

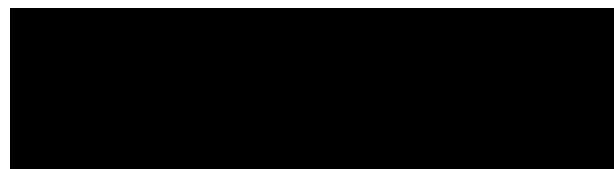
PE14-022

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

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&](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]

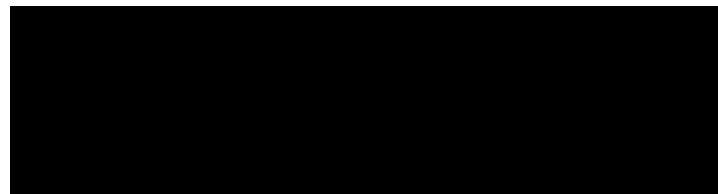
PE14-022

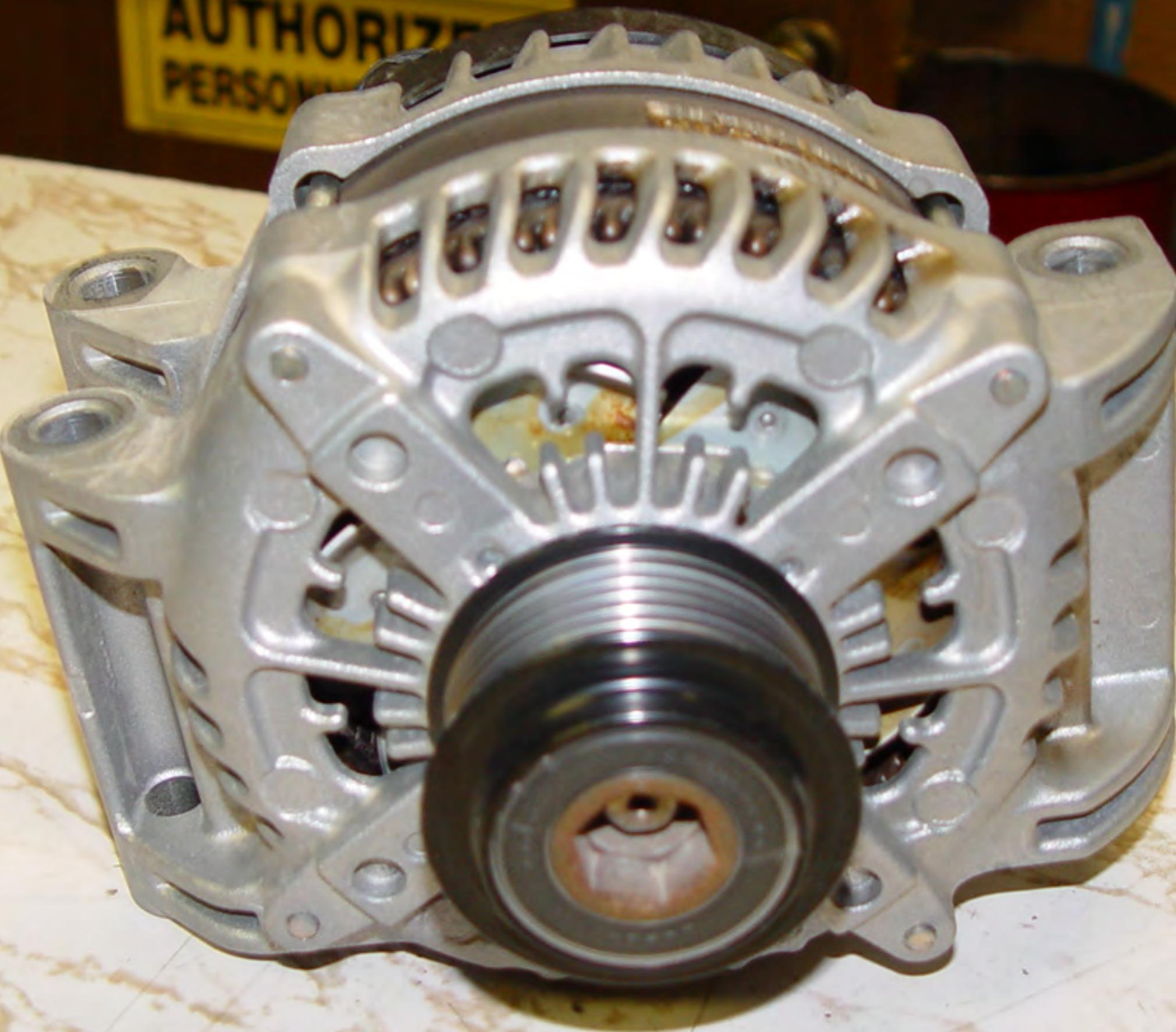
CHRYSLER

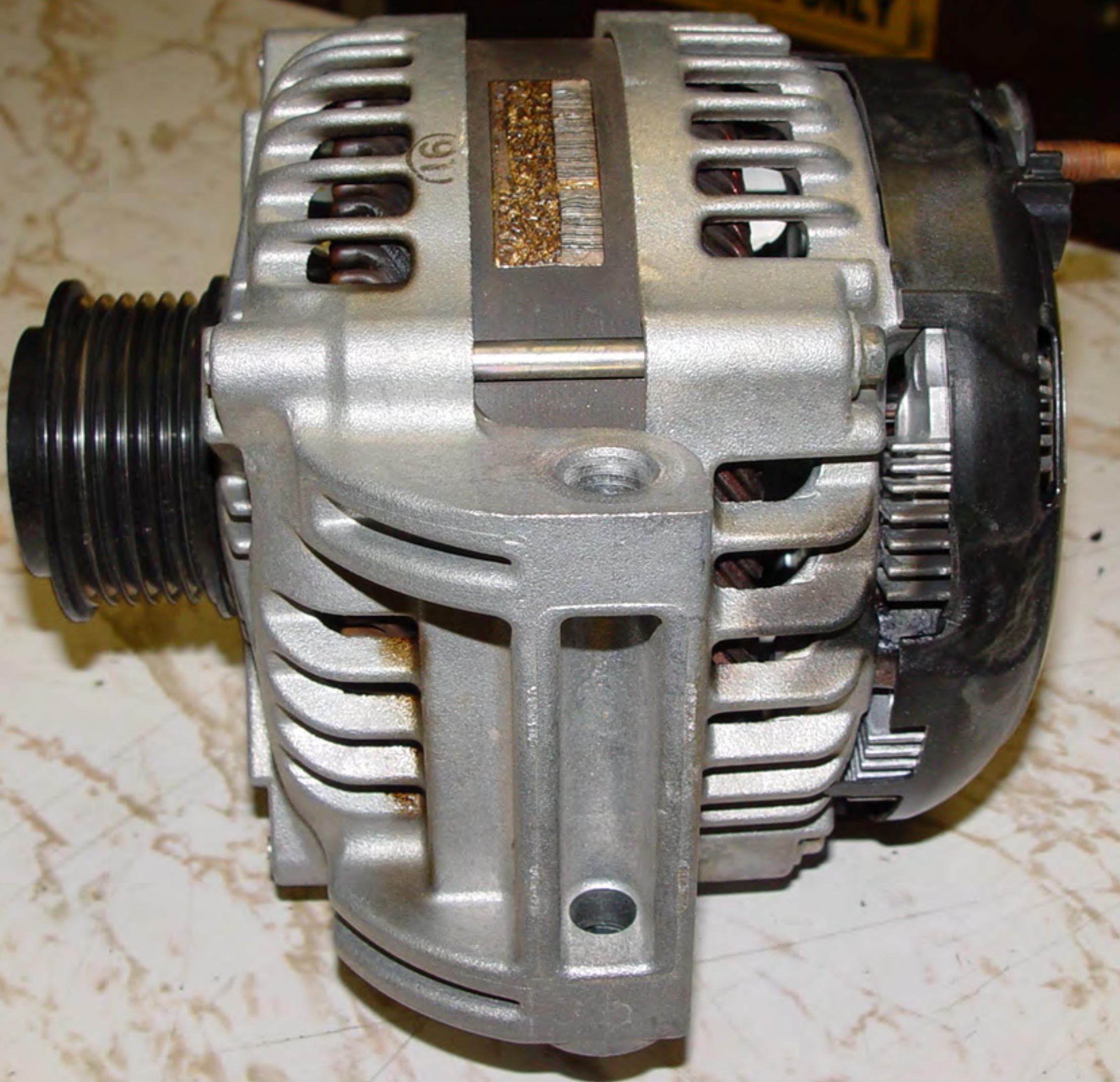
10-3-2014

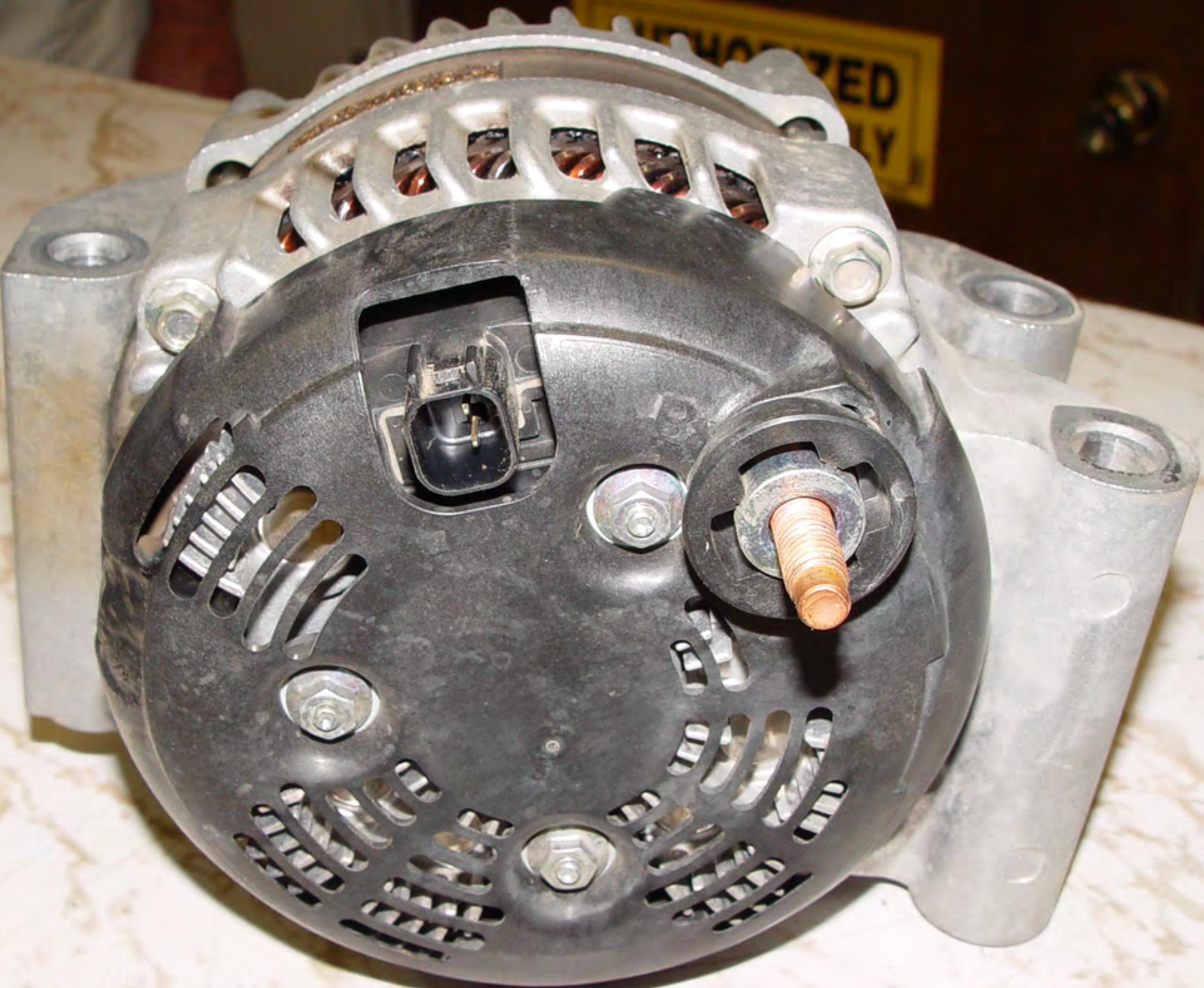
ENCLOSURE 4

CAIRS



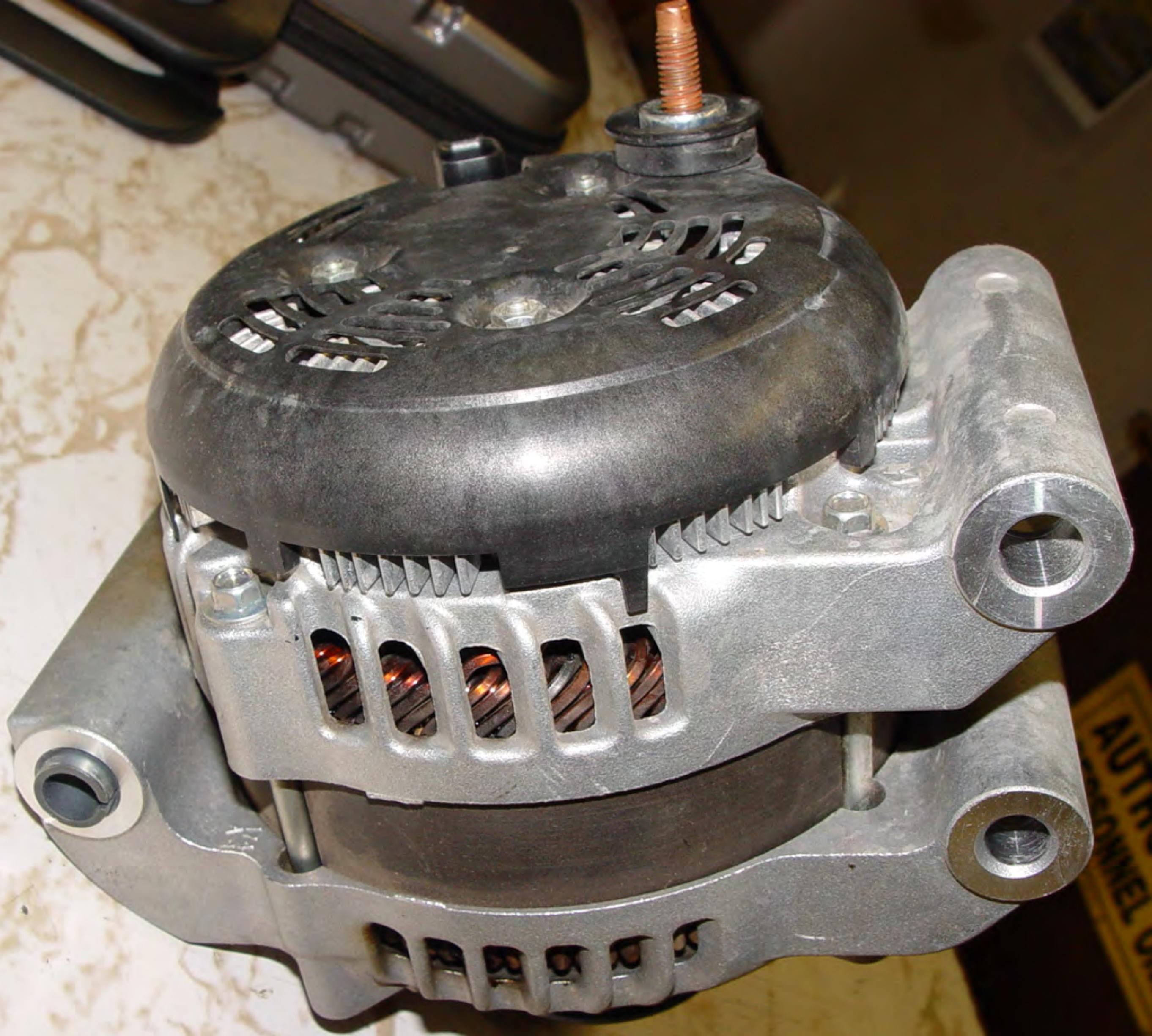




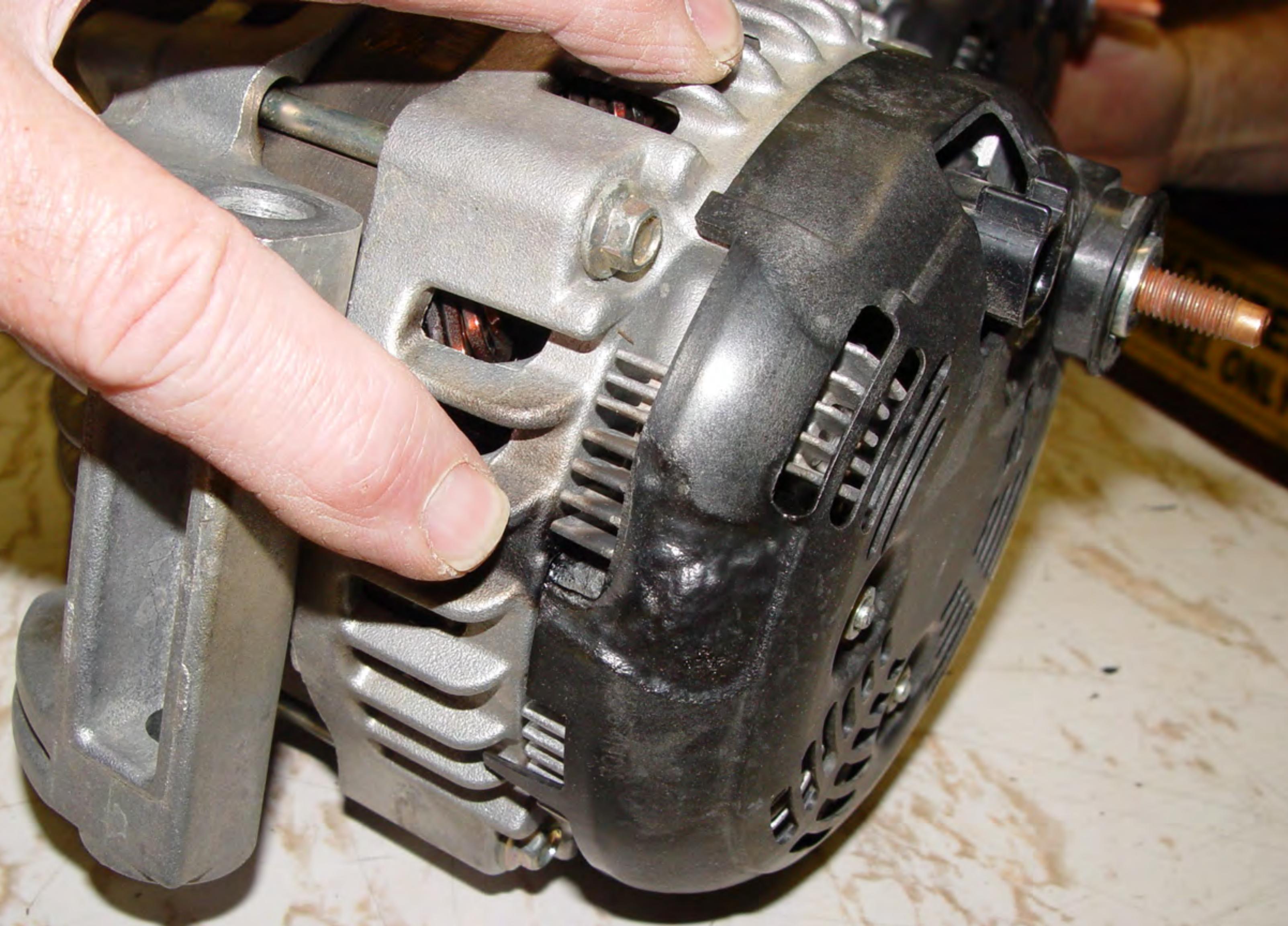


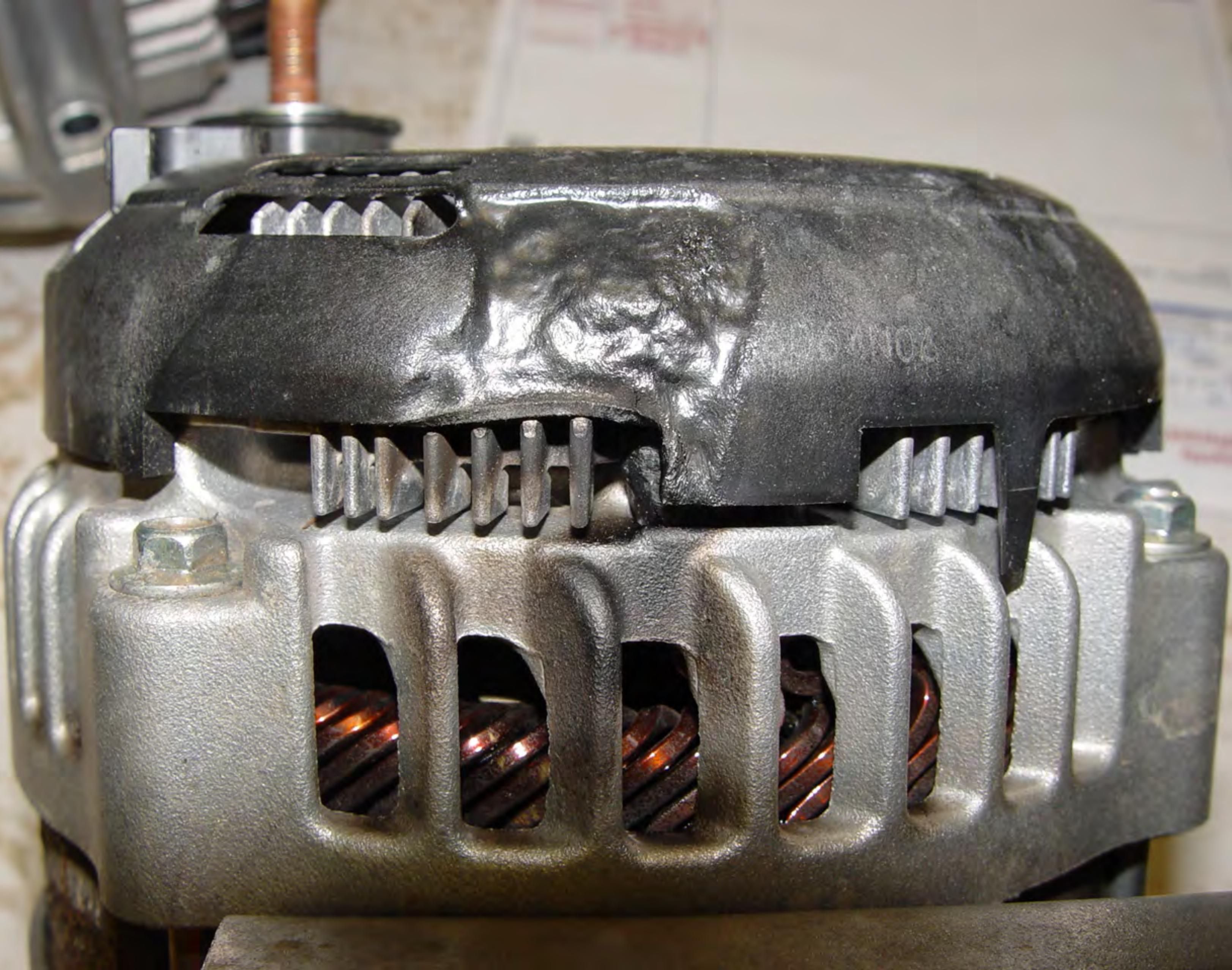
AUTHORIZED
PERSONNEL ONLY





AUTHORIZED
FUEL ONLY





MFD BY CHRYSLER GROUP LLC

GVWR: 02495 KG

05500 LB

GAWR: 01293 KG

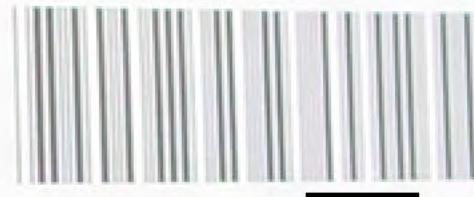
FRONT: 02850 LB

DATE OF MFR: 9-11

GAWR: 01293 KG

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: PXB

TYPE: PASSENGER CAR

TRIM: C879

4658843







30
MINUTE
PARKING

PARKING

POLICE
MARSHALLTOWN

527

911

POLICE

STEW HANSEN
MARSHALLTOWN POLICE

527

DODGE

CHARGED







WIB
The Grille Law Firm P.C.
Attorneys at Law

25

EVANS
CONTRACT CO.

ATTORNEYS
AT LAW

JENNIFER
MEYER LAW, PC

ATTORNEY
AT LAW

300

POLICE



STOP

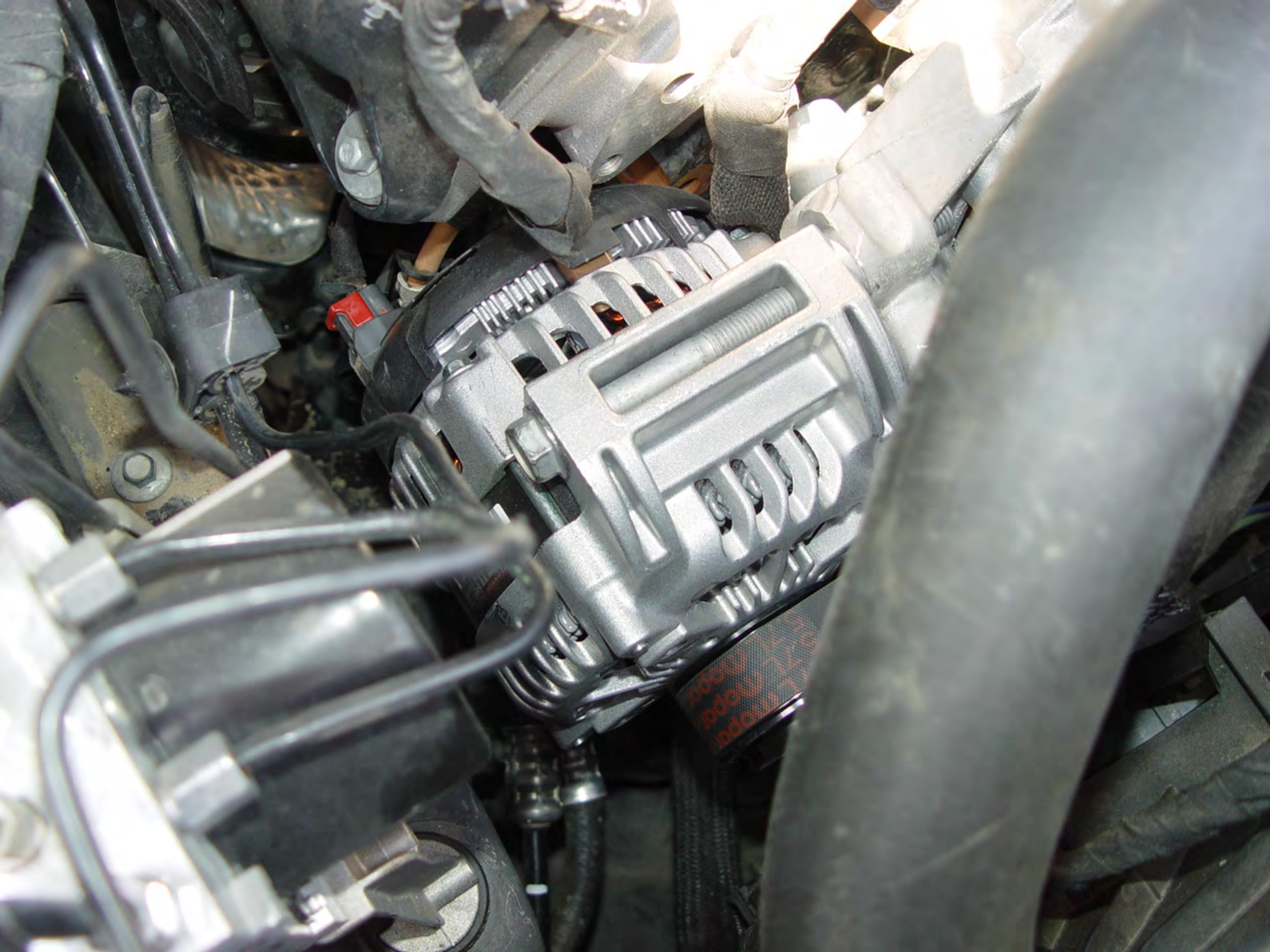
MATTRESS
SALE!

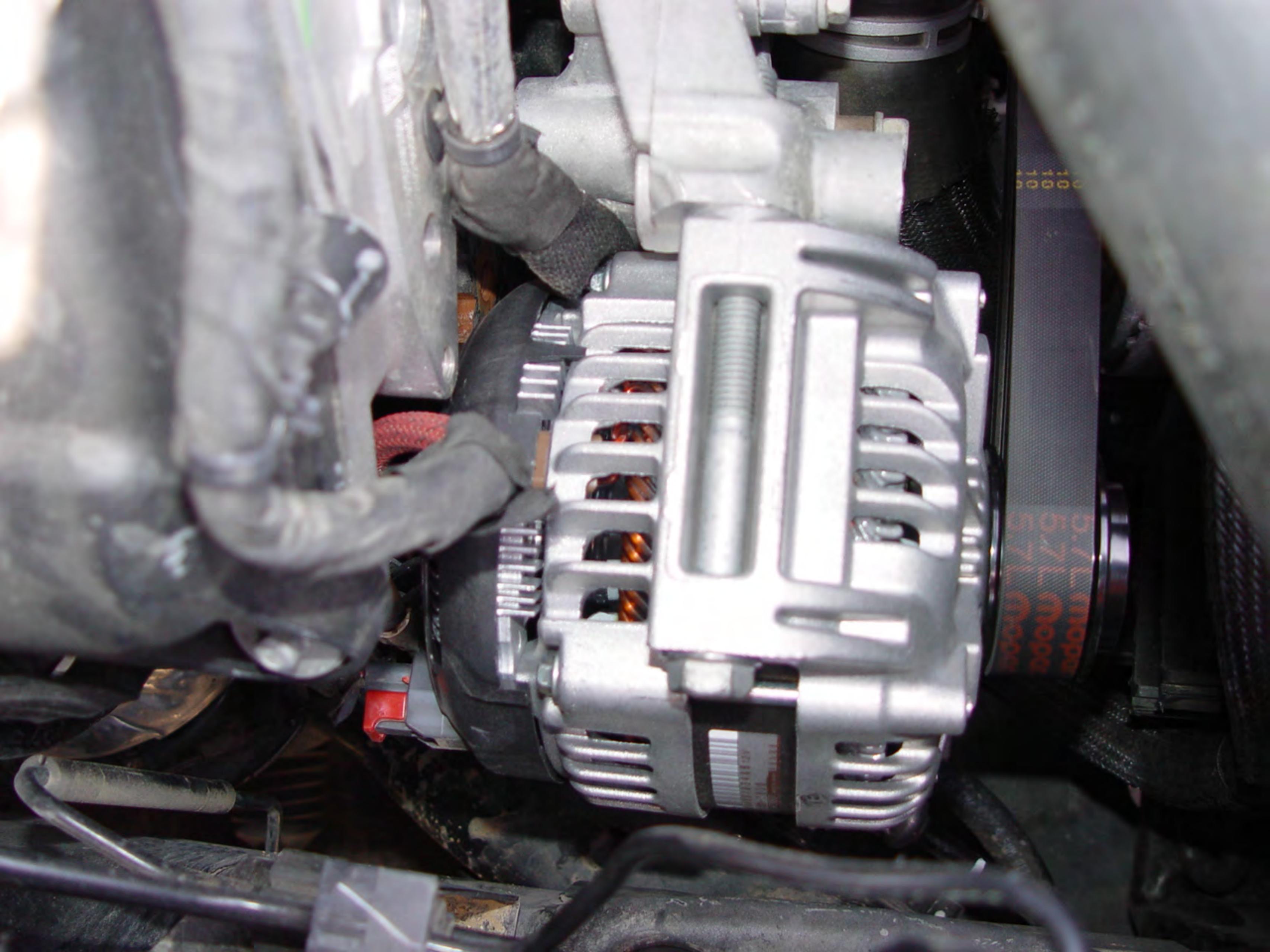
THERAPOLIC













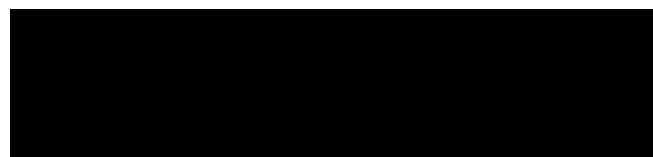
PE14-022

CHRYSLER

10-3-2014

ENCLOSURE 4

CAIRS



RECEIVED DATE:

9/25/12

POSTED DATE :

9-25-12

VIN (FIRST 9 DIGITS)

2B3CL3C69

VIN (LAST 8 DIGITS)

BH

FIRST NAME:

[REDACTED]

LAST NAME :

[REDACTED]

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 re

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 mailing the information, please contact my wife at [REDACTED] with any questions.

8-28-12



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



CUSTOMER NO.		ADVISOR	DANNY TANDY	TAG NO.	3586	INVOICE #	07	CELL:
		LABOR RATE	LICENSE NO.	27,000	COLOR	BRIG	WHIT	STOCK NO.
		YEAR / MAKE / MODEL			DELIVERED	06	8/11	DELIVERY MILES
HOUSTON, TX		11/DODGE/CHARGER/CHARGER SE RWD			CEILING			
		VEHICLE ID NO.	2ZB3C1E3C9BH			SR NO.		PRODUCTION DATE
		R.T.E. NO.	P.O. NO.			R.Q.D.#	07	9/12 REPRINT# 1
		COMMENTS						MO: 28907

JOB# 4 CHARGES

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

WARRANTY

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 THE 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, DRAFTED BECAUSE OF INSUFFICIENT FUNDS, OR BECAUSE THE DRAWER OF THE ORDER OR THE CREDITOR OR CARD HOLDER HAS NO ACCOUNT OR THERE IS AN ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.

PARTS QTY F- NUMBER

DESCRIPTION

UNIT PRICE

WARRANTY

TOTAL PARTS

JOB# 4 TOTALS

10.00

JOB# 5 CHARGES

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

110.00

PARTS QTY F- NUMBER

DESCRIPTION

UNIT PRICE

160.00

TOTAL PARTS

160.00

JOB# 5 TOTALS

LABOR

110.00

PARTS

160.00

JOB# 5 JOURNAL PREFIX DOCS JOB# 5 TOTAL

270.00

TOTALS

TOTAL LABOR

110.00

TOTAL PARTS

160.00

TOTAL SUBLET

0.00

TOTAL G.O.G.

0.00

TOTAL MISC.CHE.

0.00

TOTAL MISC DISC

40.00

TOTAL TAX

13.20

TOTAL INVOICE \$

243.20

THANK YOU FOR YOUR BUSINESS!!

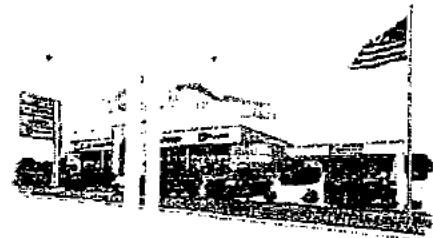
OUR GOAL IS TO EXCEED YOUR EXPECTATIONS

LTT 2016

CUSTOMER SIGNATURE



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

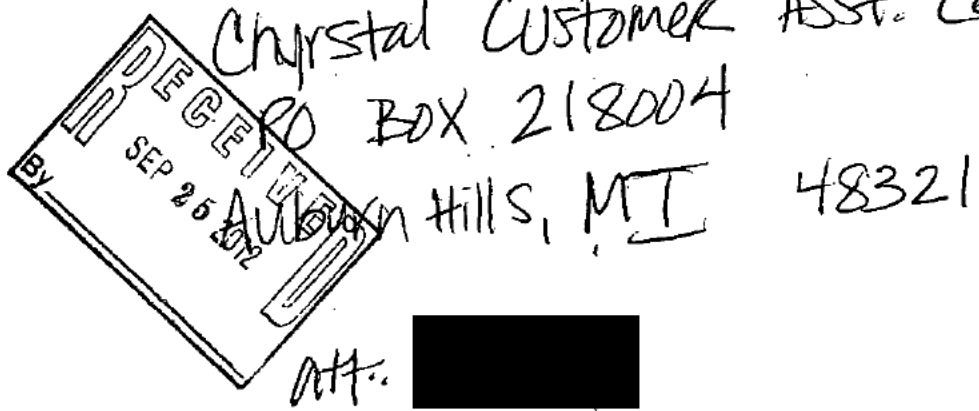


CUSTOMER INC.		ACMBOR DANNY TANDY 46077 TAG NO. 3586 INVOICE # 07 7/12			CELL: [REDACTED]
		LABOR RATE	LICENSE NO.	MILEAGE	COLOR BRIGI 1 WHIT STOCK NO. [REDACTED]
		27,000			
HOUSTON, TX		YEAR / MAKE / MODEL 11/DODGE/CHARGER/CHARGER SE RWD DELIVERY # 06 3/11 39			
		VEHICLE I.D. NO. 2B3C123C9BH BILLING # 51 NO PRODUCTION DATE			
		F.T.E. NO.	P.O. NO.	R.O. DATE 07 9/12	REPRINT# 1
		COMMENTS			MO: 28907
JOB# 1 CHARGES					NOTIC I AGREE TO PROPERTY CODE, \$70.00
LABOR	J# 1 00D02TCA284C MULTIPONT VEHICLE INSPECTION MAINT PERFORM MULTIPONT INSPECTION	TECH(S): 147	INTERNAL	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 OR THE CREDIT CARD HOLDER HAS NO ACCOUNT OR THERE IS NO ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.	
MISC	CODE COUPON DISCOUNT PPG PARTS COUPON DISCOUNT	CONTROL NO.		-20.00 -20.00 -40.00	
		TOTAL - MISC		-40.00	
JOB# 1 TOTALS		MISC		-40.00	
JOB# 2 CHARGES	JOB# 1 JOURNAL PREFIX DOCS JOB# 1 TOTAL			-40.00	
LABOR	J# 2 10D0Z DRIVEABILITY CUSTOMER STATES NO START DIED WHILE DRIVING CHECK AND FOUND GENERATOR WAS NOT PUTTING OUT ANY VOLTAGE CHECK WIRING FROM PCM TO GENERATOR WIRING TESTED GOOD REPLACE GENERATOR	TECH(S): 147	WARRANTY	WORKERS COMPENSABLE OR AGENT FOR PAYMENT	
PARTS	QTY F. NUMBER 1 4801779-AG ALTERNATOR 6028003 1 4801779-AG CORE RETURN	DESCRIPTION	UNIT PRICE	WARRANTY	TERMS STRICTLY CASH
			TOTAL - PARTS	0.00	I authorize the repair work to be done along with the necessary materials, and hereby grant your employees' permission to operate my car or truck herein described on streets or elsewhere for the purpose expressed above. I acknowledge the amount charged on the receipt.
SUBLET	PO# 21155 VEND INV#-INV. DATE-DESCRIPTION	07/09/12 RENTAL		WARRANTY	CLAIMER OF WARRANTIES
			TOTAL - SUBLET	0.00	Any and all warranties on the products sold by me are hereby disclaimed. The seller 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 my 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.
JOB# 2 TOTALS	JOB# 2 JOURNAL PREFIX DOCS JOB# 2 TOTAL			0.00	
JOB# 3 CHARGES					
LABOR	J# 3+61D0Z EXTERIOR TRIM ADDED OPERATION (DANNYT @ 07/09/2012 10:01) RECALL L28 DOOR HANDLES NEEDS RECALL PREFORMED REPLACE BOTH FRONT OUTSIDE DOOR HANDLES PER RECALL L28	TECH(S): 147	WARRANTY		
PARTS	QTY F. NUMBER 1 CEB1L286-AA HANDLE FR 23014010	DESCRIPTION	UNIT PRICE	WARRANTY	
			TOTAL - PARTS	0.00	
JOB# 3 TOTALS	JOB# 3 JOURNAL PREFIX DOCS JOB# 3 TOTAL			0.00	

Houston, TX

21 SEP 2012 PM821

Chrystal Customer Asst. Center



ATT:

48321800404

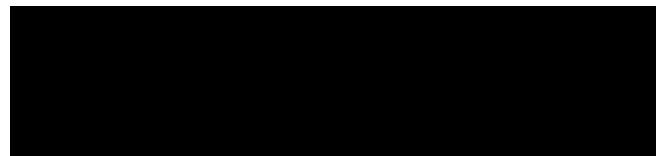
PE14-022

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]



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

U 605388004650

DESCRIPTION: MAXX-HB

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

AUTOMOTIVE BATTERY RETURN REQUIREMENTS

RECEIPT IS NECESSARY TO VALIDATE DATE OF PURCHASE FOR WARRANTY ADJUSTMENTS. ADJUSTMENTS WITHOUT RECEIPT WILL BE MADE USING THE MANUFACTURE DATE OF BATTERY.

PLEASE KEEP RECEIPT FOR YOUR RECORDS

TC# 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 #: 7FM6VZ1UKXW8

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



(512) 292 - 6973
MANAGER PAUL D'SPAIN
9300 S INTERSTATE 35 STE B
AUSTIN TX 78748
ST# 5317 OPR# 00003978 TER# 52 TR# 04897
PRODUCT SERIAL # JCH120008039465
MAXX-HB 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 # [REDACTED]
REF # 302200828407
PAYMENT DECLINED - REASON 51
TERMINAL # 40026197

01/22/13 01:10:29

EFT DEBIT PAY FROM PRIMARY
58.69 TOTAL PURCHASE
ACCOUNT # [REDACTED]
REF # [REDACTED]
NETWORK ID. 0056 APPR CODE 150246
TERMINAL # 40026197

01/22/13 01:20:37

ITEMS SOLD 2

TC# 3455 5305 2178 4993 1585 9



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

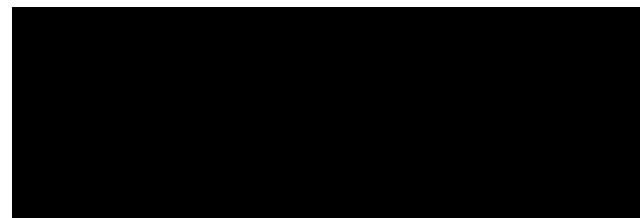
PE14-022

CHRYSLER

10-3-2014

ENCLOSURE 4

CAIRS



Document Recieved from Customer

Cair 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**Shipping Information**

NORA A HAWKINS
US

Order Information

Order ID:	415571
Description:	YT

Cardholder Authorization

I agree to pay the above total amount according to card issuer agreement.

<https://secure.payscapegateway.com/merchants/receipt.php?id=d163484806a22f3ff3cbe8e...> 2/11/2013



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

Always The Best Deal...Always

LandmarkService.com

CELL

CUSTOMER NO:	ADVISOR	TAB NO:	INVOICE DATE	
	KEVIN COWART	75736	3606	02/11/13
	LABOR HRS:	LICENSE NO:	MILEAGE	COLOR:
				/
RIVERDALE, GA	YEAR/MAKE/MODEL			STOCK NO:
	11/DODGE/CHARGER/4DR SDN RWD			
	VEHICLE ID NO:			DELIVERY DATE:
	2B3CL3CG3BH			DELIVERY MILES:
	F.T.E. NO:	P.O. NO.		BILLING DEALER NO:
				PRODUCTION DATE:
	Comments:			
				MO: 56120
LABOR & PARTS	DRIVABILITY	TECH(S):143763	297.00	LIMITED WARRANTY
J# 1 1800Z	WONT START BATTERY DEAD TRYED 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.			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 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.
PARTS-----QTY--FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-				
JOB # 1 1 RL801779-AG ALTERNATO 8028003	532.00	532.00	532.00	
JOB # 1 1 RL801779-AG CORE RETURN	40.00	40.00	40.00	
JOB # 1 TOTAL PARTS	492.00			
JOB # 1 TOTAL LABOR & PARTS	789.00			
J# 2 2800ZMT FREE MAINT. INSP.	TECH(S):143763	0.00		
	CUSTOMER REQUESTS FREE MAINTENANCE INSPECTION PERFORMED FREE MAINTENANCE INSPECTION			
PARTS-----QTY--FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-				
JOB # 2 TOTAL PARTS	0.00			
JOB # 2 TOTAL LABOR & PARTS	0.00			
J# 3 0800Z05 TEST AND REPL. BATT.	TECH(S):143763	55.00		
	REPLACE DEAD BATTERY REPLACED AND FOUND ALT ALSO BAD ... ALT CAUSED BATTERY DAMAGE REPLACED ALT. AND BATTERY			
PARTS-----QTY--FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-				
JOB # 3 1 BB94R750-AA BATTERY S 1083001	164.00	164.00	164.00	
JOB # 3 TOTAL PARTS	164.00			
JOB # 3 TOTAL LABOR & PARTS	219.00			
MISC-----CODE-----DESCRIPTION-----CONTROL NO-----				
JOB # A SS SHOP SUPPLIES		35.00	35.00	
TOTAL - MISC	35.00			
ESTIMATE-----				
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)				

PAGE 1 OF 2

CUSTOMER COPY

[CONTINUED ON NEXT PAGE] 12:37pm

The Reynolds and Reynolds Company, Inc. 2010
SF666286 Q (02/12)



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:

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE
	KEVIN COWART	75736 3606	02/11/13
RIVERDALE, GA	LABOR RATE	LICENSING NO.	MILEAGE
			56,118 /
	VEHICLE MAKE / MODEL		COLOR
	11/DODGE/CHARGER/4DR SDN RWD		STOCK NO.
	VEHICLE ID NO.	SELLING DEALER NO.	DELIVERY DATE
	2B3CL3CG3BH		PRODUCTION DATE
	E.T.E. NO.	P.D.O.	R.D. DATE
			02/08/13
	COMMENTS		MO: 56120

TOTALS-----

* NEXT RECOMMENDED SERVICE: *
* 04/12/2013 / 59120 MI 27DDZ03 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 CONCERN'S PLEASE SEE YOUR SERVICE ADVISOR OR CALL OUR SERVICE DIRECTOR MIKE CROUCH AT 678-251-2326

THANK YOU FOR CHOOSING LANDMARK DODGE CHRYSLER JEEP!

CUSTOM PAY COLLISION REPAIRS CARRY A LIFETIME WARRANTY TO THE ORIGINAL OWNER. CALL OUR COLLISION CENTER AT 678-251-2295 FOR AN ESTIMATE TODAY.

TOTAL INVOICE \$ 1088.92

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 this 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 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.

PAGE 2 OF 2

CUSTOMER COPY

[END OF INVOICE] 12:37pm

The Reynolds and Wender Company, Inc., Inc.
SF666288 Q (02/12)

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 DY@ 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 [REDACTED]
 **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

[REDACTED] 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 DY@ 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/AI CHG 38.86

TOTAL CHARGES	165.11
NET CHARGES	165.11
YOUR TOTAL DUE:	0.00

PAID ON VISA [REDACTED]
 **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

[REDACTED] or call 404-763-6333

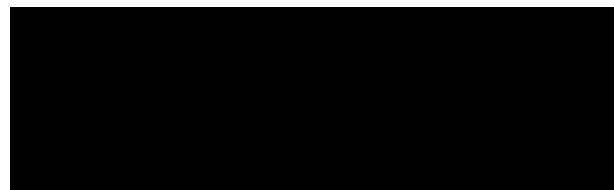
PE14-022

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

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.

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

Location: 311 BROADWAY AVE. WEST MEMPHIS, AR
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
[REDACTED]	49H8	1	\$137.99
[REDACTED]	49H8	1	\$10.00
[REDACTED]	49H8	-1	-\$10.00
Tender Type: Cash			\$160.00

Total Sales: \$147.98

Total Refunds: \$-10.00

Net Total: \$137.99

* Totals do not include tax.

ATT.

Case #

Phone # to advance auto

870-735-5523

Customer History

Store: 1501

3/01/2013 Through 3/20/2013

Page: 1

Location: 311 BROADWAY AVE. WEST MEMPHIS, AR

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.

Case #

Phone # to advance auto

870-735-5523

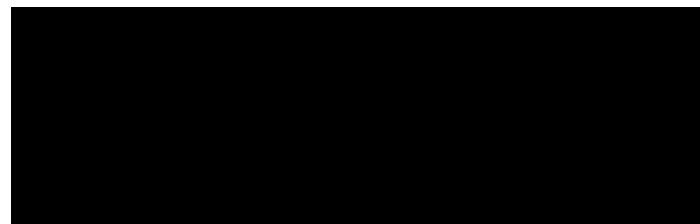
PE14-022

CHRYSLER

10-3-2014

ENCLOSURE 4

CAIRS



RECEIVED DATE:

3/22/13

POSTED DATE :

3-18-13

VIN (FIRST 9 DIGITS)

2B3CL3CG

VIN (LAST 8 DIGITS)

7BH

FIRST NAME:

[REDACTED]

LAST NAME :

[REDACTED]

CAIR :

00060000

NON - SCANABLE ITEMS : CIRCLE ONE

NO

YES

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Calumet City, IL

Phone [REDACTED]

Fax [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]

NAPLETON'S

INVOICE

CALUMET CITY, IL

PAGE 1


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

HOME:

CONT:

BUS:

SELL:

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
31MAR11 DD			17:00 13MAR13		0.00	CASH

DATE OF REPAIR DATE CUSTOMER NOTIFIED OPTIONS: STK:D10303 DLR:45457 ENG:ERB TRN:DGJ

12:04 13MAR13 14:59 13MAR13

LINE OP CODE 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#:

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

NAPLETON'STHANK 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	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 COPY

CUSTOMER #: [REDACTED]

NAPLETON'S

INVOICE

DUPLICATE 1
PAGE 117225 Torrence Ave., Lansing, IL 60438
Phone: (708) 474-2300 · Fax: (708) 474-6564
www.riveroakscd.comHOME: [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]		39252/39258	T5000
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
31MAR11 DD			17:00 13MAR13		0.00	CASH
DATE OF REPAIR	DATE CUSTOMER NOTIFIED		OPTIONS:	STK:D10303 DLR:45457 ENG:ERB TRN:DGU		15MAR13
15:14 13MAR13	14:35 15MAR13					

LINE OP CODE 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

168.00 168.00

1 RL801779AG ALTERNATO-ENGINE
DISCOUNT 25.00 OFF PLUS FREE RENTAL

492.00 492.00 492.00

7 LAU, SIMON LIC#: 1451

CD

-12.50 -12.50

-1 DISCOUNT

12.50 12.50 -12.50

SUBL ENTERPRISE

CHRYSLER

(N/C)

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 ***



PAID
MAR 15 PAID
BY

NAPLETON'STHANK 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.

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

CUSTOMER COPY

5364104
RIVER OAKS CJD
17225 TORRENCE AVE
LANSING, IL 60438
708-474-2300

Term ID: 001

Ref #: 025

Sale

MASTERCARD Entry Method: Swiped

03/13/13 14:59:27
Inv #: 000025 Appr Code: 211928
Apprvd: Online Batch#: 072081

Total: \$ 273.36

Customer Copy

5364104
RIVER OAKS CJD
17225 TORRENCE AVE
LANSING, IL 60438
708-474-2300

Term ID: 001

Ref #: 026

Sale

MASTERCARD Entry Method: Swiped

03/15/13 14:34:00
Inv #: 000020 Appr Code: 728739
Apprvd: Online Batch#: 074081

Total: \$ 675.76

Customer Copy

Calumet City, IL

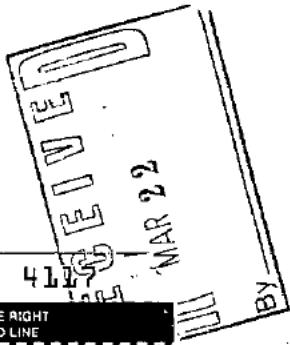
7009 2250 0002 0712 4117

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.
PS
CHIC
6
MAR
AM

\$

48321800404



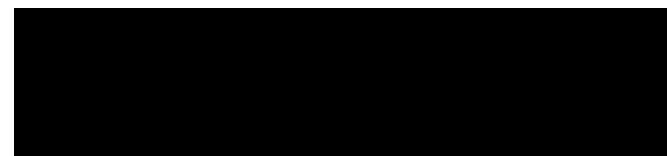
PE14-022

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: 2B3CL3CG5BH [REDACTED]

Year: 2011

Make: DODGE

Model: CHARGER

Color: WHITE

License Plate:

Mileage In: 43174 Out: 43175

CARMAX SERVICE CENTER

1975 BEAVER RIVER RD.
NORCROSS, GA 30071
Phone: (770)263-8808 Fax: (770)446-2346

Location: 7104

Service Registration Number:

INVOICE # [REDACTED]

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]

Phone: [REDACTED]

Address: [REDACTED]

NORCROSS, GA [REDACTED]

LABOR TOTAL SUBLET TOTAL

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] X25-13
[REDACTED] Date

ITEM	TOTAL
LABOR	\$197.82
PARTS	\$0.00
SUBLET	Labor: \$0.00 Parts: \$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
TOTAL TAX	\$6.49
PLEASE PAY THIS AMOUNT	\$243.29

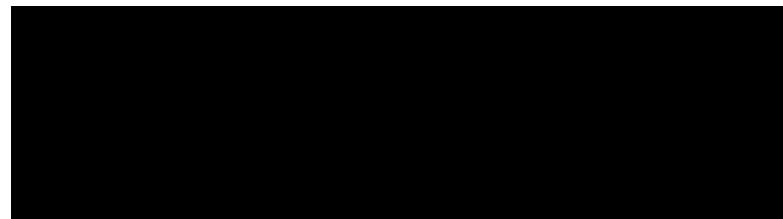
PE14-022

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

KING STREET®

FACSIMILE TRANSMITTAL SHEET

TO:	FROM:
<i>Michelle</i>	<i>DATE:</i> 5/1/13
<i>Dodge Resolution Team</i>	
FAX: 972-652-3570	
PHONE NUMBER: RE: Bill of Sale	
<input type="checkbox"/> URGENT <input type="checkbox"/> FOR REVIEW <input type="checkbox"/> PLEASE COMMENT <input type="checkbox"/> PLEASE REPLY <input type="checkbox"/> PER YOUR REQUEST	

KING Street Capital Management, L.P.
65 East 53rd Street • 30th Floor • New York, New York 10022
Tel: (212) 812-3100 • Fax: (212) 812-3125

If you have any problem with this transmission, please call (212) 812-3100

05/01/2013 11:48 2128123138		KSCM	PAGE 02/02
DODGE DEALER 229 Montauk Avenue VERNON HILLS, IL 60061 Telephone (708) 744-2000			
CUSTOMER: [REDACTED] N. CALDWELL, N.J. 07006 ADDRESS: 11 LAUREL CT. E-MAIL: [REDACTED] PHONE: [REDACTED] PHONE (W): [REDACTED] NAME: MANZI, JOSEPH D.O.B.: 06/28/1962 D.O.B.: 11/17/1962 DATE TO ENTER MY ORDER FOR ONE: 2012 DATE TO DELIVER: 05/26/2012 CHARGE: HT			
COLOR: DEB. MILES: 10 <small>Indicates New Color</small> Private Delivery of this vehicle to the above customer shall mean: - Cash Purchase - Credit Purchase - Lease Purchase <small>SALE OF VEHICLE IS DOCUMENTED STANDOUT THE LEASING AND PURCHASE AGREEMENTS ARE SEPARATE DOCUMENTS AND NO PURCHASE OR LEASE AGREEMENT IS CONTAINED ON A SEPARATE LEASE OR PURCHASE CONTRACT.</small> <small>DATE OF PURCHASE OR LEASE: 05/26/2012</small> <small>Price of Unit: \$3655.00</small> <small>Additional Equipment (options):</small> CARS, CASH: \$3000 CONQUEST, CRN: \$3000			
<small>IF A NEW VEHICLE SALE OR LEASE</small> <small>This only warranty applies to this vehicle and those offered by my dealer. This vehicle was new and free from any implied warranties of merchantability and fitness for a particular purpose at the time it was delivered to me. I understand that the title to this vehicle, including, without limitation, those which pertain to its ownership, condition, value, or performance, is mine and that my dealer's negligence, or otherwise, is expressly excluded and that my dealer's liability for any damage to this vehicle, whether caused by my negligence or otherwise, is limited to the amount of my down payment. This warranty is not affected by the disclaimer of warranties by dealers.</small> <small>This vehicle is sold "as is" and "with all faults". My dealer expressly disclaims all warranties, express or implied, including any implied warranties of merchantability and fitness for a particular purpose. Any claim for damages based on any implied warranty of merchantability or fitness for a particular purpose, or any other claim for damages based on any implied warranty, whether by way of express or implied warranty, is expressly excluded and customer hereby assumes any such risks.</small> <small>The only dealer warranty on this vehicle is the limited warranty provided by the manufacturer.</small> ALL USED VEHICLE SALES-DEALER'S OBLIGATION <small>This dealer warrants to the original purchaser that he will make all necessary repairs, without charge, or return the full purchase price of the vehicle if it fails to meet state inspection standards for the first 12 months after delivery. If the vehicle fails inspection as a result of the customer's conduct, the understanding before delivery is that the customer will bear the cost of repair or removal of the vehicle from the state where it fails inspection. The cost of repair or removal of the vehicle from the state where it fails inspection is the responsibility of the customer.</small>			
<small>MONTHLY PAYMENT AMOUNT: \$307.74</small> <small>TERM: 36 MONTHS MONTHS</small> <small>MILEAGE PER YEAR: 12,000</small> <small>CASH DUE AT DELIVERY: \$3655.00</small> <small>THE FOLLOWING APPLIES:</small> <small>TOTAL PRICE OF VEHICLE: \$3655.00</small> <small>Less Trade-in: \$0.00</small> <small>NJ Tax: \$1.50 Per New Tire: \$0.00</small> <small>Credit Inquiry Fee: \$100.00</small> <small>TOTAL PAYABLE AMOUNT: \$3655.00</small> <small>State Sales Tax: \$252.74</small> <small>NJ Supplemental Tiling Fee: \$0.00</small> <small>Registration/Tire Fee (Estimate) (SEE PARAGRAPH 15 ON REVERSE SIDE): \$287.00</small> <small>Delivery Service Fee: \$300.00</small> <small>Fees Documentary Delivery Service \$300.00 (SEE PARAGRAPH 16 ON REVERSE)</small> <small>Net Total Due: \$3655.00</small> <small>\$1000.00 Medium On Credit Cards</small> <small>Total: \$3655.00</small> <small>Deposit: \$0.00</small> <small>BALANCE IN CASH: CASHIERING CHECK/CASH</small> <small>TO BE PAID TO DEALER FOR DELIVERY: \$0.00</small> <small>BALANCE DUE ON DELIVERY: \$3733.21</small> <small>Accepted By: [REDACTED]</small> <small>THE CREDIT IS NOT SUBJECT TO CANCELLATION.</small> <small>IMPORTANT: READ THE TERMS AND CONDITIONS ON THIS PAGE.</small>			

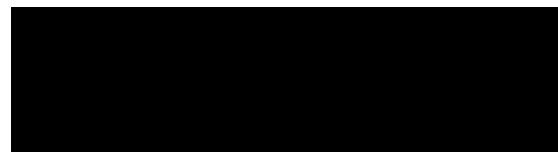
PE14-022

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&](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
Fax: 922.622.3570
Phone: 443.415.3912
Re:

From: [REDACTED]
Pages: 3 total
Date: 4/27/15
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.



04/27/2013 SAT 8:16 FAX 410 513 3462 COMCAST			SIMPLE FINANCE CHARGE			109761 D1145		0902 / 093																																																
Buyer Name and Address (including County and Zip Code)			Buyer Name and Address (including County and Zip Code)			Contract Number		Creditor/Seller (Dealer and Lender), Name, Address																																																
BALTIMORE MD			THOMSON CHRYSLER JEEP DODGE 102 BUSINESS CENTER WAY EDGEMOOR, MARYLAND 11040																																																					
<p>You, the Buyer and Co-Buyer, if any, may buy the vehicle below for cash or on credit. By signing this contract, you agree to buy the vehicle on credit under the terms and conditions on this 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.</p> <table border="1"> <thead> <tr> <th>New/Used</th> <th>Year</th> <th>Make and Model</th> <th>Vehicle Identification Number</th> <th colspan="5">Primary Use For Which Purchased</th> </tr> </thead> <tbody> <tr> <td>NEW</td> <td>2011</td> <td>DODGE CHARGER</td> <td>2B3CL3CG9BH</td> <td><input type="checkbox"/> personal, family or household</td> <td><input type="checkbox"/> business</td> <td><input type="checkbox"/> agricultural</td> <td colspan="3"></td> </tr> </tbody> </table> <p>FEDERAL TRUTH-IN-LENDING DISCLOSURES</p> <table border="1"> <thead> <tr> <th>ANNUAL PERCENTAGE RATE</th> <th>FINANCE CHARGE</th> <th>PRINCIPAL</th> <th>PAYMENTS</th> <th>TOTAL SALE PRICE</th> </tr> </thead> <tbody> <tr> <td>The Annual Percentage Rate is the cost of credit expressed as a yearly rate. 12.50 %</td> <td>\$8516.92</td> <td>\$7163.52</td> <td>Payments The amount you will pay each month after you have made all payments as scheduled. \$2835.44</td> <td>Total Sale Price The price you will pay for your purchase on credit including down payment of \$7906.00 in \$26052.44</td> </tr> </tbody> </table> <p>Your Payment Schedule Will Be:</p> <table border="1"> <thead> <tr> <th>Number of Payments</th> <th>Amount of Each Payment</th> <th>When Payments Begin</th> </tr> </thead> <tbody> <tr> <td>72</td> <td>\$91.02</td> <td>Monthly beginning 06/12/2011</td> </tr> </tbody> </table> <p>Or As Follows:</p> <p>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 minimum charge of \$5.</p> <p>Prepayment: If you pay off all your debt early, you will not have to pay a penalty.</p> <p>Security Interest: You grant a security interest in the vehicle to the creditor.</p> <p>Additional Information: See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date, and security interest.</p> <p>ITEMIZATION OF AMOUNT FINANCED</p> <ol style="list-style-type: none"> Cash Price of Motor Vehicle (including accessories, services, and taxes) \$7163.52 (A) Dealer Processing Charge (not required by law) \$9.00 (B) Freight Charge \$ N/A (C) Other <ul style="list-style-type: none"> To Whom Paid N/A (D) By Whom Paid N/A (E) Total Cash Price \$7262.52 (I) Total Downpayment = Trade-in (Year) 2009 Make DODGE Model RAM 1500 Gross Trade-In Allowance \$1000.00 Less Pay Off Made by Seller \$100.00 Equals Net Trade In \$8100.00 Less Credit \$4000.00 Other \$ N/A (F) If total downpayment is negative, enter "0" and see #1 below \$7300.00 (G) Less Pay Off Made by Seller \$9262.52 (H) Unpaid Balance of Cash Price (# minus #) 4. Total Charges Including Amount Paid to Others on Your Behalf (Seller, Dealer, Creditors, etc., if any amount is zero, enter zero) <ul style="list-style-type: none"> A. Cost of Optional Credit Insurance Paid to Insurance Company or Companies: Life \$ N/A (I) <p>Optional Credit Insurance</p> <table border="1"> <thead> <tr> <th colspan="2">Other Optional Insurance</th> </tr> </thead> <tbody> <tr> <td><input type="checkbox"/> N/A</td> <td>Type of Insurance Premium \$ _____ Term _____</td> </tr> <tr> <td><input type="checkbox"/> N/A</td> <td>Insurance Company Name _____</td> </tr> <tr> <td><input type="checkbox"/> N/A</td> <td>Home Office Address _____</td> </tr> <tr> <td><input type="checkbox"/> N/A</td> <td>Type of Insurance Premium \$ _____ Term _____</td> </tr> <tr> <td><input type="checkbox"/> N/A</td> <td>Insurance Company Name _____</td> </tr> </tbody> </table> <p>Credit Life and Disability Insurance</p> <p>Credit life insurance and credit disability insurance are not required by law. Credit life insurance provides a death benefit to the creditor if you die while you are still obligated to pay the debt. Credit disability insurance will not be provided unless you sign and agree to pay the extra cost of the insurance. Credit life insurance will not pay all you owe on this contract if you die. This insurance may not pay all you owe on this contract if you die. Credit disability insurance will not cover any increase in your payment or in the number of payments. Credit disability insurance ends on the original due date for the insurance is shown below.</p>										New/Used	Year	Make and Model	Vehicle Identification Number	Primary Use For Which Purchased					NEW	2011	DODGE CHARGER	2B3CL3CG9BH	<input type="checkbox"/> personal, family or household	<input type="checkbox"/> business	<input type="checkbox"/> agricultural				ANNUAL PERCENTAGE RATE	FINANCE CHARGE	PRINCIPAL	PAYMENTS	TOTAL SALE PRICE	The Annual Percentage Rate is the cost of credit expressed as a yearly rate. 12.50 %	\$8516.92	\$7163.52	Payments The amount you will pay each month after you have made all payments as scheduled. \$2835.44	Total Sale Price The price you will pay for your purchase on credit including down payment of \$7906.00 in \$26052.44	Number of Payments	Amount of Each Payment	When Payments Begin	72	\$91.02	Monthly beginning 06/12/2011	Other Optional Insurance		<input type="checkbox"/> N/A	Type of Insurance Premium \$ _____ Term _____	<input type="checkbox"/> N/A	Insurance Company Name _____	<input type="checkbox"/> N/A	Home Office Address _____	<input type="checkbox"/> N/A	Type of Insurance Premium \$ _____ Term _____	<input type="checkbox"/> N/A	Insurance Company Name _____
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94/27/2013 SAT 8:17 FAX 410 513 3462 COMCAST		003 / 003
<input checked="" type="checkbox"/> C Other Vehicle Insurance Paid to Insurance Company or Companies		\$ N/A
<input checked="" type="checkbox"/> D Official Fees Paid to Government Agencies		\$ N/A
<input checked="" type="checkbox"/> E Government Taxes Not Included in Cash Price		\$ 4.00
<input checked="" type="checkbox"/> F Government License and/or Registration Fees		
<input checked="" type="checkbox"/> G Government Certificate of Title Fees (Includes Security Interest Recording Fee)		\$ 220.00
<input checked="" type="checkbox"/> H Other Chg (Buyer)		\$ 50.00
<input checked="" type="checkbox"/> I Other Charge (Seller must identify who is paid and Indicates purpose)		\$ N/A
15. To: N/A for Prior Credit or Lease Balance		\$ N/A
to: N/A NM		\$ N/A
to: N/A NM		\$ N/A
Total Other Charges and Amounts Paid to Others on Your Behalf		\$ 276.00 (4)
S Amount Financed (3 + 4)		\$ 196.26 (2)
16. VENDOR'S SINGLE INTEREST INSURANCE (VSI) Insurance: If the preceding box is checked, the Creditor requires VSI insurance for all vehicles purchased under this contract for damage to the vehicle. You, the Seller, will insure the vehicle for sole protection. This insurance does not protect your interest in the vehicle. You may choose the insurance company through which the VSI is provided. The cost of VSI is \$ 17.65, and is also shown in Item 4G of the financing of Amount Financed. The coverage is for the initial term of the contract.		
OPTION: <input type="checkbox"/> You pay no finance charge if the amount financed, Item 5, is paid in full on or before _____ Year SELLER'S INITIALS _____		
<p>NO COOLING OFF PERIOD State law does not provide for a "cooling off" or cancellation period for this sale. After you sign this contract, you may only cancel it if the seller agrees or for legal cause. You cannot cancel this contract simply because you change your mind. This notice does not apply to home solicitation sales.</p> <p>The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the Finance Charge.</p> <p>HOW THIS CONTRACT CAN BE CHANGED You agree to the following changes in this contract after the date of signing: (1) Any change to this contract must be in writing and signed by both parties; (2) Any changes to this contract comprise the entire agreement; (3) No oral changes are binding. Buyer If any part of this contract is not valid, all other parts remain valid. See back for other important agreements.</p> <p>NOTICE TO RETAIL BUYER: Do not sign this contract in blank. You are entitled to a copy of the contract at the time you sign. Keep a copy for your records.</p> <p>You agree to the following changes in this contract after the date of signing: (1) You confirm that before you signed this contract, we gave it to you, and you were that you received a completely filled-in copy when you signed it. Date 08/27/11 Co-Buyer Signs X Date _____ Co-Buyer Signs X Co-Buyers and Other Owners of the Vehicle do not have to pay the debt.</p> <p>Other owner CHRYSLER JEEP DODGE 08/27/11 Address _____ Seller signs ALLY BANK By X Seller assigns its interest in this contract to THE FINANCIAL GROUP <input type="checkbox"/> Assigned without recourse <input type="checkbox"/> Assigned with limited recourse Seller ALLY BANK By _____ Title _____</p> <p>CUSTOMER COPY</p> <p>LAW FORM NO. 883-MD rev. 4-94 U.S. PATENT AND TRADEMARK OFFICE 1-800-344-8000, 1-800-344-8002, 1-800-344-8003 1000 7th Street, NW, Washington, DC 20591-0001, 202-223-8700, 202-223-8701, 202-223-8702, 202-223-8703, 202-223-8704, 202-223-8705, 202-223-8706, 202-223-8707, 202-223-8708, 202-223-8709, 202-223-8710, 202-223-8711, 202-223-8712, 202-223-8713, 202-223-8714, 202-223-8715, 202-223-8716, 202-223-8717, 202-223-8718, 202-223-8719, 202-223-8720, 202-223-8721, 202-223-8722, 202-223-8723, 202-223-8724, 202-223-8725, 202-223-8726, 202-223-8727, 202-223-8728, 202-223-8729, 202-223-8730, 202-223-8731, 202-223-8732, 202-223-8733, 202-223-8734, 202-223-8735, 202-223-8736, 202-223-8737, 202-223-8738, 202-223-8739, 202-223-8740, 202-223-8741, 202-223-8742, 202-223-8743, 202-223-8744, 202-223-8745, 202-223-8746, 202-223-8747, 202-223-8748, 202-223-8749, 202-223-8750, 202-223-8751, 202-223-8752, 202-223-8753, 202-223-8754, 202-223-8755, 202-223-8756, 202-223-8757, 202-223-8758, 202-223-8759, 202-223-8760, 202-223-8761, 202-223-8762, 202-223-8763, 202-223-8764, 202-223-8765, 202-223-8766, 202-223-8767, 202-223-8768, 202-223-8769, 202-223-8770, 202-223-8771, 202-223-8772, 202-223-8773, 202-223-8774, 202-223-8775, 202-223-8776, 202-223-8777, 202-223-8778, 202-223-8779, 202-223-8780, 202-223-8781, 202-223-8782, 202-223-8783, 202-223-8784, 202-223-8785, 202-223-8786, 202-223-8787, 202-223-8788, 202-223-8789, 202-223-8790, 202-223-8791, 202-223-8792, 202-223-8793, 202-223-8794, 202-223-8795, 202-223-8796, 202-223-8797, 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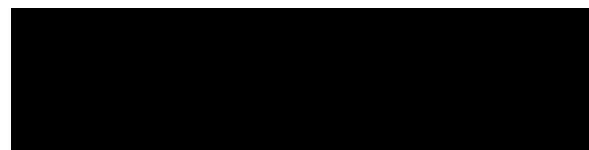
PE14-022

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:
First Name:
Middle Initial:
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: BH [REDACTED]

Mileage:
72634

Servicing Dealer:
Alserra

Title:
Ms.

First Name:

Middle Initial:

Last Name:

Address 1:

Address 2:

City:

Flint

State:

MI

Zip:

Email:

Home Phone:

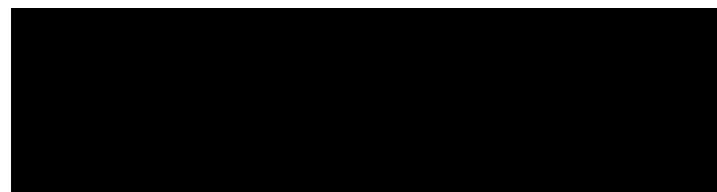
PE14-022

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: 2B3CL3CG4BH [REDACTED]

Main: 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:

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

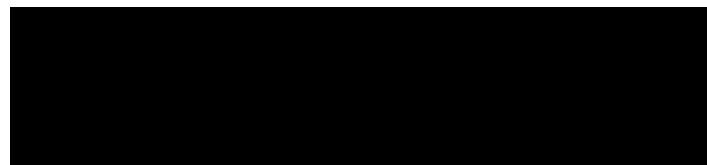
PE14-022

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:

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.

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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]

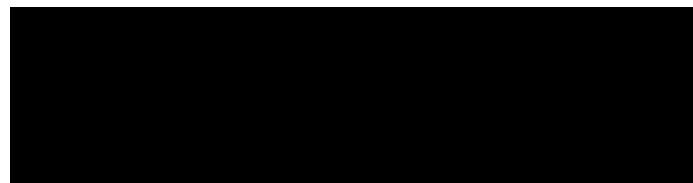
PE14-022

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



LAKE LAND
Chrysler/Dodge/Dodge Trucks



FIVE STAR



FAX COVER

DATE : 7/3/13ATTENTION : [REDACTED]
TO : [REDACTED]CASE # [REDACTED]FAX # [REDACTED]FROM : Greg Baze Jr SERVICE / OFFICE

863-687-2501

FAX 863-687-4210

NUMBER OF PAGES BEING SENT INCLUDING COVER SHEET 1MESSAGE : [REDACTED] CASE # [REDACTED]

