

PE14-022

CHRYSLER

10-3-2014

ENCLOSURE 4

FIELD CLAIMS

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PE14-022

CHRYSLER

10-3-2014

ENCLOSURE 4

FIELD CLAIMS

Field Report

VEHICLE

Model Year	2011	Body	LDDM48	DODGE CHARGER SE RWD FOUR DOOR SEDAN		
VIN	2B3CL3CG4	BH [REDACTED]	Built Date	01/25/2011	Mileage	33,535
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				
Color	PRY	REDLINE 3 COAT PEARL				

GENERAL

Case Ref	[REDACTED]	Component Group	08 - ELECTRICAL
Customer Complaint	61	INTERMITTENT OPERATION	
Created	02/13/2013 16:39:02	By	T5807B1
Updated	04/07/2013 00:26:30	By	SYSCAW

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
U0010	CAN Interior Bus	T3076SB	04/14/2013 01:25:00
B1A11	RKE fob 2 Battery Low	DTODAW	04/14/2013 01:25:46

CONTACT

Dealer		Phone	
Address			
City	State	ZIP	
Dealer Zone	County	Country	
Tech			
STAR	T5807B1		

CUSTOMER CONCERN

Getting "Battery Saver Mode" message in instrument cluster and vehicle will not start.

Updated: 02/13/2013 16:39:02 By T5807B1

Let vehicle sit for 10 days without the Hands Free module plugged up and vehicle started right up. Replaced Hands Free module to service bulletin saying could be waking up causing battery drain. Delivered vehicle Saturday and vehicle is back. This time I duplicated the battery saver light being on and found alternator not charging. Checked wiring at alternator and tested alternator from PCM and was good. Ordered alternator, also alternator was noisy and extremely hot.

Updated: 02/27/2013 15:41:18 By T5807B1

RESOLUTION

Hello [REDACTED], at this point it is possible that we are dealing with a draw condition. What we will want to look for is any components that may be installed at some point. Also ensure that the keys are not left in the vehicle or near the vehicle. If they are they can cause the bus to stay awake by being sensed by the RF HUB. When looking through the vehicle with all doors shut or latches latched, and also the hood switch closed do we see any component staying awake or possibly the blower motor on low? Have we tested the draw while all these components are closed this way? Please report back details. Thanks Bryan

Updated: 02/13/2013 16:39:02 By T5807B1

[REDACTED], thanks for the update at this time. Please keep me posted with further details. Thanks Bryan

Updated: 02/27/2013 15:41:18 By T5807B1

Alternator

Updated: 04/07/2013 00:26:30 By SYSCAW

Field Report

VEHICLE

Model Year	2011	Body	LDDM48	DODGE CHARGER SE RWD FOUR DOOR SEDAN		
VIN	2B3CL3CG0	BH [REDACTED]	Built Date	05/03/2011	Mileage	35,600
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				
Color	PW7	BRIGHT WHITE CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	08 - ELECTRICAL
Customer Complaint	BB1	BATTERY GOES DEAD	
Created	02/15/2013 13:19:19	By	T3768MR
Updated	04/21/2013 00:29:01	By	SYSCAW

CONTACT

Dealer	<input type="text"/>	Phone	<input type="text"/>
Address	<input type="text"/>		
City	State	ZIP	<input type="text"/>
Dealer Zone	County	Country	<input type="text"/>
Tech	<input type="text"/>		
STAR	T3768MR		

CUSTOMER CONCERN

Alternator shorted out causing battery failure.
Updated: 02/15/2013 13:19:19 By T3768MR

RESOLUTION

[REDACTED], We have seen this from time to time. It is a problem with the code generated by the tester. What we will have to do on this one is contact Midtronics and they will give you a different code to enter. Keep me posted. Thanks, Mike R.

Updated: 02/15/2013 13:19:19 By T3768MR

Information provided rectified the situation

Updated: 04/21/2013 00:29:01 By SYSCAW

Field Report

VEHICLE

Model Year	2011	Body	LDDM48	DODGE CHARGER SE RWD FOUR DOOR SEDAN		
VIN	2B3CL3CGX	BH [REDACTED]	Built Date	05/09/2011	Mileage	41,798
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				
Color	PDM	TUNGSTEN METALLIC CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	08 - ELECTRICAL
Customer Complaint	IB	INOPERATIVE	
Created	06/12/2013 13:06:34	By	T5218JH
Updated	07/14/2013 00:29:33	By	SYSCAW

CONTACT

Dealer		Phone	
Address			
City	State	ZIP	
Dealer Zone	County	Country	
Tech			
STAR	T5218JH		

CUSTOMER CONCERN

Vehicle towed in, no crank no start. Battery severely discharged. After replacing battery, alternator began to smoke and became very hot. Stator is shorted to the case. Replaced alternator and monitored battery voltage through wi tech. Sense voltage is at 13.7v, target voltage is 14.2v. PCM is running alternator at 100% duty cycle at all times. new alternator is getting very hot.

Updated: 06/12/2013 13:06:34 By T5218JH

RESOLUTION

[REDACTED], We have seen this issue before. What you need to do is perform voltage drop tests on the alt 2 pin connector and also on both battery cables. If you find near, at, or over a 1 volt drop difference on any of these circuits, it is telling us there is a problem. The most common is the alt 2 pin plug either loose or corrosion on one of the wires. Let us know what you find. Thanks Joe

Updated: 06/12/2013 13:06:34 By T5218JH

secured terminal at alternator connector. pin loose.

Updated: 07/14/2013 00:29:33 By SYSCAW

Field Report

VEHICLE

Model Year	2011	Body	LDDM48	DODGE CHARGER SE RWD FOUR DOOR SEDAN		
VIN	2B3CL3CG8	BH [REDACTED]	Built Date	03/07/2011	Mileage	48,481
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	08 - ELECTRICAL
Customer Complaint	61	INTERMITTENT OPERATION	
Created	06/17/2013 13:20:18	By	T1118N0
Updated	07/21/2013 00:28:20	By	SYSCAW

CONTACT

Dealer		Phone	
Address			
City	State	ZIP	
Dealer Zone	County	Country	
Tech			
STAR	T1118N0		

CUSTOMER CONCERN

cust states that after replacing the battery & alternator the cluster now said it is in battery saving mode
Updated: 06/17/2013 13:20:18 By T1118N0

RESOLUTION

Spoke with dealer advised me that the battery saver mode light has cam on. Also advised me that the customer has a large stereo system in vehicle this may be causing the battery saver light to come on. Nick
Updated: 06/17/2013 13:20:18 By T1118N0
FOUND THE CONCERN COMING FROM THE SOUND SYSTEM WHICH CAUSING THE CONCERN FOR THE CUST CUST IS GONNA REMOVE THE SOUND SYSTEM
Updated: 07/21/2013 00:28:20 By SYSCAW

Field Report

VEHICLE

Model Year	2011	Body	LDDM48	DODGE CHARGER SE RWD FOUR DOOR SEDAN		
VIN	2B3CL3CG4	BH [REDACTED]	Built Date	01/07/2011	Mileage	63,113
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	08 - ELECTRICAL
Customer Complaint	IB	INOPERATIVE	
Created	07/18/2013 16:06:38	By	T5036BE
Updated	09/10/2013 12:12:11	By	T5036BE

CONTACT

Dealer	44962	CALIFORNIA SUPERSTORES FOLSOM	Phone	(916) 355-9999	
Address	12545 FOLSOM BLVD				
City	FOLSOM	State	CA	ZIP	95630 8324
Dealer Zone	71	County	SACRAMENTO	Country	USA
Tech	KEVIN BUSH				
STAR	T5036BE				

CUSTOMER CONCERN

Customer states that after vehicle shut off it would not restart. no power at all and there was smoke coming from under the hood.

Updated: 07/18/2013 16:06:38 By T5036BE

RESOLUTION

[REDACTED]. Check voltage at the generator then at the battery. The voltage be with in a tenth of a volt. Check the monitored voltage in the PCM with WITECH. As you know, the PCM controls the generator. It is either seeing a low voltage or it has a problem. You should also replace the generator - after. Please resubmit if you need further assistance. Thanks, Brian E.

Updated: 07/18/2013 16:06:38 By T5036BE

No repair listed.

Updated: 09/10/2013 12:12:11 By T5036BE

Field Report

VEHICLE

Model Year	2011	Body	LDDM48	DODGE CHARGER SE RWD FOUR DOOR SEDAN		
VIN	2B3CL3CG0	BH [REDACTED]	Built Date	06/09/2011	Mileage	49,625
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				
Color	PW7	BRIGHT WHITE CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	08 - ELECTRICAL
Customer Complaint	IB	INOPERATIVE	
Created	07/20/2013 09:35:30	By	T3216MK
Updated	08/25/2013 00:26:24	By	SYSCAW

CONTACT

Dealer		Phone	
Address			
City	State	ZIP	
Dealer Zone	County	Country	
Tech			
STAR	T3216MK		

CUSTOMER CONCERN

WILL NOT START , AND SEE SMOKE RIGHT FRONT , BATT WAS DEAD CHARGE , NOW FOUND NEED ALT , BUT CAN NOT COMMU WITH ANY MODULE , BCM RED AND NO MODULE COMMU , CK ALL POWER AND GROUND AT ALL 4 POWER AND GROND ,ALL OK, BUT NO COMU WITH BCM OR MODULE
Updated: 07/20/2013 09:35:30 By T3216MK

RESOLUTION

[REDACTED] per the concern. I assume the vehicle was towed in, because it was dead. Is this correct? If so, I might suspect someone may have tried to jump start the vehicle. When they did this, it was more than likely done incorrectly. I would start by suspecting the TIPM. You should discuss this vehicle with you service manager, as it more than likely an induced concern. Report back if further assistance is required. Mike K.
Updated: 07/20/2013 09:35:30 By T3216MK
ALT AND CHARGE BATT , ALL COMMU WAS OK
Updated: 08/25/2013 00:26:24 By SYSCAW

Field Report

VEHICLE

Model Year	2011	Body	LDDM48	DODGE CHARGER SE RWD FOUR DOOR SEDAN		
VIN	2B3CL3CG8	BH [REDACTED]	Built Date	04/19/2011	Mileage	34,997
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				
Color	PDM	TUNGSTEN METALLIC CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	18 - VEHICLE PERFORMANCE
Customer Complaint	ML	MIL ON	
Created	03/12/2014 08:34:45	By	T3034DL
Updated	04/16/2014 17:57:07	By	T7465MA

CONTACT

Dealer	60206	LAMPE CHRYSLER DODGE JEEP RAM	Phone	(559) 737-6400	
Address	151 N NEELEY ST				
City	VISALIA	State	CA	ZIP	93291 9024
Dealer Zone	71	County	TULARE	Country	USA
Tech	Luis Hernandez				
STAR	T7465MA				

CUSTOMER CONCERN

VEHICLE IN BATTERY SAVER MODE AND ON THE WAY OVER THE VEHICLE DIED OUT. VEHICLE SHOWS KEY FOB NOT DETECTED

Updated: 03/12/2014 08:34:45 By T3034DL

Retested battery after charging it for 2 hours and it passed. found alternator making noise and not charging battery. Replaced alternator and now charging properly. Performed capacitive discharge, rebooted witech server and performed vehicle reconfiguration, performed full vehicle power down with pod disconnected. re-evaluated the VIN's and now the vehicle does not want to stay running it only starts and runs for 2 seconds. I submitted a second copy of the configuration report up to star center. This vehicle's VIN does not match the original VIN on both the PCM and the BCM modules. Several modules have this other VIN 2B3CL3CG7BH [REDACTED]

Updated: 03/14/2014 09:59:18 By T3034DL

David, it's 10:07am and have not heard from you yet. Please give me a call, thanks.

Updated: 03/14/2014 13:29:31 By T3034DL

DO WE HAVE ANY OTHER UPDATE

Updated: 03/21/2014 09:04:17 By T4141JA

CUSTOMER IS IN A RENTAL

Updated: 03/21/2014 09:04:17 By T4141JA

I have not been able to get through your phone's automated system. I replaced the PCM and performed vehicle reconfiguration procedure. The other modules still have the same mismatching VIN as their original VIN. Looks like the BCM is not going to change its VIN and vehicle will not start and run. Should we replace the BCM along with all these other modules with the VIN mismatch in them?

Updated: 03/21/2014 09:04:17 By T4141JA

RESOLUTION

[REDACTED]. Please See DCTools article: "Unable to Validate the Midtronics 15-Digit Warranty Code Within the wiTECH Diagnostic Application Article ID: 398 Last updated: 20 Dec, 2013 Cause: There are two possible reasons the 15-digit warranty code is not working within the wiTECH Diagnostic Application: 1.Tech SID# is not registered within the Midtronics GR8 machine 2.Midtronics machine needs to be updated." See if that applies. Also, the Scan report is not here. Please perform a capacitive discharge battery disconnect, reboot the WiTech server, perform a re-configure,a full vehicle power down(pod off), and re-evaluate the VINs. Please keep me updated. David

Updated: 03/12/2014 08:34:45 By T3034DL

■■■■. I will give you a call around 8:30 your time, to discuss the case. David

Updated: 03/14/2014 09:59:18 By T3034DL

■■■■ i apologize. I hit save and keep instead of save and clear. Talk to you soon. David

Updated: 03/14/2014 10:00:35 By T3034DL

I called ■■■■ to discuss the case. I advised him that I was going to escalate the case due to the facts that the VINs are different in some modules. ■■■■ has tried a couple different procedures to get the VINs corrected, and I advised ■■■■ that I would e-mail him one more procedure to try. Also, I did not notice in the vehicle history where any modules have been replace, nor did ■■■■ have any knowledge of any module replacements. David

Updated: 03/14/2014 13:29:31 By T3034DL

Called ■■■■ about VIN mismatch concern, advised to replace the PCM and program with correct VIN, reconfigure and check if other modules then show correct VIN. Also advised that other VIN in report and this vehicle were both originally owned by enterprise fleet rental, and at least the PCM was swapped from other vehicle. Luis to update after replacing the PCM. Jon A.

Updated: 03/14/2014 16:22:57 By T4141JA

■■■■, sorry for the delay. Yes we will need to replace the other effected modules as they have not learned correct VIN. Thanks, Jon A.

Updated: 03/21/2014 09:04:17 By T4141JA

REPLACED PCM, BCM, RF-HUB, REPLACED AND PROGRAMMED KEY FOBIS AND RECONFIGURED THE VEHICLE THEN REPLACED ABS MODULE AND INITIALIZED IT. Technician Closure Requested

Updated: 04/16/2014 17:57:07 By T7465MA

Field Report

VEHICLE

Model Year	2011	Body	LDDM48	DODGE CHARGER SE RWD FOUR DOOR SEDAN		
VIN	2B3CL3CG9	BH [REDACTED]	Built Date	03/08/2011	Mileage	89,434
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				
Color	PW7	BRIGHT WHITE CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	08 - ELECTRICAL
Customer Complaint	ZO	WON'T GO OUT / TURN OFF	
Created	04/15/2014 12:27:44	By	T1817KS
Updated	04/21/2014 15:20:32	By	T2415EB

CONTACT

Dealer	44914	AUTOMAX DODGE-CHRY-JEEP LLC	Phone	(405) 275-1104	
Address	4141 N HARRISON AVE				
City	SHAWNEE	State	OK	ZIP	74804 1414
Dealer Zone	63	County	POTTAWATOMIE	Country	USA
Tech	Cory Choate				
STAR	T2415EB				

CUSTOMER CONCERN

cust states wont crank or start and driving down highway speedo went crazy and radio turned off then car shut off

Updated: 04/15/2014 12:27:44 By T1817KS

ok after i start the car the alternator has a whinning noise and is on 100% duty cycle at idle and from start up could the alternator be causing the issue.

Updated: 04/15/2014 15:45:54 By T1817KS

RESOLUTION

[REDACTED], it is possible the BCM is shorted to power. How do you know the BCM is staying awake? If the scan tool is hooked up to the vehicle this can keep the BCM awake. Ken

Updated: 04/15/2014 12:27:44 By T1817KS

[REDACTED], I am not even sure what the issue is! Can I contact you at [REDACTED]? When I call it will be from an 800. Ken

Updated: 04/15/2014 15:45:54 By T1817KS

waiting on part

Updated: 04/17/2014 08:18:42 By T2415EB

waiting on part

Updated: 04/17/2014 08:18:52 By T2415EB

89337 battery terminal on negative post notmaking proper conection negative battreycable not tightning around post properly useddial caliper and found measurements betweennegative battery posts was different by .007thousands of an inch the terminal on theeverstart battery that customer had purchasedelsewhere was .007 thousands of and inchsmaller than our mopar orginal equipmentbattery then after installation i tested theentire system charging and starting sytemsall tests proved normal operation testresults are enclosed for customer review ENGINE PERFORMANCE 89337 system ok now CUST DECLINED REPAIRS - NOTHING NEEDED

Updated: 04/21/2014 15:20:32 By T2415EB

Field Report

VEHICLE

Model Year	2011	Body	LDDM48	DODGE CHARGER SE RWD FOUR DOOR SEDAN		
VIN	2B3CL3CG2	BH [REDACTED]	Built Date	04/06/2011	Mileage	64,901
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				
Color	PSC	BILLET METALLIC CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	08 - ELECTRICAL
Customer Complaint	IB	INOPERATIVE	
Created	04/17/2014 14:27:50	By	T5036BE
Updated	04/18/2014 12:07:47	By	T6538CW

CONTACT

Dealer	60383	COON RAPIDS CHRYSLER JEEP DODGE	Phone	(763) 421-8000		
Address	10541 WOODCREST DR NW					
City	COON RAPIDS	State	MN	ZIP	55433 6535	
Dealer Zone	74	County	ANOKA	Country	USA	
Tech	John Moe					
STAR	T6538CW					

CUSTOMER CONCERN

NO START JUST CLICKS RAPIDLY AT STARTER- GROUND STRAP FROM LEFT ENG MOUNT TO X MEMBER-SUB FRAME MELTED

Updated: 04/17/2014 14:27:50 By T5036BE

2MV NOT CRANKING BUT 12.2V WHILE CRANKING, VOLTAGE DROP FROM NEG BATT TO GENERATOR CASE

Updated: 04/17/2014 15:57:34 By T5036BE

i ground gen case and vehicle starts

Updated: 04/17/2014 15:57:34 By T5036BE

i just let smoke out of my 16 ga jumper

Updated: 04/17/2014 16:16:10 By T5036BE

RESOLUTION

[REDACTED]. Measure voltage from the generator case all of the way back to the negative post while someone holds the key in the crank position. Let me know what voltage you find. Brian.

Updated: 04/17/2014 14:27:50 By T5036BE

[REDACTED] I'm sure you have already figured it out, but it looks like we are missing a main ground. Brian.

Updated: 04/17/2014 15:57:34 By T5036BE

Was it the factory smoke or the after market type. Factory smoke is expensive.

Updated: 04/17/2014 16:16:10 By T5036BE

loose ground on left strut tower

Updated: 04/18/2014 12:07:47 By T6538CW

Field Report

VEHICLE

Model Year	2011	Body	LDDM48	DODGE CHARGER SE RWD FOUR DOOR SEDAN		
VIN	2B3CL3CG0	BH [REDACTED]	Built Date	02/15/2011	Mileage	36,728
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	08 - ELECTRICAL
Customer Complaint	BB1	BATTERY GOES DEAD	
Created	05/02/2014 16:30:22	By	T1817KS
Updated	06/04/2014 08:58:37	By	T1806WJ

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P2504	CHARGING SYSTEM HIGH ERROR	T1118KR	04/14/2013 01:25:46

CONTACT

Dealer	67198	TRI-CITY CHRYSLER JEEP DODGE INC	Phone	(336) 623-2186	
Address	833 S VAN BUREN RD				
City	EDEN	State	NC	ZIP	27288 5323
Dealer Zone	66	County	ROCKINGHAM	Country	USA
Tech	Bryan Lindblom				
STAR	T1806WJ				

CUSTOMER CONCERN

<p>engine cut off burning smell from engine area <i>Updated: 05/02/2014 16:30:22 By T1817KS</i></p> <p>no obvious damage to wiring terminals and insulation dont look heated voltage at back of alternator is battery voltage draining when running key battery 12.2 approx running goes to 11 and change dropping sense wire at field connector also reads battery voltage <i>Updated: 05/02/2014 16:53:46 By T1817KS</i></p> <p>voltage drop from alternator to jump post was .01 volt,with dvom,engine running checked voltage at jump post,alt post and volt sense at field connector and compared to witech all reads the same approx 11.9 volts disconnected field connector pcm set field drive high code performed field act seems to be working and duty cycle is still 0 percent with target at 14.2 volts <i>Updated: 05/05/2014 10:46:23 By T1817KS</i></p>

RESOLUTION

<p>[REDACTED], what is the measured charging voltage at the back of the alternator and battery? Also inspect wiring for damage <i>Updated: 05/02/2014 16:30:22 By T1817KS</i></p> <p>OK [REDACTED], thanks. Did you do the entire flow chart for the DTC? I have to ask. Did you voltage drop the battery cable? Is the duty cycle still at 0 percent after PCM replacement? <i>Updated: 05/02/2014 16:53:46 By T1817KS</i></p> <p>OK [REDACTED], thanks. There are a few more things to check and perform to isolate the fault. Check voltage drop from passthrough to battery, perform voltage drop on negative side, substitute generator ground using a vehicle jump start cable from battery or known good body ground to alternator bracket. Overlay the two circuits from the generator to the PCM with new wires and terminals. I would start with the overlay of the two wires <i>Updated: 05/05/2014 10:46:23 By T1817KS</i></p>
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Kenneth, Have the tech use a hand held meter on the battery, alt, and pcm connections. What we are looking for is any voltage drop/difference on this circuit. Start at the batt, then go to the pcm and last the alt. Then if there is a loss of voltage try running a jumper wire from the pcm to the alt sense circuit. Next be sure to load test all pcm grounds and also verify the battery pos cable where it passes through the passenger floor area. Let us know what you find.
Joe

Updated: 05/05/2014 14:04:15 By T5218JH

I advised to swap the battery sensor an reevaluate. If it still won't charge, replace the BCM and retest. Brian.

Updated: 05/05/2014 16:44:09 By T5036BE

Ken, Before you change the BCM you can try a battery disconnect for at least 20 minutes. Then retest. Next you can also overlay the wiring between the bcm, battery sensor, and the cluster. If you still have not found the problem, I will escalate the case for you. Joe

Updated: 05/06/2014 14:27:04 By T5218JH

I advised Kenneth that I would escalate the ticket. Brian.

Updated: 05/09/2014 10:06:35 By T5036BE

██████, please send a scan report for this vehicle, let me know when sent so I can review it. Thanks, Jon A.

Updated: 05/09/2014 10:57:58 By T4141JA

Ken called in, he is unable to access ticket on his end, advised to send a scan report for this vehicle. Gave direct line to call after report sent if he is unable to get into ticket, 1-866-799-1695 ext 4720242, also that I am at lunch from 1 to 2pm. Jon A.

Updated: 05/12/2014 12:20:20 By T4141JA

Called Kenneth about charging system issue, per conversation with amount of time down and parts replaced I advised ticket will be escalated to FTS for review. Jon A.

Updated: 05/21/2014 10:04:29 By T4141JA

Contact dealer: original alternator fail, replaced alternator, charging system is not working 12 volts only, replaced battery pcm and bcm same problem, swap battery sensor same problem, battery connection was check, battery cables are ok, desired shows 14 volts, actual is 12.2 volts, scan tool shows 0 duty cycle, advise to replaced defective alternator.

Updated: 05/27/2014 13:31:54 By T4898GP

Ken called and stated that the 2nd alternator fixed the vehicle and please close the ticket.

Updated: 06/04/2014 08:58:37 By T1806WJ

Field Report

VEHICLE

Model Year	2011	Body	LDDM48	DODGE CHARGER SE RWD FOUR DOOR SEDAN		
VIN	2B3CL3CG2	BH [REDACTED]	Built Date	05/03/2011	Mileage	33,365
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				
Color	PDM	TUNGSTEN METALLIC CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	24 - HEATING & A/C
Customer Complaint	IB	INOPERATIVE	
Created	05/27/2014 17:03:25	By	T8068S0
Updated	05/28/2014 08:28:40	By	T1813DW

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
B210D	Battery Voltage Low	T3076SB	04/14/2013 01:25:00
C2100	Battery Voltage Low	T3076SB	04/14/2013 01:25:00
B2199	BATTERY VOLTAGE - CIRCUIT VOLTAGE OUT OF RANGE	T1870AT	04/14/2013 01:25:46
B21DD	84-SYSTEM VOLTAGE - SIGNAL OUT OF ALLOWABLE RANGE	T1870AT	04/14/2013 01:25:46
C212A	System Voltage Out Of Range	T1870AT	04/14/2013 01:25:46

CONTACT

Dealer	65674	EAST HILLS CHRYSLER JEEP DODGE	Phone	(516) 621-9191	
Address	2300 NORTHERN BLVD				
City	GREENVALE	State	NY	ZIP	11548 1210
Dealer Zone	32	County	NASSAU	Country	USA
Tech	Steven Beiter				
STAR	T1813DW				

CUSTOMER CONCERN

no,a/c controls only hazzards not charging burning smell
Updated: 05/27/2014 17:03:25 By T8068S0

RESOLUTION

Tech replaced alternator for smoke coming from it. At this time only thing working in the a/c control panel is the hazzards. Checked fuses all good. Tech states checked powers and ground all good. Advised tech sounds like the control panel is the cause for this concern.

Updated: 05/27/2014 17:03:25 By T8068S0

disconnected from car swapped with another started to work reinstalled back into car drove 65 miles with no problem

Updated: 05/28/2014 08:28:40 By T1813DW

Field Report

VEHICLE

Model Year	2011	Body	LDDM48	DODGE CHARGER SE RWD FOUR DOOR SEDAN		
VIN	2B3CL3CGX	BH [REDACTED]	Built Date	02/10/2011	Mileage	31,171
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	08 - ELECTRICAL
Customer Complaint	ZR	WON'T MEET CUSTOMER REQUIREMENTS	
Created	06/16/2014 12:58:37	By	T7465MA
Updated	06/16/2014 12:58:37	By	T7465MA

CONTACT

Dealer	45235	LITHIA CHRYSLER JEEP DODGE OF	Phone	(707) 442-3781	
Address	4320 BROADWAY ST				
City	EUREKA	State	CA	ZIP	95503 5740
Dealer Zone	71	County	HUMBOLDT	Country	USA
Tech	DANIEL WILLIAMS				
STAR	T7465MA				

CUSTOMER CONCERN

I was advised to replace the Low Voltage Differential Signal (LVDS) Video Cable to the screen on this veh for intermittent radio/screen off and on prob... I have a new cable about 3-3.5 feet long, it is taped into the harness from the base unit screen on this veh. It is not a full sized 8.4 screen, small 4 inch screen... it is a small 4 pin round harness... my question is where does the cable terminate, cant find in wiring, ser info, etc. for this Low Voltage Differential Signal (LVDS) Video Cable. Can you help?

Updated: 06/16/2014 12:58:37 By T7465MA

HOLD on... I was having a brain fade- suspect cable runs to the tgm behind the hvac switch bank... the cd screen was what gave me the clue... duh... sorry to waste your time. Cut the ends of wrapped in harness and overlaid the new one.

Updated: 06/16/2014 12:58:37 By T7465MA

**** This vehicle just came in with a report of a burning or hot smell and that the radio had went black, but this was during a battery saver mode and found alternator noisy and ordered one. Would the battery saver mode cause this dtc b156D-00 code to be set? As far as we know the radio had not had issues since January- or do you think this would be a different issue? I found the tsb for software update- Has this issue been resolved in latest sw versions? and if so which version? thanks

Updated: 06/16/2014 12:58:37 By T7465MA

RESOLUTION

at this point replaced alternator, will monitor for code in radio

Updated: 06/16/2014 12:58:37 By T7465MA

Field Report

VEHICLE

Model Year	2011	Body	LDDM48	DODGE CHARGER SE RWD FOUR DOOR SEDAN		
VIN	2B3CL3CG5	BH [REDACTED]	Built Date	07/14/2011	Mileage	63,026
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				
Color	PDM	TUNGSTEN METALLIC CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	08 - ELECTRICAL
Customer Complaint	BB1	BATTERY GOES DEAD	
Created	07/31/2014 17:46:55	By	T2797LF
Updated	08/19/2014 09:59:59	By	T2797LF

CONTACT

Dealer	60383	COON RAPIDS CHRYSLER JEEP DODGE	Phone	(763) 421-8000	
Address	10541 WOODCREST DR NW				
City	COON RAPIDS	State	MN	ZIP	55433 6535
Dealer Zone	74	County	ANOKA	Country	USA
Tech	Dean Buske				
STAR	T2797LF				

CUSTOMER CONCERN

BATTERY LIGHT ON-BATTERY GOES DEAD
Updated: 07/31/2014 17:46:55 By T2797LF

RESOLUTION

[REDACTED] Keep in mind that the voltage regulator is in the PCM - not the alternator. What is the charge command/duty cycle that is shown in the PCM data? If it is hi (90-100% range) look for hi resistance or open circuit in the A804 sense circuit. See schematic 20-001-001 CHARGING for reference. If there are any related DTCs that are active - follow related diag. Please advise what is found. Thanks, Leon

Updated: 07/31/2014 17:46:55 By T2797LF

[REDACTED] this case has been inactive for an extended amount of time. If additional assistance is required, please reply with current vehicle status. If further assistance is not required, please close the case with repair details - when convenient. Thank you, Leon

Updated: 08/08/2014 12:05:32 By T2797LF

WIRING TO THE ALTERNATOR WAS DAMAGED REPAIRED WIRING

Updated: 08/19/2014 09:59:59 By T2797LF

Field Report

VEHICLE

Model Year	2011	Body	LDDM48	DODGE CHARGER SE RWD FOUR DOOR SEDAN		
VIN	2B3CL3CG6BH		Built Date	04/04/2011	Mileage	54,250
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				
Color	PSC	BILLET METALLIC CLEAR COAT				

GENERAL

Case Ref		Component Group	08 - ELECTRICAL
Customer Complaint	61	INTERMITTENT OPERATION	
Created	08/11/2014 16:30:58	By	T6104LN
Updated	09/03/2014 15:13:12	By	T6104LN

CONTACT

Dealer	45612	RAM COUNTRY CHRYSLER DODGE JEEP	Phone	(940) 654-3120	
Address	4011 US HIGHWAY 180 E				
City	MINERAL WELLS	State	TX	ZIP	76067 8376
Dealer Zone	63	County	PALO PINTO	Country	USA
Tech	Sammy Sanchez				
STAR	T6104LN				

CUSTOMER CONCERN

battery saver mode
Updated: 08/11/2014 16:30:58 By T6104LN

RESOLUTION

Tech called in for more info. Did some testing while on phone and under full electrical load, alternator duty cycle is 73% under full load and drops to 47% with no load. Battery cables tight, battery new, alt new. Voltage is correct but PCM still sends request for battery saver. If connector on the PCM is good, clean, and tight, then replace PCM.
Regards, Larry n
Updated: 08/11/2014 16:30:58 By T6104LN
replced pcm
Updated: 09/03/2014 15:13:12 By T6104LN

Field Report

VEHICLE

Model Year	2011	Body	LDDM48	DODGE CHARGER SE RWD FOUR DOOR SEDAN		
VIN	2B3CL3CG4	BH [REDACTED]	Built Date	06/16/2011	Mileage	70,172
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	08 - ELECTRICAL
Customer Complaint	ZR	WON'T MEET CUSTOMER REQUIREMENTS	
Created	08/19/2014 08:27:44	By	T5880SL
Updated	08/20/2014 16:05:07	By	T5880SL

CONTACT

Dealer	41198	HADDAD DODGE	Phone	(661) 398-0264	
Address	3000 HARRIS RD				
City	BAKERSFIELD	State	CA	ZIP	93313 3204
Dealer Zone	71	County	KERN	Country	USA
Tech	SALVADOR ALCALA				
STAR	T5880SL				

CUSTOMER CONCERN

battery saver message is back on

Updated: 08/19/2014 08:27:44 By T5880SL

sorry i dont have and amp clamp to perform alternator amp output test. i did perform battery test and charging system test using gr81220 and midtronics mopar ed 18, both machines did not detect any issues. i checked all connections including pass trough connector at passenger floor, all connection are ok. battery saver mode not has not come on any more after i shut the vechile off when message would come on, after the third time has not come on any more i will check to see wat happens over night after sitting for 8 hrs.

Updated: 08/20/2014 16:05:07 By T5880SL

vechile does not have any aftermarket accessories.

Updated: 08/20/2014 16:05:07 By T5880SL

last night after i wrote back i pulled vechile out ligh came back on. now this morning is off. road tested 6 miles did not come on.

Updated: 08/20/2014 16:05:07 By T5880SL

RESOLUTION

What is the amperage output of the alternator during a full field test? Are there aftermarket accessories in the vehicle? Please send a vehicle scan report. Check connections at the pass through post at the passenger's floor. Steve

Updated: 08/19/2014 08:27:44 By T5880SL

Please make sure the battery is fully charged and see if STAR case S1108000147 applies to this vehicle. Steve

Updated: 08/20/2014 16:05:07 By T5880SL

Field Report

VIN	2B3CL3CGXBH	Model Year	2011	Body	LDDM48	DODGE CHARGER SE RWD FOUR DOOR SEDAN	
Built Date	01/25/2011	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE			Serial#	6363010668	
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			Serial#	J012161428	
Color	PRY	REDLINE 3 COAT PEARL					

Report Number		System Key	8986665	Report Version	1	Open Date	05/02/2014
Close Date	05/02/2014	Narrative Date	05/02/2014	Category	Reliability	Mileage	48,769
TID	T7953TC	Tracy Castano					

Dealer	62082	FURY MOTORS INC			Phone	(651) 451-1313	
Dealer City	SOUTH ST PAUL	State	MN	Zip	55075 5913		
Dealer Zone	74	Denver					

Part Number	N/A	Part Description	N/A	Part Quantity	N/A	
LOP	NA	NA				
Report Authorization	Tracy Castano	CAG Report Type	Field Engineer Analysis			

Customer Concerns

TSB Group: 08 - ELECTRICAL

Complaint: Customer vehicle was towed in. It stalled on the highway.

Cause: Internally faulty alternator

PN R4801779AG

LOP 08050105

Cost of Repair \$416

Keywords Durability/Reliability

CPA Audit Level S50

Correction: The technician replaced the alternator. He verified that the charging system is working as designed. This issue has been corrected.

Details: Upon dropping off the vehicle; the tow truck driver stated the vehicle was totally dead. The technician charged the battery and tested the charging system. He found there was no output voltage from the alternator. All connections had been verified to be tight at the alternator. He diagnosed this issue as a faulty alternator. The label on the alternator itself could no longer be read and appeared to be burnt.

Field Report

VIN	2B3CL3CG5BH	Model Year	2011	Body	LDDM48	DODGE CHARGER SE RWD FOUR DOOR SEDAN	
Built Date	02/15/2011	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE			Serial#	6024110158	
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			Serial#	J041160649	
Color	PBV	BLACKBERRY PEARL COAT					

Report Number		System Key	8946955	Report Version	1	Open Date	02/13/2014
Close Date	02/13/2014	Narrative Date	02/13/2014	Category	Reliability	Mileage	52,623
TID	T6114DM	Dave McDonald					

Dealer	24105	JEEP CHRYSLER DODGE OF ONTARIO			Phone	(909) 390-9898	
Dealer City	ONTARIO	State	CA	Zip	91761 2208		
Dealer Zone	71	California - Los Angeles					

Part Number	RL801779AG	Part Description	ALTERNATO-ENGINE	Part Quantity	1
LOP	N/A	N/A			
Report Authorization	McDonald,David	CAG Report Type	Field Engineer Analysis		

Customer Concerns

TSB Group: 08 - ELECTRICAL

Complaint: The customer states the vehicle had a burning smell and just shut off while driving.

Cause: Root cause: Internal Alternator failure.

P/N: RL801779AG

LOP: 08050105

Cost of repair: \$ 575.00

Keywords: DurabilityReliability

CPA Audit level: S-50

Correction: Repair: The technician installed a new alternator.

Detail: The vehicle came into the shop with a dead battery. Once the battery was charged the alternator was tested and it failed. The technician noticed the melted label on the alternator and attributed it to the one making the smell. Because the battery was dead it caused the vehicle to quit running. Now that the car is fixed with a new alternator and a charged battery, it works as it should with no bad smells.

PE14-022

CHRYSLER

10-3-2014

ENCLOSURE 4

LEGAL CLAIMS

**Service of Process
Transmittal**

12/19/2012
CT Log Number 521817004

TO: Melissa Gravlin
Chrysler Group LLC
Office Of General Counsel, 1000 Chrysler Drive
CIMS: [REDACTED]
Auburn Hills, MI 48326-2766

RE: Process Served in Louisiana

FOR: Chrysler Group LLC (Domestic State: DE)

ENCLOSED ARE COPIES OF LEGAL PROCESS RECEIVED BY THE STATUTORY AGENT OF THE ABOVE COMPANY AS FOLLOWS:

TITLE OF ACTION: [REDACTED] et vir., Petitioners vs. Chrysler Group, LLC and All Star Motors,

DOCUMENT(S) SERVED: Citation, Suit, Interrogatories, Request(s)

COURT/AGENCY: Alexandria City Court, Rapides Parish, LA
Case # [REDACTED]

NATURE OF ACTION: Product Liability Litigation - Redhibition and Damages in connection with the purchase of an allegedly defective [REDACTED] Dodge [REDACTED] - VIN #2B3CL3CG1BH [REDACTED]

ON WHOM PROCESS WAS SERVED: C T Corporation System, Baton Rouge, LA

DATE AND HOUR OF SERVICE: By Process Server on 12/19/2012 at 08:35

JURISDICTION SERVED : Louisiana

APPEARANCE OR ANSWER DUE: Within 10 days - File Answer // Within 30 days - Interrogatories, Production

ATTORNEY(S) / SENDER(S): Fred A. Pharis
Pharis Law Offices
831 DeSoto Street
Alexandria, LA 71301
318-445-8266

ACTION ITEMS: CT has retained the current log, Retain Date: 12/19/2012, Expected Purge Date: 12/24/2012
Image SOP

SIGNED: C T Corporation System
PER: Trevor Garoutte
ADDRESS: 5615 Corporate Blvd
Suite 400B
Baton Rouge, LA 70808
TELEPHONE: 225-922-4490

CITATION

██████████ ET VIR : CIVIL DOCKET 124250
VS. : ALEXANDRIA CITY COURT
CHRYSLER GROUP, LLC., ET AL : PARISH OF RAPIDES
: STATE OF LOUISIANA

TO:

CHRYSLER GROUP, LLC.
THROUGH ITS AGENT FOR SERVICE OF PROCESS
CT CORPORATION SYSTEM
5615 CORPORATE BLVD., SUITE 400 B
BATON ROUGE, LA 70808-0000

YOU HAVE BEEN SUED!

Attached to this citation is a certified copy of a petition. The petition tells you what you are being sued for.

You must EITHER do what the petition asks OR, within ten (10) days after you have received these documents, you must file an answer or other pleadings in the office of the Clerk of this Court, 515 Washington Street, Alexandria, Louisiana 71301.

If you do not do what the petition asks, or if you do not file an answer or legal pleading within ten (10) days, a judgment may be entered against you without further notice.

This citation was issued by the Clerk of Court for the City of Alexandria Louisiana, on this, THURSDAY, 13th day of December, 2012.


Deputy Clerk of Court

Also attached are the following documents: SUIT FOR REDHIBITION AND DAMAGES, INTERROGATORIES TO ALL STAR MOTORS, INC., REQUESTS TO PRODUCE TO ALLSTAR MOTORS, INC., INTERROGATORIES TO CHRYSLER GROUP, LLC., AND TO REQUESTS TO PRODUCE TO CHRYSLER GROUP, LLC.

These documents mean you have been sued.

Legal assistance is advisable and you should contact a lawyer immediately.

Judges and Court personnel are not permitted to give legal advice.

PLEASE SERVE:

CHRYSLER GROUP, LLC.
THROUGH ITS AGENT FOR SERVICE OF PROCESS
CT CORPORATION SYSTEM
5615 CORPORATE BLVD., SUITE 400 B
BATON ROUGE, LA 70808-0000

██████████ ET VIR

CIVIL SUIT NUMBER

2012 DEC -7 AM 8:37

V.

ALEXANDRIA CITY COURT

CHRYSLER GROUP, LLC, ET AL

RAPIDES PARISH, LOUISIANA

Shawn S. Bohm
Deputy

SUIT FOR REDHIBITION AND DAMAGES

The petition of ██████████, husband and wife, domiciliaries of Rapides Parish, Louisiana, respectfully represents:

1.

Made defendants herein are the following:

1. Chrysler Group, LLC, a foreign corporation authorized to do business in the State of Louisiana; and
2. All Star Motors, Inc., a Louisiana Corporation domiciled in Baton Rouge, Louisiana.

2.

On February 29, 2008, petitioner and defendant All Star Motors, Inc., executed a consumer credit contract in Alexandria, Louisiana.

3.

The cause of the contract was the sale to the petitioners of a new 2011 Dodge Charger, Vehicle Identification Number 2B3CL3CG1BH ██████████ and the financing of a portion of the purchase price.

4.

Said vehicle was manufactured by Chrysler Group, LLC.

5.

Since the date of the sale, said vehicle has shown latent and/or hidden defects, as set out below.

6.

Said defects are manufacturing defects and existed at the time of the sale of the vehicle.

7.

Said defects manifested themselves by causing failure of the vehicle to operate in the intended manner during normal use, as set out below.

8.

The vehicle was returned on November 21, 2011, to defendant All Star Motors, Inc., with complaints of the air bag light on; upon information and belief, there was a loose connection and the wiring was repaired.

9.

The vehicle was returned on December 7, 2011, to defendant All Star Motors, Inc., with complaints of the easy entry not working on both front doors; upon information and belief, the passive entry door handles were replaced.

10.

The vehicle was returned on December 13, 2011, to defendant All Star Motors, Inc., with complaints of the air bag light stays on and warning chimes will sound when driving; upon information and belief, a diagnostic scan found a code indicating 1 circuit open uner the seat; the codes were cleared and the airbag light did not come on during the inspection.

11.

The vehicle was returned on April 27, 2012, to defendant All Star Motors, Inc., for a recall on front exterior door handles.

12.

The vehicle was returned on May 8, 2012, to defendant All Star Motors, Inc., and the front exterior door handles were changed per the recall.

13.

The vehicle was returned on June 14, 2012, to defendant All Star Motors, Inc., for recall on ABS/ESC wiring and a complaint of door handles will not lock when using easy entry, they lock but won't unlock; information and belief, the body control module was reprogrammed per a technical service bulletin.

14.

The vehicle was returned on August 7, 2012, to defendant All Star Motors, Inc., with complaints of the vehicle acts like it is not getting gas when accelerator is pressed and does not want to build up speed and jerks when shift from 2nd to 3rd gear, the direction adjustor on right side vent on rear of center console has come off and

will not go back on; when the vehicle is turned on the information cluster will flicker; and easy entry on the door handles will not lock the doors; upon information and belief, the transmission control module was reprogrammed, the oil was changed, a part was ordered for the direction adjustor, and the easy entry problem was unable to be reproduced.

15.

The vehicle was returned on August 23, 2012, to defendant All Star Motors, Inc., with complaints of the direction adjustor on right side vent on rear of center console has come off and will not go back on, the radio, lights on ac controls and all lighting on the center of dash would start to flash on and off, and now the radio will not come on at all and ac will not turn off; upon information and belief, an electrical problem was found and the parts were ordered, also the direction adjustor was found to be broken and the parts were replaced.

16.

The vehicle was returned on September 12, 2012, to defendant All Star Motors, Inc., with complaints of the radio, lights on ac control and all lighting on center of dash would start to flash on and off, and ac will not turn off; upon information and belief, there was an open circuit and the instrument panel bezel was replaced.

17.

Petitioners have also experience a problem with the interior dome light staying on continually.

18.

All repairs done by All Star Motors, Inc. were done by repairmen trained at the direction of representatives of Chrysler Group, LLC.

19.

The above set out specific repair times are not all the times that petitioners were forced to bring in the vehicle; petitioners would bring the vehicle in at times and no work was done and no repair order generated because the excuse was made that the problems could not be duplicated.

20.

Petitioners show that defendants All Star Motors, Inc. and Chrysler Group, LLC, have both been afforded notice of the existence of the defects as required by law.

21.

The above described problems are the result of defects that have rendered the vehicle useless, or its use so inconvenient, that it must be presumed that the petitioner would not have purchased the vehicle if she had known of the defects at the time of the sale.

22.

At all times pertinent hereto, All Star Motors, Inc. was a new car, franchised dealer of Chrysler Group, LLC, with authority from Chrysler Group, LLC to attempt repairs on the Crystal and Larry Brooks vehicle.

23.

Petitioners show that defendant All Star Motors, Inc. as a new car, franchised dealer/seller of Chrysler vehicles had a high duty to detect and repair complaints and problems with the vehicle; petitioners show that said defendant violated that duty on several occasions as is set forth in the following non exclusive particulars;

1. Failing to repair claims promptly when requested by petitioners; and
2. Failure to properly make repairs.

24.

As a result of the violation of the duties set forth in the preceding paragraphs, All Star Motors, Inc., caused the damage or injuries complained of, legally and in fact.

25.

Petitioners desire that said sale contract be canceled and rescinded.

26.

Petitioners is entitled to and does demand a rescission of the sale with return of the purchase price and legal interest thereon from date paid as allowed by law;

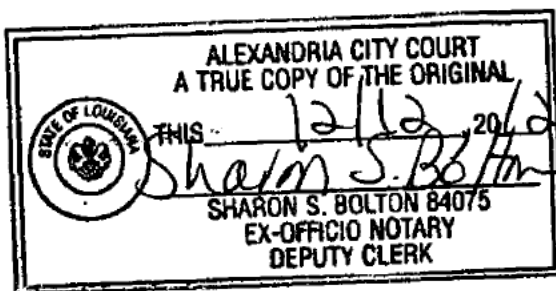
reimbursement for expenses for preservation of the vehicle; reimbursement for insurance costs; expenses incidental to the sale and for customizing expenses; finance charge reimbursements; service agreement reimbursements; a general damages award; compensation for all direct pecuniary and non-pecuniary losses suffered; an award for attorney's fees; and an adjudication that the defendants are liable for payment of costs, expert witnesses to be used at trial, and all other expenses.

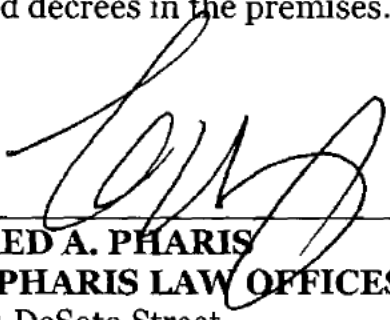
27.

No individual petitioners' cause of action exceeds \$50,000.00, exclusive of interest, court costs, attorney's fees, or penalties.

WHEREFORE, PETITIONERS PRAY THAT:

1. Each defendant be duly cited and served; that upon trial hereof that the sale by All Star Motors, Inc., to Crystal and [REDACTED] of the said 2011 Dodge Charger described in the petition be rescinded and that damages and attorney's fees be awarded; that the sale contract be canceled and rescinded; that there be judgment in favor of the Crystal and [REDACTED] and against the defendants, Chrysler Group, LLC and All Star Motors, Inc., in solido, with legal interest thereon, and for all sums shown to be due on trial hereof; and
2. For all just and equitable orders and decrees in the premises.




FRED A. PHARIS
of PHARIS LAW OFFICES
831 DeSoto Street
Alexandria, LA 71301
Telephone: (318) 445-8266
Facsimile: (318) 445-5981
Bar Roll No.: 1536
ATTORNEY FOR PLAINTIFFS,
CRYSTAL D. BROOKS AND
LARRY JUNIUS BROOKS, JR.

NOTE FOR SERVICE: Please serve Chrysler Group, LLC with the original petition and the discovery attachments through its agent for service of process, C T Corporation System, 5615 Corporate Blvd., Suite 400B, Baton Rouge, LA 70808.

NOTE FOR SERVICE: Please serve All Star Motors, Inc., with the petition and the discovery attachments through its agent for service of process, William G. Lockwood, 11637 Lake Sherwood Avenue North, Baton Rouge, LA 70816.

124250

CIVIL SUIT NUMBER REC -7 AM 8:37

[REDACTED] ET VIR

V.

ALEXANDRIA CITY COURT

James S. Bolton
CLERK OF COURT

CHRYSLER GROUP, LLC, ET AL

RAPIDES PARISH, LOUISIANA

Deputy

INTERROGATORIES

TO: All Star Motors, Inc.

PLEASE TAKE NOTICE that you are hereby notified and required to answer separately the following interrogatories, fully, in writing, and under oath, and to serve your answers to [REDACTED] herein through their attorney of record, Fred A. Pharis, within thirty (30) days from service hereof, in accordance with the provisions of the Louisiana Code of Civil Procedure.

You are further placed on notice that these interrogatories are deemed continuing, requiring supplemental answers thereto in the event relevant information which would require amendment or supplementation of the answers to these interrogatories in order that they would be properly and truthfully answered, is discovered, acquired by, or becomes known to you.

When the term "you" is used herein, the term includes agents, employees, and representatives of the defendant to whom these interrogatories are directed, including said defendant's attorney of record.

INTERROGATORY NO. 1: Have you been sued under your correct name? If not, please state your correct name and address so that proper service may be obtained.

INTERROGATORY NO. 2: State the name, address, and telephone number of the person from whom you bought the 2011 Dodge Charger that was sold to the petitioners; please produce a copy of all documents pertaining to the sale to you of the vehicle, and please produce all documents having to do with the sale by you of the vehicle to the plaintiff.

INTERROGATORY NO. 3: Please state the dates of repairs done on the vehicle described in the petition, the names of the mechanics or technicians doing the repairs on any said dates, for whom they work and the amount charged to the plaintiff or made by way of warranty payment requests.

INTERROGATORY NO. 4: Please state the cause and nature of the problems repaired by you including any theories, assumptions, or opinions that will be offered at trial by you.

INTERROGATORY NO. 5: If you or any of your employees consider any of the problems with the vehicle to have been caused by anything other than manufacturing defects, state which problems, the cause, and when and how such information came to your knowledge.

INTERROGATORY NO. 6: Please state the names and addresses of all your employees who contacted Chrysler Group, LLC, or any affiliated firms, corporations, or businesses, *or who were contacted by such*, with regard to the problems with the vehicle, the dates of the contacts, and the substance of the conversations or communications.

INTERROGATORY NO. 7: Please state whether or not any of your employees contacted anyone with Chrysler Group, LLC for advice, information, or consultation on how the attempt to repair the vehicle in question, and if so, state the names of your employees so contacted, the date, and what was said.

INTERROGATORY NO. 8: Please state whether or not the vehicle had been repaired prior to the sale to the plaintiffs, and if so, the dates of the repairs, the repairs that were done, and the mechanics doing the repairs.

INTERROGATORY NO. 9: Please state whether or not other Chrysler vehicles of the same make and model have been repaired for other customers as a result of the same or similar complaints or as a result of the same or similar problems in those areas on the plaintiffs' vehicle. If so, give the names and addresses of the other customers and the date of repair.

INTERROGATORY NO. 10: Please state the name, address, and substance of

the testimony of all witnesses you expect to call at the trial of the matter, and if they are expert witnesses, please state their area of expertise, their conclusions, and the substance of the facts behind those conclusions.

INTERROGATORY NO. 11: Please state the name and address of all persons who have issued any reports, evaluated the repairs done or claims made, or who did any investigation or evaluation of repairs or claims made by the plaintiff with regard to the vehicle.

INTERROGATORY NO. 12: Please list and describe all evidence and documentary evidence which you will offer at the trial of this matter, and please produce said documents, attaching copies to your answers.

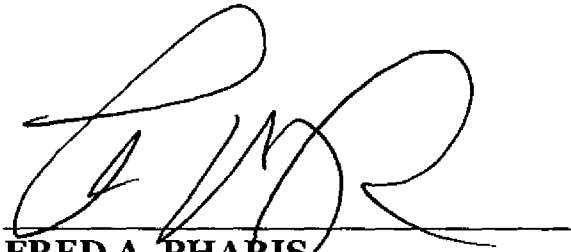
INTERROGATORY NO. 13: Please list and describe all items of physical evidence other than the documents stated above which you will offer at the trial of this matter, and state the present custodian of the items of evidence.

INTERROGATORY NO. 14: Please state to whom you have sold, transferred, or conveyed any or substantially all of your assets for the purpose of discontinuing your business as a seller and servicer of Chrysler Group, LLC products and transferring those operations to the buyer since the date of the sale of the vehicle complained of to the plaintiffs, giving the name, address, and phone numbers of the purchasers.

INTERROGATORY NO. 15: Please state the name, address, and telephone number of any person, corporation, or other entity who has assumed your obligations, commitments, or agreements with regard to the sale and servicing of Chrysler vehicles since the date of the sale of the vehicle complained of to the plaintiffs.

INTERROGATORY NO. 16: Please state whether or not you were insured by any insurance company for any loss or hazard associated with the sale, defects, or repair of the vehicle in question, and if so, state by whom, their name, address, and telephone number.

Date: December 5, 2012

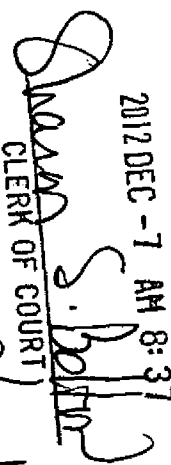


FRED A. PHARIS
of PHARIS LAW OFFICES
831 DeSoto Street
Alexandria, LA 71301
Telephone: (318) 445-8266
Facsimile: (318) 445-5981
Bar Roll No.: 1536
ATTORNEY FOR PLAINTIFFS,
CRYSTAL D. BROOKS AND
LARRY JUNIUS BROOKS, JR.

ALEXANDRIA CITY COURT

2012 DEC -7 AM 8:37

CLERK OF COURT


Deputy

[REDACTED], ET VIR

ALEXANDRIA CITY COURT
CIVIL SUIT NUMBER

V.

2012 DEC -7 AM 8:37
ALEXANDRIA CITY COURT

CHRYSLER GROUP, LLC, ET AL

RAPIDES PARISH, LOUISIANA
CLERK OF COURT

Shawn S. Bohm
Deputy

REQUESTS TO PRODUCE

TO: All Star Motors, Inc.

PLEASE TAKE NOTICE that you are hereby notified and required to answer separately the following requests to produce fully, in writing, and under oath, and to serve your answers to [REDACTED], herein through their attorney of record, Fred A. Pharis, within thirty (30) days from service hereof, in accordance with the provisions of the Louisiana Code of Civil Procedure.

You are further placed on notice that these requests to produce are deemed continuing, requiring supplemental answers thereto in the event relevant information which would require amendment or supplementation of the answers to these requests to produce in order that they would be properly and truthfully answered, is discovered, acquired by, or becomes known to you.

When the term "you" is used herein, the term includes agents, employees, and representatives of the defendant to whom these requests to produce are directed, including said defendant's attorney of record.

REQUEST NO. 1, Repair orders or invoices: All repair orders or invoices having to do with repair of the vehicle in question, whether originating with you, any other party, a third person, or other entity, including;

- 1) The reverse side of said repair orders if containing information other than the form itself;
- 2) Attached computer readouts used in diagnosis or testing of the vehicle; and
- 3) If the order or invoice consists of multiple pages, all pages.

REQUEST NO. 2, Parts description: A description of all parts removed and returned to the manufacturer or authorized repair facility or held by you for further inspection or accounting.

REQUEST NO. 3, Manufacturer or Warrantor's Bulletins and Recall Notices: All technical service bulletins, recall notices, or other communications issued by the manufacturer or warrantor of the vehicle either:

- 1) Issued with regard to the particular vehicle in question; or
- 2) Issued with regard to the particular make or model of the vehicle in question and having to do with any of the complaints set forth in the repair orders or invoices.

REQUEST NO. 4, General computer printouts: Computer printout(s) of information or data available to you, either originating with you, any other party, a third person, or other entity, which

- 1) Summarize the repair history of the vehicle;
- 2) Show the amount of warranty payments made and/or requested with regard to the vehicle;
- 3) List service bulletins or recall notices that are or may be applicable to the problems or complaints described in the petition;
- 4) Show special service messages applicable to the problems or complaints described in the petition: or
- 5) Are notes of contacts made with any party or third person or entity regarding the attempted repair, performance, or complaints regarding the vehicle.

REQUEST NO. 5, Correspondence: All written correspondence or communications, in original or copy form or otherwise reproduced, regarding repair of the vehicle in question or regarding any problems that petitioners were having with the vehicle, between:

- 1) Petitioners and defendant Chrysler Group, LLC;
- 2) Petitioners and defendant All Star Motors, Inc.; and
- 3) Defendants Chrysler Group, LLC and All Star Motors, Inc., or any of the affiliates, parent corporations, or divisions of said corporations.

REQUEST NO. 6, Manufacturer's and Customizer's Checklists: Please produce all manufacturer's inspection and testing checklists, manufacturing line discrepancy lists and checklists, rework lists and checklists, vehicle operation check reporting and status list or checklists, and inspection reporting forms (interior and exterior) pertaining to the vehicle in question.

REQUEST NO. 7, Field Engineer's or Representative's Reports: Any reports made by or correspondence sent by a field service engineer, manufacturer's or warrantor's representative, or other employee regarding inspection, testing, or repair of the subject vehicle.

REQUEST NO. 8, Expert Reports: Any reports made by or correspondence sent by any expert witness you have hired or employed regarding inspection, testing, or repair of the subject vehicle.

REQUEST NO. 9, Sales Documents: Please produce all documents showing the sale, financing, or payment of the purchase price of the vehicle described herein, to you and all such documents pertaining to the sale to the plaintiffs, including all documents mentioned and not mentioned in the petition, any supporting documents and any other items regarding and supporting the same, whether originating with a seller or with any other entity.

REQUEST NO. 10, Certificate of Origin: The certificate of origin for the vehicle in question.

REQUEST NO. 11, Insurance Policies: Any insurance policy or policies described in your answer to the interrogatories directed to you simultaneously herewith.

Date: December 5, 2012



FRED A. PHARIS
of PHARIS LAW OFFICES
831 DeSoto Street
Alexandria, LA 71301
Telephone: (318) 445-8266
Facsimile: (318) 445-5981
Bar Roll No.: 1536
ATTORNEY FOR PLAINTIFFS,
CRYSTAL D. BROOKS AND
LARRY JUNIUS BROOKS, JR.

ALEXANDRIA CITY COURT
2012 DEC -7 AM 8:37
S. J. P. [Signature]
CLERK OF COURT
Deputy

[REDACTED], ET VIR

CIVIL SUIT NUMBER [REDACTED]

V.

ALEXANDRIA CITY COURT

2019 DEC -7 AM 8:37

CHRYSLER GROUP, LLC, ET AL

RAPIDES PARISH, LOUISIANA

CLERK OF COURT

Deputy

INTERROGATORIES

TO: Chrysler Group, LLC

PLEASE TAKE NOTICE that you are hereby notified and required to answer separately the following interrogatories, fully, in writing, and under oath, and to serve your answers to [REDACTED] and herein through their attorney of record, Fred A. Pharis, within thirty (30) days from service hereof, in accordance with the provisions of the Louisiana Code of Civil Procedure.

You are further placed on notice that these interrogatories are deemed continuing, requiring supplemental answers thereto in the event relevant information which would require amendment or supplementation of the answers to these interrogatories in order that they would be properly and truthfully answered, is discovered, acquired by, or becomes known to you.

When the term "you" is used herein, the term includes agents, employees, and representatives of the defendant or Chrysler Group, LLC's agents, employees, and representatives including said defendant's attorney of record.

INTERROGATORY NO. 1: Have you been sued under your correct name? If not, please state your correct name and address so that proper service may be obtained.

INTERROGATORY NO. 2: Please state name of the manufacturer, the date of manufacture, place of manufacture, and date of certificate of origin, if any, of the vehicle in question.

INTERROGATORY NO. 3: Please state the dealership or purchaser to whom the vehicle was shipped following its manufacture, the date of shipment, and the name and address of the person transporting the vehicle.

INTERROGATORY NO. 4: Please state whether or not the dealership or purchaser described in the preceding interrogatory was an authorized repair facility for Chrysler brand motor vehicles at the time of the sale.

INTERROGATORY NO. 5: Please state the name, address, and present employment status of all employees of Chrysler, LLC and/or Chrysler Group, LLC who had contact with the plaintiffs or any of their relatives, friends, agents, or representatives with regard to the vehicle. Also, please state what was said in said contacts or conversations.

INTERROGATORY NO. 6: Does Chrysler Group, LLC, or did Chrysler, LLC, or any other entity which is answerable to them, maintain a computer or handwritten report of their representatives' or employees' contacts with dealerships and/or customers with regard to problems, complaints, or alleged vehicle defects? If so, state the title of the report or file with regard to contacts regarding the plaintiffs' vehicle, and state the name, address, and employment status of the custodian of the said records.

INTERROGATORY NO. 7: Please state the amount of warranty payment reimbursements made to any dealership or repairman by you or Chrysler, LLC, with regard to the vehicle in question, describing them with reference to their date, dealership repair order number, mileage of the vehicle, amount paid, and a description of the repairs done.

INTERROGATORY NO. 8: Please state whether or not the vehicle had been repaired prior to the sale to Chrysler, LLC's successor in title, and if so, the dates of the repairs, the repairs that were done, and the mechanics doing the repairs.

INTERROGATORY NO. 9: Were any warranty claims or payments made to anyone prior to the transfer of the vehicle to your co-defendant, All Star Motors, Inc.? If so, state the name and address of the claimant and produce copies of all documents having to do with warranty procedures.

INTERROGATORY NO. 10: Please state whether or not any of your employees or employee's of Chrysler, LLC, have inspected the vehicle in question, and, if so, please state the date, time, and place of the inspection, name the other persons present, and state whether or not a report was issued, and if so, the date of the report, the name, address, and telephone number of its custodian, and give a brief synopsis of the report.

INTERROGATORY NO. 11: Please state the cause and nature of the problems repaired by you, Chrysler, LLC, or any dealership, including any theories, assumptions, or opinions that will be offered at trial by you.

INTERROGATORY NO. 12: If you or any of your employees consider any of the problems with the vehicle to have been caused by anything other than manufacturing defects, state which problems, the cause, and when and how such information came to your knowledge.

INTERROGATORY NO. 13: Please state the name, address, and substance of the testimony of all witnesses you expect to call at the trial of the matter, and if they are expert witnesses, please state their area of expertise, their conclusions, and the substance of the facts behind those conclusions.

INTERROGATORY NO. 14: Please state the name and address of all persons who have issued any reports, evaluated the repairs done or claims made, or who did any investigation or evaluation of repairs or claims made by the plaintiff with regard to the vehicle.

INTERROGATORY NO. 15: Please list and describe all evidence and documentary evidence which you will offer at the trial of this matter, and please produce said documents, attaching copies to your answers.

INTERROGATORY NO. 16: Please list and describe all items of physical evidence other than the documents stated above which you will offer at the trial of this matter, and state the present custodian of the items of evidence.

INTERROGATORY NO. 17: Did Chrysler, LLC, manufacture the vehicle described in the petition? If not, give the name, address, and telephone number of the person or entity which manufactured the vehicle.


INTERROGATORY NO. 18: Please state whether or not you or Chrysler, LLC, was insured or is insured by any insurance company for any loss or hazard associated with the manufacture, sale, defects, or repair of the vehicle in question, and if so,

state by whom, their name, address, and telephone number.

Date: December 5, 2012



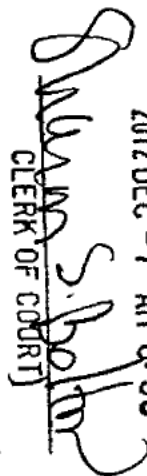
FRED A. PHARIS
of PHARIS LAW OFFICES
831 DeSoto Street
Alexandria, LA 71301
Telephone: (318) 445-8266
Facsimile: (318) 445-5981
Bar Roll No.: 1536
ATTORNEY FOR PLAINTIFFS,



ALEXANDRIA CITY COURT

2012 DEC - 7 AM 8:38

CLERK OF COURT



Deputy

[REDACTED], ET VIR

CIVIL SUIT NUMBER

124250

ALEXANDRIA CITY COURT

V.

ALEXANDRIA CITY COURT

2012 DEC -7 AM 8:38

CHRYSLER GROUP, LLC, ET AL

RAPIDES PARISH, LOUISIANA COURT

Sharon S. Bolton
Deputy

REQUESTS TO PRODUCE

TO: Chrysler Group, LLC

PLEASE TAKE NOTICE that you are hereby notified and required to answer separately the following requests to produce fully, in writing, and under oath, and to serve your answers to [REDACTED] herein through their attorney of record, Fred A. Pharis, within thirty (30) days from service hereof, in accordance with the provisions of the Louisiana Code of Civil Procedure.

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When the term "you" is used herein, the term includes agents, employees, and representatives of the defendant or Chrysler Group, LLC's agents, employees, and representatives including said defendant's attorney of record.

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- 1) The reverse side of said repair orders if containing information other than the form itself;
- 2) Attached computer readouts used in diagnosis or testing of the vehicle; and
- 3) If the order or invoice consists of multiple pages, all pages.

REQUEST NO. 2, Parts description: A description of all parts from the vehicle in question returned to you or an authorized repair facility or held for you for further inspection or accounting.

REQUEST NO. 3, Manufacturer or Warrantor's Bulletins and Recall Notices: All technical service bulletins, recall notices, owner notifications or other communications issued by you, or the warrantor of the vehicle either:

- 1) Issued with regard to the particular vehicle in question; or
- 2) Issued with regard to the particular make or model of the vehicle in question and having to do with any of the complaints set forth in the repair orders or invoices.

REQUEST NO. 4, General computer printouts: Computer printout(s) of information or data available to you, either originating with you, any other party, a third person, or other entity, which

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- 3) List service bulletins or recall notices that are or may be applicable to the problems or complaints described in the petition;
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- 1) Petitioner and defendant Chrysler Group, LLC;
- 2) Petitioner and defendant All Star Motors, Inc.;
- 3) Defendant Chrysler Group, LLC, and All Star Motors, Inc., or any of the affiliates, parent corporations, or divisions of said corporations; and
- 4) Defendant Chrysler Group, LLC and defendant , or any of the affiliates, parent corporations, or divisions of said corporations.

REQUEST NO. 6, Manufacturer's and Customizer's Checklists: Please produce all manufacturer's inspection and testing checklists, manufacturing line discrepancy lists and checklists, rework lists and checklists, vehicle operation check reporting and status list or checklists, and inspection reporting forms (interior and exterior) pertaining to the vehicle in question.

REQUEST NO. 7, Field Engineer's or Representative's Reports: Any reports made by or correspondence sent by a field service engineer, manufacturer's or warrantor's representative, or other employee regarding inspection, testing, or repair of the subject vehicle.

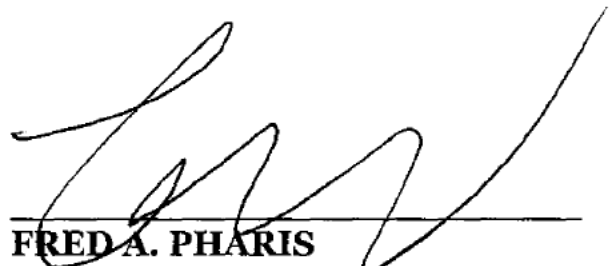
REQUEST NO. 8, Expert Reports: Any reports made by or correspondence sent by any expert witness you have hired or employed regarding inspection, testing, or repair of the subject vehicle.

REQUEST NO. 9, Sales Documents: Please produce all documents showing the sale, financing, or payment of the purchase price of the vehicle described herein, to you and all such documents pertaining to the sale to the plaintiffs, including all documents mentioned and not mentioned in the petition, any supporting documents and any other items regarding and supporting the same, whether originating with a seller or with any other entity.

REQUEST NO. 10, Certificate of Origin: The certificate of origin for the vehicle in question.

REQUEST NO. 11, Insurance Policies: Any insurance policy or policies described in your answer to the interrogatories directed to you simultaneously herewith.

Date: December 5, 2012



FRED A. PHARIS
of PHARIS LAW OFFICES
831 DeSoto Street
Alexandria, LA 71301
Telephone: (318) 445-8266
Facsimile: (318) 445-5981
Bar Roll No.: 1536
ATTORNEY FOR PLAINTIFFS,

[Redacted]

ALEXANDRIA CITY COURT
2012 DEC - 7 AM 8:38
Clerk of Court
S. S. Bohler
Deputy

PE14-022

CHRYSLER

10-3-2014

ENCLOSURE 4

LEGAL CLAIMS

12/31/2012

CT Log Number 521865734

TO: Melissa Graylin
Chrysler Group LLC
Office Of General Counsel, 1000 Chrysler Drive
CIMS: [REDACTED]
Auburn Hills, MI 48326-2766

RE: Process Served In Maryland

FOR: Chrysler Group LLC (Domestic State: DE)

ENCLOSED ARE COPIES OF LEGAL PROCESS RECEIVED BY THE STATUTORY AGENT OF THE ABOVE COMPANY AS FOLLOWS:

TITLE OF ACTION: [REDACTED], Pfc. vs. Chrysler Group LLC, etc., Dft.

DOCUMENT(S) SERVED: Letter, Writ of Summons, Return, Case Information Report, Complaint and Statement, Demand for Jury Trial, Exhibit(s)

COURT/AGENCY: Baltimore County - Circuit Court, MD
Case # [REDACTED]

NATURE OF ACTION: Product Liability Litigation - Manufacturing Defect - Failure to repair or replace defects - 2012 Dodge Charger - 2C3[REDACTED]8CH2[REDACTED]

ON WHOM PROCESS WAS SERVED: The Corporation Trust Incorporated, Baltimore, MD

DATE AND HOUR OF SERVICE: By Certified Mail on 12/31/2012 postmarked on 12/20/2012

JURISDICTION SERVED : Maryland

APPEARANCE OR ANSWER DUE: Within 30 days after service - Written response

ATTORNEY(S) / SENDER(S): Jacqueline C. Herritt
Kimmel & Silverman, P.C.
30 East Butler Pike
Ambler, PA 19002
215-540-8888

ACTION ITEMS: CT will retain the current log
Image SOP

SIGNED: The Corporation Trust Incorporated
PER: Billie Swoboda
ADDRESS: 351 West Camden Street
Baltimore, MD 21201
TELEPHONE: 410-539-2837

ROBERT M. SILVERMAN
CRAIG THOR KIMMEL

Member, PA Bar
Member, NJ Bar
Member, DE Bar
Member, NY Bar
Member, MA Bar
Member, MD Bar
Member, OH Bar
Member, MI Bar
Member, NH Bar
Member, CT Bar
Member, TN Bar
Member, WY Bar
Member, DC Bar
Member, CA Bar
Member, WI Bar
Member, TX Bar
Certified by the New Jersey
Supreme Court as a Civil Trial
Attorney



KIMMEL & SILVERMAN

P.C.

1-800-LEMON LAW

www.lemonlaw.com

CORPORATE HEADQUARTERS

30 E. Butler Pike
Ambler, PA 19002
P (215) 540-8888
F (215) 540-8817

WESTERN PA OFFICE, 210 Grant Street, Suite 202, Pittsburgh, PA 15219, P (412) 566-1001, F (412) 566-1005

NEW JERSEY OFFICE, Executive Quarters, 1930 E. Marlton Pike, Suite Q29, Cherry Hill, NJ 08003, P (856) 429-8334, F (856) 216-7344

DELAWARE OFFICE, 501 Silverside Road, Suite 118, Wilmington, DE 19809, P (302) 791-9373, F (302) 791-9476

CONNECTICUT OFFICE, 136 Main Street, Suite 301, Danielson, CT 06239, P (860) 866-4380, F (860) 263-0919

NEW YORK OFFICE, 1001 Avenue of the Americas, 12th Floor, New York, NY 10018, P (212) 719-7543, F (877) 617-2515

BUFFALO, NY OFFICE, 1207 Delaware Avenue, Suite 440, Buffalo, NY 14209, P (716) 332-6112, F (800) 863-1689

PLEASE REMIT ALL CORRESPONDENCE TO THE AMBLER OFFICE

December 18, 2012

JACQUELINE C. HERRITT
ROBERT A. RAPKIN
ANGELA K. TROCCOLI
FRED DAVIS
AMY L. BENNECOFF
CHRISTINA GILL ROSEMAN
RICHARD A. SCHOLER
TARA L. PATTERSON
W. CHRISTOPHER COMPONONO
TIMOTHY J. ABDEL, JR.
JOSEPH L. GENTILCORE
ALFRED J. TUMOLO III
CHRISTOPHER J. KELLEHER

CERTIFIED MAIL/RETURN RECEIPT REQUESTED

Chrysler Group LLC
c/o The Corporation Trust Company
351 West Camden Street
Baltimore, MD 21201

RE: [REDACTED] v. Chrysler Group, LLC
Docket No. 03-C-12-012455 CN

Dear Sir/Madam:

Enclosed please find a copy of the Summons and Complaint which has been filed in the Circuit Court for Baltimore County Circuit. You are being served pursuant to the Maryland State Rule, 2-321.

Please refer the attached to the legal department. Note: a responsive pleading is due 60 days after the receipt of the Complaint, 2-321

Very truly yours,

Jacqueline C. Herritt, Esquire

JCH/jh
Enclosure

CIRCUIT COURT FOR BALTIMORE COUNTY
Julie L. Ensor
Clerk of the Circuit Court
County Courts Building
401 Bosley Avenue
P.O. Box 6754
Towson, MD 21285-6754
(410)-887-2601, TTY for Deaf: (800)-735-2258
Maryland Toll Free Number (800) 938-5802

W R I T . O F S U M M O N S

Case Number: [REDACTED] CN
C I V I L

Dupree vs Chrysler Group L L C

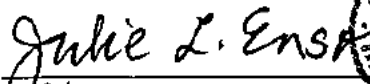

STATE OF MARYLAND, BALTIMORE COUNTY COUNTY, TO WIT:

To: CHRYSLER GROUP L L C
C/o The Corporation Trust Company
351 West Camden Street
Baltimore, MD 21201

You are hereby summoned to file a written response by pleading or motion, within 30 days after service of this summons upon you, in this court, to the attached Complaint filed by: Philip Dupree
7111 Pahls Farm Way
Pikesville, MD 21208

WITNESS the Honorable Chief Judge of the Third Judicial Circuit of Maryland

Date Issued: 12/12/12



Julie L. Ensor
Clerk of the Circuit Court, per

To the person summoned:

FAILURE TO FILE A RESPONSE WITHIN THE TIME ALLOTTED MAY RESULT IN A JUDGMENT BY DEFAULT OR THE GRANTING OF THE RELIEF SOUGHT AGAINST YOU.

Personal attendance in court on the day named is NOT required.



To: CHRYSLER GROUP L L C

* * * * S H E R I F F ' S R E T U R N * * * *

(Please Print all information)

Case No: [REDACTED]

Old Case No:

Case Name: [REDACTED] vs Chrysler Group L L C

_____ ID# _____ of the _____
(Serving Sheriff's Name)

County Sheriff's Office represent to the Honorable Court the I:

(1) Served, _____
(Name of Person Served)

on _____ at _____
(Date of Service) (Location of Service)

_____ with the following:

- | | |
|---|--|
| <input type="checkbox"/> Summons | <input type="checkbox"/> Counter complaint |
| <input type="checkbox"/> Complaint | <input type="checkbox"/> Interrogatories |
| <input type="checkbox"/> Motion | <input type="checkbox"/> Domestic Violence Order |
| <input type="checkbox"/> Show Cause Order | Other _____
(Specify Document Served) |

(2) Was unable to serve because:

- | | |
|---|--|
| <input type="checkbox"/> Moved left no forwarding address | <input type="checkbox"/> No such address |
| <input type="checkbox"/> Address not in jurisdiction | Other _____
(Please Specify) |

Sheriff's Fee \$ _____

_____ (Serving Sheriff's Signature and Date)

INSTRUCTIONS TO SHERIFF'S OFFICE:

1. This summons is effective for service only if served within 60 days after the date it is issued.
2. Proof of service shall set out the name of the person served, date and the particular place and manner of service. If service is not made, Please state the reasons.
3. Return of served or unserved process shall be made promptly.

CIVIL - NON-DOMESTIC CASE INFORMATION REPORT

DIRECTIONS:

Plaintiff: This Information Report must be completed and attached to the complaint filed with the Clerk of Court unless your case is exempted from the requirement by the Chief Judge of the Court of Appeals pursuant to Rule 2-111(a). A copy must be included for each defendant to be served.

Defendant: You must file an Information Report as required by Rule 2-323(h).

THIS INFORMATION REPORT CANNOT BE ACCEPTED AS AN ANSWER OR RESPONSE.

FORM FILED BY: PLAINTIFF DEFENDANT CASE NUMBER _____ (Clerk to insert)

CASE NAME: _____ vs. **CHRYSLER GROUP**
Plaintiff Defendant

JURY DEMAND: Yes No Anticipated length of trial: _____ hours or _____ days

RELATED CASE PENDING? Yes No If yes, Case #(s), if known: _____

Special Requirements? Interpreter (Please attach Form CC-DC 41)
 ADA accommodation (Please attach Form CC-DC 49)

NATURE OF ACTION (CHECK ONE BOX) DAMAGES/RELIEF

<p>TORTS</p> <input type="checkbox"/> Motor Tort <input type="checkbox"/> Premises Liability <input type="checkbox"/> Assault & Battery <input type="checkbox"/> Product Liability <input type="checkbox"/> Professional Malpractice <input type="checkbox"/> Wrongful Death <input type="checkbox"/> Business & Commercial <input type="checkbox"/> Libel & Slander <input type="checkbox"/> False Arrest/Imprisonment <input type="checkbox"/> Nuisance <input type="checkbox"/> Toxie Torts <input type="checkbox"/> Fraud <input type="checkbox"/> Malicious Prosecution <input type="checkbox"/> Lead Paint <input type="checkbox"/> Asbestos <input type="checkbox"/> Other _____	<p>LABOR</p> <input type="checkbox"/> Workers' Comp. <input type="checkbox"/> Wrongful Discharge <input type="checkbox"/> EEO <input type="checkbox"/> Other _____	<p>A. TORTS</p> <p>Actual Damages</p> <input type="checkbox"/> Under \$7,500 <input type="checkbox"/> \$7,500 - \$50,000 <input type="checkbox"/> \$50,000 - \$100,000 <input type="checkbox"/> Over \$100,000	<input type="checkbox"/> Medical Bills \$ _____ <input type="checkbox"/> Property Damages \$ _____ <input type="checkbox"/> Wage Loss \$ _____
	<p>CONTRACTS</p> <input type="checkbox"/> Insurance <input type="checkbox"/> Confessed Judgment <input checked="" type="checkbox"/> Other _____	<p>B. CONTRACTS</p> <input type="checkbox"/> Under \$10,000 <input type="checkbox"/> \$10,000 - \$20,000 <input type="checkbox"/> Over \$20,000	<p>C. NONMONETARY</p> <input type="checkbox"/> Declaratory Judgment <input type="checkbox"/> Injunction <input type="checkbox"/> Other _____
	<p>REAL PROPERTY</p> <input type="checkbox"/> Judicial Sale <input type="checkbox"/> Condemnation <input type="checkbox"/> Landlord Tenant <input type="checkbox"/> Other _____		
	<p>OTHER</p> <input type="checkbox"/> Civil Rights <input type="checkbox"/> Environmental <input type="checkbox"/> ADA <input type="checkbox"/> Other _____		

ALTERNATIVE DISPUTE RESOLUTION INFORMATION

Is this case appropriate for referral to an ADR process under Md. Rule 17-101? (Check all that apply)

A. Mediation Yes No C. Settlement Conference Yes No
 B. Arbitration Yes No D. Neutral Evaluation Yes No

TRACK REQUEST

With the exception of Baltimore County and Baltimore City, please fill in the estimated LENGTH OF TRIAL. THIS CASE WILL THEN BE TRACKED ACCORDINGLY.

1/2 day of trial or less 3 days of trial time
 1 day of trial time More than 3 days of trial time
 2 days of trial time

PLEASE SEE PAGE TWO OF THIS FORM FOR INSTRUCTIONS PERTAINING TO THE BUSINESS AND TECHNOLOGY CASE MANAGEMENT PROGRAM AND COMPLEX SCIENCE AND/OR MEDICAL CASE MANAGEMENT PROGRAM (ASTAR), AS WELL AS ADDITIONAL INSTRUCTIONS IF YOU ARE FILING YOUR COMPLAINT IN BALTIMORE CITY, PRINCE GEORGE'S

Date 12/04/12 Signature _____

BUSINESS AND TECHNOLOGY CASE MANAGEMENT PROGRAM

For all jurisdictions, if Business and Technology track designation under Md. Rule 16-205 is requested, attach a duplicate copy of complaint and check one of the tracks below.

Expedited
Trial within 7 months
of Filing

Standard
Trial within 18 months
of Filing

EMERGENCY RELIEF REQUESTED _____

Signature

Date

**COMPLEX SCIENCE AND/OR MEDICAL CASE
MANAGEMENT PROGRAM (ASTAR)**

FOR PURPOSES OF POSSIBLE SPECIAL ASSIGNMENT TO AN ASTAR RESOURCE JUDGE under Md. Rule 16-202.
Please check the applicable box below and attach a duplicate copy of your complaint.

Expedited - Trial within 7 months of Filing

Standard - Trial within 18 months of Filing

IF YOU ARE FILING YOUR COMPLAINT IN BALTIMORE CITY, PRINCE GEORGE'S COUNTY, OR BALTIMORE COUNTY PLEASE FILL OUT THE APPROPRIATE BOX BELOW.

CIRCUIT COURT FOR BALTIMORE CITY (CHECK ONLY ONE)

- Expedited Trial 60 to 120 days from notice. Non-jury matters.
- Standard-Short Trial 210 days.
- Standard Trial 360 days.
- Lead Paint Fill in: Birth Date of youngest plaintiff _____
- Asbestos Events and deadlines set by individual judge.
- Protracted Cases Complex cases designated by the Administrative Judge.

CIRCUIT COURT FOR PRINCE GEORGE'S COUNTY

To assist the Court in determining the appropriate Track for this case, check one of the boxes below. This information is not an admission and may not be used for any purpose other than Track Assignment.

- Liability is conceded.
- Liability is not conceded, but is not seriously in dispute.
- Liability is seriously in dispute.

CIRCUIT COURT FOR BALTIMORE COUNTY

- | | |
|---|---|
| <input type="checkbox"/> Expedited
(Trial Date-90 days) | Attachment Before Judgment, Declaratory Judgment (Simple), Administrative Appeals, District Court Appeals and Jury Trial Prayers, Guardianship, Injunction, Mandamus. |
| <input type="checkbox"/> Standard
(Trial Date-240 days) | Condemnation, Confessed Judgments (Vacated), Contract, Employment Related Cases, Fraud and Misrepresentation, International Tort, Motor Tort, Other Personal Injury, Workers' Compensation Cases. |
| <input type="checkbox"/> Extended Standard
(Trial Date-345 days) | Asbestos, Lender Liability, Professional Malpractice, Serious Motor Tort or Personal Injury Cases (medical expenses and wage loss of \$100,000, expert and out-of-state witnesses (parties), and trial of five or more days), State Insolvency. |
| <input type="checkbox"/> Complex
(Trial Date-450 days) | Class Actions, Designated Toxic Tort, Major Construction Contracts, Major Product Liabilities, Other Complex Cases. |

[REDACTED]
Pikesville, MD [REDACTED]

Plaintiff

v.

CHRYSLER GROUP LLC
c/o The Corporation Trust Company
351 West Camden Street
Baltimore, MD 21201

Defendant

IN THE CIRCUIT COURT FOR
BALTIMORE COUNTY

CASE NO: _____

RECEIVED AND FILED
2012 DEC 11 PM 12:46
CLERK OF THE CIRCUIT COURT
BALTIMORE COUNTY

COMPLAINT AND STATEMENT OF FACTS

1. [REDACTED] is an adult individual citizen and legal resident of the State of Maryland, [REDACTED], Pikesville, MD [REDACTED].
2. Defendant, Chrysler Group LLC, is a business corporation qualified to do and regularly conduct business in the State of Maryland, with its address and principal place of business located at 12000 Chrysler Drive, Highland Park, Michigan 48288-1919, and can be served at c/o The Corporation Trust Company, 351 West Camden Street, Baltimore, MD 21201.
3. On or about [REDACTED], Plaintiff purchased a new 2012 Dodge Charger, manufactured and warranted by Defendant, bearing the Vehicle Identification Number 2C3CDXBG8CH [REDACTED].
4. The vehicle was purchased in the State of Maryland and is registered in the State of Maryland.
5. The contract price of the vehicle, including registration charges, document fees, sales tax, finance and bank charges, but excluding other collateral charges not specified, yet defined by the Lemon Law, totaled more than \$32,524.00. A true and correct copy of the contract is attached hereto, made a part hereof, and marked Exhibit "A".
6. In consideration for the purchase of said vehicle, Defendant issued to Plaintiff several warranties, guarantees, affirmations or undertakings with respect to the material or workmanship

of the vehicle and/or remedial action in the event the vehicle fails to meet the promised specifications.

7. The above-referenced warranties, guarantees, affirmations or undertakings are/were part of the basis of the bargain between Defendant and Plaintiff.

8. The parties' bargain includes an express 3-year / 36,000 mile warranty, as well as other guarantees, affirmations and undertakings as stated in Defendant's warranty materials and owner's manual.

9. However, as a result of the ineffective repair attempts made by Defendant through its authorized dealer(s), the vehicle is rendered substantially impaired, unable to be utilized for its intended purposes, and is substantially diminished in value to Plaintiff.

10. During the first fifteen (15) months following the date of original delivery on the motor vehicle to the consumer and/or the period of the vehicle's first 15,000 miles of operation, Plaintiff complained on at least four (4) occasions about defects and or non-conformities to the following vehicle components: engine; electrical system and transmission. True and correct copies of all invoices in Plaintiff's possession are attached hereto, made a part hereof, and marked Exhibit "B".

COUNT I
MARYLAND AUTOMOTIVE WARRANTY ENFORCEMENT ACT

11. Plaintiff hereby incorporates all facts and allegations set forth in this Complaint by reference as if fully set forth at length herein.

12. Plaintiff is a "Consumer" as defined by §14-1501(b) of the Commercial Law article of the Annotated Code of Maryland (hereinafter the "Code").

13. Defendant is a "Manufacturer" as defined by §14-1501(e) of the Code.

14. Musselman's Dodge, Catonsville, MD is and/or was at the time of sale a Motor Vehicle Dealer in the business of buying, selling, and/or exchanging vehicles as defined by §14-1501(b) of the Code.

15. On or about August 09, 2012, Plaintiff took possession of the above mentioned vehicle and experienced nonconformities as defined by §14-1502 et seq., which substantially impair the use and/or market value of the vehicle.

16. The nonconformities described violate the express written warranties issued to Plaintiff by Defendant.

17. Section 14-1502(c)(1) of the Maryland Automotive Warranty Enforcement Act (hereinafter the "Maryland Lemon Law") provides:

If, during the warranty period, the manufacturer or factory branch, its agent, or its authorized dealer is unable to repair or correct any defect or condition that substantially impairs the use and market value of the motor vehicle to the consumer after a reasonable number of attempts, the manufacturer or factory branch, at the option of the consumer, shall: (i) replace the motor vehicle with a comparable motor vehicle to the consumer; or (ii) accept return of the motor vehicle from the consumer and refund to the consumer the full purchase price including all license fees, registration fees, and any similar governmental charges, less: (1) a reasonable allowance for the consumer's use of the vehicle not to exceed fifteen (15) percent of the purchase price; and (2) a reasonable allowance for damage not attributable to normal wear but not to include damage resulting from a nonconformity, defect, or condition.

18. Section 14-1502(d) of the Maryland Lemon Law provides a presumption of a reasonable number of repair attempts if:

(1) The same nonconformity, defect, or condition has been subject to repair four (4) or more times by the manufacturer or factory branch, or its agents or authorized dealers, within the warranty period but such nonconformity, defect, or condition continues to exist; or

(2) The vehicle is out of service by reason of repair of one (1) or more nonconformities, defects, or conditions for a cumulative total of thirty (30) or more days during the warranty period.

19. Plaintiff has satisfied the above definition as the vehicle has been subject to repair more than four (4) times for the same nonconformity, and the nonconformity remained uncorrected.

20. In addition, the above vehicle has or will be out-of-service by reason of the nonconformities complained of for a cumulative total of thirty (30) or more calendar days.

21. Plaintiff has delivered the nonconforming vehicle to an authorized service and repair facility of the Defendant on numerous occasions as outlined below.

22. Plaintiff avers that the Maryland Lemon Law statute contains no prohibition on claims for vehicles having less than four (4) repair attempts by the manufacturer or factory branch, or its agents or authorized dealers.

23. Plaintiff avers that the Maryland Lemon Law statute contains no prohibition on claims for vehicles out of service by reason of repairs for a cumulative total of less than thirty (30) days during the warranty period.

24. Plaintiff avers that the Maryland Lemon Law statute does contain a provision that a rebuttable presumption exists when there have been either four (4) repair attempts for the condition or thirty (30) days out of service during the warranty period, but such section §14-1502(d) is not a pre-requisite to a claim under the statute.

25. Plaintiff avers that what constitutes a "reasonable number of repair attempts" is an issue that is properly determined only by the trier of fact.

26. Plaintiff avers that upon presenting the case to the trier of fact, the facts and circumstances of this case will demonstrate a reasonable opportunity to repair and/or reasonable number of repair attempts to prove their claim under the statute.

27. After a reasonable number of attempts, Defendant was unable to repair the nonconformities.

28. Plaintiff avers the vehicle has been subject to additional repair attempts for defects and conditions for which Defendant's warranty dealer did not provide or maintain itemized statements.

29. Plaintiff avers that such itemized statements, which were not provided also include technicians' notes of diagnostic procedures and repairs, and Defendant's Technical Service Bulletins relating to this vehicle.

30. Plaintiff avers the vehicle has been subject to additional repair attempts for defects and conditions for which Defendant's warranty dealer did not provide notification.

31. Plaintiff has and will continue to suffer damages due to Defendant's failure to comply with the provisions of §14-1502 of the Code.

32. Pursuant to §14-1502(h) and (l), Plaintiff seeks relief for losses due to the vehicle's nonconformities, including the award of reasonable attorneys' fees and all court costs.

WHEREFORE, Plaintiff respectfully demands judgment against Defendant in an amount equal to the price of the subject vehicle, plus all collateral charges, attorneys' fees, and court costs, or in the alternative repurchase or replacement of the subject vehicle plus all collateral charges, incidental and consequential damages, reasonable attorneys' fees.

COUNT II
MAGNUSON-MOSS (FTC) WARRANTY IMPROVEMENT ACT

33. Plaintiff hereby incorporates all facts and allegations set forth in this Complaint by reference as if fully set forth at length herein.

34. Plaintiff is a "Consumer" as defined by 15 U.S.C. §2301(3).

35. Defendant is a "supplier", "warrantor", and a "service contractor" as defined by 15 U.S.C. § 2301 (4),(5) and (8).

36. The subject vehicle is a "consumer product" as defined by 15 U.S.C. § 2301(1).

37. By the terms of its written warranties, affirmations, promises, or service contracts, Defendant agreed to perform effective repairs at no charge for parts and/or labor.

38. The Magnuson-Moss Warranty Improvement Act requires Defendant to be bound by all warranties implied by state law. Said warranties are imposed on all transactions in the state in which the vehicle was delivered.

39. Defendant has made attempts on several occasions to comply with the terms of its express warranties; however, such repair attempts have been ineffective.

40. The Magnuson-Moss Warranty Improvement Act, 15 U.S.C. §2310(d)(2) provides:

If a consumer finally prevails on an action brought under paragraph (1) of this subsection, he may be allowed by the court to recover as part of the judgment a sum equal to the amount of aggregate amount of

costs and expenses (including attorney fees based upon actual time expended), determined by the court to have been reasonably incurred by the Plaintiff for, or in connection with the commencement and prosecution of such action, unless the court, in its discretion shall determine that such an award of attorney's fees would be inappropriate.

41. Plaintiff has afforded Defendant a reasonable number of opportunities to conform the vehicle to the aforementioned express warranties, implied warranties and contracts.

42. As a direct and proximate result of Defendant's failure to comply with the express written warranties, Plaintiff has suffered damages and, in accordance with 15 U.S.C. §2310(d)(1), Plaintiff is entitled to bring suit for such damages and other legal and equitable relief.

43. Defendant's failure is a breach of Defendant's contractual and statutory obligations constituting a violation of the Magnuson-Moss Warranty Improvement Act, including but not limited to: breach of express warranties and breach of implied warranty of merchantability.

44. Plaintiff avers that Defendant's warranty was not provided to Plaintiff until after the vehicle was delivered, making any and all limitations, disclaimers and/or alternative dispute provisions ineffective for a failure of consideration.

45. Plaintiff avers Defendant's Dispute Resolution Program was not in compliance with 16 CFR 703 for the model year of the subject vehicle.

46. Plaintiff avers that Defendant's warranty did not require Plaintiff to first resort to a Dispute Resolution Program before filing suit.

47. Plaintiff avers that upon successfully prevailing upon the Magnuson-Moss claim herein, all attorney fees are recoverable and are demanded against Defendant.

48. Section 2-714(2) of the Commercial Law, Annotated Code of Maryland (hereinafter the "Code") defines the measure of damages for breach of warranty as "the difference at the time and place of acceptance between the value of the goods accepted and the value they would have had if they had been as warranted, unless special circumstances show proximate damages of a different amount."

49. Section 2-715(1) of the Code authorizes the Court to award the Consumer incidental damages, including expenses reasonably incurred in the inspection, receipt, transportation and

care and custody of goods rightfully rejected, as well as any commercially reasonable charges, expenses or commissions in connection with effecting cover and any other reasonable expense incident to the delay or other breach.

50. Section 2-715(2) of the Code also authorizes the Court to award the Consumer consequential damages, which may include any loss resulting from general or particular requirements and needs of which the seller at the time of contracting had reason to know and which could not reasonably be prevented by cover or otherwise and any injury to the person or property proximately resulting from any breach of warranty.

WHEREFORE, Plaintiff respectfully demands judgment against Defendant in an amount equal to the price of the subject vehicle, plus all collateral charges, incidental and consequential damages, reasonable attorneys' fees, and all court costs, or in the alternative repurchase or replacement of the subject vehicle plus all collateral charges, incidental and consequential damages, reasonable attorneys' fees.

COUNT III
MARYLAND CONSUMER PROTECTION ACT

51. Plaintiff hereby incorporates all facts and allegations set forth in this Complaint by reference as if fully set forth at length herein.

52. Plaintiff is a "Consumer" as defined by §13-101(c) of the Code.

53. Defendant is a "Person" as defined by §13-101(h) of the Code.

54. The subject vehicle is a "Consumer good" as defined by §13-101(d) of the Code.

55. The Code defines "Consumer goods" as goods which are primarily for personal, household, family, or agricultural purposes.

56. Section 14-1504 of the Maryland Lemon Law provides that a violation of its provisions shall be considered an unfair and deceptive trade practice under Title 13 of the Commercial Law Article.

57. The Maryland Consumer Protection Act defines “unfair or deceptive trade practices” as:

- (1) False, falsely disparaging, or misleading oral or written statement, visual description, or other representation of any kind which has the capacity, tendency, or effect of deceiving or misleading consumers;
- (2) Representation that:
 - (i) Consumer goods, consumer realty, or consumer services have a sponsorship, approval, accessory, characteristic, ingredient, use, benefit, or quantity which they do not have;
 - (ii) A merchant has a sponsorship approval, status, affiliation, or connection which he does not have;
 - (iii) Deteriorated, altered, reconditioned, reclaimed, or secondhand consumer goods are original or new; or
 - (iv) Consumer goods, consumer realty, or consumer services are of a particular standard, quality, grade, style, or model which they are not;
- (3) Knowingly false statement that a service, replacement, or repair is needed

58. Plaintiff avers that Defendant has violated these, as well as other provisions, of §13-101 et seq. of the Code.

59. Section 13-301(14)(xi) of the Code provides that a violation of the Automotive Warranty Enforcement Act is an automatic “unfair or deceptive trade practice” and, therefore, a violation of the Consumer Protection Act.

60. Defendant’s conduct surrounding the sale and servicing of the subject vehicle falls within the aforementioned definitions of “unfair or deceptive trade practices.”

61. Section 13-408(a) of the Code authorizes consumers to bring an action to recover for injury or loss sustained by them as the result of a practice prohibited by the Consumer Protection Act.

62. Section 13-408(b) of the Code further allows consumers who are awarded damages to seek reasonable attorney’s fees.

WHEREFORE, Plaintiff respectfully demands judgment against Defendant an amount equal to the price of the subject vehicle, plus all collateral charges, incidental and consequential damages, reasonable attorneys' fees, and all court costs, or in the alternative repurchase or replacement of the subject vehicle plus all collateral charges, incidental and consequential damages, reasonable attorneys' fees.

KIMMEL & SILVERMAN, P.C.

By: 

JACQUELINE C. HERRITT, ESQUIRE

Attorney for Plaintiff

30 East Butler Pike

Ambler, Pennsylvania 19002

(215) 540-8888

[REDACTED]
Pikesville, MD [REDACTED]

Plaintiff

v.

CHRYSLER GROUP LLC
c/o The Corporation Trust Company
351 West Camden Street
Baltimore, MD 21201

Defendant

IN THE CIRCUIT COURT FOR
BALTIMORE COUNTY

CASE NO: _____

DEMAND FOR JURY TRIAL

Plaintiff demands to have this case tried by a jury.

Pursuant to Maryland Rule 1-313, this is to certify that I am licensed to practice law in Maryland.

KIMMEL & SILVERMAN, P.C.

By: 

JACQUELINE C. HERRITT, ESQUIRE

Attorney for Plaintiff

30 East Butler Pike

Ambler, Pennsylvania 19002

(215) 540-8888

BALTIMORE'S FIRST FIVE STAR DEALER

DATE

PLEASE ENTER MY ORDER FOR THE FOLLOWING

NEW USED DEMO MILEAGE 12

CAR OR TRUCK

YEAR	MAKE	MODEL	TYPE
2012	DODGE	CHARGER	SE RWD
STOCK NO.	SERIAL NO.	TO BE DELIVERED ON OR ABOUT	
120395	2C3CDX8G8C	08/09/2012 20	
INS. CO.	SALESMAN	PHONE #	POLICY #
GEICO	HACK LEE HAMPTO	(800)691-3918	0329949903
AGENT		EFFECTIVE DATE	
DIRECT ADDRESS	SPOKE TO		
1 GEICO BLVD FREDERICKSBURG VA 22412			

CO-BUYER

ELK RIDGE MD

CITY STATE ZIP

CO-BUYER'S BIRTH DATE

CO-BUYER'S DRIVERS LICENSE

BUYER SOCIAL SECURITY

CO-BUYER SOCIAL SECURITY

SALES PRICE INCLUDES FREIGHT OF

SUNTRUST BANK

PO BOX 305053

NASHVILLE TN

CASH PRICE OF VEHICLE	28975.00
DLR PROC (NOT REQ BY LAW)	199.00
WARRANTY	2600.00
GAP	750.00
TOTAL LIST PRICE	32524.00
CONTRACTUAL DISCLOSURE STATEMENT FOR USED VEHICLE ONLY	N/A
DEALER OPTIONS	N/A
CASH PRICE	32524.00
TAX	1750.44
ELEC FILING	12.60
NO TIRE RECYCLING FEE	4.00
LICENSE TRANSFER TITLE REGISTRATION	180.00 N/A 100.00 40.00
1. TOTAL CASH PRICE DELIVERED	34611.04

YEAR	MAKE	MODEL
TYPE	SERIAL NO.	
COLOR	LICENSE NO.	TITLE NO.
STOCK NO.	MILEAGE	

TRADE IN LIEN INFORMATION

NAME OF LIENHOLDER

ADDRESS

CITY AND STATE

APPROXIMATE PAYOFF

GOOD TIL

N/A

AN APPROXIMATE PAYOFF HAS BEEN USED TO DETERMINE THE AMOUNT OF TRADE-IN EQUITY. THE PURCHASER ACKNOWLEDGES THAT HE/SHE IS RESPONSIBLE FOR ANY DIFFERENCES IN ACTUAL PAYOFF.

X

2. CASH DOWN PAYMENT	DEPOSIT	N/A
	DOWN PAYMENT	4000.00
	REBATE	2000.00
3. TRADE EQUITY	ALLOWANCE	N/A
	LESS PAYOFF	N/A
4. TOTAL DOWN PAYMENT (2 + 3)		6000.00
5. UNPAID BALANCE OF CASH PRICE (1 - 4)		28611.04

Purchaser agrees that this Order includes all of the terms and conditions on both the face and reverse side hereof, that this Order cancels and supersedes any prior agreement and as of the date hereof comprises the complete and exclusive statement of the terms of the agreement relating to the subject matters covered hereby, and that THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE AND IN THE EVENT OF A TIME SALE, DEALER SHALL NOT BE OBLIGATED TO SELL UNTIL APPROVAL OF THE TERMS HEREOF IS GIVEN BY A BANK OR FINANCE COMPANY WILLING TO ENTER INTO AN INSTALLMENT CONTRACT BETWEEN THE PARTIES. Purchaser by his execution of this Order hereby agrees that he is at least 18 years of age or older and acknowledges that he has read, understands and agrees to the terms and conditions and has received a true copy of this Order.

ALL-STATE LEGAL
 PLAINTIFF'S EXHIBIT
 A

X 08/09/2012 ACCEPTED BY: *[Signature]*

PURCHASER'S SIGNATURE DATE DEALER OR HIS AUTHORIZED REPRESENTATIVE

**RETAIL INSTALLMENT SALE CONTRACT
SIMPLE FINANCE CHARGE**

Dealer Number _____ Contract Number _____

Buyer Name and Address (Including County and Zip Code) ELKRIDGE MD	Co-Buyer Name and Address (Including County and Zip Code)	Creditor-Seller (Name and Address) MUSSELMAN'S DODGE, INC. 5717 BALTIMORE NATIONAL PIKE BALTIMORE MD 21228
---	--	--

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

New/Used	Year	Make and Model	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2012	DODGE CHARGER	2C3CDXB68CH	<input type="checkbox"/> personal, family or household <input checked="" type="checkbox"/> business <input type="checkbox"/> agricultural

FEDERAL TRUTH-IN-LENDING DISCLOSURES				
ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate.	The dollar amount the credit will cost you.	The amount of credit provided to you or on your behalf.	The amount you will have paid after you have made all payments as scheduled.	The total cost of your purchase on credit, including your down payment of
5.49%	\$ 5112.32	\$ 28611.04	\$ 33723.36	\$ 6000.00 \$ 39723.36

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due
72	468.30	Monthly beginning 09/24/2012

Of As Follows:

Late Charge: If payment is not received in full within 15 days after it is due, you will pay a late charge of 10 % of the part of the payment that is late, with a minimum charge of \$ 5.

Prepayment: If you pay off all your debt early, you will not have to pay a penalty.

Security Interest: You are giving a security interest in the vehicle being purchased.

Additional Information: See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date and security interest.

ITEMIZATION OF AMOUNT FINANCED

1 Cash Price	
A Cash Price of Motor Vehicle (including accessories, services, and taxes)	\$ <u>30725.44</u> (A)
B Dealer Processing Charge (not required by law)	\$ <u>199.00</u> (B)
C Freight Charge	\$ <u>N/A</u> (C)
D Other	\$ <u>N/A</u> (D)
To Whom Paid	<u>N/A</u>
E Other	\$ <u>N/A</u> (E)
To Whom Paid	<u>N/A</u>
Total Cash Price	\$ <u>30924.44</u> (1)
2 Total Downpayment =	
Trade-in	
(Year) (Make) (Model)	
Gross Trade-In Allowance	\$ <u>N/A</u>
Less Pay Off Made By Seller	\$ <u>N/A</u>
Equals Net Trade In:	\$ <u>N/A</u>
+ Cash	\$ <u>4000.00</u>
+ Other MANUFACTURER'S REBATE	\$ <u>2000.00</u>
(If total downpayment is negative, enter "0" and see 4f below)	\$ <u>6000.00</u> (2)
3 Unpaid Balance of Cash Price (1 minus 2)	\$ <u>24924.44</u> (3)
4 Other Charges Including Amounts Paid to Others on Your Behalf	
(Seller may keep part of these amounts):	
A Cost of Optional Credit Insurance Paid to Insurance	

Insurance. You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit unless the box indicating Vendor's Single Interest is required is checked below.

If any insurance is checked below, policies or certificates from the named insurance companies will describe the terms and conditions.

Check the insurance you want and sign below:

Optional Credit Insurance

Credit Life: Buyer Co-Buyer Both
 Credit Disability (Buyer Only)

Premium:

Credit Life \$ N/A
 Credit Disability \$ N/A

Insurance Company Name N/A
 Home Office Address N/A

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

Other Optional Insurance

N/A N/A
 Type of Insurance Term

Premium \$ N/A

Insurance Company Name N/A
 Home Office Address N/A

N/A N/A
 Type of Insurance Term

Premium \$ N/A

Other optional insurance (call to insurance company or companies)
D Official Fees Paid to Government Agencies \$ N/A
E Government Taxes Not Included in Cash Price \$ N/A
F Government License and/or Registration Fees
LIC/E-FILING/LIEN/TEMP TAG \$ 236.60
G Government Certificate of Title Fees (includes \$ N/A security interest recording fee) \$ 100.00
H Optional Gap Contract \$ 750.00
I Other Charges (Seller must identify who is paid and describe purpose)
to N/A for Prior Credit or Lease Balance \$ N/A
to N/A for N/A \$ N/A
to N/A for N/A \$ N/A
to N/A for N/A \$ N/A
to FIDELITY WARRANTY for SERVICE CONTRACT \$ 2600.00
Total Other Charges and Amounts Paid to Others on Your Behalf \$ 3686.60 (4)
5 Amount Financed (3 + 4) \$ 28611.04 (5)

will not be a factor in the credit approval process. It will not be provided unless you sign and agree to pay the extra cost.
 I want the insurance checked above.
 Buyer Signature _____ Date _____
 Co-Buyer Signature _____ Date _____
THIS INSURANCE DOES NOT INCLUDE INSURANCE ON YOUR LIABILITY FOR BODILY INJURY OR PROPERTY DAMAGE. WITHOUT SUCH INSURANCE YOU MAY NOT OPERATE THIS VEHICLE ON PUBLIC HIGHWAYS.

Returned Check Charge: You agree to pay a charge of \$ 15.00 if any check you give us is dishonored on the second presentation.

VENDOR'S SINGLE INTEREST INSURANCE (VSI Insurance): If the preceding box is checked, the Creditor requires VSI insurance for the initial term of the contract to protect the Creditor for loss or damage to the vehicle (collision, fire, theft). VSI insurance is for the Creditor's sole protection. This insurance does not protect your interest in the vehicle. You may choose the insurance company through which the VSI insurance is obtained. If you elect to purchase VSI insurance through the Creditor, the cost of this insurance is \$ N/A and is also shown in item 4B of the Itemization of Amount Financed. The coverage is for the initial term of the contract.

OPTIONAL GAP CONTRACT: A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in item 4H of the Itemization of Amount Financed. See your gap contract for details on the terms and conditions it provides. It is a part of this contract.

OPTION: You pay no finance charge if the Amount Financed, item 5, is paid in full on or before N/A Year _____ SELLER'S INITIALS _____

Term 72 Mos.
JMSA
 Name of Gap Contract
 I want to buy a _____
 Buyer Signs _____

NO COOLING OFF PERIOD

State law does not provide for a "cooling off" or cancellation period for this sale. After you sign this contract, you may only cancel it if the seller agrees or for legal cause. You cannot cancel this contract simply because you change your mind. This notice does not apply to home solicitation sales.

The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the Finance Charge.

HOW THIS CONTRACT CAN BE CHANGED. This contract, along with all other documents signed by you in connection with the purchase of this vehicle, comprise the entire agreement between you and us affecting this purchase. No oral agreements or understandings are binding. Upon assignment of this contract: (i) only this contract and the addenda to this contract comprise the entire agreement between you and the assignee relating to this contract; (ii) any change to this contract must be in writing and the assignee must sign it; and (iii) no oral changes are binding. Buyer Signs _____ Co-Buyer Signs _____
 If any part of this contract is not valid, all other parts stay valid. We may delay or refrain from enforcing any of our rights under this contract without losing them. For example, we may extend the time for making some payments without extending the time for making others.
See back for other important agreements.

NOTICE TO RETAIL BUYER: Do not sign this contract in blank. You are entitled to a copy of the contract at the time you sign. Keep it to protect your legal rights.
You agree to the terms of this contract. You confirm that before you signed this contract, we gave it to you, and you were free to take it and review it. You acknowledge that you have read both sides of this contract, including the arbitration clause on the reverse side, before signing below. You confirm that you received a completely filled-in copy when you signed it.

_____ Date 08/09/12 Co-Buyer Signs _____ Date _____

Co-Buyers and Other Owners — A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other owner signs here _____ Address _____
 Seller signs _____ Date 08/09/12 By _____ Title _____

Seller assigns its interest in this contract to SIMTRUST BANK (Assignee) under the terms of Seller's agreement(s) with Assignee.
 Assigned with recourse Assigned without recourse Assigned with limited recourse

Seller _____ By PLM Title _____

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MARLOW HEIGHTS, MARYLAND 20746

(301) 423-5111

www.darcars.com

SERVICE HOURS

MONDAY - FRIDAY 7 A.M. - 7:30 P.M.
SATURDAY 8 A.M. - 4 P.M.

PARTS HOURS

MONDAY - FRIDAY 8 A.M. - 5 P.M.
SATURDAY 8 A.M. - 4 P.M.

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	CELL	INVOICE NO.
[REDACTED]	CHRISTOPHER ODON	1576	09/27/12		DOC# 54831
[REDACTED]	LEASE NO.	4715	COLLECT		
[REDACTED]	YEAR / MAKE / MODEL	5,336	DELIVERY DATE		DELIVERY MILES
ELKRIDGE, MD	12 DODGE/CHARGER/4DR SDN SE RWD		SELLING DEALER NO.		PRODUCTION DATE
[REDACTED]	PLANT NO. CDXBGBCH		R.O. DATE	09/26/12	
[REDACTED]	COMMENTS				

MO: 5336

LABOR & PARTS
JOB # 1 03CHZ01 FREE 16PT INSPECTION TECH(S) 848 \$0.00
CUSTOMER STATES TO PERFORM 16 POINT INSPECTION
15 point check A11

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

JOB # 2 10CHZ0 ELECTRICAL REPAIR TECH(S) 848 WARRANTY
CUSTOMER STATES WHILE DRIVING VHE THE ENGINE SHUT OFF AND
BATT. SAVER MODE CAME ON
BATTERY FAILURE
ALSO FOUND LOOSE CONNECTOR AT TIPM CAUSING DRAW ON BATTERY
PERFORMED PINPOINT TEST AND FOUND LOOSE CONNECTOR AT TOTALLY
INTEGRATED POWER MODULE CAUSING A AMP DRAW ON BATTERY
CORRECTED THE CONNECTOR AND TESTED BATTERY AGAIN AND FOUND
BATTERY FAILED DUE TO SEVERELY DISCHARGED CONDITION AND
REPLACED BATTERY AS WELL RETESTED AFTER REPAIR

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 2	1	880H7730-AA	BATTERY S 1083001		0.00
JOB # 2 TOTAL PARTS				0.00	
JOB # 2 TOTAL LABOR & PARTS				0.00	

SUBLET	PO#	VEND INV#	INV DATE	DESCRIPTION	WARRANTY
JOB # 1	168887			2 DAYS	0.00
TOTAL SUBLET					0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS
TOWED IN AND IN NIGHT DROP

ALL-STATE LEGAL
PLAINTIFF'S
EXHIBIT
B

Raymond and Reynolds, EPALZINYN TO ORDER: www.reynolds.com 1-800-346-9999 fax 1-800-511-9999

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(301) 423-5111
www.darcars.com

SERVICE HOURS

MONDAY - FRIDAY 7 A.M. - 7:30 P.M.
SATURDAY 8 A.M. - 4 P.M.

PARTS HOURS

MONDAY - FRIDAY 8 A.M. - 5 P.M.
SATURDAY 8 A.M. - 4 P.M.

CUSTOMER NO. [REDACTED]	ADVISOR CHRISTOPHER LUDWIG	TAG NO. 1576	INVOICE DATE 09/27/12	CELL [REDACTED]
[REDACTED]	LEAD NO. 5,336	RELEASE 4715	COLL [REDACTED]	BOOK # 454831
[REDACTED]	YEAR / MAKE / MODEL 13 / DODGE / CHARGER / 4DR SDN SE RWD		DELIVERY DATE	DELIVERY MILES
ELKRIDGE, MD [REDACTED]	VIN 2C3CDXBG8CTH [REDACTED]		SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	SS PHONE	COMMENTS	09/26/12	

TOTALS		MO: 5336
CASH <input type="checkbox"/>	CHECK <input type="checkbox"/>	CHARGE <input type="checkbox"/>
NO CHARGE <input type="checkbox"/>	MASTERCARD <input type="checkbox"/>	VISA <input type="checkbox"/>
DISCOVER <input type="checkbox"/>	AMEX <input type="checkbox"/>	
CASHIER SIGNATURE	DATE	TOTAL LABOR 0:00
CUSTOMER CALLED BY	DATE	TOTAL PARTS 0:00
HAVE YOU BEEN EXPLAINED THE REPAIRS AND CHARGES YES OR NO		TOTAL SUBLET 0:00
CASHIER SIGNATURE BY		TOTAL 8:0:6
HAVE YOU BEEN EXPLAINED THE CSI SURVEY? YES OR NO		TOTAL MISC CHG 0:00
HAVE YOU BEEN INFORMED OF YOUR NEXT SERVICE? YES OR NO		TOTAL MISC DISC 0:00
YOUR NEXT SERVICE IS?		TOTAL TAX 0:00
		TOTAL INVOICE \$ 0.00

CUSTOMER SIGNATURE

Remolds and Remolds TO ORDER: www.remolds.com, 1-800-344-9999, fax 1-800-531-3055



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 MONDAY THROUGH FRIDAY 7:30 A.M. TO 6:00 P.M.

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE
[REDACTED]	GARY LOTMAN	1426 7460	10/01/12
[REDACTED]	LABOR RATE	LICENSE NO.	COLOR
[REDACTED]	101.00		PITCH BLACK
[REDACTED]	YEAR/MAKE/MODEL	MILEAGE	DELIVERY DATE
[REDACTED]	12/DODGE/CHARGER/SE RWD	5,373	08/09/12
ELKRIDGE, MD	VEHICLE I.D. NO.		DELIVERY MILES
[REDACTED]	2 C 3 C D X B G 8 C		12
[REDACTED]	F.T.E. NO.	R.O. NO.	SELLING DEALER NO.
[REDACTED]			PRODUCTION DATE
[REDACTED]			
[REDACTED]			R. O. DATE
[REDACTED]			09/28/12
[REDACTED]			RESIDENCE PHONE
[REDACTED]			MILEAGE OUT
[REDACTED]			MO: 5378

LABOR & PARTS
 JOB # 1 2100Z INSPEC. AUTO TRANS. HOORS: TECHS: 1518 WARRANTY
 CHK TRANS FOR NO SHIFT CONDITION---SEE N/DROP
 FOUND BATTERY DEAD---CHARGE BATTERY FULLY
 TEST CHARGING SYSTEM---FOUND ALTERNATOR BAD
 REPLACE ALTERNATOR
 RETEST SYSTEM---ROAD TEST VEHICLE---NORMAL OPERATION

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 1	1	RL801779-AG	ALTERNATOR 8028003			
JOB # 1	-1	RL801779-AG	CORE RETURN			
JOB # 1 TOTAL PARTS						0.00
JOB # 1 TOTAL LABOR & PARTS						0.00

SUBLET	PO#	VEND INV#	INV DATE	DESCRIPTION	TOTAL	SUBLET	WARRANTY
JOB # 1	20358			GOODWILL RENTAL			0.00
TOTAL - SUBLET							0.00

TOTALS
 PAYMENT NET
 [] CHARGE [] CASH [] C/CARD [] CHECK#
 RECEIVED BY: DATE: AUTH:
 TOTAL LABOR ... 0.00
 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

THE "MOPAR" PARTS USED TO REPAIR YOUR VEHICLE ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST. ADJUSTMENTS PERFORMED TO REPAIR YOUR VEHICLE ARE WARRANTED FOR 3 MONTHS OR 4,000 MILES, WHICHEVER OCCURS FIRST. THESE ARE LIMITED WARRANTIES WITH SOME EXCEPTIONS. SEE YOUR SERVICE ADVISOR FOR DETAILS.

WHILE YOUR MOTOR VEHICLE IS ON THE PREMISES OF THE AUTOMOTIVE REPAIR FACILITY, THE AUTOMOTIVE REPAIR FACILITY MAY NOT BE RESPONSIBLE FOR DAMAGE TO YOUR MOTOR VEHICLE UNDER CERTAIN CIRCUMSTANCES. YOU SHOULD ASK A REPRESENTATIVE OF THE AUTOMOTIVE REPAIR FACILITY ABOUT THE EXTENT OF ITS RESPONSIBILITY, INCLUDING THE EXTENT OF THE INSURANCE COVERAGE OF THE AUTOMOTIVE REPAIR FACILITY.

CUSTOMER SIGNATURE
[Signature]
 DATE
 10/01/12

Thank You. We appreciate your business.

The Factory Warranty Constitutes All Of The Warranties With Respect To The Sale Of This Item/Items. The Seller Hereby Expressly Disclaims All Warranties, Either Express Or Implied, Including Any Implied Warranty Of Merchantability Or Fitness For A Particular Purpose, And The Seller Neither Assumes Nor Authorizes Any Other Person To Assume For It Any Liability In Connection With The Sale Of This Item/Items.
 END OF INVOICE | 09:22am

The Reynolds and Reynolds Company, FRANKFURT, KY 40314 Q (11/89)

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SERVICE HOURS

MONDAY - FRIDAY 7 A.M. - 7:30 P.M.
SATURDAY 8 A.M. - 4 P.M.

PARTS HOURS

MONDAY - FRIDAY 8 A.M. - 5 P.M.
SATURDAY 8 A.M. - 4 P.M.

CUSTOMER NO.	ADP/BOR	TAG NO.	INVOICE DATE	CELL #
[REDACTED]	CHRISTOPHER ODOM	1576	09/26/12	[REDACTED]
[REDACTED]	LABOR RATE	4715	COLOR	DOCS454633
[REDACTED]	YEAR / MAKE / MODEL	5,326	DELIVERY DATE	DELIVERY MILES
ELK RIDGE, MD [REDACTED]	12 / DODGE / CHARGER / 4DR SDN SE RWD		SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	P.T.E. NO. 3 CD X B G 8 C H [REDACTED]		R.O. DATE	
[REDACTED] PHONE	COMMENTS		09/24/12	

MO: 5627

LABOR & PARTS
JOB # 1 03CHZ01 FREE 16PT INSPECTION TECH(S): 848 0.00
CUSTOMER STATES TO PERFORM 16 POINT INSPECTION
15 point check ATJ

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

JOB # 2 14CHZ AUTO TRANS REPAIR TECH(S): 848 0.00
CUSTOMER STATES VEH STUCK IN NEUTRAL AND LEAKING FLUID
BATTERY FAULT DRAINED
TESTED BATTERY AND REQUIRED RECHARGING AND RECHARGED BATTERY
AND TESTED GOOD NO FAULTS FOUND IN SYSTEM AND LOW IN COOLENT
TOPPED OFF COOLENT AND PRESSURED TESTED SYSTEM AND NO LEAK
FOUND AND VEH WORKING AS DESIGNED AT THIS TIME 3

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 2	2	68048953-AB	ANTIFREEZ 1081004		
JOB # 2			TOTAL PARTS	0.00	
JOB # 2			TOTAL LABOR & PARTS	0.00	

SUBLET	PO#	VEND INV#	INV DATE	DESCRIPTION	WARRANTY
JOB # 1	168787			2 DAYS	
				TOTAL - SUBLET	0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$128.00 (+TAX)

COMMENTS
TOWED IN AND IN NIGHT DROP

Remold and Revalds SERIAL/INV# TO ORDER *** 1-800-344-2296 Ext. 1-800-541-9903

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www.darcars.com

SERVICE HOURS

MONDAY e FRIDAY 7 A.M. e 7:30 P.M.
SATURDAY 8 A.M. e 4 P.M.

PARTS HOURS

MONDAY e FRIDAY 8 A.M. e 5 P.M.
SATURDAY 8 A.M. e 4 P.M.

CUSTOMER NO	ADVISOR	TAG NO.	INVOICE DATE	CELL
	CHRISTOPHER ODON	1576	09/26/12	DOCS454633
	LABOR RATE	LICENSE NO.	RELEASE	COLOR
			5,326	
	YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES	
	12 / DODGE / CHARGER / 4DR SDN SE RWD			
APT	VEHICLE ID NO.	SELLING DEALER NO.	PRODUCTION DATE	
ELKRIDGE, MD	2 C 3 C D X B G 8 C H			
	R. O. DATE			
			09/24/12	
	COMMENTS			MO: 5627

TOTALS

CASH CHECK CHARGE NO CHARGE

MASTERCARD VISA DISCOVER AMEX

CASHIER SIGNATURE: *MD* DATE: *9/26/12* TIME: *2:39*

CUSTOMER CALLED BY: DATE: / /

HAVE YOU BEEN EXPLAINED THE REPAIRS AND CHARGES? YES OR NO

CASHIER SIGNATURE BY:

HAVE YOU BEEN EXPLAINED THE CSI SURVEY? YES OR NO

HAVE YOU BEEN INFORMED OF YOUR NEXT SERVICE? YES OR NO

YOUR NEXT SERVICE IS?

TOTAL LABOR	0.00
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

CUSTOMER SIGNATURE

Maryland and Virginia: EPA/ELZ/INT/VA TO ORDER: www.epa.gov/epa/1800-456-5111 Fax: 1-800-531-8055



U.S. POSTAGE



RTKEY BOWES
ZIP 19002 \$ 007.00⁰
02 1W
0001378895 DEC 20, 2012

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

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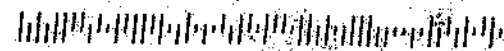
KIMMEL & SILVERMAN

P.C.

30 East Butler Pike, Ambler, PA 19002

TO:

Chrysler Group LLC
c/o The Corporation Trust Company
351 West Camden Street
Baltimore, MD 21201





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SERVICE DEPT. HOURS
 MONDAY THROUGH FRIDAY 7:30 A.M. TO 6:00 P.M.

CUSTOMER NO. [REDACTED]	ADVISOR GARY LOTMAN	TAG NO. 1426	INVOICE DATE 10/01/12	CELL # [REDACTED]
[REDACTED]	LABOR RATE 101.00	LICENSE NO.	MILEAGE 7460	COLOR BLACK
[REDACTED]	YEAR/MAKE/MODEL 12/DODGE/CHARGER/SE RWD		DELIVERY DATE 08/09/12	STOCK NO. DOCS20358
ELKRIDGE, MD	VEHICLE I.D. NO. 2 C 3 C D X B G 8 C		DELIVERY MILES 120395	DELIVERY MILES 12
[REDACTED]	F.T.E. NO.	R.O. NO.	SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	[REDACTED]	[REDACTED]	R. O. DATE 09/28/12	
[REDACTED]	[REDACTED]	[REDACTED]	RESIDENCE PHONE	MILEAGE OUT MO: 5378

LABOR & PARTS

JOB # 1 21002 INSPECT AUTO TRANS. HOUSING TECHS: 1518 WARRANTY

CHK TRANS FOR NO SHIFT CONDITION--SEE N/DROP
 FOUND BATTERY DEAD--CHARGE BATTERY FULLY
 TEST CHARGING SYSTEM--FOUND ALTERNATOR BAD
 REPLACE ALTERNATOR
 RETEST SYSTEM--ROAD TEST VEHICLE--NORMAL OPERATION

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 1	1	RL801779-AG	ALTERNATOR 8028003			
JOB # 1	-1	RL801779-AG	CORE RETURN			
				JOB # 1 TOTAL PARTS		0.00
				JOB # 1 TOTAL LABOR & PARTS		0.00

SUBLET - PO# 20358 VENDOR INV# INV DATE DESCRIPTION WARRANTY

JOB # 1 20358 BOOZWILL RENTAL TOTAL - SUBLET 0.00

TOTALS

TOTAL LABOR	0.00
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

THE "MOPAR" PARTS USED TO REPAIR YOUR VEHICLE ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST. ADJUSTMENTS PERFORMED TO REPAIR YOUR VEHICLE ARE WARRANTED FOR 3 MONTHS OR 4,000 MILES, WHICHEVER OCCURS FIRST. THESE ARE LIMITED WARRANTIES WITH SOME EXCEPTIONS. SEE YOUR SERVICE ADVISOR FOR DETAILS.

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CUSTOMER SIGNATURE

[Handwritten Signature]

DATE

10/01/12

Thank You. We appreciate your business!

*The Factory Warranty Constitutes All Of The Warranties With Respect To The Sale Of This Item/Items. The Seller Hereby Expressly Disclaims All Warranties, Either Express Or Implied, Including Any Implied Warranty Of Merchantability Or Fitness For A Particular Purpose, And The Seller Neither Assumes Nor Authorizes Any Other Person To Assume For It Any Liability In Connection With The Sale Of This Item/Items.

The Reynolds and Reynolds Company, FRANKFURT, KY 40314 (11/09)

09:22am

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SATURDAY 8 A.M. e 4 P.M.

PARTS HOURS

MONDAY e FRIDAY 8 A.M. e 5 P.M.
SATURDAY 8 A.M. e 4 P.M.

CUSTOMER NO.	ADP/BOR	TAG NO.	INVOICE DATE	CELL #
[REDACTED]	CHRISTOPHER ODOM	1576	09/26/12	[REDACTED]
[REDACTED]	LABOR RATE	4715	COLOR	DOCS454633
[REDACTED]	YEAR / MAKE / MODEL	5,326	DELIVERY DATE	DELIVERY MILES
ELKRIDGE, MD [REDACTED]	12 / DODGE / CHARGER / 4DR SDN SE RWD		SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	P.T.E. NO. 3 E D X B G 8 C H [REDACTED]		R.O. DATE	
[REDACTED] PHONE	COMMENTS		09/24/12	

MO: 5627

LABOR & PARTS
 JOB # 1 03CHZ01 FREE 16PT INSPECTION TECH(S): 848 0.00
 CUSTOMER STATES TO PERFORM 16 POINT INSPECTION
 15 point check ATJ

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

JOB # 2 14CHZ AUTO TRANS REPAIR TECH(S): 848 0.00
 CUSTOMER STATES VEH STUCK IN NEUTRAL AND LEAKING FLUID
 BATTERY FAULT DRAINED
 TESTED BATTERY AND REQUIRED RECHARGING AND RECHARGED BATTERY
 AND TESTED GOOD NO FAULTS FOUND IN SYSTEM AND LOW IN COOLENT
 TOPPED OFF COOLENT AND PRESSURED TESTED SYSTEM AND NO LEAK
 FOUND AND VEH WORKING AS DESIGNED AT THIS TIME 3

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 2	2	68048953-AB	ANTIFREEZE 1081004		
			JOB # 2 TOTAL PARTS	0.00	
			JOB # 2 TOTAL LABOR & PARTS	0.00	

SUBLET	PO#	VEND INV#	INV DATE	DESCRIPTION	WARRANTY
JOB # 1	168787			2 DAYS	
				TOTAL - SUBLET	0.00

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$128.00 (+TAX)

COMMENTS
 TOWED IN AND IN NIGHT DROP

Remold and Revalds SERIAL/INV# TO ORDER *** 1-800-344-2296 Ext. 1-800-541-9903

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MARLOW HEIGHTS, MARYLAND 20746
(301) 423-5111
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SERVICE HOURS

MONDAY e FRIDAY 7 A.M. e 7:30 P.M.
SATURDAY 8 A.M. e 4 P.M.

PARTS HOURS

MONDAY e FRIDAY 8 A.M. e 5 P.M.
SATURDAY 8 A.M. e 4 P.M.

CUSTOMER NO	ADVISOR	TAG NO.	INVOICE DATE	CELL
	CHRISTOPHER ODON	1576	09/26/12	DOCS454633
	LABOR RATE	LICENSE NO.	RELEASE	COLOR
			5,326	
	YEAR / MAKE / MODEL		DELIVERY DATE	DELIVERY MILES
	12 / DODGE / CHARGER / 4DR SDN SE RWD			
APT	VEHICLE ID NO.		SELLING DEALER NO.	PRODUCTION DATE
ELKRIDGE, MD	2 C 3 C D X B G 8 C W			
	R. O. DATE		09/24/12	
	COMMENTS			MO: 5627

TOTALS

CASH CHECK CHARGE NO CHARGE

MASTERCARD VISA DISCOVER AMEX

CASHIER SIGNATURE: *MD* DATE: *9/26/12* TIME: *2:39*

CUSTOMER CALLED BY: DATE: / /

HAVE YOU BEEN EXPLAINED THE REPAIRS AND CHARGES? YES OR NO

CASHIER SIGNATURE BY:

HAVE YOU BEEN EXPLAINED THE CSI SURVEY? YES OR NO

HAVE YOU BEEN INFORMED OF YOUR NEXT SERVICE? YES OR NO

YOUR NEXT SERVICE IS?

TOTAL LABOR... 0.00
 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

CUSTOMER SIGNATURE

Maryland and Virginia: EPA/ELZ/INT/VA TO ORDER: www.darcars.com, 1-800-451-9999, fax 1-404-531-1855



U.S. POSTAGE



RTKEY BOWES
ZIP 19002 \$ 007.00⁰
02 1W
0001378895 DEC 20, 2012

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

CERTIFIED MAIL™



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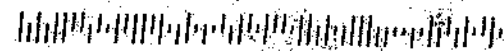
KIMMEL & SILVERMAN

P.C.

30 East Butler Pike, Ambler, PA 19002

TO:

Chrysler Group LLC
c/o The Corporation Trust Company
351 West Camden Street
Baltimore, MD 21201



PE14-022

CHRYSLER

10-3-2014

ENCLOSURE 4

LEGAL CLAIMS

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Document Address
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Los Angeles, CA
90051-0929

Phone: (877) 818-0139

Fax: (888) 781-6947

7/11

July 10, 2013

DODGE
PO BOX 21-8004
AUBURN HILLS, MI 48321

Type of Loss: FAULTY ALTERNATOR CAUSED ENGINE FIRE
VIN/DOT Number: 2B3CL3CG1BH [REDACTED]
Year: 2011
Make: DODGE
Model: CHARGER
Your Claim No: N/A
Our Insured: [REDACTED]
Address: [REDACTED] CROSSING CONROE, TX [REDACTED]
Our Claim No: [REDACTED]
Date of Loss: 05-19-13
Damages: \$21,305.96

RECEIVED

JUL 17

SPECIAL INVESTIGATIONS

NOTICE OF SUBROGATION CLAIM

Please accept this letter as formal notice of our subrogation rights in regard to the above-captioned claim. Demand is hereby made upon you for payment of Progressive County Mutual Ins Co damages and those of our insured.

Our investigation indicates damages to our insured's vehicle was a direct result of a manufacturer's defect or negligence on your behalf. Enclosed please find all supporting documentation.

Please acknowledge receipt of my subrogation demand and forward your payment of \$21,305.96 to my attention, payable to "Progressive County Mutual Ins Co", as subrogee of [REDACTED] and remit to the following address:

Progressive-Subro
24344 Network Place
Chicago, IL 60673--1243

You can contact me at the number listed below should you need additional documentation or to discuss this claim.

Thank you for your anticipated cooperation.

Stacey Stankus
Subrogation Representative
Phone: (440) 603-7533
Fax (888) 781-6947
Stacey_Stankus@progressive.com
Enclosure

**LEGAL PHOTOS RETAINED IN DOCUMENT
RETENTION**



Rental Company: ENTERPRISE RENT-A-CAR
 Invoice: [REDACTED]

Bill To: PRO52FT
 PROGRESSIVE
 ATTN: AMANDA EDWARDS
 4400 NW LOOP 410
 SAN ANTONIO , TX 78229

RENTAL DETAIL:

Rental Period: 5/21/13 to 6/25/13 (36 days)
 Billed Period: 5/21/13 to 6/19/13 (30 days)

RENTER INFORMATION:
 Renter: [REDACTED]

Products and Services	Rate	Amount
30 DAYS @	40.99	\$1,229.70
6 DAYS @	23.24	\$139.44
Taxes and Surcharges		
36 *TX REMB	1.59	\$57.24
1 TX MTR VH	6.25%	\$89.15
Total Charges:		\$1,515.53
Less Amount Received:		\$158.29
Total Amount Due:		\$1,357.24

RENTAL INFORMATION:
Rental Branch Location:
 ENTERPRISE RENT-A-CAR (0615)
 1208 NORTH FRAZIER
 CONROE, TX 773011812
 (936) 756-7211

ADDITIONAL CLAIM INFORMATION:
 Claim Number: [REDACTED]
 Claim Type: Insured
 Vehicle Condition: Total Loss
 Date Of Loss: 5/19/13
 Insured Name:
 Owner's Vehicle: 2011 DODGE CHARG
 Additional Driver:

Repair Facility:
 TOTAL LOSS
 BELLAIRE, TX 77401
 (999) 999-9999

VEHICLES RENTED:

Effective Date and Time	Year	Make	Model	VIN	Starting Mileage	Ending Mileage	Mileage	Rate Charged
5/21/13 3:34 PM	2013	NISN	PATH	5N1AR2MN2DC [REDACTED]	2000	4051	2051	\$40.99
6/20/13 3:34 PM	2013	NISN	PATH	5N1AR2MN2DC [REDACTED]	2000	4051	2051	\$23.24

Rental Invoice

Please Return This Portion with Remittance

Make Payment To:
 ENTERPRISE RENT-A-CAR
 P.O. BOX 840086
 KANSAS CITY, MO 64184-0086
 Federal ID: 43-0724835

Total Charges: \$1,515.53
Less Amount Received: \$158.29
Total Amount Due: \$1,357.24

Please include on your check:
 Invoice: [REDACTED]

Claim Payment Detail



Payment Information			
Disbursement Number:	767308126	Total Amount:	\$1,357.24
EFT Trace Number:		Invoice Number:	
Paid To:	ENTERPRISE RENT-A-CAR		
Mailing Address:	ENTERPRISE RENT-A-CAR 1208 NORTH FRAZIER CONROE, TX 77301-1812		
In Payment Of:	ENTERPRISE RENT-A-CAR RENTAL INVOICE #		

Vendor Information			
Name:	ENTERPRISE RENT...	1099 Required:	
Type:	GLASS SHOP		

Reviewed Summary			
Issuing Rep:	ARP0021	Approved By:	
Issue Date:	07-09-13	Review Date:	
Last Updated Rep:	ARP0021	Reviewed By:	

Bank Information			
Type:	Loss	Bank Code:	CTB
Stop Reason:		Cleared:	No
Stop Date:			

Exposure Detail: RENTAL			
Party Name:		Amount Paid:	\$1,357.24
Property Description:		Deductible Taken:	\$0.00
Payment Type:	FINAL PAYMENT	Property Damage:	\$0.00
		Rental:	\$1,357.24

Claim Payment Detail

Payment Information	
Disbursement Number: 478733407	Total Amount: \$19,453.72
EFT Trace Number:	Invoice Number:
Paid To: SANTANDER CONSUMER USA ON BEHALF OF [REDACTED] ONLY **	
	ACCT [REDACTED]
Mailing Address: [REDACTED]	
	ATTN: TOTAL LOSS DEPT
	NORTH RICHLAND HILLS, TX [REDACTED] USA
In Payment Of:	COMP 11 DODGE CHARGER LESS \$495 DED PROGR RETAINS SLVG

Vendor Information	
Name:	1099 Required:
Type:	

Reviewed Summary	
Issuing Rep: ARP0021	Approved By: TGM0002
Issue Date: 06-27-13	Review Date:
Last Updated Rep: ARP0021	Reviewed By:

Bank Information	
Type: Loss	Bank Code: AS2
Stop Reason:	Cleared: No
Stop Date:	

Exposure Detail: COMP	
Party Name: [REDACTED]	Amount Paid: \$19,453.72
Property Description: [REDACTED]	Deductible Taken: \$495.00
Payment Type: FINAL PAYMENT	Property Damage: \$0.00
	Rental: \$0.00

Vehicle Valuation Report

Prepared for: Progressive Group of Insurance Companies
(800) 321-9843

Summary

Claim Information

Claim Number:	[REDACTED]	Version #:	2
Policy Number:	[REDACTED]	Coverage Type of Loss:	Comprehensive
Owner:	[REDACTED]	Loss Date:	05/19/2013
Address:	[REDACTED]	Reported Date:	05/19/2013
	CONROE, TX	Valuation Report Date:	06/19/2013 09:41:37
Owner Home Phone:	[REDACTED]	Valuation Report ID:	1003791381

Vehicle Information

Loss Vehicle:	2011 DODGE CHARGER SE 4D SDN 3.6L 6 Cyl Flexible A 2WD	Location:	TX 77303
VIN:	2B3CL3CG1BH [REDACTED]	Exterior Color:	[REDACTED]
Mileage:	65,000 miles	License Plate:	[REDACTED] Texas, Exp, 04/2014
Title History:	No		

Valuation Summary

Base Value: \$18,696.44

Loss Vehicle Adjustments

Condition Adjustment:	\$0.00
Prior Damage Adjustment:	\$0.00
After Market Parts Adjustment:	\$0.00
Refurbishment Adjustment:	\$0.00
Title History Adjustment:	\$0.00

Market Value: \$18,696.44

Settlement Adjustments

Deductible: -\$495.00

Settlement Value: \$18,201.44

Title History Comments:

Loss Vehicle Detail

Loss vehicle: 2011 DODGE CHARGER SE 4D SDN 3.6L 6 Cyl Flexible A 2WD

Standard Equipment**Exterior**

Alloy Wheels, 17 In. X 7 In.	Automatic Headlights With Automatic On/Off
Daytime Running Lights	Front Air Dam
Front and Rear Body Color Bumpers	Quad Halogen Headlights

Interior

AM/FM Radio With 6 Speakers Total, CD Player, MP3/WMA Player	Cloth Seats
Cruise Control	Driver Power Seat Adjusts 6 Ways Total
Dual Body Color Folding Power Adjustable Exterior Rearview Mirrors	Front Auxiliary Audio Input Jack
Front Dual Illuminated Vanity Mirrors	Front Dual Reclining Bucket Seats With Driver Adjustable Seat Height and Adjustable Headrests
Front Dual Sunvisors	In-Glass Radio Antenna
Infrared Glass	Interior Air Filter
iPod(R) Auxiliary Audio Input Jack Includes Portable Audio Connectivity	Manual Air Conditioning
Power Window Lockout/Override	Power Windows With Front One-Touch Up and One-Touch Down
Rear 60/40 Split Folding Bench Seat With Adjustable Headrests and Fold-Down Center Armrest	Rear HVAC Ducts
Rear Window Defroster	Separate Driver/Front Passenger Climate Controls
Steering Wheel Mounted Controls For Audio, Cruise Control and Instrumentation Display	Theater Style Rear Seating
Tinted Glass	Trip Computer With Average Fuel Consumption, Miles To Empty, Instantaneous Fuel Consumption, Stop Watch and Trip Odometer
USB Port	Vehicle Speed Sensitive Variable Intermittent Windshield Wipers

Mechanical

4-Wheel Anti-Lock Brakes	All-Speed Traction Control
Electronic Stability Control (ESC) Vehicle Stability Control System	Front Power 320-mm X 28-mm Vented Disc Brakes and 320-mm X 10-mm Solid Rear Disc Brakes
Hill Start Control	Power Speed Sensing Rack and Pinion Variable Assisted Steering
Telescopic Steering Column	Tilt Steering Column

Safety	
Automatic Locking Retractors	Child Safety Door Locks Located On Rear Doors
Crash Sensor	Crumple Zones
Driver Airbag With Multi-Stage Deployment	Driver Knee Airbag
Emergency Fuel Shut-Off Device	Front Active Head Restraints
Front and Rear 3-Point Seatbelts	Front and Rear Side Head Curtain Airbags
Front Pretensioners	Front Seatbelt Height Adjusters
Keyless Entry Operated Via Card Key	Keyless Go Card Key
L A T C H	Multi-Function Remote Operates Door Lock/Unlock, Illuminated Entry, Panic Alarm and Power Windows
Panic Alarm	Passenger Airbag Cutoff Sensor
Passenger Airbag With Multi-Stage Deployment	Power Door Locks Operated Via Card Key and Internal Switch With Automatic Locking
Rain Brake Support Accident Avoidance System	Ready Alert Braking Accident Avoidance System
Rear 3-Point Center Seatbelt	Remote Fuel Door Release
Remote Trunk Release	Seat Mounted Front Side Airbags
Selective Unlocking Via Card Key	Side Guard Door Beams
Trunk Anti-Trap Device	Vehicle Anti-Theft Via Sentry Key(R) Engine Immobilizer

Packages

Uconnect(TM) Touch 4.3S CD/MP3/Set	
(Not Available In Hawaii)	Front Auxiliary Audio Input Jack
Sirius(R) Satellite Radio (Includes 1 Year Of Service)	USB Port

Loss Vehicle Base Value

Loss vehicle: 2011 DODGE CHARGER SE 4D SDN 3.6L 6 Cyl Flexible A 2WD

Comparable Vehicle Information

Search Radius used for this valuation: 75 miles from loss vehicle zip/postal code.
 Typical Mileage for this vehicle: 31,000 miles

#	Vehicle Description	Mileage	Location	Distance From Loss Vehicle	Price	Adjusted Value
1	2011 DODGE CHARGER SE 4D SDN 3.6NORMAL FLEXIBLE A 2WD	44,522	77017	48 miles	\$20,537.00 Sold Price	\$18,641.42
2	2011 DODGE CHARGER SE 4D SDN 3.6NORMAL FLEXIBLE A 2WD	38,560	77090	27 miles	\$20,998.00 List Price	\$19,572.96
3	2011 DODGE CHARGER SE 4D SDN 3.6NORMAL FLEXIBLE A 2WD	41,549	77037	33 miles	\$20,555.00 List Price	\$18,278.43
4	2011 DODGE CHARGER SE 4D SDN 3.6NORMAL FLEXIBLE A 2WD	47,193	77065	35 miles	\$20,988.00 List Price	\$19,806.43

5	2011 DODGE CHARGER SE 4D SDN 6 3.6NORMAL FLEXIBLE A 2WD	39,386	77083	50 miles	\$20,991.00 List Price	\$18,430.46
6	2011 DODGE CHARGER SE 4D SDN 6 3.6NORMAL FLEXIBLE A 2WD	41,296	77034	54 miles	\$20,599.00 List Price	\$19,463.67
7	2011 DODGE CHARGER SE 4D SDN 6 3.6NORMAL FLEXIBLE A 2WD	60,436	77598	59 miles	\$19,829.00 List Price	\$18,176.00
8	2011 DODGE CHARGER SE 4D SDN 6 3.6NORMAL FLEXIBLE A 2WD	47,936	77598	59 miles	\$21,650.00 List Price	\$19,649.53
9	2011 DODGE CHARGER SE 4D SDN 6 3.6NORMAL FLEXIBLE A 2WD	43,773	77598	59 miles	\$18,500.00 List Price	\$16,579.62
10	2011 DODGE CHARGER SE 4D SDN 6 3.6NORMAL FLEXIBLE A 2WD	38,880	77578	63 miles	\$21,392.00 List Price	\$18,735.07
11	2011 DODGE CHARGER SE 4D SDN 6 3.6NORMAL FLEXIBLE A 2WD	41,476	77471	66 miles	\$19,825.00 List Price	\$17,703.00
12	2011 DODGE CHARGER SE 4D SDN 6 3.6NORMAL FLEXIBLE A 2WD	38,882	77471	66 miles	\$20,919.00 List Price	\$18,320.72
Base Value:						\$18,696.44

Loss Vehicle Adjustments

Loss vehicle: 2011 DODGE CHARGER SE 4D SDN 3.6L 6 Cyl Flexible A 2WD

Condition Adjustments

Condition Adjustment: \$0.00		Overall Condition: 3.00-Good	Typical Vehicle Condition: 3.00
Category	Condition	Comments	
Interior			
DOORS/INTERIOR PANELS	3 Good		
CARPET	3 Good		
SEATS	3 Good		
DASH/CONSOLE	3 Good		
HEADLINER	3 Good		
GLASS	3 Good		
Exterior			
BODY	3 Good		
VINYL/CONVERTIBLE TOP	Typical		
TRIM	3 Good		
PAINT	3 Good		
Mechanical			
Tire	3 Good		

Typical condition reflects a vehicle that is in ready-for-sale condition and reflects normal wear and tear for that vehicle type / age.

Comments:

17 inch alloy stock wheels reinstalled.

After Market Parts and OEM Equipment Adjustments

Category	Description	Adjustment Type	Purchase Date	Amount Paid	Adjustment Amount
INTERIOR	STEERING WHEEL COVER	INSTANT QUOTE			\$0.00

Comparable Vehicles

Loss vehicle: 2011 DODGE CHARGER SE 4D SDN 3.6L 6 Cyl Flexible A 2WD

Comparable Vehicles

1	2011 DODGE CHARGER SE 4D SDN 6 3.6 NORMAL FLEXIBLE A2WD	Sold Price: \$20,537.00																												
VIN: 2B3CL3CG1BHXX XXXX Stock No: Listing Date: 04/30/2013 ZIP/Postal Code: 77017 Distance from Loss Vehicle: 49 miles Source: FRANCHISE SALE - J.D. POWER AND ASSOCIATES	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 30%;">Adjustments</th> <th style="width: 15%;">Loss Vehicle</th> <th style="width: 15%;">This Vehicle</th> <th style="width: 40%;">Amount</th> </tr> </thead> <tbody> <tr> <td>Mileage</td> <td>65,000</td> <td>44,522</td> <td>-\$1,054.68</td> </tr> <tr> <td>Equipment</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Uconnect(TM) Touch 4.3S CD/MP3/Sat</td> <td>Yes</td> <td>No</td> <td>\$159.10</td> </tr> <tr> <td colspan="3" style="text-align: right;">Total Adjustments:</td> <td>-\$895.58</td> </tr> <tr> <td colspan="3" style="text-align: right;">Adjusted Price:</td> <td>\$19,641.42</td> </tr> </tbody> </table>	Adjustments	Loss Vehicle	This Vehicle	Amount	Mileage	65,000	44,522	-\$1,054.68	Equipment				Uconnect(TM) Touch 4.3S CD/MP3/Sat	Yes	No	\$159.10	Total Adjustments:			-\$895.58	Adjusted Price:			\$19,641.42					
Adjustments	Loss Vehicle	This Vehicle	Amount																											
Mileage	65,000	44,522	-\$1,054.68																											
Equipment																														
Uconnect(TM) Touch 4.3S CD/MP3/Sat	Yes	No	\$159.10																											
Total Adjustments:			-\$895.58																											
Adjusted Price:			\$19,641.42																											
2	2011 DODGE CHARGER SE 4D SDN 6 3.6 NORMAL FLEXIBLE A2WD	List Price: \$20,998.00																												
VIN: 2B3CL3CG1BH [REDACTED] Stock No: 9177073 Listing Date: 03/01/2013 ZIP/Postal Code: 77090 Distance from Loss Vehicle: 27 miles Source: FRANCHISE WEB LISTING - CARS.COM CARMAX NORTH HOUSTON 16110 NORTH FREEWAY HOUSTON TX 77090 281-209-8454	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 30%;">Adjustments</th> <th style="width: 15%;">Loss Vehicle</th> <th style="width: 15%;">This Vehicle</th> <th style="width: 40%;">Amount</th> </tr> </thead> <tbody> <tr> <td>Projected Sold Adjustment</td> <td></td> <td></td> <td>\$0.00</td> </tr> <tr> <td>Mileage</td> <td>65,000</td> <td>38,560</td> <td>-\$1,587.71</td> </tr> <tr> <td>Equipment</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Uconnect(TM) Touch 4.3S CD/MP3/Sat</td> <td>Yes</td> <td>No</td> <td>\$162.67</td> </tr> <tr> <td colspan="3" style="text-align: right;">Total Adjustments:</td> <td>-\$1,425.04</td> </tr> <tr> <td colspan="3" style="text-align: right;">Adjusted Price:</td> <td>\$19,572.96</td> </tr> </tbody> </table>	Adjustments	Loss Vehicle	This Vehicle	Amount	Projected Sold Adjustment			\$0.00	Mileage	65,000	38,560	-\$1,587.71	Equipment				Uconnect(TM) Touch 4.3S CD/MP3/Sat	Yes	No	\$162.67	Total Adjustments:			-\$1,425.04	Adjusted Price:			\$19,572.96	
Adjustments	Loss Vehicle	This Vehicle	Amount																											
Projected Sold Adjustment			\$0.00																											
Mileage	65,000	38,560	-\$1,587.71																											
Equipment																														
Uconnect(TM) Touch 4.3S CD/MP3/Sat	Yes	No	\$162.67																											
Total Adjustments:			-\$1,425.04																											
Adjusted Price:			\$19,572.96																											

3	2011 DODGE CHARGER SE 4D SDN 6 3.6 NORMAL FLEXIBLE A2WD	List Price: \$20,555.00		
VIN: 2B3CL3CG9BH	Adjustments	Loss Vehicle	This Vehicle	Amount
Stock No: [REDACTED]	Projected Sold Adjustment			-\$1,244.00
Listing Date: 03/17/2013	Mileage	65,000	41,649	-\$1,182.17
ZIP/Postal Code: 77037	Equipment			
Distance from Loss Vehicle: 33 miles	Uconnect(TM) Touch 4.3S	Yes	No	\$149.80
Source: FRANCHISE WEB LISTING - CARS.COM	CD/MP3/Sat			
FINCHER'S TEXAS BEST AUTO AND TRUCK SALES				
8450 NORTH FREEWAY				
HOUSTON TX 77037				
281-931-3900				
				Total Adjustments: -\$2,276.57
				Adjusted Price: \$18,278.43

4	2011 DODGE CHARGER SE 4D SDN 6 3.6 NORMAL FLEXIBLE A2WD	List Price: \$20,998.00		
VIN: 2B3CL3CG2BH	Adjustments	Loss Vehicle	This Vehicle	Amount
Stock No: 9332403	Projected Sold Adjustment			\$0.00
Listing Date: 05/06/2013	Mileage	65,000	47,493	-\$896.41
ZIP/Postal Code: 77065	Equipment			
Distance from Loss Vehicle: 35 miles	Uconnect(TM) Touch 4.3S	Yes	No	\$162.67
Source: FRANCHISE DEALER WEB LISTING - VAST.COM	CD/MP3/Sat			
CARMAX CYPRESS FAIRBANKS HOUSTON	Navigation/Rear Back-Up Camera Group	No	Yes	-\$458.83
19500 NW FREEWAY				
HOUSTON TX 77065				
877-505-0392				
				Total Adjustments: -\$1,191.57
				Adjusted Price: \$19,806.43
Comparable Vehicle Package Details: Navigation/Rear Back-Up Camera Group				

5	2011 DODGE CHARGER SE 4D SDN 6 3.6 NORMAL FLEXIBLE A2WD	List Price: \$20,991.00		
VIN: 2B3CL3CGXBH [REDACTED]	Adjustments	Loss Vehicle	This Vehicle	Amount
Stock No: [REDACTED]	Projected Sold Adjustment			-\$1,300.00
Listing Date: 05/18/2013	Mileage	65,000	39,386	-\$1,413.09
ZIP/Postal Code: 77083	Equipment			
Distance from Loss Vehicle: 50 miles	Uconnect(TM) Touch 4.3S	Yes	No	\$152.55
Source: FRANCHISE WEB LISTING - CARS.COM	CD/MP3/Sat			
FUSION AUTO PLEX				
8408 HIGHWAY 6 SOUTH				
HOUSTON TX 77083				
832-399-9300				
			Total Adjustments:	-\$2,580.54
			Adjusted Price:	\$18,430.46

6	2011 DODGE CHARGER SE 4D SDN 6 3.6 NORMAL FLEXIBLE A2WD	List Price: \$20,589.00		
VIN: 2B3CL3CG3B1 [REDACTED]	Adjustments	Loss Vehicle	This Vehicle	Amount
Stock No: 8866860	Projected Sold Adjustment			\$0.00
Listing Date: 02/28/2013	Mileage	65,000	41,296	-\$1,294.91
ZIP/Postal Code: 77034	Equipment			
Distance from Loss Vehicle: 54 miles	Uconnect(TM) Touch 4.3S	Yes	No	\$159.58
Source: FRANCHISE WEB LISTING - CARS.COM	CD/MP3/Sat			
CARMAX GULF FREEWAY-HOUSTON				
13100 GULF FREEWAY				
HOUSTON TX 77034				
877-490-6380				
			Total Adjustments:	-\$1,135.33
			Adjusted Price:	\$19,463.67

7	2011 DODGE CHARGER SE 4D SDN 6 3.6 NORMAL FLEXIBLE A2WD	List Price: \$19,829.00		
VIN: 2B3CL3CG7BH	Adjustments	Loss Vehicle	This Vehicle	Amount
Stock No:	Projected Sold Adjustment			-\$1,200.00
Listing Date: 03/01/2013	Mileage	66,000	50,436	-\$597.32
ZIP/Postal Code: 77598	Equipment			
Distance from Loss Vehicle: 59 miles	Uconnect(TM) Touch 4.3S	Yes	No	\$144.32
Source: FRANCHISE DEALER WEB LISTING - AUTOTRADER.COM	CD/MP3/Sat			
CLEAR LAKE CHRYSLER JEEP DODGE				
15711 GULF FREEWAY				
WEBSTER TX 77598				
800-418-4640				
			Total Adjustments:	-\$1,653.00
			Adjusted Price:	\$18,176.00

8	2011 DODGE CHARGER SE 4D SDN 6 3.6 NORMAL FLEXIBLE A2WD	List Price: \$21,650.00		
VIN: 2B3CL3CG7BH	Adjustments	Loss Vehicle	This Vehicle	Amount
Stock No: P1159	Projected Sold Adjustment			-\$1,341.00
Listing Date: 06/01/2013	Mileage	65,000	47,936	-\$816.80
ZIP/Postal Code: 77598	Equipment			
Distance from Loss Vehicle: 59 miles	Uconnect(TM) Touch 4.3S	Yes	No	\$157.33
Source: FRANCHISE WEB LISTING - CARS.COM	CD/MP3/Sat			
CLEAR LAKE DODGE CHRYSLER JEEP RAM				
15711 GULF FWY				
WEBSTER TX 77598				
800-306-7458				
			Total Adjustments:	-\$2,000.47
			Adjusted Price:	\$19,649.53

9	2011 DODGE CHARGER SE 4D SDN 6 3.6 NORMAL FLEXIBLE A2WD	List Price: \$18,500.00		
VIN: 2B3CL3CG1BH5	Adjustments	Loss Vehicle	This Vehicle	Amount
Stock No: PH	Projected Sold Adjustment			-\$1,120.00
Listing Date: 03/13/2013	Mileage	65,000	43,773	\$935.02
ZIP/Postal Code: 77598	Equipment			
Distance from Loss Vehicle: 59 miles	Uconnect(TM) Touch 4.3S	Yes	No	\$134.64
Source: FRANCHISE WEB LISTING - CARS.COM	CD/MP3/Sat			
MAZDA OF CLEAR LAKE				
20101 GULF				
WEBSTER TX 77598				
713-452-0865				
				Total Adjustments: -\$1,920.38
				Adjusted Price: \$16,579.62

10	2011 DODGE CHARGER SE 4D SDN 6 3.6 NORMAL FLEXIBLE A2WD	List Price: \$21,392.00		
VIN: 2B3CL3CG0BH	Adjustments	Loss Vehicle	This Vehicle	Amount
Stock No:	Projected Sold Adjustment			-\$1,325.00
Listing Date: 04/07/2013	Mileage	65,000	38,880	\$1,487.39
ZIP/Postal Code: 77578	Equipment			
Distance from Loss Vehicle: 63 miles	Uconnect(TM) Touch 4.3S	Yes	No	\$155.46
Source: FRANCHISE WEB LISTING - CARS.COM	CD/MP3/Sat			
BIG STAR FORD				
17717 SOUTH FREEWAY 288				
MANVEL TX 77578				
866-460-5239				
				Total Adjustments: -\$2,656.99
				Adjusted Price: \$18,735.07

11	2011 DODGE CHARGER SE 4D SDN 6 3.6 NORMAL FLEXIBLE A2WD	List Price: \$19,925.00		
VIN: 2B3CL3CG3BH	Adjustments	Loss Vehicle	This Vehicle	Amount
Stock No: G13023B	Projected Sold Adjustment			-\$1,208.00
Listing Date: 03/25/2013	Mileage	66,000	41,476	-\$1,161.02
ZIP/Postal Code: 77471	Equipment			
Distance from Loss Vehicle: 66 miles	Uconnect(TM) Touch 4.3S	Yes	No	\$145.02
Source: FRANCHISE WEB LISTING - CARS.COM	CD/MP3/Set			
FINNEGAN CHEVROLET BUICK GMC				
26525 SOUTHWEST FWY				
ROSENBERG TX 77471				
888-518-6375				
			Total Adjustments:	-\$2,222.00
			Adjusted Price:	\$17,703.00

12	2011 DODGE CHARGER SE 4D SDN 6 3.6 NORMAL FLEXIBLE A2WD	List Price: \$20,919.00		
VIN: 2B3CL3CG7BH	Adjustments	Loss Vehicle	This Vehicle	Amount
Stock No: 2982P	Projected Sold Adjustment			-\$1,296.00
Listing Date: 04/30/2013	Mileage	85,000	38,882	-\$1,454.30
ZIP/Postal Code: 77471	Equipment			
Distance from Loss Vehicle: 66 miles	Uconnect(TM) Touch 4.3S	Yes	No	\$152.02
Source: FRANCHISE WEB LISTING - CARS.COM	CD/MP3/Set			
FINNEGAN CHEVROLET BUICK GMC				
26525 SOUTHWEST FWY				
ROSENBERG TX 77471				
888-518-6375				
			Total Adjustments:	-\$2,598.28
			Adjusted Price:	\$18,320.72

Sub-Model Comparison

Sub-Model Description	Configuration	Original MSRP
2011 DODGE CHARGER SE	4D SDN 3.6L 6-Cyl Flexible 2WD	\$25,170.00

Vehicle Valuation Methodology Explanation

WorkCenter Total Loss was built through a joint partnership between J.D. Power and Associates vehicle valuation division Power Information Network (P.I.N.) and Mitchell International, a leading provider of claims processing solutions to private passenger insurers.

WorkCenter Total Loss produces accurate and easy-to-understand vehicle valuations via this five step process:

Step 1 - Locate Comparable Vehicles

Locate vehicles similar to the loss vehicle in the same market area. WorkCenter Total Loss finds these vehicles in AutoTrader.com, Cars.com, Vast.com and directly from dealerships.

Step 2 - Adjust Comparable Vehicles

Make adjustments to the prices of the comparable vehicles. The comparable vehicles are identical to the loss vehicle except where adjustments are itemized. There are several types of comparable vehicle adjustments:

- Projected Sold Adjustment - an adjustment to reflect consumer purchasing behavior (negotiating a different price than the listed price).
- Mileage Adjustment - an adjustment for differences in mileage between the comparable vehicle and the loss vehicle.
- Equipment- adjustments for differences in equipment between the comparable vehicle (e.g. equipment packages and options) and the loss vehicle.

Step 3 - Calculate Base Vehicle Value

The base vehicle value is calculated by averaging the adjusted prices of the comparable vehicles.

Step 4 - Calculate Loss Vehicle Adjustments

There are four types of loss vehicle adjustments:

- Condition Adjustment:
Adjustments to account for the condition of the loss vehicle prior to the loss.
- Prior Damage Adjustment:
Adjustments to account for any prior damage present on the loss vehicle prior to the loss.
- After Market Part Adjustment:
Adjustments to account for any after market parts present on the loss vehicle prior to the loss.
- Refurbishment Adjustment:
Adjustments to account for any refurbishment performed on the loss vehicle prior to the loss.

Step 5 - Calculate the Market Value

The Market Value is calculated by applying the loss vehicle adjustments to the base value.

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 Committed
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Progressive

24624 Interstate 45 North, Ste 250, Spring, TX 77386
 (281) 465-6700

Damage Assessed By: G Haynes 281-961-4747

Claim Rep: AMANDA EDWARDS
 (281) 465-6708

* Product Type Auto
 * Date of Loss: 5/19/2013
 * Deductible: 495.00
 * Claim Number: [REDACTED]

Insured: [REDACTED]
 Owner: [REDACTED]
 Address: [REDACTED] CONROE, TX [REDACTED]
 Telephone: Home Phone: [REDACTED] Contact Phone: [REDACTED]

Mitchell Service: 911379

Description: 2011 Dodge Charger SE
 Body Style: 4D Sed Drive Train: 3.6L Inj 6 Cyl 5A RWD
 VIN: 2B3CL3CG1BH [REDACTED] License: [REDACTED] TX
 Mileage: 65,000
 OEM/ALT: A Search Code: HOUSTON1
 Color: BLACK
 Options: PASSENGER AIRBAG, DRIVER AIRBAG, POWER DRIVER SEAT, POWER LOCK, POWER WINDOW
 REAR WINDOW DEFOGGER, MANUAL AIR CONDITION, CRUISE CONTROL, TILT STEERING COLUMN
 TELESCOPIC STEERING COLUMN, ANTI-LOCK BRAKE SYS., TRACTION CONTROL, FOG LIGHTS
 ALUM/ALLOY WHEELS, AUXILIARY INPUT, IPOD ADAPTER, FRONT AIR DAM, TINTED GLASS
 TRIP COMPUTER, VARIABLE ASSISTED STEERING, SIDE AIRBAGS, ANTI-THEFT SYSTEM
 AUTOMATIC HEADLIGHTS, SIDE HEAD CURTAIN AIRBAGS, DAYTIME RUNNING LIGHTS
 AM/FM STEREO CD/MP3 PLAYER, ELECTRONIC STABILITY CONTROL, FRONT BUCKET SEATS
 INTERIOR AIR FILTER, KEYLESS ENTRY SYSTEM, POWER DISC BRAKES
 POWER LIFTGATE/TRUNK, STEERING WHEEL AUDIO CONTROLS

Line Item	Entry Number	Labor Type	Operation	Line Item Description	Part Type/Part Number	Dollar Amount	Labor Units
<u>Front Bumper</u>							
1	100862	BDY	REMOVE/INSTALL	Frt Bumper Cover			INC #
<u>Front Lamps</u>							
2	100818	BDY	REMOVE/INSTALL	R Front Combination Lamp			INC #
3	100819	BDY	REMOVE/INSTALL	L Front Combination Lamp			0.3 #
<u>Hood</u>							
4	100910	BDY	REMOVE/REPLACE	Hood Panel (Alum)	** Non-OEM CAPA	438.00	1.4
5		REF	REFINISH	Hood Outside			C 2.8
6		REF	REFINISH	Add For Hood Underside			C 1.4
7	100911	BDY	REMOVE/REPLACE	Hood Insulator	55315127AA	53.50	INC
<u>Cooling</u>							
8	102506	BDY	REMOVE/REPLACE	Cooling Fan Control Module	ORDER FROM DEALER	425.00	1.0 #
9	100970	BDY	REMOVE/REPLACE	Upr Cooling Radiator Hose	55038160AB	20.75	0.6 #
10	100973	BDY	REMOVE/REPLACE	Lwr Cooling Radiator Hose	ORDER FROM DEALER	17.60	1.0 #
<u>A/C/Heater/Ventilation</u>							
11	100257	MCH	REMOVE/REPLACE	Air Cond Compressor -M	ORDER FROM DEALER	475.00	2.8 #
12		MCH	REMOVE/REPLACE	Evacuate & Recharge A/C -M			1.4
13	100241	MCH	REMOVE/REPLACE	Air Cond Liquid Line -M	55111273AC	77.50	1.1
14	100263	MCH	REMOVE/REPLACE	Air Cond Tube -M	ORDER FROM DEALER	138.00	0.9
15	102323	MCH	REMOVE/REPLACE	Air Cond Suction Line -M	ORDER FROM DEALER	139.00	0.9
<u>Front Fender</u>							
16	101634	BDY	REMOVE/REPLACE	R Fender Panel	** Non-OEM CAPA	168.00	3.5 #
17		REF	REFINISH	R Fender Outside			C 1.8
18		REF	REFINISH	R Add To Edge Fender			C 0.5
19	101635	BDY	REPAIR	L Fender Panel	Existing		3.0* #
20		REF	REFINISH	L Fender Outside			C 1.8

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21	100829	BDY	REMOVE/INSTALL	L Fender Mudguard				
				<u>Front Inner Structure</u>				
22	101496	MCH	REMOVE/REPLACE	Engine Wiring Harness	-M	ORDER FROM DEALER	750.00	10.0*
23	102365	BDY	REMOVE/REPLACE	Relay Box Cover		68169902AA	13.85	
				<u>ABS/Brakes</u>				
24	100639	MCH	REMOVE/REPLACE	ABS Hydraulic Unit	-M	ORDER FROM DEALER	487.00	2.4 #
25	100643	MCH	REMOVE/REPLACE	ABS Control Module	-M	68087355AA	832.00	INC #
26	100642	MCH	REMOVE/REPLACE	ABS Module	-M	68137007AA	217.00	INC #
27	100653	MCH	REMOVE/REPLACE	Brake Fluid Reservoir	-M	68098549AA	34.70	0.4
28	100658	MCH	REMOVE/REPLACE	ABS Pump	-M	5154322AA	222.00	0.7
				<u>Steering Pump</u>				
29	102204	MCH	REMOVE/REPLACE	Steering Power Pump	-M	68059524AJ	1,060.00	1.3
30	102205	MCH	REMOVE/REPLACE	Steering Cover	-M	5154459AA	24.35	
				<u>Engine/Trans</u>				
31	100186	MCH	REMOVE/INSTALL	Engine & Trans Assy	-M			10.0
32	900500	MCH*	REPAIR	COMPLETE COMPRESSION TEST		Existing		1.0*
33	900500	MCH*	REPAIR	CHECK AND INSPECT LKQ ENGINE		Existing		1.0*
34	900500	MCH*	REPAIR	TRANSFER OF MECH PARTS		Existing		5.0*
35	100189	MCH	REMOVE/REPLACE	Engine Timing Cover	-M	5184495AJ	474.00	
36	100196	MCH	REMOVE/REPLACE	R Engine Valve Cover	-M	5184068AK	99.25	2.7 #
37	100197	MCH	REMOVE/REPLACE	L Engine Valve Cover	-M	5184068AK	143.00	1.9 #
38	100200	MCH	REMOVE/REPLACE	Engine Cover	-M	4593903AD	118.00	0.3
				<u>Air Cleaner</u>				
39	101032	BDY	REMOVE/REPLACE	Air Cleaner Housing		4861743AC	158.00	0.5
40	101033	BDY	REMOVE/REPLACE	Air Cleaner Element		4861746AB	31.20	INC
41	101034	BDY	REMOVE/REPLACE	Air Cleaner Intake Duct		4861928AF	127.00	0.3
42	102658	MCH	REMOVE/REPLACE	Air Cleaner Air Flow Sensor	-M	5149182AB	17.25	0.3
				<u>Electrical</u>				
43	100506	MCH	REMOVE/REPLACE	Alternator	-M	4801778AF	645.00	1.1
44	101723	BDY	REMOVE/REPLACE	Battery		N.A.	89.00	0.4
45	101725	BDY	REMOVE/REPLACE	Positive Battery Cable		68066102AB	207.00	0.8
46	101726	BDY	REMOVE/REPLACE	Terminal Cover		4806858AA	6.25	
47	101727	BDY	REMOVE/REPLACE	Negative Battery Cable		68066100AC	19.35	
				<u>Windshield</u>				
48	101678	GLS	REMOVE/REPLACE	W/Shield Glass		Sublet	475.00	0.0* #
49		BDY	REMOVE/REPLACE	Add w/Rain Sensor				0.3
				<u>Cowl & Dash</u>				
50	101689	BDY	REMOVE/REPLACE	Cowl/Dash Vent Screen		57010314AC	75.70	0.5 #
51	900500	MCH*	REMOVE/REPLACE	ENGINE		Used/Recycled	3,500.00	0.0*
52				Line Markup %25.00			875.00	
				<u>Rocker/Pillars/Floor</u>				
53	100794	BDY	REMOVE/INSTALL	L Rocker Moulding				0.4
				<u>ADDITIONAL OPERATIONS</u>				
54		REF	ADD'L OPR	Clear Coat				2.5
				<u>Additional Costs & Materials</u>				
55			ADD'L COST	Paint/Materials			302.40	*

* - Judgment Item

- Labor Note Applies

** Non-OEM CAPA - Non-Original Equipment Manufacturer Replacement Part, CAPA Certified

C - Included In Clear Coat Calc

KEYSTONE AUTOMOTIVE
 4851 HOMESTEAD RD. #148
 HOUSTON
 TX 77028
 (888) 411-5601 (713) 675-7900

4 ** CH1230285C 438.00
 16 ** CH1241275C 168.00

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"All manufacturers requirements regarding seat belt and supplemental restraint system replacement must be adhered to. If additional parts or operations are necessary to properly accomplish this, please contact the estimating claims rep"

Estimate Totals

I. Labor Subtotals		Units	Rate	Add'l Labor Amount	Sublet Amount	Totals	II. Part Replacement Summary			Amount
Body		14.0	42.00	0.00	0.00	588.00	Taxable Parts			11,311.25
Refinish		10.8	42.00	0.00	0.00	453.60	Parts Adjustments			875.00
Mechanical		45.2	70.00	0.00	0.00	3,164.00	Sales Tax	@	8.250%	1,005.37
Non-Taxable Labor						4,205.60	Non-Taxable Parts			475.00
Labor Summary		70.0				4,205.60	Total Replacement Parts Amount			13,666.62
III. Additional Costs						Amount	IV. Adjustments			Amount
Taxable Costs						302.40	Insurance Deductible			495.00-
Sales Tax @ 8.250%						24.95	Customer Responsibility			495.00-
Total Additional Costs						327.35				
Paint Material Method: Rates										
Inft Rate = 26.00										
							I. Total Labor:			4,205.60
							II. Total Replacement Parts:			13,666.62
							III. Total Additional Costs:			327.35
							Gross Total:			18,199.57
							IV. Total Adjustments:			495.00-
							Net Total:			17,704.57

THIS ESTIMATE HAS BEEN PREPARED BASED ON THE USE OF REPLACEMENT PARTS SUPPLIED BY A SOURCE OTHER THAN THE MANUFACTURER OF YOUR MOTOR VEHICLE. WARRANTIES APPLICABLE TO THESE REPLACEMENT PARTS ARE PROVIDED BY THE MANUFACTURER OR DISTRIBUTOR OF THESE PARTS RATHER THAN THE MANUFACTURER OF YOUR VEHICLE.

Point(s) of Impact

16 Non-Collision (P)

Alt. Location: PROGRESSIVE INSURANCE

Inspection Site: TAYLOR AUTOMOTIVE
 Address: 12287 TX-105
 Conroe, TX 77308
 (936) 568-2715
 Inspection Date: 5/24/2013

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THIS IS A DAMAGE ASSESSMENT ONLY - NOT AN AUTHORIZATION TO REPAIR -
BASED ON DAMAGE VISIBLE OR CERTAIN AT THE TIME IT WAS WRITTEN.

IF FRAME OR UNIBODY REPAIR IS INCLUDED ON THIS ESTIMATE, THE AMOUNT
SHOWN INCLUDES TIME OR ALLOWANCE FOR MEASURING BEFORE, DURING AND
AFTER THOSE REPAIRS.

THE OWNER OF THE VEHICLE MAY SELECT THE REPAIR FACILITY OF HIS/HER
CHOICE.

TO ENSURE PROPER AND PROMPT PAYMENT FOR ADDITIONAL DAMAGE DISCOVERED
DURING THE COURSE OF REPAIRS, CONTACT PROGRESSIVE FOR SUPPLEMENT
HANDLING PROCEDURES.

WHILE YOU HAVE THE RIGHT TO SELECT THE REPAIR SHOP AND REPAIR PARTS,
WE ARE NOT REQUIRED TO PAY MORE THAN A REASONABLE AMOUNT FOR REPAIRS
AND PARTS. A REASONABLE RATE IS THE MARKET'S PREVAILING LABOR RATE
FOR YOUR AREA.

LIFETIME GUARANTEE FOR SHEET METAL AND PLASTIC BODY PARTS

The replacement parts written on the estimate are intended to return
your vehicle to its pre-loss condition with proper installation.
After repair, if any sheet metal or plastic body part included in the
estimate fails to return your vehicle to its pre-loss condition
(assuming proper installation), in terms of form, fit, finish,
durability or functionality, Progressive will arrange and pay for the
replacement of the part, to the extent not covered by a
manufacturer's or other warranty. This service will be performed at
no cost to you (including associated repair and rental car costs). To
obtain service under this Guarantee, call Progressive at
1-800-274-4641. This Guarantee applies as long as you own or lease
the vehicle. This Guarantee is not transferable and terminates if you
sell or otherwise transfer your vehicle.

THIS GUARANTEE DOES NOT COVER NORMAL WEAR AND TEAR OR DAMAGE CAUSED
BY IMPROPER MAINTENANCE, NEGLIGENCE, ABUSE OR SUBSEQUENT ACCIDENT. THIS
GUARANTEE IS LIMITED TO ARRANGING FOR THE SELECTION OF REPAIR PARTS
THAT WILL RETURN YOUR VEHICLE TO ITS PRE-LOSS CONDITION. ACCORDINGLY,
PROGRESSIVE WILL NOT BE LIABLE FOR ANY INDIRECT, INCIDENTAL OR
CONSEQUENTIAL DAMAGES THAT RESULT FROM THE INSTALLATION OR USE OF
THESE PARTS.

Part Type Terms and Abbreviations

NEW and OEM or part number displayed - These refer to a new, original
equipment manufacturer part.

NON-OEM and A/M and Qual REPL - These refer to an after-market part,
which is a new, non-original equipment manufacturer part.

USED/RECYCLED and LKQ - These refer to a used OEM part.

REMANUFACTURED and RECOND. and RECORE - These refer to used/recycled
OEM parts that have been refurbished.

**REPAIR SHOP'S AUTHORIZED REPRESENTATIVE'S SIGNATURE INDICATING
AGREEMENT ON COST TO RETURN THE VEHICLE TO PRE-LOSS CONDITION**

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INCLUDING TOW/STORAGE CHARGES:

SHOP SIGNATURE: _____ EST. COMPLETION DATE: _____

ANY PERSON WHO, WITH INTENT TO DEFRAUD OR KNOWING THAT HE/SHE IS
FACILITATING A FRAUD AGAINST AN INSURER, SUBMITS AN APPLICATION OR
FILES A CLAIM CONTAINING A FALSE OR DECEPTIVE STATEMENT IS GUILTY OF I

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Total Loss Settlement Report

PROGRESSIVE[®]

Progressive County Mutual Ins Co
24624 INTERSTATE 45N
SUITE 250
SPRING, TX 77386
(832) 562-4402

Date: 7/10/2013

Owner: [REDACTED]

Vehicle: 11 DODGE CHARGER

VIN: 2B3CL3CG1BH [REDACTED]

Prepared by: AMANDA EDWARDS

Claim Number: [REDACTED]

Date of Loss: 05/19/2013

**Adjuster
License:**

Important information regarding your settlement offer and explanation of Actual Cash Value (ACV)

We would like to inform you that we have made a determination regarding the total loss of your vehicle. Our settlement is based upon evaluation of your vehicle's actual cash value. If a lien holder is involved, the payment to you may change based upon the exact payoff amount of your loan. In order to determine your vehicle's actual cash value, we have performed a detailed evaluation of the vehicle's condition and probable value immediately prior to the loss.

We will demonstrate how we arrived at this amount so you may be confident that our value is fair and reasonable in the current local market. We will include applicable taxes and fees when required by law. Our settlement, less any applicable deductible amount, is contingent upon our receipt of a "clean" title with no liens attached.

In most cases, we will also collect and arrange for the disposition of your damaged vehicle. We will need the actual title for the vehicle in order to complete this process. You may retain the vehicle salvage in some instances. Please note we make the appropriate deduction for the salvage amount when presenting our settlement offer to you. Additional titling requirements may also need to be completed.

If you disagree with our valuation of your vehicle's actual cash value, we will consider your opinion and may revise our determination if credible information is presented to us. If you are insured with us and the amount of the vehicle's

actual cash value remains in dispute, either party may request to proceed under the Appraisal section of your insurance policy contract. Please refer to your policy contract for more detailed information on the Appraisal process.

To determine the Actual Cash Value (ACV) of your vehicle, we will:

- **Determine the baseline value**

- **Make adjustments to account for any excessive wear and tear and/or prior damage**

The local market value does not take into consideration your particular vehicle's condition, unrepaired prior damage or excess wear and tear. We will itemize and estimate the cost of repairs and work that would make your vehicle comparable to the market value determined. We may add or subtract for generalized "dealer prep" or reconditioning charges if the vehicle requires adjustment. We may ask you to provide information about the vehicle that is not readily apparent by inspecting it, such as general maintenance and repair history, title history and title status (such as clean or rebuilt salvage).

- **Include the value of extraordinary refurbishments or repairs**

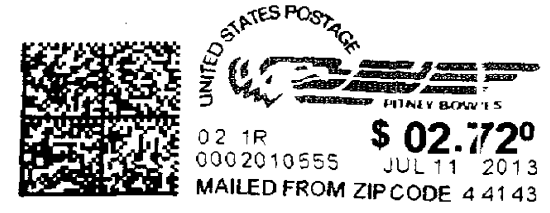
Vehicles in exceptionally clean condition may appraise higher than retail value. We also consider the cost and value of recent refurbishments. In general, though, refurbishment or recent replacement of maintenance type items does not increase the value of the vehicle, because those items are assumed in the value; they are expected to be in place and in good condition when a vehicle is sold.

1	Baseline Value	\$18,696.44
2	Preexisting Damage \$0.00 X 0.00 %	\$0.00
3	Condition Adjustment	\$0.00
4	Refurbishment(s)	\$0.00
5	Custom Parts & Equipment	\$0.00
6	Actual Cash Value	\$18,696.44
7	Fees	\$83.75
8	Taxes TAXES \$18,696.44 X 6.25 % = \$1,168.53 Taxes applied to settlement	\$1,168.53
9	Net Settlement	\$19,948.72
10	Deductible	(\$495.00)
11	Total Settlement	\$19,453.72

Lien Holder Account Balance (Amount You Owe)

SANTANDER CONSUMER USA Payoff as of 6/12/2013 \$23,969.95
\$23,969.95

Net to Owner **\$0.00**



Dodge
Po Box 21-8004
Auburn Hills, mi 48321

PROGRESSIVE

PE14-022

CHRYSLER

10-3-2014

ENCLOSURE 4

LEGAL CLAIMS

Salem, MO.
Phone [redacted] Fax - [redacted]
TRY TRADIN WITH HEAVIN.....A FULL SERVICE DEALER

INVOICE

Org. Est. # 070782

INVOICE

Print Date : 08/06/2014

[redacted]

2011 Dodge - Charger SE
3.6L, V6, VIN (Not Available)

Odometer In : 48965

Salem, MO [redacted]

Lic # : [redacted]

Home [redacted] -- Cellula [redacted]

Unit # :

Cust ID : 638

Vin # : 2B3CLCG9BH [redacted]

Ref # :

Hat # :

Part Description / Number	Qty	Sale	Extended	Labor Description	Extended
ALTERNATOR				FREIGHT	12.00
RL801779AG	1.00	505.00	505.00	FREIGHT	
				SMOKING ALTERNATOR	91.00
				REPLACE ALTERNATOR AND CHECK	
				CHARGING SYSTEM AND CODES	

[Technicians : Jack, 2]

Org. Estimate \$641.96 Revisions \$0.00 Current Estimate \$ 641.96 Additional Cost Revised Estimate

Labor:	91.00
Parts:	505.00
Sublet:	12.00

Sub:	608.00
Tax:	33.96
Total:	641.96
Bal Due:	\$641.96

[Payments -]

Serving Salem and Dent County Four Generations.

I hereby authorize the above repair work to be done along with the necessary materials and hereby grant you and/or your employees permission to operate the car or truck herein described on highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. It is also understood that we will not be held responsible for loss or damage to cars or articles left in cars in case of fire, theft or any other causes beyond our control.

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

PE14-022

CHRYSLER

10-3-2014

ENCLOSURE 4

LEGAL CLAIMS

1229543 RLG

PROGRESSIVE

Payment Address
Progressive-Subro
24344 Network Place
Chicago, IL 60673-1243

Document Address
P.O. Box 512929
Los Angeles, CA
90051-0929

Phone: (877) 818-0139
Fax: (888) 781-6947

July 6, 2012

CHRYSLER
PO BOX 21-8004
AUBURN HILLS, MI 48321

RECEIVED

JUL 11 2012

SPECIAL INVESTIGATIONS

Type of Loss:	Vehicle Fire
VIN/DOT Number:	2B3CL3CG8BF [REDACTED]
Year:	2011
Make:	DODGE
Model:	CHARGER
Your Claim No:	N/A
Our Insured:	[REDACTED]
Address:	[REDACTED] LANE MOBILE, AL [REDACTED]
Our Claim No:	[REDACTED]
Date of Loss:	03-21-12
Damages:	\$629.94

NOTICE OF SUBROGATION CLAIM

Please accept this letter as formal notice of our subrogation rights in regard to the above-captioned claim. Demand is hereby made upon you for payment of Progressive Specialty Insurance Co damages and those of our insured.

Our investigation indicates damages to our insured's vehicle was a direct result of a manufacturer's defect or negligence on your behalf. Enclosed please find all supporting documentation.

Please acknowledge receipt of my subrogation demand and forward your payment of \$629.94 to my attention, payable to "Progressive Specialty Insurance Co , as subrogee of [REDACTED] and remit to the following address:

Progressive-Subro
24344 Network Place
Chicago, IL 60673--1243

You can contact me at the number listed below should you need additional documentation or to discuss this claim.

Thank you for your anticipated cooperation.

Stacey Stankus
Subrogation Representative
Progressive Specialty Insurance Co
440 603 7533
Fax (888) 781-6947
Stacey_Stankus@progressive.com
Enclosure

**LEGAL PHOTOS RETAINED IN DOCUMENT
RETENTION**



Rental Company: ENTERPRISE RENT-A-CAR
 Invoice: [REDACTED]

Bill To: PRO55FT
 PROGRESSIVE INS
 ATTN: CRAIG PARKER
 2122 COLUMBIANA RD
 VESTAVIA, AL 35216

RENTAL DETAIL:
 Rental Period: 3/21/12 to 4/10/12 (21 days)
 Billed Period: 3/21/12 to 4/10/12 (21 days)

RENTER INFORMATION:
 Renter: [REDACTED]

Products and Services	Rate	Amount
21 DAYS @	27.27	\$572.67
Taxes and Surcharges		
1 SURCHARGE	10.00%	\$57.27
Total Charges:		\$629.94
Less Amount Received:		\$0.00
Total Amount Due:		\$629.94

RENTAL INFORMATION:
Rental Branch Location:
 ENTERPRISE RENT-A-CAR (5521)
 2814 GOVERNMENT BLVD.
 MOBILE, AL 366062616
 (251) 470-0607

ADDITIONAL CLAIM INFORMATION:
 Claim Number [REDACTED]
 Claim Type: Insured
 Vehicle Condition: Non-Driveable
 Date Of Loss:
 Insured Name:
 Owner's Vehicle: 2011 DODGE CHARG
 Additional Driver:

Repair Facility:
 MARK'S DODGE, INC.
 MOBILE,, AL 36606
 (251) 478-5252

VEHICLES RENTED:

Effective Date and Time	Year	Make	Model	VIN	Starting Mileage	Ending Mileage	Mileage	Rate Charged
3/21/12 12:34 PM	2012	MAZD	6	1YVHZ8BH4C5 [REDACTED]	16363	18046	1683	\$27.27

Rental Invoice

Please Return This Portion with Remittance

Make Payment To:
 ENTERPRISE RENT-A-CAR
 P.O. BOX 840086
 KANSAS CITY, MO 64184-0086
 Federal ID: 43-0724835

Total Charges: \$629.94
Less Amount Received: \$0.00
Total Amount Due: \$629.94

Please include on your check:
 Invoice: [REDACTED]

Claim Payment Detail [REDACTED]

Payment Information			
Disbursement Number:	765888352	Total Amount:	\$629.94
EFT Trace Number:		Invoice Number:	
Paid To:	ENTERPRISE RENT-A-CAR CO		
Mailing Address:	ENTERPRISE RENT-A-CAR 2814 GOVERNMENT BLVD. MOBILE, AL 36606-2616		
In Payment Of:	ENTERPRISE RENT-A-CAR RENTAL INVOICE # [REDACTED]		

Vendor Information			
Name:	ENTERPRISE RENT...	1099 Required:	
Type:	GLASS SHOP		

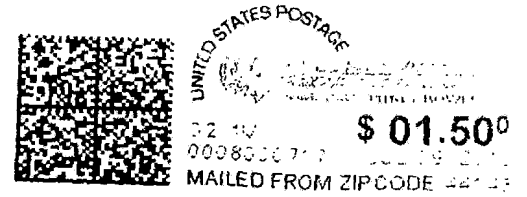
Reviewed Summary			
Issuing Rep:	CXP0104	Approved By:	
Issue Date:	04-13-12	Review Date:	
Last Updated Rep:	CXP0104	Reviewed By:	

Bank Information			
Type:	Loss	Bank Code:	CTB
Stop Reason:		Cleared:	04-17-12
Stop Date:			

Exposure Detail: RENTAL			
Party Name:	[REDACTED]	Amount Paid:	\$629.94
Property Description:	11 DODGE CHARGER	Deductible Taken:	\$0.00
Payment Type:	FINAL PAYMENT	Property Damage:	\$0.00
		Rental:	\$629.94

```
##      #####      #####      ##      #####      #####      #####
#      #      #      #      #      #      #      #      #      #
# #     #      #      #      #      #      #      #      #      #
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#      #      #      #      #      #      #      #      #      #
###   ###    #####      #####      #      #      #      #      #
```

ob : 1241
ate: 7/6/2012
ime: 12:05:05 PM



Chrysler
P. O Box 21-8004
Auburn Hills, MI 48321

PROGRESSIVE

PE14-022

CHRYSLER

10-3-2014

ENCLOSURE 4

LEGAL CLAIMS

1233871

ALEX SIMANOVSKY & ASSOCIATES, LLC *Gadberry*

CONSUMER PROTECTION ATTORNEYS

ALEX SIMANOVSKY, ESQ.
EXTENSION: 1012
DIRECT DIAL: 678-781-1012
E-MAIL: ALEX@LEMONLAWINFO.COM

2300 HENDERSON MILL ROAD, SUITE 300
ATLANTA, GA 30345
770-414-1002 1-866-865-3666
FACSIMILE: 770-414-9891 1-877-216-0365

Chrysler Group LLC
Office of the General Counsel

SEP 20 2012
By *[Signature]* Mail/Reg. Agent
Sec. of State/Proc. Server

September 21, 2012

Chrysler Group, LLC
CIMS 485-13-32
1000 Chrysler Drive
Auburn Hills, MI 48326-2766

RE: *[Redacted]*, Chrysler Group, LLC

NOTICE OF CONSUMER WARRANTY LAW VIOLATION

Our Client: *[Redacted]*
Vehicle: 2011 Dodge Charger
VIN: 2B3CL3CG1BH *[Redacted]*
Date of purchase: 09/06/11
Our File No.: LL12-10194

Early Resolution Program

OCT 02 2012

RECEIVED

To Whom It May Concern:

Please be advised that this office represents the above-named individual regarding claims pursuant to the federal Magnuson-Moss Warranty Act and the Uniform Commercial Code ("U.C.C.") with regard to the above-listed vehicle. Please direct all future contacts and correspondence to the office listed above.

There were numerous non-conformities with my client's automobile for which relief is sought, and numerous attempts to repair the vehicle have been unsuccessful. There were also numerous violations of both federal and state law in connection with the delivery and/or repair of the aforementioned vehicle. The primary non-conformities and violations include, but are not limited to:

1. **Engine;**
2. **Electrical;**
3. **Stalling;**
4. **Excessive repair attempts.**

RECEIVED

OCT - 1 2012

MILLER, CANFIELD, PADDOCK
AND STONE, P.L.C.

The non-conformities listed above constitute a substantial impairment of the use, value and safety of the subject vehicle. Because of the inordinate amount of repairs my client has justifiably lost confidence in the vehicle.

My client's repair history clearly shows there was a breach of the written warranty and/or implied warranties of merchantability and fitness for a particular purpose, *see*

U.C.C. §§ 2-314 and 2-315, based upon the generally accepted rule that an unsuccessful effort to remedy defects found to exist renders the warrantor liable; the buyer is not bound to allow him the opportunity or permit him to tinker with the article indefinitely in the hope that it may ultimately be made to comply with the warranty.

Therefore, you are hereby notified that my client is revoking acceptance of the vehicle, pursuant to the provisions of U.C.C. § 2-608. Our client has directed us to demand the return of all funds paid towards this vehicle, the cancellation of the contracts, and compensation for all damages and attorneys' fees.

Please be advised that under U.C.C. § 2-711(3) my client has a security interest in the car for return of the total purchase price, plus expenses in handling and inspecting the car. Until you pay this amount, my client will hold the car and use it to the extent necessary to preserve it, to protect its security interest, and to minimize your damages. Moreover, my client demands return of the purchase price before substitute goods can be acquired. In addition, any attempt by you or your agents to repossess the car will be wrongful and will subject you to liability for conversion and for wrongful repossession under U.C.C. §§ 9-503 and 9-507 as well as other applicable Consumer Fraud remedies.

If the seller [or, if applicable the assignee, or any creditor subject to the FTC Holder Rule] has filed a financing statement covering the goods, we demand, pursuant to U.C.C. § 9-404, that you file a termination statement within ten days to terminate your security interest and forward a copy to this office. Since my client has revoked acceptance, there is no outstanding secured obligation. If you do not file a termination statement within ten days and cooperate in removing the lien, you will be liable under U.C.C. § 9-404(1) in the amount of \$100.00 plus any loss caused my client by your failure.

HAVING BEEN FORMALLY NOTIFIED OF OUR REPRESENTATION, YOU ARE INSTRUCTED NOT TO CONTACT OUR CLIENT UNDER ANY CIRCUMSTANCES. DIRECT ALL INQUIRIES TO THIS OFFICE. IF YOU FAIL TO ACT IN CONFORMITY WITH THIS DIRECTIVE, INJUNCTIVE RELIEF WILL BE SOUGHT AGAINST YOU. IN ADDITION, YOU ARE HEREBY NOTIFIED OF OUR ATTORNEYS' LIEN.

To avoid any further litigation, my client merely requests a refund for the defective product and will waive any incidental and consequential damages at this point. Our attorneys' fees are minimal at this stage and we would prefer to resolve this matter without the need for any more needless effort and expense spent on our part and on the part of your attorneys. Time, money and effort would be saved by both sides with a quick resolution of this claim.

This letter shall serve as notice to Chrysler Group, LLC of its final opportunity to cure the above-referenced defects.

Sincerely,

ALEX SIMANOVSKY & ASSOCIATES, LLC

A handwritten signature in black ink, appearing to be 'AS', with a stylized flourish extending to the right.

Alex Simanovsky
Attorney at Law

AS/ld

CC:



09/10/2012
09:58:15

SUMMARY HISTORY DISPLAY

3030

PAGE 1

CUSTOMER NAME [REDACTED] SERIAL NO. 2830130318H [REDACTED]
TOTAL R/O'S 15 TOTAL SERV. DAYS 52 MAKE DG DODGE



LINE NO.	NO.	DATE	MILES	ADV/TECH	JR T	OPERATION CODE	DESCRIPTION
1	70532	09/04/2012	20153	A	91		
					91	J W 1000Z	DRIVABILITY
					96		
2	70557	07/31/2012	19849	A	120		
					96	J C 1000Z	DRIVABILITY
					96	R W 5100Z	BODY ELECTRICAL
3	70445	07/23/2012	19347	A	91		
					22	J W 0200Z	REPAIR
					22	R W 0200Z01	REPAIRS
					22	R W 5100Z	BODY ELECTRICAL
					22	A C 5000Z	ENGINE ELECTRICAL
					91	S C 0000Z100	LOF
					22	S W 7000Z03	RENTAL
4	69047	04/16/2012	14503	A	120		
					91	J C 0000Z100	LOF
					91	R C 1000Z	DRIVEABILITY
5	68330	03/23/2012	13951	A	120		
					96	J C 5100Z	BODY ELECTRICAL
					96	R C 5100Z01	BODY ELECT CONCE
6	67925	01/24/2012	9437	A	91		
					91	J C 0000Z100	LOF
7	67397	12/12/2011	7245	A	91		
					96	J W 5100Z	BODY ELECTRICAL
8	67335	12/05/2011	6738	A	91		
					96	J C 5000Z	ENGINE ELECTRICAL
9	67226	11/29/2011	6311	A	91		
					96	J C 5100Z	BODY ELECTRICAL
10	67049	11/15/2011	5774	A	91		
					96	J W 5100Z	BODY ELECTRICAL
11	66791	10/26/2011	4291	A	91		
					22	J J 5000Z	ENGINE ELECTRICAL
12	66775	10/26/2011	4053	A	91		
					91	J J 0000Z100	LOF
13	66569	10/10/2011	3110	A	91		
					22	J W 5100Z	BODY ELECTRICAL
					22	R W 3000Z01	AUTO TRANS CONCE
14	66180	09/13/2011	700	A	91		
					22	J C 3000Z	AUTO TRANSMISSION
					22	R W 5100Z	BODY ELECTRICAL
					22	R W 5000Z2	ENGINE ELECT CON
					22	A W 5100Z01	BODY ELECT CONCE
					22	S W 5100Z7	BODY ELECT CONCE
					22	S W 5000Z01	ENGINE ELECT CON
15	63996	03/17/2011	20	A	91		
					91	J J 2500Z01	PD

DOCS70769

Crown Dodge Chrysler Jeep

DOCS70769

37861

[REDACTED]
LUCEDALE, MS [REDACTED]

MICHAEL BAILEY

91

09/07/12

DOCS70769

20,488 GRAY/

2110150

11/DODGE/CHARGER/4DR

09/06/11

29

2 B 3 C L 3 C G 1 B H [REDACTED]

08/13/12

MO: 20551

LABOR
JOB# 1 1000Z DRIVEABILITY TECH(S) 96 861.00

CUSTOMER STATES CAR WONT STAY RUNNING
FOUND HAS WATER IN FUEL SYSTEM-TANK,LINES ETC.
REPLACED ALL INJECTORS,LINES,DROP TANK CLEANED OUT,
REPLACED FUEL PUMP.
CAR WAS DRIVEN 63 MILES WITH NO ISSUES

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT	PRICE
	1	68102700-AA	MODULE FU 14067004		232.00
	1	68159764-AA	MODULE FU 14067004		302.00
	1	68103987-AA	TUBE FUEL 5062001		153.00
	1	4584557-AD	TUBE FUEL 14089004		14.50
	1	68057673-AD	LINE FUEL 5062001		153.00
	1	68103983-AA	TUBE FUEL 14089004		115.00
	1	53034198-AC	RAIL FUEL 14107030		304.00
	6	RL184085-AC	INJECTOR 14099006		89.20
	-6	RL184085-AC	CORE RETURN		5.00
				TOTAL - PARTS	1778.70

SUBLET	PO#	VEND INV#	INV DATE	DESCRIPTION	TOTAL - SUBLET
	28860	2864627	08/14/12	RENTAL	35.00
JOB# 1 TOTALS					35.00

JOB# 1 JOURNAL PREFIX DOCS JOB# 1 TOTAL 2674.70

COMMENTS
ADDED 20.00 DOLARS OF FUEL ONLY

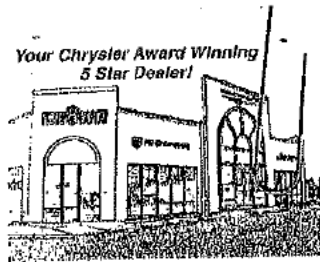
PAID
SEP 11 2012

BY: *OK 370984*

1821.59

Cash

1000.00



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Jeep



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CUSTOMER NO.	ADVISOR MICHAEL BAILEY	TAG NO. 91	INVOICE DATE 09/07/12	INVOICE NO. DOCS70769
	LABOR RATE	LICENSE NO.	COLO. GRAY/	STOCK NO. 2110150
		MILEAGE 20,488	DELIVERY DATE 09/06/11	DELIVERY MILES 29
YEAR / MAKE / MODEL 11/DODGE/CHARGER/4DR	VEHICLE I.D. NO. 2 B 3 C L 3 C G 1 B H		SELLING DEALER NO.	PRODUCTION DATE
F.T.E. NO.	P.O. NO.	R.O. DATE 08/13/12		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	MO: 20551	

JOB# 1 CHARGES

LABOR
 JW-1-1000Z DRIVEABILITY TECH(S) 90 861.00
 CUSTOMER STATES CAR WONT STAY RUNNING
 FOUND HAS WATER IN FUEL SYSTEM-TANK,LINES ETC.
 REPLACED ALL INJECTORS,LINES,DROP TANK CLEANED OUT,
 REPLACED FUEL PUMP.
 CAR WAS DRIVEN 63 MILES WITH NO ISSUES

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT	PRICE
	1		68102700-AA	MODULE FU 14067004		232.00
	1		68159764-AA	MODULE FU 14067004		302.00
	1		68103987-AA	TUBE FUEL 5062001		153.00
	1		4584557-AD	TUBE FUEL 14089004		14.50
	1		68057673-AD	LINE FUEL 5062001		153.00
	1		68103983-AA	TUBE FUEL 14089004		115.00
	1		53034198-AC	RAIL FUEL 14107030		304.00
	6		RL184085-AC	INJECTOR 14099006		89.20
	-6		RL184085-AC	CORE RETURN		5.00
TOTAL - PARTS						1778.70

SUBLET	PO#	VEND INV#	INV DATE	DESCRIPTION	TOTAL - SUBLET
	20060	2864627	08/14/12	RENTAL	35.00
TOTAL - SUBLET					35.00

JOB# 1 TOTALS	LABOR	861.00
	PARTS	1778.70
	SUBLET	35.00

JOB# 1 JOURNAL PREFIX DOCS JOB# 1 TOTAL 2674.70

COMMENTS
 ADDED 20.00 DOLARS OF FUEL ONLY

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CUSTOMER NO. [REDACTED]	ADVISOR MICHAEL BAILEY	TAG NO. 91	INVOICE DATE 10/06/11	INVOICE NO. DOCS66180
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 698	COLOR GRAY/
[REDACTED]	YEAR / MAKE / MODEL 11/DODGE/CHARGER/4DR	DELIVERY DATE 09/06/11	STOCK NO. 2110150	DELIVERY MILES 29
LUCEDALE, MS [REDACTED]	VEHICLE ID. NO. 2 B 3 C L 3 C G 1 B H [REDACTED]	SELLING DEALER NO.	PRODUCTION DATE	
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 09/13/11	
COMMENTS				MO: 700

PERFORMED UP DATES FOR CLUSTER

JOB# 5 TOTALS -----
 JOB# 5 JOURNAL PREFIX DOCS JOB# 5 TOTAL 0.00

JOB# 6 CHARGES -----

LABOR
 J# 6+500Z01 ENGINE/ELECT CONCERN TECH(S) 22 WARRANTY
 PERFORMED RRT 11-039 FOR PCM UPDATES
 REFLASH COMPUTER

JOB# 6 TOTALS -----
 JOB# 6 JOURNAL PREFIX DOCS JOB# 6 TOTAL 0.00

COMMENTS
 DELETED OPERATION(S)
 500Z07 BATTERY

TOTALS -----

TOTAL LABOR	0.00
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

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 PLEASE TAKE ADVANTAGE OF OUR MONEY SAVING COUPONS!

CUSTOMER SIGNATURE _____
 ***** DUPLICATE INVOICE *****

The Reynolds and Reynolds Company PRAIRIEVILLE, MISSISSIPPI 39375

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CUSTOMER NO.	ADVISOR MICHAEL BAILEY	TAG NO. 91	INVOICE DATE 10/26/11	INVOICE NO. DOCS66569
	LABOR RATE	LICENSE NO.	MILEAGE 3,110	COLOR GRAY/
	YEAR / MAKE / MODEL 11/DODGE/CHARGER/4DR		DELIVERY DATE 09/06/11	STOCK NO. 2110150
LUCEDALE, MS	VEHICLE I.D. NO. 2 B 3 C L 3 C G 1 B H		SELLING DEALER NO.	DELIVERY MILES 29
	F.T.E. NO.	P.O. NO.	R.O. DATE 10/10/11	PRODUCTION DATE
COMMENTS				MO: 3110

JOB# 1 CHARGES

LABOR

JOB# 1 51DOZ BODY ELECTRICAL TECH(S) 22 WARRANTY

CUSTOMER STATES BOTH FRONT DOOR HANDLES NOT WORKING
BOTH FRONT HANDLES SHORTED OUT
REPLACED HANDLES

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	1MZ84CDM-AE	HANDLE FR 23014010		WARRANTY
	1	1MZ85CDM-AF	HANDLE FR 23014010		WARRANTY
TOTAL - PARTS					0.00

JOB# 1 TOTALS
JOB# 1 JOURNAL PREFIX DOCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

JOB# 2 3000Z01 AUTO TRANS CONCERN TECH(S) 22 WARRANTY

ALSO STATES SHIFTER BEZEL IS WARPED
BROKE LOOSE GOT JAMED INTO PRNDL
REPLACED BEZEL ASSY

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	68159297-AA	BEZEL CON 23023019		WARRANTY
	1	68159298-AB	BEZEL CON 23023019		WARRANTY
	1	68159353-AC	BEZEL CON 23023019		WARRANTY
TOTAL - PARTS					0.00

JOB# 2 TOTALS
JOB# 2 JOURNAL PREFIX DOCS JOB# 2 TOTAL 0.00

TOTALS

TOTAL LABOR	0.00
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

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CUSTOMER NO.	[REDACTED]	ADVISOR MICHAEL BAILEY	TAG NO. 91	INVOICE DATE 10/25/11	INVOICE NO. DOCS66775	
[REDACTED]	[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 4,053	COLOR GRAY/	
[REDACTED]	[REDACTED]	YEAR/MAKE/MODEL 11/DODGE/CHARGER/4DR		DELIVERY DATE 09/06/11	STOCK NO. 2110150	
[REDACTED]	[REDACTED]	VEHICLE ID. NO. 2 B 3 C L 3 C G 1 B H		DELIVERY MILES 29	SELLING DEALER NO.	
[REDACTED]	[REDACTED]	F.T.E. NO.	P.O. NO.	PRODUCTION DATE		
[REDACTED]	[REDACTED]			R.O. DATE 10/25/11		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS				NO: 4053

JOB# 1 CHARGES-----

LABOR
 3/1 0002LOF LUB TECH(S): 91 INTERNAL
 CUSTOMER REQUESTS STANDARD LUBE, OIL AND FILTER SERVICE, RECOMMENDED EVERY 3,000 MILES. FOR REGULAR MAINTENANCE PLUS DEPOSIT CONTROL, ASK ABOUT OUR PREMIUM OIL CHANGE SERVICE FEATURING BG MOA AND 300MI PLUS. SCHEDULED MAINTENANCE REPLACED ENGINE OIL AND FILTER, TOPPED OFF ALL FLUID LEVELS AND LUBE CHASSIS AS APPLICABLE.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	INTERNAL
	1	68079744-AB	FILTER EN 9057006		INTERNAL
	6	68055892-AA	OIL 10W30 1081090		INTERNAL
TOTAL - PARTS					0.00

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX DOCS JOB# 1 TOTAL 0.00

TOTALS-----

*****	TOTAL LABOR	0.00
*	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

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CUSTOMER SIGNATURE _____
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CUSTOMER NO.	ADVISOR MICHAEL BAILEY	TAG NO. 91	INVOICE DATE 11/16/11	INVOICE NO. DOCS67049
	LABOR RATE	LICENSE NO.	MILEAGE 5,695	COLOR GRAY/
	YEAR / MAKE / MODEL 11/DODGE/CHARGER/4DR		DELIVERY DATE 09/06/11	STOCK NO. 2110150
LUCEDALE, MS	VEHICLE I.D. NO. 2 B 3 C L 3 C G 1 B H		SELLING DEALER NO.	DELIVERY MILES 29
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	H.O. DATE 11/15/11	PRODUCTION DATE
				MO: 5774

JOB# 1 CHARGES.....
LABOR.....
1/1 5100Z BODY ELECTRICAL TECH(S) 22 WARRANTY
CUSTOMER STATES HAS ISSUES WITH ABS LIGHT STILL COMING ON
REPLACED ABS MODULE AFTER FAILED PIN OUT DROVE CAR LIGHT
DROVE CAR AGAIN AND LIGHT DID REDOCCUR-STARTED TO PULL
HARNES APART FOUND HAD CAVITY IN TIPM 1005 WAS IMPROPERLEY
INSTALLED AND HAD MELTED CONNECTOR, REMOVED AND REPLACED
CONNECTOR RESET ALL SETTING TEST DROVE CAR FOR 2 DAYS AND
ISSUE HAD NOT RETURNED-CUSTOMER TO PICK UP 11/17/11 A.M.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	68137007-AA	MODULE AN 8035030		
				TOTAL - PARTS	0.00

JOB# 1 TOTALS.....
JOB# 1 JOURNAL PREFIX DOCS JOB# 1 TOTAL 0.00

TOTALS.....

TOTAL LABOR....	0.00
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

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CUSTOMER SIGNATURE

The Reynolds and Reynolds Company 800/751/4141 ©2011-10-01 01:49pm

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CUSTOMER NO.	ADVISOR MICHAEL BAILEY	TAG NO. 91	INVOICE DATE 10/06/11	INVOICE NO. DOCS66180
	LABOR RATE	LICENSE NO.	MILEAGE 698	COLOR GRAY/ STOCK NO. 2110150
LUCEDALE, MS	YEAR / MAKE / MODEL 11/DODGE/CHARGER/4DR		DELIVERY DATE 09/06/11	DELIVERY MILES 29
	VEHICLE I.D. NO. 2 B 3 C L 3 C G 1 B H		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.C. NO.	R.O. DATE 09/13/11	
COMMENTS				MO: 700

JOB# 1 CHARGES
LABOR
J# 1 30D0Z AUTO TRANSMISSION TECH(S) 22 WARRANTY
CUSTOMER STATES PLASTIC STRIP INSIDE SHIFTER CAME APART
PART ON BACK ORDER

JOB# 1 TOTALS
JOB# 1 JOURNAL PREFIX DOCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES
LABOR
J# 2 51D0Z BODY ELECTRICAL TECH(S) 22 WARRANTY
ALSO HAS A CHECK ENGINE LIGHT ON HAS CODE FOR FUEL LEVEL
SENSOR
FAULT FOR FUEL LEVEL SENSOR
REPLACED MODULE

PARTS QTY FP NUMBER DESCRIPTION UNIT PRICE WARRANTY
1 68053476-AA MODULE FU 99000000 TOTAL PARTS 0.00

SUBLET PO# VEND INV# INV DATE DESCRIPTION TOTAL SUBLET WARRANTY
44852 278706 10/06/11 RENTAL TOTAL SUBLET 0.00

JOB# 2 TOTALS
JOB# 2 JOURNAL PREFIX DOCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES
LABOR
J# 3 50D0Z ENGINE ELECT CONCERN TECH(S) 22 WARRANTY
PERFORMED RRT 11-082 FOR BATTERY DRAIN
PERFORMED PCM FLASH UPDATES

JOB# 3 TOTALS
JOB# 3 JOURNAL PREFIX DOCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES
LABOR
J# 4 51D0Z1 BODY ELECT CONCERN TECH(S) 22 WARRANTY
PERFORMED RRT 11-060 FOR KEYLESS ENTRY
PERFORMED BCM UPDATES

JOB# 4 TOTALS
JOB# 4 JOURNAL PREFIX DOCS JOB# 4 TOTAL 0.00

JOB# 5 CHARGES
LABOR
J# 5 51D0Z2 BODY ELECT CONCERN TECH(S) 22 WARRANTY
PERFORMED RRT 11-055 FL CLUSTER

The Reynolds and Reynolds Company EBANSVILLE OH (615) 735-3000

COUNTY NAME GEORGE	COUNTY NO. 200	TAX DISTRICT 300	TAX EXPIRATION DATE MO. YR. 09/2012	DECAL NUMBER 26ER764	VEHICLE I.D. NUMBER 2B3CL3CG1BH5	TITLE NUMBER	OLD TAG SURRENDERED FOR CREDIT	ISSUE DATE MO. DAY YR. 09/25/2011				
TAG NUMBER 00	MSRP	YEAR 2011	MAKE DODG	TYPE VEHICLE 1 D1	REGISTRANT CODE SAME AS TITLE <input checked="" type="checkbox"/> LESSEE <input type="checkbox"/>	TYPE OWNER P	PREVIOUS EXP. DATE	PREVIOUS COUNTY Y	FUEL TYPE F	MODEL CHA	CYL 06	BODY TYPE 4D
PASS	COLOR GRY/	YES <input type="checkbox"/> NO <input checked="" type="checkbox"/>	TITLE	DATE PURCHASED MO. DAY YR. 09/06/2011	OLD TAG NUMBER	REGISTRATION FEE 14.00						
FOR USE TAX PURPOSES	PURCHASE OUT OF STATE YES <input type="checkbox"/> NO <input checked="" type="checkbox"/>	PURCHASE PRICE OR VALUE .00	TRADE-IN ALLOWANCE .00	TAXABLE BASE .00	CREDIT (IF APPLICABLE) .00	TRAUMA FUND .00	USE TAX .00					
TAX COLLECTOR WILBURN BOLEN	CITE AUTHORITY FOR AD VALOREM EXEMPTION/REDUCTION 0			PRIVILEGE TAX 15.00	PENALTY .75	LESS CREDIT .00	NET PRIVILEGE TAX 15.75					
CLERK 04	AD-VALOREM TAXES	VALUATION	TAX RATE	TAXES	LATE PMNT. PENALTY	LEGISLATIVE TAG CREDIT	CREDIT PREVIOUS TAX	TOTAL	TOTAL AD VALOREM TAX 377.45			
	COUNTY TAXES	7082	.07156	506.79	11.90	268.76	.00	249.93	SPECIAL TAG FEE .00			
	MBN TAXES								TOTAL ALL TAXES 407.20			
	SCH OR SSD TAXES	7082	.03670	259.91	6.07	138.46	.00	127.62	MAILING FEE .00			
S407.22 *TAG CREDIT AUTHORIZED BY 1994 LEGISLATIVE SESSION*									TOTAL DUE 407.20			
									PAYMENT TYPE CASH			

LUCEDALE MS

SEAT BELT AND CHILD RESTRAINT DEVICES ARE REQUIRED IN MS.

CNTY / ST USE ONLY:
00000000/00/00000000

- INSTRUCTIONS:
- 1) Remove decal by bending paper along dotted line.
 - 2) Lift edge of decal and slowly peel.
 - 3) See back side for instructions.

STATE OF MISSISSIPPI ROAD AND BRIDGE PRIVILEGE TAX AND REGISTRATION RECEIPT

Form (Rev. 12/10)

09/10/2012
09:58:15

SUMMARY HISTORY DISPLAY

3030

PAGE 1

20

CUSTOMER NAME [REDACTED]

SERIAL NO. 2832130319 [REDACTED]

TOTAL R/O'S 35

TOTAL SERV. DAYS 92

MAKE DO [REDACTED]

LINE NO.	REL. NO.	REL. DATE	MILES	ADV/TECH	TO	Y	DESCRIPTION	CODE	DESCRIPTION
1	70532	08/03/2012	20199	A		91			
						91	J W 10007		DRIVEABILITY
						96			
2	70557	07/31/2012	19849	A		120			
						96	J C 10007		DRIVEABILITY
						96	2 W 51007		BODY ELECTRICAL
3	70645	07/23/2012	17547	A		91			
						22	J W 02007		RECORD
						22	2 W 02007		RECORDS
						22	3 W 51007		BODY ELECTRICAL
						22	4 C 50007		ENGINE ELECTRICAL
						91	5 C 00007		LOC
						22	6 W 70007		RENTAL
4	80047	05/16/2012	16383	A		120			
						91	J C 00007		LOC
						91	2 C 10007		DRIVEABILITY
5	60436	01/24/2012	15961	A		120			
						96	J C 51007		BODY ELECTRICAL
						96	2 C 51007		BODY ELECT CONTROL
6	67925	01/24/2012	9437	A		91			
						91	J C 00007		LOC
7	67897	12/12/2011	7245	A		91			
						96	J W 51007		BODY ELECTRICAL
8	67535	12/05/2011	6740	A		91			
						96	J C 50007		ENGINE ELECTRICAL
9	67386	11/29/2011	6311	A		91			
						96	J C 51007		BODY ELECTRICAL
10	67049	11/15/2011	5774	A		91			
						96	J W 51007		BODY ELECTRICAL
11	66791	10/26/2011	4891	A		91			
						22	J J 50007		ENGINE ELECTRICAL
12	66775	10/25/2011	4853	A		91			
						91	J J 00007		LOC
13	66383	10/10/2011	3110	A		91			
						22	J W 51007		BODY ELECTRICAL
						22	2 W 30007		ENGINE ELECT CONTROL
14	66180	09/13/2011	700	A		91			
						22	J C 30007		ANTI TRANSMISSION
						22	2 W 51007		BODY ELECTRICAL
						22	3 W 50007		ENGINE ELECT CONTROL
						22	4 W 51007		BODY ELECT CONTROL
						22	5 W 51007		BODY ELECT CONTROL
						22	6 W 50007		ENGINE ELECT CONTROL
15	64936	03/17/2011	20	A		91			
						91	J J 70007		PO

RETAIL INSTALLMENT CONTRACT AND SECURITY AGREEMENT No. <u>09/06/2011</u> Date	Seller CROWN DODGE CHRYSLER, INC. 2707 SHORTCUT RD PASCAGOULA MS 39367	Buyer [REDACTED] LUCEDALE MS [REDACTED]
	"We," "us," and "our" mean the Seller above, its successors and assigns.	"You" and "your" mean each Buyer above, and guarantor, jointly and individually.

SALE: You agree to purchase from us, on a time basis, subject to the terms and conditions of this contract and security agreement (Contract), the Motor Vehicle (Vehicle) and services described below. The Vehicle is sold in its present condition, together with the usual accessories and attachments.

Description of Motor Vehicle Purchased	Year 2011 Make DODGE Model CHARGER	VIN 2B3CL3CG19H [REDACTED] Lic. No./Year <input checked="" type="checkbox"/> New <input type="checkbox"/> Used	Other:
--	---	---	--------

Description of Trade-In

SECURITY: To secure your payment and performance under the terms of this Contract, you give us a security interest in the Vehicle, all accessories, attachments, accessories, and equipment placed in or on the Vehicle, together called Property, and proceeds of the Property. You also assign to us and give us a security interest in proceeds and premium refunds of any insurance and service contracts purchased with this Contract.

PROMISE TO PAY AND PAYMENT TERMS: You promise to pay us the principal amount of \$ 28458.70, plus finance charges accruing on the unpaid balance at the rate of 15.25 % per year from today's date until maturity. Finance charges accrue on a 365 day basis. After maturity, or after you default and we demand payment, we will earn finance charges on the unpaid balance at 15.25 % per year. You agree to pay this Contract according to the payment schedule and late charge provisions shown in the TRUTH IN LENDING DISCLOSURES. You also agree to pay any additional amounts according to the terms and conditions of this Contract.

DOCUMENTARY/SERVICE FEE: You agree to pay a documentary/service fee of \$ 189.00.

A DOCUMENT/SERVICE FEE IS NOT AN OFFICIAL FEE AND IS NOT REQUIRED BY LAW. HOWEVER, IT MAY BE CHARGED TO A BUYER/LESSEE FOR THE HANDLING OF DOCUMENTS AND THE PERFORMING OF SERVICES RELATED TO THE SALE OR LEASE AND MAY INCLUDE DEALER PROFIT. THIS NOTICE IS REQUIRED BY REGULATION OF THE MISSISSIPPI MOTOR VEHICLE COMMISSION.

DOWN PAYMENT: You also agree to pay, or apply to the Cash Price, on or before today's date, any cash, rebate and net trade-in value described in the ITEMIZATION OF AMOUNT FINANCED. You agree to make deferred payments as part of the cash down payment as reflected in your Payment Schedule.

TRUTH IN LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	AMOUNT FINANCED The amount of credit provided to you or on your behalf.	TOTAL OF PAYMENTS The amount you will have paid when you have made all scheduled payments.	TOTAL SALE PRICE The total cost of your purchase on credit, including your down payment of
15.25 %	\$ 15400.74	\$ 28458.70	\$ 43867.44	\$ 2000.00 \$ 45867.44

Payment Schedule: Your payment schedule will be

Number of Payments	Amount of Payments	When Payments Are Due
72	609.27	MONTHLY BEGINNING: 10/21/2011

Security: You are giving a security interest in the Motor Vehicle purchased.
 Late Charge: If a payment is more than 15 days late, you will be charged \$50.00 per month on the delinquent amount, **DELINQUENT INTEREST NEVER IS GREATER**

Prepayment: If you pay off this Contract early, you will not have to pay a penalty.

Contract Provisions: You can see the terms of this Contract for any additional information about nonpayment, default, any required

CREDIT INSURANCE: Credit life, credit disability (accident and health), and any other insurance coverage quoted below, are not required to obtain credit and we will not provide them unless you sign and agree to pay the additional premium. If you want such insurance, we will obtain it for you (if you qualify for coverage). We are quoting below, ONLY the coverages you have chosen to purchase.

Credit Life: Insured N/A
 Single Joint Premium \$ N/A Term N/A
Credit Disability: Insured N/A
 Single Joint Premium \$ N/A Term N/A

Your signature below means you want (only) the insurance coverage(s) quoted above. If none are quoted, you have declined any coverages we offered.

Buyer _____ d/o/b _____ Buyer _____ d/o/b _____

PROPERTY INSURANCE: You must insure the Property securing this Contract. You may purchase or provide the insurance through any insurance company reasonably acceptable to us. The collision coverage deductible may not exceed \$ N/A. If you get insurance from or through us you will pay \$ N/A for N/A of coverage.

This premium is calculated as follows:
 \$ N/A Deductible, Collision Coverage \$ N/A
 \$ N/A Deductible, Comprehensive Cov. \$ N/A
 Fire-Theft and Combined Additional Coverage \$ N/A
 N/A \$ N/A

Liability insurance coverage for bodily injury and motor vehicle damage caused to others is not included in this Contract unless checked and indicated.

SERVICE CONTRACT: With your purchase of the Vehicle, you agree to purchase a Service Contract to cover N/A. This Service Contract will be in effect for N/A.

ASSIGNMENT: This Contract and Security Agreement is assigned to Navigator Credit Union, PO Box 1647, Pascagoula, MS 39567 the Assignee, phone 228-475-7300. This assignment is made under the terms of a separate agreement, under the terms of the ASSIGNMENT BY SELLER on page 2. This assignment is made with recourse.
 Seller: By _____ Date 09/06/2011

ITEMIZATION OF AMOUNT FINANCED

Vehicle Price (incl. sales tax of \$ 1449.70) \$ 30254.70
 Service Contract, Paid to: N/A \$ N/A
Cash Price \$ 30254.70
 Manufacturer's Rebate \$ 2000.00
 Cash Down Payment \$ N/A
 Deferred Down Payment \$ N/A
 a. Total Cash/Rebate Down \$ 2000.00
 b. Trade-In Allowance \$ N/A
 c. Less: Amount owing \$ N/A
 Paid to: _____
 d. Net Trade-In (b. minus c.) \$ N/A
 e. Net Cash/Trade-In (a. plus d.) \$ 2000.00
Down Payment (e.; disclose as \$0 if negative) \$ 2000.00
Unpaid Balance of Cash Price \$ 28254.70
 Paid to Public Officials - Filing Fees \$ 10.00
 Insurance Premiums* \$ N/A
 Amount to Finance line e. (if e. is negative) \$ N/A
 Documentary/Service Fee \$ 189.00
 To: N/A \$ N/A
 To: STATE OF MS - INSD FEE \$ 5.00
 To: N/A \$ N/A
 To: N/A \$ N/A
Total Other Charges/Amounts Pd. to Others \$ 204.00
 Less: Prepaid Finance Charges \$ N/A
Amount Financed \$ 28458.70

*We may retain or receive a portion of this amount.

Notice to the Buyer: 1. Do not sign this contract before you read it or if it contains any blank spaces. 2. You are entitled to an exact copy of the contract you sign.

BY SIGNING BELOW BUYER AGREES TO THE TERMS ON PAGES 1 AND 2 OF THIS CONTRACT AND ACKNOWLEDGES RECEIPT OF A COPY OF THIS CONTRACT.

Buyer: [Redacted] Date 09/06/2011
 Signature _____ Date _____
 Seller: By _____

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CUSTOMER NO.	ADDITION	TAX NO.	INVOICE DATE	INVOICE NO.
[REDACTED]	MICHAEL BAILEY	91	09/07/12	DOCS70769
	LABOR RATE	LICENSE NO.	COLOR	BLOCK NO.
			GRAY/	2110150
	YEAR / MAKE / MODEL	MILEAGE	DELIVERY DATE	DELIVERY MILES
	11 / DODGE / CHARGER / 4DR	20,488	09/06/11	29
LUCEDALE, MS	VEHICLE I.D. NO.		SELLING DEALER NO.	PRODUCTION DATE
	2 B 3 C L 3 C G 1 B H			
	R.T. & R.O.	P.O. NO.	R.O. DATE	
			08/13/12	
	COMMENTS			MO: 2055

JOB# 1 CHARGES

LABOR # 1:1000Z DRIVEABILITY TECH(S) 196 861.00
 CUSTOMER STATES CAR WONT STAY RUNNING
 FOUND HAS WATER IN FUEL SYSTEM-TANK,LINES ETC.
 REPLACED ALL INJECTORS,LINES,DROP TANK CLEANED OUT.
 REPLACED FUEL PUMP.
 CAR WAS DRIVEN 63 MILES WITH NO ISSUES

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT	PRICE
	1	68102700-AA	MODULE FU 14067004		232.00
	1	68159764-AA	MODULE FU 14067004		302.00
	1	68103987-AA	TUBE FUEL 5062001		153.00
	1	1584557-AD	TUBE FUEL 14089004		14.50
	1	68057673-AD	LINE FUEL 5062001		153.00
	1	68103983-AA	TUBE FUEL 14089004		115.00
	1	53034198-AC	RAIL FUEL 14107030		304.00
	6	RL184085-AC	INJECTOR 14099006		89.20
	-6	RL184085-AC	CORE RETURN		5.00
				TOTAL - PARTS	1778.70

SUBLET	PO#	VEND INV#	INV DATE	DESCRIPTION	TOTAL - SUBLET
	28860	2864627	08/14/12	RENTAL	35.00
				TOTAL - SUBLET	35.00

JOB# 1 TOTALS	LABOR	PARTS	SUBLET
	861.00	1778.70	35.00

JOB# 1 JOURNAL PREFIX DOCS JOB# 1 TOTAL 2674.70

COMMENTS
 ADDED 20.00 DOLARS OF FUEL ONLY

The Remo and Remo's Concerns Remo's For Me GSP 4000 Q 10/12/12

Crown Dodge Chrysler Jeep

MICHAEL BAILEY

91

09/07/12

DOCS70769

20,488 GRAY/

2110150

11/DODGE/CHARGER/4DR

09/06/11

29

2 B 3 C L 3 C G 1 B H

08/13/12

MO: 20551

JOB# 1 CHARGES

LABOR

J# 1 1000Z

DRIVEABILITY

CUSTOMER STATES CAR WONT STAY RUNNING
FOUND HAS WATER IN FUEL SYSTEM-TANK,LINES ETC.
REPLACED ALL INJECTORS,LINES,DROP TANK CLEANED OUT.
REPLACED FUEL PUMP.
CAR WAS DRIVEN 63 MILES WITH NO ISSUES

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT	PRICE
	1	68102700-AA	MODULE FU 14067004		232.00
	1	68159764-AA	MODULE FU 14067004		302.00
	1	68103987-AA	TUBE FUEL 5062001		153.00
	1	4584557-AD	TUBE FUEL 14089004		14.50
	1	68057673-AD	LINE FUEL 5062001		153.00
	1	68103983-AA	TUBE FUEL 14089004		115.00
	1	53034198-AC	RATL FUEL 14107030		304.00
	6	RL184085-AC	INJECTOR 14099006		89.20
	6	RL184085-AC	CORE RETURN		5.00
TOTAL - PARTS					1778.70

SUBLET	PO#	VEND INV#	INV DATE	DESCRIPTION	PRICE
	28060	2864627	08/14/12	RENTAL	35.00
TOTAL - SUBLET					35.00

JOB# 1 TOTALS	LABOR	PARTS	SUBLET	TOTAL
	861.00	1778.70	35.00	2674.70

JOB# 1 JOURNAL PREFIX DOCS JOB# 1 TOTAL 2674.70

COMMENTS
ADDED 20.00 DOLARS OF FUEL ONLY

PAID
SEP 11 2012

BY: *CL 370984*

1821.59

Cash

1000.00

Crown Dodge Chrysler Jeep

[REDACTED]
[REDACTED]
LUCEDALE, MS [REDACTED]

MICHAEL BAILEY 91
11/DODGE/CHARGER/4DR
2 B 3 C L 3 C G 1 B H [REDACTED]

09/07/12 DOCS70769
20,488 GRAY/ 2110150
09/06/11 29
08/13/12

MO: 20551

TOTALS

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

TOTAL LABOR.... 861.00
TOTAL PARTS.... 1778.70
-TOTAL SUBLET... 35.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 187.23
TOTAL INVOICE \$ 2861.93

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CUSTOMER NO.	PERSON MICHAEL BAILEY	TAG NO. 91	INVOICE DATE 10/26/11	INVOICE NO. DOCS66569
LABOR RATE	LICENSE NO.	MILEAGE 3,110	COLOR GRAY/	STOCK NO. 2110150
YEAR / MAKE / MODEL 11/DODGE/CHARGER/4DR	VEHICLE I.D. NO. 2 B 3 C L 3 C G 1 B H	DELIVERY DATE 09/06/11	DELIVERY MILES 29	PRODUCTION DATE
F.T.C. NO.	F.O. NO.	R.O. DATE 10/10/11	APPOINTMENT NO.	
COMMENTS	MO: 3110			

JOB# 1 CHARGES

LABOR
JM-21300Z01 BODY ELECTRICAL TECH(S): 22 WARRANTY

CUSTOMER STATES BOTH FRONT DOOR HANDLES NOT WORKING
BOTH FRONT HANDLES SHORTED OUT
REPLACED HANDLES

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	1H284CDM-AE	HANDLE FR 23014010		WARRANTY
	1	1H285CDM-AF	HANDLE FR 23014010		WARRANTY
TOTAL - PARTS					0.00

JOB# 1 TOTALS

JOB# 2 CHARGES

JOB# 1 JOURNAL PREFIX DOCS JOB# 1 TOTAL 0.00

LABOR
JM-21300Z01 AUTO TRANS CONCERN TECH(S): 22 WARRANTY

ALSO STATES SHIFTER BEZEL IS WARPED
BROKE LOOSE GOT JAMED INTO PRNDL
REPLACED BEZEL ASSY

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	68159297-AA	BEZEL CON 23023019		WARRANTY
	1	68159298-AB	BEZEL CON 23023019		WARRANTY
	1	68159353-AC	BEZEL CON 23023019		WARRANTY
TOTAL - PARTS					0.00

JOB# 2 TOTALS

TOTALS

JOB# 1 JOURNAL PREFIX DOCS JOB# 2 TOTAL 0.00

<input type="checkbox"/> CASH	<input type="checkbox"/> CHECK	CK NO. []	TOTAL LABOR	0.00
<input type="checkbox"/> VISA	<input type="checkbox"/> MASTERCARD	<input type="checkbox"/> DISCOVER	TOTAL PARTS	0.00
<input type="checkbox"/> AMER XPRESS	<input type="checkbox"/> OTHER	<input type="checkbox"/> CHARGE	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

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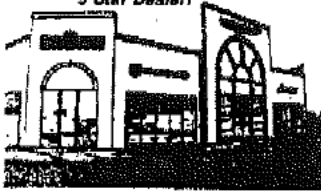
CUSTOMER SIGNATURE

DUPLICATE INVOICE *****

PAGE 1 OF 1
CUSTOMER COPY
[END OF INVOICE] 01:38pm

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CUSTOMER NO. [REDACTED]	ADVISOR MICHAEL BAILEY	TAG NO. 91	INVOICE DATE 10/25/11	INVOICE NO. DOCS66775
[REDACTED]	LABOR RATE	LICENSE NO.	4,053	COLOR GRAY/
[REDACTED]	YEAR / MAKE / MODEL 11/DODGE/CHARGER/4DR	VEHICLE ID. NO. 2 B 3 C L 3 C G 1 B H [REDACTED]	DELIVERY DATE 09/06/11	STOCK NO. 2110150
LUCEDALE, MS	F.T.E. NO.	P.O. NO.	R.O. DATE 10/25/11	DELIVERY MILES 29
[REDACTED]	COMMENTS			PRODUCTION DATE

MO: 4053

JOB# 1 CHARGES

LABOR

CUSTOMER REQUESTS STANDARD LUBE, OIL AND FILTER SERVICE,
RECOMMENDED EVERY 3,000 MILES, FOR REGULAR MAINTENANCE PLUS
DEPOSIT CONTROL, ASK ABOUT OUR PREMIUM OIL CHANGE SERVICE
FEATURING BG HOA AND 300MI PLUS.
SCHEDULED MAINTENANCE
REPLACED ENGINE OIL AND FILTER, TOPPED OFF ALL FLUID LEVELS
AND LUBE CHASSIS AS APPLICABLE.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	INTERNAL
	1	68079744-AB	FILTER EN 9057006		INTERNAL
	6	68055892-AA	OIL 10W30 1081090		INTERNAL
				TOTAL - PARTS	0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX DOCS JOB# 1 TOTAL 0.00

TOTALS

*****		TOTAL LABOR \$	0.00
* [] CASH [] CHECK CK NO. []		TOTAL PARTS	0.00
* [] VISA [] MASTERCARD [] DISCOVER		TOTAL SUBLET	0.00
* [] AMER XPRESS [] OTHER [] CHARGE		TOTAL G.O.P.	0.00
*****		TOTAL MISC ENG	0.00
		TOTAL MISC DISC	0.00
		TOTAL TAX	0.00
		TOTAL INVOICE \$	0.00

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DUPLICATE INVOICE

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CHRYSLER

Jeep



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CUSTOMER NO.	ADVISOR MICHAEL BAILEY	91	INVOICE DATE 11/16/11	INVOICE NO. DOCS67049
	LABOR RATE	LICENSE NO.	MILEAGE 5,695	COLOR GRAY/
	YEAR / MAKE / MODEL 11/DODGE/CHARGER/4DR		DELIVERY DATE 09/06/11	STOCK NO. 2110150
LUCEDALE, MS.	VEHICLE I.D. NO. 2 B 3 C L 3 C G 1 B H		SELLING DEALER NO.	DELIVERY MILES 29
	R.T.E. NO.	R.O. NO.	R.O. DATE 11/15/11	PRODUCTION DATE
	COMMENTS			MO: 5774

JOB# 1 CHARGES

LABOR # 5100Z BODY ELECTRICAL TECH(S) 22 WARRANTY
CUSTOMER STATES HAS ISSUES WITH ABS LIGHT STILL COMING ON
REPLACED ABS MODULE AFTER FAILED PIN OUT DROVE CAR LIGHT
DROVE CAR AGAIN AND LIGHT DID REDOCCUR-STARTED TO PULL
HARNES APART FOUND HAD CAVITY IN TIPM 1005 WAS IMPROPERLEY
INSTALLED AND HAD MELTED CONNECTOR, REMOVED AND REPLACED
CONNECTOR RESET ALL SETTING TEST DROVE CAR FOR 2 DAYS AND
ISSUE HAD NOT RETURNED-CUSTOMER TO PICK UP 11/17/11 A.M.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	68137007-AA	MODULE AN 8035030	TOTAL PARTS	0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX DOCS JOB# 1 TOTAL 0.00

TOTALS

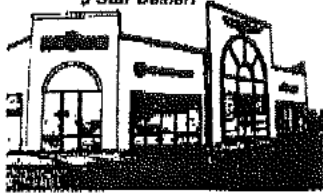
*****		TOTAL LABOR	0.00
* [] CASH [] CHECK CK NO. []		TOTAL PARTS	0.00
* [] VISA [] MASTERCARD [] DISCOVER		TOTAL SUBJECT	0.00
* [] AMER XPRESS [] OTHER [] CHARGE		TOTAL G.O.G.	0.00
*****		TOTAL MISC CHG	0.00
		TOTAL MISC DISC	0.00
		TOTAL TAX	0.00
		TOTAL INVOICE \$	0.00

WE WANT YOU TO KNOW HOW MUCH WE APPRECIATE YOUR BUSINESS!
PLEASE TAKE ADVANTAGE OF OUR MONEY SAVING COUPONS!

CUSTOMER SIGNATURE

The Reynolds and Reynolds Company EBARTSH-4E DOCS458B O 11/07

Your Chrysler Award Winning
5 Star Dealer!



Family owned and operated for over 30 years Crown Dodge Chrysler Jeep

2707 Shortcut Rd. Pascagoula, MS 39567
Hours: Monday thru Friday 7:30 til 5:30 closed Sat and Sun
228-769-1660 1-800-395-1660 Fax 228-769-2028

CHRYSLER

Jeep



www.crown247.com

CUSTOMER NO.	ADVISOR MICHAEL BATLEY	TAG NO. 91	INVOICE DATE 10/06/11	INVOICL NO. DOCS66180
	LABOR RATE	LICENSE NO.	MILEAGE 698	COLOR GRAY/
	YEAR / MAKE / MODEL 11/DODGE/CHARGER/4DR	DELIVERY DATE 09/06/11	STOCK NO. 2110150	DELIVERY MILES 29
LUCEDALE, MS	VEHICLE I.D. NO. 2 B 3 C L 3 C G 1 B H	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 09/13/11	
	COMMENTS			MO: 700

JOB# 1 CHARGES
LABOR
30002 AUTO TRANSMISSION TECH(S) 22 0.00
CUSTOMER STATES PLASTIC STRIP INSIDE SHIFTER CAME APART
PART ON BACK ORDER
JOB# 1 TOTALS
JOB# 1 JOURNAL PREFIX DOCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES
LABOR
61002 BODY ELECTRICAL TECH(S) 22 WARRANTY
ALSO HAS A CHECK ENGINE LIGHT ON HAS CODE FOR FUEL LEVEL
SENSOR
FAULT FOR FUEL LEVEL SENSOR
REPLACED MODULE
PARTS QTY FP-NUMBER DESCRIPTION UNIT PRICE WARRANTY
1 68053476-AA MODULE FU 99000000 TOTAL PARTS 0.00

SUBLET PO# VEND INV TRN DATE DESCRIPTION TOTAL SUBLET WARRANTY
44852 278706 10/06/11 TOTAL 0.00
JOB# 2 TOTALS
JOB# 2 JOURNAL PREFIX DOCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES
LABOR
50002 PERFORMED RRT 11-060 FOR KEYLESS ENTRY
PERFORMED PCM FLASH UPDATES
JOB# 3 TOTALS
JOB# 3 JOURNAL PREFIX DOCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES
LABOR
51002 BODY ELECT CONDENS TECH(S) 22 WARRANTY
PERFORMED RRT 11-060 FOR KEYLESS ENTRY
PERFORMED BCM UPDATES
JOB# 4 TOTALS
JOB# 4 JOURNAL PREFIX DOCS JOB# 4 TOTAL 0.00

JOB# 5 CHARGES
LABOR
51002 BODY ELECT CONDENS TECH(S) 22 WARRANTY
PERFORMED RRT 11-055 FOR CLUSTER

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5 Star Dealer!



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Crown Dodge Chrysler Jeep

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228-769-1660 1-800-395-1680 Fax 228-769-2028

CHRYSLER

Jeep



FIVE STAR
★★★★★

www.crown247.com

CUSTOMER NO.	ADVISOR MICHAEL BAILEY	TAG NO. 91	INVOICE DATE 01/24/12	INVOICE NO. DOCS67925
	LABOR RATE	LICENSE NO.	MILEAGE 9,437	COLOR GRAY
	YEAR / MAKE / MODEL 11 / DODGE / CHARGER / 4DR		DELIVERY DATE 09/06/11	BOOK NO. 2110150
LUCEDALE, MS	VEHICLE I.D. NO. 2 B 3 C L 3 C G 1 B H		SELLING DEALER NO.	DELIVERY MILES 29
	E.T.F. NO.	P.O. NO.	R.O. DATE 01/24/12	PRODUCTION DATE
	COMMENTS			

MO: 9437

JOB# 1 CHARGES

LABOR
JOB# 1 0002LOF TECHNICIAN 6.00

CUSTOMER REQUESTS STANDARD LUBE, OIL AND FILTER SERVICE, RECOMMENDED EVERY 3,000 MILES. FOR REGULAR MAINTENANCE PLUS DEPOSIT CONTROL. ASK ABOUT OUR PREMIUM OIL CHANGE SERVICE FEATURING BG MOA AND 300MI PLUS. SCHEDULED MAINTENANCE. REPLACED ENGINE OIL AND FILTER, TOPPED OFF ALL FLUID LEVELS AND LUBE CHASSIS AS APPLICABLE.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	PK3.6LOF	3.6 LOF	***	***
	1	68079744-AB	FILTER EN 9057006	8.25	8.25
	6	68055892-AA	OIL 10W30 1081090	3.80	22.80
				TOTAL - PARTS	31.05

MISC	CODE	DESCRIPTION	CONTROL NO		
	PD	PARTS DISCOUNT		-3.51	
				TOTAL - MISC	-3.51

JOB# 1 TOTALS	LABOR	PARTS	MISC	TOTAL
	6.00	31.05	-3.51	33.54

JOB# 2 CHARGES

LABOR
JOB# 2 51DOZ BODY ELECTRICAL 0.00

CUSTOMER STATES AT TIMES PASS DOOR LOCK NOT WORKING. SCANNED TESTED HAS NO FAULT CODES HAS NO UPDATES. COULD NOT DUPLICATE CONCERN AT THIS TIME.

JOB# 2 TOTALS	LABOR	TOTAL
	0.00	0.00

MISC	CODE	DESCRIPTION	CONTROL NO		
JOB # A	HW	HAZ. MAT/EPA		2.00	
				TOTAL - MISC	2.00

MAINT
JAN 24 2012
BY: CKH4255

LUBRICATION & MAINTENANCE COMPANY, BRANTVILLE, CONNECTICUT, 06330



251-478-6252 • 3118 Government Blvd. • Mobile, AL 36608

EXCLUSION OF WARRANTIES: Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that this dealership makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased, and that in no event shall the dealership be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by the dealership include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency or comfort.

TEXAS ONLY: 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 repair of the motor vehicle subject to the repair agreement. I understand that the vehicle is subject to repossession in accordance with §9.503, Texas Business and Commerce Code, if payment for the repair of the motor vehicle by a check, money order, or a credit card transaction is stopped, dishonored because of insufficient funds, no funds, or because the maker or drawer of the order or the credit card holder has no account or the account upon which it is drawn or the credit card account has been closed.

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[REDACTED]	RONALD D REED	465 8597	09/17/12	DOCS212029
[REDACTED]	EXCISE NO.	MILEAGE	COLOR	STOCK NO.
[REDACTED]	[REDACTED]	20,760	SILVER/	[REDACTED]
LUCEDALE, MS	YR/MAKE/MODEL	DELIVERY DATE	SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	11/DODGE/CHARGER/4DR SDN SE RWD	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	VIN	R.O. DATE	[REDACTED]	[REDACTED]
[REDACTED]	2 B 3 C L 3 C G 1 B H [REDACTED]	09/13/12	[REDACTED]	[REDACTED]
[REDACTED]	COMMENTS	MO: 20796	[REDACTED]	[REDACTED]

LABOR & PARTS	TECH(S)	WARRANTY
J# 1 08D0Z	*ELECTRICAL	
CUSTOMER STATES I WHEN FIRST TRYING TO CRANK UNIT IN THE MORNING IT SPINS OVER LIKE ITS NOT FIRING OR THE BATTERY IS WEAK BUT AFTER SPINNING IT OVER FOR ABOUT 15 SECONDS AND RETRYING TO START IT IT CRANKS UP HE ALSO STATED THAT THERES A GRINDING NOISE HEARD WHEN ITS SPINNING OVER PERFORMED DIAGN. FOUND BAD BATTERY INSTALLED NEW BATTERY PERFORMED STARTING/CHARGING SYSTEMS TEST NO PROBLEMS FOUND		
PARTS	DESCRIPTION	UNIT PRICE
JOB # 1	BATTERY S 1083001	0.00
JOB # 1 TOTAL PARTS		0.00
JOB # 1 TOTAL LABOR & PARTS		0.00
J# 2 01D0Z21	*16 POINT INSPECTION	INTERNAL
CUSTOMER STATES PERFORM 16 POINT INSPECTION PERFORMED 16 POINT INSPECTION		
PARTS	DESCRIPTION	UNIT PRICE
JOB # 2		0.00
JOB # 2 TOTAL PARTS		0.00
JOB # 2 TOTAL LABOR & PARTS		0.00
J# 3 08D0Z00	ELEC SYST TEST	WARRANTY
CUSTOMER STATES I WHEN HE TURN THE WIPERS ON THE LIGHTS DIM DOWN AND BRIGHTEN BACK UP TEST CHARGING SYSTEM AND BATTERY SEE JOB #1		
PARTS	DESCRIPTION	UNIT PRICE
JOB # 3		0.00
JOB # 3 TOTAL PARTS		0.00
JOB # 3 TOTAL LABOR & PARTS		0.00
J# 4 25D0Z	INTERIOR TRIM	WARRANTY
CUSTOMER STATES I BOTH REAR DOORS THE RUBBER ON THE VERY BOTTOM OF THE DOOR IS COMING OF ON THE DRIVERS SIDE AND THE ONE ON THE PASSENGER SIDE HAS CAME ALL THE WAY OFF NEW LOWER DOOR SEALS INSTALLED L&R		
PARTS	DESCRIPTION	UNIT PRICE
JOB # 4	W/STRIP R 23063033	0.00
JOB # 4 TOTAL PARTS		0.00
JOB # 4 TOTAL LABOR & PARTS		0.00
J# 5 18D0Z01	DIES OUT	WARRANTY

AUTHORIZATION FOR REPAIRS
I hereby authorize the repair work herein set forth to be done along with the necessary materials. I hereby grant the dealership and/or the dealership 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 above vehicle to secure the amount of repairs thereto. I acknowledge that I have delivered the vehicle to this dealership in the condition as previously described on the service write-up sheet and that this dealership will not be held responsible for loss or damage to the vehicle or for articles left in the vehicle in case of fire, theft, weather, accident, or any other case beyond the dealership's control while it is placed with the dealership for repair, storage, safe or during road testing. Furthermore, I acknowledge that this dealership will not be held responsible for any delays caused by unavailable parts or delays in parts shipment by the supplier or transportation company.

STORAGE AND DIAGNOSTIC CHECK OUT FEES
I understand I may be charged a storage fee of ten dollars per day if I do not pick up the vehicle within forty-eight hours after being notified that the repairs are completed. I am aware there will be a diagnostic check out fee of one hour at the posted customer hourly rate. If the repairs are not covered by factory warranty, or an approved extended warranty or should I elect not to have the repairs made, I understand that I will be responsible for the one hour labor charge.

ARBITRATION AGREEMENT
I understand and agree that instead of litigation in a court, any dispute, controversy, or claim arising out of or relating to the service or repair of the motor vehicle described above or to any other agreement with the dealership relating to the motor vehicle shall be settled by binding arbitration administered by the National Arbitration Foundation (www.arbitration-forum.com), under the NAF Code of Procedure then in effect and governed by the Federal Arbitration Act. I understand that any court having jurisdiction may enter judgment on the arbitrator's award.

The Reynolds and Reynolds Company, SPAINISH CANYON, CALIFORNIA



251-478-5252 • 3118 Government Blvd. • Mobile, AL 36606

EXCLUSION OF WARRANTIES: Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that this dealership makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased, and that in no event shall the dealership be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by the dealership include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency or comfort.

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CUSTOMER NO. [REDACTED]	ADVISOR RONALD D REED	TAG NO. 469 8597	INVOICE DATE 09/17/12	INVOICE NO. DOCS212029
[REDACTED]	LICENSE NO.	MILEAGE 20,760	COLOR SILVER/	STOCK NO.
[REDACTED]	YR / MAKE / MODEL 11 / DODGE / CHARGER / 4DR SDN SE RWD		DELIVERY DATE	DELIVERY MILES
LUCEDALE, MS	VIN 2 B 3 C L 3 C G 1 B H [REDACTED]		SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]			R. DATE 09/13/12	
				MO: 20796

CUSTOMER STATES I WAS STALLING OUT ON DRIVES AT HWY SPEEDS RUNNING AROUND 70MPH STATED THAT UNIT WAS JUST IN THE SHOP I N MISSISSIPPI THEY PICKED UNIT UP YESTERDAY SHE NOTICED SOME STALLING ON HER WAY HOME THEY ALSO STATED THAT THIS NORMALLY HAPPENS ON A DISTANCE RUN AROUND 100 TO 150 MILES STATED THAT WHEN THIS HAPPENS UNIT HAS TO SIT FOR HOUR BEFORE IT RESTART.
NO STORE OR ACTIVE DTC TEST DROVE VEHICLE FOR 5 MILES COULD NOT DUPLICATE THE CONCERN
PERFORMED TSBS #2100112 TCM FLUSH

AUTHORIZATION FOR REPAIRS
I hereby authorize the repair work herein set forth to be done along with the necessary materials. I hereby grant the dealership and/or the dealership 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 above vehicle to secure the amount of repairs thereto. I acknowledge that I have delivered the vehicle to this dealership in the condition as previously described on the service write-up sheet and that this dealership will not be held responsible for loss or damage to the vehicle or for articles left in the vehicle in case of fire, theft, weather, accident, or any other case beyond the dealership's control while it is placed with the dealership for repair, storage, sale or during road testing. Furthermore, I acknowledge that this dealership will not be held responsible for any delays caused by unavailable parts or delays in parts shipment by the supplier or transportation company.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 5	1	4275086-AD	LABEL GEN 14086100		0.00
				JOB # 5 TOTAL PARTS	0.00
				JOB # 5 TOTAL LABOR & PARTS	0.00

6+080Z09 CHECK SYSTEM TECH(S): 080 WARRANTY: 0.00
Added Operation (5RREED @ 09/17/2012 08:34)
CUSTOMER STATES CHECK FOR ANY SOFTWARE UPDATES PERFORMED TSBS #0803212 0803211 CCN AND AMP FLUSH

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
				JOB # 6 TOTAL PARTS	0.00
				JOB # 6 TOTAL LABOR & PARTS	0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)

TOTALS					
OUR OBJECTIVES TOWARDS OUR CUSTOMERS ARE	TOTAL LABOR	0.00			
"YOU ARE IMPORTANT TO US" "WE CARE"	TOTAL PARTS	0.00			
"WE ARE PLEASED TO SERVE YOU"	TOTAL SUBLET	0.00			
IF FOR ANY REASON YOU FEEL, YOU HAVE NOT BEEN TREATED IN THIS MANNER, PLEASE CALL OUR FIXED OPERATIONS DIRECTOR IVIN TURNER AT (251)478-5252	TOTAL G.O.G.	0.00			
THANK YOU	TOTAL MISC CHG.	0.00			
	TOTAL MISC DISC	0.00			
	TOTAL TAX	0.00			
	TOTAL INVOICE \$	0.00			

STORAGE AND DIAGNOSTIC CHECK OUT FEES
I understand I may be charged a storage fee of ten dollars per day if I do not pick up the vehicle within forty-eight hours after being notified that the repairs are completed. I am aware there will be a diagnostic check out fee of one hour at the posted customer hourly rate. If the repairs are not covered by factory warranty, or an approved extended warranty or should I elect not to have the repairs made, I understand that I will be responsible for the one hour labor charge.

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CUSTOMER SIGNATURE

The Recycle and Remanufacture Company, EVR173-4E, 02/20/09 © 2011

PE14-022

CHRYSLER

10-3-2014

ENCLOSURE 4

LEGAL CLAIMS



KIMMEL & SILVERMAN

P.C.

1-800-LEMON LAW

www.lemonlaw.com

CORPORATE HEADQUARTERS

30 E. Butler Pike
Ambler, PA 19002
P (215) 540-8888
F (215) 540-8817

WESTERN PA OFFICE, 210 Grant Street, Suite 202, Pittsburgh, PA 15219, P (412) 566-1001, F (412) 566-1005

NEW JERSEY OFFICE, Executive Quarters, 1930 E. Marlton Pike, Suite Q29, Cherry Hill, NJ 08003, P (856) 429-8334, F (856) 216-7344

DELAWARE OFFICE, 501 Silverside Road, Suite 118, Wilmington, DE 19809, P (302) 791-9373, F (302) 791-9476

CONNECTICUT OFFICE, 136 Main Street, Suite 301, Danielson, CT 06239, P (860) 866-4380, F (860) 263-0919

NEW YORK OFFICE, 1001 Avenue of the Americas, 12th Floor, New York, NY 10018, P (212) 719-7543, F (877) 617-2515

BUFFALO, NY OFFICE, 1207 Delaware Avenue, Suite 440, Buffalo, NY 14209, P (716) 332-6112, F (800) 863-1689

PLEASE REMIT ALL CORRESPONDENCE TO THE AMBLER OFFICE

February 4, 2013

Chrysler Group LLC
1000 Chrysler Drive
CIMS 485-14-78
Auburn Hills MI 48326-2766

Re: [REDACTED] v. Chrysler Group, LLC
Vehicle: 2011 Dodge Charger
Date of Purchase: 05/28/2011
VIN: 2B3CL3CG1BH [REDACTED]

Dear Sir/Madam:

Our firm represents the above referenced individual against Chrysler Group LLC for claims pursuant to the Ohio Lemon Law, the Uniform Commercial Code, the Ohio Consumer Sales Practices Act and the Magnuson Moss Warranty Act. My client is entitled to rescind this transaction.

The vehicle has been serviced under warranty at Chrysler Group LLC authorized dealerships numerous times for defects and nonconformities including door handles, driver seat, vehicle died and ABS. These defects and nonconformities substantially impair the use, safety and value of the vehicle. I have attached my client's contracts and repair invoices for your review.

In the interest in resolving this matter without resort to litigation, please accept this correspondence as a demand for settlement for repurchase or replacement under the Ohio Lemon Law plus \$1,750.00 in attorneys fees and costs.

1236862
Marshall

JACQUELINE C. HERRITT
ROBERT A. RAPKIN
ANGELA K. TROCCOLI
FRED DAVIS
AMY L. BENNECOFF
CHRISTINA GILL ROSEMAN
RICHARD A. SCHOLER
TARA L. PATTERSON
W. CHRISTOPHER COMPONONO
TIMOTHY J. ABEEL, JR.
JOSEPH L. GENTILCORE
ALFRED J. TUMOLO III

RECEIVED
FEB 14 2013
BY: _____

RECEIVED
FEB 12 2013

MILLER, GANFIELD, PADDOCK
AND STONE, P.L.C.

Chrysler Group LLC
Office of the General Counsel

FEB 11 2013
By: [Signature] Mail/Reg. Agent/
Sec. of State/Proc. Server

ROBERT M. SILVERMAN
CRAIG THOR KIMMEL

Member, PA Bar
Member, NJ Bar
Member, DE Bar
Member, NY Bar
Member, MA Bar
Member, MD Bar
Member, OH Bar
Member, MI Bar
Member, NH Bar
Member, CT Bar
Member, TN Bar
Member, WY Bar
Member, DC Bar
Member, CA Bar
Member, WI Bar
Member, TX Bar

Certified by the New Jersey
Supreme Court as a Civil Trial
Attorney

We will refrain from filing suit for twenty (20) days while you evaluate this matter. Please feel free to contact the undersigned at 412-566-1001 or croseman@lemonlaw.com if you have any questions or wish to discuss settlement.

Very truly yours,

A handwritten signature in blue ink that reads "Christina Gill Roseman". The signature is fluid and cursive, with a large initial "C" and a long, sweeping flourish at the end.

Christina Gill Roseman *jr*

CGR/il

BUYER'S ORDER

CHRYSLER JEEP INC. 8536 COLERAIN AVENUE CINCINNATI, OH 45251 5133853900

16940

STOCK NO.	50606
DEAL NO.	65544

PURCHASER'S NAME: [REDACTED] DATE: 05/28/2011

STREET ADDRESS: [REDACTED] PHONE: [REDACTED]

CITY: CINCINNATI COUNTY: HAMILTON STATE: OH ZIP: [REDACTED] PERSON: LAMBERT, JESSE

ORDER MY ORDER FOR ONE: NEW USED CAR TRUCK DEMONSTRATOR FACTORY OFFICIAL RENTAL VEHICLE AS FOLLOWS:

YEAR: 2011 MAKE: DODGE MODEL: CHARGER BODY TYPE: 4S GRA COLOR: PSC Billet M

VIN: 2B3H046R82H [REDACTED] TO BE DELIVERED ON OR ABOUT: 05/28/2011 STOCK NO.: 50606

PRICE OF VEHICLE: \$ 22900.00 ODOMETER MILEAGE STATEMENT: THE ODOMETER OF THE PURCHASED VEHICLE NOW READS [REDACTED] MILES/KILOMETERS AND IS ACCURATE UNLESS CHECKED BELOW.

OTHER GOODS & SERVICES: [REDACTED] ODOMETER MILEAGE IS NOT ACCURATE. REFER TO THE FEDERAL MILEAGE STATEMENT FOR FULL DISCLOSURE.

TRADE-IN RECORD 1: YEAR: 2002 MAKE: DODGE MODEL: INTREPID TYPE: 4S GOL VIN #: 2B3H046R82H [REDACTED] MILEAGE: 150103 PAYOFF \$: N/A Trade In Allowance: 1025.00

TRADE-IN RECORD 2: YEAR: N/A MAKE: N/A MODEL: N/A TYPE: N/A VIN #: N/A MILEAGE: N/A PAYOFF \$: N/A Trade In Allowance: N/A

DOCUMENTARY FEE: 250.00 TAXABLE PRICE: 23150.00

LESS: TRADE IN ALLOWANCE(S): 1025.00

TAX BASE \$: 22125.00 SALES TAX: 0.65000 1438.13

TITLE FEE: 15.00 REGISTRATION FEE: 18.50

CREDIT LIFE AND DISABILITY: N/A PLUS: PAYOFF ON TRADE VEHICLE(S): N/A

TOTAL DUE: \$ 24621.63

LESS INITIAL PAYMENT/CASH DOWN: N/A LESS REBATE/FACTORY INCENTIVE: N/A

OTHER: N/A BALANCE DUE: \$ 23596.63

REMARKS: [REDACTED]

NEGATIVE EQUITY DISCLOSURE & CONSENT: I am aware that the balance owed on my trade-in vehicle(s) or the amount owed on my lease term in vehicle(s) exceeds the trade-in allowance(s) from the dealer. As a result, I have requested that the "Total Due" be increased by the difference. \$: N/A (known as negative equity).

INITIALS: [REDACTED]

SEE VEHICLE DELIVERY REPORT ATTACHED SEE USED VEHICLE LIMITED WARRANTY ATTACHED

LIMITED RIGHT TO CANCEL APPLIES: If you have entered into a Spot Delivery Agreement Limited Right to Cancel the sale of the Vehicle is conditioned on final approval of financing by or assignment of the Retail Installment Sale Contract to a lender. If final financing approval is not obtained and/or the Contract cannot be assigned, you or the Dealership may cancel the Contract in accordance with this Agreement, the Spot Delivery Agreement Limited Right to Cancel, and the Retail Installment Sale Contract. SEE ATTACHED DOCUMENT FOR IMPORTANT DETAILS.

DEPOSIT RECEIPT: Dealer hereby acknowledges receipt of the sum of \$: N/A as a deposit or partial payment for the vehicle described above. If this receipt is for a deposit, Dealer will refrain from selling the described vehicle for [REDACTED] days. This Deposit:

IS IS NOT REFUNDABLE, subject to the conditions on the reverse side and the following:

ALL WARRANTIES, IF ANY, BY A MANUFACTURER OR SUPPLIER OTHER THAN DEALER ARE THEIRS, NOT DEALER'S, AND ONLY SUCH MANUFACTURER OR OTHER SUPPLIER SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES UNLESS DEALER FURNISHES PURCHASER WITH A SEPARATE WRITTEN WARRANTY OR SERVICE CONTRACT MADE BY DEALER ON ITS OWN BEHALF. DEALER HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE IN CONNECTION WITH THE VEHICLE AND ANY RELATED PRODUCTS AND SERVICES SOLD BY DEALER. DEALER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE VEHICLE AND THE RELATED PRODUCTS AND SERVICES. IN THE EVENT THAT A WRITTEN WARRANTY IS PROVIDED BY DEALER OR A SERVICE CONTRACT IS SOLD BY DEALER ON ITS OWN BEHALF, ANY IMPLIED WARRANTIES ARE LIMITED IN DURATION TO THE TERM OF THE WRITTEN WARRANTY/SERVICE CONTRACT.

JURY WAIVER: THE PURCHASER AND DEALER WAIVE AND RENOUNCE THE RIGHT UNDER FEDERAL AND STATE LAW TO A TRIAL BY JURY FOR ANY CLAIM.

GOVERNING LAW: THE TERMS AND CONDITIONS OF THIS AGREEMENT (INCLUDING ANY DOCUMENTS WHICH ARE A PART OF THIS TRANSACTION OR INCORPORATED HEREIN BY REFERENCE) AND ANY SALE HEREUNDER WILL BE GOVERNED BY THE LAWS OF THE STATE OF OHIO.

CONTRACTUAL DISCLOSURE STATEMENT (USED VEHICLES ONLY) THE INFORMATION YOU SEE ON THE WINDOW FORM FOR THE VEHICLE IS PART OF THIS CONTRACT INFORMATION. THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE. GUIA PARA COMPRADORES DE VEHICULOS USADOS. LA INFORMACION QUE VE EN EL FORMULARIO DE LA VENTANILLA PARA ESTE VEHICULO FORMA PARTE DEL PRESENTE CONTRATO. LA INFORMACION DEL FORMULARIO DE LA VENTANILLA DEJA SIN EFECTO TODA DISPOSICION EN CONTRARIO CONTENIDA EN EL CONTRATO DE VENTA.

The front and back of this Agreement, the finance document, if one was signed by the customer, and any documents incorporated herein comprise the entire agreement affecting this purchase and no other agreement or understanding of any nature concerning same has been made or entered into or will be recognized. I have read the terms and conditions printed on the back hereof and agree to them as a part of this Agreement the same as if it were printed above my signature. I certify that I am at least 18 years old, and hereby acknowledge receipt of a copy of this Agreement. THIS ORDER IS NOT VALID UNLESS SIGNED AND ACCEPTED BY DE [REDACTED]

BUYER SIGNS: [REDACTED] DATE: 05/28/2011

CO-BUYER SIGNS: [REDACTED] DATE: [REDACTED]

Dealer or Authorized Representative (Must Be Accepted By An Authorized Representative of the Dealer)



PROMISSORY NOTE AND SECURITY AGREEMENT - CONSUMER PAPER

Borrower Name: [redacted] Address: [redacted] CINCINNATI OH Date: 28 MAY 2011

Lender: JPMorgan Chase Bank, N.A. 1111 Polaris Parkway Columbus, Ohio 43240

WHO IS BOUND: You, meaning each person who signs this Note and Security Agreement ("Agreement"), are jointly and severally liable to us for any amount due on it.

NATURE OF AGREEMENT: [] If this box is checked, this is a simple interest agreement WITH a "Balloon Payment" as the last scheduled payment.

DESCRIPTION OF VEHICLE:

Table with 5 columns: New or Used, Year, Make and Model, Vehicle ID No., Use For Which Purchased. Row 1: NEW, 2011, DODGE CHARGER, 2B3CL3CG1B[redacted], XXX Personal

e = estimate

FEDERAL TRUTH-IN-LENDING DISCLOSURES:

Table with 4 columns: ANNUAL PERCENTAGE RATE (4.98%), FINANCE CHARGE (3745.37), AMOUNT FINANCED (23596.63), TOTAL OF PAYMENTS (27342.00)

PAYMENT SCHEDULE: Your payment schedule will be 71 equal payments of \$ 379.75 due on the same date of each month starting on 27 JUN 2011 and one final payment of \$ 379.75 due on 27 MAY 2017

PREPAYMENT: You have the right to pay off this Contract early. If you do so, you will not have to pay a penalty.

SECURITY: You are giving us a security interest in the motor vehicle being purchased including any accessories, equipment and replacement parts installed in the vehicle

LIEN FILING FEE: \$

LATE FEE: If a payment is more than 10 days late, you will be charged 5% of the full amount of the installment due or \$25.00, whichever is greater.

OTHER TERMS: Please read this Agreement for additional information on security interests, nonpayment, default, and our right to require repayment in full before the scheduled date.

ITEMIZATION OF AMOUNT FINANCED

Table showing Loan Origination Fee (\$195.00), Amounts Paid to Others on Your Behalf (N/A), Principal Balance (\$23791.63), Minus Prepaid Finance Charge (\$195.00), Amount Financed (\$23596.63)

*The Dealer listed above may retain, or receive, a portion of these amounts.

CREDIT INSURANCE: YOU CANNOT BE DENIED CREDIT SIMPLY BECAUSE YOU CHOOSE NOT TO BUY CREDIT INSURANCE. THE INSURANCE LISTED BELOW ARE NOT REQUIRED TO OBTAIN CREDIT.

[] Credit Life Insurance (Borrower only) [] Joint Credit Life Insurance [] Credit Disability Insurance (Borrower only) [] Other:

Name of Insurer(s): Address:

Table for insurance details: Credit Life, Credit Disability, Joint Credit Life, Other. Includes Term and Premium fields.

OPTIONAL GUARANTEED AUTO PROTECTION (GAP) COVERAGE. ~~Gap coverage is not required to obtain credit and you may purchase it from any company you want which is authorized to sell such coverage and is acceptable to us. You may elect to purchase Gap coverage under this Agreement by signing below and agreeing to pay the additional cost for such coverage. The contract issued by the Gap company will describe the terms and conditions of this coverage.~~

I request optional Gap coverage at a cost of \$ _____

The name of the Gap company is _____ of _____
 Name Home Office Address

X _____ X _____
 Borrower's Signature Date Co-Borrower's Signature Date

PROMISE TO PAY: You promise to pay us, in installments as shown above, the Principal Balance of \$ 23596.63, plus a Finance Charge determined as follows: a Loan Origination Fee ("Prepaid Finance Charge") of \$ 195.00, and a Finance Charge determined by applying each day to the unpaid amount of the Principal Balance a daily rate of 1/365th (1/366th in a leap year) of the base rate of 4.8900% ("Base Rate"). If a Prepaid Finance Charge has been paid, the Base Rate will be lower than the Annual Percentage Rate. If no Prepaid Finance Charge has been paid, the Base Rate will be equal to the Annual Percentage Rate. You agree that the Finance Charge will start to accrue as of the Contract Date shown above.

BALLOON PAYMENT: IF THIS AGREEMENT IS CHECKED WITH "BALLOON PAYMENT" ABOVE, THIS PARAGRAPH APPLIES. THIS AGREEMENT IS NOT PAYABLE IN INSTALLMENTS OF EQUAL AMOUNTS. THE LAST SCHEDULED PAYMENT IS SUBSTANTIALLY LARGER THAN EACH OF THE OTHER SCHEDULED PAYMENTS. The due date and amount of this last scheduled payment are shown above. The paragraph on the reverse side of this Agreement entitled "Balloon Payment Options" applies and the following are the readings and/or charges referred to in the "Balloon Payment Options" paragraph: (1) the maximum allowable odometer reading is _____; (2) the charge per excess mile over the maximum allowable mileage is _____; and (3) the disposition fee is _____.

WHEN AND WHERE LOAN IS MADE: The loan is made in Ohio when we accept a completed Agreement, signed by you, in Ohio and we pay out the loan proceeds. If applicable, you authorize us to transmit the Amount Financed to the dealer from whom you are purchasing the vehicle.

WHICH LAW APPLIES: This Agreement is governed by the laws (including, but not limited to, any and all statutes, regulations, interpretations and opinions) of the United States and the State of Ohio for all matters related to interest and the exportation of interest. For all other matters, this Agreement will be governed by the laws of the United States, and the state of residence of the borrower (to the extent that such laws are not preempted by the laws of the United States).

THIS IS A CONSUMER CREDIT TRANSACTION. CONSUMER NOTE.

LIABILITY INSURANCE COVERAGE FOR BODILY INJURY AND PROPERTY DAMAGE CAUSED TO OTHERS IS NOT INCLUDED.

BY SIGNING THIS CONTRACT, YOU ACKNOWLEDGE THAT IT CONTAINS AN "AGREEMENT TO ARBITRATE DISPUTES" ON THE REVERSE SIDE, THAT YOU HAVE READ IT AND AGREE TO ITS TERMS.

YOU ACKNOWLEDGE THAT YOU HAVE RECEIVED A COMPLETED COPY OF THIS AGREEMENT, YOU HAVE READ IT AND UNDERSTAND IT.

CAUTION - IT IS IMPORTANT THAT YOU THOROUGHLY READ THE CONTRACT BEFORE YOU SIGN IT.

****IF ANY INSURANCE PRODUCT IS SOLD WITH THIS AGREEMENT, IT IS:**

NOT A BANK DEPOSIT	NOT FDIC INSURED	NOT INSURED BY ANY GOVERNMENT AGENCY	NOT GUARANTEED BY THE BANK
---------------------------	-------------------------	---	-----------------------------------

The Annual Percentage Rate may be negotiable with the Dealer. The Dealer may receive a part of the Finance Charge.

Borrower Sign: _____ Co-Borrower Signs: _____

IMPORTANT INFORMATION ABOUT PROCEDURES FOR OPENING A NEW ACCOUNT

To help the government fight the funding of terrorism and money laundering activities, Federal law requires all financial institutions to obtain, verify, and record information that identifies each person who opens an account.

What this means for you: When you open an account, we will ask for your name, address, date of birth, and other information that will allow us to identify you. We may also ask to see your driver's license or other identifying documents.

(Small text at the bottom of the page, likely bleed-through from the reverse side)



**STATE OF OHIO - BUREAU OF MOTOR VEHICLES
CERTIFICATE OF REGISTRATION**

PLATE NO.: [REDACTED] REG. DATE: 01/18/2013 EXP. DATE: 01/18/2014 ISSUE DATE: 01/25/2013 APP NO.: 028913DP
 VALIDATION NO.: 401EUV3502 AGENCY: 3105
 OWNER NAME: [REDACTED] VEHICLE OWNERSHIP: SINGLE USER ID: ML
 OLD APP NO.: 320192DA
 OLD PLATE: EVV3502

VEHICLE YEAR: 2011 VEHICLE CLASS: PASSENGER
 ODOMETER READING: 06
 BODY TYPE: 4H MAKE: DODG STATE FEES: \$31.00
 CERTIFICATE TITLE NO.: [REDACTED] PLATE TYPE: SUNBURST
 VEH. SERIAL NO.: 2B3CL3CG1BH [REDACTED] REG TYPE: RENEWAL LOCAL TAX: \$20.00
 PURCHASE DATE: 05/28/2011 REF./CO. FEE: \$0.00
 SUSPENSION/REVOCAION: NO DEPUTY FEE: \$3.50
 PRIOR OPERATION: YES
 FEES PAID: YES TOTAL FEES: \$54.50

- In Ohio, it is illegal to drive any motor vehicle without insurance or other financial responsibility (FR) coverage.
- It is also illegal for any motor vehicle owner to allow anyone else to drive the owner's vehicle without FR coverage.
- PROOF OF COVERAGE IS REQUIRED: Whenever a police officer issues a traffic ticket*At all vehicle inspection stops*Upon traffic court appearances*Upon random checks by the Registrar of Motor Vehicles.
- ANY DRIVER OR OWNER WHO FAILS TO SHOW PROOF OF INSURANCE OR OTHER COVERAGE WILL: Lose his or her driver license until requirements are met on first offense, one year on second offense, and two years on third and subsequent offenses* Lose his or her license plates and vehicle registration*Pay reinstatement fees of \$100.00 on first offense, \$300.00 for second offense, and \$600.00 for third and subsequent offenses*Pay a \$50.00 penalty for any failure to surrender his or her driver license, license plates or registration AND*Be required to maintain special FR coverage ("High-risk" insurance or equivalent) on file with the Bureau of Motor Vehicles for THREE or FIVE YEARS.
- ONCE THIS SUSPENSION IS IN EFFECT: Any driver or owner who violates the suspension will have his or her vehicle immobilized and his or her license plates confiscated for at least 30 DAYS first offense and 60 DAYS second offense. For third or subsequent offenses, the vehicle will be forfeited and sold and the person will not be permitted to register any motor vehicle in Ohio for FIVE YEARS.
- IF YOU ARE INVOLVED IN AN ACCIDENT WITHOUT INSURANCE OR OTHER FR COVERAGE: In addition to all the penalties listed above, you may have*A SECURITY SUSPENSION for TWO YEARS or more and*A JUDGEMENT SUSPENSION INDEFINITELY (until all damages have been satisfied).
- THESE PENALTIES ARE IN ADDITION TO ANY FINES OR PENALTIES IMPOSED BY A COURT OF LAW. WARNING: THESE LAWS DO NOT PREVENT THE POSSIBILITY THAT YOU MAY BE INVOLVED IN AN ACCIDENT WITH A PERSON WHO HAS NO INSURANCE OR OTHER FR COVERAGE.
- WHEN REQUIRED, PROOF OF COVERAGE MAY BE SHOWN BY ANY OF THE FOLLOWING:*AN INSURANCE POLICY showing automobile liability insurance of at least \$12,500 bodily injury per person, \$25,000 injury two or more persons, and \$7,500 property damage*AN INSURANCE IDENTIFICATION CARD (same coverage)*A SURETY BOND OF \$30,000 issued by any authorized surety company or insurance company*A BMW BOND SECURED BY REAL ESTATE having equity of at least \$60,000*A BMW CERTIFICATE FOR MONEY OR GOVERNMENT BONDS in the amount of \$30,000 on deposit with the Ohio Treasurer of State*A BMW CERTIFICATE OF SELF-INSURANCE, available only to companies or persons who own at least twenty-six motor vehicles.

PROOF OF FINANCIAL RESPONSIBILITY

I affirm that all owners (or lessees of leased vehicle) now have insurance or other FR coverage and will not operate or permit the operation of this motor vehicle without FR coverage; all previous registration fees due have been paid; this plate category is correct; and this vehicle will not be used as a commercial or farm vehicle unless so registered.

By signing below I agree to and attest that all the above is true and accurate,

X SIGNATURE ON FILE

SIGNATURE OF OWNER(S)

DATE

WARNING: APPLICANT GIVING FALSE INFORMATION IS SUBJECT TO PROSECUTION-O.R.C. SEC. 2913.42.
 APPLICATION MUST BE SIGNED BY THE OWNER(S) AS NAMED ON CERTIFICATE OF TITLE.

**DO NOT DISCARD.
THIS IS YOUR VEHICLE REGISTRATION CERTIFICATE.**

CUSTOMER #: [REDACTED]

317931



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INVOICE

PAGE 1

CINCINNATI, OH

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

SERVICE ADVISOR: 72 RENEE REARDON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE	TAG	
PSC Billet	11	DODGE CHARGER	2B3CL3CG1BH [REDACTED]		1839/1839	T268	
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
28MAY11	DI		17:00 15JUL11			CASH	15JUL11

DATE OF REPAIR	CUST. NOTIFIED DATE	OPTIONS:	STK:50606 DLR:68341				
18:09 13JUL11	15:25 15JUL11	ENG:ERB_3.6L_V6_VVT Engine	TRN:DGJ_5-Speed_Auto_W5A580 Transmission				
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A CUSTOMER STATES KEYLESS ENTRY SERVICE LIGHT IS ON

CAUSE: .

18191290 ZZ

278 WB4

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

(N/C)

SUBL RENTAL AS PER RENEE

PO#98734

WB4

(N/C)

, , , , 1839 PERFORMED RRT 11-060

B** CUSTOMER STATES WHEN ENTERING WITH REMOTE ENTRY WILL NOT WORK PROPERLY

CAUSE: .

23421503 Handle, door outside - Replace

Front-Left (C)

278 WB4

(N/C)

1 1MZ85JSCAE HANDLE-FRONT DOOR EXTERIOR

(N/C)

1 1MZ84JSCAE HANDLE-FRONT DOOR EXTERIOR

(N/C)

23421502 Handle, door outside - Replace

Front-Right (C)

278 WB4

(N/C)

, , , , 1839 DOOR HANDELS INOP REPLACE LEFT AND RT DOOR HANDLES 278

C** ESTIMATE ON SCRATCHES

CAUSE: .

9002 NO CHARGE

100 WB4

(N/C)

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

SERVICE DEPT. HOURS:
 MONDAY - FRIDAY
 7:30 A.M. TO 6:00 P.M.
 SATURDAY
 9:00 A.M. TO 3:00 P.M.
 THANK YOU FOR YOUR BUSINESS!

SHOP SUPPLY COST:

We have added a charge equal to 10% of the cost of labor, nor to exceed \$15.00, to the Repair Order for shop supplies used in connection with the repair.

WARRANTY STATEMENT AND DISCLAIMER

THE DEALER HEREBY DISCLAIMS ALL WARRANTIES EXPRESS OR IMPLIED INCLUDING ANY IMPLIED WARRANTIES OR 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 ANY PARTS OR THIS REPAIR. THIS DISCLAIMER IN NO WAY AFFECTS THE PROVISIONS OF ANY MANUFACTURER OR OTHER SUPPLIERS WARRANTIES.

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED.

Customer Number [REDACTED]

Invoice No: **328413**

INVOICE



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Page 1 of 2

CINCINNATI, OH [REDACTED]

Home: [REDACTED] Bus: [REDACTED]

Cell: [REDACTED]

SERVICE ADVISOR: **72 RENEE REARDON**

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE	TAG	
PSC Billet	11	DODGE CHARGER	2B3CL3CG1BH [REDACTED]		14117 / 14117	T228	
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PC	RATE	PAYMENT	INV. DATE
28MAY11			17:00 29FEB12			CASH	29FEB12
DATE OF REPAIR	CUST. NOTIFIED DATE	OPTIONS: STK:50606 DLR:68341 ENG:ERB 3.6L V6 VVT Engine TRN:DGJ_5-Speed_Auto_W5A580_Transmission					
08:00 29FEB12	11:54 29FEB12						

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

A CUSTOMER STATES DRIVERS SIDE DOOR HANDLE PASSIVE ENTRY INOP
 CAUSE: .

23421503 Handle, door outside - Replace All
 others - Front-Left (C)
 148 WB4
 1 1MZ85JSCAF HANDLE-FRONT DOOR EXTERIOR
 FC: PART#: COUNT:
 CLAIM TYPE: W
 AUTH CODE:

NORTHGATE CHRYSLER DODGE JEEP
 8536 COLERAIN AVENUE
 CINCINNATI, OHIO 45251
 FEB 29 2012

[Handwritten Signature]
 CREDIT CARD

SUBL CAR RENTAL PER RENEE
 WSC4

,,,,,14117 replaced left outside door handle - internal failure

B QUICK LUBE OIL AND FILTER

QLOF QUICK LUBE OIL AND FILTER
 148 CP
 1 68079744AB FILTER-ENGINE OIL
 6 68055891AA 5W30 OIL
 ,,,,,14117 lof 148.40

	14.05	14.05
	8.50	5.10
	3.65	2.30
		13.80

CASH CHECK

C CUSTOMER STATES DRIVERS SEAT CUSHION FABRIC IS LOOSE
 CAUSE: .

9001 ORDER PARTS
 148 WB4
 FC: PART#: COUNT:
 CLAIM TYPE: W
 AUTH CODE:

(N/C)

,,,,,14117 ORDER PART

SERVICE DEPT. HOURS:
 MONDAY - FRIDAY
 7:30 A.M. TO 6:00 P.M.
 SATURDAY
 9:00 A.M. TO 3:00 P.M.
 THANK YOU FOR YOUR BUSINESS!

SHOP SUPPLY COST:

We have added a charge equal to 10% of the cost of labor, nor to exceed \$15.00, to the Repair Order for shop supplies used in connection with the repair.

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

WARRANTY STATEMENT AND DISCLAIMER

THE DEALER HEREBY DISCLAIMS ALL WARRANTIES EXPRESS OR IMPLIED INCLUDING ANY IMPLIED WARRANTIES OR 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 ANY PARTS OR THIS REPAIR. THIS DISCLAIMER IN NO WAY AFFECTS THE PROVISIONS OF ANY MANUFACTURER OR OTHER SUPPLIERS WARRANTIES.

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED.

Customer Number: [REDACTED]

Invoice No [REDACTED]

INVOICE



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CINCINNATI, OH

Home: [REDACTED] Bus: [REDACTED]

Email: [REDACTED] Cell: [REDACTED]

SERVICE ADVISOR: 72 RENEE REARDON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE	TAG	
PSC Billet	11	DODGE CHARGER	2B3CL3CG1BH [REDACTED]		15422 / 15422	T024	
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
28MAY11			17:00 22MAR12			CASH	23MAR12
DATE OF REPAIR	CUST. NOTIFIED DATE	OPTIONS: STK:50606 DLR:68341 ENG:ERB 3.6L V6 VVT_Engine TRN:DGJ_5-Speed_Auto_W5A580_Transmission					
11:20 22MAR12	15:16 22MAR12						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A CUSTOMER STATES DRIVERS SEAT FABRIC IS LOOSE, SOP NOW IN CAUSE: .

23203105 Cover, front seat back - Test and replace Bucket seat-Left (C)

284 WB4

(N/C)

1 1UW15DX9AA COVER-FRONT SEAT CUSHION

(N/C)

85410000 OPERATION "DIAGNOSTICS" TIME ALLOWANCE

284 WB4

(N/C)

SUBL RENTAL PER RENEE

WSC4

(N/C)

,,,15422 Service procedure was wrong on dealer connect. LF seat had to be removed. Then removed lower seat cushion and fabric. 284.

B CUSTOMER STATES RADIO CHANGES STATION ON OWN WHEN DRIVING CAUSE: .

9002 NO CHARGE

284 WB4

(N/C)

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

,,,15422 Test drove, radio worked good as designed, never changed stations. 284

C CUSTOMER STATES REAR DOORS WONT UNLOCK UNTILL THE TRY WITH THE KEY FOB

CAUSE: .

NPF UNABLE TO DUPLICATE CONDITION AT THIS TIME

284 WB4

(N/C)

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

SERVICE DEPT. HOURS: MONDAY - FRIDAY 7:30 A.M. TO 6:00 P.M. SATURDAY 9:00 A.M. TO 3:00 P.M. THANK YOU FOR YOUR BUSINESS!	SHOP SUPPLY COST: We have added a charge equal to 10% of the cost of labor, nor to exceed \$15.00, to the Repair Order for shop supplies used in connection with the repair.	DESCRIPTION	TOTALS
	WARRANTY STATEMENT AND DISCLAIMER THE DEALER HEREBY DISCLAIMS ALL WARRANTIES EXPRESS OR IMPLIED INCLUDING ANY IMPLIED WARRANTIES OR 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 ANY PARTS OR THIS REPAIR. THIS DISCLAIMER IN NO WAY AFFECTS THE PROVISIONS OF ANY MANUFACTURER OR OTHER SUPPLIERS WARRANTIES.	ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED.	LABOR AMOUNT
PARTS AMOUNT			
GAS, OIL, LUBE			
SUBLET AMOUNT			
MISC. CHARGES			
TOTAL CHARGES			
LESS INSURANCE			
SALES TAX			
PLEASE PAY THIS AMOUNT			

Customer Number [REDACTED]

Invoice No [REDACTED]

INVOICE



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CINCINNATI, OH

Home [REDACTED] Bus [REDACTED]

Call: [REDACTED]

SERVICE ADVISOR: 265 SEAN HOWARD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE	TAG	
PSC Billet	11	DODGE CHARGER	2B3CL3CG1BH [REDACTED]		27307 / 27307	T959	
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
28MAY11			17:00 26NOV12			CASH	27NOV12
DATE OF REPAIR	CUST. NOTIFIED DATE	OPTIONS: STK:50606 DLR:68341 ENG:ERB 3.6L V6 VVT_Engine TRN:DGJ_5-Speed_Auto_W5A580_Transmission					
07:52 05NOV12	15:22 26NOV12						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A CUSTOMER STATES DRIVERS SEAT COVERS KEEPS GETTING LOOSE
 CAUSE: .

23203105 Cover, front seat back - Test and
 replace Bucket seat-Left (C)
 214 WB4 (N/C)
 1 1UW15DX9AA COVER-FRONT SEAT CUSHION (N/C)
 SUBL CAR RENTAL AS PER SEAN
 WSC4 (N/C)
 , , , , 27307 REPLACED THE DRIVERS SEAL BOTTOM COVER. FABRIC WAS LOOSE. 214

 * DEAR VALUED SERVICE CUSTOMER. YOU MAY BE *
 * RECEIVING A SURVEY FROM THE MANUFACTURER *
 * THAT WILL ASK YOU TO RATE YOUR SERVICE VIS *
 * IT. IF YOU CANNOT RATE YOUR VISIT AS "VERY *
 * SATISFIED" PLEASE CONTACT STEVE FLETCHER *
 ***** AT (513) 385-1045 *****

SERVICE DEPT. HOURS: MONDAY - FRIDAY 7:30 A.M. TO 6:00 P.M. SATURDAY 9:00 A.M. TO 3:00 P.M. THANK YOU FOR YOUR BUSINESS!	SHOP SUPPLY COST: We have added a charge equal to 10% of the cost of labor, nor to exceed \$15.00, to the Repair Order for shop supplies used in connection with the repair.	DESCRIPTION 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
	WARRANTY STATEMENT AND DISCLAIMER THE DEALER HEREBY DISCLAIMS ALL WARRANTIES EXPRESS OR IMPLIED INCLUDING ANY IMPLIED WARRANTIES OR 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 ANY PARTS OR THIS REPAIR. THIS DISCLAIMER IN NO WAY AFFECTS THE PROVISIONS OF ANY MANUFACTURER OR OTHER SUPPLIERS WARRANTIES.	ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED.

Customer Number: [REDACTED]

Invoice No: [REDACTED]

INVOICE



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 Phone: (513) 385-1045 • Email: ngservice@fuse.net
 www.northgatechrysler.com

CINCINNATI, OH

Home [REDACTED] Bus [REDACTED]

Cell [REDACTED]

SERVICE ADVISOR: 265 SEAN HOWARD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE	TAG	
PSC Billet	11	DODGE CHARGER	2B3CL3CG1B [REDACTED]		30850 / 30850	T765	
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
28MAY11			17:00 24JAN13			CASH	25JAN13
DATE OF REPAIR	CUST. NOTIFIED DATE	OPTIONS: STK:50606 DLR:68341 ENG:ERB 3.6L V6 VVT_Engine TRN:DGJ_5-Speed_Auto_W5A580_Transmission					
17:40 23JAN13	15:24 25JAN13						

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

A CUSTOMER STATES SEVERAL WARNING LIGHTS CAME ON THEN VEHICLE STAHLED OUT. ROADSIDE JUMPED STARTED VEHICLE. CUT OUT WHILE DRIVING

CAUSE:

08804410 KEY
 284 WB4
 1 68051387AE KEY FOB-INTEGRATED KEY FOB
 FC: PART#: COUNT:
 CLAIM TYPE: W
 AUTH CODE:

(N/C)
 (N/C)

.... 30850 Unable to get vehicle to stall. Vehicle had a few stored codes for low system voltage. Tested battery with GR8 and battery tested good. alternator tested good also. Vehicle also had an active code for key fob 2 performance. Replaced and programmed new key fob transmitter. 284

B** CUSTOMER STATES THERE IS A BELT LIKE SQUEEK COMING FROM ENGINE COMPARTMENT

CAUSE:

08050105 Generator - Test and replace 3.6 liter engine (1 - Semi-Skilled)
 284 WB4
 1 RL801779AG ALTERNATO-ENGINE
 FC: PART#: COUNT:
 CLAIM TYPE: W
 AUTH CODE:

(N/C)
 (N/C)

SUBL CAR REANTAL AS PER SEAN WSC4

(N/C)

.... 30850 Replaced alternator due to bearing noise. 284

SERVICE DEPT. HOURS: MONDAY - FRIDAY 7:30 A.M. TO 6:00 P.M. SATURDAY 9:00 A.M. TO 3:00 P.M. THANK YOU FOR YOUR BUSINESS!	SHOP SUPPLY COST: We have added a charge equal to 10% of the cost of labor, nor to exceed \$15.00, to the Repair Order for shop supplies used in connection with the repair.	DESCRIPTION LABOR AMOUNT PARTS AMOUNT GAS, OIL, LUBE SUBLET AMOUNT MISC. CHARGES TOTAL CHARGES LESS INSURANCE SALES TAX PLEASE PAY THIS AMOUNT	TOTALS
	WARRANTY STATEMENT AND DISCLAIMER THE DEALER HEREBY DISCLAIMS ALL WARRANTIES EXPRESS OR IMPLIED INCLUDING ANY IMPLIED WARRANTIES OR 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 ANY PARTS OR THIS REPAIR. THIS DISCLAIMER IN NO WAY AFFECTS THE PROVISIONS OF ANY MANUFACTURER OR OTHER SUPPLIERS WARRANTIES.	ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED.	

Customer Number [REDACTED]

Invoice No [REDACTED]

INVOICE



8536 Colerain Avenue • Cincinnati, Ohio 45251
 Phone: (513) 385-1045 • Email: ngservice@fuse.net
 www.northgatechrysler.com

CINCINNATI, OH

Home [REDACTED] Bus [REDACTED]

Cell [REDACTED]

SERVICE ADVISOR: 265 SEAN HOWARD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE	TAG	
PSC Billet	11	DODGE CHARGER	2B3CL3CG1B [REDACTED]		30850 / 30850	T765	
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
28MAY11			17:00 24JAN13			CASH	25JAN13
DATE OF REPAIR	CUST. NOTIFIED DATE	OPTIONS: STK:50606 DLR:68341 ENG:ERB 3.6L V6 VVT_Engine TRN:DGJ_5-Speed_Auto_W5A580_Transmission					
17:40 23JAN13	15:24 25JAN13						

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

A CUSTOMER STATES SEVERAL WARNING LIGHTS CAME ON THEN VEHICLE STAHLED OUT. ROADSIDE JUMPED STARTED VEHICLE. CUT OUT WHILE DRIVING

CAUSE:

08804410 KEY
 284 WB4
 1 68051387AE KEY FOB-INTEGRATED KEY FOB
 FC: PART#: COUNT:
 CLAIM TYPE: W
 AUTH CODE:

(N/C)
 (N/C)

.... 30850 Unable to get vehicle to stall. Vehicle had a few stored codes for low system voltage. Tested battery with GR8 and battery tested good, alternator tested good also. Vehicle also had an active code for key fob 2 performance. Replaced and programmed new key fob transmitter. 284

B** CUSTOMER STATES THERE IS A BELT LIKE SQUEEK COMING FROM ENGINE COMPARTMENT

CAUSE:

08050105 Generator - Test and replace 3.6 liter engine (1 - Semi-Skilled)
 284 WB4
 1 RL801779AG ALTERNATO-ENGINE
 FC: PART#: COUNT:
 CLAIM TYPE: W
 AUTH CODE:

(N/C)
 (N/C)

SUBL CAR REANTAL AS PER SEAN WSC4

(N/C)

.... 30850 Replaced alternator due to bearing noise. 284

SERVICE DEPT. HOURS: MONDAY - FRIDAY 7:30 A.M. TO 6:00 P.M. SATURDAY 9:00 A.M. TO 3:00 P.M. THANK YOU FOR YOUR BUSINESS!	SHOP SUPPLY COST: We have added a charge equal to 10% of the cost of labor, nor to exceed \$15.00, to the Repair Order for shop supplies used in connection with the repair.	DESCRIPTION LABOR AMOUNT PARTS AMOUNT GAS, OIL, LUBE SUBLET AMOUNT MISC. CHARGES TOTAL CHARGES LESS INSURANCE SALES TAX PLEASE PAY THIS AMOUNT	TOTALS
	WARRANTY STATEMENT AND DISCLAIMER THE DEALER HEREBY DISCLAIMS ALL WARRANTIES EXPRESS OR IMPLIED INCLUDING ANY IMPLIED WARRANTIES OR 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 ANY PARTS OR THIS REPAIR. THIS DISCLAIMER IN NO WAY AFFECTS THE PROVISIONS OF ANY MANUFACTURER OR OTHER SUPPLIERS WARRANTIES.	ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED.	

PE14-022

CHRYSLER

10-3-2014

ENCLOSURE 4

LEGAL CLAIMS

DYERSBURG ELECTRIC SYSTEM

211 E. COURT ST.
POB 664
DYERSBURG, TN 38025-0664
731-287-4600
FAX# 731-287-4612

* * FAX TRANSMISSION * *

FROM THE DESK OF: Monica Kemp

Date: 8/1/14

Recipient's Name: Rajya CAIR# [REDACTED]

Fax # [REDACTED]

Reference: [REDACTED] Alternator ~~Problem~~ Problem

Total Number of Pages (Including Cover): 2

Notes:

Customer Invoice

FIRESTONE COMPLETE AUTO CARE
OLD HICKORY MALL
1983 N HIGHLAND AVE
JACKSON, TN. 38305-4918

Service Advisor:
03 DREW
731.664.2106

07/28/2014

[Redacted]
APT C
JACKSON, TN
[Redacted]

2011 DODGE CHARGER SE
3.6L V6 FLEX VING DOHC
Lic #: [Redacted] TN Vin #:
In: 07/20/14 7:02AM Mileage: 100,000
Out: 07/28/14 2:44PM

Store # 019836

RETAIL SALE

Description	Rev Hist /Article # ID	Qty	Unit Price	Extended Price	Job Total
BATTERY & ELECTRICAL CHECK Symptom: S/C:Click No Start-	1 03				
ELECTRICAL SYSTEM TEST LABOR	7031321 07TS	1	24.99	24.99	
LBR-DISC Customer Promotion	7001652 07T	-1	24.99	-24.99	
COURTESY CHECK	03				
COURTESY CHECK	7046930 07TS	1	N/C	N/C	
BATTERY REPLACEMENT	1 03				224.99
MTP49/H8 INTERSTATE BATTERY MTP-49/H8	7005425 07TN	1	209.99	209.99	
BATTERY INSTALLATION - ED18	7005394 07TS	1	15.00	15.00	

Technician(s):
07 JUSTIN MELVIN

Payment History:
CFNA 1563 247.91 09078
Total Tendered 247.91

Summary:

Parts	209.99
Labor	15.00
Shop Supplies	0.90
Sub-Total	225.89
Tax (9.75%)	22.02
Total	\$247.91

All CFNA purchase(s) through December 31, 2014 of \$299 or more receive 6 month deferred interest. see www.CFNA.com for more details.

I have received the above goods and/or services. If this is a credit card purchase, I agree to pay and comply with my cardholder agreement with the issuer.

Revision History:	Rev Amt	Init
1) 07/20/2014 10:20AM 220.48	[Redacted]	PERSON
2) 07/20/2014 10:21AM 704.34	[Redacted]	
3) 07/28/2014 02:42PM -704.34	[Redacted]	IN PERSON

All parts are new unless otherwise specified.

Declined Work:

ALTERNATOR/GENERATOR
[Redacted]
Jackson TN
CAF R# [Redacted]

Address to mail check

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

Signature or Initials

PLEASE TELL US ABOUT YOUR SERVICE EXPERIENCE TODAY!

Get \$10 off your next total purchase of \$25 or more and be entered into a drawing for \$500 in services
Call 1-800-859-9203 or go to www.FirestoneSurvey.com; Enter Code 019836-142724

Offer expires 15 days from date of invoice. Good at all participating locations. Redemption code:

www.FirestoneCompleteAutoCare.com



We Support ASE
Testing and
Certification

PE14-022

CHRYSLER

10-3-2014

ENCLOSURE 4

LEGAL CLAIMS

LLC



LEMON LAW COMPLAINT FORM

Form MVD-140
(Rev. 09/11)
Page 1 of 4

RECEIVED
JUL 25 2012
TEXAS DEPARTMENT OF MOTOR VEHICLES
MOTOR VEHICLE DIVISION

OWNER: [REDACTED]

MAILING ADDRESS: [REDACTED]

CITY: Houston STATE: TX ZIP: [REDACTED]

WORK PHONE: [REDACTED] HOME PHONE: [REDACTED] FAX: [REDACTED]

E-MAIL ADDRESS: [REDACTED]

CHECK ALL THAT APPLY: NEW USED DEMO PROGRAM LEASE CONVERSION

YEAR: 2011 MFG/MAKE: Dodge MODEL: Charger

VIN: 2B3C13C99B4 [REDACTED] DATE PURCHASED: 5/7/2011

MILEAGE: CURRENT 35638 AT DELIVERY: 23 DATE 24,000 MILES REACHED: 3/18/2012
NOT APPLICABLE TO TOWABLE RECREATIONAL VEHICLES

CONVERSION CO: _____

LEASE CO: Atty

SELLING DEALER: Helfman Dodge CITY: Houston TX

SERVICING DEALERS 1) Helfman Dodge CITY: Houston TX

2) Allen Samuel Dodge CITY: Houston TX

3) _____ CITY: _____

DEALER ADDED OPTIONS: free XM Satellite for one year

WHAT REMEDY ARE YOU SEEKING?: REPURCHASE/REPLACEMENT OR REPAIRS

EXISTING PROBLEMS LOG: You MUST complete this section on this form or the form will be returned as incomplete. "See Attached" or equivalent is NOT a substitute for completion.

Description of problem that CONTINUES TO EXIST: list only one problem	Repair Visits	Date In	Date Out	Mileage
Electrical problem - Door handles are not functioning always when I lock door, on occasions, people without key can open door even without the key	1st visit	9/16/2011	9/16/2011	
	2nd visit	2/16/2012	2/16/2012	22521
	3rd visit	2/21/2012	2/21/2012	22782
	4th visit	3/14/2012	3/15/2012	24176

Helfman
has no
record

5th visit 3/21/2012 3/22/2012 LL \$35 ✓
6th visit 011377 JUL 24 12 4713
7/13/2012 7/13/2012
P.X. # 201

CONTINUATION OF EXISTING PROBLEMS LOG: You MUST complete this section on this form or the form will be returned as incomplete. "See Attached" or equivalent is NOT a substitute for completion. You may make copies of this page to address additional concerns.

Description of problem that CONTINUES TO EXIST: list only one problem <i>Electrical Problem: Car display went out</i>	Repair Visits	Date In	Date Out	Mileage
	1st visit			
	2nd visit			
	3rd visit			
	4th visit			
Description of problem that CONTINUES TO EXIST: list only one problem	Repair Visits	Date In	Date Out	Mileage
	1st visit			
	2nd visit			
	3rd visit			
	4th visit			
Description of problem that CONTINUES TO EXIST: list only one problem	Repair Visits	Date In	Date Out	Mileage
	1st visit			
	2nd visit			
	3rd visit			
	4th visit			
Description of problem that CONTINUES TO EXIST: list only one problem	Repair Visits	Date In	Date Out	Mileage
	1st visit			
	2nd visit			
	3rd visit			
	4th visit			

YES NO

The manufacturer, converter or distributor of the vehicle (**NOT THE DEALER**) was given written notice of the problem(s), on 3/28, 2012.

IF YOU ANSWERED NO, PLEASE SEND A LETTER TO THE MANUFACTURER, CONVERTER OR DISTRIBUTOR AS SOON AS POSSIBLE (CERTIFIED MAIL/RETURN RECEIPT IS SUGGESTED) AND INCLUDE A COPY OF THE LETTER WITH THIS COMPLAINT FORM.

YES NO

The vehicle has been inspected by a factory representative. If you answered yes, please provide the inspection date, location, personnel involved, and outcome. Use a separate sheet if needed.

DATE: _____ LOCATION: _____

BY WHOM: _____

OUTCOME: _____

I UNDERSTAND THAT THE INFORMATION I AM SUBMITTING MAY BE SHARED WITH THE OTHER INTERESTED PARTIES TO MY COMPLAINT IN ORDER TO RESOLVE THIS MATTER.

I HEREBY CERTIFY, UNDER PENALTY OF PERJURY, THAT ALL STATEMENTS IN THIS COMPLAINT ARE TRUE AND CORRECT.



SIGNATURE OF REGISTERED VEHICLE OWNER/LESSEE

DATE:

7/18/2012

The Texas Department of Motor Vehicles maintains the information collected through this form. With few exceptions, you are entitled on request to be informed about the information that we collect about you. Under Section 552.001 and 552.023 of the Government Code, you also are entitled to receive and review this information. Under Section 559.004 of the Government Code, you are also entitled to have us correct information about you that is incorrect.

PE14-022

CHRYSLER

10-3-2014

ENCLOSURE 4

LEGAL CLAIMS

Krohn & Moss, Ltd.

Main Office
10 N. Dearborn St, 3rd Floor
Chicago, IL 60602
www.krohnandmoss.com

1242984
Marshall

Writer's Direct Number
(312) 578-9428 Ext. 274
Writer's Direct Facsimile
(866)-289-0898
Writer's Direct E-Mail
eksozander@consumerslawcenter.com
www.krohnandmoss.com

10/15
Writer Licensed to Practice
only in:
Illinois
Kentucky
Minnesota

October 15, 2013

Chrysler Group LLC
Attn: Legal Department
P.O. Box 218004
Auburn Hills, MI 48321

RE: [REDACTED] v. Chrysler Group, LLC
Vehicle: 2011 Dodge Charger
VIN: 2B3CL3CG6BH [REDACTED]

RECEIVED
OCT 23
SPECIAL INVESTIGATION

Dear Sir or Madam:

Please be advised that this office represents the above-named individual regarding claims against your company pursuant to the Federal Magnuson-Moss Warranty Act with regard to the above-listed vehicle. Please direct all future contacts and correspondence to our office.

Having been formally notified of our representation, you are instructed not to contact our client under any circumstances. Direct all inquiries to this office. If you fail to act in conformity with this directive, injunctive relief will be sought against you.

Pursuant to 15 U.S.C. 2310(d), you are hereby notified that any settlement made with our client requires payment of our attorneys' fees. If you settle directly with our client and do not make arrangements for payment of our attorneys' fees, we will file suit against you. In addition, you are hereby notified of our attorneys' lien.

There are numerous defects present in my client's automobile for which relief is sought, and numerous attempts to repair the vehicle have been unsuccessful. These defects include, but are not limited to:

1. Defective engine/electrical system as evidenced by dying, the intermittent illumination of the check engine light, no start condition, no crank and whining noise;
2. Defective transmission as evidence by going out of gear; and
3. Any additional complaints made by our client, whether or not they are contained in your company's records or on any dealer repair orders.

RECEIVED

OCT 24 2013

MILLER, CANFIELD, PADDOCK
AND STONE, P.L.C.

RECEIVED
OCT 23 2013
CCRG
Office of the General Counsel

Because of these defects, my client has justifiably lost confidence in the vehicle. As one court has stated:

For a majority of people the purchase of a new car is a major investment, rationalized by the peace of mind that flows from its dependability and safety. Once their faith is shaken, the vehicle loses not only its real value in their eyes, but becomes an instrument whose integrity is substantially impaired and whose operation is fraught with apprehension. Zabriskie Chevrolet, Inc. v. Smith, 240 A.2d 195.

Concerning the amount of grief a person must endure, one court expressed the consumer's lament in the following manner:

There comes a time when enough is enough – when an automobile purchaser, after having to take her car into the shop for repairs an inordinate number of times and experiencing all of the attendant inconvenience, is entitled to say, "That's all," and revoke, notwithstanding the repeated good faith efforts to fix the car. Rester v. Morrow, 491 So.2d 204.

My client's repair history clearly shows there was a breach of both written and implied warranties:

based upon the generally accepted rule that an unsuccessful effort to remedy defects found to exist renders the warrantor liable; the buyer is not bound to allow her the opportunity or permit her to tinker with the article indefinitely in the hope that it may ultimately be made to comply with the warranty. Kure v. Chevrolet Motor Division, 581 P.2d 603.

Therefore, you are hereby notified in writing of your breach of warranty and of my client's intent to pursue claims for breach of warranty in a court of law should you fail to amicably resolve this matter. Please be advised that pursuant to Uniform Commercial Code § 2-711(3) my client has a security interest in the vehicle. Unless you are willing to accept the return of the vehicle and reimburse my client for all monies paid on the vehicle, my client will hold the car and use it to the extent necessary to preserve it, to protect the security interest, and to minimize your damages. Moreover, my client needs return of the monies listed above before a substitute vehicle can be acquired. In addition, any attempt by you or your agents to repossess the car will be wrongful and may subject you to liability for conversion and for wrongful repossession under Uniform Commercial Code §§ 9-503 and 9-507, as well as any other applicable remedies.

If the seller or, if applicable, the assignee, or any creditor subject to the FTC Holder Rule has filed a financing statement covering the goods, I demand, pursuant to Uniform Commercial Code § 9-404, that you file a termination statement within ten (10) days to terminate your security interest, and forward a copy to me. Since my client has revoked acceptance, there is no outstanding secured obligation. If you do not file a termination statement within ten (10) days and cooperate in removing the lien, you may be liable under Uniform Commercial Code § 9-404(1) in the amount of \$100.00, plus any loss caused to my client by your failure to do so.

To avoid any litigation, my client merely requests the return of fifty (50) percent of the purchase price of the vehicle as compensation for its diminished value due to its defect and payment of our attorneys' fees pursuant to the fee-shifting provisions of the Federal Magnuson-Moss Warranty Act. Our attorneys' fees are minimal at this stage and we would prefer to resolve this matter without the need for

October 15, 2013

any more time spent on our part or on the part of your attorneys. A great deal of time, money and effort could be saved by all parties involved with a quick resolution of this claim.

Accordingly, if you wish to resolve this matter amicably, please feel free to contact my office. If the matter has not been resolved within fourteen (14) days from the date of this letter, a lawsuit will be filed.

Sincerely,



Eric Kaczander
Attorney at Law

EK/rd

cc: 

Krohn and Moss
10 N. Dearborn Street Floor 3rd
Chicago IL 60602-4276

REGISTERED MAIL™



7012 1010 0003 1491 3544

30383

\$6.110
US POSTAGE
FIRST-CLASS
FROM 60602
OCT 15 2013
stamps.com



Chrysler Group LLC
Attn: Legal Department
P.O. Box 218004
Auburn Hills MI 48321-8004

**Service of Process
Transmittal**

12/20/2013

CT Log Number 524090725

TO: Melissa Gravlin
Chrysler Group LLC
Office Of General Counsel, 1000 Chrysler Drive
CIMS: 485-13-62
Auburn Hills, MI 48326-2766

RE: Process Served in Missouri

FOR: Chrysler Group LLC (Domestic State: DE)

ENCLOSED ARE COPIES OF LEGAL PROCESS RECEIVED BY THE STATUTORY AGENT OF THE ABOVE COMPANY AS FOLLOWS:

TITLE OF ACTION: [REDACTED], Pltf. vs. Chrysler Group LLC, Dft.

DOCUMENT(S) SERVED: Summons, Petition, Exhibit(s), Notice

COURT/AGENCY: 21st Judicial Circuit Court, St. Louis County, MO
Case # [REDACTED]

NATURE OF ACTION: Product Liability Litigation - Manufacturing Defect - Breach of Warranty - Defective
2011 Dodge Charger, Vehicle Identification No283CL3CG68H-[REDACTED]

ON WHOM PROCESS WAS SERVED: C T Corporation System, Clayton, MO

DATE AND HOUR OF SERVICE: By Process Server on 12/20/2013 at 09:00

JURISDICTION SERVED : Missouri

APPEARANCE OR ANSWER DUE: Within 30 days after service, exclusive of the day of service

ATTORNEY(S) / SENDER(S): Eric Kaczander
Krohn & Moss, LTD.
10 N. Dearborn St.
3rd Floor
Chicago, IL 60602
312-578-9428

ACTION ITEMS: CT has retained the current log, Retain Date: 12/20/2013, Expected Purge Date:
12/25/2013
Image SOP

SIGNED: C T Corporation System
PER: Meghan Saffell
ADDRESS: 120 South Central Avenue
Suite 400
Clayton, MO 63105
TELEPHONE: 314-863-5545



IN THE 21ST JUDICIAL CIRCUIT COURT, ST. LOUIS COUNTY, MISSOURI

Judge or Division: TOM W DE PRIEST JR	Case Number: [REDACTED]
Plaintiff/Petitioner: [REDACTED]	Plaintiff's/Petitioner's Attorney/Address ERIC KACZANDER 10 N DEARBORN ST 3RD FLOOR CHICAGO, IL 60602
Defendant/Respondent: CHRYSLER GROUP LLC	vs. Court Address: ST LOUIS COUNTY COURT BUILDING 7900 CARONDELET AVE CLAYTON, MO 63105
Nature of Suit: CC Breach of Contract	(Date File Stamp)

Summons in Civil Case

The State of Missouri to: CHRYSLER GROUP LLC
 Alias: SERVE REGISTERED AGENT
 120 S CENTRAL AVE ST LOUIS, MO 63105 CT CORPORATION SYSTEM

COURT SEAL OF ST. LOUIS COUNTY

You are summoned to appear before this court and to file your pleading to the petition, a copy of which is attached, and to serve a copy of your pleading upon the attorney for Plaintiff/Petitioner at the above address all within 30 days after receiving this summons, exclusive of the day of service. If you fail to file your pleading, judgment by default may be taken against you for the relief demanded in the petition.

17-DEC-2013 Date
 [Signature] Clerk

Further Information: TLC

Sheriff's or Server's Return

Note to serving officer: Summons should be returned to the court within thirty days after the date of issue.

I certify that I have served the above summons by: (check one)

delivering a copy of the summons and a copy of the petition to the Defendant/Respondent.

leaving a copy of the summons and a copy of the petition at the dwelling place or usual abode of the Defendant/Respondent with _____ a person of the Defendant's/Respondent's family over the age of 15 years.

(for service on a corporation) delivering a copy of the summons and a copy of the petition to _____ (name) _____ (title).

other _____

Served at _____ (address)
 in _____ (County/City of St. Louis), MO, on _____ (date) at _____ (time).

Printed Name of Sheriff or Server _____ Signature of Sheriff or Server _____

Must be sworn before a notary public if not served by an authorized officer:
 (Seal) Subscribed and sworn to before me on _____ (date).
 My commission expires: _____ Date _____ Notary Public _____

Sheriff's Fees, if applicable

Summons	\$ _____
Non Est	\$ _____
Sheriff's Deputy Salary	
Supplemental Surcharge	\$ 10.00
Mileage	\$ _____ (_____ miles @ \$ _____ per mile)
Total	\$ _____

A copy of the summons and a copy of the petition must be served on each Defendant/Respondent. For methods of service on all classes of suits, see Supreme Court Rule 54.

FILED

DEC - 2 2013

JOAN M. GILMER
CIRCUIT CLERK, ST. LOUIS COUNTY

**MISSOURI CIRCUIT COURT OF ST. LOUIS COUNTY
TWENTY SECOND JUDICIAL CIRCUIT**

[REDACTED])
)
 St. Louis MO [REDACTED])
)
 Plaintiff,)
)
 vs.)
)
 CHRYSLER GROUP LLC,)
 R/A, CT Corporation System)
 120 S. Central Ave.)
 Clayton, MO 63105)
)
 Defendant.)

Case No. [REDACTED]

Division No.

8

PETITION

NOW COMES the Plaintiff, [REDACTED] by and through her attorneys, KROHN & MOSS, LTD., and for her Petition against Defendant, CHRYSLER GROUP, LLC, alleges and affirmatively states as follows:

PARTIES

1. Plaintiff, [REDACTED] ("Plaintiff"), is an individual who was at all times relevant hereto residing in the State of Missouri.

2. Defendant, CHRYSLER GROUP, LLC ("Manufacturer"), is a foreign corporation authorized to do business in the State of Missouri, County of St. Louis, and is engaged in the manufacture, sale, and distribution of motor vehicles and related equipment and services. Manufacturer is also in the business of marketing, supplying and selling written warranties to the public at large through a system of authorized dealerships, including Marty Cancila Chrysler ("Seller"). Manufacturer does business in all counties of the State of Missouri including St. Louis County.

BACKGROUND

3. On or about April 2, 2011, Plaintiff purchased from Seller a 2011 Dodge Charger ("Charger"), manufactured by Manufacturer, Vehicle Identification No283CL3CG68H [REDACTED] for valuable consideration (See copy of Plaintiff's Retail Installment Contract, attached hereto as Exhibit "A").

4. The price of the Charger totaled \$27,709.00.

5. Plaintiff avers that as a result of the ineffective repair attempts made by Manufacturer, through its authorized dealership network, the Charger cannot be utilized for personal, family and household use as intended by Plaintiff at the time of acquisition.

6. In consideration for the purchase of the Charger, Manufacturer issued and supplied to Plaintiff its written warranty which included three (3) year or thirty-six thousand (36,000) mile bumper to bumper coverage, as well as standard warranties fully outlined in Manufacturer's New Car Warranty booklet.

7. On or about April 2, 2011, Plaintiff took possession of the Charger and shortly thereafter experienced the various defects listed below.

8. The defects described below violate Manufacturer's warranty issued to Plaintiff as well as the implied warranty of merchantability.

9. Plaintiff delivered the Charger to Manufacturer, through its authorized dealership network, on numerous occasions.

10. Plaintiff avers that the Charger has been subject to repair on multiple occasions for the same defects and that the defects remain uncorrected.

11. Plaintiff brought the Charger to Seller, and/or an authorized service dealer of Manufacturer, for the following defects:

- a. Defective transmission as evidenced by fluid leak;
- b. Defective engine as evidenced by dying at stops and no start;
- c. Defective electrical system as evidenced by the passenger side window not rolling down; and
- d. Any additional defects as contained on repair orders of Manufacturer's authorized dealerships, or otherwise.

12. Plaintiff provided Manufacturer, through its authorized dealership network, sufficient opportunities to repair the Charger.

13. After a reasonable number of attempts to cure the defects in Plaintiff's Charger, Manufacturer was unable and/or has failed to repair the defects as provided in Manufacturer's written warranty.

14. Plaintiff justifiably lost confidence in the Charger's safety and reliability.

15. Said defects could not have reasonably been discovered by Plaintiff prior to Plaintiff's acceptance of the Charger.

16. As a result of these defects, Plaintiff revoked her acceptance of the Charger in writing.

17. At the time of revocation, the Charger was in substantially the same condition as at delivery except for damage caused by its own defects and ordinary wear and tear.

18. Manufacturer refused Plaintiff's demand for revocation and has refused to provide Plaintiff with the remedies to which Plaintiff is entitled upon revocation.

19. The Charger remains in a defective and unmerchantable condition and continues to exhibit the above mentioned defects.

20. Plaintiff has been and will continue to be financially damaged due to Manufacturer's failure to comply with the provisions of its written warranty and its failure to provide Plaintiff with a merchantable Charger.

COUNT I
BREACH OF WRITTEN WARRANTY
PURSUANT TO THE MAGNUSON-MOSS WARRANTY ACT
MANUFACTURER

21. Plaintiff re-alleges and incorporates by reference as though fully set forth herein, paragraphs 1-20 of this petition.

22. Plaintiff is a purchaser of a consumer product who received the Charger during the duration of a written warranty period applicable to the Charger and who is entitled by the terms of the written warranty to enforce against Manufacturer the obligations of said warranty.

23. Manufacturer is a person engaged in the business of making a consumer product directly available to Plaintiff.

24. Seller is an authorized dealership/agent of Manufacturer designated to perform repairs on vehicles under Manufacturer's written warranty.

25. The Magnuson-Moss Warranty Act, Chapter 15 U.S.C.A., Section 2301, et. seq. ("Warranty Act") is applicable to Plaintiff's Petition in that the Charger was manufactured, sold and purchased after July 4, 1975, and costs in excess of ten dollars (\$10.00).

26. Plaintiff's purchase of the Charger was accompanied by a written factory warranty for any defects in material or workmanship, comprising an undertaking in writing in connection with the purchase of the Charger to repair or replace defective parts, or take other remedial action free of charge to Plaintiff with respect to the Charger in the event that the Charger failed to meet the specifications set forth in said undertaking.

27. Said warranty was the basis of the bargain of the contract between Plaintiff and Manufacturer for the sale of the Charger to Plaintiff.

28. Said purchase of Plaintiff's Charger was induced by, and Plaintiff relied upon, Manufacturer's written warranty.

29. Plaintiff has met all of her obligations and preconditions as provided in Manufacturer's written warranty.

30. As a direct and proximate result of Manufacturer's failure to comply with its written warranty, Plaintiff has suffered damages including but not limited to (a) loss of use; (b) diminished value; (c) incurred and/or needed costs of repair; (d) lost wages; (e) aggravation; and/or (f) incidental and consequential damages (such as the cost of inspecting the vehicle, returning the goods for repair, insurance, tax and registration fees, etc.) and, in accordance with 15 U.S.C. §2310(d)(1), Plaintiff is entitled to bring suit for such damages and other legal and equitable relief.

31. Plaintiff avers that upon successfully prevailing upon the Magnuson-Moss Warranty Act claim herein, all attorneys' fees are recoverable and are demanded against Manufacturer.

WHEREFORE, Plaintiff prays for judgment against Manufacturer as follows:

- a. Return of all monies paid, diminution in value of the vehicle, Incurred and/or needed costs of repair and all incidental and consequential damages incurred;
- b. All reasonable attorneys' fees, witness fees and all court costs and other fees incurred; and
- c. Such other and further relief that the Court deems just and appropriate.

COUNT II
BREACH OF IMPLIED WARRANTY
PURSUANT TO THE MAGNUSON-MOSS WARRANTY ACT
MANUFACTURER

32. Plaintiff re-alleges and incorporates by reference as though fully set forth herein, paragraphs 1-20 of this complaint.

33. The Charger purchased by Plaintiff was subject to an implied warranty of merchantability as defined in 15 U.S.C. §2301(7) running from Manufacturer to Plaintiff.

34. Manufacturer is a supplier of consumer goods as a person engaged in the business of making a consumer product directly available to Plaintiff.

35. Manufacturer is prohibited from disclaiming or modifying any implied warranty when making a written warranty to the consumer or when Manufacturer has entered into a contract in writing within ninety (90) days of a purchase to perform services relating to the maintenance or repair of a motor vehicle.

36. Pursuant to 15 U.S.C. §2308, Plaintiff's Charger was impliedly warranted to be substantially free of defects in both material and workmanship and thereby fit for the ordinary purpose for which the Charger was intended.

37. The Charger was warranted to pass without objection in the trade under the contract description and was required to conform to the descriptions of the Charger contained in the contracts and labels.

38. The above described defects in the Charger render the Charger unmerchantable and thereby not fit for the ordinary purpose for which the Charger was intended and as represented by Manufacturer.

39. As a result of the breach of implied warranty by Manufacturer, Plaintiff is without the reasonable value of the Charger.

40. As a result of the breach of implied warranty by Manufacturer, Plaintiff has suffered and continues to suffer various damages.

WHEREFORE, Plaintiff prays for judgment against Manufacturer as follows:

- a. Return of all monies paid, diminution in value of the vehicle, Incurred and/or needed costs of repair and all incidental and consequential damages incurred;
- b. All reasonable attorneys' fees, witness fees and all court costs and other fees incurred; and
- c. Such other and further relief that the Court deems just and appropriate.

Respectfully Submitted,

[Redacted]

By: 

Eric Kaczander
Missouri Bar No. 65706

KROHN & MOSS, LTD.
Attorneys for Plaintiffs
10 N. Dearborn, 3rd Floor
Chicago, IL 60602
(312) 578-9428

EXHIBIT A

RETAIL INSTALLMENT CONTRACT

Buyer(s) Name(s) and Address(es):

ST LOUIS MO

Seller Name and Address:

MARTY CANGILA DODGE CHRY JEER
2175 N HWY 67
FLORISSANT MO 63033

This is an agreement for the installment purchase by you of the motor vehicle described below. As used in this Contract, the words "you" and "your" mean the buyer or buyers who sign below. The words "we", "us" and "our" refer to the seller whose name and address appear above and to anyone to whom this Contract is assigned or who succeeds to the interests of the Seller. By signing below, you agree to all of the terms on both sides of this Contract. The term "Motor Vehicle" means the boat motor and trailer described below.

PROMISE TO PAY: You promise to pay to us the Amount Financed and a Finance Charge computed daily on the unpaid balance of the Amount Financed outstanding from time to time at the Annual Percentage Rate set forth below. You agree to make payments according to the Payment Schedule set forth below. You agree to send your payments to the address on our invoice or as otherwise directed by us.

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate.	The dollar amount the credit will cost you.	The amount of credit provided to you or on your behalf.	The amount you will have paid after you have made all payments as scheduled.	The total cost of your purchase on credit, including your down payment of.
4.10 %	\$ 4082.74	\$ 31479.50	\$ 35562.24	\$ 35562.24 0.00

Your payment schedule will be: 72

Number of payments	Amount of payments	When Payments are Due
72	493.92	MONTHLY BEGINNING: 05/02/2011
	N/A	

Late Charge. If any payment is 15 days or more late, you will be charged a late fee of not to exceed 5% of the installment due if it exceeds \$200.00 or \$10.00 on installments of \$200.00 or less.

Prepayment. If you payoff this Contract early, you will not have to pay a penalty.

Security Interest. The goods or property being purchased. You are giving us security interest in your present and future share drafts, share certificates and other deposit accounts at Scott Credit Union (excluding any Keogh or Individual Retirement Accounts).

Filing Fees. N/A

Additional Information. See your contract documents for more information about nonpayment, default, any required repayment in full before the scheduled date, prepayment refunds and penalties, and security interests.

PURCHASE AND DELIVERY RECEIPT: You have today purchased and received in satisfactory condition the vehicle described below.
VEHICLE DESCRIPTION: The motor vehicle which you are purchasing is a:

New or Used	Year	Make	Model	Color	Vehicle Identification Number
NEW	2011	DODGE	CHARGER	BLACK CRYSTAL	283CL3CG6BH [REDACTED]
Transmission		Describe non-standard accessories.			Key No.
<input type="checkbox"/> Auto. <input type="checkbox"/> Man.					7584 M0303

ITEMIZATION OF AMOUNT FINANCED

Required physical damage insurance covering theft, loss or damage to the vehicle for the term of this Contract, including any extensions. You may obtain your required insurance from any agent and company of your choice acceptable to us.

Insurance, if any insurance is elected below, the policies or certificates issued by the company named will describe the terms and conditions.

Credit Insurance. Credit life insurance and disability insurance are not required to obtain credit and will not be provided unless you sign and agree to pay the additional cost indicated below. If you elect credit insurance, you agree to rely upon the credit insurance, and any conditions or limitations on that coverage, that will appear in the policy or certificate of insurance to be provided to you. If you wish one or both of these coverages for the term of this Contract sign and check the box(s) below.

CREDIT LIFE	
PREMIUM	PERSON(S) INSURED
\$ N/A	

You Want Credit Life Insurance Signature _____

You Want Credit Life Insurance Signature _____

CREDIT DISABILITY	
PREMIUM	PERSON(S) INSURED
\$ N/A	

You Want Credit Life Insurance Signature _____

Insurance Company Name and Address
N/A

1. Cash Price of Vehicle		\$ 27709.00
2. Down Payment		
a. Cash Down Payment		\$ 3032.00
Trade-In-Information		
YEAR	MAKE	MODEL
2004	BUICK	RENDEZVOUS
b. Trade-in Allowance		\$ 5000.00
c. Trade-in Payoff		\$ 9420.00
d. Net Allowance (2b - 2c)		\$ 4420.00
e. TOTAL DOWN PAYMENT (2a + 2d)		\$ 0.00
3. Unpaid Balance of Cash Price (1 - 2e)		\$ 27709.00
4. Other Charges Including Amounts Paid on Your behalf		
a. Paid to Public Officials		\$ 2.50
b. Paid to Insurance Company		\$ N/A
c. Paid to: DAIMLERCHRYSLER For SERVICE CONTRACT		\$ 1780.00
d. Paid to: SAFE GAP For GAP		\$ 600.00
e. Paid to: AMERICREDIT For NEGATIVE EQUITY		\$ 1388.00
f. TOTAL OTHER CHARGES		\$ 3770.50
5. AMOUNT FINANCED (3 + 4f)		\$ 31479.50

LIABILITY INSURANCE COVERAGE FOR BODILY INJURY AND PROPERTY DAMAGE CAUSED TO OTHERS IS NOT INCLUDED IN THIS CONTRACT.

INTENTIONALLY LEFT BLANK.

NOTICE TO THE BUYER: 1. Do not sign this agreement before you read it or if it contains any blank spaces. 2. You are entitled to an exact copy of the agreement you sign. 3. Under the law you have the right, among others, to pay in advance the full amount due and to obtain under certain conditions a partial refund of the finance charge.

Buyer acknowledges receipt of a fully completed copy of this Contract executed by both Seller and Buyer. Guarantor, if any, acknowledges receipt of completed copies of this Contract of Explanation of Guarantor's Obligation.

Dated: APRIL 2nd 2011
 Seller: MARTY CANCELA BUDGE CHRY JEEP
 By _____ Title _____

Buyer _____
 Buyer _____
Instruction: If parent or spouse is a co-buyer sign above. Co-signers other than parent or spouse on Guarantor line below.

Guarantor
 I hereby guarantee the collection of the above described amount upon failure of the seller named herein to collect said amount from the buyer named herein.

THE CIRCUIT COURT OF ST. LOUIS COUNTY, MISSOURI

Twenty First Judicial Circuit

NOTICE OF ALTERNATIVE DISPUTE RESOLUTION SERVICES

Purpose of Notice

As a party to a lawsuit in this court, you have the right to have a judge or jury decide your case. However, most lawsuits are settled by the parties before a trial takes place. This is often true even when the parties initially believe that settlement is not possible. A settlement reduces the expense and inconvenience of litigation. It also eliminates any uncertainty about the results of a trial.

Alternative dispute resolution services and procedures are available that may help the parties settle their lawsuit faster and at less cost. Often such services are most effective in reducing costs if used early in the course of a lawsuit. Your attorney can aid you in deciding whether and when such services would be helpful in your case.

Your Rights and Obligations in Court Are Not Affected By This Notice

You may decide to use an alternative dispute resolution procedure if the other parties to your case agree to do so. In some circumstances, a judge of this court may refer your case to an alternative dispute resolution procedure described below. These procedures are not a substitute for the services of a lawyer and consultation with a lawyer is recommended. Because you are a party to a lawsuit, you have obligations and deadlines which must be followed whether you use an alternative dispute resolution procedure or not. **IF YOU HAVE BEEN SERVED WITH A PETITION, YOU MUST FILE A RESPONSE ON TIME TO AVOID THE RISK OF DEFAULT JUDGMENT, WHETHER OR NOT YOU CHOOSE TO PURSUE AN ALTERNATIVE DISPUTE RESOLUTION PROCEDURE.**

Alternative Dispute Resolution Procedures

There are several procedures designed to help parties settle lawsuits. Most of these procedures involve the services of a neutral third party, often referred to as the "neutral," who is trained in dispute resolution and is not partial to any party. The services are provided by individuals and organizations who may charge a fee for this help. Some of the recognized alternative dispute resolutions procedures are:

(1) Advisory Arbitration: A procedure in which a neutral person or persons (typically one person or a panel of three persons) hears both sides and decides the case. The arbitrator's decision is not binding and simply serves to guide the parties in trying to settle their lawsuit. An arbitration is typically less formal than a trial, is usually shorter, and may be conducted in a private setting at a time mutually agreeable to the parties. The parties, by agreement, may select the arbitrator(s) and determine the rules under which the arbitration will be conducted.

(2) **Mediation:** A process in which a neutral third party facilitates communication between the parties to promote settlement. An effective mediator may offer solutions that have not been considered by the parties or their lawyers. A mediator may not impose his or her own judgment on the issues for that of the parties.

(3) **Early Neutral Evaluation ("ENE"):** A process designed to bring the parties to the litigation and their counsel together in the early pretrial period to present case summaries before and receive a non-binding assessment from an experienced neutral evaluator. The objective is to promote early and meaningful communication concerning disputes, enabling parties to plan their cases effectively and assess realistically the relative strengths and weaknesses of their positions. While this confidential environment provides an opportunity to negotiate a resolution, immediate settlement is not the primary purpose of this process.

(4) **Mini-Trial:** A process in which each party and their counsel present their case before a selected representative for each party and a neutral third party, to define the issues and develop a basis for realistic settlement negotiations. The neutral third party may issue an advisory opinion regarding the merits of the case. The advisory opinion is not binding.

(5) **Summary Jury Trial:** A summary jury trial is a non binding, informal settlement process in which jurors hear abbreviated case presentations. A judge or neutral presides over the hearing, but there are no witnesses and the rules of evidence are relaxed. After the "trial", the jurors retire to deliberate and then deliver an advisory verdict. The verdict then becomes the starting point for settlement negotiations among the parties.

Selecting an Alternative Dispute Resolution Procedure and a Neutral

If the parties agree to use an alternative dispute resolution procedure, they must decide what type of procedure to use and the identity of the neutral. As a public service, the St. Louis County Circuit Clerk maintains a list of persons who are available to serve as neutrals. The list contains the names of individuals who have met qualifications established by the Missouri Supreme Court and have asked to be on the list. The Circuit Clerk also has Neutral Qualifications Forms on file. These forms have been submitted by the neutrals on the list and provide information on their background and expertise. They also indicate the types of alternative dispute resolution services each neutral provides.

A copy of the list may be obtained by request in person and in writing to: Circuit Clerk, Office of Dispute Resolution Services, 7900 Carondelet Avenue, 5th Floor, Clayton, Missouri 63105. The Neutral Qualifications Forms will also be made available for inspection upon request to the Circuit Clerk.

The List and Neutral Qualification Forms are provided only as a convenience to the parties in selecting a neutral. The court cannot advise you on legal matters and can only provide you with the List and Forms. You should ask your lawyer for further information.

Cooper
Goodyear
BFGoodRich
Michelin Tires



Yokohama
Dunlop
Bridgestone
Firestone

We Service All Makes, All Models. Need tires, ask us for a Quote.
2175 North Lindbergh Blvd. • FLORISSANT, MO 63033 • (314) 831-8300
WATS: (800) 541-8103

CUSTOMER NO.	ADVISOR DAVID TRIPLETT	854	TAG NO 2790	INVOICE DATE 02/14/13	INVOICE NO DOCS232193
	LABOR RATE	LICENSE NO.	MILEAGE 42,747	COLOR BLACK CRYST	STOCK NO 21748
FLORISSANT, MO	YEAR / MAKE / MODEL 11 / DODGE / CHARGER / CHARGER SE RWD			DELIVERY DATE 04/02/11	DELIVERY W. LES 40
	VEHICLE I.D. NO. 2 B 3 C L 3 C G 6 B H			SELLING DEALER NO.	PRODUCTION DATE
	P.T.E. NO.			R.O. DATE 02/12/13	
	COMMENTS				MO 42751

JOB# 1 CHARGES

LABOR
 # 1 5500Z77 23 POINT INSPECTION TECH(S) 395 WARRANTY
 COURTESY 23 POINT INSPECTION
 WE CHECKED YOUR TIRE TREAD DEPTH SAFETY
 YOUR TREAD DEPTHS ARE
 TIRES GOOD-
 PERFORMED FREE COURTESY 23 POINT INSPECTION
 AT NO CHARGE. THANK YOU FOR YOUR BUSINESS

MISC.....CODE.....DESCRIPTION.....CONTROL NO.....
 CSC CHRY SERVICE CONTRACT DEDUCT 282193 100.00
 TOTAL - MISC 100.00
 JOB# 1 TOTALS.....
 MISC 100.00

JOB# 2 CHARGES JOB# 1 JOURNAL PREFIX DOCS JOB# 1 TOTAL 100.00

LABOR
 # 2 4800ZTOW TOW IN TECH(S) 395 WARRANTY
 TOW IN
 TOW IN

JOB# 2 TOTALS.....

JOB# 3 CHARGES JOB# 2 JOURNAL PREFIX DOCS JOB# 2 TOTAL 0.00

LABOR
 # 3 4800Z VEHICLE PERFORMANCE TECH(S) 395 WARRANTY
 CHECK CUSTOMER REPORTS VEHICLE WILL NOT START - NO CRANK -
 WHEN IT RAN - MADE WHINING NOISE - ADVISE
 CHECKED AND FOUND ALTERNATOR - FAILED - NO CHARGE
 INSTALL NEW ALTERNATOR - / RECALIBRATE STEERING ANGLE SENSOR
 RECHECK OK

PARTS.....QTY.....FP-NUMBER.....DESCRIPTION.....UNIT PRICE.....
 1 RL801779-AG ALTERNATO 8028003 WARRANTY
 -1 RL801779-AG CORE RETURN WARRANTY
 TOTAL - PARTS 0.00

JOB# 3 TOTALS.....

JOB# 4 CHARGES JOB# 3 JOURNAL PREFIX DOCS JOB# 3 TOTAL 0.00

LABOR
 # 4 5200ZSERV/CONT CSC 1ST DAY RENTAL TECH(S) 395 WARRANTY
 THE RENTAL IS TO BE COVERED BY CSC OR ALT. TRANSPORTATION
 CSC SERVICE CONTRACT 35.00 A DAY 2 DAYS

DISCLAIMER OF WARRANTIES
 The only warranties, if any, applying to this part(s) and/or service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either expressed or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages.

PE14-022

CHRYSLER

10-3-2014

ENCLOSURE 4

LEGAL CLAIMS

1241117
Gaddb. SW

WEISBERG & MEYERS, LLC

ATTORNEYS FOR CONSUMERS
5025 NORTH CENTRAL AVE, #602
PHOENIX, ARIZONA 85012
602-445-9819
888-595-9111 (TOLL FREE)
866-565-1327 FACSIMILE
WWW.ATTORNEYSFORCONSUMERS.COM

EXTENSION: 275 WRITER LICENSED IN: TEXAS
E-MAIL: NOAH.RADBIL@ATTORNEYSFORCONSUMERS.COM

August 5, 2013

Sent Via Certified Mail
Tracking Number 7012 3050 0002 1530 6751

Office of the General Counsel
Chrysler Group, LLC
1000 Chrysler Drive
CIMS 485-12-32
Auburn Hills, MI 48326-2766

Re: [REDACTED], Chrysler Group, LLC
Our Client: [REDACTED]
Your Client: Chrysler Group, LLC
Vehicle: 2012 Dodge Charger
VIN: 2C3CDXBG5CH [REDACTED]
Our File Number: [REDACTED]

RECEIVED
AUG 12 2013
MILLER, CASFIELD, PADDOCK
AND STONE, P.L.C.

Dear Sir/Madam:

Please be advised that this office represents the above-named individual regarding claims against your company pursuant to the Texas Deceptive Trade Practices Act, the Federal Magnuson-Moss Warranty Act, the State Lemon Law and/or the Uniform Commercial Code with regard to the above-listed vehicle.

Having been formally notified of our representation, we respectfully demand you not contact our client for any reason. Instead, please direct all future contact and correspondence to this office, and further, please consider this letter an express and unequivocal revocation of any permission our client may have provided you to call them. We reserve the right to seek injunctive relief against you should you fail to honor these directives.

Enclosed, please find the sales and repair records in our client's possession. As these records show, our client paid an extraordinary sum of money for a vehicle riddled with numerous non-conformities that cause a substantial impairment of the use, value and/or safety of the vehicle.

The primary non-conformities include but are not limited to:

Chrysler Group LLC
Office of the General Counsel

AUG 09 2013
By [Signature] Mail/Reg. Agent/
Sec. of State/Proc. Server

1. Defective transmission;
2. Defective electrical system;
3. Defective braking system; and,
4. Any additional complaints actually made, whether contained on your company's invoices or otherwise.

These non-conformities constitute violations of both Federal and State law, as do the inordinate amount of unsuccessful repair attempts to cure the same. Specifically, when you chose to bind our client to a written warranty limiting all remedies to repair or replacement of defective parts, you undertook the legal obligation to perform effective repairs within a reasonable opportunity. The inordinate amount of incompetent repairs within the applicable warranty period shows you failed to satisfy this obligation. Under basic principles of good faith, this means your limited remedy failed of its essential purpose and that you breached your warranties to our client. These acts caused harm for which our client intends to seek redress.

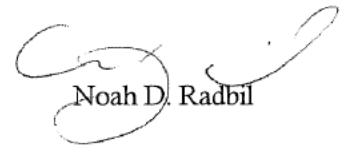
To avoid the need for litigation, we respectfully demand you take this vehicle back, return all funds paid towards the vehicle, cancel all applicable contracts, and provide compensation for the damages sustained to date, including mental anguish and our client's attorneys' fees pursuant to the fee-shifting provisions of the Texas Deceptive Trade Practices Act, the Magnuson-Moss Warranty Act and/or Lemon Law. The specific amount demanded herein for these damages totals \$27,404.67. In exchange for meeting this demand, our client will waive all loss of use and aggravation and inconvenience damages sustained to date.

You are further hereby notified that should you force litigation, our client will seek treble damages against your company for its violations herein.

This letter also constitutes notice under U.C.C. § 2-711(3) of our client's security interest in the vehicle for return of the total amount above, plus expenses in handling and inspecting the vehicle. Until you pay this amount, our client has the right to hold the vehicle and use it to the extent necessary to preserve it, to protect its security interest, and to minimize your damages. In addition, although our client requires return of the monies listed above before substitute goods can be acquired, our client reserves the right to mitigate all parties' damages by cover and reserves the right to claim such damages here. In addition, any attempt by you or your agents to repossess the car will be wrongful and will subject you to liability for conversion and for wrongful repossession under U.C.C. §§ 9-503 and 9-507 as well as other applicable Consumer Fraud remedies. If the seller (or, if applicable the assignee, or any creditor subject to the FTC Holder Rule) has filed a financing statement covering the goods, I demand, pursuant to U.C.C § 9-404, that you file a termination statement covering the goods, I demand, pursuant to U.C.C § 9-404, that you file a termination statement within ten days to terminate your security interest and forward a copy to this office. Since our client has revoked acceptance, there is no outstanding secured obligation. If you do not file a termination statement within ten days and cooperate in removing the lien, you will be liable under U.C.C. § 9-404(1) for any loss caused our client by your failure. Please also consider this letter prior direct written notification pursuant to T.C.A. § 17.505 and of our client's intent to pursue a claim pursuant to said statute. If you desire an inspection pursuant to said provision, you are hereby directed to contact this office within sixty (60) days of the date of this letter. However, you are advised suit may be filed sixty-one (61) days after the sending of this letter, and earlier should the same be necessary to avoid the running of the statute of limitations.

In conclusion, we believe that an expedient resolution of this matter will save all parties significant time, money and effort. To this end, although we believe the above demands are reasonable, our client is willing to consider a diminution in value settlement, or any other similar suggestions that would result in an equitable and amenable resolution. We thus encourage you to contact our office at your earliest convenience with such an offer. Should you fail to do so in a timely manner, we will assume you do not desire an amicable resolution, and will then file a claim in a court of law seeking all actual and exemplary damages available.

Sincerely,



Noah D. Radbil

NR/cb

cc: 

Buyer agrees to purchase from you under the terms and conditions specified, the following:

Demo 2012 DODGE CHARGER BLACK CLEAR
Now (Year) (Make) (Model) (Color)
Used
Customer No. Motor No. 2C3CDXB65CH License No.

Delivery of this purchase is to be made FEBRUARY 02 2012. It is agreed, however, that neither the dealer nor the manufacturer will be liable for failure to effect delivery.

DESCRIPTION OF TRADE IN
YEAR MAKE MODEL
TYPE SERIAL NO
LEASE LIC. NO
* TRADE-IN LIEN HOLDER INFORMATION
The Buyer assumes responsibility for any difference in payoff in excess of the amount shown on Buyer's Order, and will pay such difference in cash on demand.

STATEMENT REGARDING CASH PROCEEDS DEALER'S
A Federal Trade Commission rule prohibits sellers and lessors of consumer goods and services from accepting from the consumer the proceeds of a purchase money loan unless certain required disclosures were included in the loan contract entered into between the consumer and the lender.

NEW VEHICLE LIEN HOLDER INFORMATION
JEN TO ALLY FINANCIAL
ADDRESS PO BOX 8102 COCKEYSVILLE MD
TITLE NAME
JEN APPROVED BY

UN HONORARIO DE DOCUMENTACION NO ES UN HONORARIO OFICIAL. UN HONORARIO DE DOCUMENTACION NO ES REQUERIDO POR LA LEY, PERO PUEDE SER CARGADO AL COMPRADOR COMO GASTOS DE MANEJO DE DOCUMENTOS RELACIONADOS CON LA VENTA. UN HONORARIO DE DOCUMENTACION NO PUEDE EXCEDER UNA CANTIDAD RAZONABLE ACORDADA POR LAS PARTES. ESTA IDENTIFICACION ES REQUERIDA POR LA LEY.

BUYER AGREES THAT THIS ORDER INCLUDES ALL OF THE TERMS AND CONDITIONS THAT THIS ORDER CANCELS AND SUPERSEDES any previous agreement and as of the date hereof constitutes the complete and exclusive agreement of the parties...

STATEMENT REGARDING TRADE-IN AND FINANCING
A trade-in is involved, the Buyer states that he is of legal age and competent to make this contract and that he is the sole true and lawful owner of the used car described in this contract...

DISCLAIMER OF WARRANTIES
I warrant on the products sold hereby are those made by the manufacturer. The Seller, HELPMAN RIVER OAKS CHRYSLER-JEEP-DODGE CO., hereby expressly disclaims all warranties, whether express or implied, including any implied warranty of merchantability or fitness for a particular purpose...

BUYER'S SIGNATURE
CO-BUYER'S SIGNATURE
RIVERS LIC. #
SOCIAL SECURITY #

Table with columns: SALES PRICE, SOLD AS EQUIPPED WHEN DELIVERED, LESS CONSUMER INCENTIVE/REBATE(S), TOTAL SALES PRICE, ALLOWANCE FOR TRADE-IN, DIFFERENCE, DEALER'S INVENTORY TAX, SALES TAX, DOCUMENTARY FEE, FULL SERVICE DEPUTY FEE, APPLICATION FOR TEXAS TITLE, INSPECTION STICKER, LICENSE FEE, NET CASH PRICE, 2. PLUS BALANCE ON TRADE, 3. BALANCE BEFORE DOWN PAYMENT, 4. CASH DOWN PAYMENT, UNPAID BALANCE OF NET CASH PRICE.

NOTICE TO NEW MOTOR VEHICLE OWNERS
If you are unable to obtain the repair or correction of any defects in your new motor vehicle which are covered by the warranty on the vehicle, the Texas Motor Vehicle Commission may be able to assist you.

90 COOLING OFF PERIOD
State law does not provide for a "cooling off" or "reflection" period for this sale. After you sign this contract, you may only cancel it if the seller agrees or for legal cause.

THE DEALER'S INVENTORY TAX CHARGE IS INTENDED TO REIMBURSE THE DEALER FOR AD VALOREM TAXES ON ITS MOTOR VEHICLE INVENTORY. THE CHARGE, WHICH IS PAID BY THE DEALER TO THE COUNTY TAX ASSESSOR-COLLECTOR, IS NOT A TAX IMPOSED ON A CONSUMER BY THE GOVERNMENT AND IS NOT REQUIRED TO BE CHARGED BY THE DEALER TO THE CONSUMER.

THE INFORMATION YOU SEE ON THE WINDOW FORM FOR THIS VEHICLE IS PART OF THE CONTRACT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY REPRESENTATIONS IN THE CONTRACT OF SALE.

HELPMAN RIVER OAKS CHRYSLER-JEEP-DODGE CO.
ACCEPTED BY
SALESMAN #
HELPMAN RIVER OAKS CHRYSLER-JEEP-DODGE CO., HOUSTON, TEXAS

MOTOR VEHICLE RETAIL INSTALLMENT SALES CONTRACT
SIMPLE FINANCE CHARGE

Dealer Number _____ Contract Number _____

BUYER INFORMATION: NAME, ADDRESS, CITY, STATE, ZIP, PHONE. SELLER/CREDITOR: WELLS FARGO BANK, ADDRESS, CITY, STATE, ZIP, PHONE. CO-BUYER INFORMATION.

The Buyer is referred to as "you" or "your." The Seller is referred to as "we" or "us." This contract may be transferred by the Seller.
ROMISE TO PAY: The credit price is shown below as the "Total Sales Price." The "Cash Price" is also shown below. By signing this contract, you promise to purchase the vehicle on credit according to the terms of this contract.

VEHICLE IDENTIFICATION

Table with columns: YEAR, MAKE, MODEL, VEHICLE IDENTIFICATION NUMBER, NEW (checkboxes for DEMONSTRATOR, FACTORY, OFFICIAL/EXECUTIVE, USED), USE FOR WHICH PURCHASED (checkboxes for PERSONAL, BUSINESS, AGRICULTURAL).

Trade-in: Make, Model, Year, VIN, License No.

FEDERAL TRUTH-IN-LENDING DISCLOSURES

Table with columns: ANNUAL PERCENTAGE RATE, FINANCE CHARGE, Amount Financed, Total of Payments, Total Sale Price.

Your Payment Schedule Will Be:

Table with columns: Number of Payments, Amount of Payments, When Payments Are Due.

Late Charge: If we do not receive your entire payment within 15 days after it is due (10 days if you are buying a heavy commercial vehicle), you will pay a late charge of 5% of the scheduled payment.
Prepayment: If you pay all that you owe early, you will not have to pay a penalty.
Security Interest: We will have a security interest in the vehicle being purchased.
Additional Information: See this document for more information about nonpayment, default, security interests, and any required repayment in full before the scheduled date.

ITEMIZATION OF AMOUNT FINANCED

Table listing various charges: Cash Price, SALES TAX, Total Downpayment (Gross Trade-In, Net Trade In, Cash, Mfrs. Rebate, Other), Unpaid Balance of Cash Price, Other Charges (Net trade-in payoff, Optional Credit Insurance, Other Optional Insurance, Official Fees, Dealer's Inventory Tax, Sales Tax, Other Taxes, Government License, Registration Fees, Government Certificate of Title Fee).

PROPERTY INSURANCE. You must keep the collateral insured against damage or loss in the amount you owe. You must keep this insurance until you have paid all that you owe under this contract.
If any insurance is checked below, policist or certificates from the insurance companies will describe the terms, conditions, and deductibles.

Optional Credit Life and Credit Disability Insurance

Credit Life insurance and credit disability insurance are not required to obtain credit. They will not be provided unless you sign and agree to pay the extra cost. Your decision to buy or not buy these insurance coverages will not be a factor in the credit approval process.

Form with checkboxes for Credit Life and Credit Disability insurance for one or both buyers.

Insurance Company, Home Office Address.

Credit life insurance pays only the amount you would owe if you paid all your payments on time. Credit disability insurance does not cover any increase in your payment or in the number of payments.
If the term of the insurance is 121 months or longer, the premium is not fixed or approved by the Texas Insurance Commissioner.

You want the insurance indicated above.
Buyer's signature, Date
Co-Buyer's signature, Date

Optional Insurance Coverages and Debt Cancellation Agreement

The granting of credit will not be dependent on the purchase of either the insurance coverages or the debt cancellation agreement described below. It will not be provided unless you sign and agree to pay the extra cost.
Coverage GAP* (checkboxes for 72, 96, 120, 121+ months)

* Other Charges (including amounts paid to credit or other parties)

(Seller may keep part of these amounts.):

A Net trade-in payoff to	\$	N/A
B Cost of Optional Credit Insurance Paid to Insurance Company or Companies		
Life	\$	N/A
Disability	\$	N/A
C Other Optional Insurance Paid to Insurance Company or Companies	\$	688.00
D Official Fees Paid to Government Agencies		
1) to	\$	N/A
2) to	\$	N/A
3) to	\$	N/A
E Debt Cancellation Agreement Fee Paid to the Seller	\$	N/A
F Dealer's Inventory Tax (if Not Included in Cash Price)	\$	56.94
G Sales Tax (if Not Included in Cash Price)	\$	N/A
H Other Taxes (if Not Included in Cash Price)	\$	N/A
I Government License and/or Registration Fees		
J Government Certificate of Title Fees	\$	33.00
K Government Vehicle Inspection Fees	\$	23.75
L Deputy Service Fee Paid to Dealer	\$	5.00
M Documentary Fee (Cargo Documental)	\$	125.00

A DOCUMENTARY FEE IS NOT AN OFFICIAL FEE! A DOCUMENTARY FEE IS NOT REQUIRED BY LAW, BUT MAY BE CHARGED TO BUYERS FOR HANDLING DOCUMENTS RELATING TO THE SALE. A DOCUMENTARY FEE MAY NOT EXCEED A REASONABLE AMOUNT AGREED TO BY THE PARTIES, THIS NOTICE IS REQUIRED BY LAW.

UN CARGO DOCUMENTAL NO ES UN CARGO OFICIAL. LA LEY NO EXIGE QUE SE IMPONGA UN CARGO DOCUMENTAL, PERO ESTE PODRIA CORRERSE A LOS COMPRADORES POR EL MANEJO DE LA DOCUMENTACION EL RELACION CON LA VENTA. UN CARGO DOCUMENTAL NO PUEDE EXCEDER UNA CANTIDAD RAZONABLE ACORDADA POR LAS PARTES. ESTA NOTIFICACION SE EXIGE POR LEY.

N Other Charges (Seller must identify who is paid and describe purpose.)

to State	for Plate Transfer Fee	\$	N/A
to	for	\$	N/A
to	for	\$	N/A
to	for	\$	N/A
to	for	\$	N/A
to	for	\$	N/A
to	for	\$	N/A
to	for	\$	N/A
to	for	\$	N/A
to	for	\$	N/A
to	for	\$	N/A
to	for	\$	N/A
to	for	\$	N/A
Total Other Charges and Amounts Paid to Others on Your Behalf		\$	1007.54 (4)
5 Amount Financed (3 + 4)		\$	26299.57 (5)

>> You want the insurance indicated above.

X N/A Buyer's signature N/A Date
X N/A Co-Buyer's signature N/A Date

Optional Insurance Coverages and Debt Cancellation Agreement

The granting of credit will not be dependent on the purchase of either the insurance coverages or the debt cancellation agreement described below. It will not be provided unless you sign and agree to pay the extra cost. The credit approval process will not be affected by whether or not you buy these insurance coverages or the debt cancellation agreement.

Coverage	Term in Months	Premium or Fee
GAP*	72	\$ 695.00
Debt Cancellation Agreement**		

(Insurance Company)
600 WALNUT STREET
CINCINNATI, OH 45202
(Home Office Address)

*If the vehicle is determined to be a total loss, GAP insurance will pay us the difference between the proceeds of your basic collision policy and the amount you owe on the vehicle, minus your deductible. You can cancel that insurance without charge for 10 days from the date of this contract.

**WE WILL CANCEL CERTAIN AMOUNTS YOU OWE UNDER THIS CONTRACT IN THE CASE OF A TOTAL LOSS OR THEFT OF THE VEHICLE AS STATED IN THE DEBT CANCELLATION AGREEMENT; you can cancel the debt cancellation agreement without charge for a period of 30 days from the date of this contract, or for the period stated in the debt cancellation agreement, whichever period ends later.

If the box next to a premium for an insurance coverage included above is marked, that premium is not fixed or approved by the Texas Insurance Commissioner. A debt cancellation agreement is not insurance and is regulated by the Office of the Consumer Credit Commissioner.

[Redacted Signature Area]

X N/A Co-Buyer's signature N/A Date

LIABILITY INSURANCE: THIS CONTRACT DOES NOT INCLUDE INSURANCE COVERAGE FOR PERSONAL LIABILITY AND PROPERTY DAMAGE CAUSED TO OTHERS.

CONSUMER CREDIT COMMISSIONER NOTICE

To contact ALLY BANK about this account, call (800) 925-2559. This contract is subject in whole or in part to Texas law which is enforced by the Consumer Credit Commissioner, 2601 N. Lamar Blvd., Austin, Texas 78705-4207; (800) 538-1579; www.occo.state.tx.us, and can be contacted relative to any inquiries or complaints.

The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the Finance Charge.

Any change to this contract must be in writing. Both you and we must sign it. No oral changes to this contract are enforceable.

Buyer [Redacted] Co-Buyer X N/A

See back for other important agreements.

CONSUMER WARNING: Notice to the buyer--Do not sign this contract before you read it or if it contains any blank spaces. You are entitled to a copy of the contract you sign. Under the law, you have the right to pay off in advance all that you owe and under certain conditions may save a portion of the finance charge. You will keep this contract to protect your legal rights.

BUYER'S ACKNOWLEDGEMENT OF CONTRACT RECEIPT: YOU AGREE TO THE TERMS OF THIS CONTRACT AND ACKNOWLEDGE RECEIPT OF A COMPLETED COPY OF IT. YOU CONFIRM THAT BEFORE YOU SIGNED THIS CONTRACT, WE GAVE IT TO YOU, AND YOU WERE FREE TO TAKE IT AND REVIEW IT.

Buyer Signs X [Redacted] Date 07/02/12 Co-Buyer Signs X N/A Date N/A

Co-Buyers and Other Owners -- A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other owner signs here X N/A Date N/A Address N/A

Seller signs HELENAN RIVER OAKS CHRYSLER JEEP Date 07/02/12 By X Title MANAGER

THIS CONTRACT IS NOT VALID UNTIL YOU AND WE SIGN IT.

Seller assigns its interest in this contract to ALLY BANK (Assignee) under the terms of Seller's agreement(s) with Assignee.
 Assigned with recourse Assigned without recourse Assigned with limited recourse
Seller HELENAN RIVER OAKS CHRYSLER JEEP By [Redacted Signature] Title MANAGER

TERMS AND CONDITIONS

FINANCE CHARGE AND PAYMENTS

- a. **HOW WE FIGURE THE FINANCE CHARGE.** We figure the Finance Charge using the true daily earnings method as defined by the Texas Finance Code. Under the true daily earnings method, the Finance Charge will be figured by applying the daily rate to the unpaid portion of the Amount Financed for the number of days the unpaid portion of the Amount Financed is outstanding. The daily rate is $1/365^{\text{th}}$ of the Annual Percentage Rate. The unpaid portion of the Amount Financed does not include late charges or return check charges.
- b. **HOW WE WILL APPLY YOUR PAYMENTS.** We will apply your payments in the following order:
1. earned but unpaid finance charge; and
 2. to anything else you owe under this agreement.
- c. **HOW LATE OR EARLY PAYMENTS CHANGE WHAT YOU MUST PAY.** We based the Finance Charge, Total of Payments, and Total Sale Price as if all payments were made as scheduled. If you do not timely make all your payments in at least the correct amount, you will have to pay more Finance Charge. If that happens, your last payment will be more than your final scheduled payment, or at our option, you will have to pay more payments of the same amount as your scheduled payment with a smaller last payment. If you make scheduled payments early, your Finance Charge will be reduced (less). If you make your scheduled payments late, your Finance Charge will increase. We will send you a notice telling you about these changes before the final scheduled payment is due.
- d. **INTEREST AFTER MATURITY.** If you do not pay all you owe when the final payment becomes due, or you do not pay all you owe if we demand payment in full under this contract, you will pay an interest charge on the amount that is still unpaid. That interest charge will be the higher rate of 18% per year or the maximum rate allowed by law, if that rate is higher. The interest charge for this amount will begin the day after the final payment becomes due.
- e. **TRANSFER OF RIGHTS.** We may transfer this contract to another person. That person will then have all our rights, privileges, and remedies.
- f. **SPECIAL PROVISIONS FOR BALLOON PAYMENT CONTRACTS:** A balloon payment is a scheduled payment more than twice the amount of the average of your scheduled payments, other than the downpayment, that are due before the balloon payment. You can pay all you owe when the balloon payment is due and keep your vehicle. If you buy the vehicle primarily for personal, family, or household use, you can enter into a new written agreement to refinance the balloon payment when due without a refinancing fee. If you refinance the balloon payment, your periodic payments will not be larger or more often than the payments in this contract. The annual percentage rate in the new agreement will not be more than the Annual Percentage Rate in this contract. This provision does not apply if your Payment Schedule has been adjusted to your seasonal or irregular income.

YOUR OTHER PROMISES TO US

- a. **USE AND TRANSFER OF THE VEHICLE.** You will not sell or transfer the vehicle without our written permission. If you do sell or transfer the vehicle, this will not release you from your obligations under this contract, and we may charge you a transfer of equity fee of \$25.00 (\$50 for a heavy commercial vehicle). You will promptly tell us in writing if you change your address or the address where you keep the vehicle. We agree you may remove the vehicle from the U.S. for 72 hours or less, if the vehicle will continue to be covered by the insurance this contract requires. Otherwise, you agree not to remove the vehicle from the U.S. without our written permission.
- b. **CARE OF THE VEHICLE.** You agree to keep the vehicle free from all liens, and claims except those that secure this contract. You will timely pay all taxes, fines, or charges pertaining to the vehicle. You will keep the vehicle in good repair. You will not allow the vehicle to be seized or placed in jeopardy or use it illegally. You must pay all you owe even if the vehicle is lost, damaged or destroyed. If a third party takes a lien or claim against or possession of the vehicle, we may pay the third party any cost required to free the vehicle from all liens or claims. We may immediately demand that you pay us the amount paid to the third party for the vehicle. If you do not pay this amount, we may repossess the vehicle and add that amount to the amount you owe. If we do not repossess the vehicle, we may still demand that you pay us, but we cannot compute a finance charge on this amount.
- c. **SECURITY INTEREST.** To secure all that you owe on this contract and all your promises in it, you give us a security interest in:
1. The vehicle including all accessories and parts now or later attached and any other goods financed in this contract;
 2. All insurance proceeds and other proceeds received for the vehicle;
 3. Any insurance policy, service contract or other contract financed by us and any proceeds of those contracts; and
 4. Any refunds of charges included in this contract for insurance, or service contracts.
- This security interest also secures any extension or modification of this contract. The certificate of title must show our security interest in the vehicle.
- d. **AGREEMENT TO KEEP VEHICLE INSURED.** You agree to have physical damage insurance against loss or damage to the vehicle for the term of this

- g. **RETURNED INSURANCE PREMIUMS AND SERVICE CONTRACT CHARGES.** If we get a refund on insurance or service contracts, or other contracts included in the cash price, we will subtract it from what you owe. Once all amounts owed under this contract are paid, any remaining refunds will be paid to you.
- h. **APPLICATION OF CREDITS.** Any credit that reduces your debt will apply to your payments in the reverse order of when they are due, unless we decide to apply it to another part of your debt. The amount of the credit and all finance charge or interest on the credit will be applied to your payments in the reverse order of your payments.

3. IF YOU PAY LATE OR BREAK YOUR OTHER PROMISES

- a. **LATE CHARGE.** You will pay us a late charge as agreed to in this contract when it accrues.
- b. **DEFAULT.** You will be in default if:
1. You do not pay any amount when it is due;
 2. You give false, incomplete, or misleading information on a credit application;
 3. You file bankruptcy, bankruptcy is filed against you, or the vehicle becomes involved in a bankruptcy;
 4. You allow a judgment to be entered against you or the collateral; or
 5. You break any of your promises in this agreement.
- If you default, we can exercise our rights under this contract and our other rights under the law.
- c. **OUR RIGHT TO DEMAND PAYMENT IN FULL.** If you default, or we believe in good faith that you are not going to keep any of your promises, we can demand that you immediately pay all that you owe. We don't have to give you notice that we are demanding or intend to demand immediate payment of all that you owe.
- d. **REPOSSESSION.** If you default, we may repossess the vehicle from you if we do so peacefully. If your vehicle has an electronic tracking device, you agree that we may use the device to find the vehicle. If any personal items are in the vehicle, we can store them for you and give you written notice at your last known address shown on our records within 15 days of discovering that we have your personal items. If you do not ask for these items back within 31 days from the day we mail or deliver the notice to you, we may dispose of them as applicable law allows. Any accessory, equipment, or replacement part stays with the vehicle.
- e. **YOUR RIGHT TO REDEEM.** If we take your vehicle, we will tell you how much you have to pay to get it back. If you do not pay us to get the vehicle back, we can sell it or take other action allowed by law. Your right to redeem ends when the vehicle is sold or we have entered into a contract for sale or accepted the collateral as full or partial satisfaction of a contract.
- f. **DISPOSITION OF THE VEHICLE.** If you don't pay us to get the vehicle back, we can sell it or take other action allowed by law. We will send you notice at least 10 days before we sell it. We can use the money we get from selling it to pay allowed expenses and to reduce the amount you owe. Allowed expenses are expenses we pay as a direct result of taking the vehicle, holding it, preparing it for sale, and selling it. If any money is left, we will pay it to you unless we must pay it to someone else. If the money from the sale is not enough to pay all you owe, you must pay the rest of what you owe us plus interest. If we take or sell the vehicle, you will give us the certificate of title and any other document required by state law to record transfer of title.
- g. **COLLECTION COSTS.** If we hire an attorney who is not our employee to enforce this contract, you will pay reasonable attorney's fees and court costs as the applicable law allows. You will also pay our reasonable out-of-pocket expenses incurred in connection with retaking, holding, and selling the vehicle as the applicable law allows.
- h. **CANCELLATION OF OPTIONAL INSURANCE AND SERVICE CONTRACTS.** This contract may contain charges for insurance or service contracts or for services included in the cash price. If you default, you agree that we can claim benefits under these contracts to the extent allowable, and terminate them to obtain refunds of unearned charges to reduce what you owe or repair the vehicle. If the vehicle is a total loss because it is damaged or stolen, we may claim benefits under these contracts and cancel them to obtain refunds of unearned charges to reduce what you owe.

4. INTEGRATION AND SEVERABILITY CLAUSE

This contract contains the entire agreement between you and us relating to the sale and financing of the vehicle. If any part of this contract is not valid, all other parts stay valid.

5. LEGAL LIMITATIONS ON OUR RIGHTS

If we don't enforce our rights every time, we can still enforce them later. We will exercise all of our rights in a lawful way. You don't have to pay finance charge or other amounts that are more than the law allows. This provision prevails over all other parts of this contract and over all our other acts.

6. SELLER'S DISCLAIMER OF WARRANTIES

Unless the seller makes a written warranty, or enters into a service contract within 90 days from the date of this contract, the seller makes no warranties, express or implied, on the vehicle, and there will be no implied warranties of merchantability or of fitness for a

all liens or claims. We may immediately demand that you pay us the amount paid to the third party for the vehicle. If you do not pay this amount, we may repossess the vehicle and add that amount to the amount you owe. If we do not repossess the vehicle, we may still demand that you pay us, but we cannot compute a finance charge on this amount.

c. **SECURITY INTEREST.** To secure all that you owe on this contract and all your promises in it, you give us a security interest in:

1. The vehicle including all accessories and parts now or later attached and any other goods financed in this contract;
2. All insurance proceeds and other proceeds received for the vehicle;
3. Any insurance policy, service contract or other contract financed by us and any proceeds of those contracts; and
4. Any refunds of charges included in this contract for insurance, or service contracts.

This security interest also secures any extension or modification of this contract. The certificate of title must show our security interest in the vehicle.

d. **AGREEMENT TO KEEP VEHICLE INSURED.** You agree to have physical damage insurance covering loss or damage to the vehicle for the term of this contract. The insurance must cover our interest in the vehicle.

e. **OUR RIGHT TO PURCHASE REQUIRED INSURANCE IF YOU FAIL TO KEEP THE VEHICLE INSURED.** If you fail to give us proof that you have insurance, we may buy physical damage insurance. We may buy insurance that covers your interest and our interest in the vehicle, or we may buy insurance that covers our interest only. You will pay the premium for the insurance and a finance charge at the contract rate. If we obtain collision protection insurance, we will mail notice to your last known address shown in our file.

f. **PHYSICAL DAMAGE INSURANCE PROCEEDS.** You must use physical damage insurance proceeds to repair the vehicle, unless we agree otherwise in writing. However, if the vehicle is a total loss, you must use the insurance proceeds to pay what you owe us. You agree that we can use any proceeds from insurance to repair the vehicle, or we may reduce what you owe under this contract. If we apply insurance proceeds to the amount you owe, they will be applied to your payments in the reverse order of when they are due. If your insurance on the vehicle or credit insurance doesn't pay all you owe, you must pay what is still owed. Once all amounts owed under this contract are paid, any remaining proceeds will be paid to you.

owe or repair the vehicle. If the vehicle is a total loss because it is damaged or stolen, we may claim benefits under these contracts and cancel them to obtain refunds of unearned charges to reduce what you owe.

4. **INTEGRATION AND SEVERABILITY CLAUSE**

This contract contains the entire agreement between you and us relating to the sale and financing of the vehicle. If any part of this contract is not valid, all other parts stay valid.

5. **LEGAL LIMITATIONS ON OUR RIGHTS**

If we don't enforce our rights every time, we can still enforce them later. We will exercise all of our rights in a lawful way. You don't have to pay finance charges or other amounts that are more than the law allows. This provision prevails over all other parts of this contract and over all our other acts.

6. **SELLER'S DISCLAIMER OF WARRANTIES**

Unless the seller makes a written warranty, or enters into a service contract within 90 days from the date of this contract, the seller makes no warranties, express or implied, on the vehicle, and there will be no implied warranties of merchantability or of fitness for a particular purpose.

This provision does not affect any warranties covering the vehicle that the vehicle manufacturer may provide.

7. **Used Car Buyers Guide.** The information you see on the window form for this vehicle is part of this contract. Information on the window form overrides any contrary provisions in the contract of sale.

Spanish Translation: Guía para compradores de vehículos usados. La información que ve en el formulario de la ventanilla para este vehículo forma parte del presente contrato. La información del formulario de la ventanilla deja sin efecto toda disposición en contrario contenida en el contrato de venta.

8. **APPLICABLE LAW**

Federal and Texas law apply to this contract.

NOTICE: ANY HOLDER OF THIS CONSUMER CREDIT CONTRACT IS SUBJECT TO ALL CLAIMS AND DEFENSES WHICH THE DEBTOR COULD ASSERT AGAINST THE SELLER OF GOODS OR SERVICES OBTAINED PURSUANT HERETO OR WITH THE PROCEEDS HEREOF. RECOVERY HEREUNDER BY THE DEBTOR SHALL NOT EXCEED AMOUNTS PAID BY THE DEBTOR HEREUNDER.

This PROVISION applies to this contract only if the vehicle financed in the contract was purchased for personal, family, or household use.

APPLICATION FOR TEXAS CERTIFICATE OF TITLE

SHADED AREAS ARE TO BE COMPLETED BY THE SELLER

TYPE OR PRINT NEATLY IN INK

TAX OFFICE USE ONLY				County Use Only	
Tax Collector _____		County _____		Date _____	
Date _____		Transaction Number _____		SPV \$ _____	
1. Vehicle Identification Number 2C3CDXBG5CH [REDACTED]		2. Year 2012	3. Make DODGE	4. Body Style CHARGER	
5. Model CHARGER	6. Odometer Reading 1 [REDACTED]	7. Empty Weight	8. Carrying Capacity (lbs.)	9. Tonnage	
10. Trailer Type <input type="checkbox"/> Semi <input type="checkbox"/> Full	11. Plate No.	12. Vehicle Unit No.			
14. Applicant's/Owner's Name(s) [REDACTED]					
Address [REDACTED]					
City, State, Zip Code HOUSTON TX [REDACTED] County Name _____					
14a. Registrant's Name (Renewal Notice Recipient) Address City, State, Zip Code County Name _____					
14b. Vehicle Physical Location City, State, Zip Code _____					
15. Previous Owner's Name HELFMAN RIVER OAKS CHRYSLER-JEEP Address 4807 KIRBY DR HOUSTON TX 77098 City, State, Zip Code				15e. QDN - Dealer Use Only P-19969	
THIS MOTOR VEHICLE IS SUBJECT TO THE FOLLOWING FIRST LIEN					
16. 1st Lien Date 02/02/2012		1st Lienholder Name ALLY FINANCIAL Address PO BOX 8102 COCKEYSVILLE MD 21030 City, State, Zip Code		16a. Electronic Title Request? <input type="checkbox"/> YES (16c cannot be checked)	
				16b. Certified Lienholder ID No.: 38057251200	
				16c. Additional Lien(s)? <input type="checkbox"/> YES (Attach Form VTR-267)	
17. FOR CORRECTED TITLE. CHECK REASON(S) <input type="checkbox"/> Change in Vehicle Description <input type="checkbox"/> VIN <input type="checkbox"/> No Change in Ownership <input type="checkbox"/> Add Lien <input type="checkbox"/> Remove Lien <input type="checkbox"/> Odometer Brand <input type="checkbox"/> Odometer Reading					
18. ODOMETER DISCLOSURE - FEDERAL AND STATE LAW REQUIRES THAT YOU STATE THE MILEAGE UPON TRANSFER OF OWNERSHIP. FAILURE TO COMPLETE OR PROVIDING A FALSE STATEMENT MAY RESULT IN FINES AND/OR IMPRISONMENT. I, HELFMAN RIVER OAKS CHRYSLER-JEEP, state that the odometer now reads 10 (no tenths). ** (Name of Seller/Agent) THE MILEAGE SHOWN IS <input type="checkbox"/> A - Actual Mileage <input type="checkbox"/> N - Not Actual Mileage WARNING - ODOMETER DISCREPANCY <input checked="" type="checkbox"/> X - Mileage Exceeds Mechanical Limits ** IF NO SELLER/AGENT, TITLE APPLICANT SHOULD CHECK ONE OF THE 3 BOXES ABOVE UNLESS NUMBER 6 INDICATES "EXEMPT."					
MOTOR VEHICLE TAX STATEMENT					
19. CHECK ONLY IF APPLICABLE <input type="checkbox"/> I hold Motor Vehicle Retailer's (Retail) Permit No. _____ and will satisfy the minimum tax liability (V.A.T.S., Tax Code, §162.046 [c]). <input type="checkbox"/> I am a Dealer or Lessor and qualify to take the Fair Market Value Deduction (V.A.T.S., Tax Code, §162.002 [c]).					
20. DESCRIPTION OF VEHICLE TRADED IN (if any)		Year	Make	Vehicle Identification Number	20a. ADDITIONAL TRADE - INSP? (Y/N)
21. SALES AND USE TAX COMPUTATION <input checked="" type="checkbox"/> (a) Sales Price (\$ 500.00 rebates has been deducted) \$ 25498.00 <input type="checkbox"/> \$90 New Resident Tax - (Previous State) <input type="checkbox"/> (b) Less Trade - In Amount, Describe in Item 20 Above \$ (N/A) <input type="checkbox"/> \$5 Even Trade Tax <input type="checkbox"/> (c) For Dealers/Lessors/Rentals ONLY - Fair Market Value Deduction, Describe in Item 20 Above \$ (N/A) <input type="checkbox"/> \$10 Gift Tax - Affidavit required. Use Comptroller Form 14-217. <input type="checkbox"/> (d) Taxable Amount (Item a. minus Item b./Item c.) \$ 25498.00 <input type="checkbox"/> \$65 Rebuilt Salvage Fee <input type="checkbox"/> (e) 6.25% Tax on Taxable Amount (Multiply Item d. by .0625) \$ 1593.63 <input type="checkbox"/> 2.5% Emissions Fee (Diesel Vehicles 1998 and Older > 14,000 lbs) <input type="checkbox"/> (f) Late Tax Payment Penalty <input type="checkbox"/> 5% or <input type="checkbox"/> 10% \$ (N/A) <input type="checkbox"/> 1% Emissions Fee (Diesel Vehicles 1997 and Newer > 14,000 lbs) <input type="checkbox"/> (g) Tax Paid to _____ (STATE) \$ (N/A) <input type="checkbox"/> Exemption claimed under the Motor Vehicle Sales and Use Tax Law because _____ <input type="checkbox"/> (h) AMOUNT OF TAX AND PENALTY DUE \$ 1593.63 <input checked="" type="checkbox"/> \$25 or \$33 APPLICATION FEE FOR CERTIFICATE OF TITLE (Contact your County Tax Assessor-Collector for the correct fee.) (Item a. plus Item f. minus Item g.)					
I HEREBY CERTIFY THAT ALL STATEMENTS IN THIS DOCUMENT ARE TRUE AND CORRECT TO THE BEST OF MY KNOWLEDGE AND BELIEF.					
22. [REDACTED]		HELFMAN RIVER OAKS CHRYSLER-JEEP		02/02/2012	
		PRINTED NAME (Same as signature)		Date	
23. [REDACTED]		[REDACTED]		02/02/2012	
		PRINTED NAME (Same as signature)		Date	
RIGHTS OF SURVIVORSHIP OWNERSHIP AGREEMENT (MARRIED PERSONS) WE, THE PERSONS WHOSE SIGNATURES APPEAR HEREIN, HEREBY AGREE THAT THE OWNERSHIP OF THE VEHICLE DESCRIBED ON THIS APPLICATION FOR TITLE, SHALL FROM THIS DAY FORWARD BE HELD JOINTLY, AND IN THE EVENT OF DEATH OF EITHER OF THE PERSONS NAMED IN THE AGREEMENT, THE OWNERSHIP OF THE VEHICLE SHALL VEST IN THE SURVIVOR. NON-MARRIED PERSONS ARE REQUIRED TO EXECUTE A RIGHTS OF SURVIVORSHIP OWNERSHIP AGREEMENT FOR A MOTOR VEHICLE. FORM VTR-122					
			SIGNATURE	Date	
			SIGNATURE	Date	
WARNING: Transportation Code, §501.138, provides that falsifying information on file transfer documents is a third-degree felony offense punishable by not more than ten (10) years in prison or not more than one (1) year in a community correctional facility. In addition to imprisonment, a fine of up to \$10,000 may also be imposed.					

07/26/2013 HISTORY LISTING 3651
12:47:16 PAGE 1

CUSTOMER NAME : [REDACTED] SERIAL NO. : 2C3CDXBGSC [REDACTED]

R.O NO. : [REDACTED] R.O DATE : 01/18/2013 R.O TYPE : S
MILEAGE : 11049 ADVISOR NO. : 284

JOB NUMBER : 1 OPERATION 40CHZ OP. DESC. SUBLET
SALE TYPE : W TECHNICIAN NO(S). 628
COMPLAINT : FIRST DAY RENTAL 1 DAY 35.00
CAUSE : FOR RO 717483

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
[REDACTED] 26660303

COMMENTS : FIRST DAY RENTAL 1 DAY 35.00
OK THE RENTAL JL

R.O NO. : [REDACTED] R.O DATE : 01/18/2013 R.O TYPE : S
MILEAGE : 11049 ADVISOR NO. : 284

JOB NUMBER : 1 OPERATION 21CHZ OP. DESC. TRANS DIAG
SALE TYPE : W TECHNICIAN NO(S). 628
COMPLAINT : CUSTOMER STATES WHEN STARTING THE CAR THIS MORNING DISPLAYED
SERVICE SHIFTER. WENT THROUGH THE GEARS SHUT OFF & RESTARTED
THEN MESSAGE WENT AWAY.
CORRECTION : SEE OTHER LINES

JOB NUMBER : 2 OPERATION 09CHZ OP. DESC. LIGHT LINE
SALE TYPE : W TECHNICIAN NO(S). 628
COMPLAINT : CUSTOMER STATES SHIELD BY THE RIGHT REAR TIRE BROKE OFF
WAS IT SECURED BY A TIE STRAP FOR NOW
CORRECTION : UNABLE TO REINSTALL BROKEN BOLT, CAR BEEN HIT UNDER

JOB NUMBER : 3 OPERATION 50CHZ OP. DESC. *LUBE OIL AND FILTER
SALE TYPE : C TECHNICIAN NO(S). 628
COMPLAINT : PERFORM LUBE OIL AND FILTER CHANGE.
REASON : SCHEDULED MAINTENANCE.
CORRECTION : Oil & Filter Change w/ Lube 3.6L 2012

JOB NUMBER : 4 OPERATION 08CHZ OP. DESC. ELECTRICAL DIAG
SALE TYPE : W TECHNICIAN NO(S). 391
COMPLAINT : CUSTOMER STATES SERVICE SHIFTER CAME ON THE DASH
CORRECTION : TIGHTEN PIN CONNECTIONS

COMMENTS : FIRST DAY RENTAL 1 DAY 35.00
YC INV
YC CLOSED

07/26/2013 HISTORY LISTING 3651
13:47:16 PAGE 2

R.O NO. : [REDACTED] R.O DATE : 01/03/2013 R.O TYPE : S
MILEAGE : 10702 ADVISOR NO. : 284

JOB NUMBER : 1 OPERATION 40CHZ OP. DESC. SUMLST
SALE TYPE : W TECHNICIAN NO(S). 628
COMPLAINT : FIRST DAY RENTAL 1 DAY 35.00
CAUSE : FOR RO [REDACTED]
CORRECTION : RENTAL

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
[REDACTED] 08197701

COMMENTS : FIRST DAY RENTAL 1 DAY 35.00
OK THE RENTAL JL

R.O NO. : [REDACTED] R.O DATE : 01/03/2013 R.O TYPE : S
MILEAGE : 10702 ADVISOR NO. : 284

JOB NUMBER : 1 OPERATION 21CHZ OP. DESC. TRANS DIAG
SALE TYPE : W TECHNICIAN NO(S). 628
COMPLAINT : CUSTOMER STATES WILL NOT SHIFT INTO PARK
CAUSE : SHIFTER AND MODULE INTERNAL FAILURE WONT COME OUT OF PARK.
CORRECTION : REPLACE SHIFTER AND MODULE.

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
[REDACTED] 21010336 [REDACTED] 21751321

COMMENTS : SLOT 30
OK 3 GAL GAS--PER DR--3.50 PER GAL--=10.50--DR
OK SHIFTER AND MODULE-DR-1-8-13
MO 10702
YC INV
DA-CLOSED
JOB 1, TECH 628, PART RETURNED SHIFTER & MODULE, 1-9-13, KCO

R.O NO. : [REDACTED] R.O DATE : 01/03/2013 R.O TYPE : S
MILEAGE : 10702 ADVISOR NO. : 284

JOB NUMBER : 1 OPERATION 08CHEZ OP. DESC. RECALL
SALE TYPE : W TECHNICIAN NO(S). 628
COMPLAINT : M30 REPROGRAM PCM AND TCM 04275086AD
CAUSE : RECALL M30
CORRECTION : PERFORM RECALL M30 PROGRAM PCM/TCM.

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
[REDACTED] 08M30182

07/26/2013

HISTORY LISTING

3651

12:47:16

PAGE 3

COMMENTS : SLOT 30

R.O NO. : [REDACTED] R.O DATE : 09/26/2012 R.O TYPE : Q
MILEAGE : 7551 ADVISOR NO. : 990

JOB NUMBER : 1 OPERATION 00CHZ01A OP. DESC. *5 QT LUBE OIL FILT
SALE TYPE : C TECHNICIAN NO(S). 968
CAUSE : SCHEDULED MAINTENANCE.
CORRECTION : OIL & Filter Change W/ Lube 3.6L 2012

JOB NUMBER : 2 OPERATION 00CHZ07A OP. DESC. *REPLACE 2 WIPERS
SALE TYPE : C TECHNICIAN NO(S). 968
COMPLAINT : REPLACE 2 WIPER BLADES.
CAUSE : WORN.
CORRECTION : REPLACED 2 WIPER BLADES.

COMMENTS : 11.95 LOP+WIPERS
DA-INV
DA-CLOSED

R.O NO. : [REDACTED] R.O DATE : 08/16/2012 R.O TYPE : S
MILEAGE : 60531 ADVISOR NO. : 650

JOB NUMBER : 1 OPERATION 05CHZ OP. DESC. BRAKE DIAG.
SALE TYPE : W TECHNICIAN NO(S). 279
COMPLAINT : CUSTOMER STATES THAT WHEN BRAKES ARE APPLIED IN THE MORING,
THEY SEEM TO LOCK UP.
CAUSE : NO PROBLEM FOUND=COULD NOT DUPLICATE AT THIS TIME

JOB NUMBER : 2 OPERATION 23CHZ OP. DESC. BODY/TRIM DIAG.
SALE TYPE : W TECHNICIAN NO(S). 594
COMPLAINT : CUSTOMER STATES THAT THERE IS A RATTLEING IN CENTER DASH
ABOVE RADIO.
CAUSE : INSTRUMENT PANEL BEZEL AND CLIPS CREAK/RATTLE WHEN
DRIVING.
CORRECTION : REMOVED AND REINSTALLED INSTRUMENT PANEL BEZEL TO FOAM
INSULATE BEZEL AND CLIPS.

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
[REDACTED] 23194000

COMMENTS : CUSTOMER WANTS IT BY 3 8/15/12
OK LINE 2 --OC-TIME FOR TECH-894--DR 08-16-12
DA-INV

R.O NO. : [REDACTED] R.O DATE : 08/15/2012 R.O TYPE : P
MILEAGE : 60531 ADVISOR NO. : 495

07/26/2013

HISTORY LISTING

3651

12:47:16

PAGE 4

JOB NUMBER : 1 OPERATION 61CHZADD OP. DESC. ADD/ON
 SALE TYPE : I TECHNICIAN NO(S). 594
 COMPLAINT : ONE TUBE OF TOUCH UP PAINT PKB.
 CORRECTION : TOUCH UP PAINT BILLED TO NEW CAR DEPT.

COMMENTS : CUSTOMER WANTS IT BY 3 8/15/12

R.O NO. : [REDACTED] R.O DATE : 08/14/2012 R.O TYPE : S
 MILEAGE : 6519 ADVISOR NO. : 650

JOB NUMBER : 1 OPERATION 05CHZZG OP. DESC. RECALL
 SALE TYPE : W TECHNICIAN NO(S). 279
 COMPLAINT : M10 ABS/ESC WIRING 66183960AA RECALL
 CORRECTION : PERFORMED M-10

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
 [REDACTED] 06M10182

JOB NUMBER : 2 OPERATION 04CHZ OP. DESC. DRIVEABILITY DIAG
 SALE TYPE : W TECHNICIAN NO(S). 279
 COMPLAINT : CUSTOMER STATES ONLY IN MORNING BRAKES LOCK UP WHEN TRYING
 TO STOP
 CAUSE :
 CORRECTION : SEE R.O.# [REDACTED]

JOB NUMBER : 3 OPERATION 23CHZ OP. DESC. BODY/TRIM DIAG.
 SALE TYPE : W TECHNICIAN NO(S). 594
 COMPLAINT : CUSTOMER STATES THAT THERE IS A RATTLEING IN CENTER DASH
 AREA --RIGHT ABOVE RADIO
 CORRECTION : SEE R.O.# [REDACTED]

COMMENTS : CUSTOMER WANTS IT BY 3 8/15/12
DA-INV

R.O NO. : [REDACTED] R.O DATE : 02/04/2012 R.O TYPE : P
 MILEAGE : 15 ADVISOR NO. : 641

JOB NUMBER : 1 OPERATION 61CHZ OP. DESC. PDI
 SALE TYPE : I TECHNICIAN NO(S). 205
 COMPLAINT : PDI
 CORRECTION : PDI

JOB NUMBER : 2 OPERATION 61CHZEWG OP. DESC. STATE,GAS,STAR SCAN
 SALE TYPE : I TECHNICIAN NO(S). 205
 COMPLAINT : STATE,GAS AND STARSCAN
 CORRECTION : ST. INSP.# Q00445223, SET OPTIONS, ROAD TESTED.

2013-07-30 23:26

>>

8667736152 P 6

07/29/2013

HISTORY LISTING

3651

12:47:16

PAGE 5

COMMENTS : PDI AND STATE



RIVER OAKS CHRYSLER-PLYMOUTH-JEEP

4807 KIRBY DRIVE
HOUSTON, TEXAS 77098
DIRECT SERVICE LINES (713) 831-2802



CELL [REDACTED]

CUSTOMER NO.	ADVISOR CHRIS PATTERSON	TAG NO. 650	90P	INVOICE DATE 08/16/12	INVOICE NO. CHCS700845
	LABOR RATE	LICENSE NO.	MILEAGE 6,519	COLOR BLACK CLEAR	STOCK NO. CH168788
	YEAR / MAKE / MODEL 12/DODGE/CHARGER/CHARGER V6 RWD			DELIVERY DATE 02/02/12	DELIVERY MILES 10
HOUSTON, TX	VEHICLE I.D. NO. 2 C 3 C D X B G 5 C H			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		R.O. DATE 08/14/12	
COMMENTS					MO: 6519

LABOR & PARTS
 J# 1 05CHZG RECALL TECH(S): 279 WARRANTY
 M10 ABS/ESC WIRING 68183960AA RECALL PERFORMED M-10

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 1	1	68183960-AA	WIRING KI 8015008			0.00
				JOB # 1 TOTAL PARTS		0.00
				JOB # 1 TOTAL LABOR & PARTS		0.00

J# 2 04CHZ DRIVEABILITY DIAG TECH(S): 279 WARRANTY
 CUSTOMER STATES ONLY IN MORNING BRAKES LOCK UP WHEN TRYING TO STOP
 SEE R.O.#701117

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

J# 3+25CHZ BODY/TRIM DIAG TECH(S): 594 WARRANTY
 Added Operation (PATTERSONC @ 08/14/2012 17:02)
 CUSTOMER STATES THAT THERE IS A RATTLEING IN CENTER DASH AREA --RIGHT ABOVE RADIO
 SEE R.O.#701117

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

COMMENTS
 CUSTOMER WANTS IT BY 3 8/15/12
 DA: INV

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO GARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL, OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER.

DEALER CODE	REPAIR 1	REPAIR 2	REPAIR 3
8880			

(CHECK (X) APPROPRIATE BOX)

<input type="checkbox"/> CLAIM REVIEW	<input type="checkbox"/> AUTHORIZATION TO SUBMIT CLAIM	<input type="checkbox"/> PARTS SCRAP OUT
---------------------------------------	--	--

\$ PARTS \$ LABOR \$ TOTAL

Authorized Signature And Date

PROGRAM CODE	AUTHORIZATION NUMBER	COMMITMENT NUMBER

DATE AND MILEAGE AT TIME OF VEHICLE RELEASE		
DATE	MILEAGE	
MO. DAY YR.		

TOTAL LABOR	RATE PERCENT	SUB TOTAL	ALLOWANCE

TOTAL CLAIM

SERVICE INSTALLED PARTS		
DATE INSTALLED	ACCURED MILEAGE	ORIGINAL P.O. NO.
MO. DAY YR.	OMY TENTHS	

VISITING OWNER	CROSS REFERENCE NO.
----------------	---------------------

DISCLAIMER OF WARRANTIES
 ANY WARRANTIES ON THE PRODUCT SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER, RIVER OAKS CHRYSLER-PLYMOUTH-JEEP, HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND RIVER OAKS CHRYSLER-PLYMOUTH-JEEP NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

I hereby authorize the repair work hereinafter set forth 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 streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck in the amount of repairs thereto. I hereby agree to the charges as outlined on this receipt and acknowledge receipt of copy thereof.

X
 CUSTOMER'S SIGNATURE



RIVER OAKS CHRYSLER-PLYMOUTH-JEEP

4807 KIRBY DRIVE
HOUSTON, TEXAS 77098
DIRECT SERVICE LINES (713) 831-2802



CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR CHRIS PATTERSON	TAB NO. 650	90P	INVOICE DATE 08/16/12	INVOICE NO. CHCS700845
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 6,519	COLOR BLACK CLEAR	STOCK NO. CH168788
[REDACTED]	YEAR / MAKE / MODEL 12/DODGE/CHARGER/CHARGER V6 RWD			DELIVERY DATE 02/02/12	DELIVERY MILES 10
HOUSTON, TX [REDACTED]	VEHICLE I.D. NO. Z C 3 C D X B G 5 C H [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	P. T. E. NO.	P. O. NO.		R. O. DATE 08/14/12	
[REDACTED]	COMMENTS				MO: 6519

TOTALS

Thank You for your business!

We are now open Saturdays for your convenience from 8am until 1pm!

ALL REPAIRS WERE EXPLAINED TO ME.

.....(Initials)

Book an appointment on line at www.riveroakschrysler.com and receive 10% off your visit

TOTAL LABOR....	0.00
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

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER.

DEALER CODE 5525	REPAIR 1	REPAIR 2	REPAIR 3

(CHECK (X) APPROPRIATE BOX)

<input type="checkbox"/> CLAIMS REVIEW	<input type="checkbox"/> AUTHORIZATION TO SUBMIT CLAIM	<input type="checkbox"/> PARTS SCRAP OUT
--	--	--

\$	\$	\$
PARTS	LABOR	TOTAL

Authorized Signature And Date

PROGRAM CODE	AUTHORIZATION NUMBER	CONSULTANT NUMBER

DATE AND MILEAGE AT TIME OF VEHICLE RELEASE		
DATE		
MILEAGE		
MO.	DAY	YR.

TOTAL LABOR	PRO RATA PERCENT	SUB TOTAL	ALLOWANCE

TOTAL CLAIM

SERVICE INSTALLED PARTS

DATE INSTALLED	ACCRUED MILEAGE	ORIGINAL P.O. NO.

MO.	DAY	YR.	OMT TENTHS

VISITING OWNER

CROSS REFERENCE NO.

DISCLAIMER OF WARRANTIES

ANY WARRANTIES ON THE PRODUCT SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER, RIVER OAKS CHRYSLER-PLYMOUTH-JEEP, HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND RIVER OAKS CHRYSLER-PLYMOUTH-JEEP NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

I hereby authorize the repair work hereinafter set forth 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 streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. I hereby agree to the charges as outlined on this receipt and acknowledge receipt of copy thereof.

X

CUSTOMER'S SIGNATURE



RIVER OAKS CHRYSLER-PLYMOUTH-JEEP

4807 KIRBY DRIVE
HOUSTON, TEXAS 77098
DIRECT SERVICE LINES (713) 831-2802



CELL: [REDACTED]

CUSTOMER NO.	ADVISOR CHRIS PATTERSON	TAG NO. 650	90P	INVOICE DATE 08/16/12	INVOICE NO. CHCS701177
	LABOR RATE	LICENSE NO.	MILEAGE 6,519	COLOR BLACK CLEAR	STOCK NO. CH168788
	YEAR / MAKE / MODEL 12/DODGE/CHARGER/CHARGER V6 RWD			DELIVERY DATE 02/02/12	DELIVERY MILES 10
HOUSTON, TX	VEHICLE ID. NO. 2 C 3 C D X B G 5 C H			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		R.O. DATE 08/16/12	
	COMMENTS				NO: 60531

LABOR & PARTS
 JOB # 1 DSCHZ BRAKE DIAG TECH(S) 279 WARRANTY
 CUSTOMER STATES THAT WHEN BRAKES ARE APPLIED IN THE MORING, THEY SEEM TO LOCK UP.
 NO PROBLEM FOUND=COULD NOT DUPLICATE AT THIS TIME
 JOB # 1 TOTAL LABOR & PARTS 0.00

CH 2+23CHZ BODY/TRIM DIAG TECH(S) 594 WARRANTY
 Added Operation (COLESORR @ 08/16/2012 12:12)
 CUSTOMER STATES THAT THERE IS A RATTLEING IN CENTER DASH ABOVE RADIO, INSTRUMENT PANEL BEZEL AND CLIPS CREAK/RATTLE WHEN DRIVING.
 REMOVED AND REINSTALLED INSTRUMENT PANEL BEZEL TO FOAM INSULATE BEZEL AND CLIPS.
 JOB # 2 TOTAL LABOR & PARTS 0.00

COMMENTS
 CUSTOMER WANTS IT BY 3 8/15/12
 OK LINE 2 -OO-TIME FOR TECH-594--OR 08-16-12
 DA-INV

TOTALS
 Thank You for your business!
 We are now open Saturdays for your convenience from 8am until 1pm!
 ALL REPAIRS WERE EXPLAINED TO ME.
 (Initials)
 Book an appointment on line at, www.riveroakschrysler.com and receive 10% off your visit

TOTAL LABOR....	0.00
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

CUSTOMER SIGNATURE _____

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER.

DEALER CODE 8622	REPAIR 1	REPAIR 2	REPAIR 3
(CHECK (X) APPROPRIATE BOX)			
<input type="checkbox"/> CLAIM REVIEW	<input type="checkbox"/> AUTHORIZATION TO SUBMIT CLAIM	<input type="checkbox"/> PARTS SCRAP OUT	
\$	\$	\$	\$
PARTS	LABOR	TOTAL	

Authorized Signature And Date

PROGRAM CODE	AUTHORIZATION NUMBER	COMMITMENT NUMBER

DATE AND MILEAGE AT TIME OF VEHICLE RELEASE

DATE			MILEAGE	
MO.	DAY	YR.	TOTAL LABOR	PRO RATA PERCENT
			SUB TOTAL	ALLOWANCE
TOTAL CLAIM				

SERVICE INSTALLED PARTS

DATE INSTALLED	ACCRUED MILEAGE	ORIGINAL P.O. NO.
MO. DAY YR.	OMIT TENTHS	

VISITING OWNER _____ CROSS REFERENCE NO. _____

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 ANY WARRANTIES ON THE PRODUCT SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER, RIVER OAKS CHRYSLER-PLYMOUTH-JEEP, HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. AND RIVER OAKS CHRYSLER-PLYMOUTH-JEEP NEITHER ADMITS NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

I hereby authorize the repair work hereinafter set forth 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 streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. I hereby agree to the charges as outlined on this receipt and acknowledge receipt of copy thereof.

X _____
 CUSTOMER'S SIGNATURE



RIVER OAKS CHRYSLER-PLYMOUTH-JEEP

4807 KIRBY DRIVE
HOUSTON, TEXAS 77098
DIRECT SERVICE LINES (713) 831-2802



CELL: [REDACTED]

CUSTOMER NO.	ADVISOR STEVEN GREGOR	TAB NO. 284	76	INVOICE DATE 01/08/13	INVOICE NO. CHCS715871
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 10,702	COLOR BLACK CLEAR	STOCK NO. CH168788
[REDACTED]	YEAR / MAKE / MODEL 12/DODGE/CHARGER/CHARGER V6 RWD	DELIVERY DATE 02/02/12	DELIVERY MILES 10	VEHICLE ID. NO. 2 C 3 C D X B G 5 C H	SELLING DEALER NO.
HOUSTON, TX	F. T. E. NO.	P. O. NO.	R. O. DATE 01/03/13	PRODUCTION DATE	
RESIDENCE PHONE	COMMENTS				MO: 10702

LABOR & PARTS
JOB # 1 21CHZ TRANS DIAG TECH(S): 628 WARRANTY
CUSTOMER STATES WILL NOT SHIFT INTO PARK
SHIFTER AND MODULE INTERNAL FAILURE WONT COME OUT OF PARK.
REPLACE SHIFTER AND MODULE.

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 1	1	1WB67DX9-AC	KNOB GEAR 21030006			WARRANTY
JOB # 1	0	1WB21DX9-AA	SHROUD GE 21030407			WARRANTY
PART ON SPECIAL ORDER						
** QUANTITY 1 IS SPECIAL ORDERED **						
JOB # 1	1	68140727-AD	SHIFTER T 21030407			WARRANTY
					JOB # 1 TOTAL PARTS	0.00
					JOB # 1 TOTAL LABOR & PARTS	0.00

G.O.G. & SUPPLIES	WARRANTY
JOB # 1 FREIGHT (PARTS)	
TOTAL - GOG	0.00

MISC	CODE	DESCRIPTION	CONTROL NO.	WARRANTY
JOB # 1		GAS GAS CHARGE		
TOTAL - MISC				10.50

COMMENTS
SLOT 30
OK 3 GAL GAS - PER DR - 3.50 PER GAL - 10.50 - DR
OK SHIFTER AND MODULE - DR - 1-8-13
MO 10702
YC INV

TOTALS	WARRANTY
Thank You for your business!	
we are now open Saturdays for your convenience from 3am until 1pm!	
ALL REPAIRS WERE EXPLAINED TO ME.	
(Initials)	
ook an appointment on line at www.riveroakschrysler.com	
nd receive 10% off your visit	
TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	10.50
TOTAL MISC DISC.	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE \$	10.50

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER.

DEALER CODE	REPAIR 1	REPAIR 2	REPAIR 3
68280			

(CHECK (X) APPROPRIATE BOX)		
<input type="checkbox"/> CLAIMS REVIEW	<input type="checkbox"/> AUTHORIZATION TO SUBMIT CLAIM	<input type="checkbox"/> PARTS SCRAP OUT

\$	PARTS	\$	LABOR	\$	TOTAL

Authorized Signature And Date		
PROGRAM CODE	AUTHORIZATION NUMBER	COMMITMENT NUMBER

DATE AND MILEAGE AT TIME OF VEHICLE RELEASE	
DATE	MILEAGE

MO.	DAY	YR.	TOTAL LABOR	PRO RATA PERCENT	BUS TOTAL	ALLOWANCE

TOTAL CLAIM

SERVICE INSTALLED PARTS		
DATE INSTALLED	ACCRUED MILEAGE	ORIGINAL R.O. NO.
MO. DAY YR.	OMIT TENTHS	
VISITING OWNER	CROSS REFERENCE NO.	

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I hereby authorize the repair work hereinafter set forth 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 streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs hereto. I hereby agree to the charges as outlined on this receipt and acknowledge receipt of copy thereof.

X
CUSTOMER'S SIGNATURE



RIVER OAKS CHRYSLER-PLYMOUTH-JEEP

4807 KIRBY DRIVE
HOUSTON, TEXAS 77098
DIRECT SERVICE LINES (713) 831-2802



CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR STEVEN GREGOR	TAG NO. 284	76	INVOICE DATE 01/08/13	INVOICE NO. CHCS715873
[REDACTED]	LABOR RATE [REDACTED]	LEASE NO. [REDACTED]	10,702	COLOR BLACK CLEAR	STOCK NO. CH168788
[REDACTED]	YEAR / MAKE / MODEL 12 / DODGE / CHARGER / CHARGER V6 RWD	DELIVERY DATE 02/02/12		DELIVERY MILES 10	
HOUSTON, TX	VEHICLE I.D. NO. 2 C 3 C D X B G 5 C H	SELLING DEALER NO.		PRODUCTION DATE	
[REDACTED]	F. T. E. NO.	P. O. NO.		R. O. DATE 01/03/13	
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS			

MO: 10702

LABOR & PARTS: #1.08CHZ1 RECALL TECH(S): 628 WARRANTY
M30 REPROGRAM PCM AND TCM 04275086AD
RECALL M30
PERFORM RECALL M30 PROGRAM PCM/TCM.
JOB # 1 TOTAL LABOR & PARTS 0.00

COMMENTS: SLOT 30
TOTALS:
Thank You for your business!
We are now open Saturdays for your convenience from 8am until 1pm!
ALL REPAIRS WERE EXPLAINED TO ME.
.....(Initials)
TOTAL LABOR.... 0.00
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

Book an appointment on line at www.riveroakschrysler.com and receive 10% off your visit

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER.

DEALER CODE	REPAIR 1	REPAIR 2	REPAIR 3
0888			

(CHECK (X) APPROPRIATE BOX)		
<input type="checkbox"/> CLAIMS REVIEW	<input type="checkbox"/> AUTHORIZATION TO SUBMIT CLAIM	<input type="checkbox"/> PARTS SCRAP OUT
\$	\$	\$
PARTS	LABOR	TOTAL

Authorized Signature And Date		
PROGRAM CODE	AUTHORIZATION NUMBER	COMMITMENT NUMBER

DATE AND MILEAGE AT TIME OF VEHICLE RELEASE	
DATE	MILEAGE

MO.	DAY	YR.	TOTAL LABOR	PRO RATA PERCENT	SUB TOTAL	ALLOWANCE

TOTAL CLAIM	
-------------	--

SERVICE INSTALLED PARTS		
DATE INSTALLED	ACQUIRED MILEAGE	ORIGINAL P.O. NO.

MO.	DAY	YR.	OMIT TENTHS

VISITING OWNER	CROSS REFERENCE NO.
----------------	---------------------

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X
CUSTOMER'S SIGNATURE



RIVER OAKS CHRYSLER-PLYMOUTH-JEEP

4807 KIRBY DRIVE
HOUSTON, TEXAS 77098
DIRECT SERVICE LINES (713) 831-2802



CELL: [REDACTED]

CUSTOMER NO.	ADVISOR STEVEN GREGOR	TAG NO. 284	INVOICE DATE 07/26/13	INVOICE NO. CHCS739030
LABOR RATE	LICENSE NO.	MILEAGE 18,746	COLOR BLACK CLEAR	STOCK NO. CHI68788
YEAR / MAKE / MODEL 12 / DODGE / CHARGER / CHARGER V6 RWD	DELIVERY DATE 02/02/12	DELIVERY MILES 10	SELLING DEALER NO.	PRODUCTION DATE
VEHICLE ID. NO. 2 C 3 C D X B G 5 C H	F. T. E. NO.	P. O. NO.	R. O. DATE 07/26/13	
RESIDENCE PHONE	COMMENTS			MO: 18746

LABOR & PARTS
J# 1 08CHZ ELECTRICAL DIAG TECH(S): 704 WARRANTY
 CUSTOMER STATES CAR DIED & RIGHT BEFORE IT DIED SCREEN
 SHOWED KEY NOT DETECTED
 ALTERNATOR DIODES FAILED SHORTED TO GROUND
 REPLACED ALTERNATOR

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 1	1	RL801779-AG	ALTERNATO	8028003		WARRANTY
JOB # 1	-1	RL801779-AG	CORE RETURN			WARRANTY
				JOB # 1 TOTAL PARTS	0.00	
				JOB # 1 TOTAL LABOR & PARTS	0.00	

J# 2+08CHZF ELECTRICAL DIAG TECH(S): 704 WARRANTY
 Added Operation (GREGORS @ 07/26/2013 09:57)
 NO POWER WHEN PUSHED CHECK BATTERY
 BATTERY FAILED LOAD TEST BAD CELL
 REPLACED BATTERY

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 2	1	BB0H7730-AA	BATTERY S	1083001		WARRANTY
JOB # 2	-1	BB0H7730-AA	CORE RETURN			WARRANTY
				JOB # 2 TOTAL PARTS	0.00	
				JOB # 2 TOTAL LABOR & PARTS	0.00	

COMMENTS
 N SLOT 34-35
 K THA ITH PER LG AUTH TO REPLACE ALTERNATOR 07/26/13
 R8 SERVICE CODE G014S-1S9E2-00003
 I TECH SERVICE CODE G014S1S9E200002
 K BATTERY--DR-07-26-13
 JB 1. TECH 704. PART RETURNED ALTERNATOR, 7-26-13. RCO

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER.

DEALER CODE	REPAIR 1	REPAIR 2	REPAIR 3
08235			

(CHECK (X) APPROPRIATE BOX)

<input type="checkbox"/> CLAIMS REVIEW	<input type="checkbox"/> AUTHORIZATION TO SUBMIT CLAIM	<input type="checkbox"/> PARTS SOFAP OUT
--	--	--

\$ PARTS \$ LABOR \$ TOTAL

Authorized Signature And Date

PROGRAM CODE	AUTHORIZATION NUMBER	COMMITMENT NUMBER

DATE AND MILEAGE AT TIME OF VEHICLE RELEASE

DATE	MILEAGE

MO.	DAY	YR.	TOTAL LABOR	PRO RATA PERCENT	SUB TOTAL	ALLOWANCE

TOTAL CLAIM

SERVICE INSTALLED PARTS

DATE INSTALLED	ACCUMULATED MILEAGE	ORIGINAL R.O. NO.

NO.	DAY	YR.	UNIT TENTHS	VISITING OWNER	CROSS REFERENCE NO.

DISCLAIMER OF WARRANTIES
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I hereby authorize the repair work hereinafter set forth 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 streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. I hereby agree to the charges as outlined on this receipt and acknowledge receipt of copy thereof.

X
CUSTOMER'S SIGNATURE



RIVER OAKS
CHRYSLER-PLYMOUTH-JEEP
 4807 KIRBY DRIVE
 HOUSTON, TEXAS 77098
 DIRECT SERVICE LINES (713) 831-2802



CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR STEVEN GREGOR	TAB NO. 284	INVOICE DATE 07/26/13	INVOICE NO. CHCS739030
[REDACTED]	LABOR RATE [REDACTED]	LICENSE NO. [REDACTED]	MILEAGE 18,746	COLOR BLACK CLEAR
[REDACTED]	YEAR / MAKE / MODEL 12/DODGE/CHARGER/CHARGER V6 RWD	DELIVERY DATE 02/02/12	STOCK NO. CH168788	DELIVERY MILES 10
HOUSTON, TX [REDACTED]	VEHICLE ID. NO. 2 C 3 C D X B G 5 C H [REDACTED]	SELLING DEALER NO.	PRODUCTION DATE	
[REDACTED]	F. T. E. NO.	P. O. NO.	R. O. DATE 07/26/13	
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS	MO: 18746	

<p>TOTALS-----</p> <p>Thank You for your business!</p> <p>We are now open Saturdays for your convenience from 8am until 1pm!</p> <p>ALL REPAIRS WERE EXPLAINED TO ME.</p> <p>.....(Initials)</p> <p>Book an appointment on line at, www.riveroakschrysler.com and receive 10% off your visit</p>		<p>TOTAL LABOR.... 0.00</p> <p>TOTAL PARTS.... 0.00</p> <p>TOTAL SUBLET... 0.00</p> <p>TOTAL G.O.G.... 0.00</p> <p>TOTAL MISC CHG. 0.00</p> <p>TOTAL MISC DISC 0.00</p> <p>TOTAL TAX..... 0.00</p> <p>TOTAL INVOICE \$ 0.00</p>	<p>NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER.</p> <table border="1"> <tr> <th>DEALER CODE</th> <th>REPAIR 1</th> <th>REPAIR 2</th> <th>REPAIR 3</th> </tr> <tr> <td>0000</td> <td></td> <td></td> <td></td> </tr> </table> <p>(CHECK (X) APPROPRIATE BOX)</p> <table border="1"> <tr> <td><input type="checkbox"/> CLAIM REVIEW</td> <td><input type="checkbox"/> AUTHORIZATION TO SUBMIT CLAIM</td> <td><input type="checkbox"/> PARTS SCRAP OUT</td> </tr> </table> <table border="1"> <tr> <td>\$</td> <td>\$</td> <td>\$</td> </tr> <tr> <td>PARTS</td> <td>LABOR</td> <td>TOTAL</td> </tr> </table> <p>Authorized Signature And Date</p> <table border="1"> <tr> <th>PROGRAM CODE</th> <th>AUTHORIZATION NUMBER</th> <th>COMMITMENT NUMBER</th> </tr> <tr> <td></td> <td></td> <td></td> </tr> </table> <p>DATE AND MILEAGE AT TIME OF VEHICLE RELEASE</p> <table border="1"> <tr> <th colspan="3">DATE</th> <th colspan="2">MILEAGE</th> </tr> <tr> <th>MO.</th> <th>DAY</th> <th>YR.</th> <th></th> <th></th> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </table> <table border="1"> <tr> <th>TOTAL LABOR</th> <th>PRIO RATA PERCENT</th> <th>SUB TOTAL</th> <th>ALLOWANCE</th> </tr> <tr> <td></td> <td></td> <td></td> <td></td> </tr> </table> <p>TOTAL CLAIM</p> <p>SERVICE INSTALLED PARTS</p> <table border="1"> <tr> <th>DATE INSTALLED</th> <th>ACCUMULATED MILEAGE</th> <th>ORIGINAL P.O. NO.</th> </tr> <tr> <td></td> <td></td> <td></td> </tr> </table> <table border="1"> <tr> <th>MO.</th> <th>DAY</th> <th>YR.</th> <th>OMIT TENTHS</th> </tr> <tr> <td></td> <td></td> <td></td> <td></td> </tr> </table> <p>VISITING OWNER CROSS REFERENCE NO.</p>	DEALER CODE	REPAIR 1	REPAIR 2	REPAIR 3	0000				<input type="checkbox"/> CLAIM REVIEW	<input type="checkbox"/> AUTHORIZATION TO SUBMIT CLAIM	<input type="checkbox"/> PARTS SCRAP OUT	\$	\$	\$	PARTS	LABOR	TOTAL	PROGRAM CODE	AUTHORIZATION NUMBER	COMMITMENT NUMBER				DATE			MILEAGE		MO.	DAY	YR.								TOTAL LABOR	PRIO RATA PERCENT	SUB TOTAL	ALLOWANCE					DATE INSTALLED	ACCUMULATED MILEAGE	ORIGINAL P.O. NO.				MO.	DAY	YR.	OMIT TENTHS				
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CUSTOMER SIGNATURE

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X
 CUSTOMER'S SIGNATURE



RIVER OAKS CHRYSLER-PLYMOUTH-JEEP

4807 KIRBY DRIVE
HOUSTON, TEXAS 77098
DIRECT SERVICE LINES (713) 831-2802



CELL: [REDACTED]

CUSTOMER NO.	ADVISOR STEVEN GREGOR	TAG NO. 284	INVOICE DATE 01/18/13	INVOICE NO. CHCS717483
LABOR RATE	LICENSE NO.	11,049	COLOR BLACK CLEAR	STOCK NO. CH168788
YEAR / MAKE / MODEL 12 / DODGE / CHARGER / CHARGER V6 RWD	DELIVERY DATE 02/02/12	DELIVERY MILES 10	VEHICLE I.D. NO. 2 C 3 C D X B G 5 C H	SELLING DEALER NO.
HOUSTON, TX	R.T.E. NO.	P.O. NO.	R.O. DATE 01/18/13	PRODUCTION DATE
RESIDENCE PHONE	COMMENTS			

MO: 11049

J# 1-21CHZ TRANS DIAG TECH(S): 628 WARRANTY
CUSTOMER STATES WHEN STARTING THE CAR THIS MORNING DISPLAYED SERVICE SHIFTER. WENT THROUGH THE GEARS SHUT OFF & RESTARTED THEN MESSAGE WENT AWAY. SEE OTHER LINES

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

J# 2-09CHZ LIGHT LINE TECH(S): 628 WARRANTY
CUSTOMER STATES SHIELD BY THE RIGHT REAR TIRE BROKE OFF HAS IT SECURED BY A TIE STRAP FOR NOW UNABLE TO REINSTALL BROKEN BOLT. CAR BEEN HIT UNDER

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

J# 3-50CHZ LUBE OIL AND FILTER TECH(S): 628 14.45
Added Operation (GREGORS @ 01/18/2013 11:40)
PERFORM LUBE OIL AND FILTER CHANGE. SCHEDULED MAINTENANCE. Oil & Filter Change W/ Lube 3.6L 2012

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 3	1	68079744-AB	FILTER EN 9057006	8.00	8.00	8.00
JOB # 3	6	68055890-AA	OIL 5W20 1081090	2.50	2.50	15.00
				JOB # 3 TOTAL PARTS		23.00
				JOB # 3 TOTAL LABOR & PARTS		37.45

J# 4-08CHZ ELECTRICAL DIAG TECH(S): 391 WARRANTY
Added Operation (GREGORS @ 01/18/2013 12:01)
CUSTOMER STATES SERVICE SHIFTER CAME ON THE DASH TIGHTEN PIN CONNECTIONS

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

MISC	CODE	DESCRIPTION	CONTROL NO.	PRICE
JOB # A	SS	SHOP SUPPLIES		0.65
			TOTAL - MISC	0.65

COMMENTS
FIRST DAY RENTAL 1 DAY 35.00
YC INV
YC CLOSED

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DEALER CODE	REPAIR 1	REPAIR 2	REPAIR 3
6029			
(CHECK <input type="checkbox"/> APPROPRIATE BOX)			
<input type="checkbox"/> CLAIM REVIEW	<input type="checkbox"/> AUTHORIZATION TO SUBMIT CLAIM	<input type="checkbox"/> PARTS SCRAP OUT	

PARTS	LABOR	TOTAL

Authorized Signature And Date

PROGRAM CODE	AUTHORIZATION NUMBER	COMMITMENT NUMBER

DATE AND MILEAGE AT TIME OF VEHICLE RELEASE	
DATE	MILEAGE

NO.	DAY	YR.	PRO RATA PERCENT	SUB TOTAL	ALLOWANCE
TOTAL LABOR					

TOTAL CLAIM

SERVICE INSTALLED PARTS

DATE INSTALLED	ACCRUED MILEAGE	ORIGINAL P.O. NO.

NO.	DAY	YR.	QUIT TENTHS

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RESIDENCE PHONE [REDACTED]	COMMENTS			

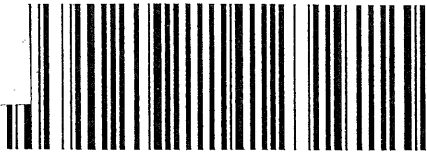
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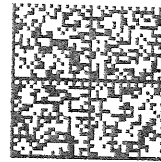
CUSTOMER SIGNATURE _____


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TOTAL LABOR	PRC RATA PERCENT	SUB TOTAL	ALLOWANCE
TOTAL CLAIM			
SERVICE INSTALLED PARTS			
DATE INSTALLED	ACCURED MILEAGE	ORIGINAL P.O. NO.	
MO.	DAY	YR.	QANT TENTHS
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UNITED STATES POSTAGE

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Office of the General Counsel
Chrysler Group, LLC
1000 Chrysler Drive
CIMS 485-12-32
Auburn Hills, MI 48326-2766

13-62

1241117
Gadberry

WEISBERG & MEYERS, LLC
ATTORNEYS FOR CONSUMERS
5025 NORTH CENTRAL AVE, #602
PHOENIX, ARIZONA 85012
602-445-9819
888-595-9111 (TOLL FREE)
866-565-1327 FACSIMILE
WWW.ATTORNEYSFORCONSUMERS.COM

EXTENSION: 275 WRITER LICENSED IN: TEXAS
E-MAIL: NOAH.RADBIL@ATTORNEYSFORCONSUMERS.COM

August 19, 2013

Office of the General Counsel
Chrysler Group, LLC
1000 Chrysler Drive
CIMS 485-12-32
Auburn Hills, MI 48326-2766


Re: [REDACTED] v. Chrysler Group, LLC
Our Client: [REDACTED]
Your Client: Chrysler Group, LLC
Vehicle: 2012 Dodge Charger
VIN: 2C3CDXBG5CH [REDACTED]
Our File Number: [REDACTED]

Dear Sir/Madam:

Chrysler Group LLC was first given notice of our client's claims on or about August 5, 2013. Despite the passage of two weeks, we have not been able to reach a resolution.

We would prefer to resolve this matter amicably without having to initiate litigation. Should you wish to enter a negotiated settlement to our client's claims and avoid further expense, please contact us as soon as possible. We will delay the filing of our client's complaint appropriately to that end.

Sincerely,


Noah D. Radbil

NR/cb

RECEIVED

AUG 27 2013

MILLER, CANFIELD, PADDOCK
AND STONE, P.L.C.

Chrysler Group LLC
Office of the General Counsel

AUG 26 2013

By  Mail/Reg. Agent/
Sec. of State/Proc. Server



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COMMENTS:
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 K THA ITH PER LG AUTH TO REPLACE ALTERNATOR 07/26/13
 R8 SERVICE CODE G014S-1S9E2-00003
 I TECH SERVICE CODE G014S1S9E200002
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DEALER CODE	REPAIR 1	REPAIR 2	REPAIR 3
08235			

(CHECK (X) APPROPRIATE BOX)

<input type="checkbox"/> CLAIMS REVIEW	<input type="checkbox"/> AUTHORIZATION TO SUBMIT CLAIM	<input type="checkbox"/> PARTS SHIP OUT
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\$ PARTS \$ LABOR \$ TOTAL

Authorized Signature And Date

PROGRAM CODE	AUTHORIZATION NUMBER	COMMITMENT NUMBER

DATE AND MILEAGE AT TIME OF VEHICLE RELEASE

DATE	MILEAGE

MO.	DAY	YR.	TOTAL LABOR	PRO RATA PERCENT	SUB TOTAL	ALLOWANCE

TOTAL CLAIM

SERVICE INSTALLED PARTS

DATE INSTALLED	ACCUMULATED MILEAGE	ORIGINAL R.O. NO.

NO.	DAY	YR.	UNIT TENTHS	VISITING OWNER	CROSS REFERENCE NO.

DISCLAIMER OF WARRANTIES
 ANY WARRANTIES ON THE PRODUCT SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER, THE SELLER, RIVER OAKS CHRYSLER-PLYMOUTH-JEEP, HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND RIVER OAKS CHRYSLER-PLYMOUTH-JEEP NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

I hereby authorize the repair work hereinafter set forth 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 streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. I hereby agree to the charges as outlined on this receipt and acknowledge receipt of copy thereof.

X
CUSTOMER'S SIGNATURE



RIVER OAKS
CHRYSLER-PLYMOUTH-JEEP
 4807 KIRBY DRIVE
 HOUSTON, TEXAS 77098
 DIRECT SERVICE LINES (713) 831-2802



CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR STEVEN GREGOR	TAB NO. 284	INVOICE DATE 07/26/13	INVOICE NO. CHCS739030
[REDACTED]	LABOR RATE [REDACTED]	LICENSE NO. [REDACTED]	MILEAGE 18,746	COLOR BLACK CLEAR
[REDACTED]	YEAR / MAKE / MODEL 12/DODGE/CHARGER/CHARGER V6 RWD	DELIVERY DATE 02/02/12	STOCK NO. CH168788	DELIVERY MILES 10
HOUSTON, TX [REDACTED]	VEHICLE ID. NO. 2 C 3 C D X B G 5 C H [REDACTED]	SELLING DEALER NO.	PRODUCTION DATE	
[REDACTED]	F. T. E. NO.	P. O. NO.	R. O. DATE 07/26/13	
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS		

MO: 18746

TOTALS-----

Thank You for your business!

We are now open Saturdays for your convenience from 8am until 1pm!

ALL REPAIRS WERE EXPLAINED TO ME.

.....(Initials)

Book an appointment on line at www.riveroakschrysler.com and receive 10% off your visit

TOTAL LABOR.... 0.00
 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

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER.

DEALER CODE 0028	REPAIR 1	REPAIR 2	REPAIR 3
(CHECK (X) APPROPRIATE BOX)			
<input type="checkbox"/> CLAIM REVIEW	<input type="checkbox"/> AUTHORIZATION TO SUBMIT CLAIM	<input type="checkbox"/> PARTS SCRAP OUT	
\$	\$	\$	TOTAL
PARTS	LABOR		

Authorized Signature And Date

PROGRAM CODE	AUTHORIZATION NUMBER	COMMITMENT NUMBER

DATE AND MILEAGE AT TIME OF VEHICLE RELEASE

DATE			MILEAGE		
MO.	DAY	YR.			

TOTAL LABOR	PRO RATA PERCENT	SUB TOTAL	ALLOWANCE

TOTAL CLAIM

SERVICE INSTALLED PARTS

DATE INSTALLED	ACCUMULATED MILEAGE	ORIGINAL P.O. NO.
MO. DAY YR.	OMIT TENTHS	

VISITING OWNER

CROSS REFERENCE NO.

DISCLAIMER OF WARRANTIES
 ANY WARRANTIES ON THE PRODUCT SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER, RIVER OAKS CHRYSLER-PLYMOUTH-JEEP, HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. AND RIVER OAKS CHRYSLER-PLYMOUTH-JEEP NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

I hereby authorize the repair work hereinafter set forth 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 streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. I hereby agree to the charges as outlined on this receipt and acknowledge receipt of copy thereof.

X
 CUSTOMER'S SIGNATURE

PE14-022

CHRYSLER

10-3-2014

ENCLOSURE 4

LEGAL CLAIMS

04/24/2013

CT Log Number 522591673

TO: Melissa Graylin
Chrysler Group LLC
Office Of General Counsel, 1000 Chrysler Drive
CIMS: [REDACTED]
Auburn Hills, MI 48326-2766

RE: Process Served In New Jersey

FOR: Chrysler Group LLC (Domestic State: DE)

ENCLOSED ARE COPIES OF LEGAL PROCESS RECEIVED BY THE STATUTORY AGENT OF THE ABOVE COMPANY AS FOLLOWS:

TITLE OF ACTION: [REDACTED] vs. Chrysler Group LLC, Dft.

DOCUMENT(S) SERVED: Summons, Attachment(s), Case Information Statement, Complaint, Jury Demand, Certification(s), Designation(s), Exhibit(s)

COURT/AGENCY: Ocean County Superior Court - Law Division, NJ
Case # [REDACTED]

NATURE OF ACTION: Product Liability Litigation - Manufacturing Defect - Failure to repair the new 2011 Dodge Charger, Vin# 2B3CL3CG9BH [REDACTED]

ON WHOM PROCESS WAS SERVED: The Corporation Trust Company, West Trenton, NJ

DATE AND HOUR OF SERVICE: By Process Server on 04/24/2013 at 13:35

JURISDICTION SERVED : New Jersey

APPEARANCE OR ANSWER DUE: Within 35 days, not counting the date you received it

ATTORNEY(S) / SENDER(S): Jacqueline C. Herritt, Esquire
Kimmel & Silverman, P.C.
Executive Quarters
1930 E. Marlton Pike
Suite Q29
Cherry Hill, NJ 08003
856-429-8334

ACTION ITEMS: CT has retained the current log, Retain Date: 04/24/2013, Expected Purge Date: 04/29/2013
Image SOP

SIGNED: The Corporation Trust Company
PER: Marc Ambrosino
ADDRESS: 820 Bear Tavern Road
3rd Floor
West Trenton, NJ 08628
TELEPHONE: 609-538-1818

APPENDIX XII. SUMMONS AND CIVIL CASE INFORMATION STATEMENT (CIS)

APPENDIX XII- A. SUMMONS

Attorney(s): JACQUELINE C. HERRITT, ESQUIRE
Address: Executive Quarters
1930 E. Marlton Pike, Suite Q29
Cherry Hill, NJ 08003
Telephone No.: 856-429-8334
Attorney(s) for Plaintiff(s)

<p>[REDACTED]</p>	Plaintiff(s)	SUPERIOR COURT OF NEW JERSEY LAW DIVISION OCEAN COUNTY
vs.		
Chrysler Group LLC	Defendant(s)	DOCKET NO. [REDACTED] CIVIL ACTION
		Summons

From The State of New Jersey To the Defendant(s) Named Above:

The plaintiff, named above, has filed a lawsuit against you in the Superior Court of New Jersey. The complaint attached to this summons states the basis for this lawsuit. If you dispute this complaint, you or your attorney must file a written answer or motion and proof of service with the deputy clerk of the Superior Court in the county listed above within 35 days from the date you received this summons, not counting the date you received it. (The address of each deputy clerk of the Superior Court is provided.) If the complaint is one in foreclosure, then you must file your written answer or motion and proof of service with the Clerk of the Superior Court, Hughes Justice Complex, CN-971, Trenton, NJ 08625. A filing fee payable to the Treasurer, State of New Jersey and a completed Case Information Statement (available from the deputy clerk of the Superior Court) must accompany your answer or motion when it is filed. You must also send a copy of your answer or motion to plaintiff's attorney whose name and address appear above, or to plaintiff, if no attorney is named above. A telephone call will not protect your rights; you must file and serve a written answer or motion (with fee of \$135.00 and completed Case Information Statement) if you want the court to hear your defense.

If you do not file and serve a written answer or motion within 35 days, the court may enter a judgment against you for the relief plaintiff demands, plus interest and costs of suit. If judgment is entered against you, the Sheriff may seize your money, wages or property to pay all or part of the judgment.

If you cannot afford an attorney, you may call the Legal Services office in the county where you live. A list of these offices is provided. If you do not have an attorney and are not eligible for free legal assistance, you may obtain a referral to an attorney by calling one of the Lawyer Referral Services. A list of these numbers is also provided. Lawyer Referral Service

Jennifer M. Perez
Acting Clerk of the Superior Court Clerk

Dated: April 24, 2013
Name of Defendant to be Served: Chrysler Group LLC
Address of the Defendant to be Served:

ATLANTIC COUNTY:
Deputy Clerk of the Superior
Court Civil Division, Direct Filing
1201 Bacharach Blvd., First
Fl. Atlantic City, NJ 08401

LA WYER REFERRAL
(609) 345-3444
LEGAL SERVICES
(609) 348-4200

BERGEN COUNTY:
Deputy Clerk of the Superior Court
Case Processing Section, Room
119 Justice Center, 10 Main St.
Hackensack, NJ 07601-0769

LAWYER REFERRAL
(201) 488-0044
LEGAL SERVICES
(201) 487-2166

BURLINGTON COUNTY:
Deputy Clerk of the Superior
Court Central Processing Office
Attn: Judicial Intake
First Fl., Courts Facility
49 Rancocas Rd.
Mt. Holly, NJ 08060;

LA WYER REFERRAL
(609) 261-4862
LEGAL SERVICES
(609) 261-1088

CAMDEN COUNTY:
Deputy Clerk of the Superior
Court Civil Processing Office
1st Fl., Hall of Records
101 S. Fifth St.
Camden, NJ 08103

LA WYER REFERRAL
(856) 964-4520
LEGAL SERVICES
(856) 964-2010

CAPE MAY COUNTY:
Deputy Clerk of the Superior
Court 9 N. Main Street
Box DN-209
Cape May Court House, NJ 08210

LAWYER REFERRAL
(609) 463-03 13
LEGAL SERVICES
(609) 465-3001

CUMBERLAND COUNTY:
Deputy Clerk of the Superior
Court Civil Case Management
Office Broad & Fayette Sts., P.O.
Box 615 Bridgeton, NJ 08302

LA WYER REFERRAL
(856) 692-6207
LEGAL SERVICES
(856) 451-0003

ESSEX COUNTY:
Deputy Clerk of the Superior
Court 50 West Market Street
Room 131
Newark, NJ 07102

LA WYER REFERRAL
(973) 622-6207
LEGAL SERVICES
(973) 624-4500

GLOUCESTER COUNTY:
Deputy Clerk of the Superior
Court Civil Case Management
Office Attn: Intake
First Fl., Court House
1 North Broad Street, P.O. Box
129 Woodbury, NJ 08096

LA WYER REFERRAL
(856) 848-4589
LEGAL SERVICES
(856) 848-5360

HUDSON COUNTY:
Deputy Clerk of the Superior
Court Superior Court, Civil
Records Dept. Breunau Court
House] st Floor 583 Newark Ave.
Jersey City, NJ 07306

LAWYER REFERRAL
(201) 798-2727
LEGAL SERVICES
(201) 792-6363

HUNTERDON COUNTY:
Deputy Clerk of the Superior Court
Civil Division
65 Park Avenue
Flemington, NJ 08822

LA WYER REFERRAL
(908) 735-2611
LEGAL SERVICES
(908) 782-7979

MERCER COUNTY:
Deputy Clerk of the Superior Court
Local Filing Office, Courthouse 175
S. Broad Street, P.O. Box 8068
Trenton, NJ 08650

LA WYER REFERRAL
(609) 585-6200
LEGAL SERVICES
(609) 695-6249

MIDDLESEX COUNTY:
Deputy Clerk of the Superior Court
Administration Building
Third Floor
1 Kennedy Sq., P.O. Box 2633
New Brunswick, NJ 08903-2633

LA WYER REFERRAL
(732) 828-0053
LEGAL SERVICES
(732) 249-7600

MONMOUTH COUNTY:
Deputy Clerk of the Superior Court
Court House
71 Monument Park
P.O. Box 1269
Freehold, NJ 07728-1269

LA WYER REFERRAL
(732) 431-5544
LEGAL SERVICES
(732) 866-0020

MORRIS COUNTY:
Deputy Clerk of the Superior Court
Civil Division
30 Schuyler Pl., P.O. Box 910
Morristown, NJ 07960-0910

LA WYER REFERRAL
(973) 267-5882
LEGAL SERVICES
(973) 285-6911

OCEAN COUNTY:
Deputy Clerk of the Superior Court
Court House, Room 119
118 Washington Street
Toms River, NJ 08754

LAWYER REFERRAL
(732) 240-3666
LEGAL SERVICES
(732) 341-2727

PASSAIC COUNTY:
Deputy Clerk of the Superior Court
Civil Division
Court House
77 Hamilton St.
Paterson, NJ 07505

LA WYER REFERRAL
(973) 278-9223
LEGAL SERVICES
(973) 345-7171

SALEM COUNTY:
Deputy Clerk of the Superior Court
92 Market St., P.O. Box 18
Salem, NJ 08079

LA WYER REFERRAL
(856) 935-5628
LEGAL SERVICES
(856) 451-0003

SOMERSET COUNTY:
Deputy Clerk of the Superior Court Civil
Division Office
New Court House, 3rd Fl.
P.O. Box 3000
Somerville, NJ 08876

LAWYER REFERRAL
(908) 685-2323
LEGAL SERVICES
(908) 231-0840

SUSSEX COUNTY:
Deputy Clerk of the Superior Court
Sussex County Judicial Center 43-47
High Street
Newton, NJ 07860



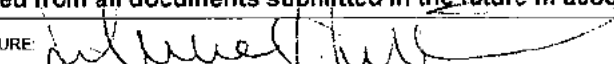
LAWYER REFERRAL
(973) 267-5882
LEGAL SERVICES
(973) 383-7400

UNION COUNTY:
Deputy Clerk of the Superior Court 1st
Fl., Court House
2 Broad Street
Elizabeth, NJ 07207-6073

LAWYER REFERRAL
(908) 353-4715
LEGAL SERVICES
(908) 354-4340

WARREN COUNTY:
Deputy Clerk of the Superior Court Civil
Division Office
Court House
413 Second Street Belvidere,
NJ 07823-1500

LAWYER REFERRAL
(908) 267-5882
LEGAL SERVICES
(908) 475-2010

 CIVIL CASE INFORMATION STATEMENT (CIS) Use for initial Law Division Civil Part pleadings (not motions) under Rule 4:5-1. Pleading will be rejected for filing, under Rule 1:5-6(c), if information above the black bar is not completed or if attorney's signature is not affixed.		FOR USE BY CLERKS OFFICE ONLY			
		ATTORNEY/PRO SE NAME Jacqueline C. Herritt, Esq.		TELEPHONE NUMBER (856) 429-8334	COUNTY OF VENUE Ocean County
		FIRM NAME (if applicable) Kimmel & Silverman, P.C.		DOCKET NUMBER (When available) [REDACTED]	
		OFFICE ADDRESS Executive Quarters 1930 E. Marlton Pike, Suite Q29 Cherry Hill, NJ 08003		DOCUMENT TYPE Complaint	JURY DEMAND <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
		NAME OF PARTY (e.g. John Doe, Plaintiff) [REDACTED], Plaintiff	CAPTION [REDACTED] v. Chrysler Group, LLC		
CASE TYPE NUMBER (See reverse side for listing) 512 – Lemon Law	IS THIS A PROFESSIONAL MALPRACTICE CASE? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO IF YOU HAVE CHECKED "YES," SEE N.J.S.A. 2A:53A-27 AND APPLICABLE CASE LAW REGARDING YOUR OBLIGATION TO FILE AN AFFIDAVIT OF MERIT.				
RELATED CASES PENDING? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	IF YES, LIST DOCKET NUMBERS				
DO YOU ANTICIPATE ADDING ANY PARTIES (arising out of same transaction or occurrence)? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	NAME OF DEFENDANT'S PRIMARY INSURANCE COMPANY, IF KNOWN <input type="checkbox"/> NONE <input checked="" type="checkbox"/> UNKNOWN				
THE INFORMATION PROVIDED ON THIS FORM CANNOT BE INTRODUCED INTO EVIDENCE.					
CASE CHARACTERISTICS FOR PURPOSES OF DETERMINING IF CASE IS APPROPRIATE FOR MEDIATION					
DO PARTIES HAVE A CURRENT, PAST OR RECURRENT RELATIONSHIP? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	IF YES, IS THAT RELATIONSHIP? <input type="checkbox"/> EMPLOYER-EMPLOYEE <input type="checkbox"/> FRIEND/NEIGHBOR <input type="checkbox"/> OTHER (explain) <input type="checkbox"/> FAMILIAL <input type="checkbox"/> BUSINESS				
DOES THE STATUTE GOVERNING THIS CASE PROVIDE FOR PAYMENT OF FEES BY THE LOSING PARTY? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO					
USE THIS SPACE TO ALERT THE COURT TO ANY SPECIAL CASE CHARACTERISTICS THAT MAY WARRANT INDIVIDUAL MANAGEMENT OR ACCELERATED DISPOSITION:					
 DO YOU OR YOUR CLIENT HAVE ANY NEEDS UNDER THE AMERICANS WITH DISABILITIES ACT? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	IF YES, PLEASE IDENTIFY THE REQUESTED ACCOMODATION				
WILL AN INTERPRETER BE NEEDED? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	IF YES, FOR WHAT LANGUAGE?				
I certify that confidential personal identifiers have been redacted from documents now submitted to the court, and will be redacted from all documents submitted in the future in accordance with Rule 1:38-7(b).					
ATTORNEY SIGNATURE: 					



**CIVIL CASE INFORMATION STATEMENT
(CIS)**

Use for initial pleadings (not motions) under *Rule 4:5-1*

CASE TYPES (Choose one and enter number of case type in appropriate space on the reverse side.)

Track 1 — 150 days' discovery

- 151 NAME CHANGE
- 175 FORFEITURE
- 302 TENANCY
- 399 REAL PROPERTY (other than Tenancy, Contract, Condemnation, Complex Commercial or Construction)
- 502 BOOK ACCOUNT (debt collection matters only)
- 505 OTHER INSURANCE CLAIM (INCLUDING DECLARATORY JUDGMENT ACTIONS)
- 506 PIP COVERAGE
- 510 UM or UIM CLAIM
- 511 ACTION ON NEGOTIABLE INSTRUMENT
- 512 LEMON LAW
- 801 SUMMARY ACTION
- 802 OPEN PUBLIC RECORDS ACT (SUMMARY ACTION)
- 999 OTHER (Briefly describe nature of action)

Track 2 — 300 days' discovery

- 305 CONSTRUCTION
- 509 EMPLOYMENT (other than CEPA or LAD)
- 599 CONTRACT/COMMERCIAL TRANSACTION
- 603N AUTO NEGLIGENCE – PERSONAL INJURY (non-verbal threshold)
- 603Y AUTO NEGLIGENCE – PERSONAL INJURY (verbal threshold)
- 605 PERSONAL INJURY
- 610 AUTO NEGLIGENCE – PROPERTY DAMAGE
- 621 UM or UIM CLAIM (included bodily injury)
- 699 TORT – OTHER

Track 3 — 450 days' discovery

- 005 CIVIL RIGHTS
- 301 CONDEMNATION
- 602 ASSAULT AND BATTERY
- 604 MEDICAL MALPRACTICE
- 606 PRODUCT LIABILITY
- 607 PROFESSIONAL MALPRACTICE
- 608 TOXIC TORT
- 609 DEFAMATION
- 616 WHISTLEBLOWER / CONSCIENTIOUS EMPLOYEE PROTECTION ACT (CEPA) CASES
- 617 INVERSE CONDEMNATION
- 618 LAW AGAINST DISCRIMINATION (LAD) CASES

Track IV – Active Case Management by Individual Judge / 450 days' discovery

- 156 ENVIRONMENTAL/ENVIRONMENTAL COVERAGE LITIGATION
- 303 MT. LAUREL
- 508 COMPLEX COMMERCIAL
- 513 COMPLEX CONSTRUCTION
- 514 INSURANCE FRAUD
- 620 FALSE CLAIMS ACT
- 701 ACTIONS IN LIEU OF PEROGATIVE WRITS

Centrally Managed Litigation (Track IV)

- | | | | |
|-----|--|-----|-------------------------------------|
| 285 | STRYKER TRIDENT HIP IMPLANTS | 291 | PELVIC MESH/GYNECARE |
| 288 | PRUDENTIAL TORT LITIGATION | 292 | PELVIC MESH/BARD |
| 289 | REGLAN | 293 | DEPUY ASR HIP IMPLANT LITIGATION |
| 290 | POMPTON LAKES ENVIRONMENTAL LITIGATION | 295 | ALLODERM REGENERATIVE TISSUE MATRIX |
| | | 623 | PROPECIA |

Mass Tort (Track IV)

- | | | | |
|-----|-----------------------------------|-----|------------------------------------|
| 248 | CIBA GEIGY | 281 | BRISTOL-MYERS SQUIBB ENVIRONMENTAL |
| 266 | HORMONE REPLACEMENT THERAPY (HRT) | 282 | FOSAMAX |
| 271 | ACCUTANE | 283 | DIGITEK |
| 274 | RISPERDAL/SEROQUEL/ZYPREXA | 284 | NUVARING |
| 275 | ORTHO EVRA | 286 | LEVAQUIN |
| 277 | MAHWAH TOXIC DUMP SITE | 287 | YAZ/YASMIN/OCELLA |
| 278 | ZOMETA/AREDIA | 601 | ASBESTOS |
| 279 | GADNOLIUM | | |

If you believe this case requires a track other than that provided above, please indicate the reason on Side 1, in the space under "Case Characteristics."

Please check off each applicable category Putative Class Action Title 59

Jacqueline C. Herritt, Esquire
Fred E. Davis, Esquire
KIMMEL & SILVERMAN, P.C.
Executive Quarters
1930 E. Marlton Pike, Suite Q29
Cherry Hill, NJ 08003
(856) 429-8334

ATTORNEYS FOR PLAINTIFF

RECEIVED & FILED

APR 11 2013

SUPERIOR CT., OCEAN CO SUPERIOR COURT OF NEW JERSEY
OCEAN COUNTY

[REDACTED]
Point Pleasant Borough, NJ [REDACTED]

v.

CHRYSLER GROUP LLC
c/o CT Corporation
820 Bear Tavern Road
Suite 305
West Trenton, NJ 08628

CIVIL ACTION

NO. [REDACTED]

COMPLAINT

1. Plaintiff, [REDACTED] is an adult individual citizen and legal resident of the State of New Jersey, [REDACTED], Point Pleasant Borough, NJ [REDACTED].

2. Defendant, Chrysler Group LLC, is a corporation qualified to do and regularly conduct business in the State of New Jersey, with its address and principal place of business located at 12000 Chrysler Drive, Highland Park, Michigan 48288-1919, and can be served at c/o CT Corporation, 820 Bear Tavern Road, Suite 305, West Trenton, NJ 08628.

BACKGROUND

3. On or about May 14, 2011, Plaintiff purchased a new 2011 Dodge Charger, manufactured and warranted by Defendant, bearing the Vehicle Identification Number 2B3CL3CG9BH [REDACTED].

4. The vehicle was purchased in the State of New Jersey and is registered in the State of New Jersey.

5. The contract price of the vehicle, including registration charges, document fees, sales tax, finance and bank charges, but excluding other collateral charges not specified, yet defined by the

Lemon Law, totaled more than \$28,720.00. A true and correct copy of the contract is attached hereto, made a part hereof, and marked Exhibit "A".

6. In consideration for the purchase of said vehicle, Defendant issued to Plaintiff several warranties, guarantees, affirmations or undertakings with respect to the material or workmanship of the vehicle and/or remedial action in the event the vehicle fails to meet the promised specifications.

7. The above-referenced warranties, guarantees, affirmations or undertakings are/were part of the basis of the bargain between Defendant and Plaintiff.

8. The parties' bargain includes an express 3-year / 36,000 mile warranty, as well as other guarantees, affirmations and undertakings as stated in Defendant's warranty materials and owner's manual.

9. However, as a result of the ineffective repair attempts made by Defendant through its authorized dealer(s), the vehicle is rendered substantially impaired, unable to be utilized for its intended purposes, and is worthless to Plaintiff.

10. The vehicle was returned to the dealership on five (5) separate occasions (06/04/11 – 1928 miles; 08/10/11 – 3959 miles; 01/23/12-9536 miles; 01/09/13-22430 miles; 01/29/13 – 23234 miles) to have repairs made to the radio and speaker. A true and correct copy of the repair invoices are attached hereto, made a part hereof and marked Exhibit "B".

11. Repair attempts were made to the Transmission on three (3) separate occasions (01/23/12 – 9536 miles; 01/09/13-22430 miles; 02/13/13-23234 miles. A true and correct copy of the repair invoice is attached hereto, made a part hereof and marked Exhibit "C".

12. Repair attempts were made to the engine/stalling and no start condition on 11/26/11 at 7406 miles and 12/19/12 at 21,943 miles. A true and correct copy of the repair invoice is attached hereto, made a part hereof and marked Exhibit "D"

13. Additional repair attempts were made to the following vehicle components: abnormal headrest vibration; inoperable door locks; phone; door handles; ABS system; seats; dash squeak; loose spoiler and key battery.

14. The vehicle continues to exhibit defects and nonconformities which substantially impair its use, value and/or safety.

COUNT I
NEW JERSEY MOTOR VEHICLE WARRANTY ACT

15. Plaintiff hereby incorporates all facts and allegations set forth in this Complaint by reference as if fully set forth at length herein.

16. Plaintiff is a "Consumer" as defined by N.J.S.A. 56:12-30.

17. Defendant is a "Manufacturer" as defined by N.J.S.A. 56:12-30.

18. Buhler Dodge, Eatontown, is and/or was at the time of sale a "Dealer or Motor Vehicle Dealer" in the business of buying, selling, and/or exchanging vehicles as defined by N.J.S.A. 56:12-30.

19. On or about May 14, 2011, Plaintiff took possession of the above mentioned vehicle and experienced nonconformities as defined by N.J.S.A. 56:12-29 et seq., which substantially impair the use, value and/or safety of the vehicle.

20. Defendant through its authorized dealer failed to provide written notification that the vehicle was covered by the New Jersey Motor Vehicle Warranty Act as provided in N.J.S.A. 56:12-34(c). Plaintiff believes and therefore avers said failure is a per se violation of the New Jersey Consumer Fraud Act, N.J.S.A. 56:8-1 et seq., as well as a violation of the New Jersey Motor Vehicle Warranty Act.

21. The nonconformities described violate the express written warranties issued to Plaintiff by Defendant.

22. Section 56:12-32 of the New Jersey Motor Vehicle Warranty Act provides:

- a. If, during the period specified in section 3 of this act, the manufacturer or its dealer is unable to repair or correct a nonconformity within a reasonable time, the manufacturer shall accept return of the motor vehicle from the consumer. The manufacturer shall provide the consumer with a full refund of the purchase price of the original motor vehicle including any stated credit or allowance for the consumer's used motor vehicle, the cost of any options or other modifications arranged, installed, or made by the manufacturer or its dealer within 30 days after the date of original delivery, and any other charges or fees including, but not limited to, sales tax, license and registration fees, finance charges, reimbursement for towing and reimbursement for actual expenses incurred by the consumer for the rental of a motor vehicle equivalent to the consumer's motor vehicle and limited to the period during which the consumer's motor vehicle was out of service due to a nonconformity, less a reasonable allowance for vehicle use.

23. Section 56:12-33 of the New Jersey Motor Vehicle Warranty Act provides a presumption of a reasonable number of repair attempts:

- a. It is presumed that a manufacturer or its dealer is unable to repair or correct a nonconformity within a reasonable time if, within the first 24,000 miles of operation or during the period of two years following the date of original delivery of the motor vehicle to a consumer, whichever is the earlier date:
 - (1) Substantially the same nonconformity has been subject to repair three or more times by the manufacturer or its dealer and the nonconformity continues to exist; or
 - (2) The motor vehicle is out of service by reason of repair for one or more nonconformities for a cumulative total of 20 or more calendar days since the original delivery of the motor vehicle and a nonconformity continues to exist.
- b. The presumption contained in sub-section a. of this section shall apply against a manufacturer only if the manufacturer has received written notification, by or on behalf of the consumer, by certified mail return receipt requested, of a potential claim pursuant to the provisions of this act and has had one opportunity to repair or correct the defect or condition within 10 calendar days following receipt of the notification. Notification by the consumer shall take place any time after the motor vehicle has had substantially the same nonconformity subject to repair two or more times or has been out of service by reason of repair for a cumulative total of 20 or more calendar days.

24. Plaintiff has satisfied the above definition as the vehicle has been subject to repair more than three (3) times for the same nonconformity, and the nonconformity remained uncorrected.

25. In addition, the above vehicle has or will be out of service by reason of the nonconformities complained of for a cumulative total of twenty (20) or more calendar days.

26. Plaintiff has delivered the nonconforming vehicle to an authorized service and repair facility of the Defendant on numerous occasions as outlined below.

27. After a reasonable number of attempts, Defendant was unable to repair the nonconformities.

28. Plaintiff has been and will continue to be financially damaged due to Defendant's intentional, reckless, wanton, and negligent failure to comply with the provisions of N.J.S.A. 56:12-29 et seq.

29. Plaintiff has provided Defendant with a final repair opportunity prior to filing the within Complaint.

30. Pursuant to N.J.S.A. 56:12-29 et seq., Plaintiff seeks relief for losses due to the nonconformities and defects in the above-mentioned vehicle in addition to reasonable attorney fees and all court costs.

WHEREFORE, Plaintiff respectfully demands judgment against Defendant in an amount equal to the price of the subject vehicle, plus all collateral charges, attorneys' fees, and court costs.

COUNT II
MAGNUSON-MOSS (FTC) WARRANTY IMPROVEMENT ACT

31. Plaintiff hereby incorporates all facts and allegations set forth in this Complaint by reference as if fully set forth at length herein.

32. Plaintiff has or may have resorted to Defendant's informal dispute settlement procedure, to the extent said procedure complies with 16 CFR 703.

33. Plaintiff avers that the Federal Trade Commission (FTC) has determined that no automobile manufacturer complies with 16 CFR 703. See, Fed. Reg. 15636, Vol. 62, No. 63 (Apr. 2, 1997).

34. Plaintiff is a "Consumer" as defined by 15 U.S.C. §2301(3).

35. Defendant is a "supplier", "warrantor", and a "service contractor" as defined by 15 U.S.C. § 2301 (4),(5) and (8).

36. The subject vehicle is a "consumer product" as defined by 15 U.S.C. § 2301(1).

37. By the terms of its written warranties, affirmations, promises, or service contracts, Defendant agreed to perform effective repairs at no charge for parts and/or labor.

38. The Magnuson-Moss Warranty Improvement Act requires Defendant to be bound by all warranties implied by state law. Said warranties are imposed on all transactions in the state in which the vehicle was delivered.

39. Defendant has made attempts on several occasions to comply with the terms of its express warranties; however, such repair attempts have been ineffective.

40. The Magnuson-Moss Warranty Improvement Act, 15 U.S.C. §2310(d)(2) provides:

If a consumer finally prevails on an action brought under paragraph (1) of this subsection, he may be allowed by the court to recover as part of the judgment a sum equal to the amount of aggregate amount of costs and expenses (including attorney fees based upon actual time expended), determined by the court to have been reasonably incurred by the Plaintiff for, or in connection with the commencement and prosecution of such action, unless the court, in its discretion shall determine that such an award of attorney's fees would be inappropriate.

41. Plaintiff has afforded Defendant a reasonable number of opportunities to conform the vehicle to the aforementioned express warranties, implied warranties and contracts.

42. As a direct and proximate result of Defendant's failure to comply with the express written warranties, Plaintiff has suffered damages and, in accordance with 15 U.S.C. §2310(d)(1), Plaintiff is entitled to bring suit for such damages and other legal and equitable relief.

43. Defendant's failure is a breach of Defendant's contractual and statutory obligations constituting a violation of the Magnuson-Moss Warranty Improvement Act, including but not limited to: breach of express warranties; breach of implied warranty of merchantability; breach of implied warranty of fitness for a particular purpose; breach of contract; and constitutes an Unfair Trade Practice.

44. Plaintiff avers that Defendant's warranty was not provided to Plaintiff until after the vehicle was delivered, making any and all limitations, disclaimers and/or alternative dispute provisions ineffective for a failure of consideration.

45. Plaintiff avers Defendant's Dispute Resolution Program was not in compliance with 16 CFR 703 for the model year of the subject vehicle.

46. Plaintiff avers that Defendant's warranty did not require Plaintiff to first resort to a Dispute Resolution Program before filing suit.

47. Plaintiff avers that upon successfully prevailing upon the Magnuson-Moss claim herein, all attorney fees are recoverable and are demanded against Defendant.

WHEREFORE, Plaintiff respectfully demands judgment against Defendant in an amount equal to the price of the subject vehicle, plus all collateral charges, incidental and consequential damages, reasonable attorneys' fees, and all court costs.

COUNT III
UNIFORM COMMERCIAL CODE

48. Plaintiff hereby incorporates all facts and allegations set forth in this Complaint by reference as if fully set forth at length herein.

49. The defects and nonconformities existing within the vehicle constitute a breach of contractual and statutory obligations of Defendant, including but not limited to the following:

- a. Express Warranty;
- b. Implied Warranty Of Merchantability; and
- c. Implied Warranty Of Fitness For A Particular Purpose.

50. At the time of obtaining possession of the vehicle and at all times subsequent thereto, Plaintiff has justifiably relied upon Defendant's express warranties and implied warranties of fitness for a particular purpose and implied warranties of merchantability.

51. At the time of obtaining possession of the vehicle and at all times subsequent thereto, Defendant was aware Plaintiff was relying upon Defendant's express and implied warranties, obligations, and representations with regard to the subject vehicle.

52. Plaintiff has incurred damages as a direct and proximate result of the breach and failure of Defendant to honor its express and implied warranties.

53. Such damages include, but are not limited to, the contract price of the vehicle plus all collateral charges, including attorney fees and costs, as well as other expenses, the full extent of which are not yet known.

WHEREFORE, Plaintiff respectfully demands judgment against Defendant in an amount equal to the contract price of the vehicle, plus all collateral charges and attorneys' fees.

KIMMEL & SILVERMAN, P.C.

By: 

JACQUELINE C. HERRITT, ESQUIRE

Attorney for Plaintiff

Executive Quarters

1930 E. Marlton Pike, Suite Q29

Cherry Hill, NJ 08003

(856) 429-8334

JURY-DEMAND

Plaintiff hereby demands a trial by jury as to all the issues

KIMMEL & SILVERMAN, P.C.

By: 

JACQUELINE C. HERRITT, ESQUIRE
Attorney for Plaintiff

CERTIFICATION PURSUANT TO R.4:15-1

Upon knowledge and belief I hereby certify that there are no other actions or arbitrations related to this suit pending or presently contemplated.

KIMMEL & SILVERMAN, P.C.

By: 

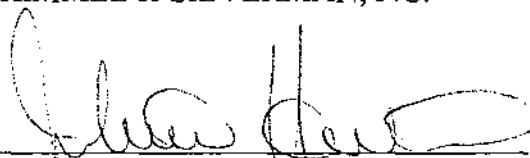
JACQUELINE C. HERRITT, ESQUIRE
Attorney for Plaintiff

CERTIFICATION OF NOTICE

Pursuant to N.J.S.A. 56:8-20 Plaintiff is mailing a copy of this Complaint to the Office of the Attorney General, Richard J. Hughes Justice Complex, 25 West Market Street in the City of Trenton, County of Mercer, in the state of New Jersey on

KIMMEL & SILVERMAN, P.C.

By:

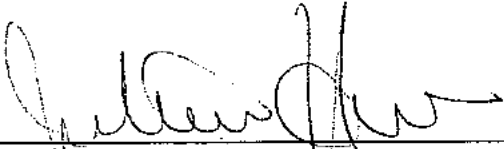
A handwritten signature in black ink, appearing to read 'Jacqueline C. Herritt', written over a horizontal line.

JACQUELINE C. HERRITT, ESQUIRE
Attorney for Plaintiff

DESIGNATION OF TRIAL COUNSEL

PLEASE TAKE NOTICE that pursuant to Rule 4:25-4, Fred E. Davis is designated as trial counsel for plaintiff, [REDACTED], in this case.

KIMMEL & SILVERMAN, P.C.

By: 

JACQUELINE C. HERRITT, ESQUIRE
Attorney for Plaintiff

BUHLER

Motor Vehicle
Retail Order
 New Used
 Demo

105 Highway 36
Eatontown, NJ 07724
Tel: 732-544-5515
Fax: 732-542-2344

BUHLER DODGE
 BUHLER FORD
 BUHLER MITSUBISHI
www.buhlerdodge.com

CUSTOMER: [REDACTED] DATE: 05/14/11 STOCK NO.: D42869
ADDRESS: [REDACTED] Pleasant Beach, NJ [REDACTED]
WORK PHONE: [REDACTED] E-MAIL: [REDACTED]
D.L. #: [REDACTED] SOC. SEC. #: [REDACTED] D.O.B.: [REDACTED]
ENTER ORDER FOR: 2011 Dodge CHARGER SE RWD FOUR DOOR SEDAN SALES REP. John V
BODY TYPE: [REDACTED] COLOR: Brilliant MAKE: 152 MODEL: [REDACTED] SERIAL NO.: [REDACTED]

INTERIOR TRIM COLOR: Cloth Low-Back Bucket Seats B1
Prior to Delivery of the vehicle listed above, customer shall elect one of the following and so advise dealership:
* Cash Purchase * Finance Purchase * Lease
IF A CREDIT SALE, REQUIRED INFORMATION CONTAINED ON A SEPARATE DISCLOSURE STATEMENT IS MADE A PART OF THIS ORDER.
IF A LEASE, COMPLETE DISCLOSURE OF ALL LEASE TERMS AND CONDITIONS IS CONTAINED ON A SEPARATE LEASE CONTRACT.

Price of Unit	28,720.00
Additional Equipment (options)	
Protect Etch (Optional)	\$99.00

IF A LEASE, THE FOLLOWING APPLY:
MONTHLY PAYMENT AMOUNT \$ _____
TERM: _____ MONTHS
MILEAGE PER YEAR _____
CASH DUE AT DELIVERY \$ _____

IF A PURCHASE, THE FOLLOWING APPLY:

TOTAL PRICE OF VEHICLE	28,815.00
Less Trade-in	16,000.00
TOTAL TAXABLE AMOUNT	12,815.00
State Sales Tax	857.33
Motor Vehicle License Fee: \$1.50 per New/Used	19.22
Tri-Van	\$8.30
N.J. Supplemental Tinting Fee	N/A
Registration/Title Fee (Estimated) (See paragraph 15 on reverse side)	409.00
Documentary Fee: Clerical Expense \$180.00 Document Delivery Service \$95.00 (See paragraph 16 on reverse side)	\$275.00
NET-PAY-OFF ON TRADE-IN	11,538.93

IF A NEW VEHICLE SALE OR LEASE
The only warranties applying to this vehicle are those offered by the manufacturer. Dealer sells/leases this vehicle "as is" and hereby disclaims all warranties, either express or implied, including any implied warranties of merchantability and fitness for a particular purpose. Any liability of dealer with respect to defects or malfunctions of this vehicle including, without limitation, those which pertain to performance or safety, (whether by way of "strict liability," based upon dealer's negligence, or otherwise), is expressly excluded and customer hereby assumes any such risks. The manufacturer's warranty is not affected by this disclaimer of warranties by dealer.

IF USED VEHICLE SALE OR LEASE-CHECK APPROPRIATE BOX.
 This vehicle is sold/leased "as is" and dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability and fitness for a particular purpose. Any liability of dealer with respect to defects or malfunctions of this vehicle including, without limitation, those which pertain to performance or safety, (whether by way of "strict liability," based upon dealer's negligence, or otherwise), is expressly excluded and customer hereby assumes any such risks.
OR
 The only dealer warranty on this vehicle is the limited warranty which is issued with and made a part of this order form.

ALL USED VEHICLE SALES-DEALER'S OBLIGATION
The laws of New Jersey require Motor Vehicle Dealers to make all necessary repairs, without charge, or return the full purchase price (if a sale) to the customer in the event a used vehicle sold and intended to be registered in this State fails to meet State Inspection Standards for the issuance of a certificate of approval due to a defect that is not the result of the customer's own act. The undersigned, before entering into this contract, has been informed of dealer's obligation above and agrees to have the used vehicle inspected within 14 days from the issuance of the permanent registration for such vehicle.
Date: / / X Customer's Signature

WAIVER OF DEALER'S OBLIGATION (USED VEHICLE SALE)
The undersigned, has read and understood the above Dealer's Obligation, and does hereby WAIVE AND RELEASE the DEALER'S OBLIGATION to make repairs without charge or return the full purchase price (if a sale) if the vehicle fails to meet State Inspection Standards for the issuance of a certificate of approval, unless the cause for the vehicle's rejection is an item which is covered by New Jersey's Used Car Lemon/Warranty Law (P.L. 1995, Chpt. 373).
Date: / / X Customer's Signature

TRADE-IN DESCRIPTION AND ALLOWANCE

Year	2008	Make	Mazda	Model	CX-9
Serial No.	JM3TB28V180	Mileage	30727		
Trade-in Value	16,000.00	Date of	05/14/11		
	11,534.93				
	4,465.07				

ALL-STATE LEGAL
PLAINTIFF'S EXHIBIT
A

Bank of America



Buhler Dodge
 105 Route 36
 Eatontown, NJ 07724
 732.544.5515

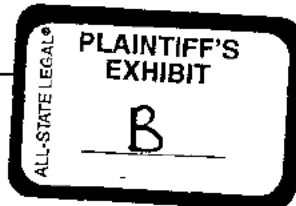
Repair Order 126005

Service Advisor: Kyle Warren
 Started: 06/04/11 1:11 PM
 Completed: 07/18/11 1:36 PM
 Priority: 1 **WAITING**
 Appointment: 136140

R509 Version MPK2.75.003

Customer 28430	Vehicle	Service History	
██████████ ██████████ Point Pleasant Beach, NJ ██████████ Home: ██████████ Cell: ██████████	2011 Dodge CHARGER SE RWD FOUR DOOR S Color Brilliant Black Crystal Pearl Coat VIN 2B3CL3GG9BH ██████████ Mileage In: 1928 Out: 1928 Tag Number 00 Plate No. ██████████ In-Service 05/14/11 Engine ERB-3.6L V6 24V VVT Engine Coverage 536 Build Date 02/22/11 Comments	128562 01/24/12 9536 Customer states sat	128562 01/24/12 9536 Customer states pop
		128562 01/24/12 9536 Customer states pho	128562 01/24/12 9536 Customer states loa
		128308 12/28/11 8579 change oil and filter	128308 12/28/11 8579 Parts and Hazardous
		128020 11/28/11 7406 Customer states JU	128020 11/28/11 7406 Customer states R/R
		126854-A 08/30/11 3959 Customer states VIB	126854-A 08/30/11 3959 Customer states OU

Task Opcode	Description	Part or Technician	Qty	Pay Type	Unit Price	Pric
1 CS	c/s passenger rear speaker crackles when radio is on					
	Complaint c/s passenger rear speaker crackles when radio is on					
	Cause rear speaker crackles					
	Correction replace speaker					
	Technician: John Sowder			WPD		0.00
	Start Time:	Stop Time: 1:36:18 PM		Actual Time: 0.00		
	SPEAKER -NONE	05064359AB	1	WPD		0.00
	Technician: John Sowder		0.5	WPD		0.00
	Start Time:	Stop Time: 1:36:18 PM		Actual Time: 0.00		
	John Sowder					
				Task Discount:		\$0.00
				Task Total:		\$0.00



Labor:	\$0.00
Parts:	\$0.00
Misc:	\$0.00
Discounts:	\$0.00
Subtotal:	\$0.00
Sales Tax:	\$0.00
Total:	\$0.00

Task Opcode	Description	Part or Technician	Qty	Pay Type	Unit Price	Price
2 CS	Customer states R/R SPEAKER —MUFFLED (BLOWN OUT)					
	Complaint	Customer states R/R SPEAKER —MUFFLED (BLOWN OUT)				
	Technician:	Jorge Planes		ID		0.00
				Task Discount:		\$0.00
				Task Total:		\$0.00
	Start Time:		Stop Time:	9:07:43 AM	Actual Time:	0.00

Labor:	\$0.00
Parts:	\$0.00
Misc:	\$0.00
Discounts:	\$0.00
Subtotal:	\$0.00
Sales Tax:	\$0.00
Total:	\$0.00



Buhler Dodge
 105 Route 36
 Eatontown, NJ 07724
 732.544.5515

Repair Order 126854-A

Service Advisor: David Ebert
 Started: 08/10/11 9:01 AM
 Completed: 08/30/11 3:59 PM
 Priority: 1 **WAITING**
 Appointment: 137214

R509 Version MPK2.75.003

Customer 28430	Vehicle	Service History		
██████████	2011 Dodge CHARGER SE RWD FOUR DOOR S	128562	01/24/12	9536 Customer states sa
██████████	Color Brilliant Black Crystal Pearl Coat	128562	01/24/12	9536 Customer states pe
Point Pleasant Beach, NJ ██████████	VIN 2B3CL3CG9BH██████████	128562	01/24/12	9536 Customer states ph
Home: ██████████	Mileage In: 3959 Out: 3959	128562	01/24/12	9536 Customer states lo
Cell: ██████████	Tag Number 3039 Plate No.	128308	12/28/11	8579 change oil and filter
	In-Service 05/14/11	128308	12/28/11	8579 Parts and Hazardou
	Engine ERB-3.6L V6 24V VVT Engine	128020	11/28/11	7406 Customer states JT
	Coverage 536	128020	11/28/11	7406 Customer states Ru
	Build Date 02/22/11	126005	07/18/11	1928 c/s passenger rear
	Comments	125707	06/04/11	1033 Customer states st

Task Opcode	Description	Part or Technician	Qty	Pay Type	Unit Price	Pri
1 CS	Customer states VIBRATION / TINGING NOISE L / S OF DRIVER'S HEAD --- EITHER W/ RADIO ON OR OFF					
	Complaint	Customer states VIBRATION / TINGING NOISE L / S OF DRIVER'S HEAD --- EITHER W/ RADIO ON OR OFF				
	Cause	rattle				
	Correction	shim headliner				
	Technician: Kevin Stehnacs			WPD		0.0
	Start Time:	Stop Time: 3:59:55 PM		Actual Time: 0.00		
	Technician: r&r headliner and shim		0.5	WPD		0.0
	Start Time:	Stop Time: 3:59:56 PM		Actual Time: 0.00		
	Failure 67: rattles					
	Task Discount:				\$0.	
	Task Total:				\$0.	

4 CS	Customer states OUTSIDE BLACK BUTTON TO LOCK & UNLOCK DOORS -- INOP					
	Complaint	Customer states OUTSIDE BLACK BUTTON TO LOCK & UNLOCK DOORS -- INOP				
	Cause	wont unlock				
	Correction	replace door handles				



Buhler Dodge
 105 Route 36
 Eatontown, NJ 07724
 732.544.5515

Repair Order 128562

Service Advisor: David Ebert
 Started: 01/23/12 9:01 AM
 Completed: 01/24/12 10:56 AM
 Priority: 5
 Appointment: 139439

R509 Version MPK2.75 003

Customer 28430	Vehicle	Service History		
[REDACTED]	2011 Dodge CHARGER SE RWD FOUR DOOR S	128308	12/28/11	8579 change oil and filter
[REDACTED]	Color Brilliant Black Crystal Pearl Coat	128308	12/28/11	8579 Parts and Hazardous
Point Pleasant Beach, NJ [REDACTED]	VIN 2B3CL3CG9BH [REDACTED]	128020	11/28/11	7406 Customer states JL
Home: [REDACTED]	Mileage In: 9536 Out: 9565	128020	11/28/11	7406 Customer states RV
Cell: [REDACTED]	Tag Number 1930 Plate No.	126854-A	08/30/11	3959 Customer states VI
	In-Service 05/14/11	126854-A	08/30/11	3959 Customer states OI
	Engine ERB-3.6L V6 24V VVT Engine	126854-A	08/30/11	3959 change oil and filter
	Coverage 536	126005	07/18/11	1928 c/s passenger rear
	Build Date 02/22/11	125707	06/04/11	1033 Customer states st
	Comments	124814	03/11/11	5 NEW CAR PREP

Task Opcode	Description	Part or Technician	Qty	Pay Type	Unit Price	Pri
1 CS	Customer states satelight stations and rear speckers go to static at times					
Complaint	Customer states satelight stations and rear speckers go to static at times					
Correction	could not duplicate concern					
	Technician: John Sowder					
				ID		0.0
				Task Discount:		\$0.
				Task Total:		\$0.
	Start Time:	Stop Time: 10:56:18 AM		Actual Time: 0.00		
2 CS	Customer states popping from rear of vehicle any time you change gears					
Complaint	Customer states popping from rear of vehicle any time you change gears					
Correction	could not duplicate concern					
	Technician: John Sowder					
				ID		0.0
				Task Discount:		\$0.
				Task Total:		\$0.
	Start Time:	Stop Time: 10:56:18 AM		Actual Time: 0.00		

Task Opcode	Description	Part or Technician	Qty	Pay Type	Unit Price	Price
3 CS	Customer states phone button inop					
	Complaint	Customer states phone button inop				
	Cause	phone button inop				
	Correction	replace hands free module				
	Technician:	John Sowder		WPD		0.00
	Start Time:		Stop Time: 10:56:18 AM	Actual Time: 0.00		
	MODULE -TELEMATICS	05064986AL	1	WPD		0.00
	Technician:	John Sowder	0.4	WPD		0.00
	Start Time:		Stop Time: 10:56:18 AM	Actual Time: 0.00		
	John Sowder					
				Task Discount:		\$0.00
				Task Total:		\$0.00
4 CS	Customer states loaner #309					
	Complaint	Customer states loaner #309				
	Technician:			ID		0.00
	Start Time:		Stop Time: 10:56:18 AM	Actual Time: 0.00		
	Inv-Sublet Work one day loaner #309, PO 22469		1	ID		0.00
				Task Discount:		\$0.00
				Task Total:		\$0.00

		Labor:	\$0.00
		Parts:	\$0.00
		Misc:	\$0.00
		Discounts:	\$0.00
		Subtotal:	\$0.00
		Sales Tax:	\$0.00
		Total:	\$0.00

Task Opcode	Description	Part or Technician	Qty	Pay Type	Unit Price	Price
	Technician: Kevin Stehnacs			WPD		0.00
	Start Time:	Stop Time: 3:59:56 PM		Actual Time: 0.00		
	HANDLE -FRONT DOOR EXTERIOR	1MZ84AXRAF	1	WPD		0.00
	HANDLE -FRONT DOOR EXTERIOR	1MZ85AXRAF	1	WPD		0.00
	Technician: replace right front exterior door handle		0.2	WPD		0.00
	Start Time:	Stop Time: 3:59:56 PM		Actual Time: 0.00		
	Failure 14: short					
	Technician: replace left front exterior door handle		0.3	WPD		0.00
	Start Time:	Stop Time: 3:59:56 PM		Actual Time: 0.00		
	Failure 14: short					
				Task Discount:		\$0.00
				Task Total:		\$0.00
5 LOF1	change oil and filter					
Complaint	change oil and filter					
Correction	change oil and filter					
	Technician: Jason Struble		0.4	ID		0.00
	Start Time:	Stop Time: 3:59:56 PM		Actual Time: 0.00		
	FILTER -ENGINE OIL	68079744AB	1	ID		0.00
	OIL -5W30	68055891AA	6	ID		0.00
				Task Discount:		\$0.00
				Task Total:		\$0.00

	Labor:	\$0.00
	Parts:	\$0.00
	Misc:	\$0.00
	Discounts:	\$0.00
	Subtotal:	\$0.00
	Sales Tax:	\$0.00
	Total:	\$0.00

CUSTOMER #: [REDACTED]

152005

CIRCLE DODGE

P.O. BOX 152

781 RT. # 70

BRICKTOWN, N.J. 08723

732-477-5555

INVOICE

PAGE 1

PT PLEASANT, NJ

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

SERVICE ADVISOR: 408 RONALD KLIMOVICH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLACK	11	DODGE CHARGER	2B3CL3CG9B[REDACTED]		22430/22433		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
01JAN12 DE			17:00 09JAN13		105.00	CASH	09JAN13
R.O. OPENED	READY	OPTIONS: ENG:3.6_Liter					

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

A CHECK TRANS WON;T GO INTO GEAR CAUSE: FLASH \ FLASH 5823 W70 (N/C)							

B DR SEAT DON;T GO UP AND DOWN POO PARTS ON ORDER 5823 CP 0.00 0.00							

C POP NOISE WHEN GO INTO GEAR CDC COULD NOT DUPLICATE CONDITION AT THIS TIME 5823 CP 0.00 0.00							

D DASH SOEAKS WHEN DRIVING CDC COULD NOT DUPLICATE CONDITION AT THIS TIME 5823 CP 0.00 0.00							

E SPOILER LOOSE MISC REINSTALLED BOLTS 5823 CP 0.00 0.00							

F REAR SPEAKER BLOWN MISC CONTROLS NOT SET PROPERLY 5823 CP 0.00 0.00							

G KEY BATTERY LOW POO PARTS ON ORDER 5823 CP 0.00 0.00							

Visit our WEBSITE at www.circleddodge.com
for Service and Sales Specials

LIMITED LABOR WARRANTY

The Repair Facility guarantees the labor used in performing the repairs listed on the front of this Repair Order for a period of 90 days or 4,000 miles (whichever comes first) from the date such repairs were completed. This Limited Warranty specifically excludes: front end alignments, electrical wiring and shorts, and fuel system - when due to contamination. This Limited Warranty is extended to the vehicle owner/customer and is not transferable to, nor enforceable by, any other person.

During the duration period of this Limited Warranty, the Repair Facility will provide additional labor, at no expense to customer, for any additional repairs that are necessitated as a result of any defect in labor performed while completing the repairs listed on the front of this Repair Order.

To obtain repairs under this Limited Warranty, customer must: (a) notify the Repair Facility at the address shown on the front of this Repair Order of any defect in labor within a reasonable time after customer discovers or should have discovered any such defect. Such notice, however, must be given to the Repair Facility before the end of the duration period of this Limited Warranty, as specified above; (b) deliver the vehicle to the Repair Facility at the address shown on the front of this Repair Order within five (5) days of notice of such defect in labor; (c) authorize the Repair Facility to make the repairs required; and (d) pay the charges for any additional parts required together with sales tax upon completion of such repair.

All implied warranties, including the implied warranties of merchantability and fitness for a particular purpose, are limited to the duration period of this limited warranty. Under no circumstances will the Repair Facility be liable to customer for any incidental or consequential damages including, but not limited to, damages for loss of property, loss of vehicle use, loss of time, loss of income and profits, inconvenience or commercial loss.

STATEMENT OF DISCLAIMER

This part is sold "as is". The only warranties applying to this part are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties of merchantability or fitness for a particular purpose, and neither assures nor authorizes any other person to assume for it any liability in connection with the sale of this part and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages. In addition, expressly excluded is any dealer liability for defects pertaining to safety or performance, by way of "strict liability", negligence or otherwise.

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
OTHER WARRANTIES	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT:	0.00

ORDER #: [REDACTED]

152258

CIRCLE DODGE

P.O. BOX 1539

781 RT. # 70

BRICKTOWN, N.J. 08723

732-477-5555

INVOICE

PAGE 1

PT PLEASANT, NJ

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 408 RONALD KLIMOVICH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLACK	11	DODGE CHARGER	2B3CL3CG9B[REDACTED]		23234/23328		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PONO	RATE	PAYMENT	INV DATE
01JAN12 DD			17:00 13FEB13		105.00	CASH	13FEB13

R.O. OPENED	READY	OPTIONS: ENG:3.6_Liter
08:49 29JAN13	16:28 13FEB13	

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

A SATELLITE NOISEY AT TIMES
 CAUSE: MISC REPLACED RADIO
 5823 W70 (N/C)

B REAR SPEAKER VIBRATES
 NPF NO PROBLEM FOUND, VEHICLE OPERATING AS DESIGNED AT THIS TIME
 5823 CP 0.00 0.00

C RATTLE IN DASH
 CAUSE: MISC REPAIRED RATTLE IN PILLAR
 5823 W70 (N/C)

D CHECH TRANSMISSION OPERATION
 CBC COULD NOT DUPLICATE CONDITION AT THIS TIME
 5823 CP 0.00 0.00

E** KEYS READ LOW BATTERY
 CAUSE: MISC REPLACED KEYS
 5823 W70 (N/C)
 2 5026676AE KEY FOB-INTEGRATED KEY FOB (N/C)

F** LF SEAT WILL NOT GO UP OR DOWN
 CAUSE: MISC REPLACED SEAT ADJUSTER
 5823 W70 (N/C)
 1 68102129AA ADJUSTER-POWER SEAT (N/C)

LIMITED LABOR WARRANTY
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 All limited warranties, including the implied warranty of merchantability and fitness for a particular purpose, are limited to the duration period of the limited warranty. Under no circumstances will the Repair Facility be liable to customer for any incidental or consequential damages (including, but not limited to, damages for loss of property, loss of vehicle use, loss of time, loss of income and profits, inconvenience or commercial loss.

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

CUSTOMER #: [REDACTED]

152258

CIRCLE DODGE

P.O. BOX 1539

781 RT. # 70

BRICKTOWN, N.J. 08723

732-477-5555

INVOICE

PAGE 2

PT PLEasant, NJ [REDACTED]

HOME: [REDACTED]

CONT: [REDACTED]

BUS: [REDACTED]

CELL: [REDACTED]

SERVICE ADVISOR: 408 RONALD KLIMOVICH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLACK	11	DODGE CHARGER	2B3CL3CG9BH [REDACTED]		23234/23328	

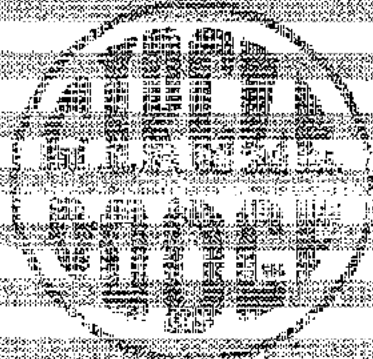
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO No	RATE	PAYMENT	INV DATE
01JAN12 DL			17:00 13FEB13		105.00	CASH	13FEB13

R/O OPENED: [REDACTED] READY: [REDACTED] OPTIONS: ENG:3.6 Liter

08:49 29JAN13 16:28 13FEB13

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

 Visit our WEBSITE at www.circledodge.com
 For Service and Sales Specials



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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
OTHER WARRANTIES	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY



Buhler Dodge
 105 Route 36
 Eatontown, NJ 07724
 732.544.5515

Repair Order 128562

Service Advisor: David Ebert
 Started: 01/23/12 9:01 AM
 Completed: 01/24/12 10:56 AM
 Priority: 5
 Appointment: 139439

R509 Version MPK2.75.003

Customer 28430	Vehicle	Service History		
[REDACTED]	2011 Dodge CHARGER SE RWD FOUR DOOR S	128308	12/28/11	8579 change oil and filter
[REDACTED]	Color Brilliant Black Crystal Pearl Coat	128308	12/28/11	8579 Parts and Hazardou
Point Pleasant Beach, N.J. [REDACTED]	VIN 2B3CL3CG9BH [REDACTED]	128020	11/28/11	7406 Customer states JU
Home: [REDACTED]	Mileage In: 9536 Out: 9565	128020	11/28/11	7406 Customer states R/
Cell: [REDACTED]	Tag Number 1930 Plate No.	126854-A	08/30/11	3959 Customer states VI
	In-Service 05/14/11	126854-A	08/30/11	3959 Customer states OI
	Engine ERB-3.6L V6 24V VVT Engine	126854-A	08/30/11	3959 change oil and file
	Coverage 536	126005	07/18/11	1928 c/s passenger rear
	Build Date 02/22/11	125707	06/04/11	1033 Customer states su
	Comments	124814	03/11/11	5 NEW CAR PREP

Task Opcode	Description	Part or Technician	Qty	Pay Type	Unit Price	Pri
1 CS	Customer states satellite stations and rear speckers go to static at times					
Complaint	Customer states satellite stations and rear speckers go to static at times					
Correction	could not duplicate concern					
	Technician: John Sowder					
				ID		0.0
				Task Discount:		\$0.0
				Task Total:		\$0.0
	Start Time:	Stop Time: 10:56:18 AM		Actual Time: 0.00		

2 CS	Customer states popping from rear of vehicle any time you change gears					
Complaint	Customer states popping from rear of vehicle any time you change gears					
Correction	could not duplicate concern					
	Technician: John Sowder					
				ID		0.0
				Task Discount:		\$0.0
				Task Total:		\$0.0
	Start Time:	Stop Time: 10:56:18 AM		Actual Time: 0.00		



Task Opcode	Description	Part or Technician	Qty	Pay Type	Unit Price	Price
3 CS	Customer states phone button inop					
Complaint	Customer states phone button inop					
Cause	phone button inop					
Correction	replace hands free module					
	Technician: John Sowder				WPD	0.00
	Start Time:	Stop Time: 10:56:18 AM	Actual Time: 0.00			
	MODULE -TELEMATICS	05084986AL	1	WPD	0.00	0.00
	Technician: John Sowder				WPD	0.00
	Start Time:	Stop Time: 10:56:18 AM	Actual Time: 0.00			
	John Sowder					
				Task Discount:		\$0.00
				Task Total:		\$0.00
4 CS	Customer states loaner #309					
Complaint	Customer states loaner #309					
	Technician:				ID	0.00
	Start Time:	Stop Time: 10:58:18 AM	Actual Time: 0.00			
	Inv-Sublet Work one day loaner #309, PO 22469		1	ID	0.00	0.00
				Task Discount:		\$0.00
				Task Total:		\$0.00

	Labor:	\$0.00
	Parts:	\$0.00
	Misc:	\$0.00
	Discounts:	\$0.00
	Subtotal:	\$0.00
	Sales Tax:	\$0.00
	Total:	\$0.00

Task Opcode	Description	Part or Technician	Qty	Pay Type	Unit Price	Pric
	Technician: Kevin Stehnacs			WPD		0.00
	Start Time:	Stop Time: 3:59:56 PM		Actual Time: 0.00		
	HANDLE -FRONT DOOR EXTERIOR	1MZ84AXRAF	1	WPD		0.00
	HANDLE -FRONT DOOR EXTERIOR	1MZ85AXRAF	1	WPD		0.00
	Technician: replace right front exterior door handle		0.2	WPD		0.00
	Start Time:	Stop Time: 3:59:56 PM		Actual Time: 0.00		
	Failure 14: short					
	Technician: replace left front exterior door handle		0.3	WPD		0.00
	Start Time:	Stop Time: 3:59:56 PM		Actual Time: 0.00		
	Failure 14: short					
				Task Discount:		\$0.00
				Task Total:		\$0.00
5 LOF1	change oil and filter					
Complaint	change oil and filter					
Correction	change oil and filter					
	Technician: Jason Struble		0.4	ID		0.00
	Start Time:	Stop Time: 3:59:56 PM		Actual Time: 0.00		
	FILTER -ENGINE OIL	68079744AB	1	ID		0.00
	OIL -5W30	68055891AA	6	ID		0.00
				Task Discount:		\$0.00
				Task Total:		\$0.00

Labor:	\$0.00
Parts:	\$0.00
Misc:	\$0.00
Discounts:	\$0.00
Subtotal:	\$0.00
Sales Tax:	\$0.00
Total:	\$0.00

CUSTOMER #: 5478053

152005

CIRCLE DODGE

P.O. BOX 153

781 RT. # 70

BRICKTOWN, N.J. 08723

732-477-5555

INVOICE

PAGE 1

PT PLEASANT, NJ

HOME: [REDACTED]

CONT: [REDACTED]

BUS: [REDACTED]

CELL: [REDACTED]

SERVICE ADVISOR: 408 RONALD KLIMOVICH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLACK	11	DODGE CHARGER	2B3CL3CG9BH [REDACTED]		22430/22433		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
01JAN12 DD			17:00 09JAN13		105.00	CASH	09JAN13
R.O. OPENED		READY		OPTIONS: ENG:3.6 Liter			
07:42 09JAN13	16:17 09JAN13						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CHECK TRANS WON;T GO INTO GEAR						
	CAUSE:						
	FLASH \FLASH						(N/C)
	5823 W70						
B	DR SEAT DON;T GO UP AND DOWN						
	POO PARTS ON ORDER						
	5823 CP					0.00	0.00
C	POP NOISE WHEN GO INTO GEAR						
	CDC COULD NOT DUPLICATE CONDITION AT THIS TIME						
	5823 CP					0.00	0.00
D	DASH SQUEAKS WHEN DRIVING						
	CDC COULD NOT DUPLICATE CONDITION AT THIS TIME						
	5823 CP					0.00	0.00
E	SPOILER LOOSE						
	MISC REINSTALLED BOLTS						
	5823 CP					0.00	0.00
F	REAR SPEAKER BLOWN						
	MISC CONTROLS NOT SET PROPERLY						
	5823 CP					0.00	0.00
G	KEY BATTERY LOW						
	POO PARTS ON ORDER						
	5823 CP					0.00	0.00

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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
OTHER WARRANTIES	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

MER #: [REDACTED]

152258

CIRCLE DODGE

P.O. BOX 1539

781 RT. # 70

BRICKTOWN, N.J. 08723

732-477-5555

INVOICE

PAGE 1

SERVICE ADVISOR: 408 RONALD KLIMOVICH

PT PLESANT, NJ

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE/IN/OUT	TAG	
BLACK	11	DODGE CHARGER	2B3CL3CG9BH	[REDACTED]	23234/23328		
DEL DATE	PRGD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
01JAN12 DD			17:00 13FEB13		105.00	CASH	13FEB13
R/O OPENED	READY	OPTIONS: ENG:3.6 Liter					

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

A SATELLITE NOISEY AT TIMES
CAUSE:

MISC REPLACED RADIO
5823 W70 (N/C)

B REAR SPEAKER VIBRATES
NPE NO PROBLEM FOUND, VEHICLE OPERATING AS
DESIGNED AT THIS TIME

5823 CP 0.00 0.00

C RATTLE IN DASH
CAUSE:

MISC REPAIRED RATTLE IN PILLAR
5823 W70 (N/C)

D CHECK TRANSMISSION OPERATION
CLC COULD NOT DUPLICATE CONDITION AT THIS TIME

5823 CP 0.00 0.00

E** KEYS READ LOW BATTERY
CAUSE:

MISC REPLACED KEYS
5823 W70 (N/C)
2 5026676AE KEY FOB-INTEGRATED KEY FOB (N/C)

F** LF SEAT WILL NOT GO UP OR DOWN
CAUSE:

MISC REPLACED SEAT ADJUSTER
5823 W70 (N/C)
1 68102129AA ADJUSTER-POWER SEAT (N/C)

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

CUSTOMER #: [REDACTED]

152258

CIRCLE DODGE

P.O. BOX 1539

781 RT. # 70

BRICKTOWN, N.J. 08723

732-477-5555

INVOICE

PAGE 2

PT PLEASANT, NJ [REDACTED]

HOME: [REDACTED]

CONT: [REDACTED]

BUS: [REDACTED]

CELL: [REDACTED]

SERVICE ADVISOR: 408 RONALD KLIMOVICH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLACK	11	DODGE CHARGER	2B3CL3CG9BH [REDACTED]		23234/23328	

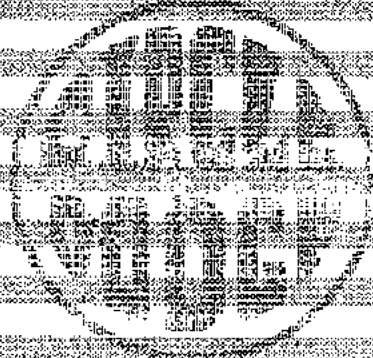
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
01JAN12 DE			17:00 13FEB13		105.00	CASH	13FEB13

R/O OPENED: [REDACTED] READY: [REDACTED] OPTIONS: ENG:3.6 Liter

08:49 29JAN13 16:28 13FEB13

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

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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
OTHER WARRANTIES	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00



Buhler Dodge
 105 Route 36
 Eatontown, NJ 07724
 732.544.5515

Repair Order 128020

Service Advisor: Karen Young
 Started: 11/26/11 12:27 PM
 Completed: 11/28/11 9:07 AM
 Priority: 1 **WAITING**
 Appointment: 138768

R509 Version MPK2.75.003

Customer 28430	Vehicle	Service History		
[REDACTED]	2011 Dodge CHARGER SE RWD FOUR DOOR S	128562	01/24/12	9536 Customer states sat
[REDACTED]	Color Brilliant Black Crystal Pearl Coat	128562	01/24/12	9536 Customer states po
Point Pleasant Beach, NJ [REDACTED]	VIN 283CL3CG9BH [REDACTED]	128562	01/24/12	9536 Customer states ph
Home: [REDACTED]	Mileage In: 7406 Out: 7411	128562	01/24/12	9536 Customer states loa
Cell: [REDACTED]	Tag Number 2952 Plate No.	128308	12/28/11	8579 change oil and filter
	In-Service 05/14/11	128308	12/28/11	8579 Parts and Hazardou
	Engine ERB-3.6L V6 24V VVT Engine	126854-A	08/30/11	3959 Customer states VII
	Coverage 536	126854-A	08/30/11	3959 Customer states OL
	Build Date 02/22/11	126854-A	08/30/11	3959 change oil and filter
	Comments	126005	07/18/11	1928 c/s passenger rear :

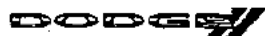
Task Opcode	Description	Part or Technician	Qty	Pay Type	Unit Price	Pri
1 CS	Customer states JUST THIS PAST WEEK--THE CHECK ENGINE LIGHT HAS BEEN COMING ON					
Complaint	Customer states JUST THIS PAST WEEK--THE CHECK ENGINE LIGHT HAS BEEN COMING ON YESTERDAY WHILE DRIVING THERE'S WAS NO ACCELERATION. TODAY NO START ---DID JUMP START THEN DIED OUT (TOWED IN)					
Cause	failed battery test					
Correction	TEST & REPLACED BATTERY ---ROADTESTED VEHICLE AFTERWARDS GOOD TO GO					
	Technician: Jorge Planes			WPD		0.01
	Start Time:	Stop Time: 9:07:43 AM		Actual Time: 0.00		
	BATTERY STORAGE	BB94R750AA	1	WPD		0.01
	Technician: replace battery		0.3	WPD		0.01
	Start Time:	Stop Time: 9:07:43 AM		Actual Time: 0.00		
	Failure B4: failed test					
				Task Discount:		\$0.0
				Task Total:		\$0.0





MANAHAWKIN CHRYSLER DODGE JEEP RAM

SERVICE INVOICE



Route 72

MANAHAWKIN, N.J. 08050

Sales: 609-597-1045

Service: 609-597-1097

www.manahawkinchryslerdodge.com

CUSTOMER NO.	ADVISOR JOSEPH F STECKLAIR 32	TAG NO. 997	INVOICE DATE 12/19/12	INVOICE NO. CHCS103090
	LABOR RATE	LICENSE NO.	MILEAGE 21,943	COLOR BLACK/
	YEAR/MAKE/MODEL 11/DODGE/CHARGER/4DR SDN SE RWD		DELIVERY DATE	DELIVERY MILES
PT PLEASANT, NJ	VEHICLE ID. NO. 2 B 3 C L 3 C G 9 B H		SELLING DEALER NO.	PRODUCTION DATE
	P.T.E. NO.	P.O. NO.	R.O. DATE 12/17/12	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	MO: 21943	

JOB# 1 CHARGES

LABOR
1 08CHZ ELECTRICAL TECH(S) 27 WARRANTY
CHECK VEHICLE BROKE DOWN ON HIGHWAY--TOWED IN
PERFORM DIAGNOSTICS, BATTERY TEST OK NEEDS CHARGING,
INSPECT CHARGING SYSTEM WIRING AND GROUNDINGS ALL GOOD
ALTERNATOR OUTPUT LOW. REPLACED THE ALTERNATOR CHARGED
BATTERY AND TEST OK
08-05-01-05-11/.70, 85-41-00-00/.50

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	4801779-AG	ALTERNATO 8028003		WARRANTY
	-1	4801779-AG	CORE RETURN		WARRANTY
				TOTAL - PARTS	0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CHCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
2 09CHZ RECALLS TECH(S) 27 WARRANTY
RECALL L-28
EXTERIOR DOOR HANDLES
PERFORMED RECALL
23-L2-81-82/.30

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	CEB1L281-AA	HANDLE FR 23014010		WARRANTY
				TOTAL - PARTS	0.00

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CHCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR
3 09CHZ001 RECALLS TECH(S) 27 WARRANTY
RECALL N-10
ABS/ESC WIRING
PERFORMED RECALL
08-M1-01-82/.60

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

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX CHCS JOB# 3 TOTAL 0.00

Reynolds and Reynolds Company, ENHANCED SERVICE CONTRACTS (08/11)

SEE SERVICE CONTRACT FOR WARRANTY TERMS

MANAHAWKIN CHRYSLER DODGE JEEP RAM

Route 72

MANAHAWKIN, N.J. 08050

Sales: 609-597-1045

Service: 609-597-1097

www.manahawkinchryslerdodge.com

SERVICE
INVOICE

Jeep

RAM

DODGE

CUSTOMER NO. [REDACTED]	ADVISOR JOSEPH F STECKLAIR	TAG NO. 32 997	INVOICE DATE 12/19/12	INVOICE NO. CHCS103090
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 21,943	COLOR BLACK/
[REDACTED]	YEAR / MAKE / MODEL 11/DODGE/CHARGER/4DR SDN SE RWD	DELIVERY DATE	DELIVERY MILES	STOCK NO.
[REDACTED]	VEHICLE ID NO. 2 B 3 C L 3 C G 9 B H [REDACTED]	SELLING DEALER NO.	PRODUCTION DATE	
[REDACTED]	F.T.E. NO.	R.O. NO.	R.O. DATE 12/17/12	
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE	COMMENTS		MO: 21943

TOTALS		TOTAL LABOR....	0.00
*****		TOTAL PARTS....	0.00
* [] CASH [] CHECK CK NO. []		TOTAL SUBLET....	0.00
* [] VISA [] MASTERCARD [] DISCOVER		TOTAL G.O.G....	0.00
* [] AMEX [] OTHER Rec'd By.....		TOTAL MISC CHG.	0.00
*****		TOTAL MISC DISC	0.00
		TOTAL TAX.....	0.00
		TOTAL INVOICE \$	0.00

WE NOW OPEN FOR SATURDAY SERVICE
ASK ABOUT OUR LIFETIME OIL CHANGE PROGRAM
DON'T FORGET TO GET ON OUR E-MAIL LIST!!

CUSTOMER SIGNATURE



MANAHAWKIN CHRYSLER DODGE JEEP RAM

SERVICE
INVOICE



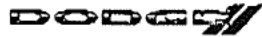
Route 72

MANAHAWKIN, N.J. 08050

Sales: 609-597-1045

Service: 609-597-1097

www.manahawkinchryslerdodge.com



CUSTOMER NO.	ADVISOR JOSEPH F STECKLAIR 32	INV NO. 997	INVOICE DATE 12/19/12	INVOICE NO. CHCS103090
	LABOR RATE	LICENSE NO.	MILEAGE 21,943	COLOR BLACK/
	YEAR / MAKE / MODEL 11/DODGE/CHARGER/4DR SDN SE RWD		DELIVERY DATE	DELIVERY MILES
PT PLEASANT, NJ	VEHICLE ID. NO. 2 B 3 C L 3 C G 9 B H		SELLING DEALER NO.	PRODUCTION DATE
	P.F. NO.	P.O. NO.	H.O. DATE 12/17/12	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		MO: 21943

JOB# 1 CHARGES

LABOR

08-05-01-05-11/.70, 85-41-00-00/.50

CHECK VEHICLE BROKE DOWN ON HIGHWAY..TOWED IN
PERFORM DIAGNOSTICS,BATTERY TEST OK NEEDS CHARGING.
INSPECT CHARGING SYSEM WIRING AND GOOUNDS ALL GOOD
ALTINATOR OUTPUT LOW. REPLACED THE ALTINATOR CHARGED
BATTERY AND TEST OK

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	4801779-AG	ALTERNATO 8028003		
	-1	4801779-AG	CORE RETURN		
				TOTAL - PARTS	0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CHCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

23-L2-81-82/.30

RECALL L-28
EXTERIOR DOOR HANDLES
PERFORMED RECALL

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	CEB1L281-AA	HANDLE FR 23014010		
				TOTAL - PARTS	0.00

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CHCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR

08-M1-01-82/.60

RECALL M-10
ABS/ESC WIRING
PERFORMED RECALL

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

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX CHCS JOB# 3 TOTAL 0.00

The Refractory and Reprints Company, Erie, PA 16515, 724-207-0700, C. 100111



MANAHAWKIN CHRYSLER DODGE JEEP RAM

SERVICE
INVOICE

Jeep



Route 72

MANAHAWKIN, N.J. 08050

Sales: 609-597-1045

Service: 609-597-1097

www.manahawkinchryslerdodge.com



CUSTOMER NO.	ADVISOR JOSEPH F STECKLAIR	TAG NO. 32 997	INVOICE DATE 12/19/12	INVOICE NO. CHCS103090
LABOR RATE	LICENSE NO.	MILEAGE 21,943	COLOR BLACK/	STOCK NO.
YEAR / MAKE / MODEL 11 / DODGE / CHARGER / 4DR SDN SE RWD	DELIVERY DATE	DELIVERY MILES		
VEHICLE I.D. NO. 2 B 3 C L 3 C G 9 B H	SELLING DEALER NO.	PRODUCTION DATE		
FTE NO.	P.O. NO.	H O DAIL 12/17/12		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	MO: 21943	

TOTALS-----

*****	TOTAL LABOR....	0.00
* [] CASH [] CHECK CK NO. []	TOTAL PARTS....	0.00
* [] VISA [] MASTERCARD [] DISCOVER	TOTAL SUBLET...	0.00
* [] AMEX [] OTHER Rec'vd By.....	TOTAL G.O.G....	0.00
*****	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00
	TOTAL INVOICE \$	0.00

WE NOW OPEN FOR SATURDAY SERVICE
ASK ABOUT OUR 'LIFETIME OIL CHANGE PROGRAM'
DON'T FORGET TO GET ON OUR E-MAIL LIST!!

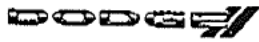
CUSTOMER SIGNATURE
***** DUPLICATE INVOICE *****

The Reynolds and Reynolds Company, ENHANCED DOCUMENTS, 03/11



MANAHAWKIN CHRYSLER DODGE JEEP RAM

103090 WORK ORDER
Jeep.
RAM
103090



Route 72
MANAHAWKIN, N.J. 08050
Sales: 609-597-1045
Service: 609-597-1097

www.manahawkinchryslerdodge.com

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
26CHZ07 26CHZ32 26CHZ10	LUBE, OIL & FILTER REPLACE FUEL FILTER ROTATE & BAL TIRES	MI MO MI		26CHZ20 26CHZ33 14CHZ021	TRANSMISSION SERVICE REPLACE AIR FILTER REPLACE FUEL FILTER	MI MO MO	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO.

SERVICE

STATE REG#

TERMS CASH <input type="checkbox"/> CREDIT CARD <input type="checkbox"/> CHECK <input type="checkbox"/> (PRIOR APPROVAL) OTHER TYPE <input type="checkbox"/>	VEHICLE I.D. NO. 2B3CL3CG9BH	YEAR/MAKE/MODEL 11/DODGE/CHARGER/4DR SDN SE RWD	PRODUCTION DATE	STOCK NO.	LICENSE NO.	H. O. NO. 103090
APPROVED BY	INCIDENT PHONE	BUSINESS PHONE	CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES
CALL WHEN READY <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	TIME RECEIVED 08:12am	DATE/TIME PROMISED 12/17/12 05:30pm	PRIORITY	APPROVAL	CONTRACT NO.	EXPIRATION DATE
APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		LABOR RATE			EXPIRATION MILES	TAG NO. 997
			TURBO N	MMC CHZZ	AIR COND. Y	P.S. Y
			TRANS A	MIL FAGE	ADVISOR NO. 32	ADVISOR JOSEPH F STECKLAIR

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 other material for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein; in case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.

X *Towed In*

W 08CHZ	ELECTRICAL	CHECK VEHICLE BROKE DOWN ON HIGHWAY--TOWED IN
W 09CHZ	CAMPAIGNS/RECALLS	RECALL L-28 EXTERIOR DOOR HANDLES <i>23-42-51-82/30</i>
W 09CHZ001	CAMPAIGNS/RECALLS	RECALL M-10 ABS/ESC WIRING <i>-08-M1-01-82/60</i>

4/21/12

ESTIMATE	ADDITIONAL AMOUNT
\$	\$
THE ESTIMATE IS BASED ON OUR INITIAL INSPECTION AND DOES NOT INCLUDE ANY ADDITIONAL PARTS OR LABOR WHICH MAY BE REQUIRED AFTER THE WORK HAS BEEN OPENED UP.	
PHONE	IN PERSON
DATE	TIME
ADDITIONAL REPAIRS OK'D BY	RW
NOTIFIED OF COMPLETION	DATE COMPLETED
AM	BY
FM	
I hereby waive my right to receive a written estimate of the price to complete the requested repair.	
X	
ALL PARTS REMOVED WILL BE DESTROYED UNLESS SPECIFIED OTHERWISE <input type="checkbox"/> FRAME	
ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.	
<i>21,943 m.l.</i>	

alternator -

RL 801779A6

500⁰⁰ m/o

Discharged Battery
Charge Battery - good

28.55 SHIPPING
R# 102865
FREIGHT

✓ charging system - Needs Alternator

Recall
L-28

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO.	TIME OFF	TIME ON
90		ALTDIA	DEC 19 NE 14.4	DEC 19 NE 14.0

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO.	TIME OFF	TIME ON
70		ALT	DEC 19 NE 12.0	DEC 19 NE 11.2

FLAG

Recall
M-10

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO.	TIME OFF	TIME ON
		103090	DEC 17 MO 8.8	DEC 17 MO 8.1
		27 Charger		

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO.	TIME OFF	TIME ON
		103090	DEC 17 MO 12.0	DEC 17 MO 11.6
		27 Charger		

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO.	TIME OFF	TIME ON
160		103090	DEC 17 MO 13.8	DEC 17 MO 13.6
		27 Recall		

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO.	TIME OFF	TIME ON
30		103090	DEC 17 MO 9.8	DEC 17 MO 9.5
		27 Recall		

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO.	TIME OFF	TIME ON
		103090	DEC 17 MO 13.6	DEC 17 MO 12.6
		27 Recall		



MANAHAWKIN CHRYSLER DODGE JEEP RAM

SERVICE
INVOICE



Route 72
MANAHAWKIN, N.J. 08050
Sales: 609-597-1045
Service: 609-597-1097
www.manahawkinchryslerdodge.com

CUSTOMER NO.	ADVISOR JOSEPH F STECKLAIR	TAG NO. 32	INVOICE DATE 12/19/12	INVOICE NO. CHCS103090
	LABOR RATE	LICENSE NO.	MILEAGE 21,943	COLOR BLACK/
	YEAR / MAKE / MODEL 11/DODGE/CHARGER/4DR SDN SE RWD		DELIVERY DATE	DELIVERY MILES
PT PLEASANT, NJ	VEHICLE ID. NO. 2 B 3 C L 3 C G 9 B H		SELLING DEALER NO.	PRODUCTION DATE
	R.T.E. NO.	F.O. NO.	R.O. DATE 12/17/12	
BUSINESS PHONE	COMMENTS			MO: 21943

JOB# 1 CHARGES

LABOR
 08-05-01-05-11/.70, 85-41-00-00/.50
 ELECTRICAL
 CHECK VEHICLE BROKE DOWN ON HIGHWAY--TOWED IN
 PERFORM DIAGNOSTICS. BATTERY TEST OK NEEDS CHARGING.
 INSPECT CHARGING SYSTEM WIRING AND GOODRDS ALL GOOD
 ALTERNATOR OUTPUT LOW. REPLACED THE ALTERNATOR CHARGED
 BATTERY AND TEST OK

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	4801779-AG	ALTERNATO 8028003		
	-1	4801779-AG	CORE RETURN		
				TOTAL - PARTS	0.00

JOB# 1 TOTALS

JOB# 2 CHARGES
 JOB# 1 JOURNAL PREFIX CHCS JOB# 1 TOTAL 0.00

LABOR
 23-L2-81-82/.30
 RECALL L-28
 EXTERIOR DOOR HANDLES
 PERFORMED RECALL

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	CEB1L281-AA	HANDLE FR 23014010		
				TOTAL - PARTS	0.00

JOB# 2 TOTALS

JOB# 3 CHARGES
 JOB# 2 JOURNAL PREFIX CHCS JOB# 2 TOTAL 0.00

LABOR
 08-M1-01-82/.60
 RECALL M-10
 ABS/ESC WIRING
 PERFORMED RECALL

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

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX CHCS JOB# 3 TOTAL 0.00

08-05-01-05-11/.70, 85-41-00-00/.50
 23-L2-81-82/.30
 08-M1-01-82/.60

MANAHAWKIN CHRYSLER DODGE JEEP RAM

Route 72

MANAHAWKIN, N.J. 08050

Sales: 609-597-1045

Service: 609-597-1097

www.manahawkinchryslerdodge.com

SERVICE
INVOICE

Jeep

RAM

CUSTOMER NO. [REDACTED]	ADVISOR JOSEPH F STECKLAIR	TAG NO. 32	997	INVOICE DATE 12/19/12	INVOICE NO. CHCS103090
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 21,943	COLOR BLACK/	STOCK NO.
[REDACTED]	YEAR / MAKE / MODEL 11/DODGE/CHARGER/4DR SDN SE RWD			DELIVERY DATE	DELIVERY MILES
PT PLEASANT, NJ	VEHICLE I.D. NO. 2 B 3 C L 3 C G 9 B H [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	E.T.E. NO.	R.C. NO.	[REDACTED]	R.O. DATE 12/17/12	
[REDACTED]	BUSINESS PHONE	COMMENTS			

MO: 21943

TOTALS

*****	TOTAL LABOR....	0.00
* [] CASH [] CHECK CK NO. [] *	TOTAL PARTS....	0.00
* [] VISA [] MASTERCARD [] DISCOVER *	TOTAL SUBLET....	0.00
* [] AMEX [] OTHER Rec'vd By..... *	TOTAL G.O.G....	0.00
*****	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00
	TOTAL INVOICE \$	0.00

WE NOW OPEN FOR SATURDAY SERVICE
ASK ABOUT OUR 'LIFETIME OIL CHANGE PROGRAM'
DON'T FORGET TO GET ON OUR E-MAIL LIST!!

CUSTOMER SIGNATURE _____

PE14-022

CHRYSLER

10-3-2014

ENCLOSURE 4

LEGAL CLAIMS

PE14-022

CHRYSLER

10-3-2014

ENCLOSURE 4

LEGAL CLAIMS

CUSTOMER #: [REDACTED]

196062

GARDEN CITY JEEP CHRYSLER DODGE LLC

283 N. FRANKLIN ST.

HEMPSTEAD, NY 11650-1310

PHONE: (516) 483-2700 FAX: (516) 483-1474

WARRANTY

PAGE 1

SERVICE ADVISOR: 7431 VICTOR ANZALONE

HEMPSTEAD, NY

CONT
CELL

YEAR	MAKE	VIN	LICENSE	MILEAGE IN/OUT	TAG		
12	DODGE CHARGER	2C3CDXBG6CH		3731/3732	T5697		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
9JUN12 DE			17:00 28JAN13		120.00	CASH	28JAN13

R.O. OPENED: [REDACTED] READY: [REDACTED] OPTIONS: SOLD-STK:D2564 DLR:60227
 ENG:ERB 3.6L V6 24V VVT Engine
 TRN:DFG 8-Spd Auto 8HP45 Trans (Buy)

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
C/S	CK	FOR	A	NOISE FROM ENGINE	LIKE A BELT NOISE	WHEN COLD	
CAUSE:	FOUND	BATTERY	NOT	HOLDING CHARGE	CAUSING	ALT TO OVERRUN	
08080110	Battery	-	Test	and charge and retest and	replace	single battery (0 - Low Skilled)	
	3243	WP	0.40			47.78	47.78
1	BB94R750AA	*BATTERY-STORAGE			175.29	175.29	175.29
FC:	PARTS	COUNT					
CLAIM	TYPE:	W					
AUTH	CODE:						

9810 17529 TPARTS
 605 4778 TLABOR

 THANK YOU FOR YOUR PATRONAGE
 IF YOU HAVE ANY QUESTIONS OR CONCERNS
 PLEASE CALL JIM LENNON AT 516-483-5777
 OR EMAIL US AT SERVICE@GARDENCITYCARDEALS.COM
 PLEASE FILL OUT THE MANUFACTURER'S SURVEY AND
 *****CHECK OFF ALL THE HAPPY FACES*****
 NY# 7100746

COST, SALE, & COMP TOTALS 10415 22307 0

BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE STATED. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO CUSTOMER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED HAD BEEN CONNECTED IN ANY WAY WITH ANY DEFECT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS INFORMATION ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT OF THIS CLAIM AT THE SERVICING DEALER FOR INSPECTION BY THE 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	47.78
PARTS AMOUNT	175.29
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	223.07
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	223.07

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

CUSTOMER SIGNATURE

PE14-022

CHRYSLER

10-3-2014

ENCLOSURE 4

LEGAL CLAIMS

DEANS AUTO REPAIR
2242 N 32ND STREET
PHOENIX, AZ 85008



Quality Service Since 1960

06/27/2014 09:19:57
Merchant ID: 00000002171514
Terminal ID: 03228957
84014170

uto Repair
2nd Street
AZ 85008

75-7636
UTOREPAIR.NET

DEBIT CARD
EDS SALE

CARD # [REDACTED]
INVOICE 0001
Batch #: 000755
Approval Code: 000755
Entry Method: 262846
Mode: Swiped
Online

SALE AMOUNT \$934.01

CUSTOMER COPY

Invoice # 0044408 Date: 06/27/2014
Customer: [REDACTED]
Address: [REDACTED]
City: AZ
Phone 1: [REDACTED] Ext: [REDACTED]
Phone 2: () Ext: [REDACTED]

Vehicle: 2011 DODG CHARGER
License: [REDACTED] PO #: [REDACTED]
VIN: 2B3CL3CG9BH [REDACTED] Page: Page 1 of 1
Engine: V6-3604 3.6L DOHC #X4
Mileage: 37864 Price:
Trans: [REDACTED] Writer: LEE BOURNE

Part Description	Labor	Each	Parts	Subtotal
CHARGING SYSTEM.	134.14		505.00	639.14
ALTERNATOR		505.00	505.00	
BATTERY 36MO WARR.	28.51		189.95	219.46
		189.95	189.95	

Car # [REDACTED]

FOR [REDACTED]

[Handwritten signature]

Warranty on parts and labor is 24 months or 24,000 miles, whichever comes first, unless otherwise stated on the invoice above. Warranty work has to be performed in our shop & cannot exceed the original cost of the repair. I hereby authorize the repair work to be done along with the necessary parts and materials and hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere, at your discretion, for the purpose of testing and/or inspection. An express mechanics lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto. Not responsible for damage or articles left in car in case of fire, theft or any other cause beyond our control.

Labor : \$163.65
Parts : \$694.95
Sublet : \$0.00
Other Fees : \$0.00
Shop Supply : \$16.37
Subtotal : \$874.97
Sales Tax : \$59.04

Paid By :
Pay Ref :
Total : \$934.01
Paid : \$0.00
Due : \$934.01

X

PE14-022

CHRYSLER

10-3-2014

ENCLOSURE 4

LEGAL CLAIMS

MATTER # 1248199
FILE TYPE Legal Claim
FILE NAME [REDACTED]
CAIR # [REDACTED]
DATE OF INCIDENT [REDACTED]
DATE OF NOTICE 05/04/2014
MODEL/MODEL YEAR 2011 Dodge Charger Se Rwd
VIN 2B3CL3CG2BH[REDACTED]
MILEAGE 36,000
OWNER [REDACTED]
[REDACTED]
San Angelo, TX [REDACTED]
COURT NA
DOCKET # NA
ALLEGED DEFECT Alternator -Fire
DESCRIPTION Owner claims the engine caught fire, doors would not unlock, and daughter was in the vehicle.
FIRE Y
INJURIES 0
FATALITIES 0
ANALYSIS Service technician stated he could see where alternator got hot and left a hot spot, and that alternator needed replacing. No fire damage.

MATTER # 1247151
FILE TYPE Legal Claim
FILE NAME [REDACTED]
CAIR # [REDACTED]
DATE OF INCIDENT [REDACTED]
DATE OF NOTICE 04/09/2014
MODEL/MODEL YEAR 2012 Dodge Charger Se Rwd
VIN 2C3CDXBG2CH [REDACTED]
MILEAGE 70,000
OWNER [REDACTED]
[REDACTED]
Jacksonville, AR [REDACTED]
COURT NA
DOCKET # NA
ALLEGED DEFECT Alternator - Fire
DESCRIPTION Owner claims vehicle was parked in her driveway for over 24 hours when a friend came by and advised the car was smoking under the hood. Under the hood, smoke was coming from the alternator.
FIRE Y
INJURIES 0
FATALITIES 0
ANALYSIS An inspection¹ revealed evidence of smoke from the windings post shorting and melting, but no evidence of actual fire. Vehicle displayed dash light showing battery saver mode. No fire damage.

¹ The inspection was conducted at the request of counsel in anticipation of litigation and the report is being withheld under a claim of attorney work-product privilege.

MATTER # 1247890
FILE TYPE Legal Claim
FILE NAME [REDACTED]
CAIR # [REDACTED]
DATE OF INCIDENT [REDACTED]
DATE OF NOTICE 06/11/2011
MODEL/MODEL YEAR 2011 Dodge Charger Se Rwd
VIN 2B3CL3CG1BH [REDACTED]
MILEAGE 48,000
OWNER [REDACTED]
[REDACTED]
Maricopa, AZ [REDACTED]
COURT NA
DOCKET # NA
ALLEGED DEFECT Alternator-Fire
DESCRIPTION Owner alleged vehicle stalled while driving. Owner could smell burning, and the dash lights were flashing. Upon stopping and opening the hood, smoke came out of the hood.
FIRE Y
INJURIES 0
FATALITIES 0
ANALYSIS The vehicle's alternator was replaced. An inspection¹ revealed no evidence of actual fire or resulting damage.

¹ The inspection was conducted at the request of counsel in anticipation of litigation and the report is being withheld under a claim of attorney work-product privilege.

MATTER # 1241004
FILE TYPE Legal Claim
FILE NAME ██████████), A/S/O PROGRESSIVE
CAIR # ██████████
DATE OF INCIDENT ██████████
DATE OF NOTICE 07/17/2013
MODEL/MODEL YEAR 2011 Dodge Charger Se Rwd
VIN 2B3CL3CG1BH ██████████
MILEAGE 65,000
OWNER ██████████
██████████
Conroe, TX ██████████
COURT NA
DOCKET # NA
ALLEGED DEFECT Alternator - Fire
DESCRIPTION The insurance company indicated the alternator overheated.

FIRE Y
INJURIES 0
FATALITIES 0
ANALYSIS An inspection¹ revealed that a fire occurred to the right side of the engine, melting wire insulation, the engine cover, hood insulation, fuses, etc. The cause of the fire was undetermined.

¹ The inspection was conducted at the request of counsel in anticipation of litigation and the report is being withheld under a claim of attorney work-product privilege.

MATTER # 1241053
FILE TYPE Legal Claim
FILE NAME [REDACTED]
CAIR # [REDACTED]
DATE OF INCIDENT [REDACTED]
DATE OF NOTICE 08/05/2013
MODEL/MODEL YEAR 2011 Dodge Charger Se Rwd
VIN 2B3CL3CG6BH[REDACTED]
MILEAGE 48,256
OWNER [REDACTED]
[REDACTED]
Oxon Hill, MD [REDACTED]
COURT NA
DOCKET # NA
ALLEGED DEFECT Alternator - Fire
DESCRIPTION Owner's wife alleged she was driving the vehicle when the ABS warning lamp came on and she noticed smoke coming from beneath the hood. She pulled the car into a parking lot, parked, opened the hood, and saw a small fire at the right front of the engine compartment. The fire was extinguished by a cup of water.
FIRE Y
INJURIES 0
FATALITIES 0
ANALYSIS The vehicle was subsequently traded in to a dealership by the owner. An inspection¹ revealed some damage to a plastic plate on the alternator, but no damage in adjacent areas. The cause of the fire was undetermined.

¹ The inspection was conducted at the request of counsel in anticipation of litigation and the report is being withheld under a claim of attorney work-product privilege.

MATTER # 1250747
FILE TYPE Legal Claim
FILE NAME [REDACTED]
CAIR # [REDACTED]
DATE OF INCIDENT [REDACTED]
DATE OF NOTICE 07/26/2014
MODEL/MODEL YEAR 2011 Dodge Charger Se Rwd
VIN 2B3CL3CG9BH[REDACTED]
MILEAGE 64,590
OWNER [REDACTED]
[REDACTED]
Salem, MO [REDACTED]
COURT NA
DOCKET # NA
ALLEGED DEFECT Alternator - Fire
DESCRIPTION While driving approximately 20 mph for 5 minutes or less, owner alleged hearing a loud whining noise from the engine and smelling something burning. A warning light flashed on the instrument panel, including the battery light and ABS light. He stopped the vehicle, opened the hood, and saw smoke coming from the alternator.
FIRE Y
INJURIES 0
FATALITIES 0
ANALYSIS An inspection¹ revealed no indication of open flame or fire. Failure of the alternator appeared to be the origin of the smoke.

¹ The inspection was conducted at the request of counsel in anticipation of litigation and the report is being withheld under a claim of attorney work-product privilege.

MATTER # 1247995
FILE TYPE Legal Claim
FILE NAME [REDACTED]
CAIR # [REDACTED]
DATE OF INCIDENT [REDACTED]
DATE OF NOTICE 04/10/2013 and 05/06/2014
MODEL/MODEL YEAR 2011 Dodge Charger Se Rwd
VIN 2B3CL3CG1BH [REDACTED]
MILEAGE 66,000 and 85,000
OWNER [REDACTED]
[REDACTED]
Fresno, CA [REDACTED]
COURT NA
DOCKET # NA
ALLEGED DEFECT Alternator - Fire
DESCRIPTION Owner alleged two incidents of alternator failure. In the first occasion, owner's wife was driving the vehicle, the lights began flashing on and off, the wipers turned on and off, smoke was coming from under the hood, and then the vehicle died. Owner replaced the alternator and battery. In the second occasion, owner alleged stopping the car, opening the hood, and seeing fire inside the alternator.

FIRE Y
INJURIES 0
FATALITIES 0
ANALYSIS An inspection¹ revealed a dead battery and evidence of the alternator overheating, and no visible fire damage. The cause was believed to be an internal short in the alternator.

¹ The inspection was conducted at the request of counsel in anticipation of litigation and the report is being withheld under a claim of attorney work-product privilege.

MATTER # 1229543
FILE TYPE Legal Claim
FILE NAME [REDACTED]
CAIR # [REDACTED]
DATE OF INCIDENT [REDACTED]
DATE OF NOTICE 03/28/2012
MODEL/MODEL YEAR 2011 Dodge Charger Se Rwd
VIN 2B3CL3CG8BH [REDACTED]
MILEAGE 20,830
OWNER [REDACTED]
[REDACTED]
Mobile, AL [REDACTED]
COURT NA
DOCKET # NA
ALLEGED DEFECT Alternator - Fire
DESCRIPTION Owner alleged vehicle was sitting in the driveway when a fire occurred.

FIRE Y
INJURIES 0
FATALITIES 0
ANALYSIS An inspection¹ revealed heat damage in the right lower corner of the engine compartment, and no actual evidence of open flame or fire. The vehicle's battery light was illuminating. The wires mounted to the alternator showed evidence of heat, but the insulation was still on the wires. There was no evidence of the alternator wires rubbing through. The cause of the damage appeared to be electrical.

¹ The inspection was conducted at the request of counsel in anticipation of litigation and the report is being withheld under a claim of attorney work-product privilege.

MATTER # 1246590
FILE TYPE Legal Claim
FILE NAME [REDACTED]
CAIR # [REDACTED]
DATE OF INCIDENT [REDACTED]
DATE OF NOTICE 03/19/2014
MODEL/MODEL YEAR 2011 Dodge Charger Se Rwd
VIN 2B3CL3CG4BH [REDACTED]
MILEAGE 46,185
OWNER [REDACTED]
[REDACTED]
Roanoke, VA [REDACTED]
COURT NA
DOCKET # NA
ALLEGED DEFECT Alternator - Fire
DESCRIPTION Owner alleged vehicle's warning lights illuminated while driving, and all the doors locked. She stopped the vehicle and saw smoke coming from under the hood. The vehicle was turned off after all the occupants exited.
FIRE Y
INJURIES 0
FATALITIES 0
ANALYSIS An inspection¹ revealed battery was completely discharged and alternator does not charge. No sign of active fire found, and no burned wires found. The cause appeared to be alternator failure.

¹ The inspection was conducted at the request of counsel in anticipation of litigation and the report is being withheld under a claim of attorney work-product privilege.

MATTER # 1243572
FILE TYPE Legal Claim
FILE NAME [REDACTED]
CAIR # [REDACTED]
DATE OF INCIDENT [REDACTED]
DATE OF NOTICE 11/17/2013
MODEL/MODEL YEAR 2011 Dodge Charger Se Rwd
VIN 2B3CL3CG9BH [REDACTED]
MILEAGE 47,327
OWNER [REDACTED]
[REDACTED]
Olympia, WA [REDACTED]
COURT NA
DOCKET # NA
ALLEGED DEFECT Alternator Failure - Stalling
DESCRIPTION Owner's wife alleged while at a stop light, the instrument panel lights flickered and headlights were going dim and flickering. The engine died shortly thereafter. Owner came and jumpstarted the vehicle. While the hood was open, they smelled a strange odor from the engine compartment.
FIRE N
INJURIES 0
FATALITIES 0
ANALYSIS An inspection¹ revealed that the alternator overheated and failed. A 100 watt amp found in the trunk may have contributed to the alternator failure.

¹ The inspection was conducted at the request of counsel in anticipation of litigation and the report is being withheld under a claim of attorney work-product privilege.

MATTER # 1240868
FILE TYPE Legal Claim
FILE NAME [REDACTED]
CAIR # [REDACTED]
DATE OF INCIDENT [REDACTED]
DATE OF NOTICE 08/02/2013
MODEL/MODEL YEAR 2012 Dodge Charger Sxt Awd
VIN 2C3CDXJG7C [REDACTED]
MILEAGE 9,000
OWNER [REDACTED]
[REDACTED]
South Jordan, UT [REDACTED]
COURT NA
DOCKET # NA
ALLEGED DEFECT Alternator – Fire/Stalling
DESCRIPTION Owner alleges problems with the dash lights illuminating while driving, the car shut off, fire came up the windshield and right side of the vehicle, and smoke came inside the vehicle.

FIRE Y
INJURIES 0
FATALITIES 0
ANALYSIS An inspection¹ revealed that the alternator wire harness was routed incorrectly and rubbed on the exhaust manifold, causing a short. The engine compartment wire harness show evidence of burning, but no other fire damage was observed. Owner had two prior instances of the vehicle stalling.

¹ The inspection was conducted at the request of counsel in anticipation of litigation and the report is being withheld under a claim of attorney work-product privilege.

MATTER # 1250511
FILE TYPE Legal Claim
FILE NAME [REDACTED]
CAIR # [REDACTED]
DATE OF INCIDENT [REDACTED]
DATE OF NOTICE 07/22/2014
MODEL/MODEL YEAR 2011 Dodge Charger Se Rwd
VIN 2B3CL3CG5BH [REDACTED]
MILEAGE 47,000
OWNER [REDACTED]
[REDACTED]
Jackson, TN [REDACTED]
COURT NA
DOCKET # NA
ALLEGED DEFECT Alternator - Fire
DESCRIPTION Owner alleges observing a strange noise from the vehicle while driving, then the traction, ABS, and battery light illuminated on the instrument cluster. She noticed smoke coming from the front right of the vehicle, and immediately parked the vehicle and turned it off.
FIRE Y
INJURIES 0
FATALITIES 0
ANALYSIS An inspection¹ revealed that the cause of the smoke was an electrical short in the alternator. No evidence of active fire or other damage observed.

¹ The inspection was conducted at the request of counsel in anticipation of litigation and the report is being withheld under a claim of attorney work-product privilege.

MATTER # 1238604
FILE TYPE Legal Claim
FILE NAME [REDACTED]
CAIR # 24008762
DATE OF INCIDENT Unknown
DATE OF NOTICE 09/30/2013
MODEL/MODEL YEAR 2011 Dodge Charger Se Rwd
VIN 2B3CL3CG8BH [REDACTED]
MILEAGE 50,000
OWNER [REDACTED]
[REDACTED]
Canton, NY [REDACTED]
COURT NA
DOCKET # NA
ALLEGED DEFECT Alternator - Stalling
DESCRIPTION Owner alleges failure of the alternator causing stalling and other electrical malfunctions.
FIRE N
INJURIES 0
FATALITIES 0
ANALYSIS Vehicle was previously towed to a dealership for stalling while driving. At that time, the customer was advised by a service technician that the alternator was failing and should be replaced. The customer declined the repair at that time. The alternator subsequently failed completely.

MATTER # 1251496
FILE TYPE Legal Claim
FILE NAME [REDACTED]
CAIR # [REDACTED]
DATE OF INCIDENT Unknown
DATE OF NOTICE 06/24/2014
MODEL/MODEL YEAR 2011 Dodge Charger Se Rwd
VIN 2B3CL3CG6BH [REDACTED]
MILEAGE 60,000
OWNER [REDACTED]
[REDACTED]
Mesquite, NM [REDACTED]
COURT NA
DOCKET # NA
ALLEGED DEFECT Alternator - Fire
DESCRIPTION Owner alleged stopping the vehicle, opening the hood, and seeing smoke and flame. The alternator was black.

FIRE Y
INJURIES 0
FATALITIES 0
ANALYSIS The customer did not respond to Chrysler Group LLC's request to inspect the vehicle.

MATTER # 1231265
FILE TYPE Legal Claim
FILE NAME [REDACTED]
CAIR # [REDACTED]
DATE OF INCIDENT [REDACTED]
DATE OF NOTICE 06/08/2012
MODEL/MODEL YEAR 2012 Dodge Charger Police Rwd
VIN 2C3CDXAT8CH [REDACTED]
MILEAGE 14,355
OWNER [REDACTED]
[REDACTED]
Marshalltown, IA 5 [REDACTED]
COURT NA
DOCKET # NA
ALLEGED DEFECT Alternator - Fire
DESCRIPTION The vehicle, being driven by a police officer, was involved in a chase. Upon stopping the car, the officer detected a hot smell, but was uncertain whether it was his vehicle or the stopped vehicle. After getting back in his car and driving away, the ABS and traction control light illuminated. As he started to accelerate, he felt hot air and saw smoke through the air ducts. He immediately pulled over, shut off the car and exited, then saw smoke from the engine compartment. He opened the hood, and saw fire on the alternator.

FIRE Y
INJURIES 0
FATALITIES 0
ANALYSIS An inspection¹ revealed that the damage was limited to the alternator, suggesting alternator failure as the cause of the event.

¹ The inspection was conducted at the request of counsel in anticipation of litigation and the report is being withheld under a claim of attorney work-product privilege.

MATTER # 1243215
FILE TYPE Legal Claim
FILE NAME [REDACTED]
CAIR # [REDACTED]
DATE OF INCIDENT [REDACTED]
DATE OF NOTICE 11/04/2013
MODEL/MODEL YEAR 2012 Dodge Charger Se Rwd
VIN 2C3CDXBG5CH1 [REDACTED]
MILEAGE 45,313
OWNER [REDACTED]
[REDACTED]
Lake Worth, FL [REDACTED]
COURT NA
DOCKET # NA
ALLEGED DEFECT Alternator - Fire
DESCRIPTION Owner alleges all the lights in the vehicle dimmed and he smelled a burning smell while driving. When he arrived home, he saw smoke coming from the engine compartment. He opened the hood and saw smoke coming from the alternator.
FIRE Y
INJURIES 0
FATALITIES 0
ANALYSIS An inspection¹ revealed that the alternator body had signs of overheating, with no evidence of other damage to the vehicle. The cause of the fire was believed to be internal failure of the alternator.

¹ The inspection was conducted at the request of counsel in anticipation of litigation and the report is being withheld under a claim of attorney work-product privilege.

MATTER # 1249474
FILE TYPE Legal Claim
FILE NAME [REDACTED]
CAIR # [REDACTED]
DATE OF INCIDENT [REDACTED]
DATE OF NOTICE 06/20/2014
MODEL/MODEL YEAR 2011 Dodge Charger Se Rwd
VIN 2B3CL3CG9BH [REDACTED]
MILEAGE 37,864
OWNER [REDACTED]
[REDACTED]
Glendale, AZ [REDACTED]
COURT NA
DOCKET # NA
ALLEGED DEFECT Alternator - Fire
DESCRIPTION Owner alleges she smelled a burning smell while driving, and heard a humming sound from under the hood. After parking the car at work and turning it off, she could not restart the car. Her husband tried to jump start the car, but could not. The husband said he could also smell a burnt wiring odor. Vehicle was towed to an auto shop.
FIRE Y
INJURIES 0
FATALITIES 0
ANALYSIS An inspection¹⁴ revealed evidence of a burn on the alternator and label, but no actual fire, and no other damage to the vehicle. The cause of the event was believed to be failure of the alternator.

¹⁴ The inspection was conducted at the request of counsel in anticipation of litigation and the report is being withheld under a claim of attorney work-product privilege.