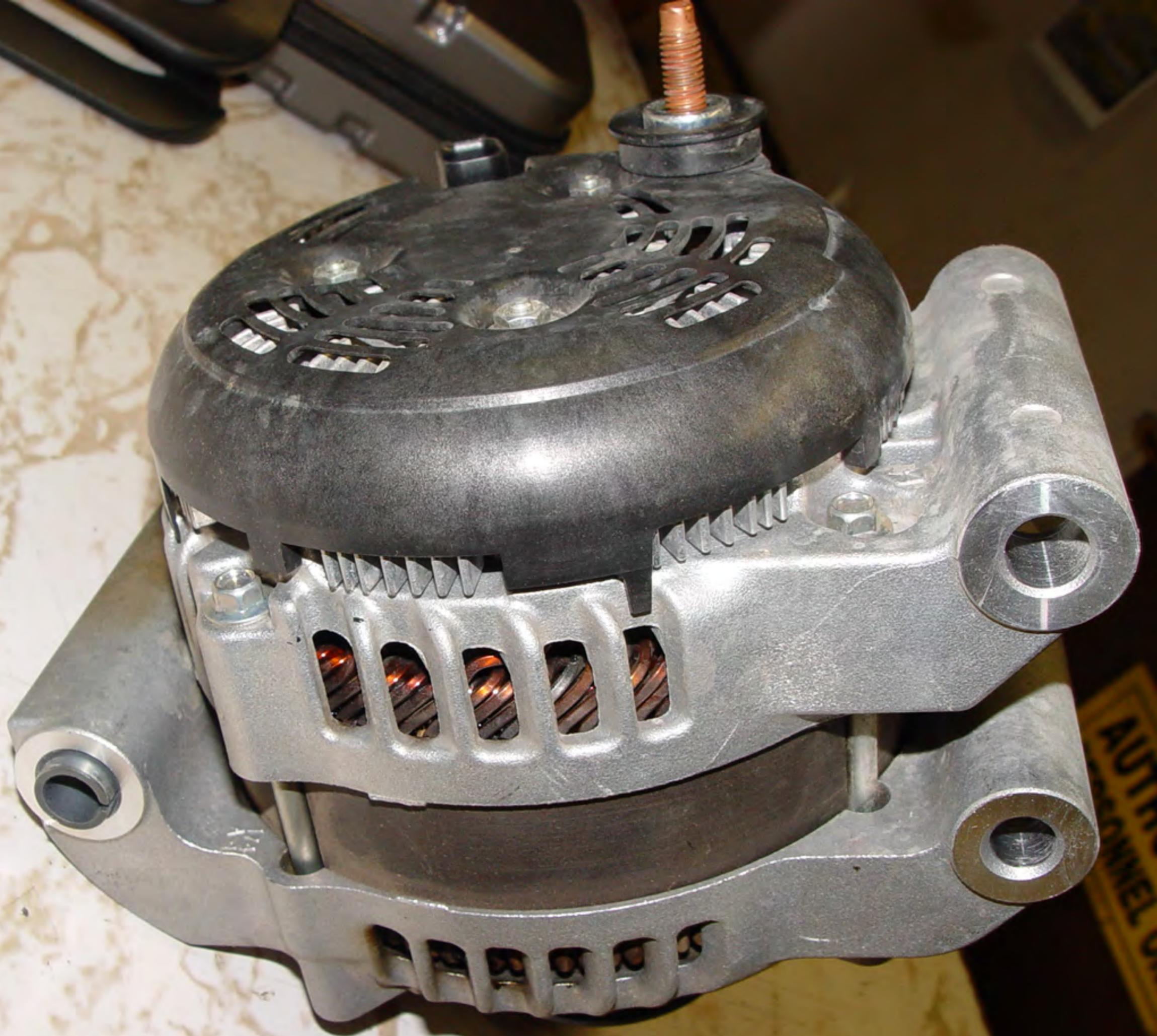


(16)



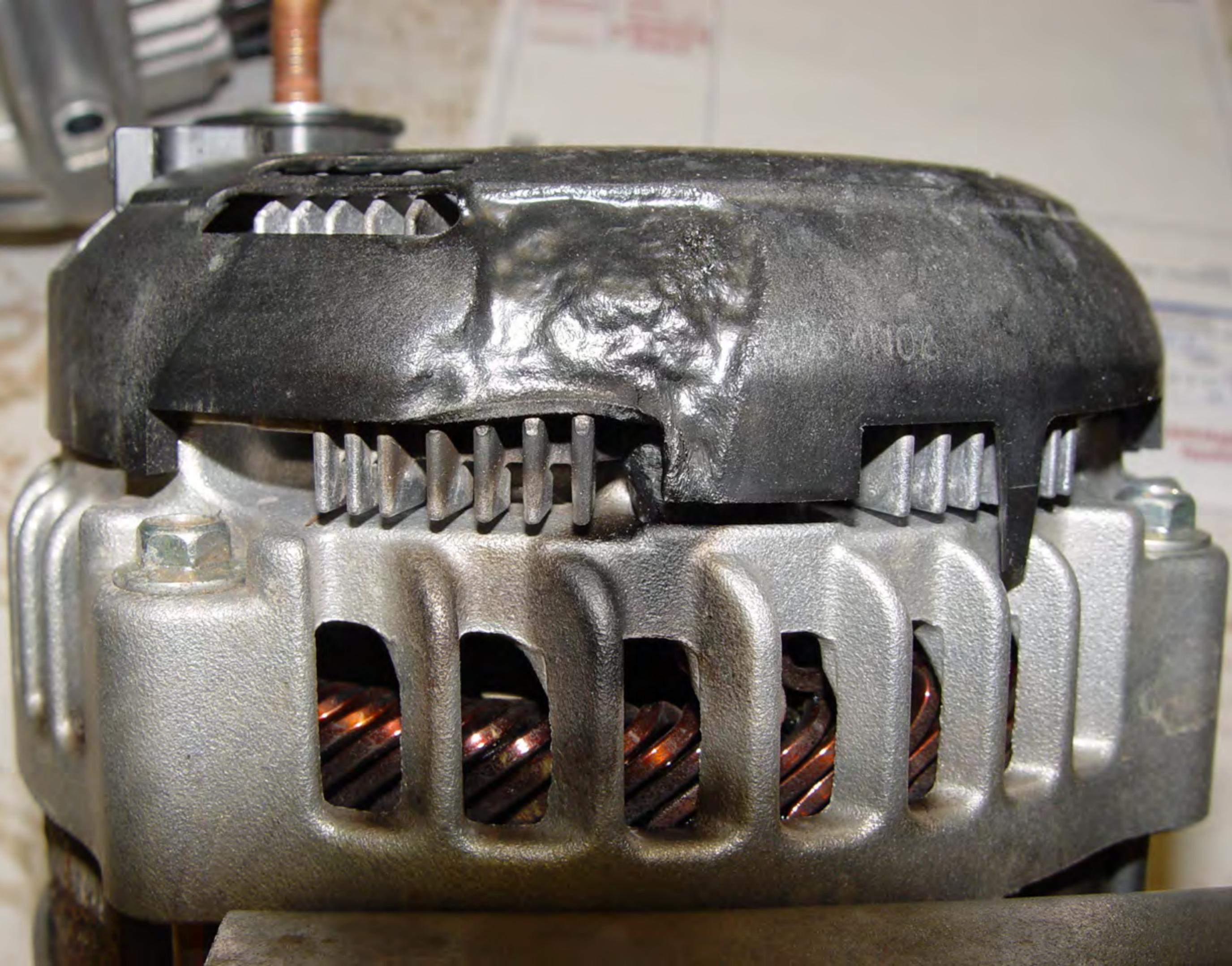


AUTHORIZED
PERSONNEL ONLY



AUTHORIZED
CHANNEL ONLY





MFD BY CHRYSLER GROUP LLC

DATE OF MFR: 9-11

GVWR: 02495 KG

GAWR: 01293 KG

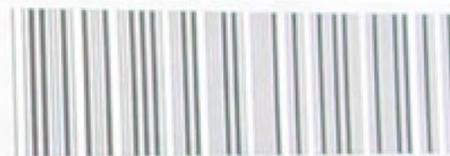
GAWR: 01293 KG

05500 LB

FRONT: 02850 LB

REAR: 02850 LB

THIS VEHICLE CONFORMS TO ALL APPLICABLE U.S.A. FEDERAL MOTOR VEHICLE SAFETY,
BUMPER AND THEFT PREVENTION STANDARDS IN EFFECT ON
THE DATE OF MANUFACTURE SHOWN ABOVE.



VIN: 2C3CDXAT8CH [REDACTED]

MDH: 091409 665AA

VEHICLE MADE IN CANADA

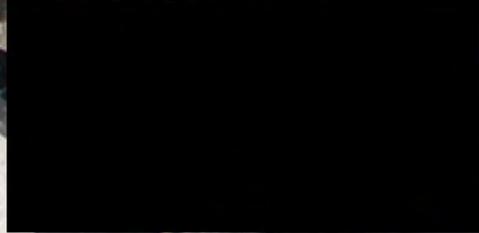
PAINT: PYB

TYPE: PASSENGER CAR

TRIM: CBK9

4658843







PATROL

POLICE
MARSHALLTOWN

527

911

HOTEL



30
MINUTE
PARKING

PARKING

POLICE
MARSHALLTOWN

527

911

527

STEW HANSEN
DODGE CITY & COMPTON & BROTHERS

DODGE

CHARGER

POLICE

POLICE



[Redacted]

527

STEW HANSEN
DODGE CITY • CHRYSLER • JEEP • RAM

D O D G E

CHARGER

POLICE

[Redacted]

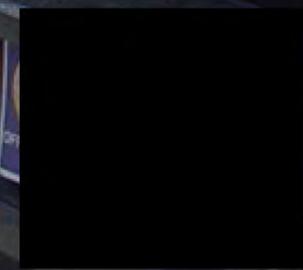
POLICE

30
MINUTE
PARKING

30
MINUTE



POLICE



POLICE

911

527

POLICE
MARSHALLTOWN

PATROL

POLICE



POLICE
MARSHALLTOWN

PATROL

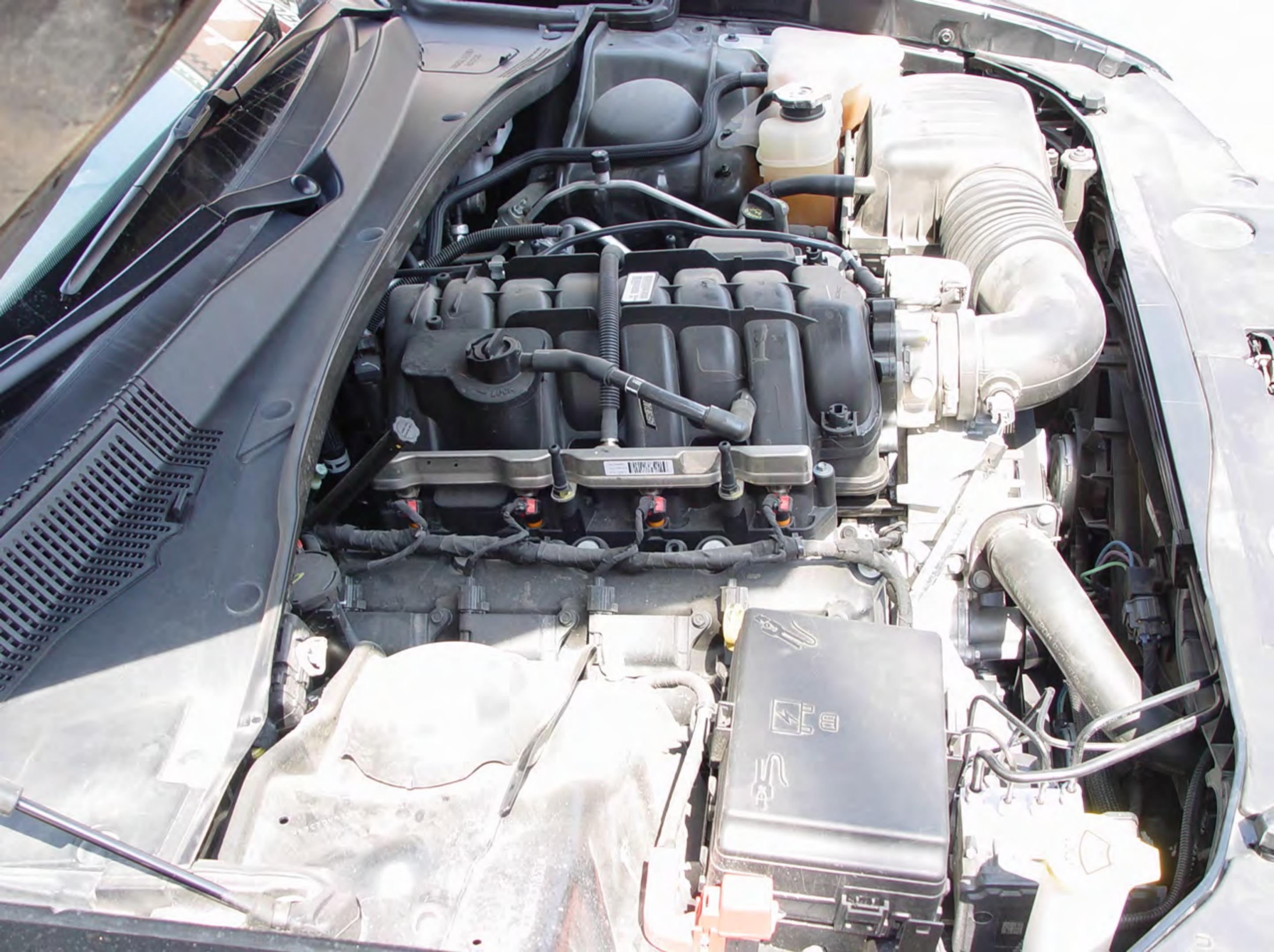
STOP
CL. 10

MATTRESS
SALE!

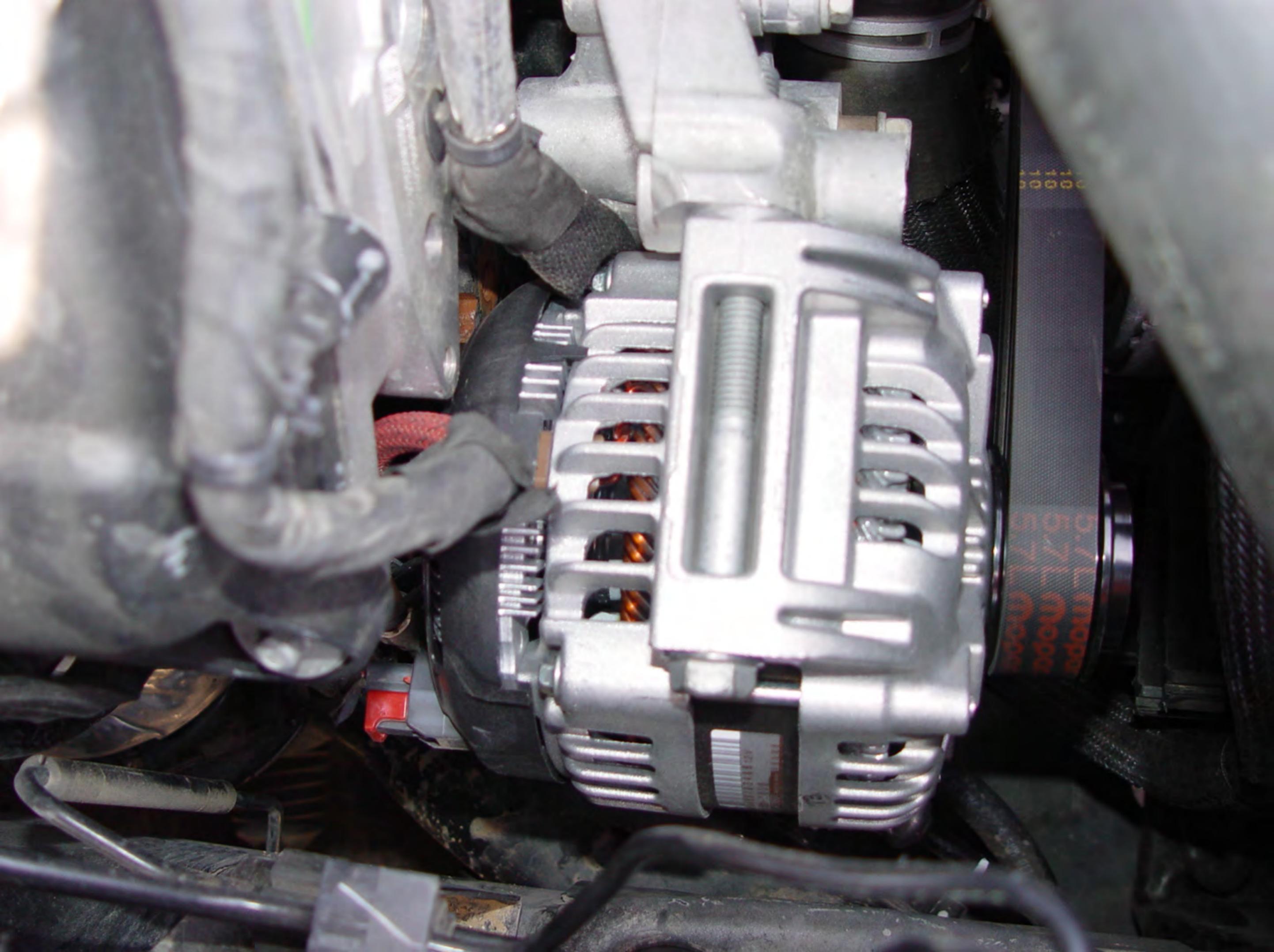
THE RAPID
CITY













PE14-022

CHRYSLER

10-3-2014

ENCLOSURE 4

CAIRS



RECEIVED DATE:

9/25/12

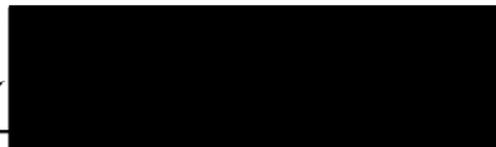
POSTED DATE :

9-21-12

VIN (FIRST 9 DIGITS)

2B3CL3CG9

VIN (LAST 8 DIGITS)

BH 

FIRST NAME:



LAST NAME :



CAIR :

22417077

NON - SCANABLE ITEMS : CIRCLE ONE

NO

YES

From: [REDACTED]
Sent: Tuesday, August 28, 2012 10:25 AM
To: [REDACTED]
Subject: FW: ACTION REQUESTED: Chrysler Supporting Documentation Link.

here is the info for the dodge

From: CAC_Case_Manager@chrysler.com [mailto:CAC_Case_Manager@chrysler.com]
Sent: Tuesday, July 31, 2012 11:30 AM
To: [REDACTED]
Subject: ACTION REQUESTED: Chrysler Supporting Documentation Link.

Chrysler Customer Assistance Center Case Manager is requesting you to provide attachment of scanned document r

Case #: [REDACTED]

Message from your Case Manager: Please send me the repair order and the proof of payment to be considered for

Please use below link to attach scanned documents for Case.

http://www.chrysler.com/wccsapp/CAIRSurvey/validate.do?DATA_KEY=6sf9uLPN95a%2Bscj0lrq1zPSSu7PN85

(This Link will be activated only for 7 days including today).

File Formats allowed for uploading are: .tif .tiff .jpg .jpeg .png .bmp .pdf

Maximum of 15 Files or 5MB can only be uploaded through this link. For more files kindly contact Chrysler Custom

Note: This is a system generated message. Please do not reply.

Thank You
Customer Assistance Center

We have tried using the link but haven't had success. We are emailing the information, please contact my wife at [REDACTED] with any questions.

8-28-12

CRS



15711 Gulf Freeway
WEBSTER, TEXAS 77598
(281) 481-1000



CUSTOMER NO.	ADVISOR DANNY TANDY	TAG NO. 46077	INVOICE NO. 3586	7/12
LABOR RATE	LICENSE NO.	MILEAGE 27,000	COLOR BRIG	STOCK NO. BH517232
YEAR / MAKE / MODEL 11 / DODGE / CHARGER/CHARGER SE RWD	DELIVERY 06	8/11	DELIVERY V.A.S.	39
VEHICLE ID. NO. 27B3CE3CG9BH	SELLING	9/12	REPRINT#	1
R.G. DATE 07	CELL: [REDACTED]			
COMMENTS	MO: 28907			

JOB# 4 CHARGES

LABOR - J# 4-51D0Z BODY ELECTRICAL TECH(S):147 WARRANTY
 Added Operation (ANNYT @ 07/09/2012 10:01)
 RECALL M10
 NEEDS RECALL PERFORMED
 INSTAL WIRING KIT PER RECALL M10

PARTS	QTY	NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	68183960-AA	WIRING KI 8015008		0.00
TOTAL PARTS					0.00

JOB# 4 TOTALS

JOB# 5 CHARGES

LABOR - J# 5-50D0Z07 BATTERY TECH(S):147 110.00
 Added Operation (ANNYT @ 07/16/2012 12:08)
 CUSTOMER STATES BATTERY DEAD. REPLACE BATTERY
 BATTERY FAILED LOAD TEST AFTER MARKET BATTERY
 REPLACE BATTERY

PARTS	QTY	NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	BB94R750-AA	BATTERY S 1083001	160.00	160.00
TOTAL PARTS				160.00	160.00

JOB# 5 TOTALS

TOTALS

JOB# 4 JOURNAL PREFIX DOCS JOB# 4 TOTAL 0.00

JOB# 5 JOURNAL PREFIX DOCS JOB# 5 TOTAL 270.00

TOTAL LABOR	110.00
TOTAL PARTS	160.00
TOTAL SUBLET	0.00
TOTAL G.O.G.T.	0.00
TOTAL MISC. CHG.	0.00
TOTAL MISC DISC	40.00
TOTAL TAX	13.20
TOTAL INVOICE \$	243.20

THANK YOU FOR YOUR BUSINESS!!

OUR GOAL IS TO EXCEED YOUR EXPECTATIONS

CUSTOMER SIGNATURE

ctt2016

WOTO

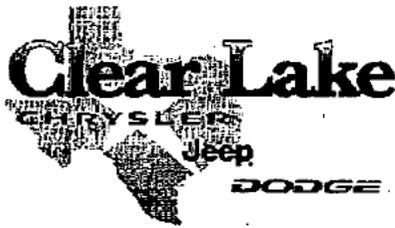
I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH BUSINESS & COMMERCIAL CODE, §9.609, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, OR BECAUSE THE DRAWER OF THE ORDER OF THE CREDIT CARD HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN HAS BEEN CLOSED.

TERMS: STRICTLY CASH

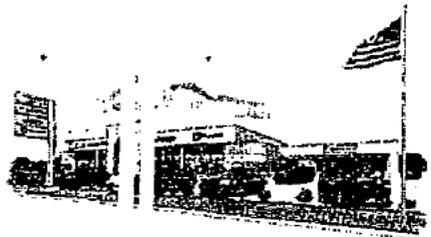
I authorize the repair work to be done along with the necessary materials, and hereby grant you and your employees permission to operate the car or truck herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. I understand that my account is payable in full upon receipt of the invoice.

CLAIMER OF WARRANTIES

Any and all warranties on the products sold hereby are those made 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 any liability in connection with the sale of its products. NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT, OR ANY OTHER CAUSE BEYOND OUR CONTROL.



15711 Gulf Freeway
WEBSTER, TEXAS 77598
(281) 481-1000



Customer information form including name (DANNY TANDY), VIN (11DODGE/CHARGER/CHARGER SE RWD), and contact details.

Table for Job # 1: CHARGES. Includes labor for multipoint inspection and miscellaneous discounts.

Table for Job # 2: CHARGES. Includes labor for driveability check and a part (ALTERNATOR).

Table for Job # 3: CHARGES. Includes labor for exterior trim recall and a part (HANDLE).

NOTICE: I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH BUSINESS & COMMERCIAL CODE, §9.609, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, CREDIT CARD, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, OR BECAUSE THE MAKER/DRAWER OF THE ORDER OR THE CREDIT CARD HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN HAS BEEN CLOSED.

TERMS: STRICTLY CASH. I authorize the repair work to be done along with the necessary materials, and hereby grant you or your employees' permission to operate my car or truck herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. I understand that a charge to my account is payable in full upon receipt of this invoice.

DISCLAIMER OF WARRANTIES: Any and all warranties on the products sold hereby are those made 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 any liability in connection with the sale of its products. NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

HOUSTON, TX 77001

21 SEP 2012 PM 8:1



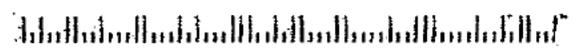
[Redacted]
Houston, TX

Crystal Customer Asst. Center
PO BOX 218004
Auburn Hills, MI 48321

REGISTERED
BY SEP 25 2012

Att. [Redacted]

48321800404



PE14-022

CHRYSLER

10-3-2014

ENCLOSURE 4

CAIRS



Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2013-01-22 15:20:43.617576

Files Not Recieved: 0

Receipt for battery purchase. Vehicle is still under warranty.

[REDACTED]

[REDACTED]

Walmart 
 Save money. Live better.

(512) 292 - 6973
 MANAGER PAUL D'SPAIN
 9300 S INTERSTATE 35 STE B
 AUSTIN TX 78748
 ST# 5317 OP# 00003978 TEN 52 TR# 04897
 AUTOMOTIVE BATTERY DATE VERIFICATION

U 605388004650
 DESCRIPTION: MAXX-H8

DATE: 01/22/13 01:21:25

AUTOMOTIVE BATTERY RETURN REQUIREMENTS

RECEIPT IS NECESSARY TO VALIDATE DATE
 OF PURCHASE FOR WARRANTY ADJUSTMENTS.
 ADJUSTMENTS WITH OUT RECEIPT WILL BE
 MADE USING THE MANUFACTURE DATE OF
 BATTERY.

PLEASE KEEP RECEIPT FOR YOUR RECORDS

TCN 3455 5305 2178 4993 1585 9



PLEASE KEEP RECEIPT FOR YOUR RECORDS

WE VALUE YOUR OPINION!

WE WANT TO KNOW ABOUT YOUR SHOPPING
 EXPERIENCE TODAY AT WAL-MART.

Please complete a survey about
 today's store visit at:

<http://www.survey.walmart.com>

You will need to enter the
 following online:

ID #: 7FH6VZ1VKKXW8

IN RETURN FOR YOUR TIME YOU COULD
 RECEIVE ONE OF FIVE \$1000
 WALMART SHOPPING CARDS

Must be 18 or older and a legal
 resident of the 50 US or DC to
 enter. No purchase necessary to
 enter or win. To enter without
 purchase and for complete official
 rules visit
www.entry.survey.walmart.com.
 Sweepstakes period ends on the date
 shown in the official rules. Survey
 must be taken within TWO weeks
 of today.

Esta encuesta también se encuentra
 en español en la página del Internet

THANK YOU

Walmart 
 Save money. Live better.

(512) 292 - 6973
 MANAGER PAUL D'SPAIN
 9300 S INTERSTATE 35 STE B
 AUSTIN TX 78748
 ST# 5317 OP# 00003978 TEN 52 TR# 04897
 PRODUCT SERIAL # JCH12008839465
 MAXX-H8 060538800465 109.96 X
 TX BAT FEE 007874228216 3.00 0
 CORE CHARGE 060538898898 9.00 T
 SUBTOTAL 121.96
 ** VOIDED ENTRY **
 CORE CHARGE 060538898898K 9.00-T
 SUBTOTAL 112.96
 TAX 1 8.250 % 9.07
 TOTAL 122.03
 CASH TEND 63.00
 DEBIT TEND 58.69
 CASH TEND 0.34
 CHANGE DUE 0.00

EFT DEBIT PAY FROM PRIMARY
 59.03 TOTAL PURCHASE
 ACCOUNT #
 REF # 302200828407
 PAYMENT DECLINED - REASON 51
 TERMINAL # 40026197

01/22/13 01:10:29

EFT DEBIT PAY FROM PRIMARY
 58.69 TOTAL PURCHASE
 ACCOUNT #
 REF #
 NETWORK ID. 0055 APPR CODE 150246
 TERMINAL # 40026197

01/22/13 01:20:37

ITEMS SOLD 2

TCN 3455 5305 2178 4993 1585 9



Low prices. Every day. On everything.
 Backed by our Ad Match Guarantee.
 01/22/13 01:21:25

PE14-022

CHRYSLER

10-3-2014

ENCLOSURE 4

CAIRS



Document Recieved from Customer

Case Number: [REDACTED]

Date Received: 2013-02-19 23:40:12.590357

Files Not Recieved: 0

02/07/13 Dodge issue notes: VIN: 2B3CL3CG3BH [REDACTED]

Called Dodge Corporate

Explained the issue with car:

ABS light

Battery saver mode message.

Car shut down.

Won't start.

Brakes hard to press down on.

Car went haywire and then nothing ...no start.

Agent stated: Recall related on ABS.

Basic warranty up.

Repairs will need to made.

Will need to be diagnosis

Road side. 1-800-521-2779

Car towed to Landmark Dodge. Arrival: 11pm

Case# [REDACTED]

Chrysler/Dodge agent working on case stated to fax receipts of rental and repairs.

Reimbursement inquiry

Rental agreements numbers/Reservations

02/07-02/10: Dodge Avenger

660681416/24986774-US1

\$165.11

02/08/13 Friday

Called Dodge Corporate again.

Gave info about car still not diagnosis

Agent stated will call to expedite the situation.

Said that will be reimburse for rental... just need to fax in invoice.

02/09/13 Saturday

Called Landmark Dodge... spoke with Theresa.

Stated the battery is dead and the cost is \$198.00

Shopped around for battery... Autozone was \$189.00.

Called Theresa back to go ahead and install new battery.

4:30pm...Theresa called.... she said the issue is the Alternator. Priced at \$1100.00 said she will call Napa on Monday to price alternator there which is half of theirs... price = \$500.00

5:12pm...Calling Corporate to give update ...they are closed.

02/10-02/12: car rental. Dropped off the Avenger and rented a Cruze (\$10 cheaper)

660691220/25148626-US6

\$152.14

02/11 Monday

Spoke with Kevin @ Dodge...stated unable to find an aftermarket alternator...my mom told them to go ahead and repair... my parents came up from Warner Robins to pay the \$1095.00 :(

I am very thankful for their help.

This is too much! Car not even 2 years old!

Transaction Successful

Transaction Receipt

Merchant:	Landmark Dodge - (Morrow, GA)
Date/Time:	02/11/2013 6:25:36 PM EST
Transaction ID:	[REDACTED]
Transaction Type:	Card Sale
Entry Method:	Swiped
Amount:	1,088.92
Credit Card Information	
CC Type:	Visa
CC Number:	[REDACTED]
Auth. Code:	011606
Processor:	Credit Card
Billing Information	
NORA A HAWKINS	
US	
Shipping Information	
Order Information	
Order ID:	415571
Description:	YT
Cardholder Authorization	
I agree to pay the above total amount according to card issuer agreement.	
[REDACTED]	



DODGE - CHRYSLER - Jeep - RAM

6850 Mt. Zion Blvd.
Morrow, GA 30260
Direct Line: (678) 251-2270
(770) 968-4900

Always The Best Deal... Always
LandmarkService.com

CELL [REDACTED]

CUSTOMER NO: [REDACTED]	ADVISOR KEVIN COWART	75736	TAB NO. 3606	INVOICE DATE 02/11/13	[REDACTED]
[REDACTED]	LABOR FREE	LICENSE NO.	MILEAGE 56,118	COLOR /	STOCK NO.
RIVERDALE, GA	YEAR / MAKE / MODEL 11 / DODGE / CHARGER / 4DR SDN RWD	DELIVERY DATE	DELIVERY MILES		
[REDACTED]	VEHICLE ID NO. 2 B 3 C L 3 C G 3 B H	SELLING DEALER NO.	PRODUCTION DATE		
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 02/08/13		
[REDACTED]	COMMENTS:	MO: 56120			

LABOR & PARTS	DRIVEABILITY	TECH(S): 143763	297.00	LIMITED WARRANTY		
<p>WONT START BATTERY DEAD TRIED TO TEST BATTERY BATTERY TESTER SHOWED BAD CELL/ REPLACE BATTERY REPLACED BATTERY ROAD TESTED TO MAKE SURE CONCERN WAS TAKEN CARE OF MULTIPLE LIGHTS CAME ON SCANNED WITH WII TECH ALL CODES FOR LOW BATTERY VOLTAGE CHECKED AND FOUND ALT NOT CHARGEING BATTERY WAS DAMAGED DUE TO BAD ALT. NEEDS ALT ALSO.</p>				<p>LABOR: We guarantee our service labor for 90 days or 4,000 miles, whichever comes first. If our repair or replacement fails in normal service within that period we'll fix it free of labor charges.</p> <p>PARTS: The factory warranty constitutes all of the warranties with the respect to the sale of this item/items. The seller hereby expressly disclaims all warranties, either 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 any liability in connection with the sale of this item/items.</p>		
JOB # 1	1	RL901779-AG	ALTERNATO R028003	532.00	532.00	532.00
JOB # 1	1	RL901779-AG	CUSTOMER WANTS TO SEE OLD PART CORE RETURN	40.00	40.00	40.00
				JOB # 1 TOTAL PARTS	492.00	
				JOB # 1 TOTAL LABOR & PARTS	789.00	
JOB # 2	2	FREE MAINT INSP	TECH(S): 143763			0.00
<p>CUSTOMER REQUESTS FREE MAINTENACE INSPECTION PERFORMED FREE MAINTENANCE INSPECTION</p>						
				JOB # 2 TOTAL PARTS	0.00	
				JOB # 2 TOTAL LABOR & PARTS	0.00	
JOB # 3	3	TEST AND REPL. BATT.	TECH(S): 143763			55.00
<p>REPLACE DEAD BATTERY REPLACED AND FOUND ALT ALSO BAD ... ALT CUASED BATTERY DAMAGE REPLACED ALT. AND BATTERY</p>						
JOB # 3	1	BB94R750-AA	BATTERY 5 1083001	164.00	164.00	164.00
				JOB # 3 TOTAL PARTS	164.00	
				JOB # 3 TOTAL LABOR & PARTS	219.00	
JOB # A		SS SHOP SUPPLIES				35.00
				TOTAL - MISC	35.00	
<p>ESTIMATE CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)</p>						

PAGE 1 OF 2

CUSTOMER COPY

[CONTINUED ON NEXT PAGE] 12:37pm

The Reynolds and Reynolds Company 0149010172
SF666286 Q (07/12)



DODGE - CHRYSLER - Jeep - RAM

6850 Mt. Zion Blvd.
Morrow, GA 30260
Direct Line: (678) 251-2270
(770) 968-4900

Always The Best Deal...Always

LandmarkService.com

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR KEVIN COWART	75736	TAG NO 3606	INVOICE DATE 02/11/13	[REDACTED]
[REDACTED]	LABOR RATE	LIBRARY NO	MILEAGE 56,118	COLOR /	STOCK NO.
RIVERDALE, GA	YEAR / MAKE / MODEL 11/DODGE/CHARGER/4DR SDN RWD			DELIVERY DATE	DELIVERY MILES
[REDACTED]	VEHICLE ID NO. 2 B 3 C L 3 C G 3 B H			SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	E.T.E. NO.	P.O. NO.	R.O. DATE 02/08/13		
[REDACTED]	COMMENTS				MO: 56120

TOTALS-----

 * NEXT RECOMMENDED SERVICE: *
 * 04/12/2013 / 59120 MI 27D0Z01 LDF *

SCHEDULE YOUR NEXT VISIT AT WWW.LANDMARKSERVICE.COM 24/7
 WE AT LANDMARK DODGE CHRYSLER JEEP HOPE YOU HAD A GREAT SERVICE VISIT! IF YOU HAVE ANY QUESTIONS OR CONCERNS-PLEASE SEE YOUR SERVICE ADVISOR OR CALL OUR SERVICE DIRECTOR MIKE CROUCH AT 678-251-2326

TOTAL LABOR....	352.00
TOTAL PARTS....	656.00
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	35.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	45.92
TOTAL INVOICE \$	1088.92

THANK YOU FOR CHOOSING LANDMARK DODGE CHRYSLER JEEP!
 CUSTOMER PAY COLLISION REPAIRS CARRY A LIFETIME WARRANTY TO THE ORIGINAL OWNER. CALL OUR COLLISION CENTER AT 678-251-2295 FOR AN ESTIMATE TODAY.

LIMITED WARRANTY
LABOR
 We guarantee our service labor for 90 days or 4,000 miles, whichever comes first. If our repair or replacement fails in normal service within that period we'll fix it free of labor charges.
PARTS
 The factory warranty constitutes all of the warranties with the respect to the sale of this item/items. The seller hereby expressly disclaims all warranties, either 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 any liability in connection with the sale of this item/items.



415571

415571



LANDMARK-MORROW
6823 Mt. Zion Blvd.
Morrow, GA 30260
(770) 868-4900

www.landmarkdodge.com

LANDMARK-MONROE
316 Mayfield Drive
Monroe, GA 30666
(770) 207-0230



OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
	FRT END ALIGNMENT	MI	7D0Z01	LOF		MI	
	BELTS	MI	7D0Z03	AIR FILTER		MI	
	TRANS SERVICE	MI	7D0Z05	WHL BRNG INSPECT		MI	
	EMISSIONS SERVICE	MI	7D0Z06	CLEAN/REPACK WHL BRG		MI	
	CRANK CASE FILTER	MT	7D0Z08	ICYL TUNEUP STD PLUG		MI	

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
01/05/13	412462	53300	142888	111875	W	08D0Z	ELECTRICAL
09/01/12	400782	42105	130164	111875	C	27D0Z26	FREE MAINT. INSPCT
06/02/12	392444	34862	51052	133909	C	04D0ZBULB	REPLACE BULB
05/15/12	390847	33258	51052	133909	W	60D0Z	RECALLS
				133909	C	28D0Z26	FREE MAINT. INSP
				133909	C	27D0Z	MAINTENANCE

SALESPERSON NO.

SERVICE

STATE REG#

VEHICLE ID No. **2B3CL3CG3BH** YEAR / MAKE / MODEL **11/DODGE/CHARGER/4DR SDN RWD** PRD. DATE STOCK No. LICENSE No.

CUSTOMER No. SERVICE CONTRACT DEL. DATE DEL. MILES SELL DEALER No. TR. DATE

RIVERDALE, GA COLOR CONTRACT No. **56120** EXP. DATE EXP. MILES TAG No. **4300**

TURBO M/MC A/C P.S. TRANS. A MILEAGE **60,000** ADVISOR No. **75736** ADVISOR **KEVIN COWARD**

RESIDENCE PHONE BUSINESS PHONE TERMS STRICTLY CASH/LESS ARRANGEMENTS MADE

DATE RECEIVED **02/09/13** DATE TIME PROMISED **11:30am** HOURS **4**

APPOINTMENT Yes No LABOR RATE **x Towin**

JOB	ORIGINAL CUSTOMER ESTIMATE:	TOTAL	LIMITED WARRANTY
X		0.00	LABOR: We guarantee our service labor for 12 months or 12,000 miles, whichever comes first. If our repair or replacement fails in normal service within that period we'll fix it free of labor charges.
1	C 18D0Z	DRIVEABILITY	PARTS: The factory warranty constitutes all of the warranties with respect to the sale of this item. The seller hereby expressly disclaims all warranties, either 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 any liability in connection with the sale of this item.
	WONT START	ICATON runs rough	
	BATTERY DEAD		
2	C 28D0ZMPI	FREE MAINT. INSP	
	CUSTOMER REQUESTS FREE MAINTENANCE INSPECTION		

PART RECEIVED
FEB 11 2013
AND ENTERED

DIAG ON MONDAY
PER KEVIN C.

02/11/13



01010415571

RECEIPT

Rental Agreement Number: 660691220
Vehicle Number: 61076901

YOUR INFORMATION

WIZARD NUMBER: 4GP18F
AVIS DISC:
UP TO 200FF AVIS.COM
PAYMENT METHOD: VISA

YOUR RENTAL

Picked up: ATL
Date/Time: FEB 10, 2013@11:37AM
Returned: ATL
Date/Time: FEB 11, 2013@08:15PM
Veh Group: Intermediate
Veh Charged: Intermediate
Vehicle: CHEVROLET CRUZE
Odometer Out: 13939
Odometer In: 14071
Fuel Reading: Full

YOUR VEHICLE CHARGES

2 DYE 58.99 117.98
DISCOUNT 5.0 5.90
YOUR TIME AND MILEAGE: 112.08

YOUR TAXABLE FEES

**11 11% FEE 12.83
CUST FAC CHARGE 5.00/DY 10.00
VEH LIC RECOUP 1.10/DY 2.20
ENERGY RECOVERY 0.60/DY 1.20

YOUR SUBTOTAL

TAXABLE SUBTOT 138.31
TAX 10.000% 13.83

YOUR NON TAXABLE ITEMS

TOTAL CHARGES 152.14
NET CHARGES 152.14
YOUR TOTAL DUE: 0.00

PAID ON VISA
**CONCESSION RECOVERY FEE

THANK YOU FOR RENTING WITH AVIS

Toll Pass inquiries,
visit www.e-tolls.com
or call HTA at 1-866-642-2000
Other inquiries or e-receipt visit
www.avis.com

or call 404-763-6333

RECEIPT

Rental Agreement Number: 660681416
Vehicle Number: 57296993

YOUR INFORMATION

AVIS DISC:
COMCAST CORPORATION
PAYMENT METHOD: VISA

YOUR RENTAL

Picked up: ATL
Date/Time: FEB 07, 2013@11:22PM
Returned: ATL
Date/Time: FEB 10, 2013@11:34AM
Veh Group: Intermediate
Veh Charged: Compact
Vehicle: DODGE AVENGER
Odometer Out: 2322
Odometer In: 2522
Fuel Reading: Full

YOUR VEHICLE CHARGES

3 DYE 27.99 83.97
INCL UPGRADE AT \$ 7.00/DAY
DISCOUNT 5.0 3.15
YOUR TIME AND MILEAGE: 80.82

YOUR TAXABLE FEES

**11 11% FEE 13.86
CUST FAC CHARGE 5.00/DY 15.00
VEH LIC RECOUP 1.10/DY 3.30
ENERGY RECOVERY 0.60/DY 1.80

YOUR SUBTOTAL

TAXABLE SUBTOT 114.78
TAX 10.000% 11.48

YOUR NON TAXABLE ITEMS

PAI/PEP/ALI CHG 38.85

TOTAL CHARGES 165.11
NET CHARGES 165.11
YOUR TOTAL DUE: 0.00

PAID ON VISA
**CONCESSION RECOVERY FEE

THANK YOU FOR RENTING WITH AVIS

Toll Pass inquiries,
visit www.e-tolls.com
or call HTA at 1-866-642-2000
Other inquiries or e-receipt visit
www.avis.com

or call 404-763-6333

PE14-022

CHRYSLER

10-3-2014

ENCLOSURE 4

CAIRS



Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2013-03-26 11:55:08.516688

Files Not Recieved: 0

KB600



Kevin

(4)

Customer History

Store: 1501

3/01/2013 Through 3/20/2013

Location: 311 BROADWAY AVE. WEST MEMPHIS, AR

Page: 1

Date: 3/20/2013

Time: 12:05PM



Memphis, TN



Date: 3/07/13 Invoice#: 2594 PO#:

SKU	Mfg Part No	Quantity	Amount
	49H8	1	\$137.99
	49H8	1	\$10.00
	49H8	-1	\$-10.00
Tender Type: Cash			\$160.00

Total Sales: \$147.99

Total Refunds: \$-10.00

Net Total:

\$137.99

* Totals do not include tax.

ATT.



Case #



Phone # to advance auto

870-735-5523

Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2013-03-28 13:28:00.391130

Files Not Recieved: 0

Customer History

Store: 1501

3/01/2013 Through 3/20/2013

Location: 311 BROADWAY AVE. WEST MEMPHIS, AR

Page: 1

Date: 3/20/2013

Time: 12:05PM

[Redacted] Memphis, TN [Redacted]

Date: 3/07/13 Invoice#: 2594 PO#:

SKU	Mfg Part No	Quantity	Amount
[Redacted]	49H8	1	\$137.99
[Redacted]	49H8	1	\$10.00
[Redacted]	49H8	-1	\$-10.00
Tender Type: Cash			\$160.00

Total Sales: \$147.99 Total Refunds: \$-10.00 Net Total: \$137.99
 * Totals do not include tax.

ATT. [Redacted]

Case # [Redacted]

Phone # to advance auto

870-735-5523

Customer History

Store: 1501
Location: 311 BROADWAY AVE. WEST MEMPHIS, AR

Page: 1
Date: 3/20/2013
Time: 12:05PM

[Redacted] [Redacted] Memphis, TN [Redacted]

Date: 3/07/13 Invoice#: 2594 PO#:

SKU	Mfg Part No	Quantity	Amount
[Redacted]	49H8	1	\$137.99
[Redacted]	49H8	1	\$10.00
[Redacted]	49H8	-1	\$-10.00
Tender Type: Cash			\$160.00

Total Sales: \$147.99 Total Refunds: \$-10.00 Net Total: \$137.99

* Totals do not include tax.

ATT. [Redacted]

Case # [Redacted]

Phone # to advance auto

870-735-5523

The information contained in this document is the privileged, confidential property of Advance Stores Company, Inc. ("Advance Auto"). Unless authorized by Advance Auto Parts, any dissemination, distribution or copying of this document or any information herein is strictly prohibited.

PE14-022

CHRYSLER

10-3-2014

ENCLOSURE 4

CAIRS



RECEIVED DATE:

3/22/13

POSTED DATE:

3-18-13

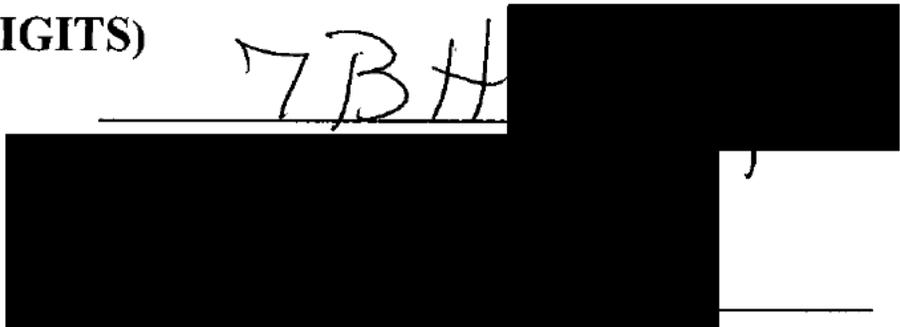
VIN (FIRST 9 DIGITS)

2B3C43CG

VIN (LAST 8 DIGITS)

7BH

FIRST NAME:



LAST NAME:



CAIR:

00000000

NON - SCANABLE ITEMS : CIRCLE ONE

NO

YES

[REDACTED]
Calumet City, IL

Phone [REDACTED]

Fax [REDACTED]
[REDACTED]

March 16, 2013

Chrysler Group LLC
Customer Center
PO Box 21-8004
Auburn Hills, MI 48321-8004

Dear Chrysler Group,

I am writing you reference my vehicle, 2011 Dodge Charger SE RWD 3.6 Liter V6 5-Speed Transmission. I purchased my vehicle new on April 4, 2011. On March 12th, this year, a message light came on indicating "Battery Saver Mode". After researching this message on the computer, the explanation was that the battery was not being charged, and will result in the battery going completely dead. The research also revealed that numerous owners of this same vehicle year were experiencing the same problem. On March 13th, this year, I had to have my vehicle towed to Napleton's Dodge located at 17225 Torrence Ave. in Lansing, IL., also the location where I purchased my vehicle, due to the fact that my vehicle would not start because the battery was completely dead. Napleton's diagnosis was that the battery was faulty and had to be replaced, at a cost to me of \$273.36. My receipt, (copies enclosed), from Napleton's indicated the problem was solved. I left Napleton's in my vehicle and drove two blocks when the message light "Battery Saver Mode" came on once again. I immediately returned my vehicle to Napleton's to allow them to observe that the message light had indeed returned. Napleton's advised me they would have to keep the vehicle overnight so they could contact Chrysler to inquire about this problem. I was contacted by Napleton's later the next day and was told I would need a new alternator, at a cost of over \$600.00. Feeling helpless and in shock from this I gave them the go ahead, as I need my vehicle to get to and from work, and I had already missed a day of work as a result.

I am appealing to you for a rebate to recoup some of the cost, which appears to be the result of a defect in this vehicle. My vehicle is barely two years old and I should not have had to pay for a new battery and a new alternator in such a short time. I am looking forward to your prompt response to this very upsetting ordeal that I have had to endure. Thank you.

Sincerely,

[REDACTED]
Cc: G. K. Edlin, Attorney at Law

CUSTOMER #: [REDACTED]

INVOICE

NAPLETON'S



CALUMET CITY, IL [REDACTED]

PAGE 1

17225 Torrence Ave., Lansing, IL 60438
Phone: (708) 474-2300 Fax: (708) 474-6564
www.riveroakscjd.com

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED] SERVICE ADVISOR: 1 TOM WALKER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLACK	11	DODGE CHARGER	2B3CL3CG7BH [REDACTED]		39500/39500	T4926	
IN SERVICE DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
31MAR11 DD			17:00 13MAR13		0.00	CASH	13MAR13

DATE OF REPAIR	DATE CUSTOMER NOTIFIED	OPTIONS
12:04 13MAR13	14:59 13MAR13	STK:D10303 DLR:45457 ENG:ERB TRN:DGJ

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A TOW IN-CUST STATES VEHICLE WONT START...YESTERDAY BATTERY SAVER MODE LIGHT CAME ON

EL10 .FOUND THE BATTERY FAULTY.REPLACED THE BATTERY,CHECKED CHARGING SYSTEM OK NOW

103 BELINSKY,JOSEPH LIC#: [REDACTED] CDBL

					89.99	89.99	
1	BB94R750AA *BATTERY-STORAGE			169.00	169.00	169.00	
PARTS:	169.00	LABOR:	89.99	OTHER:	0.00	TOTAL LINE A:	258.99

B CUST STATES THE ABS LIGHT ALSO CAME ON YESTERDAY SEE SEE LINE ABOVE

103 BELINSKY,JOSEPH LIC#: 8764

CHRYSLER (N/C)

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

C WORLD CLASS INSPECTION WCI WORLD CLASS INSPECTION

103 BELINSKY,JOSEPH LIC#: 8764

Jeep (N/C)

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

*** ALL MOPAR PARTS/REPAIRS ARE GUARANTEED FOR 1 YEAR OR 12,000 MILES . ALL ADJUSTMENTS ARE GUARANTEED FOR 90 DAYS ***

MAR 13 PAID [Signature]

NAPLETON'S

RAM DODGE CHRYSLER Jeep

THANK YOU FOR YOUR BUSINESS!

Arbitration Agreement

Customer and the dealer agree that all claims, demands, 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 Chicago, IL, and judgement upon the award rendered by the Arbitrator(s) may be entered by any court having jurisdiction thereof.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	89.99
PARTS AMOUNT	169.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	258.99
LESS INSURANCE	0.00
SALES TAX	14.37
PLEASE PAY THIS AMOUNT	273.36

CUSTOMER #:

NAPLETON'S

INVOICE



DUPLICATE 1
PAGE 1

17225 Torrence Ave., Lansing, IL 60438
Phone: (708) 474-2300 Fax: (708) 474-6564
www.riveroakscjd.com

CALUMET CITY, IL

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

SERVICE ADVISOR: 1 TOM WALKER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLACK	11	DODGE CHARGER	2B3CL3CG7BH		39252/39258	T5000	
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO	RATE	PAYMENT	INV. DATE
31MAR11 DD			17:00 13MAR13		0.00	CASH	15MAR13
DATE OF REPAIR	DATE CUSTOMER NOTIFIED	OPTIONS: STK:D10303 DLR:45457 ENG:ERB TRN:DGJ					
15:14 13MAR13	14:35 15MAR13						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CUST STATES THE "BATTERY SAVER MODE" IS ON CLUSTER							
.85412300 FOUND THE ALTERNATOR NOT CHARGING AT							
TIMES. REPLACED ALTERNATOR AND RECHECKED							
CHARGING SYSTEM. OK NOW							
7 LAU, SIMON LIC#: 1451							
CD							
1 RL801779AG ALTERNATO-ENGINE							
DISCOUNT 25.00 OFF PLUS FREE RENTAL							
7 LAU, SIMON LIC#: 1451							
CD							
-1 DISCOUNT							
SUBL ENTERPRISE							
PARTS: 479.50 LABOR: 155.50 OTHER: 0.00 TOTAL LINE A: 635.00							

*** ALL MOPAR PARTS/REPAIRS ARE GUARANTEED							
FOR 1 YEAR OR 12,000 MILES.. ALL ADJUSTMENTS							
ARE GUARANTEED FOR 90 DAYS ***							

7 LAU, SIMON LIC#: 1451
CD
1 RL801779AG ALTERNATO-ENGINE
DISCOUNT 25.00 OFF PLUS FREE RENTAL
7 LAU, SIMON LIC#: 1451
CD
-1 DISCOUNT
SUBL ENTERPRISE

	168.00	168.00
492.00	492.00	492.00
	-12.50	-12.50
12.50	12.50	-12.50

SUBL ENTERPRISE



(N/C)

PARTS: 479.50 LABOR: 155.50 OTHER: 0.00 TOTAL LINE A: 635.00



WALKER
MAR 25 PAID
By

NAPLETON'S



THANK YOU FOR YOUR BUSINESS!

Arbitration Agreement

Customer and the dealer agree that all claims, demands, 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 Chicago, IL, and judgment upon the award rendered by the Arbitrator(s) may be entered by any court having jurisdiction thereof.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	155.50
PARTS AMOUNT	479.50
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	635.00
LESS INSURANCE	0.00
SALES TAX	40.76
PLEASE PAY THIS AMOUNT	675.76

5364104
RIVER OAKS CJD
17225 TORRENCE AVE
LANSING, IL 60438
788-474-2388

Term ID: 001

Ref #: 025

Sale

██████████
MASTERCARD

Entry Method: Swiped

03/13/13

14:53:27

Inv #: 000025

Appr Code: 211928

Apprvd: Online

Batch#: 072001

Total:

\$ 273.36

Customer Copy

5364104
RIVER OAKS CJD
17225 TORRENCE AVE
LANSING, IL 60438
788-474-2388

Term ID: 001

Ref #: 020

Sale

██████████
MASTERCARD

Entry Method: Swiped

03/15/13

14:34:00

Inv #: 000020

Appr Code: 728739

Apprvd: Online

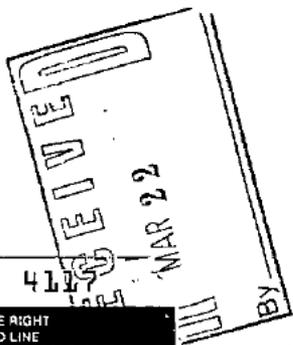
Batch#: 074001

Total:

\$ 675.76

Customer Copy

Calumet City, IL



7009 2250 0002 0712 4117

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

CERTIFIED MAIL



7009 2250 0002 0712 4117

CHRYSLER GROUP LLC
CUSTOMER CENTER
PO BOX 218004
AUBURN HILLS MI 48321



1000

48321

U.S. PH
CHIC
6
MAR
AM

\$
00

48321800404



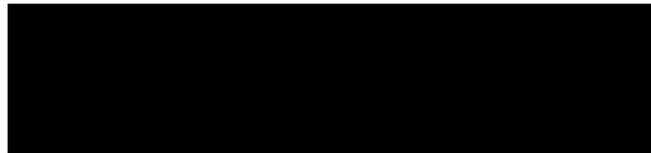
PE14-022

CHRYSLER

10-3-2014

ENCLOSURE 4

CAIRS



Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2013-04-03 14:04:51.927882

Files Not Recieved: 0

This is felipe im sending the recits

VIN: ZB3CL3CG5BH
 Year: 2011
 Make: DODGE
 Model: CHARGER
 Color: WHITE
 License Plate:
 Mileage in: 43174 Out: 43175

CARMAX SERVICE CENTER

1975 BEAVER RUIN RD.
 NORCROSS, GA 30071
 Phone: (770)263-8808 Fax: (770)446-2346
 Location: 7104
 Service Registration Number:

INVOICE

Open Date: 10:15 am 02/04/13
 Invoice Date: 4:35 pm 02/05/13

Service Employee
 BELINDA SWANN

Page 3 of 3

Name: [REDACTED]
 Address: [REDACTED]
 NORCROSS, GA [REDACTED]

Phone: [REDACTED]

LABOR TOTAL	2.2	\$197.82	PARTS TOTAL	\$123.99
SUBLET TOTAL		\$0.00	*All parts are new unless otherwise noted.	

CarMax provides a Limited Warranty for all parts purchased at CarMax and all automotive service work performed by CarMax for a period of 6 months or 6,000 miles, whichever comes first. The full text of this Limited Warranty is set forth on the last page of this repair invoice.

If your original estimated repair charge was revised, please sign the following:

I acknowledge notice and oral approval of an increase in the original estimated price.

(Customer Signature or Initials)

I acknowledge receiving a copy of this invoice.
 [REDACTED] _____
 Date: 2-5-13

ITEM	TOTAL
LABOR	\$197.82
PARTS	\$123.99
SUBLET Labor: \$0.00 Parts: \$0.00	\$0.00
OTHER	\$0.00
TOTAL CHARGES	\$321.81
EXTENDED SERVICE PROTECTION (LESS)	(\$0.00)
EXTENDED SERVICE PROTECTION DEDUCTIBLE: \$0.00	
MANUFACTURER WARRANTY (LESS)	(\$85.01)
SALES TAX	
LABOR	\$0.00
PARTS	\$6.49
SUBLET	\$0.00
EPS USE TAX: \$0.00	\$0.00
TOTAL TAX	\$6.49
PLEASE PAY THIS AMOUNT	\$243.29

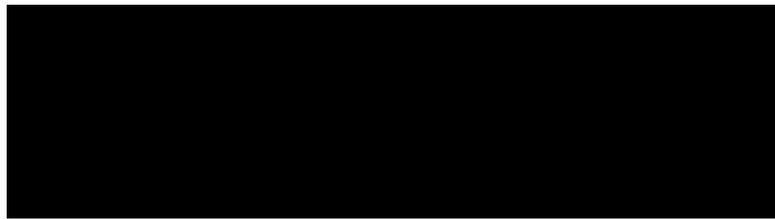
PE14-022

CHRYSLER

10-3-2014

ENCLOSURE 4

CAIRS



Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2013-05-02 19:02:19.910784

Files Not Recieved: 0

PE14-022

CHRYSLER

10-3-2014

ENCLOSURE 4

CAIRS



From: [REDACTED]
To: customerassistre@chrysler.com
Date: Sun Apr 14 22:25:13 EDT 2013
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: Recall Information
Brief Description:

defective car since date of purchase, unsafe and now possibly on fire
Comments:

Purchased brand new and unaware of broken parts, dealership negligent, replaced door handles 4 or 5 times now and still broken, rattling in dash (apparently the dealership doesn't hear) taken up three times for that issue, vents in fans stop spinning and start loud buzzing (dealership also cannot hear or understand that either) taken up once for that issue, fixed recall for electrical issue now traction, battery, and ABS light lit, car smells like fire, engine whining, and car died immediately there after. Couldn't jump start, cannot drive. Car is a death trap and nobody can seem to help me. This is a textbook lemon

Sender Information:

Title: [REDACTED]
First Name: [REDACTED]
Middle Initial: [REDACTED]
Last Name: [REDACTED]

From: customerassistre@chrysler.com
To: [REDACTED]
Date: Mon Apr 15 15:39:34 EDT 2013
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [REDACTED]

Thank you for contacting the Dodge Customer Assistance Center in regards to your 2011 Charger.

I am sorry to learn of the concerns raised regarding your vehicles operational condition. I appreciate the time taken to share these concerns with us.

It has been determined that the concerns raised regarding your vehicle condition needs further review.

We have referred your concerns our Qualifying Team for follow-up. A Representative will contact you by phone or email within one business day addressing your issue.

I appreciate your patience and understanding as we further look into matter with you.

Thanks again for your email, Elizabeth.

Sincerely,

Jeff

Customer Service Representative
Dodge Customer Assistance Center

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: [REDACTED]
EMAIL CASE NUMBER: [REDACTED]
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8089146V54774L0KM&

Original Message Follows:

Recall Information - Dodge Brand Site

Brief Description:

defective car since date of purchase, unsafe and now possibly on fire
Comments:

Purchased brand new and unaware of broken parts, dealership negligent,

replaced door handles 4 or 5 times now and still broken, rattling in dash (apparently the dealership doesn't hear) taken up three times for that

issue, vents in fans stop spinning and start loud buzzing (dealership also

cannot hear or understand that either) taken up once for that issue, fixed

recall for electrical issue now traction, battery, and ABS light lit, car

smells like fire, engine whining, and car died immediately there after.

Couldn't jump start, cannot drive. Car is a death trap and nobody can seem

to help me. This is a textbook lemon

VIN: BH [REDACTED]
Mileage: 26000
Servicing Dealer: Thompson Chrysler Jeep and Dodge Dundalk
Title:
First Name: [REDACTED]
Middle Initial: [REDACTED]
Last Name: [REDACTED]
Address 1: [REDACTED]
Address 2:
City: Rosedale
State: MD
Zip: [REDACTED]
Email: [REDACTED]
Home Phone: [REDACTED]

Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2013-04-29 16:07:38.197005

Files Not Recieved: 0



IF you Fax it back
to Comcast I'll never
Find it!



Fax

To: Ms. Ruby From: [Redacted]
 Fax: 932-623-3570 Pages: 3 total
 Phone: 443-415-3912 Date: 4/27/13
 Re: CC:

Urgent For Review Please Comment Please Reply Please Recycle

Comments:

Thank you for helping me with this matter and hopefully
 I don't continue to have issues. I appreciate your
 dedication to my situation because I've felt
 alone with no options about the issues I've
 been having.

You really made this less stressful for me!

* Attached is my signed finance agreement.



109761 D1145

Dealer Number

Contract Number

Buyer Name and Address (including County and Zip Code) Baltimore MD
 Co-Buyer Name and Address (including County and Zip Code)
 Creditor-Seller Name and Address THOMPSON CHRYSLER JEEP DODGE
 1102 BUSINESS CENTER WAY
 EDGEMOOD, MARYLAND
 21040

You, the Buyer (and Co-Buyer, if any), may buy the vehicle below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit under the agreements on the front and back of this contract. You agree to pay the Creditor-Seller (sometimes "we" or "us" in this contract) the Amount Financed and Finance Charge in U.S. funds according to the payment schedule below. We will figure your finance charge on a daily basis. The Truth-in-Lending Disclosures below are part of this contract.

New/Used	Year	Make and Model	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2011	DODGE CHARGER	2B9CL3CC9B[Redacted]	<input type="checkbox"/> personal, family or household <input type="checkbox"/> business <input type="checkbox"/> agricultural

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
12.50%	\$215.92	\$19636.52	\$26153.44	\$26052.44

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due
7	\$373.62	Monthly beginning 06/12/2011

Late Charge: If payment is not received in full within 15 days after it is due, you will pay a late charge of 10% of the part of the payment that is late, with a maximum charge of \$ [Redacted].
 Prepayment: If you pay off all your debt early, you will not have to pay a penalty.
 Security Interest: You are giving a security interest in the vehicle being purchased.
 Additional Information: See the contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date and security interest.

Insurance: You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit, unless the box indicating Vendor's Single Interest is required is checked below.
 Any insurance to be checked below, policies or certificates from the named insurance companies will describe the terms and conditions.
 Check the insurance you want and sign below:

Optional Credit Insurance
 Credit Life Buyer Co-Buyer Both
 Credit Disability (Buyer Only)
 Premium \$ [Redacted]
 Credit Life \$ [Redacted]
 Credit Disability \$ [Redacted]
 Insurance Company Name: [Redacted]
 Home Office Address: [Redacted]

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not to buy credit life insurance or credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. If you choose this insurance, the cost is shown in item 4A of the Itemization of Amount Financed. Credit life insurance is based on your original payment schedule. This insurance may not pay all you owe on this contract if you make late payments. Credit disability insurance does not cover any proceeds in your payment or in the return of payments coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown below.

ITEMIZATION OF AMOUNT FINANCED

A Cash Price	\$7163.52 (A)
B Dealer Processing Charge (not required by law)	\$ 39.00 (B)
C Freight Charge	\$ N/A (C)
D Other	\$ N/A (D)
E Other	\$ N/A (E)
Total Cash Price	\$7262.52 (1)
Total Downpayment =	
Trade-In (Year) 2008 (Make) DODGE (Model) RAM 1500	
Carfax Trade-In Allowance	15000.00
Less Pay CR Made By Seller	1100.00
Equals Net Trade In	14000.00
+ Cash	\$ N/A
- Other	\$ 1990.00 (2)
(If total downpayment is negative, enter "0" and see 4) below)	
Total Downpayment	\$ 9262.52 (3)
4 - Other Charges Including Amounts Paid to Others on Your Behalf (Seller may keep part of these amounts):	
A Cost of Optional Credit Insurance Paid to Insurance Company or Companies:	\$ N/A
Life	\$ N/A

Other Optional Insurance

N/A Type of Insurance N/A
 Premium \$ N/A
 Insurance Company Name: [Redacted]
 Home Office Address: [Redacted]
 Type of Insurance Term
 Premium \$ N/A
 Insurance Company Name: [Redacted]

PE14-022

CHRYSLER

10-3-2014

ENCLOSURE 4

CAIRS



From: [REDACTED]
To: customerassist@chrysler.com
Date: Sun Apr 28 12:02:09 EDT 2013
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

Problems with my 2011 charger a very unhappy costumer
Comments:

I have a 2011 charger I am not happy with I have had problems with this car n top of a number of recalls my harness in my head light have burnt off that had to be replace and a month or so later my alternator has went on my car I am scared of what's next on this car these are electric problems with this car I have kids that I transport in this car so I don know if this car was made wrong or what but I would greatly use some assistance thank you

Sender Information:

Title: [REDACTED]
First Name: [REDACTED]
Middle Initial: [REDACTED]
Last Name: [REDACTED]

From: customerassist@chrysler.com
To: [REDACTED]
Date: Sun Apr 28 14:48:39 EDT 2013
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [REDACTED]

Thank you for contacting the Dodge Customer Assistance Center in regards to your 2011 Dodge Charger.

We appreciate the time and effort you took to tell us of your dissatisfaction in our product. Comments like yours are one way to learn of problems that develop and the improvements desired. We have documented your comments and will provide them to our product development team for review.

Thanks again for your email.

Sincerely,

Erica

Customer Service Representative
Dodge Customer Assistance Center

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: [REDACTED]
EMAIL CASE NUMBER: [REDACTED]
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8104245V74919L0KM&

Original Message Follows:

US Customer Service - Dodge Brand Site
Brief Description:
Problems with my 2011 charger a very unhappy costumer
Comments:
I have a 2011 charger I am not happy with I have had problems with this car
n top of a number of recalls my harness in my head light have burnt off
that had to be replace and a month or so later my alternator has went on my
car I am scared of what's next on this car these are electric problems with
this car I have kids that I transport in this car so I don know if this car
was made wrong or what but I would greatly use some assistance thank you

VIN: [REDACTED]
BH [REDACTED]
Mileage:
72634
Servicing Dealer:
Alserra
Title:
Ms.

First Name:

[REDACTED]

Middle Initial:

[REDACTED]

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Flint

State:

MI

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

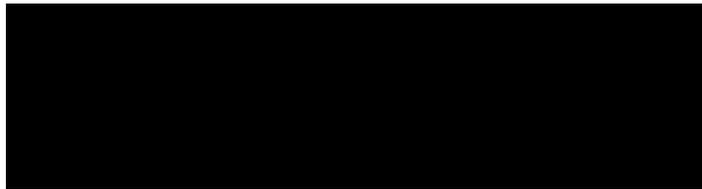
PE14-022

CHRYSLER

10-3-2014

ENCLOSURE 4

CAIRS



Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2013-06-05 13:03:21.815600

Files Not Recieved: 0

Repair Order Detail - Internal Copy

RO Number: 402613

RO Status: READY TO POST

Customer: [REDACTED]
 Phone(s): Contact: [REDACTED]
 Vehicle: 2B3CL3CG4BF [REDACTED]

Main: [REDACTED]
 2011 CHARO BLACK

[Click to View Cust Copy](#)
 Cell:

Mileage: 51,673
 Service advisor: 5593
 Tag number: T360C

Payment type: CASH
 Promised time: 05:30 PM
 Promised date: 05/31/2013

Waiter: No
 Estimate: 0.00
 Customer Comments: **No**

~~~~~  
**A** CUSTOMER STATES CAR IS COMPLETELY DEAD,NO FURTHER INFORMATION FROM CUSTOMER  
 08 WARR ELECTRICAL SYSTEM CONCERN 2.10 200.28

Tech(s): 4554  
 RL801779AG 1 ALTERNATO-ENGINE 532.00  
 BB94R750AA 1 \*BATTERY-STORAGE 168.30  
 BEPA 1 BATTERY FEE 0.00  
 RL801779AG -1 CORE RETURN -40.00

Pts: 660.30 Lbr: 200.28 Other: 0.00 Total Line A: 860.58  
 Story: 51675 EXCESSIVE PARASITIC DRAIN (OVER 10 AMPS) FROM THE ALTERNATOR THAT ALSO DAMAGED THE BATTERY. PERFORM MIDTRONICS DIAGNOSTIC CHARGING & TESTS. REPLACE BATTERY. TRACE EXCESSIVE PARASITIC DRAIN TO THE ALTERNATOR (MAIN BATTERY POST). REPLACE THE ALTERNATOR ASSEMBLY TO CORRECT THE DRAIN CONCERN.

~~~~~  
B PERFORM 23 POINT INSPECTION
 9023 IADV PERFORM 23 POINT INSPECTION 0.00 0.00

Tech(s): 4554

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line B: 0.00
 Story: 51675 PERFORM PARTIAL INSPECTION (EXTERIOR LAMPS & TIRE PRESSURE ONLY).

~~~~~  
**C\*\*** PROVIDE CLIENT WITH RENTAL  
 RENTAL WARR PROVIDE CLIENT WITH RENTAL 0.00 0.00

Tech(s): 99

SUBL WARR RENTAL 225.00  
 Pts: 0.00 Lbr: 0.00 Other: 225.00 Total Line C: 225.00

~~~~~  
 Customer Pay
 Labor 0.00
 Parts 0.00
 Lube 0.00
 Sublet 0.00
 Miscellaneous/Shop Charge 0.00
 Deductible 0.00
 Total Charges 0.00
 Less Insurance/Adjustment 0.00
 Sales Tax 0.00
 Total 0.00

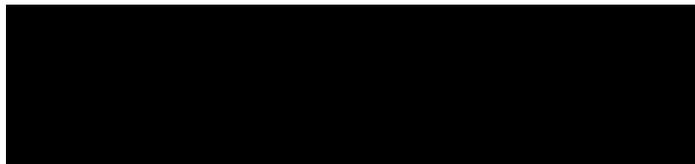
PE14-022

CHRYSLER

10-3-2014

ENCLOSURE 4

CAIRS



From: [REDACTED]
To: customerassistre@chrysler.com
Date: Tue Jun 11 06:45:09 EDT 2013
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: Recall Information

Brief Description:

abs recall

Comments:

I need to know about the recall and whether a technician is trying to make me pay for more than is needed. A technician by the name of Pauly, refused to service my 2011 Charger unless the car's computer was replaced. Furthermore he stated that the fix for the recall was based on the computer, so that if he performed the fix, then replaced the ecm, that the fix would have to be done again. The car was taken in because the ABS light came on, then smoke came from under the hood. The tech is claiming that the alternator shorted, causing the battery to short and frying the ecm. Should there not be fuses in place to prevent this kind of thing from happening? your input is greatly appreciated.

Sender Information:

Title: Mr.

First Name: [REDACTED]

Middle Initial: [REDACTED]

Last Name: [REDACTED]

From: customerassistre@chrysler.com

To: [REDACTED]

Date: Tue Jun 11 14:43:52 EDT 2013

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

Thank you for contacting the Dodge Customer Assistance Center.

Customer Care is unable to provide diagnostic assistance for vehicle concerns. Due to the many variables involved in providing diagnostics for a vehicle we do rely on our dealerships and their factory provided training to properly diagnose and repair our vehicles as per the Chrysler authorized manner. As for your comments regarding vehicle design, these have been documented to be shared with the product development team. We would encourage you to bring these concerns forward to the Service Manager at your dealership who can review the diagnostic and recommended repairs. We appreciate the time you took to share this matter with us and feel this referral will provide the best results for your inquiry.

As a reminder, your vehicle currently has the following recall campaigns open on your vehicle and should be completed during your service visit.

L28 FRONT EXTERIOR DOOR HANDLES

M10 ABS/ESC WIRING

Thanks again for your email.

Sincerely,

Steve

Customer Service Representative

Dodge Customer Assistance Center

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8155358V76232L0KM&

Original Message Follows:

Recall Information - Dodge Brand Site

Brief Description:

abs recall

Comments:

I need to know about the recall and whether a technician is trying to make me pay for more than is needed. A technician by the name of Pauly, refused to service my 2011 Charger unless the car's computer was replaced. Furthermore he stated that the fix for the recall was based on the computer, so that if he performed the fix, then replaced the ecm, that the fix would have to be done again. The car was taken in because the ABS light came on, then smoke came from under the hood. The tech is claiming that the

alternator shorted, causing the battery to short and frying the ecm. Should there not be fuses in place to prevent this kind of thing from happening? your input is greatly appreciated.

VIN:

BH [REDACTED]

Mileage:

42836

Servicing Dealer:

Viva Dodge Chrysler Jeep

Title:

Mr.

First Name:

[REDACTED]

Middle Initial:

[REDACTED]

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

[REDACTED]

City:

San Elizario

State:

TX

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:

[REDACTED]

From: [REDACTED]
To: customerassistre@chrysler.com
Date: Tue Jun 11 06:45:09 EDT 2013
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: Recall Information

Brief Description:

abs recall

Comments:

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Sender Information:

Title: Mr.

First Name: [REDACTED]

Middle Initial: [REDACTED]

Last Name: [REDACTED]

From: customerassistre@chrysler.com

To: [REDACTED]

Date: Tue Jun 11 14:43:52 EDT 2013

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

Thank you for contacting the Dodge Customer Assistance Center.

Customer Care is unable to provide diagnostic assistance for vehicle concerns. Due to the many variables involved in providing diagnostics for a vehicle we do rely on our dealerships and their factory provided training to properly diagnose and repair our vehicles as per the Chrysler authorized manner. As for your comments regarding vehicle design, these have been documented to be shared with the product development team. We would encourage you to bring these concerns forward to the Service Manager at your dealership who can review the diagnostic and recommended repairs. We appreciate the time you took to share this matter with us and feel this referral will provide the best results for your inquiry.

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L28 FRONT EXTERIOR DOOR HANDLES

M10 ABS/ESC WIRING

Thanks again for your email.

Sincerely,

Steve

Customer Service Representative

Dodge Customer Assistance Center

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8155358V76232L0KM&

Original Message Follows:

Recall Information - Dodge Brand Site

Brief Description:

abs recall

Comments:

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alternator shorted, causing the battery to short and frying the ecm. Should there not be fuses in place to prevent this kind of thing from happening? your input is greatly appreciated.

VIN:

BH [REDACTED]

Mileage:

42836

Servicing Dealer:

Viva Dodge Chrysler Jeep

Title:

Mr.

First Name:

[REDACTED]

Middle Initial:

[REDACTED]

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

[REDACTED]

City:

San Elizario

State:

TX

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:

[REDACTED]

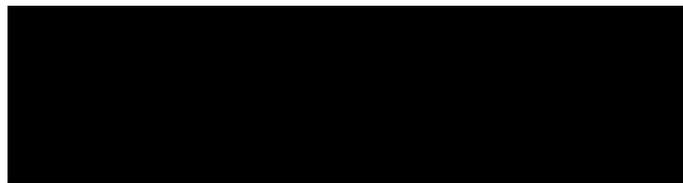
PE14-022

CHRYSLER

10-3-2014

ENCLOSURE 4

CAIRS

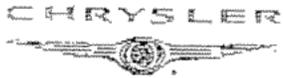


Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2013-07-05 11:44:30.097633

Files Not Recieved: 0



LAKELAND

Chrysler/Dodge/Dodge Trucks



FIVE STAR
☆☆☆☆☆

FAX COVER

DATE: 7/3/13

ATTENTION TO: [REDACTED] CASE # [REDACTED]

FAX # _____

FROM: Craig Bagg SERVICE / OFFICE
863-687-2501
FAX 863-687-4210

NUMBER OF PAGES BEING SENT INCLUDING COVER SHEET 2

MESSAGE: [REDACTED] CASE # [REDACTED]

LAKELAND

CHRYSLER DODGE Jeep RAM

2335 U.S. 98 North • Lakeland, FL 33805
Telephone 863-687-2501

STATE OF FLORIDA REGISTRATION MV # 61644



01021CHCS746471

CUSTOMER NO.	ADVISOR CARLOS ORTIZ JR	TAB NO. 3316	INVOICE DATE 06/28/13
PLANT CITY, FL	LABOR RATE 109.99	LICENSE NO.	38,558
	YEAR - MAKE / MODEL 11/DODGE/CHARGER/	SALE PRICE	RED/
	VEHICLE I.D. NO. 2 B 3 C L 3 C G X B H	DELIVERY DATE	06/21/13
	REG. NO.	SELLING DEALER NO.	REPRINT# 1
BUSINESS PHONE	COMMENTS	R.O. DATE	MO: 38560

LABOR & PARTS
J# 1 34CHZ

MISC. HOURS: TECH(S): 3364 180.00

TOWED IN, NO CRANK NO START, WILL NEED JUMP BOX TO START, DIES DOWN AFTER STARTUP, ALL DASH LIGHTS WERE ON. WIPERS WERE OPERATING WHEN SWITCH WAS OFF. LOSS OF POWER WHEN RUNNING. WAS DRIVING AND VEH STARTED WHINING AND LOSS OF POWER. STEERING WOULD COME AND GO (POWER STEERING). CHECK AND ADVISE BATTERY FAILURE AND ALTERNATOR FAILURE. REPLACED ALTERNATOR AND BATTERY, RETEST ALL PASS

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	B894R750-AA	BATTERY S 1083001	169.00	169.00
JOB # 1	1	RL801779-AG	ALTERNATO 8028003	560.99	560.99
				JOB # 1 TOTAL PARTS	729.99
				JOB # 1 TOTAL LABOR & PARTS	909.99

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	SS	SHOP SUPPLIES		
JOB # 1	CP3	CP PARTS DISC - ORTIZ		18.00
JOB # 1	CL3	LABOR DISCOUNT CARLOS		-60.00
				-50.00
				TOTAL - MISC -92.00

COMMENTS
KEY B
OK PER GB TO KEEP VEH 2 WEEKS WHEN CUST CAN PAY ALL 6-24-13
DISCOUNTED TO ENSURE CUSTOMER LOYALTY AND CUSTOMER SATISFACTION
EMILY @ CHRYSLER REQUESTED ASSISTANCE FOR CUSTOMER

TOTALS				
CASH				
AM EXPRESS				
PERFORMED 25 POINT VEHICLE INSPECTION AT NO CHARGE				
TOTAL LABOR			180.00	
TOTAL PARTS			729.99	
TOTAL SUBLET			0.00	
TOTAL G.O.G.			0.00	
TOTAL MISC CHG.			18.00	
TOTAL MISC DISC			-110.00	
TOTAL TAX			57.26	
TOTAL INVOICE \$			875.25	

SHOP SUPPLIES AND DISPOSAL CHARGES
This charge represents costs and profits to the motor vehicle repair facility for items such as miscellaneous shop supplies and/or waste disposal.

DISCLAIMER OF WARRANTIES:
THE FACTORY WARRANTY CONSTITUTES ALL OF THE WARRANTIES WITH RESPECT TO THE SALE OF THESE ITEMS. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS ITEM. PARTS AND LABOR ARE GUARANTEED FOR EITHER 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST UNLESS OTHERWISE SPECIFIED. OTHER STANDARD MANUFACTURER WARRANTIES MAY APPLY. ASK YOUR SERVICE ADVISOR FOR DETAILS

DISPUTE RESOLUTION AGREEMENT
Buyer and Dealer agree that all issues, disputes, controversies or claims ("Disputes") related to or arising out of non-payment for work performed at or parts acquired at the dealership's service department, parts department or body shop shall be resolved as follows:
1. Disputes relating to a returned or dishonored check, credit card issues and/or nonpayment for services or parts, are subject to self-help remedies and the court system, and are not subject to the remaining provisions of this agreement.
2. All other disputes shall be resolved as follows: first, the Buyer and Dealer shall attempt to settle the Dispute by direct discussions. If the Dispute cannot be resolved by direct discussions, any unresolved Dispute shall be settled by mediation administered by one of the below organizations (as selected by Buyer), or through a mediator selected by mutual agreement of the parties. Any unresolved Dispute after mediation shall be resolved by binding arbitration, and not in an administrative proceeding, litigation, in a court, or by jury trial.
3. All binding arbitration proceedings shall be in the form of a single arbitration on an individual basis and not as a class arbitration or litigation. Buyer waives all rights to participate as a class representative or a class member on any class claim for any Dispute, including any right to class arbitration, or to have an arbitration consolidated with any other arbitration or proceeding. Buyer has the right to choose any one of the following arbitration organizations and its rules applicable to commercial transactions: The American Arbitration Association (www.adr.org), The National Arbitration Forum (www.naf-dispute.com), or JAMS (www.jamsadr.com). Buyer may obtain a copy of the rules of these organizations by contacting the arbitration organization or visiting its website. Arbitrators shall be selected by mutual agreement of the parties or pursuant to the applicable rules. The arbitration hearing shall be conducted in the court district in which Buyer resides. Dealer will pay that portion of Buyer's filing fee and other arbitrator or hearing fees that the arbitrator determines Dealer should pay in order to make the agreement for binding arbitration enforceable. Each party shall be responsible for its own attorney's fees or other fees, unless awarded by the arbitrator under applicable law. The arbitrator's award shall be final and binding on all parties. Any arbitrator made this dispute shall be governed by the Federal Arbitration Act (9 U.S.C. § 1) and may not be any state law concerning arbitration.

PAID
7/3/13
863-687-2501
DISCOUNTING COPY