INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

PE15-021

FLAT CHRYSLER

10-22-2015

ENCLOSURE 4

Legal Backup Documents

1255635
Rose

ROBERT M. SILVERMAN[a,b]
CRAIG THOR KIMMEL[a,c]

[a] Member, PA Bar
[b] Member, NJ Bar
[c] Member, DE Bar
[d] Member, NY Bar
[e] Member, MA Bar
[f] Member, MD Bar
[g] Member, OH Bar
[h] Member, MI Bar
[i] Member, NH Bar
[j] Member, CT Bar
[k] Member, TN Bar
[l] Member, WY Bar
[m] Member, DC Bar
[n] Member, CA Bar
[o] Member, WI Bar
[p] Member, TX Bar
[q] Member, WV Bar
[r] Member, CO Bar
[s] Member, FL Bar

KIMMEL & SILVERMAN
P.C.

JACQUELINE C. HERRITT[a,b,o]
ROBERT A. RAPKIN[a]
ANGELA K. TROCCOLI[a,q]
AMY L. BENNECOFF[a,b,g,p,c]
TARA L. PATTERSON[a]
W. CHRISTOPHER COMPONOVO[a,d]
ZACHARY S. KAPPEL[a,b,j]
JASON L. GRESHES[a,b,k]
DAIVY P. DAMBREVILLE[a,b]
JOHN A. DINGLE[a,b]
ROBERT E. WILLIAMS[a,b]
STEVEN MEDINA[a]
SHANNON R. HARKINS[a]

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, 100 Ross Street, Suite 330, 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 2, 2014

Chrysler Group, LLC
1000 Chrysler Drive
Auburn Hills, MI 48326
Fax: 518-869-3334

RECEIVED
DEC - 4 2014
MILLER, CANFIELD, PADDOCK AND STONE, P.L.C.

Re: Ms. I[redacted]
2014 Jeep Grand Cherokee
VIN: 1C4RJFCT3EC1[redacted]

Dear Sir/Madam:

As you know, this office represents the above-referenced individual for problems encountered with the 2014 Jeep Grand Cherokee. I am enclosing the repair slips. As you can see, my client has returned to the dealership for problems with the check engine light is on, a/c problems, navigation froze, recall N58, N42, repaint & refinish front cover, fender molding, alarm, hood latch, headlamps, locks, mirror and brakes.

Please let me know if Chrysler Group LLC is interested in attempting an early resolution in this matter. I will refrain from filing suit in this matter for 30 days while you evaluate my client's claim. If I do not hear from you within the next 30 days, suit will be prepared and filed.

I look forward to hearing from you.

Very truly yours,

Jacqueline C. Herritt

JCH/em
Attachments

Chrysler Group LLC
Office of the General Counsel
DEC 03 2014
By FedEx Mail/Reg. Agent/ Sec. of State/Proc. Server

CUSTOMER #: [redacted]

[redacted]

INVOICE

PAGE 1

PLANET
9975 NW 12 Street
Miami, FL 33172
(305) 470-8000
Fax (786) 336-1646
www.planetdodge.com
MVR 07463 MV 49138

HOME: CONT: N/A
BUS: CELL:

SERVICE ADVISOR: 3886 MARLEEN MARY GARCIA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	14	JEEP GRAND CHEROKEE	1C4RJFCT3EC[redacted]		2918/2918	T1812

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN13 DL			17:00 26AUG13		109.95	CASH	26AUG13

R.O. OPENED	READY	OPTIONS:
07:41 26AUG13	10:35 26AUG13	DLR:NONE ENG:5.7_Liter

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUSTOMER STATES NAVIGATION FROZE UTD AT THIS TIME WE ARE UNABLE TO DUPLICATE YOUR CONCERN. IF YOUR CONCERN SHOULD REPRODUCE AGAIN PLEASE BRING YOUR VEHICLE BACK TO THE DEALERSHIP SO WE MAY DIAGNOSE IT. 3760 CD 0.00	0.00	0.00	
2918 FINE AT THIS TIME			
**********			
B RRT 13-041 CAUSE: . 19206790 RRT 13-041 3760 WD 0.20			(N/C)
2918 DONE			
**********			
C RRT 13-056 CAUSE: [redacted] 18600249 RRT 13-[redacted] 3760 WD 0.30			(N/C)
2918 DONE			
**********			
D POTAMKIN PLANET DODGE CHRYSLER JEEP WORLD CLASS INSPECTION 16P POTAMKIN PLANET DODGE CHRYSLER JEEP WORLD CLASS INSPECTION 3760 CD 0.00	0.00	0.00	
**********			

MV-08474

THE FINDINGS AND ACTIONS TAKEN TO ADDRESS MY CONCERN(S) HAVE BEEN REVIEWED WITH ME._____

Miscellaneous charges represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. It is based on 7.5% of the total repair bill or $25.00, whichever is less.

FS403.718 mandates a $1.00 fee for each new tire sold in the State of Florida. FS403.7185 mandates a $1.50 fee for new or remanufactured battery sold in the State of Florida.

PROPER CAR REPAIR AND YOUR SATISFACTION ARE BOTH IMPORTANT TO US. THE WORK WE PERFORMED IS IN ACCORDANCE WITH THE MANUFACTURER'S SPECIFICATIONS, GOVERNMENT REGULATIONS AND OUR PRIDE OF WORKMANSHIP. PREVENTATIVE MAINTENANCE IS THE LEAST EXPENSIVE COST OF OPERATING YOUR CAR. LET US SERVICE YOUR CAR REGULARLY TO PREVENT AS MANY MECHANICAL FAILURES AS POSSIBLE.

Thank you for giving our Service Department this opportunity to service your automotive needs. If you have any question about your bill or are not completely satisfied with the repairs as performed, please contact your service advisor or our customer relations representative.

LIMITED WARRANTY: The only warranties applying to the part(s) installed in accordance with this estimate are those offered by the manufacturer(s). 12 months or 12,000 miles whichever occurs first. All remanufactured parts and labor have no implied, including any implied warranty of merchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products or service sold under the sale of this estimate. Seller does not guarantee that the work performed in accordance with this estimate will correct any problems specified on the description of the complaint. We use published Standard Times. Standard Times are average times to perform repairs; actual times may be more or less than Standard times. Our retail labor rates are $109.95 per hour. (Does not apply to subcontracts).

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
	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

Customer hereby acknowledges receipt of above mentioned vehicle, and receipt of invoice copy hereof.

X

CUSTOMER SIGNATURE (DATE)

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED R=REMANUFACTURED PART

CUSTOMER COPY

Copyright 2009 ADP, Inc.

CUSTOMER #: [redacted]

[redacted]

INVOICE

PAGE 1

PLANET
9975 NW 12 Street
Miami, FL 33172
(305) 470-8000
Fax (786) 336-1646
www.planetdodge.com
MVR 07463 MV 49138

HOME: CONT: N/A
BUS: CELL:

SERVICE ADVISOR: 3886 MARLEEN MARY GARCIA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	14	JEEP GRAND CHEROKEE	1C4RJFCT3E[redacted]		2921/2921	T1813

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN13 DD			17:00 26AUG13		109.95	CASH	30AUG13

R.O. OPENED	READY	OPTIONS:
11:15 26AUG13	12:23 30AUG13	DLR:NONE ENG:5.7_Liter

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CUSTOMER STATES NAVIGATION STUCK ON IMAGE						
	CAUSE: .						
	18600292			RADIO CHECK SOFTWARE LEVEL AND PERFORM SOFTWARE UPDATE			
		3776	WD	0.60			(N/C)
	2921			PERFORM SOFTWEAR UPDATE AVALIBLE.			
				**********			
B	POTAMKIN PLANET DODGE CHRYSLER JEEP WORLD CLASS INSPECTION						
	16P			POTAMKIN PLANET DODGE CHRYSLER JEEP WORLD CLASS INSPECTION			
		3776	CD	0.00	0.00	0.00	
				**********			

MV-08474

THE FINDINGS AND ACTIONS TAKEN TO ADDRESS MY CONCERN(S) HAVE BEEN REVIEWED WITH ME.

Miscellaneous charges represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. It is based on 7.5% of the total repair bill or $25.00, whichever is less.

FS403.718 mandates a $1.00 fee for each new tire sold in the State of Florida.
FS403.7185 mandates a $1.50 fee for new or remanufactured battery sold in the State of Florida.

PROPERCAR REPAIRAND YOUR SATISFACTION ARE BOTH IMPORTANT TO US. THE WORK WE PERFORMED IS IN ACCORDANCE WITH THE MANUFACTURER'S SPECIFICATIONS, GOVERNMENT REGULATIONS AND OUR PRIDE OF WORKMANSHIP. PREVENTATIVEMAINTENANCE IS THE LEAST EXPENSIVECOST OF OPERATING YOUR CAR. LET US SERVICE YOUR CAR REGULARLYTO PREVENTAS MANY MECHANICAL FAILURES AS POSSIBLE.

Thank you for giving our Service Department this opportunity to service your automotive needs. If you have any question about your bill or are not completely satisfied with the repairs as performed, please contact your service adviser or our customer relations representative.

LIMITED WARRANTY: The only warranties applying to the parts installed in accordance with this estimate are those offered by the manufacturer 12 months or 12,000 miles whichever occurs first. All non-manufacturers' parts and labor have no implied, including any implied warranty of merchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products or service sold under the terms of this estimate. Seller does not guarantee that the work performed in accordance with this estimate will correct any conditions specified on the description of the complaint. We use published Standard Times. Standard Times are average times to perform repairs; actual times may be more or less than Standard times. Our retail labor rates are $109.95 per hour. (Does not apply to subletrepairs)

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
	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

Customer hereby acknowledges receipt of above mentioned vehicle, and receipt of invoice copy hereof.

X

CUSTOMER SIGNATURE (DATE)

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED R=REMANUFACTURED PART

CUSTOMER COPY

Copyright 2000 ADP, Inc.

RO NUMBER	DATE CLOSED	MILEAGE	S	W	T	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION
362227	26AUG13	2918866			C	DUTD	AT THIS TIME W	192067	RRT 13-041	186002	RRT 13-027	16P	POTAMKIN PLANE

SHOWN ABOVE ARE THE MOST RECENT SERVICES PERFORMED ON YOUR VEHICLE.

CURRENT MILEAGE 2921

BASED ON THE CURRENT MILEAGE OF YOUR VEHICLE, THE MANUFACTURER RECOMMENDS THAT THE SERVICES MARKED WITH AN 'X' BE PERFORMED NOW.

LUBRICATE CHASSIS; CHANGE OIL AND OIL FILTER; INSPECT BRAKE LINING; CHECK TIRE WEAR; SERVICE AIR CLEANER; SERVICE CARBURETOR CONTROL SYSTEM; SERVICE BATTERY AND STARTING SYSTEM; SERVICE COOLING SYSTEM; SERVICE AUTOMATIC TRANSMISSION; SERVICE CLUTCH; SERVICE TIRES; ROTATE TIRES; WHEEL BALANCE; PACK WHEEL BEARINGS; REPACK WHEEL BEARINGS; INSPECT EXHAUST SYSTEM; INSPECT SHOCK ABSORBERS; INSPECT AND SERVICE STEERING; INSPECT AND SERVICE SUSPENSION; SERVICE POWER STEERING; SERVICE WINDSHIELD WIPER BLADES; SERVICE HEADLIGHTS; TUNE UP; CHECK/RECHARGE AIR CONDITIONER; SERVICE AIR CONDITIONER; CLEAN PASSING LAMP; INSPECT HEATING SYSTEM; SERVICE SPEEDOMETER; CHANGE ENGINE COOLANT; FLUSH COOLING SYSTEM

PLANET DODGE
9975 NW 12 Street
Miami, FL 33172
(305) 470-8000
Fax (786) 336-1646
www.planetdodge.com
MVR 07463 MV 49138

Method of Payment:
☐ CASH
☐ CHECK
☐ CREDIT CARD

CHRYSLER Jeep DODGE RAM SRT

CUST. NO. 548796 STOCK NO. TAG NO. T1913 COLOR ADD'L R.O.'S PAGE 1 OF 1

TIME/DATE	VEHICLE IDENTIFICATION NUMBER	MILEAGE	DELIVER DATE	LICENSE NUMBER	YEAR	MAKE AND MODEL	WRITTEN BY	RO NUMBER
26AUG2013	1C4RJFCT3EC105294	2921	01JAN13		14	JEEP GRAND CHEROKEE	3886	362299

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

PRELIMINARY ESTIMATE $ 109.95

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X
CUSTOMER SIGNATURE

DO NOT LEAVE VALUABLES IN YOUR CAR AT ANY TIME WE CANNOT BE RESPONSIBLE FOR THEIR LOSS-STEREO TAPES, SPECIAL KEY CHAINS, RADAR DETECTORS, ETC.

NAME: PESYA DZHIKIYA

ADDRESS:

CITY/STATE/ZIP:

OTHER AUTHORIZED PERSON / PHONE

TIME PROMISED: 17:00 26AUG13

CELL PHONE:

HOME PHONE:

BUSINESS PHONE:

ENGINE NO.	TRANSM. NO.	AXLE NO.	LABOR RATE
5.7 Liter			109.95

CUSTOMER PROBLEMS:

MILEAGE OUT

CASH
NONE

WARRANTY EXPIRES

LINE	SERVICE CODE	OP CODE	M	LABOR INSTRUCTIONS / NO DESCRIPTION	LABOR TYPE
# A				CUSTOMER STATES NAVIGATION STUCK ON IMAGE	
# B		16P		POTAMKIN PLANET DODGE CHRYSLER JEEP WORLD CLASS INSPECTION	

RETAIN PARTS FOR INSP. YES ☐ NO ☐

CHARGES ARE BASED ON FLAT RATE

CHARGE FOR MAKING ESTIMATE

ORIGINAL ESTIMATE (PARTS & LABOR)

☐ AUTHORIZED ADD'L REPAIRS

TOTAL REVISED ESTIMATE

AUTHORIZED BY

VIA PHONE ☐ TIME

IN PERSON ☐ DATE

RECEIVED BY

SUBLET REPAIRS

R.O. & DESCRIPTION	AMOUNT

GAS, OIL & GREASE

QTY.	DESCRIPTION	AMOUNT

MISC. CHARGES

I hereby authorize the repair work noted herein to include sublet work to be done with necessary materials. You and your employees may operate the vehicle described on streets, highways, or elsewhere for the purpose of testing and/or inspection at my risk. An express mechanic's lien is hereby acknowledged on vehicle to secure the amount of repairs thereto.
You will not be held responsible for loss or damage to cars or articles left in cars in case of fire, theft or any other cause or for delays caused by shipment or unavailability of parts. Charges are based on both flat rate and hourly unless otherwise indicated.

SIGNED: _____ DATE: _____

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED $100.00.

☐ I REQUEST A WRITTEN ESTIMATE.
☐ I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED $ _____. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.
☐ I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED: _____ DATE: _____

STORAGE CHARGES: No storage charges shall accrue or be due and payable for a period of 3 working days from the date you are notified of the work on your vehicle. After that date, the daily charge for storage of your vehicle will be $ 50.00.

X

This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies of waste disposal. It is based on 7.5% of the total repair bill or $30.00, whichever is less.

FS403.718 mandates a $1.00 fee for each new tire sold in the State of Florida.
FS403.7185 mandates a $1.50 fee for new or remanufactured battery sold in the State of Florida.

NOTE: Estimate amounts are based on an initial inspection only. Additional parts and labor may be required. You will be notified upon completion of any diagnostic work necessary to estimate the cost of repair, or if the actual charges will exceed the written estimate, including any additional authorized charges, by $10 or 10%,whichever is greater, not to exceed $60. If you are so notified, you may orally or in writing authorize, modify or cancel the order for repair.

LIMITED WARRANTY: The only warranties applying to the part(s) installed in accordance with this estimate are those offered by the manufacturer 12 months or 12,000 miles whichever occurs first. All non-manufacturer parts and labor have no implied; including any implied warranty of merchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products or service sold under the terms of this estimate. Seller does not guarantee that the work performed in accordance with this estimate will correct any problems specified on the description of the complaint. We use published Standard Times: Standard Times are average times to perform repairs; actual times may be more or less than Standard times. Our retail labor rates are $109.95 per hour. (Does not apply to sublet repairs).

CANCELLATION OF REPAIR: In the event the customer cancels the repair work, the vehicle shall be reassembled to a condition reasonably similar as when received unless the customer waivers reassembly or the reassembled vehicle would be unsafe. The repair shop may charge for the cost of teardown, the cost of parts and labor to replace items destroyed by teardown and the cost to reassemble the vehicle.

CUSTOMER #: [redacted]

[redacted]

INVOICE

PAGE 1

PLANET
9975 NW 12 Street
Miami, FL 33172
(305) 470-8000
Fax (786) 336-1646
www.planetdodge.com
MVR 07463 MV 49138

HOME: CONT: N/A
BUS: CELL:

SERVICE ADVISOR: 3931 IBRAHIM ABDALA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	14	JEEP GRAND CHEROKEE	1C4RJFCT3EC[redacted]		3063/3063	T294

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN13 DD			17:00 03SEP13		109.95	DPT	03SEP13

R.O. OPENED	READY	OPTIONS: DLR:NONE ENG:5.7_Liter
10:12 03SEP13	13:36 03SEP13	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A ESSENTAIL CARE 2 YEAR 4 LOFS $65.00			
EC24N ESSENTAIL CARE 2 YEAR 4 LOFS $65.00			
99 CDEX 0.00		0.00	0.00
MISC EC24N			
CSC		65.00	65.00
**********			
B OIL AND FILTER CHANGE/16 PT INSPECTION-CHRYSLER SERVICE CONTRACT			
CAUSE: .			
26860303 OIL AND FILTER CHANGE/16 PT			
INSPECTION-CHRYSLER SERVICE CONTRACT			
99 WSCD 0.30			(N/C)
1 4884899AB FILTER-ENGINE OIL			(N/C)
7 68055890AA *OIL-5W20			(N/C)
PC: PART#: COUNT:			
CLAIM TYPE: W			
AUTH CODE: [redacted]			
**********			
C POTAMKIN PLANET DODGE CHRYSLER JEEP WORLD CLASS INSPECTION			
16P POTAMKIN PLANET DODGE CHRYSLER JEEP WORLD			
CLASS INSPECTION			
99 CD 0.00		0.00	0.00
**********			
D SET TIRE PRESSURES TO PROPER SPECS			
SET SET TIRE PRESSURES TO PROPER SPECS			
99 CD 0.00		0.00	0.00
**********			

MV-08474

THE FINDINGS AND ACTIONS TAKEN TO ADDRESS MY CONCERN(S) HAVE BEEN REVIEWED WITH ME._____

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PROPERCAR REPAIR AND YOUR SATISFACTION ARE BOTH IMPORTANT TO US. THE WORK WE PERFORMED IS IN ACCORDANCE WITH THE MANUFACTURER'S SPECIFICATIONS, GOVERNMENT REGULATIONS AND OUR PRIDE OF WORKMANSHIP. PREVENTATIVE MAINTENANCE IS THE LEAST EXPENSIVE COST OF OPERATING YOUR CAR. LET US SERVICE YOUR CAR REGULARLY TO PREVENT AS MANY MECHANICAL FAILURES AS POSSIBLE.

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LIMITED WARRANTY: The only warranties applying to the part(s) installed in accordance with this estimate are those offered by the manufacturer(s) 12 months or 12,000 miles whichever occurs first. All non-manufacturer parts and labor have no implied warranty. Any implied warranty of merchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products or service sold under the cover of this estimate. Seller does not guarantee that the work performed in accordance with this estimate will operate any products specified on the description of the workplace. We use published Standard Times. Standard Times are average times to perform repairs; actual times may be more or less than Standard times. Our retail labor rates are $109.95 per hour. (Does not apply to subcontracts)

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	65.00
TOTAL CHARGES	65.00
	0.00
SALES TAX	4.55
PLEASE PAY THIS AMOUNT	69.55

Customer hereby acknowledges receipt of above mentioned vehicle, and receipt of invoice copy hereof.

X

CUSTOMER SIGNATURE (DATE)

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED R=REMANUFACTURED PART

CUSTOMER COPY

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~~718-713-3000~~

KINGS
KINGS CHRYSLER DODGE JEEP RAM

www.KingsChrysler.com

2286 Flatbush Avenue
Brooklyn, N.Y. 11234

ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURERS. THE SELLER HEREBY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS. THOSE PARTS AND ACCESSORIES THAT ARE NOT SUPPLIED OR MARKETED BY CHRYSLER DODGE JEEP RAM ARE NOT WARRANTED BY CHRYSLER DODGE JEEP RAM NOR ARE THEY WARRANTED BY THE SELLING DEALER. ASK YOUR SERVICE REPRESENTATIVE FOR SPECIFIC WARRANTY INFORMATION ON THESE PRODUCTS.

CUSTOMER NO. [redacted]	ADVISOR ANDREW 106	TAG NO. 4434	INVOICE DATE 12/10/13	INVOICE NO. [redacted]	
[redacted]	LABOR RATE	LICENSE NO. [redacted]	MILEAGE 5,563	COLOR WHITE/	STOCK NO.
BRONX, NY [redacted]	YEAR / MAKE / MODEL 14/JEEP/GRAND CHEROKEE			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1C4RJFCT3EC [redacted]			SELLING DEALER NO.	PRODUCTION DATE
[redacted]	F.T.E. NO.	P.O. NO.		R.O. DATE 12/09/13	
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS			MO: 5564

LABOR & PARTS

1# 10CHZ [illegible] DRIVEABILITY [illegible] TECH(S):107 WARRANTY
CUSTOMER STATED PERFORMED OPEN RECALL N58
OPEN RECALL N58
PERFORMED OPEN RECALL N58

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

2# 10CHZ14 [illegible] DRIVEABILITY [illegible] TECH(S):107 WARRANTY
CUSTOMER STATED PERFORMED OPEN RECALL N42 BODYCONTROL MODULE
OPEN RECALL N42
PERFORMED OPEN RECALL N42

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

3# 10CHZ01 [illegible] DRIVEABILITY CONCERN [illegible] TECH(S):107 WARRANTY
CUSTOMER STATED PERFORMED RRT 13-071
OPEN RRT 13-071
PERFORMED OPEN RRT 13-071

KINGS CHRYSLER DODGE JEEP RAM

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

Jeep RAM

4# 10CHZZ [illegible] OIL AND FILTER CHG [illegible] TECH(S):107 WARRANTY
CUSTOMER STATED PERFORMED OIL AND FILTER CHG
ONLY $20.00 ALLOWANCE
PERFORMED OIL AND FILTER CHG

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 4	1	4884899-AB	FILTER EN 9057006			WARRANTY
JOB # 4	8	68055890-AA	OIL 5W20 1081090			WARRANTY
			JOB # 4 TOTAL PARTS			0.00
			JOB # 4 TOTAL LABOR & PARTS			0.00

5# 5 10CHZ [illegible] QUICK SERVICE [illegible] TECH(S):107 15.00
CUSTOMER PAID
CUSTOMER ONLY HAVE $20.00 ALLOWANCE ON OIL CHANGE
SEE JOB 4

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
			JOB # 5 TOTAL PARTS		0.00
			JOB # 5 TOTAL LABOR & PARTS		15.00

6# 5 [illegible] BODY REPAIR [illegible] TECH(S):106 INTERNAL
SHOP DAMAGE

NYS • DLR. LIC. NO. 7114167
NYC • DCA LIC. NO. 1435471

KINGS AUTOMOTIVE HOLDINGS LLC *DBA

3000

★KINGS

★KINGS CHRYSLER DODGE JEEP RAM

Jeep RAM

2286 Flatbush Avenue
Brooklyn, N.Y. 11234

www.KingsChrysler.com

ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURERS. THE SELLER HEREBY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS. THOSE PARTS AND ACCESSORIES THAT ARE NOT SUPPLIED OR MARKETED BY CHRYSLER DODGE JEEP RAM ARE NOT WARRANTED BY CHRYSLER DODGE JEEP RAM NOR ARE THEY WARRANTED BY THE SELLING DEALER. ASK YOUR SERVICE REPRESENTATIVE FOR SPECIFIC WARRANTY INFORMATION ON THESE PRODUCTS.

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	ANDREW 106	4434	12/10/13	[redacted]
[redacted]	LABOR RATE / LICENSE NO.	MILEAGE	COLOR	STOCK NO.
BRONX, NY [redacted]	[redacted]	5,563	WHITE/	
[redacted]	YEAR / MAKE / MODEL		DELIVERY DATE	DELIVERY MILES
	14/JEEP/GRAND CHEROKEE			
	VEHICLE I.D. NO. 1C4RJFCT3EC[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	R. T. C. NO.	P.O. NO.	R. O. DATE 12/09/13	
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS		MO: 5564

REPAIRED, REPAINT & REFINISH FRONT COVER

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
			JOB # 6 TOTAL PARTS		0.00
			JOB # 6 TOTAL LABOR & PARTS		0.00

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	
JOB # 2	1297		12/31/13	RENTAL VEHICLE	INTERNAL
JOB # 6	1279		12/31/13	BODYWORK-FRT COVER	INTERNAL
				TOTAL - SUBLET	0.00

COMMENTS
VEHICLE DAMAGED IN SHOP
AS PER JIM C

TOTALS

TOTAL LABOR....	15.00
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.....	1.33
TOTAL INVOICE $	**16.33**

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

KINGS CHRYSLER DODGE JEEP RAM

THANK YOU FOR YOUR BUSINESS!!

Jeep RAM

CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

NYS - DLR. LIC. NO. 7114167
NYC - DCA LIC. NO. 1435478

KINGS AUTOMOTIVE HOLDINGS LLC "DBA"

718-713-3000

KINGS
KINGS CHRYSLER DODGE JEEP RAM

www.KingsChrysler.com

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Brooklyn, N.Y. 11234

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CUSTOMER NO. [redacted]	ADVISOR ANDREW 106	TAG NO. 4434	INVOICE DATE 12/16/13	INVOICE NO. [redacted]
[redacted] BRONX, NY [redacted]	LABOR RATE	LICENSE NO. [redacted]	MILEAGE 5,745	COLOR WHITE/
	YEAR / MAKE / MODEL 14/JEEP/GRAND CHEROKEE		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1C4RJFCT3EC[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 12/16/13	
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS		MO: 5746

LABOR & PARTS

[redacted] ENGINE ELECTRICAL TECHNICIAN 110 WARRANTY

CUSTOMER STATED VEHICLE CHECK ENGINE LIGHT ON
SWITCH OIL PREESURE
REPLACED OIL PRESSURE SWITCH

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	1	5149062-AA	SWITCH OI 8058060			WARRANTY

JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

[redacted] TECHNICIAN 110 0.00

CUSTOMER STATED TIRE LIGHT ON L/S REAR TIRE
ADD AIR TO ALL FOUR TIRES CUSTOMER NEED TO
DRIVE VEHICLE TO RESET

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	

JOB # 2 TOTAL PARTS 0.00

JOB # 2 TOTAL LABOR & PARTS 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**

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

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

DUPLICATE INVOICE

NYS • DLR. LIC. NO. 7114167
NYC • DCA LIC. NO. 1435478

KINGS AUTOMOTIVE HOLDINGS LLC *DBA

718-713-3000

KINGS
KINGS CHRYSLER DODGE JEEP RAM
Jeep RAM

www.KingsChrysler.com

2286 Flatbush Avenue
Brooklyn, N.Y. 11234

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MI/HOUR	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
12/09/13	[redacted]	5563	106	107	W	10CHZ	DRIVEABILITY
				107	W	10CHZ14	DRIVEABILITY RECALL
				107	W	10CHZ01	DRIVEABILITY CONCERN
				107	W	00CHZZ	OIL AND FILTER CHG
				107	C	00CHZ	QUICK SERVICE

SALESPERSON NO.

S E R V I C E

STATE REG# 7114167

VEHICLE I.D. NO. 1C4RJFCT3EC[redacted]
BRONX, NY [redacted]
RESIDENCE PHONE [redacted] BUSINESS PHONE [redacted]
TIME RECEIVED 11:14am DATE/TIME PROMISED 12/09/13 06:00pm PRIORITY
APPOINTMENT ☐ Yes ☒ No
LABOR RATE

YEAR/MAKE/MODEL 14/JEEP/CHER
CUSTOMER NO. 30215
SERVICE CONTRACT
DELIVERY DATE
COLOR WH/
CONTRACT NO.
TURBO | MMC CHZZ | AIR COND. | P.S. | TRANS | MILEAGE 5,745 | ADVISOR NO. 106 | ADVISOR ANDREW

PRODUCTION DATE | STOCK NO. | LICENSE NO. [redacted] | SELLING DEALER NO. | R.O. DATE 12/16/13 | EXPIRATION DATE | EXPIRATION MILES | TAG NO. 4434

I HEREBY AUTHORIZE THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIALS AND AGREE THAT YOU ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND YOUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER. I HEREBY GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION. AN EXPRESS MECHANIC'S LIEN IS HEREBY ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO. ANY WARRANTIES ON THE PRODUCT SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS. ANY LIMITATION CONTAINED HEREIN DOES NOT APPLY WHERE PROHIBITED BY LAW.

THERE IS A MINIMUM CHARGE FOR ESTIMATES OF 1 X THE HOURLY LABOR RATE. THIS WILL BE APPLIED TO REPAIRS DONE PER ESTIMATE WITHIN 30 DAYS.

CUSTOMER LABOR RATE $ PER HR.

X

(CHECK (✓) APPROPRIATE BOX)
☐ CLAIMS REVIEW ☐ AUTHORIZATION TO SUBMIT CLAIM ☐ PARTS SCRAP OUT
$ PARTS $ LABOR $ TOTAL

X Authorized Signature and Date

ALL PARTS REMOVED WILL BE DISCARDED UNLESS SPECIFIED. SAVE ☐

MILEAGE OUT | DATE COMPLETED

THIS 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.

ORIGINAL ESTIMATE (PARTS & LABOR) $ | ADD'L. REPAIRS O'K'D BY
AUTHORIZED ADD'L REPAIRS $ | X
TOTAL $ | DATE | TIME

P & A CODE: 04013-7

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

X CUSTOMER SIGNATURE $ PARTS, MAT'L & LABOR

REPLACED PARTS WILL BE DISCARDED UNLESS SPECIFIED -------- SAVE ☐ SAVE PARTS INITIALS

ADD'L WORK APPROVED $

O'K'D BY | DATE | A P

CALLED BY | PHONE CALLED

TEAR DOWN FOR ESTIMATE ONLY
X INITIALS $ AMOUNT

RE-INSPECTION ESTIMATE PARTS & LABOR
$

CUSTOMER STATED VEHICLE CHECK ENGINE LIGHT ON

CUSTOMER STATED TIRE LIGHT ON L/S REAR TIRE

L/S Front Bumper Upper
KINGS CHRYSLER DODGE JEEP RAM
& Lower Damaged W/ Shoo-
Jeep RAM
Kings Chrysler will Refin-
Cust Vehicle Appt Holding
L/S Wheel Molding

KINGS CHRYSLER DODGE JEEP RAM PAYMENT POLICY
CREDIT CARDS ARE ACCEPTED UP TO A TOTAL OF $1000.00 CERTIFIED CHECK OR CASH ONLY

CUSTOMER COPY

ALL PARTS ARE NEW EXCEPT AS NOTED

NYS DLR. LIC. NO. 7114157
NYC + DCA LIC. NO. 1425478

0162

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KINGS AUTOMOTIVE BUSINESS LLC 2014

718-713-3000

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Brooklyn, N.Y. 11234

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CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	ANDREW 106	5032	01/29/14	[redacted]
BRONX, NY [redacted]	LABOR RATE / LICENSE NO. [redacted] / MILEAGE 6,154		COLOR WHITE/	STOCK NO.
	YEAR / MAKE / MODEL 14/JEEP/GRAND CHEROKEE		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1C4RJFCT3EC[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 01/29/14	
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS		MO: 6155

LABOR & PARTS

[redacted] EXTERIOR TRIM TECH(S):107 0.00

CUSTOMER STATED L/S FRONT FENDER MOLDING COMING OFF
SECURED L/S FRONT FENDER MOLDING

JOB # 1 TOTAL LABOR & PARTS 0.00

TOTALS

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

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**

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

DUPLICATE INVOICE

KINGS CHRYSLER DODGE JEEP RAM

Jeep RAM

NYS • DLR. LIC. NO. 7114167
NYC • DCA LIC. NO. 1435478

KINGS AUTOMOTIVE HOLDINGS LLC DBA

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KINGS CHRYSLER DODGE JEEP RAM

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Brooklyn, N.Y. 11234

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CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	ANDREW 106	5448	02/22/14	[redacted]
BRONX, NY	LABOR RATE / LICENSE NO. [redacted]	MILEAGE 6,207	COLOR WHITE/	STOCK NO.
[redacted]	YEAR / MAKE / MODEL 14/JEEP/GRAND CHEROKEE		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1C4RJFCT3EC[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.C. NO.	P.O.	R.O. DATE 02/22/14	
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS		MO: 6208

LABOR & PARTS

OP-1 50CHZ SRT/SRT ENGINE ELECTRICAL TECH(S):107 WARRANTY

CUSTOMER STATED VEHICLE ALARM KEEP GOING OFF
HOOD LATCH SWITCH
REPLACED COMPLETE HOOD LATCH AND RECHECK SYSTEM
OK

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 1	1	4589688-AD	LATCH HOO 23018005			
			JOB # 1 TOTAL PARTS			0.00
			JOB # 1 TOTAL LABOR & PARTS			0.00

TOTALS

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

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**

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

DUPLICATE INVOICE

RAM

NYS - DLR. LIC. NO. 7114167
NYC - DCA LIC. NO. 1435478

KINGS AUTOMOTIVE HOLDINGS LLC *084

718-713-3000

KINGS
KINGS CHRYSLER DODGE JEEP RAM
Jeep

www.KingsChrysler.com

2286 Flatbush Avenue
Brooklyn, N.Y. 11234

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CHZ005	5000 MILE SERVICE	MI					

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
01/29/14	[redacted]	6154	106	107	C	61CHZ	EXTERIOR TRIM
12/16/13		5745	106	110	W	50CHZ	ENGINE ELECTRICAL
				110	C	00CHZ	QUICK SERVICE
12/09/13		5563	106	107	W	10CHZ	DRIVEABILITY
				107	W	10CHZ14	DRIVEABILITY RECALL
				107	W	10CHZ01	DRIVEABILITY CONCERN

SALESPERSON NO.

SERVICE

STATE REG# 7114167

VEHICLE I.D. NO. 1C4RJFCT3EC[redacted] | YEAR/MAKE/MODEL 14/JEEP/CHER | PRODUCTION DATE | STOCK NO. | LICENSE NO. [redacted] | R.O. NO. 10778

[redacted]
BRONX, NY [redacted]

CUSTOMER NO. 30215 | SERVICE CONTRACT | DELIVERY DATE | DELIVERY MILES | SELLING DEALER NO. | R.O. DATE 02/22/14

COLOR WH/ | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES | TAG NO. 5448

TURBO	MAC	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	CHZZ				6,207	106	ANDREW

BUSINESS PHONE [redacted]

TIME RECEIVED 12:18pm | DATE/TIME PROMISED 02/22/14 04:00pm | PRIORITY

APPOINTMENT ☐ Yes ☒ No | LABOR RATE

I HEREBY AUTHORIZE THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIALS AND AGREE THAT YOU ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND YOUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER. I HEREBY GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION. AN EXPRESS MECHANIC'S LIEN IS HEREBY ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO. ANY WARRANTIES ON THE PRODUCT SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS. ANY LIMITATION CONTAINED HEREIN DOES NOT APPLY WHERE PROHIBITED BY LAW.

JOB

WARR 50CHZ ENGINE ELECTRICAL

CUSTOMER STATED VEHICLE ALARM KEEP GOING OFF

THERE IS A MINIMUM CHARGE FOR ESTIMATES OF 1 X THE HOURLY LABOR RATE. THIS WILL BE APPLIED TO REPAIRS DONE PER ESTIMATE WITHIN 30 DAYS.

CUSTOMER LABOR RATE $ PER HR.

X

(CHECK (✓) APPROPRIATE BOX)

☐ CLAIMS REVIEW ☐ AUTHORIZATION TO SUBMIT CLAIM ☐ PARTS DO NOT OUT

$ PARTS $ LABOR $ TOTAL

Authorized Signature And Date

X

ALL PARTS REMOVED WILL BE DISCARDED UNLESS SPECIFIED. SAVE ☐

MILEAGE OUT | DATE COMPLETED

THIS 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.

ORIGINAL ESTIMATE (PARTS & LABOR) $ | ADD'L REPAIRS O'K'D BY

AUTHORIZED ADD'L REPAIRS $ | X

TOTAL $ | DATE | TIME

P & A CODE: 04013-7

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

X CUSTOMER SIGNATURE $ PARTS, MAT'L & LABOR

REPLACED PARTS WILL BE DISCARDED UNLESS SPECIFIED ..... SAVE → SAVE PARTS ☐ INITIALS

ADD'L WORK APPROVED $	
O'K'D BY	DATE A P
CALLED BY	PHONE CALLED

TEAR DOWN FOR ESTIMATE ONLY	RE-INSPECTION ESTIMATE PARTS & LABOR
X INITIALS $ AMOUNT	$

KINGS AUTOMOTIVE HOLDINGS LLC d/b/a

KINGS CHRYSLER DODGE JEEP RAM DOES NOT HOLD CUSTOMER'S CAR OR PROPERTY FOR PAYMENT OF REPAIRS

CREDIT CARDS ARE ACCEPTED UP TO A TOTAL OF $3,000.00 / CERTIFIED CHECK OR CASH ONLY

NYS DEALER LIC. NO. 7114187
NYC • DCA LIC. NO. 1435478

CUSTOMER COPY

ALL PARTS ARE NEW EXCEPT AS NOTED

10778

718-713-3000

★KINGS
★KINGS CHRYSLER DODGE JEEP RAM

www.KingsChrysler.com

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Brooklyn, N.Y. 11234

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CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	ELAINE 24830	7384	05/28/14	[redacted]
[redacted]	LABOR RATE / LICENSE NO. [redacted]	MILEAGE 10,615	COLOR WHITE/	STOCK NO.
BRONX, NY [redacted]	YEAR / MAKE / MODEL 14/JEEP/GRAND CHEROKEE		DELIVERY DATE	DELIVERY MILES
[redacted]	VEHICLE I.D. NO. 1C4RJFCT3EC [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	R.T.E. NO.	P.O. NO.	R.O. DATE 05/28/14	
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS		MO: 10615

LABOR & PARTS

OIL AND FILTER CHG TECH(S):107 WARRANTY
CUST ST CHANGE OIL & FILTER
CHANGED OIL & FILTER

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	1	4884899-BA	FILTER EN 09057006			WARRANTY
JOB # 1	8	68055890-AA	OIL 5W20 01081090			WARRANTY
JOB # 1	1	WW				WARRANTY

JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

QUICK SERVICE TECH(S):107 0.00
PERFORM MULTI-PT

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE

JOB # 2 TOTAL PARTS 0.00

JOB # 2 TOTAL LABOR & PARTS 0.00

DRIVEABILITY TECH(S):107 39.95
BALANCE ON OIL CHANGE
WARRANTY ONLY PAID $20

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE

JOB # 3 TOTAL PARTS 0.00

JOB # 3 TOTAL LABOR & PARTS 39.95

TOTALS

TOTAL LABOR....	39.95
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.....	3.55
TOTAL INVOICE $	**43.50**

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

THANK YOU FOR YOUR BUSINESS!!

PAID

CUSTOMER SIGNATURE

The Reynolds and Reynolds Company (BRANDT)(14) CS7703026 O (08/12)

NYS - DLR. LIC. NO. 7114187
NYC - DCA LIC. NO. 1435478

CUSTOMER #: [redacted]

[redacted]

BRONX, NY [redacted]

[redacted]

INVOICE

PAGE 1

Potamkin's
Planet Dodge Chrysler Jeep
9975 NW 12 Street
Miami, FL 33172
(305) 470-8000
Fax (786) 336-1646
www.planetdodge.com
MVR 07463 MV 49138

HOME: CONT: [redacted]
BUS: [redacted] CELL:

SERVICE ADVISOR: 4039 EDUARDO JOSE MERINO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	14	JEEP GRAND CHEROKEE	1C4RJFCT3EC[redacted]		13325/13325	T7291

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN13 DD			17:00 16SEP14		109.95	VISA	19SEP14

R.O. OPENED	READY
15:42 16SEP14	14:10 19SEP14

OPTIONS: DLR:NONE ENG:5.7 Liter
1)----------RUSSELL KROSS

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUST STATES A/C JUST STOPPED BLOWING - ADVISE			
CAUSE: .			
08951525 Fuse - Test and replace HVAC Systems (0 - Low Skilled)			
3732 WD 0.20			(N/C)
1 68144445AA FUSE-J CASE			(N/C)
0892BJC3 REPAIR A/C CIRCUIT			
3732 WD 0.90			(N/C)
13325 FOUND LOOSE CONNECTOR AT THE BLOWER MOTOR RESISTOR AND A BLOWN F13 FUSE . CHECKED CONNECTOR AND REPLACED FUSE TESTED AC SYSTEM PROBLEM GONE			
**********			
B CUST TO RESCHEDULE FOR RECALL WORK			
RS RESCHEDULED FOR LATER DATE			
3732 CD 0.00	0.00	0.00	
**********			
C ALTERNATE TRANSPORTATION 2YEARS/UNLIMITED MILES $160.00			
AT2N ALTERNATE TRANSPORTATION 2YEARS/UNLIMITED MILES $160.00			
3732 CD 0.00	0.00	0.00	
MISC AT2N			
CSC	160.00	160.00	
**********			
D CUSTOMER IN A RENTAL AT THEIR OWN RESPONSIBILITY WITH THE POSSIBILITY OF BEING COVERED BY THEIR SERVICE CONTRACT UP TO 5 DAYS. CUSTOMER MUST RETURN WITHIN 24 HOURS UPON NOTIFICATION OR BE SUBJECT TO RENTAL CHARGES AND EXPENSES.			
RENT CUSTOMER IN A RENTAL AT THEIR OWN RESPONSIBILITY WITH THE POSSIBILITY OF BEING COVERED BY THEIR SERVICE CONTRACT UP TO 5 DAYS. CUSTOMER MUST RETURN WITHIN 24 HOURS UPON NOTIFICATION OR BE SUBJECT TO RENTAL CHARGES AND EXPENSES.			
3732 CD 0.00	0.00	0.00	

Miscellaneous charges represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. It is based on 10% of the total repair bill or $59.95, whichever is less.

FS403.718 mandates a $1.00 fee for each new tire sold in the State of Florida. FS403.7185 mandates a $1.50 fee for new or remanufactured battery sold in the State of Florida.

PROPER CAR REPAIR AND YOUR SATISFACTION ARE BOTH IMPORTANT TO US. THE WORK WE PERFORMED IS IN ACCORDANCE WITH THE MANUFACTURER'S SPECIFICATIONS, GOVERNMENT REGULATIONS AND OUR PRIDE OF WORKMANSHIP. PREVENTATIVE MAINTENANCE IS THE LEAST EXPENSIVE COST OF OPERATING YOUR CAR. LET US SERVICE YOUR CAR REGULARLY TO PREVENT AS MANY MECHANICAL FAILURES AS POSSIBLE.

Thank you for giving our Service Department this opportunity to service your automotive needs. If you have any question about your bill or are not completely satisfied with the repairs as performed, please contact your service advisor or our customer relations representative.

LIMITED WARRANTY: The only warranties applying to the part(s) installed in accordance with this estimate are those offered by the manufacturer: 12 months or 12,000 miles whichever occurs first. All remanufactured parts and labor have no implied warranty. Any implied warranty of merchantability or fitness for a particular purpose are hereby disclaimed. We do not assume or authorize any other person to assume for it any liability in connection with the sale of products or service sold under the terms of this estimate. Seller does not guarantee that the work performed in accordance with this estimate will correct any problem specified on the description of the complaint. We use published Standard Times. Standard Times are average times to perform repairs. Actual times may be more or less than Standard times. Our retail labor rates are $105.95 per hour. (Does not apply to subcontracts)

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

Customer hereby acknowledges receipt of above mentioned vehicle, and receipt of invoice copy hereof.

X

CUSTOMER SIGNATURE (DATE)

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED R=REMANUFACTURED PART

CUSTOMER COPY

CheckFree 2000 ADP, Inc

CUSTOMER #: [redacted]

[redacted]

[redacted]

BRONX, NY [redacted]

HOME: CONT [redacted]

BUS: [redacted] CELL:

Potamkin's
Planet Dodge Chrysler Jeep

INVOICE

PAGE 2

9975 NW 12 Street
Miami, FL 33172
(305) 470-8000
Fax (786) 336-1646
www.planetdodge.com
MVR 07463 MV 49138

SERVICE ADVISOR: 4039 EDUARDO JOSE MERINO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	14	JEEP GRAND CHEROKEE	1C4RJFCT3EC[redacted]		13325/13325	T7291

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN13 DD			17:00 16SEP14		109.95	VISA	19SEP14

R.O. OPENED	READY	OPTIONS: DLR:NONE ENG:5.7 Liter
15:42 16SEP14	14:10 19SEP14	1)----------RUSSELL KROSS

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
E	16 POINT INSPECTION						
	16P	16 POINT INSPECTION					
		3732	CD	0.00	0.00		0.00

****

SUBL ENT RAC PO#119496
WSCD (N/C)

MV-08474

THE FINDINGS AND ACTIONS TAKEN TO ADDRESS MY CONCERN(S) HAVE BEEN REVIEWED WITH ME._____

[redacted]

Miscellaneous charges represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. It is based on 10% of the total repair bill or $59.95, whichever is less.

FS403.718 mandates a $1.00 fee for each new tire sold in the State of Florida.
FS403.7185 mandates a $1.50 fee for new or remanufactured battery sold in the State of Florida.

PROPERCAR REPAIR AND YOUR SATISFACTION ARE BOTH IMPORTANT TO US. THIS WORK WE PERFORMED IS IN ACCORDANCE WITH THE MANUFACTURER'S SPECIFICATIONS, GOVERNMENT REGULATIONS AND OUR PRIDE OF WORKMANSHIP. PREVENTATIVEMAINTENANCE IS THE LEAST EXPENSIVECOST OF OPERATING YOUR CAR. LET US SERVICE YOUR CAR REGULARLYTO PREVENTAS MANY MECHANICAL FAILURES AS POSSIBLE.

Thank you for giving our Service Department this opportunity to service your automotive needs. If you have any question about your bill or are not completely satisfied with the repairs as performed, please contact your service advisor or our customer relations representative.

LIMITED WARRANTY: The only warranties applying to the part(s) installed in accordance with this estimate are those offered by the manufacturer 12 months or 12,000 miles whichever occurs first. All remanufactured parts and labor have no implied, including any implied warranty of merchantability or fitness for a particular purpose and none! statutes nor authorizes any other person to assume for it any liability in connection with the sale of products or service sold under the name of this company. Seller does not guarantee that the work performed in accordance with this estimate will correct any problems specified on the description of the complaint. We use published Standard Times. Standard Times are average times to perform repairs; actual times may be more or less than standard times. Our retail labor rates are $109.95 per hour. (Does not apply to public repairs).

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	160.00
TOTAL CHARGES	160.00
	0.00
SALES TAX	11.20
PLEASE PAY THIS AMOUNT	171.20

Customer hereby acknowledges receipt of above mentioned vehicle, and receipt of invoice copy hereof.

X

CUSTOMER SIGNATURE (DATE)

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED R=REMANUFACTURED PART

CUSTOMER COPY

Copyright 2002 ADP, Inc

CUSTOMER #: [redacted]

[redacted]

BRONX, NY [redacted]

HOME: CONT: [redacted]

BUS: [redacted] CELL:

INVOICE

PAGE 1

Potamkin's
Planet Dodge Chrysler Jeep
9975 NW 12 Street
Miami, FL 33172
(305) 470-8000
Fax (786) 336-1646
www.planetdodge.com
MVR 07463 MV 49138

SERVICE ADVISOR: 4039 EDUARDO JOSE MERINO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	14	JEEP GRAND CHEROKEE	1C4RJFCT3EC[redacted]		13325/13325	T7291

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
01JAN13 DD			17:00 16SEP14		109.95	CASH	19SEP14

R.O. OPENED	READY
15:42 16SEP14	19:22 18SEP14

OPTIONS: DLR:NONE ENG:5.7 Liter
1) ----------RUSSELL KROSS

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A	CUST STATES A/C JUST STOPPED BLOWING - ADVISE							
CAUSE:								
	0895152S	Fuse - Test and replace HVAC Systems (0 - Low Skilled)						
		3732	WD	0.20				(N/C)
	1	68144445AA	FUSE-J CASE					(N/C)
	0892BJC3	REPAIR A/C CIRCUIT						
		3732	WD	0.90				(N/C)
13325 FOUND LOOSE CONNECTOR AT THE BLOWER MOTOR RESISTOR AND A BLOWN F13 FUSE. CHECKED CONNECTOR AND REPLACED FUSE TESTED AC SYSTEM PROBLEM GONE								
**********								
B	CUST TO RESCHEDULE FOR RECALL WORK							
	RS	RESCHEDULED FOR LATER DATE						
		3732	CD	0.00			0.00	0.00
**********								
C	ALTERNATE TRANSPORT 2YEARS/UNLIMITED MILES $160.00							
	AT2N	ALTERNATE TRANSPORTATION 2YEARS/UNLIMITED MILES $160.00						
		3732	CD	0.00			0.00	0.00
MISC	AT2N							
		CSC					160.00	160.00
**********								
D	CUSTOMER IN A RENTAL AT THEIR OWN RESPONSIBILITY WITH THE POSSIBILITY OF BEING COVERED BY THEIR SERVICE CONTRACT UP TO 5 DAYS. CUSTOMER MUST RETURN WITHIN 24 HOURS UPON NOTIFICATION OR BE SUBJECT TO RENTAL CHARGES AND EXPENSES.							
	RENT	CUSTOMER IN A RENTAL AT THEIR OWN RESPONSIBILITY WITH THE POSSIBILITY OF BEING COVERED BY THEIR SERVICE CONTRACT UP TO 5 DAYS. CUSTOMER MUST RETURN WITHIN 24 HOURS UPON NOTIFICATION OR BE SUBJECT TO RENTAL CHARGES AND EXPENSES.						
		3732	CD	0.00			0.00	0.00

Miscellaneous charges represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. It is based on 10% of the total repair bill or $39.95, whichever is less.
FS403.718 mandates a $1.00 fee for each new tire sold in the State of Florida.
FS403.7185 mandates a $1.50 fee for new or remanufactured battery sold in the State of Florida.
PROPER CAR REPAIR AND YOUR SATISFACTION ARE BOTH IMPORTANT TO US. THE WORK WE PERFORMED IS IN ACCORDANCE WITH THE MANUFACTURER'S SPECIFICATIONS, GOVERNMENT REGULATIONS AND OUR PRIDE OF WORKMANSHIP. PREVENTATIVE MAINTENANCE IS THE LEAST EXPENSIVE COST OF OPERATING YOUR CAR. LET US SERVICE YOUR CAR REGULARLY TO PREVENT AS MANY MECHANICAL FAILURES AS POSSIBLE.
Thank you for giving our Service Department the opportunity to service your automotive needs. If you have any question about your bill or are not completely satisfied with the repairs as performed, please contact your service advisor or our customer relations representative.

LIMITED WARRANTY: The only warranties applying to the parts installed in accordance with this estimate are those offered by the manufacturer 12 months or 12,000 miles whichever occurs first. All new manufacturers parts and labor have no implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products or service sold under the name of the customer. Seller does not guarantee that the work performed in accordance with this estimate will correct any particular specified on the description of the complaint. We use published Standard Times. Standard Times are average times to perform repairs; except times may be more or less than Standard Times. Our rated labor rates are $109.95 per hour. Rates and apply to public repairs.

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

Customer hereby acknowledges receipt of above mentioned vehicle, and receipt of invoice copy hereof.

X

CUSTOMER SIGNATURE (DATE)

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED R=REMANUFACTURED PART

CUSTOMER COPY

Copyright 2007 ADP, Inc.

MEM # [redacted]

[redacted]

BRONX, NY [redacted]

HOME: [redacted] CONT: [redacted]
BUS: [redacted] CELL:

Potamkin's
Planet Dodge Chrysler Jeep

INVOICE

PAGE 2

9975 NW 12 Street
Miami, FL 33172
(305) 470-8000
Fax (786) 336-1646
www.planetdodge.com
MVR 07463 MV 49138

SERVICE ADVISOR: 4039 EDUARDO JOSE MERINO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	14	JEEP GRAND CHEROKEE	1C4RJFCT3EC[redacted]		13325/13325	T7291

DEC DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
01JAN13 DD			17:00 16SEP14		109.95	CASH	19SEP14

R/O OPENED	READY
15:42 16SEP14	19:22 18SEP14

OPTIONS: DLR:NONE ENG:5.7 Liter
1)----------RUSSELL KROSS

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
E	6 POINT INSPECTION							
	16P 16 POINT INSPECTION							
		3732	CD	0.00			0.00	0.00
	**********							
SUBLT ENT FAC EO#119496								
	WSCD							(N/C)
	MV-08474							

THE FINDINGS AND ACTIONS TAKEN TO ADDRESS MY CONCERN(S) HAVE BEEN REVIEWED WITH ME.

CHRYSLER Jeep DODGE RAM FIAT

PAID
SEP 19 2014
BY:

Miscellaneous charges represent costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. It is based on 10% of the total repair bill or $59.95, whichever is less.

FS403.718 mandates a $1.00 fee for each new tire sold in the State of Florida.
FS403.7185 mandates a $1.50 fee for new or reconditioned battery sold in the State of Florida.

PROPER CAR REPAIR AND YOUR SATISFACTION ARE BOTH IMPORTANT TO US. THE WORK WE PERFORMED IS IN ACCORDANCE WITH THE MANUFACTURER'S SPECIFICATIONS, GOVERNMENT REGULATIONS AND OUR PRIDE OF WORKMANSHIP. PREVENTATIVE MAINTENANCE IS THE LEAST EXPENSIVE COST OF OPERATING YOUR CAR. LET US SERVICE YOUR CAR REGULARLY TO PREVENT AS MANY MECHANICAL FAILURES AS POSSIBLE.

Thank you for giving our Service Department the opportunity to service your automotive needs. If you have any question about your bill or are not completely satisfied with the repairs as performed, please contact your service adviser or our customer relations representative.

LIMITED WARRANTY: The only warranties applying to the parts installed in accordance with this estimate are those offered by the manufacturer 12 months or 12,000 miles whichever comes first. All non-manufacturer parts and labor have no implied, including any implied warranty of merchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products or services sold under the area of this estimate. Seller does not guarantee that the work performed in accordance with the estimate will correct any problems specified on the description of the complaint. We use published Standard Times. Standard Times are average times to perform repairs; actual times may be more or less than Standard Times. Our retail labor rates are $109.95 per hour. (Does not apply to either repairs).

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	160.00
TOTAL CHARGES	160.00
	0.00
SALES TAX	11.20
PLEASE PAY THIS AMOUNT	171.20

Customer hereby acknowledges receipt of above mentioned vehicle, and receipt of invoice copy hereof.

X: _____
CUSTOMER SIGNATURE (DATE)

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED R = REMANUFACTURED PART

CUSTOMER COPY

CUSTOMER #: 648796

[redacted]

[redacted]

Potamkin's
Planet Dodge Chrysler Jeep

INVOICE

PAGE 2

9975 NW 12 Street
Miami, FL 33172
(305) 470-8000
Fax (786) 336-1646
www.planetdodge.com
MVR 07463 MV 49138

HOME: [redacted] CONT: [redacted]
BUS: [redacted] CELL:

SERVICE ADVISOR: 4039 EDUARDO JOSE MERINO

YR	EA	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	14	JEEP GRAND CHEROKEE	1C4RJFCT3EC[redacted]		13325/13325	T7291

RO DATE	PROM DATE	WASH EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
01JAN13 DE			17:00 16SEP14		109.95	CASH	19SEP14

RO OPENED	READY
15:43 16SEP14	19:22 18SEP14

OPTIONS: DLR:NONE ENG:5.7 Liter
1) ----------RUSSELL KROSS

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
E	16 POINT INSPECTION						
	16 POINT INSPECTION						
				0.00		0.00	0.00

SUBLET INT FAC PO#119496
WSCD (N/C)

MV 105474

THE FINDINGS AND ACTIONS TAKEN TO ADDRESS MY CONCERN(S) HAVE BEEN REVIEWED WITH ME.

DODGE SRT
RAM

PAID
SEP 19 2014
BY:

POTAMKIN PLANET DODGE
9975 NW 12TH ST
MIAMI, FL 33172

09/19/2014 11:54:19
Merchant ID: 000000000650640
Terminal ID: 02663916
221022526992

CREDIT CARD
[redacted] SALE

CARD # XXXXXXXXXX[redacted]
INVOICE 0015
Batch #: [redacted]
Approval Code: 115742
Entry Method: Swiped
Mode: Online

SALE AMOUNT $171.20

CUSTOMER COPY

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	160.00
TOTAL CHARGES	160.00
	0.00
SALES TAX	11.20
PLEASE PAY THIS AMOUNT	171.20

LIMITED WARRANTY: The only warranties applying to the parts installed in accordance with this estimate are those offered by the manufacturer. 12 months or 12,000 miles (whichever comes first). All new manufacturers parts and labor have no express, including any implied warranty of merchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products or subject and service the work on this estimate. Seller does not guarantee that the work performed in accordance with this estimate will thereby cure problems resulted on the description of the complaint. We use Authorized Standard Parts. Standard Parts are warranty from the manufacturer regularly unless they may be worn or less than standard. Shop rate labor rates are $107.95 per hour. Taxes not apply to labor rendered.

FS403.718 mandates a $1.50 fee for new or remanufactured battery sold in the State of Florida.

PROPER CAR REPAIR AND YOUR SATISFACTION ARE BOTH IMPORTANT TO US. THE WORK WE PERFORMED IS IN ACCORDANCE WITH THE MANUFACTURER'S SPECIFICATIONS, GOVERNMENT REGULATIONS AND OUR PRIDE OF WORKMANSHIP. PREVENTATIVE MAINTENANCE IS THE LEAST EXPENSIVE COST OF OPERATING YOUR CAR. LET US SERVICE YOUR CAR REGULARLY TO PREVENT AS MANY MECHANICAL FAILURES AS POSSIBLE.

Thank you for the opportunity to service your automotive needs. If for any reason you are not completely satisfied with the repairs performed, please contact our service advisor or our customer relations representative.

Customer hereby acknowledges receipt of above mentioned vehicle and receipt of invoice copy hereof.

X

CUSTOMER SIGNATURE DATE

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED R = REMANUFACTURED PART

CUSTOMER COPY

Copyright 2000 ADP, Inc.

RO NUMBER	DATE CLOSED	MILEAGE	W	T	Z	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION
3629650	30SEP13	30633			99	EXEC24N	ESSENTAIL CARE9997	EC24N		268603	OIL AND FILTER	16P	POTAMKIN PLANE
						SET	SET TIRE PRESS						
3622993	30AUG13	29218676			WD	185002	RADIO CHECK 6016P	POTAMKIN PLANE					
3622276	26AUG13	29168466			CDUTD		AT THIS TIME W192967	PRT 13 041		166002	PRT 13 027	16P	POTAMKIN PLANE

SHOWN ABOVE ARE THE MOST RECENT SERVICES PERFORMED ON YOUR VEHICLE.

CURRENT MILEAGE 13325

BASED ON THE CURRENT MILEAGE OF YOUR VEHICLE, THE MANUFACTURER RECOMMENDS THAT THE SERVICES MARKED WITH AN 'X' BE PERFORMED NOW.

SUSPENSION / PS, AIR OR HEX CHANGE / BATT. CHGS / CHECK A/C HOSES / SERVICE AIR CLEANER / SERVICE ENGINE CONTROL SYSTEM / SERVICE COOLING SYSTEM / SERVICE AUTOMATIC TRANSMISSION / SERVICE BRAKES / HOSES, BELTS / PICK FRONT WHEEL BEARING / FRONT END ALIGNMENT / SERVICE POWER STEERING / INSPECT AND SERVICE STEERING, LINKAGE AND BOOTS / LUBRICATE CHASSIS / SERVICE PROPERLY WHEN EQUIPPED / SERVICE DRIVELINE / FLUSH AND REFILL ALL SEATS / TUNE UP / CHECK/SERVICE BATTERY SYSTEM / SERVICE A/C CONDENSER / ADJUST PARKING BRAKE / INSPECT AND TEST ELECTRICAL SYSTEM / SERVICE DISTRIBUTOR / DRAIN AND FLUSH COOLING SYSTEM

Potamkin's Planet Dodge Chrysler Jeep
9975 NW 12 Street
Miami, FL 33172
(305) 470-8000
Fax (786) 336-1646
www.planetdodge.com
MVR 07463 MV 49138

Method of Payment:
☐ CASH
☐ CHECK
☐ CREDIT CARD

CHRYSLER Jeep DODGE RAM SRT

CUST. NO. 548796 STOCK NO. TAG NO. T7291 COLOR ADD'L REPRINT PAGE 1 OF 1

TIME/DATE	VEHICLE IDENTIFICATION NUMBER	MILEAGE	DELIVER DATE	LICENSE NUMBER	YEAR	MAKE AND MODEL	WRITTEN BY	RO NUMBER
16SEP2014	1C4PJFCT3EC105294	13325	01JAN13		14	JEEP GRAND CHEROKEE	4039	[redacted]

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

PRELIMINARY ESTIMATE $ 109.95 +160.00

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES.

X CUSTOMER SIGNATURE

DO NOT LEAVE VALUABLES IN YOUR CAR AT ANY TIME WE CANNOT BE RESPONSIBLE FOR THEIR LOSS-STEREO TAPES, SPECIAL KEY CHAINS, RADAR DETECTORS, ETC.

NAME [redacted]
ADDRESS [redacted]
CITY/STATE/ZIP BRONX NY 1[redacted]
OTHER AUTHORIZED PERSON PHONE
BUSINESS PHONE [redacted]
TIME PROMISED 17:00 16SEP14
CELL PHONE
HOME PHONE

ENGINE NO. 5.7 Liter TRANSM. NO. AXLE NO. LABOR RATE 109.95

CUSTOMER PROBLEMS: RUSSELL KROSS MILEAGE OUT

CASH
NONE

WARRANTY EXPIRES

TIME	SERVICE	OP CODE	M	LABOR INSTRUCTIONS AND DESCRIPTION	LABOR TYPE
# A				CUST STATES A/C JUST STOPPED BLOWING - ADVISE	
# B				CUST TO RESCHEDULE FOR RECALL WORK	
# C	AT2N			ALTERNATE TRANSPORTATION 2YEARS/UNLIMITED MILES $160.00	
# D	RENT			CUSTOMER IN A RENTAL AT THEIR OWN RESPONSIBILITY WITH THE POSSIBILITY OF BEING COVERED BY THEIR SERVICE CONTRACT UP TO 5 DAYS. CUSTOMER MUST RETURN WITHIN 24 HOURS UPON NOTIFICATION OR BE SUBJECT TO RENTAL CHARGES AND EXPENSES.	
# E	16P			16 POINT INSPECTION	

RETAIN PARTS FOR INSP. YES ☐ NO ☐
CHARGES ARE BASED ON FLAT RATE
CHARGE FOR MAKING ESTIMATE
ORIGINAL ESTIMATE (PARTS & LABOR)
☐ AUTHORIZED ADD'L REPAIRS
TOTAL REVISED ESTIMATE
AUTHORIZED BY
VIA PHONE ☐ TIME
IN PERSON ☐ DATE
RECEIVED BY

SUBLET REPAIRS

P.O. & DESCRIPTION	AMOUNT

GAS, OIL & GREASE

QTY.	DESCRIPTION	AMOUNT

MISC. CHARGES

I hereby authorize the repair work noted herein to include sublet work to be done with necessary materials. You and your employees may operate the vehicle described on streets, highways, or elsewhere for the purpose of testing and/or inspection at my risk. An express mechanic's lien is hereby acknowledged on vehicle to secure the amount of repairs thereto.
You will not be held responsible for loss or damage to cars or articles left in cars in case of fire, theft or any other cause or for delays caused by shipment or unavailability of parts. Charges are based on both flat rate and hourly unless otherwise indicated.

SIGNED: DATE:

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED $100.00.

☐ I REQUEST A WRITTEN ESTIMATE.
☐ I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED $ _____. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.
☐ I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED: DATE:

STORAGE CHARGES: No storage charges shall accrue or be due and payable for a period of 3 working days from the date you are notified of the work on your vehicle. After that date, the daily charge for storage of your vehicle will be $ 50.00.

X

This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies of waste disposal. It is based on 10% of the total repair bill or $53.95, whichever is less.

F.S.403.718 mandates a $1.00 fee for each new tire sold in the State of Florida.
F.S.403.7186 mandates a $1.50 fee for new or remanufactured battery sold in the State of Florida.

NOTE: Estimate amounts are based on an initial inspection only. Additional parts and labor may be required. You will be notified upon completion of any diagnostic work necessary to estimate the cost of repair, or if the actual charges will exceed the written estimate, including any additional authorized charges, by $10 or 10%, whichever is greater, not to exceed $50. If you are so notified, you may orally or in writing authorize, modify or cancel the order for repair.

LIMITED WARRANTY: The only warranties applying to the part(s) installed in accordance with this estimate are those offered by the manufacturer 12 months or 12,000 miles whichever occurs first. All non-manufacturer parts and labor have no implied; including any implied warranty of merchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products or service sold under the terms of this estimate. Seller does not guarantee that the work performed in accordance with this estimate will correct any problems specified on the description of the complaint. We use published Standard Times. Standard Times are average times to perform repairs; actual times may be more or less than Standard times. Our retail labor rates are $109.95 per hour. (Does not apply to sublet repairs).

CANCELLATION OF REPAIR: In the event the customer cancels the repair work, the vehicle shall be reassembled to a condition reasonably similar as when received unless the customer waivers reassembly or the reassembled vehicle would be unsafe. The repair shop may charge for the cost of teardown, the cost of parts and labor to replace items destroyed by teardown and the cost to reassemble the vehicle.

718-713-3000

KINGS
KINGS CHRYSLER DODGE JEEP RAM

www.KingsChrysler.com

2286 Flatbush Avenue
Brooklyn, N.Y. 11234

ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURERS. THE SELLER HEREBY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS. THOSE PARTS AND ACCESSORIES THAT ARE NOT SUPPLIED OR MARKETED BY CHRYSLER DODGE JEEP RAM ARE NOT WARRANTED BY CHRYSLER DODGE JEEP RAM NOR ARE THEY WARRANTED BY THE SELLING DEALER. ASK YOUR SERVICE REPRESENTATIVE FOR SPECIFIC WARRANTY INFORMATION ON THESE PRODUCTS.

CUSTOMER NO. [redacted]	ADVISOR SCOTT LEVINE	TAG NO. 3211	1607	INVOICE DATE 10/29/14	R.O. NO. [redacted]
[redacted]	LABOR RATE	LICENSE NO. [redacted]	MILEAGE 14,918	COLOR WHITE/	
BRONX, NY [redacted]	YEAR - MAKE - MODEL 14/JEEP/GRAND CHEROKEE			DELIVERY DATE	DELIVERY MILES
[redacted]	VEHICLE I.D. NO 1C4RJFCT3EC [redacted]			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O.		P.O. DATE 10/24/14	
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS			MO: 14978

LABOR & PARTS

J# 1 85CHZ ACCESSORIES TECH(S):110 WARRANTY
CUSTOMER STATES NAVIGATION READS ALL OVER THE PLACE
SOFTWARE
PERFORM UPDATE

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 85CHZ13 SOUND SYSTEM TECH(S):110 WARRANTY
CUSTOMER STATES RADIO HAS FLUCUATION AND LOSES PRE- SETS
AFTER A FEW DAYS
SEE LINE 2

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 51CHZ BODY ELECTRICAL TECH(S):110 WARRANTY
CUSTOMER STATES HEADLAMPS FOG UP
NO EVIDENSE

JOB # 3 TOTAL LABOR & PARTS 0.00

J# 4 40CHZ BRAKES TECH(S):110 WARRANTY
CUSTOMER STATES - ADATIVE BRAKING SLOWS CAR EVEN WHEN THERE
IS NOTHING IN RANGE

JOB # 4 TOTAL LABOR & PARTS 0.00

J# 5 51CHZ09 POWER LOCKS TECH(S):110 WARRANTY
CUSTOMER STATES CAR WILL UNLOCK BEFORE DOOR HANDLE TOUCHED
NPF
COULD NOT VERIFY NOR DUPLICATE

JOB # 5 TOTAL LABOR & PARTS 0.00

J# 6 52CHZ TRIM ELECTRICAL TECH(S):110 WARRANTY
CUSTOMER STATES - WHEN DRIVERS SIDE MIRROR FOLDS IN THERE
IS A POPPING NOISE
NPF
COULD NOT VERIFY CONCERNT
A

JOB # 6 TOTAL LABOR & PARTS 0.00

J# 7 85CHZ18 DEALER ACCESSORIES TECH(S):110 WARRANTY
CUSTOMER STATES - MEDIA CENTER DISPLAY WILL GO INTO PHONE
SETUP MODE AT RANDOM
NPF
COULD NOT VERIFY

JOB # 7 TOTAL LABOR & PARTS 0.00

The Reynolds and Reynolds Company, ERA-NET 9i+E CC7094026 O (06/12)

NYS • DLR. LIC. NO. 7114167

718-713-3000

KINGS
KINGS CHRYSLER DODGE JEEP RAM

www.KingsChrysler.com

2286 Flatbush Avenue
Brooklyn, N.Y. 11234

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CUSTOMER NO. [redacted]	ADVISOR: SCOTT LEVINE	TAG NO: 3211 1607	INVOICE DATE: 10/29/14	[redacted]
[redacted]	LABOR RATE	LICENSE NO. [redacted]	MILEAGE: 14,918	COLOR: WHITE/
BRONX, NY [redacted]	YEAR / MAKE / MODEL: 14/JEEP/GRAND CHEROKEE		DELIVERY DATE	DELIVERY MILES
[redacted]	VEHICLE I.D. NO.: 1 C 4 R J F C T 3 E C [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	P.O. DATE: 10/24/14	
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS		MO: 14978

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**

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

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

The Reynolds and Reynolds Company 5191113141 CC709026 O (06/12)

NYS - DLR. LIC. NO. 7114167
NYC - DCA LIC. NO. 1425478

[redacted]

KINGS CHRYSLER DODGE JEEP RAM
Jeep

2286 Flatbush Avenue
Brooklyn, N.Y. 11234

www.KingsChrysler.com

ALL NEW PARTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURERS. THE SELLER HEREBY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING [illegible] AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY [illegible] ALL USED PARTS SOLD ARE THOSE PARTS AND ACCESSORIES THAT ARE NOT SUPPLIED OR MARKETED BY CHRYSLER DODGE JEEP RAM ARE NOT WARRANTED BY [illegible] ARE THEY WARRANTED BY THE SELLING DEALER. ASK YOUR SERVICE REPRESENTATIVE FOR SPECIFIC WARRANTY INFORMATION ON THESE PRODUCTS.

[redacted]	ADVISOR: SCOTT LEVINE 3211	TAG NO. 3369	INVOICE DATE 11/20/14	INVOICE NO. [redacted]
[redacted]	LABOR RATE	LICENSE NO. [redacted]	MILEAGE 15,033	COLOR WHITE/
BRONX, NY [redacted]	YEAR / MAKE / MODEL 14/JEEP/GRAND CHEROKEE		DELIVERY DATE	DELIVERY MILES
[redacted]	VEHICLE ID NO. 1 C 4 R J F C T 3 E C [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	STATE NO.	P.O. NO.	R.O. DATE 11/17/14	
[redacted]	COMMENTS			MO: 1503

LABOR & PARTS

J# 1 46CHZ WHEELS/TIRES TECH(S):110 INTERNAL

CUSTOMER STATES - TIRE WARNING LIGHTS ON FOR ALL TIRES
PRESSURES READ CORRECT PRESSURES WITHIN RANGE
CORRECT PRESSURE

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

J# 2 30CHZ AUTO TRANSMISSION TECH(S):110 WARRANTY

CUSTOMER STATES - NOISE WHEN ENAGING INTO DRIVE - CLUNK TYPE
NOISE - DOES NOT OCCUR ALL THE TIME .
COULD NOT VERIFY NOR DUPLICATE
ROAD TEST AND ATTEMPT TO VERIFY
NO PROBLEM FOUND

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

J# 3 51CHZ BODY-ELECTRICAL TECH(S):110 WARRANTY

CUSTOMER STATES = ADAPTIVE BRAKE WILL ENGAING WITHOUT
ANY OBSTACLE IN RANGE
COULD NOT VERIFY NOR DUPLICATE
ROAD TEST - COULD NOT VERIFY CUSTOMER CONCERN

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

J# 4 85CHZ13 SOUND SYSTEM TECH(S):110 WARRANTY

CUSTOMER STATES = NAVI DOES NOT INDICATE CORRECT LOCATIONS
AND SYSTEM WILL FREEZE INTERMITTANT
NPF
COULD NOT DUPLICATE

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
JOB # 4	1	68100731-AA	FUSE MICR 08015009		WARRANTY
			JOB # 4 TOTAL PARTS		0.00
			JOB # 4 TOTAL LABOR & PARTS		0.00

KINGS AUTOMOTIVE HOLDINGS LLC DBA

KINGS CHRYSLER DODGE JEEP RAM
Jeep RAM

2286 Flatbush Avenue
Brooklyn, N.Y. 11234

www.KingsChrysler.com

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CUSTOMER NO. [redacted]	ADV. SOP: SCOTT LEVINE 3211	TAG NO. 3369	INVOICE DATE 11/20/14	INVOICE NO. [redacted]
BRONX, NY [redacted]	LABOR RATE	LICENSE NO. [redacted]	MILEAGE 15,033	COLOR WHITE/
	YEAR / MAKE / MODEL 14/JEEP/GRAND CHEROKEE		DELIVERY DATE	DELIVERY MILES
	VEHICLE ID NO 1C4RJFCT3EC[redacted]		SELLING DEALER NO.	PRODUCTION DATE
[redacted]	P.O. NO.		R.O. DATE 11/17/14	
[redacted]	BUSINESS PHONE [redacted]	COMMENTS		MO: 1503

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**

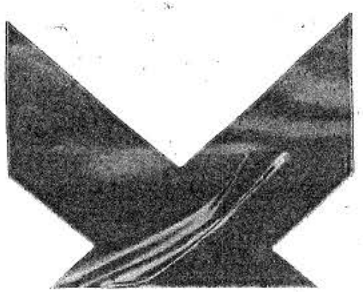
[ ] CASH [ ] CHECK CK NO. [ ]

[ ] VISA [ ] MASTERCARD [ ] DISCOVER

[ ] AMER XPRESS [ ] OTHER [ ] CHARGE

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE



Align top of FedEx Express® shipping lal

From: (215) 540-8888
Sharon Starynski
Kimmel & Silverman, P.C.
30 East Butler Pike

Ambler, PA 19002

Origin ID: QFWA

FedEx Express

JI14221409230Suv

Ship Date: 02DEC14
ActWgt: 1.0 LB
CAD: 100586475/INET3550

Delivery Address Bar Code

SHIP TO: (215) 540-8888 BILL SENDER

Chrysler Group LLC
Warranty Litigation Department
1000 Chrysler Drive
CIMS 485-13-62
AUBURN HILLS, MI 48326

Ref #
Invoice #
PO #
Dept #

WED - 03 DEC AA
STANDARD OVERNIGHT

TRK# [redacted]
0201

ET MTCA

48326
MI-US
DTW

522G2/DC75/8A09

RT 467
ST L13

4
15:00 B
4600
12.03

all F

After printing this label:
1. Use the 'Print' button on this page to print your label to your laser or inkjet printer.
2. Fold the printed page along the horizontal line.
3. Place label in shipping pouch and affix it to your shipment so that the barcode portion of the label can be read and scanned.

Warning: Use only the printed original label for shipping. Using a photocopy of this label for shipping purposes is fraudulent and could result in additional billing charges, along with the cancellation of your FedEx account number.
Use of this system constitutes your agreement to the service conditions in the current FedEx Service Guide, available on fedex.com.FedEx will not be responsible for any claim in excess of $100 per package, whether the result of loss, damage, delay, non-delivery,misdelivery,or misinformation, unless you declare a higher value, pay an additional charge, document your actual loss and file a timely claim. Limitations found in the current FedEx Service Guide apply. Your right to

PE15-021

FLAT CHRYSLER

10-22-2015

ENCLOSURE 4

Legal Backup Documents

1249025

THE LIBLANG LAW FIRM, PC

Attorneys and Counselors At Law

Marshall

Attorneys
Eric J. Liblang
Dani K. Liblang
Michael L. Rowady†
† Also Admitted in California

Of Counsel
Susan M. Martin
— ◊ —
Legal Assistants
Eileen A. Wheeler
Krista E. Muskovin
Stephanie D. Ahmad

June 11, 2014

CERTIFIED MAIL - RETURN RECEIPT REQUESTED

Chrysler Group, LLC
Warranty Litigation Department
CLMS 485-13-32
1000 Chrysler Drive
Auburn Hills, MI 48326-2766

CONFIDENTIAL - FOR SETTLEMENT PURPOSES ONLY (MRE 408)

Re:		
	Our Client:	[redacted]
	Vehicle:	2014 Jeep Cherokee
	VIN:	1C4RJFCG5EC[redacted]
	Delivery Date:	October 26, 2013
	Selling/Repairing Dealer:	Suburban Troy, LLC
	Repairing Dealer:	Suburban Troy, LLC
	Delivered Miles:	98
	Current Miles:	6539

RECEIVED
JUN 19 2014
MILLER, CANFIELD, PADDOCK AND STONE, P.L.C.

Dear Sir or Madam:

We have been retained by [redacted] with respect to the problems he has experienced with the above referenced vehicle. He has previously attempted to resolve this matter directly with Chrysler and has given Chrysler a "last chance" repair attempt pursuant to MCL 257.1403, to no avail. There have been more than(10) repair attempts on the vehicle spanning more than 30 days out of service during the first year of ownership. Despite these repair efforts, the vehicle continues to exhibit multiple electronic and transmission problems per the attached repair orders. The vehicle meets lemon law criteria for repurchase and/or replacement.

In the interest of resolving this case without the need to resort to litigation, my client has authorized me make the following repurchase settlement offer:

346 Park Street, Birmingham, Michigan 48009
Telephone: 248-540-9270 ◊ Fax: 248-433-1989
www.lemonlawlawyers.com

Chrysler Group LLC
Office of the General Counsel
JUN 17 2014
By Mail/Reg. Agent/ Sec. of State/Proc. Server

Down payment	$1,100.00
Payments on contract through June 11, 2014 ($774.78 x 7)	5,423.46
Less Statutory Offset for Use	(113.99)
Attorney Fees and Costs	$4,000.00
Total	$10,409.47

The foregoing demand assumes that Chrysler would pay off the lien held by Michigan Schools & Government Credit Union, that the subject vehicle would be returned to the selling dealership in an undamaged condition, excepting the issues giving rise to this claim and normal wear and tear, and that the repurchase could be completed within 21 days. My client would, of course, sign such documents as necessary to transfer title to the vehicle back to Chrysler and/or the selling dealership, as well as a release of all claims.

Please advise as to whether your client is willing to resolve this matter as outlined. If there is any additional information or documentation that is needed in order to consider this claim, please let me know immediately.

I will diary my file for 14 days from the date of this letter before advising my client with respect to further legal action.

Thank you for your prompt attention.

Sincerely,

Michael L. Rowady
Direct E-Mail: michaelrowady@lemonlawlawyers.com

MLR/sda

cc: Mr. [redacted]
Michigan Schools & Government Credit Union
40400 Garfield Rd. Clinton Twp, MI 48038

APPLICATION FOR MICHIGAN TITLE & REGISTRATION
STATEMENT OF VEHICLE SALE

DEPARTMENT OF STATE

Purchase Date _____ Invoice/Stock No. _____

Delivery Date _____ Invoice/Stock No. _____

Dealer SUBURBAN TROY, LLC

Address 1760 Maplelawn

City TROY

County	State	Zip Code
OAKLAND	MICHIGAN	48084

Dealer License	Sales Tax License	Phone Number
A0003968	27-1698129	(248) 585-8500

Vehicle Sold ☒ New ☐ Used ☐ Demo **Trade-in** ☐ Yes ☐ No

Trade-in Year	Make	Vehicle No.

TEMPORARY VEHICLE REGISTRATION USED TO TRANSFER PLATES
Expires 15 days after delivery date

Plate transferred from: Year Make

Vehicle No.	Plate No.	Temp. Expiration Date

VEHICLE USE AND HISTORY DISCLOSURE:

☐ POLICE VEHICLE ☐ VEHICLE HAS BEEN FLOOD-DAMAGED
☐ GOVERNMENT VEHICLE ☐ SALVAGE TITLE HAS PREVIOUSLY BEEN ISSUED
☐ TAXI ☐ _____

ODOMETER MILEAGE

The following section must be completed when odometer disclosure is required. The odometer mileage reading must match the mileage reading disclosed to the purchaser on the title and/or mileage statement.

[ ][ ][ ][ ][9][1] NO TENTHS

☒ actual mileage ☐ not actual mileage ☐ exceeds mechanical limits of odometer

I have selected and agree to pay the OPTIONAL $24 CVR electronic filing fee _____ Customer Initials

Factory Installed Accessories ☐ Factory List Affixed to Vehicle

Dealer Installed Accessories When Optional to Purchaser

GAP WAIVER PURCHASED FOR $ [illegible]
INCLUDED ON TITLE BY

REMARKS:

Temporary Registration No. [illegible] Temporary Fee Charged ☐ Yes ☐ No

Salesperson [illegible]

CONTRACTUAL DISCLOSURE STATEMENT FOR USED VEHICLES ONLY
"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."

"I CERTIFY I SOLD THIS VEHICLE TO THE PURCHASER NAMED IN THIS FORM. I WARRANT THE TITLE TO THE VEHICLE AND CERTIFY THAT THE VEHICLE IS SUBJECT ONLY TO THE SECURITY INTERESTS NAMED ABOVE."

[illegible]
Dealer's Signature Title

Expires on Month Day Year Months ☐ NEW PLATE ☐ RENEWAL ☐ TRANSFER

Year	Make	Body Style	Code	County
2004	JEEP	[illegible]	[illegible]	[illegible]

Vehicle No. [illegible] Fee Category/Weight [illegible] License Fee [illegible]

Driver License No./PID of All Owners or Lessees
1) [redacted] 3)
2) [redacted] County of Residence OAKLAND

Title [illegible]

Title Late Fee N/A

Complete Names and Addresses of All Owners or Lessors
[redacted]
BIRMINGHAM, MI

Tax [illegible]

Reg. Transfer Fee N/A

Complete Names and Addresses of All Owners or Lessees
[redacted]
BIRMINGHAM, MI

Total - Transfer to #4 [illegible]

Full Rights to Survivor ☐ Yes ☐ No

Insurance Company [illegible] Policy or Binder [illegible]

First Secured Interest MICHIGAN SCHOOLS & GOVT C Filing Date [illegible]
Address 40400 GARFIELD RD
City-State Zip CLINTON TWP MI 48038

1. PURCHASE PRICE OF VEHICLE (Including Freight & Accessories)		46,718.00
2. OTHER TAXABLE CHARGES (Documentary Fee, Service Fee, Temp. Reg. Fee, Etc.)		75.00
2. A. OPTIONAL $24 ELECTRONIC FILING FEE		24.00
3. TOTAL TAXABLE PRICE		46,817.00
4. (Above total) SALES TAX - LICENSE - TITLE		3,983.92
5. NON-TAXABLE CHARGES (Labor, Service Contract, Etc.)		2,980.00
6. TOTAL DELIVERED PRICE		[illegible]
7. CASH ON DEPOSIT		N/A
8. CASH DUE ON DELIVERY		[illegible]
9. TRADE-IN	$ N/A	
10. LESS LIEN	$ N/A	N/A
11. TOTAL DOWN PAYMENT		[illegible]
12. UNPAID BALANCE TO BE FINANCED		[illegible]
13. INSURANCE SURCHARGE*		N/A
14. TOTAL AMOUNT OF FINANCE CONTRACT		[illegible]

*** TYPE OF INSURANCE**
WARNING: This insurance is not PL/PD No Fault Insurance required by Michigan law.
☐ CREDIT LIFE ☐ HEALTH & ACCIDENT
☐ GAP INSURANCE ☐ _____

PURCHASER WARNING: DO NOT SIGN BLANK FORM

I am purchasing or leasing this vehicle and am applying for a Michigan certificate of title and registration or, if the lessee, applying for a registration. I certify that my driver license is not suspended, revoked, or denied, as a repeat offender and I am eligible to purchase or register the vehicle. I further certify that if a tax exemption is shown above it is valid.

Date X _____ Date X _____

Date X _____ Date X _____

Date X _____ Date X _____
Purchaser's/Lessor's Signature(s) Lessee's Signature(s)

PURCHASERS NOTE: IF VEHICLE TITLE IS NOT RECEIVED WITHIN 60 DAYS, CONTACT A SECRETARY OF STATE OFFICE OR CALL (517) 322-1460

Evoe Grand Cherokee - Final Repair Attempt

[redacted] Tue, Jun 10, 2014 at 3:55 PM

To: "gtoubassi@suburbancollection.com" <gtoubassi@suburbancollection.com>
Cc: Jim Grove <jgrove@suburbancollection.com>

Transmission whistling noise. Audible during deceleration in both drive and sport drive modes 6/7-6/8

Transmission faults intermittently during shifting from park to reverse and or to drive when going in and out of drive way. Requires shut down and restart of car 6/1, 5/27 & 5/28

ACC/FCW Sensor Unavailable Error 1-3 times weekly

FCW phantom braking without obstacles, traffic clean car and clear daytime visibility, even when turned 'off' according to the dash switch. 6/7

Navigation randomly reboots 6/9

Navigation has errors and freezes in time/distance calculation during longer drives 5/4 & 5/22

Air suspension faults - reads 'lowering' without actually lowering the vehicle, froze at that point until the car was power cycled. 6/4

SUBURBAN
make the choice

Suburban Chrysler Dodge Jeep Ram of Troy
1790 Maplelawn
Troy, MI 48084
Phone: 248.585.8800
Fax: 248.519.9431
www.suburbancollection.com
Facility Code F-162115

R.O. NO'S. _____ _____ _____

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
03/24/14	[redacted]	4322	12088	12106	I	08CHZ	ELECTRICAL
				12106	I	24CHZ	HEATING & A/C
				12106	I	19CHZRENTSC	RENTAL S/CONTRACT
				12106	W	08CHZ1	ELECTRICAL
03/20/14		4171	12088	12106	W	18CHZ	DRIVEABILITY
				12106	W	19CHZRENTW	RENTAL WARRANTY

SALESPERSON NO. **SERVICE** STATE REG# F162115

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL

VEHICLE I.D. NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO.
1C4RJFCG5EC[redacted]	14/CHRYSLER/GRAND CHEROKEE/STA-WAGO			[redacted]	

CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE
[redacted]					06/10/14

[redacted]
BIRMINGHAM, MI [redacted]

COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
BLACK/BLACK LEATH				06

TURBO	M/MC	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	CHZZ				6,721	12088	GEORGE TOUBASSI

[redacted] BUSINESS PHONE

INSURANCE COMPANY

CALL WHEN READY ☐ YES ☐ NO

TIME RECEIVED	DATE/TIME PROMISED	PRIORITY
04:03pm	06/10/14 04:30pm	3

APPOINTMENT ☐ Yes ☒ No

LABOR RATE

APPROVED BY

CLAIM NUMBER

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL 0.00

X _____

1 **W** 21CHZ ***TRANSMISSION***
TRANSMISSION WHISTLING NOISE. AUDIBLE DURING DECELERATION AND BOTH DROVE MODES 6/7 6/8

2 **W** 21CHZ1 ***AUTO TRANSMISSION***
TRANS FAULTS INTERMITTENTLY DURING SHIFTING FROM PARK TO REVERSE AND OR TO DRIVE WHEN GOING IN AND OUT OF DRIVE WAY.

3 **W** *08CHZ ***ELECTRICAL***
ACC/FCW SENSOR UNAVAILABLE ERROR 1-3 TIMES WEEKLY

4 **W** *08CHZ1 ***ELECTRICAL***
FCW PHANTOM BRAKING WITHOUT OBSTACLES, TRAFFIC CLEAN CAR AND CLEAR DAYTIME VISABILITY, EVEN WHEN TURNED 'OFF' ACCORDING TO THE DASH SWITCH

SUBURBAN COLLECTION make the choice
COMEBACK

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

PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY: X

REVISED ESTIMATE (1) $	DATE	TIME	BY
REVISED ESTIMATE (2) $			
REVISED ESTIMATE (3) $			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X _____
CUSTOMER SIGNATURE

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that seller 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 dealer 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 seller 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.

DATE: SIGNED. X _____

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

All repairs and parts listed were furnished in compliance with the Michigan Motor Vehicle Service and Repair Act.

X _____

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LA-608139 O (03/14)
S 675358 O (02/14)

SUBURBAN
make the choice

Suburban Chrysler Dodge Jeep Ram of Troy
1790 Maplelawn
Troy, MI 48084
Phone: 248.585.8800
Fax: 248.519.9431
www.suburbancollection.com
Facility Code F-162115
R.O. NO'S. _____ _____ _____

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
03/24/14	[redacted]	4322	12088	12106	I	08CHZ	ELECTRICAL
				12106	I	24CHZ	HEATING & A/C
				12106	I	19CHZRENTSC	RENTAL S/CONTRACT
				12106	W	08CHZ1	ELECTRICAL
03/20/14		4171	12088	12106	W	18CHZ	DRIVEABILITY
				12106	W	19CHZRENTW	RENTAL WARRANTY

SALESPERSON NO. **SERVICE** STATE REG# F162115

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL

VEHICLE I.D. NO. 1C4RJFCG5EC[redacted]	YEAR/MAKE/MODEL 14/CHRYSLER/GRAND CHEROKEE/STA-WAGO	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO. [redacted]			
[redacted]	CUSTOMER NO. [redacted]	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE 06/10/14		
BIRMINGHAM, MI [redacted]	COLOR BLACK/BLACK LEATH	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO. 06			
	TURBO	M/MC CHZZ	AIR COND.	P.S.	TRANS	MILEAGE 6,721	ADVISOR NO. 12088	ADVISOR GEORGE TOUBASSI
RESIDENCE PHONE [redacted]	BUSINESS PHONE	INSURANCE COMPANY						
CALL WHEN READY ☐ YES ☐ NO	TIME RECEIVED 04:03pm	DATE/TIME PROMISED 06/10/14 04:30pm	PRIORITY 3					
APPOINTMENT ☐ Yes ☒ No		LABOR RATE	APPROVED BY	CLAIM NUMBER				

JOB

5 **W** *08CHZ2 ***ELECTRICAL***
NAVIGATION RANDOMLY REBOOTS . HAS ERRORS AND FREEZES IN TIME/DISTANCE CALCULATION DURING LONGER DRIVES

6 **W** 02CHZ ***STEERING AND SUSP***
AIR SUSPENSION FAULTS- READS 'LOWERING' WITHOUT ACTUALLY LOWERING THE CAR, FROZE AT THAT POINT UNTIL THE CAR WAS POWER CYCLED

COMEBACK

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

PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY: X

	DATE	TIME	BY
REVISED ESTIMATE (1) $			
REVISED ESTIMATE (2) $			
REVISED ESTIMATE (3) $			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES

X _____
CUSTOMER SIGNATURE

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that seller 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 dealer 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 seller 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.

DATE: SIGNED: X _____

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

All repairs and parts listed were furnished in compliance with the Michigan Motor Vehicle Service and Repair Act

X _____

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SF675358 O (02/14)

LC5608139 O (03/14)

SUBURBAN
CHRYSLER JEEP DODGE OF TROY

1790 MAPLELAWN DRIVE - TROY, MI 48084
PHONE: (248) 585-8800

SERVICE DEPARTMENT HOURS
7:00 a.m. to 9:00 p.m. Mon & Thurs
7:00 a.m. to 6:00 p.m. Tues, Wed & Fri
8:00 a.m. to 3:00 p.m. Sat

R/O Open Date	R/O Number
10/30/13	[redacted]
R/O Close Date	**Status**
10/30/13	Pre-Invoice
Mileage In	**Mileage Out**
244	244
Service Advisor / Tag #	
ALLAN MARTICH/265W*W*	

State ID #: 271688123

	Work Phone	Vehicle Identification Number	
[redacted]		1C4RJFCG5EC[redacted]	
BIRMINGHAM, MI [redacted]	Home Phone	Delivery Date	In-Service Date
	[redacted]	10/26/13	10/26/13

Year	Make	Model	Body	Color	License Number
2014	JEEP	GRAND CHEROKE	STA-WAGON	BLACK	

11E01294

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - ENGINE: ENGINE DIAGNOSTICS CUSTOMER STATES YESTERDAY AFTER DRIVING THERE WAS SMOKE FROM UNDER HOOD AND BURNING SMELL Work performed by D SURKOVICH M195447 (126) CHECK FOR LEAKS NO LEAKS FOUND ENGINE, TROUBLE NOT FOUND ENGINE LEAKS 85410902 UC 0.2	Warranty
#2 - RRT: PERFORM RRT RRT 13-066 Work performed by D SURKOVICH M195447 (126) PERFORM SOFTWARE UPDATE 18-60-02-AB FM 0.2	Warranty
#3 - RRT: PERFORM RRT RRT 13-071 Work performed by D SURKOVICH M195447 (126) MODULE, TRANSMISSION CONTROL 18-19-05-9C FM 0.2	Warranty
#4 * MODULES: PERFORM SOFTWARE UPDATES TO VEHICLE MODULES ASDIRECTED BY CHRYSLER. Work performed by D SURKOVICH M195447 (126) MODULE, AIR SUSPENSION CONTROL 18-19-36-92 FM 0.2 MODULE, POWERTRAIN CONTROL (PCM 18-19-06-W7 FM 0.2 MODULE, AUTOMATIC TEMPERATURE	Warranty

LIMITED WARRANTY
We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement fails in normal service within that period, we'll fix it free of charge during normal business hours - parts and labor.

ATTENTION
"This repair facility charges for labor utilizing the flat rate hours published either by the manufacturer in its labor time study guide or by a recognized industry time study guide which reflects an average time requirement for the performance of specific vehicle repairs. Therefore, the flat rate hours charged may be either more or less than the actual clock time in any given instance."

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

REPAIRS PROPERLY COMPLETED & CHECKED BY:

X
CUSTOMER SIGNATURE

Authorized Signature: Date

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SUBURBAN
CHRYSLER JEEP DODGE OF TROY

1790 MAPLELAWN DRIVE - TROY, MI 48084
PHONE: (248) 585-8800

SERVICE DEPARTMENT HOURS
7:00 a.m. to 9:00 p.m. Mon & Thurs
7:00 a.m. to 6:00 p.m. Tues, Wed & Fri
8:00 a.m. to 3:00 p.m. Sat

R/O Open Date	R/O Number
12/03/13	[redacted]
R/O Close Date	Status
12/06/13	Pre-Invoice
Mileage In	Mileage Out
1476	1476
Service Advisor / Tag #	
ALLAN MARTICH/3126A*W*	

State ID #: 271688123

[redacted]
BIRMINGHAM, MI [redacted]

Work Phone	Vehicle Identification Number
	1C4RJFCG5EC[redacted]
Home Phone	Delivery Date / In-Service Date
[redacted]	10/26/13 / 10/26/13

Year	Make	Model	Body	Color	License Number
2014	JEEP	GRAND CHEROKE	STA-WAGON	BLACK	

11E01294

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - RECALL: PERFORM RECALL CLUSTER N58 Work performed by D SURKOVICH M195447 (126) M195447 REPROGRAM INSTRUMENT CLUSTER AND ABS 08-N5-81-84 2.2 HOURS	Warranty

LIMITED WARRANTY
We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement fails in normal service within that period, we'll fix it free of charge during normal business hours - parts and labor.

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

REPAIRS PROPERLY COMPLETED & CHECKED BY:

Authorized Signature: Date:

X
CUSTOMER SIGNATURE

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SUBURBAN
CHRYSLER JEEP DODGE OF TROY

1790 MAPLELAWN DRIVE - TROY, MI 48084
PHONE: (248) 585-8800

SERVICE DEPARTMENT HOURS
7:00 a.m. to 9:00 p.m. Mon & Thurs
7:00 a.m. to 6:00 p.m. Tues, Wed & Fri
8:00 a.m. to 3:00 p.m. Sat

R/O Open Date	R/O Number
1/03/14	[redacted]
Time Received	**Time Promised**
8:27	Waiting
Current Mileage	**Mileage Out**
1954	

Estimate of Repairs	Service Advisor / Key Tag #
	GEORGE TOUBASSI/5768A

State ID #: 271688123

[redacted]
BIRMINGHAM, MI [redacted]

Work Phone	Vehicle Identification Number
	1C4RJFCG5EC[redacted]
Home Phone	**Delivery Date** / **In-Service Date**
[redacted]	10/26/13 / 10/26/13

Year	Make	Model	Body	Color	License Number
2014	JEEP	GRAND CHEROKE	STA-WAGON	BLACK	

11E01294 CHRYSLER SERVICE 85098 or 10/26/20 Ded 100

Job Number	Description of Work	Code
1.	BODY DIAGNOSTICS FRONT FASCIA BLEMISH. PARTS IN. NEW CAR DEPT. SWAP FOG LAMP BULB BURNED FASCIA, OK PER JIM G	BODY WARR-CHRYSLE
2.	DRIVEABILITY DIAGNOSTICS FLUTTER NOISE ON ACCELERATION AT 20 MPH FROM ENGINE AREA	DRIVEABILI WARR-CHRYSLE
3.	DRIVEABILITY DIAGNOSTICS WHISTLING NOISE WHEN DEACCELERATING , SOUNDS LIKE A ENGINE LEAK, SEE JIM G	DRIVEABILI WARR-CHRYSLE
4.	BODY DIAGNOSTICS REAR LIFT GATE HANDLE IS NOT FLUSH	BODY WARR-CHRYSLE WARR-CHRYSLE
5.	CUSTOMER REQUEST RENTAL	RENTAL SVC-CHRYSLER

1) Auth. Add $	Date:	Time:	2) Auth. Add $	Date:	Time:	3) Auth. Add $	Date:	Time:
$	By:		$	By:		$	By:	
	ID #			ID #			ID #	

TERMS: STRICTLY CASH-UNLESS ARRANGEMENTS MADE I hereby authorize the repair work herein set forth to be done along with the necessary materials and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your or control or for any delays caused by unavailability of parts or delay in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's garage keeper's lein is hereby acknowledged on above vehicle to secure the amount above vehicle until the repairs therto have been paid in full or until you and/or your employees have voluntarily released the vehicle to me. BOTH ESTIMATE OF REPAIRS AND DIAGNOSIS OF VEHICLE PROBLEMS ARE SUBJECT TO AN APPLICABLE FEE OR CHARGES FOR WORK PERFORMED IN THIS REGARD.

X
Customer Signature

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This Dealership charges for labor utilizing the flat rate hours published either by the manufacturer in its labor time study guide or by a recognized industry time study guide, which reflects an average time for the performance of specific vehicle repairs. Therefore, the flat rate hours charged may be either more or less than the actual clock time in any given instance.

* Shop supplies, 15% of the total labor charged is included for shop supplies used on your vehicle. Applicable supply items may include nuts, bolts, washers, tape, pins, aerosol sprays/cleaners, solvents, rags, etc.

All Repairs and parts listed were furnished in compliance with Michigan Auto Repair Act (P.A. 300)

All parts installed will be returned upon request.

YOU ARE ENTITLED BY LAW TO THE RETURN OF ALL PARTS REPLACED EXCEPT THOSE WHICH ARE TOO HEAVY OR LARGE AND THOSE REQUIRED TO BE SENT BACK TO THE MANUFACTURER OR DISTRIBUTOR BECAUSE OF WARRANTY WORK OR AN EXCHANGE AGREEMENT. YOU ARE ENTITLED TO INSPECT THE PARTS WHICH CANNOT BE RETURNED TO YOU.

REPAIRS PROPERLY COMPLETED & CHECKED BY:

Authorized Signature: Date:

Save: (Check Box) ☐ Discard: (Check Box) ☐ Customer Initials

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SUBURBAN
CHRYSLER JEEP DODGE OF TROY

1790 MAPLELAWN DRIVE - TROY, MI 48084
PHONE: (248) 585-8800

SERVICE DEPARTMENT HOURS
7:00 a.m. to 9:00 p.m. Mon & Thurs
7:00 a.m. to 6:00 p.m. Tues, Wed & Fri
8:00 a.m. to 3:00 p.m. Sat

R/O Open Date	R/O Number
1/03/14	[redacted]
R/O Close Date	**Status**
1/20/14	Pre-Invoice
Mileage In	**Mileage Out**
1954	1955
Service Advisor / Tag #	
GEORGE TOUBASSI/5768A*W	

State ID #: 271688122

[redacted]
BIRMINGHAM, MI [redacted]

Work Phone:
Home Phone: [redacted]
Vehicle Identification Number: 1C4RJFCG5EC[redacted]
Delivery Date: 10/26/13
In-Service Date: 10/26/13

Year	Make	Model	Body	Color	License Number
2014	JEEP	GRAND CHEROKE	STA-WAGON	BLACK	

11E01294 CHRYSLER SERVICE Exp: 850000 or 10/26/20 Ded: 100 Plan: WM785N

DESCRIPTION OF SERVICE AND PARTS			AMOUNT
Work performed by DARYL SAVAGE M127298(332) M127298			Warranty
Work performed by DARYL SAVAGE M127298(332) M127298			Warranty
SEE LINE ABOVE NPF			
#4 - BODY: BODY DIAGNOSTICS			
REAR LIFT GATE HANDLE IS NOT FLUSH			
Caused by			
BENT			
Work performed by DARYL SAVAGE M127298(332) M127298			Warranty
Installed 1YK38AXRAB :HANDLE: LIFTGATE 1YK	Qty: 1		Warranty
Installed 5149265AB :SENSOR: AMBIENT TEMPERATURE	Qty: 1		Warranty
Installed 5113136AA :RETAINER: FASCIA	Qty: 1		Warranty
Installed 5113137AA :RETAINER: FASCIA	Qty: 1		Warranty
Installed 68023326AE :PANEL: RADIATOR CLOSURE	Qty: 1		Warranty
Installed 5113336AE :HEADLAMP: HEADLAMP PARK AND T	Qty: 1		Warranty
REPLACE HATCH OUTSIDE HANDLE FROM DONOR VEHICLE			
23425701 .3 06			
23425701 .3 DONOR CAR			
.6 TOTAL			
#5 - RENTAL: CUSTOMER REQUEST RENTAL			
Work performed by 1100160 : 116107971	Labor::		Serv Contr
Work performed by 1100160 :	Parts:		Serv Contr
#6 * BODY: BODY DIAGNOSTICS			
SWAP BUMPERS			
Work performed by BRAIN KACZOR M128200(322) M128200			Internal

LIMITED WARRANTY

We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement fails in normal service within that period, we'll fix it free of charge during normal business hours - parts and labor.

ATTENTION

"This repair facility charges for labor utilizing the flat rate hours published either by the manufacturer in its labor time study guide or by a recognized industry time study guide which reflects an average time requirement for the performance of specific vehicle repairs. Therefore, the flat rate hours charged may be either more or less than the actual clock time in any given instance."

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

K
CUSTOMER SIGNATURE

REPAIRS PROPERLY COMPLETED & CHECKED BY:

Authorized Signature: Date:

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SUBURBAN
CHRYSLER JEEP DODGE OF TROY

1790 MAPLELAWN DRIVE - TROY, MI 48084
PHONE: (248) 585-8800

SERVICE DEPARTMENT HOURS
7:00 a.m. to 9:00 p.m. Mon & Thurs
7:00 a.m. to 6:00 p.m. Tues, Wed & Fri
8:00 a.m. to 3:00 p.m. Sat

R/O Open Date	R/O Number
1/03/14	[redacted]
R/O Close Date	**Status**
1/20/14	Pre-Invoice
Mileage In	**Mileage Out**
1954	1955
Service Advisor / Tag #	
GEORGE TOUBASSI/5768A*W	

State ID #: 271688123

[redacted]
BIRMINGHAM, MI [redacted]

Work Phone	Vehicle Identification Number	
	1C4RJFCG5EC[redacted]	
Home Phone	**Delivery Date**	**In-Service Date**
[redacted]	10/26/13	10/26/13

Year	Make	Model	Body	Color	License Number
2014	JEEP	GRAND CHEROKE	STA-WAGON	BLACK	

11E01294 CHRYSLER SERVICE Exp: 850000 or 10/26/20 Ded: 100 Plan: WM785N

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - BODY: BODY DIAGNOSTICS	
FRONT FASCIA BLEMISH. PARTS IN. NEW CAR DEPT. SWAP	
FOG LAMP BULB BURNED FASCIA, OK PER JIM G	
PARTS ON ORDER	
Work performed by BRAIN KACZOR M128200(322) M128200	Warranty
Work performed by 1100128 : 116107971	Warranty
Installed 1WL27TZZAC :FASCIA: FRONT UPPER Qty: 1	Warranty
SWAP FRONT BUMPER FACIAS	
APPLIQUE, FRONT FASCIA - REPLACE	
23027901 51 0.3	
#2 - DRIVEABILI: DRIVEABILITY DIAGNOSTICS	
FLUTTER NOISE ON ACCELERATION AT 20 MPH	
FROM ENGINE AREA	
SEE JIM G	
Caused by	
NPF	
Work performed by DARYL SAVAGE M127298(332) M127298	Warranty
DIAG TESTS NO DTCS NO BULLETINS OR STAR CASES	
ROAD TESTED AND Q.C. D BY JIM G	
85410901 .6 UC	
UNABLE TO VERIFY OR DUPLICATE CUSTOMER COMPLAINT A	
T THIS TIME	
#3 - DRIVEABILI: DRIVEABILITY DIAGNOSTICS	
WHISTLING NOISE WHEN DEACCELERATING , SOUNDS LIKE	
A ENGINE LEAK, SEE JIM G	
Caused by	
NPF	

LIMITED WARRANTY

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

K
CUSTOMER SIGNATURE

REPAIRS PROPERLY COMPLETED & CHECKED BY:

Authorized Signature: Date:

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SUBURBAN
CHRYSLER JEEP DODGE OF TROY

1790 MAPLELAWN DRIVE - TROY, MI 48084
PHONE: (248) 585-8800

SERVICE DEPARTMENT HOURS
7:00 a.m. to 9:00 p.m. Mon & Thurs
7:00 a.m. to 6:00 p.m. Tues, Wed & Fri
8:00 a.m. to 3:00 p.m. Sat

R/O Open Date	R/O Number
1/27/14	[redacted]
R/O Close Date	**Status**
1/27/14	Pre-Invoice
Mileage In	**Mileage Out**
2601	2601
Service Advisor / Tag #	
MICHEAL SORBILL/7730W*W	

State ID #: 271688122

[redacted]
BIRMINGHAM, MI [redacted]

Work Phone	Vehicle Identification Number
	1C4RJFCG5EC[redacted]
Home Phone	**Delivery Date** / **In-Service Date**
[redacted]	10/26/13 / 10/26/13

Year	Make	Model	Body	Color	License Number
2014	JEEP	GRAND CHEROKE	STA-WAGON	BLACK	

11E01294

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Email: [redacted]	
#1 - PLUG: INSPECT TIRE AND PLUG LEAK DRIVERS REAR TIRE FOUND OBJECT IN TIRE Work performed by LEO TEJERO (98)	12.95
Sub Total: 12.95	

LIMITED WARRANTY
We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement fails in normal service within that period, we'll fix it free of charge during normal business hours - parts and labor.

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LABOR	12.95
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	1.04
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.06
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	14.05

REPAIRS PROPERLY COMPLETED & CHECKED BY:

X
CUSTOMER SIGNATURE

Authorized Signature: Date:

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SUBURBAN
CHRYSLER JEEP DODGE OF TROY

1790 MAPLELAWN DRIVE - TROY, MI 48084
PHONE: (248) 585-8800

SERVICE DEPARTMENT HOURS
7:00 a.m. to 9:00 p.m. Mon & Thurs
7:00 a.m. to 6:00 p.m. Tues, Wed & Fri
8:00 a.m. to 3:00 p.m. Sat

R/O Open Date	R/O Number
1/27/14	[redacted]
Time Received	**Time Promised**
17:52	Waiting
Current Mileage	**Mileage Out**
2601	

Estimate of Repairs	Service Advisor / Key Tag #
12.95	MICHEAL SORBILL/7730W

State ID #: 271688123

[redacted]
BIRMINGHAM, MI [redacted]

Work Phone	Vehicle Identification Number
	1C4RJFCG5EC[redacted]
Home Phone	**Delivery Date** / **In-Service Date**
[redacted]	10/26/13 / 10/26/13

Year	Make	Model	Body	Color	License Number
2014	JEEP	GRAND CHEROKE	STA-WAGON	BLACK	

11E01294

Job Number	Description of Work	Code
1.	INSPECT TIRE AND PLUG LEAK DRIVERS REAR TIRE FOUND OBJECT IN TIRE	PLUG Customer Pay Customer Pay
2.	IAS TIRE/WHEEL CONTRACT	
3.		
4.		
5.		

1) Auth. Add $	Date:	Time:	2) Auth. Add $	Date:	Time:	3) Auth. Add $	Date:	Time:
$	By:		$	By:		$	By:	
	ID #			ID #			ID #	

TERMS: STRICTLY CASH-UNLESS ARRANGEMENTS MADE I hereby authorize the repair work herein set forth to be done along with the necessary materials and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your or control or for any delays caused by unavailability of parts or delay in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's garage keeper's lein is hereby acknowledged on above vehicle to secure the amount above vehicle until the repairs thereto have been paid in full or until you and/or your employees have voluntarily released the vehicle to me. BOTH ESTIMATE OF REPAIRS AND DIAGNOSIS OF VEHICLE PROBLEMS ARE SUBJECT TO AN APPLICABLE FEE OR CHARGES FOR WORK PERFORMED IN THIS REGARD.

X
Customer Signature

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those of the manufacturer. As between this retail seller and buyer, the product is to be sold "AS IS" and the entire risk as to the quality and performance of the product is with the buyer. The seller, Suburban Chrysler Jeep Dodge of Troy, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Suburban Chrysler Jeep Dodge of Troy, neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. This disclaimer by the seller in no way affects the terms of the manufacturers warranty. The buyer acknowledges being so informed prior to the sale.

This Dealership charges for labor utilizing the flat rate hours published either by the manufacturer in its labor time study guide or by a recognized industry time study guide, which reflects an average time for the performance of specific vehicle repairs. Therefore, the flat rate hours charged may be either more or less than the actual clock time in any given instance.

* Shop supplies, 15% of the total labor charged is included for shop supplies used on your vehicle. Applicable supply items may include nuts, bolts, washers, tape, pins, aerosol sprays/cleaners, solvents, rags, etc.

All Repairs and parts listed were furnished in compliance with Michigan Auto Repair Act (P.A. 300)

All parts installed will be returned upon request.

YOU ARE ENTITLED BY LAW TO THE RETURN OF ALL PARTS REPLACED EXCEPT THOSE WHICH ARE TOO HEAVY OR LARGE AND THOSE REQUIRED TO BE SENT BACK TO THE MANUFACTURER OR DISTRIBUTOR BECAUSE OF WARRANTY WORK OR AN EXCHANGE AGREEMENT. YOU ARE ENTITLED TO INSPECT THE PARTS WHICH CANNOT BE RETURNED TO YOU.

REPAIRS PROPERLY COMPLETED & CHECKED BY:

Authorized Signature: Date:

Save: (Check Box) ☐ Discard: (Check Box) ☐ Customer Initials

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R.O. NO'S. _____ _____ _____

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
87CHZ003	3,000 MILE SERVICE	MI	9.75				

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
01/31/14	[redacted]	1954	094	322	W	BODYCH	
				332	W	DRIVEABILICH	
				332	W	DRIVEABILICH	
				332	W	BODYCH	
				99	C	RENTALCH	
				322	I	BODYCH	

SALESPERSON NO. QUICK SERVICE STATE REG# F162115

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

VIN	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.
1C4RJFCG5EC[redacted]	14/CHRYSLER/GRAND CHEROKEE/STA-WAGO			[redacted]

CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE
14573					03/13/14

COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
BLACK/BLACK LEATH				1824

TURBO	MAKE	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	CHZZ				3,973	12077	MICHAEL SORBILLI

[redacted]
BIRMINGHAM, MI [redacted]

PHONE [redacted] BUSINESS PHONE

INSURANCE COMPANY

CALL WHEN READY ☐ YES ☐ NO

TIME RECEIVED 10:15am DATE/TIME PROMISED 03/13/14 10:45am PRIORITY

APPOINTMENT ☑ Yes ☐ No

LABOR RATE

APPROVED BY

CLAIM NUMBER

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL 20.00

X _____

1 C 50CHZ6 ***SERVICE CONTRACT LOF***
$20 SERVICE CONTRACT OIL CHANGE
MXOFCM Express OEM Oil & Filter Change
CUSTOMER REQUEST CHRYSLER SERVICE CONTRACT LUBE, OIL AND FILTER CHANGE. CONVENTIONAL OIL UP TO SIX QUARTS.

2 C 50CHZINSP ***MULTI-POINT INSPECT***
PERFORM MULTI-POINT INSPECTION

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

PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY: X

	DATE	TIME	BY
REVISED ESTIMATE (1) $			
REVISED ESTIMATE (2) $			
REVISED ESTIMATE (3) $			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X _____ CUSTOMER SIGNATURE

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that seller 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 dealer 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 seller 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.

DATE: SIGNED: X _____

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

All repairs and parts listed were furnished in compliance with the Michigan Motor Vehicle Service and Repair Act.

X _____

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

SF675358 Q (02/14)

CUSTOMER COPY
SERVICE WORK ORDER

101738

At Every Oil Change Interval As Indicated By Oil Change Indicator System:

- Change oil and filter.
- Rotate the tires. **Rotate at the first sign of irregular wear, even if it occurs before the oil indicator system turns on.**
- Inspect battery and clean and tighten terminals as required.
- Inspect automatic transmission fluid if equipped with dipstick.
- Inspect brake pads, shoes, rotors, drums, hoses and park brake.
- Inspect engine cooling system protection and hoses.
- Inspect exhaust system.
- Inspect engine air cleaner

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CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	MICHAEL SORBILLI 12077	1824	03/13/14	[redacted]

	LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
[redacted]			3,973	BLACK/BLACK	
BIRMINGHAM, MI [redacted]	YEAR / MAKE / MODEL: 14/CHRYSLER/GRAND CHEROKEE/STA-WAGON			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO.: 1C4RJFCG5EC[redacted]			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		R.O. DATE: 03/13/14	

RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	REPAIRS PROPERLY COMPLETED & CHECKED BY	MILEAGE OUT
[redacted]			X	MO: 3973

JOB# 1 CHARGES

LABOR

J# 1 50CHZ6 SERVICE CONTRACT LOF TECH(S):12081 WARRANTY

CUSTOMER REQUEST CHRYSLER SERVICE CONTRACT LUBE, OIL AND FILTER CHANGE. CONVENTIONAL OIL UP TO SIX QUARTS.
PERFORM MAINTENANCE.
PERFORMED LUBE, OIL AND FILTER SERVICE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	68191349-AA	FILTER EN 9057006		WARRANTY
	6	5W20	OIL		WARRANTY

TOTAL - PARTS 0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CHCQ JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

J# 2 50CHZINSP MULTI-POINT INSPECT TECH(S):12081 0.00

PERFORM MULTI-POINT INSPECTION
COURTESY VEHICLE CHECK UP.
PERFORMED MULTI-POINT INSPECTION

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CHCQ JOB# 2 TOTAL 0.00

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $20.00 (+TAX)

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**

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

LIMITED WARRANTY

We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement fails in normal service within that period, we'll fix it free of charge during normal business hours - parts and labor.

ATTENTION

"This repair facility charges for labor utilizing the flat rate hours published either by the manufacturer in its labor time study guide or by a recognized industry time study guide which reflects an average time requirement for the performance of specific vehicle repairs. Therefore, the flat rate hours charged may be either more or less than the actual clock time in any given instance."

STATEMENT OF DISCLAIMER

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

CUSTOMER SIGNATURE

X

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RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
87CHZ003	3,000 MILE SERVICE	MI	9.75				

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
01/31/14	[redacted]	1954	094	322	W	BODYCH	
				332	W	DRIVEABILICH	
				332	W	DRIVEABILICH	
				332	W	BODYCH	
				99	C	RENTALCH	
				322	I	BODYCH	

SALESPERSON NO. **S E R V I C E** STATE REG# F162115

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

VEHICLE I.D. NO. 1C4RJFCG5EC[redacted]	YEAR/MAKE/MODEL 14/CHRYSLER/GRAND CHEROKEE/STA-WAGO		PRODUCTION DATE	STOCK NO.	LICENSE NO. [redacted]	R.O. NO.	
[redacted]	CUSTOMER NO. [redacted]	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE	03/20/14
BIRMINGHAM, MI [redacted]	COLOR BLACK/BLACK LEATH	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES		TAG NO.	1824
	TURBO	M/MC CHZZ	AIR COND.	P.S.	TRANS	MILEAGE 4,171	ADVISOR NO. 12088	ADVISOR GEORGE TOUBASSI
RESIDENCE PHONE	BUSINESS PHONE	INSURANCE COMPANY						
CALL WHEN READY ☐ YES ☐ NO	TIME RECEIVED 08:41am	DATE/TIME PROMISED 03/20/14 10:45am	PRIORITY 5					
APPOINTMENT ☒ Yes ☐ No		LABOR RATE	APPROVED BY		CLAIM NUMBER			

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X _____

1 **W** 18CHZ ***DRIVEABILITY***
WHISTLING NOISE AFTER THEY ACCELERATE AND THEY LET GO OFF THE ACCELERATOR, AROUND 20MPH AND FASTER

2 **W** 19CHZRENTW ***RENTAL WARRANTY***
CUSTOMER REQUEST RENTAL VEHICLE FROM ENTERPRISE OR EQUIVALENT COMPANY.

3 **W** 08CHZ ***ELECTRICAL***
COLLISION WARNING LIGHT IS COMING ON, EVEN WITH NOTHING AROUND THEM SOMETIMES WHILE DRIVING, THE VEHICLE STARTS BRAKING

4 **W** 08CHZMODULES ***UPDATE MODULES***
UPDATE MODULE SOFTWARE

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

PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY: X

	DATE	TIME	BY
REVISED ESTIMATE (1) $			
REVISED ESTIMATE (2) $			
REVISED ESTIMATE (3) $			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X _____ CUSTOMER SIGNATURE

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that seller 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 dealer 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 seller 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.

DATE: SIGNED: X _____

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

All repairs and parts listed were furnished in compliance with the Michigan Motor Vehicle Service and Repair Act.

X _____

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

SF675358 O (02/14)

SERVICE WORK ORDER CUSTOMER COPY

[CONTINUED ON NEXT PAGE]

102377

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R.O. NO'S. _____

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
87CHZ003	3,000 MILE SERVICE	MI	9.75				

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
01/31/14	[redacted]	1954	094	322	W	BODYCH	
				332	W	DRIVEABILICH	
				332	W	DRIVEABILICH	
				332	W	BODYCH	
				99	C	RENTALCH	
				322	I	BODYCH	

SALESPERSON NO. **S E R V I C E** STATE REG# F162115

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

VEHICLE I.D. NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO.
1C4RJFCG5EC[redacted]	14/CHRYSLER/GRAND CHEROKEE/STA-WAGO				[redacted]

CUST	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE
[redacted]					03/20/14

[redacted]
BIRMINGHAM, MI [redacted]

COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
BLACK/BLACK LEATH				1824

TURBO	M/MC	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	CHZZ				4,171	12088	GEORGE TOUBASSI

RESIDENCE PHONE	BUSINESS PHONE	INSURANCE COMPANY
[redacted]		

CALL WHEN READY ☐ YES ☐ NO

TIME RECEIVED	DATE/TIME PROMISED	PRIORITY
08:41am	03/20/14 10:45am	5

APPOINTMENT ☒ Yes ☐ No

LABOR RATE

APPROVED BY

CLAIM NUMBER

JOB

5 **W** 08CHZ1 ***ELECTRICAL***

OIL MONITORING SYSTEM SHOWING 61 PERCENT, JUST GOT OIL CHANGE, JUST CHANGED LAST WEEK

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

PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY: X

	DATE	TIME	BY
REVISED ESTIMATE (1) $			
REVISED ESTIMATE (2) $			
REVISED ESTIMATE (3) $			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X _____
CUSTOMER SIGNATURE

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that seller 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 dealer 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 seller 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.

DATE: SIGNED: X _____

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

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X _____

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SF675358 O (02/14)

SERVICE WORK ORDER CUSTOMER COPY

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Fax: 248.519.9431
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Facility Code F-162115

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	GEORGE TOUBASSI 12088	1824	03/21/14	[redacted]

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		4,171	BLACK/BLACK	

	YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
[redacted] BIRMINGHAM, MI [redacted]	14/CHRYSLER/GRAND CHEROKEE/STA-WAGON		
	VEHICLE I.D. NO. 1C4RJFCG5EC[redacted]	SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO. / P.O. NO.	R.O. DATE 03/20/14	

RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	REPAIRS PROPERLY COMPLETED & CHECKED BY	MILEAGE OUT
[redacted]			X	MO: 4172

LABOR----------

J# 5 08CHZ1 ELECTRICAL TECH(S):12106 WARRANTY

OIL MONITORING SYSTEM SHOWING 61 PERCENT, JUST GOT OIL CHANGE, JUST CHANGED LAST WEEK

JOB# 5 TOTALS----------

JOB# 5 JOURNAL PREFIX CHCS JOB# 5 TOTAL 0.00

TECHNICIAN CERTIFICATION----------

12106 DAVID SURKOVICH M195447

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**

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

LIMITED WARRANTY

We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement fails in normal service within that period, we'll fix it free of charge during normal business hours - parts and labor.

ATTENTION

"This repair facility charges for labor utilizing the flat rate hours published either by the manufacturer in its labor time study guide or by a recognized industry time study guide which reflects an average time requirement for the performance of specific vehicle repairs. Therefore, the flat rate hours charged may be either more or less than the actual clock time in any given instance."

STATEMENT OF DISCLAIMER

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

CUSTOMER SIGNATURE

X

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CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	GEORGE TOUBASSI 12088	1824	03/21/14	[redacted]

	LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
[redacted] BIRMINGHAM, MI [redacted]			4,171	BLACK/BLACK	

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
14/CHRYSLER/GRAND CHEROKEE/STA-WAGON		

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 C 4 R J F C G 5 E C [redacted]		

F.T.E. NO.	P.O. NO.	R.O. DATE	
		03/20/14	

RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	REPAIRS PROPERLY COMPLETED & CHECKED BY	MILEAGE OUT
[redacted]			X	MO: 4172

JOB# 1 CHARGES

LABOR

J# 1 18CHZ DRIVEABILITY TECH(S):12106 WARRANTY

WHISTLING NOISE AFTER THEY ACCELERATE AND THEY LET GO OFF THE ACCELERATOR, AROUND 20MPH AND FASTER
mirror cover (driver side) coming loose
reinstall mirror cover properly 0.2

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CHCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

J# 2 19CHZRENTW RENTAL WARRANTY TECH(S):12106 WARRANTY

CUSTOMER REQUEST RENTAL VEHICLE FROM ENTERPRISE OR EQUIVALENT COMPANY.
----SERVICE ADVISORS, CREATE SUBLET AND ENTER VIN# HERE-----
CUSTOMER USED AND RETURNED RENTAL VEHICLE TO APPROPRIATE COMPANY. CUSTOMER IS RESPONSIBLE FOR ANY DAMAGES, GASOLINE, AND ANY ADDITIONAL CHARGES ABOVE AND BEYOND APPROVAL AMOUNT.

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CHCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR

J# 3 08CHZ ELECTRICAL TECH(S):12106 WARRANTY

COLLISION WARNING LIGHT IS COMING ON, EVEN WITH NOTHING AROUND THEM SOMETIMES WHILE DRIVING, THE VEHICLE STARTS BRAKING
loose monitor eye
found eye had come loose from mount, resecure...make sure aligned properly and roadtest to verify function 0.9 diag

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX CHCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR

J# 4 08CHZMODULES UPDATE MODULES TECH(S):12106 WARRANTY

UPDATE MODULE SOFTWARE
SOFTWARE UPDATE
Radio, Check Software Level 18 - 60 - 02 -AZ fm 0.2
Module, Amplifier - Inspect 18-60-07-9B fm 0.2

JOB# 4 TOTALS

JOB# 4 JOURNAL PREFIX CHCS JOB# 4 TOTAL 0.00

JOB# 5 CHARGES

LABOR

LIMITED WARRANTY

We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement fails in normal service within that period, we'll fix it free of charge during normal business hours - parts and labor.

ATTENTION

"This repair facility charges for labor utilizing the flat rate hours published either by the manufacturer in its labor time study guide or by a recognized industry time study guide which reflects an average time requirement for the performance of specific vehicle repairs. Therefore, the flat rate hours charged may be either more or less than the actual clock time in any given instance."

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CUSTOMER SIGNATURE
X

[CONTINUED ON NEXT PAGE]
01:28pm

SERVICE INVOICE

SUBURBAN
make the choice

1790 Maplelawn
Troy, MI 48084
Phone: 248.585.8800
Fax: 248.519.9431
www.suburbancollection.com
Facility Code F-162115

R.O. NO'S. _____

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
87CHZ003	3,000 MILE SERVICE	MI	9.75				

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
03/20/14	102377	4171	12088	12106	W	18CHZ	DRIVEABILITY
				12106	W	19CHZRENTW	RENTAL WARRANTY
				12106	W	08CHZ	ELECTRICAL
				12106	W	08CHZMODULES	UPDATE MODULES
				12106	W	08CHZ1	ELECTRICAL
03/13/14	101738	3973	12077	12081	W	50CHZ6	SERVICE CONTRACT LOF

SALESPERSON NO. **S E R V I C E** STATE REG# F162115

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL

VEHICLE I.D. NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.
1C4RJFCG5EC[redacted]	14/CHRYSLER/GRAND CHEROKEE/STA-WAGO			[redacted]

[redacted]
BIRMINGHAM, MI
[redacted]

CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R. O. DATE
[redacted]					03/24/14

COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
BLACK/BLACK LEATH				6206

TURBO	M/MC	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	CHZZ				4,322	12088	GEORGE TOUBASSI

RESIDENCE PHONE [redacted] BUSINESS PHONE

INSURANCE COMPANY

CALL WHEN READY ☐ YES ☐ NO

TIME RECEIVED	DATE/TIME PROMISED		PRIORITY
02:12pm	03/24/14	08:00pm	5

APPOINTMENT ☒ Yes ☐ No

LABOR RATE

APPROVED BY

CLAIM NUMBER

JO[redacted]

OMER ESTIMATE: TOTAL 0.00

1 **ELECTRICAL**
cruise on, while driving says sensor
sually happens right away.

2 W* 24CHZ **HEATING & A/C**
can smell something burning , heat was on auto. can smell it at low speeds

3 W* 19CHZRENTSC **RENTAL S/CONTRACT**
CUSTOMER REQUEST RENTAL VEHICLE FROM ENTERPRISE OR EQUIVALENT COMPANY.

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

PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY: X

	DATE	TIME	BY
REVISED ESTIMATE (1) $			
REVISED ESTIMATE (2) $			
REVISED ESTIMATE (3) $			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X _____
CUSTOMER SIGNATURE

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that seller 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 dealer 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 seller 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.

DATE: SIGNED: X _____

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

All repairs and parts listed were furnished in compliance with the Michigan Motor Vehicle Service and Repair Act.

X _____

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

SF675358 Q (02/14)

CUSTOMER COPY
SERVICE WORK ORDER

102723

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Phone: 248.585.8800
Fax: 248.519.9431
www.suburbancollection.com
Facility Code F-162115

R.O. NO'S. _____ _____ _____

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
87CHZ003	3,000 MILE SERVICE	MI	9.75				

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
03/24/14	102723	4322	12088	12106	I	08CHZ	ELECTRICAL
				12106	I	24CHZ	HEATING & A/C
				12106	I	19CHZRENTSC	RENTAL S/CONTRACT
03/20/14	102377	4171	12088	12106	W	08CHZ1	ELECTRICAL
				12106	W	18CHZ	DRIVEABILITY
				12106	W	19CHZRENTW	RENTAL WARRANTY

SALESPERSON NO. **S E R V I C E** STATE REG# F162115

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL

VEHICLE I.D. NO. 1C4RJFCG5EC[redacted]	YEAR/MAKE/MODEL 14/CHRYSLER/GRAND CHEROKEE/STA-WAGO	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO. [redacted]		
[redacted] BIRMINGHAM, MI [redacted]	CUSTOMER NO. [redacted]	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE 04/28/14	
	COLOR BLACK/BLACK LEATH	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO. 6206		
	TURBO	M/MC CHZZ	AIR COND.	P.S.	TRANS	MILEAGE 5,065	ADVISOR NO. 12088
							ADVISOR GEORGE TOUBASSI
RESIDENCE PHONE [redacted]	BUSINESS PHONE	INSURANCE COMPANY					
CALL WHEN READY ☐ YES ☐ NO	TIME RECEIVED 05:14pm	DATE/TIME PROMISED 04/29/14 03:06pm	PRIORITY 5				
APPOINTMENT ☒ Yes ☐ No		LABOR RATE	APPROVED BY	CLAIM NUMBER			

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL 0.00

X _____

1 **W** *08CHZ ***ELECTRICAL***
cruise senses obstruction when none is there....sop in

2 **W** 23CHZ2 ***TRIM***
whistle noise from driver side

3 **W** 21CHZ ***TRANSMISSION***
check trans light came on a couple times. when changing gears from drive to park

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

PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY: X

	DATE	TIME	BY
REVISED ESTIMATE (1) $			
REVISED ESTIMATE (2) $			
REVISED ESTIMATE (3) $			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X _____
CUSTOMER SIGNATURE

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that seller 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 dealer 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 seller 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.

DATE: SIGNED: X _____

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X _____

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SI 873338 O (02/14)

SERVICE WORK ORDER CUSTOMER COPY

106102

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Troy, MI 48084
Phone: 248.585.8800
Fax: 248.519.9431
www.suburbancollection.com
Facility Code F-162115

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	GEORGE TOUBASSI 12088	6206	05/01/14	[redacted]

	LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
[redacted] BIRMINGHAM, MI [redacted]			5,065	BLACK/BLACK	

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
14/CHRYSLER/GRAND CHEROKEE/STA-WAGON		

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1C4RJFCG5EC[redacted]		

F. T. E. NO.	P.O. NO.	R. O. DATE
		04/28/14

RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	REPAIRS PROPERLY COMPLETED & CHECKED BY	MILEAGE OUT
[redacted]			X	MO: 5066

JOB# 1 CHARGES

LABOR

J# 1 08CHZ ELECTRICAL TECH(S):12106 WARRANTY

cruise senses obstruction when none is there....sop in internal defect
Cruise control - Test and replace Sensor/module and bracket
08202701 58 0.8

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	68109355-AF	SENSOR AD 08037155		WARRANTY
			TOTAL - PARTS		0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CHCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

J# 2 23CHZ2 TRIM TECH(S):12106 WARRANTY

whistle noise from driver side
ORDERED MIRROR ASSEMBLY

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	68110613-AB	MIRROR OU 23021003		WARRANTY
			TOTAL - PARTS		0.00

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CHCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR

J# 3 21CHZ TRANSMISSION TECH(S):12106 WARRANTY

check trans light came on a couple times. when changing gears from drive to park
Adaptation Drive Learn - Repair BAdaptation for Specific Shift Quality Concerns - Drive Learn Two Clutches
08-19-05-98 zz 1.9

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX CHCS JOB# 3 TOTAL 0.00

ESTIMATE

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

TECHNICIAN CERTIFICATION

12106 DAVID SURKOVICH M195447

LIMITED WARRANTY

We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement fails in normal service within that period, we'll fix it free of charge during normal business hours - parts and labor.

ATTENTION

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CUSTOMER SIGNATURE
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www.suburbancollection.com
Facility Code F-162115

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	GEORGE TOUBASSI 12088	6206	05/01/14	[redacted]
[redacted]	LABOR RATE / LICENSE NO. / MILEAGE: 5,065		COLOR: BLACK/BLACK	STOCK NO.
BIRMINGHAM, MI [redacted]	YEAR / MAKE / MODEL: 14/CHRYSLER/GRAND CHEROKEE/STA-WAGON		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO.: 1C4RJFCG5EC[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO. / P.O. NO.		R.O. DATE: 04/28/14	
RESIDENCE PHONE: [redacted]	BUSINESS PHONE	COMMENTS	REPAIRS PROPERLY COMPLETED & CHECKED BY: X	MILEAGE OUT: MO: 5066

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**

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

LIMITED WARRANTY

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R.O. NO'S. _____ _____ _____

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
87CHZ003	3,000 MILE SERVICE	MO	9.75				

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
03/24/14	[redacted]	4322	12088	12106	I	08CHZ	ELECTRICAL
				12106	I	24CHZ	HEATING & A/C
				12106	I	19CHZRENTSC	RENTAL S/CONTRACT
				12106	W	08CHZ1	ELECTRICAL
03/20/14		4171	12088	12106	W	18CHZ	DRIVEABILITY
				12106	W	19CHZRENTW	RENTAL WARRANTY

SALESPERSON NO.

SERVICE

STATE REG# F162115

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VEHICLE I.D. NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.
1C4RJFCG5EC[redacted]	14/CHRYSLER/GRAND CHEROKEE/STA-WAGO			[redacted]

CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER	R.O. DATE
[redacted]					05/14/14

[redacted]
BIRMINGHAM, MI [redacted]

COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
BLACK/BLACK LEATH				206

TURBO	M/MC	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	CHZZ				5,895	12088	GEORGE TOUBASSI

RESIDENCE PHONE [redacted] | BUSINESS PHONE | INSURANCE COMPANY

CALL WHEN READY ☐ YES ☐ NO

TIME RECEIVED	DATE/TIME PROMISED	PRIORITY
09:25am	05/14/14 09:30am	3

APPOINTMENT ☐ Yes ☒ No

LABOR RATE

APPROVED BY | CLAIM NUMBER

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL 0.00

X _____

1 W 23CHZ **BODY**
CAN HEAR WIND NOISE WHILE DRIVING, FROM DRIVERS WINDOW AREA
PART ON ORDER

2 W *08CHZ **ELECTRICAL**
SAYS THE ADAPTIVE CRUISE CONTROL NOT AVAILABLE, WHEN IT ON SAYS ITS UNAVAILABLE.

member of the SUBURBAN COLLECTION make the choice

COMEBACK

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

PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY: X

REVISED ESTIMATE	$	DATE	TIME	BY
(1)				
(2)				
(3)				

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X _____
CUSTOMER SIGNATURE

EXCLUSION OF WARRANTIES

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DATE: SIGNED: X _____

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X _____

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SE67358 O (02/14)

SERVICE WORK ORDER CUSTOMER COPY

107565

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Troy, MI 48084
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Fax: 248.519.9431
www.suburbancollection.com
Facility Code F-162115

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	GEORGE TOUBASSI 12088	206	05/16/14	[redacted]

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		5,895	BLACK/BLACK	

[redacted]
BIRMINGHAM, MI [redacted]

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
14/CHRYSLER/GRAND CHEROKEE/STA-WAGON		

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 C 4 R J F C G 5 E C [redacted]		

F.T.E. NO.	P.O. NO.	R.O. DATE
		05/14/14

RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	REPAIRS PROPERLY COMPLETED & CHECKED BY	MILEAGE OUT
[redacted]			X	MO: 5907

JOB# 1 CHARGES

LABOR
J# 1 23CHZ BODY TECH(S):12106 WARRANTY
CAN HEAR WIND NOISE WHILE DRIVING, FROM DRIVERS WINDOW AREA.
PART ON ORDER
wind noise
Mirror, outside rearview (power) - Replace Left 23042103 k4
0.3

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	1		68110613-AB	MIRROR OU 23021003		WARRANTY
				TOTAL - PARTS		0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CHCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
J# 2 08CHZ ELECTRICAL TECH(S):12106 WARRANTY
SAYS THE ADAPTIVE CRUISE CONTROL NOT AVAILABLE, WHEN IT ON
SAYS ITS UNAVAILABLE.
no fault codes in system TEST DROVE 3 TIMES, TOTAL 12MILES

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CHCS JOB# 2 TOTAL 0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $0.00 (+TAX)
TECHNICIAN CERTIFICATION
12106 DAVID SURKOVICH M195447

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**

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

LIMITED WARRANTY

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CUSTOMER SIGNATURE
X

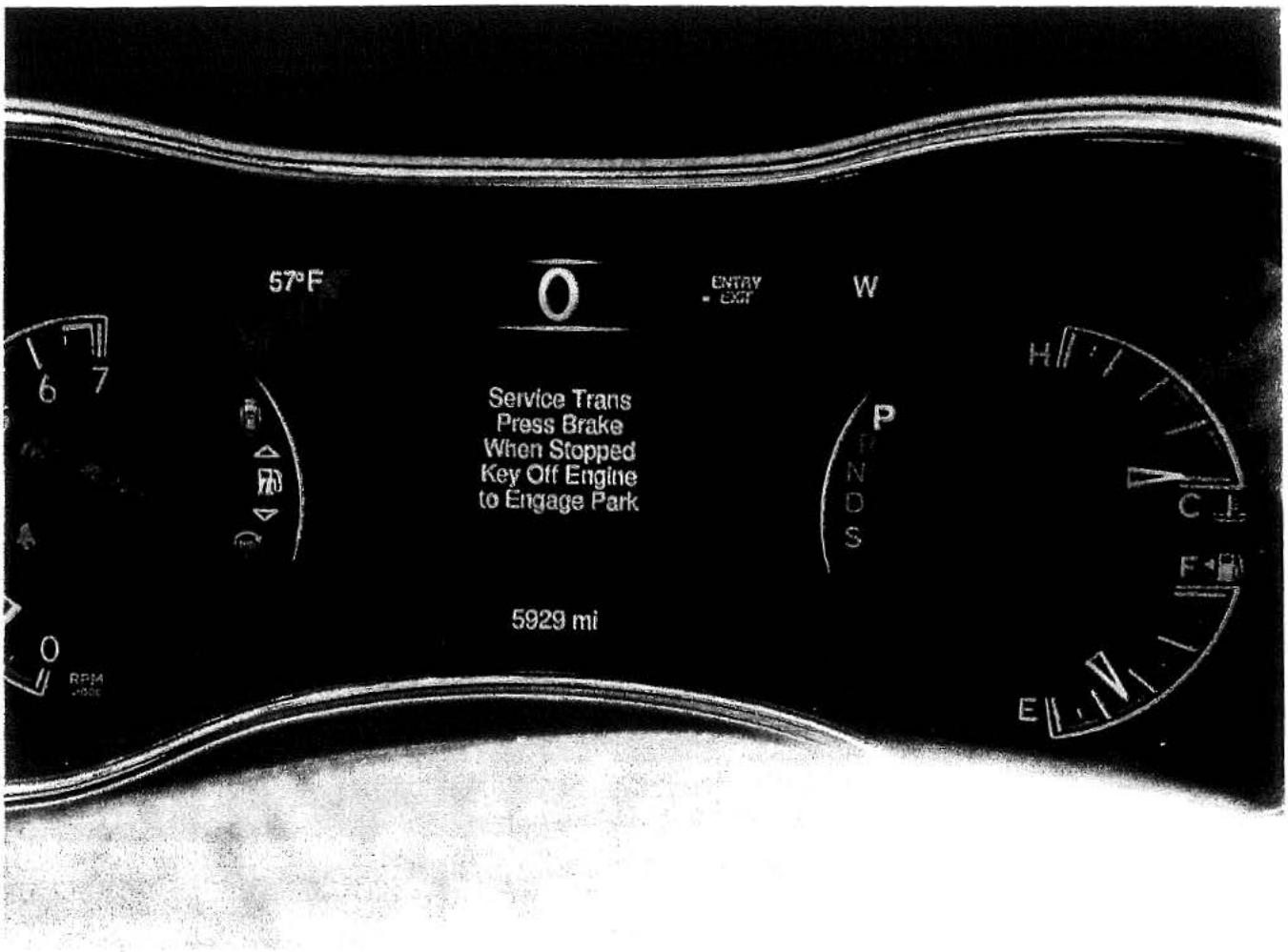
WARRANTY
NO CHARGE
MAY [illegible] 2014
WINDAR
CUSTOMER

From: **Justin Evoe**
Subject: Jeep Transmission Fault
Date: May 19, 2014 at 11:41 AM
To:
Cc: Sarah Evoe

Good morning Jim,

Yesterday (Sunday May 18th) we had another transmission error message. It was just once, and behaved normally during the days driving. I wanted to let you know earlier than later. If it shows up again or exhibits signs of slipping I'll bring it in. I'm going to test drive it again today after work.

Thank you,
[redacted]



65

[redacted]
Fwd: photos of jeep
December 7, 2013 at 2:13 PM
[redacted]

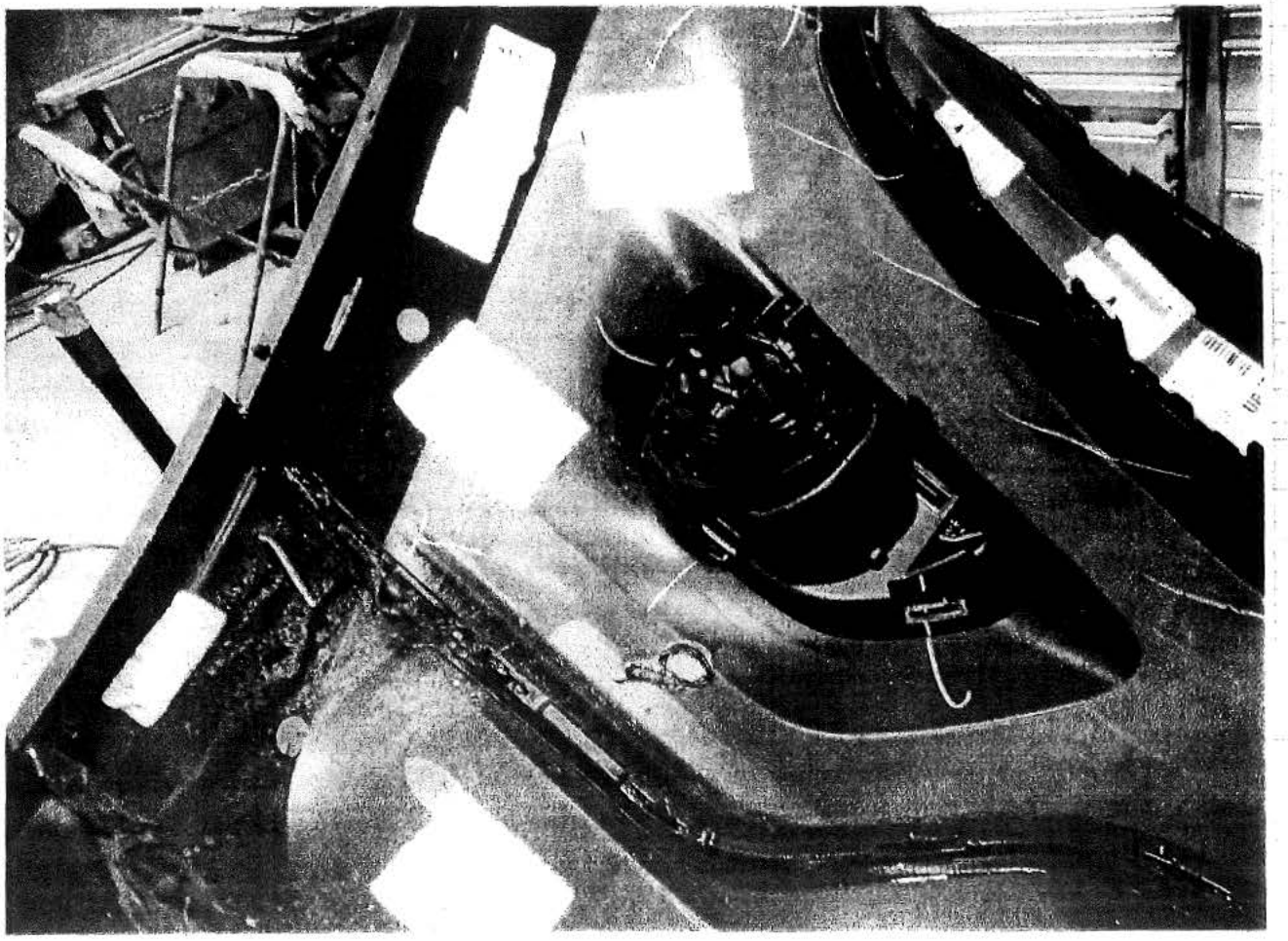
The RO for smoke and burning smell under the hood was from 10/30/13. We noticed it the first time she drove the car after work less than two days after delivery.

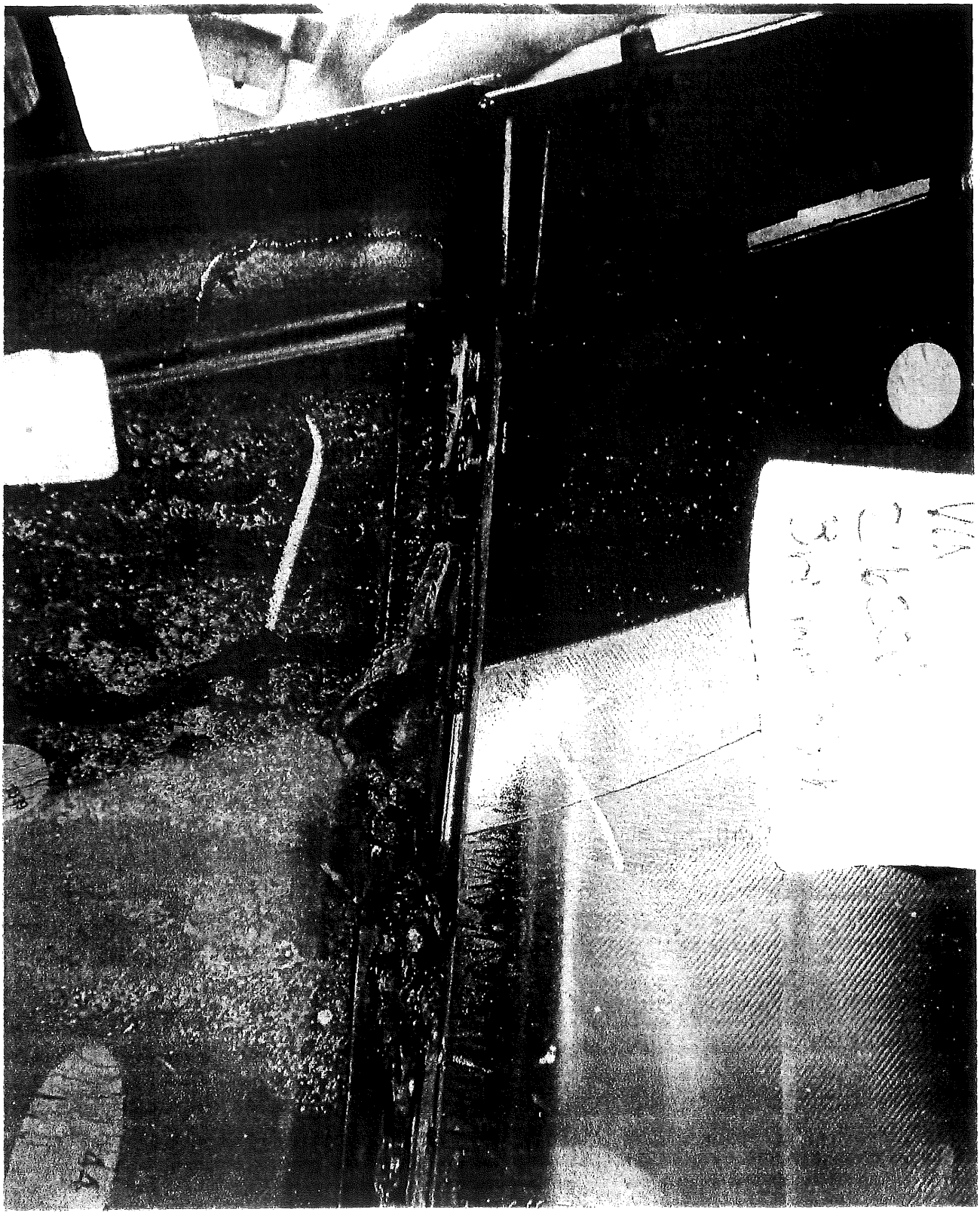
Thank you for your help,
Justin

Begin forwarded message:

From: Andrew Austin <aaustin@fischerbody.com>
Date: December 6, 2013 at 14:12:51 EST
To: [redacted]
Subject: photos of jeep

Andrew Austin
Fischer Body Refinishing Troy
Damage Consultant
Phone: 248-498-5308
Fax: 248-649-6100
aaustin@fischerbody.com





ODOMETER DISCLOSURE STATEMENT

Federal law (and State law, if applicable) 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, SUBURBAN TROY, LLC, (TRANSFEROR'S NAME - PRINT) state that the odometer now reads [redacted] (no tenths) miles and to the best of my knowledge that it reflects the actual mileage of the vehicle described below, unless one of the following statements is checked.

☐ (1) I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limits.

☐ (2) I hereby certify that the odometer reading is **NOT** the actual mileage. WARNING — ODOMETER DISCREPANCY.

MAKE: JEEP

MODEL: GRAND CHEROKEE BODY TYPE: STA-WAGON

VEHICLE IDENTIFICATION NUMBER: 1C4RJFCG5EC[redacted]

YEAR: 2014

TRANSFEROR'S NAME: SUBURBAN TROY, LLC (PRINTED NAME)

TRANSFEROR'S ADDRESS: 1790 Maplelawn Drive (STREET)
Troy, MI 48084 (CITY) (STATE) (ZIP CODE)

TRANSFEROR'S NAME X: (SIGNATURE)

DATE OF STATEMENT: 10/26/13

TRANSFEREE'S NAME: [redacted]

TRANSFEREE'S ADDRESS: (STREET)
BIRMINGHAM, MI[redacted] (STATE) (ZIP CODE)

TRANSFEREE'S NAME X: [redacted] (SIGNATURE)
(PRINTED NAME)

FORM
NB-65-2CP (3-88) 2 PART
NB-65-3CP (3-88) 3 PART
Reynolds and Reynolds TO ORDER: www.reysource.com ; 1-800-344-0388; fax 1-800-591-9055

Jeep GRAND CHEROKEE OVERLAND 4X4

THIS VEHICLE IS MANUFACTURED TO MEET SPECIFIC UNITED STATES REQUIREMENTS. THIS VEHICLE IS NOT MANUFACTURED FOR SALE OR REGISTRATION OUTSIDE OF THE UNITED STATES.

MANUFACTURER'S SUGGESTED RETAIL PRICE OF THIS MODEL INCLUDING DEALER PREPARATION

Base Price: $46,195

JEEP GRAND CHEROKEE OVERLAND 4X4
Exterior Color: Brilliant Black Crystal Pearl Coat Exterior Paint
Interior Color: Morocco Black Interior Color
Interior: Leather-Trimmed Seats with Edge Welting
Engine: 3.6-Liter V6 24-Valve VVT Engine
Transmission: 8-Speed Automatic 845RE Transmission

STANDARD EQUIPMENT (UNLESS REPLACED BY OPTIONAL EQUIPMENT)

FUNCTIONAL/SAFETY FEATURES
Quadra-Trac II® 4WD System
Selec-Terrain System
Quadra-Lift Air Suspension
Advanced Multistage Front Airbags
Supplemental Side-Curtain Front and Rear Airbags
Supplemental Front Seat-Mounted Side Airbags
Driver Inflatable Knee-Bolster Airbag
Child Seat Anchor System-LATCH Ready
Electronic Stability Control
ParkView ™ Rear Back-up Camera
ParkSense® Rear Park Assist System
Keyless Enter-N-Go™
Anti-Lock 4-Wheel Disc Brakes
Hill Start Assist
4-Wheel Traction Control
Trailer Sway Damping
Remote Start System

INTERIOR FEATURES
Heated Front Seats
Heated Second-Row Seats
Ventilated Front Seats
Pwr 8-Way Driver Seat w/Memory and 8-Way Pass Seat
Driver / Passenger Power 4-Way Lumbar Adjust
A/C Auto Temperature Control with Dual Zone Control
7-Inch Multi-View Display
Uconnect® 8.4AN AM/FM/BT/ACCESS/NAV
Integrated Voice Command with Bluetooth®
SiriusXM Satellite Radio w/ 1-Yr Radio Subscription
For More Information, Call 800-643-2112
HD Radio
9 Amplified Speakers with Subwoofer
506-Watt Amplifier
Heated Steering Wheel
Wood / Leather-Wrapped Steering Wheel
Power Tilt / Telescope Steering Column
Memory for Radio, Driver Seat and Mirrors
Steering Wheel Paddle Shift Control
Leather-Wrapped Instrument Panel and Center Armrest

EXTERIOR FEATURES
20-Inch x 8.0-Inch Aluminum Wheels
265/50R20 BSW All Season Tires
Dual-Pane Panoramic Sunroof
Power Liftgate
Bi-Xenon HID Headlamps
LED Daytime Running Headlamps
LED Tail Lamps
Power Folding Multi-Function Mirrors

OPTIONAL EQUIPMENT

Customer Preferred Package 23P
Advanced Technology Group $1,795
- Adaptive Cruise Control
- Forward Collision Warning with Crash Mitigation
- Advanced Brake Assist
- Blind Spot and Rear Cross Path Detection

Exterior Appearance Group by Mopar® $895
- Black Tubular Side Steps by Mopar®
- Bright Pedal Kit by Mopar®
- Front and Rear Door Entry Guards by Mopar®

Off-Road Adventure II $295
- 18-Inch x 8-Inch Polished Aluminum Wheels
- P265/60R18 BSW All Season On/Off-Road Tires
- "Trail Rated" Badge
- Front Suspension Skid Plate
- Fuel Tank Skid Plate Shield
- Transfer Case Skid Plate Shield
- Underbody Skid Plate

Flex Fuel Vehicle
99752B

DESTINATION CHARGE **$995**

TOTAL PRICE: * $50,175

WARRANTY COVERAGE
5-year or 100,000-mile Powertrain Limited Warranty.
3-year or 36,000-mile Basic Limited Warranty.
24-hour towing assistance; certain restrictions apply.
Ask Dealer for a copy of the limited warranties or see your owner's manual for details.

5 YEAR / 100,000 MILE
POWERTRAIN WARRANTY

Assembly Point/Port of Entry: DETROIT, MICHIGAN, U.S.A.

VIN: 1C4-RJFCG5EC-[redacted] L4-VON: 7971 0718

SHIPTO: 60558 23
SUBURBAN CHRYSLER JEEP OF ANN
2060 W STADIUM BLVD
ANN ARBOR MI 48103-4558

SOLDTO: 42 60558
SUBURBAN CHRYSLER JEEP OF ANN
2060 W STADIUM BLVD
ANN ARBOR MI 48103-4558

THIS LABEL IS ADDED TO THIS VEHICLE TO COMPLY WITH FEDERAL LAW. THE LABEL CANNOT BE REMOVED OR ALTERED PRIOR TO DELIVERY TO THE ULTIMATE PURCHASER.

* STATE AND/OR LOCAL TAXES IF ANY, LICENSE AND TITLE FEES AND DEALER SUPPLIED AND INSTALLED OPTIONS AND ACCESSORIES ARE NOT INCLUDED IN THIS PRICE. DISCOUNT, IF ANY, IS BASED ON PRICE OF OPTIONS IF PURCHASED SEPARATELY.

For more information visit: www.jeep.com
or call 1-877-IAM-JEEP

Chrysler Group LLC

EPA DOT Fuel Economy and Environment

E85 **Flexible-Fuel Vehicle Gasoline-Ethanol (E85)**

Fuel Economy

19 MPG

combined city/hwy

17 city | 24 highway | 5.3 gallons per 100 miles

Standard SUV 4WD range from 12 to 28 MPG. The best vehicle rates 121 MPGe. Values are based on gasoline and do not reflect performance and ratings based on E85.

Driving Range

Gasoline: 469 miles

Ethanol (E85): 370 miles

You spend $2,250

more in fuel costs over 5 years
compared to the average new vehicle.

Annual fuel cost $2,750

Fuel Economy & Greenhouse Gas Rating (tailpipe only)

1 — 4 — 10 Best

This vehicle emits 458 grams CO2 per mile. The best emits 0 grams per mile (tailpipe only). Producing and distributing fuel also create emissions; learn more at fueleconomy.gov

Smog Rating (tailpipe only)

1 — 6 — 10 Best

Actual results will vary for many reasons, including driving conditions and how you drive and maintain your vehicle. The average new vehicle gets 23 MPG and cost $11,500 to fuel over 5 years. Cost estimates are based on 15,000 miles per year at $3.50 per gallon. This is a dual fueled automobile. MPGe is miles per gasoline gallon equivalent. Vehicle emissions are a signficant cause of climate change and smog.

fueleconomy.gov
Calculate personalized estimates and compare vehicles

Smartphone QR Code™

GOVERNMENT 5-STAR SAFETY RATINGS

Overall Vehicle Score — **Not Rated**

Based on the combined ratings of frontal, side, and rollover.
Should ONLY be compared to other vehicles of similar size and weight.
⚠ Safety concern: visit www.safercar.gov or call 1-888-327-4236 for more details.

Frontal Crash	Driver	**Not Rated**
	Passenger	**Not Rated**

Based on the risk of injury in a frontal impact.
Should ONLY be compared to other vehicles of similar size and weight.

Side Crash	Front seat	★★★★★
	Rear seat	★★★★★

Based on the risk of injury in a side impact.

Rollover ★★★★

Based on the risk of rollover in a single-vehicle crash.

Star ratings range from 1 to 5 stars (★★★★★) with 5 being the highest.
Source: National Highway Traffic Safety Administration (NHTSA)
www.safercar.gov or 1-888-327-4236

The safety ratings above are based on Federal Government tests of particular vehicles equipped with certain features and options. The performance of this vehicle may differ.

PARTS CONTENT INFORMATION

FOR VEHICLES IN THIS CARLINE:
U.S./CANADIAN PARTS CONTENT: 68 %
NOTE: PARTS CONTENT DOES NOT INCLUDE FINAL ASSEMBLY, DISTRIBUTION, OR OTHER NON-PARTS COSTS.

FOR THIS VEHICLE:
FINAL ASSEMBLY POINT:
DETROIT, MICHIGAN, U.S.A.

COUNTRY OF ORIGIN:
ENGINE: MEXICO
TRANSMISSION: UNITED STATES

JBURBAN CHRYSLER JEEP DODGE U
1790 MAPLELAWN
TROY MI 48084
(248) 585-8800
MID #8788290269760

t ID: 88829026976002

Sale

(XXXXX1414
CARD Entry Method: Swiped

$ 100.00

13 12:19:00
000017 Appr Code: 07058B
): Online Batch#: 000505

Customer Copy
THANK YOU!
COME AGAIN!

SUBURBAN
CHRYSLER JEEP DODGE OF TROY
1790 MAPLELAWN DRIVE - TROY, MI 48084
PHONE: (248) 585-8800

RECEIPT

CUSTOMER
[redacted]
BIRMINGHAM, MI [redacted]

RECEIPT #
110032763
DATE
10/25/13 12:20
AMOUNT
100.00

Payment Received:

Visa/MC	100.00
Total Received:	100.00

Payment Applied To: [redacted]/ORDER-DEPOSIT/[redacted]

11-201 : 8409886 : D.TAYLOR	100.00
Total Applied:	100.00

(C) 2009 DEALERTRACK SYSTEMS, Inc. - Dealership Application Group (8009945 1/28

[redacted]

DEC 6, 2013 **R.O.# [redacted]**

CUSTOMER
[redacted]
BIRMINGHAM
MI. [redacted]
[redacted]
( ) - EXT:
( ) - EXT:
REFERRED BY: AAA DRP
ESTIMATOR : VIKTOR PJETRI
INDEPENDENT :
INS. CONTACT:
ADJUSTER :
CLAIM No. :

VEHICLE
2014 JEEP
GRAND CHEROKEE 4X4 L B
LICENSE: [redacted]
VIN No.: 1C4RJFCG5EC[redacted]
PR.DATE: /
PT.CODE: PXR
TM.CODE:
BD STYL: 4D UTV
MILEAGE: 1221
P.O. No:
UNIT No: 12/02/13

INSURANCE
AAA OF MICHIGAN
X
(586)739-1189 FAX
MI.
POLICY No. : [redacted]
CLAIM No. : [redacted]
INSIDE ADJ. :
OUTSIDE ADJ.:
DEDUCTIBLE : 100.00
DATE OF LOSS: 11/25/13
PHONE No. : (586) 206-2398
EXT. :

ALL CRAFTSMANSHIP 100% GUARANTEED

ITEM NO	REPAIRS	PARTS PRICE	PAINT AND MISC BODY MATERIAL	SUBLET	BODY AND FRAME LABOR	PAINT LABOR	MECH LABOR
	Elements of this estimate preceded by 'C' are EZEst Certified-based on MOTOR CRASH ESTIMATING GUIDE.						
	Parts Legend - OEM=New Part ECO=Economy part, SAL=Salvage part RC=Recond part, AF=Aftermarket part RM=Reman-Rebuilt part						
1	O/H FRONT BUMPER COVER				5.0		
2	REPAIR BUMPER COVER W/PARKSENSE [FRONT BUMPER]					2.6	
3	ADD FOR CLEAR COAT					1.0	
4	REFINISH LOWER COVER PAINTABLE [FRONT BUMPER]					1.5	
5	ADD FOR CLEAR COAT					0.6	
6	NEW-OVERHAUL O/H BUMPER ASSY [FRONT BUMPER]				2.3		
7	REMOVE/INSTALL RT WHEEL FLARE OVERLAND & SUM [FENDER]				0.4		
8	REMOVE/INSTALL LT WHEEL FLARE OVERLAND & SUM [FENDER]				0.4		
9	PAINT MATERIALS (AUTO)		136.80				
10	MISCELLANEOUS BODY MATERIALS (AUTO)		0.00				
	**********REVISIONS**********						
1	O/H FRONT BUMPER COVER				-2.4		
	(Body labor hour(s) decrease, orig. 5.0 rev. is 2.6)						
11	REPLACE FRONT BUMPER COVER W/SENSOR A/M	295.00					
	(Part price increase, orig. 0.00 revised is 295.00)						
12	REPLACE FRT LOWER COVER 1WL30TZZAC	264.00			1.8		
	(Part price increase, orig. 0.00 revised is 264.00)						
	(Body labor hour(s) increase, orig. 0.0 rev. is 1.8)						
13	REPLACE LT FOG LAMP BULB L0000H11	19.00			0.1		
	(Part price increase, orig. 0.00 revised is 19.00)						
	(Body labor hour(s) increase, orig. 0.0 rev. is 0.1)						
14	PARTS DISCOUNT	-28.30					

CONTINUED PAGE # : 1 TOTALS ➡

Fischer Body Refinishing
make the choice
A Member of the Suburban Collection
SUBURBAN COLLISION

1759 MAPLELAWN • TROY, MI 48084
P (248) 649-6100 • F (248) 649-6017

Repairs Inspected By: _____

PARTS
PAINT/MISC
SUBLET
BODY LABOR
FRAME LABOR
PAINT LABOR
MECH LABOR
TOW
STORAGE
DETAIL

TAX
TOTAL INV.
DEDUCTIBLE
INS. PAYS
CUST PAYS

[redacted]

DEC 6, 2013 **R.O.#** [redacted]

[redacted]

CUSTOMER
BIRMINGHAM
MI. [redacted]
( ) - EXT:
( ) - EXT:
REFERRED BY: AAA DRP
ESTIMATOR : VIKTOR PJETRI
INDEPENDENT :
INS. CONTACT:
ADJUSTER :
CLAIM No. :

VEHICLE
2014 JEEP
GRAND CHEROKEE 4X4 L B
LICENSE: 2[redacted]
VIN No.: 1C4RJFCG5EC2[redacted]
PR.DATE: /
PT.CODE: PXR
TM.CODE:
BD STYL: 4D UTV
MILEAGE: 1221
P.O. No:
UNIT No: 12/02/13

INSURANCE
AAA OF MICHIGAN
X
(586)739-1189 FAX
MI.
POLICY No. : [redacted]
CLAIM No. :
INSIDE ADJ. :
OUTSIDE ADJ.:
DEDUCTIBLE : 100.00
DATE OF LOSS: 11/25/13
PHONE No. : (586) 206-2398
EXT. :

ALL CRAFTSMANSHIP 100% GUARANTEED

ITEM NO	REPAIRS	PARTS PRICE	PAINT AND MISC BODY MATERIAL	SUBLET	BODY AND FRAME LABOR	PAINT LABOR	MECH LABOR
	(Part price decrease, orig. 0.00 revised is -28.30)						
	TOTALS ➡	549.70	136.80	0.00	7.6	5.7	0.0

Fischer Body Refinishing
make the choice
A Member of the Suburban Collection

SUBURBAN COLLISION

1759 MAPLELAWN • TROY, MI 48084
P (248) 649-6100 • F (248) 649-6017

Repairs Inspected By: _____

	ESTIMATE			SUPPLEMENT	REVISED
PARTS	0.00			549.70	549.70
PAINT/MISC	136.80			0.00	136.80
SUBLET	0.00			0.00	0.00
BODY LABOR	291.60	@$	36.00	-18.00	273.60
FRAME LABOR	0.00	@$	45.00	0.00	0.00
PAINT LABOR	205.20	@$	36.00	0.00	205.20
MECH LABOR	0.00	@$	85.00	0.00	0.00
TOW	0.00			0.00	0.00
STORAGE	0.00			0.00	0.00
DETAIL	0.00			0.00	0.00
	0.00			0.00	0.00
TAX	8.21			32.98	41.19
TOTAL INV	641.81			564.68	1206.49
DEDUCTIBLE	100.00			0.00	100.00
INS. PAYS	541.81			564.68	1106.49
CUST PAYS	100.00			0.00	100.00

Fischer Body Refinishing

1759 Maplelawn
TROY, MICHIGAN 48084
Phone (248) 649-6100

150437
RECEIPT NO.

RECEIVED OF AAA Enrol

DATE 12/6/13

$ 100.00

DETAIL	ACCOUNT	NOTE	HOW PAID
AMOUNT DUE			CASH
AMOUNT PAID			CHECK
			CREDIT CARD ✓
			DRAFT
BALANCE DUE			MONEY ORDER

BY Sue

Thank You

FORM CTM-139-NC (10/98) Reynolds and Reynolds TO ORDER: www.reysource.com; 1-800-544-0996 fax 1-800-531-9055

FISCHER BODY REFINISHING OF TR
1759 MAPLELAWN
TROY, MI 48084
(248) 649-6100
MID #8788290269815

Merchant ID: 088290269815

Sale

1414
MASTERCARD Entry Method: Swiped

Total: $ 100.00

12/06/13 13:58:33
Inv#: [redacted] Appr Code: 05031B
Apprvd: Online Batch#: 000612

Customer Copy
THANK YOU!
COME AGAIN!

1000

1000

THE LIBLANG LAW FIRM, PC
Attorneys and Counselors At Law
346 Park Street, Suite 200
Birmingham, Michigan 48009

To:
CERTIFIED MAIL - RETURN RECEIPT REQUESTED
Chrysler Group, LLC
Warranty Litigation Department
CLMS 485-13-32
1000 Chrysler Drive
Auburn Hills, MI 48326-2766

PE15-021

FLAT CHRYSLER

10-22-2015

ENCLOSURE 4

Legal Backup Documents

1260493
Rose

ROBERT M. SILVERMAN[+*-]
CRAIG THOR KIMMEL[+-^]

[+] Member, PA Bar
[*] Member, NJ Bar
[x] 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
[£] Member, WV Bar
[¡] Member, CO Bar
[$] Member, FL Bar

KIMMEL & SILVERMAN
P.C.

JACQUELINE C. HERRITT[+*-#~°^]
ROBERT A. RAPKIN[+]
ANGELA K. TROCCOLI[^¤»]
AMY L. BENNECOFF GINSBURG[+*#§¤]
TARA L. PATTERSON[+]
W. CHRISTOPHER COMPONOVO[+#]
JASON L. GRESHES [+•-]
JOHN A. DINGLE[*-]
ROBERT E. WILLIAMS[*-]
SHANNON R. HARKINS[+]
CHAD P. DOMAN[+]

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, 100 Ross Street, Suite 330, 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

April 7, 2015

FCA US LLC
1000 Chrysler Drive
Auburn Hills, MI 48226
Fax: 518-869-3334

FCA US LLC
Office of the General Counsel
APR 08 2015
By HF Fed Ex Mail/Reg. Agent/
Sec. of State/Proc.Server

Re: Mr. [redacted]
2014 Jeep Grand Cherokee
VIN: 1C4RJFBM6EC[redacted]

Dear Sir/Madam:

As you know, this office represents the above-referenced individual for problems encountered with the 2014 Jeep Grand Cherokee. I am enclosing the registration, contract and repair slips. As you can see, my client has returned to the dealership for problems with the check engine light, transmission, front range cruise control sensor, accident prevention sensor, remote start inoperable, rear shocks, alignment, steering, suspension, catalytic convertor, SCR catalyst, high beam light on, flashed PCM, ECM, ATC, TCM, AMP and HVAC reprogrammed, camera mount installed and calibrated, Bluetooth, GPS inoperable, recalls on brake booster, sun visor wiring and occupant restraint control module.

Please let me know if FCA US LLC is interested in attempting an early resolution in this matter. I will refrain from filing suit in this matter for 30 days while you evaluate my client's claim. If I do not hear from you within the next 30 days, suit will be prepared and filed.

I look forward to hearing from you.

Very truly yours,

Jacqueline C. Herritt

JCH/em
Attachments

RECEIVED
APR - 9 2015
MILLER, CANFIELD, PADDOCK
AND STONE, P.L.C.

ROBERT M. SILVERMAN[a,b]
CRAIG THOR KIMMEL[a,b]

[a] Member, PA Bar
[b] Member, NJ Bar
[c] Member, DE Bar
[d] Member, NY Bar
[e] Member, MA Bar
[f] Member, MD Bar
[g] Member, OH Bar
[h] Member, MI Bar
[i] Member, NH Bar
[j] Member, CT Bar
[k] Member, TN Bar
[l] Member, WY Bar
[m] Member, DC Bar
[n] Member, CA Bar
[o] Member, WI Bar
[p] Member, TX Bar
[q] Member, WV Bar
[r] Member, CO Bar
[s] Member, FL Bar

KIMMEL & SILVERMAN
P.C.

JACQUELINE C. HERRITT[a,b,o,c]
ROBERT A. RAPKIN[a]
ANGELA K. TROCCOLI[a,b]
AMY L. BENNECOFF GINSBURG[a,b,d,p,q]
TARA L. PATTERSON[a]
W. CHRISTOPHER COMPONOVO[m]
JASON L. GRESHES[a,b,+,-]
DAIVY P. DAMBREVILLE[a,b,y]
JOHN A. DINGLE[a,b]
ROBERT E. WILLIAMS[a,b]
SHANNON R. HARKINS[a]

1-800-LEMON LAW
www.lemonlaw.com

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Ambler, PA 19002
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F (215) 540-8817

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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

March 19, 2015

VIA FAX ONLY
518-869-3334

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

Re: [redacted] **v. FCA US LLC**
Vehicle: 2014 Jeep Grand Cherokeee
Date of Purchase: 04/20/2014
Place of Purchase: Northwest Hills, Torrington, CT
VIN: .

Dear Sir/Madam:

Please be advised that this office represents the above individual against FCA US LLC pursuant to the NJ Lemon Law, Uniform Commercial Code, Unfair Trade Practices Act, and Magnuson-Moss Warranty Claim. Kindly acknowledge our firm's representation and direct any and all correspondence to this office.

DO NOT HAVE ANY FURTHER CONTACT WITH OUR CLIENT WITH THE EXCEPTION OF COMMUNICATION NECESSARY TO EFFECTUATE CURRENT REPAIRS.

Thank you for your attention to this matter. If you have any questions, please do not hesitate to contact the undersigned.

Very truly yours,

Jacqueline C. Herritt
KIMMEL & SILVERMAN, PC

JCH\em
cc: [redacted]

144200621

Motor Vehicle Commission NEW JERSEY

VEHICLE REGISTRATION

PLATE NO: [redacted] GOOD THRU: 09/2014

VIN: 1C4RJFBM6EC[redacted]

JEE 2014 WAGON BLK CHE WC:8

[redacted] PASSENGER 08

DL:F0194 38368 03866

NEWTON NJ [redacted] TRANSFER PT:PA

EQ:8 FEE: 4.50 KK EB20141070118

[redacted]

NEWTON NJ 0[redacted]

144200621

NEW JERSEY - MOTOR VEHICLE SERVICES
THIS IS A RECEIPT DOCUMENT ONLY

PLATE NO: [redacted] GOOD THRU: SEP 2014 VIN: 1C4RJFBM6EC[redacted]

F0194 38368 03866

[redacted]

1 FAIRCLOUGH LANE

NEWTON NJ [redacted]

MAKE:JEE		REG T :	4.50
YEAR:2014		FD REG:	
TYPE:WAGON		POST AUDIT:	
MODEL:CHE		PLATE FEE:	
COLOR:BLK			
PT:PA		TITLE I:	85.00
MILEAGE:000124		SALES TAX:	2048.93
WC:8		LFIS:	205.46
EQ:8		TOTAL:(K)	2343.89
REGCD:08		KK	EB20141070118

NORTHWEST HILLS CHRYSLER-JEEP, LLC
3033 EAST MAIN STREET
TORRINGTON CT 06790
860-482-0700 F

SULLIVAN'S

DEAL # 0006758
CUST # [redacted]

SALES-SERVICE-CAR LEASING

RETAIL PURCHASE ORDER FOR MOTOR VEHICLE

Date 04/03/2014
Salesperson WILLIAM HOGARTH

Purchaser's Name [redacted] Bus. Phone [redacted]
Address [redacted] City NEWTON State NJ Zip [redacted] Phone

Please Enter / Order For ☐ USED ☐ NEW ☐ DEMONSTRATOR 2014 JEEP (YEAR & MAKE) GRAND CHEROKEE (MODEL) 6 (CYL) Stock No. J14350

Trim ____ Color BLACK To Be Delivered On Or About 04/03/14

Agent. No. 1C4RJFBM6EC [redacted] Body WAGON 4 DOOR SOCIAL SECURITY # ____ DATE OF BIRTH 03/05/86

THE MILEAGE AS SHOWN ON THE ODOMETER OF THE MOTOR VEHICLE TO BE PURCHASED IS: 124

FILL OUT THIS SECTION IF USED CAR OR TRUCK IS TO BE TRADED IN AS PART PAYMENT AND DO WARRANT THE TITLE THERETO TO BE FREE AND CLEAR, EXCEPT FOR THE UNPAID BALANCE, AS SHOWN, AND TO THE BEST OF MY KNOWLEDGE, I THE UNDERSIGNED, STATE THAT THE MILEAGE AS SHOWN ON THE ODOMETER, 59096 IS THE ACTUAL MILEAGE WHICH THE CAR HAS BEEN DRIVEN.

Make & Year of Used 2006 Car Truck BMW Reg. No.
Model M5 Cyl. 10 Body Type SEDAN 4 DO Color BLACK
Agent. No. [redacted] Title No.
Allowance $ 25366.29 Balance Owed $ 25366.29
To Whom Owed
Net Allowance $ NA

NO INSURANCE IS INCLUDED IN THIS ORDER

Enter My Order For Insurance as follows:

Fire and Theft $ NA ☐ Collision Amount Deductible $ NA ☐ Property Damage $ NA
Life $ NA ☐ Accident and Health $ NA ☐ Auto Medical $ NA
Insurance Company is: LIBERTY MUTUAL Address
I. Insurance I.D. No. [redacted]

Purchaser's Signature ____

☒ **THIS MOTOR VEHICLE IS NOT GUARANTEED BY SULLIVAN'S NORTHWEST HILLS DEALERSHIP THIS VEHICLE IS SUBJECT TO A LIMITED WARRANTY OF**

. . . . . .

FOR .36K. . MILES OR 36 . . MONTHS, WHICHEVER OCCURS FIRST. COPY GIVEN CUSTOMER UPON DELIVERY OF VEHICLE.

$3,000 OR MORE BUT LESS THAN $5,000

THIS MOTOR VEHICLE IS GUARANTEED TO BE MECHANICALLY OPERATIONAL AND SOUND FOR A PERIOD OF 30 DAYS OR 1,500 MILES WHICHEVER PERIOD ENDS FIRST. THIS GUARANTEE SHALL INCLUDE THE FULL COST OF BOTH PARTS AND LABOR. ALL LABOR MUST BE PERFORMED IN OUR SHOP. NO OUTSIDE INVOICE FOR REPAIRS CAN BE HONORED BY US.

$5,000 OR MORE

THIS MOTOR VEHICLE IS GUARANTEED TO BE MECHANICALLY OPERATIONAL AND SOUND FOR A PERIOD OF 60 DAYS OR 3,000 MILES WHICHEVER PERIOD ENDS FIRST. THIS GUARANTEE SHALL INCLUDE THE FULL COST OF BOTH PARTS AND LABOR. ALL LABOR MUST BE PERFORMED IN OUR SHOP. NO OUTSIDE INVOICE FOR REPAIRS CAN BE HONORED BY US.

"AS IS"

THIS VEHICLE IS SOLD "AS IS". THIS MEANS THAT YOU WILL LOSE YOUR IMP[redacted]FOR ANY REPAIRS [redacted]ROMISES TO YOU, T[redacted]WE SELL "AS IS" TO[redacted]ROMISES INTO WRIT[redacted]

X ____

INFORMATION YOU SEE ON THE WINDOW FORM FOR THIS VEHICLE IS [redacted] OF THIS CONTRACT. INFORMATION ON THE WINDOW FORM OVERRIDES CONTRARY PROVISIONS IN THE CONTRACT OF SALE.

SELLING PRICE OF CAR OR TRUCK	51365.29
EXTRA OR OPTIONAL EQUIPMENT	
GLASSCOAT	549.99
TITANIUM PLUS	548.96
SERVICE CONTRACT - N	1975.45
GAP INSURANCE	675.76
VIN Etch Service (optional)	199.00
DEALER CONVEYANCE FEE	284.00
Dealer Conveyance Fee is not payable to the State of CT.	
CASH PRICE	55358.45
SALES TAX 7.000 % SUSSEX	2068.61

LIC.	REG.	TRANS.	TITLE	LIEN
86.00	150.00	NA	25.00	10.00

271.00

1. TOTAL CASH PRICE DELIVERED				57936.26
2. CASH DOWN PAYMENT	DEPOSIT/REBATE SUBMITTED WITH ORDER		NA	
	CASH ON DELIVERY	5000.00		5000.00
	REBATE		NA	
NO REFUND OF DEPOSIT				
3. TRADE IN		25366.29		
LESS	BALANCE OWING TO	25366.29		NA
4. TOTAL DOWN PAYMENT (2 + 3)				5000.00
5. UNPAID BALANCE OF CASH PRICE (1 - 4)				52936.26
6. OTHER CHARGES	INSURANCE		NA	NA
	VENDOR'S SINGLE INTEREST FEE			NA
7. AMOUNT FINANCED (5 + 6) (The amount of credit provided to you or on your behalf.)				52936.26
8. FINANCE CHARGE (THE DOLLAR				

☒ THIS MOTOR VEHICLE IS NOT GUARANTEED
BY SULLIVAN'S NORTHWEST HILLS DEALERSHIP
THIS VEHICLE IS SUBJECT TO A LIMITED WARRANTY OF

. . . . . .

FOR .36K. . MILES OR 36 . . MONTHS, WHICHEVER OCCURS FIRST. COPY GIVEN CUSTOMER UPON DELIVERY OF VEHICLE.

$3,000 OR MORE BUT LESS THAN $5,000

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"AS IS"

THIS [redacted] LOSE
YOUR ANY
REPAI MISES
TO YO SELL
'AS IS MISES
INTO

X _____ PURCHASER

INFORMATION YOU SEE ON THE WINDOW FORM FOR THIS VEHICLE IS OF THIS CONTRACT. INFORMATION ON THE WINDOW FORM OVERRIDES CONTRARY PROVISIONS IN THE CONTRACT OF SALE.
ASE FINANCE AS FOLLOWS:

ie of Co. BANK OF AMERICA NA
tract 75 At $ 814.77
nent At $ NA
Payment Due May 18 YR 14

SERVICE CONTRACT - N					1975.45
GAP INSURANCE					675.76
VIN Etch Service (optional)					199.00
DEALER CONVEYANCE FEE					284.00
Dealer Conveyance Fee is not payable to the State of CT.					
CASH PRICE					55396.45
SALES TAX 7.000 % SUSSEX					2068.61
LIC.	REG.	TRANS.	TITLE	LIEN	
86.00	150.00	NA	25.00	10.00	271.00
1. TOTAL CASH PRICE DELIVERED					57936.26
2. CASH DOWN PAYMENT — DEPOSIT/REBATE SUBMITTED WITH ORDER				NA	
CASH DOWN PAYMENT — CASH ON DELIVERY			5000.00		5000.00
CASH DOWN PAYMENT — REBATE				NA	
NO REFUND OF DEPOSIT					
3. TRADE IN			25366.29		
LESS BALANCE OWING TO			25366.29		NA
4. TOTAL DOWN PAYMENT (2 + 3)					5000.00
5. UNPAID BALANCE OF CASH PRICE (1 - 4)					52936.26
6. OTHER CHARGES — INSURANCE				NA	NA
OTHER CHARGES — VENDOR'S SINGLE INTEREST FEE					NA
7. AMOUNT FINANCED (5 + 6) (The amount of credit provided to you or on your behalf.)					52936.26
8. FINANCE CHARGE * (THE DOLLAR AMOUNT THE CREDIT WILL COST YOU)					8171.49
9. TOTAL OF PAYMENTS (7 + 8) (The amount you will have paid after you have made all payments as scheduled)					61107.75
10. TOTAL SALE PRICE (1 + 6 + 8) (The total cost of your purchase on credit including your down payment of $					66107.75
11. ANNUAL PERCENTAGE RATE 4.590 %					

I have read the terms and conditions on the back hereof and agree to them as a part of this order the same as if they were printed above my signature. The front and back hereof comprise t[redacted]nd no other agreement or understanding of any nature concerning same has been mad[redacted]eipt of a copy of this order, and certify that I am of legal age. **THIS ORDER SHALL NOT [redacted] IT IS ACCEPTED BY ITS AUTHORIZED OFFICER AS SHOWN BY HIS SIGNATURE O[redacted] BELOW.**

chaser's Signature: And I have received a copy of this order _____

epted By: Mitch Klingenstein

_____ (Name and Title) Date 04/03/2014

FINAL PAYMENT CASH OR CERTIFIED CHECK

SEE OTHER SIDE FOR ADDITIONAL TERMS AND CONDITIONS

CUSTOMER # [redacted]

[redacted]

INVOICE

[redacted]

NEWTON, NJ [redacted]

PAGE 1

ARRIGO DODGE CHRYSLER JEEP RAM Palm Beach
6500 Okeechobee Blvd. · West Palm Beach, FL 33411
(561) 683-1511 · Fax: (561) 471-3686
Arrigopalmbeach.com
Registration No. MV-01348

HOME: [redacted] CONT: [redacted]
BUS: CELL:

SERVICE ADVISOR: 6486 MICHAEL ALFANO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	14	JEEP GRAND CHEROKEE	1C4RJFBM6EC[redacted]		15893/15893	T8739

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
04APR14 DD			17:00 29JAN15		0.00	CASH	30JAN15

R.O. OPENED	READY	OPTIONS:
08:37 29JAN15	11:41 30JAN15	DLR:43864 ENG:3.0_Liter_Turbo

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A FLASH Flash Software 1 Software Flash for PCM
CAUSE: FLASH ECM
181904B1 Module, Engine Control (ECM) - Reprogram
Module, Engine Control (ECM) - Reprogram
(Includes Voltage Verification) (1 -
Semi-Skilled)
5493 WARR (N/C)
FC: ZZ PART#: COUNT:
CLAIM TYPE: W
AUTH CODE:

15893 FLASH PCM
****
B RRT RRT 1 14107 2014 WK 3.0L MIL DIAGNOSTIC/SYSTEM IMPROVEMENTS
99 REFER TO LINE A
5493 IADV (N/C)
15893 SAME AS LINE A
****
C RRT RRT 2 14087 2014 WD WK AUTO TEMP CONTROL TOO HIGH HVAC FLASH
CAUSE: INSPECT SOFTWARE LEVEL
1819629G Module, Automatic Temperature Control
(ATC) - Reprogram Module, Automatic
Temperature Control (ATC) - Inspect and/or
Reprogram (0 - Low Skilled)
5493 WARR (N/C)
FC: FM PART#: COUNT:
CLAIM TYPE: W
AUTH CODE:

15893 PERFORM

CASH [ ] CHECK [ ] MC/VS [ ] AMEX [ ]
DISC [ ] POL [ ] FIDEL [ ] CHARGE [ ]
CHRYSL [ ] OTH [ ]

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

CUSTOMER SIGNATURE

Part number prefix: -/New, U/Used, R/Remanufactured/Rebuilt, A/Aftermarket, NC/No Charge/Warranty

#: [redacted]

[redacted]

INVOICE

ARRIGO DODGE CHRYSLER JEEP RAM Palm Beach
6500 Okeechobee Blvd. · West Palm Beach, FL 33411
(561) 683-1511 · Fax: (561) 471-3686
Arrigopalmbeach.com
Registration No. MV-01348

[redacted]

CELL:

SERVICE ADVISOR: 6486 MICHAEL ALFANO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	14	JEEP GRAND CHEROKEE	1C4RJFBM6EC[redacted]		15893/15893	T8739

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
APR14 DD			17:00 29JAN15		0.00	CASH	30JAN15

R.O. OPENED	READY	OPTIONS:
:37 29JAN15	11:41 30JAN15	DLR:43864 ENG:3.0_Liter_Turbo

NE OPCODE TECH TYPE HOURS LIST NET TOTAL

CLAIM TYPE: W
AUTH CODE:

5893 REPLACE NOISY REAR SHOCKS..
****

09 Engine Performance Concern Customer states There is smell coming vehicle when turned on and exiting vehicle its a funky smell
CND COULD NOT DUPLICATE CUSTOMERS CONCERN AT THIS TIME WITH VEHICLE
5493 IADV (N/C)
5893 NOT ABLE TO DUPLICATE AT THIS TIME..
****

NOW ARRIGO DODGE CHRYSLER JEEP IS OPEN
MONDAY THRU FRIDAY 7:30AM TO 6:00PM
SATURDAY 8:00AM TO 5:00PM
THANK YOU AND COME AGAIN

CHRYSLER RAM

CASH [ ] CHECK [ ] MC/VS [ ] AMEX [ ]
DISC [ ] POL [ ] FIDEL [ ] CHARGE [ ]
CHRYSL [ ] OTH [ ]

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

CUSTOMER SIGNATURE

Part number prefix: -/New, U/Used, R/Remanufactured/Rebuilt, A/Aftermarket, NC/No Charge/Warranty

NORTHWEST HILLS
CHRYSLER JEEP DODGE
2033 E. MAIN ST.
TORRINGTON, CT 06790
860-482-0700

Merchant ID: 878851001068401

Sale

xxxxxxxxxxx1002
AMEX Entry Method: Swiped
Total: $ 134.04
10/30/14 16:44:54
Invn: [redacted] Appr Code: 563029
Apprvd: Online Batch#: 000877

Customer Copy
THANK YOU!
COME AGAIN!

2033 East Main Street
Torrington, CT 06790

(860) 482-0700
Fax (860) 482-2969
nwhcars.com

[redacted]

	VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
NJ 07860	1C4RJFBM6EC[redacted]	10434	10/29/14	[redacted]
.COM	YEAR 14	MAKE JEEP	MODEL GRAND CHER	COLOR BLACK	TAG NO. 00000

NE	WORK PHONE	STOCK NO.	PROD.DATE	SERV.ADV.	TERMS
6-0203	- -	[redacted]	00/00/00	RM	CASH

DELIV.MILES	MILEAGE IN	DATE IN	IN-SERV DATE
124	10434	10/29/14	04/03/14

IED WITH YOUR SERVICE
CT DUANE BLACK
HCARS.COM

YOU MAY RECEIVE A SURVEY IN THE MAIL FROM CHRYSLER REGARDING THIS SERVICE VISIT. PLEASE TAKE THE TIME TO COMPLETE AND RETURN IT - THANK YOU!

LINE	OP.CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
D *						
Com	COURTESY VEHICLE INSPECTION					
Cor	SEE ATTACHED KNOW YOUR VEHICLE REPORT FOR INSPECTION RESULTS					
	INSP		A82			

Line Total.....

Warranty Claim Type: W Authorization Code:

Labor	38.46
Parts	80.44
SHOP SUPPLIES	7.14
Sales Tax	8.00
TOTAL-CUST-CASH	134.04

PAID

CUSTOMER COPY - PAGE 02 Printed: 10/29/2014 @ 14:38

STATEMENT OF DISCLAIMER

ALL REPAIRS PERFORMED WITH MOPAR PARTS CARRY A 12 MONTH / 12000 MILE NATIONWIDE LIMITED WARRANTY FROM CHRYSLER.
SEE WWW.MOPAR.COM FOR WARRANTY DETAILS

REPAIRS PERFORMED WITH AFTERMARKET (NON-MOPAR) PARTS ARE NOT COVERED BY THIS WARRANTY.

CUSTOMER SIGNATURE

YOU SHOULD HAVE RECEIVED A "KNOW YOUR VEHICLE" REPORT ATTACHED TO THIS INVOICE THAT INCLUDES INFORMATION ABOUT CHECKS AND INSPECTIONS PERFORMED ON YOUR VEHICLE DURING THIS SERVICE VISIT, AS WELL AS MAINTENANCE RECOMMENDATIONS AND PREVIOUSLY DECLINED RECOMMENTATIONS. IF YOU DID NOT RECEIVE THIS REPORT OR IF YOU HAVE ANY QUESTIONS, PLEASE CONTACT YOUR SERVICE ADVISOR AT (860)201-0344, RALPH: EXT. 644 OR AARON: EXT. 645

REMEMBER, OUR GOAL IS YOUR COMPLETE SATISFACTION!

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

Northwest Hills Dealerships
Chrysler | Jeep

2033 East Main Street
Torrington, CT 06790

(860) 482-0700
Fax (860) 482-2969
nwhcars.com

[redacted]

[redacted]
NEWTON NJ [redacted]
[redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
1C4RJFBM6EC[redacted]	8799	10/30/14	[redacted]

YEAR	MAKE	MODEL	COLOR	TAG NO.
14	JEEP	GRAND CHER	BLACK	00000

CUST.NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD.DATE	SERV.ADV.	TERMS
9048127		[redacted]	- -	[redacted]	00/00/00	AC	CASH

CUST.LABOR RATE	DELIV.DATE	DELIV.MILES	MILEAGE IN	DATE IN	IN-SERV DATE
	04/03/14	124	8799	09/15/14	04/03/14

IF YOU ARE NOT COMPLETELY SATISFIED WITH YOUR SERVICE EXPERIENCE FOR ANY REASON, CONTACT DUANE BLACK (860) 201-0344 OR EMAIL DUANE@NWHCARS.COM

YOU MAY RECEIVE A SURVEY IN THE MAIL FROM CHRYSLER REGARDING THIS SERVICE VISIT. PLEASE TAKE THE TIME TO COMPLETE AND RETURN IT - THANK YOU!

LINE	OP.CODE	FAIL-CD	TECH.		HOURS/QTY	TYPE	AMOUNT
A *							
Com	Customer states the check engine light is on foud DEF faults in it last service will need to diagnose further.						
Cau	Traced issue to a bad SCR catalyst. Has failure code for assembly.						
Cor	Removed and repalced the SCR catalyst.						
	0		A57			W	
		68243268AB	CONVERTERCATAL		1	W	
		68160679AB	GASKET	EXHAU	1	W	
		68234976AA	GASKET	DIESE	1	W	
		68232843AA	CLAMP	NONE	1	W	
				Line Total.....			
B +							
Com	Customer states PCM update.						
Cor	Performed pCM flash.						
	0		A57			W	
				Line Total.....			
C +							
Com	Customer states Vehicle has a open TCM flash.						
Cor	Performed TCM flash.						
	0		A57			W	
				Line Total.....			

CUSTOMER COPY - PAGE 01 Printed: 10/30/2014 @ 14:10

STATEMENT OF DISCLAIMER

ALL REPAIRS PERFORMED WITH MOPAR PARTS CARRY A 12 MONTH / 12000 MILE NATIONWIDE LIMITED WARRANTY FROM CHRYSLER. SEE WWW.MOPAR.COM FOR WARRANTY DETAILS

REPAIRS PERFORMED WITH AFTERMARKET (NON-MOPAR) PARTS ARE NOT COVERED BY THIS WARRANTY.

CUSTOMER SIGNATURE

YOU SHOULD HAVE RECEIVED A "KNOW YOUR VEHICLE" REPORT ATTACHED TO THIS INVOICE THAT INCLUDES INFORMATION ABOUT CHECKS AND INSPECTIONS PERFORMED ON YOUR VEHICLE DURING THIS SERVICE VISIT, AS WELL AS MAINTENANCE RECOMMENDATIONS AND PREVIOUSLY DECLINED RECOMMENTATIONS. IF YOU DID NOT RECEIVE THIS REPORT OR IF YOU HAVE ANY QUESTIONS, PLEASE CONTACT YOUR SERVICE ADVISOR AT (860)201-0344, RALPH: EXT. 644 OR AARON: EXT. 645

REMEMBER, OUR GOAL IS YOUR COMPLETE SATISFACTION!

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

Sullivan's
Northwest Hills Dealerships
Chrysler | Jeep

2033 East Main Street
Torrington, CT 06790

(860) 482-0700
Fax (860) 482-2969
nwhcars.com

[redacted]

[redacted]
NEWTON NJ [redacted]
[redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
1C4RJFBM6EC[redacted]	6513	08/15/14	[redacted]

YEAR	MAKE	MODEL	COLOR	TAG NO.
14	JEEP	GRAND CHER	BLACK	00000

CUST.NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD.DATE	SERV.ADV.	TERMS
9048127		[redacted]	- -	[redacted]	00/00/00	AC	CASH

CUST.LABOR RATE	DELIV.DATE	DELIV.MILES	MILEAGE IN	DATE IN	IN-SERV DATE
	04/03/14	124	6513	08/15/14	04/03/14

IF YOU ARE NOT COMPLETELY SATISFIED WITH YOUR SERVICE EXPERIENCE FOR ANY REASON, CONTACT RALPH MASTRIANNA (860) 201-0344 OR EMAIL DUANE@NWHCARS.COM

YOU MAY RECEIVE A SURVEY IN THE MAIL FROM CHRYSLER REGARDING THIS SERVICE VISIT. PLEASE TAKE THE TIME TO COMPLETE AND RETURN IT - THANK YOU!

LINE	OP.CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT

A *
Com Customer states the vehicle has a shutter from the transmission when shiffting from 7 to 8 transmission light ans check engine light is on.
Cau Vehicle has aseveral updates avalaible for PCM codes stored including transmission shift updates.
Cor Performed Pcm flash, TCM, BCM HVAC and AMp software updates.
A57 W
Line Total.....

B *
Com Customer states check phone pair.
Cor No phone available to pair. Shop phone pairs and operates with car.
A57
Line Total.....

TOTAL-CUSTOMER NoCharge

CUSTOMER COPY - PAGE 01 Printed: 08/15/2014 @ 16:39

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REMEMBER, OUR GOAL IS YOUR COMPLETE SATISFACTION!

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

CUSTOMER #: 3[redacted]

[redacted]

INVOICE

[redacted]

NEWTON, NJ [redacted]

PAGE 2

ARRIGO DODGE·CHRYSLER·JEEP·RAM Palm Beach
6500 Okeechobee Blvd. · West Palm Beach, FL 33411
(561) 683-1511 · Fax: (561) 471-3686
Arrigopalmbeach.com
Registration No. MV-01348

HOME: [redacted] CONT [redacted]

BUS: CELL:

SERVICE ADVISOR: 6486 MICHAEL ALFANO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	14	JEEP GRAND CHEROKEE	1C4RJFBM6EC[redacted]		17363/17368	T318M

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
04APR14 DD			17:00 17MAR15		0.00	CASH	17MAR15

R.O. OPENED	READY	OPTIONS:
08:55 17MAR15	17:55 17MAR15	DLR:43864 ENG:3.0_Liter_Turbo

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

Reprogram Module, Transmission Control (TCM)
- Reprogram (1 - Semi-Skilled)
902 WARR (N/C)
FC: FM PART#: COUNT:
CLAIM TYPE: W
AUTH CODE:

17363 0.02 FLASH
****
E** P67 SAFETY RECALL OCCUPANT RESTRAINT CONTROL MODULE
NWP NO WORK PERFORMED AT THIS TIME
902 IADV (N/C)
17368 PARTS NOT RELEASED
****
F** C/R TO CHECK DEF FLUID LEVEL ADD IF NEEDED
09 ENGINE SYSTEM CONCERN
902ISVEH (N/C)
17368 0.02 ADD REAR DIFFFLUIDE FRONT OK
****
CUSTOMER PAY SHOP SUPPLIES FOR REPAIR ORDER 13.00

NOW ARRIGO DODGE CHRYSLER JEEP IS OPEN
MONDAY THRU FRIDAY 7:30AM TO 6:00PM
SATURDAY 8:00AM TO 5:00PM
THANK YOU AND COME AGAIN

PAID
MAR 18 2015
By

CASH [ ] CHECK [ ] MC/VS [ ] AMEX [ ]

DISC [ ] POL [ ] FIDEL [ ] CHARGE [ ]

CHRYSL [ ] OTH [ ]

DESCRIPTION	TOTALS
LABOR AMOUNT	129.95
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	13.00
TOTAL CHARGES	142.95
LESS INSURANCE	0.00
SALES TAX	8.58
PLEASE PAY THIS AMOUNT	151.53

CUSTOMER SIGNATURE

Part number prefix: -/New, U/Used, R/Remanufactured/Rebuilt, A/Aftermarket, NC/No Charge/Warranty

CUSTOMER #: [redacted]

[redacted]

INVOICE

[redacted]

NEWTON, NJ [redacted]

PAGE 1

6500 Okeechobee Blvd. · West Palm Beach,
(561) 683-1511 · Fax: (561) 471-3686
Arrigopalmbeach.com
Registration No. MV-01348

HOME: [redacted] CONT [redacted]
BUS: CELL:

SERVICE ADVISOR: 6486 MICHAEL ALFANO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	14	JEEP GRAND CHEROKEE	1C4RJFBM6EC[redacted]		17363/17368	T318M

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
04APR14 DD			17:00 17MAR15		0.00	CASH	17MAR15

R.O. OPENED	READY	OPTIONS: DLR:43864 ENG:3.0_Liter_Turbo
08:55 17MAR15	17:55 17MAR15	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CS VEHICLE KEEPS PULLING TO THE RIGHT HAS TO TURN STEERING WHEEL TO THE LEFT TO KEEP VEHICLE STRAIGHT CS HAS HAD 3 ALIGNMENT DONE ALREADY AND WANTS US TO LOOK DEPPER INTO ISSUE
CAUSE: ADJUST TO FACTORY SPECIFICATION AND TEST DRIVE
4WA PERFORMED WHEEL ALIGNMENT AND CROSSED ROTATED TIRES
902 CPS 129.95 129.95
17368 2.00 X FRONT TIRES 4 WHEEL ALIGNMENT
****

B PCM UPDATE DUE
CAUSE: FLASH ECM
181904BW Module, Engine Control (ECM) - Reprogram
Module, Engine Control (ECM) - Reprogram (Includes Voltage Verification) (1 - Semi-Skilled)
902 WARR (N/C)
FC: FM PART#: COUNT:
CLAIM TYPE: W
AUTH CODE:

17363 0.04 FLASH
****

C PERFORM 23 POINT INSPECTION-CHECK BATTERY, BRAKES, TIRES AND VISUALLY INSPECT ALL COMPONENTS
9023 PERFORM 23 POINT INSPECTION-CHECK BATTERY, BRAKES, TIRES AND VISUALLY INSPECT ALL COMPONENTS
902ISVEH (N/C)
****

D** TCM UPDATE IS DUE
CAUSE: FLASH TCM
181905AC Module, Transmission Control (TCM) -

CASH [ ] CHECK [ ] MC/VS [ ] AMEX [ ]
DISC [ ] POL [ ] FIDEL [ ] CHARGE [ ]
CHRYSL [ ] OTH [ ]

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

CUSTOMER SIGNATURE

Part number prefix: -/New, U/Used, R/Remanufactured/Rebuilt, A/Aftermarket, NC/No Charge/Warranty

Sullivan's
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Chrysler | Jeep

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Torrington, CT 06790

(860) 482-0700
Fax (860) 482-2969
nwhcars.com

[redacted]

[redacted]
NEWTON NJ [redacted]
[redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
1C4RJFBM6EC[redacted]	4864	07/09/14	[redacted]

YEAR	MAKE	MODEL	COLOR	TAG NO.
14	JEEP	GRAND CHER	BLACK	01705

CUST.NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO	PROD.DATE	SERV.ADV.	TERMS
9048127		[redacted]	- -	[redacted]	00/00/00	AC	CASH

CUST.LABOR RATE	DELIV.DATE	DELIV.MILES	MILEAGE IN	DATE IN	IN-SERV DATE
	04/03/14	124	4864	07/09/14	04/03/14

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LINE	OP.CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
D * CONTINUED						
Cor buffed out scratches.						
	B74					
					Line Total.....	
E +						
Com Customer states topped off DEF fluid. as per customer request.						
	A57				C	9.95
	68035704AB	FLUID	DIES	3	C	33.48
	68056278AB	FLUID	DIES	1	C	27.90
					Line Total.....	71.33

Warranty Claim Type: W Authorization Code:

Labor	111.95
Parts	109.29
SHOP SUPPLIES	13.27
Sales Tax	14.89
TOTAL-CUST-CASH	249.40

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STATEMENT OF DISCLAIMER

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SEE WWW.MOPAR.COM FOR WARRANTY DETAILS

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REMEMBER, OUR GOAL IS YOUR COMPLETE SATISFACTION!

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

#: [redacted]

[redacted]

INVOICE

ARRIGO DODGE·CHRYSLER·JEEP·RAM Palm Beach
6500 Okeechobee Blvd. · West Palm Beach, FL 33411
(561) 683-1511 · Fax: (561) 471-3686
Arrigopalmbeach.com
Registration No. MV-01348

EWTON, NJ [redacted]

HOME [redacted] CONT: [redacted]
BUS: CELL:

SERVICE ADVISOR: 6486 MICHAEL ALFANO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	14	JEEP GRAND CHEROKEE	1C4RJFBM6EC[redacted]		15893/15893	T8739

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
04APR14 DD			17:00 29JAN15		0.00	CASH	30JAN15

R.O. OPENED	READY	OPTIONS:
08:37 29JAN15	11:41 30JAN15	DLR:43864 ENG:3.0_Liter_Turbo

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
D	RRT	RRT	3	14075	2014 WK 3.0L DIESEL DEF INJECTOR LINE RETENTION			

CAUSE: SECURE DEF LINE

25080490 Line, Pump to Injector - Replace Line, Pump to Injector - Replace Barbed Clip & Tie Strap (1 - Semi-Skilled)
5493 WARR (N/C)
1 68257352AA KIT-TIE STRAP (N/C)
FC: ZZ
PART#: 68257352AA
COUNT: 1
CLAIM TYPE: W
AUTH CODE:

DODGE Jeep

15893 PERFORM
****

E RECALL Recall / CSN 1 P67 SAFETY RECALL P67 OCCUPANT RESTRAINT CONTROL MODULE

NWP NO WORK PERFORMED AT THIS TIME
5493 IADV (N/C)

CHRYSLER RAM

15893 PARTS ARE NOT YET AVAILABLE
****

F 19 Steering/Suspension/Steering Wheel Concern Customer states When going over speed right side makes a hollow thud type noise

CAUSE: REAR SHOCKS NOISY OVER BUMPS

02151517 Shock absorber, Rear - Replace Rear-Both sides - Air suspension equipped (1 - Semi-Skilled)
5493 WARR (N/C)
2 68069680AF ABSORBER-SUSPENSION (N/C)
FC: 56
PART#: 68069680AF
COUNT: 2

CASH [ ] CHECK [ ] MC/VS [ ] AMEX [ ]
DISC [ ] POL [ ] FIDEL [ ] CHARGE [ ]
CHRYSL [ ] OTH [ ]

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

CUSTOMER SIGNATURE

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[redacted]

[redacted]
NEWTON NJ [redacted]
[redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
1C4RJFBM6EC[redacted]	10434	10/29/14	[redacted]

YEAR	MAKE	MODEL	COLOR	TAG NO.
14	JEEP	GRAND CHER	BLACK	00000

CUST.NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO	PROD.DATE	SERV.ADV.	TERMS
9048127		[redacted]	- -	[redacted]	00/00/00	RM	CASH

CUST.LABOR RATE	DELIV.DATE	DELIV.MILES	MILEAGE IN	DATE IN	IN-SERV DATE
	04/03/14	124	10434	10/29/14	04/03/14

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LINE	OP.CODE	FAIL-CD	TECH.		HOURS/QTY	TYPE	AMOUNT
A *							
Com Recall #: P36, Launch Date: 08/19/2014 - SUN VISOR WIRING							
Cau verified open recall							
Cor Replace right and left sun visor wire guide							
	0		A82			W	
			CBXDP361AA	SPACER VISO	1	W	
				Line Total.....			
B *							
Com CUSTOMER REQUESTS: PERFORM OIL & FILTER CHANGE - DIESEL ENGINE.							
Cor SERVICE COMPLETED							
		DSLLOF	A82			C	19.51
			KITLOF402	OIL CHANGE	1	C	
			68229402AA	FILTER ENGIN	1	C	36.20
			68001334PB	OIL 5W30	8	C	44.24
				Line Total.....			99.95
C *							
Com CUSTOMER STATES: ROTATE 4 TIRES , SET TIRE PRESSURE , CHECK FOR TIREWEAR AND CONDITION.rotate fronts to back rears crossed and to the front							
Cor Service Completed							
		ROTATE	A82			C	18.95
				Line Total.....			18.95

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

Northwest Hills Dealerships
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Fax (860) 482-2969
nwhcars.com

[redacted]

[redacted]
NEWTON NJ [redacted]
[redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
1C4RJFBM6EC[redacted]	8799	10/30/14	[redacted]

YEAR	MAKE	MODEL	COLOR	TAG NO.
14	JEEP	GRAND CHER	BLACK	00000

CUST.NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD.DATE	SERV.ADV.	TERMS
9048127		[redacted]	- -	[redacted]	00/00/00	AC	CASH

CUST.LABOR RATE	DELIV.DATE	DELIV.MILES	MILEAGE IN	DATE IN	IN-SERV DATE
	04/03/14	124	8799	09/15/14	04/03/14

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LINE	OP.CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT

Warranty Claim Type: W Authorization Code:

TOTAL-CUSTOMER NoCharge

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[redacted]

[redacted]
NEWTON NJ [redacted]
[redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
1C4RJFBM6EC[redacted]	4864	07/09/14	[redacted]

YEAR	MAKE	MODEL	COLOR	TAG NO.
14	JEEP	GRAND CHER	BLACK	01705

CUST.NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD.DATE	SERV.ADV.	TERMS
9048127		[redacted]	- -	[redacted]	00/00/00	AC	CASH

CUST.LABOR RATE	DELIV.DATE	DELIV.MILES	MILEAGE IN	DATE IN	IN-SERV DATE
	04/03/14	124	4864	07/09/14	04/03/14

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LINE	OP.CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
A *						
Com Customer states perform camera mount repair and calibration.						
Cau Installed sop ordered camera mount.						
Cor Calibrated camera after install.						
	A57				C	102.00
	68085813AA CLIP		ADAP	3	C	47.91
				Line Total.....		149.91
B *						
Com Customer states check chip on windshield.						
	A57					
				Line Total.....		
C *						
Com Recall #: P14, Launch Date: 05/16/2014 - BRAKE BOOSTER						
Cor Performed the P14 recall inbstalled booster shield.						
0	A57				W	
	CBXNP143AA KIT			1	W	
				Line Total.....		
D *						
Com Customer states there are 2 scratches on the passenger side door towards the bottom and the right rear corner of the bumper						

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STATEMENT OF DISCLAIMER

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20
To

Fa

[redacted]
NEWTON NJ [redacted]
[redacted]

VEHICLE IDENTIFICATION	MILEAGE OU
1C4RJFBM6EC[redacted]	2420

YEAR	MAKE	MODEL	COLOR	TAG NO.
14	JEEP	GRAND CHER	BLACK	00000

CUST.NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD.DATE	SERV.ADV.	TERMS
9048127		[redacted]	- -	[redacted]	00/00/00	AC	CASH

CUST.LABOR RATE	DELIV.DATE	DELIV.MILES	MILEAGE IN	DATE IN	IN-SERV DATE
	04/03/14	124	2420	05/12/14	04/03/14

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LINE	OP.CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
					Labor	80.00
					Parts	291.16
					Sales Tax	23.57
					TOTAL-CUST-CASH	394.73

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(860) 482-0700
Fax (860) 482-2969
nwhcars.com

[redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
1C4RJFBM6EC[redacted]	2420	05/13/14	[redacted]

[redacted]
NEWTON NJ [redacted]
[redacted]

YEAR	MAKE	MODEL	COLOR	TAG NO.
14	JEEP	GRAND CHER	BLACK	00000

CUST.NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD.DATE	SERV.ADV.	TERMS
48127		[redacted]	- -	[redacted]	00/00/00	AC	CASH

CUST.LABOR RATE	DELIV.DATE	DELIV.MILES	MILEAGE IN	DATE IN	IN-SERV DATE
	04/03/14	124	2420	05/12/14	04/03/14

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LINE	OP.CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT

: CONTINUED
or Performed flash update.
0 A57 W
Line Total.....

)
om Customer states auto matic high beams come on durring the day will see the symbol in the cluster.
au Inspected vehicle unable to duplicate concern checked vehicle for fualt codes none found tested light sensor and operation of Auto headlights. All systems operating as designed no shorts or issues found in system.
or No correction made at this time could not duplicate concern no correction made.
0 A57 W
Line Total.....

E
om COURTESY VEHICLE INSPECTION
or SEE ATTACHED KNOW YOUR VEHICLE REPORT FOR INSPECTION RESULTS
INSP A57
Line Total.....

Warranty Claim Type: W Authorization Code:

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STATEMENT OF DISCLAIMER

, REPAIRS PERFORMED WITH MOPAR PARTS CARRY A 12 MONTH / 12000 MILE
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'S WARRANTY.

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Fax (860) 482-2969
nwhcars.com

[redacted]

[redacted]
NEWTON NJ [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
1C4RJFBM6EC[redacted]	2420	05/13/14	[redacted]

YEAR	MAKE	MODEL	COLOR	TAG NO.
14	JEEP	GRAND CHER	BLACK	00000

CUST.NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD.DATE	SERV.ADV.	TERMS
9048127		[redacted]	- -	[redacted]	00/00/00	AC	CASH

CUST.LABOR RATE	DELIV.DATE	DELIV.MILES	MILEAGE IN	DATE IN	IN-SERV DATE
	04/03/14	124	2420	05/12/14	04/03/14

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LINE	OP.CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
A						
Com	Customer states install sop ordered front bumper parts.					
Cau	Installed sop ordered bumper parts> bumper damaged By water when vehicl went off road.					
		A57			C	80.00
	68143107AB	BEZEL	ADAP	1	C	24.57
	68143076AC	FASCIA	FRON	1	C	172.75
	68143096AB	SPAT	FRON	1	C	46.92
	68143097AB	SPAT	FRON	1	C	46.92
			Line Total.....			371.16
B						
Com	Customer states The front camera reads clean camera intermittenly.					
Cau	Found the front camera loose repositioned and Re-aligned.					
Cor	Durring test drive camera kept moving out of position inspected assembly and found clips in rear broken. sop ordered clips will need to re-adjust after clips are installed.					
		A57				
			Line Total.....			
C						
Com	Customer states Gps freezes resets. and goes to a diffrent location.					
Cau	Found software update for radio system.					

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REPAIRS PERFORMED WITH AFTERMARKET (NON-MOPAR) PARTS ARE NOT COVERED BY THIS WARRANTY.

CUSTOMER SIGNATURE

YOU SHOULD HAVE RECEIVED A "KNOW YOUR VEHICLE" REPORT ATTACHED TO THIS INVOICE THAT INCLUDES INFORMATION ABOUT CHECKS AND INSPECTIONS PERFORMED ON YOUR VEHICLE DURING THIS SERVICE VISIT, AS WELL AS MAINTENANCE RECOMMENDATIONS AND PREVIOUSLY DECLINED RECOMMENTATIONS. IF YOU DID NOT RECEIVE THIS REPORT OR IF YOU HAVE ANY QUESTIONS, PLEASE CONTACT YOUR SERVICE ADVISOR AT (860)201-0344, RALPH: EXT. 644 OR AARON: EXT. 645

REMEMBER, OUR GOAL IS YOUR COMPLETE SATISFACTION!

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

Sullivan's
Northwest Hills Dealerships
Chrysler | Jeep

2033 East Main Street
Torrington, CT 06790

(860) 482-0700
Fax (860) 482-2969
nwhcars.com

[redacted]

[redacted]
NEWTON NJ [redacted]
[redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
1C4RJFBM6EC[redacted]	12917	12/15/14	[redacted]

YEAR	MAKE	MODEL	COLOR	TAG NO.
14	JEEP	GRAND CHER	BLACK	00000

CUST.NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD.DATE	SERV.ADV.	TERMS
9048127		[redacted]	- -	[redacted]	00/00/00	AC	CASH

CUST.LABOR RATE	DELIV.DATE	DELIV.MILES	MILEAGE IN	DATE IN	IN-SERV DATE	
	04/03/14	124	12917	12/15/14	04/03/14	

IF YOU ARE NOT COMPLETELY SATISFIED WITH YOUR SERVICE EXPERIENCE FOR ANY REASON, CONTACT DUANE BLACK (860) 201-0344 OR EMAIL DUANE@NWHCARS.COM

YOU MAY RECEIVE A SURVEY IN THE MAIL FROM CHRYSLER REGARDING THIS SERVICE VISIT. PLEASE TAKE THE TIME TO COMPLETE AND RETURN IT - THANK YOU!

LINE	OP.CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
A *						
Com CUSTOMER REQUESTS PERFORM 4 WHEEL ALIGNMENT						
Cor PERFORMED ALIGNMENTPRINTOUT ATTACHED						
	ALIGN		A57		C	89.95
				Line Total.....		89.95
B *						
Com Customer states FILL DEF FLUID.						
			A57			
	68056278AB	FLUID	DIES	2	C	53.24
	68035704AB	FLUID	DIES	1	C	11.16
				Line Total.....		64.40

Labor	89.95
Parts	64.40
SHOP SUPPLIES	5.40
Sales Tax	10.14
TOTAL-CUST-CASH	169.89

CUSTOMER COPY - PAGE 01 Printed: 12/15/2014 @ 11:08

STATEMENT OF DISCLAIMER

ALL REPAIRS PERFORMED WITH MOPAR PARTS CARRY A 12 MONTH / 12000 MILE NATIONWIDE LIMITED WARRANTY FROM CHRYSLER.
SEE WWW.MOPAR.COM FOR WARRANTY DETAILS

REPAIRS PERFORMED WITH AFTERMARKET (NON-MOPAR) PARTS ARE NOT COVERED BY THIS WARRANTY.

CUSTOMER SIGNATURE

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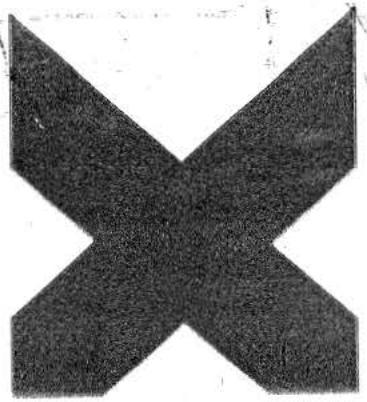
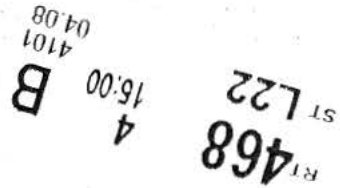
REMEMBER, OUR GOAL IS YOUR COMPLETE SATISFACTION!

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

Align top of FedEx Express® shipping labe





From: (215) 540-8888
Sharon Starynski
Kimmel & Silverman, P.C.
30 East Butler Pike

Ambler, PA 19002

Origin ID: QFWA

FedEx Express

J151215022303uv

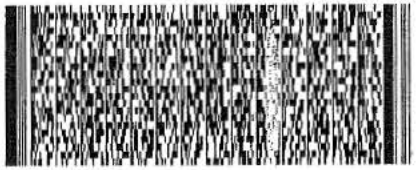
Ship Date: 07APR15
ActWgt: 1.0 LB
CAD: 100586475/INET3610

Delivery Address Bar Code

SHIP TO: (215) 540-8888 BILL SENDER

FCA US LLC
Warranty Litigation Department
1000 Chrysler Drive
CIMS 485-13-62
AUBURN HILLS, MI 48326

Ref #
Invoice #
PO #
Dept #



WED - 08 APR AA
STANDARD OVERNIGHT

TRK# [redacted]
0201

ET MTCA

48326
MI-US
DTW

After printing this label:
1. Use the 'Print' button on this page to print your label to your laser or inkjet printer.
2. Fold the printed page along the horizontal line.
3. Place label in shipping pouch and affix it to your shipment so that the barcode portion of the label can be read and scanned.

Warning: Use only the printed original label for shipping. Using a photocopy of this label for shipping purposes is fraudulent and could result in additional billing charges, along with the cancellation of your FedEx account number.
Use of this system constitutes your agreement to the service conditions in the current FedEx Service Guide, available on fedex.com.FedEx will not be responsible for any claim in excess of $100 per package, whether the result of loss, damage, delay, non-delivery,misdelivery,or misinformation, unless you declare a higher value, pay an additional charge, document your actual loss and file a timely claim. Limitations found in the current FedEx Service Guide apply. Your right to recover from FedEx for any loss, including intrinsic value of the package, loss of sales, income interest, profit, attorney's fees, costs, and other forms of damage whether direct, incidental, consequential, or special is limited to the greater of $100 or the authorized declared value. Recovery cannot exceed actual documented loss. Maximum for items of extraordinary value is $500, e.g. jewelry, precious metals, negotiable instruments and other items listed in our Service Guide. Written claims must be filed within strict time limits, see current FedEx Service Guide.

CT Corporation

Service of Process Transmittal

07/07/2015
CT Log Number 527425193

TO: Melissa Gravlin
FCA US LLC
1000 Chrysler Dr Ofc of
Auburn Hills, MI 48326-2766

RE: **Process Served in New Jersey**

FOR: FCA US 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. FCA US LLC, Dft.
DOCUMENT(S) SERVED:	Summons, Case Information Statement(s), Complaint, Jury Demand, Certification, Designation, Exhibit(s)
COURT/AGENCY:	Sussex County Superior Court - Law Division, NJ Case #[redacted]
NATURE OF ACTION:	Product Liability Litigation - Lemon Law - New 2014 Jeep Grand Cherokee; VIN: 1C4RJFBM6EC2[redacted]
ON WHOM PROCESS WAS SERVED:	The Corporation Trust Company, West Trenton, NJ
DATE AND HOUR OF SERVICE:	By Process Server on 07/07/2015 at 11:42
JURISDICTION SERVED :	New Jersey
APPEARANCE OR ANSWER DUE:	Within 35 days from the date you received this summons, not counting the day of receipt
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: 07/08/2015, Expected Purge Date: 07/13/2015 Image SOP
SIGNED:	The Corporation Trust Company
ADDRESS:	820 Bear Tavern Road 3rd Floor West Trenton, NJ 08628
TELEPHONE:	609-538-1818

Information displayed on this transmittal is for CT Corporation's record keeping purposes only and is provided to the recipient for quick reference. This information does not constitute a legal opinion as to the nature of action, the amount of damages, the answer date, or any information contained in the documents themselves. Recipient is responsible for interpreting said documents and for taking appropriate action. Signatures on certified mail receipts confirm receipt of package only, not contents.

SUMMONS

Attorney(s) JACQUELINE C. HERRITT, ESQUIRE

Office Address Executive Quarters
1930 E. Marlton Pike, Suite Q29

Town, State, Zip Code Cherry Hill, NJ 08003

Telephone Number 856-429-8334

Attorney(s) for Plaintiff

[redacted]

Plaintiff(s)

Vs.

FCA US LLC

Defendant(s)

Superior Court of New Jersey

SUSSEX COUNTY COUNTY

LAW DIVISION

~~Docket No: L-391-15~~

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. (A directory of the addresses of each deputy clerk of the Superior Court is available in the Civil Division Management Office in the county listed above and online at http://www.judiciary.state.nj.us/pro se/10153 deptyclerklawref.pdf.) 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, P.O. Box 971, Trenton, NJ 08625-0971. 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 $175.00 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 or the Legal Services of New Jersey Statewide Hotline at 1-888-LSNJ-LAW (1-888-576-5529). 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 directory with contact information for local Legal Services Offices and Lawyer Referral Services is available in the Civil Division Management Office in the county listed above and online at http://www.judiciary.state.nj.us/prose/10153 deptyclerklawref.pdf.

Michelle M. Smith
Clerk of the Superior Court

DATED: June 30, 2015

Name of Defendant to Be Served: FCA US LLC

Address of Defendant to Be Served: 820 Bear Tavern Road, West Trenton, NJ

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
PAYMENT TYPE: ☐ CK ☐ CG ☐ CA
CHG/ CK NO.
AMOUNT:
OVERPAYMENT:
BATCH NUMBER:

ATTORNEY/ PRO SE NAME	TELEPHONE NUMBER	COUNTY OF VENUE
Jacqueline C. Herritt, Esq.	(856) 429-8334	Sussex County

RECEIVED & FILED
N 22 2015
Sussex County LAW Division

FIRM NAME (if applicable)	DOCKET NUMBER (When available)
Kimmel & Silverman, P.C.	[redacted]
OFFICE ADDRESS: Executive Quarters, 1930 E. Marlton Pike, Suite Q29, Cherry Hill, NJ 08003	DOCUMENT TYPE: Complaint
	JURY DEMAND: ☒ YES ☐ NO

NAME OF PARTY (e.g. John Doe, Plaintiff)	CAPTION
Mr. [redacted]gh, Plaintiff	[redacted] v FCA US LLC

CASE TYPE NUMBER (See reverse side for listing)	HURRICANE SANDY RELATED?	IS THIS A PROFESSIONAL MALPRACTICE CASE? ☐ YES ☒ NO
512 – Lemon Law	☐ YES ☒ 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?	IF YES, LIST DOCKET NUMBERS
☐ YES ☒ NO	
DO YOU ANTICIPATE ADDING ANY PARTIES (arising out of same transaction or occurrence)? ☐ YES ☒ NO	NAME OF DEFENDANT'S PRIMARY INSURANCE COMPANY (if known) ☐ NONE ☒ 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? ☐ YES ☒ NO	IF YES, IS THAT RELATIONSHIP: ☐ EMPLOYER/EMPLOYEE ☐ FRIEND/NEIGHBOR ☐ OTHER (explain) ☐ FAMILIAL ☐ BUSINESS

DOES THE STATUTE GOVERNING THIS CASE PROVIDE FOR PAYMENT OF FEES BY THE LOSING PARTY? ☒ YES ☐ 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 NEED ANY DISABILITY ACCOMMODATIONS? ☐ YES ☒ NO	IF YES, PLEASE IDENTIFY THE REQUESTED ACCOMODATION
WILL AN INTERPRETER BE NEEDED? ☐ YES ☒ 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:

Side 2

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 I — 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 II — 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 III — 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

Multicounty Litigation (Track IV)

271	ACCUTANE/ISOTRETINOIN	289	REGLAN
274	RISPERDAL/SEROQUEL/ZYPREXA	290	POMPTON LAKES ENVIRONMENTAL LITIGATION
278	ZOMETA/AREDIA	291	PELVIC MESH/GYNECARE
279	GADOLINIUM	292	PELVIC MESH/BARD
281	BRISTOL-MYERS SQUIBB ENVIRONMENTAL	293	DEPUY ASR HIP IMPLANT LITIGATION
282	FOSAMAX	295	ALLODERM REGENERATIVE TISSUE MATRIX
285	STRYKER TRIDENT HIP IMPLANTS	296	STRYKER REJUVENATING/ABG II MODULAR HIP STEM COMPONENTS
286	LEVAQUIN	297	MIRENA CONTRACEPTIVE DEVICE
287	YAZ/YASMIN/OCELLA	601	ASBESTOS
288	PRUDENTIAL TORT LITIGATION	623	PROPECIA

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
Identification No. 009131997
Jason L. Greshes, Esquire
Identification No. 037512001
KIMMEL & SILVERMAN, P.C.
Executive Quarters
1930 E. Marlton Pike, Suite Q29
Cherry Hill, NJ 08003
(856) 429-8334

ATTORNEYS FOR PLAINTIFF

RECEIVED & FILED
JUN 22 2015
Sussex County LAW Division

[redacted]
Newton, NJ[redacted]

v.

FCA US LLC
c/o CT Corporation
820 Bear Tavern Road
Suite 305
West Trenton, NJ 08628

SUPERIOR COURT OF NEW JERSEY
SUSSEX COUNTY

CIVIL ACTION

NO.

COMPLAINT

1. Plaintiff, [redacted] is an adult individual citizen and legal resident of the State of New Jersey, 1 Fairclough Lane, Newton, NJ 07860.

2. Defendant, FCA US 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 April 3, 2014, Plaintiff purchased a new 2014 Jeep Grand Cherokeee, manufactured and warranted by Defendant, bearing the Vehicle Identification Number 1C4RJFBM6EC[redacted]

4. The vehicle was purchased in the State of Connecticut 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 $66,107.75. 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 first documented warranty repair attempt is believed to have occurred on or before May 13, 2014, when the vehicle odometer showed 2,420 miles. On that date, repair attempts were made to the bumper; inoperable camera; GPS system and highbeams. A true and correct copy of the repair invoice is attached hereto, made a part hereof and marked Exhibit "B".

11. The second documented warranty repair attempt is believed to have occurred on or before July 09, 2014, when the vehicle odometer showed 4,864 miles. On that date, repair attempts were made to the camera and brake booster . A true and correct copy of the repair invoice is attached hereto, made a part hereof and marked Exhibit "C".

12. The third documented warranty repair attempt is believed to have occurred on or before August 15, 2014, when the vehicle odometer showed 6,513 miles. On that date, repair attempts were made to the transmission. A true and correct copy of the repair invoice is attached hereto, made a part hereof and marked Exhibit "D".

13. The vehicle continues to exhibit defects and nonconformities which substantially impair its use, value and/or safety. True and correct copies of the additional warranty invoices are attached hereto, made a part hereof and marked Exhibit "E".

COUNT I
NEW JERSEY MOTOR VEHICLE WARRANTY ACT

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

15. Plaintiff is a "Consumer" as defined by N.J.S.A. 56:12-30.

16. Defendant is a "Manufacturer" as defined by N.J.S.A. 56:12-30.

17. Northwest Hills, Torrington, CT, 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.

18. On or about April 03, 2014, 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.

19. 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.

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

21. 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 or 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.

22. 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.

23. 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.

24. 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.

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

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

27. 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.

28. Plaintiff has provided Defendant with a final repair opportunity prior to filing the within Complaint.

29. 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

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

31. Plaintiff has or may have resorted to Defendant's informal dispute settlement procedure, to the extent said procedure complies with 16 CFR 703.

32. 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).

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

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

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

36. 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.

37. 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.

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

39. 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.

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

41. 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.

42. 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.

43. 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.

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

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

46. 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

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

48. 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.

49. 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.

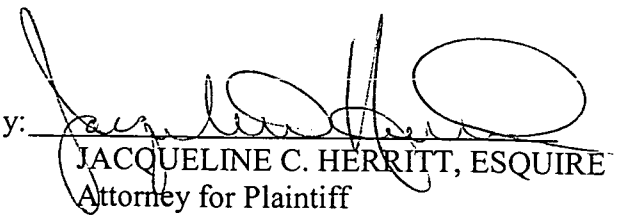
50. At the time of obtaining possession of the vehicle and at all times subsequent thereto, Defendant was aware Plaintiff was relying upon Defendant's express and implied warranties, obligations, and representations with regard to the subject vehicle.

51. Plaintiff has incurred damages as a direct and proximate result of the breach and failure of Defendant to honor its express and implied warranties.

52. 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: _____
JACQUELINE C. HERRITT, ESQUIRE
Attorney for Plaintiff

DESIGNATION OF TRIAL COUNSEL

PLEASE TAKE NOTICE that pursuant to Rule 4:25-4, Jason L. Greshes is designated as trial counsel for plaintiff, James Fairclough, in this case.

KIMMEL & SILVERMAN, P.C.

By: _____
JACQUELINE C. HERRITT, ESQUIRE
Attorney for Plaintiff

ORTHWEST HILLS CHRYSLER-JEEP, LLC
033 EAST MAIN STREET
IRRINGTON CT 06790
860-482-0700 F

SULLIVAN'S

DEAL # 0006758
CUST # [redacted]

SALES-SERVICE-CAR LEASING

RETAIL PURCHASE ORDER FOR MOTOR VEHICLE

Date 04/03/2014
Salesperson WILLIAM HOGARTH

Bus. Phone
Phone [redacted]

chaser's Name [redacted]
ress [redacted] City NEWTON State NJ Zip [redacted]

se Enter Order For ☐ DEMONSTRATOR ☐ USED ☒ NEW 2014 (YEAR & MAKE) JEEP GRAND CHEROKEE (MODEL) 6 (CYL) Stock No. [redacted]

t. No. 1C4RJFBM6EC[redacted] Trim Color BLACK To Be Delivered On Or About 04/03/14
WAGON 4 DOOR SOCIAL SECURITY # DATE OF BIRTH 03/05/86 THE MILEAGE AS SHOWN ON THE ODOMETER OF THE MOTOR VEHICLE TO BE PURCHASED IS: 124

OUT THIS SECTION IF USED CAR OR TRUCK IS TO BE TRADED IN AS PART PAYMENT AND DO RANT THE TITLE THERETO TO BE FREE AND CLEAR, EXCEPT FOR THE UNPAID BALANCE, AS WN, AND TO THE BEST OF MY KNOWLEDGE, I THE UNDERSIGNED, STATE THAT THE MILEAGE HOWN ON THE ODOMETER, 59096 IS THE ACTUAL MILEAGE WHICH THE HAS BEEN DRIVEN.

& Year Used 2005 Car Truck SUV Reg. No.
lel M5 Cyl. 10 Body Type SEDAN 4 DO Color BLACK
t. No. [redacted] Title No.
vance $ 25366.29 Balance Owed $ 25366.29
Whom Owed
Net Allowance $ NA
IO INSURANCE IS INCLUDED IN THIS ORDER
nter My Order For Insurance as follows:
e and Theft $ NA ☐ Collision Amount Deductible $ NA ☐ Property Damage $ NA
e $ NA ☐ Accident and Health $ NA ☐ Auto Medical $ NA
Address
rance ny is: LIBERTY MUTUAL
nsurance I.D. No. [redacted]
ler's re

SELLING PRICE OF CAR OR TRUCK	51365.29
EXTRA OR OPTIONAL EQUIPMENT	
GLASSCOAT	549.99
TITANIUM PLUS	548.96
SERVICE CONTRACT - N	1975.45
GAP INSURANCE	675.76
VIN Etch Service (optional)	199.00
DEALER CONVEYANCE FEE	284.00
Dealer Conveyance Fee is not payable to the State of CT.	
CASH PRICE	55556.45
SALES TAX 7.000 % SUSSEX	2068.81

LIC.	REG.	TRANS.	TITLE	LIEN	
86.00	150.00	NA	25.00	10.00	271.00

1. TOTAL CASH PRICE DELIVERED				57936.26
2. CASH DOWN PAYMENT	DEPOSIT/REBATE SUBMITTED WITH ORDER		NA	
	CASH ON DELIVERY	5000.00		5000.00
	REBATE		NA	
D OF DEPOSIT				
		25366.29		
	BALANCE OWING TO	25366.29		NA
	OWN PAYMENT (2 + 3)			5000.00
5. UNPAID BALANCE OF CASH PRICE (1 - 4)				52936.26
6.				

THIS MOTOR VEHICLE IS NOT GUARANTEED BY SULLIVAN'S NORTHWEST HILLS DEALERSHIP

THIS VEHICLE IS SUBJECT TO A LIMITED WARRANTY OF . . . . . FOR .3EK. . MILES OR 36 . . MONTHS, WHICHEVER OCCURS FIRST. COPY GIVEN CUSTOMER UPON DELIVERY OF VEHICLE.

$3,000 OR MORE BUT LESS THAN $5,000

S MOTOR VEHICLE IS GUARANTEED TO BE MECHANICALLY OPERATIONAL) SOUND FOR A PERIOD OF 30 DAYS OR 1,500 MILES WHICHEVER PERIOD)S FIRST. THIS GUARANTEE SHALL INCLUDE THE FULL COST OF BOTH TS AND LABOR. ALL LABOR MUST BE PERFORMED IN OUR SHOP. NO SIDE INVOICE FOR REPAIRS CAN BE HONORED BY US.

$5,000 OR MORE

S MOTOR VEHICLE IS GUARANTEED TO BE MECHANICALLY OPERATIONAL SOUND FOR A PERIOD OF 60 DAYS OR 3,000 MILES WHICHEVER PERIOD S FIRST. THIS GUARANTEE SHALL INCLUDE THE FULL COST OF BOTH TS AND LABOR. ALL LABOR MUST BE PERFORMED IN OUR SHOP. NO SIDE INVOICE FOR REPAIRS CAN BE HONORED BY US.

S VE
JR I
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O W

[redacted]

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PLAINTIFF'S EXHIBIT
A

THIS MOTOR VEHICLE IS NOT GUARANTEED
BY SULLIVAN'S NORTHWEST HILLS DEALERSHIP
THIS VEHICLE IS SUBJECT TO A LIMITED WARRANTY OF

. . . . . .

FOR .36K. . MILES OR 36 . . MONTHS, WHICHEVER OCCURS FIRST. COPY GIVEN CUSTOMER UPON DELIVERY OF VEHICLE.

$3,000 OR MORE BUT LESS THAN $5,000

IIS MOTOR VEHICLE IS GUARANTEED TO BE MECHANICALLY OPERATIONAL ID SOUND FOR A PERIOD OF 30 DAYS OR 1,500 MILES WHICHEVER PERIOD IDS FIRST. THIS GUARANTEE SHALL INCLUDE THE FULL COST OF BOTH RTS AND LABOR. ALL LABOR MUST BE PERFORMED IN OUR SHOP. NO ITSIDE INVOICE FOR REPAIRS CAN BE HONORED BY US.

$5,000 OR MORE

IS MOTOR VEHICLE IS GUARANTEED TO BE MECHANICALLY OPERATIONAL D SOUND FOR A PERIOD OF 60 DAYS OR 3,000 MILES WHICHEVER PERIOD DS FIRST. THIS GUARANTEE SHALL INCLUDE THE FULL COST OF BOTH RTS AND LABOR. ALL LABOR MUST BE PERFORMED IN OUR SHOP. NO TSIDE INVOICE FOR REPAIRS CAN BE HONORED BY US.

"AS IS"

IIS LOSE
)UR ANY
:PA IISES
Y SELL
S I IISES
TO

[redacted]

FORMATION YOU SEE ON THE WINDOW FORM FOR THIS VEHICLE IS F THIS CONTRACT. INFORMATION ON THE WINDOW FORM OVERRIDES NTRARY PROVISIONS IN THE CONTRACT OF SALE.

E FINANCE AS FOLLOWS:

of Co. BANK OF AMERICA NA

:t { 75 At $ 814.77

it { At $ NA

yment Due May 18 YR 14

SERVICE CONTRACT - N					1975.45
GAP INSURANCE					675.76
VIN Etch Service (optional)					199.00
DEALER CONVEYANCE FEE					284.00
Dealer Conveyance Fee is not payable to the State of CT.					
CASH PRICE					53558.45
SALES TAX 7.000 % SUSSEX					2068.61
LIC. 86.00	REG. 150.00	TRANS. NA	TITLE 25.00	LIEN 10.00	271.00
1. TOTAL CASH PRICE DELIVERED					57938.26
2. CASH DOWN PAYMENT	DEPOSIT/REBATE SUBMITTED WITH ORDER			NA	
	CASH ON DELIVERY		5000.00		5000.00
	REBATE			NA	
NO REFUND OF DEPOSIT					
3. TRADE IN			25366.29		
LESS	BALANCE OWING TO		25366.29		NA
4. TOTAL DOWN PAYMENT (2 + 3)					5000.00
5. UNPAID BALANCE OF CASH PRICE (1 - 4)					52938.26
6. OTHER CHARGES	INSURANCE			NA	NA
	VENDOR'S SINGLE INTEREST FEE				NA
7. AMOUNT FINANCED (5 + 6) (The amount of credit provided to you or on your behalf.)					52938.26
8. FINANCE CHARGE * (THE DOLLAR AMOUNT THE CREDIT WILL COST YOU)					8171.49
9. TOTAL OF PAYMENTS (7 + 8) (The amount you will have paid after you have made all payments as scheduled)					61107.75
10. TOTAL SALE PRICE (1 + 6 + 8) (The total cost of your purchase on credit including your down payment of $					66107.75
11. ANNUAL PERCENTAGE RATE 4.590 %					

have read the terms and conditions on the back hereof and agree to them as a part of this order the same as if they were printed ove my signature. The front and back hereof comprise th no other agreement or derstanding of any nature concerning same has been mad of a copy of this order, d certify that I am of legal age. THIS ORDER SHALL NOT IS ACCEPTED BY ITS UTHORIZED OFFICER AS SHOWN BY HIS SIGNATURE O ELOW.

[redacted]

ser's Signature: And I have received a copy of this order

ed By: Albert Hayestad

(Name and Title) Date 04/03/2014

FINAL PAYMENT CASH OR CERTIFIED CHECK

SEE OTHER SIDE FOR ADDITIONAL TERMS AND CONDITIONS

ivan's
orthwest Hills Dealerships
Chrysler | Jeep

2033 East Main Street
Torrington, CT 06790

(860) 482-0700
Fax (860) 482-2969
nwhcars.com

[redacted]

[redacted]
NEWTON NJ [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
1C4RJFBM6E[redacted]	2420	05/13/14	[redacted]

YEAR	MAKE	MODEL	COLOR	TAG NO.
14	JEEP	GRAND CHER	BLACK	00000

CUST.NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD.DATE	SERV.ADV.	TERMS
9048127		[redacted]	- -	[redacted]	00/00/00	AC	CASH

CUST.LABOR RATE	DELIV.DATE	DELIV.MILES	MILEAGE IN	DATE IN	IN-SERV DATE
	04/03/14	124	2420	05/12/14	04/03/14

IF YOU ARE NOT COMPLETELY SATISFIED WITH YOUR SERVICE EXPERIENCE FOR ANY REASON, CONTACT RALPH MASTRIANNA (860) 201-0344 OR EMAIL DUANE@NWHCARS.COM

YOU MAY RECEIVE A SURVEY IN THE MAIL FROM CHRYSLER REGARDING THIS SERVICE VISIT. PLEASE TAKE THE TIME TO COMPLETE AND RETURN IT - THANK YOU!

LINE	OP.CODE	FAIL-CD	TECH.		HOURS/QTY	TYPE	AMOUNT
A							
Com Customer states install sop ordered front bumper parts.							
Cau Installed sop ordered bumper parts> bumper damaged By water when vehicl went off road.							
		A57				C	80.00
	68143107AB	BEZEL	ADAP		1	C	24.57
	68143076AC	FASCIA	FRON		1	C	172.75
	68143096AB	SPAT	FRON		1	C	46.92
	68143097AB	SPAT	FRON		1	C	46.92
				Line Total.....			371.16
B							
Com Customer states The front camera reads clean camera intermittenly.							
Cau Found the front camera loose repositioned and Re-aligned.							
Cor Durring test drive camera kept moving out of position inspected assembly and found clips in rear broken. sop ordered clips will need to re-adjust after clips are installed.							
		A57					
				Line Total.....			
C							
Com Customer states Gps freezes resets. and goes to a diffrent location.							
Cau Found software update for radio system.							

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B

STATEMENT OF DISCLAIMER

LL REPAIRS PERFORMED WITH MOPAR PARTS CARRY A 12 MONTH / 12000 MILE ATIONWIDE LIMITED WARRANTY FROM CHRYSLER.
EE WWW.MOPAR.COM FOR WARRANTY DETAILS

EPAIRS PERFORMED WITH AFTERMARKET (NON-MOPAR) PARTS ARE NOT COVERED BY HIS WARRANTY.

YOU SHOULD HAVE RECEIVED A[redacted] TTACHED TO THIS INVOICE THAT INCLUDES INFORMATION [redacted] PERFORMED ON YOUR VEHICLE DURING THIS SERVIC[redacted] E RECOMMENDATIONS AND PREVIOUSLY DECLINED RECOMMENTATIONS. IF YOU DID NOT RECEIVE THIS REPORT OR IF YOU HAVE ANY QUESTIONS, PLEASE CONTACT YOUR SERVICE ADVISOR AT (860)201-0344, RALPH: EXT. 644 OR AARON: EXT. 645

REMEMBER, OUR GOAL IS YOUR COMPLETE SATISFACTION!

Northwest Hills Dealerships
Chrysler | Jeep

2033 East Main Street
Torrington, CT 06790

(860) 482-0700
Fax (860) 482-2969
nwhcars.com

[redacted]

	VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
[redacted]	1C4RJFBM6EC[redacted]	2420	05/13/14	[redacted]

EWTON NJ [redacted]
[redacted]

YEAR	MAKE	MODEL	COLOR	TAG NO.
14	JEEP	GRAND CHER	BLACK	00000

ST.NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD.DATE	SERV.ADV.	TERMS
127		[redacted]	- -	[redacted]	00/00/00	AC	CASH

T.LABOR RATE	DELIV.DATE	DELIV.MILES	MILEAGE IN	DATE IN	IN-SERV DATE	
	04/03/14	124	2420	05/12/14	04/03/14	

YOU ARE NOT COMPLETELY SATISFIED WITH YOUR SERVICE PERIENCE FOR ANY REASON, CONTACT RALPH MASTRIANNA 60) 201-0344 OR EMAIL DUANE@NWHCARS.COM

YOU MAY RECEIVE A SURVEY IN THE MAIL FROM CHRYSLER REGARDING THIS SERVICE VISIT. PLEASE TAKE THE TIME TO COMPLETE AND RETURN IT - THANK YOU!

E	OP.CODE	FAIL-CD	TECH.	HOURS/QTY.	TYPE	AMOUNT

CONTINUED
Performed flash update.
0 A57 W
Line Total.....

Customer states auto matic high beams come on durring the day will see the symbol in the cluster.
Inspected vehicle unable to duplicate concern checked vehicle for fualt codes none found tested light sensor and operation of Auto headlights. All systems operating as designed no shorts or issues found in system.
No correction made at this time could not duplicate concern no correction made.
0 A57 W
Line Total.....

COURTESY VEHICLE INSPECTION
SEE ATTACHED KNOW YOUR VEHICLE REPORT FOR INSPECTION RESULTS
INSP A57
Line Total.....

Warranty Claim Type: W Authorization Code:

STATEMENT OF DISCLAIMER
PAIRS PERFORMED WITH MOPAR PARTS CARRY A 12 MONTH / 12000 MILE WIDE LIMITED WARRANTY FROM CHRYSLER.
W.MOPAR.COM FOR WARRANTY DETAILS

S PERFORMED WITH AFTERMARKET (NON-MOPAR) PARTS ARE NOT COVERED BY ARRANTY.

YOU SHOULD HAVE RECEIVED A 'KNOW YOUR VEHICLE' REPORT ATTACHED TO THIS INVOICE THAT INCLUDES INFORMATION ABOUT CHECKS AND INSPECTIONS PERFORMED ON YOUR VEHICLE DURING THIS SERVICE VISIT, AS WELL AS MAINTENANCE RECOMMENDATIONS AND PREVIOUSLY DECLINED RECOMMENTATIONS. IF YOU DID NOT RECEIVE THIS REPORT OR IF YOU HAVE ANY QUESTIONS, PLEASE CONTACT YOUR SERVICE ADVISOR AT (860)201-0344, RALPH: EXT. 644 OR AARON: EXT. 645
REMEMBER, OUR GOAL IS YOUR COMPLETE SATISFACTION!

Northwest Hills Dealerships
Chrysler | Jeep

2033 East Main Street
Torrington, CT 06790

(860) 482-0700
Fax (860) 482-2969
nwhcars.com

[redacted]

[redacted]
NEWTON NJ [redacted]
[redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
1C4RJFBM6EC[redacted]	4864	07/09/14	[redacted]

YEAR	MAKE	MODEL	COLOR	TAG NO.
14	JEEP	GRAND CHER	BLACK	01705

CUST.NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD.DATE	SERV.ADV.	TERMS
9048127		[redacted]	- -	[redacted]	00/00/00	AC	CASH

CUST.LABOR RATE	DELIV.DATE	DELIV.MILES	MILEAGE IN	DATE IN	IN-SERV DATE
	04/03/14	124	4864	07/09/14	04/03/14

IF YOU ARE NOT COMPLETELY SATISFIED WITH YOUR SERVICE EXPERIENCE FOR ANY REASON, CONTACT RALPH MASTRIANNA (860) 201-0344 OR EMAIL DUANE@NWHCARS.COM

YOU MAY RECEIVE A SURVEY IN THE MAIL FROM CHRYSLER REGARDING THIS SERVICE VISIT. PLEASE TAKE THE TIME TO COMPLETE AND RETURN IT - THANK YOU!

LINE	OP.CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
A *						
om Customer states perform camera mount repair and calibration.						
au Installed sop ordered camera mount.						
or Calibrated camera after install.						
	A57				C	102.00
	68085813AA CLIP		ADAP	3	C	47.91
				Line Total.....		149.91
3 *						
om Customer states check chip on windshield.						
	A57					
				Line Total.....		
*						
om Recall #: P14, Launch Date: 05/16/2014 - BRAKE BOOSTER						
or Performed the P14 recall inbstalled booster shield.						
0	A57				W	
	CBXNP143AA KIT			1	W	
				Line Total.....		
*						
m Customer states there are 2 scratches on the passenger side door towards the bottom and the right rear corner of the bumper						

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C

CUSTOMER COPY - PAGE 01 Printed: 07/09/20

STATEMENT OF DISCLAIMER

EPAIRS PERFORMED WITH MOPAR PARTS CARRY A 12 MONTH / 12000 MILE NWIDE LIMITED WARRANTY FROM CHRYSLER. WW.MOPAR.COM FOR WARRANTY DETAILS

RS PERFORMED WITH AFTERMARKET (NON-MOPAR) PARTS ARE NOT COVERED BY ARRANTY

YOU SHOULD HAVE RECEIVED A *KNOW [illegible] TO THIS INVOICE THAT INCLUDES INFORMATION ABOUT [illegible] D ON YOUR VEHICLE DURING THIS SERVICE VISIT[illegible] MENDATIONS AND PREVIOUSLY DECLINED RECOMMENTATIONS[illegible] IF YOU DID NOT RECEIVE THIS REPORT OR IF YOU HAVE ANY QUESTIONS, PLEASE CONTACT YOUR SERVICE ADVISOR AT (860)201-0344, RALPH: EXT. 644 OR AARON: EXT. 645

Sullivan's
Northwest Hills Dealerships
Chrysler | Jeep

2033 East Main Street
Torrington, CT 06790

(860) 482-0700
Fax (860) 482-2969
nwhcars.com

[redacted]

[redacted]
NEWTON N.J [redacted]
[redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
1C4RJFBM6EC[redacted]	4864	07/09/14	[redacted]

YEAR	MAKE	MODEL	COLOR	TAG NO.
14	JEEP	GRAND CHER	BLACK	01705

CUST.NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO	PROD.DATE	SERV.ADV.	TERMS
9048127		[redacted]	- -	[redacted]	00/00/00	AC	CASH

CUST.LABOR RATE	DELIV.DATE	DELIV.MILES	MILEAGE IN	DATE IN	IN-SERV DATE
	04/03/14	124	4864	07/09/14	04/03/14

IF YOU ARE NOT COMPLETELY SATISFIED WITH YOUR SERVICE EXPERIENCE FOR ANY REASON, CONTACT RALPH MASTRIANNA (860) 201-0344 OR EMAIL DUANE@NWHCARS.COM

YOU MAY RECEIVE A SURVEY IN THE MAIL FROM CHRYSLER REGARDING THIS SERVICE VISIT. PLEASE TAKE THE TIME TO COMPLETE AND RETURN IT - THANK YOU!

LINE	OP.CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT

D * CONTINUED
:or buffed out scratches.

B74

Line Total.....

E +
om Customer states topped off DEF fluid. as per customer request.

A57				C	9.95
68035704AB	FLUID	DIES	3	C	33.48
68056278AB	FLUID	DIES	1	C	27.90
		Line Total.....			71.33

Warranty Claim Type: W Authorization Code:

Labor	111.95
Parts	109.29
SHOP SUPPLIES	13.27
Sales Tax	14.89
TOTAL-CUST-CASH	249.40

STATEMENT OF DISCLAIMER
REPAIRS PERFORMED WITH MOPAR PARTS CARRY A 12 MONTH / 12000 MILE ONWIDE LIMITED WARRANTY FROM CHRYSLER.
WWW.MOPAR.COM FOR WARRANTY DETAILS

(RS PERFORMED WITH AFTERMARKET (NON-MOPAR) PARTS ARE NOT COVERED BY WARRANTY

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REMEMBER OUR GOAL IS 100%

Sullivan's
Northwest Hills Dealerships
Chrysler | Jeep

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To

Fa

[redacted]
NEWTON NJ [redacted]

VEHICLE IDENTIFICATION	MILEAGE OU
1C4RJFBM6EC293318	2420

YEAR	MAKE	MODEL	COLOR	TAG NO.
14	JEEP	GRAND CHER	BLACK	00000

CUST.NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD.DATE	SERV.ADV.	TERMS
9048127		[redacted]	- -	[redacted]	00/00/00	AC	CASH

CUST.LABOR RATE	DELIV.DATE	DELIV.MILES	MILEAGE IN	DATE IN	IN-SERV DATE	
	04/03/14	124	2420	05/12/14	04/03/14	

IF YOU ARE NOT COMPLETELY SATISFIED WITH YOUR SERVICE EXPERIENCE FOR ANY REASON, CONTACT RALPH MASTRIANNA (860) 201-0344 OR EMAIL DUANE@NWHCARS.COM

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LINE	OP.CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
					Labor	80.00
					Parts	291.16
					Sales Tax	23.57
					TOTAL-CUST-CASH	394.73

STATEMENT OF DISCLAIMER

L REPAIRS PERFORMED WITH MOPAR PARTS CARRY A 12 MONTH / 12000 MILE TIONWIDE LIMITED WARRANTY FROM CHRYSLER.
E WWW.MOPAR.COM FOR WARRANTY DETAILS

PAIRS PERFORMED WITH AFTERMARKET (NON-MOPAR) PARTS ARE NOT COVERED BY

YOU SHOULD HAVE RECEIVED A "KNOW YOUR VEHICLE" REPORT ATTACHED TO THIS INVOICE THAT INCLUDES INFORMATION ABOUT CHECKS AND INSPECTIONS PERFORMED ON YOUR VEHICLE DURING THIS SERVICE VISIT, AS WELL AS MAINTENANCE RECOMMENDATIONS AND PREVIOUSLY DECLINED RECOMMENTATIONS. IF YOU DID NOT RECEIVE THIS REPORT OR IF YOU HAVE ANY QUESTIONS, PLEASE CONTACT YOUR SERVICE ADVISOR AT (860)201-0144, RALPH: EXT. 644 OR AARON: EXT. 645

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Chrysler | Jeep

2033 East Main Street
Torrington, CT 06790

(860) 482-0700
Fax (860) 482-2969
nwhcars.com

[redacted]

[redacted]
NEWTON NJ [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
1C4RJFBM6EC[redacted]	6513	08/15/14	[redacted]

YEAR	MAKE	MODEL	COLOR	TAG NO.
14	JEEP	GRAND CHER	BLACK	00000

CUST.NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD.DATE	SERV.ADV.	TERMS
9048127		[redacted]	- -	[redacted]	00/00/00	AC	CASH

CUST.LABOR RATE	DELIV.DATE	DELIV.MILES	MILEAGE IN	DATE IN	IN-SERV DATE
	04/03/14	124	6513	08/15/14	04/03/14

IF YOU ARE NOT COMPLETELY SATISFIED WITH YOUR SERVICE EXPERIENCE FOR ANY REASON, CONTACT RALPH MASTRIANNA (860) 201-0344 OR EMAIL DUANE@NWHCARS.COM

YOU MAY RECEIVE A SURVEY IN THE MAIL FROM CHRYSLER REGARDING THIS SERVICE VISIT. PLEASE TAKE THE TIME TO COMPLETE AND RETURN IT - THANK YOU!

LINE	OP.CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT

A *
cm Customer states the vehicle has a shutter from the transmission when shiffting from 7 to 8 transmission light ans check engine light is on.
au Vehicle has aseveral updates avalaible for PCM codes stored including transmission shift updates.
or Performed Pcm flash, TCM, BCM HVAC and AMp software updates.
A57 W
Line Total.....

} *
om Customer states check phone pair.
or No phone available to pair. Shop phone pairs and operates with car.
A57
Line Total.....

TOTAL-CUSTOMER NoCharge

PLAINTIFF'S EXHIBIT D
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STATEMENT OF DISCLAIMER

:PAIRS PERFORMED WITH MOPAR PARTS CARRY A 12 MONTH / 12000 MILE WIDE LIMITED WARRANTY FROM CHRYSLER.
W.MOPAR.COM FOR WARRANTY DETAILS

S PERFORMED WITH AFTERMARKET (NON-MOPAR) PARTS ARE NOT COVERED BY ARRANTY.

YOU SHOULD HAVE RECEIVED A "KNOW YOU[redacted] THIS INVOICE THAT INCLUDES INFORMATION ABOUT CHEC[redacted] YOUR VEHICLE DURING THIS SERVICE VISIT, AS WELL AS MAINTENANCE RECOMMENDATIONS AND PREVIOUSLY DECLINED RECOMMENTATIONS. IF YOU DID NOT RECEIVE THIS REPORT OR IF YOU HAVE ANY QUESTIONS, PLEASE CONTACT YOUR SERVICE ADVISOR AT (860)201-0344, RALPH: EXT. 644 OR AARON: EXT. 645

REMEMBER ...

Northwest Hills Dealerships
Chrysler | Jeep

2033 East Main Street
Torrington, CT 06790

(860) 482-0700
Fax (860) 482-2969
nwhcars.com

[redacted]

	VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
[redacted] NEWTON NJ [redacted]	1C4RJFBM6EC[redacted]	10434	10/29/14	[redacted]

YEAR	MAKE	MODEL	COLOR	TAG NO.
14	JEEP	GRAND CHER	BLACK	00000

CUST.NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD.DATE	SERV.ADV.	TERMS
048127		[redacted]	- -	[redacted]	00/00/00	RM	CASH

CUST.LABOR RATE	DELIV.DATE	DELIV.MILES	MILEAGE IN	DATE IN	IN-SERV DATE
	04/03/14	124	10434	10/29/14	04/03/14

IF YOU ARE NOT COMPLETELY SATISFIED WITH YOUR SERVICE EXPERIENCE FOR ANY REASON, CONTACT DUANE BLACK (860) 201-0344 OR EMAIL DUANE@NWHCARS.COM

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LINE	OP.CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
A *						
om Recall #: P36, Launch Date: 08/19/2014 - SUN VISOR WIRING						
au verified open recall						
or Replace right and left sun visor wire guide						
0		A82			W	
	CBXDP361AA	SPACER	VISO	1	W	
			Line Total.....			
3. *						
om CUSTOMER REQUESTS: PERFORM OIL & FILTER CHANGE - DIESEL ENGINE.						
or SERVICE COMPLETED						
	DSLLOF	A82			C	19.51
	KITLOF402	OIL CHANGE		1	C	
	68229402AA	FILTER	ENGIN	1	C	36.20
	68001334PB	OIL	5W30	8	C	44.24
			Line Total.....			99.95
*						
om CUSTOMER STATES: ROTATE 4 TIRES , SET TIRE PRESSURE , CHECK FOR TIREWEAR AND CONDITION.rotate fronts to back rears crossed and to the front						
or Service Completed						
	ROTATE	A82			C	18.95
			Line Total.....			18.95

PLAINTIFF'S EXHIBIT E
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STATEMENT OF DISCLAIMER

REPAIRS PERFORMED WITH MOPAR PARTS CARRY A 12 MONTH / 12000 MILE ONWIDE LIMITED WARRANTY FROM CHRYSLER. WWW.MOPAR.COM FOR WARRANTY DETAILS

IRS PERFORMED WITH AFTERMARKET (NON-MOPAR) PARTS ARE NOT COVERED BY WARRANTY.

YOU SHOULD HAVE RECEIVED THAT INCLUDES INFORMATIO ATTACHED TO THIS INVOICE PERFORMED ON YOUR VEHICLE DURING THIS SERV NCE RECOMMENDATIONS AND PREVIOUSLY DECLINED RECOMMENDATIONS. IF YOU DID NOT RECEIVE THIS REPORT OR IF YOU HAVE ANY QUESTIONS, PLEASE CONTACT YOUR SERVICE ADVISOR AT (860)201-0344, RALPH: EXT. 644 OR AARON: EXT. 645

REMEMBER, OUR GOAL IS YOUR COMPLETE SATISFACTION

NORTHWEST HILLS
CHRYSLER JEEP DODGE
2033 E. MAIN ST.
TORRINGTON, CT 06790
860-482-0700

Merchant ID: 876651801068901

Sale

[redacted]
AMEX Entry Method: Swiped

Total: $ 134.04

10/30/14 16:44:54

Inv#: [redacted] Appr Code: 563023

Apprvd: Online Batch#: 000877

Customer Copy
THANK YOU!
COME AGAIN!

2033 East Main Street
Torrington, CT 06790

(860) 482-0700
Fax (860) 482-2969
nwhcars.com

[redacted]

	VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
NJ [redacted]	1C4RJFBM6EC[redacted]	10434	10/29/14	[redacted]
.COM	YEAR 14	MAKE JEEP	MODEL GRAND CHER	COLOR BLACK	TAG NO. 00000
NE [redacted]	WORK PHONE - -	STOCK NO [redacted]	PROD.DATE 00/00/00	SERV.ADV. RM	TERMS CASH
	DELIV.MILES 124	MILEAGE IN 10434	DATE IN 10/29/14	IN-SERV DATE 04/03/14	

IED WITH YOUR SERVICE
CT DUANE BLACK
HCARS.COM

YOU MAY RECEIVE A SURVEY IN THE MAIL FROM CHRYSLER REGARDING THIS SERVICE VISIT. PLEASE TAKE THE TIME TO COMPLETE AND RETURN IT - THANK YOU!

LINE	OP.CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
D *						
Com COURTESY VEHICLE INSPECTION						
Cor SEE ATTACHED KNOW YOUR VEHICLE REPORT FOR INSPECTION RESULTS						
	INSP		A82			

Line Total.....

Warranty Claim Type: W Authorization Code:

Labor	38.46
Parts	80.44
SHOP SUPPLIES	7.14
Sales Tax	8.00
TOTAL-CUST-CASH	134.04

PAID

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STATEMENT OF DISCLAIMER

REPAIRS PERFORMED WITH MOPAR PARTS CARRY A 12 MONTH / 12000 MILE IONWIDE LIMITED WARRANTY FROM CHRYSLER.
WWW.MOPAR.COM FOR WARRANTY DETAILS

AIRS PERFORMED WITH AFTERMARKET (NON-MOPAR) PARTS ARE NOT COVERED BY

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Livan's
Northwest Hills Dealerships
Chrysler | Jeep

2033 East Main Street
Torrington, CT 06790

(860) 482-0700
Fax (860) 482-2969
nwhcars.com

[redacted]

[redacted]
NEWTON NJ [redacted]
[redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
1C4RJFBM6EC[redacted]	8799	10/30/14	[redacted]

YEAR	MAKE	MODEL	COLOR	TAG NO.
14	JEEP	GRAND CHER	BLACK	00000

CUST.NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO	PROD.DATE	SERV.ADV.	TERMS
048127		[redacted]	- -	[redacted]	00/00/00	AC	CASH

CUST.LABOR RATE	DELIV.DATE	DELIV.MILES	MILEAGE IN	DATE IN	IN-SERV DATE
	04/03/14	124	8799	09/15/14	04/03/14

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LINE	OP.CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
A *						
cm	Customer states the check engine light is on foud DEF faults in it last service will need to diagnose further.					
au	Traced issue to a bad SCR catalyst. Has failure code for assembly.					
or	Removed and repalced the SCR catalyst.					
	0		A57		W	
	68243268AB		CONVERTERCATAL	1	W	
	68160679AB		GASKET EXHAU	1	W	
	68234976AA		GASKET DIESE	1	W	
	68232843AA		CLAMP NONE	1	W	
			Line Total.....			
} +						
cm	Customer states PCM update.					
or	Performed pCM flash.					
	0		A57		W	
			Line Total.....			
: +						
cm	Customer states Vehicle has a open TCM flash.					
or	Performed TCM flash.					
	0		A57		W	
			Line Total.....			

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STATEMENT OF DISCLAIMER

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Chrysler | Jeep

2033 East Main Street
Torrington, CT 06790

(860) 482-0700
Fax (860) 482-2969
nwhcars.com

[redacted]

[redacted]
NEWTON NJ [redacted]
[redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
1C4RJFBM6EC[redacted]	8799	10/30/14	[redacted]

YEAR	MAKE	MODEL	COLOR	TAG NO.
14	JEEP	GRAND CHER	BLACK	00000

CUST.NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO	PROD.DATE	SERV.ADV.	TERMS
9049127		[redacted]	- -	[redacted]	00/00/00	AC	CASH

CUST.LABOR RATE	DELIV.DATE	DELIV.MILES	MILEAGE IN	DATE IN	IN-SERV DATE
	04/03/14	124	8799	09/15/14	04/03/14

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LINE	OP.CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT

Warranty Claim Type: W Authorization Code:

TOTAL-CUSTOMER NoCharge

STATEMENT OF DISCLAIMER

REPAIRS PERFORMED WITH MOPAR PARTS CARRY A 12 MONTH / 12000 MILE NATIONWIDE LIMITED WARRANTY FROM CHRYSLER.
WWW.MOPAR.COM FOR WARRANTY DETAILS

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Northwest Hills Dealerships
Chrysler | Jeep

2033 East Main Street
Torrington, CT 06790

(860) 482-0700
Fax (860) 482-2969
nwhcars.com

[redacted]

[redacted]
NEWTON NJ [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
1C4RJFBM6EC[redacted]	12917	12/15/14	[redacted]

YEAR	MAKE	MODEL	COLOR	TAG NO.
14	JEEP	GRAND CHER	BLACK	00000

CUST.NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD.DATE	SERV.ADV.	TERMS
1048127		[redacted]	- -	[redacted]	00/00/00	AC	CASH

CUST.LABOR RATE	DELIV.DATE	DELIV.MILES	MILEAGE IN	DATE IN	IN-SERV DATE
	04/03/14	124	12917	12/15/14	04/03/14

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LINE	OP.CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
A *						
cm CUSTOMER REQUESTS PERFORM 4 WHEEL ALIGNMENT						
cr PERFORMED ALIGNMENTPRINTOUT ATTACHED						
	ALIGN	A57			C	89.95
				Line Total.....		89.95
3 *						
cm Customer states FILL DEF FLUID.						
		A57				
	68056278AB FLUID		DIES	2	C	53.24
	68035704AB FLUID		DIES	1	C	11.16
				Line Total.....		64.40

Labor	89.95
Parts	64.40
SHOP SUPPLIES	5.40
Sales Tax	10.14
TOTAL-CUST-CASH	169.89

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STATEMENT OF DISCLAIMER

EPAIRS PERFORMED WITH MOPAR PARTS CARRY A 12 MONTH / 12000 MILE NWIDE LIMITED WARRANTY FROM CHRYSLER. WWW.MOPAR.COM FOR WARRANTY DETAILS

RS PERFORMED WITH AFTERMARKET (NON-MOPAR) PARTS ARE NOT COVERED BY WARRANTY.

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REMEMBER, OUR GOAL IS YOUR COMPLETE SATISFACTION!

CUSTOMER #: [redacted]

[redacted]

NEWTON, NJ [redacted]

HOME [redacted] CONT: [redacted]

BUS: CELL:

INVOICE

PAGE 1

ARRIGO DODGE·CHRYSLER·JEEP·RAM Palm Beach
6500 Okeechobee Blvd. · West Palm Beach, FL 33411
(561) 683-1511 · Fax: (561) 471-3686
Arrigopalmbeach.com
Registration No. MV-01348

SERVICE ADVISOR: 6486 MICHAEL ALFANO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	14	JEEP GRAND CHEROKEE	1C4RJFBM6EC[redacted]		15893/15893	T8739

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
04APR14 DD			17:00 29JAN15		0.00	CASH	30JAN15

R.O. OPENED	READY	OPTIONS:
08:37 29JAN15	11:41 30JAN15	DLR:43864 ENG:3.0_Liter_Turbo

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A FLASH Flash Software 1 Software Flash for PCM
CAUSE: FLASH ECM
181904B1 Module, Engine Control (ECM) - Reprogram
Module, Engine Control (ECM) - Reprogram
(Includes Voltage Verification) (1 -
Semi-Skilled)
5493 WARR (N/C)
FC: ZZ PART#: COUNT:
CLAIM TYPE: W
AUTH CODE:

15893 FLASH PCM

****

B RRT RRT 1 14107 2014 WK 3.0L MIL DIAGNOSTIC/SYSTEM IMPROVEMENTS
99 REFER TO LINE A
5493 IADV (N/C)
15893 SAME AS LINE A

****

C RRT RRT 2 14087 2014 WD WK AUTO TEMP CONTROL TOO HIGH HVAC FLASH
CAUSE: INSPECT SOFTWARE LEVEL
1819629G Module, Automatic Temperature Control
(ATC) - Reprogram Module, Automatic
Temperature Control (ATC) - Inspect and/or
Reprogram (0 - Low Skilled)
5493 WARR (N/C)
FC: FM PART#: COUNT:
CLAIM TYPE: W
AUTH CODE:

15893 PERFORM

CASH [ ] CHECK [ ] MC/VS [ ] AMEX [ ]

DISC [ ] POL [ ] FIDEL [ ] CHARGE [ ]

CHRYSL [ ] OTH [ ]

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	

#: [redacted] 4[redacted]

INVOICE

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6500 Okeechobee Blvd. · West Palm Beach, FL 33411
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Arrigopalmbeach.com
Registration No. MV-01348

EWTON, NJ [redacted]

HOME: [redacted] CONT: [redacted]
BUS: CELL:

SERVICE ADVISOR: 6486 MICHAEL ALFANO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	14	JEEP GRAND CHEROKEE	1C4RJFBM6EC[redacted]		15893/15893	T8739

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
04APR14 DD			17:00 29JAN15		0.00	CASH	30JAN15

R.O. OPENED	READY	OPTIONS:
08:37 29JAN15	11:41 30JAN15	DLR:43864 ENG:3.0_Liter_Turbo

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
0 RRT RRT 3 14075 2014 WK 3.0L DIESEL DEF INJECTOR LINE RETENTION			
CAUSE: SECURE DEF LINE			
25080490 Line, Pump to Injector - Replace Line, Pump to Injector - Replace Barbed Clip & Tie Strap (1 - Semi-Skilled)			
5493 WARR			(N/C)
1 68257352AA KIT-TIE STRAP			(N/C)
FC: ZZ			
PART#: 68257352AA			
COUNT: 1			
CLAIM TYPE: W			
AUTH CODE:			

15893 PERFORM
****
RECALL Recall / CSN 1 P67 SAFETY RECALL P67 OCCUPANT RESTRAINT CONTROL MODULE
NWP NO WORK PERFORMED AT THIS TIME
5493 IADV (N/C)
15893 PARTS ARE NOT YET AVAILABLE
****
19 Steering/Suspension/Steering Wheel Concern Customer states When going over speed right side makes a hollow thud type noise
CAUSE: REAR SHOCKS NOISY OVER BUMPS
02151517 Shock absorber, Rear - Replace Rear-Both sides - Air suspension equipped (1 - Semi-Skilled)
5493 WARR (N/C)
2 68069680AF ABSORBER-SUSPENSION (N/C)
FC: 56
PART#: 68069680AF
COUNT: 2

CASH [ ] CHECK [ ] MC/VS [ ] AMEX [ ]
DISC [ ] POL [ ] FIDEL [ ] CHARGE [ ]
CHRYSL [ ] OTH [ ]

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	

#: [redacted]

[redacted]

INVOICE

ARRIGO DODGE CHRYSLER JEEP RAM Palm Beach
6500 Okeechobee Blvd. · West Palm Beach, FL 33411
(561) 683-1511 · Fax: (561) 471-3686
Arrigopalmbeach.com
Registration No. MV-01348

TON, NJ [redacted]

E: [redacted] CONT: [redacted]

CELL:

SERVICE ADVISOR: 6486 MICHAEL ALFANO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	14	JEEP GRAND CHEROKEE	1C4RJFBM6EC[redacted]		15893/15893	T8739

L. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
PR14 DD			17:00 29JAN15		0.00	CASH	30JAN15

R.O. OPENED	READY	OPTIONS:
37 29JAN15	11:41 30JAN15	DLR:43864 ENG:3.0_Liter_Turbo

E OPCODE TECH TYPE HOURS LIST NET TOTAL

CLAIM TYPE: W
AUTH CODE:

393 REPLACE NOISY REAR SHOCKS..
****
9 Engine Performance Concern Customer states There is smell coming vehicle when turned on and exiting vehicle its a funky smell
CND COULD NOT DUPLICATE CUSTOMERS CONCERN AT THIS TIME WITH VEHICLE
5493 IADV
393 NOT ABLE TO DUPLICATE AT THIS TIME.. (N/C)
****

NOW ARRIGO DODGE CHRYSLER JEEP IS OPEN
MONDAY THRU FRIDAY 7:30AM TO 6:00PM
SATURDAY 8:00AM TO 5:00PM
THANK YOU AND COME AGAIN

SH [ ] CHECK [ ] MC/VS [ ] AMEX [ ]

C [ ] POL [ ] FIDEL [ ] CHARGE [ ]

RYSL [ ] OTH [ ]

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00

CUSTOMER #: [redacted]

[redacted]

NEWTON, NJ [redacted]

HOME: [redacted] CONT [redacted]

BUS: CELL:

INVOICE

PAGE 1

DODGE CHRYSLER Palm Beach
6500 Okeechobee Blvd. · West Palm Beach,
(561) 683-1511 · Fax: (561) 471-3686
Arrigopalmbeach.com
Registration No. MV-01348

SERVICE ADVISOR: 6486 MICHAEL ALFANO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	14	JEEP GRAND CHEROKEE	1C4RJFBM6EC[redacted]		17363/17368	T318M

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
04APR14 DD			17:00 17MAR15		0.00	CASH	17MAR15

R.O. OPENED	READY	OPTIONS: DLR:43864 ENG:3.0_Liter_Turbo
08:55 17MAR15	17:55 17MAR15	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CS VEHICLE KEEPS PULLING TO THE RIGHT HAS TO TURN STEERING WHEEL TO THE LEFT TO KEEP VEHICLE STRAIGHT CS HAS HAD 3 ALIGNMENT DONE ALREADY AND WANTS US TO LOOK DEPPER INTO ISSUE

CAUSE: ADJUST TO FACTORY SPECIFICATION AND TEST DRIVE

4WA PERFORMED WHEEL ALIGNMENT AND CROSSED ROTATED TIRES

902 CPS 129.95 129.95

17368 2.00 X FRONT TIRES 4 WHEEL ALIGNMENT

****

B PCM UPDATE DUE

CAUSE: FLASH ECM

181904BW Module, Engine Control (ECM) - Reprogram Module, Engine Control (ECM) - Reprogram (Includes Voltage Verification) (1 - Semi-Skilled)

902 WARR (N/C)

FC: FM PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

17363 0.04 FLASH

****

PERFORM 23 POINT INSPECTION-CHECK BATTERY, BRAKES, TIRES AND VISUALLY INSPECT ALL COMPONENTS

9023 PERFORM 23 POINT INSPECTION-CHECK BATTERY, BRAKES, TIRES AND VISUALLY INSPECT ALL COMPONENTS

902ISVEH (N/C)

****

** TCM UPDATE IS DUE

AUSE: FLASH TCM

181905AC Module, Transmission Control (TCM) -

CASH [ ] CHECK [ ] MC/VS [ ] AMEX [ ]

DISC [ ] POL [ ] FIDEL [ ] CHARGE [ ]

CHRYSL [ ] OTH [ ]

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	

CUSTOMER #: [redacted]

[redacted]

INVOICE

[redacted]

NEWTON, NJ [redacted]

PAGE 2

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Registration No. MV-01348

HOME [redacted] CONT: [redacted]
BUS: CELL:

SERVICE ADVISOR: 6486 MICHAEL ALFANO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	14	JEEP GRAND CHEROKEE	1C4RJFBM6EC[redacted]		17363/17368	T318M

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
04APR14 DD			17:00 17MAR15		0.00	CASH	17MAR15

R.O. OPENED	READY	OPTIONS:
08:55 17MAR15	17:55 17MAR15	DLR:43864 ENG:3.0_Liter_Turbo

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

Reprogram Module, Transmission Control (TCM)
- Reprogram (1 - Semi-Skilled)
902 WARR (N/C)
FC: FM PART#: COUNT:
CLAIM TYPE: W
AUTH CODE:

17363 0.02 FLASH
****
E** P67 SAFETY RECALL OCCUPANT RESTRAINT CONTROL MODULE
NWP NO WORK PERFORMED AT THIS TIME
902 IADV (N/C)
17368 PARTS NOT RELEASED
****
F** C/R TO CHECK DEF FLUID LEVEL ADD IF NEEDED
09 ENGINE SYSTEM CONCERN
902ISVEH (N/C)
17368 0.02 ADD REAR DIFFFLUIDE FRONT OK
****

CUSTOMER PAY SHOP SUPPLIES FOR REPAIR ORDER 13.00

NOW ARRIGO DODGE CHRYSLER JEEP IS OPEN
MONDAY THRU FRIDAY 7:30AM TO 6:00PM
SATURDAY 8:00AM TO 5:00PM
THANK YOU AND COME AGAIN

PAID
MAR 18 2015
By

CASH [ ] CHECK [ ] MC/VS [ ] AMEX [ ]
DISC [ ] POL [ ] FIDEL [ ] CHARGE [ ]
CHRYSL [ ] OTH [ ]

DESCRIPTION	TOTALS
LABOR AMOUNT	129.95
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	13.00
TOTAL CHARGES	142.95
LESS INSURANCE	0.00