

PE14-022

CHRYSLER

10-3-2014

ENCLOSURE 4

CAIRS

24244057

From: [REDACTED]
To: customerassist@chrysler.com
Date: Mon Nov 25 17:16:02 EST 2013
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Had my alternator go out at 37980 miles

Comments:

I have documents when my car had 31000 miles on it still covered by the warranty from another servicing dealer that stated my battery was bad. At 35000 miles I went to Mike Olson Dodge where I purchased my car they checked everything and said it was fine. 2000 miles down the road my alternator goes out and they charge me \$794 because the warranty only covers the car for 36000 miles I understand this part. But I believe their service department did not check my car when I took it in so I would have to pay for the alternator work once the warranty was over. Please call me I can explain and I have the documents that I can show you guys that at 31000 miles there was something wrong with the battery

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Tue Nov 26 16:36:31 EST 2013

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]:

Thank you for contacting the Dodge Customer Assistance Center.

We regret to learn of the concerns your 2011 Dodge Charger has experienced.

At this time, we would like to establish communication with your local dealership. Once we have spoken with the service manager, we will be in contact with you via email to advised of the next step, if applicable.

Thanks again for your email and continued patience.

Sincerely,

Jennifer

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=KMM8361913V1791L0KM&

Original Message Follows:

US Customer Service - Dodge Brand Site

Brief Description:

Had my alternator go out at 37980 miles

Comments:

I have documents when my car had 31000 miles on it still covered by the warranty from another servicing dealer that stated my battery was bad. At 35000 miles I went to Mike Olson Dodge where I purchased my car they checked everything and said it was fine. 2000 miles down the road my alternator goes out and they charge me \$794 because the warranty only covers the car for 36000 miles I understand this part. But I believe their service department did not check my car when I took it in so I would have to pay for the alternator work once the warranty was over. Please call me I can explain and I have the documents that I can show you guys that at 31000 miles there was something wrong with the battery

VIN:

BH [REDACTED]

Mileage:

37990

Servicing Dealer:

Mike Olson Dodge

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Toppenish

State:

WA

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:

[REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Mon Dec 02 15:45:58 EST 2013

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]:

Thank you for contacting the Dodge Assistance Center.

We appreciate your patience.

We are emailing to inform you that your case has been escalated for review.

As your vehicle is out of basic warranty, we can make no promises or guarantees.

Once the file has been reviewed, a case manager should be in contact with you accordingly.

Thanks again for your email.

Sincerely,

Jennifer

Customer Service Representative

Dodge Customer Assistance Center

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

REFERENCE NUMBER:

EMAIL CASE NUMBER: 2902350

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8367598V17158L0KM&

Previous Reply Follows:

Dear [REDACTED]:

Thank you for contacting the Dodge Customer Assistance Center.

We regret to learn of the concerns your 2011 Dodge Charger has experienced.

At this time, we would like to establish communication with your local dealership. Once we have spoken with the service manager, we will be in contact with you via email to advised of the next step, if applicable.

Thanks again for your email and continued patience.

Sincerely,

Jennifer

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=KMM8361913V1791L0KM&

Original Message Follows:

US Customer Service - Dodge Brand Site

Brief Description:

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I have documents when my car had 31000 miles on it still covered by the warranty from another servicing dealer that stated my battery was bad. At 35000 miles I went to Mike Olson Dodge where I purchased my car they checked everything and said it was fine. 2000 miles down the road my alternator goes out and they charge me \$794 because the warranty only covers the car for 36000 miles I understand this part. But I believe their service department did not check my car when I took it in so I would have to pay for the alternator work once the warranty was over. Please call me I can explain and I have the documents that I can show you guys that at 31000 miles there was something wrong with the battery

VIN:

BH [REDACTED]

Mileage:

37990

Servicing Dealer:

Mike Olson Dodge

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Toppenish

State:

WA

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:



Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2013-12-03 15:01:56.956130

Files Not Recieved: 0

Case #: [REDACTED]

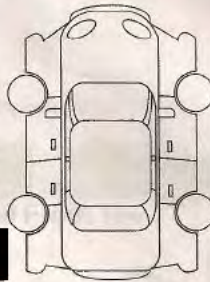


Multipoint Inspection

CUSTOMER AND VEHICLE INFORMATION

Date: [Redacted]
 Customer Name: [Redacted]
 Address: _____
 Today's Contact Phone #: _____
 Email: _____
 Year/Make/Model: _____
 Mileage: 31603 License #: _____
 VIN: 2B3C2L3K1H784 [Redacted]
 1/4 Time: _____ Promise Time: _____ Hat/Tag#: _____

VEHICLE CONDITION



SERVICE INFORMATION

Description of service to be performed:
LDF

Initial Estimate: _____
 I hereby authorize the repair work and inspection described to be performed along with the necessary materials and agree that dealer is not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any cause beyond their control. I hereby grant you and/or your employees permission to operate the vehicle as necessary for testing and inspection purposes.

Customer declines access to spare tire
 Customer declines access to glove box

Signature: _____

Exterior	<input checked="" type="checkbox"/>	Horn operation
	<input checked="" type="checkbox"/>	Head lights / tail lights / turn signals / brake lights / hazard warning lights / exterior lamps (check for damage and operation)
	<input checked="" type="checkbox"/>	Windshield wiper and washer operation
	<input checked="" type="checkbox"/>	Windshield glass
Interior	<input checked="" type="checkbox"/>	Fuel tank cap gasket
	<input checked="" type="checkbox"/>	Dome light / amp light / dimmer combination meter
Under Hood	<input checked="" type="checkbox"/>	Cabin air filter
	<input checked="" type="checkbox"/>	Parking brake operation
	<input checked="" type="checkbox"/>	Air filter
	<input checked="" type="checkbox"/>	Battery condition (cables / clamps / corrosion)
	<input checked="" type="checkbox"/>	Battery state of health
Fluids	<input checked="" type="checkbox"/>	Cooling System (leaks)
	<input checked="" type="checkbox"/>	Hoses (cracks / damage / leaks)
	<input checked="" type="checkbox"/>	Drive belts (cracks / damage / wear)
	<input checked="" type="checkbox"/>	Radiator core / air condition condenser (if equipped)
	<input checked="" type="checkbox"/>	Transfer case (4WD models)
	<input checked="" type="checkbox"/>	Windshield Washer
	<input checked="" type="checkbox"/>	Coolant (<u>Gas</u> degree of protection) (Oil level on arrival)
	<input checked="" type="checkbox"/>	Power steering (if equipped)
Under Vehicle	<input checked="" type="checkbox"/>	Brake reservoir
	<input checked="" type="checkbox"/>	Clutch reservoir (if equipped)
	<input checked="" type="checkbox"/>	Transmission / transaxle
	<input checked="" type="checkbox"/>	Differential (if equipped)
	<input checked="" type="checkbox"/>	Propeller / driveshaft (damage / leaks / U-joints)
	<input checked="" type="checkbox"/>	Drive / CV shaft (damage / leaks / boots)
	<input checked="" type="checkbox"/>	Axle hub & bearing (damage / leaks / boots)
	<input checked="" type="checkbox"/>	Steering linkage (damage / leaks / noise)
Under Vehicle	<input checked="" type="checkbox"/>	Suspension (damage / leaks / worn components)
	<input checked="" type="checkbox"/>	Fluid leaks (engine / transmission / differential)
	<input checked="" type="checkbox"/>	Exhaust system (damage / leaks / corrosion)
	<input checked="" type="checkbox"/>	Fuel lines & connections / fuel tank bands / fuel tank vapor vent system hoses (damage / leaks / corrosion)
	<input checked="" type="checkbox"/>	Transfer case (4WD models)

Factory Specs (P.S.I.) F: 32 R: 32 Spare _____
 Tire pressure (P.S.I.) checked / adjusted to:
 LF 30/35 RF 30/35 LR 30/35 RR 30/35
 Spare _____ Spare not checked/adjusted

Tires

Tread Depth:
 LF 4 /32 RF 4 /32 LR 4 /32 RR 4 /32

Tire damage / abnormal wear:
 LF _____ RF _____ LR _____ RR _____ Spare _____

Rims / wheels / lug nuts:
 LF _____ RF _____ LR _____ RR _____

Tires rotated _____ Torque Spec: _____

Brakes

Brake lining:
 LF _____ mm RF _____ mm LR _____ mm RR _____ mm

Brake lines / hoses / parking brake cable
 Discs / drums / calipers / wheel cylinders

Comments: Recommend new Battery

Technician Team: _____

Checked and OK at this time May require future attention Requires immediate attention

Top - Customer Copy / Bottom - Dealer Copy



Corporate Office and Mailing Address:
1030 Commerce Ave.
P.O. Box 127
Longview, WA 98632

**BUD CLARY TOYOTA SCION
OF YAKIMA**

2230 Longfibre Rd.
Union Gap, WA 98903
Phone: 509-575-4868

CUSTOMER NO. 34498	ADVISOR MIKE	TAG NO. 37713	2546	INVOICE DATE 12/07/12	
	LICENSE NO.	MILEAGE	31,603	COLOR	
	YEAR / MAKE / MODEL	11/DODGE/CHARGER/4DR SDN SE RWD		DELIVERY DATE	
TOPPENISH, WA	VEHICLE ID. NO.	2 B 3 C L 3 C G 7 B H		SELLING DEALER NO.	PRODUCTION DATE
RESIDENCE PHONE	F.T.E. NO.	P.C. NO.		R.D. DATE 12/07/12	REPRINT# 1
	COMMENTS				

LABOR & PARTS					
JOB # 1	01TOZ-1C	LUBE OIL FILTER CHG PLEASE CHANGE OIL AND OIL FILTER. LUBE CHASSIS, AND RESET MAINTENANCE REMINDER. CHANGED OIL AND FILTER, LUBED CHASSIS.	TECH(S):35808 37430	21.50	
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	57526	OIL FILTER	9.37	
			JOB # 1 TOTAL PARTS	9.37	
			JOB # 1 TOTAL LABOR & PARTS	30.87	
G.O.G. & SUPPLIES					
JOB # 1	5.0	TOYOTA OIL	@ 2.100 /UNIT	10.50	
			TOTAL - GOG	10.50	
MISC					
JOB # A		SS SHOP MAT/HAZ WASTE		1.08	
			TOTAL - MISC	1.08	
ESTIMATE					
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$60.00 (+TAX)					
RECOMMENDATIONS					
RECOMMEND NEW BATTERY.					
RECOMMEND ALIGNMENT ADJUST. 69.95					
TOTALS					

DISCLAIMER OF WARRANTIES
AS IS - THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE.

Not Responsible for Loss or Damage to Car or Articles left in cars in case of fire, theft or any other cause beyond our control.

THE INFORMATION CONTAINED ON THE ESTIMATE, WORKSHEET, AND/OR REPAIR ORDER IS INCORPORATED HEREIN BY REFERENCE.

THANK YOU FROM TOYOTA OF YAKIMA
WE APPRECIATE YOUR BUSINESS

YOU MAY RECEIVE A SATISFACTION SURVEY IN THE MAIL. YOUR FEEDBACK IS IMPORTANT TO ALL OF US. PLEASE TAKE A FEW MINUTES TO COMPLETE YOUR SURVEY AND MAIL IT TO TOYOTA. OUR GOAL HERE AT TOYOTA OF YAKIMA IS TO PROVIDE EXCELLENT SERVICE TO EVERY CUSTOMER EVERY TIME. IF YOU HAVE ANY QUESTIONS REGARDING YOUR SERVICE PLEASE CALL THE SERVICE ADVISOR LISTED AT THE TOP OF YOUR INVOICE. (509) 575-4868.

TOTAL LABOR....	21.50
TOTAL PARTS....	9.37
TOTAL SUBLET...	0.00
TOTAL G.O.G....	10.50
TOTAL MISC CHG.	1.08
TOTAL MISC DISC	0.00
TOTAL TAX.....	3.44
TOTAL INVOICE \$	45.89

CUSTOMER SIGNATURE _____

ASS:Wahle,0001 (02/09/08) -10/11/07

MIKE OLSON CHRYSLER Jeep DODGE RAM

1710 South First Street Yakima, WA 98901
 Sales (509) 248-1300 • Service (509) 834-2800 • Toll Free 1-800-274-2164

Customer Name: [Redacted] Service Advisor: *OT* Vehicle Year/Model: *2011 Charger*
 VIN Number: *2B3CL3CG7BH* Mileage: *35742* RO Number: *6016573* Date: *8/23/13*

27-POINT VEHICLE CHECKUP

● CHECKED AND OK		● MAY REQUIRE FUTURE ATTENTION		● REQUIRES IMMEDIATE ATTENTION	
LEFT FRONT TIRE Pressure <i>35</i> lbs Wear Pattern <i>2</i>		LEFT REAR TIRE Pressure <i>35</i> lbs Wear Pattern <i>2</i>		RIGHT REAR TIRE Pressure <i>35</i> lbs Wear Pattern <i>2</i>	
RIGHT FRONT TIRE Pressure <i>35</i> lbs Wear Pattern <i>2</i>		BELTS • HOSES • FILTER • COOLING • WIPERS • LAMPS • BATTERY			
FLUIDS ENGINE OIL: <input checked="" type="checkbox"/> Empty <input checked="" type="checkbox"/> Full COOLANT: <i>-45</i> <input checked="" type="checkbox"/> Empty <input checked="" type="checkbox"/> Full BRAKE: <input checked="" type="checkbox"/> Empty <input checked="" type="checkbox"/> Full POWER STEERING: <input checked="" type="checkbox"/> Empty <input checked="" type="checkbox"/> Full TRANSMISSION: <input checked="" type="checkbox"/> Empty <input checked="" type="checkbox"/> Full WIPER WASHER: <input checked="" type="checkbox"/> Empty <input checked="" type="checkbox"/> Full		BELTS: Serpentine <input checked="" type="checkbox"/> Power Steering <input checked="" type="checkbox"/> Other: _____ HOSES: Radiator Hoses <input checked="" type="checkbox"/> Heater Hoses <input checked="" type="checkbox"/> Power Steering Hoses <input checked="" type="checkbox"/> Air Conditioning Hoses <input checked="" type="checkbox"/> AIR FILTER: <input checked="" type="checkbox"/> COOLING SYSTEM Mixture/Leaks: <input checked="" type="checkbox"/> WINDSHIELD WIPERS & BLADES: <input checked="" type="checkbox"/> LAMPS: Head Lamps <input checked="" type="checkbox"/> Tail Lamps <input checked="" type="checkbox"/> Turn Signal Lamps <input checked="" type="checkbox"/> Parking Lamps <input checked="" type="checkbox"/> BATTERY: <input checked="" type="checkbox"/>			
FRONT BRAKES Left Front: <i>Jan</i> Right Front: _____ SHOCKS/STRUTS Front: _____ Rear: <i>OK</i> TRANSFER CASE N/A <input checked="" type="checkbox"/> Empty <input checked="" type="checkbox"/> Full DIFFERENTIAL N/A <input checked="" type="checkbox"/> Empty <input checked="" type="checkbox"/> Full CV JOINT BOOTS Left Front: _____ Right Front: _____ Left Rear: <i>OK</i> Right Rear: _____		REAR BRAKES Left Rear: <i>Jan</i> Right Rear: _____ STEERING COMPONENTS : <input checked="" type="checkbox"/> U-JOINTS : <input checked="" type="checkbox"/> N/A SUSPENSION Front: _____ Rear: <i>OK</i> EXHAUST SYSTEM : <input checked="" type="checkbox"/>			
NOTE: The Vehicle Checkups do not include any repairs or adjustments which may be necessary or recommended.					
NOTES: _____					

Checkup Performed By: _____ Appointment Date: _____
 ORIGINAL - CUSTOMER COPY, CANARY - DEALER FILE, PINK - FOLLOW-UP FILE

CUSTOMER #: 1070915

40057



INVOICE

1710 South First Street - Yakima, WA 98901
Phone: (509) 248-1300
Fax: (509) 454-3270

DUPLICATE 1
PAGE 1

TOPPENISH WA
HOME:
BUS:

CONT
CELL:

SERVICE ADVISOR: 91 JERRY STANTON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK	11	DAIMLER DODGE CHARGE	2B3CL3CG7BH		37969/37969	T562	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PD NO.	RATE	PAYMENT	INV. DATE
15NOV12 DD			17:00 20NOV13		0.00	CASH	22NOV13
R.O. OPENED		READY	OPTIONS: STK:531016 ENG:3.6 LITER				

07:41 20NOV13

11:48 22NOV13

LINE OPCODE TECH TYPE HOURS

A CUSTOMER STATES TOWED IN. ELECTRICAL SYSTEM IS DEAD. NO BATTERY VOLATGE

CUST CUSTOMER STATES
80 CP
92 CP

LIST	NET	TOTAL
1 RL801779AG ALTERNATO: ENGINE	693.25	492.00
1 5066241AB BATTERY: TRANSMITTER	6.99	3.60
PARTS: 495.60 LABOR: 237.50 OTHER: 0.00		
NEEDS ALTERNATOR REPLACED.		
TOTAL LINE A:		733.10



ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.
I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	237.50
PARTS AMOUNT	495.60
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	733.10
LESS INSURANCE	0.00
SALES TAX	60.12
PLEASE PAY THIS AMOUNT	793.22

PE14-022

CHRYSLER

10-3-2014

ENCLOSURE 4

CAIRS



Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2013-12-11 14:46:05.574214

Files Not Recieved: 0

MEMORY TRANSMISSION REPORT

TIME : 12-09-2013 13:52
FAX NO.1 : 14135434153
FAX NO.2 : 14135430201
NAME : Gaudreau Insurance

FILE NO. : 842
DATE : 12.09 13:43
TO : 18017633929
DOCUMENT PAGES : 2
START TIME : 12.09 13:43
END TIME : 12.09 13:52
PAGES SENT : 0
STATUS : 0050

TX FAILURE NOTICE

Handwritten notes: Case #, FAX-301-736-3929, and NAME: WANDA

Repair Order Detail - Internal Copy

RO Number: 1593 RO Status: CLOSED

Customer: [Redacted] Phone(s): Contact: [Redacted] Vehicle: 2B3CL3C00BH [Redacted] Main: 2011 CHARG BRILL-BLK-CP

Mileage: 48,121 Service advisor: 35422 Tag number: TA989

Payment type: CC Promised time: 05:00 PM Promised date: 11/23/2013

Waiter: No Estimate: 0.00 Customer Comments: Yes

VEHICLE LOST ALL BATT POWER AFTER DINNER FOR A 1 1/2 HOURS, CHECK AND ADVISE VEHICLE GOT TOWED ALSO BEFORE ALL THIS HAPPEN ABS LIGHT STARTED TO BLINK ON THE WAY TO WINNER FOR FREE...
BASIC ELECTRICAL 3.50
1 ALTERNATOR ENGINE 641.50
1 BATTERY STORAGE 175.00
1 CORE RETURN -40.00
Total Labor: 807.50
Total Parts: 0.00
Total Charge: 807.50

Customer Pay 367.50
Labor 676.50
Parts 0.00
Lubri 0.00
Sublet 4.00
Miscellaneous/Shop Charge 0.00
Deductible 1,048.00
Total Charges 0.00
Less Insurance/Adjustment 60.50
Sales Tax 1,114.55
Total

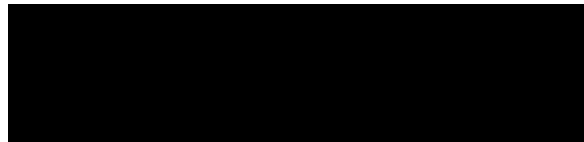
PE14-022

CHRYSLER

10-3-2014

ENCLOSURE 4

CAIRS



From: [REDACTED]
To: customerassistre@chrysler.com
Date: Sun Dec 08 19:11:17 EST 2013
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: Recall Information

Brief Description:

alternator/wiring issues

Comments:

I have a 2011 Dodge Charge and I have only had my car for a year and couple months. First the battery went dead in the car after replacing the battery the power went out all over again just to find out that the alternator is damage after doing my research I noticed that all the Dodge Chargers is having the same issues to where it's a recall issue. I don't have 500 to replace the alternator is their something that warranty can cover I didn't expect to be having so many issues with a 2 year old vehicle.

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassistre@chrysler.com

To: [REDACTED]

Date: Mon Dec 09 01:13:28 EST 2013

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]:

Thank you for contacting the Dodge Assistance Center.

A review of our records indicates that your 2011 Dodge Charger does not currently require service for any recall campaigns except L28 FRONT EXTERIOR DOOR HANDLES which when you contacted Dodge by phone an agent informed you of the recall. If your vehicle is involved in a future recall campaign, you will be notified promptly by U.S. mail. Please keep us informed of any change of address.

You may also access the self-service recall site on the internet to check on your vehicle's involvement in any future recalls that are published. Simply go to your brand website Owners page: <http://www.Dodge.com/en/owners> and enter your Vehicle Identification Number where appropriate.

We fully appreciate your concern, particularly in view of the expense and inconvenience involved, however, we are unable to accommodate your request for out-of-warranty consideration. The vehicle has exceeded the time and mileage limitations of the warranty we offered on the vehicle at the time it was purchased. Although we are unable to provide a more favorable reply, we appreciate the opportunity to review your request.

Thank you again for taking the time to communicate with us. We're sorry we cannot provide a more favorable reply.

Thanks again for your email.

Sincerely,

Sierra

Customer Service Representative

Dodge Customer Assistance Center

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

REFERENCE NUMBER: 24290580

EMAIL CASE NUMBER: 2906855

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8375598V69608L0KM&

Original Message Follows:

Recall Information - Dodge Brand Site

Brief Description:

alternator/wiring issues

Comments:

I have a 2011 Dodge Charge and I have only had my car for a year and couple months. First the battery went dead in the car after replacing the battery

the power went out all over again just to find out that the alternator is damage after doing my research I noticed that all the Dodge Chargers is having the same issues to where it's a recall issue. I don't have 500 to replace the alternator is their something that warranty can cover I didn't expect to be having so many issues with a 2 year old vehicle.

VIN:

BH [REDACTED]

Mileage:

669832

Servicing Dealer:

don jackson

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

College Park

State:

GA

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

PE14-022

CHRYSLER

10-3-2014

ENCLOSURE 4

CAIRS



From: [REDACTED]
To: customerassist@chrysler.com
Date: Sat Jan 11 03:27:27 EST 2014
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Headlight and Alternator issues, MAJOR

Comments:

I have a 2011 dodge charger, I just hit 70k miles, ive already had wiring issues early on and now my headlights continue to burn out fast and the biggest issue is that my alternator is failing. I keep getting the "battery saver mode" on my cluster. the dealership here in Opelika al refuses to help with the issues and I feel like it being so new that Im being treated unfairly by the dealership and dodge as a whole. I feel like information is not being given to me or work that is warranted is not being done. its ridiculous that Im having to go through all this with a 2011 vehicle that I've only owned for 16 months. I need dodge to take responsibility for this monumental screw up.

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Sun Jan 12 22:03:10 EST 2014

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]:

Thank you for contacting the Dodge Assistance Center.

I apologize that you are experiencing problems with the headlights burning out quickly and the alternator failing on your 2011 Dodge Charger and appreciate the time you took to bring this to my attention.

To review and research your concern, I would like to contact the Service Department at Opelika Chrysler. Unfortunately, at this time, the dealership is closed. Once I have spoken to the Service Manager I will then contact you and provide an update to your case.

I appreciate your patience and understanding as I look further into your concern. I will be in contact with you soon.

Thanks again for your email.

Sincerely,

Crystal

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=KMM8415726V82190L0KM&

Original Message Follows:

US Customer Service - Dodge Brand Site

Brief Description:

Headlight and Alternator issues, MAJOR

Comments:

I have a 2011 dodge charger, I just hit 70k miles, ive already had wiring issues early on and now my headlights continue to burn out fast and the biggest issue is that my alternator is failing. I keep getting the "battery saver mode" on my cluster. the dealership here in Opelika al refuses to help with the issues and I feel like it being so new that Im being treated unfairly by the dealership and dodge as a whole. I feel like information is not being given to me or work that is warranted is not being done. its ridiculous that Im having to go through all this with a 2011 vehicle that I've only owned for 16 months. I need dodge to take responsibility for this monumental screw up.

VIN:

BH [REDACTED]

Mileage:

71000

Servicing Dealer:

Hometown or Opelika ford,chrysler, dodge

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Auburn

State:

AL

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:

[REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Wed Jan 15 13:29:44 EST 2014

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]:

This email is to follow up with your headlight and alternator concern. I contacted Markus in the Service Department at Opelika Chrysler to review repair history. What I will do is forward your case to a more appropriate area for their attention and response. A Case Manager will be in contact with you by phone in one to two business days.

This referral action will provide the best opportunity for your request.

Thanks again for your email.

Sincerely,

Crystal

Customer Service Representative

Dodge Customer Assistance Center

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

REFERENCE NUMBER:

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8420275V10584L0KM&

Previous Reply Follows:

Dear [REDACTED]:

Thank you for contacting the Dodge Assistance Center.

I apologize that you are experiencing problems with the headlights burning out quickly and the alternator failing on your 2011 Dodge Charger and appreciate the time you took to bring this to my attention.

To review and research your concern, I would like to contact the Service Department at Opelika Chrysler. Unfortunately, at this time, the dealership is closed. Once I have spoken to the Service Manager I will then contact you and provide an update to your case.

I appreciate your patience and understanding as I look further into your concern. I will be in contact with you soon.

Thanks again for your email.

Sincerely,

Crystal

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=KMM8415726V82190L0KM&

Original Message Follows:

US Customer Service - Dodge Brand Site

Brief Description:

Headlight and Alternator issues, MAJOR

Comments:

I have a 2011 dodge charger, I just hit 70k miles, ive already had wiring issues early on and now my headlights continue to burn out fast and the biggest issue is that my alternator is failing. I keep getting the "battery saver mode" on my cluster. the dealership here in Opelika al refuses to help with the issues and I feel like it being so new that Im being treated unfairly by the dealership and dodge as a whole. I feel like information is not being given to me or work that is warranted is not being done. its ridiculous that Im having to go through all this with a 2011 vehicle that I've only owned for 16 months. I need dodge to take responsibility for this monumental screw up.

VIN:

BH [REDACTED]

Mileage:

71000

Servicing Dealer:

Hometown or Opelika ford,chrysler, dodge

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Auburn

State:

AL

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:

[REDACTED]

From: [REDACTED]

To: customerassist@chrysler.com

Date: Wed Jan 15 13:40:09 EST 2014

Subject: Re: Chrysler Group LLC Customer Assistance (KMM8420275V10584L0KM)

<HTML>

<BODY>

<p dir="ltr">Thank you for your concern and help so far.</p>

<div class="gmail_quote">On Jan 15, 2014 12:35 PM, "customerassist" <&a href="mailto:customerassist@chrysler.com">customerassist@chrysler.com> wrote:<br type="attribution"><blockquote class="gmail_quote" style="margin:0 0 0 .8ex;border-left:1px #ccc solid;padding-left:1ex">

Dear [REDACTED]:

This email is to follow up with your headlight and alternator concern. I
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This referral action will provide the best opportunity for your request.

Thanks again for your email.

Sincerely,

Crystal

Customer Service Representative

Dodge Customer Assistance Center

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

REFERENCE NUMBER:

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK: <a

Previous Reply Follows:

Dear [REDACTED]:

Thank you for contacting the Dodge Assistance Center.

I apologize that you are experiencing problems with the headlights
burning out quickly and the alternator failing on your 2011 Dodge
Charger and appreciate the time you took to bring this to my attention.

To review and research your concern, I would like to contact the Service
Department at Opelika Chrysler. Unfortunately, at this time, the
dealership is closed. Once I have spoken to the Service Manager I will
then contact you and provide an update to your case.

I appreciate your patience and understanding as I look further into your
concern. I will be in contact with you soon.

Thanks again for your email.

Sincerely,

Crystal

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: <a

href="http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8415726V82190L0KM
&";

target="_blank">http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8415726V82
190L0KM&;

Original Message Follows:

US Customer Service - Dodge Brand Site

Brief Description:

Headlight and Alternator issues, MAJOR

Comments:

I have a 2011 dodge charger, I just hit 70k miles, ive already had

wiring

issues early on and now my headlights continue to burn out fast and the

biggest issue is that my alternator is failing. I keep getting the

"battery saver mode" on my cluster. the dealership here in Opelika al

refuses to help with the issues and I feel like it being so new that Im

being treated unfairly by the dealership and dodge as a whole. I feel

like

information is not being given to me or work that is warranted is not

being

done. its ridiculous that Im having to go through all this with a 2011

vehicle that I've only owned for 16 months. I need dodge to take

responsibility for this monumental screw up.

VIN:

BH [REDACTED]

Mileage:

71000

Servicing Dealer:

Hometown or Opelika ford,chrysler, dodge

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Auburn

State:

AL

Zip:

██████████

Email:

██████████

Work Phone:

██████████

</blockquote></div>

</BODY>

</HTML>

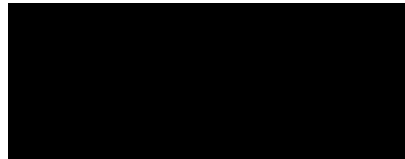
PE14-022

CHRYSLER

10-3-2014

ENCLOSURE 4

CAIRS



Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2014-02-03 18:09:08.744824

Files Not Recieved: 0

I would greatly appreciate your assistance with the repair cost of my vehicle. Due to this issue which I believe derived from the last oil chg at dealership, oil filter was left loose. Approx 2-3wks later the smell of something burning from underhood. Took bk to dealership, I was advised filter was loose, they tighten and cleaned up oil. A week later while continuing to smell the burning/smoke/battery/ABS, etc lights coming on, alternator and battery finally blown out. I understand per the Srvc mgr the oil filter issue/leak couldnt have caused this but I strongly feel it did. I asked srvc mgr to meet 1/2 with cost of repairs he argued the best he could do was 15% of which I informed him I had a coupon for that, could he do better. I sw Gen mgr who gv additional \$100 off. I would appreciate it if Chrysler would at least reimburse me 1/2 of my expense as this has caused a financial burden on me. Thank you for your consideration. I can be reached at [REDACTED].

Pat Lobbs
Chrysler · Dodge · Jeep · Ram
of Frisco



9640 State Highway 121
 Frisco, TX 75035
 www.patlobbcdjr.com
 Phone: (469) 888-4788

12950

JASON 68 2458 01/24/14 CHCS25804

[REDACTED]
 PLANO, TX [REDACTED]

11/DODGE/CHARGER/4DR SDN SE RWD
 2 B 3 C L 3 C G 8 B H [REDACTED]

51,086 /SE

01/23/14

MO: 51086

JOB# 1 CHARGES

LABOR	DESCRIPTION	TECH(S)	PRICE
J# 1 08CHZ	ELECTRICAL C/S THAT THE VEHICLE HAS LOST ALL POWER. FOUND THAT THE ALTERNATOR IS SHORTED AND SHORTED OUT THE BATTERY. REPLACED ALTERNATOR AND BATTERY.	:115	270.00
PARTS			
QTY	FP-NUMBER	DESCRIPTION	LIST PRICE-UNIT PRICE-
1	R4801779-AG	ALTERNATO 8028003	358.60 358.60
1	BB94R750-AA	BATTERY S 1083001	137.95 137.95
-1	BB94R750-AA	CORE RETURN	18.00 18.00
-1	R4801779-AG	CORE RETURN	40.00 40.00
TOTAL - PARTS			438.55

ANY WARRANTIES ON THE PRODUCT 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 SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

MISC	DESCRIPTION	CONTROL NO	PRICE
COUP	PARTS AND SERVICE COUPON		-100.00
COUP	PARTS AND SERVICE COUPON		-94.73
TOTAL - MISC			-194.73

I or my authorized agent hereby authorize the repair work thereon set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein; in case of fire, theft or other cause beyond your control; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.

JOB# 1 TOTALS	LABOR	PRICE
	LABOR	270.00
	PARTS	438.55
	MISC	-194.73

X
 Signature of the Person Responsible or Agent for the Person Responsible to Repair:

JOB# 2 CHARGES

LABOR	DESCRIPTION	TECH(S)	PRICE
J# 2 00CHZMPI	*MULTI-POINT INSPECT COMPLETE MULTI-POINT INSPECTION; REVIEW THE RESULTS WITH THE SERVICE ADVISOR AND DOCUMENT FINDINGS. COMPLETED MULTI-POINT INSPECTION	:115	INTERNAL

NOTICE PURSUANT TO PROPERTY CODE §70.001 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 & COMMERCE 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, NO FUNDS, OR BECAUSE THE MAKER OR DRAWER OF THE ORDER OR THE CREDIT CARD HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.

JOB# 2 TOTALS	JOB# 1 JOURNAL PREFIX CHCS	JOB# 1 TOTAL	PRICE
		513.82	

JOB# 3 CHARGES

LABOR	DESCRIPTION	TECH(S)	PRICE
J# 3 80CHZZ03	COMPLIMENTARY WASH COMPLETE COMPLIMENTARY WASH AT NO CHARGE TO CLIENT. NOTE: DO NOT CHARGE CLIENT; SEE SERVICE ADVISOR OR MANAGER FOR THE APPLICABLE FEES-THE SERVICE DEPARTMENT WILL COVER THIS EXPENSE. COMPLETED WASH	:115	INTERNAL

JOB# 3 TOTALS	JOB# 2 JOURNAL PREFIX CHMS	JOB# 2 TOTAL	PRICE
		0.00	

COMMENTS

[REDACTED]

X
 Signature of the Person Responsible or Agent for the Person Responsible to Repair:

Thank You!

Pat Lobbs
**Chrysler • Dodge • Jeep • Ram
of Frisco**



9640 State Highway 121
Frisco, TX 75035
www.patlobbedjr.com
Phone: (469) 888-4788

[REDACTED]
[REDACTED]
PLANO, TX [REDACTED]

JASON 68 2458 01/24/14 CHC25804
51,086 /SE
11/DODGE/CHARGER/4DR SDN SE RWD
2 B 3 C L 3 C G 8 B H [REDACTED]
01/23/14 [REDACTED]

TOTALS-----

* CASH CHECK CK NO. [] *
* VISA MASTERCARD DISCOVER *
* AMER XPRESS OTHER CHARGE *

TOTAL LABOR.... 270.00
TOTAL PARTS.... 438.55
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC -194.73
TOTAL TAX..... 36.18

TOTAL INVOICE \$ 550.00

THANK YOU FOR VISITING PAT LOBB CHRYSLER, DODGE, JEEP, RAM
PLEASE CALL 469-888-4764 TO SCHEDULE YOUR NEXT APPOINTMENT.

CUSTOMER SIGNATURE

PAID

ANY WARRANTIES ON THE PRODUCT 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 SELLER NEITHER ASSUMES NOR
AUTHORIZES ANY OTHER PERSON TO ASSUME
FOR IT ANY LIABILITY IN CONNECTION WITH THE
SALE OF SAID PRODUCTS.

I or my authorized agent hereby authorize the
repair work thereon set forth to be done by you,
together with the furnishing by you of the
necessary parts and other material for such repair,
and agree that you are not responsible for any
delays caused by unavailability or delayed
availability of parts or material for any reason;
that you neither assume or authorize any other person
to assume for you any liability in connection with
such repair; that you shall not be responsible for
loss or damage to the above vehicle, or articles left
therein; in case of fire, theft or other cause beyond
your control; that your employees may operate the
above vehicle on streets, highways or elsewhere
for the purpose of testing and/or inspecting such
vehicle.

X
Signature of the Person Responsible or Agent for the Person Responsible for Payment

NOTICE PURSUANT TO
PROPERTY CODE §70.001
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 & COMMERCE CODE, §9.609,
IF PAYMENT FOR THE REPAIR OF THE
MOTOR VEHICLE BY A CHECK, MONEY
ORDER, OR A CREDIT CARD TRANS-
ACTION IS STOPPED, DISHONORED BE-
CAUSE OF INSUFFICIENT FUNDS, NO
FUNDS, OR BECAUSE THE MAKER OR
DRAWER OF THE ORDER OR THE CREDIT
CARD HOLDER HAS NO ACCOUNT OR
THE ACCOUNT UPON WHICH IT IS DRAWN
OR THE CREDIT CARD ACCOUNT HAS
BEEN CLOSED.

X
Signature of the Person Responsible or Agent for the Person Responsible for Payment

Thank You!

PAT LOBB C D J R
 (469) 888-4788
 9640 STATE HWY 121
 FRISCO, TX 75035

VEHICLE CHECKUP



EXPRESSLANE
 FAST OIL CHANGES & MORE

Customer Name _____

R.O. Number _____

Phone _____

Vehicle Year/Model _____

VIN Number _____

Mileage _____

Date _____

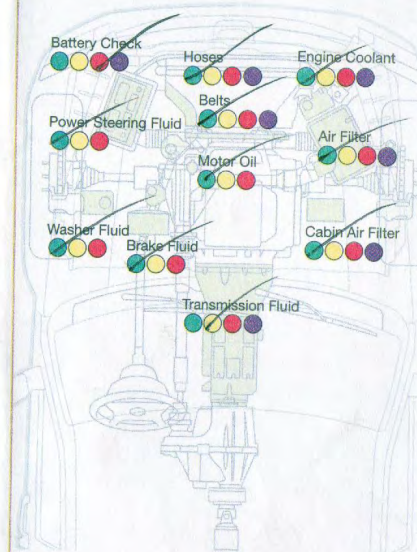
- Checked and OK
- Will need future attention
- Requires immediate attention
- Not applicable

EXTERIOR CHECKUP



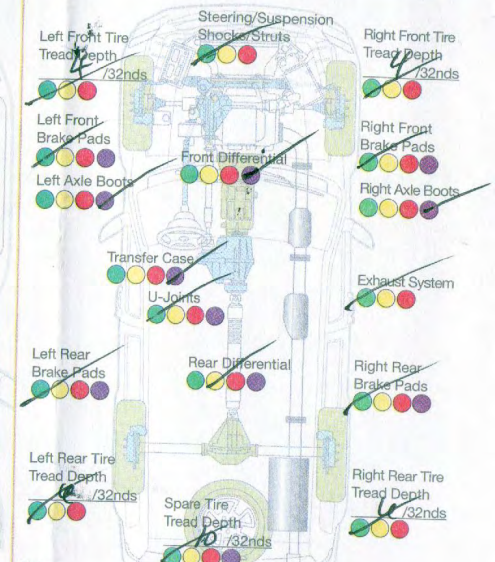
Notes _____

UNDERHOOD CHECKUP



Notes _____

UNDER VEHICLE CHECKUP



Notes _____

ORIGINAL - CUSTOMER COPY, CANARY - DEALER FILE, PINK - FOLLOW-UP FILE

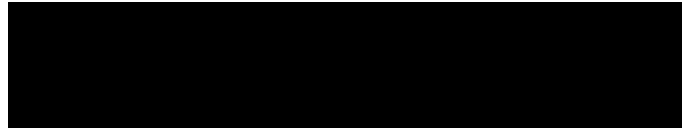
PE14-022

CHRYSLER

10-3-2014

ENCLOSURE 4

CAIRS



Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2014-02-06 09:15:33.519566

Files Not Recieved: 0

Per our discussion on Feb 5, 2014, I have attached the itemized bill from the dealer. Please let me know if you need anything else.

[REDACTED]

CUSTOMER #: [REDACTED]

INVOICE

FIELDS Chrysler Jeep Dodge

670 Frontage Road
Northfield, Illinois 60093
(847) 446-5100
www.fieldsauto.com

FRANKFORT, IL

PAGE 1

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

SERVICE ADVISOR: 150 PATRICK FRAZIER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BLUE	11	DODGE CHARGER	2B3CL3CG4BH [REDACTED]	[REDACTED]	47150/47150	[REDACTED]	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07JAN14 DD			18:00 30JAN14			CASH	30JAN14

R.O. OPENED	READY	OPTIONS:
08:09 28JAN14	15:02 30JAN14	DLR:UNKNOWN ENG:3.6_Liter

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CLIENT STATES, ELECTRICAL BURNING SMELL, ABS, TRACTION LTS. CAME ON, CAR DIED, WILL NOT RESTART, ADVISE.
 - DIAGNOSE AND REPLACE ALTERNATOR, FAILED INTERNALLY, ALSO REPLACE BATTERY, WOULD NOT TAKE OR HOLD A CHARGE.
 94 HORTON, ERICH LIC#: 94
 C
 1 R4801779AG ALTERNATO 407.00 407.00 407.00
 1 BB94R750AA *BATTERY-STORAGE 175.00 149.95 149.95
 25001 replaced failed alternator and battery

B VEH TOWED IN
 TOW VEH TOWED IN
 99 C 0.00 0.00

C PERFORM 23-POINT VEHICLE CHECKUP
 9023 PERFORM 23-POINT VEHICLE CHECKUP
 94 HORTON, ERICH LIC#: 94
 C 0.00 0.00

CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER 16.71

PAID JAN 30 2014



At Fields Chrysler Jeep Dodge we are committed to your satisfaction. If you are not completely satisfied, please contact the Service Manager immediately.

DESCRIPTION	TOTALS
LABOR AMOUNT	278.00
PARTS AMOUNT	556.95
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	16.71
TOTAL CHARGES	851.66
LESS ADJUSTMENTS	0.00
SALES TAX	50.19
PLEASE PAY THIS AMOUNT	901.85

SERVICE DEPT. HOURS
 Monday - Friday
 7:30 am - 6:00 p.m.
 Saturday
 7:30 a.m. - 4:00 p.m.

Disclaimer Of Warranties
 Any 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 for it any liability in connection with the sale of said products. The following limited warranty applies: 90 days or 3000 miles on parts, 30 days from date of repair order on labor. We are 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 or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter.
 Signature x

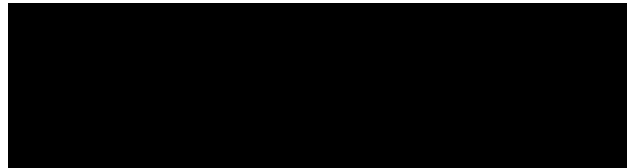
PE14-022

CHRYSLER

10-3-2014

ENCLOSURE 4

CAIRS



PE14-022

CHRYSLER

10-3-2014

ENCLOSURE 4

CAIRS



From: [REDACTED]
To: customerassist@chrysler.com
Date: Fri Feb 28 17:59:37 EST 2014
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

POOR QUALITY AND SERVICE

Comments:

We bought a new dodge charger in 2011. Its a little over 2 years old. We just got it out of shop after a alternator shorted and battery went out. The battery has failed twice . Once under warrenty. now its not. WE just spent 1,000 on this car. we should not have these problems in 2 years. This is very poor quality. We are getting rid of this car and will never do bussiness with sterling or dodge again. We owned other cars with never these issues with a lot more miles. I called acadia dodge and got a price on same parts. They were half the price we were charged. STERLING SERVICE MANAGER IS A LIAR. I WILL NEVER GO TO STERLING AGAIN. THERE SALES ARE JUST AS BAD. THIS WAS THE REASON WE BOUGHT FROM ACADIA DODGE. IT WAS NOT PRICE

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Mon Mar 03 17:47:00 EST 2014

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]:

Thank you for contacting the Dodge Assistance Center.

We appreciate the time and effort you took to tell us of your dissatisfaction in our product. We have documented your comments and will provide them to our product development team for review.

We will also reach out to Sterling Chrysler to ensure they are aware of your unhappiness.

Should you choose to work with an alternative dealership:

A dealership locator can be found on the brand web site in the "Find a Dealer" field of the Dodge - <http://www.dodge.com> home page.

If you require additional assistance, please feel free to contact us via telephone at 1-800-423-6343.

Thanks again for your email.

Sincerely,

Jennifer

Customer Service Representative

Dodge Customer Assistance Center

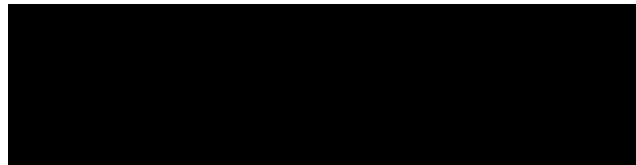
PE14-022

CHRYSLER

10-3-2014

ENCLOSURE 4

CAIRS



From: [REDACTED]
To: customerassist@chrysler.com
Date: Mon Mar 24 12:28:55 EDT 2014
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

message regarding battery on mode

Comments:

I have a 2011 dodge charger I purchased new. Last summer this car caught fire under hood because of alternator. It gave a message battery on mode when this happened. It has not been a year and this past weekend it came up again! I have read of this happening to this car and I do not want this car. There has been no recalls for this and I do not understand this. Please someone notify me regarding this issue.

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Tue Mar 25 09:36:16 EDT 2014

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 issues raised regarding your vehicle's electrical system. Your concerns, particularly in view of the inconvenience involved in this issue, are understandable and I appreciate the time and effort you took to bring this matter to my attention.

Unfortunately, given the many variables involved, we are unable to diagnose your vehicle's problem via email. We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair.

Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with our vehicles. Should your dealer require factory assistance they may contact our Technical Operations Resource Group or contact their regional Business Center.

If the vehicle has been diagnosed through the Dealership within the last 30 days yet the issue remains unresolved, please respond advising us of the appointment information. If you have not yet had the vehicle diagnosed, please respond with the name of the Dealer and preferred date you would like to schedule. I will be more than happy to call you shortly at the phone number provided in your email to get you connected with your Dealer to schedule the appointment. You may otherwise please respond with the appointment information once available.

If the vehicle is at the Dealership and the issues remain unresolved, please respond using your method of choice, either by phone: 1-800-4A-DODGE (423-6343) or by using the link provided below to advise us of this information. We will be more than happy to further review your situation at that time.

Thank you again for your email, [REDACTED]

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=KMM8515874V54576L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:

message regarding battery on mode

Comments:

I have a 2011 dodge charger I purchased new. Last summer this car caught fire under hood because of alternator. It gave amessage battery on mode when this happened. It has not been a year and this past weekend it came up again! I have read of this happening to this car and I do not want this car. There has been no recalls for this and I do not understand this. Please someone notify me regarding this issue.

VIN:

BH [REDACTED]

Mileage:

52000

Servicing Dealer:

ADDEY DODGE

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Conway

State:

SC

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:

[REDACTED]

PE14-022

CHRYSLER

10-3-2014

ENCLOSURE 4

CAIRS



From: [REDACTED]
To: customerassistre@chrysler.com
Date: Wed Apr 02 10:24:00 EDT 2014
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: Recall Information

Brief Description:

Electrical issue and failures

Comments:

Dodge,

Hello, I wanted to see if there are any known issues or recalls on 2011 DODGE Charger Alternators or Batteries or electrical systems. I just got mine out of the shop for its third Alternator and Battery in a three year period. This seems excessive to say the least. This vehicle has had a history of electrical anomalies, can you shed more light on this, or are all the newer chargers having this issue? I would greatly like to discuss this with someone. If you=E2=80=99d like a historical list=ng of all issues, I can supply that. I was looking at trading this in on a new 2014 Charger, but quite frankly it scares me. I look forward to you help and discussion.

Thank you,

[REDACTED]

Sender Information:

Title: =20

First Name: [REDACTED]

Middle Initial: =20

Last Name: [REDACTED]

From: customerassistre@chrysler.com

To: [REDACTED]

Date: Fri Apr 04 11:25:18 EDT 2014

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 vehicle's electrical concerns. I appreciate the time taken to bring this matter to my attention.

Unfortunately, given the many variables involved, we are unable to diagnose your vehicle's problem via email. We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair.

Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with our vehicles. Should your dealer require factory assistance they may contact our Technical Operations Resource Group or contact their regional Business Center.

If the vehicle is at the Dealership and the issues remain unresolved, please respond using your method of choice, either by phone: 1-800-4A-DODGE (423-6343) or by using the link provided below to advise us of this information. We will be more than happy to further review your situation at that time.

Thank you again for your email, [REDACTED]

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=KMM8530022V25118L0KM&

Original Message Follows:

Recall Information - Dodge Brand Site

Brief Description:

Electrical issue and failures

Comments:

Dodge, Hello, I wanted to see if there are any known issues or recalls on 2011 DODGE Charger Alternators or Batteries or electrical systems. I just got mine out of the shop for its third Alternator and Battery in a three year period. This seems excessive to say the least. This vehicle has had a history of electrical anomalies, can you shed more light on this, or are all the newer chargers having this issue? I would greatly

like to discuss this with someone. If you'd like a historical listing of all issues, I can supply that. I was looking at trading this in on a new 2014 Charger, but quite frankly it scares me. I look forward to you help and discussion. Thank you, [REDACTED]

VIN:

BH [REDACTED]

Mileage:

60700

Servicing Dealer:

Westport Auto

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Vincennes

State:

IN

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

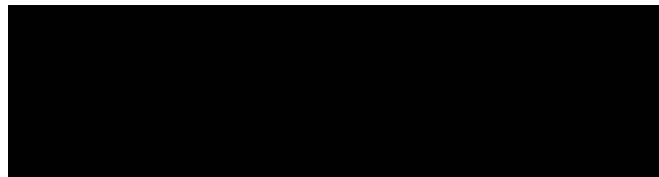
PE14-022

CHRYSLER

10-3-2014

ENCLOSURE 4

CAIRS



GROUP LLC

DATE OF MFR: 12-11

GAWR: 01275 KG

GAWR: 01275 KG

FRONT: 02810 LB

REAR: 02810 LB

ALL APPLICABLE U.S.A. FEDERAL MOTOR VEHICLE SAFETY,
T PREVENTION STANDARDS IN EFFECT ON
OF MANUFACTURE SHOWN ABOVE.



VIN: 2C3CDXBG2CH [REDACTED]

MDH: 121311 662AA

VEHICLE MADE IN CANADA

PAINT: PS2

TYPE: PASSENGER CAR

TRIM: B7X9

4658843



027

DODGE

RAM 1500











D O D G E

CHARGER

Superior
FLYWAY AL





DirectLine
Expedited Service
877-271-9360

PONTIAC, MI
800-271-9360
800-271-9360



027









3.6L
VVT

5.0-5.5 PSI
0.7

CHECK LEVELS
PERIODIC







AUTO

5
4
3
2
1
0

PUSH
ON/OFF





































© DC-6710-15
X25XK

Top-left terminal block with colored fuses:

- Row 1: Green, Red, Orange, Green, Orange (labeled 25)
- Row 2: Red, Red, Orange

Terminal block with colored fuses:

- White, Blue (labeled 15), White, White, Green, Red (labeled DT), Red (labeled DT), Red (labeled DT), Red (labeled DT)

Omron relays (left side):

- 05269988AA Omron 21911C
- 05269988AA Omron 21911C
- 05269988AA Omron 21911C

Omron relay (top right):

- 1611 A1
- 05269988AA Omron 21911C

Omron relay (top right):

- 1611 A1
- 05269988AA Omron 21911C

Omron relay (middle right):

- 1611 A1
- 05269988AA Omron 21911C

Omron relay (bottom left):

- 1611 A1
- 05269988AA Omron 21911C

Omron relay (bottom middle):

- 1611 A1
- 05269988AA Omron 21911C

Omron relay (bottom right):

- 1611 A1
- 05269988AA Omron 21911C

Omron relay (bottom right):

- 1611 A1
- 05269988AA Omron 21911C



04671898AA

04671898AA
21911C

1471 B1

1471 B1

1471 B1

1471 B1

15

10

10

10

15

15

25

25

15

15

10

10

15

20

10

15

10

25

15

20

7541851













DANGER
ELECTRIC SHOCK
HOLD OFF

101







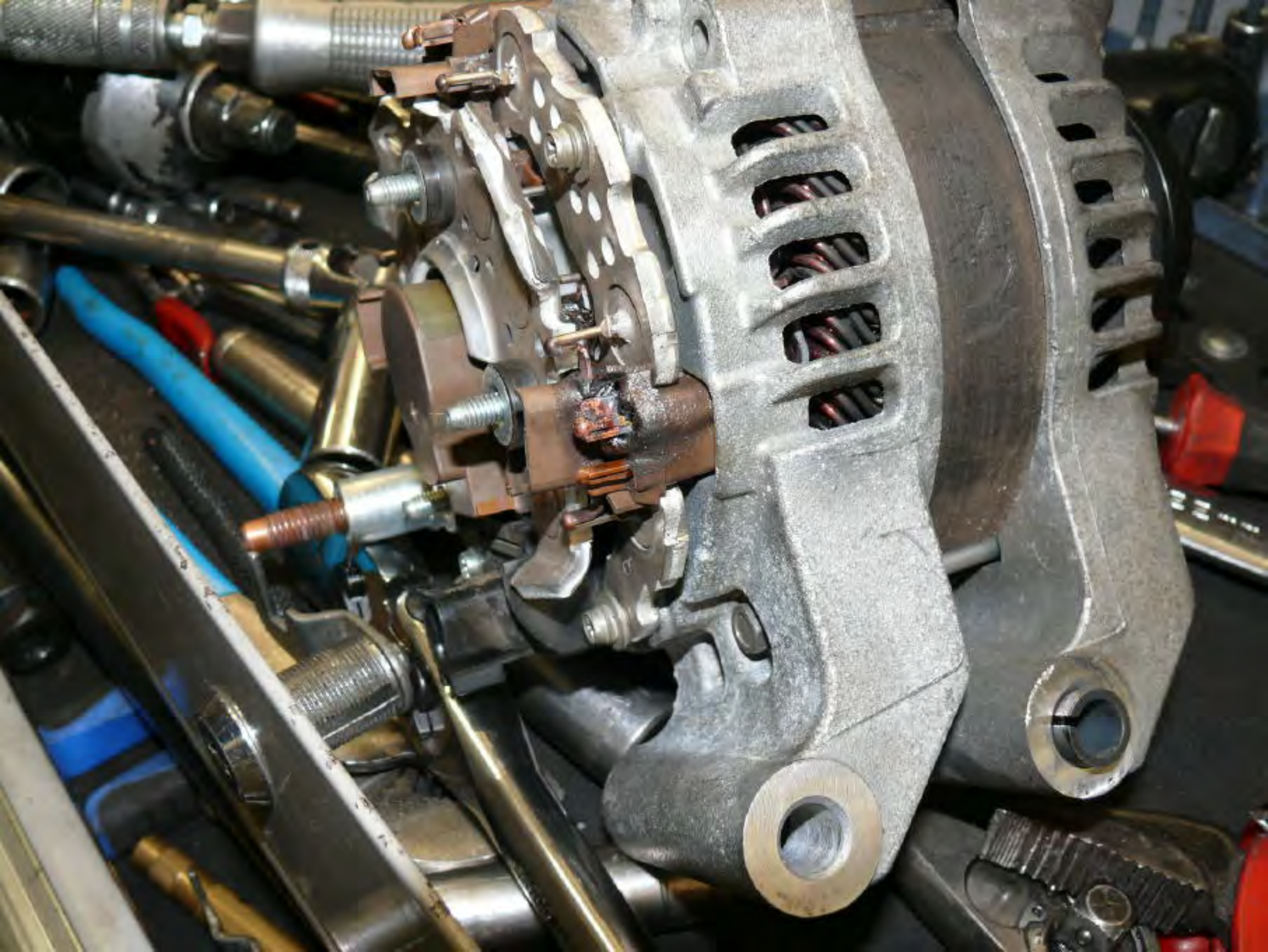


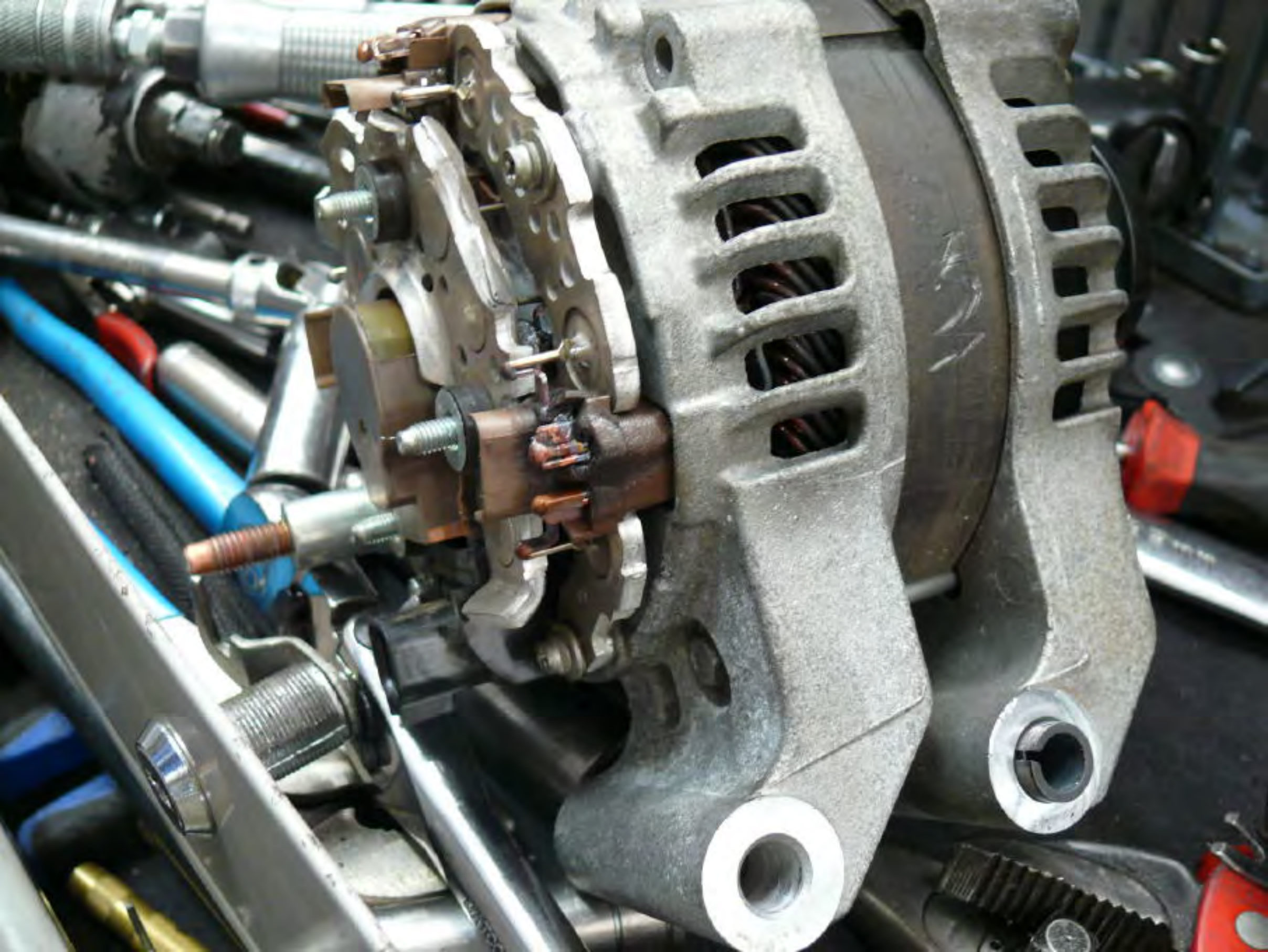






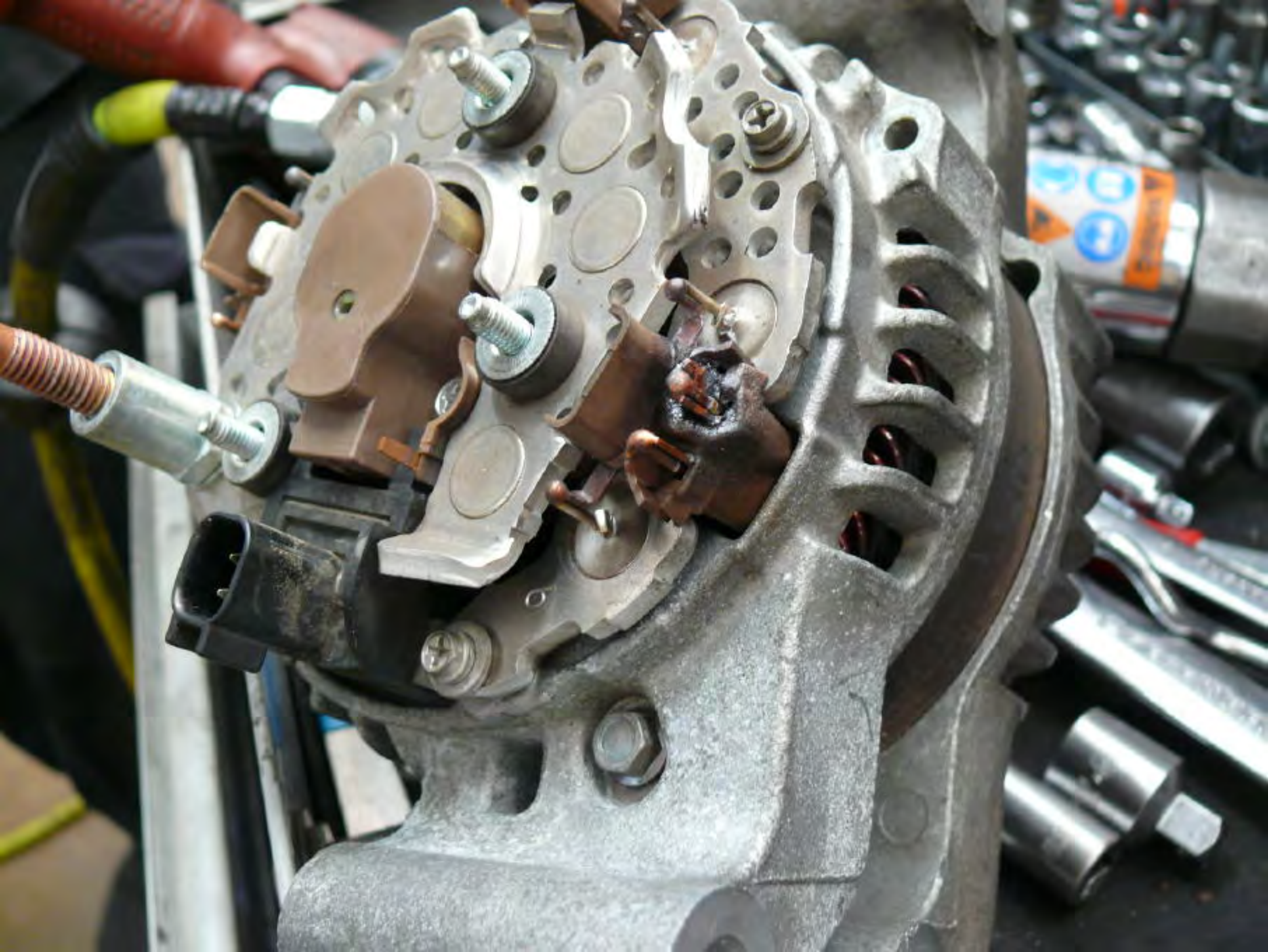
Makita
RECHARGEABLE LITHIUM ION BATTERY
CAUTION: FOR SAFE OPERATION, SEE
ATTENTION: FOR FULL BATTERY CAPACITY, SEE
PRECAUCIÓN: PARA OBTENER LA MÁXIMA CAPACIDAD DE LA BATERÍA, VEA
EL MANUAL DE INSTRUCCIONES. NO USE LA BATERÍA SI EL NIVEL DE CARGA ES BAJO.
PRECAUTION: TO OBTAIN THE MAXIMUM CAPACITY OF THE BATTERY, SEE
THE MANUAL. DO NOT USE THE BATTERY IF THE CHARGE LEVEL IS LOW.
MAKITA CORPORATION, 1000 EAST 1700TH AVENUE, BLDG. 100, OMAHA, NE 68114, USA
MAKITA (UK) LTD, 1000 EAST 1700TH AVENUE, BLDG. 100, OMAHA, NE 68114, USA
MAKITA (AUSTRALIA) PTY LTD, 1000 EAST 1700TH AVENUE, BLDG. 100, OMAHA, NE 68114, USA











DATE OF MFR: 12-11

GAWR: 01275 KG

REAR: 02810 LB

A. FEDERAL MOTOR VEHICLE SAFETY,
ARDS IN EFFECT ON
WH ABOVE.



VIN: 2C3CDXBG2CH [REDACTED]

MDH: 121311 662AA

VEHICLE MADE IN CANADA

PAINT: PS2

TYPE: PASSENGER CAR

TRIM: 37X9

4658843



71626mi -40

A rectangular digital display in the center of the instrument cluster. The top line shows the total mileage as 71626mi. The bottom line shows the current temperature as -40. A small red bug icon is visible on the screen below the temperature reading.

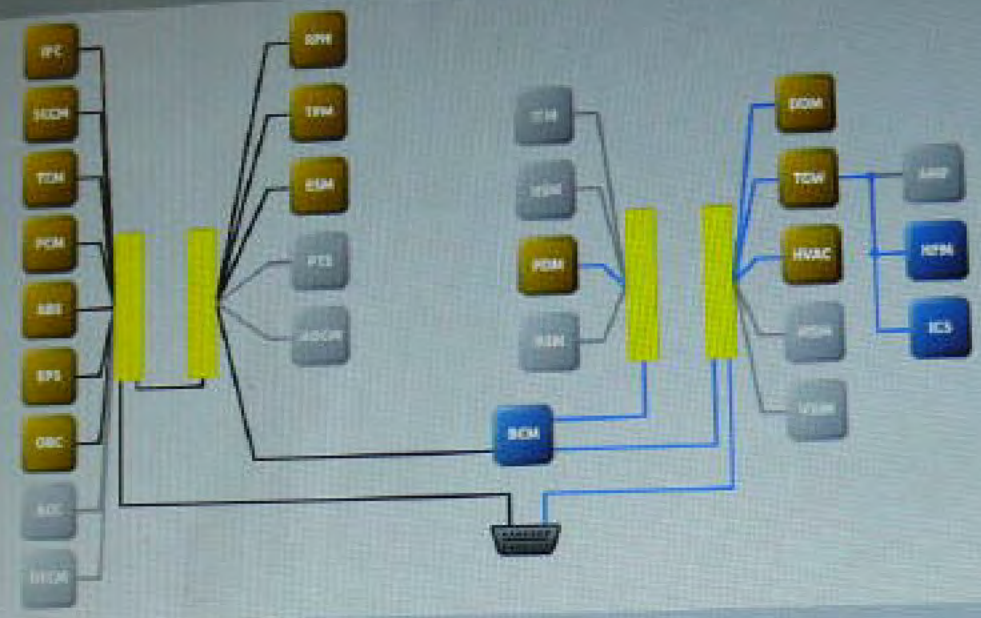


Vehicle View

Full view of ECU to see full name. Click on an ECU for complete details.

2012 LD 3.6L
 VIN: 2C3CDX8G2C1 [REDACTED]
 Battery: 13.84 volts

- Legend
- Active ECU
 - Non-responsive ECU
 - DTCs Present
 - ECU Not Built
 - Scanning ECU
 - New Flash Available
 - CAN-C
 - CAN-HS



All DTCs: **Diagnostic Procedures** Customer Preferences Vehicle Preparations

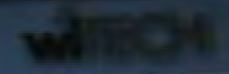
Double-click row selection to view environmental data. Click on column heading to sort table.

All Active / Stored / Pending

ECU	Code	Status	Description
ILM	P1B13-00	Active	Park-by-wire - Unintended Out of Park Position
TCM	P1915-00	Stored	Transmission Inhibited Remote Start
ABS	C2101-17	Stored	Battery Voltage High-Circuit Voltage Above Threshold

Knowledge Base Articles

Warnings: 0 E



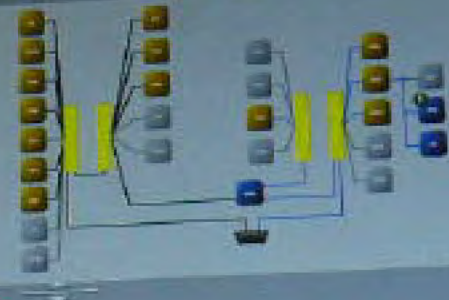
Vehicle View

Click on an ECU to specify name. Click on an ECU for complete details.

2012 LD 3.6L
 VIN: 3C3CDXBG2CH
 Battery: 12.68 volts

Legend

- Active ECU
- Non-responsive ECU
- DTCs Present



All DTCs
 Diagnostic Procedures
 Customer Preferences
 Vehicle Preparations

Double-click row selection to view environmental data. Click on column heading to sort table.

All		Active	Stored	Pending				
	ECU	Code	Status	Description				
	PCM	P0622	Active	Generator Field Control Circuit/Open				
	TCM	P1D07-00	Stored	Clutch Temp Threshold Achieved - Shift Time Reduction-				
	TCM	P0562-00	Stored	System Voltage Low-				
	TCM	P1B13-00	Active	Park-By-Wire - Unintended Out of Park Position-				
	TCM	P1915-00	Stored	Transmission Inhibited Remote Start-				
	ABS	C2101-17	Stored	Battery Voltage High-Circuit Voltage Above Threshold				
	ABS	C212A-17	Stored	System Voltage-Circuit Voltage Above Threshold				
	ABS	C2100-16	Stored	Battery Voltage Low-Circuit Voltage Below Threshold				
	ABS	C212A-16	Stored	System Voltage-Circuit Voltage Below Threshold				
	TCM	C212A-16	Stored	System Voltage-Circuit Voltage Below Threshold				

 Warnings: 0 Errors



10:45 AM
4/21/2014



ProBook 4330s

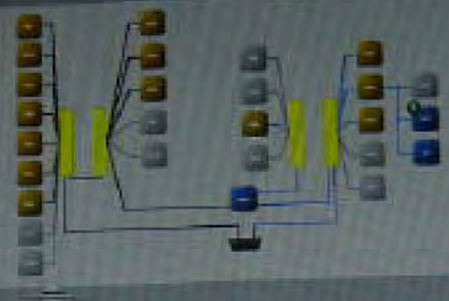


Vehicle View

Click on an ECU to view details. Click on an ECU to compare details.

2012 LD 3.6L
 VIN: 2C3CD3BG2CH
 Battery: 13.41 volts

- Legend
- Active ECU
 - Non-responsive ECU
 - DTCs Present



All DTCs Diagnostic Procedures Customer Preferences Vehicle Preparations

Double-click row selection to view environmental data. Click on column heading to sort table.

ECU	Code	Status	Description
EPS	C212A-84	Stored	System Voltage-Signal Below Allowable Range
ESM	P1C8B-16	Stored	Battery Voltage-Circuit Voltage Below Threshold
IPC	B210D-84	Stored	System Voltage-Signal Below Allowable Range
ORC	B212C-16	Stored	Ignition Run/Start Input-Circuit Voltage Below Threshold
ORC	B212D-16	Stored	Ignition Run Only Input-Circuit Voltage Below Threshold
ORC	B210D-16	Stored	System Voltage-Circuit Voltage Below Threshold
RFN	B2199-17	Stored	Battery Voltage-Circuit Voltage Above Threshold
RFN	B2199-16	Stored	Battery Voltage-Circuit Voltage Below Threshold
RFN	B210D-84	Stored	System Voltage-Signal Below Allowable Range



Vehicle View

Will load an ECU to see full name. Click on an ECU for complete details.

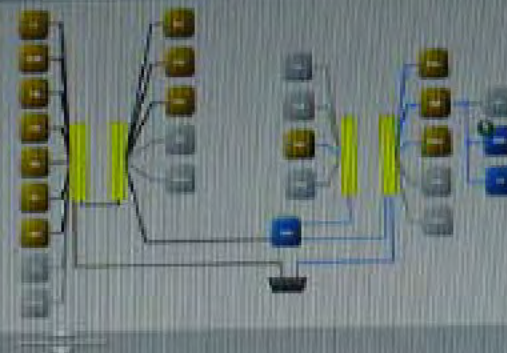
2012 LD 3.6L

VIN: 2C3CDXBG2CH

Battery: 12.30 volts

Legend

- Active ECU
- Non-responsive ECU
- DTCs Present



All DTCs Diagnostic Procedures Customer Preferences Vehicle Preparations

Double-click row selection to view environmental data. Click on column heading to sort table.

All Active Stored Pending

	ECU	Code	Status	Description
	TPM	B21DD-84	Stored	System Voltage-Signal Below Allowable Range
	TPM	C1504-96	Stored	Tire Pressure Sensor 4-Component Internal Failure
	DDM	B21DD-84	Stored	System Voltage-Signal Below Allowable Range
	DDM	B210C-16	Stored	Battery Voltage Input-Circuit Voltage Below Threshold
	HVAC	B210E-85	Stored	Battery Voltage High-Signal Above Allowable Range
	HVAC	B210A-84	Stored	System Voltage Low-Signal Below Allowable Range
	PDM	B21DD-84	Stored	System Voltage-Signal Below Allowable Range
	PDM	B210C-16	Stored	Battery Voltage input-Circuit Voltage Below Threshold
	SCCM	C212A-16	Stored	System Voltage-Circuit Voltage Below Threshold

Knowledge Base Articles



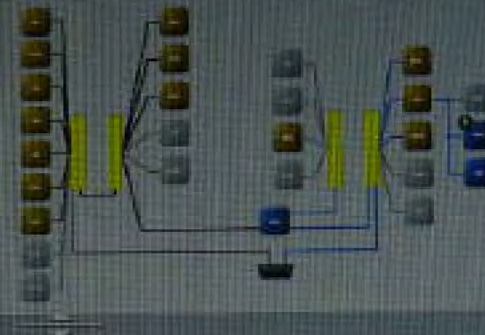
Vehicle View

Full view of ECU's for this vehicle. Click on an ECU for complete details.

2012 LD 3.6L
VIN: 2C3CDXBG2CH [REDACTED]
Battery: 12.86 volts

Legend

- Active ECU
- Non-responsive ECU
- DTCS Present



All DTCs Diagnostic Procedures Customer Preferences Vehicle Preparations

Double-click row selection to view environmental data. Click on column heading to sort table.

All Active Stored Pending

View Freeze Frame

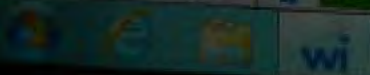
View Event Data

Clear Storage

ECU	Code	Status	Description
DOM	B2100E	Stored	System Voltage-Signal Below Allowable Range
DOM	B210C-15	Stored	Battery Voltage Input-Circuit Voltage Below Threshold
HVAC	B210E-85	Stored	Battery Voltage High-Signal Above Allowable Range
HVAC	B210A-84	Stored	System Voltage Low-Signal Below Allowable Range
PDM	B21DD-84	Stored	System Voltage-Signal Below Allowable Range
PDM	B210C-16	Stored	Battery Voltage Input-Circuit Voltage Below Threshold
SCCM	C212A-16	Stored	System Voltage-Circuit Voltage Below Threshold
SCCM	C2129-16	Stored	Battery Voltage-Circuit Voltage Below Threshold
TDW	B1572-00	Active	CD/DVD Read Error - Inoperable Disc
TDW	B210A-16	Stored	System Voltage Low-Circuit Voltage Below Threshold

Knowledge Base Articles

Online



Disconnect

Warning



Double-click row selection to view environmental data. Click on column heading to sort table.

View Freeze Frame View Event Data Clear Stored DTCs

All Active Stored Pending

ECU	Code	Status	Description
PCM	P0622	Active	Generator Field Control Circuit/Open

Click on the buttons to view the desired information. Click on column heading to sort table.

Environmental Data Snapshot Data

Environmental Data for PCM | P0622 Generator Field Control Circuit/Open

Name	Value	Units
Number of DTC	1	
DTC Readiness Flag	Not Complete	
DTC Storage State	Active	
Warning Indicator Request State	Off	
Odometer	71462.7	miles
Accumulation Timer	3	minutes
Ignition Key Cycles	0	
Starts Since Set Counter	0	
Key Cycles Since DTC Last Set Counter	0	



Double-click row selection to view environmental data. Click on column heading to sort table.

View Freeze Frame View Event Data Clear Stored DTCs

All Active Stored Pending

ECU	Code	Status	Description
PCM	P0622	Active	Generator Field Control Circuit/Open

Click on the buttons to view the desired information. Click on column heading to sort table.

Environmental Data Snapshot Data

Environmental Data for PCM | P0622 Generator Field Control Circuit/Open

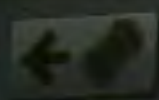
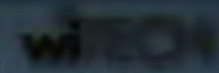
Name	Value	Units
DTC Storage State	Active	
Warning Indicator Request State	Off	
Odometer	71462.7	miles
Accumulation Timer	3	minutes
Ignition Key Cycles	0	
Starts Since Set Counter	0	
Key Cycles Since DTC Last Set Counter	0	
Warm Up Cycles	0	
Good Trip Counter	0	

A

Disconnect

Warnings: 0 Errors: 0





ORC View

Click on the components, ECU numbers and instructions for the selected ECU.

- Flash
- Data
- DTCs**
- Actuators
- System Tests
- Misc Functions
- ECU Details

Double-click row selection to view environmental data. Click on column heading to sort table.

- View Freeze Frame
- View Event Data
- Clear Stored DTCs

All Active Stored Pending

ECU	Code	Status	Description
ORC	B212C-16	Stored	Ignition Run/Start Input-Circuit Voltage Below Threshold
ORC	B212D-16	Stored	Ignition Run Only Input-Circuit Voltage Below Threshold
ORC	B21DD-16	Stored	System Voltage-Circuit Voltage Below Threshold

Overview

Name:

Occupant Restraint

Flash Part Number:
56034077A1

Bus Type:
CAN C

Hardware Version:
16.08.00

Software Version:
#0: 11.11.00, #1: 11.10.29, #2: 00.00

Spine Part Number:
Not Available

ISO Code:

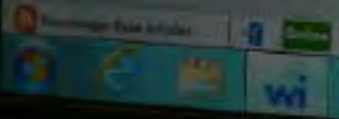
Software Number:
Not Available

Hardware Number:
Not available

Original VIN

Disconnect

Warnings: 0 Errors: 0



ProBook 4530

From: [REDACTED]

To: customerassist@chrysler.com

Date: Sun Apr 06 14:32:31 EDT 2014

Subject: Reply to Chrysler Group LLC (KMM8531378V8435L0KM)

Reply Comments:

[REDACTED] Jacksonville Arkansas [REDACTED] # [REDACTED].

It is in my driveway and hasn't been fixed. I had someone unplug the alternator it was smoking after being parked for more than a day. Vin # 2C3CDXBG2CH [REDACTED]

From: [REDACTED]
To: customerassist@chrysler.com
Date: Thu Apr 03 14:41:13 EDT 2014
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

alternator smoking

Comments:

My car started acting like it wanted to die. Then a light came on that said battery saver mode. It was parked for more than 24 hours and someone came and looked at it. When they raised the hood my alternator was extremely hot and smoking so they unplugged it before it caught fire. I have two girls and if my car would have caught on fire with my children in it that would be a very big lawsuit. I expect someone to look into this immediately and resolve this matter. My vin is 2C3CDXBG2CH [REDACTED]

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: [REDACTED]

To: customerassist@chrysler.com

Date: Sun Apr 06 14:32:31 EDT 2014

Subject: Reply to Chrysler Group LLC (KMM8531378V8435L0KM)

Reply Comments:

[REDACTED] Jacksonville Arkansas [REDACTED] # [REDACTED]

It is in my driveway and hasn't been fixed. I had someone unplug the alternator it was smoking after being parked for more than a day. Vin # 2C3CDXBG2CH [REDACTED]

From: [REDACTED]

To: customerassist@chrysler.com

Date: Sun Apr 06 14:32:31 EDT 2014

Subject: Reply to Chrysler Group LLC (KMM8531378V8435L0KM)

Reply Comments:

[REDACTED] Jacksonville Arkansas [REDACTED].

It is in my driveway and hasn't been fixed. I had someone unplug the alternator it was smoking after being parked for more than a day. Vin # 2C3CDXBG2CH [REDACTED]

From: [REDACTED]

To: customerassist@chrysler.com

Date: Sun Apr 06 14:32:31 EDT 2014

Subject: Reply to Chrysler Group LLC (KMM8531378V8435L0KM)

Reply Comments:

[REDACTED] Jacksonville Arkansas [REDACTED] # [REDACTED]

It is in my driveway and hasn't been fixed. I had someone unplug the alternator it was smoking after being parked for more than a day. Vin # 2C3CDXBG2CH [REDACTED]

From: [REDACTED]

To: customerassist@chrysler.com

Date: Sun Apr 06 14:32:31 EDT 2014

Subject: Reply to Chrysler Group LLC (KMM8531378V8435L0KM)

Reply Comments:

[REDACTED] Jacksonville Arkansas [REDACTED] # [REDACTED]

It is in my driveway and hasn't been fixed. I had someone unplug the alternator it was smoking after being parked for more than a day. Vin # 2C3CDXBG2CH [REDACTED]

From: [REDACTED]

To: customerassist@chrysler.com

Date: Sun Apr 06 14:32:31 EDT 2014

Subject: Reply to Chrysler Group LLC (KMM8531378V8435L0KM)

Reply Comments:

[REDACTED] Jacksonville Arkansas [REDACTED] # [REDACTED]

It is in my driveway and hasn't been fixed. I had someone unplug the alternator it was smoking after being parked for more than a day. Vin # 2C3CDXBG2CH [REDACTED]

From: [REDACTED]

To: customerassist@chrysler.com

Date: Sun Apr 06 14:32:31 EDT 2014

Subject: Reply to Chrysler Group LLC (KMM8531378V8435L0KM)

Reply Comments:

[REDACTED] Jacksonville Arkansas [REDACTED] # [REDACTED]

It is in my driveway and hasn't been fixed. I had someone unplug the alternator it was smoking after being parked for more than a day. Vin # 2C3CDXBG2CH [REDACTED]

From: [REDACTED]

To: customerassist@chrysler.com

Date: Sun Apr 06 14:32:31 EDT 2014

Subject: Reply to Chrysler Group LLC (KMM8531378V8435L0KM)

Reply Comments:

[REDACTED] Jacksonville Arkansas [REDACTED] # [REDACTED]

It is in my driveway and hasn't been fixed. I had someone unplug the alternator it was smoking after being parked for more than a day. Vin # 2C3CDXBG2CH [REDACTED]

From: [REDACTED]

To: customerassist@chrysler.com

Date: Sun Apr 06 14:32:31 EDT 2014

Subject: Reply to Chrysler Group LLC (KMM8531378V8435L0KM)

Reply Comments:

[REDACTED] Jacksonville Arkansas [REDACTED] # [REDACTED]

It is in my driveway and hasn't been fixed. I had someone unplug the alternator it was smoking after being parked for more than a day. Vin # 2C3CDXBG2CH [REDACTED]

From: [REDACTED]

To: customerassist@chrysler.com

Date: Sun Apr 06 14:32:31 EDT 2014

Subject: Reply to Chrysler Group LLC (KMM8531378V8435L0KM)

Reply Comments:

[REDACTED] Jacksonville Arkansas [REDACTED] # [REDACTED]

It is in my driveway and hasn't been fixed. I had someone unplug the alternator it was smoking after being parked for more than a day. Vin # 2C3CDXBG2CH [REDACTED]

From: [REDACTED]

To: customerassist@chrysler.com

Date: Sun Apr 06 14:32:31 EDT 2014

Subject: Reply to Chrysler Group LLC (KMM8531378V8435L0KM)

Reply Comments:

[REDACTED] Jacksonville Arkansas [REDACTED].

It is in my driveway and hasn't been fixed. I had someone unplug the alternator it was smoking after being parked for more than a day. Vin # 2C3CDXBG2CH [REDACTED]

From: [REDACTED]

To: customerassist@chrysler.com

Date: Sun Apr 06 14:32:31 EDT 2014

Subject: Reply to Chrysler Group LLC (KMM8531378V8435L0KM)

Reply Comments:

[REDACTED] Jacksonville Arkansas [REDACTED]

It is in my driveway and hasn't been fixed. I had someone unplug the alternator it was smoking after being parked for more than a day. Vin # 2C3CDXBG2CH [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Sat Apr 05 10:33:55 EDT 2014

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED],

Thank you for contacting the Dodge Customer Assistance Center.

We have tried to contact you by phone for more information but the phone number is not valid.

We need more information so that we can send this up to the correct department if needed.

1. What is your contact information?

Preferred:

Alternate:

2. What happened?

3. What is the current location of the vehicle?

4. Has the vehicle been repaired?

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-4A-DODGE (1-800-423-6343).

Sincerely,

Natasha

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=KMM8531378V8435L0KM&

Original Message Follows:

US Customer Service - D-Mobile Brand Site

Brief Description:

alternator smoking

Comments:

My car started acting like it wanted to die. Then a light came on that said battery saver mode. It was parked for more than 24 hours and someone came and looked at it. When they raised the hood my alternator was extremely hot and smoking so they unplugged it before it caught fire. I have two girls and if my car would have caught on fire with my children in it that would be a very big lawsuit. I expect someone to look into this immediately and resolve this matter. My vin is 2C3CDXBG2CH [REDACTED]

VIN:

2C3CDXBG

Mileage:

70000

Servicing Dealer:

Superior Dodge

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Jacksonville

State:

AR

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

From: [REDACTED]

To: customerassist@chrysler.com

Date: Sun Apr 06 14:32:31 EDT 2014

Subject: Reply to Chrysler Group LLC (KMM8531378V8435L0KM)

Reply Comments:

[REDACTED] Jacksonville Arkansas [REDACTED] # [REDACTED]

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From: [REDACTED]

To: customerassist@chrysler.com

Date: Sun Apr 06 14:32:31 EDT 2014

Subject: Reply to Chrysler Group LLC (KMM8531378V8435L0KM)

Reply Comments:

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To: [REDACTED]

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Reply Comments:

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PE14-022

CHRYSLER

10-3-2014

ENCLOSURE 4

CAIRS



PE14-022

CHRYSLER

10-3-2014

ENCLOSURE 4

CAIRS



Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2014-04-25 16:17:40.969865

Files Not Recieved: 0

FAX Transmission

Number of pages including cover sheet 4

Attention: Chrysler Corporation

Company: Regarding 2012 Dodge Charger - Moss Bros

Phone: _____

FAX: 801-736-3929

Date: 4/23/2014

From: _____

Company: N/A

Phone: _____

Comments: Cannot find first tow service receipt - when found, we will send it in another fax as soon as possible. The first tow was exactly \$45. If you don't need it please let me know, thank you.



Email: servicescenter1381@officemax.com
City: Moreno Valley State: CA Zip: 92555
Phone: 951.485.9353
FAX: 951.485.9362

Moss Bros.



Mail: 8146 Auto Drive Riverside, CA 92504
 27810 Eucalyptus Ave. Moreno Valley, CA 92555
 (951) 486-9288 Fax (951) 485-4185

www.MossBrosCJDRMorenoValley.com

THIS FORM IS AN ITEMIZED LIST OF REPAIRS AND IS PART OF A REPAIR ORDER. THIS REPAIR ORDER CONTINUATION IS SUBJECT TO ALL THE CONDITIONS OF THE ORIGINAL REPAIR ORDER.

PARTS AND LABOR AMENDED. LIMITED WARRANTY IS 90 DAYS OR 4000 MILES WHICHEVER OCCURS FIRST. THIS SUPERSEDES THE TIME AND MILEAGE WARRANTY ON REVERSE SIDE OF THIS INVOICE.

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR JASON BAUMAN	971	TAG NO. 1837	INVOICE DATE 04/10/14	[REDACTED]
=VIP= [REDACTED]	LABOR RATE [REDACTED]	LICENSE NO. [REDACTED]	MILEAGE 38,900	COLOR BLACK/	[REDACTED]
MORENO VALLEY, CA [REDACTED]	YEAR / MAKE / MODEL 12/DODGE/CHARGER/4D	DELIVERY DATE 10/02/12		DELIVERY MILES 19,078	
[REDACTED]	VEHICLE ID. NO. 2 C 3 C D X B G 3 C H [REDACTED]	SELLING DEALER NO.		PRODUCTION DATE	
[REDACTED]	F.T.E. NO.	P.O. NO.	P.O. DATE 04/09/14		MILEAGE OUT
REFERENCE NUMBER [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS			MO: [REDACTED]

LABOR & PARTS
 # 1 080621 ELECTRICAL DIAG 2 TECH 3 657 WARRANTY

CUSTOMER STATES THE BATTERY LIGHT IS ON WHEN DRIVING AND THE VEHICLE WILL NOT START. SEEMS TO BE NOT CHARGING AND HAD TOWED IN AS PER FACTORY CAIR # 24859764. SEEKING GOODWILL ASSISTANCE. INOPERATIVE CHARGING SYSTEM AND LOE BATTERY VOLTAGE. INSPECTED AND FOUND ALTERNATOR INTERNALLY FAILED AND NOT CHARGING. BEARING ALSO NOISY. REPLACE BATTERY AND ALTERNATOR. CURRENT DRAW TEST= 0.06MA. CHARGING VOLTAGE = 13.76 VOLTS. CLEAR ALL STORED CODES. ROADTESTED. ALL OPERATION NORMAL.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 1	1	RL801779-AG	ALTERNATO 08028003			WARRANTY
JOB # 1	-1	RL801779-AG	CORE RETURN			WARRANTY
					JOB # 1 TOTAL PARTS	0.00
					JOB # 1 TOTAL LABOR & PARTS	0.00

2 215921 MULTI POINT INSPECT TECH 3 663 0.00

AS PER YOUR AUTHORIZATION A MULTIPPOINT INSPECTION WAS PERFORMED ON YOUR VEHICLE. SEE THE ATTACHED SHEET THAT HAS THE FOLLOWING INDICATORS GREEN= GOOD, YELLOW= WILL NEED ATTENTION IN THE FUTURE & RED= RECOMMEND IMMEDIATE REPAIRS AS PER CUSTOMERS REQUEST. INSPECTED.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
					JOB # 2 TOTAL PARTS	0.00
					JOB # 2 TOTAL LABOR & PARTS	0.00

3 290621 BATTERY TEST TECH 3 663 0.00

WE USED OUR HIGH TECH BATTERY TESTER AND FOUND THAT YOUR BATTERY FAILED THE TEST BECAUSE OF ONE OR MORE REASONS. WE RECOMMEND THAT YOUR BATTERY BE REPLACED IMMEDIATELY. PREVENTATIVE MAINTENANCE. RECOMMEND REPLACING BATTERY AND CHECK CHARGING SYSTEM.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
					JOB # 3 TOTAL PARTS	0.00
					JOB # 3 TOTAL LABOR & PARTS	0.00

4 220621 TIRE PRESURE SERVICE TECH 3 663 0.00

IN ACCORDANCE TO THE CALIFORNIA AIR RESOURCE BOARD RULE (CARB), AUTOMOTIVE SERVICE PROVIDERS MUST CHECK & INFLATE TIRES TO THE RECOMMENDED TIRE PRESSURE RATE USING THE MANUFACTURER'S RECOMMENDED TIRE PRESSURE RATING LOCATED ON THE VEHICLE'S DOOR PLACARD OR THE TIRE INFLATION REFERENCE. PERFORM THE TIRE PRESURE SERVICE USING A TIRE PRESSURE GAUGE WITH A TOTAL PERMISSIBLE ERROR NO GREATER THAN +/- 2 POUNDS PER SQUARE INCH (PSI).

5400023 Q (07/03)

Moss Bros.

CHRYSLER Dodge/Jeep

Mail: 8146 Auto Drive Riverside, CA 92504
 27810 Eucalyptus Ave. Moreno Valley, CA 92555
 (951) 486-9288 Fax (951) 485-4185

www.MossBrosCJDRMorenoValley.com

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CELL [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR JASON BAUMAN 971	TAG NO. 1837	INVOICE DATE 04/10/14
[REDACTED]	LABOR RATE [REDACTED]	MILEAGE 38,900	COLOR BLACK/
[REDACTED]	YEAR / MAKE / MODEL 12 / DODGE / CHARGER / 4D	DELIVERY DATE 10/02/12	DELIVERY MILES 19,078
[REDACTED]	VEHICLE ID. NO. 2 C 3 C D X B G 3 C H [REDACTED]	SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 04/09/14
[REDACTED]	BUSINESS PHONE	COMMENTS	MO: [REDACTED]

LEFT FRONT TIRE PRESSURE SET AT MANUFACTURER PSI OF 30
 RIGHT FRONT TIRE PRESSURE SET AT MANUFACTURER PSI OF 30
 LEFT REAR TIRE PRESSURE SET AT MANUFACTURER PSI OF 30
 RIGHT REAR TIRE PRESSURE SET AT MANUFACTURER PSI OF 30

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
				JOB # 4 TOTAL PARTS	0.00
				JOB # 4 TOTAL LABOR & PARTS	0.00

REPAIR VERIFICATION TECH: 853
 AS A VALUED CUSTOMER YOUR SATISFACTION IS OUR GUARANTEE THAT YOUR VEHICLE REPAIRS ARE INSPECTED FOR QUALITY ASSURANCE BY OUR CHRYSLER MASTER CERTIFIED TECHNICIANS. THE FOLLOWING VERIFIES THAT YOUR REPAIR HAS BEEN SUCCESSFULLY COMPLETED.
 CHARGING SYSTEM NORMAL

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
				JOB # 5 TOTAL PARTS	0.00
				JOB # 5 TOTAL LABOR & PARTS	0.00

BATTERY SYSTEM
 CHECK AND ADVISE BATTERY CONDITION AND CHARGING SYSTEM.
 BATTERY NOT CHARGING OR HOLDING A CHARGE
 REPLACE BATTERY AS NEEDED.

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
JOB # 6	1	BB0HZ730-AA	BATTERY S-0108300E	203.42	125.00
				JOB # 6 TOTAL PARTS	125.00
				JOB # 6 TOTAL LABOR & PARTS	160.95

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)
 APPROVED REVISED ESTIMATE (# 1) OF \$165.00 (+TAX) ON 04/10/14 AT 04:30pm
 BY: GABRIEL COMMENTS: REPLACE BATTERY AND ALTERNATOR
 COMMENTS: AS PER FACTORY REP. OK TO GOODWILL ASSISTANCE FOR THIS REPAIR
 NOTES IN THE SYSTEM:
 ALSO CATR # 24859764.

TECHNICIAN CERTIFICATION
 853 ALFREDO MANGUBAT 2421

BAR #: AA243243 - EPA #: CAL000301908

Moss Bros.



Mail: 8146 Auto Drive Riverside, CA 92504
 27810 Eucalyptus Ave. Moreno Valley, CA 92555
 (951) 486-9288 Fax (951) 485-4185

www.MossBrosCJDRMoroValley.com

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CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR JASON BAUMAN	971	TAG NO. 1837	INVOICE DATE 04/10/14	[REDACTED]
-VTP- [REDACTED] [REDACTED] MORENO VALLEY, CA [REDACTED]	LABOR RATE	[REDACTED]	MILEAGE 38,900	COLOR BLACK/	[REDACTED]
	YEAR / MAKE / MODEL 12 / DODGE / CHARGER / 4D	VEHICLE ID. NO. 2 C 3 C D X B G 3 C H [REDACTED]		DELIVERY DATE 10/02/12	DELIVERY MILES 19,078
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 04/09/14	SELLING DEALER NO.	PRODUCTION DATE
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS		MO: [REDACTED]	

TOTALS

12 MONTH AND OR 12000 MILE WARRANTY ON ALL DEALER INSTALL-ED PARTS; WHICHEVER COMES FIRST. THIS SUPERCEDES THE OTHER WARRANTIES ON THE INVOICE. IN CASE OF WARRANTY WORK, IT SHOULD BE PERFORMED AT THE REPAIRING DEALERSHIP. PRIOR AUTHORIZATION MUST BE OBTAINED BY MANAGEMENT PRIOR TO THE COMMENCEMENT OF WARRANTY REPAIRS. (BAR# AA243243)	TOTAL LABOR...	35.95
	TOTAL PARTS...	125.00
	TOTAL SUBLET...	0.00
	TOTAL G.O.G...	0.00
	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC.	0.00
	TOTAL TAX.....	10.00

TOTAL INVOICE \$ 170.95

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN ORIGINAL ESTIMATED PRICE.

DEALER CODE IS: 45292

CUSTOMER SIGNATURE _____

NO. OF COPIES MADE: PRINTING BACKUP (MAY 2012)

Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2014-04-26 14:26:25.512098

Files Not Recieved: 0

PEPE'S TOW SERVICE, INC.

2000 W. Key Street • Colton, CA 92324 • (951) 882-5682
 8828 Beech Avenue • Fontana, CA 92335 • (909) 357-3462
 2775 N. Locust Avenue • Rialto, CA 92377 • (909) 574-1490
 1303 E. Victoria Avenue • San Bernardino, CA 92408 • (909) 796-4004
 14351 Veterans Way • Moreno Valley, CA 92553 • (951) 863-2423
 WWW.PEPESTOW.COM

MOSS BROS CHRYSLER JEEP 0
 27810 E EUCALYPTUS AVENUE
 MORENO VALLEY, CA 92555
 951-486-9288

Merchant ID: 240445627
 Term ID: 8310

Sale

DEBIT

Entry Method: Swiped
 Apprvd: Online Batch#: 000007
 04/10/14 16:10:28
 Debit Ref #: 999
 Inv#: 00507821 Appr Code: 666235
 Total: \$ 170.95

Customer Copy

THANK YOU
 FOR VISITING

DATE IN Wednesday, April DATE OUT Wednesday, April 9

NAME [REDACTED]

STREET [REDACTED]

CITY Moreno Valley PHONE [REDACTED]

LEGAL OWNER [REDACTED] and Fina Corp

YEAR AND MAKE 2012 Dodge Charger MODEL SE COLOR Blk LICENSE NO. [REDACTED]

PURCHASE ORDER NO. [REDACTED] Major or Vin No. [REDACTED] REQUESTED BY [REDACTED]

LOCATION OF PICKUP 29230 Malibu Ave 92555

TAKEN TO Moss Bros Dodge/Chrysler

EXTRA LABOR

ADDITIONAL TOWING Avail: 011714

STORAGE FROM	TO	TOWING	65	00
NUMBER DAYS	@ DAY	DOLLY		
FRONT TOW <input type="checkbox"/> DOLLY <input type="checkbox"/>	REAR TOW <input type="checkbox"/> ROLLOVER <input type="checkbox"/>	LABOR		
TIME OUT	MILEAGE ENDING	ADDT'L TOWING		
TIME IN	MILEAGE START	STORAGE		
TIME	MILES	MILEAGE		
INVOICE	DRIVER <u>MVJR</u>	ADVANCE PAY OUT		
B 54721	TRUCK NO. <u>40</u>			
I, THE UNDERSIGNED, DO HEREBY CERTIFY THAT I AM LEGALLY AUTHORIZED AND ENTITLED TO TAKE POSSESSION OF THE VEHICLE DESCRIBED ABOVE AND ALL PERSONAL PROPERTY THEREIN. I HAVE RECEIVED VEHICLE IN SATISFACTORY CONDITION.		TAX		
SIGNED		TOTAL	65	00
		CHECK NO.	CASH	CHARGE

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.

PE14-022

CHRYSLER

10-3-2014

ENCLOSURE 4

CAIRS



FACSIMILE TRANSMITTAL

TO: Nick

FROM: [REDACTED]

COMPANY: Chrysler

DATE: 4/21/14

FAX NUMBER: 877-768-5076

PAGES (Including Cover): 3

RE: CASE # [REDACTED]

COMMENTS/NOTES:

Here are copies of the bills and payments that I made to the mechanic and towing companies as we discussed.

Thank you again for your help.

Have a good day.

If you do not receive all the pages, please call 410-378-3500. Thank you.

CONFIDENTIALITY NOTICE

The information contained in this transmission is intended for the sole use of the addressee. If you have received this transmission in error, please contact the sender immediately and return the documents to the address above. Unauthorized use or dissemination of this transmission is strictly forbidden by state and federal law.



CASE # [REDACTED]

Mike Montgomery Auto, Inc.
 6 Barnes Corner Road
 Colora, MD. 21917
 Phone - 410-658-4789 Fax - 410-658-4780

INVOICE
 [REDACTED]
 Org. Est. # 035004

Auto Service, Collision Repair and Towing

INVOICE

Print Date : 04/18/2014

[REDACTED] 2011 Dodge - Charger SE
 Lic # : - MD Odometer In : 36000
 North East, MD Unit # :
 Other [REDACTED] Vin # : 2B3CL3CG7BH [REDACTED]
 Cust ID : 4614 Hat # : Ref # :

Part Description	Qty	Sale	Extended	Labor Description	Extended
------------------	-----	------	----------	-------------------	----------

Check charging/starting system- BATTERY 42.50
 SAVER MODE
 Check charging system for proper output to battery. Load test battery. Check all wiring. Inspect belt and adjust as required. Test for current draw on electrical system and record findings.

MIKE MONTGOMERY AUTO
 6 BARNES CORNER RD
 COLORA. MD. 21917

Merchant ID: 1
 Term ID: KJ24211161001

Sale

MASTERCARD Entry Method: Swiped
 Total: \$ 42.50
 04/18/14 15:48:10
 Trace#: 000137 Appr Code: 041827
 Apprvd: Online Batch#: 000018
 APPROVED 041827

Customer COPY
 THANK YOU!

[Technicians : Pauley, Scott]

[Payments - MasterCard - \$42.50]

Ask about our 36 month/36,000 mile Warranty

This repair may qualify for our FREE Nationwide Parts and Labor Limited Warranty. Warranty work is available nationwide through the Repair Assurance Plus program. Certain restrictions apply. Please see associate for details.

Labor:	\$42.50
Parts:	\$0.00
Sublet:	\$0.00
Sub:	\$42.50
Tax:	\$0.00
Total:	\$42.50
Bal Due:	\$0.00

SIGNATURE..... Date..... Time.....

Written By: Montgomery, Mike - Technicians: Pauley, Scott

No. 0698 P. 2

APR 21 2014 12:57PM

CASE #

Chesapeake Service Center, LLC

DOT 1300220
FEIN-201563313

Invoice

895B Nottingham Rd.
ELKTON, MD 21921
410-287-2666

DATE 4/18/14	TIME 3:45	O.A.M. S.P.M.	REQUESTED BY Geico	POB
NAME				
ADDRESS				
CITY				
STATE				
ZIP				
LOCATION OF VEHICLE Mike Montgomery, COLORA, MD				
YEAR, MAKE, MODEL 2011 Dodge Charger			COLOR Silver	ODOMETER 29295
STATE MD	LIC. PLATE NO. 6449083	VIN #	520470	

MILEAGE	CLEAN UP
FINISH 301	FINISH
START 125,373	START
TOTAL 1 18.5	TOTAL

DESCRIPTION OF WORK

AMOUNT

DESCRIPTION OF PRIOR DAMAGES (VEHICLE)

Police Authorization

Customer Authorization

- | | | | |
|---|--|--|--|
| <input checked="" type="checkbox"/> FRONT TOW | <input type="checkbox"/> UNDER REACH | <input type="checkbox"/> RECOVERY | <input type="checkbox"/> POLICE TOW |
| <input type="checkbox"/> REAR TOW | <input checked="" type="checkbox"/> FLAT BED | <input type="checkbox"/> WINCHING | <input type="checkbox"/> ACCIDENT |
| <input type="checkbox"/> REMOVE AXLES # | <input type="checkbox"/> WHEEL LIFT | <input type="checkbox"/> ROAD/SERVICE CALL | <input checked="" type="checkbox"/> BREAK DOWN |
| <input type="checkbox"/> REMOVE DRIVESHAFT | <input type="checkbox"/> SPECIAL EQUIPMENT | <input type="checkbox"/> JUMP START | <input type="checkbox"/> ABANDONED |
| <input type="checkbox"/> CHAIN SUSPENSION | <input type="checkbox"/> LANDOLL LOWBOY | <input type="checkbox"/> PULL START | <input type="checkbox"/> OWNERS REQUEST |
| <input type="checkbox"/> TOW LIGHTS | <input type="checkbox"/> FUEL DELIVERY | <input checked="" type="checkbox"/> LOCK OUT | <input type="checkbox"/> IMPOUND |
| <input type="checkbox"/> SUPPLY AIR | <input type="checkbox"/> TIRE CHANGE | <input type="checkbox"/> CLEAN UP | <input type="checkbox"/> UNREGISTERED |

TOWING CHARGE	22	50
MILEAGE		
SERVICE TIME		
RECOVERY		
SPECIAL EQUIPMENT		
STORAGE		
SECOND TOW		
PAY OUT		
SUB TOTAL		
TAX		
TOTAL	22	50

STORAGE FROM _____ TO _____ DAYS @ \$ _____

INSPECTED BY INSURANCE CO:

VEHICLE TOWED TO Newark, DE / Sleep

RELEASED BY:

FIRST TOW

PERSONALS TAKEN BY:

SECOND TOW

DRIVER #: Andri's

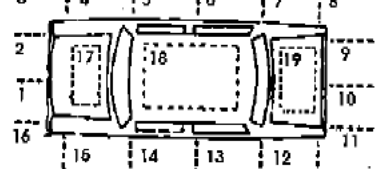
RELEASE TO SALVAGE

TRUCK #: 30

CONDITION OF VEHICLE: 1-MINOR 2-MODERATE 3-EXTREME

METHOD OF PAYMENT

KEYS LEFT
 N
 RADIO
 N



As party responsible for the above listed vehicle, I authorize Chesapeake Service Center to provide services as necessary to recover and store said vehicle. I have read and agree to the terms printed on the reverse side.

CASH CHECK COM CHECK
 DISCOVER
 CREDIT CARD# _____ EXP. DATE 10/14

SIGN _____ 926

RELEASED TO AND/OR RECEIVED BY:

X _____ Signature

X _____ Signature

4/17/14 Date

*Please review Terms & Conditions on reverse side.

FACSIMILE TRANSMITTAL

TO: Nick

FROM: [REDACTED]

COMPANY: Chrysler

DATE: 4/21/14

FAX NUMBER: 877-768-5076

PAGES (Including Cover): 3

RE: CASE # [REDACTED]

COMMENTS/NOTES:

Here are copies of the bills and payments that I made to the mechanic and towing companies as we discussed.

Thank you again for your help.

Have a good day.

[REDACTED]

If you do not receive all the pages, please call 410-378-3500. Thank you.

CONFIDENTIALITY NOTICE

The information contained in this transmission is intended for the sole use of the addressee. If you have received this transmission in error, please contact the sender immediately and return the documents to the address above. Unauthorized use or dissemination of this transmission is strictly forbidden by state and federal law.

NIKE MONTGOMERY AUTO
6 BARNES CORNER RD
COLORA, MD. 21817

Merchant ID: 1
Term ID: KJ24211161001

Sale

MASTERCARD Entry Method: Swiped

Total: \$ 42.50

04/18/14 15:48:10

Trace#: 000137 Appr Code: 041827

Apprvd: Online Batch#: 000018

APPROVED 041827

Customer Copy
THANK YOU!

[Technicians : Pauley, Scott]

[Payments - MasterCard - \$42.50]

Ask about our 36 month/36,000 mile Warranty

This repair may qualify for our FREE Nationwide Parts and Labor Limited Warranty. Warranty work is available nationwide through the Repair Assurance Plus program. Certain restrictions apply. Please see associate for details.

Labor:	\$42.50
Parts:	\$0.00
Sublet:	\$0.00
Sub:	\$42.50

Tax:	\$0.00
Total:	\$42.50
Bal Due:	\$0.00

SIGNATURE..... Date..... Time.....

Written By: Montgomery, Mike - Technicians : Pauley, Scott

No. 0699 P. 2

Apr. 21. 2014 1:00PM CONOWIN80

Check charging/starting system- BATTERY 42.50
SAVER MODE
Check charging system for proper output to battery. Load test battery. Check all wiring. Inspect belt and adjust as required. Test for current draw on electrical system and record findings.



CASE # [REDACTED]

Mike Montgomery Auto, Inc.
 6 Barnes Corner Road
 Colora, MD. 21917
 Phone - 410-658-4789 Fax - 410-658-4780

INVOICE
 [REDACTED]
 Org. Est. # 035004

Auto Service, Collision Repair and Towing

INVOICE

Print Date : 04/18/2014

[REDACTED]
 North East, MD
 Other [REDACTED]
 Cust ID : 4614

2011 Dodge - Charger SE
 Lic # : - MD Odometer In : 36000
 Unit # :
 Vin # : 2B3CL3CG7B [REDACTED]
 Hat # : Ref # :

Part Description	Qty	Sale	Extended	Labor Description	Extended
------------------	-----	------	----------	-------------------	----------

Check charging/starting system- BATTERY SAVER MODE	42.50
Check charging system for proper output to battery. Load test battery. Check all wiring. Inspect belt and adjust as required. Test for current draw on electrical system and record findings.	

NIKE MONTGOMERY AUTO
 6 BARNES CORNER RD
 COLORA, MD, 21917

Merchant ID: 1
 Term ID: KJ24211161001

Sale

MASTERCARD Entry Method: Swiped
 Total: \$ 42.50
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Customer Copy
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SIGNATURE..... Date..... Time.....

Written By: Montgomery, Mike - Technicians : Pauley, Scott

CASE #

Chesapeake Service Center, LLC

DOT 1300220
FEIN-201563313

Invoice

895B Nottingham Rd.
ELKTON, MD 21921
410-287-2666

DATE 4/18/14	TIME 3:45	O.A.M. P.M.	REQUESTED BY Geico	FOR
NAME		[REDACTED]		
ADDRESS		[REDACTED]		
CITY		STATE	ZIP	
LOCATION OF VEHICLE Mike Montgomery, COLORA, MD				
YEAR, MAKE, MODEL 2011 Dodge Charger		COLOR Silver	ODOMETER 29295	
STATE MD	LIC. PLATE NO. 6449083	VIN #	520470	

MILEAGE	CLEAN UP
FINISH 391	FINISH
START 125,373	START
TOTAL 118.5	TOTAL

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AMOUNT

DESCRIPTION OF PRIOR DAMAGES (VEHICLE)

Police Authorization

Customer Authorization

- | | | | |
|---|--|--|--|
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| <input type="checkbox"/> CHAIN SUSPENSION | <input type="checkbox"/> LANDOLL LOWBOY | <input type="checkbox"/> PULL START | <input type="checkbox"/> OWNERS REQUEST |
| <input type="checkbox"/> TOW LIGHTS | <input type="checkbox"/> FUEL DELIVERY | <input checked="" type="checkbox"/> LOCK OUT | <input type="checkbox"/> IMPOUND |
| <input type="checkbox"/> SUPPLY AIR | <input type="checkbox"/> TIRE CHANGE | <input type="checkbox"/> CLEAN UP | <input type="checkbox"/> UNREGISTERED |

TOWING CHARGE	22	50
MILEAGE		
SERVICE TIME		
RECOVERY		
SPECIAL EQUIPMENT		
STORAGE		
SECOND TOW		
PAY OUT		
SUB TOTAL		
TAX		
TOTAL	22	50

STORAGE FROM _____ TO _____ DAYS @ \$ _____

INSPECTED BY INSURANCE CO:

VEHICLE TOWED TO
FIRST TOW: Newark DE / Sleep

RELEASED BY:

SECOND TOW: _____

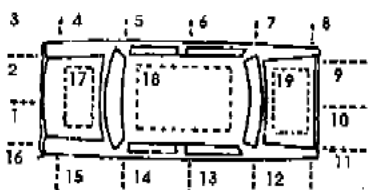
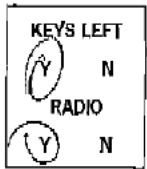
PERSONALS TAKEN BY:

RELEASE TO SALVAGE

DRIVER #: André

CONDITION OF VEHICLE: 1-MINOR 2-MODERATE 3-EXTREME

TRUCK #: 30



METHOD OF PAYMENT

CASH CHECK COM CHECK

Discover Visa MasterCard

EXP. DATE 10/14

CREDIT CARD# [REDACTED]

20 Underscriage _____

SIG: [REDACTED] 926

RELEASED TO AND/OR RECEIVED BY:

X [REDACTED] Signature

X [REDACTED] Print Name

4/18/14 Date

*Please review Terms & Conditions on reverse side.

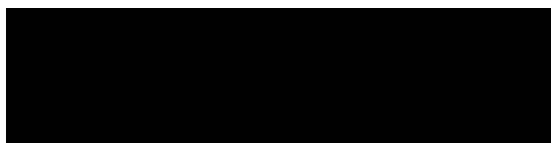
PE14-022

CHRYSLER

10-3-2014

ENCLOSURE 4

CAIRS



From: [REDACTED]
To: customerassist@chrysler.com
Date: Wed Apr 23 00:04:24 EDT 2014
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

10+ repairs, safety and unfair business practices

Comments:

To: Chrysler, Dodge and SecureNet

From: [REDACTED], Loyal Chrysler/Dodge
customer

Subject: Requesting resolution assistance due to numerous issues
with a 2011 Dodge Charger and assumed unfair business practices (possible
=E2=80=9Clemon=E2=80=9D concern)

VIN: 2B3CL3CG7BH [REDACTED]

Current vehicle status: Covert

Dodge, Austin, Texas- Service Center

I am a loyal Chrysler/Dodge customer
and have purchased and owned a model consecutively for 14 years. I replace
my models typically every 3-4 years. My father was a Dodge owner, I
recall, as I was a child and as a family we=E2=80=99ve always appreciated y=
our
vehicles. I have owned a 2000 Chrysler Concorde, a 2006 Chrysler 300, a
2008 Dodge Charger and a 2011 Dodge Charger. I have continued this
tradition by purchasing my daughter a 2006 Dodge Stratus as her first
vehicle approximately eight months ago. The point that I=E2=80=99m attempt=

ing to
make here is that I=E2=80=99m extremely loyal to this brand and have spent =
an

ample amount of my earnings investing in your products. =20

I=E2=80=99ve remained

loyal due to the quality and performance of your vehicles. I=E2=80=99m a
corporate executive and I spend an enormous amount of time in my vehicles
for business travel as I prefer driving versus flying when possible.

My

most recent purchase was a 2011 Dodge Charger, which I purchase in October
of 2011. The VIN of my vehicle is 2B3CL3CG7BH [REDACTED]. =20

I=E2=80=99m requesting

that you review the history of repairs to my 2011 Charger and recognize a continual history and pattern of electrical and other malfunctioning issues. It is my request that you all assist in providing direction regarding replacing this vehicle and/or extending warranty services as I no longer trust the vehicle and I=E2=80=99m completely offended by the expecta=

tion of me to cover the recent repairs personally as I reported the recent issue prior to the warranty expiring, however, no actions were taken by the repair center. My primary concern is that following the current repairs being performed, additional issues will continue to arise with this vehicle. I=E2=80=99ve had more repairs performed on this vehicle in less t=

han 3 years than I have ever had on any vehicle that I have purchased new in more than 20 years.

Upon request, I will provide a copy of invoices for repairs and services the vehicle. The 2011 Charger currently has approximately 75,200 miles on the vehicle and the vehicle continues to remain in immaculate physical condition. I have proudly taken care of and have maintained this vehicle as I do each of my vehicles. All repairs have been performed by authorized Mopar facilities. =20

Activities reported in

chronological date order from the most recent to the eldest:

April 23, 2014

=E2=80=93 Customer () initiates contact to Chrysler/Dodge and SecureNet for resolution assistance due to the facts reported below.

Customer reported issues and the issues remained while the warranty continued to be valid. The repair center (Covert Dodge) failed to detect the obvious issue as reported. The vehicle finally lost power completely and neither Covert nor SecureNet volunteered to acknowledge that the issue was reported and not detected. Due to the warranty no longer being valid and the lack of acknowledgement and assistance during the time that this issue was reported, the customer is now expected to pay for the repairs.

Due to the numerous power related issues since purchasing this vehicle new, assistance is requested from Chrysler, Dodge and SecureNet in replacing the vehicle or recommending other solutions due to the numerous power related concerns and other issues. This vehicle appears to be a =E2=80=9Clemon=E2=

=80=9D and

immediate assistance is requested. As a consumer and a 14 year continual owner/purchaser and loyal customer of Dodge Chrysler, I=E2=80=99m requestin=

assistance in replacing this vehicle immediately. If assistance is not possible at this time by either of you, I respect your decision. With all due respect, please notify me immediately and I will proceed in obtaining legal advice with this matter and each issue reported above. =20

April 22,

2014 =E2=80=93 Customer received call from Covert Dodge stating that the vehicle

requires an alternator and battery and that the cost is approximately \$1100.00 (USD). Customer asked that Covert verify warranty with SecureNet. SecureNet states that the warranty expired at 75,000 miles and therefore coverage is no longer valid. Covert nor SecureNet acknowledges that the issue was reported in advance and also have not offered assistance. Payment is expected by the customer.

April 21, 2014 =E2=80=93 Car completely loses power in rush hour traffic. Unable to exit vehicle due to doors locking completely. Doors would not open by using internal door handle nor power lock buttons nor the key fob due to the complete loss of power. Safety concerns if emergency conditions existed and if child safety option was selected. 84 degree external temperature. If the vehicle was surrounded by water and/or if fire existed, the customer could have possibly suffered extreme damage or death. Recommending that you all review the internal operation of the door handle and confirm why the doors will not unlock when the internal handle is pulled if power does not exist to the vehicle. Door had to be opened by another person from outside of the vehicle. Customer has major safety concerns regarding this incident. Vehicle towed to Covert Dodge

April 7, 2014 =E2=80=93 Customer invoice from Covert states that no problems were found and that the problem could not be duplicated

April 5,

2014 =E2=80=93 Charger taken to Covert Dodge. Mileage is at 74,567 at this = time

(still within warranty). Customer reported that power concerns existed again due to the RPM=E2=80=99s fluctuating up and down and the car at times jerking to the point where it feels that it wants to turn off and components losing power.

December 3, 2013 =E2=80=93 Customer is upset due to numerous alignments totaling over \$300 over the two years of ownership and two complete tire replacement sets totaling over \$1600 in less than two years of owning the vehicle as the strut repair most likely contributed to these unexplained issues due to the age and mileage of the vehicle. These repairs and associated expenses appear to be unjust at this point. Neither

assistance nor refunds were offered following detection of the faulty strut component following the customer complaining and requesting assistance

November 19, 2013 =E2=80=93 December 3, 2013 =E2=80=93 Car is at the repair facility for an extended period for multiple repairs. Covert replaced a faulty right front strut support arm after confirming the leakage and associated fumes. Covert replaces left outside mirror. Following replacement of the mirror, Covert notifies the customer that the windows are no longer responding to up/down commands and that repairs would be delayed due to vehicle now requiring a door module due to faulty operations/failed components. Alignment service required as stated by the repair center to support correct operations following replacement of the strut component

November 19, 2013 =E2=80=93 Customer smells toxic fumes in cabin which requires the customer to feel light headed. Customer pulls the car to the side of the road and contacts Covert Dodge. Car is taken to Covert for repairs

November 19, 2013 =E2=80=93 Customer detects that the rear view mirror will no longer respond to up and down commands from the door panel.

October 10, 2013 =E2=80=93 South Point dodge reports a defective low beam control circuit, short to battery or open, connector burnt. Replaced left headlamp. South Point also updated the radio software and reported that if the problem persists that a replacement radio will be required. Warranty repair, customer pays \$200 deductible associated with warranty

October 9,

2013 =E2=80=93 Customer grows frustrated with repeated automatic radio power

losses or lack of powering on as car is initially started. Customer also detects that the left headlight has burned out. Car is taken to South Point Dodge for repairs

November 1, 2012 =E2=80=93 Alignment service provided due to car continually pulling and the wheels not remaining straight

August 7,

2012 =E2=80=93 South Point Dodge reports that the fuel sensor 2 circuit high.

Replaced right side fuel pump assy and left fuel pump seal. Warranty covered repair costs

August 3, 2012 =E2=80=93 Customer detected that panel lights were flashing and the vehicle was stalling. Check engine light remains on.

Customer thinks that the engine is not receiving gas and will not accelerate. Vehicle is taken to South Point Dodge for service

July 10, 2012

- Alignment service provided due to car continually pulling and the wheels not remaining straight

June 30, 2012 =E2=80=93 San Marcos Auto Outlet replaced the wiring kit and door handles due to =E2=80=9CBody Electrical=E2=80=9D concerns

June

30, 2012 =E2=80=93 San Marcos Auto Outlet brake repairs, =E2=80=9CRecall M1=0, NEC to

SOP=E2=80=9D

Businesses referenced above:

SecureNet: Warranty provider purchased at the time of vehicle purchasing

Mopar repair facilities:

South

Point Dodge (Austin, Texas)

San Marcos Auto Outlet (San Marcos, Texas)

Covert Dodge (Austin, Texas)

Respectfully,

██████████, m:

+██████████, e:██████████

Sender Information:

Title: =20

First Name: ██████████

Middle Initial: =20

Last Name: ██████████

From: customerassist@chrysler.com

To: [REDACTED]

Date: Thu Apr 24 00:31:33 EDT 2014

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED],

Thank you for contacting the Dodge Customer Assistance Center.

We would like to apologize for the various concerns you have encountered with your vehicle, [REDACTED].

We fully appreciate your concern, particularly in view of the expense and inconvenience involved, however, we are unable to accommodate your request for out-of-warranty consideration. The vehicle has exceeded the time and/or mileage limitations of the warranty (or warranties) we offered on the vehicle at the time it was purchased. Although we are unable to provide a more favorable reply, we appreciate the opportunity to review your request.

If you are seeking replacement or buy back, we would suggest referring to the blue and white booklet that accompanied the vehicle. Again, we apologize for the less than favorable response.

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-4A-DODGE (1-800-423-6343).

Sincerely,

Tyler

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=KMM8557490V13893L0KM&

Original Message Follows:

US Customer Service - Dodge Brand Site

Brief Description:

10+ repairs, safety and unfair business practices

Comments:

To: Chrysler, Dodge and SecureNet From: [REDACTED], Loyal Chrysler/Dodge

customer Subject: Requesting resolution assistance due to numerous issues with a 2011 Dodge Charger and assumed unfair business practices (possible âlemonâ concern) VIN: 2B3CL3CG7BH [REDACTED] Current vehicle status: Covert Dodge, Austin, Texas- Service Center I am a loyal Chrysler/Dodge customer and have purchased and owned a model consecutively for 14 years. I replace my models typically every 3-4 years. My father was a Dodge owner, I recall, as I was a child and as a family weâve always appreciated your vehicles. I have owned a 2000 Chrysler Concorde, a 2006 Chrysler 300, a

2008 Dodge Charger and a 2011 Dodge Charger. I have continued this tradition by purchasing my daughter a 2006 Dodge Stratus as her first vehicle approximately eight months ago. The point that I am attempting to make here is that I am extremely loyal to this brand and have spent an ample amount of my earnings investing in your products. I have remained loyal due to the quality and performance of your vehicles. I am a corporate executive and I spend an enormous amount of time in my vehicles for business travel as I prefer driving versus flying when possible. My most recent purchase was a 2011 Dodge Charger, which I purchased in October of 2011. The VIN of my vehicle is 2B3CL3CG7BH[REDACTED]. I am requesting that you review the history of repairs to my 2011 Charger and recognize a continual history and pattern of electrical and other malfunctioning issues. It is my request that you all assist in providing direction regarding replacing this vehicle and/or extending warranty services as I no longer trust the vehicle and I am completely offended by the expectation of me to cover the recent repairs personally as I reported the recent issue prior to the warranty expiring, however, no actions were taken by the repair center. My primary concern is that following the current repairs being performed, additional issues will continue to arise with this vehicle. I have had more repairs performed on this vehicle in less than 3 years than I have ever had on any vehicle that I have purchased new in more than 20 years. Upon request, I will provide a copy of invoices for repairs and services the vehicle. The 2011 Charger currently has approximately 75,200 miles on the vehicle and the vehicle continues to remain in immaculate physical condition. I have proudly taken care of and have maintained this vehicle as I do each of my vehicles. All repairs have been performed by authorized Mopar facilities. Activities reported in chronological date order from the most recent to the eldest: April 23, 2014 - Customer [REDACTED] initiates contact to Chrysler/Dodge and SecureNet for resolution assistance due to the facts reported below. Customer reported issues and the issues remained while the warranty continued to be valid. The repair center (Covert Dodge) failed to detect the obvious issue as reported. The vehicle finally lost power completely and neither Covert nor SecureNet volunteered to acknowledge that the issue was reported and not detected. Due to the warranty no longer being valid and the lack of acknowledgement and assistance during the time that this issue was reported, the customer is now expected to pay for the repairs. Due to the numerous power related issues since purchasing this vehicle new, assistance is requested from Chrysler, Dodge and SecureNet in replacing the vehicle or recommending other solutions due to the numerous power related concerns and other issues. This vehicle appears to be a lemon and

immediate assistance is requested. As a consumer and a 14 year continual owner/purchaser and loyal customer of Dodge Chrysler, I am requesting assistance in replacing this vehicle immediately. If assistance is not possible at this time by either of you, I respect your decision. With all due respect, please notify me immediately and I will proceed in obtaining legal advice with this matter and each issue reported above.

April 22, 2014 - Customer received call from Covert Dodge stating that the vehicle requires an alternator and battery and that the cost is approximately \$1100.00 (USD). Customer asked that Covert verify warranty with SecureNet. SecureNet states that the warranty expired at 75,000 miles and therefore coverage is no longer valid. Covert nor SecureNet acknowledges that the issue was reported in advance and also have not offered assistance. Payment is expected by the customer.

April 21, 2014 - Car completely loses power in rush hour traffic. Unable to exit vehicle due to doors locking completely. Doors would not open by using internal door handle nor power lock buttons nor the key fob due to the complete loss of power. Safety concerns if emergency conditions existed and if child safety option was selected. 84 degree external temperature. If the vehicle was surrounded by water and/or if fire existed, the customer could have possibly suffered extreme damage or death. Recommending that you all review the internal operation of the door handle and confirm why the doors will not unlock when the internal handle is pulled if power does not exist to the vehicle. Door had to be opened by another person from outside of the vehicle. Customer has major safety concerns regarding this incident. Vehicle towed to Covert Dodge April 7, 2014 - Customer invoice from Covert states that no problems were found and that the problem could not be duplicated.

April 5, 2014 - Charger taken to Covert Dodge. Mileage is at 74,567 at this time (still within warranty). Customer reported that power concerns existed again due to the RPMs fluctuating up and down and the car at times jerking to the point where it feels that it wants to turn off and components losing power.

December 3, 2013 - Customer is upset due to numerous alignments totaling over \$300 over the two years of ownership and two complete tire replacement sets totaling over \$1600 in less than two years of owning the vehicle as the strut repair most likely contributed to these unexplained issues due to the age and mileage of the vehicle. These repairs and associated expenses appear to be unjust at this point. Neither assistance nor refunds were offered following detection of the faulty strut component following the customer complaining and requesting assistance.

November 19 - December 3, 2013 - Car is at the repair facility for an extended period for multiple repairs. Covert replaced a faulty right front strut support arm after confirming the leakage and associated fumes.

Covert replaces left outside mirror. Following replacement of the mirror, Covert notifies the customer that the windows are no longer responding to up/down commands and that repairs would be delayed due to vehicle now requiring a door module due to faulty operations/failed components. Alignment service required as stated by the repair center to support correct operations following replacement of the strut component November 19, 2013 â Customer smells toxic fumes in cabin which requires the customer to feel light headed. Customer pulls the car to the side of the road and contacts Covert Dodge. Car is taken to Covert for repairs November 19, 2013 â Customer detects that the rear view mirror will no longer respond to up and down commands from the door panel. October 10, 2013 â South Point dodge reports a defective low beam control circuit, short to battery or open, connector burnt. Replaced left headlamp. South Point also updated the radio software and reported that if the problem persists that a replacement radio will be required. Warranty repair, customer pays \$200 deductible associated with warranty October 9, 2013 â Customer grows frustrated with repeated automatic radio power losses or lack of powering on as car is initially started. Customer also detects that the left headlight has burned out. Car is taken to South Point Dodge for repairs November 1, 2012 â Alignment service provided due to car continually pulling and the wheels not remaining straight August 7, 2012 â South Point Dodge reports that the fuel sensor 2 circuit high. Replaced right side fuel pump assy and left fuel pump seal. Warranty covered repair costs August 3, 2012 â Customer detected that panel lights were flashing and the vehicle was stalling. Check engine light remains on. Customer thinks that the engine is not receiving gas and will not accelerate. Vehicle is taken to South Point Dodge for service July 10, 2012 - Alignment service provided due to car continually pulling and the wheels not remaining straight June 30, 2012 â San Marcos Auto Outlet replaced the wiring kit and door handles due to âBody Electricalâ concerns June 30, 2012 â San Marcos Auto Outlet brake repairs, âRecall M10, NEC to SOPâ Businesses referenced above: SecureNet: Warranty provider purchased at the time of vehicle purchasing Mopar repair facilities: South Point Dodge (Austin, Texas) San Marcos Auto Outlet (San Marcos, Texas) Covert Dodge (Austin, Texas) Respectfully, [REDACTED], m: [REDACTED], e: [REDACTED]

VIN:

BH [REDACTED]

Mileage:

75200

Servicing Dealer:
Covert Dodge

Title:

First Name:

████

Middle Initial:

Last Name:

██████████

Address 1:

████████████████████

Address 2:

City:

Round Rock

State:

TX

Zip:

██████

Email:

██

Home Phone:

████████████████

PE14-022

CHRYSLER

10-3-2014

ENCLOSURE 4

CAIRS



From: [REDACTED]
To: customerassistre@chrysler.com
Date: Thu May 01 11:48:06 EDT 2014
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: Recall Information

Brief Description:

2011 dodge alternator

Comments:

I recently purchased a 2011 dodge charger. Yesterday without any obvious signs my car started to smoke under the hood on the passenger side and stopped while I was driving. It would not turn back on. Apparently it's the alternator. This as I've noticed on an online forum is a common occurrence in this car model and all within the same mileage (50,000) or so. As a reputable company I feel like me a hardworking man who makes just enough to feed my family and very little extra should not have to fork over money I don't have for a problem your company knows exists. This should be considered a recall by the manufacturer (you guys). Apparently the recall was only listed as a police car model and not a general public model. This is a major safety concern being that the car just simply shut off on me while I was in motion. Luckily I was on a side street and not on the freeway. Imagine if I were on the freeway and my car just shut down with my kids in the car? Being a large corporation this needs to be a serious issue. I also have a 2005 Chrysler 300 I have owned since 2005 with 222674 miles on it and have yet to replace any major component on the vehicle. Please contact me so we can come up with a solution this is very serious problem.

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassistre@chrysler.com

To: [REDACTED]

Date: Fri May 02 09:07:18 EDT 2014

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

Thank you for contacting the Dodge Customer Assistance Center regarding your 2011 Dodge Charger.

In order to better assist you with your request we require your vehicle identification number of the vehicle.

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-4A-DODGE (1-800-423-6343).

Sincerely,

Kristine

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=KMM8570992V36038L0KM&

Original Message Follows:

Recall Information - D-Mobile Brand Site

Brief Description:

2011 dodge alternator

Comments:

I recently purchased a 2011 dodge charger. Yesterday without any obvious signs my car started to smoke under the hood on the passanger side and stopped while I was driving. It would not turn back on. Apparently it's the alternator. This as I've noticed on a online forum is a common occurrence in this car model and all within the same mileage (50,000) or so. As a reputable company I feel like me a hardworking man who makes just enough to feed my family and very little extra should not have to fork over money I don't have for a problem your company knows exists. This should be considered a recall by the manufacturer (you guys). Apparently the recall was only listed as a police car model and not a general public model. This is a major safety concern being that the car just simply shut off on me while I was in motion. Luckily i was on a side street and not on the freeway. Imagine if I were on the freeway and my car just shut down with my kids in the car? Being a large corporation this needs to be a serious

issue. I also have a 2005 Chrysler 300 I have owned since 2005 with 222674 miles on it and have yet to replace any major component on the vehicle. Please contact me so we can come up with a solution this is very serious problem.

VIN:

Mileage:

Servicing Dealer:

Title:

First Name:

████████

Middle Initial:

Last Name:

████████

Address 1:

██

Address 2:

City:

Phoenix

State:

AZ

Zip:

████████

Email:

██

Home Phone:

████████████████

From: [REDACTED]

To: customerassist@chrysler.com

Date: Fri May 02 13:18:08 EDT 2014

Subject: Reply to Chrysler Group LLC (KMM8570992V36038L0KM)

Reply Comments:

The VIN number is. 283CL3CG1BH [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Fri May 02 13:59:44 EDT 2014

Subject: Re: Reply to Chrysler Group LLC (KMM8570992V36038L0KM)

Dear [REDACTED],

Thank you for contacting the Dodge Customer Assistance Center regarding your 2011 Dodge Charger.

Congratulations on your vehicle purchase.

We apologize that you have to replace the alternator in your vehicle.

In regards to your vehicle, we fully appreciate your concern, particularly in view of the expense and inconvenience involved, however, we are unable to accommodate your request for out-of-warranty consideration. The vehicle has exceeded the time and/or mileage limitations of the warranty (or warranties) we offered on the vehicle at the time it was purchased. Although we are unable to provide a more favorable reply, we appreciate the opportunity to review your request. Our records do indicate that the following recall campaign has not been performed by an authorized dealer:

P08 HEADLAMP WIRING SAFETY 05/01/2014 INCOMPLETE

We suggest that you contact your local authorized Chrysler, Dodge, Jeep or Ram dealer to make arrangements for an inspection and, if necessary, corrective action at no charge to you.

Please take a copy of this message with you at the time of service to aid the process. Although not required, it is recommended to bring a copy of the recall notification with you to your dealer's service department when you bring your vehicle in for this service.

If you wish to obtain further information, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-4A-DODGE (1-800-423-6343).

Sincerely,

Kristine

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=KMM8571588V53584L0KM&

Original Message Follows:

Comments:

The VIN number is. 283CL3CG1BH [REDACTED]