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

1263743
Trafton

RECEIVED
Legal Dept.
JUN 16 2015

The Law Offices of
William R. McGee
Bernardo Executive Center
16855 West Bernardo Drive, Su. 380, San Diego, CA 92127
(858)485-9140, Fax: (858)485-9961
E-mail: LemonAtty@aol.com

Chrysler Group LLC
West Business Center

June 11, 2015

RECEIVED
JUN 19 2015
MILLER, CANFIELD, PADDOCK AND STONE, P.L.C.

FCA US, LLC
7700 Irvine Center Drive, Suite 400
Irvine CA 92718

Re: [redacted]
2014 Jeep Grand Cherokee
VIN: 1C4PJFCG3EC[redacted]

Dear Gentlemen:

Please be advised that this law firm has been retained by [redacted] to enforce his legal rights regarding the purchase of the above identified vehicle. The purpose of this letter is to set forth the facts of this case, cite the applicable law and attempt to resolve this matter as quickly and efficiently as possible.

[redacted] was understandably excited about his new 2014 Jeep Grand Cherokee, feeling that he had made a quality choice for his driving needs and enjoyment. (A copy of the purchase contract is enclosed for your reference.) Mr. [redacted]s anticipation and excitement, however, have quickly turned to disappointment and frustration due to several unsuccessful repair attempts which have substantially impaired the vehicle to him. This is not what Mr. [redacted] was promised nor bargained-for when he purchased his new 2014 Jeep Grand Cherokee.

The subject vehicle has suffered from serious defects and nonconformities to warranty, including, but not limited to: *five (5) separate repair attempts* for radio system defects. Copies of the relevant repair orders in [redacted] possession are enclosed for your review.

As FCA US, LLC is aware, [redacted] is not required to live with this problematic vehicle and he is herein demanding his entitlement under the Song-Beverly Consumer Warranty Act (the "Lemon Law"), California Civil Code sections 1790 et seq., which provides:

> If the manufacturer or its representative in this state is unable to service or repair a new motor vehicle . . . to conform to the

> applicable express warranties after a reasonable number of attempts, the manufacturer sScalzo either promptly replace the new motor vehicle . . . or promptly make restitution to the buyer . . . However, the buyer [redacted] be free to elect restitution in lieu of replacement.
>
> (B) In the case of restitution, the manufacturer [redacted] make restitution in the amount equal to the actual price paid or payable by the buyer, including any charges for transportation and manufacturer installed options . . . and including any collateral charges such as sales tax, license fees, registration fees and other official fees, plus any incidental damages . . . including but not limited to reasonable repairs, towing and rental car costs actually incurred by the buyer.

Civ. Code § 1793.2(d)(2) (emphasis added).

The Lemon Law goes on to state:

> (a) Any buyer of consumer goods who is damaged by a failure to comply with any obligation under this chapter or under an implied or express warranty or service contract, may bring an action for recovery of damages and other legal and equitable relief. . . .
>
> (c) If the buyer establishes that the failure to comply was willful, the judgment may include, in addition to the amounts recovered, a civil penalty which sScalzo not exceed two times the amount of actual damages. . . .
>
> (d) If the buyer prevails in an action under this section, the buyer sScalzo be allowed by the court to recover as part of the judgment a sum equal to the aggregate amount of costs and expenses, including attorneys' fees, determined by the court to have been reasonably incurred by the buyer in connection with the commencement and prosecution of such action.

Civ. Code §1794 (emphasis added).

In light of the facts of this case as applied to the Lemon Law, there is no doubt that FCA US, LLC is obligated to make restitution to John Scalzo for the "lemon" which was sold to him. In light of the facts of this case where liability is clear, further denial of your

obligations under the Lemon Law can only be described as "willful," triggering the civil penalty provision quoted above.

[redacted] is willing to litigate this matter, however, he would prefer to resolve it short of filing a lawsuit. Furthermore, I believe it is also in FCA US, LLC's best interests to settle this dispute rather than defending a lawsuit which it will ultimately lose and face the concomitant penalties and expenses which that defense will necessarily entail, including interest and legal fees.

At this time, [redacted] is willing to return the subject vehicle to FCA US, LLC and settle this matter for a repurchase of the subject vehicle, including restitution in the following amount:

Down payment	$15,000.00
Monthly payments (21 including 6/23/15)	13,447.08
2014/2015 registration renewal (prorated)	60.00
Less use of 2,257 miles	(839.50)
Attorney's fees	3,500.00
SUBTOTAL:	$31,167.58

In addition, it will be required that FCA US, LLC satisfy the outstanding balance owing to the lien holder of the subject vehicle. Please give this demand the serious consideration it deserves. If I do not hear from you by July 11, 2015, I sScalzo assume that FCA US, LLC is denying its obligations under the law and John Scalzo will be left with no choice but to initiate legal proceedings.

Thank you for your prompt attention to this matter.

Very truly yours,

WILLIAM R. McGEE

Enclosures
cc: [redacted]

RETAIL INSTALLMENT SALE CONTRACT – SIMPLE FINANCE CHARGE
(WITH ARBITRATION PROVISION)

Dealer Number 18?7 Contract Number _____ R.O.S. Number _____ Stock Number T017CHR+

Buyer Name and Address (Including County and Zip Code)	Co-Buyer Name and Address (Including County and Zip Code)	Seller-Creditor (Name and Address)
[redacted] PALMDALE CA [redacted]	[redacted] PALMDALE, CA LOS ANGELES [redacted]	H.W. HUNTER INC 1130 Auto Mall Drive Lancaster, CA 93534

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

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2014	JEEP GRAND CHEROKEE	297	1C4RJFCG3E[redacted]	Personal, family or household unless otherwise indicated below ☐ business or commercial

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate.	The dollar amount the credit will cost you.	The amount of credit provided to you or on your behalf.	The amount you will have paid after you have made all payments as scheduled.	The total cost of your purchase on credit, including your down payment of $5,000.00 is
1.90 %	$ 1,627.02 (e)	$ 37,568.10	$ 42,195.12 (e)	$ 47,195.12 (e)

(e) means an estimate

YOUR PAYMENT SCHEDULE WILL BE:

Number of Payments	Amount of Payments	When Payments Are Due
One Payment of	N/A	N/A
One Payment of	N/A	N/A
One Payment of	N/A	N/A
71	585.96	Monthly beginning 10/23/13
N/A	N/A	N/A
One final payment	585.96	09/23/19

Late Charge. If payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late.
Prepayment. If you pay off all your debt early, you may be charged a minimum finance charge.
Security Interest. You are giving a security interest in the vehicle being purchased.
Additional Information: See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date, minimum finance charges, and security interest.

ITEMIZATION OF THE AMOUNT FINANCED (Seller may keep part of the amounts paid to others.)

1. Total Cash Price
   - A. Cash Price of Motor Vehicle and Accessories $44,275.00 (A)
     - 1. Cash Price Vehicle $ 44,275.00
     - 2. Cash Price Accessories $ N/A
     - 3. Other (Nontaxable)
       - Describe N/A $ N/A
       - Describe N/A $ N/A
   - B. Document Processing Charge (not a governmental fee) $ 80.00 (B)
   - C. Emissions Testing Charge (not a governmental fee) $ N/A (C)
   - D. (Optional) Theft Deterrent Device (to whom paid) N/A $ N/A (D)
   - E. (Optional) Theft Deterrent Device (to whom paid) N/A $ N/A (E)
   - F. (Optional) Theft Deterrent Device (to whom paid) N/A $ N/A (F)
   - G. (Optional) Surface Protection Product (to whom paid) N/A $ N/A (G)
   - H. (Optional) Surface Protection Product (to whom paid) N/A $ N/A (H)
   - I. EV Charging Station (to whom paid) N/A $ N/A (I)
   - J. Sales Tax (on taxable items in A through I) $ 4,028.35 (J)
   - K. Electronic Vehicle Registration or Transfer Charge (not a governmental fee) (to whom paid) DMV $ 23.00 (K)
   - L. (Optional) Service Contract (to whom paid) Chrysler Service A $ 2,895.00 (L)
   - M. (Optional) Service Contract (to whom paid) N/A $ N/A (M)
   - N. (Optional) Service Contract (to whom paid) N/A $ N/A (N)
   - O. (Optional) Service Contract (to whom paid) N/A $ N/A (O)
   - P. (Optional) Service Contract (to whom paid) N/A $ N/A (P)
   - Q. Prior Credit or Lease Balance paid by Seller to

STATEMENT OF INSURANCE

NOTICE. No person is required as a condition of financing the purchase of a motor vehicle to purchase or negotiate any insurance through a particular insurance company, agent or broker. You are not required to buy any other insurance to obtain credit. Your decision to buy or not buy other insurance will not be a factor in the credit approval process.

Vehicle Insurance

		Term	Premium
$ N/A	Ded. Comp., Fire & Theft	N/A Mos.	$ N/A
$ N/A	Ded. Collision	N/A Mos.	$ N/A
Bodily Injury	$ N/A Limits	N/A Mos.	$ N/A
Property Damage	$ N/A Limits	N/A Mos.	$ N/A
Medical		N/A Mos.	$ N/A
		N/A Mos.	$ N/A
Total Vehicle Insurance Premiums			$ N/A

UNLESS A CHARGE IS INCLUDED IN THIS AGREEMENT FOR PUBLIC LIABILITY OR PROPERTY DAMAGE INSURANCE, PAYMENT FOR SUCH COVERAGE IS NOT PROVIDED BY THIS AGREEMENT.

You may buy the physical damage insurance this contract requires (see front) from anyone you choose who is acceptable to us. You are not [redacted] to obtain credit.

Buyer [redacted]
Co-Buyer
Seller

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

Application for Optional Credit Insurance

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

	Term		Premium
Credit Life	N/A Mos.	$	N/A
Credit Disability	N/A Mos.	$	N/A
Total Credit Insurance Premiums		$	N/A

Insurance Company Name N/A

Home Office Address N/A

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

You are applying for the credit insurance marked above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have reached your 65th birthday. (2) You are eligible for disability insurance only if you are working for wages or profit 30 hours a week or more on the Effective Date. (3) Only the Primary Buyer is eligible for disability insurance. DISABILITY INSURANCE MAY NOT COVER CONDITIONS FOR WHICH YOU HAVE BEEN A DOCTOR OR CHIROPRACTOR IN THE LAST 6 MONTHS (Refer to "Total Premiums" box

B. Document Processing Charge (not a governmental fee) $ 80.00 (B)
C. Emissions Testing Charge (not a governmental fee) $ N/A (C)
D. (Optional) Theft Deterrent Device (to whom paid) N/A $ N/A (D)
E. (Optional) Theft Deterrent Device (to whom paid) N/A $ N/A (E)
F. (Optional) Theft Deterrent Device (to whom paid) N/A $ N/A (F)
G. (Optional) Surface Protection Product (to whom paid) N/A $ N/A (G)
H. (Optional) Surface Protection Product (to whom paid) N/A $ N/A (H)
I. EV Charging Station (to whom paid) N/A $ N/A (I)
J. Sales Tax (on taxable items in A through I) $ 4,024.35 (J)
K. Electronic Vehicle Registration or Transfer Charge (not a governmental fee) (to whom paid) CVR $ 29.00 (K)
L. (Optional) Service Contract (to whom paid) Chrysler Service $ 2,895.00 (L)
M. (Optional) Service Contract (to whom paid) N/A $ N/A (M)
N. (Optional) Service Contract (to whom paid) N/A $ N/A (N)
O. (Optional) Service Contract (to whom paid) N/A $ N/A (O)
P. (Optional) Service Contract (to whom paid) N/A $ N/A (P)
Q. Prior Credit or Lease Balance paid by Seller to N/A (e) $ N/A (Q)
(see downpayment and trade-in calculation)
R. (Optional) Gap Contract (to whom paid) SAFE-GUARD $ 500.00 (R)
S. (Optional) Used Vehicle Contract Cancellation Option Agreement $ N/A (S)
T. Other (to whom paid) N/A
For N/A $ N/A (T)
Total Cash Price (A through T) $52,163.35 (1)

2. Amounts Paid to Public Officials
A. Vehicle License Fees $ 347.00 (A)
B. Registration/Transfer/Titling Fees $ 43.00 (B)
C. California Tire Fees $ 8.75 (C)
D. Other $ N/A (D)
Total Official Fees (A through D) $ 398.75 (2)

3. Amount Paid to Insurance Companies (Total premiums from Statement of insurance column a + b) $ N/A (3)

4. ☐ **State Emissions Certification Fee or** ☐ **State Emissions Exemption Fee** $ N/A (4)

5. Subtotal (1 through 4) $52,562.10 (5)

6. Total Downpayment
A. Agreed Trade-In Value Yr N/A Make N/A $ N/A (A)
Model N/A Odom N/A
VIN N/A
B. Less Prior Credit or Lease Balance (e) $ N/A (B)
C. Net Trade-In (A less B) (indicate if a negative number) $ N/A (C)
D. Deferred Downpayment $ N/A (D)
E. Manufacturer's Rebate $ N/A (E)
F. Other N/A $ N/A (F)
G. Cash $ 15,000.00 (G)
Total Downpayment (C through G) $ 15,000.00 (6)
(If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 1Q above)

7. Amount Financed (5 less 6) $37,562.10 (7)

SELLER ASSISTED LOAN
BUYER MAY BE REQUIRED TO PLEDGE SECURITY FOR THE LOAN, AND WILL BE OBLIGATED FOR THE INSTALLMENT PAYMENTS ON BOTH THIS RETAIL INSTALLMENT SALE CONTRACT AND THE LOAN.
Proceeds of Loan From: N/A
Amount $ N/A Finance Charge $ N/A
Total $ N/A Payable in N/A
installments of $ N/A $ N/A
from this Loan is shown in item 6D.

AUTO BROKER FEE DISCLOSURE
If this contract reflects the retail sale of a new motor vehicle, the sale is not subject to a fee received by an autobroker from us unless the following box is checked:
☐ **Name of autobroker receiving fee, if applicable:**
N/A

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. Credit life insurance is based on your original payment schedule. This insurance may not pay all you owe on this contract if you make late payments. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown above.
You are applying for the credit insurance marked above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have reached your 65th birthday. (2) You are eligible for disability insurance only if you are working for wages or profit 30 hours a week or more on the Effective Date. (3) Only the Primary Buyer is eligible for disability insurance. DISABILITY INSURANCE MAY NOT COVER CONDITIONS FOR WHICH YOU HAVE SEEN A DOCTOR OR CHIROPRACTOR IN THE LAST 6 MONTHS (Refer to "Total Disabilities Not Covered" in your policy for details).
You want [redacted]e.
Date _____ Age _____
Date _____ Age _____

OPTIONAL GAP CONTRACT A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in item 1R of the Itemization of Amount Financed. See your gap contract for details on the terms and conditions it provides. It is a part of this contract.
Term 72 Mos. SAFE-GUARD Name of Gap Contract
I want to buy [redacted]
Buyer Signs X

OPTIONAL SERVICE CONTRACT(S) You want to purchase the service contract(s) written with the following company(ies) for the term(s) shown below for the charge(s) shown in item 1L, 1M, 1N, 1O, and/or 1P.
1L Company Chrysler Service Contract
Term N/A Mos. or 999,999 Miles
1M Company N/A
Term N/A Mos. or N/A Miles
1N Company N/A
Term N/A Mos. or N/A Miles
1O Company N/A
Term N/A Mos. or N/A Miles
1P Co[redacted]
Term Mos. or N/A Miles
Buyer

HOW [redacted] CAN BE CHANGED. This contract contains the entire agreement between you and us relat[redacted]ny change to the contract [redacted] both you and we must sign it. [redacted] binding.
Buyer Signs X
Co-Buyer Signs

SELLER'S RIGHT TO CANCEL. If Buyer and Co-Buyer sign here, the provisions of the Seller's Ri[redacted] ller the right to cancel if Seller is unable to assig[redacted]al institution will apply.
X [redacted] X [redacted]
Buye[redacted] C[redacted]

Agreement to Arbitrate. By signing below, you agree that, pursuant to the Arbitration Provision on the reverse side of this contract, you or we may elect to resolve any dispute by neutral, binding arbitrat[redacted]ction. See the Arbitration Provision for additional information concerning the ag[redacted]
Buyer Signs X [redacted] Co-Buyer Signs X [redacted]

OPTION: ☐ Yo[redacted]rge if the Amount Financed, item 7, is paid in full on or before N/A Year N/A . SELLER'S INITIALS _____

THE MINIMUM PUBLIC LIABILITY INSURANCE LIMITS PROVIDED IN LAW MUST BE MET BY EVERY PERSON WHO PURCHASES A VEHICLE. IF YOU ARE UNSURE WHETHER OR NOT YOUR CURRENT INSURANCE POLICY WILL COVER YOUR NEWLY ACQUIRED VEHICLE IN THE EVENT OF AN ACCIDENT, YOU SHOULD CONTACT YOUR INSURANCE AGENT.
WARNING:
YOUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHICLE BEING PURCHASED. IF YOU [redacted] NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU [redacted]

Total Downpayment (3 through 6) $ [redacted] (8)

If negative, enter zero on line 8 and enter the amount less than zero as a positive number on line 10 above)

7. Amount Financed (5 less 8) $37,562.10 (7)

[redacted] or N/A Miles

SELLER ASSISTED LOAN

BUYER MAY BE REQUIRED TO PLEDGE SECURITY FOR THE LOAN, AND WILL BE OBLIGATED FOR THE INSTALLMENT PAYMENTS ON BOTH THIS RETAIL INSTALLMENT SALE CONTRACT AND THE LOAN.

Proceeds of Loan From: N/A

Amount $ N/A Finance Charge $ N/A

Total $ N/A Payable in N/A

Installments of $ N/A $ N/A

from [redacted] item 5D.

AUTO BROKER FEE DISCLOSURE

If this contract reflects the retail sale of a new motor vehicle, the sale is not subject to a fee received by an autobroker from us unless the following box is checked:

☐ **Name of autobroker receiving fee, if applicable:**

N/A

[redacted] AN BE CHANGED. This contract contains the entire agreement between you and us rela[redacted]ntract. Any change to the contract ma[redacted] both you and we must sign [redacted] binding.

Buyer Signs X [redacted]

Co-Buyer Signs X [redacted]

SELLE[redacted]NCEL if Buyer and Co-Buyer sign here, the provisions of the Seller's Righ[redacted] right to cancel if Seller is unable to assign [redacted]ancial institution will apply.

X [redacted]

Buyer

X [redacted]

Co-Buyer

Agree[redacted] By signing below, you agree that, pursuant to the Arbitration Provision on the reverse side of this contract, you or we may elect to resolve any dispute by neutral, binding arbitration [redacted] court action. See the Arbitration Provision for additional information concerning th[redacted]

Buyer Signs X [redacted] Co-Buyer Signs X [redacted]

OPTION: ☐ You pay no finance charge if the Amount Financed, item 7, is paid in full on or before N/A, Year N/A SELLER'S INITIALS

THE MINIMUM PUBLIC LIABILITY INSURANCE LIMITS PROVIDED IN LAW MUST BE MET BY EVERY PERSON WHO PURCHASES A VEHICLE. IF YOU ARE UNSURE WHETHER OR NOT YOUR CURRENT INSURANCE POLICY WILL COVER YOUR NEWLY ACQUIRED VEHICLE IN THE EVENT OF AN ACCIDENT, YOU SHOULD CONTACT YOUR INSURANCE AGENT.

WARNING:

YOUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHICLE BEING PURCHASED. IF YOU DO NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE SELLING DEALER. HOWEVER, UNLESS OTHERWISE SPECIFIED, THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF THE UNPA[redacted] AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD.

FOR AD[redacted] THAT WILL PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT.

THE BU[redacted] KNOWLEDGE THAT HE/SHE UNDERSTANDS THESE PUBLIC LIABILITY

S/S[redacted] X [redacted]

Trade-In Pa[redacted]ed on information from you and/or the lienholder or lessor of your Trade-in veh[redacted]n in item 6B of the Itemization of Amount Financed as the "Prior [redacted] You understand that the amount quoted is an estimate.

Seller agrees to pay the payoff amount shown in 6B to the lienholder or lessor of the trade-in vehicle, or its designee. If the actual payoff [redacted] ust pay the Seller the excess on demand. If the actual payoff amount is less than the amount shown in 6B, Seller will refund to you any overage Seller receiv[redacted] d in the "NOTICE" on the back of this cor[redacted] of this contract will not be obligated to pay the Prior Credit or Lease Balance shown in 6B or re[redacted]

Buyer Signature X [redacted] Co-Buyer Signature X [redacted]

Notice to buyer: [redacted] this agreement before you read it or if it contains any blank spaces to be filled in. (2) You are entitled to a completely filled in copy of this ag[redacted] (3) You can prepay the full amount due under this agreement at any time. (4) If you default in the performance of your obligations under this agreement, the vehicle may be repossessed and you may be subject to suit and liability for the unpaid indebtedness evidenced by this agreement.

If you have a complaint concerning this sale, you should try to resolve it with the seller.

Complaints concerning unfair or deceptive practices or methods by the seller may be referred to the city attorney, the district attorney, or an investigator for the Department of Motor Vehicles, or any combination thereof.

After this contract [redacted] may not change the financing or payment terms unless you agree in writing to the change. You do not have to agree to any change, and it is an unfair [redacted] for the seller to make a unilateral change.

Buyer Signature X [redacted] Co-Buyer Signature X [redacted]

The Annua[redacted]e Rate may be negotiable with the Seller. The Seller may assign this contrac and retain its right to receive a part of the Finance Charge.

THERE IS NO COOLING-OFF PERIOD UNLESS YOU OBTAIN A CONTRACT CANCELLATION OPTION

California law does not provide for a "cooling-off" or other cancellation period for vehicle sales. Therefore, you cannot later cancel this contract simply because you change your mind, decide the vehicle costs too much, or wish you had acquired a different vehicle. After you sign below, you may only cancel this contract with the agreement of the seller or for legal cause, such as fraud. However, California law does require a seller to offer a two-day contract cancellation option on used vehicles with a purchase price of less than forty thousand dollars ($40,000), subject to certain statutory conditions. This contract cancellation option requirement does not apply to the sale of a recreational vehicle, a motorcycle, or an off-highway motor [redacted] or less. See the vehicle contract cancellation option agreement for details.

YOU AGREE TO THE TERMS OF THIS CONTRACT. YO[redacted] CONFIRM THAT BEFORE YOU SIGNED THIS CONTRACT, W[redacted] GAVE IT TO YOU, AND YOU WERE FREE TO TAKE IT AN[redacted] REVIEW IT. YOU ACKNOWLEDGE THAT YOU HAVE READ BOTH SIDES OF THIS CONTRACT, INCLUDING TH[redacted] ARBITRATION PROVISION ON THE REVERSE SIDE, BEFOR[redacted] SIGNING BELOW. YOU CONFIRM THAT YOU RECEIVED COMPLETELY FILLED-IN COPY WHEN YOU SIGNED IT.

Buyer Signature X [redacted] Date 09/23/13 Co-Buyer Signature X [redacted] Date 09/23/13

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

Other Owner Signature X [redacted] Address [redacted]

GUARANTY: To induce us to sell the vehicle to Buyer, each person who signs as a Guarantor individually guarantees the payment of this contract. If Buyer fails to pay any money owing on the contract, each Guarantor must pay it when asked. Each Guarantor will be liable for the total amount owing even if other persons also sign as Guarantor, and even if Buyer has a complete defense to Guarantor's demand for reimbursement. Each Guarantor agrees to be liable even if we do one or more of the following: (1) give the Buyer more time to pay one or more payments; (2) give a full or partial release to any other Guarantor; (3) release any security; (4) accept less than the total amount owing; or (5) otherwise reach a settlement relating to the contract or extend the contract. Each Guarantor acknowledges receipt of a completed copy of this contract and guaranty at the time of signing.

Guarantor waives notice of acceptance of this Guaranty, notice of the Buyer's non-payment, non-performance, and default, and notices of the amount owing at any time, and of any demands upon the Buyer.

Guarantor X [redacted] Date 09/23/13 Guarantor X [redacted] Date 09/23/13

Address [redacted] Address [redacted]

Seller Signs H. H. HUNTER INC Date 09/23/13 By X [redacted] Title [redacted]

LAW FORM NO. 553-CA-ARB [redacted]

©2013 The Reynolds and Reynolds Company, Dayton, [redacted]

THE PRINTER MAKES NO WARRANTY, EXPRESS OR IMPLIED, AS TO CONTENT OR [redacted]

RETAILER IS RESPONSIBLE FOR THEIR FORMS COMPLY WITH YOUR OWN LEGAL COUNSEL.

CUSTOMER/TRUTH IN LENDING COPY

MOPAR VEHICLE PROTECTION

MOPAR VEHICLE PROTECTION APPLICATION
A Chrysler Group LLC issued Plan

VEHICLE AND CONTRACT HOLDER INFORMATION

VEHICLE ID NUMBER	YEAR/MAKE/MODEL	ODOMETER & TYPE	MILES	KM	IN-SERVICE DATE
1C4BJEEG8E[redacted]	2014 JEEP GRAND CHEROKEE	697	☑	☐	

PRIMARY CONTRACT HOLDER'S FIRST & LAST NAME OR COMPANY NAME — OPTION SALE DATE
☑ Mr. ☐ Mrs. ☐ Ms. ☐ Other [redacted] 09/25/13

SECONDARY CONTRACT HOLDER'S FIRST & LAST NAME — PRIMARY E-MAIL ADDRESS
☐ Mr. ☑ Mrs. ☐ Ms. ☐ Other WENDY A BOALTO

PRIMARY CONTRACT HOLDER ADDRESS	STATE	ZIP	PHONE NUMBER H W C
[redacted]	CA	9535	[redacted] ☐ ☐
			PHONE NUMBER H W C [redacted] ☐ ☐ ☐

COVERAGE INFORMATION

PROGRAM NAME / TERM	OPTION CODE / DEDUCTIBLE	CUSTOMER PAID AMOUNT	SALES TAX	TOTAL	N/C FLAG	PAYMENT METHOD	AMOUNT DOWN	AMOUNT FINANCED
LIFETIME MAX CA N/A MILES N/A MOS	N/A DED	N/A	N/A	N/A	N	B		
ESSENTIAL 999,999 MILES CAP 999 MONTHS	100.00 DED	2,895.00	N/A	2,895.00				
ECPSION LWMOON	DED							
	DED							
TOTALS		2,895.00		2,895.00				

SURCHARGES: ☐ 12 MONTHS/12,000 MILES ☑ AWD/4WD ☐ DIESEL ☐ MODEL YEAR SPECIALITY CLASS: ☐ 1 ☐ 2 ☐ 3

CHECK BOX IF TAX EXEMPT ☐

NO CHARGE FLAG: DI - Dlr Incentive; P - Part of Package

PAYMENT METHOD KEY: A - Dlr Payment Plan; B - Financed w/vehicle; C - Cash; R - Rapid Remit

EMPLOYEE PURCHASE ☐ YES ☐ NO

FINANCE SOURCE (COMPLETE ONLY IF CONTRACT IS FINANCED WITH VEHICLE) GLLY

IMPORTANT NOTICE TO CONTRACT HOLDER . . . . .
Your signature means the coverage and the actual plan indicated above has been reviewed by you, and if your application is approved by Chrysler Group, you accept its terms and conditions.
This contract is NOT required to purchase or finance a motor vehicle.
Consumers in the State of Florida: The rate charged for this agreement is not subje[redacted]lorida Office of Insurance Regulation.

DATE 09/25/13 CONTRACT HOLDER'S SIGNATURE X [redacted]

DEALER INFORMATION

DEALERSHIP NAME	SELLING S ID	PHONE NUMBER
H.W. HUNTER INC	[redacted]	[redacted]

STREET ADDRESS	CITY, STATE & ZIP	BC	DEALER CODE
1130 Auto Mall Drive	Lancaster, CA 93534		52979

IMPORTANT NOTICE TO DEALER . . . . .
Your signature on this form signifies that: (1) This vehicle qualifies for the contract; (2) You have reviewed the coverage with the contract holder; (3) You have delivered a copy of this form to the contract holder for the amount you have recorded on the form; (4) You will provide service to the contract holder in accordance with the provisions of the contract Chrysler Group LLC will issue to the contract holder; (5) You have reviewed the Mopar Vehicle Protection Price and Eligibility Guide and agree to abide by the policies and procedures specified therein; (6) You MUST enter application information into DealerConnect within 30 days of contract holder purchase; (7) Chrysler Group LLC may set off any money it owes you to reimburse for any claim due to breach of the foregoing representations and/or your failure to perform your obligations as Chrysler Group LLC's agent with regard to this contract.

SALESPERSON NAME MARK GREENWALD

AUTHORIZED DEALER SIGNATURE X [signature] DATE 09/25/13

NOTE TO CONSUMER: Retain this form as evidence you have applied for the coverage(s) indicated above. The dealer will transmit this information to Chrysler Group LLC. Chrysler Group will notify you of acceptance by mailing your Plan Provisions defining plan coverage. IF YOU HAVE NOT RECEIVED YOUR PLAN PROVISIONS WITHIN 30 DAYS, CALL 1-800-521-9922. This document is an application for a Mopar Vehicle Protection plan and does not constitute a contract until accepted by Chrysler Group LLC.

COPIES: #1 (BLACK) DEALERCONNECT ENTRY DOCUMENT
#2 (GREEN) FINANCE SOURCE (IF ANY)
#3 (BROWN) TO OWNER
#4 (BLUE) DEALER'S FILE

CA License #: 0G94472
FL License #: 65505

H. W. HUNTER, INC.

1130 AUTO MALL DRIVE
LANCASTER, CALIFORNIA 93534
(661) 948-8411
www.hunterdodge.com

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

R/O Open Date	R/O Number
10/15/13	[redacted]
Time Received	**Time Promised**
8:15	10/15 17:30
Current Mileage	**Mileage Out**
1278	
Estimate of Repairs	**Service Advisor / Key Tag #**
	alfred ramirez/G795

BAR AR0018572 EPA CAR000272827

	Work Phone	Vehicle Identification Number
[redacted] PALMDALE, CA [redacted]	[redacted]	1C4RJFCG3EC[redacted]
	Home Phone	Delivery Date / In-Service Date
	[redacted]	9/23/13 / 9/23/13

Year	Make	Model	Body	Color	License Number
2014	JEEP	GRAND CHEROKE	UT	MAXIMUM ST	
T017CHK4					

Job Number	Description of Work	Code
1.	ACCESSORY SIMONIZE GLASSCOAT PER DUE BILL	ACCESSORY1 Internal Internal
2.	ELECTRIC1 RRT 13.071	ELECTRIC1 WARR-Chrysle WARR-Chrysle
3.	H W HUNTER COURTESY VEHICLE INSPECTION CHECK AND ADJUST TIRE PRESSURE PER CARB S TIRE INFLATION REGULATION	INSPECTION Customer Pay
4.		
5.		

I hereby authorize the repair work to be done along with the necessary materials and 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. I acknowledge that you do NOT assume responsibility for loss or damage to the vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. In the event of a teardown for inspection, I understand that my vehicle will be reassembled within _____ days of the date shown above if I choose not to authorize the services/repairs recommended. Unforeseen complications not withstanding, I acknowledge that I will be responsible for all diagnostic charges whether I choose to have the recommended services/repairs performed or not. I hereby agree to pay any portion of repairs that are determined by the manufacturer as unwarrantable conditions, i.e. damage due to an accident, abuse, neglect or mileage discrepancy, etc. Whether I choose to authorize the recommended services or not I agree to allow you to complete any factory authorized warranty repairs or services that are at no cost to me. I authorize any subset repairs that you deem necessary.

ALL PARTS REMOVED WILL BE DISCARDED UNLESS INSTRUCTED OTHERWISE

SAVE _____ DISCARD _____

SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT
PLEASE READ REVERSE SIDE OF THIS CONTRACT

X _____

H. W. HUNTER, INC.
1135 AUTO MALL DRIVE
LANCASTER, CALIFORNIA 93534
(661) 948-8451
www.hunterdodge.com

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

R/O Open Date	R/O Number
11/04/13	[redacted]
R/O Close Date	
11/04/13	Pre-Invoice
Mileage In	Mileage Out
2257	2257
Service Advisor / Tag #	
ALEX KARWOWSKI/B466	

	Work Phone	Vehicle Identification Number
[redacted]	[redacted]	1C4RJFCG3E[redacted]
	Home Phone	Delivery Date / In Service Date
	[redacted]	9/23/13 9/23/13

Year	Make	Model	Body	Color	License Number
2014	JEEP	GRAND CHEROKE	UT	MAXIMUM ST	

T017CHK4

DESCRIPTION OF REPAIR AND PARTS	AMOUNT
Cell: [redacted] Email: [redacted]	
#1 - RECALL1: RECALL RRT 13-071 Work performed by David Porter (11) PERF RRT 13071 DONE CHECKED SOFTWARE LEVEL AND UPDATE RADIO	Warranty
#2 - INSPECTION: H W HUNTER COURTESY VEHICLE INSPECTIONCHECK AND ADJUST TIRE PRESSURE PERCARB S TIRE INFLATION REGULATIONLF RF LR RR DIGITAL PIC ON CLUSTER SCRATCH, SEAT, STEERING WHEEL Work performed by David Porter (11) Work performed by David Porter (11) PERF INSPECTION TIRE PRESSURE WAS LF 36 LR 36 RF36 RR36 TOOK PICTURES OF CUST CONCERN. Sub Total: .00	

All parts are new except those with part numbers that begin with "R" (remanufactured) or "Z" (remanufacturing charge).

I acknowledge notice and oral approval of an increase in the original estimated price.

X _____

I acknowledge and approve all repairs as itemized, receipt of my vehicle and a copy of repairs performed.

X _____

Subject to conditions on reverse side of this contract
Please read reverse side of this contract

X _____

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

https://mail.google.com/_/scs/mail-static/_/js/k=gmail.main.en.df0B5ybv9ic.O/m=m_i,t/am=PiOaxpyM-4MYZ5Bd-gDF_r33s0uan_0e1UeYAIKdAvi_2f_D_Dxxx...

H. W. HUNTER, INC.

130 AUTO MALL DRIVE
LANCASTER, CALIFORNIA 93534
(661) 948-8411
www.hunterdodge.com

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

IAR: AH0619572 EPA: CAR000077827

R/O Open Date	[redacted]
12/17/13	
R/O Close Date	Status
12/17/13	Pre-Invoice
Mileage In	Mileage Out
3958	3958
Service Advisor / Tag #	
Leilani Chacon/Y661	

[redacted]
PALMDALE, CA [redacted]

Work Phone	Vehicle Identification Number
[redacted]	1C4RJFCG3E[redacted]
Delivery Date	In-Service Date
[redacted] 9/23/13	9/23/13

Year	Make	Model	Body	Color	License Number
2014	JEEP	GRAND CHEROKE	UT	MAXIMUM ST	

T017CHK4

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: [redacted] Email: [redacted]	
#1 - SUBLET1: SUBLET CUSTOMER RETURNING FOR SIMONIZE VEH HAS RAIN SPOTS Work performed by House Technician (97) Installed SS525 :SIMONIZ GLASSCOAT SIMONIZE COMPLETE	Internal Internal
#2 - RECALL1: RECALL N58 Work performed by Tommy Miszklevitz (10) AS PER RECALL FLASHED IPC AND ABS TIGHTENED GROUND.	Warranty
#3 - ELECTRIC1: ELECTRIC1 CUSTOMER STATES INTER U-CONNECT POPS IN AND OUT WHILE DRIVING CHK AND ADV Caused by FOUND U-CONNECT FUNCTIONING NORMAL NOTICED 2 OF THE SAME PHONES PAIRED TO UCONNECT Work performed by Tommy Miszklevitz (10) RECOMEND DECETING ONE ALSO MAKE SURE PHONE IS AT LATEST SOFTWARE PLEASE	Warranty
#4 - INSPECTION: H W HUNTER COURTESY VEHICLE INSPECTIONCHECK AND ADJUST TIRE PRESSURE PERCARB S TIRE INFLATION REGULATIONLF RF LR RR	

All parts are new except those with part numbers that begin with "R" (remanufactured core) or "Z" (factory refurbished/exchange).

I acknowledge notice and oral approval of an increase in the original estimated price.

X_____

I acknowledge and approve all repairs as itemized, receipt of my vehicle and a copy of repairs performed.

X_____

Subject to conditions on reverse side of this contract
Please read reverse side of this contract

X_____

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

H. W. HUNTER, INC.

130 AUTO MALL DRIVE
LANCASTER, CALIFORNIA 93534
(661) 948-8411
www.hunterdodge.com

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

R.O. Open Date	
12/17/13	[redacted]
R.O. Close Date	Invoice
12/17/13	Pre-Invoice
Mileage In	Mileage Out
3958	3958
Service Advisor / Tag #	
Leilani Chacon/Y661	

[redacted]
PALMDALE, CA

Work Phone	Vehicle Identification Number
[redacted]	1C4RJFCG3EC1[redacted]
Home Phone	Delivery Date / In-Service Date
[redacted]	9/23/13 / 9/23/13

Year	Make	Model	Body	Color	License Number
2014	JEEP	GRAND CHEROKE	UT	MAXIMUM ST	

T017CHX4

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Caused by	
LF35	
RF35	
LR35	
RR35	
Work performed by Tommy Miszklevitz (10)	
Sub Total: .00	

Parts are new except those with part numbers that begin with "R" (remanufactured/core) or "E" (manufacturer/distributor/gas).

I acknowledge receipt and approval of an increase in the original estimated price.

X _____

I acknowledge and approve all repairs as itemized, receipt of my vehicle and a copy of repairs performed.

X _____

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

Subject to conditions on reverse side of this contract
Please read reverse side of this contract

X _____

H. W. HUNTER, INC.

[redacted]

2/20/14

2/21/14 Pre-Invoice

8933 8933

Jerod Hayden/G504

1C4RJFCG3E[redacted]

9/23/13 9/23/13

2014 JEEP | GRAND CHEROKE , UT | MAXIMUM ST

TG17CH64

[redacted]

Cell: [redacted] Email: [redacted]

#1 - BODY1: BODY:
PER JASON AT LBF COSTOMER HAS REAR LIFTGATE REPLAC
ED AND NOW THE AUTOMATIC LIFTGATE IS NOT CLOSING
BY FOB OR BUTTON. BEFORE ANY REPAIRS ARE COMPLETED
PLEASE CALL LBF SO THEY CAN GET THE APPROVAL FROM
THE HARTFORD INSURANCE COMPANY.
Work performed by EVAN JOHNSON (14)
Unrealized 1XW82LC6AB :PANEL- LIFTGATE 1X 100).52 Ordered 83.95
FOUND RIGHT REAR PINCH SENSOR NOT CONNECTED.
REATTACHED. CONDITION CORRECTED. ALSO, BOTH OAT
PANEL TO HAVE CLIPS ALREADY BROKEN ORDERED NEW
PANEL. CUSTOMER TO BE NOTIFIED
Sub Total: 133.67

#2 - INSPECTION: H W HUNTER COURTESY VEHICLE INSPECTIONCHECK
AND ADJUST TIRE PRESSURE PERCARB S TIRE INFLATION
RECOMMENDED RF LF LR RR
Work performed by EVAN JOHNSON (14)
VEHICLE IN FOR SERVICE LAST 30 DAYS
Sub Total: .00

#3 - ELECTRIC1: ELECTRIC:
CUSTOMER STATES THE NAVIGATION IS INACCURATE.
Work performed by EVAN JOHNSON (14) Warranty
PERFORMED RADIO SOFTWARE UPDATE FOR CUSTOMER

LABOR	89.95
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX ID	.00
SPECIAL ORDER DEPOSIT	47.65
DISCOUNTS	.00
TOTAL DUE	137.60

[redacted]

X _____

H. W. HUNTER, INC.

[redacted]
LANCASTER, CALIFORNIA 93534
(661) 948-8411
www.hwhunterchrysler.com

Chrysler
909-992-1997

	3/27/14 [redacted]
	3/31/14 Pre-Invoice
21117	21116
Jered Harden/G720	
[redacted]	1C4RJFDG1E[redacted]
	9/23/13 9/23/13

[redacted] LANCASTER, CA [redacted]

2014 JEEP GRAND CHEROKEE OV MAXIMUM ST
T017CHK4

[redacted]
Cell: 661 213-7343 Email: jstalzer@hotmail.com

#1 - ELECTRIC1: ELECTRIC1
CUSTOMER STATES INTERMITTENTLY WHEN DRIVING, THE RADIO WILL BLACK OUT OR HAVE A CHECKERED SCREEN. NO AUDIO OR HELP BUTTONS. THEN IT WILL COME BACK.
Caused by
COULD NOT VERIFY CUSTOMER S CONCERN WITH RADIO. ENGINEER KAREEM STATES THAT THERE IS A NEW SOFTWAR S FOR VEHICLE JUST RELEASED ON 3/28. TSB 08-049-13 14.5 UPDATE. PERFORMED UPDATE ON RADIO
Work performed by EVAN JOHNSON (14) Warranty

#2 - INSPECTION: H W HUNTER COURTESY VEHICLE INSPECTION/CHECK AND ADJUST TIRE PRESSURE PERCARS & TIRE INFLATION REGULATION/F RF LR RR
Work performed by EVAN JOHNSON (14) Warranty
LF 36, RF 36, LR 36, RR 36

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
TAXES	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR VAT (%)	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

[redacted]

X _____

H. W. HUNTER, INC.

[redacted]

7/31/14 [redacted]

8/31/14 Pre-Invoice

15454 16488

jim monroe/b582

[redacted] 1C4RJFCG3EC[redacted]

PALMDALE, CA [redacted] 9/23/13 9/23/13

2014 JEEP GRAND CHEROKE LT MAXIMUM ST

T017CHK4

Cell: [redacted]

#1 - TRIM1: TRIM
CUSTOMER STATES THE L/4 GLASS HAS TRIM HAS SPOTS
IN THE CHROME
Caused by
CHROME MOLDING DISCOLORED ON LEFT 1/4 GLASS AND
LEFT REAR AND FRONT DOOR BELT MOLDINGS
Work performed by House Technician (97) Warranty
Work performed by AVA069 : 3231 Warranty
Installed 68213813AE :GLASS: QUARTER WINDOW Qty: 1 Warranty
7/30/14 BEN
Installed 55399291AE :W/STRIP. FRONT DOOR BELT OUT Qty: 1 Warranty
7/30/14 BEN
Installed 55399293AE :W/STRIP: REAR DOOR BELT OUTE Qty: 1 Warranty
7/30/14 BEN

#2 - RENTAL W/P: FIRST DAY (24 HOUR) & WEA #D-04-26 RATES5
DAYS MAXIMUM WITH SERVICE MANAGERS PRIORAUTHORIZAT
ION.
Work performed by House Technician (97) Warranty
OK D BY CHRYSLER

#3 - S-UPDATE: CUSTOMER AUTHORIZED ANY AVAILABLE SOFTWARE
UPDATES
Work performed by House Technician (97) Warranty

#4 - ELECTRIC1: ELECTRIC1
RRT-350

LABOR
PARTS
SUBLET
SHOP SUPPLIES
MISCELLANEOUS MATERIALS
SALES TAX OR TAX ID
SPECIAL ORDER DEPOSIT
DISCOUNTS
TOTAL DUE

H. W. HUNTER, INC.

[redacted]

	7/30/14
8/31/14	Pre Invoice
16484	16488
Jim monroe/B382	
[redacted]	
9/23/13	9/23/13

2014 JEEP GRAND CHEROKE VT MAXIMUM ST
TOJ7CHR4

	Work performed by robert kenny (84)		Warranty
	RRT COMPLETED SOFTWARE UPDATE		
05 *	ELECTRIC1: ELECTRIC1		
	D CONNECT UPDATE		
	Work performed by robert kenny (84)		Warranty
	UPDATE D CONNECT		
06 *	ELECTRIC1: ELECTRIC1		
	TCM UPDATE		
	Work performed by robert kenny (84)		Warranty
	UPDATE COMPLETED		
07 *	ELECTRIC1: ELECTRIC1		
	PCM UPDATE		
	Work performed by robert kenny (84)		Warranty
	Installed 4275086AD :LABEL: GENERAL INFORMATION	Qty: 1	Warranty
	UPDATE COMPLETED		
08 *	ELECTRIC1: ELECTRIC2		
	ASCM UPDATE		
	Work performed by robert kenny (84)		Warranty
	UPDATE COMPLETED		
09 *	ELECTRIC2: ELECTRIC2		
	BCM UPDATE		
	Work performed by robert kenny (84)		Warranty
	UPDATE COMPLETED		

[redacted]

LABOR
PARTS
DEDUCTIBLE
SUBLET
SHOP SUPPLIES
HAZARDOUS MATERIALS
SALES TAX OR TAX ID
REGIONAL ENERGY DEPOSIT
DISCOUNTS
TOTAL DUE

[redacted]

X _____

I. W. HUNTER, INC.

[redacted]

8/02/14

8/02/14 Final

16539 16539

Jackson Smith/R688+W4

1C4RJFCG2EC[illegible]959

9/23/10 9/23/13

[redacted]

PALMDALE, CA [redacted]

2014 JEEP GRAND CHEROKE UT MAXIMUM ST
I017CMK4

[redacted]

Cell: [redacted]

#1 - ACCESSORY: ACCESSORY
INSTALL RUNNING BOARD
Work performed by Stanley Klascius (59) 89.00
TECH INSTALLED RUNNING BOARDS.
Sub Total: 89.00

#2 - RECALL1: RECALL
RECALL PARTS ARE NOT AVAILABLE YET
Work performed by Humma Technician (97) Warranty

#3 - DECLINED: CUSTOMER DECLINED THE FOLLOWING DEALERRECOMMEN
DED SERVICES.
CUSTOMER DECLINED COURTESY INSPECTION/TIRE
PRESSURE CHECK.
Work performed by Humma Technician (97)
Sub Total: .00

LABOR	89.00
PARTS	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX ON LABOR	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	89.00
Visa/Mastercard 466938	89.00

[redacted]

X _____

H. W. HUNTER, INC.

[redacted]

8/13/14

8/19/14 Pre-Invoice

16823 16825

jim monroe/8635

1C4RJFDG3EC

9/23/12 9/23/13

2014 | JEEP | GRAND CHEROKEE | CT | MAXIMUM ST

COLOR:

[redacted]

#1 - ELECTRICAL: ELECTRICAL
CUSTOMER STATES THE RADIO LOCKS UP AND THE A/C SWITCH AND REC ILLUMINATION LAMPS ARE FLASHING
Work performed by Stanley Klaecius 155 : Warranty
REPROGRAMED BCM PER JEEP TECHNICAL ASSISTANCE

#2 - ELECTRICAL: ELECTRICAL
CUSTOMER STATES THE CLUSTER GUAGES GO BLANK INTERMITTENTLY
Work performed by Stanley Klaecius 155 : Warranty
REPROGRAMMED BCM SEE LINE #1

#3 - RENTAL W/P: FIRST DAY 24 HOUR; 2 XPA EV-C4-29 RATES5 DAYS MAXIMUM WITH SERVICE MANAGERS PROGRAMAUTHORIZATION.
Work performed by House Technician 197 : Warranty

#4 - INSPECTION: R W HUNTER COURTESY VEHICLE INSPECTIONCHECK AND ADJUST TIRE PRESSURE PERCARB & TIRE INFLATION REGULATIONLF RF LR RR
LESS THAN 36 DAYS
Work performed by House Technician 197 : Warranty
LF 36 RF 36 LR 36 RR 36

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

[redacted]

X_____

H. W. HUNTER, INC.

[redacted]

10/02/14

10/20/14 Pre-Invoice

19703 | 19703

JIM Monroe/B204

[redacted]

9/23/13 | 9/23/13

2014 JEEP | GRAND CHEROKEE UT | MAXIMUM ST

[redacted]

Cell: [redacted] Email: [redacted]

#1 WBCALL1: RECALL
P14 RECALL
Work performed by matthew killdor (62) Warranty
Installed CEXXP141AA (KIT: BOOSTER Qty: 1 Warranty
RECALL COMPLETED

#2 - ELECTRIC: ELECTRIC1
INSTRUMENT CLUSTER BLANKS OUT INTERMITTENTLY
IT WILL USUALLY HAPPEN WHEN PUT INTO REVERSE
Work performed by matthew killdor (83) Warranty
COULD NOT DUPLICATE CUSTOMER S CONCERN
PER TECHNICAL ASSISTANCE ASSISTANCE CHECKED ALL
WIRING AND GROUNDS ALL GOOD

#3 - RENTAL M/F: FIRST DAY (24 HOUR) @ VPA @D-CC-2E RATES5
DAYS MAXIMUM WITH SERVICE MANAGERS PRIORAUTHORIZAT
ION.
Work performed by House Technician (97) Warranty

#4 - TRIM1: TRIM
CUSTOMER STATES THE REAR HATCH OPENING MOLDING IS
WARPED
$58 JIM
Work performed by matthew killdor (62) Warranty
BOP TRIM

#5 - INSPECTION: 3 M HUNTER COURTESY VEHICLE INSPECTIONCHECK

LABOR
PARTS
DEDUCTIBLE
SUBLET
SHOP SUPPLIES
HAZARDOUS MATERIALS
SALES TAX OR Tax 1 %
SPECIAL ORDER DEPOSIT
DISCOUNTS
TOTAL DUE

[redacted]

H. W. HUNTER, INC.
1130 AUTOMALL DRIVE
LANCASTER, CALIFORNIA 93534
(661) 945-5[illegible]

[redacted]

10/02/14

10/20/14 | Pre-Invoice

19703 | 19703

11th Monroe/B204

1C6RJFCG3EC

[redacted]
PALMDALE, CA

9/23/13 | 9/23/13

2014 JEEP | GRAND CHEROKEE UT | MAXIMUM ST
TC17CHK4

AND ADJUST TIRE PRESSURE PERCARE 9 TIRE ROTATION
Work performed by roberc kenny (84)
Sub Total: .00

as r RECALL1: RECALL
P36
Work performed by robert kenny (84) Warranty
INSTALLED CEXDP36IAA :SPACER: VISOR Qty: 1 Warranty
RECALL COMPLETED

[illegible]

LABOR	.00
PARTS	.00
[illegible]	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX ON PARTS	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

[redacted]

X _____

H. W. HUNTER, INC.
1131 AUTO MALL DRIVE
LANCASTER CALIFORNIA 93534
(661) 948-8411
www.hwhunterdodge.com

SERVICE DEPARTMENT HOURS
7:00 AM TO 6:00 PM
Monday - Friday
8:00 AM - 4:00 PM Saturday

[redacted] 10/23/14
10/24/14 Pre-Invoice
19941 19941
jim mor.rqs/B235
1C4RJFCG3EC [redacted]
9/23/13 9/23/13
2014 JEEP GRAND CHEROKE UT MAXIMUM ST
T317CGK4

[redacted]
PALMDALE, CA [redacted]
Cell: [redacted] Email: [redacted]

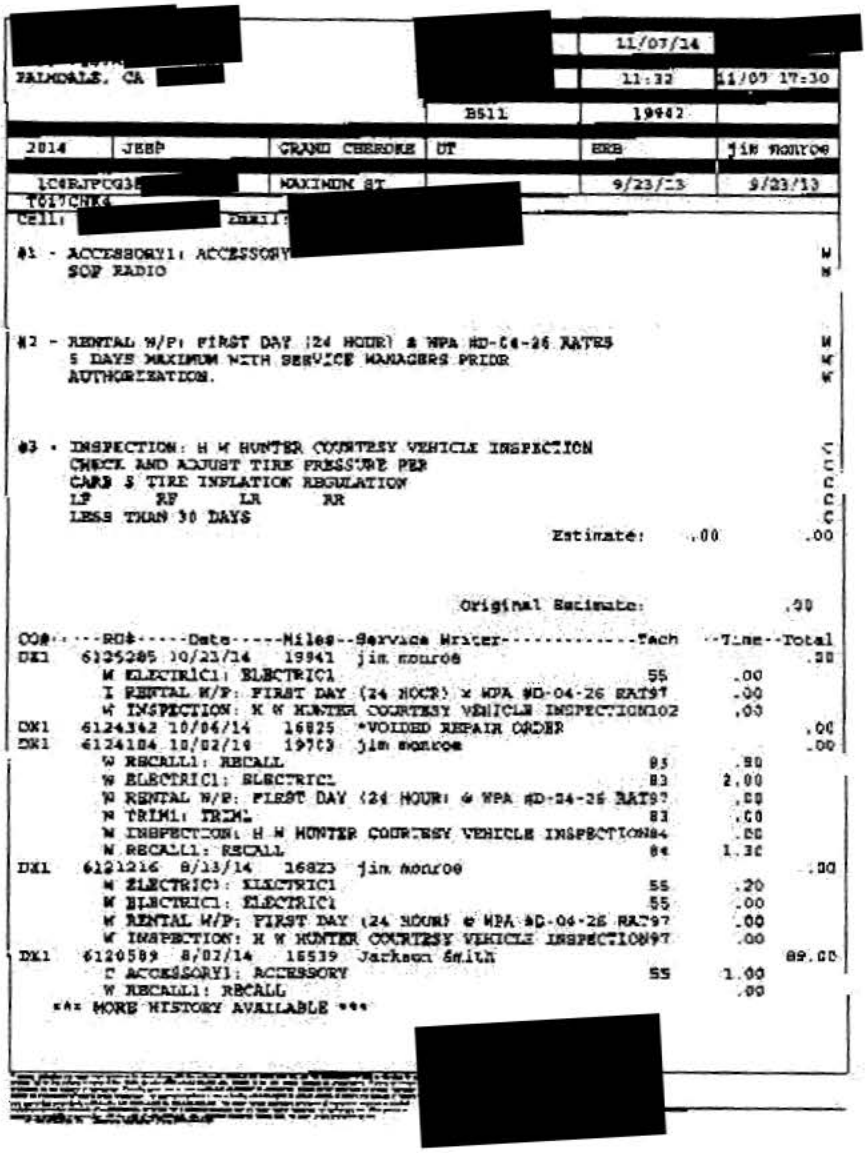
#1 - ELECTRICL: ELECTRICL
CUSTOMER STATES THE RADIO TOUCH SCREEN FREEZES AND
NO FUNCTIONS WILL WORK. NO RADIO VOLUME
Caused by
RADIO INTERNAL FAILURE
Work performed by Stanley Klasciu (55) Warranty
SCP RADIO

#2 - RENTAL M/F: FIRST DAY (24 HOUR) 1 WPA #D-04-26 RATES\
DAYS MAXIMUM WITH SERVICE MANAGERS PRIORAUTHORIZAT
ION
Work performed by House Technician (97) Warranty

#3 - INSPECTION: H W HUNTER COURTESY VEHICLE INSPECTIONCHECK
AND ADJUST TIRE PRESSURE FEACARE 2 TIRE INFLATION
REGULATIONLF RF LR RR
LESS THAN 30 DAYS
Work performed by Christopher Davila (132)
LESS THAN 30 DAYS
Sub Total. .00

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX ON TAXABLE	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

[redacted]
X_____



[redacted]

PALMDALE, CA [redacted]

11/07/14

11:32 11/07 17:30

B511 19942

2014	JEEP	GRAND CHEROKE	UT	ERB	jim monroe
1C4RJFCG3E[redacted]		MAXIMUM ST		9/23/13	9/23/13

T017CHK4

Cell: [redacted] Email: [redacted]

#1 - ACCESSORY1: ACCESSORY W
SOP RADIO W

#2 - RENTAL W/P: FIRST DAY (24 HOUR) & WPA #D-04-26 RATES W
5 DAYS MAXIMUM WITH SERVICE MANAGERS PRIOR W
AUTHORIZATION.

#3 - INSPECTION: H W HUNTER COURTESY VEHICLE INSPECTION C
CHECK AND ADJUST TIRE PRESSURE PER C
CARB & TIRE INFLATION REGULATION C
LF RF LR RR C
LESS THAN 30 DAYS C

Estimate: .00 .00

Original Estimate: .00

CO#	RO#	Date	Miles	Service Writer	Tech	Time	Total
DX1	6125285	10/23/14	19941	jim monroe			.00
	W ELECTRIC1: ELECTRIC1				55	.00	
	I RENTAL W/P: FIRST DAY (24 HOUR) & WPA #D-04-26 RATES					.00	
	W INSPECTION: H W HUNTER COURTESY VEHICLE INSPECTION				102	.00	
DX1	6124342	10/06/14	16825	*VOIDED REPAIR ORDER			.00
DX1	6124184	10/02/14	19709	jim monroe			.00
	W RECALL1: RECALL				95	.00	
	W ELECTRIC1: ELECTRIC1				83	2.00	
	W RENTAL W/P: FIRST DAY (24 HOUR) & WPA #D-04-26 RATES					.00	
	W TRIM1: TRIM1				83	.00	
	W INSPECTION: H W HUNTER COURTESY VEHICLE INSPECTION				84	.00	
	W RECALL1: RECALL				84	1.30	
DX1	6121216	8/13/14	16823	jim monroe			.00
	W ELECTRIC1: ELECTRIC1				55	.20	
	W ELECTRIC1: ELECTRIC1				55	.00	
	W RENTAL W/P: FIRST DAY (24 HOUR) & WPA #D-04-26 RATES					.00	
	W INSPECTION: H W HUNTER COURTESY VEHICLE INSPECTION				97	.00	
DX1	6120589	8/02/14	16539	Jackson Smith			89.00
	C ACCESSORY1: ACCESSORY				55	1.00	
	W RECALL1: RECALL					.00	

*** MORE HISTORY AVAILABLE ***

[redacted]

H. W. HUNTER, INC.

CHRYSLER DODGE Jeep RAM

1130 AUTO MALL DRIVE • LANCASTER, CA 93534 • (661) 948-8411 • www.hunterdodge.com

[redacted]

	295 8758		03/24/15
	26,107		MAXIMUM $7/
14/JEEP/GRAND CHEROKEE/WT			08/23/13
1 C 4 R J F C G J E C [redacted]			
			03/19/15

[redacted]

WASCAL20@AOL.COM

NO: Z6142

JOB# 1 CHARGES

LABOR

OP 1 CRUISE CONTROL TECH(S):258 WARRANTY

CUSTOMER STATES THAT THE ADAPTIVE CRUISE CONTROL CUSTOMER STATES THE BRAKING FUNCTION CAME ON WHEN A VEHICLE WAS PASSING ON THE SIDE
Sensor was out of calibration
Performed sensor calibration procedure

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CHGS JOB# 1 TOTAL 1.00

JOB# 2 CHARGES

LABOR

OP 1 MOCHINSPEC MULTIPOINT INSPECT TECH(S):250 1.00
REMOVED MULTIPOINT INSPECTION
REMOVED MULTIPOINT INSPECTION

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CHGS JOB# 2 TOTAL 1.00

JOB# 3 CHARGES

LABOR

OP 1 INSPECT TIRE PRESSURE TECH(S):250 0.00
REMOVED TIRE PRESSURE INSPECTION
TIRE SIZE LF:35 RF:35 LR:35 RR:35

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX CHGS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR

OP 1 PROCTOR GENERAL TECH(S):250 WARRANTY
CHANGED

JOB# 4 TOTALS

JOB# 4 JOURNAL PREFIX CHGS JOB# 4 TOTAL 0.00

JOB# 5 CHARGES

LABOR

OP 1 MISCELL RECALLS TECH(S):258 WARRANTY
(hp)
NO PARTS AVAILABLE AT THIS TIME

JOB# 5 TOTALS

JOB# 5 JOURNAL PREFIX CHGS JOB# 5 TOTAL 0.00

PAGE 1 OF 2 JOB# 1 CONT. NEXT PAGE

H. W. HUNTER, INC.

CHRYSLER DODGE Jeep RAM

[redacted]

FOR YOUR CONVENIENCE
OUR SERVICE HOURS ARE
MONDAY THRU FRIDAY
7:00 A.M. to 6:00 P.M.
SATURDAY
8:00 A.M. to 4:00 P.M.

ALL PARTS LISTED ARE NEW UNLESS OTHERWISE INDICATED

X

PRELIM AMT $

X

H. W. HUNTER, INC.

Chrysler Dodge Jeep RAM

1130 AUTO MALL DRIVE • LANCASTER, CA 93534 • (661) 948-8411 • www.hunterdodge.com

[redacted]

JIM MONROE 293 8793 03/24/15

26,102 MAXIMUM ST/

14/JEEP/GRAND CHEROKEE/UT 09/23/13

1C4RJFCG3EC1[redacted]

03/19/15

NO: 26142

JOB A CHARGES

LABOR

LM 54302H2 ACCESSORIES TECH(S):256 WARRANTY

CUSTOMER REQUESTS TO REPLACE FLASHLIGHT MISSING
REPLACED LAMP

PARTS QTY PART NUMBER DESCRIPTION LIST PRICE EXT PRICE

1 SL8815C5 AA LAMP FLAS 0604401 WARRANTY 0.00

TOTAL - PARTS 0.00

JOB A TOTALS

JOB A SERVICE CHECK JOB A TOTAL 0.00

JOB A CHARGES

LABOR

LM 54302H2 SOFTWARE UPDATE TECH(S):256 WARRANTY

CUSTOMER AUTHORIZES ANY APPLICABLE SOFTWARE UPDATES.
SOFTWARE UPDATES COMPLETE.
GRAFTED TRANSMISSION AND PERFORMED QUICK LEARN

JOB A TOTALS

JOB A JOURNAL PREFIX CHKS JOB A TOTAL 0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $0.00
TOTALS

* NEXT RECOMMENDED SERVICE
* 07/06/2015 : 21X6 MI / 3 MONTH : ENGINE OIL SERVICE

[ ] CASH [ ] CHECK [ ] MC [ ] VISA [ ] DISCOVER [ ] AMEX [ ] OTHER [ ] CHARGE

TOTAL LABOR 0.00
TOTAL PARTS 0.00
TOTAL SUBLET 0.00
TOTAL S D A 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

PAGE 1 OF 1 END OF INVOICE

H. W. HUNTER, INC.

Chrysler Dodge Jeep RAM

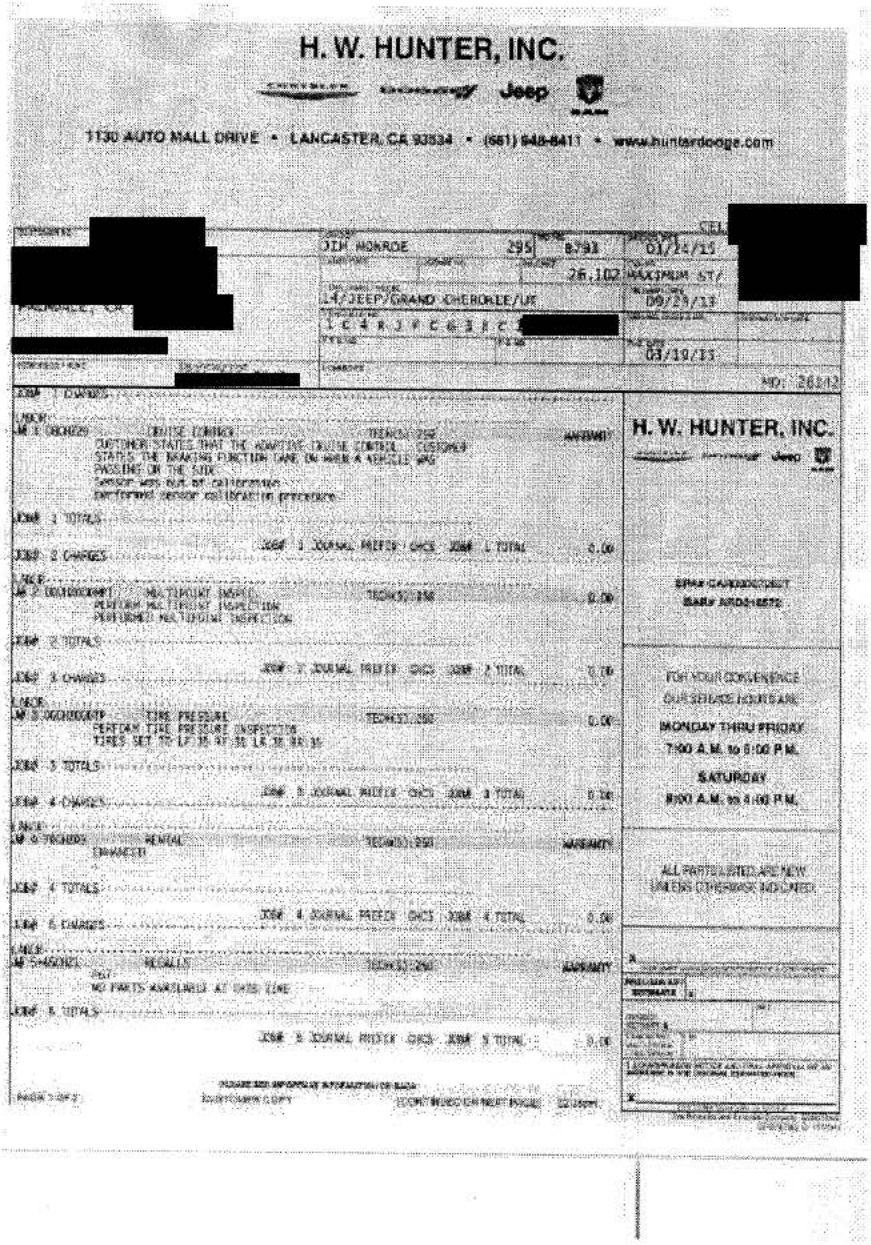
EPA# CAR000073697
BAR# AR001672

FOR OUR CONVENIENCE
OUR SERVICE HOURS ARE:
MONDAY THRU FRIDAY
7:00 A.M. to 6:00 P.M.
SATURDAY
8:00 A.M. to 4:00 P.M.

ALL PARTS LISTED ARE NEW UNLESS OTHERWISE INDICATED

X

X



H. W. HUNTER, INC.

Chevrolet Buick GMC Chrysler Dodge Jeep RAM

1130 AUTO MALL DRIVE • LANCASTER, CA 93534 • (661) 948-8411 • www.hunterdodge.com

[redacted]

JIM MONROE 295 8:31 01/24/13

26,102 MAXIMUM ST/

14/JEEP/GRAND CHEROKEE/UE 09/29/13

1C4RJFCG3EC [redacted]

03/19/13

MD: 26142

JOB 1 DRIVER

LINE

LN 1 (RO#029) CRUISE CONTROL TECH(S): 295 WARRANTY

CUSTOMER STATES THAT THE HEARTBEAT CRUISE CONTROL CUSTOMER
STATES THE BRAKING FUNCTION TAKE ON WHEN A VEHICLE WAS
PASSING ON THE SIDE.
SENSOR WAS OUT OF calibration
performed sensor calibration procedure

JOB 1 TOTALS

JOB 2 CHARGES JOB 1 JOURNAL POSTED CHGS JOB 1 TOTAL 0.00

LINE

LN 2 (RO#029) MULTIPOINT INSPECTION TECH(S): 295 0.00
PERFORM MULTIPOINT INSPECTION
PERFORMED MULTIPOINT INSPECTION

JOB 2 TOTALS

JOB 3 CHARGES JOB 2 JOURNAL POSTED CHGS JOB 2 TOTAL 0.00

LINE

LN 3 (RO#029) TIRE PRESSURE TECH(S): 295 0.00
PERFORM TIRE PRESSURE INSPECTION
TIRES SET TO LF:35 RF:35 LR:35 RR:35

JOB 3 TOTALS

JOB 4 CHARGES JOB 3 JOURNAL POSTED CHGS JOB 3 TOTAL 0.00

LINE

LN 4 (RO#029) RENTAL TECH(S): 295 WARRANTY
ENHANCED

JOB 4 TOTALS

JOB 5 CHARGES JOB 4 JOURNAL POSTED CHGS JOB 4 TOTAL 0.00

LINE

LN 5 (RO#029) RECALLS TECH(S): 295 WARRANTY
PEP
NO PARTS AVAILABLE AT THIS TIME

JOB 5 TOTALS

JOB 5 JOURNAL POSTED CHGS JOB 5 TOTAL 0.00

PLEASE SEE IMPORTANT INFORMATION ON BACK

PAGE 1 OF 2 CUSTOMER COPY CONTINUED ON NEXT PAGE

H. W. HUNTER, INC.

Chevrolet Buick GMC Chrysler Dodge Jeep RAM

[redacted]

FOR YOUR CONVENIENCE
OUR SERVICE HOURS ARE:
MONDAY THRU FRIDAY
7:00 A.M. to 6:00 P.M.
SATURDAY
8:00 A.M. to 4:00 P.M.

ALL PARTS INSTALLED ARE NEW
UNLESS OTHERWISE NOTICED

X

PRELIMINARY ESTIMATE $

X

H. W. HUNTER, INC.

CHRYSLER DODGE Jeep RAM

1130 AUTO MALL DRIVE • LANCASTER, CA 93534 • (661) 948-8411 • www.hunterdodge.com

[redacted]

	SLM MONROE 295 8793		03/24/15
		26,102	MAXIMUM ST/
PALMDALE, CA [redacted]	14/JEEP/GRAND CHEROKEE/UT		09/23/13
	1C4RJFCG1EC [redacted]		
[redacted]			03/19/15

MO: 26142

JOB # CAMPAIGN

LABOR

OP CODE/NO	DESCRIPTION	TECH/S.A.	WARRANTY
	CUSTOMER REQUESTING TO REPLACE HEADLIGHT MISSING REPLACED LAMP		

PARTS

QTY	PART NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
1	68181855 AA	LAMP FLAS HEADLIGHT			

TOTAL - PARTS 0.00

JOB # 6 TOTALS

JOB # 6 JOURNAL PREFIX CHGS JOB # 6 TOTAL 0.00

JOB # 7 CHARGES

LABOR

OP CODE/NO	DESCRIPTION	TECH/S.A.	WARRANTY
	SOFTWARE UPDATE CUSTOMER AUTHORIZES ANY APPLICABLE SOFTWARE UPDATES SOFTWARE UPDATES COMPLETED. VEHICLE TRANSMISSION WAS PERFORMED QUICK LEARN		

JOB # 7 TOTALS

JOB # 7 JOURNAL PREFIX CHGS JOB # 7 TOTAL 0.00

ESTIMATE

ADDITIONAL HOURLY AUTHORIZATIONS REQUESTED:
ORIGINAL ESTIMATE OF 00.00 (+TAX)
TOTALS

* NEXT RECOMMENDED SERVICE *
* [illegible] PRIOR MILE SERVICE *

[ ] CASH [ ] CHECK CK NO. [ ]	TOTAL LABOR	0.00
[ ] VISA [ ] MASTERCARD [ ] DISCOVER	TOTAL PARTS	0.00
[ ] AMEX EXPRESS [ ] OTHER [ ] CHARGE	TOTAL SUBLET	0.00
	TOTAL [illegible]	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

PLEASE SEE IMPORTANT INFORMATION ON BACK

PAGE 1 OF 1 CUSTOMER COPY [illegible] END OF INVOICE [illegible]

H. W. HUNTER, INC.

CHRYSLER DODGE Jeep RAM

EMAIL CAR0000213627
EARY AR0214875

FOR YOUR CONVENIENCE
OUR SERVICE HOURS ARE:

MONDAY THRU FRIDAY
7:00 A.M. to 6:00 P.M.

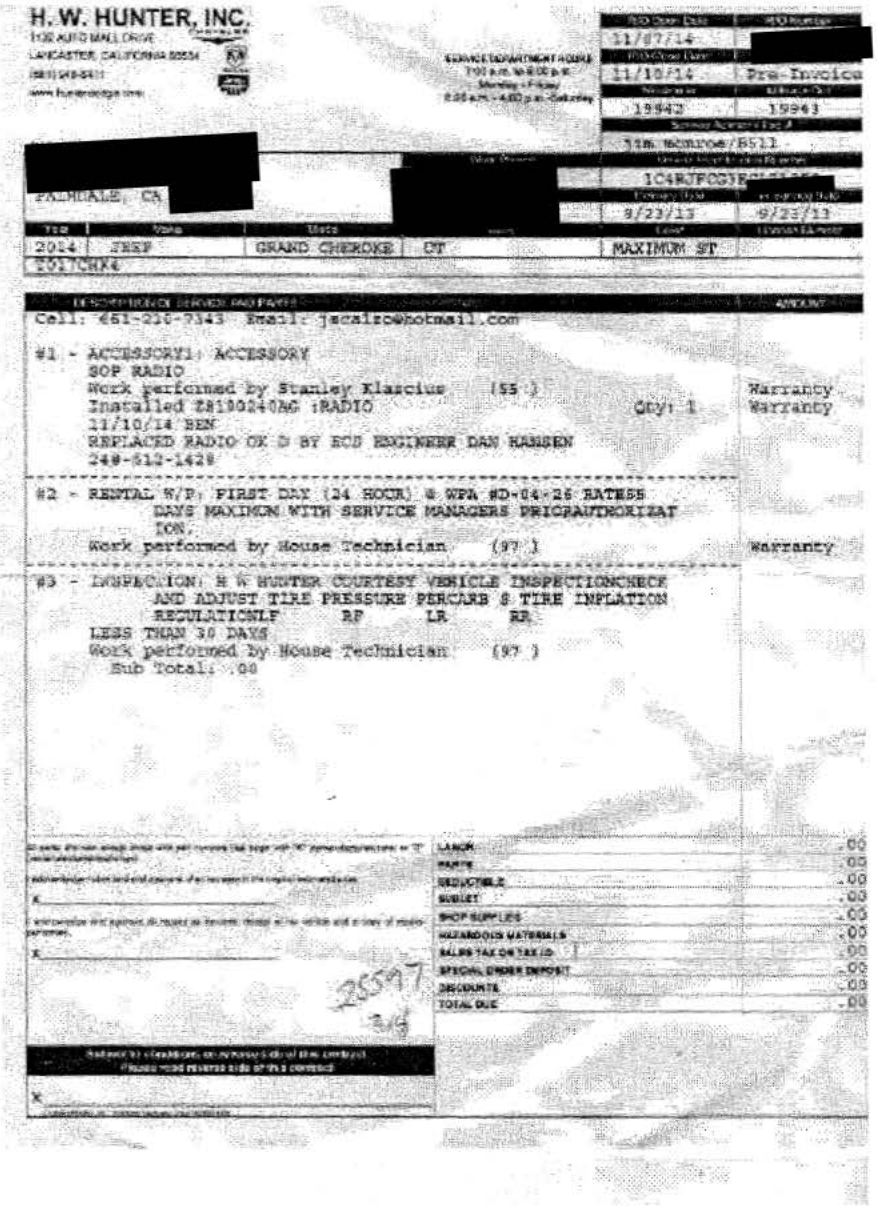
SATURDAY
8:00 A.M. to 4:00 P.M.

ALL PARTS LISTED ARE NEW UNLESS OTHERWISE INDICATED

X

PRELIMINARY INTIALS

X



H. W. HUNTER, INC.

1100 AUTO MALL DRIVE
LANCASTER, CALIFORNIA 93534
(661) 949-5511
www.hwhunterdodge.com

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

RO Open Date	RO Number
11/07/14	[redacted]
RO Close Date	
11/10/14	Pre-Invoice
Invoice #	Estimate #
19942	19943
Service Advisor Name #	
718 McMinn / 8513	
Vehicle Owner	Vehicle Engine Block & Serial Number
[redacted]	1C4RJFDG3E[redacted]
PALMDALE, CA [redacted]	
Delivery Date	In Service Date
9/23/13	9/23/13

Year	Make	Model	Trim	Color	License Plate #
2014	JEEP	GRAND CHEROKEE	OT	MAXIMUM ST	

1J4RJCHX4

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: 661-210-7143 Email: jacalzo@hotmail.com	
#1 - ACCESSORY1: ACCESSORY SOP RADIO Work performed by Stanley Klascius (55)	Warranty
Installed Z81900240AC :RADIO Qty: 1	Warranty
11/10/14 BEN REPLACED RADIO OK D BY RCS ENGINEER DAN HANSEN 248-612-1428	
#2 - RENTAL W/P: FIRST DAY (24 HOUR) @ WPA #D-04-25 RATES5 DAYS MAXIMUM WITH SERVICE MANAGERS PRIORAUTHORIZATION.	
Work performed by House Technician (97)	Warranty
#3 - INSPECTION: H W HUNTER COURTESY VEHICLE INSPECTIONCHECK AND ADJUST TIRE PRESSURE PERCARB @ TIRE INFLATION REGULATIONLF RF LR RR	
LESS THAN 30 DAYS	
Work performed by House Technician (97)	
Sub Total: .00	

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

25597

X

X

CT Corporation

Service of Process Transmittal

04/16/2015
CT Log Number 526949871

TO: Melissa Gravlin
FCA US LLC
1000 Chrysler Dr Ofc of
Auburn Hills, MI 48326-2766

RE: **Process Served in Michigan**

FOR: Chrysler Group LLC (Former Name) (Domestic State: DE)
FCA US LLC (True Name)

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

TITLE OF ACTION:	RE: [redacted] To: Chrysler Group, LLC *Name discrepancy noted.*
DOCUMENT(S) SERVED:	Letter
COURT/AGENCY:	None Specified Case # None Specified
NATURE OF ACTION:	Letter of Intent - Threatening Litigation - Demand for repair of 2015 Jeep Grand Cherokee VIN: 1C4RJFJT6FC[redacted]
ON WHOM PROCESS WAS SERVED:	The Corporation Company, Bingham Farms, MI
DATE AND HOUR OF SERVICE:	By Certified Mail on 04/16/2015 postmarked: "Illegible"
JURISDICTION SERVED :	Michigan
APPEARANCE OR ANSWER DUE:	Within 7 business days of receipt
ATTORNEY(S) / SENDER(S):	Justin G. Grove Grove & Associates, P.C. 28000 Woodward Ave Ste 201 Royal Oak, MI 48067 248-744-5005
ACTION ITEMS:	CT has retained the current log, Retain Date: 04/16/2015, Expected Purge Date: 04/21/2015 Image SOP
SIGNED:	The Corporation Company
ADDRESS:	30600 Telegraph Road Suite 2345 Bingham Farms, MI 48025-5720
TELEPHONE:	248-646-9033

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.

CERTIFIED MAIL

GROVE & ASSOCIA
28000 Woodward Ave
Royal Oak, MI 48067

Chrysler Group, LLC
30600 Telegraph Rd. Ste. 2345
Bingham Farms MI 48025

4802572095

GROVE AND ASSOCIATES, P.C.
Attorneys at law

April 10, 2015

Via Certified Mail only

Chrysler Group, LLC
30600 Telegraph Rd. Ste. 2345
Bingham Farms MI 48025

Re: [redacted]
2015 Jeep Grand Cherokee
VIN 1C4RJFJT6FC[redacted]

Dear Sir/Madam:

I am writing to you regarding a defective 2015 Jeep Grand Cherokee under the Michigan Lemon law (MCL 257.1401). I am hereby making a written demand for relief under the Lemon Law and the Michigan Consumer Protection Act (MCL 445.901).

Currently, it suffers from driveability problems, electrical and assorted other problems. To date, the vehicle has been in the shop 30 days and has not been repaired properly.

CONSIDER THIS THE LAST CHANCE LETTER CALLED FOR BY MICHIGAN'S LEMON LAW. I am hereby allowing you one final repair opportunity. If these repairs are not completed within seven business days of receipt of this letter I am entitled to a replacement vehicle or a refund calculated in accordance with the Lemon Law.

You may contact me if you wish to avail yourself of the last chance repair.

Respectfully submitted,

GROVE & ASSOCIATES, P.C.

By: Justin G. Grove (P471253)
Attorney for Plaintiff
28000 Woodward Ave., Ste. 201
Royal Oak, MI 48067
(248) 744-5005

CT Corporation

Service of Process Transmittal

05/04/2015
CT Log Number 527050630

TO: Melissa Gravlin
FCA US LLC
1000 Chrysler Dr Ofc of
Auburn Hills, MI 48326-2766

RE: **Process Served in Michigan**

FOR: Chrysler Group LLC (Former Name) (Domestic State: DE)
FCA US LLC (True Name)

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

TITLE OF ACTION:	[redacted] Pltf. vs. Chrysler Group, LLC, etc. and GL Southfield, LLC, etc., Dfts. *Name discrepancy noted.*
DOCUMENT(S) SERVED:	Letter, Summons, Proof of Service, Complaint
COURT/AGENCY:	6th Circuit Court, Oakland County, MI Case # [redacted]
NATURE OF ACTION:	Product Liability Litigation - Lemon Law - 2015 Jeep Grand Cherokee, VIN: 1C4RJF3T6FC[redacted]
ON WHOM PROCESS WAS SERVED:	The Corporation Company, Bingham Farms, MI
DATE AND HOUR OF SERVICE:	By Certified Mail on 05/04/2015 postmarked: "Not Post Marked"
JURISDICTION SERVED :	Michigan
APPEARANCE OR ANSWER DUE:	Within 28 days
ATTORNEY(S) / SENDER(S):	Justin G. Grove Grove & Associates, P.C. 28000 Woodward Avenue Suite 201 Royal Oak, MI 48067 248-744-5005
ACTION ITEMS:	CT has retained the current log, Retain Date: 05/04/2015, Expected Purge Date: 05/09/2015 Image SOP
SIGNED:	The Corporation Company
ADDRESS:	30600 Telegraph Road Suite 2345 Bingham Farms, MI 48025-5720
TELEPHONE:	248-646-9033

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.

GROVE & ASSOCIATES
28000 Woodward Ave
Royal Oak, MI 48067

CERTIFIED MAIL™

Chrysler Group LLC
c/o FCA US LLC "FCA"
30600 Telegraph Rd. Ste. 2345
Bingham Farms MI 48025

4802557260 0004

GROVE AND ASSOCIATES, P.C.
Attorneys at law

April 30, 2015

Via Certified Mail Only

Chrysler Group LLC
c/o FCA US LLC "FCA"
30600 Telegraph Rd. Ste. 2345
Bingham Farms MI 48025

Re: [redacted] v. Chrysler Group et al
Case No: [redacted]

Dear Sir/Madam:

Enclosed please find a copy of the following documents which were filed with the Oakland County Circuit Court:

1. Summons and Complaint
2. Complaint

Please review and retain for your records. Please be advised that you have (28) days to Respond to our Complaint. Should you have any questions or concerns, please do not hesitate to contact our office.

Very truly yours,

Grove & Associates, P.C.

Debbie Smith
Legal Assistant

Enclosure

28000 Woodward Ave., Ste.201, Royal Oak, MI 48067
Phone: (248) 744-5005 Fax: (248) 744-4440 Email: Justin@thelawshow.com

This case has been designated as an eFiling case. To review a copy of the Notice of Mandatory eFiling visit www.oakgov.com/clerkrod/efiling.

Received for Filing Oakland County Clerk 2015 APR 29 PM 02:04

Approved, SCAO

Original - Court
1st copy - Defendant

2nd copy - Plaintiff
3rd copy - Return

STATE OF MICHIGAN JUDICIAL DISTRICT 6th JUDICIAL CIRCUIT COUNTY PROBATE	SUMMONS AND COMPLAINT	CASE NO. [redacted]

Court address
1200 N. Telegraph Rd. Pontiac MI

Court telephone no.
(248) 853-2510

Plaintiff's name(s), address(es), and telephone no(s).	v	Defendant's name(s), address(es), and telephone no(s).
[redacted]		Chrysler Group, LLC
Plaintiff's attorney, bar no., address, and telephone no. Grove & Associates, P.C. 28000 Woodward Avenue, Ste. 201 Royal Oak MI 48067 (248) 744-5005		

SUMMONS **NOTICE TO THE DEFENDANT:** In the name of the people of the State of Michigan you are notified:

1. You are being sued.
2. **YOU HAVE 21 DAYS** after receiving this summons to **file a written answer with the court** and serve a copy on the other party **or take other lawful action with the court** (28 days if you were served by mail or you were served outside this state). (MCR 2.111[C])
3. If you do not answer or take other action within the time allowed, judgment may be entered against you for the relief demanded in the complaint.

Issued	This summons expires	Court clerk
APR 29 2015	JUL 28 2015	Lisa Brown

*This summons is invalid unless served on or before its expiration date.

This document must be sealed by the seal of the court.

COMPLAINT ***Instruction: The following is information that is required to be in the caption of every complaint and is to be completed by the plaintiff. Actual allegations and the claim for relief must be stated on additional complaint pages and attached to this form.***

Family Division Cases

☐ There is no other pending or resolved action within the jurisdiction of the family division of circuit court involving the family or family members of the parties.

☐ An action within the jurisdiction of the family division of the circuit court involving the family or family members of the parties has been previously filed in _____ Court.

The action ☐ remains ☐ is no longer pending. The docket number and the judge assigned to the action are:

Docket no.	Judge	Bar no.

SEAL OF THE CIRCUIT COURT OAKLAND COUNTY MICHIGAN

General Civil Cases

☑ There is no other pending or resolved civil action arising out of the same transaction or occurrence as alleged in the complaint.

☐ A civil action between these parties or other parties arising out of the transaction or occurrence alleged in the complaint has been previously filed in _____ Court.

The action ☐ remains ☐ is no longer pending. The docket number and the judge assigned to the action are:

Docket no.	Judge	Bar no.

VENUE

Plaintiff(s) residence (include city, township, or village)	Defendant(s) residence (include city, township, or village)
Madison Heights, MI	Bingham Farms, MI
Place where action arose or business conducted Oakland County	

4/29/15
Date

Signature of attorney/plaintiff

If you require special accommodations to use the court because of a disability or if you require a foreign language interpreter to help you fully participate in court proceedings, please contact the court immediately to make arrangements.

Received for Filing Oakland County Clerk 2015 APR 29 PM 02:04

PROOF OF SERVICE

SUMMONS AND COMPLAINT
Case No. [redacted]

TO PROCESS SERVER: You are to serve the summons and complaint not later than 91 days from the date of filing or the date of expiration on the order for second summons. You must make and file your return with the court clerk. If you are unable to complete service you must return this original and all copies to the court clerk.

CERTIFICATE / AFFIDAVIT OF SERVICE / NONSERVICE

☐ **OFFICER CERTIFICATE**
I certify that I am a sheriff, deputy sheriff, bailiff, appointed court officer, or attorney for a party (MCR 2.104[A][2]), and that: (notarization not required)

OR

☐ **AFFIDAVIT OF PROCESS SERVER**
Being first duly sworn, I state that I am a legally competent adult who is not a party or an officer of a corporate party, and that: (notarization required)

☐ I served personally a copy of the summons and complaint,
☐ I served by registered or certified mail (copy of return receipt attached) a copy of the summons and complaint, together with _____
List all documents served with the Summons and Complaint

_____

_____ on the defendant(s):

Defendant's name	Complete address(es) of service	Day, date, time

☐ I have personally attempted to serve the summons and complaint, together with any attachments, on the following defendant(s) and have been unable to complete service.

Defendant's name	Complete address(es) of service	Day, date, time

I declare that the statements above are true to the best of my information, knowledge, and belief.

Service fee	Miles traveled	Mileage fee	Total fee
$		$	$

_____
Signature

_____
Name (type or print)

_____
Title

Subscribed and sworn to before me on _____ (Date), _____ County, Michigan.

My commission expires: _____ (Date) Signature: _____ (Deputy court clerk/Notary public)

Notary public, State of Michigan, County of _____

ACKNOWLEDGMENT OF SERVICE

I acknowledge that I have received service of the summons and complaint, together with _____ (Attachments)

_____ on _____ (Day, date, time)

_____ on behalf of _____.
Signature

This case has been designated as an eFiling case. To review a copy of the Notice of Mandatory eFiling visit www.oakgov.com/clerkrod/efiling.

STATE OF MICHIGAN

IN THE CIRCUIT COURT FOR THE COUNTY OF OAKLAND

[redacted]

2015-146790-CP
JUDGE D O'BRIEN

Plaintiff,

-vs-

No. 15 CP

CHRYSLER GROUP, LLC, a Delaware Corporation, and
GL SOUTHFIELD, LLC,
A Delaware corporation,
Jointly and Severally,

Defendants.
_____/

GROVE & ASSOCIATES, P.C.
JUSTIN G. GROVE (P71253)
28000 Woodward Avenue, Suite 201
Royal Oak, MI 48067
P:(248) 744-5005
F:(248) 744-4440

STEVE LEHTO (P45068)
Co-Counsel for Plaintiff
28000 Woodward Avenue, Suite 201
Royal Oak, MI 48067
P:(248) 744-5005
F:(248) 744-4440

COMPLAINT

There is no other pending or resolved civil action arising out of the transaction or occurrence alleged in the complaint.

JUSTIN G. GROVE (P71253)

Plaintiff, by his above attorneys, complains against the above named defendants as follows:

1. Plaintiff is a resident of Madison Heights, Macomb County, Michigan.

Received for Filing Oakland County Clerk 2015 APR 28 PM 02:43

Received for Filing Oakland County Clerk 2015 APR 28 PM 02:43

2. Defendant, Chrysler Group, LLC, ("Manufacturer"), is a foreign Corporation authorized to do business in the State of Michigan and, at all times relevant hereto, was engaged in the manufacture, sale, distribution, and/or importing of Jeep motor vehicles and related equipment, with its principle place of business in Auburn Hills, Oakland County, Michigan.

3. Defendant, GL Southfield, LLC, ("Seller"), is a Michigan Corporation doing business as Southfield Chrysler Dodge Jeep Ram, and is authorized to do business in the State of Michigan and, at all times relevant hereto, was an authorized Chrysler dealer, engaged in the business of selling, leasing and servicing Jeep brand motor vehicles in Southfield, Oakland County, Michigan.

4. On or about November 20, 2014, Plaintiff leased a new 2015 Jeep Grand Cherokee automobile, VIN 1C4RJF3T6FC[redacted] from the Defendant Seller, which motor vehicle was manufactured, distributed and/or imported by the Defendant Manufacturer.

5. This cause arises out of the Defendants' negligence, misrepresentation, breaches of warranty and contract and violations of statutes, as hereinafter set forth.

6. Plaintiff seeks damages in excess of $25,000 and/or equitable relief, and his claims are otherwise within the jurisdiction of this Court.

COUNT I
BREACH OF WARRANTIES

7. Plaintiff incorporates by reference all facts and allegations set forth in this complaint.

8. Defendants are merchants with respect to motor vehicles under MCL 440.2104.

9. The aforementioned motor vehicle purchased by Plaintiff was subject to implied warranties of merchantability under MCL 440.2314.

10. Defendants, to induce said sale, also made certain express warranties and representations to Plaintiff, both orally and in writing and through their advertising and conduct.

11. Said express and implied warranties and representations included, but were not limited to, the following:

(a) Said vehicle was of good, sound and merchantable quality;

(b) Said vehicle was free from defective parts and workmanship;

(c) Any defects or non-conformities would be cured within a reasonable

time;

(d) In the event said vehicle was not free from defective parts or workmanship that Defendants would repair or replace same without cost to Plaintiff.

12. Said vehicle was not as warranted and represented and is patently defective due to defective parts and workmanship, including but not limited to: electrical problems, starter defective, engine problems, transmission defects, fuel leaks, transmission leaks, and a myriad of other defects as are outlined in the various repair orders in possession of the Defendants.

13. As a result of its defects, said vehicle cannot be reasonably used by Plaintiff as a brand new vehicle - which was bargained for but not provided.

14. Plaintiff has given Defendants reasonable opportunities to cure said defects and make the subject vehicle fit for its intended purpose but, Defendants have been unable to do so within a reasonable time and without cost to Plaintiff.

15. As a direct and proximate result of Defendants' various breaches of warranty, Plaintiff has suffered damages, including but not limited to: the cost of the vehicle including down payment repair costs, interest and sales tax, insurance, and in addition, Plaintiff will suffer future damages, including but not limited to, repair costs, car rental, aggravation and inconvenience, and diminished value of the subject vehicle, together with costs and attorney fees in attempting to obtain relief from Defendants' wrongful conduct.

WHEREFORE, Plaintiff prays for judgment against Defendants, jointly and severally, in whatever amount above $25,000 Plaintiff is found to be entitled, plus interest, costs and reasonable attorney fees.

COUNT II
BREACH OF CONTRACT

16. Plaintiff incorporates by reference all facts and allegations set forth in this complaint.

17. Plaintiff and Defendants agreed that if Plaintiff signed the necessary paperwork, provided insurance for the subject vehicle, and made the requisite payments, he would be provided with a brand new vehicle as described in the purchase/lease agreement.

18. Plaintiff fulfilled all of the terms and obligations under the contract.

Received for Filing Oakland County Clerk 2015 APR 28 PM 02:43

Received for Filing Oakland County Clerk 2015 APR 28 PM 02:43

19. Defendants have breached said contract by not providing Plaintiff with the brand new transportation he was promised in exchange for his consideration.

20. Plaintiff has been harmed by the breach of the contract described above.

21. As a direct and proximate result of Defendants' breach of contract, Plaintiff has suffered the damages set forth in Count I above, as well as the cost of obtaining alternative transportation, and the cost of covering the contract elsewhere.

WHEREFORE, Plaintiff prays for judgment against Defendants, jointly and severally, in whatever amount above $25,000 Plaintiff is found to be entitled, plus interest, costs and reasonable attorney fees.

COUNT III
LIABILITY UNDER MAGNUSON-MOSS
WARRANTY ACT (15 USC §2301 ET SEQ)

22. Plaintiff incorporates by reference all facts and allegations set forth in this complaint.

23. This Court has jurisdiction to decide claims brought under 15 USC §2301 et seq, by virtue of 15 USC §2301(d)-(a).

24. Plaintiff is a consumer as defined in 15 USC §2301(3).

25 Defendants are suppliers and warrantors as defined in 15 USC §2301(4)(5).

26. The aforedescribed motor vehicle is a consumer product as defined in 15 USC §2301(6).

27. 15 USC §2301(a)(1), requires Defendants, as warrantors, to remedy any defect, malfunction or nonconformance of the subject vehicle within a reasonable time and without charge to Plaintiff, as defined in 15 USC §2304(d).

28. Despite repeated demands and despite the fact that Plaintiff has complied with all reasonable terms and conditions imposed on them by Defendants, Defendants have failed and refused to remedy within a reasonable time and without charge, the defects heretofore set forth in Count I of this Complaint.

29. As a result of Defendants' breaches of express and implied warranties as set forth in this complaint, and Defendants' failure to remedy same within a reasonable time and without charge to Plaintiff, Plaintiff has suffered the damages enumerated in Count I of this Complaint.

WHEREFORE, Plaintiff prays that this Honorable Court enter its Order requiring Defendants

Received for Filing Oakland County Clerk 2015 APR 28 PM 02:43

to accept return of the subject vehicle and refund Plaintiff's purchase/lease price, together with taxes, insurance premiums, interest, costs and actual attorney fees as provided by 15 USC §2310(d)(2) or in the alternative, that Plaintiff be awarded damages in whatever amount above $25,000 she is found to be entitled, plus interest, costs and actual attorney fees.

COUNT IV
MISREPRESENTATION and/or FRAUD

30. Plaintiff incorporates by reference all facts and allegations set forth in this complaint.

31. At all times relevant hereto, Defendant represented to Plaintiff that:

(a) The subject vehicle was fit for its intended purposes;

(b) The subject vehicle was brand new;

(c) The subject vehicle was being sold in a manner consistent with state law.

32. The foregoing representations were false.

33. Defendant made the aforesaid representations knowing the same to be false, or with reckless disregard as to whether they were true or false, or, alternatively, innocently, but with the intent that Plaintiff rely on same.

34. Defendant benefited from Plaintiff's reliance.

35. As a direct and proximate result of Defendant aforedescribed fraud and/or misrepresentation, Plaintiff has suffered the damages set forth above, as well as mental distress, anxiety, humiliation and embarrassment.

WHEREFORE, Plaintiff prays for judgment against Defendant jointly and severally, in whatever amount above $25,000 Plaintiff is found to be entitled, plus interest, costs and reasonable attorney fees.

COUNT V
VIOLATION OF MCL 445.901, ET. SEQ.
(MICHIGAN CONSUMER PROTECTION ACT)

36. Plaintiff incorporates by reference all facts and allegations set forth in this complaint.

37. Plaintiff is a "person" as defined in the Michigan Consumer Protection Act, MCL 445.902(b).

38. The transactions complained of herein constitute "trade or commerce" as defined in the

Received for Filing Oakland County Clerk 2015 APR 28 PM 02:43

Michigan Consumer Protection Act, MCL 445.902(c).

39. In the course of the transactions which are the subject of this lawsuit, Defendants engaged in following conduct:

(a) Making fraudulent and/or negligent representations, as hereinbefore alleged;

(b) Represented the subject vehicle to be of good, merchantable quality, free of defects, when in fact it was not;

(c) Failing to adequately and properly inform Plaintiff of his rights and remedies with respect to the transactions which are the subject of this Complaint;

(d) Attempting to disclaim or limit the implied warranty of merchantability and fitness for use without clearly and conspicuously disclosing same;

(e) Attempting to disclaim or limit the implied warranty of merchantability and fitness for use without obtaining Plaintiff's specific consent to the disclaimer or limitation;

(f) Failing to reveal material facts including but not limited to the nature of the defects complained of herein;

(g) Failing to offer a refund or replacement of the subject vehicle in accordance with the applicable warranties and applicable law;

(h) Failing to provide promised benefits, including but not limited to, the warranties and purchase described above.

40. The above described conduct violated the Michigan Consumer Protection Act, specifically but not limited to the following sections: MCL 445.903(e),(m),(n),(p),(q),(s),(u),(y) and (z).

41. As a result of the Defendants' actions above Plaintiff has suffered the damages hereinbefore set forth and, also are entitled to statutory damages and attorney fees as provided in the Michigan Consumer Protection Act, specifically, MCL 445.911.

WHEREFORE, Plaintiff prays for Judgment against Defendants, jointly and severally, in whatever amount above $25,000 he is found to be entitled, together with statutory damages, interest, costs and reasonable attorney fees as provided by statute.

COUNT VI

Received for Filing Oakland County Clerk 2015 APR 28 PM 02:43

VIOLATION OF MCL 257.1401, ET SEQ (MICHIGAN LEMON LAW)
DEFENDANT MANUFACTURER

42. Plaintiff incorporates by reference all heretofore mentioned facts and allegations in this Complaint.

43. The subject vehicle has been out of service because of repairs for more than 30 days and/or more than four times for the same repair, with the first such repair being within one year of the date of delivery to Plaintiff and all 30 days out of service within the first year of ownership.

44. Plaintiff has given reasonable notice and opportunity cure as required by statute, and has otherwise complied with all other requirements of said statute so that the remedy may be afforded him; if any further notice is required, same is hereby given.

45. Despite demand, Defendant Manufacturer has refused to refund Plaintiff's purchase price, less the reasonable allowance for Plaintiff's use of the vehicle as required by MCL 257.1403(1), together with Plaintiff's out of pocket costs as required by statute.

WHEREFORE, Plaintiff prays that this Honorable Court enter its Order requiring Defendant to refund Plaintiff's purchase price, together with taxes, insurance premiums, interest, costs and actual attorney fees as provided by MCL 257.1401, et seq, or in the alternative, that Plaintiff be awarded damages in whatever amount he is found to be entitled, plus interest, costs and actual attorney fees.

COUNT VII
REVOCATION OF ACCEPTANCE

46. Plaintiff incorporates by reference all facts and allegations set forth in this complaint.

47. Plaintiff reasonably assumed and Defendants represented that all of the aforesaid defects or non-conformities would be cured within a reasonable time.

48. After numerous attempts by Defendants to cure, it has become apparent that said non-conformities cannot be seasonably cured.

49. The non-conformities substantially impair the value of the vehicle to Plaintiff.

50. Plaintiff has previously notified Defendants of said non-conformities and Plaintiff hereby revokes acceptance pursuant to MCL 440.2608 and demands cancellation of the purchase contract as well as the return of any monies owed Plaintiff thereunder.

WHEREFORE, Plaintiff prays that this Honorable Court enter its Order requiring Defendants to accept return of the subject vehicle and refund Plaintiff's monies, together with incidental and consequential damages, interest, costs and reasonable attorney fees.

Respectfully submitted,
Grove & Associates, P.C.

By: _____
JUSTIN G. GROVE (P71253)
Attorneys for Plaintiff
28000 Woodward Avenue, Suite 201
Royal Oak, MI 48067
(248) 744-5005

Received for Filing Oakland County Clerk 2015 APR 28 PM 02:43

PE15-021

FLAT CHRYSLER

10-22-2015

ENCLOSURE 4

Legal Backup Documents

National Center for Dispute Settlement
43230 Garfield • Suite 130
Clinton Township, MI 48038
(800) 936-4303
(586) 226-2470
Fax: (586) 226-2559

July 17, 2014

[redacted]
Union, NJ[redacted]

RE: CASE #[redacted]

Dear [redacted]

Your request for arbitration has been received. Your request appears to meet the Customer Arbitration Process requirements for jurisdiction and has been assigned the case number shown above.

You will receive a call from NCDS to confirm which process you have selected. If you selected a single decision maker and an oral hearing, you will receive additional information to let you know when and where your hearing will take place. If you do not appear at the scheduled hearing, Chrysler Group LLC (Chrysler) will still be entitled to make their presentation. If you do not want to make an oral presentation and you selected a 3-person panel, your dispute will be decided on the basis of documents submitted by all involved parties. You do not need to be present at a "documents only" decision process.

NCDS and/or Chrysler may contact you in an attempt to mediate the dispute prior to the arbitration hearing. If you agree to a settlement, the terms of the agreement will be put in writing and you will be asked to sign the settlement agreement. Your case will then be closed. If you do not agree to any settlement, a decision will be issued after your scheduled hearing or panel review. You will receive a written decision by the arbitrator within 10 days after the hearing or panel review. You may either accept or reject the decision. If you accept the decision, Chrysler will comply with the decision within the time stipulated. If you reject the decision, your case will be closed and you will be free to take any action you choose. If you need any information about your case, you may call NCDS at 866-662-4639.

Sincerely,

NCDS

Diane Kimbrough

Diane Kimbrough x.120
Case Administrator

Enclosures: as noted
cc: Customer Relations Manager, Chrysler Group LLC

Select One Below:
Documents Only Hearing ☐
In Person Oral Hearing ☐

Chrysler Customer Claim Form

FOR NCDS USE
CASE NUMBER: [redacted]

CUSTOMER NAME AND ADDRESS

☑ Mr. First name [redacted]
☐ Mrs. Street address [redacted]
☐ Ms.
City UNION State NJ Zip Cod[redacted]
Day phone [redacted] Evening phone [redacted] Fax

VEHICLE INFORMATION

Name(s) that appears on the vehicle title: [redacted]
Is this a leased vehicle: Yes ☑ No ☐ Delivery Date: 06/05/14
If yes, lessor's name and address: AUTOLAND - SPRINGFIELD, NJ / [redacted]
Make: JEEP Model: OVERLAND Year: 14 Current mileage: 9,000
Vehicle Identification Number: 1C4RJECT0EL[redacted]
Selling dealer and address: AUTOLAND - SPRINGFIELD, NJ
Dominant Servicing Dealer: " "

VEHICLE PROBLEM(S) (Attach legible copies of applicable repair orders or other documents that support your complaint)

Problem	List dealer(s) which have repaired or attempted repair (include city & state).	List the date, mileage, and repair order number for each repair attempt.	Does the problem currently exist? (Check)
Example: A/C won't cool properly	Autoworld, Inc Anytown, VA	4/23/99 3,500 miles #873540	☑ Yes ☐ No
ACC/FCW NOT AVAILABLE WARNING LIGHT	AUTOLAND	3,000 - CURRENT	☑ Yes ☐ No
BRAKE WARNING FLASH	"	"	☑ Yes ☐ No
AUTOMATIC BREAK BY ITSELF	"	"	☑ Yes ☐ No
ALARM GOES OFF WHEN LOCKED	"	HAPPENED 2 TIMES	☐ Yes ☑ No
WIPER NOT WORKING SIGNAL FLASH	"	"	☑ Yes ☐ No

Has the vehicle been involved in an accident? ☐ YES ☑ NO
If YES, give date of accident: NO Specify damaged area:

Resolution Sought:
I WANT OUT OF MY LEASE WITH MY DOWN PAYMENT RETURNED

X [redacted] 7/17
E(S) DATE

Return all copies of this form to:
National Center for Dispute Settlement
PO Box 727
Mt. Clemens, MI 48046

Re: Chrysler Customer Claim Form
[redacted]
to:
DKimbrough
07/17/2014 01:54 PM
Hide Details
From: [redacted]
To: DKimbrough@ncdsusa.org,

1 Attachment

Jeep.pdf

Thank you Diane. I realize my handwriting is horrible so if you need clarification please let me know

On Thu, Jul 17, 2014 at 1:34 PM, <DKimbrough@ncdsusa.org> wrote:

> Hello,
>
> Attached is the Customer Claim Form that you requested today during your call.
>
> Thank you
>
> Diane Kimbrough
> National Center for Dispute Settlement
> Case Administrator
> Ph: 1-800-936-4303 x120
> Fax: 586-226-2559
> dkimbrough@ncdsusa.org

--
Thank you,

[redacted]

PE15-021

FLAT CHRYSLER

10-22-2015

ENCLOSURE 4

Legal Backup Documents

Beauvais
Law Firm, LLC

Danielle Beauvais, Attorney
Admitted in Oregon and Washington
Danielle@GoLemonLaw.com

5291 NE Elam Young Pkwy Suite 140
Hillsboro, OR 97124
Phone 503-681-2008
Fax 503-681-2005

1259574
Trafton

RECEIVED

MAR 18 2015

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

March 9, 2015

VIA CERTIFIED MAIL
Fiat Chrysler Automobiles US LLC
1000 Chrysler Drive
CIMS: 485-13-32
Auburn Hills, MI 48326

FCA US LLC
Office of the General Counsel

MAR 17 2015
By HF Mail/Reg. Agent/
Sec. of State/Proc.Server

RE: Client: [redacted]

Vehicle:	2014 Jeep Grand Cherokee Summit
Vin #:	1CARJFJG0EC[redacted]
Purchase Date:	7/18/13
Dealership:	Bought through AAA, delivered to dealer in OR

Dear Sir/Madam:

Please be advised that I am hereby putting you on notice regarding a potential claim under the Oregon Motor Vehicle Lemon Law, Oregon Revised Statutes 646.315-375 and the Magnuson Moss Warranty Act, US Code, Title 15, Chapter 50, Sections 2301-2312. Having been advised of my representation in this matter, please forward any and all correspondence directly to my office.

The subject vehicle exhibits a dangerous loss of power and surge, as well as a radio defect (and accompanying components). The vehicle has been out of service at the dealer for more than 53 days.

Based upon the above, my client is seeking a full refund of the purchase price or any other reasonable offer and $2,000 for attorney's fees and costs. Please contact me to discuss this or any other offer to settle this matter. If I don't hear from you within thirty (30) days of this letter, I will file suit.

Very truly yours,

DBeauvais

Danielle R. Beauvais

Note: Purchase contract, title, registration and repair invoices from Bend, OR will be supplied soon. Client Travelling in California + got injured. DBeauvais

CASE: [redacted] v. Chrysler
Purchased in State of: OR
Type of Claim: OR LL

Vehicle Info

Vehicle: 2014 Jeep Grand Cherokee Summit
Vin #: 1CARJFJG0EC[redacted]
Purchase Date: 7/18/13
Dealership: Bought through AAA, delivered to dealer in OR

New or Used: New
Mileage at purchase: 237
Purchase or Lease? Purchase
Basic Cash Price: $
Financed? No- paid in full
Personal Use: Yes

Warranty Info

Basic Warranty: 3/36
Powertrain Warranty:
Extended Warranty or Service K? Yes, bought through AAA. Essential Care Platinum

---

REPAIR HISTORY

Problems: Lost power, surged. Defective touch screen, replaced twice, still defective. Would prefer replacement. Car parked due to safety issues, not driven.

Notes

1. Aftermarkets? Car was set up to be towed behind motor home: $1,468
2. Mileage: 17,492 mi on 3/9/15

Repairs

11/27/13 (3,626) Smolich Chrysler, Bend OR- RO to be supplied later

1. Radio: check software
2. Module transmission control

2/24/14 – 2/28/14 (6,449): 5 days Crystal Chrysler, Cathedral City, CA

1. Customer states the touch screen is inoperative at times. Verified concern. Then found radio in need of software update.

2. Customer states that when coming to a stop, transmission will down shift and then up shift. NPF but software update for shifting improvements.
3. Customer states at about 50 mph, the traction control light came on. NPF

4/3/14 – 4/11/14 (8,393): 9 days Crystal Chrysler, Cathedral City, CA

1. Customer states there is a clunking noise when coming to a stop. Verified the shifting. Opened a Star case, and per Star case, engineer found to be a normal condition.
2. Customer states the radio screen freezes and locks up. Verified concern. Per Star case, installed a new software in radio system.

4/12/14 – 4/28/14 (8,528): 17 days Crystal Chrysler, Cathedral City, CA
Customer states the radio screen will go blank at times but can still hear sound. Internal defect. Star advised to replace radio. Installed. New radio not loading. Star said to order another new radio. Installed

6/6/14 (9,907) Smolich Chrysler, Bend OR- RO to be supplied later
Modules: Automatic temperature and powertrain control

8/29/14 (10,624) Smolich Chrysler, Bend OR- RO to be supplied later
Sending unit

12/12/14 (14,321) Smolich Chrysler, Bend OR- RO to be supplied later
Module, park assist control module, transmission module

2/7/15 – 2/24/15 (17,442): 18 days Crystal Chrysler, Cathedral City, CA
(As of 3/9/15: still at dealer because C hurt his hip)

1. Customer reports while driving in town, lost power and would not go. After applying more gas, car surged and then bogged down again 3 times, then customer parked car.
2. Customer reports at freeway speed with adaptive cruise control on, car stopped rapidly with nothing in front of car.

Total Days Out of Service: At least 53 days

VIP Summary Report

Dealer: 60313 - CRYSTAL CHRYSLER, JEEP, DODGE CENTER **Date:** February 23, 2015 **Time:** 14:27:44

VIN: 1C4RJFJG0EC[redacted] **Dealer Entered Name:** WALT **Dealer Entered Odometer:** 17,442 miles

STRICTLY CONFIDENTIAL: This information is provided to DEALER, in accordance with Section 4 of DEALER's Software License, Data Exchange and Electronic Commerce Agreement with Chrysler Group LLC. All information provided is based on entries provided by DEALER.

Warning Messages

ATTN: Vehicle involved in the Enhanced Customer Satisfaction program. AFTER diagnosis or if assistance is needed during diagnosis, immediately call 866-275-1420 for repair instructions/authorization. RRTs and Recalls are excluded and do not require contact.

THIS VEHICLE HAS RETURNED FOR SERVICE WITHIN 90 DAYS

THIS VIN HAS AT LEAST ONE OPEN RECALL

THIS VIN HAS AT LEAST ONE OPEN CAIR

Vehicle Restrictions

Vehicle Restrictions	LOP(s) Restricted	Parts(s) Restricted	Part / LOP Description
1: ENHANCED SATISFACTION			

Vehicle Service Information

Year/Model:	2014 JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT	Last Odometer:	14,321 miles on December 12, 2014
Body Style:	WKJT74	In-Service Date:	July 18, 2013
Engine:	ERB-3.6L V6 24V VVT Engine	In-Service Odometer:	237 miles
Transmission:		Odometer Type:	miles
Color 1:	PEP-Deep Auburn Pearl Coat	Car Line:	W
Color 2:	QEP-Deep Auburn Pearl Coat	Build Date:	May 22, 2013
Current Market Register:	U	Hour:	08
Book:	R		

Vehicle Owner Information

Name:	[redacted]	Preferred Nam	[redacted]
Address:	[redacted]	City:	BEND
State/Province:	OR	Postal Code:	[redacted]
Country:	USA	Language Preference:	
Telephone-Home:	[redacted]	Telephone-Business:	
Fax:		Original Owner:	[redacted]

Recall Information

Incomplete Recall

Recall Number	Description	Part Number	Launch Date
P67	OCCUPANT RESTRAINT CONTROL MODULE	SEE RECALL NOTICE	December 1, 2014

Complete Recall

VIP Summary Report

Dealer: 60313 - CRYSTAL CHRYSLER, JEEP, DODGE CENTER **Date:** February 23, 2015 **Time:** 14:27:44

VIN: 1C4RJFJG0EC[redacted] **Dealer Entered Name:** [redacted] **Dealer Entered Odometer:** 17,442 miles

STRICTLY CONFIDENTIAL: This information is provided to DEALER, in accordance with Section 4 of DEALER's Software License, Data Exchange and Electronic Commerce Agreement with Chrysler Group LLC. All information provided is based on entries provided by DEALER.

Recall Number	Description	Launch Date	Repair Date
N58	REPROGRAM INSTRUMENT CLUSTER ABS / AL	November 8, 2013	November 27, 2013
P14	BRAKE BOOSTER	May 16, 2014	August 29, 2014
P36	SUN VISOR WIRING	August 19, 2014	December 12, 2014

Warranty Information

REFER TO SPECIFIC LOPS FOR ADDITIONAL COVERAGE AND LIMITS

PLEASE CONTACT CROSS COUNTRY MOTOR CLUB FOR TOWING ASSISTANCE 800-521-2779.

Type of Warranty	Original	Deductible	Expiration	Remaining
BASIC	36 Months or 36,000 miles	0	July 18, 2016	17 Months or 18,558 miles
POWERTRAIN	60 Months or 100,000 miles	0	July 18, 2018	41 Months or 82,558 miles
PERFORATION	60 Months or 100,000 miles	0	July 18, 2018	41 Months or 82,558 miles
EMISSIONS	36 Months or 50,000 miles	0	July 18, 2016	17 Months or 32,558 miles
ADJUSTMENT	36 Months or 36,000 miles	0	July 18, 2016	17 Months or 18,558 miles
AIR CONDITIONING	36 Months or 36,000 miles	0	July 18, 2016	17 Months or 18,558 miles
EXTENDED FEDERAL EMISSIONS	96 Months or 80,000 miles	0	July 18, 2021	76 Months or 62,558 miles
CALIFORNIA LONG TERM EMISSIONS	84 Months or 70,000 miles	0	July 18, 2020	64 Months or 52,558 miles

WCC	Roadside Assistance	Towing Assistance	Master Shield	Transferable-Powertrain Warranty
536	Yes	Yes	N/A	Yes

Service Contract Information

Service Contract(1 of 1)

THIS OPTION COVERS OIL AND FILTER CHANGES ONLY, ADDITIONAL MAINTENANCE SERVICES ARE NOT COVERED

THIS SERVICE CONTRACT OPTION IS NOT TRANSFERABLE.

Contract Number:	39222556	**Name:**	KENT WALTON
		Secondary Name:	
Option Code:	ECPS416N	**Description:**	ESSENTIAL CARE PLATINUM SYNTHETIC
Effective Date/Odometer:	September 11, 2014 @ 10,624 miles	**Option Sale Date:**	September 11, 2014
Expiration Date/Odometer:	September 10, 2018 @ 999,999 miles	**Option Sale State:**	MI
Contract Selling Dealer:	S0075 - CUSTOMER ASSISTANCE CTR		
Maximum Rental Amount per Day:	0.00	**First Day Rental:**	No
Maximum Rental Allowance per Visit:	0.00	**Deductible:**	0.00
Maximum Oil Change Allowance:	50.00	**Towing Allowance:**	0.00
Remaining Oil Changes:	15	**Roadside Assistance:**	No
		Road Hazard:	No

VIP Summary Report

Dealer: 60313 - CRYSTAL CHRYSLER, JEEP, DODGE CENTER **Date:** February 23, 2015 **Time:** 14:27:44

VIN: 1C4RJFJG0EC[redacted] **Dealer Entered Name:** WALT **Dealer Entered Odometer:** 17,442 miles

STRICTLY CONFIDENTIAL: This information is provided to DEALER, in accordance with Section 4 of DEALER's Software License, Data Exchange and Electronic Commerce Agreement with Chrysler Group LLC. All information provided is based on entries provided by DEALER.

		Trip Interruption:	No
Reduce Warranty Deductible:	No		
Transfer Fee:	0.00	Cancellation Fee:	75.00
Transferred:	No	Status:	01 ACTIVE

Service History (All History)

Repair Date	Dealer/Payee	Claim Number	Repair Odometer	List Date	Transaction Type
December 12, 2014	24132 - SMOLICH CHRYSLER JEEP DODGE 18200594 - Module, Park Assist Control-Mo	[redacted]	14,321 Miles	2014124	WARRANTY
December 12, 2014	24132 - SMOLICH CHRYSLER JEEP DODGE 23332004 - Weatherstrip/Run, door glass-R 181902P9 - Module, Body Control (BCM)-Mod 181905A1 - Module, Transmission Control (		14,321 Miles	2014124	WARRANTY
December 12, 2014	24132 - SMOLICH CHRYSLER JEEP DODGE 08P36182 - Safety Recall P36 - Sun Visor		14,321 Miles	2014124	RECALL REPAIR
December 12, 2014	24132 - SMOLICH CHRYSLER JEEP DODGE 26860303 - Maintenance-Lube, Oil, and Fil		14,321 Miles	2014124	SERVICE CONTRACT
August 29, 2014	24132 - SMOLICH CHRYSLER JEEP DODGE 23020801 - Panel, cowl-Panel-One/both 08461093 - Sending unit or switch, oil pr 23026002 - Molding/Applique, wheel openin		10,624 Miles	2014092	WARRANTY
August 29, 2014	24132 - SMOLICH CHRYSLER JEEP DODGE 05P14182 - Safety Recall P14 - Brake Boos		10,624 Miles	2014092	RECALL REPAIR
June 6, 2014	24132 - SMOLICH CHRYSLER JEEP DODGE 18196295 - Module, Automatic Temperature		9,907 Miles	2014063	WARRANTY
June 6, 2014	24132 - SMOLICH CHRYSLER JEEP DODGE 09550101 - Filter, oil 075001P1 - Pump, water-3.6 liter engine 181906Y8 - Module, Powertrain Control (PC		9,907 Miles	2014063	WARRANTY
April 8, 2014	60313 - CRYSTAL CHRYSLER, JEEP, DODGE 186002BK - Radio-Radio, Check Software Le		8,393 Miles	2014043	WARRANTY
April 8, 2014	60313 - CRYSTAL CHRYSLER, JEEP, DODGE 186002BK - Radio-Radio, Check Software Le		8,393 Miles	2014044	WARRANTY
February 28, 2014	60313 - CRYSTAL CHRYSLER, JEEP, DODGE 186002AK - Radio-Radio, Check Software Le		6,449 Miles	2014034	WARRANTY
February 28, 2014	60313 - CRYSTAL CHRYSLER, JEEP, DODGE 186002AK - Radio-Radio, Check Software Le 1819059D - Module, Transmission Control (		6,449 Miles	2014032	WARRANTY
November 27, 2013	24132 - SMOLICH CHRYSLER JEEP DODGE 186002AB - Radio-Radio, Check Software Le 1819059F - Module, Transmission Control (		3,626 Miles	2013121	WARRANTY
November 27, 2013	24132 - SMOLICH CHRYSLER JEEP DODGE 08N58184 - Safety Recall N58 - Reprogram		3,626 Miles	2013121	RECALL REPAIR

Customer Number: [redacted] Invoice No: [redacted]

INVOICE

PAGE 1

Crystal Chrysler Jeep Dodge Center
36444 Auto Park Dr.
Cathedral City, CA 92234
(760) 324-4557
Fax (760) 424-0228
Direct Service Line (760) 324-4559

[redacted]
BEND, OR [redacted]
Home:
Email:
Bus: [redacted]

BAR # ARD 249974 EPA # CAD 983567379
SERVICE ADVISOR: 625 ALONZO G VIBANCO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
DEEPAUBURN	14	JEEP GRAND CHEROKEE	1C4RJFJG0EC[redacted]		6449 6449	3947

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN14			17:30 24FEB14		0.00	CASH	28FEB14

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: DLR:60313
08:39 24FEB14	16:51 28FEB14	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL

A CUSTOMER STATES THE TOUCH SCREAN IS INOPERATIVE AT TIMES CHECK AND ADVISE

CAUSE:
08 ELECTRICAL
82 W (N/C)

,,,,6449 PERFORMED INSPECTION AND VERIFIED CONCERN... THEN FOUND RADIO
,,,,IN NEED OF UP TO DATE SOFT WEAR... THEN INSTALLED UP TO DATE SOFT WEAR
,,,,AND VERIFIED OK NOW

****

B CUSTOMER STATES WHEN COMING TO A STOP THE TRANSMISSION WILL DOWN SHIFT AND THEN UP SHIFT CHECK AND ADVISE

CAUSE:
20 AUTO TRANS
82 W (N/C)

,,,,6449 PERFORMED INSPECTION AND TEST DRIVE AND DID NOT VERIFY
,,,,CONCERN. HOWEVER DID FINED A SOFT WEAR UP DATE FOR (SHIFTING
,,,,IMPROVEMENTS) #21-007-13 ... THEN PERFORMED SOFT WEAR UP DATE AND
,,,,VERIFIED OK NOW

****

C CUSTOMER STATES WHILL DRIVING ABOUT 50 MPH THE TRACTION CONTROL LIGHT CAME ON.... CHECK AND ADVISE

CAUSE:
08 ELECTRICAL
82 W (N/C)

,,,,6449 PERFORMED INSPECTION AND DID NOT VERIFY CONCERN AT THIS TIME

****

D CUSTOMER STATES WHILL DRIVING AND USING THE PADEL SHIFTING AT 8TH GEAR AND THEN EXCELL NOTHING HAPPEN CHECK AND ADVISE

CAUSE:
20 AUTO TRANS
82 W (N/C)

,,,,6449 PERFORMED INSPECTION AND FOUND SHIFTING OPERATING AS DESIGNED

****

E CUSTOMER STATES WHEN COMING TO A STOP THERS A CLUNKING NOISE CHECK

THANK YOU

FOR BRINGING YOUR CAR TO US FOR SERVICE

IF YOU ARE HAPPY LET YOUR NEIGHBOR KNOW. IF YOU ARE UNHAPPY CALL YOUR SERVICE ADVISOR AT ONCE.

ORIGINAL ESTIMATE: $

AUTHORIZED REVISED ESTIMATE: $

"By law, you may choose another licensed Smog check facility to perform any needed repairs or adjustments that the Smog Check test indicates are necessary."

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

CUSTOMER INITIAL X _____

I ACKNOWLEDGE RECEIPTOF VEHICLE AND I HAVE RECEIVEDA COPY OF THIS INVOICE.

CUSTOMER SIGNATURE _____

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC./HAZ. MAT. CHGS.	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Customer Copy

Customer Number: [redacted] Invoice No: [redacted]

INVOICE

PAGE 2

Crystal Chrysler Jeep Dodge Center
36444 Auto Park Dr.
Cathedral City, CA 92234
(760) 324-4557
Fax (760) 424-0228
Direct Service Line (760) 324-4559

[redacted]
BEND, OR [redacted]
Home:
Email:
Bus: [redacted]

BAR # ARD 249974 EPA # CAD 983587379
SERVICE ADVISOR: 625 ALONZO G VIBANCO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
DEEPAUBURN	14	JEEP GRAND CHEROKEE	1C4RJFJG0EC[redacted]		6449 6449	3947

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN14			17:30 24FEB14		0.00	CASH	28FEB14

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: DLR:60313
08:39 24FEB14	16:51 28FEB14	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
AND ADVISE... NOTE: IT FEELS LIKE A HARSH DOWN SHIFT			
CAUSE:			
20 AUTO TRANS			
82 W			(N/C)
,,,,6449 PERFORMED INSPECTION AND FOUND VEHICLE OPERATING AS DESIGNED			
**********			
F RENT A CAR			
CAUSE:			
99 MISCELLANEOUS			
82 W			(N/C)
,,,,6449 PROVIDED CUSTOMER WITH RENT A CAR PER CHRYSLER			
**********			
G SET TIRE PRESSURES AND RECORD			
CTP SET TIRE PRESSURES AND RECORD			
82 C	0.00	0.00	
,,,,6449 SET 36 PSI			
**********			
H PERFORM 23 POINT INSPECTION			
23PI PERFORM 23 POINT INSPECTION			
82 C	0.00	0.00	
,,,,6449 NO ADDITIONAL RECOMMENDATIONS AT THIS TIME			
**********			
I BATTERY TEST, AS A COURTESY TO OUR CUSTOMER WE HAVE TESTED YOUR BATTERY AT NO CHARGE. OUR HOPE IS THAT WE WILL CATCH A PROBLEM BEFORE IT LEAVES YOU STRANDED.			
BT BATTERY TEST, AS A COURTESY TO OUR CUSTOMER WE HAVE TESTED YOUR BATTERY AT NO CHARGE. OUR HOPE IS THAT WE WILL CATCH A PROBLEM BEFORE IT LEAVES YOU STRANDED.			
82 C	0.00	0.00	
,,,,6449 PERFORMED BATTERY TEST AND BATTERY (PASS)			
**********			

~|

THANK YOU

FOR BRINGING YOUR CAR TO US FOR SERVICE

IF YOU ARE HAPPY LET YOUR NEIGHBOR KNOW. IF YOU ARE UNHAPPY CALL YOUR SERVICE ADVISOR AT ONCE.

ORIGINAL ESTIMATE: $

AUTHORIZED REVISED ESTIMATE: $

"By law, you may choose another licensed Smog check facility to perform any needed repairs or adjustments that the Smog Check test indicates are necessary."

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

CUSTOMER INITIAL X _____

I ACKNOWLEDGE RECEIPTOF VEHICLE AND I HAVE RECEIVEDA COPY OF THIS INVOICE.

CUSTOMER SIGNATURE _____

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC./HAZ. MAT. CHGS.	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Customer Copy

Customer Number: [redacted] Invoice No: 5[redacted]

INVOICE

PAGE 3

Crystal Chrysler Jeep Dodge Center
36444 Auto Park Dr.
Cathedral City, CA 92234
(760) 324-4557
Fax (760) 424-0228
Direct Service Line (760) 324-4559
BAR # ARD 249974 EPA # CAD 983587379

[redacted]
BEND, O[redacted]
Home:
Email:
Bus: [redacted]

SERVICE ADVISOR: 625 ALONZO G VIBANCO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
DEEPAUBURN	14	JEEP GRAND CHEROKEE	1C4RJFJG0EC[redacted]		6449 6449	3947

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN14			17:30 24FEB14		0.00	CASH	28FEB14

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: DLR:60313
08:39 24FEB14	16:51 28FEB14	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
EST: 0.01 24FEB14 08:39 SA: 625			

SERVICE HOURS 7-5:30 M-F 7-2 SATURDAYS
CONVENIENT AFTER HOURS DELIVERY (SEE ADVISOR)
2 TRANSPORTATION OPTIONS SPECIAL RENTAL RATES
AND SHUTTLE SERVICE.

THANK YOU

FOR BRINGING YOUR CAR TO US FOR SERVICE

IF YOU ARE HAPPY LET YOUR NEIGHBOR KNOW. IF YOU ARE UNHAPPY CALL YOUR SERVICE ADVISOR AT ONCE.

ORIGINAL ESTIMATE: $

AUTHORIZED REVISED ESTIMATE: $

"By law, you may choose another licensed Smog check facility to perform any needed repairs or adjustments that the Smog Check test indicates are necessary."

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. CUSTOMER INITIAL X_____

I ACKNOWLEDGE RECEIPTOF VEHICLE AND I HAVE RECEIVEDA COPY OF THIS INVOICE.

CUSTOMER SIGNATURE _____

DESCRIPTION	TOTALS
LABOR AMOUNT	$ 0.00
PARTS AMOUNT	$ 0.00
GAS, OIL, LUBE	$ 0.00
SUBLET AMOUNT	$ 0.00
MISC./HAZ. MAT. CHGS.	$ 0.00
TOTAL CHARGES	$ 0.00
ADJUSTMENTS	$ 0.00
SALES TAX	$ 0.00
PLEASE PAY THIS AMOUNT	$ 0.00

Customer Copy

WILD CARD SPECIAL

10% OFF

ANY ONE REPAIR OF YOUR CHOICE!

Please present coupon at time of write up. Cannot be combined with any other special. MUST BE USED ON FUTURE VISIT. CANNOT BE COMBINED WITH ANY OTHER COUPONS OR SPECIAL PRICING..

www.crystalchrysler.com Invoice No. 506749
Coupon Expires: 27 Aug 2014

FREE LUBE OIL FILTER

UP TO 5 QTS WITH ANY TEST DRIVE. SEE SALES MANAGER FOR DETAILS

X_____

Sales Mgr. Signature

Coupon Expires: 27 Aug 2014
www.crystalchrysler.com

MOPAR ACCESSORIES DISCOUNT! 10%

INCLUDES:
- Discount on available accessories for Chrysler Group LLC. Vehicles.
- Mopar accessories are covered by either the 3-year/36,000-mile New Vehicle Limited Warranty or the 12-month/12,000-mile Mopar Basic Limited Warranty whichever is more favorable to the customer. See dealer for details and a copy of the warranty.
- Percentage off may not be available on installation price.

MUST BE USED ON FUTURE VISIT. CANNOT BE COMBINED WITH ANY OTHER COUPONS OR SPECIAL PRICING.
Coupon Expires: 27 Aug 2014
www.crystalchrysler.com

Customer Numbe [redacted] Invoice No: [redacted]

INVOICE

PAGE 1

Crystal Chrysler Jeep Dodge Center
36444 Auto Park Dr.
Cathedral City, CA 92234
(760) 324-4557
Fax (760) 424-0228
Direct Service Line (760) 324-4559
BAR # ARD 249974 EPA # CAD 983587379

[redacted]
BEND, OR [redacted]
Home:
Email:
Bus: [redacted]

SERVICE ADVISOR: 625 ALONZO G VIBANCO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
DEEPAUBURN	14	JEEP GRAND CHEROKEE	1C4RJFJG0EC[redacted]		8393 8400	3396

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN14			17:30 03APR14		0.00	CASH	11APR14

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: DLR:60313
08:57 03APR14	15:21 11APR14	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A CUSTOMER STATES THERE IS A CLUNKING NOISE WHEN COMING TO A STOP...
CUSTOMER TO TEST DRIVE WITH A TECHNICIAN
CAUSE:
04 DRIVEABILITY
82 W (N/C)
,,,,8393 PERFORMED TEST DRIVE AND VERIFIED THE SHIFTING HOWEVER OPENED
,,,,A STAR CASE AND PER STAR CASE ENGINEER FOUND TO BE A NORMAL CONDITION.
,,,,NO FURTHER REPAIRS NEEDED AT THIS TIME
****

B CUSTOMER STATES THE RADIO SCREEN FREEZES AND LOCKS UP. CHECK & ADVISE
CAUSE:
08 ELECTRICAL
82 W (N/C)
,,,,8393 PERFORMED INSPECTION AND VERIFIED CONCERN. THEN OPEN STAR CASE
,,,,AND PER STAR CASE INSTALLED A NEW SOFT WEAR IN RADIO SYSTEM 14.05.03
,,,,THEN RE TESTED AND FOUND OPERATING AS DESIGNED
****

C CUSTOMER STATES EXCESSIVE WIND NOISE ON PASSENGER SIDE (55-75 MPH)
CAUSE:
23 BODY INTERIOR-EXT.
82 W (N/C)
,,,,8393 PERFORMED TEST DRIVE ON FREEWAY AND WITH HEAD WIND AT 70-MPH
,,,,AND FOUND NO WIND NOISE OR ANY ABNORMAL NOISE AT THIS TIME
****

D CHRYSLER AUTHORIZED RENTAL... CARE # 24551432.... VEHICLE IS PART OF
THE ENHANCED CUSTOMER SATISFACTION PROGRAM.
RENT .
82 W (N/C)
,,,,8393 PROVIDED CUSTOMER WITH RENT A CAR PER CARE #24551432
****

E Moved to: 508758C Line: A
SPO Moved to: 508758C Line: A
999 C 0.00 0.00
****

THANK YOU

FOR BRINGING YOUR CAR TO US FOR SERVICE

IF YOU ARE HAPPY LET YOUR NEIGHBOR KNOW. IF YOU ARE UNHAPPY CALL YOUR SERVICE ADVISOR AT ONCE.

ORIGINAL ESTIMATE: $

AUTHORIZED REVISED ESTIMATE: $

"By law, you may choose another licensed Smog check facility to perform any needed repairs or adjustments that the Smog Check test indicates are necessary."

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. CUSTOMER INITIAL X _____

I ACKNOWLEDGE RECEIPTOF VEHICLE AND I HAVE RECEIVEDA COPY OF THIS INVOICE.

CUSTOMER SIGNATURE _____

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC./HAZ. MAT. CHGS.	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Customer Copy

Customer Number: [redacted] Invoice No: [redacted]

INVOICE

PAGE 2

Crystal Chrysler Jeep Dodge Center
36444 Auto Park Dr.
Cathedral City, CA 92234
(760) 324-4557
Fax (760) 424-0228
Direct Service Line (760) 324-4559
BAR # ARD 249974 EPA # CAD 983587379

[redacted]
BEND, OR [redacted]
Home:
Email:
Bus: [redacted]

SERVICE ADVISOR: 625 ALONZO G VIBANCO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
DEEPAUBURN	14	JEEP GRAND CHEROKEE	1C4RJFJG0EC[redacted]		8393 8400	3396

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN14			17:30 03APR14		0.00	CASH	11APR14

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: DLR:60313
08:57 03APR14	15:21 11APR14	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
F Moved to: 508758C Line: B			
SPO Moved to: 508758C Line: B			
999 C		0.00	0.00
**********			
G Moved to: 508758C Line: C			
SPO Moved to: 508758C Line: C			
999 C		0.00	0.00
**********			
H Moved to: 508758C Line: D			
SPO Moved to: 508758C Line: D			
999 C		0.00	0.00
**********			

*** THE FOLLOWING WORK NOT DONE-TRANSFERRED TO RO#508758C ***
E Moved to: 508758C Line: A
F Moved to: 508758C Line: B
G Moved to: 508758C Line: C
H Moved to: 508758C Line: D

EST: 47.00 08APR14 10:10 SA: 625
CONTACT: KENT
LOF

SERVICE HOURS 7-5:30 M-F 7-2 SATURDAYS
CONVENIENT AFTER HOURS DELIVERY (SEE ADVISOR)
2 TRANSPORTATION OPTIONS SPECIAL RENTAL RATES
AND SHUTTLE SERVICE.

THANK YOU

FOR BRINGING YOUR CAR TO US FOR SERVICE

IF YOU ARE HAPPY LET YOUR NEIGHBOR KNOW. IF YOU ARE UNHAPPY CALL YOUR SERVICE ADVISOR AT ONCE.

ORIGINAL ESTIMATE:	AUTHORIZED REVISED ESTIMATE:
$	$

"By law, you may choose another licensed Smog check facility to perform any needed repairs or adjustments that the Smog Check test indicates are necessary."

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. CUSTOMER INITIAL

X _____

I ACKNOWLEDGE RECEIPTOF VEHICLE AND I HAVE RECEIVEDA COPY OF THIS INVOICE.

CUSTOMER SIGNATURE _____

DESCRIPTION	TOTALS
LABOR AMOUNT	$ 0.00
PARTS AMOUNT	$ 0.00
GAS, OIL, LUBE	$ 0.00
SUBLET AMOUNT	$ 0.00
MISC./HAZ. MAT. CHGS.	$ 0.00
TOTAL CHARGES	$ 0.00
ADJUSTMENTS	$ 0.00
SALES TAX	$ 0.00
PLEASE PAY THIS AMOUNT	**$ 0.00**

Customer Copy

X4S2 280_1

WILD CARD SPECIAL

10% OFF

ANY ONE REPAIR OF YOUR CHOICE!

Please present coupon at time of write up. Cannot be combined with any other special. MUST BE USED ON FUTURE VISIT. CANNOT BE COMBINED WITH ANY OTHER COUPONS OR SPECIAL PRICING..

www.crystalchrysler.com Invoice No. 508758
Coupon Expires: 08 Oct 2014

FREE LUBE OIL FILTER

UP TO 5 QTS WITH ANY TEST DRIVE. SEE SALES MANAGER FOR DETAILS

X _____

Sales Mgr. Signature

Coupon Expires: 08 Oct 2014
www.crystalchrysler.com

MOPAR ACCESSORIES DISCOUNT!

10%

INCLUDES:

- Discount on available accessories for Chrysler Group LLC. Vehicles.
- Mopar accessories are covered by either the 3-year/36,000-mile New Vehicle Limited Warranty or the 12-month/12,000-mile Mopar Basic Limited Warranty whichever is more favorable to the customer. See dealer for details and a copy of the warranty.
- Percentage off may not be available on installation price.

MUST BE USED ON FUTURE VISIT. CANNOT BE COMBINED WITH ANY OTHER COUPONS OR SPECIAL PRICING.
Coupon Expires: 08 Oct 2014
www.crystalchrysler.com

Customer Number: [redacted] Invoice No: [redacted]

INVOICE

PAGE 1

Crystal Chrysler Jeep Dodge Center
36444 Auto Park Dr.
Cathedral City, CA 92234
(760) 324-4557
Fax (760) 424-0228
Direct Service Line (760) 324-4559
BAR # ARD 249974 EPA # CAD 983587379

[redacted]
BEND, O[redacted]
Home:
Email:
Bus: [redacted]

SERVICE ADVISOR: 306 ANTHONY Q WELTY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
DEEPAUBURN	14	JEEP GRAND CHEROKEE	1C4RJFJG0EC[redacted]		8528 8530	2149

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN14			17:30 29APR14		0.00	CASH	30APR14

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: DLR:60313
08:03 12APR14	14:42 30APR14	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUSTOMER STATES THE RADIO SCREEN WILL GO BLANK AT TIMES BUT CAN STILL HEAR SOUND CHECK AND REPORT			
CAUSE: INTERNAL DEFECT			
08 VERIFIED REPAIRS			
530 W			(N/C)
1 68190240ZG RADIO-MULTI MEDIA			(N/C)
,,,,8530 PERFORMED DIAGNOSIS, VERIFIED COMPLAINT, POWER AND GROUND OK,			
,,,,HAS CURRENT SOFTWARE, CONTACTED STAR, AND THEY ADVISED TO REPLACE			
,,,,RADIO, INSTALLED NEW RADIO, NEW RADIO SHOWED AQUIRRING SIGNAL,			
,,,,PERFORMED RADIO CONFIGURRING AND SHOWS, NOT LOADING, CONTACT STAR			
,,,,AGAIN, THEY SAID TO ORDER ANOTHER NEW RADIO, AS PER JEEP TECH SUPPORT,			
,,,,AND CODE R-A FOR DIAG 1.0 AND INSTALLED SECOND NEW RADIO AND IT WORKED			
,,,,CORRECTLY. VERIFIED IT HAS LATEST VERSION OF SOFTWARE. AND RENTAL IS			
,,,,COVERED ALSO AS PER R-A CODE. NOTIFIED CUSTOMER THAT THE VEHICLE IS			
,,,,COMPLETED AND READY FOR PICKUP 4-28-14 AT 10AM			
**********			
B SET TIRE PRESSURES AND RECORD			
CTP SET TIRE PRESSURES AND RECORD			
530 C	0.00	0.00	
**********			
C BATTERY TEST, AS A COURTESY TO OUR CUSTOMER WE HAVE TESTED YOUR BATTERY AT NO CHARGE. OUR HOPE IS THAT WE WILL CATCH A PROBLEM BEFORE IT LEAVES YOU STRANDED.			
BT BATTERY TEST, AS A COURTESY TO OUR CUSTOMER WE HAVE TESTED YOUR BATTERY AT NO CHARGE. OUR HOPE IS THAT WE WILL CATCH A PROBLEM BEFORE IT LEAVES YOU STRANDED.			
530 C	0.00	0.00	
**********			
D RENTAL AS PER CHRYSLER			
CAUSE: AS PER RA CODE FROM CHRYSLER TECH REP			
01 CHZZ			
530 W			(N/C)
SUBL RENTAL			

THANK YOU

FOR BRINGING YOUR CAR TO US FOR SERVICE

IF YOU ARE HAPPY LET YOUR NEIGHBOR KNOW. IF YOU ARE UNHAPPY CALL YOUR SERVICE ADVISOR AT ONCE.

ORIGINAL ESTIMATE: $

AUTHORIZED REVISED ESTIMATE: $

"By law, you may choose another licensed Smog check facility to perform any needed repairs or adjustments that the Smog Check test indicates are necessary."

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. CUSTOMER INITIAL X_____

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE _____

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC./HAZ. MAT. CHGS.	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Customer Copy

Customer Number: [redacted] Invoice No: [redacted]

INVOICE

PAGE 2

Crystal Chrysler Jeep Dodge Center
36444 Auto Park Dr.
Cathedral City, CA 92234
(760) 324-4557
Fax (760) 424-0228
Direct Service Line (760) 324-4559
BAR # ARD 249974 EPA # CAD 983587379

[redacted]
BEND, O[redacted]
Home:
Email:
Bus: [redacted]

SERVICE ADVISOR: 306 ANTHONY Q WELTY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
DEEPAUBURN	14	JEEP GRAND CHEROKEE	1C4RJFJG0EC[redacted]		8528 8530	2149

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN14			17:30 29APR14		0.00	CASH	30APR14

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: DLR:60313
08:03 12APR14	14:42 30APR14	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
			W				(N/C)

,,,,8530 RENTAL COVERED THE CUSTOMER IS IN OUR CRYSTAL RENTAL
****

E** AFTER RADIO INSTALLATION STILL WOULD NOT REPROGRAM AND WAS
REQUESTED BY TECH LINE INSTALL ANOTHER NEW RADIO CASE # 245

CAUSE:
08 ELECTRICAL
530 W (N/C)
****

EST: 0.00 12APR14 08:03 SA: 306

SERVICE HOURS 7-5:30 M-F 7-2 SATURDAYS
CONVENIENT AFTER HOURS DELIVERY (SEE ADVISOR)
2 TRANSPORTATION OPTIONS SPECIAL RENTAL RATES
AND SHUTTLE SERVICE.

THANK YOU

FOR BRINGING YOUR CAR TO US FOR SERVICE

IF YOU ARE HAPPY LET YOUR NEIGHBOR KNOW. IF YOU ARE UNHAPPY CALL YOUR SERVICE ADVISOR AT ONCE.

ORIGINAL ESTIMATE: $

AUTHORIZED REVISED ESTIMATE: $

"By law, you may choose another licensed Smog check facility to perform any needed repairs or adjustments that the Smog Check test indicates are necessary."

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

CUSTOMER INITIAL X_____

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE _____

DESCRIPTION	TOTALS
LABOR AMOUNT	$ 0.00
PARTS AMOUNT	$ 0.00
GAS, OIL, LUBE	$ 0.00
SUBLET AMOUNT	$ 0.00
MISC./HAZ. MAT. CHGS.	$ 0.00
TOTAL CHARGES	$ 0.00
ADJUSTMENTS	$ 0.00
SALES TAX	$ 0.00
PLEASE PAY THIS AMOUNT	$ 0.00

Customer Copy

WILD CARD SPECIAL

10% OFF

ANY ONE REPAIR OF YOUR CHOICE!

Please present coupon at time of write up. Cannot be combined with any other special. MUST BE USED ON FUTURE VISIT. CANNOT BE COMBINED WITH ANY OTHER COUPONS OR SPECIAL PRICING..

www.crystalchrysler.com Invoice No. 509228
Coupon Expires: 27 Oct 2014

FREE LUBE OIL FILTER

UP TO 5 QTS WITH ANY TEST DRIVE. SEE SALES MANAGER FOR DETAILS

X_____

Sales Mgr. Signature

Coupon Expires: 27 Oct 2014
www.crystalchrysler.com

MOPAR ACCESSORIES DISCOUNT! 10%

INCLUDES:
- Discount on available accessories for Chrysler Group LLC. Vehicles.
- Mopar accessories are covered by either the 3-year/36,000-mile New Vehicle Limited Warranty or the 12-month/12,000-mile Mopar Basic Limited Warranty whichever is more favorable to the customer. See dealer for details and a copy of the warranty.
- Percentage off may not be available on installation price.

MUST BE USED ON FUTURE VISIT. CANNOT BE COMBINED WITH ANY OTHER COUPONS OR SPECIAL PRICING.
Coupon Expires: 27 Oct 2014
www.crystalchrysler.com

Customer Copy

WORKORDER

CUSTOMER #: [redacted]

[redacted]

PAGE 1

Crystal Chrysler Jeep Dodge Center
36444 Auto Park Dr.
Cathedral City, CA 92234
(760) 324-4557
Fax (760) 424-0228
Direct Service Line (760) 324-4559
BAR # ARD 249974 EPA # CAD 983587379

RO# [redacted]

[redacted]
BEND, OR [redacted]
HOME: CONT :000-000-0000 CELL: [redacted]
EMAIL:

SERVICE ADVISOR: 834 AKKERMAN,DANI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
DEEPAUBURN	14	JEEP GRAND CHEROKEE	1C4RJFJG0EC[redacted]	[redacted]	17442 /	T2196

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN14			23:15 10FEB15		0.00	CASH	

R.O. OPENED	READY	OPTIONS: DLR:60313
07FEB201509:48	01JAN14	

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# B	14		W	CUSTOMER REPORTS WHILE DRIVING IN TOWN, LOST POWER AND WOULD NOT GO. AFTER APPLYING MORE GAS PEDAL CAR SURGED AND THEN BOGGED DOWN AGAIN. 3 TIMES AND CUSTOMER THEN PARKED CAR. |CC:
# C	08		W	CUSTOMER REPORTS A FREEWAY SPEED WITH ADDAPTIVE CRUISE CONTROL ON CAR STOPPED RAPIDLY WITH NOTHING IN FRONT OF CAR. |CC:
# D	23		W	CUSTOMER REPORTS A OF THE HOOD SEALS IS MISSING, (ON EACH SIDE WITH OPEN HOOD) |CC:
# E	08		W	"911 SEE DEALER MESSAGE" ON |CC:
# F	LOF		WCSC	FULL SYNTHETIC ENGINE OIL AND FILTER CHANGE |CC:

EXCLUSION OF WARRANTIES

ny warranties on the parts and accessories sold hereby are made by the manufacturer. The ndersigned purchaser understands and agrees that dealer makes no warranties of any kind, xpress or implied, and disclaims all warranties, including warranties of merchantability or fitness r a particular purpose, with regard to the parts and/or accessories purchased; and that in no vent shall dealer be liable for incidental or consequential damages or commercial losses arising t of such purchase. The undersigned purchaser further agrees that the warranties excluded by ealer, include, but are not limited to any warranties that such parts and/or accessories are of erchantable quality or that they will enable any vehicle or any of its systems to perform with asonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

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

right 2000 ADP, Inc. SERVICE WORKORDER #2 XSWJC

PRELIMINARY ESTIMATE $ _____

DATE OWNER NOTIFIED OF REPAIR COMPLETION _____ DATE _____ TIME

AUTHORIZED BY X

AUTHORIZED ADDITIONS	REVISED ESTIMATE	REASON	PERSON CONTACTED		DATE	TIME
				BY PHONE ☐ IN PERSON ☐		
AUTHORIZED ADDITIONS	REVISED ESTIMATE	REASON	PERSON CONTACTED		DATE	TIME
				BY PHONE ☐ IN PERSON ☐		
AUTHORIZED ADDITIONS	REVISED ESTIMATE	REASON	PERSON CONTACTED		DATE	TIME
				BY PHONE ☐ IN PERSON ☐		

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

X _____
CUSTOMER SIGNATURE

Customer Copy

WORKORDER

CUSTOMER #: [redacted]

[redacted]

PAGE 2

Crystal Chrysler Jeep Dodge Center
36444 Auto Park Dr.
Cathedral City, CA 92234
(760) 324-4557
Fax (760) 424-0228
Direct Service Line (760) 324-4559

RO# [redacted]

[redacted]
BEND, OR [redacted]
HOME: CONT :000-000-0000 CELL: 5413884749
EMAIL:

BAR # ARD 249974 EPA # CAD 983587379

SERVICE ADVISOR: 834 AKKERMAN,DANI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
DEEPAUBURN	14	JEEP GRAND CHEROKEE	1C4RJFJG0EC[redacted]	[redacted]	17442 /	T2196

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN14			23:15 10FEB15		0.00	CASH	

R.O. OPENED	READY	OPTIONS: DLR:60313
07FEB201509:48	01JAN14	

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# G	99		W	FLASH UPDATE MODULES |CC:
# H	29		W	ENTERPRISE CAR RENTAL, ENHANCED PROGRAM |CC:
# I	23PI		W	PERFORM 23 POINT INSPECTION |CC:

SERVICE HRS. 7-5:30 M-F
7-2 SATURDAYS. SPECIAL
RENTAL RATES, AVAILABLE
SHUTTLE SERVICE
AFTER HRS. DEL. OPTIONS

EXCLUSION OF WARRANTIES

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

AUTHORIZATION FOR REPAIRS

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. The dealership is not responsible for damages from freezing due to lack of antifreeze.

Copyright 2000 ADP, Inc. SERVICE WORKORDER #2 XSW2C

PRELIMINARY ESTIMATE $ _____

DATE OWNER NOTIFIED OF REPAIR COMPLETION _____ DATE _____ TIME

AUTHORIZED BY X

AUTHORIZED ADDITIONS	REVISED ESTIMATE	REASON	PERSON CONTACTED	BY PHONE ☐ IN PERSON ☐	DATE	TIME

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

X _____
CUSTOMER SIGNATURE

MARCH 9, 2015

DANIELLE -

GOOD NEWS. I HAVE INCLUDED THE WORK ORDER FOR THE TOW EQUIPMENT ADDED TO OUR JEEP.
WE PURCHASED THE JEEP ON JULY 22, 2013
THE DATE ON WORK ORDER IS AUG 1, 2013
TOTAL BILL $1468.00

THE ONLY PART THAT MIGHT NOT APPLY WOULD BE - RAISE BALL MOUNT $110.00. THIS WAS DONE TO THE COACH

Custom Welding & Fabrication

Larry DeMan Welding

Hitches & Towbars • Fabrication • R.V. Parts & Repairs
Electrical • Electric Brakes • Fifth Wheels • Light Truck Accessories

2325 N.W. 36th
Redmond, Oregon 97756 Phone: (541) 548-0842

REPAIR ORDER

Name [redacted]

Address [redacted]

Date Aug 01 2013

Odometer Reading

Vin No.

QTY	PART NO.	NAME OF PART	SALE AMT.
1	52044/46	Roy Bracket Kit	44 00
2	5805	Twin Fuse	19 90
	Add'l Electrical Materials		40 60
	Electrical Materials - Tug		
1 w/ 4 fuse	wire set		
Connectors	As Req'd		
1 11841	4F - Card and	5 95	
1 11801	4F Cap. 5/8" locking pin	2 90 / 16 95	
	TOTAL PARTS	528 30	
	Gals. Gas @		
	Qts. Oil @		
	Lbs. Grease @		
	Total Gas-Oil-Grease		

MAKE AND MODEL | LICENSE NO. AND STATE | MOTOR NO

OPERATION NUMBER	INSTRUCTIONS	AMOUNT
	LUBRICATE ☐ CHANGE OIL ☐ TRANS ☐ DIFF. ☐ WASH ☐ POLISH ☐	
	3.0 hrs Road Master Bracket Install	195 00
	1.5 hrs Electrical Mounting Standard Electrical for Tow Vehicle	97 50
	Hooks, Connectors & Elec Supply	239 00
	Add'l. Time to Power Point	299 00
	① Break Buddie ② Battery Cable	
	③ Break-Away Switch B/Bracket	
	④ 4F Electrical Pack for Aux Tail Lights	
	Trailer Ball, Mount & Extension	110 00

ACCESSORIES	AMOUNT		
			Total Labor	940 50
			Total Parts	528 30
			Environmental Charges	
			Gas, Oil, Grease	
			Accessories	
			Tires, Tubes	
Total Accessories:			Sublet Repairs	
			Shop/Misc.	
			TOTAL	
			TAX	
			TOTAL AMOUNT	1468 80

I hereby authorize the above repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car, truck or 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 car, truck or vehicle to secure the amount of repairs thereto.

Work Authorized by _____ Date Promised _____

Delivered to _____ Date Delivered _____

ESTIMATES FOR LABOR ONLY - MATERIAL ADDITIONAL

ARC-666-3
PRINTED IN U.S.A.

CERTIFIED MAIL™

Beauvais
Law Firm, LLC
5291 NE Elam Young Pkwy., Suite 140, Hillsboro, OR 97124

TO:

Fiat Chrysler Automobiles US LLC
1000 Chrysler Drive
CIMS: 485-13-32
Auburn Hills, MI 48326

CT Corporation

Service of Process Transmittal

05/21/2015
CT Log Number 527164715

TO: Melissa Gravlin
FCA US LLC
1000 Chrysler Dr Ofc of
Auburn Hills, MI 48326-2766

RE: **Process Served in Oregon**

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] Pltfs. vs. Fiat Chrysler Automobiles US, LLC, Dft. // To: FCA US, LLC *Name discrepancy noted.*
DOCUMENT(S) SERVED:	Summons, Complaint, Exhibits
COURT/AGENCY:	Washington County Circuit Court, OR Case # [redacted]
NATURE OF ACTION:	Product Liability Litigation - Lemon Law - 2014 Jeep Grand Cherokee Summit, VIN: 1CARJFJG0EC183490 - Seeking $54,198
ON WHOM PROCESS WAS SERVED:	C T Corporation System, Salem, OR
DATE AND HOUR OF SERVICE:	By Fax on 05/21/2015 at 15:37
JURISDICTION SERVED :	Oregon
APPEARANCE OR ANSWER DUE:	Within 30 days from the date of service
ATTORNEY(S) / SENDER(S):	Danielle R Beauvais 5291 NE Elam Young Parkway Suite 140 Hillsboro, OR 97124 503-681-2008
ACTION ITEMS:	CT has retained the current log, Retain Date: 05/22/2015, Expected Purge Date: 05/27/2015 Image SOP
SIGNED:	C T Corporation System
ADDRESS:	388 State St., Suite 420 Salem, OR 97301
TELEPHONE:	503-566-6883

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.

IN THE CIRCUIT COURT OF THE STATE OF OREGON

FOR THE COUNTY OF WASHINGTON

[redacted] | Case No. [redacted]

Plaintiffs,

SUMMONS

vs.

FCA US, LLC

Defendant.

To: FCA US, LLC
C/O CT Corporation Systems
388 State Street, Suite 420
Salem, OR 97301-3581

Defendant,
You are hereby required to appear and defend the complaint filed against you in the above entitled action within thirty (30) days from the date of service of this summons upon you, and in case of your failure to do so, for want thereof, plaintiff will apply to the court for the relief demanded in the complaint.

NOTICE TO THE DEFENDANT: READ THESE PAPERS CAREFULLY!

You must "appear" in this case or the other side will win automatically. To "appear" you must file with the court a legal paper called a "motion" or "answer." The "motion" or "answer" must be given to the court clerk or administrator with in 30 days along with the required filing fee. It must be in proper form and have proof of service on the plaintiff's attorney or, if the plaintiff does not have an attorney, proof of service upon the plaintiff.

If you have any questions, you should see an attorney immediately. If you need help in finding an attorney, you may call the Oregon State Bar's Lawyer Referral Service at (503) 684-3763 or toll-free in Oregon at (800) 452-7636.

SIGNATURE OF ATTORNEY/AUTHORIZED FOR PLAINTIFF

Danielle R. Beauvais, Esq. 05198

ATTORNEY'S/AUTHOR'S NAME (TYPED OR PRINTED) BAR NO. (IF ANY)

5791 NE Elam Young Parkway, Suite 140

ADDRESS

Hillsboro Oregon 97124 (503) 681-2008

CITY STATE ZIP PHONE

TRIAL ATTORNEY IF OTHER THAN ABOVE (TYPED OR PRINTED) BAR NO.

STATE OF OREGON, County of Washington.

I, the undersigned attorney of record for the plaintiff, certify that the foregoing is an exact and complete copy of the original summons and complaint in the above entitled action.

ATTORNEY OF RECORD FOR PLAINTIFF [s]

CERTIFIED TRUE COPY
DBeauvais

FILED
OREGON JUDICIAL DEPARTMENT
WASHINGTON COUNTY
2015 MAY 13
COPY

IN THE CIRCUIT COURT OF THE STATE OF OREGON

FOR THE COUNTY OF WASHINGTON

[redacted]

Plaintiffs,

vs.

FIAT CHRYSLER AUTOMOBILES US, LLC

Defendant.

Ca[redacted]

COMPLAINT
Prayer amount: $54,198
Fee Authority: ORS 21.160(1)(c)

First Claim for Relief- Breach of Settlement Agreement
Second Claim for Relief- Oregon Lemon Law;
Third Claim for Relief- Breach of Warranty (Magnuson Moss Warranty Act);

CLAIM SUBJECT TO MANDATORY ARBITRATION
Arbitration and Jury Trial Requested

Danielle R. Beauvais, Esq.
5291 NE Elam Young Parkway
Suite 140
Hillsboro, Oregon 97124
(503) 681-2008 Telephone
(503) 681-2005 Facsimile
Danielle@GoLemonLaw.com

Plaintiffs allege as follows:

PARTIES

1.

Plaintiffs [redacted] (hereafter referred to as "Plaintiffs"), are adult residents of the State of Oregon, residing at [redacted], Bend, Oregon [redacted]

2.

Defendant Fiat Chrysler Automobiles US, LLC (hereafter referred to as "Fiat Chrysler"), is a business corporation authorized to do business in the State of Oregon; and, at all times relevant hereto, was engaged in the design, manufacture, sale, and distribution of Fiat Chrysler motor vehicles and related equipment; and at all times relevant hereto carried on a continuous and systematic portion of its business in the State of Oregon by way of, *inter alia*, the wholesale and delivery of its vehicles to Fiat Chrysler dealerships throughout the State of Oregon; with its principal place of business at 1000 Chrysler Drive, Auburn Hills, Michigan 48326, and which can be served at c/o CT Corporation System, Inc., 388 State Street, Suite 420, Salem, OR 97301-3581.

FACTUAL BACKGROUND

3.

On or about the 18th day of July, 2013, Plaintiffs purchased a new 2014 Jeep Grand Cherokee Summit (hereafter referred to as "the vehicle") from Fiat Chrysler, manufactured and warranted by Fiat Chrysler, bearing the Vehicle Identification Number 1CARJFJG0EC[redacted] and purchased in the State of Oregon. A copy of the Motor Vehicle Purchase Agreement is attached as Exhibit A.

4.

The basic cash price of the vehicle, including any option package and aftermarket

Danielle R. Beauvais, Esq.
5291 NE Elam Young Parkway
Suite 140
Hillsboro, Oregon 97124
(503) 681-2008 Telephone
(503) 681-2005 Facsimile
Danielle@GoLemonLaw.com

accessories, registration charges, document fees and related costs and fees, finance charges and collateral expenses, totaled at least $54,198. See Exhibit A.

5.

The vehicle was registered and insured in Oregon, which gave constructive notice to Fiat Chrysler of a potential lawsuit in Oregon should the vehicle prove to be defective. A copy of the vehicle's registration and insurance identification card are attached as Exhibit B.

6.

The vehicle was paid in full at the time of purchase. A copy of the vehicle's title is attached as Exhibit C.

7.

Fiat Chrysler participated substantially and directly in the sales transaction, in that it entered into an agreement with Plaintiffs pertaining to the transaction under which it promised to repair defective items under the manufacturer warranty.

8.

As part of the basis of the bargain and built into the purchase price, Fiat Chrysler issued to Plaintiffs several warranties, including a 3 year/36,000 miles bumper-to-bumper express warranty and a 5 year/60,000 miles powertrain warranty. A copy of an overview of the warranty coverage, from Defendant's own warranty manual, is attached as Exhibit D.

9.

At the time of purchase, Plaintiffs bought a Service Contract for the price of $2,103. A copy of the Service Contract Registration is attached as Exhibit E.

10.

Plaintiffs purchased the vehicle in reliance on the existence of these express warranties from Fiat Chrysler, and at the time of sale, Plaintiffs believed Fiat Chrysler would honor said warranties in a timely and proper manner and would not have bought the vehicle had it not

Danielle R. Beauvais, Esq.
5291 NE Elam Young Parkway
Suite 140
Hillsboro, Oregon 97124
(503) 681-2008 Telephone
(503) 681-2005 Facsimile
Danielle@GoLemonLaw.com

been warranted by Fiat Chrysler.

11.

Through their advertising and otherwise, Fiat Chrysler represented that the vehicle was fit for the purpose for which it was designed, safe, and suitable for its intended use.

12.

After taking possession the vehicle, Plaintiffs discovered that it did not conform to the applicable manufacturer's express warranties, inasmuch as the vehicle has been exhibiting many issues including touch screen and related defects, engine problems as well as a dangerous transmission surge.

13.

The vehicle has not been effectively repaired despite many visits to a Fiat Chrysler-authorized repair facility.

14.

At all times relevant, Fiat Chrysler delegated to its authorized dealerships the business of making warranty repairs and servicing new motor vehicles within the jurisdiction of this Court, and as per Fiat Chrysler's instructions, Plaintiffs brought the vehicle to such an authorized dealer for repairs.

15.

All the repairs were attempted at a Fiat Chrysler-authorized repair facility.

16.

Starting from one month after purchase, on August 28, 2013, when the vehicle had only 1,485 miles, Plaintiffs complained to the dealer that the touch screen does not always work, the center console was scratched, the transmission was making a clunking sound, and the rear wiper was not working properly. A copy of the repair invoice is attached as Exhibit F.

Danielle R. Beauvais, Esq.
5291 NE Elam Young Parkway
Suite 140
Hillsboro, Oregon 97124
(503) 681-2008 Telephone
(503) 681-2005 Facsimile
Danielle@GoLemonLaw.com

17.

The vehicle has been at a Fiat Chrysler for repair on 10 occasions and was out of service for a total of 106 days. The repair invoices are attached as Exhibit G, Pages 1 to 24.

18.

Plaintiffs have concluded that the vehicle is defective and unsafe.

19.

The defects and/or conditions of the vehicle substantially impair the use, value and/or the safety of the vehicle for Plaintiffs, and they violate the express written warranties issued to Plaintiffs by Fiat Chrysler.

20.

Plaintiffs provided Fiat Chrysler and/or one of its authorized dealers with a reasonable number of repair attempts to repair the vehicle, but the vehicle was not repaired within a reasonable amount of time or a reasonable number of repair attempts, such that Plaintiffs have lost faith in the safety of the vehicle.

THE RELATIONSHIP BETWEEN FIAT CHRYSLER AND ITS AUTHORIZED DEALER

21.

On information and belief, each Fiat Chrysler-authorized dealer involved in the vehicle history was an agent, or in the alternative, an apparent agent of Fiat Chrysler for purposes of selling Fiat Chrysler vehicles, such as the vehicle sold to Plaintiffs, and performing warranty repairs under Fiat Chrysler's new vehicle express written warranty.

22.

Fiat Chrysler consented to or knowingly acquiesced to a dealer's exercise of authority by allowing it or requiring it to do the following:

a. The selling and/or repairing dealership represents itself as an "authorized dealer";

Danielle R. Beauvais, Esq.
5291 NE Elam Young Parkway
Suite 140
Hillsboro, Oregon 97124
(503) 681-2008 Telephone
(503) 681-2005 Facsimile
Danielle@GoLemonLaw.com

b. The authorized dealer is required to display Fiat Chrysler's logo and other Fiat Chrysler materials in its showrooms and official documents;

c. The authorized dealer receives technical bulletins detailing potential vehicle problems from Fiat Chrysler;

d. The authorized dealer is required to train its technicians with Fiat Chrysler and/or be supervised by Fiat Chrysler; and

e. The authorized dealer is required to use only Fiat Chrysler-supervised technicians to repair and maintain vehicles under Fiat Chrysler's warranties, thereby representing that the authorized dealer sells and repairs vehicles for Fiat Chrysler.

23.

In advertisements, owner's manuals, websites and otherwise, Fiat Chrysler holds itself out as a manufacturer of motor vehicles which it sells to a consumer through a licensed dealer.

24.

The authorized dealer sells vehicles on Fiat Chrysler's behalf, uses Fiat Chrysler's logo in advertising and on its warranty repair orders, and posts its sign for the public to see.

25.

Fiat Chrysler requires the authorized dealer to follow the rules and policies of Fiat Chrysler in conducting the relevant aspects of its business, including the delivery of the Fiat Chrysler warranties and the servicing of defective vehicles, such as that of Plaintiffs'.

26.

The authorized dealer binds Fiat Chrysler with respect to warranty repairs on the vehicles the authorized dealer sells.

27.

Fiat Chrysler requires the authorized dealer to perform Fiat Chrysler's warranty diagnoses and repairs, and to do so according to the procedures and policies set forth in

Danielle R. Beauvais, Esq.
5291 NE Elam Young Parkway
Suite 140
Hillsboro, Oregon 97124
(503) 681-2008 Telephone
(503) 681-2005 Facsimile
Danielle@GoLemonLaw.com

writing by Fiat Chrysler.

28.

Fiat Chrysler provides the authorized dealer with, or requires it to obtain, computer programs that display the repair and title history of Fiat Chrysler's vehicles.

29.

Fiat Chrysler requires its customers, including Plaintiffs, to go to an authorized dealer to obtain warranty repairs.

30.

If Fiat Chrysler agrees to repurchase or replace a defective vehicle, customers are required to surrender the vehicle to Fiat Chrysler at an authorized dealership.

31.

Based on the above, a Fiat Chrysler dealership is a Fiat Chrysler agent for purposes of selling and/or repairing Fiat Chrysler vehicles and its components.

FIRST CLAIM FOR RELIEF

BREACH OF SETTLEMENT AGREEMENT

32.

Plaintiffs incorporate by reference all facts and allegations set forth in this Complaint as if alleged herein.

33.

On March 9, 2015, Plaintiffs, through their counsel, sent a notice of lawsuit and demand letter to Fiat Chrysler, via certified mail, asking for a repurchase according to the terms of the Oregon Lemon Law and advising that a lawsuit would be filed 30 days from the letter or by April 9, 2015. A copy of the letter is attached as Exhibit H.

34.

For goodwill reasons, Plaintiffs gave defendant extra time.

Danielle R. Beauvais, Esq.
5291 NE Elam Young Parkway
Suite 140
Hillsboro, Oregon 97124
(503) 681-2008 Telephone
(503) 681-2005 Facsimile
Danielle@GoLemonLaw.com

35.

On April 27, 2015, Fiat Chrysler made an offer to repurchase the vehicle. A copy of the offer is attached as Exhibit I.

36.

The next day, on April 28, 2015, plaintiffs notified defendant that aftermarket parts were bought within 20 days of the purchase of the vehicle, and forwarded the receipt. A copy of the correspondence is attached as Exhibit J.

37.

The said aftermarket parts consist of the apparatus to tow the subject vehicle behind plaintiffs' motor home when they travel south for the winter. The items were bought on August 01, 2013, 14 days after the vehicle's purchase, and cost $1,468 including labor. A copy of the receipt is attached as Exhibit K.

38.

Defendant did not send the figures until 9 days later, on May 6, 2015, and they did not include the above-mentioned aftermarket parts. A copy of the repurchase figures is attached as Exhibit L.

39.

Plaintiffs aver that on May 12, 2015, defendant refused to honor the lemon law repurchase for the reason that Fiat Chrysler could not use the aftermarket parts and would have to discard them.

40.

The lemon law repurchase offer and acceptance formed an enforceable contract and settlement agreement.

41.

Fiat Chrysler breached the parties' settlement agreement.

Danielle R. Beauvais, Esq.
5291 NE Elam Young Parkway
Suite 140
Hillsboro, Oregon 97124
(503) 681-2008 Telephone
(503) 681-2005 Facsimile
Danielle@GoLemonLaw.com

WHEREFORE, Plaintiffs respectfully pray for judgment against the Defendant in the amount of $54,198, plus collateral charges, incidental costs, and attorney's fees and $505 for the cost of filing this lawsuit.

SECOND CLAIM FOR RELIEF

OREGON LEMON LAW

42.

Plaintiffs incorporate by reference all facts and allegations set forth in this Complaint as if alleged herein.

43.

At all times relevant, Plaintiffs have been "Consumers" within the meaning of ORS 646A.400.

44.

The subject vehicle is a self-propelled passenger vehicle as defined in ORS 801.360, and it was sold and/or registered in the State of Oregon.

45.

The subject vehicle experienced nonconformities with the first two years of purchase or within the first twenty-four thousand (24,000) miles.

46.

Fiat Chrysler, through its agent authorized dealer, has had at least four opportunities to correct the alleged defect, and was given direct written notification of the said defects and potential legal action.

47.

Section 646A.404 of the Oregon Lemon Law provides:

(1) If the manufacturer or agents or authorized dealers of the manufacturer are

Danielle R. Beauvais, Esq.
5291 NE Elam Young Parkway
Suite 140
Hillsboro, Oregon 97124
(503) 681-2008 Telephone
(503) 681-2005 Facsimile
Danielle@GoLemonLaw.com

unable to conform the motor vehicle to an applicable manufacturer's express warranty by repairing or correcting a defect or condition that substantially impairs the use, market value or safety of the motor vehicle to the consumer after a reasonable number of attempts, the manufacturer shall:

(a) Replace the motor vehicle with a new motor vehicle; or,

(b) Accept return of the vehicle from the consumer and refund to the consumer the full purchase or lease price and collateral charges paid, less a reasonable allowance for the consumer's use of the motor vehicle.

48.

Fiat Chrysler or its agents or authorized dealers were unable to conform the vehicle to the manufacturer's warranty by repairing or correcting the defects or conditions that substantially impair the use, market value or safety of the vehicle after a reasonable number of repair attempts and willfully failed to replace or repurchase the defective vehicle after notification that the vehicle is presumed by law to be a "lemon".

49.

Plaintiffs have suffered actual, incidental and consequential damages as a result of Fiat Chrysler's failure to repair, replace, or repurchase the vehicle.

50.

Therefore, *inter alia*, Fiat Chrysler has violated the Oregon Lemon Law to the injury of Plaintiffs, and the rights and obligations of the parties have become fixed under the Lemon Law, entitling Plaintiffs to a refund as allowed by law.

51.

Plaintiffs aver that the subject vehicle is so defective that a refund that includes all collateral charges is warranted.

52.

Section 646A.404 of the Oregon Lemon Law provides:

(1) 'Collateral charge' means a charge, fee or cost to the consumer related to the sale or lease of a motor vehicle, such as:

(a) A sales, property or use tax;

(b) A license, registration or title fee;

(c) A finance charge;

Danielle R. Beauvais, Esq.
5291 NE Elam Young Parkway
Suite 140
Hillsboro, Oregon 97124
(503) 681-2008 Telephone
(503) 681-2005 Facsimile
Danielle@GoLemonLaw.com

(d) A prepayment penalty;
(e) A charge for undercoating, rustproofing or factory or dealer installed options; and
(f) The cost of an aftermarket item purchased within 20 days after delivery of the motor vehicle (emphasis added).

53.

Plaintiffs bought the subject aftermarket components 14 days after the purchase of the vehicle (see Exhibit K); as such, they are refundable under the Oregon Lemon Law.

54.

Plaintiffs aver that whether defendant could use the aftermarket parts or discard them after repurchasing the vehicle is irrelevant, an invalid defense, and a bad faith argument given the recoverable costs clearly listed in the lemon law.

55.

Plaintiffs avers that Section 646A.412(2) provides that upon successfully prevailing upon the Lemon Law claim herein, all attorney's fees, arbitration fees, expert witness fees, and costs to a consumer who prevails are recoverable, and therefore are demanded against Fiat Chrysler.

56.

Furthermore, Section 646A.412(1) of the Oregon Lemon Law provides:

(2) If a consumer brings an action under ORS 646A.400 to 646A.418 against a manufacturer and the consumer is granted one of the remedies specified in ORS 646A.404(1) by the court, the consumer shall also be awarded three times the amount of any damages, not to exceed $50,000 over and above the amount due the consumer under 646A.404(1), if the court finds that the manufacturer did not act in good faith.

57.

Plaintiffs aver that Fiat Chrysler did not act in good faith in refusing to refund the aftermarket parts for a trivial reason.

58.

Fiat Chrysler has failed to repurchase the vehicle within 30 days of plaintiffs' notice letter.

Danielle R. Beauvais, Esq.
5291 NE Elam Young Parkway
Suite 140
Hillsboro, Oregon 97124
(503) 681-2008 Telephone
(503) 681-2005 Facsimile
Danielle@GoLemonLaw.com

WHEREFORE, Plaintiffs respectfully pray for judgment against the Defendant in the amount of $54,198, plus collateral charges, incidental costs, and attorney's fees and $505 for the cost of filing this lawsuit, and three times the amount of the total purchase price.

THIRD CLAIM FOR RELIEF

FEDERAL MAGNUSON-MOSS WARRANTY ACT

59.

Plaintiffs incorporate by reference all facts and allegations set forth in this Complaint as if alleged herein.

60.

Plaintiffs are "consumers" as defined by 15 U.S.C. §2301(3); Fiat Chrysler is a "warrantor" as defined by 15 U.S.C. §2301(5); and the vehicle is a "consumer product" as defined in 15 U.S.C. §2301(1).

61.

An express Limited Warranty and an implied warranty of merchantability were given to Plaintiffs as a part of the purchase, as defined by 15 U.S.C. §2301(6) and (7).

62.

By the terms of the express written warranties referred to in this Complaint, Fiat Chrysler agreed to perform effective warranty repairs at no charge for parts and/or labor within a reasonable time but failed to make such effective repairs within a reasonable time.

63.

Section §2304 (a) of the Magnuson-Moss Warranty Act provides:

> (4) if the product (or a component part thereof) contains a defect or malfunction after a reasonable number of attempts by the warrantor to remedy defects or malfunctions in such product, such warrantor must permit the consumer to elect either a refund for, or replacement without charge of, such product...

Danielle R. Beauvais, Esq.
5291 NE Elam Young Parkway
Suite 140
Hillsboro, Oregon 97124
(503) 681-2008 Telephone
(503) 681-2005 Facsimile
Danielle@GoLemonLaw.com

64.

The Limited Warranty has failed in its essential purpose, and Fiat Chrysler has violated the Act due to its inability to repair the nonconformities at all or within a reasonable time, and due to its refusal to provide Plaintiffs a refund or replacement. 15 U.S.C. §2304 (a)(1) and (4).

65.

Fiat Chrysler has also breached its implied warranty of merchantability because the vehicle is not fit for the ordinary purpose for which the vehicle is to be used. 15 U.S.C. §2308, 2310 (d).

66.

As a direct and proximate result of Fiat Chrysler's failure to comply with the express warranties, Plaintiffs have suffered damages and, in accordance with 15 U.S.C. §2310(d)(1), Plaintiffs are entitled to bring suit for such damages and other legal and equitable relief.

67.

Plaintiffs aver that upon successfully prevailing upon the Magnuson-Moss claim herein, all attorney fees are recoverable and are demanded against Fiat Chrysler:

Section §2310 (d) of the Magnuson-Moss Warranty Act provides:

> (2) If a consumer finally prevails in any 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 attorneys' fees based on actual time expended) determined by the court to have been reasonably incurred by the Plaintiffs 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 attorneys' fees would be inappropriate.

WHEREFORE, Plaintiffs respectfully pray for judgment against the Defendant in the amount of $54,198, plus collateral charges, incidental costs, and attorney's fees and $505 for the cost of filing this lawsuit; or such other relief as the Court may deem appropriate, plus reasonable attorney's fees and costs.

Danielle R. Beauvais, Esq.
5291 NE Elam Young Parkway
Suite 140
Hillsboro, Oregon 97124
(503) 681-2008 Telephone
(503) 681-2005 Facsimile
Danielle@GoLemonLaw.com

PRAYER FOR RELIEF

WHEREFORE, Plaintiffs pray for judgment against Defendant as follows:

1. On the first claim, for breach of the settlement agreement, against Fiat Chrysler in the amount of $54,198, plus collateral charges, incidental costs, plus attorney's fees and $505 for the cost of filing this lawsuit.
2. On the second claim, for violation of the Oregon Lemon Law, against Fiat Chrysler in the amount of $54,198, plus collateral charges, incidental costs, and attorney's fees and $505 for the cost of filing this lawsuit, plus three times the amount of the total purchase price.
3. On the third claim, for violation of the Magnuson Moss Warranty Act, against Fiat Chrysler in the amount of $54,198, plus incidental costs and reasonable attorney's fees; or such other relief as the Court may deem appropriate, plus reasonable attorney's fees and costs;
4. Plaintiffs' damages are continuing.
5. Plaintiffs seek prejudgment interest at 9%.
6. For such other relief that the court deems just and equitable, such as restitution, plus incidental costs and reasonable attorney's fees.

DATED this 12th day of May, 2015

By D Beauvais

Danielle R. Beauvais, OSB#05198-Trial Attorney
Attorney for Plaintiffs

Danielle R. Beauvais, Esq.
5291 NE Elam Young Parkway
Suite 140
Hillsboro, Oregon 97124
(503) 681-2008 Telephone
(503) 681-2005 Facsimile
Danielle@GoLemonLaw.com

Supplemental

AAA OREGON AUTOSOURCE
20350 EMPIRE BLVD SUITE A5
BEND, OR 97701
541-598-3750

MOTOR VEHICLE PURCHASE AGREEMENT

(INCLUDES TERMS ON BACK OF PAGE)

EXPECTED DELIVERY DATE 07/22/2013 TODAY'S DATE 07/22/2013

PURCHASER'S NAME	RES / BUS	STOCK NO
[redacted]	[redacted]	[redacted]

ADDRESS	CITY	STATE	ZIP
[redacted]	BEND	OR	[redacted]

Subject to the terms and conditions set forth below and on reverse side, Purchaser agrees to purchase from Dealer the vehicle described below (the Vehicle). Delivery is to be made on the expected delivery date shown above or as soon thereafter as possible. HOWEVER, PURCHASER AGREES THAT NEITHER THE DEALER NOR THE MANUFACTURER WILL BE LIABLE FOR FAILURE TO EFFECT DELIVERY.

NEW OR USED	YEAR	# CYL.	MAKE	BODY TYPE	MODEL	VEHICLE IDENTIFICATION NUMBER (V.I.N.)
N	2014	6	JEEP	UT	GR CHERO	1C4RJFJG0EC183490
COLOR		MILEAGE	LICENSE		SALES REPRESENTATIVE	
AUBURN		237	TEMP		BOB HOFFMAN	

ALL DEPOSITS TAKEN ON NEW VEHICLE ORDERS ARE NON-REFUNDABLE EARNEST MONIES

DESCRIPTION OF TRADE-IN

YEAR	MAKE	BODY TYPE	MODEL
2007	TOYOTA	UT	SEQUOIA

VEHICLE IDENTIFICATION NO. 5TDBT44A85S249399

IMPORTANT WARRANTY INFORMATION

Unless Dealer furnishes Purchaser with a separate written warranty or service contract made by Dealer on its own behalf, DEALER HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ON ALL GOODS AND SERVICES SOLD BY DEALER. ALL USED VEHICLES ARE SOLD *AS IS*. Any warranty on any new vehicle or used vehicle still subject to a Manufacturer's warranty is that made by the Manufacturer only. All warranties, if any, by Manufacturers and suppliers are theirs, not Dealer's, and only the Manufacturers and suppliers shall be liable for performance under such warranties.

LIMITATION OF DAMAGES. PURCHASER SHALL NOT BE ENTITLED TO RECOVER FROM DEALER ANY DAMAGES FOR LOSS TO PROPERTY OR PERSONS OR DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, LOSS OF INCOME, OR ANY OTHER CONSEQUENTIAL OR INCIDENTAL DAMAGES.

BINDING ARBITRATION

Purchaser acknowledges that Dealer and/or Purchaser shall have the right to require that any claim, controversy, or dispute between the parties, including but not limited to those arising out of or relating to the Agreement, the interpretation thereof, or the vehicle, shall be resolved in binding arbitration in accordance with paragraph 11 on the backside of the Agreement. Both parties are waiving their right to a jury trial.

PURCHASER X _____

OPTIONAL ELECTRONIC FILING FEE

For a fee of $ N/A this Dealership can electronically file your DMV forms. You will receive your standard Oregon license plates today, and your registration and ownership documents will arrive more quickly, but electronic filing is optional and not required by law. If you do not want to electronically file your DMV forms, you will receive your documents and plates in DMV's standard processing time.

ACCEPTS X _____ (INITIAL) DECLINES X _____ (INITIAL)

USED CAR BUYERS GUIDE

A Buyers Guide has been posted on the window of each used vehicle. The information on the Buyers Guide for this Vehicle is part of and overrides any contrary provisions in this Agreement. *(La información que aparece en la ventanilla de este vehículo forma parte de este contrato. La información contenida en el formulario de la ventanilla anula cualquier provision que establezca lo contrario y que aparezca en el contrato de venta.)*

Purchaser acknowledges receipt of Buyers Guide.

PURCHASER X _____

ITEMIZATION OF PURCHASE

Cash Price of Unit		$ 50627.00
1 Total Cash Sale Price		$ 50627.00
2. Other Charges		
A. License/Registration Fee	$ -77.00	
B. Title Fee	$ 77.00	
C. DEQ Certification Fee	$ N/A	
D. Electronic Filing Fee	$ N/A	
E. Title & Registration Processing Fee	$ N/A	
F. Service Contract Fee	$ 2183.00	
G.	$ N/A	
H.	$ N/A	
Total Other Charges (Add 2A through 2H)		$ 2183.00
3. Downpayment		
A. Cash Downpayment	$ 0.00	
B. One deferred downpayment (pickup pymt) due _____	$ 0.00	
C. Trade In: Value $ 13200.00 Less Owing $ N/A Net $	13200.00	
Total Down (A + B + C)		$ 13200.00
4 Unpaid balance of cash sale price (1 + 2 minus 3) To be paid		$ 39530.00

TRADE-IN ALLOWANCE AND PAYOFF BALANCE

Purchaser agrees to deliver to Dealer the title(s) to the Trade-in and warrants that Purchaser holds title to the Trade-in free and clear of all liens and encumbrances except as noted below. Purchaser agrees to pay any lost title replacement fees. Subject to the terms set forth on the back of this Agreement, the Trade-in allowance shown on line 3C above is the amount Dealer agrees to credit to Purchaser's account, providing Purchaser accepts delivery of the Vehicle and completes the transaction in accordance with this Agreement. If the value of the Trade-in exceeds the amount owing on the Trade-in, the excess shall be included in Purchaser's down payment. If the payoff balance (amount owing) exceeds the amount shown on line 3C above, Purchaser shall pay the deficiency in cash on demand.

PAYOFF OWED TO _____

PURCHASER HAS READ ALL THE PROVISIONS PRINTED ON THE FRONT SIDE AND BACK SIDE OF THIS PAGE AND AGREES THAT THEY FORM A PART OF THIS CONTRACT.

PURCHASER SIGNATURE [redacted] CO-PURCHASER SIGNATURE [redacted]

DEALER _____

Purchaser agrees to obtain physical damage and liability insurance on the Vehicle. Delivery of the Vehicle to Purchaser is subject to credit approved by a financial institution of Dealer's choice (Lender). If Purchaser's credit is not approved by Lender, Purchaser will immediately return the Vehicle to Dealer. THE FRONT AND BACK OF THIS AGREEMENT COMPRISE THE ENTIRE AGREEMENT PERTAINING TO THIS TRANSACTION AND IT MAY ONLY BE AMENDED BY A WRITING SIGNED BY ALL OF THE PARTIES.

Copyright DADA Services, Inc. 2012 All Rights Reserved

FORM NO. 6-31-01 (Rev 03/13)

DEALER'S COPY

PURCHASER'S COPY

EXHIBIT A

PAGE 1 OF 1

OREGON

PASSENGER REGISTRATION

PLATE NUMBER	TITLE NUMBER	PROCESS DATE	EXPIRATION DATE	FUEL TYPE	EQUIPMENT NO.
[redacted]	[redacted]	090413	JUL 18, 17	FLEXFUEL	

YEAR	MAKE	STYLE	MODEL	VEHICLE IDENTIFICATION NUMBER	WEIGHT/LENGTH
2014	JEEP	4W	GCH	1C4RJFJG0EC[redacted]	

TITLE BRANDS - NONE -

ODOMETER READING	ODOMETER DATE
237	07/18/13

ODOMETER MESSAGE

OWNER / LESSEE

[redacted]

BEND OR [redacted]

NEW ADDRESS

COUNTY OF RESIDENCE: DESCHUTES

COUNTY OF USE:

FACE OF THIS DOCUMENT HAS A SECURITY FEATURE

Safeco Insurance

OREGON INSURANCE IDENTIFICATION CARD

COMPANY

SAFECO INSURANCE COMPANY OF OREGON

POLICY NUMBER	EFFECTIVE DATE	EXPIRATION DATE
[redacted]	OCT. 5 2014	APR. 5 2015

YEAR	MAKE/MODEL	VEHICLE IDENTIFICATION NUMBER
2014	JEEP	1C4RJFJG0EC[redacted]

AGENCY/COMPANY ISSUING CARD

MILLER INSURANCE AGENCY INC
(503) 636-6347
5805 WILLOW LN
LAKE OSWEGO OR 97035-5342

INSURED

[redacted]

BEND OR [redacted]

SEE IMPORTANT NOTICE ON REVERSE SIDE

CN-7028/EP 12/08

EXHIBIT B
PAGE 1 OF 1

OREGON VEHICLE CERTIFICATE OF TITLE

OREGON DRIVER AND MOTOR VEHICLE SERVICES CERTIFIES THE PARTY IS LISTED AS OWNER OF THE DESCRIBED VEHICLE. DOCUMENTS FILED WITH DMV SHOW THE VEHICLE IS SUBJECT TO THE OWNERSHIP INTERESTS SPECIFIED.

CONTROL NUMBER: 551726T

TITLE NUMBER	PROCESS DATE	SURVIVOR	REFERENCE NUMBER
[redacted]	090413	Y/N	

YEAR	MAKE	STYLE	MODEL	VEHICLE IDENTIFICATION NUMBER	EQUIPMENT NO.
2014	JEEP	4W	GCH	1C4RJFJG0EC1[redacted]	

ODOMETER READING: 237 ODOMETER DATE: 07/18/13

ODOMETER MESSAGE:

[redacted]

BEND OR [redacted]

TITLE BRANDS

The title "Brand" printed below indicates the history, condition, or circumstances of the vehicle for which this title has been issued. Please see back or refer to more information.

- NONE -

DMV USE ONLY

VOID IF ALTERED OR ERASED

VOID IF ALTERED OR ERASED

USE THIS SECTION WHEN THE ONLY CHANGE IS RELEASE OF INTEREST. SEE REVERSE FOR ANOTHER CHANGES. SEE INSTRUCTIONS ON REVERSE.

There is no change in owners as shown above AND the security interest holders listed above have released interest, unless otherwise noted. (Note: Does not release interest.)

DATE

Penalty for not completing a separate application if: Name, address has changed, cross out incorrect address. To release interest in the vehicle, complete the new address and county of residence on the reverse of this title. the reassignment on back of the title.

PRINT NAME OF INTEREST HOLDER/LESSOR

SIGNATURE AND COUNTERSIGNATURE OF SECURITY INTEREST HOLDER OR LESSOR RELEASING ALL INTEREST — DATE

PRINT NAME AND COUNTERSIGNATURE OF SECURITY INTEREST HOLDER OR LESSOR RELEASING ALL INTEREST — DATE

SEE REVERSE OF TITLE FOR APPLICATION INSTRUCTIONS.

VOID WITHOUT CHAIN LINK WATERMARK

735-410 (5-08) 853GNK 1C4RJFJG0EC[redacted] 1324789638 C

2765 070 10 V1 T1 03 S7 M8 P5 E0 M0 09

EXHIBIT C

PAGE 1 OF 1

EXHIBIT D
PAGE 1 OF 2

Jeep®

2014 All Vehicles

WARRANTY INFORMATION

WARRANTY COVERAGE AT A GLANCE

DESCRIPTION	1 Yr/ 12, 000	2 Yr/ 24,000	3 Yr/ 36,000	3 Yr/ 50,000	3 Yr/ Unlimited	5 Yr/ 50,000	5 Yr/ 100,000	7 Yr/ 70,000	8 Yr/ 80,000
Basic Limited Warranty Coverage	■	■	■						
Special Extended Warranty Coverage									
Anti-Corrosion Perforation Limited Warranty:									
All Panels	■	■	■	■	■				
Outer Panels	■	■	■	■	■	■	■		
Powertrain Limited Warranty	■	■	■	■	■	■	■		
Federal Emissions Warranty	■	■							
Federal Emissions Warranty									
Specified Comp.	■	■	■	■	■	■	■	■	■

© 2013 Chrysler Group LLC

EXHIBIT D
PAGE 2 OF 2

VEHICLE SERVICE CONTRACT
PROOF OF REGISTRATION

Today's Date 22-JUL-2013 (CONTRACT SALE DATE)

Name of Purchaser [redacted]				DEALER Code 31518	Contract Number [redacted]
Address [redacted]	City BEND	State OR	Zip [redacted]	CONTRACT SALE DATE 22-JUL-2013	CONTRACT SALE MILEAGE ODOMETER READING 227
Seller AAA OREGON - ID AUTOSOURCE LLC		Telephone 503-517-8817		Expiration Date 22-JUL-2023	Expiration Mileage 120000
Address 1005 SOUTHEAST WASHINGTON ST	City PORTLAND	State OR	Zip 97214	Year 2014	Make JEEP

Vehicle Identification Number (VIN): 1C4RJFJG0EC[redacted]

Contract Term	Mileage	Model	Class
120 MONTHS/M28000		GR CHEROKE	G

VEHICLE Purchase Price	Service Contract Price
$ 50627	$ 2103

Covered Components/Parts	Deductible
Per Contract Terms	$ (See Section 4)

Lienholder (if applicable)

CHECK (✓) VEHICLE CYLINDERS

CYLINDERS (check one) ☐ 3 ☐ 4 ☐ 5 ☑ 6 ☐ 8 ☐ 10

Factory Wrap+Plus Care℠

CHECK (✓) PROGRAM COVERAGE SELECTION

VEHICLE COVERAGE	NEW/NEAR-NEW*
Factory Wrap+Plus Preferred℠	☑
Factory Wrap+Plus Advantage℠	☐
Factory Wrap+Plus Value℠	☐

* Basic factory warranty must be in place and original factory powertrain extensions must be transferred, if necessary.

DEDUCTIBLE OPTIONS (applies per repair visit)

☑ $100 Deductible

☐ $100 Disappearing Deductible (applies if covered repair made at a AAA owned or approved repair facility)

☐ $200 Deductible

If none of these boxes is checked, the deductible schedule applies (see Section 4, "Your Deductible").

SELECT (✓) OPTIONAL COVERAGE (Surcharge Required)

☐ SNOWPLOW for Personal Use ☐ SNOWPLOW for Business/Commercial Use

☐ CUSTOM SUSPENSION PACKAGE

The Snowplow and Custom Suspension Package Surcharge Options are available only if YOUR VEHICLE is eligible and if the box(es) is checked and the additional surcharge(s) is paid (see Section 3, "Surcharges and Options").

CONTRACT DEFINITIONS (see Section 11, "Definitions"): "WE," "US," and "OUR" refer to the obligor of this contract, which is Continental Service Provider, Inc., 4150 N. Drinkwater Blvd., Suite 400, Scottsdale, AZ 85251, 800-345-0191. If WE do not settle YOUR claim within sixty (60) days of OUR receipt of YOUR proof of loss, YOU may make a claim under service contract reimbursement insurance policy number WNC0045602 against Continental Casualty Company, 333 S. Wabash Avenue, Chicago, IL 60604, 312-822-5000. OUR administrator is CNA National Warranty Corporation, P. O. Box 2840, Scottsdale, AZ 85252-2840, 855-627-2244. This contract is not an insurance policy.

The purchase of this contract is not required in order to purchase or obtain financing for a motor vehicle.

The PROGRAM COVERAGE SELECTION determines YOUR coverage. It is further understood that YOUR coverage begins on the CONTRACT SALE DATE. Expiration of coverage is determined by the Expiration Date or Expiration Mileage shown above, whichever occurs first. By signing below, YOU acknowledge that YOU have read and accept the provisions of the contract as a complete statement of YOUR coverage and rights and that YOU are not relying on any writings other than this contract nor any other representations or promises.

YOU are hereby advised that in the event of cancellation of YOUR contract for reasons other than repossession or a total loss of the VEHICLE, any resulting refund will be processed by the SELLER. Contact the SELLER if YOU wish to cancel this contract per the instructions in Section 9, "Your Right to Cancel."

Should YOU have any questions concerning coverage or benefits under this contract, YOU may call OUR SERVICE CENTER at 855-627-2244.

[redacted] 7/22/13
Purchaser's Signature Date

Seller's Signature 7/22/13
Date

CNA NATIONAL WARRANTY CORPORATION

EXHIBIT E
PAGE 1 OF 1

DODGE RAM SRT

JIM DORAN AUTO CENTER, INC.

3075 N. HIGHWAY 99 W. • P.O. BOX 588 • McMINNVILLE, OR 97128
McMINNVILLE PHONE: 472-3131 • (800) 348-9856
FAX: (503) 434-1135

Jeep MAZDA CHRYSLER

RO	VIN		DATE
32488	1C4RJFJG0EC[redacted]	[redacted]	08/28/13
YEAR 2014	MAKE JEEP	MODEL GRAND CHER	COLOR AUBURN N
MILES IN 1485	MILES OUT 1487	FIRST USE 07/17/13	LIC. OR
SEE ALSO		C:([redacted] :( ) -	TIME 08:40 PROM 10:13 08/28/13 WRIT 6683 JERRY

(1) THE CUSTOMER STATES THAT THE THE TOUCH SCREEN DOESNT ALWAYS WOR ALSO SOMETIMES THE VOICE A CTVATION SYSTEM DOESNT WORK UP DATED RADIO AS PER RET 13-056 (Tech:13) A	CUSTOMER IS WAITING Warranty Claim 186002A9	ZZ	T13	3
	.....(Warranty).....			
(2) THE CUSTOMER STATES THAT THE CENTER CONSOLE HAS SOME SCRATCHES IN IT (SOP) (Tech:13) A	Warranty Claim 21751403 (F)1XH201SFAC (SEEEM)	SM	T13	2 1
	.....(Warranty).....			
(3) THE CUSTOMER STATES THE TRANSMISSION IS MAKI NG A CLUNKING SOUND WHEN SHIFTING CHECKED FOR CODES , NO CODES TEST DROVE NO SH IFITNING ISSUES AT THIS TIME (Tech:13) A	Labor		T13	.00
	Total Repair (Customer).....			.00
(4) THE CUSTOMER STATES THAT THE REAR WIPER ISN'T WORKING PROPERLY LEAVEING MARKS ON THE WINDO W WILL HAVE TO ORDER WIPER BLADE (Tech:13) A	Labor		T13	.00
	Total Repair (Customer).....			.00

www.doranautocenter.com

Next Service DEC '13 Lube-Oil-Filter

	Customer
Labor	.00
Parts	.00
Sublet	.00
Shp. Sup.	.00
Oil/Grease	.00
Sub Total	.00
.00 Tax	.00
Total	.00

DISCLAIMER OF WARRANTIES
Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

X CUSTOMER SIGNATURE

32488 Cu

EXHIBIT F
PAGE 1 OF 1

300 West (971) 600-1400 - 1620783

SMOLICH motors
CHRYSLER • DODGE • JEEP • NISSAN • VOLVO • SUZUKI • HYUNDAI
1885 NE Highway 20 - Bend, OR 97701
(541) 389-1177 - Fax (541) 388-2442
www.smolichmotors.com

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

R/O Open Date	R/O Number
11/27/13	[redacted]
R/O Close Date	Status
11/27/13	Pre-Invoice
Mileage In	Mileage Out
200	3626
Service Advisor / Tag #	
Craig Fettig	

W[redacted]

Work Phone	Vehicle Identification Number
	1C4RJFJG0EC[redacted]
Home Phone	Delivery Date / In-Service Date
[redacted]	

Year	Make	Model	Body	Color	License Number
2014	JEEP	GRAND CHEROKE	4WD 4DR SUMMIT	AUBURN	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - 801: RECALLS RECALL N58 SOFTWARE Caused by PERFORMED MULTIPLE SOFTWARE UPDATES TO ABS AND CHE CK GROUND Work performed by HAHN, JOHN (253)	Warranty
#2 - 880: WARRANTY CUSTOMER STATES RADIO SCREEN GOES BLANK AT TIMES DO ALL SOFTWARE Caused by PER RRT 13-071 UPDATED SOFTWARE FOR HOST OF COMMUN ICATION IMPROVEMENTS Work performed by HAHN, JOHN (253)	Warranty
#3 * 880: WARRANTY TCM SOFTWARE Caused by UPDATED TCM SOFTWARE PER BULLETIN FOR IMPROVEMENTS Work performed by HAHN, JOHN (253)	Warranty
#4 * 880: WARRANTY PCM SOFTARE Caused by UPDATED PCM SOFTWARE Work performed by HAHN, JOHN (253)	Warranty
#5 * 880: WARRANTY HVAC SOFTWARE	

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

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

Customer Copy

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

EXHIBIT G
PAGE 1 OF 24

SMOLICH motors
CHRYSLER · DODGE · JEEP · NISSAN · VOLVO · SUZUKI · HYUNDAI
1865 NE Highway 20 - Bend, OR 97701
(541) 389-1177 - Fax (541) 388-2442
www.smolichmotors.com

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

R/O Open Date	R/O Number
11/27/13	[redacted]
R/O Close Date	Status
11/27/13	Pre-Invoice
Mileage In	Mileage Out
200	3626
Service Advisor / Tag #	
Craig Fettig	

	Work Phone	Vehicle Identification Number
WALTON, KENT		1C4RJFJG0EC[redacted]
	Home Phone	Delivery Date / In-Service Date
	[redacted]	

Year	Make	Model	Body	Color	License Number
2014	JEEP	GRAND CHEROKE	4WD 4DR SUMMIT	AUBURN	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Caused by UPDATED HVAC CONTROLS FOR IMPROVMENTS Work performed by HAHN, JOHN (253)	Warranty
#6 * 880: WARRANTY ASCM SOFTWARE Caused by UPDATED ASCM SOFTWARE Work performed by HAHN, JOHN (253)	Warranty

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

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

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

EXHIBIT 6
PAGE 2 OF 24

SMOLICH motors
CHRYSLER · DODGE · JEEP · NISSAN · VOLVO · SUZUKI · HYUNDAI
1865 NE Highway 20 - Bend, OR 97701
(541) 389-1177 - Fax (541) 388-2442
www.smolichmotors.com

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

R/O Open Date	R/O Number
12/12/13	[redacted]
R/O Close Date	Status
12/12/13	Pre-Invoice
Mileage In	Mileage Out
3835	3835
Service Advisor / Tag #	
Keith Weisgerber	

	Work Phone	Vehicle Identification Number
WALTON, KENT		1C4RJFJG0EC1[redacted]
,	Home Phone	Delivery Date / In-Service Date
	[redacted]	

Year	Make	Model	Body	Color	License Number
2014	JEEP	GRAND CHEROKEE	4WD 4DR SUMMIT	AUBURN	

DESCRIPTION OF SERVICE AND PARTS		AMOUNT
#1 - 101E: EXPRESS OIL CHANGE & INSPECTION		
Work performed by JONES, SHANE (287)		9.00
Installed 68191349AA :FILTER: ENGINE OIL	1@8.85	8.85
Installed 68055890AA :OIL: 5W20	6@3.55	21.30
Sub Total: 39.15		
#2 - 9016: 16 POINT FREE VEHICLE INSPECTION		
RT RR LOWER THAN OTHERS, SET TIRES,,,,,,,,,,,,,,,		
,,,,,,,,,,,GET PRICE ON CROSSBARS		
Work performed by JONES, SHANE (287)		
Installed 82212072AC :RACK KIT: MULTIPURPOSE	1@276.00	276.00
Sub Total: 276.00		
LOF COUPON - CHRYSLER		-9.20
**********		
* We are now taking 'Toys for Tots' donations. You may *		
* drop off your donation at any of our locations. Thank you*		
* and Happy Holidays! *		
**********		

PAID DEC 12 2013

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereon."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

LABOR	9.00
PARTS	306.15
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX ID.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	-9.20
TOTAL DUE	305.95

EXHIBIT G
PAGE 3 OF 24

Customer Number: [redacted] Invoice No [redacted]

INVOICE

PAGE 1

Crystal Chrysler Jeep Dodge Center
36444 Auto Park Dr.
Cathedral City, CA 92234
(760) 324-4557
Fax (760) 424-0228
Direct Service Line (760) 324-4559
BAR # ARD 249974 EPA # CAD 983587379

[redacted]
BEND, [redacted]
Home:
Email:
Bus: [redacted] Cell: [redacted]

SERVICE ADVISOR: 625 ALONZO G VIBANCO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
DEEPAUBURN	14	JEEP GRAND CHEROKEE	1C4RJFJG0E[redacted]		6449 6449	3947

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN14			17:30 24FEB14		0.00	CASH	28FEB14

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: DLR:60313
08:39 24FEB14	16:51 28FEB14	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL

A CUSTOMER STATES THE TOUCH SCREAN IS INOPERATIVE AT TIMES CHECK AND ADVISE

CAUSE:

08 ELECTRICAL

82 W (N/C)

....6449 PERFORMED INSPECTION AND VERIFIED CONCERN... THEN FOUND RADIO
....IN NEED OF UP TO DATE SOFT WEAR... THEN INSTALLED UP TO DATE SOFT WEAR
....AND VERIFIED OK NOW

****

B CUSTOMER STATES WHEN COMING TO A STOP THE TRANSMISSION WILL DOWN SHIFT AND THEN UP SHIFT CHECK AND ADVISE

CAUSE:

20 AUTO TRANS

82 W (N/C)

....6449 PERFORMED INSPECTION AND TEST DRIVE AND DID NOT VERIFY
....CONCERN. HOWEVER DID FINED A SOFT WEAR UP DATE FOR (SHIFTING
....IMPROVEMENTS) #21-007-13 ... THEN PERFORMED SOFT WEAR UP DATE AND
....VERIFIED OK NOW

****

C CUSTOMER STATES WHILL DRIVING ABOUT 50 MPH THE TRACTION CONTROL LIGHT CAME ON.... CHECK AND ADVISE

CAUSE:

08 ELECTRICAL

82 W (N/C)

....6449 PERFORMED INSPECTION AND DID NOT VERIFY CONCERN AT THIS TIME

****

D CUSTOMER STATES WHILL DRIVING AND USING THE PADEL SHIFTING AT 8TH GEAR AND THEN EXCELL NOTHING HAPPEN CHECK AND ADVISE

CAUSE:

20 AUTO TRANS

82 W (N/C)

....6449 PERFORMED INSPECTION AND FOUND SHIFTING OPERATING AS DESIGNED

****

E CUSTOMER STATES WHEN COMING TO A STOP THERS A CLUNKING NOISE CHECK

THANK YOU

FOR BRINGING YOUR CAR TO US FOR SERVICE

IF YOU ARE HAPPY LET YOUR NEIGHBOR KNOW. IF YOU ARE UNHAPPY CALL YOUR SERVICE ADVISOR AT ONCE.

ORIGINAL ESTIMATE: $

AUTHORIZED REVISED ESTIMATE: $

"By law, you may choose another licensed Smog check facility to perform any needed repairs or adjustments that the Smog Check test indicates are necessary."

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. CUSTOMER INITIAL X _____

I ACKNOWLEDGE RECEIPTOF VEHICLE AND I HAVE RECEIVEDA COPY OF THIS INVOICE.

CUSTOMER SIGNATURE _____

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC./HAZ. MAT. CHGS.	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Customer Copy

EXHIBIT G
PAGE 4 OF 24

Customer Number: [redacted] Invoice No: [redacted]

INVOICE

PAGE 2

Crystal Chrysler Jeep Dodge Center
36444 Auto Park Dr.
Cathedral City, CA 92234
(760) 324-4557
Fax (760) 424-0228
Direct Service Line (760) 324-4559
BAR # ARD 248974 EPA # CAD 983587379

[redacted]
BEND, OR [redacted]
Home:
Email:
Bus: [redacted]

SERVICE ADVISOR: 625 ALONZO G VIBANCO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
DEEPAUBURN	14	JEEP GRAND CHEROKEE	1C4RJFJG0EC[redacted]		6449 6449	3947

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN14			17:30 24FEB14		0.00	CASH	28FEB14

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: OLR:60313
08:39 24FEB14	16:51 28FEB14	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
AND ADVISE... NOTE: IT FEELS LIKE A HARSH DOWN SHIFT			
CAUSE:			
20 AUTO TRANS			
82 W			(N/C)
,,,,6449 PERFORMED INSPECTION AND FOUND VEHICLE OPERATING AS DESIGNED			
**********			
F RENT A CAR			
CAUSE:			
99 MISCELLANEOUS			
82 W			(N/C)
,,,,6449 PROVIDED CUSTOMER WITH RENT A CAR PER CHRYSLER			
**********			
G SET TIRE PRESSURES AND RECORD			
CTP SET TIRE PRESSURES AND RECORD			
82 C	0.00	0.00	
,,,,6449 SET 36 PSI			
**********			
H PERFORM 23 POINT INSPECTION			
23PI PERFORM 23 POINT INSPECTION			
82 C	0.00	0.00	
,,,,6449 NO ADDITIONAL RECOMMENDATIONS AT THIS TIME			
**********			
I BATTERY TEST, AS A COURTESY TO OUR CUSTOMER WE HAVE TESTED YOUR BATTERY AT NO CHARGE. OUR HOPE IS THAT WE WILL CATCH A PROBLEM BEFORE IT LEAVES YOU STRANDED.			
BT BATTERY TEST, AS A COURTESY TO OUR CUSTOMER WE HAVE TESTED YOUR BATTERY AT NO CHARGE. OUR HOPE IS THAT WE WILL CATCH A PROBLEM BEFORE IT LEAVES YOU STRANDED.			
82 C	0.00	0.00	
,,,,6449 PERFORMED BATTERY TEST AND BATTERY (PASS)			
**********			

THANK YOU

FOR BRINGING YOUR CAR TO US FOR SERVICE

IF YOU ARE HAPPY LET YOUR NEIGHBOR KNOW. IF YOU ARE UNHAPPY CALL YOUR SERVICE ADVISOR AT ONCE.

ORIGINAL ESTIMATE: $

AUTHORIZED REVISED ESTIMATE: $

*By law, you may choose another licensed Smog check facility to perform any needed repairs or adjustments that the Smog Check test indicates are necessary.

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. CUSTOMER INITIAL X_____

I ACKNOWLEDGE RECEIPTOF VEHICLE AND I HAVE RECEIVEDA COPY OF THIS INVOICE.

CUSTOMER SIGNATURE _____

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC./HAZ. MAT. CHGS.	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Customer Copy

EXHIBIT G
PAGE 5 OF 24

Customer Number: [redacted] Invoice No: [redacted]

INVOICE

PAGE 3

Crystal Chrysler Jeep Dodge Center
36444 Auto Park Dr.
Cathedral City, CA 92234
(760) 324-4557
Fax (760) 424-0228
Direct Service Line (760) 324-4559
BAR # ARD 249974 EPA # CAD 983567379

[redacted]
BEND, OR [redacted]
Home:
Email:
Bus: [redacted]

SERVICE ADVISOR: 625 ALONZO G VIBANCO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
DEEPAUBURN	14	JEEP GRAND CHEROKEE	1C4RJFJG0EC183490		6449 6449	3947

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN14			17:30 24FEB14		0.00	CASH	28FEB14

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: DLR:60313
08:39 24FEB14	16:51 28FEB14	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
EST: 0.01 24FEB14 08:39 SA: 625			

SERVICE HOURS 7-5:30 M-F 7-2 SATURDAYS
CONVENIENT AFTER HOURS DELIVERY (SEE ADVISOR)
2 TRANSPORTATION OPTIONS SPECIAL RENTAL RATES
AND SHUTTLE SERVICE.

THANK YOU

FOR BRINGING YOUR CAR TO US FOR SERVICE

IF YOU ARE HAPPY LET YOUR NEIGHBOR KNOW. IF YOU ARE UNHAPPY CALL YOUR SERVICE ADVISOR AT ONCE.

ORIGINAL ESTIMATE: $

AUTHORIZED REVISED ESTIMATE: $

"By law, you may choose another licensed Smog check facility to perform any needed repairs or adjustments that the Smog Check test indicates are necessary."

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. CUSTOMER INITIAL X _____

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE _____

DESCRIPTION	TOTALS
LABOR AMOUNT	$ 0.00
PARTS AMOUNT	$ 0.00
GAS, OIL, LUBE	$ 0.00
SUBLET AMOUNT	$ 0.00
MISC./HAZ. MAT. CHGS.	$ 0.00
TOTAL CHARGES	$ 0.00
ADJUSTMENTS	$ 0.00
SALES TAX	$ 0.00
PLEASE PAY THIS AMOUNT	$ 0.00

Customer Copy

WILD CARD SPECIAL

10% OFF

ANY ONE REPAIR OF YOUR CHOICE!

Please present coupon at time of write up. Cannot be combined with any other special. MUST BE USED ON FUTURE VISIT. CANNOT BE COMBINED WITH ANY OTHER COUPONS OR SPECIAL PRICING.

www.crystalchrysler.com Invoice No. 506749
Coupon Expires: 27 Aug 2014

FREE LUBE OIL FILTER

UP TO 5 QTS WITH ANY TEST DRIVE. SEE SALES MANAGER FOR DETAILS

X _____

Sales Mgr. Signature

Coupon Expires: 27 Aug 2014
www.crystalchrysler.com

MOPAR ACCESSORIES DISCOUNT! 10%

INCLUDES:
- Discount on available accessories for Chrysler Group LLC. Vehicles.
- Mopar accessories are covered by either the 3-year/36,000-mile New Vehicle Limited Warranty or the 12-month/12,000-mile Mopar Basic Limited Warranty whichever is more favorable to the customer. See dealer for details and a copy of the warranty.
- Percentage off may not be available on installation price.

MUST BE USED ON FUTURE VISIT. CANNOT BE COMBINED WITH ANY OTHER COUPONS OR SPECIAL PRICING.
Coupon Expires: 27 Aug 2014
www.crystalchrysler.com

EXHIBIT G
PAGE 6 OF 24

Customer Number: [redacted] Invoice No: [redacted]

INVOICE

PAGE 1

Crystal Chrysler Jeep Dodge Center
36444 Auto Park Dr.
Cathedral City, CA 92234
(760) 324-4557
Fax (760) 424-0228
Direct Service Line (760) 324-4559
BAR # ARD 249974 EPA # CAD 983587379

[redacted]
BEND, OR [redacted]
Home:
Email:
Bus [redacted]

SERVICE ADVISOR: 625 ALONZO G VIBANCO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
DEEPAUBURN	14	JEEP GRAND CHEROKEE	1C4RJFJG0E[redacted]		8393 8400	3396

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN14			17:30 03APR14		0.00	CASH	11APR14

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: DLR:60313
08:57 03APR14	15:21 11APR14	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL

A CUSTOMER STATES THERE IS A CLUNKING NOISE WHEN COMING TO A STOP...
CUSTOMER TO TEST DRIVE WITH A TECHNICIAN
CAUSE:
04 DRIVEABILITY
82 W (N/C)
,,,,8393 PERFORMED TEST DRIVE AND VERIFIED THE SHIFTING HOWEVER OPENED
,,,,A STAR CASE AND PER STAR CASE ENGINEER FOUND TO BE A NORMAL CONDITION.
,,,,NO FURTHER REPAIRS NEEDED AT THIS TIME
****

B CUSTOMER STATES THE RADIO SCREEN FREEZES AND LOCKS UP. CHECK & ADVISE
CAUSE:
08 ELECTRICAL
82 W (N/C)
,,,,8393 PERFORMED INSPECTION AND VERIFIED CONCERN. THEN OPEN STAR CASE
,,,,AND PER STAR CASE INSTALLED A NEW SOFT WEAR IN RADIO SYSTEM 14.05.03
,,,,THEN RE TESTED AND FOUND OPERATING AS DESIGNED
****

C CUSTOMER STATES EXCESSIVE WIND NOISE ON PASSENGER SIDE (55-75 MPH)
CAUSE:
23 BODY INTERIOR-EXT.
82 W (N/C)
,,,,8393 PERFORMED TEST DRIVE ON FREEWAY AND WITH HEAD WIND AT 70-MPH
,,,,AND FOUND NO WIND NOISE OR ANY ABNORMAL NOISE AT THIS TIME
****

D CHRYSLER AUTHORIZED RENTAL... CARE # 24551432.... VEHICLE IS PART OF
THE ENHANCED CUSTOMER SATISFACTION PROGRAM.
RENT .
82 W (N/C)
,,,,8393 PROVIDED CUSTOMER WITH RENT A CAR PER CARE #24551432
****

E Moved to: 508758C Line: A
SPO Moved to: 508758C Line: A
999 C 0.00 0.00
****

THANK YOU

FOR BRINGING YOUR CAR TO US FOR SERVICE

IF YOU ARE HAPPY LET YOUR NEIGHBOR KNOW. IF YOU ARE UNHAPPY CALL YOUR SERVICE ADVISOR AT ONCE.

ORIGINAL ESTIMATE:	AUTHORIZED REVISED ESTIMATE:
$	$

"By law, you may choose another licensed Smog check facility to perform any needed repairs or adjustments that the Smog Check test indicates are necessary."

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. CUSTOMER INITIAL X _____

I ACKNOWLEDGE RECEIPTOF VEHICLE AND I HAVE RECEIVEDA COPY OF THIS INVOICE.

CUSTOMER SIGNATURE _____

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC./HAZ. MAT. CHGS.	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Customer Copy

EXHIBIT G
PAGE 7 OF 24

Customer Number: [redacted] Invoice No: [redacted]

INVOICE

PAGE 2

Crystal Chrysler Jeep Dodge Center
36444 Auto Park Dr.
Cathedral City, CA 92234
(760) 324-4557
Fax (760) 424-0228
Direct Service Line (760) 324-4559
BAR # ARD 249974 EPA # CAD 983587379

[redacted]
BEND, OR [redacted]
Home:
Email:
Bus: [redacted]

SERVICE ADVISOR: 625 ALONZO G VIBANCO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
DEEPAU8URN	14	JEEP GRAND CHEROKEE	1C4RJFJG0E[redacted]		8393 8400	3396

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN14			17:30 03APR14		0.00	CASH	11APR14

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: DLR:60313
08:57 03APR14	15:21 11APR14	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
F Moved to: 508758C Line: B			
SPO Moved to: 508758C Line: B			
999 C		0.00	0.00
**********			
G Moved to: 508758C Line: C			
SPO Moved to: 508758C Line: C			
999 C		0.00	0.00
**********			
H Moved to: 508758C Line: D			
SPO Moved to: 508758C Line: D			
999 C		0.00	0.00
**********			

*** THE FOLLOWING WORK NOT DONE-TRANSFERRED TO RO#508758C ***
E Moved to: 508758C Line: A
F Moved to: 508758C Line: B
G Moved to: 508758C Line: C
H Moved to: 508758C Line: D

EST: 47.00 08APR14 10:10 SA: 625
CONTACT: KENT
LOF

SERVICE HOURS 7-5:30 M-F 7-2 SATURDAYS
CONVENIENT AFTER HOURS DELIVERY (SEE ADVISOR)
2 TRANSPORTATION OPTIONS SPECIAL RENTAL RATES
AND SHUTTLE SERVICE.

THANK YOU

FOR BRINGING YOUR CAR TO US FOR SERVICE

IF YOU ARE HAPPY LET YOUR NEIGHBOR KNOW. IF YOU ARE UNHAPPY CALL YOUR SERVICE ADVISOR AT ONCE.

ORIGINAL ESTIMATE:	AUTHORIZED REVISED ESTIMATE:
$	$

"By law, you may choose another licensed Smog check facility to perform any needed repairs or adjustments that the Smog Check test indicates are necessary."

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. CUSTOMER INITIAL X _____

I ACKNOWLEDGE RECEIPTOF VEHICLE AND I HAVE RECEIVEDA COPY OF THIS INVOICE.

CUSTOMER SIGNATURE _____

DESCRIPTION	TOTALS
LABOR AMOUNT	$ 0.00
PARTS AMOUNT	$ 0.00
GAS, OIL, LUBE	$ 0.00
SUBLET AMOUNT	$ 0.00
MISC./HAZ. MAT. CHGS.	$ 0.00
TOTAL CHARGES	$ 0.00
ADJUSTMENTS	$ 0.00
SALES TAX	$ 0.00
PLEASE PAY THIS AMOUNT	$ 0.00

Customer Copy

WILD CARD SPECIAL

10% OFF

ANY ONE REPAIR OF YOUR CHOICE!

Please present coupon at time of write up. Cannot be combined with any other special. MUST BE USED ON FUTURE VISIT. CANNOT BE COMBINED WITH ANY OTHER COUPONS OR SPECIAL PRICING..

www.crystalchrysler.com Invoice No. 508758
Coupon Expires: 08 Oct 2014

FREE LUBE OIL FILTER

UP TO 5 QTS WITH ANY TEST DRIVE. SEE SALES MANAGER FOR DETAILS

X _____
Sales Mgr. Signature

Coupon Expires: 08 Oct 2014
www.crystalchrysler.com

MOPAR ACCESSORIES DISCOUNT! 10%

INCLUDES:
- Discount on available accessories for Chrysler Group LLC. Vehicles.
- Mopar accessories are covered by either the 3-year/36,000-mile New Vehicle Limited Warranty or the 12-month/12,000-mile Mopar Basic Limited Warranty whichever is more favorable to the customer. See dealer for details and a copy of the warranty.
- Percentage off may not be available on installation price.

MUST BE USED ON FUTURE VISIT. CANNOT BE COMBINED WITH ANY OTHER COUPONS OR SPECIAL PRICING.
Coupon Expires: 08 Oct 2014
www.crystalchrysler.com

EXHIBIT 6
PAGE 8 OF 24

Customer Num [redacted] Invoice No: [redacted]

INVOICE

PAGE 1

Crystal Chrysler Jeep Dodge Center
36444 Auto Park Dr.
Cathedral City, CA 92234
(760) 324-4557
Fax (760) 424-0228
Direct Service Line (760) 324-4559
BAR # ARD 249974 EPA # CAD 983587379

[redacted]
BEND, OR [redacted]
Home:
Email:
Bus: [redacted]

SERVICE ADVISOR: 306 ANTHONY Q WELTY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
DEEPAUBURN	14	JEEP GRAND CHEROKEE	1C4RJFJG0EC[redacted]		8528 8530	2149

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN14			17:30 29APR14		0.00	CASH	30APR14

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: OLR:60313
08:03 12APR14	14:42 30APR14	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUSTOMER STATES THE RADIO SCREEN WILL GO BLANK AT TIMES BUT CAN STILL HEAR SOUND CHECK AND REPORT			
CAUSE: INTERNAL DEFECT			
08 VERIFIED REPAIRS			
530 W			(N/C)
1 681902402G RADIO-MULTI MEDIA			(N/C)
,,,,8530 PERFORMED DIAGNOSIS, VERIFIED COMPLAINT, POWER AND GROUND OK,			
,,,,HAS CURRENT SOFTWARE, CONTACTED STAR, AND THEY ADVISED TO REPLACE			
,,,,RADIO, INSTALLED NEW RADIO, NEW RADIO SHOWED AQUIRRING SIGNAL,			
,,,,PERFORMED RADIO CONFIGURRING AND SHOWS, NOT LOADING, CONTACT STAR			
,,,,AGAIN, THEY SAID TO ORDER ANOTHER NEW RADIO, AS PER JEEP TECH SUPPORT,			
,,,,AND CODE R-A FOR DIAG 1.0 AND INSTALLED SECOND NEW RADIO AND IT WORKED			
,,,,CORRECTLY. VERIFIED IT HAS LATEST VERSION OF SOFTWARE. AND RENTAL IS			
,,,,COVERED ALSO AS PER R-A CODE. NOTIFIED CUSTOMER THAT THE VEHICLE IS			
,,,,COMPLETED AND READY FOR PICKUP 4-28-14 AT 10AM			
**********			
B SET TIRE PRESSURES AND RECORD			
CTP SET TIRE PRESSURES AND RECORD			
530 C	0.00	0.00	
**********			
C BATTERY TEST, AS A COURTESY TO OUR CUSTOMER WE HAVE TESTED YOUR BATTERY AT NO CHARGE. OUR HOPE IS THAT WE WILL CATCH A PROBLEM BEFORE IT LEAVES YOU STRANDED.			
BT BATTERY TEST, AS A COURTESY TO OUR CUSTOMER WE HAVE TESTED YOUR BATTERY AT NO CHARGE. OUR HOPE IS THAT WE WILL CATCH A PROBLEM BEFORE IT LEAVES YOU STRANDED.			
530 C	0.00	0.00	
**********			
D RENTAL AS PER CHRYSLER			
CAUSE: AS PER RA CODE FROM CHRYSLER TECH REP			
01 CHZZ			
530 W			(N/C)
SUBL RENTAL			

THANK YOU

FOR BRINGING YOUR CAR TO US FOR SERVICE

IF YOU ARE HAPPY LET YOUR NEIGHBOR KNOW. IF YOU ARE UNHAPPY CALL YOUR SERVICE ADVISOR AT ONCE.

ORIGINAL ESTIMATE: $

AUTHORIZED REVISED ESTIMATE: $

"By law, you may choose another licensed Smog check facility to perform any needed repairs or adjustments that the Smog Check test indicates are necessary."

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. CUSTOMER INITIAL X _____

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE _____

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC./HAZ. MAT. CHGS.	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Customer Copy

EXHIBIT 6
PAGE 9 OF 24

Customer Number: [redacted] Invoice No: [redacted]

INVOICE

PAGE 2

Crystal Chrysler Jeep Dodge Center
36444 Auto Park Dr.
Cathedral City, CA 92234
(760) 324-4557
Fax (760) 424-0228
Direct Service Line (760) 324-4559
BAR # ARD 249974 EPA # CAD 983587379

[redacted]
BEND, OR [redacted]
Home:
Email:
Bus: [redacted]

SERVICE ADVISOR: 306 ANTHONY Q WELTY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
DEEPAUBURN	14	JEEP GRAND CHEROKEE	1C4RJFJG0EC[redacted]		8528 8530	2149

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN14			17:30 29APR14		0.00	CASH	30APR14

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: DLR:60313
08:03 12APR14	14:42 30APR14	

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
			W					(N/C)

....8530 RENTAL COVERED THE CUSTOMER IS IN OUR CRYSTAL RENTAL

****

E** AFTER RADIO INSTALLATION STILL WOULD NOT REPROGRAM AND WAS
REQUESTED BY TECH LINE INSTALL ANOTHER NEW RADIO CASE # 245

CAUSE:
08 ELECTRICAL
530 W (N/C)

****

EST: 0.00 12APR14 08:03 SA: 306

SERVICE HOURS 7-5:30 M-F 7-2 SATURDAYS
CONVENIENT AFTER HOURS DELIVERY (SEE ADVISOR)
2 TRANSPORTATION OPTIONS SPECIAL RENTAL RATES
AND SHUTTLE SERVICE.

THANK YOU

FOR BRINGING YOUR CAR TO US FOR SERVICE

IF YOU ARE HAPPY LET YOUR NEIGHBOR KNOW. IF YOU ARE UNHAPPY CALL YOUR SERVICE ADVISOR AT ONCE.

ORIGINAL ESTIMATE:	AUTHORIZED REVISED ESTIMATE:
$	$

"By law, you may choose another licensed Smog check facility to perform any needed repairs or adjustments that the Smog Check test indicates are necessary."

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. CUSTOMER INITIAL X _____

I ACKNOWLEDGE RECEIPTOF VEHICLE AND I HAVE RECEIVEDA COPY OF THIS INVOICE.

CUSTOMER SIGNATURE _____

DESCRIPTION	TOTALS
LABOR AMOUNT	$ 0.00
PARTS AMOUNT	$ 0.00
GAS, OIL, LUBE	$ 0.00
SUBLET AMOUNT	$ 0.00
MISC./HAZ. MAT. CHGS.	$ 0.00
TOTAL CHARGES	$ 0.00
ADJUSTMENTS	$ 0.00
SALES TAX	$ 0.00
PLEASE PAY THIS AMOUNT	$ 0.00

Customer Copy

WILD CARD SPECIAL

10% OFF

ANY ONE REPAIR OF YOUR CHOICE!

Please present coupon at time of write up. Cannot be combined with any other special. MUST BE USED ON FUTURE VISIT. CANNOT BE COMBINED WITH ANY OTHER COUPONS OR SPECIAL PRICING.

www.crystalchrysler.com Invoice No. 609228
Coupon Expires: 27 Oct 2014

FREE LUBE OIL FILTER

UP TO 5 QTS WITH ANY TEST DRIVE. SEE SALES MANAGER FOR DETAILS

X _____

Sales Mgr. Signature

Coupon Expires: 27 Oct 2014
www.crystalchrysler.com

MOPAR ACCESSORIES DISCOUNT! 10%

INCLUDES:
- Discount on available accessories for Chrysler Group LLC. Vehicles.
- Mopar accessories are covered by either the 3-year/36,000-mile New Vehicle Limited Warranty or the 12-month/12,000-mile Mopar Basic Limited Warranty whichever is more favorable to the customer. See dealer for details and a copy of the warranty.
- Percentage off may not be available on installation price.

MUST BE USED ON FUTURE VISIT. CANNOT BE COMBINED WITH ANY OTHER COUPONS OR SPECIAL PRICING.
Coupon Expires: 27 Oct 2014
www.crystalchrysler.com

EXHIBIT G
PAGE 10 OF 24

SMOLICH motors
CHRYSLER · DODGE · JEEP · NISSAN · VOLVO · SUZUKI · HYUNDAI
1865 NE Highway 20 - Bend, OR 97701
(541) 389-1177 - Fax: (541) 388-2442
www.smolichmotors.com

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

R/O Open Date	R/O Number
5/29/14	[redacted]
R/O Close Date	Status
6/06/14	Pre-Invoice
Mileage In	Mileage Out
9755	9755
Service Advisor / Tag #	
Craig Fettig	

[redacted]
BEND, OR [redacted]

Work Phone	Vehicle Identification Number
	1C4RJFJG0EC[redacted]
Home Phone	Delivery Date / In-Service Date
[redacted]	

Year	Make	Model	Body	Color	License Number
2014	JEEP	GRAND CHEROKE	4WD 4DR SUMMIT	AUBURN	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Caused by. TEST DROVE WITH SCAN TOOL AND DROVE ANOTHER LIKE V EHICLE. SHIFT IS THE SAME. KAREEMS EXPLANATION IS THAT THE VEHICLE BY GOVERNMENT MANDATIONS IS BEING PUSHED TO ITS LIMIT FOR MILEAGE AND STAYS IN HIGHER GEAR AS ABSOLUTELY AS LONG AS IT CAN BEFORE SHIFT TO HIGHER RPM. NORMAL OPERATION Work performed by HAHN, JOHN (253)	Warranty
#4 - 880: WARRANTY OPENED LINE FOR PCM SOFTWARE UPDATE FOR PERFORMANC E IMPROVEMENTS Caused by UPDATED PCM SOFTWARE FOR IMPROVEMENTS Work performed by WHITTINGTON, DAKOTA (883)	Warranty
#5 - 880: WARRANTY OPENED LINE FOR HVAC CONTROL SOFTWARE UPDATE FOR I MPROVEMENTS Caused by UPDATED HVAC CONTROL SOFTWARE Work performed by WHITTINGTON, DAKOTA (883)	Warranty
**********	
* Safe driving from all of us at Smolich Motors! *	
**********	

WARRANTY

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

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

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

EXHIBIT G
PAGE 11 OF 24

SMOLICH motors
CHRYSLER · DODGE · JEEP · NISSAN · VOLVO · SUZUKI · HYUNDAI
1865 NE Highway 20 - Bend, OR 97701
(541) 389-1177 · Fax (541) 388-2442
www.smolichmotors.com

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

R/O Open Date	R/O Number
5/29/14	[redacted]
R/O Close Date	Status
6/06/14	Pre-Invoice
Mileage In	Mileage Out
9755	9755
Service Advisor / Tag #	
Craig Fettig	

[redacted]
BEND, OR [redacted]

Work Phone	Vehicle Identification Number
	1C4RJFJG0EC[redacted]
Home Phone	Delivery Date / In-Service Date
[redacted]	

Year	Make	Model	Body	Color	License Number
2014	JEEP	GRAND CHEROKE	4WD 4DR SUMMIT	AUBURN	

DESCRIPTION OF SERVICE AND PARTS		AMOUNT
#1 - 100: ENGINE REPAIR AND MAINTENANCE		
CUSTOMER STATE CEL ON AND BELTS SQUEALING		
TODAY LIGHT OFF, ADVISE		
Work performed by WHITTINGTON, DAKOTA (883)		Warranty
Caused by		
ENGINE OIL CODES P06DD, CONFIRM CORRECT OIL. WAS D		
ONE AT DEALER 1500 MILES AGO. PER REC CHANGE OIL		
Work performed by WHITTINGTON, DAKOTA (883)		Warranty
Installed 68055890AA :OIL: 5W20	Qty: 6	Warranty
Installed 68191349AA :FILTER: ENGINE OIL	Qty: 1	Warranty
CHANGED OIL AND RESET LIGHT, NO CODE NEXT TIME IN		
150 MILES LATER		
#2 - 100: ENGINE REPAIR AND MAINTENANCE		
OPENED LINE FOR SOP WATERPUMP. SQUEALING PUMP		
Caused by		
NOISE IS THE WATERPUMP. WAITED ON APPROVAL FROM EC		
S KAREEM.		
Work performed by WHITTINGTON, DAKOTA (883)		Warranty
Installed 5184498AJ :PUMP: WATER	Qty: 1	Warranty
Installed 68087340AA :GASKET: WATER PUMP	Qty: 1	Warranty
Installed 68163849AA :ANTIFREEZ: COOLANT	Qty: 1	Warranty
REPLACED WATERPUMP AND GASKET AND FILLED, BLEED AI		
R FROM SYSTEM AND TEST DROVE		
#3 - 200: AUTO TRANS REPAIR AND MAINTENANCE		
CUSTOMER STATES ON SLOW STOP, JUST AS YOU STOP HAS		
REALLY HARSH BUMP STOP LIKE GETTING HIT FROM BEHI		
ND. FASTER STOP WONT DO IT.		

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

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

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

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

EXHIBIT G
PAGE 12 OF 24

SMOLICH motors
CHRYSLER • DODGE • JEEP • NISSAN • VOLVO • SUZUKI • HYUNDAI
1865 NE Highway 20 - Bend, OR 97701
(541) 389-1177 - Fax: (541) 388-2442
www.smolichmotors.com

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

R/O Open Date	R/O Number
7/18/14	[redacted]
R/O Close Date	Status
8/29/14	Pre-Invoice
Mileage In	Mileage Out
10460	10624
Service Advisor / Tag #	
Craig Fettig	

[redacted]
BEND, OR [redacted]

Work Phone	Vehicle Identification Number
	1C4RJFJG0EC[redacted]
Home Phone	Delivery Date / In-Service Date
[redacted]	

Year	Make	Model	Body	Color	License Number
2014	JEEP	GRAND CHEROKE	4WD 4DR SUMMIT	AUBURN	

DESCRIPTION OF SERVICE AND PARTS		AMOUNT
#1 - 880: WARRANTY		
ECS CUSTOMER. WINDSHIELD COWL IS LIFTING THE RUBBE		
R SEAL FROM THE GLASS. TIGHT ON PASS SIDE AND 1 A		
BOVE IT ON DRIVERS		
Caused by		
REPLACED COWL AS WAS NOT FITTING TIGHTLY		
Work performed by PERRY, SKY (543)		Warranty
Work performed by ENTERPRISE RENT A CAR : 57006		Warranty
Installed 55079197AH :GRILLE: COWL TOP	Qty: 1	Warranty
#2 * 880: WARRANTY		
RRT 14-050		
Caused by		
UPDATED SOFTWARE PER RRT		
Work performed by PERRY, SKY (543)		Warranty
#3 * 100: ENGINE REPAIR AND MAINTENANCE		
CEL ON AGAIN. ECS CUSTOMER DIAG AND CALL FOR APPRO		
VAL		
Caused by		
CODE P0600 STORED CODE, CHECK OIL FILTER , HAS COR		
RECT FILTER, NEEDS OIL PSI SWITCH. THEN A BULLETIN		
G CAME OUT TO REPALCE INTAKE GASKETS WITH REPAIR.		
ORDERED SECOND GTIME IN.		
Work performed by STEPHENSON,DANNY (695)		Warranty
Work performed by A1 AUTO RENTALS : 9812		Warranty
Installed 5149062AA :SWITCH: OIL PRESSURE	Qty: 1	Warranty
Installed 5184562AC :GASKET: INTAKE PLENUM	Qty: 6	Warranty
Installed 5184331AC :GASKET: INTAKE MANIFOLD	Qty: 6	Warranty

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

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

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

EXHIBIT G
PAGE 13 OF 24

SMOLICH motors
CHRYSLER • DODGE • JEEP • NISSAN • VOLVO • SUZUKI • HYUNDAI
1885 NE Highway 20 - Bend, OR 97701
(541) 389-1177 - Fax (541) 388-2442
www.smolichmotors.com

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

R/O Open Date	R/O Number
7/18/14	[redacted]
R/O Close Date	Status
8/29/14	Pre-Invoice
Mileage In	Mileage Out
10460	10624
Service Advisor / Tag #	
Craig Pettig	

[redacted]
BEND, OR [redacted]

Work Phone	Vehicle Identification Number
	1C4RJFJG0EC[redacted]
Home Phone	Delivery Date / In-Service Date
[redacted]	

Year	Make	Model	Body	Color	License Number
2014	JEEP	GRAND CHEROKEE	4WD 4DR SUMMIT	AUBURN	

DESCRIPTION OF SERVICE AND PARTS		AMOUNT
REMOVED INTAKE TO REPLACE OIL SENDER. REPLACED SEN DER AND REPLACED UPPER AND LOWER INTAKE GASKETS PE R TSB. CLEARED CODE		
#4 * 880: WARRANTY		
OPNED LINE FOR BOTH FRONT FENDER FLARES FRONT EDGE S PEELING AWAY FROM METAL. LEADING EDGE		
Caused by		
BOTH LEADING EDGES ARE LOOSE ON FRONT FLARES		
ORDERED		
Work performed by STEPHENSON,DANNY (695)		Warranty
Work performed by PROFESSIONAL AUTO BODY : 25659		Warranty
Installed 5QJ84TZZAB :MOLDING: WHEEL FLARE	Qty: 1	Warranty
Installed 5QJ83TZZAB :MOLDING: WHEEL FLARE	Qty: 1	Warranty
Installed 68172491AA :CLIP: TRIM	Qty: 4	Warranty
Installed 68172491AA :CLIP: TRIM	Qty: 10	Warranty
SUBLET PAINTING . INSTALLED ADHESIVE TAPE TO BOTH, REPLACED BROKEN CLIPS AND INSTLLED NEW FENDER FLA RES. FIT IS MUCH BETTER NOW.		
#5 * 801: RECALLS		
P14		
Caused by		
PERFORMED RECALL P14 INSPECTION ON BOOSTER AND INS TALLED PROTECTIVE SHIELD.		
Work performed by STEPHENSON,DANNY (695)		Warranty
Installed CBXNP143AA :KIT: BOOSTER	Qty: 1	Warranty

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

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

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

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

EXHIBIT G
PAGE 14 OF 24

SMOLICH motors
CHRYSLER • DODGE • JEEP • NISSAN • VOLVO • SUZUKI • HYUNDAI
1865 NE Highway 20 - Bend, OR 97701
(541) 389-1177 - Fax: (541) 388-2442
www.smolichmotors.com

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

R/O Open Date	R/O Number
12/11/14	[redacted]
R/O Close Date	Status
12/12/14	Pre-Invoice
Mileage In	Mileage Out
14316	14321
Service Advisor / Tag #	
Craig Fettig	

[redacted]
BEND, OR [redacted]

Work Phone	Vehicle Identification Number
	1C4RJFJG0E[redacted]
Home Phone	Delivery Date / In-Service Date
[redacted]	

Year	Make	Model	Body	Color	License Number
2014	JEEP	GRAND CHEROKEE	4WD 4DR SUMMIT	AUBURN	

DESCRIPTION OF SERVICE AND PARTS		AMOUNT
#1 - 101E: EXPRESS OIL CHANGE & INSPECTION		
Caused by		
SERVICED, TOPPED FLUIDS,		
Work performed by FREY, CURTIS (209)		Warranty
Installed 68055890AA :OIL: 5W20	Qty: 6	Warranty
Installed 68191349AA :FILTER: ENGINE OIL	Qty: 1	Warranty
#2 - 801: RECALLS		
P36		
ECS CUSTOMER		
Caused by		
INSPECTED VISOR WIRING AND INSTALLED GUIDES		
Work performed by HARRIS, DREW (247)		Warranty
Caused by		
INSPECTED WIRES TO VISORS, INSTALLED GUIDES		
Work performed by HARRIS, DREW (247)		Warranty
Work performed by ENTERPRISE RENT A CAR :		Warranty
Installed CHXDP361AA :SPACER: VISOR	Qty: 1	Warranty
#3 - 880: WARRANTY		
CUSTOMER STATES THE PASSENGER DOOR HAS MORE WIND N OISE, CHECK SEAL AND FIT		
ALSO THE DOOR SEAL ON REAR DOOR DRIVER SIDE LOOKS CUT.		
Caused by		
SEALS LOOKS FINE. NO ABNORMAL NOISE FROM MIRRORS O R SEALS. THE CROSSBARS MAKE A BIT OF NOISE, NORMAL		
Work performed by HARRIS, DREW (247)		Warranty
Caused by		

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

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of sold products. Any limitation contained herein does not apply where prohibited by law.

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

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

EXHIBIT G
PAGE 15 OF 24

SMOLICH motors
CHRYSLER • DODGE • JEEP • NISSAN • VOLVO • SUZUKI • HYUNDAI
1865 NE Highway 20 - Bend, OR 97701
(541) 389-1177 - Fax: (541) 388-2442
www.smolichmotors.com

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

R/O Open Date	R/O Number
12/11/14	[redacted]
R/O Close Date	Status
12/12/14	Pre-Invoice
Mileage In	Mileage Out
14316	14321
Service Advisor / Tag #	
Craig Fettig	

[redacted]
BEND, OR [redacted]

Work Phone	Vehicle Identification Number	
	1C4RJFJG0EC[redacted]	
Home Phone	Delivery Date	In-Service Date
[redacted]		

Year	Make	Model	Body	Color	License Number
2014	JEEP	GRAND CHEROKE	4WD 4DR SUMMIT	AUBURN	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
LEFT REAR WINDOW CHANNEL GUIDE IS DEFORMED AT REAR EDGE.	
Work performed by HARRIS, DREW (247)	Warranty
Installed 55399189AG :W/STRIP: REAR DOOR GLASS RUN Qty: 1	Warranty
REPLACED THE GUIDE CHANNEL	
#4 * 880: WARRANTY	
OPENED LINE FOR BCM SOFTWARE UPDATE	
Caused by	
OPENED LINE FOR SOFTWARE UPDATE TO BODY CONTROL MODULE	
Work performed by HARRIS, DREW (247)	Warranty
#5 * 880: WARRANTY	
OPENED LINE FOR TCM UPDATE	
Caused by	
OPENED LINE FOR TRANS CONTROL MODULE SOFTWARE	
Work performed by HARRIS, DREW (247)	Warranty
#6 * 880: WARRANTY	
OPENED LINE FOR PTS UPDATE	
Caused by	
UPDATED SOFTWARE FOR COMMUNICATION IMPROVEMNTS	
Work performed by HARRIS, DREW (247)	Warranty
**********	
* Looking to save some money? You're in good hands! Get an *	
* insurance quote while you wait! Visit our Allstate *	
* agency located inside our Chrysler and Nissan stores! *	
* Ask about our Referral Rewards! *	

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

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

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

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

EXHIBIT G
PAGE 16 OF 24

Customer Number [redacted] Invoice N[redacted]

"INVOICE"

PAGE 1

[redacted]

SEND TO [redacted]
Home:
Email:
Bus: [redacted]

Crystal Chrysler Jeep Dodge Center
38442 Auto Park Dr.
Cathedral City, CA 92234
(760) 324-4557
Fax (760) 424-0228
Direct Service Line (760) 324-4558
BAR # ARD 248974 EPA # CAD 983587378

SERVICE ADVISOR: 934 DANI AKKERMAN

TYPE OF SERVICE	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
DEEP AUBURN	14	JEEP GRAND CHEROKEE	1C4RDJDG3EC[redacted]	[redacted]	17442 17495	2196

PROMISE DATE	PROD DATE	WARR EXP	RECEIVED	BY	PAYMENT	IN DATE
01JAN14			15:00 25FEB15		0.00 CASH	25FEB15

RO OPENED	DATE CUST NOTIFIED	OPTIONS: DEALER
03FEB15	13:51 25FEB15	

LINE	OPCODE/TECH	TYPE	HOURS	LIST	NET	TOTAL

B CUSTOMER REPORTS WHILE DRIVING IN TOWN, LOSS POWER AND WOULD NOT GO. AFTER APPLYING MORE GAS PEDAL CAR SURGED AND THEN BOGGED DOWN AGAIN. 3 TIMES AND CUSTOMER THEN PARKED CAR.

CAUSE:

14 FUEL

82 W (N/C)

17495 ROAD TESTED VEHICLE FREEWAY AND SURFACE STREETS. UNABLE TO DUPLICATE COMPLAINT AT THIS TIME. NO CODES IN MEMORY. NO TSB'S APPLY. OPERATING AS OTHER LIKE VEHICLES

****

C CUSTOMER REPORTS A FREEWAY SPEED WITH ADDAPTIVE CRUISE CONTROL ON CAR STOPPED RAPIDLY WITH NOTHING IN FRONT OF CAR.

CAUSE:

08 ELECTRICAL MINOR

82 W (N/C)

17495 ROAD TEST AT FREEWAY SPEEDS WITH ADAPTIVE CRUISE ENGAGED. UNABLE TO DUPLICATE CONCERN AT THIS TIME. SENT EVENT DATA, FREEZE FRAME DATA AND VEHICLE SCAN REPORT TO CHRYSLER AS INSTRUCTED. NO CODES IN MEMORY, NO TSB'S APPLY. OPERATING AS OTHER LIKE VEHICLES.

****

D CUSTOMER REPORTS 4 OF THE HOOD SEALS IS MISSING. (ON EACH SIDE WITH OPEN HOOD)

CAUSE:

23 BODY INTERIOR-EXT.

82 W (N/C)

FC: PARTS: COUNT:
CLAIM TYPE: W
AUTH CODE:

17442 NO SEAL MISSING ONLY 1 ON HOOD AIR FILTER SIDE, AS BUILT

****

E "911 SEE DEALER MESSAGE" ON

ORIGINAL ESTIMATE:	AUTHORIZED REVISED ESTIMATE:
0	0

"By law, you may choose another licensed Smog check facility to perform any needed repairs or adjustments that the Smog Check test indicates are necessary."

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. CUSTOMER INITIAL X

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC./HAZ. MAT. CHGS.	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

THANK YOU

FOR BRINGING YOUR CAR TO US FOR SERVICE

IF YOU ARE HAPPY LET YOUR NEIGHBOR KNOW. IF YOU ARE UNHAPPY CALL YOUR SERVICE ADVISOR AT ONCE.

Customer Copy

EXHIBIT G

PAGE 17 OF 24

Customer Number [redacted] Invoice N[redacted]

INVOICE

PAGE 2

Crystal Chrysler Jeep Dodge Center
38444 Palm Corp Dr.
Cathedral City, CA 92234
(760) 324-4557
Fax (760) 424-9228
Direct Service Line (760) 324-4559

[redacted]

Bill To [redacted]
Home [redacted] Bus [redacted]
Email

SERVICE ADVISOR: 634 DANIEL ACKERMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
DEEP EGGPLANT	14	JEEP GRAND CHEROKEE	1C4RJFJG6E[redacted]	[redacted]	17442 17495	2198

INVOICE DATE	PROD. DATE	WARR. EXP.	PROMISED	SOLD	TERMS	PAYMENT	INV. DATE
31JAN14			15:00 25FEB15		0.00	CASH	25FEB15

RO OPENED	DATE COST APPROVED	OPTIONS PURCHASED
09:49 07FEB15	13:51 25FEB15	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
CAUSE:							
	08 ELECTRICAL MINOR						
		82	W				(N/C)
,,,,17442 18-60-02-CF* 0.40 HAD RADIO UPDATE NOT VERIFIED MESSAGE, BUT							
,,,,UPDATE FOR PHONE MESSAGE INSTALLED.							
	**********						
F FULL SYNTHETIC ENGINE OIL AND FILTER CHANGE							
CAUSE:							
	LOF PERFORM LUBE, OIL FILTER SERVICE						
		82	BCSC				(N/C)
	1	68191349AB	FILTER-ENGINE OIL				(N/C)
	6	5166240PA	*OIL-5W20SYNTHETIC				(N/C)
,,,,17495 COMPLETED SERVICE							
	**********						
G FLASH UPDATE MODULES							
CAUSE:							
	99 MISCELLANEOUS						
		82	W				(N/C)
,,,,17442 18-19-05-A3 0.50 UPDATED TCM AND Q LEARN TRANS							
	**********						
H ENTERPRISE CAR RENTAL, ENHANCED PROGRAM							
CAUSE:							
	29 SUBLET						
		82	W				(N/C)
,,,,17495 ANGEL WITH CHRYSLER OK'D THRU THE 25TH							
	**********						

Jeep

THANK YOU

FOR BRINGING YOUR CAR TO US FOR SERVICE

IF YOU ARE HAPPY LET YOUR NEIGHBOR KNOW. IF YOU ARE UNHAPPY CALL YOUR SERVICE ADVISOR AT ONCE.

ORIGINAL ESTIMATE: $

AUTHORIZED REVISED ESTIMATE: $

"By law, you may choose another licensed Smog check facility to perform any needed repairs or adjustments that the Smog Check test indicates are necessary."

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. CUSTOMER INITIAL X_____

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE _____

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC./HAZ. MAT. CHGS.	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Customer Copy

EXHIBIT G

CUST 4015

[redacted]

INVOICE # 521708 PAGE 3

SEND TO: [redacted]
Home:
Email:

Sub: [redacted]

[redacted]
Fax (760) 424-9228
Direct Service Line (760) 924-4559

SERVICE ADVISOR:

ST	YEAR	MAKE/MODEL	VIN	LICENSE	ODOMETER IN / OUT	TAG
DESERT SUBURBAN	CA	JEEP GRAND CHEROKEE	1C4RJFCG[redacted]	[redacted]	17442 17498	2196

DATE PROMISED	PROD. DATE	WARR. EXP.	PROMISED	KEYS	PAYMENT	DEL. DATE
01JAN14			15:00 25FEB15		0.00 CASH	25FEB15

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: [redacted]
08:48 07FEB15	13:51 25FEB15	

LINE	OPCODE	TECH	TYPE	HOURS	T/SET	NET	TOTAL

I PERFORM 23 POINT INSPECTION
CAUSE:
23PI PERFORM 23 POINT INSPECTION
814 I23P (N/C)

****

J** RECALL P67 ORC MODULE, INTERIM STATUS NO PARTS AVAILABLE AT THIS TIME
CAUSE:
99 MISCELLANEOUS
999 W (N/C)

****

EST: 0.01 25FEB15 11:02 SA: 834

SERVICE HOURS 7-5:30 M-F 7-2 SATURDAYS
CONVENIENT AFTER HOURS DELIVERY (SEE ADVISOR)
2 TRANSPORTATION OPTIONS SPECIAL RENTAL RATES
AND SHUTTLE SERVICE.

Jeep

THANK YOU

FOR BRINGING YOUR CAR TO US FOR SERVICE

IF YOU ARE HAPPY LET YOUR NEIGHBOR KNOW. IF YOU ARE UNHAPPY CALL YOUR SERVICE ADVISOR AT ONCE.

ORIGINAL ESTIMATE: $

AUTHORIZED REVISED ESTIMATE: $

"By law, you may choose another licensed Smog check facility to perform any needed repairs or adjustments that the Smog Check test indicates are necessary."

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. CUSTOMER INITIAL X_____

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE _____

DESCRIPTION	TOTALS
LABOR AMOUNT	$ 0.00
PARTS AMOUNT	$ 0.00
GAS, OIL, LUBE	$ 0.00
SUBLET AMOUNT	$ 0.00
MISC./HAZ. MAT. CHGS.	$ 0.00
TOTAL CHARGES	$ 0.00
ADJUSTMENTS	$ 0.00
SALES TAX	$ 0.00
PLEASE PAY THIS AMOUNT	$ 0.00

Customer Copy

EXHIBIT G
PAGE 19 OF 24

Customer Copy

CUSTOMER #: [redacted]

WORKORDER [redacted]

PAGE 1

Crystal Chrysler Jeep Dodge Center
36444 Auto Park Dr.
Cathedral City, CA 92234
(760) 324-4557
Fax (760) 424-0228
Direct Service Line (760) 324-4559
BAR # ARD 249974 EPA # CAD 983587379

RO# [redacted]

[redacted]
BEND, OR [redacted]
HOME:
EMAIL:

CONT :000-000-0000 CELL: 5413884749

SERVICE ADVISOR: 834 AKKERMAN,DANI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
DEEPAUBURN	14	JEEP GRAND CHEROKEE	1C4RJFJG0EC[redacted]	[redacted]	17442 /	T2196

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN14			23:15 10FEB15		0.00	CASH	

R.O. OPENED	READY	OPTIONS: DLR:60313
07FEB201509:48	01JAN14	

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# B	14		W	CUSTOMER REPORTS WHILE DRIVING IN TOWN, LOST POWER AND WOULD NOT GO. AFTER APPLYING MORE GAS PEDAL CAR SURGED AND THEN BOGGED DOWN AGAIN. 3 TIMES AND CUSTOMER THEN PARKED CAR. |CC:
# C	08		W	CUSTOMER REPORTS A FREEWAY SPEED WITH ADDAPTIVE CRUISE CONTROL ON CAR STOPPED RAPIDLY WITH NOTHING IN FRONT OF CAR. |CC:
# D	23		W	CUSTOMER REPORTS A OF THE HOOD SEALS IS MISSING, (ON EACH SIDE WITH OPEN HOOD) |CC:
# E	08		W	"911 SEE DEALER MESSAGE" ON |CC:
# F	LOF		WCSC	FULL SYNTHETIC ENGINE OIL AND FILTER CHANGE |CC:

EXHIBIT G
PAGE 20 OF 24

EXCLUSION OF WARRANTIES

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

AUTHORIZATION FOR REPAIRS

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. The dealership is not responsible for damages from freezing due to lack of antifreeze.

COPYRIGHT 2003 ADP, INC. SERVICE WORKORDER 8.2 - XSMJDC

PRELIMINARY ESTIMATE $ _____

DATE OWNER NOTIFIED OF REPAIR COMPLETION _____ DATE _____ TIME

AUTHORIZED BY X

AUTHORIZED ADDITIONS	REVISED ESTIMATE	REASON		PERSON CONTACTED	BY PHONE ☐ IN PERSON ☐	DATE	TIME
AUTHORIZED ADDITIONS	REVISED ESTIMATE	REASON		PERSON CONTACTED	BY PHONE ☐ IN PERSON ☐	DATE	TIME
AUTHORIZED ADDITIONS	REVISED ESTIMATE	REASON		PERSON CONTACTED	BY PHONE ☐ IN PERSON ☐	DATE	TIME

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

X _____
CUSTOMER SIGNATURE

Customer Copy

WORKORDER

CUSTOMER #: [redacted]

[redacted]

PAGE 2

Crystal Chrysler Jeep Dodge Center
36444 Auto Park Dr.
Cathedral City, CA 92234
(760) 324-4557
Fax (760) 424-0228
Direct Service Line (760) 324-4559

RO# [redacted]

BEND, OR [redacted]
HOME:
EMAIL:

CONT :000-000-0000 CELL: 5413884749

BAR # ARD 249974 EPA # CAD 983587379

SERVICE ADVISOR: 834 AKKERMAN,DANI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
DEEPAU8URN	14	JEEP GRAND CHEROKEE	1C4RJFJG0EC[redacted]	[redacted]	17442 /	T2196

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN14			23:15 10FEB15		0.00	CASH	

R.O. OPENED	READY	OPTIONS: DLR:60313
07FEB201509:48	01JAN14	

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# G	99		W	FLASH UPDATE MODULES |CC:
# H	29		W	ENTERPRISE CAR RENTAL, ENHANCED PROGRAM |CC:
# I	23PI		W	PERFORM 23 POINT INSPECTION |CC:

SERVICE HRS. 7-5:30 M-F
7-2 SATURDAYS. SPECIAL
RENTAL RATES, AVAILABLE
SHUTTLE SERVICE
AFTER HRS. DEL. OPTIONS

EXHIBIT G-9
PAGE 21 OF 24

EXCLUSION OF WARRANTIES

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

AUTHORIZATION FOR REPAIRS

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 transportar. 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. The dealership is not responsible for damages from freezing due to lack of antifreeze.

PRELIMINARY ESTIMATE $ _____

DATE OWNER NOTIFIED OF REPAIR COMPLETION _____ DATE _____ TIME

AUTHORIZED BY X

AUTHORIZED ADDITIONS	REVISED ESTIMATE	REASON	PERSON CONTACTED	BY PHONE / IN PERSON	DATE	TIME
				☐ / ☐		
				☐ / ☐		
				☐ / ☐		

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

X _____
CUSTOMER SIGNATURE

Copyright 2000 ADP, Inc. SERVICE WORKORDER #3 4SW2C

Customer Number: [redacted] Invoice No [redacted]

INVOICE

PAGE 1

Crystal Chrysler Jeep Dodge Center
36444 Auto Park Dr.
Cathedral City, CA 92234
(760) 324-4557
Fax (760) 424-0228
Direct Service Line (760) 324-4559
BAR # ARD 249874 EPA # CAD 983587379

[redacted]
BEND, OR [redacted]
Home:
Email:
Bus: [redacted]

SERVICE ADVISOR: 834 DANI AKKERMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
DEEPAUBURN	14	JEEP GRAND CHEROKEE	1C4RJFJG0EC[redacted]	[redacted]	17442 17495	2196

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN14			15:00 25FEB15		0.00	CASH	25FEB15

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: DLR:60313
09:40 07FEB15	10:51 25FEB15	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

B CUSTOMER REPORTS WHILE DRIVING IN TOWN, LOST POWER AND WOULD NOT GO. AFTER APPLYING MORE GAS PEDAL CAR SURGED AND THEN BOGGED DOWN AGAIN. 3 TIMES AND CUSTOMER THEN PARKED CAR.

CAUSE:
14 FUEL
82 W (N/C)

,,,,17495 ROAD TESTED VEHICLE FREEWAY AND SURFACE STREETS. UNABLE TO
,,,,DUPLICATE COMPLAINT AT THIS TIME. NO CODES IN MEMORY. NO TSB'S APPLY.
,,,,OPERATING AS OTHER LIKE VEHICLES

****

C CUSTOMER REPORTS A FREEWAY SPEED WITH ADDAPTIVE CRUISE CONTROL ON CAR STOPPED RAPIDLY WITH NOTHING IN FRONT OF CAR.

CAUSE:
08 ELECTRICAL MINOR
82 W (N/C)

,,,,17495 ROAD TEST AT FREEWAY SPEEDS WITH ADAPTIVE CRUISE ENGAGED,
,,,,UNABLE TO DUPLICATE CONCERN AT THIS TIME. SENT EVENT DATA, FREEZE FRAME
,,,,DATA AND VEHICLE SCAN REPORT TO CHRYSLER AS INSTRUCTED. NO CODES IN
,,,,MEMORY, NO TSB'S APPLY. OPERATING AS OTHER LIKE VEHICLES.

****

D CUSTOMER REPORTS A OF THE HOOD SEALS IS MISSING, (ON EACH SIDE WITH OPEN HOOD)

CAUSE:
23 BODY INTERIOR-EXT.
82 W (N/C)
FC: PART#: COUNT:
CLAIM TYPE: W
AUTH CODE:

,,,,17442 NO SEAL MISSING ONLY 1 ON HOOD AIR FILTER SIDE, AS BUILT

****

E "911 SEE DEALER MESSAGE" ON

THANK YOU

FOR BRINGING YOUR CAR TO US FOR SERVICE

IF YOU ARE HAPPY LET YOUR NEIGHBOR KNOW. IF YOU ARE UNHAPPY CALL YOUR SERVICE ADVISOR AT ONCE.

ORIGINAL ESTIMATE: $

AUTHORIZED REVISED ESTIMATE: $

"By law, you may choose another licensed Smog check facility to perform any needed repairs or adjustments that the Smog Check test indicates are necessary."

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

CUSTOMER INITIAL X_____

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE _____

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC./HAZ. MAT. CHGS.	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Customer Copy

EXHIBIT G
PAGE 22 OF 24

Customer Number: [redacted] Invoice No: [redacted]

INVOICE

PAGE 2

Crystal Chrysler Jeep Dodge Center
30444 Auto Park Dr.
Cathedral City, CA 92234
(760) 324-4557
Fax (760) 424-0228
Direct Service Line (760) 324-4559
BAR # ARD 243974 EPA # CAD 983587379

[redacted]
BEND, OR [redacted]
Home:
Email:
Bus: [redacted]

SERVICE ADVISOR: 834 DANI AKKERMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
DEEPAUBURN	14	JEEP GRAND CHEROKEE	1C4RJFJG0EC[redacted]	[redacted]	17442 17495	2196

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO	RATE	PAYMENT	INV. DATE
01JAN14			15:00 25FEB15		0.00	CASH	25FEB15

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: DLR:60313
09:48 07FEB15	13:51 25FEB15	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
CAUSE: .			
08 ELECTRICAL MINOR			
82 W			(N/C)
,,,,17442 18-60-02-CF* 0.40 HAD RADIO UPDATE NOT VERIFED MESSAGE BUT			
,,,,UPDATE FOR PHONE MESSAGE INSTALLED.			
**********			
F FULL SYNTHETIC ENGINE OIL AND FILTER CHANGE			
CAUSE: .			
LOF PERFORM LUBE, OIL FILTER SERVICE			
82 WCSC			(N/C)
1 68191349AB FILTER-ENGINE OIL			(N/C)
6 5166240PA *OIL-5W20SYNTHETIC			(N/C)
,,,,17495 COMPLETED SERVICE			
**********			
G FLASH UPDATE MODULES			
CAUSE: .			
99 MISCELLANEOUS			
82 W			(N/C)
,,,,17442 18-19-05-A3 0.50 UPDATED TCM AND Q LEARN TRANS			
**********			
H ENTERPRISE CAR RENTAL, ENHANCED PROGRAM			
CAUSE: .			
29 SUBLET			
82 W			(N/C)
,,,,17495 ANGEL WITH CHRYSLER OK'D THRU THE 25TH			
**********			

THANK YOU

FOR BRINGING YOUR CAR TO US FOR SERVICE

IF YOU ARE HAPPY LET YOUR NEIGHBOR KNOW. IF YOU ARE UNHAPPY CALL YOUR SERVICE ADVISOR AT ONCE.

ORIGINAL ESTIMATE: $

AUTHORIZED REVISED ESTIMATE: $

"By law, you may choose another licensed Smog check facility to perform any needed repairs or adjustments that the Smog Check test indicates are necessary."

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

CUSTOMER INITIAL X_____

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE _____

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC./HAZ. MAT. CHGS.	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Customer Copy

EXHIBIT G

Customer Number: [redacted] Invoice No: [redacted]

INVOICE

PAGE 3

Crystal Chrysler Jeep Dodge Center
36444 Auto Park Dr.
Cathedral City, CA 92234
(760) 324-4557
Fax (760) 424-0228
Direct Service Line (760) 324-4559
BAR # ARD 249974 EPA # CAD 983587379

[redacted]

BEND, OR [redacted]
Home:
Bus: [redacted]
Email:

SERVICE ADVISOR: 834 DANI AKKERMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
DCCPAUBURN	14	JEEP GRAND CHEROKEE	1C4RJFJG0EC[redacted]	853GNK	17442 17495	2196

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN14			15:00 25FEB15		0.00	CASH	25FEB15

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: DLR:60313
09:48 07FEB15	13:51 25FEB15	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
I PERFORM 23 POINT INSPECTION			
CAUSE: .			
23PI PERFORM 23 POINT INSPECTION			
814 I23P			(N/C)
**********			
C** RECALL P67 ORC MODULE, INTERIM STATUS NO PARTS AVAILABLE AT THIS TIME			
CAUSE: .			
99 MISCELLANEOUS			
999 W			(N/C)
**********			

EST: 0.01 25FEB15 13:02 SA: 834

SERVICE HOURS 7-5:30 M-F 7-2 SATURDAYS
CONVENIENT AFTER HOURS DELIVERY (SEE ADVISOR)
2 TRANSPORTATION OPTIONS SPECIAL RENTAL RATES AND SHUTTLE SERVICE.

THANK YOU

FOR BRINGING YOUR CAR TO US FOR SERVICE

IF YOU ARE HAPPY LET YOUR NEIGHBOR KNOW. IF YOU ARE UNHAPPY CALL YOUR SERVICE ADVISOR AT ONCE.

ORIGINAL ESTIMATE: $

AUTHORIZED REVISED ESTIMATE: $

*By law, you may choose another licensed Smog check facility to perform any needed repairs or adjustments that the Smog Check test indicates are necessary.

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. CUSTOMER INITIAL X_____

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE _____

DESCRIPTION	TOTALS
LABOR AMOUNT	$ 0.00
PARTS AMOUNT	$ 0.00
GAS, OIL, LUBE	$ 0.00
SUBLET AMOUNT	$ 0.00
MISC./HAZ. MAT. CHGS.	$ 0.00
TOTAL CHARGES	$ 0.00
ADJUSTMENTS	$ 0.00
SALES TAX	$ 0.00
PLEASE PAY THIS AMOUNT	$ 0.00

Customer Copy

EXHIBIT 6

Beauvais
Law Firm, LLC

anielle Beauvais, Attorney
dmitted in Oregon and Washington
anielle@GoLemonLaw.com

5291 NE Elam Young Pkwy Suite 140
Hillsboro, OR 97124
Phone 503-681-2008
Fax 503-681-2005

March 9, 2015

VIA CERTIFIED MAIL
Fiat Chrysler Automobiles US LLC
1000 Chrysler Drive
CIMS: 485-13-32
Auburn Hills, MI 48326

RE: Client: [redacted]

Vehicle:	2014 Jeep Grand Cherokee Summit
Vin #:	1CARJFJG0EC[redacted]
Purchase Date:	7/18/13
Dealership:	Bought through AAA, delivered to dealer in OR

Dear Sir/Madam:

Please be advised that I am hereby putting you on notice regarding a potential claim under the Oregon Motor Vehicle Lemon Law, Oregon Revised Statutes 646.315-375 and the Magnuson Moss Warranty Act, US Code, Title 15, Chapter 50, Sections 2301-2312. Having been advised of my representation in this matter, please forward any and all correspondence directly to my office.

The subject vehicle exhibits a dangerous loss of power and surge, as well as a radio defect (and accompanying components). The vehicle has been out of service at the dealer for more than 53 days.

Based upon the above, my client is seeking a full refund of the purchase price or any other reasonable offer and $2,000 for attorney's fees and costs. Please contact me to discuss this or any other offer to settle this matter. If I don't hear from you within thirty (30) days of this letter, I will file suit.

Very truly yours,

EXHIBIT H
PAGE 1 OF 1

DBeauvais

Danielle R. Beauvais

Note: Purchase contract, title, registration and repair invoices from Bend OR will be supplied soon. Client Travelling in California + got injured. DBeauvais

Danielle Beauvais

From: Regina Panzarella [rpanzarella@wbcert.com]
Sent: Monday, April 27, 2015 4:26 PM
To: Danielle Beauvais
Subject: RE: [redacted]

Hi Danielle…I can offer a repurchase on this one as well.

Thanks,
Regina

From: Danielle Beauvais [mailto:Danielle@GoLemonLaw.com]
Sent: Friday, April 24, 2015 2:44 PM
To: Regina Panzarella
Subject: [redacted]

See attached recent issues.

Danielle

Danielle Beauvais
Attorney at Law

Beauvais
Law Firm, LLC

PROTECTING CONSUMERS SINCE 1999

5291 NE Elam Young Parkway
Suite 140
Hillsboro, Oregon 97124
PHONE:503-681-2008 FAX: 503-681-2005
www.GoLemonLaw.com

From: MyFax [mailto:NoReply@MyFax.com]
Sent: Sunday, March 08, 2015 11:49 AM
To: danielle@golemonlaw.com
Subject: MyFax message from "17603280358" - 8 page(s), Caller-ID: 1-760-328-0358

myfax

[redacted]

EXHIBIT I
PAGE 1 OF 1

Danielle Beauvais

From: Danielle Beauvais [Danielle@GoLemonLaw.com]
Sent: Tuesday, May 12, 2015 3:23 PM
To: 'Danielle Beauvais '
Subject: FW: [redacted] v. Chrysler
Attachments: Purchase K & Aftermarket.pdf

From: Danielle Beauvais [mailto:Danielle@GoLemonLaw.com]
Sent: Tuesday, April 28, 2015 2:20 PM
To: 'Regina Panzarella'
Subject: [redacted] v. Chrysler

Regina,

I spoke with my client, who is thrilled about the repurchase. There was never a loan, so no interest charges whatsoever. But he had parts installed to be able to tow the vehicle behind their motorhome (they are retired snowbirds). The receipt is attached, showing a date of purchase within 20 days of purchase of the car.

Thanks,

Danielle

Danielle Beauvais
Attorney at Law

Beauvais
Law Firm, LLC

PROTECTING CONSUMERS SINCE 1999

5291 NE ELAM YOUNG PARKWAY
SUITE 140
HILLSBORO, OREGON 97124
PHONE: 503-681-2008 FAX: 503-681-2005
www.GoLemonLaw.com

EXHIBIT J
PAGE 1 OF 1

REPAIR ORDER

Custom Welding & Fabrication
Larry DeMan Welding

Hitches & Towbars • Fabrication • R.V. Parts & Repairs
Electrical • Electric Brakes • Fifth Wheels • Light Truck Accessories

2325 N.W. 36th
Redmond, Oregon 97756 Phone: (541) 548-0842

Name [redacted] 007635

Address [redacted]

Date July 01 2013

Odometer Reading | Vin No.

MAKE AND MODEL	LICENSE NO. AND STATE	MOTOR NO

QTY	PART NO.	NAME OF PART	SALE AMT.
1	520144/10	7 Dy Bracket Kit	140 00
2	5805	Tail Light Base	19 90
	Add'l Electrical Harness Kit		40 60
	Electrical Make Up Kit - TWD		
	Wire Fuse	Wired	
	Connectors	As Req'd	
1	11841	4pc - combined	5 95
1	11801	4pc Conn. 5/16" Locking Pin	2 90 / 16 95

OPERATION NUMBER	INSTRUCTIONS	AMOUNT
	3.0 Hc Ford/Aster Bracket Kit	195 00
	1. Shop Add'l Electrical Mounting	97 50
	Hardwire Electrical for Trailer	239 00
	Diodes, Connectors & Elec Supply	
	Add'l - Install ① Taper Pins	299 00
	for Ford Addtn ② Removing Tail	
	③ Trans - Assy Switch B/Bracket	
	④ 4pc Electrical Conn for Aux Tail Lights	
	Trailer Ball Mount & Extension	110 00

LUBRI-CATE ☐ CHANGE OIL ☐ TRANS ☐ DIFF. ☐ WASH ☐ POLISH ☐

ACCESSORIES	AMOUNT
Total Accessories:	

TOTAL PARTS	528 30	
Gals. Gas	@	
Qts. Oil	@	
Lbs. Grease	@	
Total Gas-Oil-Grease		

Total Labor	940 50
Total Parts	528 30
Environmental Charges	
Gas, Oil, Grease	
Accessories	
Tires, Tubes	
Sublet Repairs	
Shop/Misc.	
TOTAL	
TAX	
TOTAL AMOUNT	1468 80

I hereby authorize the above repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car, truck or 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 car, truck or vehicle to secure the amount of repairs thereto.

Work Authorized by _____ Date Promised _____

Delivered to _____ Date Delivered _____

ESTIMATES FOR LABOR ONLY - MATERIAL ADDITIONAL

ARC-865-3
PRINTED IN U.S.A.

EXHIBIT K
PAGE 1 OF 1

Danielle Beauvais

From: Regina Panzarella [rpanzarella@wbcert.com]
Sent: Wednesday, May 06, 2015 7:54 AM
To: Danielle Beauvais
Subject: RE [redacted]

Hi Danielle

Below are the repurchase figures.

• PURCHASE PRICE PAID	$52,730.00
• LESS MILAGE OFFSET	-$626.51
• ATTORNEY FEES	$2,000.00
• TOTAL TO ATTORNEY AND PLAINTIFF	$54,103.49

Thanks,
Regina

From: Danielle Beauvais [mailto:Danielle@GoLemonLaw.com]
Sent: Tuesday, May 05, 2015 6:02 PM
To: Regina Panzarella
Subject: Kent Walton

Please send the #'s for this buyback case.

Thanks,

Danielle

Danielle Beauvais
Attorney at Law

Beauvais
Law Firm, LLC

PROTECTING CONSUMERS SINCE 1999

5291 NE ELAM YOUNG PARKWAY
SUITE 140
HILLSBORO, OREGON 97124
PHONE:503-681-2008 FAX: 503-681-2005
www.GoLemonLaw.com

EXHIBIT L
PAGE 1 OF 1

CT Corporation

Service of Process Transmittal

05/21/2015
CT Log Number 527164712

TO: Melissa Gravlin
FCA US LLC
1000 Chrysler Dr Ofc of
Auburn Hills, MI 48326-2766

RE: **Process Served in Oregon**

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], Pltfs. vs. Fiat Chrysler Automobiles US, LLC, Dft. // To: FCA US, LLC *Name discrepancy noted.*
DOCUMENT(S) SERVED:	Summons, Complaint, Exhibits
COURT/AGENCY:	Washington County Circuit Court, OR Case # [redacted]
NATURE OF ACTION:	Product Liability Litigation - Lemon Law - 2014 Jeep Grand Cherokee Summit, VIN: 1CARJFJG0EC[redacted] - Seeking $54,198
ON WHOM PROCESS WAS SERVED:	C T Corporation System, Salem, OR
DATE AND HOUR OF SERVICE:	By Fax on 05/21/2015 at 15:37
JURISDICTION SERVED :	Oregon
APPEARANCE OR ANSWER DUE:	Within 30 days from the date of service
ATTORNEY(S) / SENDER(S):	Danielle R Beauvais 5291 NE Elam Young Parkway Suite 140 Hillsboro, OR 97124 503-681-2008
ACTION ITEMS:	CT has retained the current log, Retain Date: 05/22/2015, Expected Purge Date: 05/27/2015 Image SOP
SIGNED:	C T Corporation System
ADDRESS:	388 State St., Suite 420 Salem, OR 97301
TELEPHONE:	503-566-6883

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.

IN THE CIRCUIT COURT OF THE STATE OF OREGON

FOR THE COUNTY OF WASHINGTON

[redacted] | Case No. [redacted]

Plaintiffs,

vs.

FCA US, LLC

Defendant.

SUMMONS

To: FCA US, LLC
C/O CT Corporation Systems
388 State Street, Suite 420
Salem, OR 97301-3581

Defendant,

You are hereby required to appear and defend the complaint filed against you in the above entitled action within thirty (30) days from the date of service of this summons upon you, and in case of your failure to do so, for want thereof, plaintiff will apply to the court for the relief demanded in the complaint.

NOTICE TO THE DEFENDANT: READ THESE PAPERS CAREFULLY!

You must "appear" in this case or the other side will win automatically. To "appear" you must file with the court a legal paper called a "motion" or "answer." The "motion" or "answer" must be given to the court clerk or administrator with in 30 days along with the required filing fee. It must be in proper form and have proof of service on the plaintiff's attorney or, if the plaintiff does not have an attorney, proof of service upon the plaintiff.

If you have any questions, you should see an attorney immediately. If you need help in finding an attorney, you may call the Oregon State Bar's Lawyer Referral Service at (503) 684-3763 or toll-free in Oregon at (800) 452-7636.

SIGNATURE OF ATTORNEY/AUTHORIZED FOR PLAINTIFF

Danielle R. Beauvais, Esq. 05198

ATTORNEY'S/AUTHOR'S NAME (TYPED OR PRINTED) BAR NO. (IF ANY)

5291 NE Elam Young Parkway, Suite 140

ADDRESS

Hillsboro Oregon 97124 (503) 681-2008

CITY STATE ZIP PHONE

TRIAL ATTORNEY IF OTHER THAN ABOVE (TYPED OR PRINTED) BAR NO.

STATE OF OREGON, County of Washington.

I, the undersigned attorney of record for the plaintiff, certify that the foregoing is an exact and complete copy of the original summons and complaint in the above entitled action.

ATTORNEY OF RECORD FOR PLAINTIFF (s)

CERTIFIED TRUE COPY
DBeauvais

FILED
OREGON JUDICIAL DEPARTMENT
WASHINGTON COUNTY
2015 MAY 13 AM 8:08

IN THE CIRCUIT COURT OF THE STATE OF OREGON

FOR THE COUNTY OF WASHINGTON

[redacted]

Plaintiffs,

vs.

FIAT CHRYSLER AUTOMOBILES US, LLC

Defendant.

Case [redacted]

COMPLAINT
Prayer amount: $54,198
Fee Authority: ORS 21.160(1)(c)

First Claim for Relief- Breach of Settlement Agreement
Second Claim for Relief- Oregon Lemon Law;
Third Claim for Relief- Breach of Warranty (Magnuson Moss Warranty Act);

CLAIM SUBJECT TO MANDATORY ARBITRATION
Arbitration and Jury Trial Requested

Danielle R. Beauvais, Esq.
5291 NE Elam Young Parkway
Suite 140
Hillsboro, Oregon 97124
(503) 681-2008 Telephone
(503) 681-2005 Facsimile
Danielle@GoLemonLaw.com

Plaintiffs allege as follows:

PARTIES

1.

Plaintiffs [redacted] (hereafter referred to as "Plaintiffs"), are adult residents of the State of Oregon, residing at [redacted] Bend, Oregon [redacted]

2.

Defendant Fiat Chrysler Automobiles US, LLC (hereafter referred to as "Fiat Chrysler"), is a business corporation authorized to do business in the State of Oregon; and, at all times relevant hereto, was engaged in the design, manufacture, sale, and distribution of Fiat Chrysler motor vehicles and related equipment; and at all times relevant hereto carried on a continuous and systematic portion of its business in the State of Oregon by way of, *inter alia*, the wholesale and delivery of its vehicles to Fiat Chrysler dealerships throughout the State of Oregon; with its principal place of business at 1000 Chrysler Drive, Auburn Hills, Michigan 48326, and which can be served at c/o CT Corporation System, Inc., 388 State Street, Suite 420, Salem, OR 97301-3581.

FACTUAL BACKGROUND

3.

On or about the 18th day of July, 2013, Plaintiffs purchased a new 2014 Jeep Grand Cherokee Summit (hereafter referred to as "the vehicle") from Fiat Chrysler, manufactured and warranted by Fiat Chrysler, bearing the Vehicle Identification Number 1CARJFJG0EC1[redacted] and purchased in the State of Oregon. A copy of the Motor Vehicle Purchase Agreement is attached as Exhibit A.

4.

The basic cash price of the vehicle, including any option package and aftermarket

Danielle R. Beauvais, Esq.
5291 NE Elam Young Parkway
Suite 140
Hillsboro, Oregon 97124
(503) 681-2008 Telephone
(503) 681-2005 Facsimile
Danielle@GoLemonLaw.com

accessories, registration charges, document fees and related costs and fees, finance charges and collateral expenses, totaled at least $54,198. See Exhibit A.

5.

The vehicle was registered and insured in Oregon, which gave constructive notice to Fiat Chrysler of a potential lawsuit in Oregon should the vehicle prove to be defective. A copy of the vehicle's registration and insurance identification card are attached as Exhibit B.

6.

The vehicle was paid in full at the time of purchase. A copy of the vehicle's title is attached as Exhibit C.

7.

Fiat Chrysler participated substantially and directly in the sales transaction, in that it entered into an agreement with Plaintiffs pertaining to the transaction under which it promised to repair defective items under the manufacturer warranty.

8.

As part of the basis of the bargain and built into the purchase price, Fiat Chrysler issued to Plaintiffs several warranties, including a 3 year/36,000 miles bumper-to-bumper express warranty and a 5 year/60,000 miles powertrain warranty. A copy of an overview of the warranty coverage, from Defendant's own warranty manual, is attached as Exhibit D.

9.

At the time of purchase, Plaintiffs bought a Service Contract for the price of $2,103. A copy of the Service Contract Registration is attached as Exhibit E.

10.

Plaintiffs purchased the vehicle in reliance on the existence of these express warranties from Fiat Chrysler, and at the time of sale, Plaintiffs believed Fiat Chrysler would honor said warranties in a timely and proper manner and would not have bought the vehicle had it not

Danielle R. Beauvais, Esq.
5291 NE Elam Young Parkway
Suite 140
Hillsboro, Oregon 97124
(503) 681-2008 Telephone
(503) 681-2005 Facsimile
Danielle@GoLemonLaw.com

been warranted by Fiat Chrysler.

11.

Through their advertising and otherwise, Fiat Chrysler represented that the vehicle was fit for the purpose for which it was designed, safe, and suitable for its intended use.

12.

After taking possession the vehicle, Plaintiffs discovered that it did not conform to the applicable manufacturer's express warranties, inasmuch as the vehicle has been exhibiting many issues including touch screen and related defects, engine problems as well as a dangerous transmission surge.

13.

The vehicle has not been effectively repaired despite many visits to a Fiat Chrysler-authorized repair facility.

14.

At all times relevant, Fiat Chrysler delegated to its authorized dealerships the business of making warranty repairs and servicing new motor vehicles within the jurisdiction of this Court, and as per Fiat Chrysler's instructions, Plaintiffs brought the vehicle to such an authorized dealer for repairs.

15.

All the repairs were attempted at a Fiat Chrysler-authorized repair facility.

16.

Starting from one month after purchase, on August 28, 2013, when the vehicle had only 1,485 miles, Plaintiffs complained to the dealer that the touch screen does not always work, the center console was scratched, the transmission was making a clunking sound, and the rear wiper was not working properly. A copy of the repair invoice is attached as Exhibit F.

Danielle R. Beauvais, Esq.
5291 NE Elam Young Parkway
Suite 140
Hillsboro, Oregon 97124
(503) 681-2008 Telephone
(503) 681-2005 Facsimile
Danielle@GoLemonLaw.com

17.

The vehicle has been at a Fiat Chrysler for repair on 10 occasions and was out of service for a total of 106 days. The repair invoices are attached as Exhibit G, Pages 1 to 24.

18.

Plaintiffs have concluded that the vehicle is defective and unsafe.

19.

The defects and/or conditions of the vehicle substantially impair the use, value and/or the safety of the vehicle for Plaintiffs, and they violate the express written warranties issued to Plaintiffs by Fiat Chrysler.

20.

Plaintiffs provided Fiat Chrysler and/or one of its authorized dealers with a reasonable number of repair attempts to repair the vehicle, but the vehicle was not repaired within a reasonable amount of time or a reasonable number of repair attempts, such that Plaintiffs have lost faith in the safety of the vehicle.

THE RELATIONSHIP BETWEEN FIAT CHRYSLER AND ITS AUTHORIZED DEALER

21.

On information and belief, each Fiat Chrysler-authorized dealer involved in the vehicle history was an agent, or in the alternative, an apparent agent of Fiat Chrysler for purposes of selling Fiat Chrysler vehicles, such as the vehicle sold to Plaintiffs, and performing warranty repairs under Fiat Chrysler's new vehicle express written warranty.

22.

Fiat Chrysler consented to or knowingly acquiesced to a dealer's exercise of authority by allowing it or requiring it to do the following:

a. The selling and/or repairing dealership represents itself as an "authorized dealer";

Danielle R. Beauvais, Esq.
5291 NE Elam Young Parkway
Suite 140
Hillsboro, Oregon 97124
(503) 681-2008 Telephone
(503) 681-2005 Facsimile
Danielle@GoLemonLaw.com

b. The authorized dealer is required to display Fiat Chrysler's logo and other Fiat Chrysler materials in its showrooms and official documents;

c. The authorized dealer receives technical bulletins detailing potential vehicle problems from Fiat Chrysler;

d. The authorized dealer is required to train its technicians with Fiat Chrysler and/or be supervised by Fiat Chrysler; and

e. The authorized dealer is required to use only Fiat Chrysler-supervised technicians to repair and maintain vehicles under Fiat Chrysler's warranties, thereby representing that the authorized dealer sells and repairs vehicles for Fiat Chrysler.

23.

In advertisements, owner's manuals, websites and otherwise, Fiat Chrysler holds itself out as a manufacturer of motor vehicles which it sells to a consumer through a licensed dealer.

24.

The authorized dealer sells vehicles on Fiat Chrysler's behalf, uses Fiat Chrysler's logo in advertising and on its warranty repair orders, and posts its sign for the public to see.

25.

Fiat Chrysler requires the authorized dealer to follow the rules and policies of Fiat Chrysler in conducting the relevant aspects of its business, including the delivery of the Fiat Chrysler warranties and the servicing of defective vehicles, such as that of Plaintiffs'.

26.

The authorized dealer binds Fiat Chrysler with respect to warranty repairs on the vehicles the authorized dealer sells.

27.

Fiat Chrysler requires the authorized dealer to perform Fiat Chrysler's warranty diagnoses and repairs, and to do so according to the procedures and policies set forth in

Danielle R. Beauvais, Esq.
5291 NE Elam Young Parkway
Suite 140
Hillsboro, Oregon 97124
(503) 681-2008 Telephone
(503) 681-2005 Facsimile
Danielle@GoLemonLaw.com

writing by Fiat Chrysler.

28.

Fiat Chrysler provides the authorized dealer with, or requires it to obtain, computer programs that display the repair and title history of Fiat Chrysler's vehicles.

29.

Fiat Chrysler requires its customers, including Plaintiffs, to go to an authorized dealer to obtain warranty repairs.

30.

If Fiat Chrysler agrees to repurchase or replace a defective vehicle, customers are required to surrender the vehicle to Fiat Chrysler at an authorized dealership.

31.

Based on the above, a Fiat Chrysler dealership is a Fiat Chrysler agent for purposes of selling and/or repairing Fiat Chrysler vehicles and its components.

FIRST CLAIM FOR RELIEF

BREACH OF SETTLEMENT AGREEMENT

32.

Plaintiffs incorporate by reference all facts and allegations set forth in this Complaint as if alleged herein.

33.

On March 9, 2015, Plaintiffs, through their counsel, sent a notice of lawsuit and demand letter to Fiat Chrysler, via certified mail, asking for a repurchase according to the terms of the Oregon Lemon Law and advising that a lawsuit would be filed 30 days from the letter or by April 9, 2015. A copy of the letter is attached as Exhibit H.

34.

For goodwill reasons, Plaintiffs gave defendant extra time.

Danielle R. Beauvais, Esq.
5291 NE Elam Young Parkway
Suite 140
Hillsboro, Oregon 97124
(503) 681-2008 Telephone
(503) 681-2005 Facsimile
Danielle@GoLemonLaw.com

35.

On April 27, 2015, Fiat Chrysler made an offer to repurchase the vehicle. A copy of the offer is attached as Exhibit I.

36.

The next day, on April 28, 2015, plaintiffs notified defendant that aftermarket parts were bought within 20 days of the purchase of the vehicle, and forwarded the receipt. A copy of the correspondence is attached as Exhibit J.

37.

The said aftermarket parts consist of the apparatus to tow the subject vehicle behind plaintiffs' motor home when they travel south for the winter. The items were bought on August 01, 2013, 14 days after the vehicle's purchase, and cost $1,468 including labor. A copy of the receipt is attached as Exhibit K.

38.

Defendant did not send the figures until 9 days later, on May 6, 2015, and they did not include the above-mentioned aftermarket parts. A copy of the repurchase figures is attached as Exhibit L.

39.

Plaintiffs aver that on May 12, 2015, defendant refused to honor the lemon law repurchase for the reason that Fiat Chrysler could not use the aftermarket parts and would have to discard them.

40.

The lemon law repurchase offer and acceptance formed an enforceable contract and settlement agreement.

41.

Fiat Chrysler breached the parties' settlement agreement.

Danielle R. Beauvais, Esq.
5291 NE Elam Young Parkway
Suite 140
Hillsboro, Oregon 97124
(503) 681-2008 Telephone
(503) 681-2005 Facsimile
Danielle@GoLemonLaw.com

WHEREFORE, Plaintiffs respectfully pray for judgment against the Defendant in the amount of $54,198, plus collateral charges, incidental costs, and attorney's fees and $505 for the cost of filing this lawsuit.

SECOND CLAIM FOR RELIEF

OREGON LEMON LAW

42.

Plaintiffs incorporate by reference all facts and allegations set forth in this Complaint as if alleged herein.

43.

At all times relevant, Plaintiffs have been "Consumers" within the meaning of ORS 646A.400.

44.

The subject vehicle is a self-propelled passenger vehicle as defined in ORS 801.360, and it was sold and/or registered in the State of Oregon.

45.

The subject vehicle experienced nonconformities with the first two years of purchase or within the first twenty-four thousand (24,000) miles.

46.

Fiat Chrysler, through its agent authorized dealer, has had at least four opportunities to correct the alleged defect, and was given direct written notification of the said defects and potential legal action.

47.

Section 646A.404 of the Oregon Lemon Law provides:

(1) If the manufacturer or agents or authorized dealers of the manufacturer are

Danielle R. Beauvais, Esq.
5291 NE Elam Young Parkway
Suite 140
Hillsboro, Oregon 97124
(503) 681-2008 Telephone
(503) 681-2005 Facsimile
Danielle@GoLemonLaw.com

unable to conform the motor vehicle to an applicable manufacturer's express warranty by repairing or correcting a defect or condition that substantially impairs the use, market value or safety of the motor vehicle to the consumer after a reasonable number of attempts, the manufacturer shall:

(a) Replace the motor vehicle with a new motor vehicle; or,

(b) Accept return of the vehicle from the consumer and refund to the consumer the full purchase or lease price and collateral charges paid, less a reasonable allowance for the consumer's use of the motor vehicle.

48.

Fiat Chrysler or its agents or authorized dealers were unable to conform the vehicle to the manufacturer's warranty by repairing or correcting the defects or conditions that substantially impair the use, market value or safety of the vehicle after a reasonable number of repair attempts and willfully failed to replace or repurchase the defective vehicle after notification that the vehicle is presumed by law to be a "lemon".

49.

Plaintiffs have suffered actual, incidental and consequential damages as a result of Fiat Chrysler's failure to repair, replace, or repurchase the vehicle.

50.

Therefore, *inter alia*, Fiat Chrysler has violated the Oregon Lemon Law to the injury of Plaintiffs, and the rights and obligations of the parties have become fixed under the Lemon Law, entitling Plaintiffs to a refund as allowed by law.

51.

Plaintiffs aver that the subject vehicle is so defective that a refund that includes all collateral charges is warranted.

52.

Section 646A.404 of the Oregon Lemon Law provides:

(1) 'Collateral charge' means a charge, fee or cost to the consumer related to the sale or lease of a motor vehicle, such as:

(a) A sales, property or use tax;

(b) A license, registration or title fee;

(c) A finance charge;

Danielle R. Beauvais, Esq.
5291 NE Elam Young Parkway
Suite 140
Hillsboro, Oregon 97124
(503) 681-2008 Telephone
(503) 681-2005 Facsimile
Danielle@GoLemonLaw.com

(d) A prepayment penalty;
(e) A charge for undercoating, rustproofing or factory or dealer installed options; and
(f) The cost of an aftermarket item purchased within 20 days after delivery of the motor vehicle (emphasis added).

53.

Plaintiffs bought the subject aftermarket components 14 days after the purchase of the vehicle (see Exhibit K); as such, they are refundable under the Oregon Lemon Law.

54.

Plaintiffs aver that whether defendant could use the aftermarket parts or discard them after repurchasing the vehicle is irrelevant, an invalid defense, and a bad faith argument given the recoverable costs clearly listed in the lemon law.

55.

Plaintiffs avers that Section 646A.412(2) provides that upon successfully prevailing upon the Lemon Law claim herein, all attorney's fees, arbitration fees, expert witness fees, and costs to a consumer who prevails are recoverable, and therefore are demanded against Fiat Chrysler.

56.

Furthermore, Section 646A.412(1) of the Oregon Lemon Law provides:

(2) If a consumer brings an action under ORS 646A.400 to 646A.418 against a manufacturer and the consumer is granted one of the remedies specified in ORS 646A.404(1) by the court, the consumer shall also be awarded three times the amount of any damages, not to exceed $50,000 over and above the amount due the consumer under 646A.404(1), if the court finds that the manufacturer did not act in good faith.

57.

Plaintiffs aver that Fiat Chrysler did not act in good faith in refusing to refund the aftermarket parts for a trivial reason.

58.

Fiat Chrysler has failed to repurchase the vehicle within 30 days of plaintiffs' notice letter.

Danielle R. Beauvais, Esq.
5291 NE Elam Young Parkway
Suite 140
Hillsboro, Oregon 97124
(503) 681-2008 Telephone
(503) 681-2005 Facsimile
Danielle@GoLemonLaw.com

WHEREFORE, Plaintiffs respectfully pray for judgment against the Defendant in the amount of $54,198, plus collateral charges, incidental costs, and attorney's fees and $505 for the cost of filing this lawsuit, and three times the amount of the total purchase price.

THIRD CLAIM FOR RELIEF

FEDERAL MAGNUSON-MOSS WARRANTY ACT

59.

Plaintiffs incorporate by reference all facts and allegations set forth in this Complaint as if alleged herein.

60.

Plaintiffs are "consumers" as defined by 15 U.S.C. §2301(3); Fiat Chrysler is a "warrantor" as defined by 15 U.S.C. §2301(5); and the vehicle is a "consumer product" as defined in 15 U.S.C. §2301(1).

61.

An express Limited Warranty and an implied warranty of merchantability were given to Plaintiffs as a part of the purchase, as defined by 15 U.S.C. §2301(6) and (7).

62.

By the terms of the express written warranties referred to in this Complaint, Fiat Chrysler agreed to perform effective warranty repairs at no charge for parts and/or labor within a reasonable time but failed to make such effective repairs within a reasonable time.

63.

Section §2304 (a) of the Magnuson-Moss Warranty Act provides:

> (4) if the product (or a component part thereof) contains a defect or malfunction after a reasonable number of attempts by the warrantor to remedy defects or malfunctions in such product, such warrantor must permit the consumer to elect either a refund for, or replacement without charge of, such product...

Danielle R. Beauvais, Esq.
5291 NE Elam Young Parkway
Suite 140
Hillsboro, Oregon 97124
(503) 681-2008 Telephone
(503) 681-2005 Facsimile
Danielle@GoLemonLaw.com

64.

The Limited Warranty has failed in its essential purpose, and Fiat Chrysler has violated the Act due to its inability to repair the nonconformities at all or within a reasonable time, and due to its refusal to provide Plaintiffs a refund or replacement. 15 U.S.C. §2304 (a)(1) and (4).

65.

Fiat Chrysler has also breached its implied warranty of merchantability because the vehicle is not fit for the ordinary purpose for which the vehicle is to be used. 15 U.S.C. §2308, 2310 (d).

66.

As a direct and proximate result of Fiat Chrysler's failure to comply with the express warranties, Plaintiffs have suffered damages and, in accordance with 15 U.S.C. §2310(d)(1), Plaintiffs are entitled to bring suit for such damages and other legal and equitable relief.

67.

Plaintiffs aver that upon successfully prevailing upon the Magnuson-Moss claim herein, all attorney fees are recoverable and are demanded against Fiat Chrysler:

Section §2310 (d) of the Magnuson-Moss Warranty Act provides:

> (2) If a consumer finally prevails in any 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 attorneys' fees based on actual time expended) determined by the court to have been reasonably incurred by the Plaintiffs 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 attorneys' fees would be inappropriate.

WHEREFORE, Plaintiffs respectfully pray for judgment against the Defendant in the amount of $54,198, plus collateral charges, incidental costs, and attorney's fees and $505 for the cost of filing this lawsuit; or such other relief as the Court may deem appropriate, plus reasonable attorney's fees and costs.

Danielle R. Beauvais, Esq.
5291 NE Elam Young Parkway
Suite 140
Hillsboro, Oregon 97124
(503) 681-2008 Telephone
(503) 681-2005 Facsimile
Danielle@GoLemonLaw.com

PRAYER FOR RELIEF

WHEREFORE, Plaintiffs pray for judgment against Defendant as follows:

1. On the first claim, for breach of the settlement agreement, against Fiat Chrysler in the amount of $54,198, plus collateral charges, incidental costs, plus attorney's fees and $505 for the cost of filing this lawsuit.
2. On the second claim, for violation of the Oregon Lemon Law, against Fiat Chrysler in the amount of $54,198, plus collateral charges, incidental costs, and attorney's fees and $505 for the cost of filing this lawsuit, plus three times the amount of the total purchase price.
3. On the third claim, for violation of the Magnuson Moss Warranty Act, against Fiat Chrysler in the amount of $54,198, plus incidental costs and reasonable attorney's fees; or such other relief as the Court may deem appropriate, plus reasonable attorney's fees and costs;
4. Plaintiffs' damages are continuing.
5. Plaintiffs seek prejudgment interest at 9%.
6. For such other relief that the court deems just and equitable, such as restitution, plus incidental costs and reasonable attorney's fees.

DATED this 12th day of May, 2015

By _____
Danielle R. Beauvais, OSB#05198-Trial Attorney
Attorney for Plaintiffs

Danielle R. Beauvais, Esq.
5291 NE Elam Young Parkway
Suite 140
Hillsboro, Oregon 97124
(503) 681-2008 Telephone
(503) 681-2005 Facsimile
Danielle@GoLemonLaw.com

Supplemental

AAA OREGON AUTOSOURCE
20350 EMPIRE BLVD SUITE A5
BEND, OR 97701
541-598-3750

MOTOR VEHICLE PURCHASE AGREEMENT

(INCLUDES TERMS ON BACK OF PAGE)

EXPECTED DELIVERY DATE 07/22/2013 TODAY'S DATE 07/22/2013

PURCHASER'S NAME	RES / BUS	STOCK NO
[redacted]	[redacted]	[redacted]

ADDRESS	CITY	STATE	ZIP
[redacted]	BEND	OR	[redacted]

Subject to the terms and conditions set forth below and on reverse side, Purchaser agrees to purchase from Dealer the vehicle described below (the Vehicle). Delivery is to be made on the expected delivery date shown above or as soon thereafter as possible. HOWEVER, PURCHASER AGREES THAT NEITHER THE DEALER NOR THE MANUFACTURER WILL BE LIABLE FOR FAILURE TO EFFECT DELIVERY.

NEW OR USED	YEAR	# CYL.	MAKE	BODY TYPE	MODEL	VEHICLE IDENTIFICATION NUMBER (V.I.N.)
N	2014	6	JEEP	UT	GR CHERO	1C4RJFJG0EC183490
COLOR	MILEAGE		LICENSE		SALES REPRESENTATIVE	
AUBURN	237		TEMP		BOB HOFFMAN	

ALL DEPOSITS TAKEN ON NEW VEHICLE ORDERS ARE NON-REFUNDABLE EARNEST MONIES

DESCRIPTION OF TRADE-IN

YEAR	MAKE	BODY TYPE	MODEL
2007	TOYOTA	[redacted]	SEQUOIA

VEHICLE IDENTIFICATION NO. 5TDBT44A85S[redacted]

IMPORTANT WARRANTY INFORMATION

Unless Dealer furnishes Purchaser with a separate written warranty or service contract made by Dealer on its own behalf, DEALER HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ON ALL GOODS AND SERVICES SOLD BY DEALER. ALL USED VEHICLES ARE SOLD *AS IS*. Any warranty on any new vehicle or used vehicle still subject to a Manufacturer's warranty is that made by the Manufacturer only. All warranties, if any, by Manufacturers and suppliers are theirs, not Dealer's, and only the Manufacturers and suppliers shall be liable for performance under such warranties.

LIMITATION OF DAMAGES. PURCHASER SHALL NOT BE ENTITLED TO RECOVER FROM DEALER ANY DAMAGES FOR LOSS TO PROPERTY OR PERSONS OR DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, LOSS OF INCOME, OR ANY OTHER CONSEQUENTIAL OR INCIDENTAL DAMAGES.

BINDING ARBITRATION

Purchaser acknowledges that Dealer and/or Purchaser shall have the right to require that any claim, controversy, or dispute between the parties, including but not limited to those arising out of or relating to the Agreement, the interpretation thereof, or the vehicle, shall be resolved in binding arbitration in accordance with paragraph 11 on the backside of the Agreement. **Both parties are waiving their right to a jury trial.**

PURCHASER X _____

OPTIONAL ELECTRONIC FILING FEE

For a fee of $ N/A this Dealership can electronically file your DMV forms. You will receive your standard Oregon license plates today, and your registration and ownership documents will arrive more quickly, but electronic filing is optional and not required by law. If you do not want to electronically file your DMV forms, you will receive your documents and plates in DMV's standard processing time.

ACCEPTS X _____ (INITIAL) DECLINES X _____ (INITIAL)

USED CAR BUYERS GUIDE

A Buyers Guide has been posted on the window of each used vehicle. The information on the Buyers Guide for this Vehicle is part of and overrides any contrary provisions in this Agreement. *(La información que aparece en la ventanilla de este vehículo forma parte de este contrato. La información contenida en el formulario de la ventanilla anula cualquier previsión que establezca lo contrario y que aparezca en el contrato de venta.)*

Purchaser acknowledges receipt of Buyers Guide.

PURCHASER X _____

ITEMIZATION OF PURCHASE

Cash Price of Unit		$ 58627.00
1 Total Cash Sale Price		$ 58627.00
2. Other Charges		
A. License/Registration Fee	$ -77.00	
B. Title Fee	$ 77.00	
C. DEQ Certification Fee	$ N/A	
D. Electronic Filing Fee	$ N/A	
E. Title & Registration Processing Fee	$ N/A	
F. Service Contract Fee	$ 2103.00	
G.	$ N/A	
H.	$ N/A	
Total Other Charges (Add 2A through 2H)		$ 2103.00
3. Downpayment		
A. Cash Downpayment	$ 0.00	
B. One deferred downpayment (pickup pymt) due	$ 0.00	
C. Trade In: Value $ 13200.00		
Less Owing $ N/A Net $	13200.00	
Total Down (A + B + C)		$ 13200.00
4 Unpaid balance of cash sale price (1 + 2 minus 3)		$ 39530.00
To be paid		

TRADE-IN ALLOWANCE AND PAYOFF BALANCE

Purchaser agrees to deliver to Dealer the title(s) to the Trade-in and warrants that Purchaser holds title to the Trade-in free and clear of all liens and encumbrances except as noted below. Purchaser agrees to pay any lost title replacement fees. Subject to the terms set forth on the back of this Agreement, the Trade-in allowance shown on line 3C above is the amount Dealer agrees to credit to Purchaser's account, providing Purchaser accepts delivery of the Vehicle and completes the transaction in accordance with this Agreement. If the value of the Trade-in exceeds the amount owing on the Trade-in, the excess shall be included in Purchaser's down payment. If the payoff balance (amount owing) exceeds the amount shown on line 3C above, Purchaser shall pay the deficiency in cash on demand.

PAYOFF OWED TO _____

PURCHASER HAS READ ALL THE PROVISIONS PRINTED ON THE FRONT SIDE AND BACK SIDE OF THIS PAGE AND AGREES THAT THEY FORM A PART OF THIS CONTRACT.

PURCHASER SIGNATURE X [redacted] CO-PURCHASER SIGNATURE [redacted]

DEALER _____

Purchaser agrees to obtain physical damage and liability insurance on the Vehicle. Delivery of the Vehicle to Purchaser is subject to credit approved by a financial institution of Dealer's choice (Lender). If Purchaser's credit is not approved by Lender, Purchaser will immediately return the Vehicle to Dealer. THE FRONT AND BACK OF THIS AGREEMENT COMPRISE THE ENTIRE AGREEMENT PERTAINING TO THIS TRANSACTION AND IT MAY ONLY BE AMENDED BY A WRITING SIGNED BY ALL OF THE PARTIES.

Copyright OADA Services, Inc. 2012. All Rights Reserved

FORM NO. 99-31-31 (Rev 05/07)

DEALER'S COPY

PURCHASER'S COPY

EXHIBIT A

PAGE 1 OF 1

From: AAA Oregon-Bend 541 382 7118 03/10/2015 07:53 #112 P.002/003

OREGON

PASSENGER REGISTRATION

PLATE NUMBER	TITLE NUMBER	PROCESS DATE	EXPIRATION DATE	FUEL TYPE	EQUIPMENT NO.
[redacted]	[redacted]	090413	JUL 18, 17	FLEXFUEL	

YEAR	MAKE	STYLE	MODEL	VEHICLE IDENTIFICATION NUMBER	WEIGHT/LENGTH
2014	JEEP	4W	GCH	1C4RJFJG0EC[redacted]	

TITLE BRANDS - NONE -

ODOMETER READING	ODOMETER DATE
237	07/18/13

ODOMETER MESSAGE

OWNER/ LESSEE

[redacted]

BEND OR [redacted]

NEW ADDRESS

COUNTY OF RESIDENCE: DESCHUTES

COUNTY OF USE:

FACE OF THIS DOCUMENT HAS A SECURITY FEATURE

Safeco Insurance

OREGON INSURANCE IDENTIFICATION CARD

COMPANY

SAFECO INSURANCE COMPANY OF OREGON

POLICY NUMBER	EFFECTIVE DATE	EXPIRATION DATE
[redacted]	OCT. 5 2014	APR. 5 2015

MAKE/MODEL	VEHICLE IDENTIFICATION NUMBER
2014 JEEP	1C4RJFJG0EC[redacted]

AGENCY/COMPANY ISSUING CARD

MILLER INSURANCE AGENCY INC
(503) 636-6347
5805 WILLOW LN
LAKE OSWEGO OR 97035-5342

INSURED

[redacted]

BEND OR [redacted]

SEE IMPORTANT NOTICE ON REVERSE SIDE

CN-7028/EP 12/08

EXHIBIT B
PAGE 1 OF 1

OREGON VEHICLE CERTIFICATE OF TITLE

VOID IF ALTERED OR ERASED

DRIVER AND MOTOR VEHICLE SERVICES CERTIFIES THE PARTY IS LISTED AS OWNER OF THE DESCRIBED VEHICLE. DOCUMENTS FILED WITH DMV SHOW THE VEHICLE IS SUBJECT TO THE OWNERSHIP INTEREST AS SPECIFIED.

CONTROL NUMBER: 5517267

VIN NUMBER	TITLE NUMBER	PROCESS DATE	SURVIVOR	REFERENCE NUMBER
853GNK	[redacted]	090413	Y/N	

YEAR	MAKE	STYLE	MODEL	VEHICLE IDENTIFICATION NUMBER	EQUIPMENT NO.
2014	JEEP	4W	GCH	1C4RJFJG0EC[redacted]	

ODOMETER READING	ODOMETER DATE
237	07/16/13

ODOMETER MESSAGE:

[redacted]

SEND OR [redacted]

TITLE BRANDS

The title "Brand" printed below indicates the history, condition, or circumstances of the vehicle for which this title has been issued. Please see back of title for more information.

- NONE -

SECTION WHEN THE ONLY CHANGE IS TO REMOVE A SECURITY INTEREST. FOR ANY OTHER CHANGES, SEE INSTRUCTIONS ON REVERSE.

There is no change in owners as shown. [illegible] security interest holders have released interest, see [illegible] DATE

If your name or address has changed, cross out the old address. To release interest in the vehicle, complete the new address and county of residence on the front of this title. If realignment on back of the title.

NEW OWNER/BUYER/LESSEE

SIGNATURE AND COUNTERSIGNATURE OF SECURITY INTEREST HOLDER OR LESSOR RELEASING ALL INTEREST — DATE

SIGNATURE AND COUNTERSIGNATURE OF SECURITY INTEREST HOLDER OR LESSOR RELEASING ALL INTEREST — DATE

SEE REVERSE OF TITLE FOR APPLICATION INSTRUCTIONS.

VOID WITHOUT CHAIN LINK WATERMARK

735-410 (5-08) 853GNK 1C4RJFJG0EC[redacted] 1324789638 C

2765 070 10 V1 T1 03 57 M9 P5 E0 M0 09

EXHIBIT C

PAGE 1 OF 1

EXHIBIT D
PAGE 1 OF 2

Jeep®

2014 All Vehicles

WARRANTY INFORMATION

WARRANTY COVERAGE AT A GLANCE

DESCRIPTION	1 Yr/ 12, 000	2 Yr/ 24,000	3 Yr/ 36,000	3 Yr/ 50,000	3 Yr/ Unlimited	5 Yr/ 50,000	5 Yr/ 100,000	7 Yr/ 70,000	8 Yr/ 80,000
Basic Limited Warranty Coverage	■	■	■						
Special Extended Warranty Coverage									
Anti-Corrosion Perforation Limited Warranty:									
All Panels	■	■	■	■	■				
Outer Panels	■	■	■	■	■	■	■		
Powertrain Limited Warranty	■	■	■	■	■	■	■		
Federal Emissions Warranty	■	■							
Federal Emissions Warranty									
Specified Comp.	■	■	■	■	■	■	■	■	■

© 2013 Chrysler Group LLC

EXHIBIT D
PAGE 2 OF 2

VEHICLE SERVICE CONTRACT
PROOF OF REGISTRATION

Today's Date 22-JUL-2013 (CONTRACT SALE DATE)

Name of Purchaser [redacted]				DEALER Code 31518	Contract Number [redacted]
Address [redacted]	City BEND	State OR	Zip [redacted]	CONTRACT SALE DATE 22-JUL-2013	CONTRACT SALE MILEAGE ODOMETER READING 237
Seller AAA OREGON - ID AUTOSOURCE LLC		Telephone 503-517-8817		Expiration Date 22-JUL-2023	Expiration Mileage 120000
Address 1005 SOUTHEAST WASHINGTON ST	City PORTLAND	State OR	Zip 97214	Year 2014	Make JEEP
				Vehicle Identification Number (VIN) 1C4RJFJG0EC1[redacted]	
				Contract Term 120 MONTHS/120000	Model GR CHEROKE	Class G
				VEHICLE Purchase Price $ 50627	Service Contract Price $ 2103
				Covered Components/Parts Per Contract Terms	Deductible $ (See Section 4)
				Lienholder (if applicable)	

CHECK (✓) VEHICLE CYLINDERS

CYLINDERS (check one) ☐ 3 ☐ 4 ☐ 5 ☑ 6 ☐ 8 ☐ 10

Factory Wrap+Plus Care℠

CHECK (✓) PROGRAM COVERAGE SELECTION

VEHICLE COVERAGE	NEW/NEAR-NEW*
Factory Wrap+Plus Preferred℠	☑
Factory Wrap+Plus Advantage℠	☐
Factory Wrap+Plus Value℠	☐

* Basic factory warranty must be in place and original factory powertrain extensions must be transferred, if necessary.

DEDUCTIBLE OPTIONS (applies per repair visit)

☑ $100 Deductible

☐ $100 Disappearing Deductible (applies if covered repair made at a AAA owned or approved repair facility)

☐ $200 Deductible

If none of these boxes is checked, the deductible schedule applies (see Section 4, "Your Deductible").

SELECT (✓) OPTIONAL COVERAGE (Surcharge Required)

☐ SNOWPLOW for Personal Use ☐ SNOWPLOW for Business/Commercial Use

☐ CUSTOM SUSPENSION PACKAGE

The Snowplow and Custom Suspension Package Surcharge Options are available only if YOUR VEHICLE is eligible and if the box(es) is checked and the additional surcharge(s) is paid (see Section 3, "Surcharges and Options").

CONTRACT DEFINITIONS (see Section 11, "Definitions"): "WE," "US," and "OUR" refer to the obligor of this contract, which is Continental Service Provider, Inc., 4150 N. Drinkwater Blvd., Suite 400, Scottsdale, AZ 85251, 800-345-0191. If WE do not settle YOUR claim within sixty (60) days of OUR receipt of YOUR proof of loss, YOU may make a claim under service contract reimbursement insurance policy number WNC0046802 against Continental Casualty Company, 333 S. Wabash Avenue, Chicago, IL 60604, 312-822-5000. OUR administrator is CNA National Warranty Corporation, P. O. Box 2840, Scottsdale, AZ 85252-2840, 855-827-2244. This contract is not an insurance policy.

The purchase of this contract is not required in order to purchase or obtain financing for a motor vehicle.

The PROGRAM COVERAGE SELECTION determines YOUR coverage. It is further understood that YOUR coverage begins on the CONTRACT SALE DATE. Expiration of coverage is determined by the Expiration Date or Expiration Mileage shown above, whichever occurs first. By signing below, YOU acknowledge that YOU have read and accept the provisions of the contract as a complete statement of YOUR coverage and rights and that YOU are not relying on any writings other than this contract nor any other representations or promises.

YOU are hereby advised that in the event of cancellation of YOUR contract for reasons other than repossession or a total loss of the VEHICLE, any resulting refund will be processed by the SELLER. Contact the SELLER if YOU wish to cancel this contract per the instructions in Section 9, "Your Right to Cancel."

Should YOU have any questions concerning coverage or benefits under this contract, YOU may call OUR SERVICE CENTER at 855-827-2244.

[redacted] 7/22/13
Purchaser's Signature Date

Seller's Signature 7/22/13
Date

CNA NATIONAL WARRANTY CORPORATION

EXHIBIT E
PAGE 1 OF 1

DODGE RAM SRT

JIM DORAN AUTO CENTER, INC.

3075 N. HIGHWAY 99 W. • P.O. BOX 598 • McMINNVILLE, OR 97128
McMINNVILLE PHONE: 472-3131 • (800) 348-8856
FAX: (503) 434-1135

Jeep · Mazda · CHRYSLER

RO	VIN		DATE
32488	1C4RJFJG0EC[redacted]	[redacted]	08/28/13
YEAR 2014	MAKE JEEP	MODEL GRAND CHER	COLOR AUBURN M
MILES IN 1485	MILES OUT 1487	FIRST USE 07/17/13	LIC. OR
SEE ALSO		C: [redacted] H: [redacted] W: ( ) -	WRITER 6683 JERRY

BEND OR[redacted]

TIME 08:40
PROMISED 08/29/13

(1) THE CUSTOMER STATES THAT THE THE TOUCH SCREEN DOESNT ALWAYS WOR ALSO SOMETIMES THE VOICE A CTVATION SYSTEM DOESNT WORK UP DATED RADIO AS PER RRT 13-056 (Tech:13) A	CUSTOMER IS WAITING Warranty Claim 186002A9	ZZ	T13	3
	.....(Warranty).....			
(2) THE CUSTOMER STATES THAT THE CENTER CONSOLE HAS SOME SCRATCHES IN IT (SOP) (Tech:13) A	Warranty Claim 21751403 (F)1XH201SFAC (SHEEL)	SM	T13	2 1
	.....(Warranty).....			
(3) THE CUSTOMER STATES THE TRANSMISSION IS MAKI NG A CLUNKING SOUND WHEN SHIFTING CHECKED FOR CODES , NO CODES TEST DROVE NO SH IFITNING ISSUES AT THIS TIME (Tech:13) A	Labor		T13	.00
	Total Repair (Customer).....			.00
(4) THE CUSTOMER STATES THAT THE REAR WIPER ISN'T WORKING PROPERLY LEAVEING MARKS ON THE WINDO W WILL HAVE TO ORDER WIPER BLADE (Tech:13) A	Labor		T13	.00
	Total Repair (Customer).....			.00

www.doranautocenter.com

Next Service DEC '13 Lube-Oil-Filter

Labor	.00
Parts	.00
Sublet	.00
Shp. Sup.	.00
Oil/Grease	.00
Sub Total	.00
.00 Tax	.00
Total	.00

DISCLAIMER OF WARRANTIES
Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

X CUSTOMER SIGNATURE

32488 Cu

EXHIBIT F
PAGE 1 OF 1

SMOLICH motors
CHRYSLER • DODGE • JEEP • NISSAN • VOLVO • SUZUKI • HYUNDAI
1885 NE Highway 20 - Bend, OR 97701
(541) 389-1177 - Fax (541) 388-2442
www.smolichmotors.com

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

R/O Open Date	R/O Number
11/27/13	[redacted]
R/O Close Date	Status
11/27/13	Pre-Invoice
Mileage In	Mileage Out
200	3626
Service Advisor / Tag #	
Craig Pettig	

[redacted]

Work Phone	Vehicle Identification Number	
	1C4RJFJG0EC1[redacted]	
Home Phone	Delivery Date	In-Service Date
[redacted]		

Year	Make	Model	Body	Color	License Number
2014	JEEP	GRAND CHEROKE	4WD 4DR SUMMIT	AUBURN	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - 801: RECALLS RECALL N58 SOFTWARE Caused by PERFORMED MULTIPLE SOFTWARE UPDATES TO ABS AND CHE CK GROUND Work performed by HAHN, JOHN (253)	Warranty
#2 - 880: WARRANTY CUSTOMER STATES RADIO SCREEN GOES BLANK AT TIMES DO ALL SOFTWARE Caused by PER RRT 13-071 UPDATED SOFTWARE FOR HOST OF COMMUN ICATION IMPROVEMENTS Work performed by HAHN, JOHN (253)	Warranty
#3 * 880: WARRANTY TCM SOFTWARE Caused by UPDATED TCM SOFTWARE PER BULLETIN FOR IMPROVEMENTS Work performed by HAHN, JOHN (253)	Warranty
#4 * 880: WARRANTY PCM SOFTARE Caused by UPDATED PCM SOFTWARE Work performed by HAHN, JOHN (253)	Warranty
#5 * 880: WARRANTY HVAC SOFTWARE	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereon."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

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

Customer Copy

EXHIBIT G
PAGE 1 OF 24

SMOLICH motors
CHRYSLER · DODGE · JEEP · NISSAN · VOLVO · SUZUKI · HYUNDAI
1865 NE Highway 20 - Bend, OR 97701
(541) 389-1177 - Fax (541) 388-2442
www.smolichmotors.com

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

R/O Open Date	R/O Number
11/27/13	[redacted]
R/O Close Date	Status
11/27/13	Pre-Invoice
Mileage In	Mileage Out
200	3626
Service Advisor / Tag #	
Craig Fettig	

	Work Phone	Vehicle Identification Number
[redacted]		1C4RJFJG0EC1[redacted]
	Home Phone	Delivery Date / In-Service Date
	[redacted]	

Year	Make	Model	Body	Color	License Number
2014	JEEP	GRAND CHEROKE	4WD 4DR SUMMIT	AUBURN	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Caused by UPDATED HVAC CONTROLS FOR IMPROVMENTS Work performed by HAHN, JOHN (253)	Warranty
#6 * 880: WARRANTY ASCM SOFTWARE Caused by UPDATED ASCM SOFTWARE Work performed by HAHN, JOHN (253)	Warranty

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanics lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

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

EXHIBIT 6
PAGE 2 OF 24

SMOLICH motors
CHRYSLER • DODGE • JEEP • NISSAN • VOLVO • SUZUKI • HYUNDAI
1865 NE Highway 20 - Bend, OR 97701
(541) 389-1177 - Fax (541) 388-2442
www.smolichmotors.com

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

R/O Open Date	R/O Number
12/12/13	[redacted]
R/O Close Date	Status
12/12/13	Pre-Invoice
Mileage In	Mileage Out
3835	3835
Service Advisor / Tag #	
Keith Weisgerber	

	Work Phone	Vehicle Identification Number	
[redacted]		1C4RJFJG0EC1[redacted]	
,	Home Phone	Delivery Date	In-Service Date
	[redacted]		

Year	Make	Model	Body	Color	License Number
2014	JEEP	GRAND CHEROKE	4WD 4DR SUMMIT	AUBURN	

DESCRIPTION OF SERVICE AND PARTS		AMOUNT
#1 - 101E: EXPRESS OIL CHANGE & INSPECTION		
Work performed by JONES, SHANE (287)		9.00
Installed 68191349AA :FILTER: ENGINE OIL	1@8.85	8.85
Installed 68055890AA :OIL: 5W20	6@3.55	21.30
Sub Total: 39.15		
#2 - 9016: 16 POINT FREE VEHICLE INSPECTION		
RT RR LOWER THAN OTHERS, SET TIRES,,,,,,,,,,,,,,,,		
,,,,,,,,,,,,GET PRICE ON CROSSBARS		
Work performed by JONES, SHANE (287)		
Installed 82212072AC :RACK KIT: MULTIPURPOSE	1@276.00	276.00
Sub Total: 276.00		
LOF COUPON - CHRYSLER		-9.20
**********		
* We are now taking 'Toys for Tots' donations. You may *		
* drop off your donation at any of our locations. Thank you*		
* and Happy Holidays! *		
**********		

PAID DEC 12 2013

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereon."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

LABOR	9.00
PARTS	306.15
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	-9.20
TOTAL DUE	305.95

EXHIBIT G
PAGE 3 OF 24

Customer Number: [redacted] Invoice No: [redacted]

[redacted]
BEND, OR [redacted]
Home:
Email:

INVOICE

PAGE 1

Crystal Chrysler Jeep Dodge Center
36444 Auto Park Dr.
Cathedral City, CA 92234
(760) 324-4557
Fax (760) 424-0228
Direct Service Line (760) 324-4559

Bus: [redacted]

BAR # ARD 249974 EPA # CAD 983587379

SERVICE ADVISOR: 625 ALONZO G VIBANCO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
DEEPAUBURN	14	JEEP GRAND CHEROKEE	1C4RJFJG0EC[redacted]		6449 6449	3947

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN14			17:30 24FEB14		0.00	CASH	28FEB14

R.O. OPENED	OATE CUST. NOTIFIED	OPTIONS: DLR:60313
08:39 24FEB14	16:51 28FEB14	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUSTOMER STATES THE TOUCH SCREAN IS INOPERATIVE AT TIMES CHECK AND ADVISE			
CAUSE:			
08 ELECTRICAL			
82 W			(N/C)
,,,,6449 PERFORMED INSPECTION AND VERIFIED CONCERN... THEN FOUND RADIO			
,,,,IN NEED OF UP TO DATE SOFT WEAR... THEN INSTALLED UP TO DATE SOFT WEAR			
,,,,AND VERIFIED OK NOW			
**********			
B CUSTOMER STATES WHEN COMING TO A STOP THE TRANSMISSION WILL DOWN SHIFT AND THEN UP SHIFT CHECK AND ADVISE			
CAUSE:			
20 AUTO TRANS			
82 W			(N/C)
,,,,6449 PERFORMED INSPECTION AND TEST DRIVE AND DID NOT VERIFY			
,,,,CONCERN. HOWEVER DID FINED A SOFT WEAR UP DATE FOR (SHIFTING			
,,,,IMPROVEMENTS) #21-007-13 ... THEN PERFORMED SOFT WEAR UP DATE AND			
,,,,VERIFIED OK NOW			
**********			
C CUSTOMER STATES WHILL DRIVING ABOUT 50 MPH THE TRACTION CONTROL LIGHT CAME ON.... CHECK AND ADVISE			
CAUSE:			
08 ELECTRICAL			
82 W			(N/C)
,,,,6449 PERFORMED INSPECTION AND DID NOT VERIFY CONCERN AT THIS TIME			
**********			
D CUSTOMER STATES WHILL DRIVING AND USING THE PADEL SHIFTING AT 8TH GEAR AND THEN EXCELL NOTHING HAPPEN CHECK AND ADVISE			
CAUSE:			
20 AUTO TRANS			
82 W			(N/C)
,,,,6449 PERFORMED INSPECTION AND FOUND SHIFTING OPERATING AS DESIGNED			
**********			
E CUSTOMER STATES WHEN COMING TO A STOP THERS A CLUNKING NOISE CHECK			

THANK YOU

FOR BRINGING YOUR CAR TO US FOR SERVICE

IF YOU ARE HAPPY LET YOUR NEIGHBOR KNOW. IF YOU ARE UNHAPPY CALL YOUR SERVICE ADVISOR AT ONCE.

ORIGINAL ESTIMATE: $

AUTHORIZED REVISED ESTIMATE: $

"By law, you may choose another licensed Smog check facility to perform any needed repairs or adjustments that the Smog Check test indicates are necessary."

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. CUSTOMER INITIAL X _____

I ACKNOWLEDGE RECEIPTOF VEHICLE AND I HAVE RECEIVEDA COPY OF THIS INVOICE.

CUSTOMER SIGNATURE _____

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC./HAZ. MAT. CHGS.	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Customer Copy

EXHIBIT G
PAGE 4 OF 24

Customer Numbe[redacted] Invoice No: [redacted]

INVOICE

PAGE 2

Crystal Chrysler Jeep Dodge Center
36444 Auto Park Dr.
Cathedral City, CA 92234
(760) 324-4557
Fax (760) 424-0228
Direct Service Line (760) 324-4559
BAR # ARO 249974 EPA # CAO 983587379

[redacted]
BEND, OR[redacted]
Home:
Email:
Bus: [redacted]

SERVICE ADVISOR: 625 ALONZO G VIBANCO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
DEEPAUBURN	14	JEEP GRAND CHEROKEE	1C4RJFJG0EC[redacted]		6449 6449	3947

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN14			17:30 24FEB14		0.00	CASH	28FEB14

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: OLR.60313
08:39 24FEB14	16:51 28FEB14	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
AND ADVISE... NOTE: IT FEELS LIKE A HARSH DOWN SHIFT			
CAUSE:			
20 AUTO TRANS			
82 W			(N/C)
,,,,6449 PERFORMED INSPECTION AND FOUND VEHICLE OPERATING AS DESIGNED			
**********			
F RENT A CAR			
CAUSE:			
99 MISCELLANEOUS			
82 W			(N/C)
,,,,6449 PROVIDED CUSTOMER WITH RENT A CAR PER CHRYSLER			
**********			
G SET TIRE PRESSURES AND RECORD			
CTP SET TIRE PRESSURES AND RECORD			
82 C	0.00	0.00	
,,,,6449 SET 36 PSI			
**********			
H PERFORM 23 POINT INSPECTION			
23PI PERFORM 23 POINT INSPECTION			
82 C	0.00	0.00	
,,,,6449 NO ADDITIONAL RECOMMENDATIONS AT THIS TIME			
**********			
I BATTERY TEST, AS A COURTESY TO OUR CUSTOMER WE HAVE TESTED YOUR BATTERY AT NO CHARGE. OUR HOPE IS THAT WE WILL CATCH A PROBLEM BEFORE IT LEAVES YOU STRANDED.			
BT BATTERY TEST, AS A COURTESY TO OUR CUSTOMER WE HAVE TESTED YOUR BATTERY AT NO CHARGE. OUR HOPE IS THAT WE WILL CATCH A PROBLEM BEFORE IT LEAVES YOU STRANDED.			
82 C	0.00	0.00	
,,,,6449 PERFORMED BATTERY TEST AND BATTERY (PASS)			
**********			

THANK YOU

FOR BRINGING YOUR CAR TO US FOR SERVICE

IF YOU ARE HAPPY LET YOUR NEIGHBOR KNOW. IF YOU ARE UNHAPPY CALL YOUR SERVICE ADVISOR AT ONCE.

ORIGINAL ESTIMATE: $

AUTHORIZED REVISED ESTIMATE: $

"By law, you may choose another licensed Smog check facility to perform any needed repairs or adjustments that the Smog Check test indicates are necessary."

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. CUSTOMER INITIAL X _____

I ACKNOWLEDGE RECEIPTOF VEHICLE AND I HAVE RECEIVEDA COPY OF THIS INVOICE.

CUSTOMER SIGNATURE _____

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC./HAZ. MAT. CHGS.	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Customer Copy

EXHIBIT G
PAGE 5 OF 24

Customer Number: [redacted] Invoice No [redacted]

INVOICE

PAGE 3

Crystal Chrysler Jeep Dodge Center
36444 Auto Park Dr.
Cathedral City, CA 92234
(760) 324-4557
Fax (760) 424-0228
Direct Service Line (760) 324-4559
BAR # ARD 249974 EPA # CAD 983587379

[redacted]
BEND, OR [redacted]
Home:
Email:
Bus: [redacted]

SERVICE ADVISOR: 625 ALONZO G VIBANCO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
DEEPAUBURN	14	JEEP GRAND CHEROKEE	1C4RJFJG0EC[redacted]		6449 6449	3947

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN14			17:30 24FEB14		0.00	CASH	28FEB14

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: DLR:60313
08:39 24FEB14	16:51 28FEB14	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
EST: 0.01 24FEB14 08:39 SA: 625			

SERVICE HOURS 7-5:30 M-F 7-2 SATURDAYS
CONVENIENT AFTER HOURS DELIVERY (SEE ADVISOR)
2 TRANSPORTATION OPTIONS SPECIAL RENTAL RATES
AND SHUTTLE SERVICE.

THANK YOU

FOR BRINGING YOUR CAR TO US FOR SERVICE

IF YOU ARE HAPPY LET YOUR NEIGHBOR KNOW. IF YOU ARE UNHAPPY CALL YOUR SERVICE ADVISOR AT ONCE.

ORIGINAL ESTIMATE: $

AUTHORIZED REVISED ESTIMATE: $

"By law, you may choose another licensed Smog check facility to perform any needed repairs or adjustments that the Smog Check test indicates are necessary."

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. CUSTOMER INITIAL X _____

I ACKNOWLEDGE RECEIPTOF VEHICLE AND I HAVE RECEIVEDA COPY OF THIS INVOICE.

CUSTOMER SIGNATURE _____

DESCRIPTION	TOTALS
LABOR AMOUNT	$ 0.00
PARTS AMOUNT	$ 0.00
GAS, OIL, LUBE	$ 0.00
SUBLET AMOUNT	$ 0.00
MISC./HAZ. MAT. CHGS.	$ 0.00
TOTAL CHARGES	$ 0.00
ADJUSTMENTS	$ 0.00
SALES TAX	$ 0.00
PLEASE PAY THIS AMOUNT	$ 0.00

Customer Copy

Page 3 of 3

WILD CARD SPECIAL

10% OFF

ANY ONE REPAIR OF YOUR CHOICE!

Please present coupon at time of write up. Cannot be combined with any other special. MUST BE USED ON FUTURE VISIT. CANNOT BE COMBINED WITH ANY OTHER COUPONS OR SPECIAL PRICING..

www.crystalchrysler.com Invoice No. 508749
Coupon Expires: 27 Aug 2014

FREE LUBE OIL FILTER

UP TO 5 QTS WITH ANY TEST DRIVE. SEE SALES MANAGER FOR DETAILS

X _____

Sales Mgr. Signature

Coupon Expires: 27 Aug 2014
www.crystalchrysler.com

MOPAR ACCESSORIES DISCOUNT! 10%

INCLUDES:
- Discount on available accessories for Chrysler Group LLC. Vehicles.
- Mopar accessories are covered by either the 3-year/36,000-mile New Vehicle Limited Warranty or the 12-month/12,000-mile Mopar Basic Limited Warranty whichever is more favorable to the customer. See dealer for details and a copy of the warranty.
- Percentage off may not be available on installation price.

MUST BE USED ON FUTURE VISIT. CANNOT BE COMBINED WITH ANY OTHER COUPONS OR SPECIAL PRICING.
Coupon Expires: 27 Aug 2014
www.crystalchrysler.com

EXHIBIT G
PAGE 6 OF 24

Customer Number: [redacted] Invoice No [redacted]

INVOICE

PAGE 1

Crystal Chrysler Jeep Dodge Center
38444 Auto Park Dr.
Cathedral City, CA 92234
(760) 324-4557
Fax (760) 424-0228
Direct Service Line (760) 324-4559

BAR # ARD 249974 EPA # CAD 983587379

[redacted]
BEND, OF [redacted]
Home:
Email:
Bus: [redacted]

SERVICE ADVISOR: 625 ALONZO G VIBANCO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
DEEPAUBURN	14	JEEP GRAND CHEROKEE	1C4RJFJG0EC[redacted]		8393 8400	3396

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN14			17:30 03APR14		0.00	CASH	11APR14

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: DLR:60313
08:57 03APR14	15:21 11APR14	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL

A CUSTOMER STATES THERE IS A CLUNKING NOISE WHEN COMING TO A STOP...
CUSTOMER TO TEST DRIVE WITH A TECHNICIAN
CAUSE:
04 DRIVEABILITY
82 W (N/C)
,,,,8393 PERFORMED TEST DRIVE AND VERIFIED THE SHIFTING HOWEVER OPENED
,,,,A STAR CASE AND PER STAR CASE ENGINEER FOUND TO BE A NORMAL CONDITION.
,,,,NO FURTHER REPAIRS NEEDED AT THIS TIME
****

B CUSTOMER STATES THE RADIO SCREEN FREEZES AND LOCKS UP. CHECK & ADVISE
CAUSE:
08 ELECTRICAL
82 W (N/C)
,,,,8393 PERFORMED INSPECTION AND VERIFIED CONCERN. THEN OPEN STAR CASE
,,,,AND PER STAR CASE INSTALLED A NEW SOFT WEAR IN RADIO SYSTEM 14.05.03
,,,,THEN RE TESTED AND FOUND OPERATING AS DESIGNED
****

C CUSTOMER STATES EXCESSIVE WIND NOISE ON PASSENGER SIDE (55-75 MPH)
CAUSE:
23 BODY INTERIOR-EXT.
82 W (N/C)
,,,,8393 PERFORMED TEST DRIVE ON FREEWAY AND WITH HEAD WIND AT 70-MPH
,,,,AND FOUND NO WIND NOISE OR ANY ABNORMAL NOISE AT THIS TIME
****

D CHRYSLER AUTHORIZED RENTAL... CARE # 24551432.... VEHICLE IS PART OF
THE ENHANCED CUSTOMER SATISFACTION PROGRAM.
RENT .
82 W (N/C)
,,,,8393 PROVIDED CUSTOMER WITH RENT A CAR PER CARE #24551432
****

E Moved to: 508758C Line: A
SPO Moved to: 508758C Line: A
999 C 0.00 0.00
****

THANK YOU

FOR BRINGING YOUR CAR TO US FOR SERVICE

IF YOU ARE HAPPY LET YOUR NEIGHBOR KNOW. IF YOU ARE UNHAPPY CALL YOUR SERVICE ADVISOR AT ONCE.

ORIGINAL ESTIMATE:	AUTHORIZED REVISED ESTIMATE:
$	$

"By law, you may choose another licensed Smog check facility to perform any needed repairs or adjustments that the Smog Check test indicates are necessary."

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. CUSTOMER INITIAL X _____

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE _____

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC./HAZ. MAT. CHGS.	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Customer Copy

EXHIBIT G
PAGE 7 OF 24

Customer Number: [redacted] Invoice No [redacted]

INVOICE

PAGE 2

Crystal Chrysler Jeep Dodge Center
36444 Auto Park Dr.
Cathedral City, CA 92234
(760) 324-4557
Fax (760) 424-0228
Direct Service Line (760) 324-4559
BAR # ARD 246974 EPA # CAD 983587379

[redacted]
BEND, OR [redacted]
Home:
Email:
Bus: [redacted]

SERVICE ADVISOR: 625 ALONZO G VIBANCO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
DEEPAUBURN	14	JEEP GRAND CHEROKEE	1C4RJFJG0E[redacted]		8393 8400	3396

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN14			17:30 03APR14		0.00	CASH	11APR14

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: DLR:60313
08:57 03APR14	15:21 11APR14	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
F Moved to: 508758C Line: B			
SPO Moved to: 508758C Line: B			
999 C		0.00	0.00
**********			
G Moved to: 508758C Line: C			
SPO Moved to: 508758C Line: C			
999 C		0.00	0.00
**********			
H Moved to: 508758C Line: D			
SPO Moved to: 508758C Line: D			
999 C		0.00	0.00
**********			

*** THE FOLLOWING WORK NOT DONE-TRANSFERRED TO RO#508758C ***
E Moved to: 508758C Line: A
F Moved to: 508758C Line: B
G Moved to: 508758C Line: C
H Moved to: 508758C Line: D

EST: 47.00 08APR14 10:10 SA: 625
CONTACT: KENT
LOF

SERVICE HOURS 7-5:30 M-F 7-2 SATURDAYS
CONVENIENT AFTER HOURS DELIVERY (SEE ADVISOR)
2 TRANSPORTATION OPTIONS SPECIAL RENTAL RATES
AND SHUTTLE SERVICE.

THANK YOU

FOR BRINGING YOUR CAR TO US FOR SERVICE

IF YOU ARE HAPPY LET YOUR NEIGHBOR KNOW. IF YOU ARE UNHAPPY CALL YOUR SERVICE ADVISOR AT ONCE.

ORIGINAL ESTIMATE:	AUTHORIZED REVISED ESTIMATE:
$	$

"By law, you may choose another licensed Smog check facility to perform any needed repairs or adjustments that the Smog Check test indicates are necessary."

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. CUSTOMER INITIAL X _____

I ACKNOWLEDGE RECEIPTOF VEHICLE AND I HAVE RECEIVEDA COPY OF THIS INVOICE.

CUSTOMER SIGNATURE _____

DESCRIPTION	TOTALS
LABOR AMOUNT	$ 0.00
PARTS AMOUNT	$ 0.00
GAS, OIL, LUBE	$ 0.00
SUBLET AMOUNT	$ 0.00
MISC./HAZ. MAT. CHGS.	$ 0.00
TOTAL CHARGES	$ 0.00
ADJUSTMENTS	$ 0.00
SALES TAX	$ 0.00
PLEASE PAY THIS AMOUNT	$ 0.00

Customer Copy

WILD CARD SPECIAL

10% OFF

ANY ONE REPAIR OF YOUR CHOICE!

Please present coupon at time of write up. Cannot be combined with any other special. MUST BE USED ON FUTURE VISIT. CANNOT BE COMBINED WITH ANY OTHER COUPONS OR SPECIAL PRICING..

www.crystalchrysler.com Invoice No. 508758
Coupon Expires: 08 Oct 2014

FREE LUBE OIL FILTER

UP TO 5 QTS WITH ANY TEST DRIVE. SEE SALES MANAGER FOR DETAILS

X _____

Sales Mgr. Signature

Coupon Expires: 08 Oct 2014
www.crystalchrysler.com

MOPAR ACCESSORIES DISCOUNT!
10%

INCLUDES:
- Discount on available accessories for Chrysler Group LLC. Vehicles.
- Mopar accessories are covered by either the 3-year/36,000-mile New Vehicle Limited Warranty or the 12-month/12,000-mile Mopar Basic Limited Warranty whichever is more favorable to the customer. See dealer for details and a copy of the warranty.
- Percentage off may not be available on installation price.

MUST BE USED ON FUTURE VISIT. CANNOT BE COMBINED WITH ANY OTHER COUPONS OR SPECIAL PRICING.
Coupon Expires: 08 Oct 2014
www.crystalchrysler.com

EXHIBIT 6
PAGE 8 OF 24

Customer Number: [redacted] Invoice No: [redacted]

INVOICE

PAGE 1

Crystal Chrysler Jeep Dodge Center
36444 Auto Park Dr.
Cathedral City, CA 92234
(760) 324-4557
Fax (760) 424-0228
Direct Service Line (760) 324-4559
BAR # ARD 249974 EPA # CAD 983587379

[redacted]
BEND, OR [redacted]
Home:
Email:
Bus: [redacted] Cell [redacted]

SERVICE ADVISOR: 306 ANTHONY Q WELTY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
DEEPAUBURN	14	JEEP GRAND CHEROKEE	1C4RJFJG0E[redacted]		8528 8530	2149

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN14			17:30 29APR14		0.00	CASH	30APR14

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: DLR:60313
08:03 12APR14	14:42 30APR14	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUSTOMER STATES THE RADIO SCREEN WILL GO BLANK AT TIMES BUT CAN STILL HEAR SOUND CHECK AND REPORT			
CAUSE: INTERNAL DEFECT			
08 VERIFIED REPAIRS			
530 W			(N/C)
1 68190240ZG RADIO-MULTI MEDIA			(N/C)
,,,,8530 PERFORMED DIAGNOSIS, VERIFIED COMPLAINT, POWER AND GROUND OK,			
,,,,HAS CURRENT SOFTWARE, CONTACTED STAR, AND THEY ADVISED TO REPLACE			
,,,,RADIO, INSTALLED NEW RADIO, NEW RADIO SHOWED AQUIRRING SIGNAL,			
,,,,PERFORMED RADIO CONFIGURRING AND SHOWS, NOT LOADING, CONTACT STAR			
,,,,AGAIN, THEY SAID TO ORDER ANOTHER NEW RADIO, AS PER JEEP TECH SUPPORT,			
,,,,AND CODE R-A FOR DIAG 1.0 AND INSTALLED SECOND NEW RADIO AND IT WORKED			
,,,,CORRECTLY. VERIFIED IT HAS LATEST VERSION OF SOFTWARE. AND RENTAL IS			
,,,,COVERED ALSO AS PER R-A CODE. NOTIFIED CUSTOMER THAT THE VEHICLE IS			
,,,,COMPLETED AND READY FOR PICKUP 4-28-14 AT 10AM			
**********			
B SET TIRE PRESSURES AND RECORD			
CTP SET TIRE PRESSURES AND RECORD			
530 C	0.00	0.00	
**********			
C BATTERY TEST, AS A COURTESY TO OUR CUSTOMER WE HAVE TESTED YOUR BATTERY AT NO CHARGE. OUR HOPE IS THAT WE WILL CATCH A PROBLEM BEFORE IT LEAVES YOU STRANDED.			
BT BATTERY TEST, AS A COURTESY TO OUR CUSTOMER WE HAVE TESTED YOUR BATTERY AT NO CHARGE. OUR HOPE IS THAT WE WILL CATCH A PROBLEM BEFORE IT LEAVES YOU STRANDED.			
530 C	0.00	0.00	
**********			
D RENTAL AS PER CHRYSLER			
CAUSE: AS PER RA CODE FROM CHRYSLER TECH REP			
01 CHZZ			
530 W			(N/C)
SUBL RENTAL			

THANK YOU

FOR BRINGING YOUR CAR TO US FOR SERVICE

IF YOU ARE HAPPY LET YOUR NEIGHBOR KNOW. IF YOU ARE UNHAPPY CALL YOUR SERVICE ADVISOR AT ONCE.

ORIGINAL ESTIMATE: $

AUTHORIZED REVISED ESTIMATE: $

"By law, you may choose another licensed Smog check facility to perform any needed repairs or adjustments that the Smog Check test indicates are necessary."

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. CUSTOMER INITIAL X _____

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE _____

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC./HAZ. MAT. CHGS.	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Customer Copy

EXHIBIT 6
PAGE 9 OF 24

Customer Number: [redacted] Invoice No: [redacted]

INVOICE

PAGE 2

Crystal Chrysler Jeep Dodge Center
38444 Auto Park Dr.
Cathedral City, CA 92234
(760) 324-4557
Fax (760) 424-0228
Direct Service Line (760) 324-4559
BAR # ARD 249974 EPA # CAD 983587379

[redacted]
BEND, OR [redacted]
Home:
Email:
Bus: [redacted] Cel [redacted]

SERVICE ADVISOR: 306 ANTHONY Q WELTY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
DEEPAUBURN	14	JEEP GRAND CHEROKEE	1C4RJFJG0E[redacted]		8528 8530	2149

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN14			17:30 29APR14		0.00	CASH	30APR14

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: DLR:60313
08:03 12APR14	14:42 30APR14	

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
			W					(N/C)

,,,,8530 RENTAL COVERED THE CUSTOMER IS IN OUR CRYSTAL RENTAL
****

E** AFTER RADIO INSTALLATION STILL WOULD NOT REPROGRAM AND WAS
REQUESTED BY TECH LINE INSTALL ANOTHER NEW RADIO CASE # 245

CAUSE:
08 ELECTRICAL
530 W (N/C)
****

EST: 0.00 12APR14 08:03 SA: 306

SERVICE HOURS 7-5:30 M-F 7-2 SATURDAYS
CONVENIENT AFTER HOURS DELIVERY (SEE ADVISOR)
2 TRANSPORTATION OPTIONS SPECIAL RENTAL RATES
AND SHUTTLE SERVICE.

THANK YOU

FOR BRINGING YOUR CAR TO US FOR SERVICE

IF YOU ARE HAPPY LET YOUR NEIGHBOR KNOW. IF YOU ARE UNHAPPY CALL YOUR SERVICE ADVISOR AT ONCE.

ORIGINAL ESTIMATE: $

AUTHORIZED REVISED ESTIMATE: $

"By law, you may choose another licensed Smog check facility to perform any needed repairs or adjustments that the Smog Check test indicates are necessary."

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. CUSTOMER INITIAL X_____

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE _____

DESCRIPTION	TOTALS
LABOR AMOUNT	$ 0.00
PARTS AMOUNT	$ 0.00
GAS, OIL, LUBE	$ 0.00
SUBLET AMOUNT	$ 0.00
MISC./HAZ. MAT. CHGS	$ 0.00
TOTAL CHARGES	$ 0.00
ADJUSTMENTS	$ 0.00
SALES TAX	$ 0.00
PLEASE PAY THIS AMOUNT	$ 0.00

Customer Copy

WILD CARD SPECIAL

10% OFF

ANY ONE REPAIR OF YOUR CHOICE!

Please present coupon at time of write up. Cannot be combined with any other special. MUST BE USED ON FUTURE VISIT. CANNOT BE COMBINED WITH ANY OTHER COUPONS OR SPECIAL PRICING..

www.crystalchrysler.com Invoice No. 509228
Coupon Expires: 27 Oct 2014

FREE LUBE OIL FILTER

UP TO 5 QTS WITH ANY TEST DRIVE. SEE SALES MANAGER FOR DETAILS

X_____

Sales Mgr. Signature

Coupon Expires: 27 Oct 2014
www.crystalchrysler.com

MOPAR ACCESSORIES DISCOUNT! 10%

INCLUDES:
- Discount on available accessories for Chrysler Group LLC. Vehicles.
- Mopar accessories are covered by either the 3-year/36,000-mile New Vehicle Limited Warranty or the 12-month/12,000-mile Mopar Basic Limited Warranty whichever is more favorable to the customer. See dealer for details and a copy of the warranty.
- Percentage off may not be available on installation price.

MUST BE USED ON FUTURE VISIT. CANNOT BE COMBINED WITH ANY OTHER COUPONS OR SPECIAL PRICING.
Coupon Expires: 27 Oct 2014
www.crystalchrysler.com

EXHIBIT G
PAGE 10 OF 24

SMOLICH motors
CHRYSLER · DODGE · JEEP · NISSAN · VOLVO · SUZUKI · HYUNDAI
1865 NE Highway 20 - Bend, OR 97701
(541) 389-1177 - Fax (541) 388-2442
www.smolichmotors.com

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

R/O Open Date	R/O Number
5/29/14	[redacted]
R/O Close Date	Status
6/06/14	Pre-Invoice
Mileage In	Mileage Out
9755	9755
Service Advisor / Tag #	
Craig Fettig	

[redacted]
BEND, OR [redacted]

Work Phone	Vehicle Identification Number
	1C4RJFJG0EC[redacted]
Home Phone [redacted]	Delivery Date / In-Service Date

Year	Make	Model	Body	Color	License Number
2014	JEEP	GRAND CHEROKEE	4WD 4DR SUMMIT	AUBURN	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Caused by TEST DROVE WITH SCAN TOOL AND DROVE ANOTHER LIKE V EHICLE. SHIFT IS THE SAME. KAREEMS EXPLANATION IS THAT THE VEHICLE BY GOVERNMENT MANDATIONS IS BEING PUSHED TO ITS LIMIT FOR MILEAGE AND STAYS IN HIGHER GEAR AS ABSOLUTELY AS LONG AS IT CAN BEFORE SHIFT TO HIGHER RPM. NORMAL OPERATION	
Work performed by HAHN, JOHN (253)	Warranty
#4 - 880: WARRANTY OPENED LINE FOR PCM SOFTWARE UPDATE FOR PERFORMANC E IMPROVEMENTS Caused by UPDATED PCM SOFTWARE FOR IMPROVEMENTS	
Work performed by WHITTINGTON, DAKOTA (883)	Warranty
#5 - 880: WARRANTY OPENED LINE FOR HVAC CONTROL SOFTWARE UPDATE FOR I MPROVEMENTS Caused by UPDATED HVAC CONTROL SOFTWARE	
Work performed by WHITTINGTON, DAKOTA (883)	Warranty
**********	
* Safe driving from all of us at Smolich Motors! *	
**********	

WARRANTY

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

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	.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

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

EXHIBIT G
PAGE 11 OF 24

SMOLICH motors
CHRYSLER • DODGE • JEEP • NISSAN • VOLVO • SUZUKI • HYUNDAI
1865 NE Highway 20 - Bend, OR 97701
(541) 389-1177 • Fax (541) 388-2442
www.smolichmotors.com

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

R/O Open Date	R/O Number
5/29/14	[redacted]
R/O Close Date	Status
6/06/14	Pre-Invoice
Mileage In	Mileage Out
9755	9755
Service Advisor / Tag #	
Craig Pettig	

[redacted]
BEND, OR [redacted]

Work Phone	Vehicle Identification Number
	1C4RJFJG0EC[redacted]
Home Phone	Delivery Date / In-Service Date
[redacted]	

Year	Make	Model	Body	Color	License Number
2014	JEEP	GRAND CHEROKE	4WD 4DR SUMMIT	AUBURN	

DESCRIPTION OF SERVICE AND PARTS		AMOUNT
#1 - 100: ENGINE REPAIR AND MAINTENANCE		
CUSTOMER STATE CEL ON AND BELTS SQUEALING		
TODAY LIGHT OFF, ADVISE		
Work performed by WHITTINGTON, DAKOTA (883)		Warranty
Caused by		
ENGINE OIL CODES P06DD, CONFIRM CORRECT OIL. WAS D		
ONE AT DEALER 1500 MILES AGO. PER REC CHANGE OIL		
Work performed by WHITTINGTON, DAKOTA (883)		Warranty
Installed 68055890AA :OIL: 5W20	Qty: 6	Warranty
Installed 68191349AA :FILTER: ENGINE OIL	Qty: 1	Warranty
CHANGED OIL AND RESET LIGHT, NO CODE NEXT TIME IN		
150 MILES LATER		
#2 - 100: ENGINE REPAIR AND MAINTENANCE		
OPENED LINE FOR SOP WATERPUMP. SQUEALING PUMP		
Caused by		
NOISE IS THE WATERPUMP, WAITED ON APPROVAL FROM EC		
S KAREEM.		
Work performed by WHITTINGTON, DAKOTA (883)		Warranty
Installed 5184498AJ :PUMP: WATER	Qty: 1	Warranty
Installed 68087340AA :GASKET: WATER PUMP	Qty: 1	Warranty
Installed 68163849AA :ANTIFREEZ: COOLANT	Qty: 1	Warranty
REPLACED WATERPUMP AND GASKET AND FILLED, BLEED AI		
R FROM SYSTEM AND TEST DROVE		
#3 - 200: AUTO TRANS REPAIR AND MAINTENANCE		
CUSTOMER STATES ON SLOW STOP, JUST AS YOU STOP HAS		
REALLY HARSH BUMP STOP LIKE GETTING HIT FROM BEHI		
ND. FASTER STOP WONT DO IT.		

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

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

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

EXHIBIT G
PAGE 12 OF 24

SMOLICH motors
CHRYSLER • DODGE • JEEP • NISSAN • VOLVO • SUZUKI • HYUNDAI
1865 NE Highway 20 - Bend, OR 97701
(541) 389-1177 - Fax: (541) 388-2442
www.smolichmotors.com

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

R/O Open Date	R/O Number
7/18/14	[redacted]
R/O Close Date	Status
8/29/14	Pre-Invoice
Mileage In	Mileage Out
10460	10624
Service Advisor / Tag #	
Craig Fettig	

[redacted]
BEND, OR [redacted]

Work Phone	Vehicle Identification Number
	1C4RJFJG0EC[redacted]
Home Phone	Delivery Date / In-Service Date
[redacted]	

Year	Make	Model	Body	Color	License Number
2014	JEEP	GRAND CHEROKE	4WD 4DR SUMMIT	AUBURN	

DESCRIPTION OF SERVICE AND PARTS		AMOUNT
#1 - 880: WARRANTY		
ECS CUSTOMER. WINDSHIELD COWL IS LIFTING THE RUBBE		
R SEAL FROM THE GLASS. TIGHT ON PASS SIDE AND 1 A		
BOVE IT ON DRIVERS		
Caused by		
REPLACED COWL AS WAS NOT FITTING TIGHTLY		
Work performed by PERRY, SKY (543)		Warranty
Work performed by ENTERPRISE RENT A CAR : 57006		Warranty
Installed 55079197AH :GRILLE: COWL TOP	Qty: 1	Warranty
#2 * 880: WARRANTY		
RRT 14-050		
Caused by		
UPDATED SOFTWARE PER RRT		
Work performed by PERRY, SKY (543)		Warranty
#3 * 100: ENGINE REPAIR AND MAINTENANCE		
CEL ON AGAIN. ECS CUSTOMER DIAG AND CALL FOR APPRO		
VAL		
Caused by		
CODE P0600 STORED CODE, CHECK OIL FILTER , HAS COR		
RECT FILTER, NEEDS OIL PSI SWITCH. THEN A BULLETIN		
G CAME OUT TO REPALCE INTAKE GASKETS WITH REPAIR.		
ORDERED SECOND GTIME IN.		
Work performed by STEPHENSON,DANNY (695)		Warranty
Work performed by A1 AUTO RENTALS : 9812		Warranty
Installed 5149062AA :SWITCH: OIL PRESSURE	Qty: 1	Warranty
Installed 5184562AC :GASKET: INTAKE PLENUM	Qty: 6	Warranty
Installed 5184331AC :GASKET: INTAKE MANIFOLD	Qty: 6	Warranty

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

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

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

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

EXHIBIT G
PAGE 13 OF 24

SMOLICH motors
CHRYSLER • DODGE • JEEP • NISSAN • VOLVO • SUZUKI • HYUNDAI
1865 NE Highway 20 - Bend, OR 97701
(541) 389-1177 - Fax (541) 388-2442
www.smolichmotors.com

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

R/O Open Date	R/O Number
7/18/14	[redacted]
R/O Close Date	Status
8/29/14	Pre-Invoice
Mileage In	Mileage Out
10460	10624
Service Advisor / Tag #	
Craig Pettig	

[redacted]
BEND, OR [redacted]

Work Phone	Vehicle Identification Number
[redacted]	1C4RJFJG0EC1[redacted]
	Delivery Date / In-Service Date

Year	Make	Model	Body	Color	License Number
2014	JEEP	GRAND CHEROKE	4WD 4DR SUMMIT	AUBURN	

DESCRIPTION OF SERVICE AND PARTS		AMOUNT
REMOVED INTAKE TO REPLACE OIL SENDER. REPLACED SEN DER AND REPLACED UPPER AND LOWER INTAKE GASKETS PE R TSB. CLEARED CODE		
#4 * 880: WARRANTY		
OPNED LINE FOR BOTH FRONT FENDER FLARES FRONT EDGE S PEELING AWAY FROM METAL. LEADING EDGE		
Caused by		
BOTH LEADING EDGES ARE LOOSE ON FRONT FLARES		
ORDERED		
Work performed by STEPHENSON,DANNY (695)		Warranty
Work performed by PROFESSIONAL AUTO BODY : 25659		Warranty
Installed 5QJ84TZZAB :MOLDING: WHEEL FLARE	Qty: 1	Warranty
Installed 5QJ83TZZAB :MOLDING: WHEEL FLARE	Qty: 1	Warranty
Installed 68172491AA :CLIP: TRIM	Qty: 4	Warranty
Installed 68172491AA :CLIP: TRIM	Qty: 10	Warranty
SUBLET PAINTING . INSTALLED ADHESIVE TAPE TO BOTH, REPLACED BROKEN CLIPS AND INSTLLED NEW FENDER FLA RES. FIT IS MUCH BETTER NOW.		
#5 * 801: RECALLS		
P14		
Caused by		
PERFORMED RECALL P14 INSPECTION ON BOOSTER AND INS TALLED PROTECTIVE SHIELD.		
Work performed by STEPHENSON,DANNY (695)		Warranty
Installed CBXNP143AA :KIT: BOOSTER	Qty: 1	Warranty

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

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

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

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

EXHIBIT G
PAGE 14 OF 24

SMOLICH motors
CHRYSLER • DODGE • JEEP • NISSAN • VOLVO • SUZUKI • HYUNDAI
1865 NE Highway 20 - Bend, OR 97701
(541) 389-1177 - Fax (541) 388-2442
www.smolichmotors.com

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

R/O Open Date	R/O Number
12/11/14	[redacted]
R/O Close Date	Status
12/12/14	Pre-Invoice
Mileage In	Mileage Out
14316	14321
Service Advisor / Tag #	
Craig Fettig	

	Work Phone	Vehicle Identification Number
[redacted]		1C4RJFJG0EC[redacted]
BEND, OR [redacted]	Home Phone	Delivery Date / In-Service Date
	[redacted]	

Year	Make	Model	Body	Color	License Number
2014	JEEP	GRAND CHEROKE	4WD 4DR SUMMIT	AUBURN	

DESCRIPTION OF SERVICE AND PARTS		AMOUNT
#1 - 101E: EXPRESS OIL CHANGE & INSPECTION		
Caused by		
SERVICED, TOPPED FLUIDS,		
Work performed by FREY, CURTIS (209)		Warranty
Installed 68055890AA :OIL: 5W20	Qty: 6	Warranty
Installed 68191349AA :FILTER: ENGINE OIL	Qty: 1	Warranty
#2 - 801: RECALLS		
P36		
ECS CUSTOMER		
Caused by		
INSPECTED VISOR WIRING AND INSTALLED GUIDES		
Work performed by HARRIS, DREW (247)		Warranty
Caused by		
INSPECTED WIRES TO VISORS, INSTALLED GUIDES		
Work performed by HARRIS, DREW (247)		Warranty
Work performed by ENTERPRISE RENT A CAR :		Warranty
Installed CBXDP361AA :SPACER: VISOR	Qty: 1	Warranty
#3 - 880: WARRANTY		
CUSTOMER STATES THE PASSENGER DOOR HAS MORE WIND N		
OISE, CHECK SEAL AND FIT		
ALSO THE DOOR SEAL ON REAR DOOR DRIVER SIDE LOOKS		
CUT.		
Caused by		
SEALS LOOKS FINE. NO ABNORMAL NOISE FROM MIRRORS O		
R SEALS. THE CROSSBARS MAKE A BIT OF NOISE, NORMAL		
Work performed by HARRIS, DREW (247)		Warranty
Caused by		

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

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

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

EXHIBIT G
PAGE 15 OF 24

SMOLICH motors
CHRYSLER • DODGE • JEEP • NISSAN • VOLVO • SUZUKI • HYUNDAI
1865 NE Highway 20 - Bend, OR 97701
(541) 389-1177 • Fax (541) 388-2442
www.smolichmotors.com

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

R/O Open Date	R/O Number
12/11/14	[redacted]
R/O Close Date	Status
12/12/14	Pre-Invoice
Mileage In	Mileage Out
14316	14321
Service Advisor / Tag #	
Craig Fettig	

[redacted]
BEND, OR [redacted]

Work Phone	Vehicle Identification Number	
	1C4RJFJG0EC[redacted]	
Home Phone	Delivery Date	In-Service Date
[redacted]		

Year	Make	Model	Body	Color	License Number
2014	JEEP	GRAND CHEROKEE	4WD 4DR SUMMIT	AUBURN	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
LEFT REAR WINDOW CHANNEL GUIDE IS DEFORMED AT REAR EDGE.	
Work performed by HARRIS, DREW (247)	Warranty
Installed 55399189AG :W/STRIP: REAR DOOR GLASS RUN Qty: 1	Warranty
REPLACED THE GUIDE CHANNEL	
#4 * 880: WARRANTY	
OPENED LINE FOR BCM SOFTWARE UPDATE	
Caused by	
OPENED LINE FOR SOFTWARE UPDATE TO BODY CONTROL MODULE	
Work performed by HARRIS, DREW (247)	Warranty
#5 * 880: WARRANTY	
OPENED LINE FOR TCM UPDATE	
Caused by	
OPENED LINE FOR TRANS CONTROL MODULE SOFTWARE	
Work performed by HARRIS, DREW (247)	Warranty
#6 * 880: WARRANTY	
OPENED LINE FOR PTS UPDATE	
Caused by	
UPDATED SOFTWARE FOR COMMUNICATION IMPROVEMNTS	
Work performed by HARRIS, DREW (247)	Warranty
**********	
* Looking to save some money? You're in good hands! Get an *	
* insurance quote while you wait! Visit our Allstate *	
* agency located inside our Chrysler and Nissan stores! *	
* Ask about our Referral Rewards! *	

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

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

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

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

EXHIBIT G
PAGE 16 OF 24

Customer Number [redacted] Invoice No: [redacted]

"INVOICE"

PAGE 1

[redacted]

BEND OR [redacted] A [redacted]

Home: Buy:

Bus:

Cell:

Crystal Chrysler Jeep Dodge Center
36444 Auto Park Dr.
Cathedral City, CA 92234
(760) 324-4557
Fax (760) 424-9228
Direct Service Line (760) 324-4559
DAR # ARD 2488[illegible] EPA # CAD [illegible]

SERVICE ADVISOR: 834 DANI AKKERMAN

OWNER	ENG	VEHICLE	VIN	LICENSE	MILEAGE IN / OUT	TAG
DEER TOURN	14	JEEP GRAND CHEROKEE	1C4RJFJG0EC[redacted]	893GNK	13442 / 13455	2196

INVOICE DATE	PROD. DATE	WARR EXP	PROMISED	P/U	RATE	PAYMENT	INV. DATE
01JAN14			15:00 25FEB15		0.00	CASH	25FEB15

R.O. OPENED	CUST. CALL NOTIFIED	OPTIONS REMAIN
08:48 07FEB15	13:51 25FEB15	

LINE OPCODE/TECH TYPE HOURS LIST NET TOTAL

B CUSTOMER REPORTS WHILE DRIVING IN TOWN, LOST POWER AND WOULD NOT GO. AFTER APPLYING MORE GAS PEDAL CAR SURGED AND THEN BOGGED DOWN AGAIN 3 TIMES AND CUSTOMER THEN PARKED CAR.

CAUSE:
14 FUEL
82 W (N/C)

,,,,E7495 ROAD TESTED VEHICLE FREEWAY AND SURFACE STREETS. UNABLE TO
,,,,DUPLICATE COMPLAINT AT THIS TIME. NO CODES IN MEMORY. NO TSB'S APPLY.
,,,,OPERATING AS OTHER LIKE VEHICLES
****

C CUSTOMER REPORTS A FREEWAY SPEED WITH ADDAPTIVE CRUISE CONTROL ON CAR STOPPED RAPIDLY WITH NOTHING IN FRONT OF CAR.

CAUSE:
08 ELECTRICAL MINOR
82 W (N/C)

,,,,E7495 ROAD TEST AT FREEWAY SPEEDS WITH ADAPTIVE CRUISE ENGAGED.
,,,,UNABLE TO DUPLICATE CONCERN AT THIS TIME. SERVE SCAN DATA, FREEZE FRAME
,,,,DATA AND VEHICLE SCAN REPORT TO CHRYSLER AS INSTRUCTED. NO CODES IN
,,,,MEMORY, NO TSB'S APPLY. OPERATING AS OTHER LIKE VEHICLES.
****

D CUSTOMER REPORTS A OF THE HOOD SEALS IS MISSING, (ON EACH SIDE WITH OPEN HOOD)

CAUSE:
23 BODY INTERIOR-EXT.
82 W (N/C)
PC: PART#: COUNT:
CLAIM TYPE: W
AUTH CODE:

,,,,E7442 NO SEAL MISSING ONLY 1 ON HOOD AIR FILTER SIDE, AS BUILT
****

E "911 SEE DEALER MESSAGE" ON

ORIGINAL ESTIMATE: $

AUTHORIZED REVISED ESTIMATE: $

THANK YOU

FOR BRINGING YOUR CAR TO US FOR SERVICE

IF YOU ARE HAPPY LET YOUR NEIGHBOR KNOW. IF YOU ARE UNHAPPY CALL YOUR SERVICE ADVISOR AT ONCE.

"By law, you may choose another licensed Smog check facility to perform any needed repairs or adjustments that the Smog Check test indicates are necessary."

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. CUSTOMER INITIAL X_____

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE _____

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC./HAZ. MAT. CHGS.	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Customer Copy

EXHIBIT G

PAGE 17 OF 24

Customer Number [redacted] Invoice No [redacted]

INVOICE

PAGE 2

[redacted]

BILL TO: [redacted]

Home: Bus: [redacted]

Email:

Crystal Chrysler Jeep Dodge Center
38444 Apollo Park Dr.
Cathedral City, CA 92234
(760) 324-4557
Fax (760) 424-9228
Direct Service Line (760) 324-4559

SERVICE ADVISOR: 834 DANI AKKERMAN

COLOR	YEAR	MAKE&MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
DEEP RUBURN	14	JEEP GRAND CHEROKEE	1C4RJFCG6E[redacted]	8SSGNK	17442 17495	2136

SERVICE DATE	PROM. DATE	WARR. EXP.	PROMISED	R.O.#	DATE	PAYMENT	INV. DATE
21JAN14			15:00 25FEB15		0.00	CASH	25FEB15

LABOR OPENED	DATE CUST. NOTIFIED	OPTIONS CODES
09:48 07FEB15	13:51 25FEB15	

LINE# OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
CAUSE:			
08 ELECTRICAL MINOR			
82 W			(N/C)
,,,17442 18-60-02-CF* 0.40 HAD RADIO UPDATE NOT VERIFIED MESSAGE, BUT			
,,,UPDATE FOR PHONE MESSAGE INSTALLED.			
**********			
F FULL SYNTHETIC ENGINE OIL AND FILTER CHANGE			
CAUSE:			
LOF PERFORM LUBE, OIL FILTER SERVICE			
82 WC5C			(N/C)
1 68191349AB FILTER-ENGINE OIL			(N/C)
6 5166240PA *OIL-5W20SYNTHETIC			(N/C)
,,,17495 COMPLETED SERVICE			
**********			
G FLASH UPDATE MODULES			
CAUSE:			
99 MISCELLANEOUS			
82 W			(N/C)
,,,17442 18-19-05-A3 0.50 UPDATED TCM AND Q LEARN TRANS			
**********			
H ENTERPRISE CAR RENTAL, ENHANCED PROGRAM			
CAUSE:			
29 SUBLET			
82 W			(N/C)
,,,17495 ANGEL WITH CHRYSLER OK'D THRU THE 25TH			
**********			

Jeep

THANK YOU

FOR BRINGING YOUR CAR TO US FOR SERVICE

IF YOU ARE HAPPY LET YOUR NEIGHBOR KNOW. IF YOU ARE UNHAPPY CALL YOUR SERVICE ADVISOR AT ONCE.

ORIGINAL ESTIMATE:	AUTHORIZED REVISED ESTIMATE:
$	$

By law, you may choose another licensed Smog check facility to perform any needed repairs or adjustments that the Smog Check test indicates are necessary.

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. CUSTOMER INITIAL X_____

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE _____

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC./HAZ. MAT. CHGS.	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Customer Copy

EXHIBIT G

CUST # 4015

[redacted]

INVOICE # 521306 PAGE 3

SERVICE ADVISOR: [redacted]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT	TAG
DEER/AUBURN	14	JEEP GRAND CHEROKEE	[redacted]	[redacted]	17442	17486	2196

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	P.O. NO.	TERMS	PAYMENT	INV. DATE
01-JAN-14			15:00 25FEB15		0.00	CASH	25FEB15

RO OPENED	DATE CUST. NOTIFIED	OPTIONS: [redacted]
07FEB15	13:51 25FEB15	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
1	PERFORM 23 POINT INSPECTION						

CAUSE:

23BI PERFORM 23 POINT INSPECTION (N/C)
814 I23P

****

J** RECALL P67 ORC MODULE, INTERIM STATUS NO PARTS AVAILABLE AT THIS TIME

CAUSE:

99 MISCELLANEOUS (N/C)
999 W

****

ESD: 0.01 25FEB15 13:02 SA: 834

SERVICE HOURS 7-5:30 M-F 7-2 SATURDAYS
CONVENIENT AFTER HOURS DELIVERY (SEE ADVISOR)
2 TRANSPORTATION OPTIONS SPECIAL RENTAL RATES
AND SHUTTLE SERVICE.

Jeep

THANK YOU

FOR BRINGING YOUR CAR TO US FOR SERVICE

IF YOU ARE HAPPY LET YOUR NEIGHBOR KNOW. IF YOU ARE UNHAPPY CALL YOUR SERVICE ADVISOR AT ONCE.

ORIGINAL ESTIMATE:	AUTHORIZED REVISED ESTIMATE:
$	$

"By law, you may choose another licensed Smog check facility to perform any needed repairs or adjustments that the Smog Check test indicates are necessary."

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. CUSTOMER INITIAL X

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	$ 0.00
PARTS AMOUNT	$ 0.00
GAS, OIL, LUBE	$ 0.00
SUBLET AMOUNT	$ 0.00
MISC./HAZ. MAT. CHGS.	$ 0.00
TOTAL CHARGES	$ 0.00
ADJUSTMENTS	$ 0.00
SALES TAX	$ 0.00
PLEASE PAY THIS AMOUNT	$ 0.00

Customer Copy

EXHIBIT G
PAGE 14 OF 24

Customer Copy

WORKORDER

CUSTOMER #: [redacted]

[redacted]

[redacted]

BEND, OR [redacted]

HOME:

EMAIL:

PAGE 1

Crystal Chrysler Jeep Dodge Center
36444 Auto Park Dr.
Cathedral City, CA 92234
(760) 324-4557
Fax (760) 424-0228
Direct Service Line (760) 324-4559

RO# [redacted]

CONT :000-000-0000 CELL: 5413884749

BAR # ARD 249974 EPA # CAD 983587379

SERVICE ADVISOR: 834 AKKERMAN,DANI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
DEEPAUBURN	14	JEEP GRAND CHEROKEE	1C4RJFJG0EC[redacted]	853GNK	17442 /	T2196

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN14			23:15 10FEB15		0.00	CASH	

R.O. OPENED	READY	OPTIONS: DLR:60313
07FEB201509:48	01JAN14	

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# B	14		W	CUSTOMER REPORTS WHILE DRIVING IN TOWN, LOST POWER AND WOULD NOT GO. AFTER APPLYING MORE GAS PEDAL CAR SURGED AND THEN BOGGED DOWN AGAIN. 3 TIMES AND CUSTOMER THEN PARKED CAR. |CC:
# C	08		W	CUSTOMER REPORTS A FREEWAY SPEED WITH ADDAPTIVE CRUISE CONTROL ON CAR STOPPED RAPIDLY WITH NOTHING IN FRONT OF CAR. |CC:
# D	23		W	CUSTOMER REPORTS A OF THE HOOD SEALS IS MISSING, (ON EACH SIDE WITH OPEN HOOD) |CC:
# E	08		W	"911 SEE DEALER MESSAGE" ON |CC:
# F	LOF		WCSC	FULL SYNTHETIC ENGINE OIL AND FILTER CHANGE |CC:

EXHIBIT G
PAGE 20 OF 24

EXCLUSION OF WARRANTIES

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

AUTHORIZATION FOR REPAIRS

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. The dealership is not responsible for damages from freezing due to lack of antifreeze.

[illegible] 2000 ADP, Inc. SERVICE WORKORDER® #/ XBW2E

PRELIMINARY ESTIMATE $ _____

DATE OWNER NOTIFIED OF REPAIR COMPLETION _____ DATE _____ TIME

AUTHORIZED BY X

AUTHORIZED ADDITIONS	REVISED ESTIMATE	REASON	PERSON CONTACTED	BY PHONE / IN PERSON	DATE	TIME
				☐ / ☐		
				☐ / ☐		
				☐ / ☐		

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

X _____

CUSTOMER SIGNATURE

Customer Copy

CUSTOMER #: [redacted]

WORKORDER [redacted]

PAGE 2

Crystal Chrysler Jeep Dodge Center
36444 Auto Park Dr.
Cathedral City, CA 92234
(760) 324-4557
Fax (760) 424-0228
Direct Service Line (760) 324-4559

RO# [redacted]

[redacted]
BEND, OR [redacted]
HOME:
EMAIL:

CONT :000-000-0000 CELL: 5413884749

BAR # ARD 249974 EPA # CAD 983587379

SERVICE ADVISOR: 834 AKKERMAN,DANI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
DEEPAUBURN	14	JEEP GRAND CHEROKEE	1C4RJFJG0EC[redacted]	853GNK	17442 /	T2196

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN14			23:15 10FEB15		0.00	CASH	

R.O. OPENED	READY	OPTIONS: DLR:60313
07FEB201509:48	01JAN14	

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# G	99		W	FLASH UPDATE MODULES |CC:
# H	29		W	ENTERPRISE CAR RENTAL, ENHANCED PROGRAM |CC:
# I	23PI		W	PERFORM 23 POINT INSPECTION |CC:

SERVICE HRS. 7-5:30 M-F
7-2 SATURDAYS, SPECIAL
RENTAL RATES, AVAILABLE
SHUTTLE SERVICE
AFTER HRS. DEL. OPTIONS

EXHIBIT G
PAGE 21 OF 24

EXCLUSION OF WARRANTIES

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

AUTHORIZATION FOR REPAIRS

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. The dealership is not responsible for damages from freezing due to lack of antifreeze.

Copyright 2000 ADP, Inc. SERVICE WORKORDER #3 YSW2C

PRELIMINARY ESTIMATE $ _____

DATE OWNER NOTIFIED OF REPAIR COMPLETION _____ DATE _____ TIME

AUTHORIZED BY X

AUTHORIZED ADDITIONS	REVISED ESTIMATE	REASON	PERSON CONTACTED		DATE	TIME
				BY PHONE ☐ IN PERSON ☐		
AUTHORIZED ADDITIONS	REVISED ESTIMATE	REASON	PERSON CONTACTED		DATE	TIME
				BY PHONE ☐ IN PERSON ☐		
AUTHORIZED ADDITIONS	REVISED ESTIMATE	REASON	PERSON CONTACTED		DATE	TIME
				BY PHONE ☐ IN PERSON ☐		

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

X _____
CUSTOMER SIGNATURE

Customer Number: [redacted] Invoice No: [redacted]

INVOICE

PAGE 1

[redacted]

BEND, OR [redacted]
Home:
Email:
Bus: [redacted]

Crystal Chrysler Jeep Dodge Center
36444 Auto Park Dr.
Cathedral City, CA 92234
(760) 324-4557
Fax (760) 424-0228
Direct Service Line (760) 324-4559
BAR # ARD 249974 EPA # CAO 983587379

SERVICE ADVISOR: 834 DANI AKKERMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
DEEPAUBURN	14	JEEP GRAND CHEROKEE	1C4RJFJG0EC[redacted]	[redacted]	17442 17495	2196

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO	RATE	PAYMENT	INV. DATE
01JAN14			15:00 25FEB15		0.00	CASH	25FEB15

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: DLR:60313
09:40 07FEB15	13:51 25FEB15	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

B CUSTOMER REPORTS WHILE DRIVING IN TOWN, LOST POWER AND WOULD NOT GO. AFTER APPLYING MORE GAS PEDAL CAR SURGED AND THEN BOGGED DOWN AGAIN. 3 TIMES AND CUSTOMER THEN PARKED CAR.

CAUSE:
14 FUEL
82 W (N/C)

,,,,17495 ROAD TESTED VEHICLE FREEWAY AND SURFACE STREETS. UNABLE TO
,,,,DUPLICATE COMPLAINT AT THIS TIME. NO CODES IN MEMORY. NO TSB'S APPLY.
,,,,OPERATING AS OTHER LIKE VEHICLES

****

C CUSTOMER REPORTS A FREEWAY SPEED WITH ADDAPTIVE CRUISE CONTROL ON CAR STOPPED RAPIDLY WITH NOTHING IN FRONT OF CAR.

CAUSE:
08 ELECTRICAL MINOR
82 W (N/C)

,,,,17495 ROAD TEST AT FREEWAY SPEEDS WITH ADAPTIVE CRUISE ENGAGED,
,,,,UNABLE TO DUPLICATE CONCERN AT THIS TIME. SENT EVENT DATA, FREEZE FRAME
,,,,DATA AND VEHICLE SCAN REPORT TO CHRYSLER AS INSTRUCTED. NO CODES IN
,,,,MEMORY, NO TSB'S APPLY. OPERATING AS OTHER LIKE VEHICLES.

****

D CUSTOMER REPORTS A OF THE HOOD SEALS IS MISSING, (ON EACH SIDE WITH OPEN HOOD)

CAUSE:
23 BODY INTERIOR-EXT.
82 W (N/C)
FC: PART#: COUNT:
CLAIM TYPE: W
AUTH CODE:

,,,,17442 NO SEAL MISSING ONLY 1 ON HOOD AIR FILTER SIDE, AS BUILT

****

E "911 SEE DEALER MESSAGE" ON

THANK YOU

FOR BRINGING YOUR CAR TO US FOR SERVICE

IF YOU ARE HAPPY LET YOUR NEIGHBOR KNOW. IF YOU ARE UNHAPPY CALL YOUR SERVICE ADVISOR AT ONCE.

ORIGINAL ESTIMATE: $

AUTHORIZED REVISED ESTIMATE: $

"By law, you may choose another licensed Smog check facility to perform any needed repairs or adjustments that the Smog Check test indicates are necessary."

1 ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. CUSTOMER INITIAL X_____

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE _____

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC./HAZ. MAT. CHGS.	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Customer Copy

EXHIBIT G
PAGE 22 OF 24

Customer Number: [redacted] Invoice No: [redacted]

INVOICE

PAGE 2

Crystal Chrysler Jeep Dodge Center
30444 Auto Park Dr.
Cathedral City, CA 92234
(760) 324-4557
Fax (760) 424-0228
Direct Service Line (760) 324-4559
BAR # ARD 243974 EPA # CAD 983587379

[redacted]
BEND, OR [redacted]
Home:
Email:
Bus: [redacted]

SERVICE ADVISOR: 834 DANI AKKERMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
DEEPAUBURN	14	JEEP GRAND CHEROKEE	1C4RJFJG0EC[redacted]	[redacted]	17442 17495	2196

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO	RATE	PAYMENT	INV. DATE
01JAN14			15:00 25FEB15		0.00	CASH	25FEB15

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: DLR:60313
09:48 07FEB15	13:51 25FEB15	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
CAUSE: .			
08 ELECTRICAL MINOR			
82 W			(N/C)
,,,,17442 18-60-02-CF* 0.40 HAD RADIO UPDATE NOT VERIFED MESSAGE BUT			
,,,,UPDATE FOR PHONE MESSAGE INSTALLED.			
**********			
F FULL SYNTHETIC ENGINE OIL AND FILTER CHANGE			
CAUSE: .			
LOF PERFORM LUBE, OIL FILTER SERVICE			
82 WCSC			(N/C)
1 68191349AB FILTER-ENGINE OIL			(N/C)
6 5166240PA *OIL-5W20SYNTHETIC			(N/C)
,,,,17495 COMPLETED SERVICE			
**********			
G FLASH UPDATE MODULES			
CAUSE: .			
99 MISCELLANEOUS			
82 W			(N/C)
,,,,17442 18-19-05-A3 0.50 UPDATED TCM AND Q LEARN TRANS			
**********			
H ENTERPRISE CAR RENTAL, ENHANCED PROGRAM			
CAUSE: .			
29 SUBLET			
82 W			(N/C)
,,,,17495 ANGEL WITH CHRYSLER OK'D THRU THE 25TH			
**********			

THANK YOU

FOR BRINGING YOUR CAR TO US FOR SERVICE

IF YOU ARE HAPPY LET YOUR NEIGHBOR KNOW. IF YOU ARE UNHAPPY CALL YOUR SERVICE ADVISOR AT ONCE.

ORIGINAL ESTIMATE: $

AUTHORIZED REVISED ESTIMATE: $

"By law, you may choose another licensed Smog check facility to perform any needed repairs or adjustments that the Smog Check test indicates are necessary."

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

CUSTOMER INITIAL X_____

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE _____

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC./HAZ. MAT. CHGS.	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Customer Copy

EXHIBIT G

Customer Number: [redacted] Invoice No: [redacted]

INVOICE

PAGE 3

Crystal Chrysler Jeep Dodge Center
36444 Auto Park Dr.
Cathedral City, CA 92234
(760) 324-4567
Fax (760) 424-0228
Direct Service Line (760) 324-4559
BAR # ARD 249974 EPA # CAD 983587379

[redacted]
BEND, OR [redacted]
Home:
Bus: [redacted]
Email:

SERVICE ADVISOR: 834 DANI AKKERMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
DCCDAUBURN	14	JEEP GRAND CHEROKEE	1C4RJFJGOEC[redacted]	853GNK	17442 17495	2196

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN14			15:00 25FEB15		0.00	CASH	25FEB15

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: DLR:60313
09:48 07FEB15	13:51 25FEB15	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
I PERFORM 23 POINT INSPECTION			
CAUSE: .			
23PI PERFORM 23 POINT INSPECTION			
814 I23P			(N/C)
**********			
J** RECALL P67 ORC MODULE, INTERIM STATUS NO PARTS AVAILABLE AT THIS TIME			
CAUSE: .			
99 MISCELLANEOUS			
999 W			(N/C)
**********			

EST: 0.01 25FEB15 13:02 SA: 834

SERVICE HOURS 7-5:30 M-F 7-2 SATURDAYS
CONVENIENT AFTER HOURS DELIVERY (SEE ADVISCR)
2 TRANSPORTATION OPTIONS SPECIAL RENTAL RATES
AND SHUTTLE SERVICE.

THANK YOU

FOR BRINGING YOUR CAR TO US FOR SERVICE

IF YOU ARE HAPPY LET YOUR NEIGHBOR KNOW. IF YOU ARE UNHAPPY CALL YOUR SERVICE ADVISOR AT ONCE.

ORIGINAL ESTIMATE:	AUTHORIZED REVISED ESTIMATE:
$	$

*By law you may choose another licensed Smog check facility to perform any needed repairs or adjustments that the Smog Check test indicates are necessary.

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. CUSTOMER INITIAL X _____

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE _____

DESCRIPTION	TOTALS
LABOR AMOUNT	$ 0.00
PARTS AMOUNT	$ 0.00
GAS, OIL, LUBE	$ 0.00
SUBLET AMOUNT	$ 0.00
MISC./HAZ. MAT. CHGS.	$ 0.00
TOTAL CHARGES	$ 0.00
ADJUSTMENTS	$ 0.00
SALES TAX	$ 0.00
PLEASE PAY THIS AMOUNT	$ 0.00

Customer Copy

EXHIBIT 6 Page 3 of 3
PAGE 24 OF 24

Beauvais
Law Firm, LLC

anielle Beauvais, Attorney
dmitted in Oregon and Washington
anielle@GoLemonLaw.com

5291 NE Elam Young Pkwy Suite 140
Hillsboro, OR 97124
Phone 503-681-2008
Fax 503-681-2005

March 9, 2015

VIA CERTIFIED MAIL
Fiat Chrysler Automobiles US LLC
1000 Chrysler Drive
CIMS: 485-13-32
Auburn Hills, MI 48326

RE: Client: [redacted]

Vehicle:	2014 Jeep Grand Cherokee Summit
Vin #:	1CARJFJG0EC[redacted]
Purchase Date:	7/18/13
Dealership:	Bought through AAA, delivered to dealer in OR

Dear Sir/Madam:

Please be advised that I am hereby putting you on notice regarding a potential claim under the Oregon Motor Vehicle Lemon Law, Oregon Revised Statutes 646.315-375 and the Magnuson Moss Warranty Act, US Code, Title 15, Chapter 50, Sections 2301-2312. Having been advised of my representation in this matter, please forward any and all correspondence directly to my office.

The subject vehicle exhibits a dangerous loss of power and surge, as well as a radio defect (and accompanying components). The vehicle has been out of service at the dealer for more than 53 days.

Based upon the above, my client is seeking a full refund of the purchase price or any other reasonable offer and $2,000 for attorney's fees and costs. Please contact me to discuss this or any other offer to settle this matter. If I don't hear from you within thirty (30) days of this letter, I will file suit.

Very truly yours,

EXHIBIT H
PAGE 1 OF 1

DBeauvais

Danielle R. Beauvais

Note: Purchase contract, title, registration and repair invoices from Bend, OR will be supplied soon. Client Travelling in California + got injured. DBeauvais

Danielle Beauvais

From: Regina Panzarella [rpanzarella@wbcert.com]
Sent: Monday, April 27, 2015 4:26 PM
To: Danielle Beauvais
Subject: RE: [redacted]

Hi Danielle…I can offer a repurchase on this one as well.

Thanks,
Regina

From: Danielle Beauvais [mailto:Danielle@GoLemonLaw.com]
Sent: Friday, April 24, 2015 2:44 PM
To: Regina Panzarella
Subject: [redacted]

See attached recent issues.

Danielle

Danielle Beauvais
Attorney at Law

Beauvais
Law Firm, LLC
PROTECTING CONSUMERS SINCE 1999

5291 NE Elam Young Parkway
Suite 140
Hillsboro, Oregon 97124
phone:503-681-2008 fax: 503-681-2005
www.GoLemonLaw.com

From: MyFax [mailto:NoReply@MyFax.com]
Sent: Sunday, March 08, 2015 11:49 AM
To: danielle@golemonlaw.com
Subject: MyFax message from "17603280358" - 8 page(s), Caller-ID: 1-760-328-0358

myfax

[redacted]

EXHIBIT I
PAGE 1 OF 1

Danielle Beauvais

From: Danielle Beauvais [Danielle@GoLemonLaw.com]
Sent: Tuesday, May 12, 2015 3:23 PM
To: 'Danielle Beauvais '
Subject: FW: [redacted]. Chrysler
Attachments: Purchase K & Aftermarket.pdf

From: Danielle Beauvais [mailto:Danielle@GoLemonLaw.com]
Sent: Tuesday, April 28, 2015 2:20 PM
To: 'Regina Panzarella'
Subject [redacted]. Chrysler

Regina,

I spoke with my client, who is thrilled about the repurchase. There was never a loan, so no interest charges whatsoever. But he had parts installed to be able to tow the vehicle behind their motorhome (they are retired snowbirds). The receipt is attached, showing a date of purchase within 20 days of purchase of the car.

Thanks,

Danielle

Danielle Beauvais
Attorney at Law

Beauvais
Law Firm, LLC

PROTECTING CONSUMERS SINCE 1999

5291 NE Elam Young Parkway
Suite 140
Hillsboro, Oregon 97124
phone:503-681-2008 fax: 503-681-2005
www.GoLemonLaw.com

EXHIBIT J
PAGE 1 OF 1

Custom Welding & Fabrication

Larry DeMan Welding

Hitches & Towbars • Fabrication • R.V. Parts & Repairs
Electrical • Electric Brakes • Fifth Wheels • Light Truck Accessories

2325 N.W. 36th
Redmond, Oregon 97756 Phone: (541) 548-0842

Nam [redacted] 007635

Phone No. [redacted] Date July 04 2013

Odometer Reading Vin No.

MAKE AND MODEL	LICENSE NO. AND STATE	MOTOR NO

REPAIR ORDER

QTY	PART NO.	NAME OF PART	SALE AMT.
1	5201-4/16	5 Dr/Chevrolet Kit	140 00
2	5805	Tail Light Base	19 90
	Add'l Electrical Materials		4 60
	Electrical	Marker Lt - Trlr	
	Wire & Fuse	Wired	
	Connectors	As Req'd	
1	11841	4FE - Combined	5 95
1	11801	4FE Cap. 5/8" Locking Rd	2 90 / 16 95

OPERATION NUMBER	INSTRUCTIONS	AMOUNT
	LUBE-GATE ☐ CHANGE OIL ☐ TRANS ☐ DIFF. ☐ WASH ☐ POLISH ☐	
	3.0 Hr Troubleshoot Broken Trlr Conn.	195 00
	1.5 Hr Add'l Electrical Mounting & Standard Electrical for Trailer	292 50
	Stocks, Covers & Elec Supply	239 00
	Add'l - Wired (1) Trlr Pwr Plug for Spare Bracket (2) Removing Old Bracket (3) Remove - Add'l Set Holes & Bracket (4) 4FE Electrical Offset Adapter & Tail Lights	299 00
	Trlr Wiring Evaluation	110 00

ACCESSORIES	AMOUNT		
			Total Labor . 940 50
			Total Parts 528 30
TOTAL PARTS	528 30		Environmental Charges
Gals. Gas @			Gas, Oil, Grease
Qts. Oil @			Accessories
Lbs. Grease @			Tires, Tubes
Total Gas-Oil-Grease		Total Accessories:	Sublet Repairs
			Shop/Misc.
			TOTAL
			TAX
			TOTAL AMOUNT 1468 80

ESTIMATES FOR LABOR ONLY - MATERIAL ADDITIONAL

I hereby authorize the above repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car, truck or 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 car, truck or vehicle to secure the amount of repairs thereto.

Work Authorized by _____ Date Promised _____

Delivered to _____ Date Delivered _____

ARC-666-3
PRINTED IN U.S.A.

EXHIBIT K
PAGE 1 OF 1

Danielle Beauvais

From: Regina Panzarella [rpanzarella@wbcert.com]
Sent: Wednesday, May 06, 2015 7:54 AM
To: Danielle Beauvais
Subject: RE: [redacted]

Hi Danielle

Below are the repurchase figures.

• PURCHASE PRICE PAID	$52,730.00
• LESS MILAGE OFFSET	-$626.51
• ATTORNEY FEES	$2,000.00
• TOTAL TO ATTORNEY AND PLAINTIFF	$54,103.49

Thanks,
Regina

From: Danielle Beauvais [mailto:Danielle@GoLemonLaw.com]
Sent: Tuesday, May 05, 2015 6:02 PM
To: Regina Panzarella
Subject: [redacted]

Please send the #'s for this buyback case.

Thanks,

Danielle

Danielle Beauvais
Attorney at Law

Beauvais
Law Firm, LLC
PROTECTING CONSUMERS SINCE 1999

5291 NE ELAM YOUNG PARKWAY
SUITE 140
HILLSBORO, OREGON 97124
PHONE: 503-681-2008 FAX: 503-681-2005
www.GoLemonLaw.com

EXHIBIT L
PAGE 1 OF 1

PE15-021

FLAT CHRYSLER

10-22-2015

ENCLOSURE 4

Legal Backup Documents

LM 1249992
Gadberry
25391438

LEMON LAW GROUP PARTNERS PLC
Attorneys and Counselors at Law
4410 Westheimer
No. 3244
Houston, TX 77027

Telephone (888) 415-0610
Facsimile (888) 809-7010
Email: info@lemonlawgrouppartners.com

9/12

September 8, 2014

RECEIVED
SEP 1 3
SPECIAL INVESTIGATIONS

Chrysler Group LLC
P.O. Box 21-8004
Auburn Hill, MI 48321

Re: [redacted]
Vehicle: 2014 Jeep Grand Cherokee VIN: 1C4RJFDJ8EC[redacted]

Dear Sir/Madam:

Please be advised that this law firm represents the legal interests of [redacted] relating to the purchase of the above-mentioned vehicle. Let this letter serve as notification that you immediately cease and desist all communications with our client without any exceptions. Moreover, if you make any attempts to settle with our client without including all statutory relief, including all damages attorney fees and costs the consumer is entitled to, we file suit against you. This letter hereby notifies you of our attorney's lien with respect to our client.

Please let this letter also serve as notification that our client's vehicle is defective. The vehicle has been brought in for repairs several times for numerous defects and although you have been afforded sufficient opportunities for repairs, the defects continue to exist and substantially impair the use and value and/or safety of the vehicle. If you are interested in any further repairs you must contact me immediately. Our client demands that you immediately take action as required by law.

This letter shall also serve as our client's Revocation of Acceptance pursuant to the Uniform Commercial Code § 2608. Due to the serious defects with the Vehicle since its purchase, our client hereby demands a return of the full purchase price along with all interest paid on the finance note as well as attorney fees and incidental and consequential damages within 10 days of receipt of this letter to settle this matter prior to filing a lawsuit.

Please be advised that if you do not adhere to our demands within 10 days, our client has instructed me to file a lawsuit against you asserting claims that include, but in no way are limited to, breach of warranties, both express and implied, violation of the Magnuson Moss Warranty Act, violation of the Lemon Law, revocation of acceptance, and common law breach of contract. Please direct all future communication to my attention.

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

Respectfully submitted,

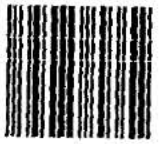
LEMON LAW GROUP PARTNERS PLC
By: s/n Adam Hamilton
Attorney for Plaintiff
Adam Hamilton

RECEIVED
SEP 18 2014
CCRG
Office of the General Counsel

CC: AutoNation Chrysler Dodge Jeep Ram

Lemon Law Group Partners PLC
1700 Post Oak Boulevard, Suite 600
Houston, TX 77056

1000



48321

U.S. POSTAGE
PAID
PEMBROKE PINES,FL
33024
SEP 12, '14
AMOUNT

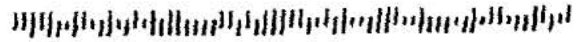
$6.49

00031305-10

RETURN RECEIPT
REQUESTED

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

48321$8004 B198



LL Work Item No. 795660

Texas Department *of* Motor Vehicles

ENFORCEMENT DIVISION
4000 Jackson Avenue – Austin, Texas 78731
TELEPHONE (512) 465-3000 – FAX (512) 302-2328

June 28, 2014

Jan Kershaw
Early Resolution Case Manager
Chrysler Group LLC
PO Box 397
Industry TX 78944-0397
VIA First Class Mail

Charlene Wilson
Auto Company XI, Inc.
21027 Interstate 45
Spring TX 77388-5606
VIA First Class Mail

Lisa Blake
GL Humble, LLC
18555 Highway 59 N
Humble TX 77338-4287
VIA First Class Mail

RE: [redacted] **Complainant v.**
CHRYSLER GROUP LLC, Respondent
MVD CAUSE NO. 14-0277 CAF

To the Parties Addressed:

A file has been opened with the Texas Department of Motor Vehicles on the above reference complaint. The complaint will be processed under Section 2301.604 (Repurchase/Replacement) of the Texas Occupations Code until further review.

Please review the enclosed copy of the complaint and send your written comments along with the repair history, repair orders, and any other information available to the above address within **twenty (20) days** of the date of this letter.

Although written comments are being requested from the selling and servicing dealers, as applicable, they will usually not be joined as parties or respondents to the proceeding.

If you have any questions about the above information, write to the above address or call (512) 465-4077.

Sincerely,

Bob Swarts

Bob Swarts, Case Advisor
Lemon Law Section

Enclosure(s)

LLC

Texas Department of Motor Vehicles

LEMON LAW COMPLAINT FORM

RECEIVED
JUN 16 2014
TEXAS DEPARTMENT OF MOTOR VEHICLES
MOTOR VEHICLE DIVISION

Instructions:

Forms submitted incomplete and/or without the attachments listed below may cause a delay that could result in your complaint being rejected due to untimely filing.

Return this form with the following attachments:

1) Purchase order or sales contract.
2) Repair order(s).
3) Copy of written notice to manufacturer, converter and/or distributor.
4) Extended service contract, if applicable.
5) Lease agreement, if applicable.
6) Other relevant information.

If you are seeking repurchase or replacement of your vehicle, along with the attachments you must include a $35 filing fee. You can submit the fee by check or money order payable to the Texas Department of Motor Vehicles. Do not mail cash. Send to:

Texas Department of Motor Vehicles, PO Box 13044, Austin, TX 78711-3044.

If you are seeking repairs only, send this form and the requested attachments to:

Texas Department of Motor Vehicles, 4000 Jackson Ave., Austin, TX 78731.

OWNER: [redacted]

MAILING ADDRESS: [redacted]

CITY: HOUSTON **STATE:** TEXAS **ZIP:** [redacted]

WORK PHONE: [redacted] **HOME PHONE:** [redacted] **FAX:**

E-MAIL ADDRESS: [redacted]

CHECK ALL THAT APPLY: ☒ NEW ☐ USED ☐ DEMO ☐ PROGRAM ☐ LEASE ☐ CONVERSION

YEAR: 2014 MFG/MAKE: JEEP MODEL: GRAND CHEROKEE SRT

VIN: 1C4RJFDJ8EC[redacted] DATE PURCHASED: 03/22/14

MILEAGE*: CURRENT 2610 AT DELIVERY: 489 DATE 24,000 MILES REACHED:

*Not applicable to Towable Recreational Vehicles

CONVERSION CO:

LEASE CO:

SELLING DEALER: AUTONATION CHRYSLER DODGE JEEP RAM CITY:

SERVICING DEALERS 1) AUTONATION CHRYSLER DODGE JEEP RAM CITY: SPRING

2) CITY:

3) CITY:

DEALER ADDED OPTIONS:

WHAT REMEDY ARE YOU SEEKING?: ☒ **REPURCHASE/REPLACEMENT** or ☐ **REPAIRS**

MO#2208928396

LL $35

008439 • JUN. 13. 14

EXISTING PROBLEMS LOG

You MUST complete this section on this form or the form will be returned as incomplete. "See Attached" or equivalent is NOT a substitute for completion. You may make copies of this page to address additional concerns.

Description of *one* problem that CONTINUES TO EXIST:

1st visit Fender flare sticking out away from body of vehicle can not be repaired, told new flare is will be ordered. 2nd visit they scratched and dent fender flare.
3rd visit they repaint fender flare but still dented
4th visit they paint fender flare and repaint fender with wrong paint. They are have devalued the vehicle and attempt to cover up there errors from customer. Fender should not been painted

Repair Visits	Date In	Date Out	Mileage
1st visit	03/25/14	03/25/14	683
2nd visit			
3rd visit			
4th visit			

Description of *one* problem that CONTINUES TO EXIST:

2nd Attempt - I was told by service consultant that she had ordered a new flare. I left the car at approx. 8 am and she called me at approx. 4:40 pm to tell me that they had a problem because they had scratched the flare after painting and wanted to keep the vehicle another day. I immediately went to dealership and saw not only did they scratch the flare they had dented it too. Manufacture contacted via email about issue.

Repair Visits	Date In	Date Out	Mileage
1st visit			
2nd visit	04/12/14	04/12/14	
3rd visit			
4th visit			

Description of *one* problem that CONTINUES TO EXIST:

3rd Attempt, After contact with Chrysler Group LLC Customer Asst. I was advised to take the car back to dealership to get a new flare put on. They instead only did a paint job on flare leaving the dent in the flare. Service Consultant again stated she will order a new flare and reschedule for me to bring SRT back to dealership. Manufacture Customer Assistance updated with status and shocked by dealers service department.

Repair Visits	Date In	Date Out	Mileage
1st visit			
2nd visit			
3rd visit	04/22/14	04/23/14	
4th visit			

Description of *one* problem that CONTINUES TO EXIST:

4th Attempt, the SRT was taken to the dealership at 0735am and I received a call from Service Advisor Gross @ 4:13pm that I can pickup the vehicle at 5:45pm. She called back @ 4:52pm and stated that the SRT was not ready because it was just noticed that the flare ordered was for the opposite side. They kept the vehicle another day. I picked up the vehicle the next day and noticed that they had painted the fender different.

Repair Visits	Date In	Date Out	Mileage
1st visit			
2nd visit			
3rd visit			
4th visit	04/30/14	05/01/14	

Description of *one* problem that CONTINUES TO EXIST:

After Phone conversation with Chrysler Group LLC Customer Assistance Rep I was advised to file for the Lemon Law because the dealership was not cooperating with the Manufacture. He stated "They are cutting corners with this vehicle and I don't understand". The vehicle now has different paint jobs on the front fenders. They have devalued a $68K MRSP vehicle with body work and the using the wrong paint.

Repair Visits	Date In	Date Out	Mileage
1st visit			
2nd visit			
3rd visit			
4th visit	05/02/14	05/02/14	

EXISTING PROBLEMS LOG

You MUST complete this section on this form or the form will be returned as incomplete. "See Attached" or equivalent is NOT a substitute for completion. You may make copies of this page to address additional concerns.

Description of *one* problem that CONTINUES TO EXIST:	Repair Visits	Date In	Date Out	Mileage
Blind Spot Sensors not operational. Forward Collision warning system activating when no collision is eminent. Car Auto breaking and sounding and flashing warning. Order new RBSS Blind Spot Module	1st visit	05/16/14	05/16/14	2889
	2nd visit			
	3rd visit			
	4th visit			

Description of *one* problem that CONTINUES TO EXIST:	Repair Visits	Date In	Date Out	Mileage
Blind Spot Sensors not operational. Forward Collision warning system activating when no collision is eminent. Car Auto breaking and sounding and flashing warning. Remove Rear Bumper to replace module and damage to Bumpers and Rear wheels flares.	1st visit			
	2nd visit	05/20/14	05/21/14	2967
	3rd visit			
	4th visit			

Description of *one* problem that CONTINUES TO EXIST:	Repair Visits	Date In	Date Out	Mileage
Referred to Service King Collision Repair (450 FM 1960 Bypass Rd E Humble, TX 77338: 281 446-6660) United States to repair flares. Glue used to keep flares down that were removed when the rear bumper was removed. This has created a permanent affix to flares and hampers work on on Blind Spot Sensors. No record of this repair was made. Patch work. Manager Mike.	1st visit			
	2nd visit			
	3rd visit	05/22/14	05/22/14	3034
	4th visit			

Description of *one* problem that CONTINUES TO EXIST:	Repair Visits	Date In	Date Out	Mileage
Vehicle returned to Texan Dealership because the Blind Spot Sensor is still not working properly. Lead Tech put vehicle on computer which showed all modules working fine. However when SRT was test driven the Blind Spot alert light came on and remained on. SRT is currently @ Texan Dealership Service Dept. Manufacture .	1st visit			
	2nd visit			
	3rd visit			
	4th visit	05/29/14		3178

Description of *one* problem that CONTINUES TO EXIST:	Repair Visits	Date In	Date Out	Mileage
Contacted Manufacturer and Case # [redacted] was assigned 6/2/2014 VECHICAL ELECTRICAL ENTERTAIMENT SYSTEM REBOOTS WHILE DRIVING.	1st visit	6-9-14		3590
	2nd visit			
	3rd visit			
	4th visit			

☒ YES ☐ NO The manufacturer, converter or distributor of the vehicle (**NOT THE DEALER**) was given **written notice** of the problem(s), on April 13, , 2014 .

IF YOU ANSWERED NO, PLEASE SEND A LETTER TO THE MANUFACTURER, CONVERTER OR DISTRIBUTOR AS SOON AS POSSIBLE (CERTIFIED MAIL/RETURN RECEIPT IS SUGGESTED) AND INCLUDE A COPY OF THE LETTER WITH THIS COMPLAINT FORM.

☐ YES ☒ NO The vehicle has been inspected by a factory representative. If you answered yes, please provide the inspection date, location, personnel involved, and outcome. Use a separate sheet if needed.

DATE: _____ **LOCATION:** _____

BY WHOM: _____

OUTCOME: _____

_____

_____

I UNDERSTAND THAT THE INFORMATION I AM SUBMITTING MAY BE SHARED WITH THE OTHER INTERESTED PARTIES TO MY COMPLAINT IN ORDER TO RESOLVE THIS MATTER.

I HEREBY CERTIFY, UNDER PENALTY OF PERJURY, THAT ALL STATEMENTS IN THIS COMPLAINT ARE TRUE AND CORRECT.

[redacted] JUNE 9, 2014

SIGNATURE OF VEHICLE OWNER/LESSEE **DATE:**

The Texas Department of Motor Vehicles maintains the information collected through this form. With few exceptions, you are entitled on request to be informed about the information that we collect about you. Under Section 552.001 and 552.023 of the Government Code, you also are entitled to receive and review this information. Under Section 559.004 of the Government Code, you are also entitled to have us correct information about you that is incorrect.