

PE14-022

CHRYSLER

10-3-2014

ENCLOSURE 4

CAIRS



To: Susan Fox
Subject: CAIR [REDACTED] VIN: CH [REDACTED]



Assist Wrecker Service LLC.

24 HOUR TOW SERVICE
1-800-555-1234

24 HOUR TOW SERVICE

1-800-555-1234

1-800-555-1234



Scott A. Bartholomew
Chrysler Corporation, LLC
Service and Parts Area Manager
North Houston Metro

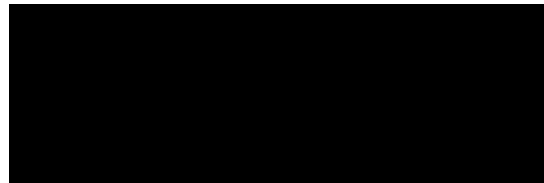
PE14-022

CHRYSLER

10-3-2014

ENCLOSURE 4

CAIRS



From: customerassist@chrysler.com

To: [REDACTED]

Date: Tue Apr 08 10:11:56 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 system. I appreciate the time taken to bring this matter to my attention.

Our records show that you have contacted us by telephone and we have addressed your concern. We have updated your file to reflect the latest information you provided in the email message.

If your concerns have not been addressed, or you have other concerns, please email or contact the Chrysler Group Customer Care Center by telephone at 1-800-4A-DODGE (423-6343).

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=KMM8534996V66316L0KM&

Original Message Follows:

US Customer Service - Dodge Brand Site

Brief Description:

Dodge Charger Piece of Crap

Comments:

the battery shorted out and fried my alternator in the process, I had no indication that there was an issue, my car lost all power at 11 pm driving down the road, as a single female I was not happy to say the least, I have had several issues with this vehicle since purchase and will never purchase a dodge vehicle again and warn anybody else from doing so. My mechanic cannot get a alternator until 04/09? why are these parts not readily available?

VIN:

BH [REDACTED]

Mileage:

68000

Servicing Dealer:

independent

Title:

First Name:

██████

Middle Initial:

Last Name:

██████████

Address 1:

████████████████████

Address 2:

City:

Melbourne

State:

FL

Zip:

██████

Email:

████████████████████

Home Phone:

██████████

PE14-022

CHRYSLER

10-3-2014

ENCLOSURE 4

CAIRS



RECEIVED DATE:

05/13/14

POSTED DATE :

5.9.14

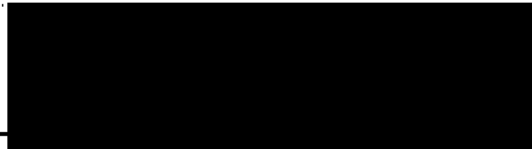
VIN (FIRST 9 DIGITS)

2B3CL3C2

VIN (LAST 8 DIGITS)

BH 

FIRST NAME:



LAST NAME :



CAIR :

00000000

NON - SCANABLE ITEMS : CIRCLE ONE

NO

YES



IMPORTANT SAFETY RECALL

P08 / NHTSA 14V-101

This notice applies to your vehicle (VIN: 2B3CL3CG2B1 [REDACTED])

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

Dear [REDACTED]

Chrysler has decided that a defect, which relates to motor vehicle safety, exists in some **2011 and 2012 model year Dodge Charger vehicles equipped with halogen headlamps.**

The problem is... The headlight wiring harness connectors on your vehicle may overheat. This could cause a loss of low beam headlight function without warning. A loss of headlight(s) during nighttime driving could cause a crash without warning.

What your dealer will do... Chrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will inspect the headlamp wire harnesses and replace them if required. The wiring harness inspection will take about 1/2 hour to complete. If the headlamp harness and/or headlamp assembly requires replacement an additional three hours will be required. However, additional time may be necessary depending on service schedules.

What you must do to ensure your safety... Simply contact your Chrysler, Jeep, or Dodge dealer starting May 9, 2014 to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them before your appointment. Please bring this letter with you to your dealer.

If you need help... If you have questions or concerns which your dealer is unable to resolve, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.

Please help us update our records by filling out the attached prepaid postcard if any of the conditions listed on the card apply to you or your vehicle. You may also update this information on the web at www.dodge.com/ownersreg.

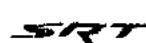
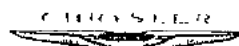
If you have already experienced this condition and have paid to have it repaired, please send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days.

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

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

Customer Services / Field Operations
Chrysler Group LLC

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



To : Chrysler Group Recall Assistance Center

Phone number : 1-800-853-1403

From [REDACTED]

Alexandria Louisiana [REDACTED]

Phone number [REDACTED]

Email address : [REDACTED]

RE : Reimbursement on Recall 2011 Dodge Charger

VIN # 2B3CL3CG2BH [REDACTED]

Date : Tuesday , May 6, 2014

Time: 7:30 a.m. CST

I received a letter in the mail concerning a recall on my vehicle. Due to my wiring harnesses burning up it caused my battery and my alternator to short out having to be replaced. I also had to replace my headlamp bulbs twice so that's a total of four(4) bulbs I had to purchase as well. After speaking with the service advisor and technician they both advised me that having to replace battery , alternator , and bulbs was directly related to my wiring harnesses burning up causing me to spend money that I didn't have . That was my reason for purchasing a new vehicle not to go through this problems . After speaking with the Administrator, National Highway Traffic Safety Administration they told me to submit all receipts and documents so that I could be reimbursed for any and all charges. Enclosed you will find receipts for the following #1.bulbs #2.battery #3.alternator . I really appreciate you taking the time to rectify this inconvenience that has been caused to me. Thank you for your prompt attention concerning this important matter. If you have any questions I can be reached at the above numbers/address.

Thanks

Wal-mart Receipt is for Battery
O'reilly Receipt is headlamp bulbs
All star Receipt is for Alternator

Customer Number [REDACTED]

Invoice No: [REDACTED]



INVOICE
DUPLICATE 1

Page 1 of 2

5757 COLISEUM BLVD.
ALEXANDRIA, LA 71303
PHONE (318) 445-1486 FAX (318) 448-1828
www.allstarautomotive.com

ALEXANDRIA, LA [REDACTED]

Home: [REDACTED] Bus: [REDACTED] Cell: [REDACTED]

Email: [REDACTED]@home SERVICE ADVISOR: 7492 JOYCE EVONNE CORN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
SILVER	11	DODGE CHARGER	2B3CL3CG2BH [REDACTED]		53020 / 53022	T5540	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
27FEB11			17:00 05OCT13			CASH	10OCT13
R.O. OPENED	READY	OPTIONS:					
18:40 03OCT13	15:12 10OCT13						

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

A CUST PREF METHOD OF CONTACT 318-787-8467.
 CCD APPOINTMENT BY CUSTOMER CARE DEPARTMENT
 7491 ISP

(N/C)

B CUSTOMER STATES WHEN DRIVING THE BATTERY SAVE MODE CAME ON AND THE RADIO WENT OFF, SHE WENT ON HOME PARKED THE VEHICLE, SHE WENT TO THE STORE ABOUT A HOUR LATER ALL THE WARNING LIGHTS CAME ON THE SPEEDOMETER QUIT WORKING WHEN CUSTOMER PARKED VEHICLE WENT IN THE STORE WHEN HE CAME OUT THE VEHICLE WOULD NOT START HE TRIED TO JUMP VEHICLE OFF BUT THE BATTERY CABLES GOT REAL HOT HE TOOK THE CABLES OFF AND HAD TOWED IN

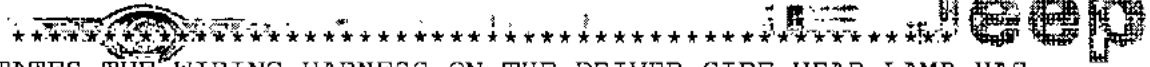
J08 ELECTRICAL

7491 CPJ

1 RL801779AG ALTERNATO-ENGINE

	123.50	123.50
492.00	413.00	413.00

53020 ALT-OVERCHARGING-THE SYSTEM 2.00 REMOVED AND REPLACED THE ALTERNATOR



C CUSTOMER STATES THE WIRING HARNESS ON THE DRIVER SIDE HEAD LAMP HAS MELTED , STATES HE HAS CHANGED THE BULB TWICE, HE HAS OLD BULBS IN GLOVE BOX IF TECH NEEDS TO LOOK AT THEM

CAUSE:

J08 ELECTRICAL

7491 WJ

1 68184754AA WIRING-JUMPER

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

PAID
 OCT 10 2013
 BY: Cash
 [Signature]

(N/C)
(N/C)

53020 HEADLAMP WIRING HARNESS IS MELTED 08-90-65-12-X6
 08-90-65-13-X6 1.60 REPLACED THE MELTED THE HEADLAMP WIRING HARNESS FOR THE LEFT AND RIGHT HEADLAMP ASSEMBLIES 8511

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. 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.	DISCLAIMER AND WAIVER OF ALL WARRANTIES <small>Any warranties, express or implied, on the products sold hereby are those made by the manufacturer. Seller, ALL STAR DODGE CHRYSLER JEEP, Inc., expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and ALL STAR DODGE CHRYSLER JEEP, Inc. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said product.</small>	DESCRIPTION	TOTALS
	LABOR AMOUNT		
	PARTS AMOUNT		
	GAS, OIL, LUBE		
	SUBLET AMOUNT		
	MISC. CHARGES		
	TOTAL CHARGES		
	LESS INSURANCE		
	SALES TAX		
	PLEASE PAY THIS AMOUNT		
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE		
	X		

Customer Copy

Customer Number [REDACTED]

Invoice No [REDACTED]



INVOICE
DUPLICATE 1
Page 2 of 2

5757 COLISEUM BLVD.
ALEXANDRIA, LA 71303
PHONE (318) 445-1486 FAX (318) 448-1828
www.allstarautomotive.com

ALEXANDRIA, LA [REDACTED]

Home: [REDACTED] Bus: [REDACTED] Cell: [REDACTED]

SERVICE ADVISOR: 7492 JOYCE EVONNE CORN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
SILVER	11	DODGE CHARGER	2B3CL3CG2BH [REDACTED]		53020 / 53022	T5540	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
27FEB11			17:00 05OCT13			CASH	10OCT13
R.O. OPENED		READY	OPTIONS:				
18:40 03OCT13		15:12 10OCT13					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
D							
D CUSTOMER STATES ABOUT A WEEK AGO THE CUSTOMER WAS LOCKED IN THE VEHICLE AND COULD NOT GET OUT, STATES SHE WORKED WITH THE KEY FOB AND DOOR LOCK SWITCH FOR ABOUT 5 MINS BEFORE WOULD UNLOCK THE DOORS							
				J08 ELECTRICAL			
				7491 ISP			(N/C)

E							
E COURTESY INSPECTION							
				MPI COURTESY INSPECTION			
				7491 ISP			(N/C)
				1 94RH7 BATTERY			(N/C)

				CUSTOMER PAY SHOP SUPPLIES FOR REPAIR ORDER			26.83



A FEE FOR SHOP SUPPLIES WILL BE CHARGED ON ALL REPAIRS EVEN THOUGH SOME SUPPLIES MAY OR MAY NOT BE USED ON YOUR REPAIRS. **OFF**

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. 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.	DISCLAIMER AND WAIVER OF ALL WARRANTIES		DESCRIPTION	TOTALS
	Any warranties, express or implied, on the products sold hereby are those made by the manufacturer. Seller, ALL STAR DODGE CHRYSLER JEEP, Inc., expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and ALL STAR DODGE CHRYSLER JEEP, Inc. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said product.		LABOR AMOUNT	\$ 123.50
			PARTS AMOUNT	\$ 413.00
			GAS, OIL, LUBE	\$ 0.00
			SUBLET AMOUNT	\$ 0.00
			MISC. CHARGES	\$ 26.83
			TOTAL CHARGES	\$ 563.33
			LESS INSURANCE	\$ 0.00
			SALES TAX	\$ 50.70
	(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	\$ 614.03

Customer Copy



KNOW YOUR VEHICLE™

FITNESS INSPECTION & TREATMENT PLAN

OUR VALUED CUSTOMER

[REDACTED]
 [REDACTED]
 ALEXANDRIA, LA
 [REDACTED]

Evonne Cornette
 Service Consultant
ecornette@allstarautomotive.com

YOUR VEHICLE

Year 2011	Make Dodge	Model Charger	Engine Type 3.6L V6 G DOHC (MFI)
Odometer 53,020	VIN # 2B3CL3CG2BH [REDACTED]	License #	Date 10/10/2013

Original Customer Requests

The following is what you requested we perform or investigate regarding your vehicle:

- ✓ A. CUST PREF METHOD OF CONTACT [REDACTED]
- ✓ B. CUSTOMER STATES WHEN DRIVING THE BATTERY SAVE MODE CAME ON AND THE RADIO WENT OFF. SHE WENT ON HOME PARKED THE VEHICLE, SHE WENT TO THE STORE ABOUT A HOUR LATER ALL THE WARNING LIGHTS CAME ON THE SPEEDOMETER QUIT WORKING WHEN CUSTOMER PARKED VEHICLE WENT IN THE STORE WHEN HE CAME OUT THE VEHICLE WOULD NOT START HE TRIED TO JUMP VEHICLE OFF BUT THE BATTERY CABLES GOT REAL HOT HE TOOK THE CABLES OFF AND HAD TOWED IN (ALTERNATOR SHORTED OUT.)
- ✓ REPLACE ALTERNATOR
- ✓ C. CUSTOMER STATES THE WIRING HARNESS ON THE DRIVER SIDE HEAD LAMP HAS MELTED. STATES HE HAS CHANGED THE BULB TWICE, HE HAS OLD BULBS IN GLOVE BOX IF TECH NEEDS TO LOOK AT THEM (WIRING HARNESS THAT GOES TO DRIVER SIDE HEADLAMP MELTED.)
- ✓ REPLACE HEADLAMP WIRING HARNESS ON BOTH SIDES.
- ✓ D. CUSTOMER STATES ABOUT A WEEK AGO THE CUSTOMER WAS LOCKED IN THE VEHICLE AND COULD NOT GET OUT. STATES SHE WORKED WITH THE KEY FOB AND DOOR LOCK SWITCH FOR ABOUT 5 MINS BEFORE WOULD UNLOCK THE DOORS
- ✓ E. COURTESY INSPECTION

Recommended Services

Our technicians recommend the following services for your vehicle.

Original Customer Requests	Status	Cost	Declined	Approved
A. CUST PREF METHOD OF CONTACT [REDACTED]				X
B. CUSTOMER STATES WHEN DRIVING THE BATTERY SAVE MODE CAME ON AND THE RADIO WENT OFF, SHE WENT ON HOME PARKED THE VEHICLE, SHE WENT TO THE STORE ABOUT A HOUR LATER ALL THE WARNING LIGHTS CAME ON THE SPEEDOMETER QUIT WORKING WHEN CUSTOMER PARKED VEHICLE WENT IN THE STORE WHEN HE CAME OUT THE VEHICLE WOULD NOT START HE TRIED TO JUMP VEHICLE OFF BUT THE BATTERY CABLES GOT REAL HOT HE TOOK THE CABLES OFF AND HAD TOWED IN				X
REPLACE ALTERNATOR (ALTERNATOR SHORTED OUT.)	Fail	\$613.00		X

Original Customer Requests	Status	Cost	Declined	Approved
C. CUSTOMER STATES THE WIRING HARNESS ON THE DRIVER SIDE HEAD LAMP HAS MELTED, STATES HE HAS CHANGED THE BULB TWICE, HE HAS OLD BULBS IN GLOVE BOX IF TECH NEEDS TO LOOK AT THEM				X
REPLACE HEADLAMP WIRING HARNESS ON BOTH SIDES. (WIRING HARESS THAT GOES TO DRIVER SIDE HEADLAMP MELTED.)	Fail	\$445.00		X
D. CUSTOMER STATES ABOUT A WEEK AGO THE CUSTOMER WAS LOCKED IN THE VEHICLE AND COULD NOT GET OUT, STATES SHE WORKED WITH THE KEY FOB AND DOOR LOCK SWITCH FOR ABOUT 5 MINS BEFORE WOULD UNLOCK THE DOORS				X
E. COURTESY INSPECTION		\$0.00		X
Subtotal		\$1,058.00		\$1,058.00
Totals, Taxes and Fees		Cost	Declined	Approved
Estimate Subtotal		\$1,058.00	\$0.00	\$1,058.00
Shop Supplies		\$50.00		\$50.00
Tax		\$95.22		\$95.22
Estimate Total		\$1,203.22		\$1,203.22



Save money. Live better.

(318) 445 - 2300
MANAGER MICHAEL PARROTT
2050 N MAIL DR
ALEXANDRIA LA 71301
202-9894 TFA 95 TRH 08390



DESCRIPTION MAXX-H7
DATE 10/10/13 14:23 20

AUTOMOTIVE BATTERY RETURN REQUIREMENTS

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

PLEASE KEEP RECEIPT FOR YOUR RECORDS

IC# 8749 0895 4659 9434 0076 0



PLEASE KEEP RECEIPT FOR YOUR RECORDS

O'Reilly AUTO PARTS

PROFESSIONAL PARTS PEOPLE

OFFICE P.O. BOX 1186, SPRINGFIELD, MO. 65801
PHONE (417) 882-3333



STORE PHONE # 318 487-0480
ADDRESS: 61 MACARTHUR DRIVE
ALEXANDRIA LA 71303-3649
REMIT TO: PO BOX 9464
SPRINGFIELD MO 65801-9464

BILL TO

SHIP TO

999990



XXX X X XXX XXXX XXXX
X X X X X X X X X X X
X X X X X X X X X X X
X XX X X X X X X X X X

INVOICE NUMBER

INVOICE TYPE

INVOICE DATE

1154-QUOTE

QUOTE

5/07/14

COUNTER NO.

SPECIAL INSTRUCTIONS

SHIP VIA

CUSTOMER ORDER NO.

TIME OF ORDER

FILLED BY

CHECKED BY

7075

TAX	QTY.	LINE	ITEM NUMBER	UNIT MEAS.	CD.	DESCRIPTION	LIST PRICE	NET PRICE	DISC %	CORE PRICE	EXTENDED PRICE
			011 Dodge Charger								
			4 ETK R11558P	BP		CAPSULE	25.41	14.99			59.96

** QUOTE ONLY - PRICES SUBJECT TO CHANGE **

TOTALS

CUSTOMER COPY

101.54

59.95

SUB-TOTAL

59.96

MISC.

TAX/FEES

5.40

TOTAL

65.36

CUSTOMER SIGNATURE

CASH TEND.

CHANGE

ALL MERCHANDISE RETURNED MUST BE ACCOMPANIED BY THIS INVOICE

Visit Us At: www.oreillyauto.com



Save money. Live better.

(318) 445 2300
MANAGER MICHAEL PARROTT
2050 N MAIL DR
ALEXANDRIA LA 71301

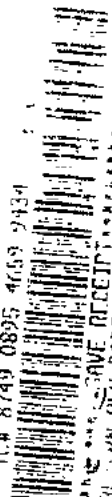
9 00 T
9 00 I
9 97
139 97
12 60
152 57
152.57
0 00

DEBIT
152.57
TOTAL PURCHASE
ACCOUNT #
REF # 328300477608
NF WORK ID: 0076 APPR CODR 663463
TERMINI # WX224959

10/10/13

4 4 11 15

IC# 8749 0895 4659 9434



PLEASE SAVE RECEIPT
RETURN OLD BATTERY FOR PROPER
RECYCLING AND REFUND ON BATTERY
RECEIPT WITH THIS RECEIPT

to book
Sept 13
10/10/13

From:

[Redacted]

[Redacted]

Alexandria LA [Redacted]

[Redacted]

RECEIVED
MAY 18
By _____

To: Chrysler Customer As

P.O. Box 21-8007

Auburn Hills MI

Read v P @ St

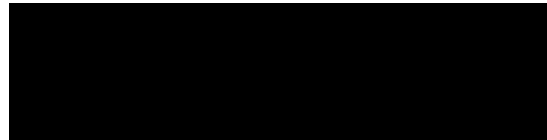
PE14-022

CHRYSLER


10-3-2014

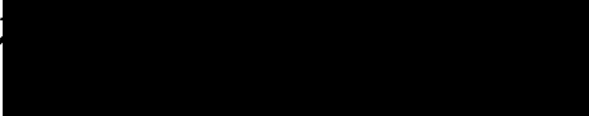
ENCLOSURE 4

CAIRS

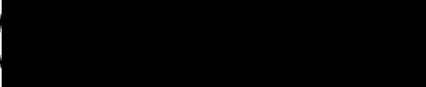


Please Paperclip Documents to CAIR number:

VIN number: 2B3CL3E60 BH 

Customer Name: 

Check Amount (If Issued):

Contact Phone numbers: 

Placed in Scan Bin for Paper clipping on:

Thank You

4377 Highway 47 South
Frisco City Alabama 36446
Phone 251-575-3000
Fax 251-575-7982



Fax

To: Jake From:

Fax: 586-497-2112 Pages: _____

Phone: _____ Date: _____

Re: _____ CC: _____

- Urgent For Review Please Comment Please Reply Please Recycle

• Comments:



3200 College Avenue North
JACKSON, ALABAMA 38545
Phone: (251) 246-7224

RO: 110931
Cashier: 009197 12:56-1
Date Out: 08/14/2013
Status: MODIFIED REPRI
CLOSED
IN:1103OUT:15

>>>> CONTINUED FROM PREVIOUS PAGE <<<<

Customer: [REDACTED]
[REDACTED]
[REDACTED]

VIN:2B3CL3CG0BH [REDACTED]
2011 DODG CHARGER GRAY
Miles-In: 61452 Out: 61474

Home: [REDACTED] Work: N/A
Advisor: 002810-DAVID M. ANDERSON Hat: Date In: 08/05/201

OP	Acct	Tech	Hours	Complaint/Cause/Correction	Per Unit	Extended Pri
----	------	------	-------	----------------------------	----------	--------------

Customer Pay Labor:	185.
Customer Pay Parts:	685.
Supplies and/or Hazardous Waste Removal:	7.
Customer Pay Subtotal:	878.
Customer Pay Sales Tax:	61.
Customer Total Due:	940.

Cash: 500.00 Visa: 440.48

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 the vehicle to secure the amount of repairs thereto.

DISCLAIMER OF WARRANTIES: All warranties on this product the manufacturer's. Brooks Auto Group hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and Brooks Auto Group neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the product. This disclaimer by Brooks Auto Group in no way affects the terms of the manufacturer's warranty.

ALL REPAIRS SUBJECT TO A MINIMUM OF .5 HOUR DIAGNOSTIC TIME.

*All parts installed are new/salvaged or reconditioned per TERMS: STRICTLY CASH unless arrangements made.

Signature [REDACTED]

Thank you for allowing us to serve yo



3200 College Avenue North
JACKSON, ALABAMA 38545
Phone: (251) 246-7224

RO: 110931
Cashier: 009197 12:56-1
Date Out: 08/14/2013
Status: MODIFIED REPRIN
CLOSED
IN: 1103OUT: 15!

Customer: [REDACTED]
[REDACTED]
MEXIA AL

VIN: 2B3CL3CG0BH [REDACTED]
2011 DODG CHARGER GRAY
Miles-In: 61452 Out: 61474

Home: [REDACTED] Work: N/A
Advisor: 002810-DAVID M. ANDERSON Hat: Date In: 08/05/201

OP	Acct	Tech	Hours	Complaint/Cause/Correction	Per Unit	Extended Pri
[CUSTOMER PAY]						
A	CP	Multi	3.10		Labor Total:	185.
NO START / HEADLAMPS OUT ON LOW BRAM						
BATTERY & ALTERNATOR BAD, WIRING TO LAMPS BURNED						
REPLACE BATTERY & ALTERNATOR, HEADLAMP WIRING						
Parts:	1	BB94R750AA		BATTERY-STORAGE	129.00	129.
	2	68166632AA		HARNES-JUMPER	34.25	68.
	1	LQ000H11		BULB-HEADLAMP	19.00	19.
	1	RL801779AG		ALTERNATO-ENGINE	469.00	469.
	1	RL801779AG		Core Charge	40.00	40.
	1	RL801779AG		Core Return	-40.00	-40.
					Total Parts:	685.
					Operation Total:	871.

[WARRANTY]

B WCDRO 004754W 0.30
RECALL L28 EXTERIOR DOOR HANDLES
RECALL
REPLACE FRONT DOOR HANDLES
HRS 0.3 Labor Op: 23L28182 Condition Code: 1 Fail Code:
Parts: 1 F CEB1L282AA HANDLE-FRONT DOOR EXTERIOR

[WARRANTY]

C WCDRO 004754W 0.60
RECALL M 10 ABS / ESC WIRING
RECALL
RELOCATE WIRING
HRS 0.6 Labor Op: 06M10182 Condition Code: 2 Fail Code:
Parts: 1 F 68182960AA WIRING KI-NONE

024609#65352/P08



VIN (Last 8 Characters of Vehicle Identification Number)

Notification Code

BH [Redacted]

P08

This service was previously performed on my vehicle (check one if applicable):

- My vehicle was inspected and found to be ok.
- My vehicle was repaired.

This vehicle was (check one if applicable):

- scrapped
- stolen
- exported

This vehicle was sold to (check one if applicable):

- A dealer, or someone whose name and address is unknown.
- Someone other than a dealer (type or print the new owner's name and address below).

Date of sale: _____

Updated name and address (type or print the new owner's name and address or your new name and/or address if it has changed):

Owner's title (check one if applicable):

- Mr.
- Miss
- Mr. & Mrs.
- Dr.
- Mrs.
- Ms.
- Rev.
- Business

First Name _____ MI _____

Last Name _____

Street Address _____

City _____

State _____ Zip Code _____

**HEADLAMP WIRING****IMPORTANT SAFETY RECALL****P08 / NHTSA 14V-101**

This notice applies to your vehicle (VIN: 2B3CL3CG0BH [REDACTED]).

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

Dear [REDACTED]

Chrysler has decided that a defect, which relates to motor vehicle safety, exists in some **2011 and 2012 model year Dodge Charger vehicles equipped with halogen headlamps.**

The problem is... The headlight wiring harness connectors on your vehicle may overheat. This could cause a loss of low beam headlight function without warning. A loss of headlight(s) during nighttime driving could cause a crash without warning.

What your dealer will do... Chrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will inspect the headlamp wire harnesses and replace them if required. The wiring harness inspection will take about ½ hour to complete. If the headlamp harness and/or headlamp assembly requires replacement an additional three hours will be required. However, additional time may be necessary depending on service schedules.

What you must do to ensure your safety... Simply contact your Chrysler, Jeep, or Dodge dealer starting May 9, 2014 to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them before your appointment. **Please bring this letter with you to your dealer.**

If you need help... If you have questions or concerns which your dealer is unable to resolve, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.

Please help us update our records by filling out the attached prepaid postcard if any of the conditions listed on the card apply to you or your vehicle. You may also update this information on the web at www.dodge.com/ownersreg.

If you have already experienced this condition and have paid to have it repaired, please send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days.

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

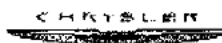
We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Services / Field Operations
Chrysler Group LLC

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



DODGE



Jeep

SRT



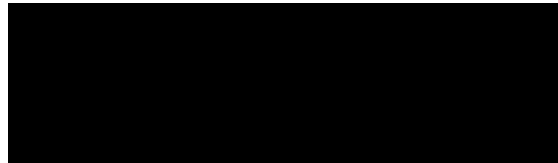
PE14-022

CHRYSLER

10-3-2014

ENCLOSURE 4

CAIRS



Heart of Texas



Auto Auction

Date: May 15, 2014

To: Recall Reimbursement

From: [REDACTED]

Subject: 2012 Dodge Charger - Case # [REDACTED]
2C3CDYBG CH [REDACTED]

Pages: 4 Including Cover

Comments: Per phone conversation
requesting reimbursement on attached
Bills

Confidentiality Notice: The documents accompanying this facsimile transmission contain confidential information that is legally privileged and intended for the use of the recipient named above. If you receive this fax in error, please immediately notify us by telephone to arrange return of the transmitted documents to us. You are hereby notified that any disclosure, copying, distribution, or taking any action in reliance on the contents of this faxed information is strictly prohibited.

Customer History

Store: 6473

7/22/2013 Through 7/22/2013

Page: 1

Location: 611 North Loop 340 Bellmead, TX

Date: 5/14/2014

Time: 2:18PM

██████████ ██████████ Elm Mott, TX ██████████

Date: 7/22/13 Invoice#: ██████████ PO#: ██████████

SKU	Mfg Part No	Quantity	Amount
2130011	94RH7	1	\$164.99
0		1	\$3.00
92130011	94RH7	1	\$15.00
92130011	94RH7	-1	\$-15.00
10002812	FREEBATTEST	1	\$0.00
10002809	FREEBATINST	1	\$0.00
6283152	AC184A1601312	1	\$0.98
7730003	09976	1	\$1.49
Tender Type: Cash			\$200.00

Total Sales: \$185.46 Total Refunds: \$-15.00 Net Total: \$170.46
* Totals do not include tax.

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

Allen Samuels

CHRYSLER DODGE JEEP RAM

201 West Loop 340 - Waco, TX 76712
Phone: (254) 772-8120

SERVICE DEPARTMENT HOURS

7:30 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 4:00 p.m. Saturday

R/O Open Date 8/16/13	R/O Number [REDACTED]
R/O Close Date 8/19/13	Status Final
Mileage In 44762	Mileage Out 44763
Service Advisor / Tag # GUSTAVO RECIO/0483*W*	
Vehicle Identification Number 2C3CDXBG2CH [REDACTED]	
Delivery Date 11/15/11	In-Service Date 11/15/11
Year 2012	Make DODGE
Model CHARGER	Body 4DR SDN SE RWD
Color BRIGHT WHI	License Number [REDACTED]

[REDACTED]		[REDACTED]	
ELM MOTT, TX [REDACTED]		[REDACTED]	
Year	Make	Model	Body
2012	DODGE	CHARGER	4DR SDN SE RWD
12D40004			

DESCRIPTION OF SERVICE AND PARTS . . .	AMOUNT
Email: [REDACTED]	
Sub Total: .00	

#5 * GOODWILL: A GOODWILL ADJUSTMENT, BEYOND THE MANUFACTURES WARRANTY HAS BEEN MADE ON YOUR BEHALF. PLEASE SEEYOUR ADVISOR WITH ANY QUESTIONS Work performed by HOUSE TECH (999) Sub Total: .00	
	239.88

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any 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 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."

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 the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	418.20
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	34.50
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	692.58
TOTAL DUE	692.58
Cash	

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



Allen Samuels

CHRYSLER DODGE JEEP RAM

201 West Loop 340 - Waco, TX 76712
Phone: (254) 772-8120

SERVICE DEPARTMENT HOURS
7:30 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 4:00 p.m. Saturday

R/O Open Date	8/16/13	
R/O Close Date	8/19/13	Final
Mileage In	44762	Mileage Out 44763
Service Advisor / Tag # GUSTAVO RECIO / 0483**W*		
Vehicle Identification Number 2C3CDXBG2CH		
Delivery Date	11/15/11	In-Service Date 11/15/11
Color	BRIGHT WHI	License Number

ELM MOTT, TX		Work Phone	
		Home Phone	
Year	Make	Model	Body
2012	DODGE	CHARGER	4DR SDN SE RWD
12D40004			

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
<p>#1 - MISC: MISC SERVICE REPAIR CUSTOMER STATES LEFT FRONT HEADLIGHT INOP Work performed by JOE WACHSMANN (303) Installed L0000H11 :BULB: HEADLAMP Qty: 1 Installed 68184754AA :WIRING: JUMPER Qty: 1 TRACE TO MELTED CONNECTOR AT LH LOW BEAM BULB. REP LACE HEADLIGHT BULB WIRING & LOW BEAM BULB. OK.</p>	<p>Warranty Warranty Warranty</p>
<p>#2 - MISC: MISC SERVICE REPAIR CUSTOMER STATES BATTERY SAVER MODE LIGHT COMES ON. CHECK AND ADVISE Work performed by JOE WACHSMANN (303) Installed RL801779AG :ALTERNATO: ENGINE 1@418.20 TRACE TO INSUFFICIENT ALT OUTPUT. REPLACE ALT & CH ARGE BATTERY. ERASE CODES. Sub Total: 658.08</p>	<p>239.88 418.20</p>
<p>#3 - MISC: MISC SERVICE REPAIR RECALL N07 Work performed by JOE WACHSMANN (303) Installed CBMAM161AA :WIRING KI: SEAT Qty: 1 INSPECT FRONT SEATS FOR YELLOW FOUR-WAY CONNECTORS AND INSTALL TWO OVERLAY HARNESSSES 08-N0-71-83 0.7</p>	<p>Warranty Warranty</p>
<p>#4 * 23PT: CUST STATES PERFORM FREE 23 POINT VEHICLE INSPECTION Work performed by HOUSE TECH (999)</p>	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any 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 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."

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 the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

FAX # 1-877-768-5076

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

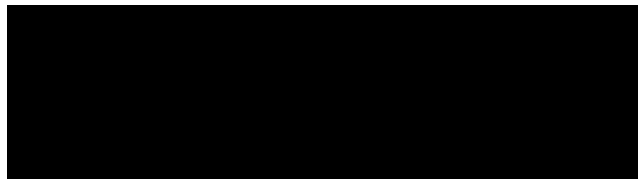
PE14-022

CHRYSLER

10-3-2014

ENCLOSURE 4

CAIRS



Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2014-05-20 13:17:00.611610

Files Not Recieved: 0

#



P141

[Handwritten signature]

[Handwritten signature]

RANCHO CJD
8010 BALBOA AVE
SAN DIEGO CA 92111
856-560-7100

DATE: 05/16/14
MERCHANT ID:

TIME: 17:00
KO06157248003

CREDIT CARD
MASTERCARD SALE

TOKEN
EXPIRATION DATE
SEQ: 060017
INVOICE: 180593
APPROVAL CODE: 014443
ENTRY METHOD: SWIPED



PRODUCT QTY PRICE AMOUNT
GEN AUTO MERCH 1113.50

TOTAL AMOUNT: \$1113.50

APPROVED 014443

THANKS FOR YOUR BUSINESS

CUSTOMER COPY

PI 91

TRANSMISSION VERIFICATION REPORT

TIME : 05/19/2014 14:35
NAME : FEDEX OFFICE 0702
FAX : 8585730413
TEL : 8585730515
SER.# : U63314E3J404433

Table with 2 columns: Field Name (DATE, TIME, FAX NO./NAME, DURATION, PAGE(S), RESULT, MODE) and Value (05/19 14:32, 18668419345, 00:03:03, 04, OK, STANDARD, ECM)

Customer Number: [Redacted]
Home: [Redacted]
Bus: [Redacted]
Email: [Redacted]

Invoice No: [Redacted]
INVOICE

RANCHO CHRYSLER JEEP DODGE
WWW.RANCHOAUTOGROUP.COM
8010 Balboa Ave. San Diego, CA 92111
Phone: (858) 560-7100

SALES · LEASE · SERVICE · PARTS
BODY SHOP

SERVICE ADVISOR: 4204 DUYLINH CRUZ

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE (IN/OUT), TAG, DEL DATE, PROD DATE, WARR EXP, PREMISED, PC NO, RATE, PAYMENT, RV DATE. Includes vehicle details for a Dodge Charger and service dates.

Main service list table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Includes descriptions for alternator and starter work, and a multi-point inspection.

PI 41

Customer Number [REDACTED]

Invoice No: [REDACTED]



RANCHO

CHRYSLER · JEEP · DODGE

WWW.RANCHOAUTOGROUP.COM
8010 Balboa Ave. · San Diego, CA 92111
Phone: (858) 560-7100

INVOICE

Page 1 of 2

SALES · LEASE · SERVICE · PARTS
BODY SHOP

SERVICE ADVISOR: 4204 DUYLINH CRUZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
GRAY	12	DODGE CHARGER	2C3CDXBG3CH [REDACTED]		48359 / 48359	T5449	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
15MAY14			17:00 16MAY14		0.00	CASH	16MAY14
R.O. OPENED	READY	OPTIONS: DLR:26743 ENG:3.6_Liter					
17:04 15MAY14	13:25 16MAY14						

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

1 CUST. STATES VEHICLE WON'T STARTS OR TURN OVER ALL LIGHT IN INTERIOR ARE WORKING CHECK AND ADVISE

18 DRIVEABILITY

66602 HANN,STEPHEN C LIC#: [REDACTED]
CC

1 RL801779AG ALTERNATO-ENGINE	505.00	505.00	505.00
1 RL801852AB STARTER-ENGINE	145.00	145.00	145.00

PARTS: 650.00 LABOR: 411.50 OTHER: 0.00 TOTAL LINE A: 1061.50

48359 TESTED FOUND ALTERNATOR BINDING NOT TURNING AND SHORTED ALSO FOUND FAULTY STARTER FAILED DUE TO FROZEN ALTERNATOR AND TRYING TO TURN MOTOR REPLACED ALTERNATOR REPLACED STARTER AND TESTED ELECTRICAL FOR PROPPER OPP

3 MULTI-POINT VEHICLE INSPECTION, INSPECT LEVEL AND TEST CONDITION OF ALL FLUIDS, INSPECT TIRES, BELTS, HOSES, FILTERS, WIPER BLADES, EXTERIOR LAMPS, BATTERY, SUSPENSION, STEERING, CV BOOTS, U-JOINTS AND EXHAUST.

23P MULTI-POINT VEHICLE INSPECTION, INSPECT LEVEL AND TEST CONDITION OF ALL FLUIDS, INSPECT TIRES, BELTS, HOSES, FILTERS, WIPER BLADES, EXTERIOR LAMPS, BATTERY, SUSPENSION, STEERING, CV BOOTS, U-JOINTS AND EXHAUST.

66602 HANN,STEPHEN C LIC#: [REDACTED]
CC

0.00	0.00
------	------

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

C TIRE PRESSURE CHECK AND INFLATE SERVICE PER STATE REGULATION
TSG TIRE PRESSURE CHECK AND INFLATE SERVICE PER STATE REGULATION

66602 HANN,STEPHEN C LIC#: [REDACTED]
CC

0.00	0.00
------	------

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

48359 SET ALL PSI 35 DEPTH 6/32

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. 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.

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

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS DISCOUNTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON DATE: CUSTOMER SIGNATURE

Notice to Consumer: Please read important information on back.

CUSTOMER COPY

BAR# RC-00232879 EPA# CAD-982491227
SMOG# ARD-00232879

P141



Customer Number

Invoice No:

INVOICE



RANCHO

CHRYSLER · JEEP · DODGE

WWW.RANCHOAUTOGROUP.COM

8010 Balboa Ave. · San Diego, CA 92111

Phone: (858) 560-7100

SALES · LEASE · SERVICE · PARTS
BODY SHOP

SERVICE ADVISOR: 4204 DUYLINH CRUZ

SAN DIEGO, CA

Page 2 of 2

Home: Cont:

Bus: Call:

Email:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GRAY	12	DODGE CHARGER	2C3CDXBG3CH		48359 / 48359	T5449

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
15MAY14			17:00 16MAY14		0.00	CASH	16MAY14

R.O. OPENED	READY	OPTIONS: DLR:26743 ENG:3.6 Liter
17:04 15MAY14	13:25 16MAY14	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
1					115.00		
				15MAY14 17:04	SA: 4204		

CHRYSLER



Jeep



FIVE STAR



ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. 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.

STATEMENT OF DISCLAIMER
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DESCRIPTION	TOTALS
LABOR AMOUNT	\$ 411.50
PARTS AMOUNT	\$ 650.00
GAS, OIL, LUBE	\$ 0.00
SUBLET AMOUNT	\$ 0.00
MISC. CHARGES	\$ 0.00
TOTAL CHARGES	\$ 1061.50
LESS DISCOUNTS	\$ 0.00
SALES TAX	\$ 52.00
PLEASE PAY THIS AMOUNT	\$ 1113.50

SIGNED: DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE): CUSTOMER SIGNATURE

Notice to Consumer: Please read important information on back. **CUSTOMER COPY**

BAR# RC-00232879 EPA# CAD-982491227
SMOG# APD-00232879

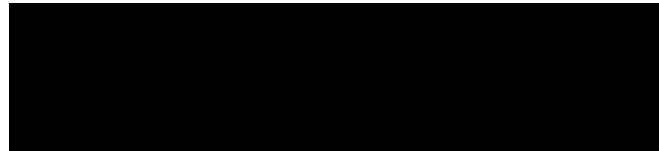
PE14-022

CHRYSLER

10-3-2014

ENCLOSURE 4

CAIRS



From: [REDACTED]
To: customerassist@chrysler.com
Date: Wed May 28 08:40:39 EDT 2014
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Complaint

Comments:

On [REDACTED] 4, while driving down the road my car started to experience issues and completely shutdown while I was driving. I had my daughter in the vehicle and could have been hit. This is a huge liability hazard. All doors except the driver door would not open, the truck would not open as well. My vehicle had to be dragged by the towing company. On Saturday Five Star repaired the vehicle. I paid \$175 for a new battery so they could diagnose it. I had to paid \$100 for the deductible for my extended service plan to replace the alternator. The ending total was \$415 which included labor for the battery and the diagnostics. Are there any recalls? I don't pay a car note or keep a current vehicle for it to completely shutdown while I am driving it. My daughter and I could have been injured.

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Sat May 31 04:11:51 EDT 2014

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

Thank you for contacting the Dodge Customer Assistance Center.

We are very sorry to learn of the problem you have encountered and have opened a file regarding this issue.

Thank you for bringing this to our attention. We appreciate the time and effort you took to tell us of your dissatisfaction with our product. We have documented your concerns and have made them available to our product development team.

Please know that your feedback and opinion are both, very important to us. We hope this experience will not cause our customers to misjudge our products.

Unfortunately, there are no recalls or extended warranties that would cover the cost of repair on the vehicle for said concern. We apologize for any lack of confidence in your vehicle, however, we are confident that it was been repaired and returned to factory condition.

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=KMM8618350V23911L0KM&

Original Message Follows:

US Customer Service - Dodge Brand Site

Brief Description:

Complaint

Comments:

On Friday, [REDACTED], while driving down the road my car started to experience issues and completely shutdown while I was driving. I had my daughter in the vehicle and could have been hit. This is a huge liability hazard. All doors except the driver door would not open, the truck would not open as well. My vehicle had to be dragged by the towing company. On Saturday Five Star repaired the vehicle. I paid \$175 for a new battery so

they could diagnose it. I had to paid \$100 for the deductible for my extended service plan to replace the alternator. The ending total was \$415 which included labor for the battery and the diagnostics. Are there any recalls? I don't pay a car note or keep a current vehicle for it to completely shutdown while I am driving it. My daughter and I could have been injured.

VIN:

CH [REDACTED]

Mileage:

52900

Servicing Dealer:

Five Star Dodge Chrysler Jeep

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Macon

State:

GA

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

From: [REDACTED]

To: customerassist@chrysler.com

Date: Wed Jun 11 09:49:45 EDT 2014

Subject: Reply to Chrysler Group LLC (KMM8618350V23911L0KM)

Reply Comments:

I am little lost with your response. My vehicle broke down while I was driving it at a busy intersection. We could have been injured. My vehicle has always been serviced at the dealership and has been well maintained and I don't see how this could have happened with no warning while driving. I am afraid to drive this vehicle in fear this will happen again. How would you feel if your wife and daughter we're driving and the car completely shutdown?

From: customerassist@chrysler.com

To: [REDACTED]

Date: Wed Jun 11 23:54:07 EDT 2014

Subject: Re: Reply to Chrysler Group LLC (KMM8618350V23911L0KM)

Dear [REDACTED],

Thank you for contacting the Dodge Customer Assistance Center.

I apologize. I did not intend for you to feel as if I had dismissed your concern. Your issue has been documented and we thank you for notifying us. We are confident that the vehicle has been repaired and the issue should not arise again. However, I would be unable to guarantee that something of that nature never happens again, as it is a piece of machinery.

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=KMM8637122V45247L0KM&

Original Message Follows:

Comments:

I am little lost with your response. My vehicle broke down while I was driving it at a busy intersection. We could have been injured. My vehicle has always been serviced at the dealership and has been well maintained and I don't see how this could have happened with no warning while driving. I am afraid to drive this vehicle in fear this will happen again. How would you feel if your wife and daughter we're driving and the car completely shutdown?

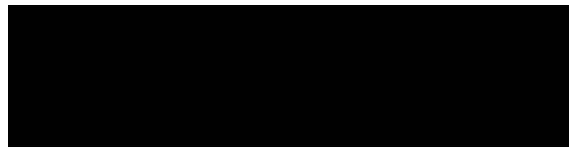
PE14-022

CHRYSLER

10-3-2014

ENCLOSURE 4

CAIRS



May 28, 2014

Mr. Sergio Marchionne
Chrysler Group LLC
P.O. Box 21-8004
Auburn Hills, MI 48321-8004

25113458
6/4

Dear Sir ~

I am writing to complain about my 2011 Dodge Charger, which I bought, new, in August of 2011.

As I was driving today, several lights flashed on the dash, the radio powered off and the car died. As you probably know, when the power is out, **NOTHING** works. I have never known of a car to just come to a complete stop while it was being driven. It was rather unsettling and a little scary.

I had two of my grandchildren in the back seat at the time. Thank God I wasn't on the freeway going 70 mph when the car died. If I had been, there would certainly have been an accident, since there would have been no time to pull over, or even steer the car when it died, and you'd be hearing from my family's lawyers instead of me. I called Browning Dodge and they had to tow the car to their shop.

However, this is only the most recent in a long list of problems I've had with this car, which, by the way, only has 21,307 miles on it and isn't yet three years old.

Following is a list of a few of the repairs/problems I've had with this vehicle ~

10/1/11

Battery is dead, 2 months after I bought the car. Thankfully, it happened while the car was parked in my garage. Browning towed it to the shop and replaced the battery.

1/19/12 Drove from Norco to Cerritos. Car beeped loudly every 5 minutes from here to there (a 45 minute drive) Took it in. The Service Dept. said they didn't know what caused it.

2/7/12 Took the car in to have the annoying squeak in the steering wheel fixed. Also asked them to check the left speaker, which has never worked. They didn't. Asked about the loud beeping noise. They had no idea what caused it.

3/19/12 Key fob not working again. This was a recurring problem.

3/27/12 Back door on passenger side won't open from the inside or the outside.

✓ 3/27/12 Fob not working. Again.

PRODUCT

RECEIVED
JUN 03 2014

4/12/12 Took the car in because I was getting a message saying Battery Saver Mode. While there, they informed me there was a recall on the door handles because they only work intermittently. Really? I'd been complaining about it for months.

5/3/12 Took car in for recall on door handles

7/23/12 Took car in for M10 recall

12/6/12 Took the car in to replace the plastic cover on the gear shift box

3/5/13 The check engine light came on. Took it in to have it checked. They updated a bunch of software, including audio, which finally fixed my left speaker, which, as I mentioned earlier, hadn't worked since I bought the car.

3/18/13 The check engine light came on again. Took it in to have it checked. Called Chrysler Corp. to complain. This time they replaced the vapor canister.

5/15/14

Recall of front light wiring harness.

5/28/14

Car died while I was driving it. And had to be towed to Browning Dodge. Again. They replaced the alternator and the battery. (This is the 2nd battery in less than 3 years).

I am extremely disappointed in this car. I had my previous car, a Dodge Intrepid, for 13 years and it never gave me this much trouble. When I was looking for a new car, I couldn't decide between a Dodge and a Maxima. I know now I made the wrong choice. I no longer feel safe driving this vehicle and I think Chrysler should replace it.

Sincerely,

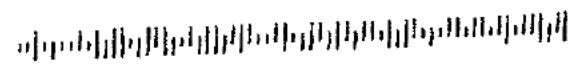
[REDACTED]
Norco, CA
[REDACTED]

Norco, CA



Mr. Sergio Marchionne
Chrysler Group LLC
P.O. Box 21-8004
Auburn Hills, MI 48321-8004

483218004 B198



PE14-022

CHRYSLER

10-3-2014

ENCLOSURE 4

CAIRS



From: [REDACTED]
To: customerassistre@chrysler.com
Date: Mon Jun 09 22:53:18 EDT 2014
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: Recall Information

Brief Description:

disappointed driver

Comments:

Almost 2 years ago, I purchase 2011 Dodge Charger. Up until the last few months I've been pleasantly pleased with the car. Recently I've been experiencing electrical problems. The first occurrence took place as I was driving home one night, and was pulled over by the police because my headlight was out. Unaware of the situation, I was given a fix it warning ticket to resolve a problem. The next day I replace the light bulbs in the vehicle assuming that will take care of the situation. Several days later, it occurred again. This time I noticed that the wiring harness had burnt terminals. So I replaced both wiring harnesses for the headlight assemblies to ensure that this problem would not occur again. Several weeks ago, I received a notice in the mail in reference to recall for the headlight assembly. My wife took the vehicle to the dealership to repair the recall and the service person at the dealership stated that we were not eligible because "aftermarket parts" were installed on the vehicle therefore they were unable to honor the recall. So now for the third 3rd time, I've been inconvenienced due to a wiring issue manufactured by your company. Now Saturday. My family is coming home from dinner and my wife hears a whining sound. Shortly after that, smoke appears from under the hood. I immediately pull over and the display shows Battery Saver Mode. I open the hood and see its coming from the alternator.=20

Monday, I contact the dealer and they told me it was \$370 for the alternator and another \$375 for labor. I inquired about the warranty but, since it was over 36,000 miles there was no warranty. Two years lifespan for an alternator. So, now I need a new alternator and a new battery. Apparently, I'm one of many, according to the Internet and your staff. I've never had to replace an alternator on a vehicle. I have a 10 yr old Eclipse that my son drives and it=E2=80=99s sti=ll going. My step daughter has the 2006 Impala, same thing.

My situation

could have been much worse. If we followed the original plan, we would have travelled much farther. So what is life worth \$745? What if we were not able to pull off of 285 in time, and the car died on the highway. Just another highway accident. Multiple cars, several casualties .No one the wiser.

Sender Information:

Title: =20

First Name: [REDACTED]

Middle Initial: =20

Last Name: [REDACTED]

From: customerassistre@chrysler.com

To: [REDACTED]

Date: Thu Jun 12 03:45:53 EDT 2014

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

Thank you for contacting the Dodge Customer Assistance Center.

In order for us to further review your concerns, we must contact the dealership. Please supply us with the dealership in which you had a diagnosis completed.

If you have not had a diagnosis completed in the last 30 days, please bring your vehicle in to have a diagnosis completed and contact us once your vehicle is at the dealership.

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,

Tina

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=KMM8637228V59153L0KM&

Original Message Follows:

Recall Information - Dodge Brand Site

Brief Description:

disappointed driver

Comments:

Almost 2 years ago, I purchase 2011 Dodge Charger. Up until the last few months I've been pleasantly pleased with the car. Recently I've been experiencing electrical problems. The first occurrence took place as I was driving home one night, and was pulled over by the police because my headlight was out. Unaware of the situation, I was given a fix it warning ticket to resolve a problem. The next day I replace the light bulbs in the vehicle assuming that will take care of the situation. Several days later, it occurred again. This time I noticed that the wiring harness had burnt terminals. So I replaced both wiring harnesses for the headlight assemblies to ensure that this problem would not occur again. Several weeks ago, I received a notice in the mail in reference to recall for the headlight assembly. My wife took the vehicle to the dealership to repair the recall

and the service person at the dealership stated that we were not eligible because "aftermarket parts" were installed on the vehicle therefore they were unable to honor the recall. So now for the third 3rd time, I've been inconvenienced due to a wiring issue manufactured by your company. Now Saturday. My family is coming home from dinner and my wife hears a whining sound. Shortly after that, smoke appears from under the hood. I immediately pull over and the display shows Battery Saver Mode. I open the hood and see its coming from the alternator. Monday, I contact the dealer and they told me it was \$370 for the alternator and another \$375 for labor. I inquired about the warranty but, since it was over 36,000 miles there was no warranty. Two years lifespan for an alternator. So, now I need a new alternator and a new battery. Apparently, I'm one of many, according to the Internet and your staff. I've never had to replace an alternator on a vehicle. I have a 10 yr old Eclipse that my son drives and it's still going. My step daughter has the 2006 Impala, same thing. My situation could have been much worse. If we followed the original plan, we would have travelled much farther. So what is life worth \$745? What if were not able to pull off of 285 in time, and the car died on the highway. Just another highway accident. Multiple cars, several casualties .No one the wiser.

VIN:

BH [REDACTED]

Mileage:

79000

Servicing Dealer:

Douglas County Chrysler Dodge Jeep

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Atlanta

State:

GA

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

From: [REDACTED]

To: customerassistre@chrysler.com

Date: Thu Jun 12 10:43:30 EDT 2014

Subject: Re: Chrysler Group LLC Customer Assistance (KMM8637228V59153L0KM)

I'm not sure why I need to have the vehicle diagnosed. I purchased a new alternator from Douglass County Dodge Chrysler Jeep in Douglasville Ga for \$370 and put it on myself because they were going to charge an additional \$375 to install the part. The labor was \$375 an hour because that about the amount of time it took me to do it, and I'm not an expert. We get our oil changes their regularly and not once was a weak alternator noted. I have the receipts of our visits.

Sent from Yahoo! Mail for Windows

From: customerassistre@chrysler.com
Sent: Thu, Jun 12, 2014 at 3:46 PM
To: [REDACTED]
Subject: Re: Chrysler Group LLC Customer Assistance (KMM8637228V59153L0KM)

Dear [REDACTED]:

Thank you for contacting the Dodge Customer Assistance Center. In order for us to further review your concerns, we must contact the dealership. Please supply us with the dealership in which you had a diagnosis completed. If you have not had a diagnosis completed in the last 30 days, please bring your vehicle in to have a diagnosis completed and contact us once your vehicle is at the dealership.

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 1-800-4-A-DODGE (1-800-423-6343).

Sincerely,
Tina
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]

PLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=3DKM=M8637228V59153L0KM

Original Message Follows:

Recall Information - Dodge Brand Site

Brief Description: Disappointed driver

Comments: Almost 2 years ago, I purchase 2011 Dodge Charger. Up until the last few months I've been pleasantly pleased with the car. Recently I've been experiencing electrical problems. The first occurrence took place as I was driving home one night, and was pulled over by the police because my headlight was out. Unaware of the situation, I was given a warning ticket to resolve a problem. The next day I replace the light bulbs in the vehicle assuming that will take care of the situation. Several days later, it occurred again. This time I noticed that the wiring harness had burnt terminals. So I replaced bo

th wiring harnesses for the headlight assemblies to ensure that this problem would not occur again. Several weeks ago, I received a notice in the mail in reference to recall for the headlight assembly. My wife took the vehicle to the dealership to repair the recall and the service person at the dealership stated that we were not eligible because "aftermarket parts" were installed on the vehicle therefore they were unable to honor the recall. So now for the third 3rd time, I've been inconvenienced due to a wiring issue manufactured by your company. Now Saturday. My family is coming home from dinner and my wife hears a whining sound. Shortly after that, smoke appears from under the hood. I immediately pull over and the display shows Battery Saver Mode. I open the hood and see its coming from the alternator. Monday, I contact the dealer and they told me it was \$370 for the alternator and another \$375 for labor. I inquired about the warranty but, since it was over 36,000 miles there was no warranty. Two years lifespan for an alternator. So, now I need a new alternator and a new battery. Apparently, I'm one of many, according to the Internet and your staff. I've never had to replace an alternator on a vehicle. I have a 10 yr old Eclipse that my son drives and it's still going. My step daughter has the 2006 Impala, same thing. My situation could have been much worse. If we followed the original plan, we would have travelled much farther. So what is life worth \$745? What if we were not able to pull off of 285 in time, and the car died on the highway. Just another highway accident. Multiple cars, several casualties. No one the wiser. VIN: BH Mileage: 79000 Servicing Dealer: Douglas County Chrysler Dodge Jeep Title: Tommy Middle Initial: Last Name: Stamps Address 1: 3228 Saville St SW Address 2: City: Atlanta State: GA Zip: 30331 Email: Home Phone:

From: customerassistre@chrysler.com

To: [REDACTED]

Date: Fri Jun 13 04:33:34 EDT 2014

Subject: Re: Chrysler Group LLC Customer Assistance (KMM8637228V59153L0KM)

Dear [REDACTED]:

Thank you for contacting the Dodge Customer Assistance Center.

Thank you for your recent email, although it does not contain any information that would cause a change in the previous decision. Your request must again be respectfully declined.

Any future communication related to this issue will be retained in corporate records. Although there is no recalls on your vehicle pertaining to the alternator at this time, we do however, suggest you keep your receipts. At times recalls are opened on vehicles, and at that time you will be able to submit your receipts for reimbursement.

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,

Tina

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: 2987880

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8639225V48414L0KM&

Original Message Follows:

I'm not sure why I need to have the vehicle diagnosed. I purchased a new alternator from Douglass County Dodge Chrysler Jeep in Douglasville Ga for \$370 and put it on myself because they were going to charge an additional \$375 to install the part. The labor was \$375 an hour because that about the amount of time it took me to do it, and I'm not an expert . We get our oil changes their regularly and not once was a weak alternator noted. I have the receipts of our visits.

Sent from Yahoo! Mail for Windows 8

From: customerassistrecustomerassistre@chrysler.com>

Sent: ?Thu, ?Jun? ?12?, ?2014 at ?3?:?46? ?AM

To: [REDACTED] >

Subject: Re: Chrysler Group LLC Customer Assistance (KMM8637228V59153L0KM)

Dear [REDACTED]

Thank you for contacting the Dodge Customer Assistance Center.

In order for us to further review your concerns, we must contact the dealership. Please supply us with the dealership in which you had a

diagnosis completed.

If you have not had a diagnosis completed in the last 30 days, please bring your vehicle in to have a diagnosis completed and contact us once your vehicle is at the dealership.

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,

Tina

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=KMM8637228V59153L0KM&

Original Message Follows:

Recall Information - Dodge Brand Site

Brief Description:

disappointed driver

Comments:

Almost 2 years ago, I purchase 2011 Dodge Charger. Up until the last few months I've been pleasantly pleased with the car. Recently I've been experiencing electrical problems. The first occurrence took place as I was

driving home one night, and was pulled over by the police because my headlight was out. Unaware of the situation, I was given a fix it warning

ticket to resolve a problem. The next day I replace the light bulbs in the

vehicle assuming that will take care of the situation. Several days later,

it occurred again. This time I noticed that the wiring harness had burnt

terminals. So I replaced both wiring harnesses for the headlight assemblies

to ensure that this problem would not occur again. Several weeks ago, I received a notice in the mail in reference to recall for the headlight

assembly. My wife took the vehicle to the dealership to repair the recall and the service person at the dealership stated that we were not eligible because "aftermarket parts" were installed on the vehicle therefore they were unable to honor the recall. So now for the third 3rd time, I've been inconvenienced due to a wiring issue manufactured by your company. Now Saturday. My family is coming home from dinner and my wife hears a whining sound. Shortly after that, smoke appears from under the hood. I immediately pull over and the display shows Battery Saver Mode. I open the hood and see its coming from the alternator. Monday, I contact the dealer and they told me it was \$370 for the alternator and another \$375 for labor. I inquired about the warranty but, since it was over 36,000 miles there was no warranty. Two years lifespan for an alternator. So, now I need a new alternator and a new battery. Apparently, I'm one of many, according to the Internet and your staff. I've never had to replace an alternator on a vehicle. I have a 10 yr old Eclipse that my son drives and it's still going. My step daughter has the 2006 Impala, same thing. My situation could have been much worse. If we followed the original plan, we would have travelled much farther. So what is life worth \$745? What if were not able to pull off of 285 in time, and the car died on the highway. Just another highway accident. Multiple cars, several casualties .No one the wiser.

VIN:

BH [REDACTED]

Mileage:

79000

Servicing Dealer:

Douglas County Chrysler Dodge Jeep

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Atlanta

State:

GA

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

From: [REDACTED]

To: customerassistre@chrysler.com

Date: Sun Jun 15 20:02:53 EDT 2014

Subject: Re: Chrysler Group LLC Customer Assistance (KMM8639225V48414L0KM)

I have no idea what request you are talking about. I have a 2 and 1/2 yr old car with a defective part that not only I mentioned, but, several other Dodge customers have addressed online . This could be a potentially deadly situation, that you choose to ignore and shun off. I will do my due diligence to see that this problem is addressed and that not only I, but, all the other Dodge owners that were affected, are compensated .

Sent from Yahoo! Mail for Windows

From: customerassistre<customerassistre@chrysler.com>
Sent: Fri, Jun 13 2014 at 4:34 AM
To: [REDACTED]
Subject: Re: Chrysler Group LLC Customer Assistance (KMM8639225V48414L0KM)

Dear Tommy:

Thank you for contacting the Dodge Customer Assistance Center. Thank you for your recent email, although it does not contain any information that would cause a change in the previous decision. Your request must again be respectfully declined. Any future communication related to this issue will be retained in corporate records. Although there is no recalls on your vehicle pertaining to the alternator at this time, we do however, suggest you keep your receipts. At times recalls are opened on vehicles, and at that time you will be able to submit your receipts for reimbursement.

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,
Tina
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: 2987880
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=3DKMM8639225V48414L0KM

Original Message Follows:

I'm not sure why I need to have the vehicle diagnosed. I purchased a new alternator from Douglass County Dodge Chrysler Jeep in Douglasville Ga for \$370 and put it on myself because they were going to charge an additional \$375 to install the part. The labor was \$375 an hour because that about the amount of time it took me to do it, and I'm not an expert. We get our oil changes their regularly and not once was a weak alternator noted. I have the receipts of our visits.

Sent from Yahoo! Mail for Windows

From: customerassistre<customerassistre@chrysler.com>
Sent: Thu, Jun 13 2014

=E2=80=8E12=E2=80=8E, =E2=80=8E2014 at =E2=80=8E3=E2=80=8E:=E2=80=8E46=E2=
=80=8E =E2=80=8EAM=0ATo: [REDACTED] >=0ASubject: Re: Chrysler Gr=
oup LLC Customer Assistance =0A(KMM8637228V59153L0KM)=0A=0ADear [REDACTED]=0A=
=0AThank you for contacting the Dodge Customer Assistance Center.=0A=0AIn o=
rder for us to further review your concerns, we must contact the =0Adealers=
hip. Please supply us with the dealership in which you had a =0Adiagnosis c=
ompleted. =0A =0AIf you have not had a diagnosis completed in the last 30 d=
ays, please =0Abring your vehicle in to have a diagnosis completed and cont=
act us once =0Ayour vehicle is at the dealership.=0A=0AThank you again for =
your email. Should you require additional =0Aassistance, or have any new in=
formation to provide, please reply to this=0Aemail message or call 1-800-4A=
-DODGE (1-800-423-6343).=0A=0ASincerely, =0A=0ATina =0A=0ACustomer Service =
Representative =0ADodge Customer Assistance Center=0A=0AFor any future comm=
unications related to this email, please refer to the=0Afollowing informati=
on: =0AREFERENCE NUMBER: [REDACTED]=0AEMAIL CASE NUMBER: [REDACTED] =0AREPLY
LIN=

K:

I inquired about the warranty but, since it was over 36,000 miles there was no warranty. Two years lifespan for an alternator. So, now I need a new alternator and a new battery. Apparently, I'm one of many, according to the Internet and your staff. I've never had to replace an alternator on a vehicle. I have a 10 yr old Eclipse that my son drives and it's still going. My step daughter has the 2006 Impala, same thing. My situation could have been much worse. If we followed the original plan, we would have travelled much farther. So what is life worth \$745? What if we were not able to pull off of 285 in time, and the car died on the highway. Just another highway accident. Multiple cars, several casualties. No one the wiser. VIN: BH [REDACTED] Mileage: 79000 Servicing Dealer: Douglas County Chrysler Dodge Jeep Title: [REDACTED] First Name: [REDACTED] Middle Initial: [REDACTED] Last Name: [REDACTED] Address 1: [REDACTED] Address 2: [REDACTED] City: Atlanta State: GA Zip: [REDACTED] Email: [REDACTED] Home Phone: [REDACTED]

From: customerassistre@chrysler.com

To: [REDACTED]

Date: Mon Jun 16 00:24:44 EDT 2014

Subject: Re: Chrysler Group LLC Customer Assistance (KMM8639225V48414L0KM)

Dear [REDACTED]

Thank you for contacting the Dodge Customer Assistance Center.

Thank you for your recent email, although it does not contain any information that would cause a change in the previous decision. The warranty for this part expired at 36,000, therefore, your request must again be respectfully declined.

Any future communication related to this issue will be retained in corporate records.

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,

Tina

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=KMM8642094V92684L0KM&

Original Message Follows:

I have no idea what request you are talking about. I have a 2 and 1/2 yr old car with a defective part that not only I mentioned, but, several other Dodge customers have addressed online . This could be a potentially deadly situation, that you choose to ignore and shun off.

I will do my due diligence to see that this problem is addressed and that not only I ,but, all the other Dodge owners that were affected, are compensated .

Sent from Yahoo! Mail for Windows 8

From: customerassistrecustomerassistre@chrysler.com>

Sent: ?Fri, ?Jun? ?13?, ?2014 at ?4?:?34? ?AM

To: [REDACTED]

Subject: Re: Chrysler Group LLC Customer Assistance (KMM8639225V48414L0KM)

Dear [REDACTED]

Thank you for contacting the Dodge Customer Assistance Center.

Thank you for your recent email, although it does not contain any information that would cause a change in the previous decision. Your request must again be respectfully declined.

Any future communication related to this issue will be retained in

corporate records. Although there is no recalls on your vehicle pertaining to the alternator at this time, we do however, suggest you keep your receipts. At times recalls are opened on vehicles, and at that time you will be able to submit your receipts for reimbursement.

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,

Tina

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=KMM8639225V48414L0KM&

Original Message Follows:

I'm not sure why I need to have the vehicle diagnosed. I purchased a new alternator from Douglass County Dodge Chrysler Jeep in Douglasville Ga for \$370 and put it on myself because they were going to charge an additional \$375 to install the part. The labor was \$375 an hour because that about the amount of time it took me to do it, and I'm not an expert . We get our oil changes their regularly and not once was a weak alternator noted. I have the receipts of our visits.

Sent from Yahoo! Mail for Windows 8

From: customerassistrecustomerassistre@chrysler.com>

Sent: ?Thu, ?Jun? ?12?, ?2014 at ?3?:?46? ?AM

To: to [REDACTED]

Subject: Re: Chrysler Group LLC Customer Assistance (KMM8637228V59153L0KM)

Dear [REDACTED]

Thank you for contacting the Dodge Customer Assistance Center. In order for us to further review your concerns, we must contact the dealership. Please supply us with the dealership in which you had a diagnosis completed.

If you have not had a diagnosis completed in the last 30 days, please bring your vehicle in to have a diagnosis completed and contact us once your vehicle is at the dealership.

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,

Tina

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=KMM8637228V59153L0KM&

Original Message Follows:

Recall Information - Dodge Brand Site

Brief Description:

disappointed driver

Comments:

Almost 2 years ago, I purchase 2011 Dodge Charger. Up until the last few months I've been pleasantly pleased with the car. Recently I've been experiencing electrical problems. The first occurrence took place as I was

driving home one night, and was pulled over by the police because my headlight was out. Unaware of the situation, I was given a fix it warning

ticket to resolve a problem. The next day I replace the light bulbs in the

vehicle assuming that will take care of the situation. Several days later,

it occurred again. This time I noticed that the wiring harness had burnt

terminals. So I replaced both wiring harnesses for the headlight assemblies

to ensure that this problem would not occur again. Several weeks ago, I received a notice in the mail in reference to recall for the headlight assembly. My wife took the vehicle to the dealership to repair the recall

and the service person at the dealership stated that we were not eligible

because "aftermarket parts" were installed on the vehicle therefore

they

were unable to honor the recall. So now for the third 3rd time, I've been

inconvenienced due to a wiring issue manufactured by your company. Now Saturday. My family is coming home from dinner and my wife hears a whining

sound. Shortly after that, smoke appears from under the hood. I immediately

pull over and the display shows Battery Saver Mode. I open the hood and see

its coming from the alternator. Monday, I contact the dealer and they told me it was \$370 for the alternator and another \$375 for labor. I

inquired about the warranty but, since it was over 36,000 miles there was

no warranty. Two years lifespan for an alternator. So, now I need a new alternator and a new battery. Apparently, I'm one of many, according to the Internet and your staff. I've never had to replace an alternator on

a vehicle. I have a 10 yr old Eclipse that my son drives and it's still going. My step daughter has the 2006 Impala, same thing. My situation could have been much worse. If we followed the original plan, we would have

travelled much farther. So what is life worth \$745? What if were not able

to pull off of 285 in time, and the car died on the highway. Just another

highway accident. Multiple cars, several casualties .No one the wiser.

VIN:

BH [REDACTED]

Mileage:

79000

Servicing Dealer:

Douglas County Chrysler Dodge Jeep

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

Stamps

Address 1:

[REDACTED]

Address 2:

City:

Atlanta

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: Tue Jun 10 22:23:39 EDT 2014
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Alternator

Comments:

I have been overall happy with my 2011 charger. However at 62K miles I had to replace to my alternator. It started whining and shortly after I could smell some burning coming from my engine compartment. Something like a burnt plastic smell, before the battery lost all of its charge. After researching I discovered it was the alternator. I also discovered that it appears that this might be a common problem with the 11-12 generation chargers. The owners also seemed to have this issue around the 50K mark. When I went to purchase a new part I was told both new and remanufactured alternators were all on backorder. I managed to find one and fix my car. If this is indeed an issue with the alternator shorting out due to the part not being able to handle the vehicle, or something of that nature. Then should I believe that I will have to spend 500\$ to replace my alternator every 2 years?? I have a little concern already about the part sending off a burnt odor, and im not sure I like the idea of repeating it regularly and hoping that it doesn't create an actual fire. So, should I expect some kind of recall in the near future that replaces the alleged inadequate alternators with proper ones, or can you give me some other idea on why the alternators might prematurely short out??

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Fri Jun 13 03:39:38 EDT 2014

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

Thank you for contacting the Dodge Customer Assistance Center.

It is always a concern when a customer is dissatisfied with our products. We regret the dissatisfaction you are experiencing and appreciate the time and effort you took to bring this matter to our attention.

We have documented your concern and our records also indicate that the following recall campaign has not been performed by an authorized dealer:

P08

HEADLAMP WIRING

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.

Please accept our sincerest apologies for the concerns you have with our product. We hope we will have another chance, sometime soon, to restore your faith in Chrysler Group LLC.

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,

Tina

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=KMM8639191V45178L0KM&

Original Message Follows:

US Customer Service - Dodge Brand Site

Brief Description:

Alternator

Comments:

I have been overall happy with my 2011 charger. However at 62K miles I had to replace to my alternator. It started whining and shortly after I could

smell some burning coming from my engine compartment. Something like a burnt plastic smell, before the battery lost all of its charge. After researching I discovered it was the alternator. I also discovered that it appears that this might be a common problem with the 11-12 generation chargers. The owners also seemed to have this issue around the 50K mark. When I went to purchase a new part I was told both new and remanufactured alternators were all on backorder. I managed to find one and fix my car. If this is indeed an issue with the alternator shorting out due to the part not being able to handle the vehicle, or something of that nature. Then should I believe that I will have to spend 500\$ to replace my alternator every 2 years?? I have a little concern already about the part sending off a burnt odor, and im not sure I like the idea of repeating it regularly and hoping that it doesn't create an actual fire. So, should I expect some kind of recall in the near future that replaces the alleged inadequate alternators with proper ones, or can you give me some other idea on why the alternators might prematurely short out??

VIN:

BH [REDACTED]

Mileage:

62000

Servicing Dealer:

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Arnold

State:

MO

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:

[REDACTED]

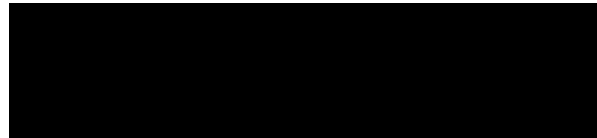
PE14-022

CHRYSLER

10-3-2014

ENCLOSURE 4

CAIRS



CAIR #:



6/13/14

Jennifer Phillips

From: [Redacted]
Sent: Wednesday, June 11, 2014 1:21 PM
To: Chrysler Top Care Team Group
Subject: CCAC- Alma Alicia Hernandez
Attachments: Alma Alicia Hernandez-CUSTOMER CARE.docx

Hello,

This lady's Dodge vehicle had her "battery saver mode" message come on the EVIC and stopped while driving. Her car only has 51k on it. Details are in the attachment.

Thanks!

[Redacted] Account Executive - Family Member
Ignite Social Media Birmingham, MI [Redacted]
[Redacted]
[Redacted]
igniteSocialMedia.com

Name: [REDACTED]

VIN #: 2B3CL3CGXBH [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Issue: The "battery saver mode" message came out on the EVIC and stopped while driving. Her car only has 51k on it.

[REDACTED]

[REDACTED] Dodge

My 2011 charger has just 51K miles The "battery saver mode" message came out on the EVIC My car literally shut down on my home. thank god I was safely able to pull to the side. I had my 6 month old daughter with me It's 105 degrees in south Texas. where I'm from I researched what the problem could be and I read SEVERAL other complaints about the same issues with relatively brand new chargers What's going on?? Has there been a recall for the alternators and/or batteries???

[View Comment](#)

Correspondence [Private Message Sent]:

Dear [REDACTED]

My name is Melissa and I am contacting you on behalf of Dodge. Dodge would like to have the opportunity to directly address the concern you have with your vehicle. Could you please provide your contact information (phone number and email address) and your Vehicle Identification Number?

The vehicle's identification number (VIN) can be located on your vehicle's driver side dash viewable through the windshield, or you can locate the VIN from the insurance card or state registration.

Thank you and we look forward to hearing from you.

*-Melissa
Chrysler Fan Page Administrator*

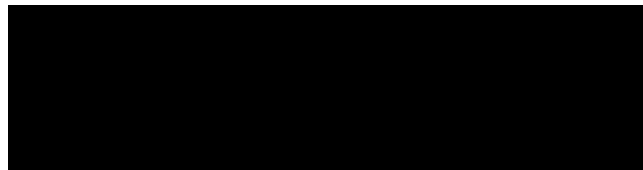
PE14-022

CHRYSLER

10-3-2014

ENCLOSURE 4

CAIRS



From: [REDACTED]
To: customerassistre@chrysler.com
Date: Tue Jun 17 14:15:35 EDT 2014
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: Recall Information

Brief Description:

Alternator

Comments:

I can't believe that a 2011 Dodge with only 48000 would have an alternator blow up while driving down the interstate! I had to avoid getting creamed by a few cars then was stuck on the side of the road until I had to get the car towed to the dealership. They told me that there was a 220 amp alternator on it and that it just overheated, caught fire and destroyed the part and my battery. They told me that this has been a popular issue lately and it is due to the amps on the alternator being too much for the car. Luckily after doing some tests they found out my battery was ok. I was out over \$800 in parts, labor, and towing fees to get this fixed! I called all over Arkansas trying to find a part and every place I called was out. This must be a much bigger problem than you realize. Let it be known that I have owned 4 previous Chrysler vehicles, but after this I will never own another one again. I am selling this one now before something else blows up when I'm driving and I'm not as lucky. I pray that there is recall on this soon so everyone who owns one of these will be ok going forward.

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassistre@chrysler.com

To: [REDACTED]

Date: Thu Jun 19 08:17:59 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 Alternator. I appreciate the time taken to bring this matter to our attention.

Any component can be subject to a defect, and often times, failure is an isolated incident that is not indicative of a part design problem.

Chrysler is dedicated to producing a quality product and we are saddened to hear of the issues you have had with your vehicle. Products are not put out onto the market with specific faults in mind and we cannot foresee when a vehicle may require specific maintenance outside of the suggested maintenance routines.

Chrysler routinely analyses failed parts to develop product improvements in response to data received from dealers and the warranty system. No evidence currently exists to suggest a quality problem with the Alternator/electrical system on the 2011 Charger model vehicles.

Chrysler routinely analyses failed parts to develop product improvements in response to data received from dealers, Customers, and the warranty system. This in turn allows us the opportunity to review and learn of problems that may develop and improvements desired by customers.

I have updated our records to reflect the information provided in your email.

Our records indicate that the following recall campaign has not been performed by an authorized dealer:

Description	Recall #	HEADLAMP
WIRING	P08	

We suggest that you contact your local authorized Dodge 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,

Jeff

Customer Service Representative
Dodge Customer Assistance Center

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

REFERENCE NUMBER: 25177915

EMAIL CASE NUMBER: 2991824

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8648640V80279L0KM&

Original Message Follows:

Recall Information - Dodge Brand Site

Brief Description:

Alternator

Comments:

I can't believe that a 2011 Dodge with only 48000 would have an alternator blow up while driving down the interstate! I had to avoid getting creamed by a few cars then was stuck on the side of the road until I had to get the car towed to the dealership. They told me that there was a 220 amp alternator on it and that it just overheated, caught fire and destroyed the part and my battery. They told me that this has been a popular issue lately and it is due to the amps on the alternator being too much for the car. Luckily after doing some tests they found out my battery was ok. I was out over \$800 in parts, labor, and towing fees to get this fixed! I called all over Arkansas trying to find a part and every place I called was out. This must be a much bigger problem than you realize. Let it be known that I have owned 4 previous Chrysler vehicles, but after this I will never own another one again. I am selling this one now before something else blows up when I'm driving and I'm not as lucky. I pray that there is recall on this soon so everyone who owns one of these will be ok going forward.

VIN:

BH [REDACTED]

Mileage:

49000

Servicing Dealer:

Lander's Dodge

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Benton

State:

AR

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

From: [REDACTED]
To: customerassistre@chrysler.com
Date: Thu Jun 19 09:16:44 EDT 2014
Subject: Re: Chrysler Group LLC Customer Assistance (KMM8648640V80279L0KM)
Jeff,

Thank you for your response. I am on a waiting list to get that recall for the headlight fixed.

[REDACTED]

Sent from my iPhone

> On Jun 19, 2014, at 7:18 AM, customerassistre <customerassistre@chrysler.com> wrote:

>
> 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
> Alternator. I appreciate the time taken to bring this matter to our
> attention.

>
> Any component can be subject to a defect, and often times, failure is an
> isolated incident that is not indicative of a part design problem.

>
> Chrysler is dedicated to producing a quality product and we are saddened
> to hear of the issues you have had with your vehicle. Products are not
> put out onto the market with specific faults in mind and we cannot
> foresee when a vehicle may require specific maintenance outside of the
> suggested maintenance routines.

>
> Chrysler routinely analyses failed parts to develop product improvements
> in response to data received from dealers and the warranty system. No
> evidence currently exists to suggest a quality problem with the
> Alternator/electrical system on the 2011 Charger model vehicles.

>
> Chrysler routinely analyses failed parts to develop product improvements
> in response to data received from dealers, Customers, and the warranty
> system. This in turn allows us the opportunity to review and learn of
> problems that may develop and improvements desired by customers.

>
> I have updated our records to reflect the information provided in your
> email.

>
> Our records indicate that the following recall campaign has not been
> performed by an authorized dealer:

>
>
> Recall # Description
> P08 HEADLAMP WIRING

> We suggest that you contact your local authorized Dodge 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,

>
> Jeff

>
> 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: ██████████

> REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8648640V80279L0KM&

>
>
>
> Original Message Follows:
> -----
> Recall Information - Dodge Brand Site
> Brief Description:
> Alternator
> Comments:
> I can't believe that a 2011 Dodge with only 48000 would have an
> alternator
> blow up while driving down the interstate! I had to avoid getting
> creamed
> by a few cars then was stuck on the side of the road until I had to get
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> car towed to the dealership. They told me that there was a 220 amp
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> part and my battery. They told me that this has been a popular issue
> lately and it is due to the amps on the alternator being too much for
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> car. Luckily after doing some tests they found out my battery was ok. I
> was out over \$800 in parts, labor, and towing fees to get this fixed! I
> called all over Arkansas trying to find a part and every place I called
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> out. This must be a much bigger problem than you realize. Let it be
> known
> that I have owned 4 previous Chrysler vehicles, but after this I will
> never
> own another one again. I am selling this one now before something else
> blows up when I'm driving and I'm not as lucky. I pray that there is
> recall on this soon so everyone who owns one of these will be ok going
> forward.
>
>
>
> VIN:
> BH [REDACTED]
> Mileage:
> 49000
> Servicing Dealer:

> Lander's Dodge

> Title:

>

> First Name:

> [REDACTED]

> Middle Initial:

>

> Last Name:

> [REDACTED]

> Address 1:

> [REDACTED]

> Address 2:

>

> City:

> Benton

> State:

> AR

> Zip:

> [REDACTED]

> Email:

> [REDACTED]

> Home Phone:

> [REDACTED]

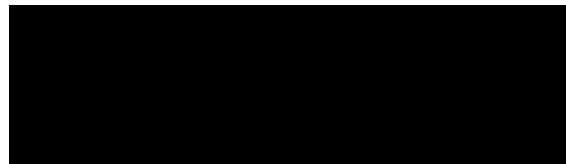
PE14-022

CHRYSLER

10-3-2014

ENCLOSURE 4

CAIRS



From: [REDACTED]
To: customerassist@chrysler.com
Date: Tue Jun 17 17:09:14 EDT 2014
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

alternator failure

Comments:

alternator failed and car almost caught on fire. Car need to be towed and alternator replaced. I was told by 2 of your customer service people to submit a receipt(600.00) for possible reimbursement. The link they provided does not work. Please send correct email link.

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Thu Jun 19 23:46:04 EDT 2014

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

Thank you for contacting the Chrysler Customer Assistance Center.

We are pleased to provide the link as requested. The link will follow this email and will expire in 7 days. Please do not change the subject of the email, and please follow the instructions in the letter that you received.

Please note that if you have not received the link in your inbox, it could show up in your junk mail folder or spam folder.

Please be aware that the link can only be clicked on once.

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-CHRYSLER (1-800-247-9753).

Sincerely,

Jason

Customer Service Representative

Chrysler 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=KMM8650265V35964L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:

alternator failure

Comments:

alternator failed and car almost caught on fire. Car need to be towed and alternator replaced. I was told by 2 of your customer service people to submit a receipt(600.00) for possible reimbursement. The link they provided does not work. Please send correct email link.

VIN:

BH [REDACTED]

Mileage:

27900

Servicing Dealer:

northtown

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Tonawanda

State:

NY

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2014-06-20 06:47:45.581589

Files Not Recieved: 0

[REDACTED]

[REDACTED]

Tonawanda, NY [REDACTED]

case# [REDACTED]

receipt for alternator repair total 608.46

Home phone # [REDACTED]

thank you

G.B. Repair
 10443 West Main Rd. P.O. Box 911
 Ripley, NY. 14775
 Phone - 716-736-2181 Fax - 716-736-7926

INVOICE
 [Redacted]
 Org. Est. # 032533
 7046976

INVOICE

Work Completed Date : 06/09/2014

Print Date : 06/10/2014

2011 Dodge - Charger

[Redacted]
 Tonawanda, NY

Lic # : [Redacted]
 Unit # : [Redacted]
 Vin # :
 Hat # :

Odometer In : 27949
 Odometer Out : 27953

Cust ID : 2774 Ref # :

Part Description / Number	Qty	Sale	Extended	Labor Description	Extended
ALTERNATOR RL801779-AG	1.00	501.00	501.00	DIAGNOSTICS FOR ELECTRICAL SMELL & DEAD BATTERY / TEST ALTERNATOR (FAILURE) R&R ALTERNATOR	65.00

CASE# [Redacted]

US MERCH
 18643 WEST MAIN RD
 RIPLEY, NY 14775
 (716) 736-2181
 Merchant ID: 000016299988 Ref #: 0002

Sale

VISA Entry Method: Swiped

Total: \$ 577.00

06/11/14 14:34:04
 Inv #: 000002 Appr Code: 43216A
 Transaction ID: 38416268442385
 Apprvd: OnLine Batch#: 000495

Customer Copy
 THANK YOU!

PD VISA TD

[Technicians : TECHNICIAN, Technician: NELLIS, BILLY TZ95]

Org. Estimate \$612.76 Revisions \$0.00 Current Estimate \$ 612.76 Additional Cost Revised Estimate

Labor:	65.00
Parts:	501.00
Sublet:	0.00
Sub:	566.00
Tax:	42.46
Total:	608.46
Bal Due:	\$608.46

[Payments -]

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on street, highways or elsewhere for the purpose to testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto.

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

Written By: BENTLEY, WANDA

PE14-022

CHRYSLER

10-3-2014

ENCLOSURE 4

CAIRS



Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2014-07-16 08:48:04.154486

Files Not Recieved: 0

Auto policy bill

Terri

1-801-736-3929

251-855-13

L S Lerman Ins Agy
300 S Lenola Rd #6
Maple Shade, NJ 08052



[Redacted]
BELLMAWR NJ [Redacted]

Information as of June 14, 2014

Policyholder

Page 1 of 3

Policy number

Your policy provided by
Allstate NJ Property & Casualty Ins Co

Covered vehicle
2011 Dodge Charger

Policy period

Effective **July 4, 2014** through
January 4, 2015 12:01 a.m. standard time

Your Allstate New Jersey agency is

L S Lerman Ins Agy
(856) 608-1280

To pay in full (includes FullPay® discount)	\$1,245.49
Premium amount due if you do not pay in full	1,307.27
Minimum premium amount due	227.22
Installment fee	3.50
Minimum amount due by July 4, 2014	\$230.72

You may pay the minimum, or any amount up to the \$1,245.49 premium amount. If you pay less than \$1,245.49, you will not receive the FullPay® discount and we will charge the \$3.50 installment fee. You will be charged a \$3.50 installment fee each time you pay the minimum amount due or any amount between the minimum amount due and the pay in full amount. You can avoid paying installment fees if you pay your renewal premium in full. In that case, you will not be sent a bill until your policy renewal, unless you make a change in coverage resulting in additional premiums. Please see the back of this bill for payment schedule and history.

Ways to pay

Phone and on-line self service options are available at (1-800-901-1732) or www.allstate.com

Go Paperless! View and pay your bill on-line. You can apply for e-Bill by visiting My Account at allstate.com/ebill or go to MyCheckFree.com. Access your bill easily and lower the chances of fraud or identity theft. We'll send you an email letting you know when it's time to view and pay your bill.

Sign up for an automatic payment plan and have your payments automatically deducted from your bank account, credit, or debit card.
(continued)

PROTECT 
YOUR GOOD NAME

An identity is stolen **every two seconds**. Defend yourself with Identity Restoration Coverage.
Call your Allstate Agent to learn more.

Source: Javelin's "2014 Identity Fraud Report"

Detach bottom portion here v

Return this portion with your payment

01/04

To pay in full	\$1,245.49
Minimum amount due by July 4, 2014	\$230.72

Amount enclosed

\$

Make check or money order payable to Allstate NJ Property & Casualty Ins Co. Please include your policy number. Allow five days for delivery.


ALLSTATE NJ PROPERTY & CASUALTY INS CO
PO BOX 4310
CAROL STREAM IL 60197-4310



Allstate.
You're in good hands.

Policyholder

Policy number

Do not write address or policy change requests on this return portion, contact your agency.



/386010029000000090960429101047002307220000000001245497/

Auto policy bill
 Policy number: [REDACTED]
 Effective date: July 4, 2014
 Agency: L S Lerman Ins Agy
 (856) 608-1280

Visit My Account at www.allstate.com or contact your Allstate New Jersey agent to apply.

On-Line Banking when you select online banking through your financial institution be sure to enter [REDACTED] as the account number and P.O. Box 4310 Carol Stream, IL 60197-4310 as the payment address.

Transaction history

Date	Transaction	Amount	Balance
5/14/14	Previous Balance		\$228.73
5/27/14	Renewal premium	+ 1,296.04	1,524.77
5/27/14	NJ Guaranty Association Surchage	+ 12.00	1,536.77
6/12/14	Payment received - credit card	- 125.00	1,411.77
6/12/14	Instalment fee charge	+ 3.50	1,415.27
6/12/14	Payment received - agency	- 108.00	1,307.27
Balance (If you do not pay in full)			\$1,307.27
Balance (Includes FullPay[®] discount)			\$1,245.49

Save \$61.78 by paying your policy in full by July 4, 2014. The \$1,245.49 to pay in full amount reflects this savings.

Instalment schedule

July 2014	August 2014	September 2014	October 2014	November 2014	December 2014
4th	4th	4th	4th	4th	4th
\$230.72	\$219.51	\$219.51	\$219.51	\$219.51	\$219.51

What you should know

This document reflects your renewal offer premium. By remitting your payment, you are agreeing to all of the terms contained in the policy, endorsements and policy declarations which are in effect during the policy period.

For each check, electronic transaction or other remittance which is not honored because of insufficient funds or a closed account, you will be charged \$15.00.

Please make sure we receive at least the Minimum Amount Due by the end of the day (midnight) on July 3, 2014. We value your business and want to make sure your policy continues to protect you.

We value your business and want to make sure your policy continues to protect you. Please make sure that we receive this installment payment by the due date so that you are not sent a cancellation notice. The cancellation notice will include the fees and the Minimum Amount Due for this installment.

If you have any questions, please contact your agent.

Auto policy bill

Your Allstate New Jersey agency is
L S Lerman Ins Agy
 300 S Lenox Rd #6
 Maple Shade, NJ 08052

388 010 029
 14015748236A
 00100C 00246236A3884J001106150548070064020010020000883

Auto policy bill
Policy number:
Agency:



WHAT YOU SHOULD KNOW

(Continued)

Keep with your important papers

Terms of Agreement for One Time Electronic Withdrawal or Allstate New JerseySM Easy Pay Plan
If you choose to make a payment using your checking account information or to apply for the Allstate New JerseySM Easy Pay Plan, you will be asked to provide the following code 04291.

One-time electronic payments: By using this code you authorize Allstate New Jersey and its affiliates to initiate a one-time electronic withdrawal from your checking account in the amount you specify. Future payments you initiate using the same checking account will be sent to your bank as an electronic withdrawal for the amount you specify. The withdrawal may be made from your checking account as early as the next business day following your payment date.

Allstate New JerseySM Easy Pay Plan: By using this code you authorize Allstate New Jersey, its affiliates and the financial institution designated to deduct payments from your account through electronic funds transfer. All debit entries shall be initiated by Allstate New Jersey to pay premiums and other charges and fees, including, if applicable, any fee charged after the policy's termination effective date, for or associated with the above listed policy as authorized and the entries shall constitute my receipt for the transaction(s). Direct electronic payment of the billing schedule amount will be debited on or after the premium due date indicated on your schedule and you should continue to pay any paper bills sent to you prior to receiving the schedule. You may terminate the agreement at any time by calling your agent of record, 1-800-Allstate®, or notify us in writing. Should a policy be offered to me in an affiliate company, this agreement will remain in effect unless I call 1-800-Allstate®, contact my agent, or notify Allstate New Jersey in writing of termination of this agreement. Termination will be effective within 5 business days.

When you send us a check in the mail as payment, you authorize us to use information from your check to make a one-time electronic funds transfer from your bank account.



386 018 029
140515246236A
0000000246236A386A1801940515054807000402002002000884

Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2014-07-17 11:43:26.769706

Files Not Recieved: 0

**From : Mary Lou Profera
856-381-3963**

Fax

To: Terri 801-736-3929

Date: July 15, 2014

Pages: 2 Inc. cover page

Re: Case# [REDACTED]

Per our telephone conversation, attached are receipts for gas reimbursement. Additionally, per your commitment, also due is \$150 reimbursement for my 2011 Dodge Charger.

Thank you for your attention,

[REDACTED]
[REDACTED]

BLESSED
MOM-MOM'S BLESSED
~~\$57.00~~ CAR
TUESDAY-07-08-2014
AMAZON-VISA
\$57.00

INVOICE DUE-07-16-2014
Hess 30525
Black Horse Pike
& Kings Hwy.
Mt. Ephraim, NJ
5:45 PM
7/8/2014 17:45:38

Term: JD34006166001
Appr: 001480
Seq#: 040430

Unl Regular
PUMP NO. 04
GALLONS 16.478
PRICE/GAL \$3.459
FUEL TOTAL \$57.00

RATE YOUR EXPERIENCE
For a chance to win
\$500!
One winner per month

GO TO:
www.hessfeedback.com

Disponible en
Espanol

Survey code:
30525_470201

TOTAL AMOUNT \$57.00

Use
[Redacted]

07/08/2014 17:42:44

I agree to pay the
above Total Amount

AMAZON VISA
SUNDAY-07-06-14
(BLESSED)
AUTH'S CAR \$59.00

BJ'S WHOLESALE CLUB
1910 Deptford Center
Deptford, NJ 08096

SITE: 085
DATE: 07-07-14
TIME: 18:11
TRACE: 1439
PN: 004441216 01-45
INV DUE-07-16-14
*** CREDIT ***

VS2613
Terminal ID: 0506
Auth Code: 047470
ISO Trace: 001439
Ref #: 418522864518

PUMP: 6
PRODUCT: UNLEAD
PRICE/GAL: \$3.419
NET/GAL: \$3.419
QTY/GAL: 17.262
FUEL TOTAL: \$59.02
NET TOTAL: \$59.02

THANK YOU FOR
SHOPPING BJ'S
WHOLESALE CLUB
GAS AT BJ'S PRICES!

GAS
\$59.00

PE14-022

CHRYSLER

10-3-2014

ENCLOSURE 4

CAIRS



Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2014-07-30 18:37:45.806328

Files Not Recieved: 0

Northwest

CHCS340622



19616 NW FREEWAY • HOUSTON, TX 77065 • (832) 912-2500

8017363929

CUSTOMER NO.	MICHELLE TORRE		TAB NO.	6969	INVOICE DATE	06/27/14
LABOR RATE	LICENSE NO.	RELEASE	48,005			
YEAR / MAKE / MODEL	12/CHRYSLER/CHARGER/4DR SDN SE RWD					COLOR
VEHICLE I.D. NO.	2 C 3 C D X B G 5 C H					DELIVERY DATE
R.T. # NO.						SALES DEALER NO.
BUSINESS PHONE	COMMENTS					PRODUCTION DAY
						R.O. DATE
						06/23/14

MO: 4

PERFORM 27 POINT CHECK
 CUSTOMER REQUEST
 PERFORMED 27 POINT INSPECTION

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

Any warranties on the product sold here those made by the manufacturer. The hereby expressly disclaims all war either express or implied, includir implied warranty of merchantability or for a particular purpose, and neither as nor authorizes any other person to ass It any liability in connection with the said products.

C/S VEH SHUT OFF WHILE DRIVING- NO START- ALL ELECTRICAL
 INOP- ADVISE
 BATTERY DISCHARGED. CHARGED & TEST BATTERY
 ALTERNATOR FAILURE
 REPLACED ALTERNATOR, BATTERY FAILURE
 REPLACED BATTERY. CLEARED FAULTS & RETEST

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1	RL801779-AG	ALTERNATO 08028003	425.00	
JOB # 2	1	BB0H7730-AA	BATTERY S 01083001	175.36	
				JOB # 2 TOTAL PARTS	600.36
				JOB # 2 TOTAL LABOR & PARTS	788.46

Added Operation (6MARKK @ 06/27/2014 11:26)
 RECALL N07
 SEAT WIRING HARNESS CONNECTORS
 RECALL
 INSPECT FOR YELLOW CONNECTOR
 INSTALLED OVERLAY HARNESSES BOTH FRONT SEATS

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 3	1	CBMAN161-AA	WIRING KI 08015002		0.00
				JOB # 3 TOTAL PARTS	0.00
				JOB # 3 TOTAL LABOR & PARTS	0.00

Added Operation (6MARKK @ 06/27/2014 11:34)
 RECALL P08
 HEADLAMP WIRING
 RECALL
 INSPECT & REPLACED BOTH HEADLIGHT WIRING HARNESSES

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 4	1	CBBAM11-AA	HARNESS J 08034001		0.00
JOB # 4	2	L0000H11	BULB HEAD 08044001		0.00
				JOB # 4 TOTAL PARTS	0.00
				JOB # 4 TOTAL LABOR & PARTS	0.00

Northwest

CHCS340622

DODGE CHRYSLER Jeep RAM

19616 NW FREEWAY • HOUSTON, TX 77063 • (832) 912-2500

CUSTOMER NO.	[REDACTED]		ADVISOR	MICHELLE TORRE	107820	TAG NO.	6969	SALES DATE	06/27/14	INVOICE NO.	[REDACTED]	
[REDACTED]			LABOR RATE	[REDACTED]	DISCOUNT	48,005		ORDER	[REDACTED]	[REDACTED]		
HOUSTON, TX [REDACTED]			YEAR / MAKE / MODEL	12/CHRYSLER/CHARGER/4DR SDN SE RWD				DELIVERY DATE	[REDACTED]	DELIVERY MILES		[REDACTED]
[REDACTED]			VEHICLE I.D. NO.	2 C 3 C D X B G 5 C H [REDACTED]				SELLING DEALER NO.	[REDACTED]	PRODUCTION DATE		[REDACTED]
[REDACTED]			P.T.E. NO.	[REDACTED]	P.O. NO.	[REDACTED]	R.O. DATE	06/23/14		[REDACTED]		
RESIDENTIAL PHONE	[REDACTED]		BUSINESS PHONE	[REDACTED]		COMMENTS		MO: 48005				

MISC CODE	DESCRIPTION	CONTROL NO.	AMOUNT
JOB # A	HM EPA CHARGES AND SHOP SUPPLIES		15.00
TOTAL - MISC			15.00

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 neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$1000.00 (+TAX)
 TOTALS

 * NEXT RECOMMENDED SERVICE:
 * 07/21/2014 / 41627 MI 0100227PTCKL 27 POINT INSPECTION *

* CASH	* CHECK []*	TOTAL LABOR,...	188.10
* MASTER CARD	* VISA []*	TOTAL PARTS,...	600.36
* DISCOVER	* AMEX []*	TOTAL SUBLET...	0.00
* DINERS		TOTAL G.O.G....	0.00
*****		TOTAL MISC CHG.	15.00
		TOTAL MISC DISC	0.00
		TOTAL TAX,.....	50.77

We, at NORTHWEST DODGE, would like to "Thank you" for this opportunity to serve you. We are excited to have you as a valued customer and aim to please you & your vehicle needs. Let us "Thank you" in advance for allowing us to continue to serve you from this day forward.....

We guarantee workmanship for 90 days or 3000 miles, whichever comes first, and parts warranty for 12 months or 12,000 mile

TOTAL INVOICE \$ **854.23**

Handwritten:
 256.67
 1145
 6/27/14

Northwest

FAXED 6/23
340622

Jeep RAM

19616 NW FREEWAY HOUSTON, TX 77065 • (832) 912-2500

01DOZ27PTCKL 27 POINT INSPECTION MI

Customer
256.67
Ext Warranty
PAY 501.51

11/13/13	323390	39993	96166	22415	C	10DOZXINSP1	1 YEAR INSPECTION ST
09/16/13	318776	37833	93037	22415	C	08DOZ	ELECTRICAL
05/22/13	309627	29692	84378	88177	C	01DOZ27PTCKL	27 POINT INSPECTION
				88177	C	01DOZ27PTCKL	27 POINT INSPECTION
				88024	C	00DOZZQ1	OIL & FILTER CHANGE
					C	00DOZ27PTCKL	27 POINT INSPECTION

SALESPERSON NO.

2C3CDXBG5CH

SERVICE

STATE REG:

12/CHRYSLER/CHARGER/4DR SDN SE RWD

3406

88727

06/23

51358

696

N DOZZ Y Y A 48,000 107820 MICHELLE TORR

11:33am 06/23/14 08:00pm

I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and material for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or materials for any reason, that you shall assume or authorize any other person to assume for you any liability in connection with such repair; that you shall be responsible for the cost of any repairs to the above vehicle, or articles left therein in case of fire, theft or other cause beyond your control; that you shall be responsible for the cost of any repairs to the above vehicle to secure the amount of repairs thereto; that your employee shall operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.

Approved

57,360

ORIGINAL CUSTOMER ESTIMATE:

TOTAL 400.00

3761

DISCLAIMER OF WARRANTIES
ANY WARRANTIES ON THE PRODUCT SOLD HEREBY ARE THOSE OF THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR ANY LIABILITY IN CONNECTION WITH THE SALE OF SA PRODUCTS.

1 C 01DOZ27PTCKL 27 POINT INSPECTION
PERFORM 27 POINT CHECK

2 C 08DOZ01 ELECTRICAL
C/S VEH SHUT OFF WHILE DRIVING, NO START- ALL ELECTRICAL INOP- ADVISE

Alternator failure
Charge & test battery

3 W) NOT Recall Replaced battery

Inspect & replace two overlay harnesses 07N08183

4 W) POS Headlamp wiring

Replaced headlamp wiring & both low beam bulbs 08P08182

NOTICE PURSUANT TO §70.001, TEXAS PROPERTY CODE I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIRS OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR CONTRACT. I UNDERSTAND THAT THIS VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH §9.609, TEXAS BUSINESS AND COMMERCE CODE, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE IS STOPPED BY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED DUE TO DISHONORING BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS BECAUSE THE DRAWER OR MAKER 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.

SIGNATURE OF PERSON RESPONSIBLE OR AGENT FOR PERSON RESPONSIBLE:

THANK YOU! FOR BRINGING YOUR CAR TO US FOR SERVICE.

WHILE IT WAS HERE WE FOUND THAT THE FOLLOWING ITEMS NEED ATTENTION:



19616 Northwest Freeway
Houston, TX 77065
(832)912-2500 Main / (281)469-6544 Fax

Date: 0.28.14
To: 214 237 4990
From: NORTHWEST DODGE
Number of Pages: (5) INCLUDING COVER

Comments:
authorization
#: 19-F9K6K

Date	Time	Type	Job #	Length	Speed	Station Name/Number	Pgs	Status
2014-06-28	13:23	SCAN	02273	5:10	14400	12142374990	5	OK -- V.17 AR30

Northwest Saturday, 2014-06-28 13:29 2814696544

Transmission Log

PE14-022

CHRYSLER

10-3-2014

ENCLOSURE 4

CAIRS



Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2014-07-24 17:06:33.914875

Files Not Recieved: 0

Chrysler Attention

OL1121

Notice Date: 12/28/2013



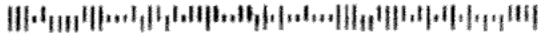
Case # [REDACTED]

PO BOX 830913 BIRMINGHAM, AL 35283

Go Paperless Today!



000000219 I=0000



NEWARK NJ [REDACTED]

Contact Information

Automated access is available 24/7 at www.regionalacceptance.com or by phone at (877) 722-7299

Monday - Thursday: 8:00 am - 10:00 pm
Friday: 8:00 am - 8:00 pm
Saturday: 8:00 am - 1:00 pm

Hours to speak to a representative are Eastern Time.

Account Information

Account Number: [REDACTED]
Current Principal Balance: \$21,519.65
20 Day Payoff Valid through (01/17/2014): \$21,855.73
Daily Interest (calculated as of Notice Date): \$11.77

Current Amount Due

Due Date: 12/13/13
Regular Payment Amount: \$647.11
Past Due Balance: \$769.22
Other Charges Due: \$20.00
Late Charges Due: \$10.00
Total Amount Due: \$1,446.33

Last Three Transactions

12/22/13 Payment: \$535.00
Applied to Principal: \$28.70
Applied to Interest: \$496.30
Applied to Late Fees: \$10.00
Applied to Other Charges: \$0.00
11/22/13 Payment: \$657.11
09/16/13 Payment: \$647.11

Transactions from a previous lender may not appear. RAC only provides details on the most recent transaction.

Important Messages

- Your contract is now more than 15 days past due. We have not received your payment which was due on 12/13/13. It is important to remit the amount due or call our office at (866) 259-5318 to make payment arrangements.
We thank you in advance for your prompt attention to this matter.
We may report information about your account to credit bureaus. Late payments, missed payments or other defaults on your account may be reflected in your credit report.
Please disregard this message if you have already made a payment or payment arrangements.

Go Paperless Today!

Enroll in eStatements at: www.regionalacceptance.com

PLEASE DETACH AND RETURN THIS PORTION WITH YOUR PAYMENT IN THE ENCLOSED ENVELOPE



NEWARK, NJ [REDACTED]

Check box for change of address/phone numbers and indicate new information on reverse side or visit us at www.regionalacceptance.com.

Check box if you enclosed additional money to apply to Other Charges Due. Amount to apply: \$ _____

Account Number: [REDACTED]
Total Due By: 01/13/2014 \$1,446.33
Amount enclosed: \$ _____



REGIONAL ACCEPTANCE CORPORATION
PO Box 580075
Charlotte, NC 28258-0075

024200000068655601130010001446335

Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2014-07-28 17:52:36.084758

Files Not Recieved: 0

Chrysler Att.

Notice Date: 06/27/2014



DL1121
CASE # [REDACTED]

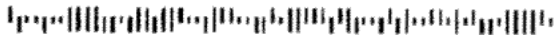
PO BOX 830913 BIRMINGHAM, AL 35283

Go Paperless Today!



000000196

I=0000



NEWARK, NJ [REDACTED]

Contact Information

Automated access is available 24/7 at www.regionacceptance.com or by phone at (877) 722-7299

Monday - Thursday: 8:00 am - 10:00 pm
Friday: 8:00 am - 8:00 pm
Saturday: 8:00 am - 1:00 pm

Hours to speak to a representative are Eastern Time.

Account Information

Account Number: [REDACTED]
Current Principal Balance: \$20,308.26
20 Day Payoff Valid through (07/17/2014): \$20,603.81
Daily Interest (calculated as of Notice Date): \$11.11

Current Amount Due

Due Date: 07/13/14
Regular Payment Amount: \$647.11
Past Due Balance: \$0.00
Other Charges Due: \$40.00
Late Charges Due: \$0.00
Total Amount Due: \$687.11

Last Three Transactions

06/24/14 Payment: \$657.11
Applied to Principal: \$510.45
Applied to Interest: \$136.66
Applied to Late Fees: \$10.00
Applied to Other Charges: \$0.00
06/12/14 Payment: \$164.22
06/11/14 Payment: \$647.11

Transactions from a previous lender may not appear. RAC only provides details on the most recent transaction.

Important Messages

As always, Regional Acceptance thanks you for your timely payment.

To avoid late fees, please make your payment on or before your due date.

Go Paperless Today!
Enroll in eStatements at:
www.regionacceptance.com

PLEASE DETACH AND RETURN THIS PORTION WITH YOUR PAYMENT IN THE ENCLOSED ENVELOPE.



NEWARK, NJ [REDACTED]

Account Number: [REDACTED]
Total Due By: 07/13/2014 \$687.11
Amount enclosed: \$ _____

Check box for change of address/phone numbers and indicate new information on reverse side or visit us at www.regionacceptance.com.

Check box if you enclosed additional money to apply to Other Charges Due.
Amount to apply \$ _____

REGIONAL ACCEPTANCE CORPORATION
PO Box 530075
Charlotte, NC 28258-0075

0242000000068655607130000000687119

PE14-022

CHRYSLER

10-3-2014

ENCLOSURE 4

CAIRS



From: [REDACTED]
To: customerassist@chrysler.com
Date: Tue Jul 01 13:58:56 EDT 2014
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Am I covered?

Comments:

I have purchased two extended service contracts in the past 2 years. In addition, I believe my car had an existing warranty upon purchase. My Charger has been in and out of the shop SEVERAL times over the past 2 years, and I don't seem to be saving any money with these service contracts... and now I need a new alternator and battery. Am I protected by a warranty/service contract and should I expect to pay for these 2 pricy parts out-of-pocket? My nearest dealership is about 90 miles away, so I'll have to pay to get towed there, unless I'm covered by that as well. Thank you for any information.

David LaFromboise

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Fri Jul 04 09:02:56 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 system. I appreciate the time taken to bring this matter to my attention.

Your Extended Warranty Coverages will not cover the costs of the battery, but will cover costs associated with your Alternator/Generator.

The plan provides assistance due to a disablement caused by any mechanical failure and in addition, the Plan provides coverage for such items as towing to the nearest Dealer or authorized repair facility to a maximum of \$100, per occurrence. Any expense beyond \$100 is your responsibility at the time and site of service. Towing assistance will be dispatched only for mechanical disablements which renders the vehicle inoperative.

Our records indicate that the following recall campaign has not been performed by an authorized dealer:

	Recall #	Description
	[REDACTED]	HEADLAMP
WIRING		

We suggest that you contact your local authorized Dodge 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, [REDACTED]. 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,

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=KMM8672352V78976L0KM&

Original Message Follows:

US Customer Service - Dodge Brand Site

Brief Description:

Am I covered?

Comments:

I have purchased two extended service contracts in the past 2 years. In addition, I believe my car had an existing warranty upon purchase. My Charger has been in and out of the shop SEVERAL times over the past 2 years, and I don't seem to be saving any money with these service contracts... and now I need a new alternator and battery. Am I protected by a warranty/service contract and should I expect to pay for these 2 pricy parts out-of-pocket? My nearest dealership is about 90 miles away, so I'll have to pay to get towed there, unless I'm covered by that as well.

Thank you for any information. [REDACTED]

VIN:

BH [REDACTED]

Mileage:

44500

Servicing Dealer:

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Ridgecrest

State:

CA

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

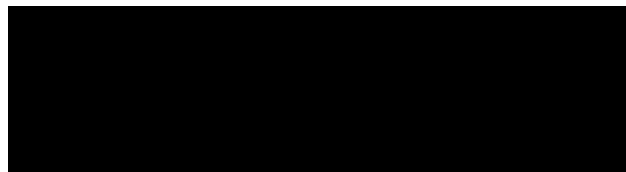
PE14-022

CHRYSLER

10-3-2014

ENCLOSURE 4

CAIRS



From: [REDACTED]
To: customerassist@chrysler.com
Date: Sun Jul 13 16:11:59 EDT 2014
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Bad Alternator

Comments:

I purchased my Dodge Charger used from Crain Kia, on the last weekend of December 2013. I have throughly enjoyed driving my charger everywhere i went. it smooth, comfortable ride, and surprisngly great gas mileage always made for a good drive long or short distances. DID of course until this last thursday (10 July). I had driven to Beebe to run some errands, and when i went to start my car again, i got a strong smell of burning wires, the battery light came on, and i immedialty turned the car off. i opened the hood of the car, and that is when i saw the smoking alternator. Here is where it goes from bad to worse. i called my mechanic, he did some searching around, and calls me back saying there are 600 backorder...WHAT!?! 600!?!? Now my car is a cold undrivable hunk of metal in my driveway, and i am not happy. Seems to me if these are smoking this early on approx 2 year old car, and 600 are back order, seems to me there is an issue. i would like for you to look into this issue.

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Fri Jul 25 23:29:59 EDT 2014

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED],

Thank you for contacting the Dodge Customer Assistance Center.

We noticed you have contacted customer assistance and they have assisted you. If we can be of assistance in the future please feel free to contact us.

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,

Robert

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=KMM8706531V45399L0KM&

Original Message Follows:

US Customer Service - Dodge Brand Site

Brief Description:

Bad Alternator

Comments:

I purchased my Dodge Charger used from Crain Kia, on the last weekend of December 2013. I have thoroughly enjoyed driving my charger everywhere i went. it smooth, comfortable ride, and surprisngly great gas mileage always made for a good drive long or short distances. DID of course until this last thursday (10 July). I had driven to Beebe to run some errands, and when i went to start my car again, i got a strong smell of burning wires, the battery light came on, and i immedialty turned the car off. i opened the hood of the car, and that is when i saw the smoking alternator. Here is where it goes from bad to worse. i called my mechanic, he did some searching around, and calls me back saying there are 600 backorder...WHAT!?! 600!?!? Now my car is a cold undrivable hunk of metal in my driveway, and i am not happy. Seems to me if these are smoking this early on approx 2 year old car, and 600 are back order, seems to me there is an issue. i would like for you to look into this issue.

VIN:

CH [REDACTED]

Mileage:

41000

Servicing Dealer:

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Austin

State:

AR

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

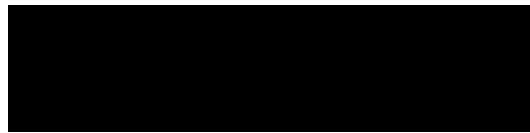
PE14-022

CHRYSLER

10-3-2014

ENCLOSURE 4

CAIRS





187

40105C

40105C

40105C
40105C
40105C

MADE IN	41
GERMANY	42
MADE IN	43
GERMANY	44
MADE IN	45
GERMANY	46

A close-up photograph of a mechanical assembly. The main component is a silver-colored metal casting with several rectangular slots and a hexagonal bolt. Below it is a black plastic part with embossed text and a small table. The background is dark and out of focus.









NO
SMOKING
IN THIS AREA

















P047905194G
19326







P215/65R17









Goodyear

ULTRA GRIP

Goodyear










and Push Button
to Start

47926 mi



P R N D 





Mercury - added
manufacturer:

DISPLAY

disposal.
reuse,
waste.



TIRE AND LOADING INFORMATION

SEATING CAPACITY - TOTAL 5 FRONT 2 REAR 3

THE COMBINED WEIGHT OF OCCUPANTS AND CARGO SHOULD NEVER EXCEED
392 KG OR 865 LB

TIRE	FRONT	REAR	SPARE
ORIGINAL TIRE SIZE	P215/65R17	P215/65R17	T135/90D17
COLD TIRE INFLATION PRESSURE	210 kPa / 30 PSI	210 kPa / 30 PSI	420 kPa / 60 PSI

SEE OWNERS MANUAL FOR ADDITIONAL INFORMATION



BH

MFD BY CHRYSLER GROUP LLC

GAWR: 02314 KG
05100 LB

GAWR: 01275 KG

FRONT: 02810 LB

DATE OF MFR: 6-11

GAWR: 01275 KG

REAR: 02810 LB

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



VIN: 2B3CLACE5H [REDACTED]
MP: 062019 1389 [REDACTED]
VEHICLE MADE IN CHINA

DATE OF MFR: 6-11

GAWR: 01275 KG

REAR: 02810 LB

GENERAL MOTOR VEHICLE SAFETY,
EFFECT ON
E.



VIN: 2B3CL3CG5BH

MDH: 062819 138AA

VEHICLE MADE IN CANADA

PAINT: PDM

TYPE: PASSENGER CAR

TRIM: 8728

4658843





PUSH
ON/OFF



000 5 02022011
000 5 02022011
020 5 02022011
020 5 02022011
000 5 02022011

043
044
045
046
047





3.6L
VVT



3.6L
VVT



Chrysler Group LLC

VEHICLE EMISSION CONTROL INFORMATION

CONFORMS TO REGULATIONS:
2011 MY FFV

U.S. EPA: T2 B5 LDV OBD: F II FUEL: GASOLINE / ETHANOL

CALIFORNIA: N/A OBD: N/A FUEL: N/A
NOT FOR SALE IN STATES WITH CALIFORNIA EMISSION STANDARDS.

NO ADJUSTMENTS NEEDED

GROUP: BCRXV03.6RNA ENGINE: 3.6L
EVAP: BCRXR0145PKA

TWC, HO2S, SF1

68085 138AA









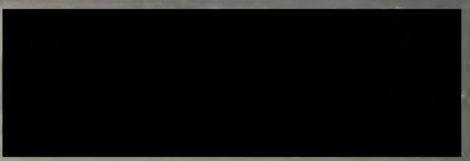


**3.6L
VVT**





2B3CL3CG5BH





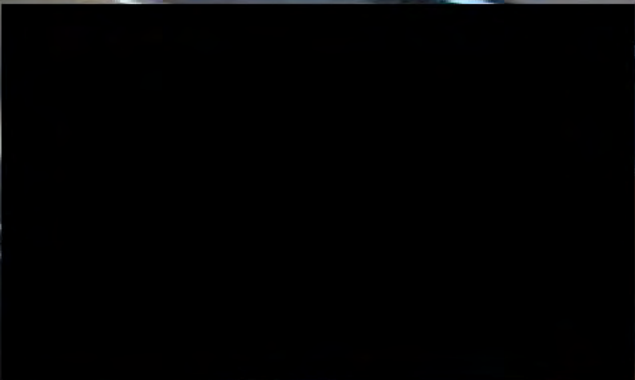


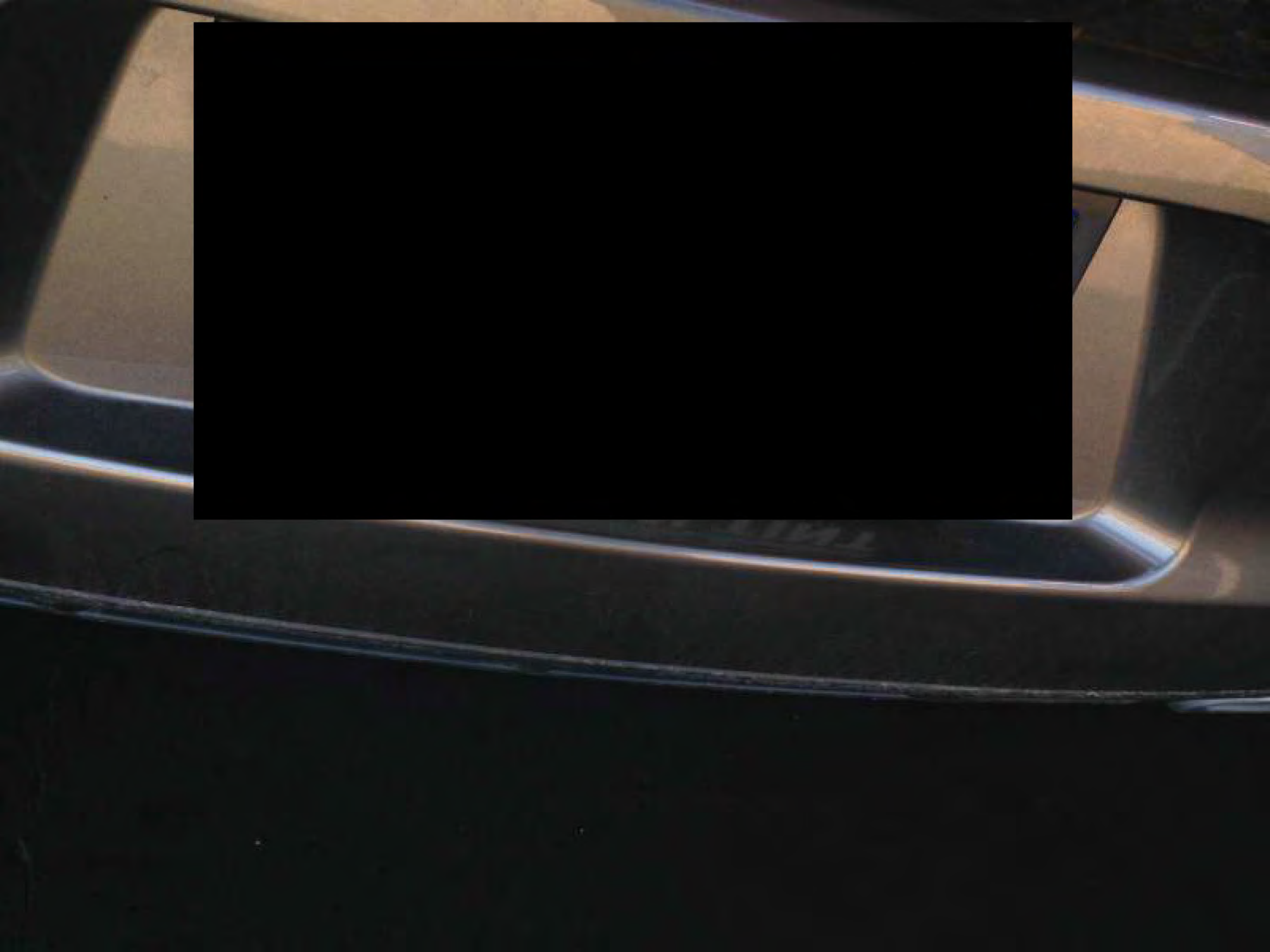


[REDACTED]

NOT IN
USE

RTI
REPAIR TOOL
INDUSTRIES









PE14-022

CHRYSLER

10-3-2014

ENCLOSURE 4

CAIRS



Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2014-07-30 11:20:36.238232

Files Not Recieved: 0

CUSTOMER #: [REDACTED]



CHRYSLER

Winter Haven



* INVOICE *

299 Cypress Gardens Blvd.
Winter Haven, FL 33880
Tel (863) 299-1243

www.dcjofwh.com · Email: Info@dcjofwh.com

DAVENPORT FL [REDACTED]

PAGE 1

MV-46523 · STATE OF FLORIDA REGISTRATION NO.

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 6847 BOBBY JOHNSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
TUNGSTEN	11	DODGE CHARGER	2B3CL3CG3BH [REDACTED]		2743/2746	T1687	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05MAR11 IS			17:30 11APR11		0.00	CASH	12APR11
R.O. OPENED		READY	OPTIONS: STK: BH512009				
11APR11		12APR11					

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

A VEHICLE MAINTENANCE INSPECTION

CAUSE: .

INSP VEHICLE MAINTENANCE INSPECTION

142 W

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

B C/S TRUNK POPS OPEN WHEN EVER IT WANTS

CAUSE: .

300 RELATED TO LINE C

142 W

(N/C)

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

C C/S DOOR LOCK NOT OPENING & CLOSING ALL THE TIME ON THE FRONT PASS & DRIVER DOORS

CAUSE: .

300 REMOVED AND REPLACED RIGHT FRONT EXT DOOR

HANDLE----RETESTED

142 W

(N/C)

1 1MZ84CDMAE HANDLE-FRONT DOOR EXTERIO

(N/C)

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

D C/S BLUETOOTH WONT STAY PAIRED WITH THE PHONE

CAUSE: .

300 WORKING AS DESIGNED-----COULD BE DROPPING

CALLS

142 W

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. 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.

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

DISCLAIMER OF WARRANTIES
The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. Daimler Chrysler parts, excluding seals and gaskets, are warranted for 1 year or 12,000 miles, whichever occurs first. Labor is also warranted for the same period if the parts are installed by an authorized Daimler Chrysler dealer. Seals and gaskets are covered by Dodge Chrysler Jeep of Winter Haven for 90 days or 3,000 miles whichever occurs first.

CUSTOMER SIGNATURE

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

SHOP CHARGES, SHOP SUPPLIES, OR HAZARDOUS WASTE DISPOSAL FEES
"This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal."
Copyright 2000 ADP, Inc. SERVICE INVOICE #2 XS12C

State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [s. 403.718], and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state [s. 403.7185].

CUSTOMER COPY

DODGE WINTER HAVEN
299 CYPRESS GARDENS BLVD
WINTER HAVEN, FL 33880
(863) 595-2130



CHRYSLER



Winter Haven

299 Cypress Gardens Blvd.
Winter Haven, FL 33880
Tel (863) 299-1243

INVOICE

www.dcjofwh.com · Email: info@dcjofwh.com

MV-46523 · STATE OF FLORIDA REGISTRATION NO.

ID: 001
Merchant ID: 000177522565
Bank ID: 1340
07/08/14
Batch#: 189001
Retrieval Ref #: 38442063

16:18:00

PAGE 1

VISA Entry Method: Swiped
Appr Code: 936013
Total: \$ 250.00

Customer Copy

E/MODEL		VIN		LICENSE	MILEAGE IN / OUT	TAG
CHARGER		2B3CL3CG3B			45025/45025	T09
R. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	
	17:30	08JUL14	0.00	CASH	08JUL14	
ADY	OPTIONS: SOLD-STK: BH512009 ENG: 3.6_Liter					
	08JUL14					

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

A C/S NO START NO POWER ADVISE
300 ALTERNATOR SHORTED REPLACED ALTERNATOR
AUTH#58101825A
34 CEXT
1 RL801779AG ALTERNATO-ENGINE 505.00 131.82 131.82
SUBL BOLTON TOWING 67.50 67.50
CEXT 704.32
PARTS: 505.00 LABOR: 131.82 OTHER: 67.50 TOTAL LINE A: 704.32
45025 FOUND ALTERNATOR BURNT AND DRAINED ALL BATTERY POWER REMOVED
AND REPLACED ALTERNATOR AND TESTED OK AT THIS TIME

B VEHICLE MAINTENANCE INSPECTION
INSP VEHICLE MAINTENANCE INSPECTION
34 C 0.00 0.00
1 BB94R750AA *BATTERY-STORAGE 175.24 155.00 155.00
1 BATT STATE DISPOSAL BATTERY FEE 1.50 1.50 1.50
PARTS: 155.00 LABOR: 0.00 OTHER: 1.50 TOTAL LINE B: 156.50

C HEADLAMP WIRING
MISC MISCELLANEOUS
34 C 0.00 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

PAID
DATE 7-8-14
CHECK NO 119 AC#
CASH 25000 27445.2445

All parts are new or factory rebuilt unless specified otherwise. Replaced parts will be returned unless specified otherwise. Parts replaced under the manufacturer's warranty are retained by the dealer for inspection by the manufacturer.	RETAIN PARTS <input type="checkbox"/> YES <input type="checkbox"/> NO	DISCLAIMER OF WARRANTIES The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. Chrysler parts, excluding seals and gaskets, are warranted for 1 year or 12,000 miles, whichever occurs first. Labor is also warranted for the same period if the parts are installed by an authorized Chrysler dealer. Seals and gaskets are covered by Dodge Chrysler Jeep of Winter Haven for 90 days or 3,000 miles whichever occurs first.	DESCRIPTION LABOR AMOUNT PARTS AMOUNT GAS, OIL, LUBE SUBLET AMOUNT MISC. CHARGES TOTAL CHARGES LESS INSURANCE SALES TAX	TOTALS 131.82 660.00 0.00 67.50 1.50 860.82 0.00 17.95
	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.	(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT 878.77

SHOP CHARGES, SHOP SUPPLIES, OR HAZARDOUS WASTE DISPOSAL FEES
"We have added a charge equal to 9.997% of the total cost of labor and parts, not to exceed \$24.88 to the Repair Order for shop supplies used in connection with this repair."
State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [s. 403.718], and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state [s. 403.7185].

CUSTOMER COPY



TOM EDWARDS, Inc.

1425 W. Main St. Phone (863) 533-0793

BARTOW, FLORIDA 33830

Family Owned and Operated Since 1973.

www.edwardschrysler.com



RAM

STATE OF FLORIDA REGISTRATION NO. MV-11817

CUSTOMER NO. [REDACTED]	JOHN LALLY	417	TAG NO. W564	INVT. 05/16/14	[REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 51,173	GRAY/	STOCK NO.
WINTER HAVEN, FL [REDACTED]	11/DODGE/CHARGER/4DR SDN RWD			DELIVERY DATE	DELIVERY MILES
[REDACTED]	VEHICLE NO. 2 B 3 C L 3 C G 3 B H [REDACTED]	SELLING DEALER NO.	PRODUCTION DATE		
[REDACTED]	F.T.E. NO.	P.O. NO.	R 05/16/14		
RESIDENCE PHONE [REDACTED]	COMMENTS				MO: [REDACTED]

LABOR & PARTS

J# 1 26CHZ-27POINT * PERFORM 27 POINT I UNITS: TECH(S):471 0.00
 PERFORMS 27 POINT INSPECTION - CHECK TIRE PRESURES
 CHECK TIRE CONDITIONS - CHECK ALL FLUID LEVELS
 COMPLETED BY TECH

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1 TOTAL PARTS 0.00				
JOB # 1 TOTAL LABOR & PARTS 0.00				

J# 2 26CHZ-EML/WALK EMAIL / WALK AROUND UNITS: 0.00 TECH(S):471 0.00
 EMAIL ADDRESS UPDATE REQUESTED / PERFORMED VEHICLE WALK
 AROUND INSPECTION WITH CUSTOMER
 COMPLETED AS REQUIRED

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

J# 3 26CHZ-LOF *LUBE,OIL,FILTER UNITS: 0.30 TECH(S):471 6.00
 CUSTOMER REQUESTED OIL CHANGE , WITH OIL FILTER AND LUBE
 SERVICE
 Oil & Filter Change W/ Lube 3.6L 2011
 CAR CARE SERVICE PLAN

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 3	1	68079744-AC	FILTER ENGINE 09057	6.88
JOB # 3	6	68055890-AA	OIL 5W20 1081090	2.73
JOB # 3 TOTAL PARTS 23.26				
JOB # 3 TOTAL LABOR & PARTS 29.26				

J# 4 26CHZ16 * ROTATE TIRES UNITS: 0.30 TECH(S):471 9.95
 CUSTOMER REQUESTED TIRE ROTATION
 Rotate Tires 11/14
 CAR CARE SERVICE PLAN

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 4 TOTAL PARTS 0.00				
JOB # 4 TOTAL LABOR & PARTS 9.95				

J# 5 08CHZ * ELECTRICAL UNITS: TECH(S):359 WARRANTY
 CUSTOMER STATES REAR DECKLID LIGHTS ARE INOP AT TIMES
 SOP
 PERFORMED INSPECTION. FOUND SHORT IN TAIL LAMP ON DECK LID
 REPLACED TAIL LAMP ON DECKLID
 MOPAR WARRANTY WINTERHAVEN CHRYSLER

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 5	1	57010652-AF	LAMP BACKUP 0801400	WARRANTY
JOB # 5 TOTAL PARTS WARRANTY 0.00				

Miscellaneous Shop Supplies and Waste Disposal Charges
 This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. F/S 559.905(1)(h)

Tire & Battery Disposal Fee
 The State of Florida requires a \$1.00 to be collected for each new tire sold in the state [s.403.718], and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state [s.403.7185].

Service Guarantee
 We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement fails in normal service within that period, we'll fix it free of charge.

ALL PARTS ARE NEW OR REMANUFACTURED UNLESS OTHERWISE INDICATED
 *U/Used R/Rebuilt RC/Reconditioned NC/No Chg/Warranty RD Reduced/Warranty

SERVICE DEPT. HOURS
 MON. - FRI.
 7:30 AM - 5:00 PM
 SAT 8:00 AM - 1:00 PM

PARTS DEPT. HOURS
 MON. - FRI.
 7:30 AM - 5:00 PM
 SAT 8:00 AM - 1:00 PM



Thank You for servicing your vehicle at Tom Edwards Chrysler Dodge Jeep Ram

The Reynolds and Reynolds Company ERMINTSHE CC227696 Q (08/13)



TOM EDWARDS, Inc.

1425 W. Main St. Phone (863) 533-0793

BARTOW, FLORIDA 33830

Family Owned and Operated Since 1973.

www.edwardschrysler.com



RAM



STATE OF FLORIDA REGISTRATION NO. MV-11817

CUSTOMER	██████████	ADVISOR	JOHN LALLY	417	TAG NO.	1515	INVOICE DATE	03/26/13	INVOICE NO.	██████████	
YEAR / MAKE / MODEL 11/DODGE/CHARGER/4DR SDN RWD	LABOR RATE	LICENSE NO.	MILEAGE	35,090	COLOR	GRAY/	STOCK NO.				
	DELIVERY DATE							DELIVERY MILES			
	VEHICLE I.D. NO. 2 B 3 C L 3 C G 3 B H ██████████							SELLING DEALER NO.	PRODUCTION DATE		
	F.T.E. NO.	P.O. NO.		R.O. DATE		03/26/13					
RESIDENCE PHONE	██████████	COMMENTS									

LABOR & PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
J# 1 26CHZ-27POINT * PERFORM 27 POINT I UNITS. 0.00 TECH(S):359 PERFORMS 27 POINT INSPECTION - CHECK TIRE PRESURES CHECK TIRE CONDITIONS - CHECK ALL FLUID LEVELS COMPLETED BY TECH				0.00
PARTS-----				
JOB # 1 TOTAL PARTS				0.00
JOB # 1 TOTAL LABOR & PARTS				0.00
J# 2 26CHZ-EMAIL ** EMAIL UPDATE ** UNITS: 0.00 TECH(S):359 EMAIL ADDRESS UPDATE REQUESTED !!!!! COMPLETED				0.00
PARTS-----				
JOB # 2 TOTAL PARTS				0.00
JOB # 2 TOTAL LABOR & PARTS				0.00
J# 3 26CHZ-WALK VEH/CUST WALK AROUND UNITS: 0.00 TECH(S):359 PERFORMED VEHICLE WALK AROUND INSPECTION WITH CUSTOMER TIME OF ENTRY / TIME OF EXIT COMPLETED				0.00
PARTS-----				
JOB # 3 TOTAL PARTS				0.00
JOB # 3 TOTAL LABOR & PARTS				0.00
J# 4 05CHZ06 ABS WARNING LIGHT UNITS: TECH(S):359 WARRANTY CUSTOMER STATED THAT ANTILOCK BRAKE WARNING LAMP IS ON PERFORMED DIAGNOSTIC INSPECTION - CONFIRMED ANTILOCK LIGHT FOUND FAULTY RIGHT REAR WHEEL SPEED SENSOR PARTS ON ORDER				WARRANTY
PARTS-----				
JOB # 4 0 4779642-AA SENSOR ANTI-LO 5005 PART ON SPECIAL ORDER ** QUANTITY 1 IS SPECIAL ORDERED **				WARRANTY
JOB # 4 TOTAL PARTS				0.00
JOB # 4 TOTAL LABOR & PARTS				0.00

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Tire & Battery Disposal Fee
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Service Guarantee
We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement fails in normal service within that period, we'll fix it free of charge.

ALL PARTS ARE NEW OR REMANUFACTURED UNLESS OTHERWISE INDICATED
*U/Used R/Rebuilt RC/Reconditioned NC/No Chg/Warranty RD Reduced/Warranty

SERVICE DEPT. HOURS
MON. - FRI.
7:30 AM - 5:00 PM
SAT 8:00 AM - 1:00 PM

PARTS DEPT. HOURS
MON. - FRI.
7:30 AM - 5:00 PM
SAT 8:00 AM - 1:00 PM

Mopar PARTS

Thank You for servicing your vehicle at Tom Edwards Chrysler Dodge Jeep Ram

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TOM EDWARDS, Inc.

1425 W. Main St. Phone (863) 533-0793

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Jeep



RAM

CHRYSLER

DODGE

STATE OF FLORIDA REGISTRATION NO. MV-11817

CUSTOMER NO. [REDACTED]	ADVISOR JOHN LALLY	417 TAG NO. 1515	INVOICE DATE 03/26/13	[REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 35,090	COLOR GRAY/
WINTER HAVEN, FL [REDACTED]	YEAR / MAKE / MODEL 11 / DODGE / CHARGER / 4DR SDN RWD			DELIVERY DATE
[REDACTED]	VEHICLE ID NO. 2 B 3 C L 3 C G 3 B H [REDACTED]			DELIVERY MILES
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 03/26/13	PRODUCTION DATE
RESIDENCE PHONE [REDACTED]	COMMENTS			MO: 35090

TOTALS

<input type="checkbox"/> CASH	<input type="checkbox"/> CHECK#	<input type="checkbox"/> MC/VISA/DISCOVER	TOTAL LABOR....	0.00
<input type="checkbox"/> CHARGE			TOTAL PARTS....	0.00
			TOTAL SUBLET...	0.00
			TOTAL G.O.G....	0.00
			TOTAL MISC CHG.	0.00
			TOTAL MISC DISC	0.00
			TOTAL TAX.....	0.00
			TOTAL INVOICE \$	0.00

Miscellaneous Shop Supplies and Waste Disposal Charges
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ALL PARTS ARE NEW OR REMANUFACTURED UNLESS OTHERWISE INDICATED
*U/Used R/Rebuilt RC/Reconditioned NC/No Chg/Warranty RD Reduced/Warranty

SERVICE DEPT. HOURS
MON. - FRI.
7:30 AM - 5:00 PM
SAT 8:00 AM - 1:00 PM

PARTS DEPT. HOURS
MON. - FRI.
7:30 AM - 5:00 PM
SAT 8:00 AM - 1:00 PM



Thank You for servicing your vehicle at Tom Edwards Chrysler Dodge Jeep Ram

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TOM EDWARDS, Inc.

1425 W. Main St. Phone (863) 533-0793

BARTOW, FLORIDA 33830

Family Owned and Operated Since 1973.

www.edwardschrysler.com



RAM

STATE OF FLORIDA REGISTRATION NO. MV11917

CUSTOMER NO. [REDACTED]	ADVISOR JOHN LALLY	417	TAG NO. W345	INVOICE DATE 03/14/14	[REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 49,323	GRAY/	STOCK NO.
WINTER HAVEN, FL [REDACTED]	11/DODGE/CHARGER/4DR SDN RWD			DELIVERY DATE	DELIVERY MILES
[REDACTED]	VEHICLE I.D. NO. 2 B 3 C L 3 C G 3 B H [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. 03/14/14		
RESIDENCE PHONE [REDACTED]	COMMENTS				MO: 49323

LABOR & PARTS
 J# 1 26CHZ-27POINT * PERFORM 27 POINT I UNITS: 0.00 TECH(S):471 0.00
 PERFORMS 27 POINT INSPECTION - CHECK TIRE PRESURES
 CHECK TIRE CONDITIONS - CHECK ALL FLUID LEVELS
 COMPLETED BY TECH

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
 JOB # 1 TOTAL PARTS 0.00
 JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 26CHZ-EML/WALK EMAIL / WALK AROUND UNITS: 0.00 TECH(S):471 0.00
 EMAIL ADDRESS UPDATE REQUESTED / PERFORMED VEHICLE WALK
 AROUND INSPECTION WITH CUSTOMER
 COMPLETED AS REQUIRED

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

J# 3 08CHZ * ELECTRICAL UNITS: TECH(S):471 0.00
 CUSTOMER STATES THERE REAR TRACK LIGHTING IS OUT
 WILL ADDRESS WITH WINTERHAVE CHRYSLER

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

J# 4 08CHZ15 EADLAMP UNITS: 0.00 TECH(S):471 196.00

PARTS-----QTY-----UNIT PRICE-
 JOB # 4 1 91.46
 JOB # 4 2 39.40
 JOB # 4 TOTAL PARTS 130.86
 JOB # 4 TOTAL LABOR & PARTS 326.86

COMMENTS-----
 CUSTOMER HAS 10

ID: 001
 Merchant ID: [REDACTED]
 Bank ID: 6011
 03/14/14 11:19:08
 Batch#: 073001
 Retrieval Ref #: 99467720

DEBIT Entry Method: Swiped
 Appr Code: 467720 Inv #: 000006
 Total: \$ 107.00

Customer Copy
 THANK YOU
 HAVE A NICE DAY!

Miscellaneous Shop Supplies and Waste Disposal Charges
 This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. F/S 559.905(1)(h)

Tire & Battery Disposal Fee
 The State of Florida requires a \$1.00 to be collected for each new tire sold in the state [s.403.718], and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state [s.403.7185].

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SERVICE DEPT. HOURS
 MON. - FRI.
 7:30 AM - 5:00 PM
 SAT 8:00 AM - 1:00 PM

PARTS DEPT. HOURS
 MON. - FRI.
 7:30 AM - 5:00 PM
 SAT 8:00 AM - 1:00 PM



Thank You for servicing your vehicle at Tom Edwards Chrysler Dodge Jeep Ram

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1425 W. Main St. Phone (863) 533-0793

BARTOW, FLORIDA 33830

Family Owned and Operated Since 1973.

www.edwardschrysler.com

Jeep



DODGE

STATE OF FLORIDA REGISTRATION NO. MV-11817

CUSTOMER NO. [REDACTED]	ADVISOR JOHN LALLY	417	TAG NO w345	INVOICE 03/14/14	[REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 49,323	GRAY/	STOCK NO.
WINTER HAVEN, FL	YEAR / MAKE / MODEL 11 / DODGE / CHARGER / 4DR SDN RWD			DELIVERY DATE	DELIVERY MILES
[REDACTED]	VEHICLE ID NO. 2 B 3 C L 3 C G 3 B H [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 03/14/14		
RESIDENCE PHONE [REDACTED]	COMMENTS				MO: 49323

TOTALS

CASH CHECK# MC/VISA/DISCOVER

CHARGE

TOTAL LABOR.... 196.00
 TOTAL PARTS.... 130.86
 TOTAL SUBLET... 0.00
 TOTAL G.O.G.... 0.00
 TOTAL MISC CHG. 0.00
 TOTAL MISC DISC 0.00
 TOTAL TAX..... 22.89

TOTAL INVOICE \$ 349.75

BY: *[Signature]*

CUSTOMER SIGNATURE _____

Miscellaneous Shop Supplies and Waste Disposal Charges
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 NC/No Chg/Warranty RD Reduced/Warranty

SERVICE DEPT. HOURS
 MON. - FRI.
 7:30 AM - 5:00 PM
 SAT 8:00 AM - 1:00 PM

PARTS DEPT. HOURS
 MON. - FRI.
 7:30 AM - 5:00 PM
 SAT 8:00 AM - 1:00 PM



Thank You for servicing your vehicle at Tom Edwards Chrysler Dodge Jeep Ram

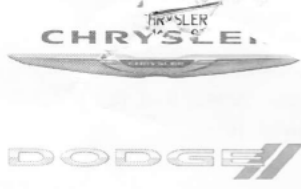
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Date Received: 2014-08-01 18:39:38.148585

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TOM EDWARDS, Inc.

1425 W. Main St. Phone (863) 533-0793

BARTOW, FLORIDA 33830

Family Owned and Operated Since 1973.

www.edwardschrysler.com

Jeep



STATE OF FLORIDA REGISTRATION NO. MV-11817

CUSTOMER NO. [REDACTED]	NAME JOHN LALLY	417	TAG NO. W345	INVOICE DATE 03/14/14	[REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 49,323	GRAY/	STOCK NO.
WINTER HAVEN, FL [REDACTED]	11/DODGE/CHARGER/4DR SDN RWD			DELIVERY DATE	DELIVERY MILES
[REDACTED]	2 B 3 C L 3 C G 3 B H [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. 03/14/14		
RESIDENCE PHONE [REDACTED]	COMMENTS				MO: 49323

LABOR & PARTS	QTY	FP-NUMBER	DESCRIPTION	UNITS	TECH(S)	UNIT PRICE
J# 1 26CHZ-27POINT * PERFORM 27 POINT I UNITS:				0.00	471	0.00
PERFORMS 27 POINT INSPECTION - CHECK TIRE PRESURES CHECK TIRE CONDITIONS - CHECK ALL FLUID LEVELS COMPLETED BY TECH						
PARTS-----				JOB # 1 TOTAL PARTS		0.00
				JOB # 1 TOTAL LABOR & PARTS		0.00
J# 2 26CHZ-EML/WALK EMAIL / WALK AROUND UNITS:				0.00	471	0.00
EMAIL ADDRESS UPDATE REQUESTED / PERFORMED VEHICLE WALK AROUND INSPECTION WITH CUSTOMER COMPLETED AS REQUIRED						
PARTS-----				JOB # 2 TOTAL PARTS		0.00
				JOB # 2 TOTAL LABOR & PARTS		0.00
J# 3 08CHZ * ELECTRICAL UNITS:					471	0.00
CUSTOMER STATES THERE REAR TRACK LIGHTING IS OUT WILL ADDRESS WITH WINTERHAVE CHRYSLER						
PARTS-----				JOB # 3 TOTAL PARTS		0.00
				JOB # 3 TOTAL LABOR & PARTS		0.00
J# 4 08CHZ15 HEADLAMP UNITS:				2.00	471	196.00
CUSTOMER STATES THE HEAD LAMPS ARE INOP COMPLETED HEAD LAMP REPAIRS AS APPROVED						
PARTS-----				JOB # 4 TOTAL PARTS		130.86
JOB # 4	1	68184754-AA	WIRING JUMPER 80150	91.46		91.46
JOB # 4	2	L0000H11	BULB HEADLAMP 80440	19.70		39.40
				JOB # 4 TOTAL LABOR & PARTS		326.86

COMMENTS
CUSTOMER HAS 100\$ DED

Miscellaneous Shop Supplies and Waste Disposal Charges
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*U/Used R/Rebuilt RC/Reconditioned NC/No Chg/Warranty RD Reduced/Warranty

SERVICE DEPT. HOURS
MON. - FRI.
7:30 AM - 5:00 PM
SAT 8:00 AM - 1:00 PM

PARTS DEPT. HOURS
MON. - FRI.
7:30 AM - 5:00 PM
SAT 8:00 AM - 1:00 PM



Thank You for servicing your vehicle at Tom Edwards Chrysler Dodge Jeep Ram

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TOM EDWARDS CHRYSLER DODGE
1425 W. MAIN ST.
BARTOW, FL 33830
PHONE #(863) 533-0793

TOM EDWARDS, Inc.

1425 W. Main St. Phone (863) 533-0793

BARTOW, FLORIDA 33830

Family Owned and Operated Since 1973.

www.edwardschrysler.com

Jeep



Sale

ID: 001
Merchant ID: 520000047364
Bank ID: 6011

03/14/14 11:19:08
Batch#: 073001
Retrieval Ref #: 99467720

DEBIT Entry Method: Swiped

Appr Code: 467720 Inv #: 000006

Total: \$ 107.00

Customer Copy
THANK YOU
HAVE A NICE DAY!

STATE OF FLORIDA REGISTRATION NO. MV-11817

ADVISOR JOHN LALLY	417	TAG NO. w345	INVOICE 03/14/14	
LABOR RATE	LICENSE NO.	MILEAGE 49,323	GRAY/	STOCK NO.
YEAR/MAKE/MODEL 11/DODGE/CHARGER/4DR SDN RWD			DELIVERY DATE	DELIVERY MILES
VEHICLE ID NO. 2 B 3 C L 3 C G 3 B H			SELLING DEALER NO.	PRODUCTION DATE
F.T.E. NO.	P.O. NO.		R.O. NO. 03/14/14	
COMMENTS				MO: 49323

LABOR & PARTS
J# 1 26CHZ-27POINT * PERFORM 27 POINT I UNITS: 0.00 TECH(S):471 0.00

PERFORMS 27 POINT INSPECTION - CHECK TIRE PRESURES
CHECK TIRE CONDITIONS - CHECK ALL FLUID LEVELS
COMPLETED BY TECH

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
JOB # 1 TOTAL PARTS 0.00
JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 26CHZ-EML/WALK EMAIL / WALK AROUND UNITS: 0.00 TECH(S):471 0.00

EMAIL ADDRESS UPDATE REQUESTED / PERFORMED VEHICLE WALK
AROUND INSPECTION WITH CUSTOMER
COMPLETED AS REQUIRED

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

J# 3 08CHZ * ELECTRICAL UNITS: TECH(S):471 0.00

CUSTOMER STATES THERE REAR TRACK LIGHTING IS OUT
WILL ADDRESS WITH WINTERHAVE CHRYSLER

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

J# 4 08CHZ15 HEADLAMP UNITS: 2.00 TECH(S):471 196.00

CUSTOMER STATES THE HEAD LAMPS ARE INOP
COMPLETED HEAD LAMP REPAIRS AS APPROVED

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
JOB # 4 1 68184754-AA WIRING JUMPER 80150 91.46 91.46
JOB # 4 2 L0000H11 BULB HEADLAMP 80440 19.70 39.40
JOB # 4 TOTAL PARTS 130.86
JOB # 4 TOTAL LABOR & PARTS 326.86

COMMENTS
CUSTOMER HAS 100\$ DED

Miscellaneous Shop Supplies and Waste Disposal Charges
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ALL PARTS ARE NEW OR REMANUFACTURED UNLESS OTHERWISE INDICATED
*U/Used R/Rebuilt RC/Reconditioned
NC/No Chg/Warranty RD Reduced/Warranty

SERVICE DEPT. HOURS
MON. - FRI.
7:30 AM - 5:00 PM
SAT 8:00 AM - 1:00 PM

PARTS DEPT. HOURS
MON. - FRI.
7:30 AM - 5:00 PM
SAT 8:00 AM - 1:00 PM



Thank You for
servicing your
vehicle at
Tom Edwards
Chrysler Dodge
Jeep Ram

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CUSTOMER #: [REDACTED]

122846



CHRYSLER

Winter Haven



INVOICE

299 Cypress Gardens Blvd.
Winter Haven, FL 33880
Tel (863) 299-1243

www.dcjofwh.com · Email: Info@dcjofwh.com

WINTER HAVEN, FL

PAGE 1

MV-46523 · STATE OF FLORIDA REGISTRATION NO.

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

SERVICE ADVISOR: 7333 RICHARD GRAVES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
TUNGSTEN	11	DODGE CHARGER	2B3CL3CG3BH [REDACTED]		45025/45025	T09	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05MAR11	IS		17:30	08JUL14	0.00	CASH	08JUL14
R.O. OPENED	READY	OPTIONS: SOLD-STK: BH512009 ENG: 3.6_Liter					
10:18	08JUL14	16:16	08JUL14				

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

A C/S NO START NO POWER ADVISE
 300 ALTERNATOR SHORTED REPLACED ALTERNATOR
 AUTH#58101825A
 34 CEXT
 1 RL801779AG ALTERNATO-ENGINE 505.00 131.82 131.82
 505.00 505.00 505.00
 SUBL BOLTON TOWING
 CEXT 67.50 67.50
 PARTS: 505.00 LABOR: 131.82 OTHER: 67.50 TOTAL LINE A: 704.32
 45025 FOUND ALTERNATOR BURNT AND DRAINED ALL BATTERY POWER REMOVED
 AND REPLACED ALTERNATOR AND TESTED OK AT THIS TIME

B VEHICLE MAINTENANCE INSPECTION
 INSP VEHICLE MAINTENANCE INSPECTION
 34 C 0.00 0.00
 1 BB94R750AA *BATTERY-STORAGE 175.24 155.00 155.00
 1 BATT STATE DISPOSAL BATTERY FEE 1.50 1.50 1.50
 PARTS: 155.00 LABOR: 0.00 OTHER: 1.50 TOTAL LINE B: 156.50

C HEADLAMP WIRING
 MISC MISCELLANEOUS
 34 C 0.00 0.00
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

PAID
 DATE 7-8-14
 CHECK NO 11 ACT
 CASH 25000 274432445

All parts are new or factory rebuilt unless specified otherwise. Replaced parts will be returned unless specified otherwise. Parts replaced under the manufacturer's warranty are retained by the dealer for inspection by the manufacturer.	RETAIN PARTS <input type="checkbox"/> YES <input type="checkbox"/> NO	DISCLAIMER OF WARRANTIES The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. Chrysler parts, excluding seals and gaskets, are warranted for 1 year or 12,000 miles, whichever occurs first. Labor is also warranted for the same period if the parts are installed by an authorized Chrysler dealer. Seals and gaskets are covered by Dodge Chrysler Jeep of Winter Haven for 90 days or 3,000 miles whichever occurs first.	DESCRIPTION LABOR AMOUNT PARTS AMOUNT GAS, OIL, LUBE SUBLET AMOUNT MISC. CHARGES TOTAL CHARGES LESS INSURANCE SALES TAX PLEASE PAY THIS AMOUNT	TOTALS 131.82 660.00 0.00 67.50 1.50 860.82 0.00 17.95 878.77
	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.		(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE

SHOP CHARGES, SHOP SUPPLIES, OR HAZARDOUS WASTE DISPOSAL FEES
 "We have added a charge equal to 9.997% of the total cost of labor and parts, not to exceed \$24.88 to the Repair Order for shop supplies used in connection with this repair."
 State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [s. 403.718], and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state [s. 403.7185].

DOJGE WINTER HAVEN
299 CYPRESS GARDENS BLVD
WINTER HAVEN, FL 33880
(863) 595-2130

122846



CHRYSLER

Winter Haven



299 Cypress Gardens Blvd.
Winter Haven, FL 33880
Tel (863) 299-1243

INVOICE

www.dcjofwh.com · Email: Info@dcjofwh.com

MV-46523 · STATE OF FLORIDA REGISTRATION NO.

ID: 001
Merchant ID: [REDACTED]
Bank ID: 1340
07/08/14
Batch#: 189001
Retrieval Ref #: 38442063

16:18:00

PAGE 1

Sale

E/MODEL		VIN		LICENSE		MILEAGE IN / OUT		TAG	
CHARGER		2B3CL3CG3BH				45025/45025		T09	
R. EXP.	PROMISED	PO NO.	RATE	PAYMENT		INV. DATE			
	17:30	08JUL14	0.00	CASH		08JUL14			
ADY		OPTIONS: SOLD-STK: BH512009 ENG: 3.6_Liter							
)8JUL14									

VISA Entry Method: Swiped
Appr Code: 936013
Total: \$ 250.00

Customer Copy

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

A C/S NO START NO POWER ADVISE
300 ALTERNATOR SHORTED REPLACED ALTERNATOR
AUTH#58101825A
34 CEXT
1 RL801779AG ALTERNATO-ENGINE 505.00 131.82 131.82
SUBL BOLTON TOWING 505.00 505.00 505.00
CEXT 67.50 67.50
PARTS: 505.00 LABOR: 131.82 OTHER: 67.50 TOTAL LINE A: 704.32
45025 FOUND ALTERNATOR BURNT AND DRAINED ALL BATTERY POWER REMOVED
AND REPLACED ALTERNATOR AND TESTED OK AT THIS TIME

B VEHICLE MAINTENANCE INSPECTION
INSP VEHICLE MAINTENANCE INSPECTION
34 C 0.00 0.00
1 BB94R750AA *BATTERY-STORAGE 175.24 155.00 155.00
1 BATTF STATE DISPOSAL BATTERY FEE 1.50 1.50 1.50
PARTS: 155.00 LABOR: 0.00 OTHER: 1.50 TOTAL LINE B: 156.50

C HEADLAMP WIRING
MISC MISCELLANEOUS
34 C 0.00 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

PAID
DATE 7-8-14
CHECK NO 119 AC#
CASH 25000 274452445

DESCRIPTION	TOTALS
LABOR AMOUNT	131.82
PARTS AMOUNT	660.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	67.50
MISC. CHARGES	1.50
TOTAL CHARGES	860.82
LESS INSURANCE	0.00
SALES TAX	17.95
PLEASE PAY THIS AMOUNT	878.77

All parts are new or factory rebuilt unless specified otherwise. Replaced parts will be returned unless specified otherwise. Parts replaced under the manufacturer's warranty are retained by the dealer for inspection by the manufacturer.

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.

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

DISCLAIMER OF WARRANTIES
The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. Chrysler parts, excluding seals and gaskets, are warranted for 1 year or 12,000 miles, whichever occurs first. Labor is also warranted for the same period if the parts are installed by an authorized Chrysler dealer. Seals and gaskets are covered by Dodge Chrysler Jeep of Winter Haven for 90 days or 3,000 miles whichever occurs first.

SHOP CHARGES, SHOP SUPPLIES, OR HAZARDOUS WASTE DISPOSAL FEES
"We have added a charge equal to 9.997% of the total cost of labor and parts, not to exceed \$24.88 to the Repair Order for shop supplies used in connection with this repair."
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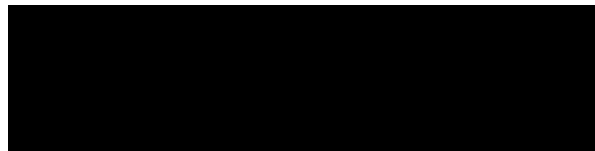
PE14-022

CHRYSLER

10-3-2014

ENCLOSURE 4

CAIRS



Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2014-08-05 17:40:25.890203

Files Not Recieved: 0

Here it is - I hope you get it!

CUSTOMER #: 302758



Dodge Ram AVONDALE

INVOICE

10101 W. Papago Freeway · Avondale, AZ 85323
Service Direct (623) 298-1237 · Fax (623) 925-0215
Main (623) 925-0011

DUPLICATE 1
PAGE 1

LarryHMillerDodgeRamAvondale.com

PHOENIX, AZ

HOME:

CONT:

BUS:

CELI:

SERVICE ADVISOR: 426 ROBERT CARTER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLUE	12	DODGE CHARGER	2C3CDXBG9CH		71660/71660	T5891

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
29FEB12 IS			17:00 24JUL14			CASH	24JUL14

R.O. OPENED READY OPTIONS: DLR:45604 ENG:3.6_Liter

07:31 23JUL14 12:44 24JUL14

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

A CUSTOMER STATES LOSS OF POWER INSPECT BATTERY & ALTERNATOR
400 Electrical

224	CP					125.00	125.00
PARTS:	0.00	LABOR:	125.00	OTHER:	0.00	TOTAL LINE A:	125.00

71660 FOUND BATTERY TO FAIL LOAD TEST AND ALTERNATOR TO FAIL CHARGING TEST, GAVE ESTIMATE ON REPAIR, UPON INSPECTION FOUND PASS SIDE LOWER CONTROL ARM BUSHING BLOWN OUT ARM LOOSE, ALSO FOUND ALL FOUR TIRES WITH LOW TREAD AND REAR TIRES SHOWING WIRE GAVE ESTIMATE ON REPAIRS

B** Multi Point Inspection
15 Multi Point Inspection

224	CP					0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00

71660 REAR TIRES UNSAFE TO DRIVE BELT SHOWING THROUGH ON LEFT REAR -- CUSTOMER DECLINED TIRES -- FRONT LOWER CONTROL ARMS NEED REPLACED CUSTOMER DECLINED REPAIRS -- ALTERNATOR AND BATTERY NEED REPLACED CUSTOMER DECLINED REPAIRS

EST: 125.00 23JUL14 07:31 SA: 426

Thank you for your business!
It is important to us that you are completely satisfied with our work and how you were treated. Please take the time to return the Chrysler survey. Please let us know if there is any reason you could not give us a completely satisfied rating.

Disclaimer of Warranties: Any warranties on the products sold hereby are those of the manufacturer. LARRY H. MILLER DODGE RAM AVONDALE HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE and Larry H. Miller Dodge Ram Avondale, neither assumes nor authorizes any other person to assume for it any liability in connection with this sale. For a detail of your warranty see your service advisor/consultant or ASM.

SUPPLIES: A token charge not to exceed 8% of the labor charge is included for supplies used on your vehicle. Applicable supply items are: aerosols, solvents, rags, wipes, protective gloves, nuts, bolts, washers, tape, pins, towels, solder, wire, sealers, battery cleaners, lubricant spray and etc.
A HAZARDOUS WASTE DISPOSAL charge will be made for hazardous material removed from your vehicle. Hazardous waste include: Oils, gasoline, antifreeze, freon, tires, batteries, etc.

DESCRIPTION	TOTALS
LABOR AMOUNT	125.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	125.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	125.00

CUSTOMER SIGNATURE

CUSTOMER COPY

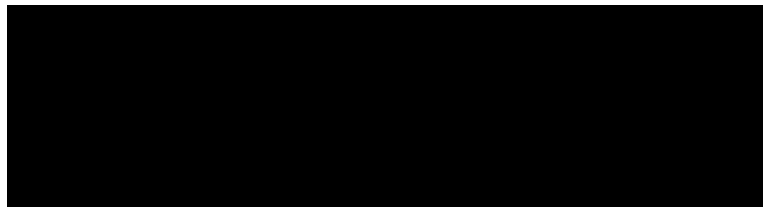
PE14-022

CHRYSLER

10-3-2014

ENCLOSURE 4

CAIRS



Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2014-09-06 14:15:49.068544

Files Not Recieved: 0



Medtronic
MINIMED

FAX COVER SHEET

Minimed Distribution
18302 Talavera Ridge
San Antonio, TX 78257

Date: Thursday, September 04, 2014 8:39:24 AM

Fax: 801-736-3929

To: ATTN: J1-139 TEAM: N

Phone:

From: [REDACTED]

Fax:

Number of pages including cover 08
sheet:

Phone: (+1-800) 646-4633

NOTES: At your request, we are faxing the following materials to you. The materials may contain personal health information. We urge you to handle this information as required by applicable law. If you need to change the fax number for future transmissions, please notify your Medtronic Representative.

ATTN J1-138
TEAM: N
CAIR 25365995
CUSTOMER NAME: [REDACTED]
MESSAGE DOCUMENTS FOR REIMBURSTMENT FOR JB

CONFIDENTIALITY NOTICE: The information contained in this facsimile message may be legally privileged and confidential information intended only for the use of the individual or entity named above. We believe the individual named to be a representative of said entity. If the reader of this message is not the intended recipient, it is not an employee of the sender, direct or indirect, or the recipient, and any disclosure, distribution, copying, or other use of this information is strictly prohibited. If you have received this message in error, please notify the sender immediately by e-mail or by telephone. If you are not the intended recipient, you should not disseminate, distribute or copy this e-mail. Please notify the sender immediately by e-mail if you have received this e-mail by mistake. If you are not the named addressee you should not disseminate, distribute or copy this e-mail. Please notify the sender immediately by e-mail if you have received this e-mail by mistake. If you are not the named addressee you should not disseminate, distribute or copy this e-mail. Please notify the sender immediately by e-mail if you have received this e-mail by mistake. If you are not the named addressee you should not disseminate, distribute or copy this e-mail. Please notify the sender immediately by e-mail if you have received this e-mail by mistake.

NORTH STAR

Jeep



7242 San Pedro
 Houston, TX 75216
 Phone (214) 249-7500
 Fax (214) 249-7553
 www.nadodge.com

Item	Description	Quantity	Unit Price	Total Price	Notes
1	Oil	1	100.00	100.00	
2	Filter	1	20.00	20.00	
3	Wash	1	10.00	10.00	
4	Wax	1	10.00	10.00	
5	Wax	1	10.00	10.00	
6	Wax	1	10.00	10.00	
7	Wax	1	10.00	10.00	
8	Wax	1	10.00	10.00	
9	Wax	1	10.00	10.00	
10	Wax	1	10.00	10.00	
11	Wax	1	10.00	10.00	
12	Wax	1	10.00	10.00	
13	Wax	1	10.00	10.00	
14	Wax	1	10.00	10.00	
15	Wax	1	10.00	10.00	
16	Wax	1	10.00	10.00	
17	Wax	1	10.00	10.00	
18	Wax	1	10.00	10.00	
19	Wax	1	10.00	10.00	
20	Wax	1	10.00	10.00	
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95	Wax	1	10.00	10.00	
96	Wax	1	10.00	10.00	
97	Wax	1	10.00	10.00	
98	Wax	1	10.00	10.00	
99	Wax	1	10.00	10.00	
100	Wax	1	10.00	10.00	



Medtronic
MINIMED

FAX COVER SHEET

Minimed Distribution
18302 Talavera Ridge
San Antonio, TX 78257

Date: Thursday, August 21, 2014 12:49:40 PM

Fax: 801-736-3929

To: ATTN: J1-138, TEAM: N

Phone:

From: [REDACTED]

Fax:

Number of pages including cover 06
sheet:

Phone: (+1-800) 646-4633

NOTES: At your request, we are faxing the following materials to you. The materials may contain personal health information. We urge you to handle this information as required by applicable law. If you need to change the fax number for future transmissions, please notify your Medtronic Representative.

ATTN: J1-138

TEAM: N

CAIR# [REDACTED]

CUSTOMER NAME: [REDACTED]

MESSAGE: DOCUMENTS FOR REIMBURSEMENT FOR JB

CONFIDENTIALITY NOTE: The information contained in this facsimile message may be legally privileged and confidential information intended only for the use of the individual or entity named above. We believe the individual named to be a representative of said entity. If the reader of this message is not the intended recipient, you are not an employee of the entity named, and a reply should not be sent. If you have received this distribution in error, please notify the sender immediately by e-mail at [REDACTED] or by telephone at [REDACTED]. If you are not the intended recipient, you should not disseminate, distribute or take any action in reliance on the contents of this information. If you have received this in error, please notify the sender immediately by e-mail at [REDACTED] or by telephone at [REDACTED].

To whom it may concern:

My name is [REDACTED] and I am filing a claim for a non-recall claim. I have included all information requested. Paul Simmons has been working with me to investigate the issue, he is the safety defects investigator. Please contact me directly at [REDACTED] and leave a voicemail if I am not available or after hours [REDACTED] at my cell phone, both I give consent for a detailed voice message. My vehicle was in the shop two separate times totaling \$560.06 which I am expecting to be reimbursed for. Thank you for your time and attention.

Address: [REDACTED] San Antonio, tx [REDACTED]

Vehicle Owner name: [REDACTED]

Vehicle owner address is the same.

Day and evening ph# [REDACTED]

Vehicle Identification Number (VIN) 2C3CDXBG8CH [REDACTED]

Current vehicle mileage and mileage at time of issue began 49,998 and 49,398

Name and number of facility where vehicle was serviced:

North Star Dodge 210-249-7500

Ancira Dodge 210-558-1500

Name and number of dealership where vehicle was purchased: Chacon Auto 210-922-4000

Date of purchase and service

Date of purchase: 10/12/12

Dates of service: 07/24/2014- North Star and 07/31/2014- Ancira

Description of concern: The bad alternator killed my battery while I was driving the vehicle. First repair replaced battery, total was \$310.06 I should NOT have had to pay for at all.

Second repair replaced the alternator and that was \$250.00 The alternator should have still been in great working condition but the manufacture of this part did not manufacture it to quality standard, it was a defective alternator.

The requested action:

I would like to have both service repairs refunded in full for a total of \$560.06.

Original repair order and original proof of payment have been attached.

****I am requesting reimbursement consideration due to several reasons. I was verbally guaranteed by a Chrysler tier 2 representative that I would be reimbursed for all repairs by Chrysler by submitting a reimbursement request. I was also promised roadside assistance on more than one occasion but was denied each time a roadside specialist would set up the assistance. My car lost complete power while I was driving. I had no control over the brakes, steering, or anything. I could have caused a major vehicle collision. I refused to drive my car after this incident due to the potential safety concern of this happening again, even after I replaced the battery. I contacted the NHTSA to report this safety concern. I have been informed they are investigating this issue. This may be considered as a recall soon. I am submitting this request as a non-recall related expense since the recall has not been confirmed.

CHRYSLER



NORTH STAR

7242 San Pedro
San Antonio, TX 78216
Phone (210) 249-7500
Fax (210) 249-7553
www.nsdodge.com

SALES REP: [REDACTED] CELL: [REDACTED]
 NAME: CHARLES [REDACTED] 377 7173
 ADDRESS: [REDACTED]
 CITY: SAN ANTONIO, TX
 STATE: TX ZIP: 78216
 VIN: 2C3CDX8G8CH [REDACTED]
 MODEL: [REDACTED]
 DATE: 07/24/14

LABOR & PARTS	QTY	FR NUMBER	DESCRIPTION	UNIT PRICE	TOTAL
JOB # 1 05042 ENGINE C/S WHILE DRIVING SMOKE COME OUT FROM UNDER THE HOOD WHEN THE VEHICLE TURN OFF. W/O TO JUMP START TEST BATTERY WHO HAS CELL WEIRD BATTERY REPLACE BATTERY AND TEST STARTING AND CHARGING BATTERY ALTERNATOR MAKING NOISE CUSTOMER DECLINED REPLACEMENT OF ALTERNATOR DUE TO NOISE TEST SMOKE UNABLE TO DUPLICATE SMOKE ISSUE.			UNITS: 2.00 TECHNICIAN:2450	109.00	
JOB # 2 05042 SEATBELTS NO SEAT BELT BUCKLE CONNECTING COMMANDER NO RECALL INSPECT WORKING HAS SPLICES AS INDICATED IN RECALL NO YELLOW 4 WAY CONNECTOR TO REPLACE INSPECT ONLY LOP CONNECTING BUCKLES			UNITS: 2.00 TECHNICIAN:2450	109.00	
JOB # 3 050420016 27 POINT INSPECTION L26 PERFORM 27 POINT INSPECTION NEWSPAPER 27 POINT INSPECTION			UNITS: 0.00 TECHNICIAN:2450	0.00	
JOB # 1 BATTERY 1 80017730-AA	1		BATTERY 1 80017730-AA	175.00	175.00
TOTAL - REPAIR				109.00	109.00
TOTAL - WASH				10.00	10.00
TOTAL				119.00	119.00

Warranty and repairing your car inevitably involves the use of original parts and the generation of waste materials, oils, solvents, fluids, lubricants, oil filters, batteries, tires, etc. You must be aware, understand and disposed of in strict compliance with Federal, State and local environmental regulations. We suggest that you inform your customers of this. Because these measures help ensure a safer and healthier environment for everyone, a charge for disposal and customer is made on each invoice. This fee is shown as **Waste Disposal** & charge for disposal of hazardous waste must not be shown as **Waste Disposal Fee**.

Statement of Workmanship
 The laborer's workmanship and the accuracy of the parts and materials used in the repair are guaranteed. We do not accept any responsibility for damage to the vehicle or its contents caused by the repair work or the use of parts or materials used in the repair.

Customer's attention is directed to the fact that we do not accept any responsibility for damage to the vehicle or its contents caused by the repair work or the use of parts or materials used in the repair.

WARRANTY INFORMATION
 1. We warrant the repair work and the accuracy of the parts and materials used in the repair. We do not accept any responsibility for damage to the vehicle or its contents caused by the repair work or the use of parts or materials used in the repair.

TOTAL LABOR	109.00
TOTAL PARTS	175.00
TOTAL WASH	10.00
TOTAL TAX	14.44
TOTAL INVOICE \$	212.00

ARE INVOICE

ANCIRA

ANCIRA CHRYSLER JEEP DODGE
 10807 IH-10 WEST
 SAN ANTONIO, TX 78230
 210-558-1500 800-972-5374

CUSTOMER NO		ADVISOR PAUL CARTER		IAO NO 993985	IAO NO 1281	INVOICE DATE 07/31/14	
RESIDENCE PHONE		BUSINESS PHONE		LABOR RATE 49,398	LICENSE NO	RELEASE	STOCK NO
YEAR / MAKE / MODEL 12/DODGE/CHARGER/4DR SDN SE RWD				DELIVER DATE		DELIVERY MILES	
VEHICLE ID NO				SELLING DEALER NO		PRODUCTION DATE	
FTE NO				P O NO		P O DATE 07/30/14	
COMMENTS							

LABOR & PARTS
 # 1 50CHZ

ENG ELEC CONCERN
 C/S BATTERY WAS REPLACED AT NORTH STAR AND CAR IS NOT RUNNING PROPERLY. BATTERY SAVER MODE IS ON. RADIO IS NOT WORKING. DASH INDICATORS DIMMING IN AND OUT.
 -ANTI-SKID LIGHT ON
 -ABS LIGHT ON
 -DASH LIGHTS AND RADIO DIM
 -RADIO TURNS OFF BY ITSELF
 -WON'T START ON DRIVE
 -BURNING SMELL COMING FROM UNDER THE HOOD.
 BATTERY LOW CAUSED BY FAILED ALTERNATOR.
 REPLACED ALTERNATOR, CHARGED AND TESTED BATTERY, TESTED ELECTRICAL SYSTEM - ALL PASSED VEHICLE OPERATING NORMAL.
 ALSO REPLACED DRIVE BELT.

TECH(S):993693

WARRANTY

Maintaining and repairing your car inevitably involves the use of chemicals and the generation of wastes (solvents, oil, caustics, leads, acids, oil filters, batteries, tires, etc.) that must be stored, managed and disposed of in strict compliance with Federal, State and local environmental regulations. We support these regulations and believe our customers help do also, because these measures help ensure a safer and healthier environment for everyone. A charge for supplies and materials is made on each invoice. This will be shown as State Supplies. A charge for disposal of hazardous waste items will be shown as Hazardous Waste Fees.

MO: 49401

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
JOB # 1	1	RL801779-AG	ALTERNATO ENGIN 4		
JOB # 1	1	5184647-AB	BELT SERPENTINE 1		
JOB # 1	-1	RL801779-AG	CORE RETURN		

JOB # 1 TOTAL PARTS

WARRANTY
 WARRANTY
 WARRANTY
 0.00

JOB # 1 TOTAL LABOR & PARTS

0.00

J# 2+70CHZ
 Added Operation (3JOHNS @ 07/30/2014 18:32)
 SUBLET CONCERN
 TECH(S):993693
 FIAT GOODWILL LOANER - VIN# 743987 - MILES OUT 2,704 - RED

WARRANTY

DISCLAIMER OF WARRANTIES
 Any warranties on the products sold hereby are those made by the manufacturer. This dealership hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and this dealership neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Customer gives the dealership an express mechanic's lien on the vehicle described, such lien to secure the cost of the repairs made to such vehicle.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
JOB # 2 TOTAL PARTS					

JOB # 2 TOTAL LABOR & PARTS

0.00

J# 3+51CHZ
 Added Operation (3JOHNS @ 07/31/2014 08:20)
 BODY ELEC CONCERN
 TECH(S):993693
 TSB 21-005-13 TRANSMISSION CONTROL MODULE SOFTWARE.
 SOFTWARE UPDATE FOR TCM.
 UPDATED TCM SOFTWARE.

WARRANTY

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
JOB # 3 TOTAL PARTS					

JOB # 3 TOTAL LABOR & PARTS

0.00

MISC	CODE	DESCRIPTION	CONTROL NO
JOB # 1	CDED	DEDUCTIBLE - CUSTOMER PAY	394041
JOB # 1	DDED	WARRANTY DEDUCTIBLE	394041
TOTAL - MISC			250.00

WARRANTY
 250.00

COMMENTS
 CHRYSLER CAIR CASE
 ONE-TIME GOODWILL ASSISTANCE PER AREA MANAGER WITH A \$250.00 CO-PAY FROM CUSTOMER.

Customer Signature

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, §96.06, 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 CHECK OR THE CREDIT CARD HOLDER HAS NOT AGREED OR THE ACCOUNT UNDER WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.

ANCIRA

ANCIRA CHRYSLER JEEP DODGE
10807 IH-10 WEST
SAN ANTONIO, TX 78230
210-558-1500 800-972-5374

CUSTOMER NO		ADDRESS PAUL CARTER		FAIRING 993985	INVOICE DATE 07/31/14	LICENSE NO	
RESIDENCE PHONE		LABOR RATE	LICENSE NO	FAIRING 1281	COLOR	STOCK NO	
BUSINESS PHONE		MILEAGE 49,398			DELIVERY DATE	DELIVERY MILES	
COMMENTS		YEAR MAKE MODEL 12/DODGE/CHARGER/4DR SDN SE RWD			SELLING DEALER NO	PRODUCTION DATE	
		VEHICLE ID NO			R.O DATE 07/30/14		

TOTALS ----- MO: 49401

 * NEXT RECOMMENDED SERVICE:
 * 01/28/2015 / 528 MI 01CHZ1ROTATE TIRE ROTATION *

In an effort to safeguard your privacy it is necessary to retain, store, and dispose of private documents. The fee for these necessities is \$1.50 per invoice.

 ***** THANK YOU FOR YOUR BUSINESS *****

You may receive a questionnaire, survey call, or email from the manufacturer in the next few weeks. If for any reason you cannot answer "COMPLETELY SATISFIED" please contact our Service Manager (Philip Germain) at 210-558-2631 or email at pgermain@Ancira.com

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	250.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE \$	250.00

Maintaining and repairing your car inevitably involves the use of chemicals and the generation of waste liquids, oils, coolants, leads, asbestos, air filters, batteries, tires, etc.) that must be stored, managed and disposed of in strict compliance with Federal, State and local environmental regulations. We support these regulations and believe our customers do also because these measures help ensure a safer and healthier environment for everyone. A charge for supplies and materials is made on each invoice. This will be shown as Shop Supplies. A charge for disposal of hazardous waste items will be shown as Hazardous Waste Fees.

DISCLAIMER OF WARRANTIES
 Any warranties on the products sold hereby are those made by the manufacturer. This dealership hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and this dealership neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Customer gives the dealership an express mechanic's lien on the vehicle described, such lien to secure the cost of the repairs made to such vehicle.

Customer Signature

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, §66.06, 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, THE CHECK IS BECAUSE THE CHECK IS ON DRAWN ON THE ORDER OR THE CREDIT CARD NUMBER HAS NO ACCOUNT OR THE ACCOUNT UNDER WHICH THE CHECK WAS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.

CUSTOMER SIGNATURE

Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2014-09-16 22:01:14.107947

Files Not Recieved: 0



Medtronic
MINIMED

FAX COVER SHEET

Minimed Distribution
18302 Talavera Ridge
San Antonio, TX 78257

Date: Monday, September 08, 2014 2:54:32 PM Fax: 801-736-3929

To: ATTENTION: JI-138, TEAM:N, CUSTOMER'S NAME: [REDACTED]

From: [REDACTED] Fax:

Number of pages including cover 07 Phone: (+1-800) 646-4633
sheet:

NOTES: At your request, we are faxing the following materials to you. The materials may contain personal health information. We urge you to handle this information as required by applicable law. If you need to change the fax number for future transmissions, please notify your Medtronic Representative.

ATTENTION: JI-138, TEAM:N, CUSTOMER'S NAME: [REDACTED]

CAIR#: [REDACTED]

DOCUMENTS FOR REVIEW FOR CAR BATTERY REPLACEMENT

CONFIDENTIALITY NOTE: The information contained in this transmittal message may be legally privileged and confidential information intended only for the use of the individual or entity named above. We believe the individual named to be a representative of said entity. If the reader of this message is not the intended recipient, he is not an employee of the entity named, and any review, copying, distribution, or other use of the information contained in this message is strictly prohibited. If you have received this message in error, please notify the sender immediately by e-mail or by telephone. Do not disseminate the information contained in this message.



Medtronic
MINIMED

FAX COVER SHEET

Minimed Distribution
18302 Talavera Ridge
San Antonio, TX 78257

Date: Thursday, August 21, 2014 12:49:40 PM

Fax: 801-736-3929

To: ATTN: J1-138, TEAM: N

Phone:

From: [REDACTED]

Fax:

Number of pages including cover 06
sheet:

Phone: (+1-800) 646-4633

NOTES: At your request, we are faxing the following materials to you. The materials may contain personal health information. We urge you to handle this information as required by applicable law. If you need to change the fax number for future transmissions, please notify your Medtronic Representative.

ATTN: J1-138

TEAM: N

CAIR# [REDACTED]

CUSTOMER NAME: [REDACTED]

MESSAGE: DOCUMENTS FOR REIMBURSEMENT FOR JB

CONFIDENTIALITY NOTE: The information contained in this facsimile message may be legally privileged and confidential information intended only for the use of the individual or entity named above. We believe the individual named to be a representative of said entity. If the reader of this message is not the intended recipient, or is not an authorized party, you should not disseminate, distribute or copy this e-mail. If you have received this telephonic e-mail, please notify the sender immediately by e-mail if you have received this telephonic e-mail. Please notify the sender immediately by e-mail if you have received this telephonic e-mail. Thank you.

To whom it may concern:

My name is [REDACTED] and I am filing a claim for a non-recall claim. I have included all information requested. Paul Simmons has been working with me to investigate the issue, he is the safety defects investigator. Please contact me directly at [REDACTED] and leave a voicemail if I am not available or after hours [REDACTED] at my cell phone, both I give consent for a detailed voice message. My vehicle was in the shop two separate times totaling \$560.06 which I am expecting to be reimbursed for. Thank you for your time and attention.

Address [REDACTED] San Antonio, tx [REDACTED]

Vehicle Owner name: [REDACTED]

Vehicle owner address is the same.

Day and evening ph# [REDACTED]

Vehicle Identification Number (VIN) 2C3CDXBG8CH [REDACTED]

Current vehicle mileage and mileage at time of issue began 49,998 and 49,398

Name and number of facility where vehicle was serviced:

North Star Dodge 210-249-7500

Ancira Dodge 210-558-1500

Name and number of dealership where vehicle was purchased: Chacon Auto 210-922-4000

Date of purchase and service

Date of purchase: 10/12/12

Dates of service: 07/24/2014- North Star and 07/31/2014- Ancira

Description of concern: The bad alternator killed my battery while I was driving the vehicle. First repair replaced battery, total was \$310.06 I should NOT have had to pay for at all.

Second repair replaced the alternator and that was \$250.00 The alternator should have still been in great working condition but the manufacture of this part did not manufacture it to quality standard, it was a defective alternator.

The requested action:

I would like to have both service repairs refunded in full for a total of \$560.06.

Original repair order and original proof of payment have been attached.

****I am requesting reimbursement consideration due to several reasons. I was verbally guaranteed by a Chrysler tier 2 representative that I would be reimbursed for all repairs by Chrysler by submitting a reimbursement request. I was also promised roadside assistance on more than one occasion but was denied each time a roadside specialist would set up the assistance. My car lost complete power while I was driving. I had no control over the brakes, steering, or anything. I could have caused a major vehicle collision. I refused to drive my car after this incident due to the potential safety concern of this happening again, even after I replaced the battery. I contacted the NHTSA to report this safety concern. I have been informed they are investigating this issue. This may be considered as a recall soon. I am submitting this request as a non-recall related expense since the recall has not been confirmed.



7242 San Pedro
San Antonio, TX 78216
Phone (210) 249-7500
Fax (210) 249-7553
www.nsdodge.com

Customer information form including name (CHARLES), address (13700 HWY 177), phone (913 600 2318), and date (07/24/14).

Table with columns: LABORS & PARTS, QTY, \$P NUMBER, DESCRIPTION, UNIT PRICE, and TOTAL PRICE. Includes entries for engine work, electrical inspection, and battery replacement.

Measuring and recording your oil... and the protection of essential... and disposed of... and disposed of... and disposed of...

Summary table showing totals for LABOR, PARTS, WAX, and TAX, leading to a TOTAL INVOICE \$ of 210.00.



Medtronic
MINIMED

FAX COVER SHEET

Minimed Distribution
18302 Talavera Ridge
San Antonio, TX 78257

Date: Monday, September 08, 2014 2:54:32 PM Fax: 801-736-3929

To: ATTENTION: JI-138, TEAM:N, CUSTOMER'S NAME PI [REDACTED]

From: [REDACTED] Fax:

Number of pages including cover 07 Phone: (+1-800) 646-4633
sheet:

NOTES: At your request, we are faxing the following materials to you. The materials may contain personal health information. We urge you to handle this information as required by applicable law. If you need to change the fax number for future transmissions, please notify your Medtronic Representative.

ATTENTION: JI-138, TEAM:N, CUSTOMER'S NAME: [REDACTED]

CAIR#: [REDACTED]

DOCUMENTS FOR REVIEW FOR CAR BATTERY REPLACEMENT

CONFIDENTIALITY NOTICE: The information contained in this facsimile message may be legally privileged and confidential information intended only for the use of the individual or entity named above. We believe the individual named to be a representative of said entity. If the reader of this message is not the intended recipient, he is not an employee of the entity named. If you are not the intended recipient, you should not disseminate, distribute or take any action in reliance on the contents of this information. If you have received this facsimile message by mistake, please notify the sender immediately by e-mail. If you are not the named addressee you should not disseminate, distribute or take any action in reliance on the contents of this information. If you are not the named addressee you should not disseminate, distribute or take any action in reliance on the contents of this information.



FAX COVER SHEET

Minimed Distribution
18302 Talavera Ridge
San Antonio, TX 78257

Date: Thursday, August 21, 2014 12:49:40 PM

Fax: 801-736-3929

To: ATTN: J1-138, TEAM: N

Phone:

From: [REDACTED]

Fax:

Number of pages including cover 06
sheet:

Phone: (+1-800) 646-4633

NOTES: At your request, we are faxing the following materials to you. The materials may contain personal health information. We urge you to handle this information as required by applicable law. If you need to change the fax number for future transmissions, please notify your Medtronic Representative.

ATTN: J1-138

TEAM: N

CAIR# [REDACTED]

CUSTOMER NAME: [REDACTED]

MESSAGE: DOCUMENTS FOR REIMBURSEMENT FOR JB

CONFIDENTIALITY NOTE: The information contained in this facsimile message may be legally privileged and confidential information intended only for the use of the individual or entity named above. We believe the individual named to be a representative of said entity. If the reader of this message is not the intended recipient, or is not an employee of the facility named, you are hereby notified that any use, dissemination, and distribution of this information is strictly prohibited and may constitute a violation of federal or state law. If you have received this faxed page in error, please notify us immediately via e-mail or telephone number above and delete the original message. Thank you.

To whom it may concern:

My name is [REDACTED] and I am filing a claim for a non-recall claim. I have included all information requested. Paul Simmons has been working with me to investigate the issue, he is the safety defects investigator. Please contact me directly at 800-646-4633 ext 85225 and leave a voicemail if I am not available or after hours 210-316-6967 at my cell phone, both I give consent for a detailed voice message. My vehicle was in the shop two separate times totaling \$560.06 which I am expecting to be reimbursed for. Thank you for your time and attention.

Address: [REDACTED] San Antonio, tx [REDACTED]

Vehicle Owner name: [REDACTED]

Vehicle owner address is the same.

Day and evening ph# [REDACTED]

Vehicle Identification Number (VIN) 2C3CDXBG8CH [REDACTED]

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Date of purchase and service

Date of purchase: 10/12/12

Dates of service: 07/24/2014- North Star and 07/31/2014- Ancira

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Original repair order and original proof of payment have been attached.

****I am requesting reimbursement consideration due to several reasons. I was verbally guaranteed by a Chrysler tier 2 representative that I would be reimbursed for all repairs by Chrysler by submitting a reimbursement request. I was also promised roadside assistance on more than one occasion but was denied each time a roadside specialist would set up the assistance. My car lost complete power while I was driving. I had no control over the brakes, steering, or anything. I could have caused a major vehicle collision. I refused to drive my car after this incident due to the potential safety concern of this happening again, even after I replaced the battery. I contacted the NHTSA to report this safety concern. I have been informed they are investigating this issue. This may be considered as a recall soon. I am submitting this request as a non-recall related expense since the recall has not been confirmed.



7242 San Pedro

San Antonio, TX 78216

Phone (210) 249-7500

Fax (210) 249-7553

www.nsdodge.com

CELL: [REDACTED]

CHAS: 03 3271 7173 CWS339713

49,000.00

1.3/ENGINE/CHARGER/ADR SUN SE RWD

2 C 3 C 0 X 8 0 8 8 H

07/24/14

MO: 49304

JOB # 1 82302 ENGINE UNITS: 1.00 TECHNICIAN:2459

C/S WHILE DRIVING SPOKE CAME OUT FROM UNDER THE HOOD THEN THE VEHICLE TURN OFF.

HAD TO JUMP START TEST BATTERY BAD AND C/S WITH BATTERY REPLACE BATTERY AND TEST STARTING AND CHARGING GOOD BUT ALTERNATOR MAKING NOISE CUSTOMER DECLINED REPLACEMENT OF ALTERNATOR DUE TO NOISE TEST DONE UNABLE TO DUPLICATE SPOKE ISSUE.

PARTS	QTY	SP NUMBER	DESCRIPTION	UNIT PRICE	AMOUNT
					0.00
JOB # 1 TOTAL LABOR & PARTS					0.00

Measuring and recording the air resistance within the fan shroud area and the production of residual pressure, low resistance, head, resistance of fans, belt, hoses, etc) that must be spread, straighten and cleaned of dirt and debris with factory like product and/or recommended regulations. We suggest these regulations and different car systems so also, because these measures help insure a safer and healthier environment for everyone. A charge for support and materials is made at each station. There is no charge for support and materials for support or hazardous waste work will be done in accordance with the law.

JOB # 2 82302 DETAILS UNITS: 4.00 TECHNICIAN:2459

NOT BEAT WIRING HARNESS CONNECTOR COMPROMISED

NOT BEAT WIRING HARNESS CONNECTOR COMPROMISED

NO YELLOW & WAS CONNECTOR TO REPLACE

INSPECT ONLY C/S-COMPLETED 0260

PARTS	QTY	SP NUMBER	DESCRIPTION	UNIT PRICE	AMOUNT
					0.00
JOB # 2 TOTAL LABOR & PARTS					0.00

Inspected the engine compartment and the battery compartment for leaks, oil, coolant, and other fluids. Found no leaks or other issues. The battery is in good condition and the alternator is working properly. The engine is running smoothly and the vehicle is in good condition. A charge for support and materials is made at each station. There is no charge for support and materials for support or hazardous waste work will be done in accordance with the law.

JOB # 3 82302 27 POINT INSPECTION UNITS: 0.00 TECHNICIAN:2459

C/S PERFORM 27 POINT INSPECTION

PERFORMED 27 POINT INSPECTION

PARTS	QTY	SP NUMBER	DESCRIPTION	UNIT PRICE	AMOUNT
JOB # 3	1	88887230-66	BATTERY 5 YEAR/50A	175.00	175.00
JOB # 3 TOTAL LABOR & PARTS					175.00

WIRE	QTY	DESCRIPTION	CONTROL NO	AMOUNT
JOB # 4	01	WIRE SUPPLIES		10.00
TOTAL WIRE				10.00

TOTAL					
TOTAL LABOR				100.00	
TOTAL PARTS				175.00	
TOTAL WIRE				10.00	
TOTAL TAX				14.44	
TOTAL INVOICE \$					310.00

Measuring and recording the air resistance within the fan shroud area and the production of residual pressure, low resistance, head, resistance of fans, belt, hoses, etc) that must be spread, straighten and cleaned of dirt and debris with factory like product and/or recommended regulations. We suggest these regulations and different car systems so also, because these measures help insure a safer and healthier environment for everyone. A charge for support and materials is made at each station. There is no charge for support and materials for support or hazardous waste work will be done in accordance with the law.

ANCIRA

ANCIRA CHRYSLER JEEP DODGE
10807 IH-10 WEST
SAN ANTONIO, TX 78230
210-558-1500 800-972-5374

CUSTOMER NO	ADW SDR PAUL CARTER	993985	INV NO 1281	INVOICE DATE 07/31/14
	LABOR RATE	LICENSE NO	MILEAGE 49,398	COLOR
	YEAR / MAKE / MODEL 12 / DODGE / CHARGER / 4DR SDN SE RWD			DELIVERY DATE
	VEHICLE ID NO			DELIVERY MILES
	T.E.C. NO			SELLING DEALER NO
	P.O. NO			PRODUCTION DATE
RESIDENCE PHONE	BUSINESS PHONE	R.O. DATE 07/30/14		
				MO: 49401

LABOR & PARTS
J# 1 50CHZ **ENG ELEC CONCERN** **TECH(S):993693**
 C/S BATTERY WAS REPLACED AT NORTH STAR AND CAR IS NOT
 RUNNING PROPERLY. BATTERY SAVER MODE IS ON. RADIO IS NOT
 WORKING. DASH INDICATORS DIMMING IN AND OUT.
 -ANTI-SKID LIGHT ON
 -ABS LIGHT ON
 -DASH LIGHTS AND RADIO DIM
 -RADIO TURNS OFF BY ITSELF
 -WON'T START ON DRIVE
 -BURNING SMELL COMING FROM UNDER THE HOOD.
 BATTERY LOW CAUSED BY FAILED ALTERNATOR.
 REPLACED ALTERNATOR, CHARGED AND TESTED BATTERY, TESTED
 ELECTRICAL SYSTEM - ALL PASSED VEHICLE OPERATING NORMAL.
 ALSO REPLACED DRIVE BELT.

WARRANTY
 Maintaining and repairing your car inevitably involves the use of chemicals and the generation of wastes (solvents, oils, coolants, leads, asbestos, air filters, batteries, tires, etc.) that must be stored, managed and disposed of in strict compliance with Federal, State and local environmental regulations. We support these regulations and believe our customers do also, because these measures help ensure a safer and healthier environment for everyone. A charge for supplies and materials is made on each invoice. This will be shown as Shop Supplies. A charge for disposal of hazardous waste items will be shown as Hazardous Waste Fees.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 1	1	RL801779-AG	ALTERNATO ENGIN 4			
JOB # 1	1	5184647-AB	BELT SERPENTINE 1			
JOB # 1	-1	RL801779-AG	CORE RETURN			
JOB # 1 TOTAL PARTS						0.00
JOB # 1 TOTAL LABOR & PARTS						0.00

J# 2-70CHZ **SUBLET CONCERN** **TECH(S):993693**
 Added Operation (3:30HNS @ 07/30/2014 18:32)
 FIAT GOODWILL LOANER - VIN# [REDACTED] - MILES OUT 2,704 - RED

DISCLAIMER OF WARRANTIES
 Any warranties on the products sold hereby are those made by the manufacturer. This dealership hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and this dealership neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Customer gives the dealership an express mechanic's lien on the vehicle described, such lien to secure the cost of the repairs made to such vehicle.

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

J# 3-51CHZ **BODY ELEC CONCERN** **TECH(S):993693**
 Added Operation (3:30HNS @ 07/31/2014 08:20)
 TSB 21-005-13 TRANSMISSION CONTROL MODULE SOFTWARE.
 SOFTWARE UPDATE FOR TCM.
 UPDATED TCM SOFTWARE.

Customer Signature
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, §9.008, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, CASHED/BOUNCED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER OR DRAWER OF THE ORDER ON THE CREDIT CARD HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.

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

MISC	CODE	DESCRIPTION	CONTROL NO	PRICE
JOB # 1	CD	DEDUCTIBLE - CUSTOMER PAY	394041	250.00
JOB # 1	DD	WARRANTY DEDUCTIBLE	394041	250.00
TOTAL - MISC				250.00

COMMENTS
 CHRYSLER CAIR CASE
 ONE-TIME GOODWILL ASSISTANCE PER AREA MANAGER WITH A \$250.00 CO-PAY FROM CUSTOMER.

ANCIRA

ANCIRA CHRYSLER JEEP DODGE
10807 IH-10 WEST
SAN ANTONIO, TX 78230
210-558-1500 800-972-5374

CUSTOMER NO	ANCIRA	ADJ SUP	PAUL CARTER	993985	TAG NO	1281	INVOICE DATE	07/31/14	INVOICE NO	ANCIRA
		LABOR RATE		LICENSE NO		RELEASE	49,398	COLOR		STOCK NO
		YEAR MAKE MODEL	12/DODGE/CHARGER/4DR SDN SE RWD			DELIVERY DATE		DELIVERY MILES		
		VEHICLE ID NO		SELLING DEALER NO		PRODUCTION DATE				
		T E NO		P O NO		R O DATE	07/30/14			
RESIDENCE PHONE		BUSINESS PHONE		COMMENTS						

MO: 49401

TOTALS-----

 * NEXT RECOMMENDED SERVICE:
 * 01/28/2015 / 528 MI OICHZ1ROTATE TIRE ROTATION *

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	250.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE \$	250.00

Maintaining and repairing your car inevitably involves the use of chemicals and the generation of various solvents, oils, coolants, leads, acetone, oil filters, batteries, tires, etc.) that must be stored, managed and disposed of in strict compliance with Federal, State and local environmental regulations. We support these regulations and believe our customers do also, because these measures help ensure a safer and healthier environment for everyone. A charge for supply and materials is made on each invoice. This will be shown as Shop Supplies. A charge for disposal of hazardous waste items will be shown as Hazardous Waste Fees.

In an effort to safeguard your privacy it is necessary to retain, store, and dispose of private documents. The fee for these necessities is \$1.50 per invoice.

***** THANK YOU FOR YOUR BUSINESS *****

You may receive a questionnaire, survey call, or email from the manufacturer in the next few weeks. If for any reason you cannot answer "COMPLETELY SATISFIED" please contact our Service Manager (Philip Germain) at 210-558-2631 or email at pgermain@Ancira.com

CUSTOMER SIGNATURE _____

DISCLAIMER OF WARRANTIES
 Any warranties on the products sold hereby are those made by the manufacturer. This dealership hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and this dealership neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Customer gives the dealership an express mechanic's lien on the vehicle described such lien to secure the cost of the repairs made to such vehicle.

Customer Signature _____

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, §60A.01, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED UNFUNDING BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS OR BECAUSE THE MAKER OR DRAWER OF THE CHECK OR THE CHECK CARD HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.

CASE# [REDACTED]
ATT: P.I. 4/

ENTERPRISE LEASING COMPANY - WEST, 5811 W SAHARA AVE, LAS VEGAS, NV 891463122 (702) 368-6972

RENTAL AGREEMENT REF#
430639 8486LK

SUMMARY OF CHARGES

RENTER
[REDACTED]

DATE & TIME OUT
08/01/2014 07:37 AM
DATE & TIME IN
08/18/2014 07:43 AM

BILLING CYCLE
24-HOUR

VEH #2 2014 CHRY 200 LX
VIN# 1C3CCBAB3EN [REDACTED]
LIC# [REDACTED]
MILES DRIVEN 521

VEH #1 2014 RAM B150 S1T2
VIN# 1C6RR6GT3ES [REDACTED]
LIC# [REDACTED]
MILES DRIVEN 942

Charge Description	Date	Quantity	Per	Rate	Total
TIME & DISTANCE	08/01 - 08/12	11	DAY	\$36.75 *	\$404.23
TIME & DISTANCE	08/12 - 08/18	6	DAY	\$28.28 *	\$169.69
PAI	08/01 - 08/18	17	DAY	\$3.00	\$51.00
RAP	08/01 - 08/18	17	DAY	\$3.99	\$67.83
REFUELING CHARGE	08/01 - 08/18				\$0.00
Subtotal:					\$692.75
Taxes & Surcharges					
VEHICLE LICENSE COST	08/01 - 08/13	12	DAY	\$1.60	\$19.20
GOVERNMENT SERVICES FEE	08/01 - 08/18			10%	\$6.78
GOVERNMENT SERVICES FEE	08/01 - 08/18			10%	\$57.39
SALES TAX	08/01 - 08/18			8.1%	\$46.49
VEHICLE LICENSE COST	08/13 - 08/18	5	DAY	\$1.60	\$8.00
Total Charges:					\$830.61
Bill-To / Deposits					
DEPOSITS					(\$763.94)

Total Amount Due \$0.00

PAYMENT INFORMATION

AMOUNT PAID	TYPE
\$66.67	Visa
\$763.94	Visa

CREDIT CARD NUMBER
[REDACTED] PENDING

* The "Rate" has been calculated to exclude taxes and/or surcharges which are included in the rate, resulting in a rounded "Rate". The "Total" is correct, however "Rate" multiplied by "Quantity" may not equal "Total".

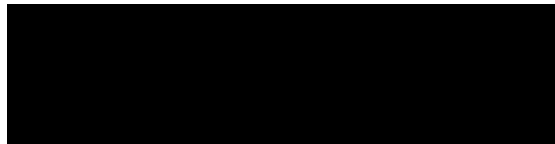
PE14-022

CHRYSLER

10-3-2014

ENCLOSURE 4

CAIRS



From: [REDACTED]
To: customerassist@chrysler.com
Date: Sat Jul 26 20:27:29 EDT 2014
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Alternator

Comments:

On Friday [REDACTED] my car went in battery saver mode while I was driving into work and everything went out including the power steering, brakes, and lights before quitting altogether and the battery was drained and I couldn't get in the trunk without power to get a boost, I got the car tested it was the alternator that failed. I was a fan of dodge because this is my second dodge, but I haven't seen an alternator go out this fast and is so expensive and to replace the battery will be another \$200 on top of the \$800 the dealership charge to replace the alternator. Sincerely I should have bought a Chevy

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Mon Aug 04 05:24:03 EDT 2014

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED],

Thank you for contacting the Dodge Customer Assistance Center.

Please accept our sincere apologies for the delayed response to your email.

Because of the public's current interest in Chrysler Group and our products, we are unable to respond as promptly as we would like.

Our records show that you have contacted us by telephone and we have addressed your concern.

We have updated your file to reflect the latest information you provided in the email message.

If your concerns have not been addressed, or you have other concerns, please email or contact the Chrysler Group Customer Care Center by telephone at 1-800-4A-DODGE (423-6343).

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,

Victoria

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=KMM8720261V44243L0KM&

Original Message Follows:

US Customer Service - Dodge Brand Site

Brief Description:

Alternator

Comments:

On Friday 7/25/2014 my car went in battery saver mode while I was driving into work and everything went out including the power steering, brakes, and lights before quitting altogether and the battery was drained and I couldn't get in the trunk without power to get a boost, I got the car tested it was the alternator that failed. I was a fan of dodge because this is my second dodge, but I haven't seen an alternator go out this fast and is so expensive and to replace the battery will be another \$200 on top of the \$800 the dealership charge to replace the alternator. Sincerely I should have bought a Chevy

VIN:

BH [REDACTED]

Mileage:

106890

Servicing Dealer:

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Whiteville

State:

TN

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

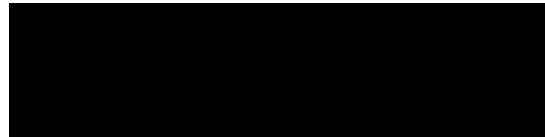
PE14-022

CHRYSLER

10-3-2014

ENCLOSURE 4

CAIRS



ER GROUP LLC

GAWR: 01275 KG

FRONT: 02810 LB

DATE OF MFR: 4-11

GAWR: 01275 KG

REAR: 02810 LB

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



VIN: 2B3CL3CG9BH

MDH: 042008 135AA

VEHICLE MADE IN CANADA

PAINT: PW7

TYPE: PASSENGER CAR

TRIM: B7X9

4658843

⊕ ⊖



75°F

Vehicle Speed

0 MPH

▶ MPH - km/h

48965 mi



 P R N D 





3.6L
VVT

832
AD

ENGINE OIL
SAE 5W-30



3.6L VTI





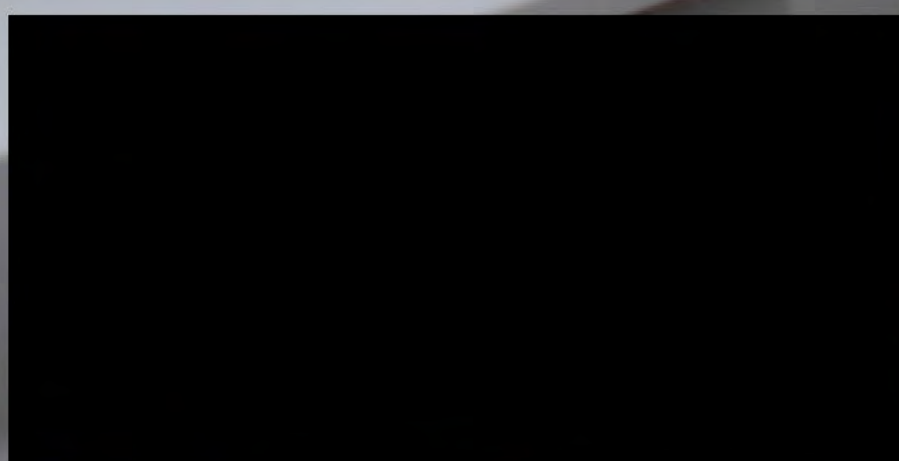
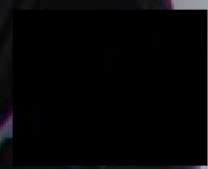


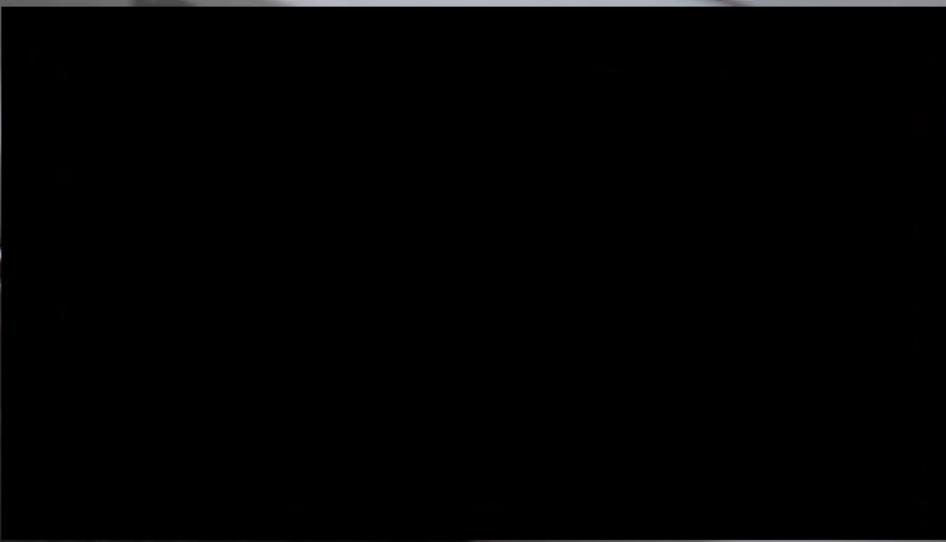


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SALES & SERVICE

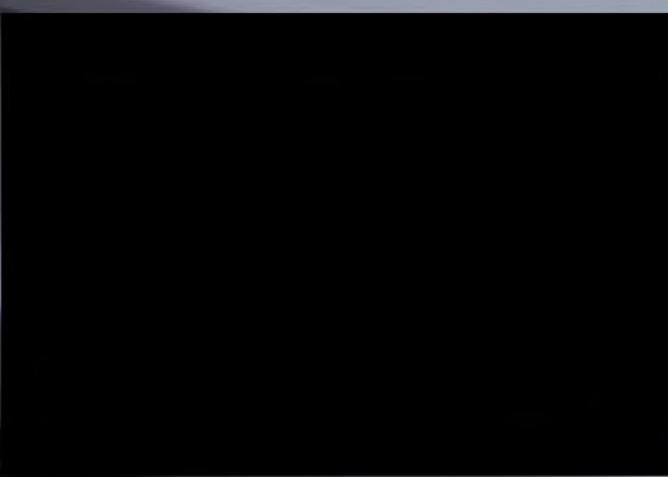
CAR TITLE
UP
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Heaven
CALIF. NO





TIRE BARGAINS





CHARGER

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