

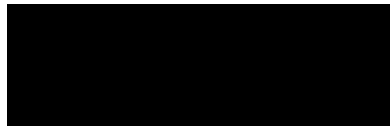
PE15-021

FLAT CHRYSLER

10-22-2015

ENCLOSURE 4

FinalBackup





09/09/2014



5951

09/09/2014



09/09/2014



5851

09/09/2014



09/09/2014



09/09/2014



09/09/2014



09/09/2014



09/09/2014



09/09/2014



5951

09/09/2014



09/09/2014



09/09/2014



09/09/2014

PUSH TO  
RELEASE

Jeep

09/09/2014

09/09/2014





09/09/2014



09/09/2014



3331  
Class Class

09/09/2014



09/09/2014



AUTO

VENT

AUTO

AUTO

MAP

AUTO

09/09/2014



09/09/2014



09/09/2014



SEATBELT  
RETRACTOR

09/09/2014



09/09/2014



09/09/2014

SRS  
AIRBAG

09/09/2014



HYUNDAI

09/09/2014

SRS  
AIRBAG

09/09/2014

SFR

09/09/2014

SRS  
AIRBAG

09/09/2014

SRS  
AIRBAG

09/09/2014

## WARNING

### EVEN WITH ADVANCED AIRBAGS

- CHILDREN CAN BE KILLED OR SERIOUSLY INJURED BY THE AIRBAG.
- THE BACK SEAT IS THE SAFEST PLACE FOR CHILDREN.
- NEVER PUT A REAR-FACING CHILD SEAT IN THE FRONT.
- ALWAYS USE SEATBELTS AND CHILD RESTRAINTS.
- SEE OWNER'S MANUAL FOR MORE INFORMATION ABOUT AIRBAGS.



05108 114AA

## MISE EN GARDE

### MÊME AVEC DES SACS GONFLABLES PERFECTIONNÉS

- LES ENFANTS PEUVENT ÊTRE TUÉS OU GRAVEMENT BLESSÉS PAR UN SAC GONFLABLE.
- LA BANQUETTE ARRIÈRE EST LA PLACE LA PLUS SÉCURITAIRE POUR LES ENFANTS.
- NE JAMAIS PLACER UN SIÈGE POUR ENFANT ORIENTÉ VERS L'ARRIÈRE À L'AVANT DU VÉHICULE.
- TOUJOURS UTILISER LES CEINTURES DE SÉCURITÉ ET LES SYSTÈMES DE RETENUE POUR ENFANT.
- CONSULTER LE GUIDE DE L'AUTOMOBILISTE POUR OBTENIR PLUS DE RENSEIGNEMENTS SUR LES SACS GONFLABLES.

09/09/2014

**WARNING**

**EVEN WITH ADVANCED AIRBAGS**

- CHILDREN CAN BE KILLED OR SERIOUSLY INJURED BY THE AIRBAGS.
- THE REAR SEAT IS THE SAFEST PLACE FOR CHILDREN.
- NEVER PUT A REAR-FACING CHILD SEAT IN THE FRONT.
- ALWAYS USE SEATBELTS AND CHILD RESTRAINTS.
- SEE OWNER'S MANUAL FOR MORE INFORMATION ABOUT AIRBAGS.



05108114AA

**MISE EN GARDE**

**MÊME AVEC DES SACS GONFLABLES PERFECTIONNÉS**

- LES ENFANTS PEUVENT ÊTRE TUÉS OU GRAVEMENT BLESSÉS PAR UN SAC GONFLABLE.
- LA BANQUETTE ARRIÈRE EST LA PLACE LA PLUS SÛRITAIRE POUR LES ENFANTS.
- NE JAMAIS PLACER UN SIÈGE POUR ENFANT ORIENTÉ VERS L'ARRIÈRE À L'AVANT DU VÉHICULE.
- TOUJOURS UTILISER LES CEINTURES DE SÛRITÉ ET LES SYSTÈMES DE RETENUE POUR ENFANT.
- CONSULTER LE GUIDE DE L'AUTOMOBILISTE POUR OBTENIR PLUS DE RENSEIGNEMENTS SUR LES SACS GONFLABLES.



09/09/2014



09/09/2014

**Chrysler Group LLC** | **VEHICLE EMISSION CONTROL INFORMATION**

GROUP: ECRXT05.75P0  
NO ADJUSTMENTS NEEDED  
TWC / HO2S / SFI

EVAP: ECRXR0180RKO

U.S. EPA: T2 B4 LDT OBD: CA OBD II FUEL: GASOLINE  
CERTIFIED TO OPTIONAL USEFUL LIFE PER EPA 06.1805 - 04(b).

CALIFORNIA: OBD: CA OBD II FUEL: GASOLINE  
CERTIFIED TO OPTIONAL USEFUL LIFE PER CARB 1961 (a) (b).  
CERTIFIED FOR SALE ULEV II QUALIFIED.

CONFORMS TO REGULATIONS: 2014 MY  
ENGINE: 5.7L



47480 038AA



09/09/2014



09/09/2014



5.7L  
V8

09/09/2014



HEMI

5.7L  
V8

09/09/2014



66172 019AJ  
706610

09/09/2014



09/09/2014

09/09/2014

7446 12/10/14



**CIRCUIT BREAKERS**

- CB1 PWR WINDOWS 25A
- CB2 PWR SEAT DRIVER 25A
- CB3 PWR SEAT PASS 25A

**RELAYS**

- R1 RAD FAN LG SPD
- R2 RAD FAN H SPD
- R3 AIR SUSP
- R4 SPARE
- R5 FEED
- R6 HUANCC
- R7 STARTER SOL
- R8 BLNSTART
- R9 FUEL RELAY
- K10
- K11 SPARE
- K12 BLNDRIVE
- K13 HANCC BLN MTR
- K14 BLNDRIVE
- K15 BLNDRIVE
- K16 BLOWER MTR

**FUSES**

- F01 SPARE
- F02 SPARE
- F03 RAD FAN
- F04 SPARE
- F05 AIR SUSPENSION COMP
- F06 ABS PUMP MTR
- F07 STARTER SOLENOID
- F08 DIESEL EMISSIONS
- F09 DIESEL FUEL HEATER
- F10 CIG LIGHT
- F11 TRAIL TOW BRAKE
- F12 CIG LIGHT
- F13 HANCC BLN MTR
- F14 CIG PAPER LOCKS

- F15 SPARE
- F16 SPARE
- F17 HEADREST RELEASE
- F18 SPARE
- F19 ROLL-OVER HEADREST
- F20 PASS DOOR MGR
- F21 SPARE
- F22 ECM
- F23 CBC #1
- F24 DRIVER DOOR MGR
- F25 FT WIPER
- F26 ABS/BRK ECU VALVES
- F27 SPARE
- F28 TRLR TOW SP
- F29 TRLR TOW PARK
- F30 TRLR TOW
- F31 SPARE
- F32 OTCM
- F33 SPARE
- F34 ELSD
- F35 SUNROOF
- F36 FAN
- F37 HANCC BLOWER MTR
- F38 POWER INVERTER
- F39 VSM #1
- F40 GRL
- F41 SPARE
- F42 SPARE
- F43 SPARE
- F44 DIAGNOSTIC PORT
- F45 SPARE
- F46 TRK PRESSURE
- F47 SPARE
- F48 SPARE
- F49 ISCM/ACC
- F50 AIR SUSPENSION MGR
- F51 SON MOD
- F52 BATT SWGR
- F53 TRLR TOW LT TURNSTOP
- F54 SPARE
- F55 SPARE
- F56 ADDL DIESEL CONTEXT
- F57 HD HEADLAMPS - LT
- F58 SPARE
- F59 SUN
- F60 SPARE
- F61 SPARE
- F62 SPARE
- F63 SPARE
- F64 SPARE
- F65 SPARE
- F66 SPARE
- F67 SPARE
- F68 SPARE
- F69 SPARE
- F70 SPARE
- F71 SPARE
- F72 SPARE
- F73 SPARE
- F74 SPARE
- F75 SPARE
- F76 SPARE
- F77 SPARE
- F78 SPARE
- F79 SPARE
- F80 SPARE
- F81 SPARE
- F82 SPARE
- F83 SPARE
- F84 SPARE
- F85 SPARE
- F86 SPARE
- F87 SPARE
- F88 SPARE
- F89 SPARE
- F90 SPARE
- F91 SPARE
- F92 SPARE
- F93 SPARE
- F94 SPARE
- F95 SPARE
- F96 SPARE
- F97 SPARE
- F98 SPARE
- F99 SPARE
- F100 SPARE
- F101 SPARE
- F102 SPARE
- F103 SPARE
- F104 SPARE
- F105 SPARE
- F106 SPARE
- F107 SPARE
- F108 SPARE
- F109 SPARE
- F110 SPARE
- F111 SPARE
- F112 SPARE
- F113 SPARE
- F114 SPARE
- F115 SPARE
- F116 SPARE
- F117 SPARE
- F118 SPARE
- F119 SPARE
- F120 SPARE
- F121 SPARE
- F122 SPARE
- F123 SPARE
- F124 SPARE
- F125 SPARE
- F126 SPARE
- F127 SPARE
- F128 SPARE
- F129 SPARE
- F130 SPARE
- F131 SPARE
- F132 SPARE
- F133 SPARE
- F134 SPARE
- F135 SPARE
- F136 SPARE
- F137 SPARE
- F138 SPARE
- F139 SPARE
- F140 SPARE
- F141 SPARE
- F142 SPARE
- F143 SPARE
- F144 SPARE
- F145 SPARE
- F146 SPARE
- F147 SPARE
- F148 SPARE
- F149 SPARE
- F150 SPARE
- F151 SPARE
- F152 SPARE
- F153 SPARE
- F154 SPARE
- F155 SPARE
- F156 SPARE
- F157 SPARE
- F158 SPARE
- F159 SPARE
- F160 SPARE
- F161 SPARE
- F162 SPARE
- F163 SPARE
- F164 SPARE
- F165 SPARE
- F166 SPARE
- F167 SPARE
- F168 SPARE
- F169 SPARE
- F170 SPARE
- F171 SPARE
- F172 SPARE
- F173 SPARE
- F174 SPARE
- F175 SPARE
- F176 SPARE
- F177 SPARE
- F178 SPARE
- F179 SPARE
- F180 SPARE
- F181 SPARE
- F182 SPARE
- F183 SPARE
- F184 SPARE
- F185 SPARE
- F186 SPARE
- F187 SPARE
- F188 SPARE
- F189 SPARE
- F190 SPARE
- F191 SPARE
- F192 SPARE
- F193 SPARE
- F194 SPARE
- F195 SPARE
- F196 SPARE
- F197 SPARE
- F198 SPARE
- F199 SPARE
- F200 SPARE
- F201 SPARE
- F202 SPARE
- F203 SPARE
- F204 SPARE
- F205 SPARE
- F206 SPARE
- F207 SPARE
- F208 SPARE
- F209 SPARE
- F210 SPARE
- F211 SPARE
- F212 SPARE
- F213 SPARE
- F214 SPARE
- F215 SPARE
- F216 SPARE
- F217 SPARE
- F218 SPARE
- F219 SPARE
- F220 SPARE
- F221 SPARE
- F222 SPARE
- F223 SPARE
- F224 SPARE
- F225 SPARE
- F226 SPARE
- F227 SPARE
- F228 SPARE
- F229 SPARE
- F230 SPARE
- F231 SPARE
- F232 SPARE
- F233 SPARE
- F234 SPARE
- F235 SPARE
- F236 SPARE
- F237 SPARE
- F238 SPARE
- F239 SPARE
- F240 SPARE
- F241 SPARE
- F242 SPARE
- F243 SPARE
- F244 SPARE
- F245 SPARE
- F246 SPARE
- F247 SPARE
- F248 SPARE
- F249 SPARE
- F250 SPARE
- F251 SPARE
- F252 SPARE
- F253 SPARE
- F254 SPARE
- F255 SPARE
- F256 SPARE
- F257 SPARE
- F258 SPARE
- F259 SPARE
- F260 SPARE
- F261 SPARE
- F262 SPARE
- F263 SPARE
- F264 SPARE
- F265 SPARE
- F266 SPARE
- F267 SPARE
- F268 SPARE
- F269 SPARE
- F270 SPARE
- F271 SPARE
- F272 SPARE
- F273 SPARE
- F274 SPARE
- F275 SPARE
- F276 SPARE
- F277 SPARE
- F278 SPARE
- F279 SPARE
- F280 SPARE
- F281 SPARE
- F282 SPARE
- F283 SPARE
- F284 SPARE
- F285 SPARE
- F286 SPARE
- F287 SPARE
- F288 SPARE
- F289 SPARE
- F290 SPARE
- F291 SPARE
- F292 SPARE
- F293 SPARE
- F294 SPARE
- F295 SPARE
- F296 SPARE
- F297 SPARE
- F298 SPARE
- F299 SPARE
- F300 SPARE
- F301 SPARE
- F302 SPARE
- F303 SPARE
- F304 SPARE
- F305 SPARE
- F306 SPARE
- F307 SPARE
- F308 SPARE
- F309 SPARE
- F310 SPARE
- F311 SPARE
- F312 SPARE
- F313 SPARE
- F314 SPARE
- F315 SPARE
- F316 SPARE
- F317 SPARE
- F318 SPARE
- F319 SPARE
- F320 SPARE
- F321 SPARE
- F322 SPARE
- F323 SPARE
- F324 SPARE
- F325 SPARE
- F326 SPARE
- F327 SPARE
- F328 SPARE
- F329 SPARE
- F330 SPARE
- F331 SPARE
- F332 SPARE
- F333 SPARE
- F334 SPARE
- F335 SPARE
- F336 SPARE
- F337 SPARE
- F338 SPARE
- F339 SPARE
- F340 SPARE
- F341 SPARE
- F342 SPARE
- F343 SPARE
- F344 SPARE
- F345 SPARE
- F346 SPARE
- F347 SPARE
- F348 SPARE
- F349 SPARE
- F350 SPARE
- F351 SPARE
- F352 SPARE
- F353 SPARE
- F354 SPARE
- F355 SPARE
- F356 SPARE
- F357 SPARE
- F358 SPARE
- F359 SPARE
- F360 SPARE
- F361 SPARE
- F362 SPARE
- F363 SPARE
- F364 SPARE
- F365 SPARE
- F366 SPARE
- F367 SPARE
- F368 SPARE
- F369 SPARE
- F370 SPARE
- F371 SPARE
- F372 SPARE
- F373 SPARE
- F374 SPARE
- F375 SPARE
- F376 SPARE
- F377 SPARE
- F378 SPARE
- F379 SPARE
- F380 SPARE
- F381 SPARE
- F382 SPARE
- F383 SPARE
- F384 SPARE
- F385 SPARE
- F386 SPARE
- F387 SPARE
- F388 SPARE
- F389 SPARE
- F390 SPARE
- F391 SPARE
- F392 SPARE
- F393 SPARE
- F394 SPARE
- F395 SPARE
- F396 SPARE
- F397 SPARE
- F398 SPARE
- F399 SPARE
- F400 SPARE
- F401 SPARE
- F402 SPARE
- F403 SPARE
- F404 SPARE
- F405 SPARE
- F406 SPARE
- F407 SPARE
- F408 SPARE
- F409 SPARE
- F410 SPARE
- F411 SPARE
- F412 SPARE
- F413 SPARE
- F414 SPARE
- F415 SPARE
- F416 SPARE
- F417 SPARE
- F418 SPARE
- F419 SPARE
- F420 SPARE
- F421 SPARE
- F422 SPARE
- F423 SPARE
- F424 SPARE
- F425 SPARE
- F426 SPARE
- F427 SPARE
- F428 SPARE
- F429 SPARE
- F430 SPARE
- F431 SPARE
- F432 SPARE
- F433 SPARE
- F434 SPARE
- F435 SPARE
- F436 SPARE
- F437 SPARE
- F438 SPARE
- F439 SPARE
- F440 SPARE
- F441 SPARE
- F442 SPARE
- F443 SPARE
- F444 SPARE
- F445 SPARE
- F446 SPARE
- F447 SPARE
- F448 SPARE
- F449 SPARE
- F450 SPARE
- F451 SPARE
- F452 SPARE
- F453 SPARE
- F454 SPARE
- F455 SPARE
- F456 SPARE
- F457 SPARE
- F458 SPARE
- F459 SPARE
- F460 SPARE
- F461 SPARE
- F462 SPARE
- F463 SPARE
- F464 SPARE
- F465 SPARE
- F466 SPARE
- F467 SPARE
- F468 SPARE
- F469 SPARE
- F470 SPARE
- F471 SPARE
- F472 SPARE
- F473 SPARE
- F474 SPARE
- F475 SPARE
- F476 SPARE
- F477 SPARE
- F478 SPARE
- F479 SPARE
- F480 SPARE
- F481 SPARE
- F482 SPARE
- F483 SPARE
- F484 SPARE
- F485 SPARE
- F486 SPARE
- F487 SPARE
- F488 SPARE
- F489 SPARE
- F490 SPARE
- F491 SPARE
- F492 SPARE
- F493 SPARE
- F494 SPARE
- F495 SPARE
- F496 SPARE
- F497 SPARE
- F498 SPARE
- F499 SPARE
- F500 SPARE
- F501 SPARE
- F502 SPARE
- F503 SPARE
- F504 SPARE
- F505 SPARE
- F506 SPARE
- F507 SPARE
- F508 SPARE
- F509 SPARE
- F510 SPARE
- F511 SPARE
- F512 SPARE
- F513 SPARE
- F514 SPARE
- F515 SPARE
- F516 SPARE
- F517 SPARE
- F518 SPARE
- F519 SPARE
- F520 SPARE
- F521 SPARE
- F522 SPARE
- F523 SPARE
- F524 SPARE
- F525 SPARE
- F526 SPARE
- F527 SPARE
- F528 SPARE
- F529 SPARE
- F530 SPARE
- F531 SPARE
- F532 SPARE
- F533 SPARE
- F534 SPARE
- F535 SPARE
- F536 SPARE
- F537 SPARE
- F538 SPARE
- F539 SPARE
- F540 SPARE
- F541 SPARE
- F542 SPARE
- F543 SPARE
- F544 SPARE
- F545 SPARE
- F546 SPARE
- F547 SPARE
- F548 SPARE
- F549 SPARE
- F550 SPARE
- F551 SPARE
- F552 SPARE
- F553 SPARE
- F554 SPARE
- F555 SPARE
- F556 SPARE
- F557 SPARE
- F558 SPARE
- F559 SPARE
- F560 SPARE
- F561 SPARE
- F562 SPARE
- F563 SPARE
- F564 SPARE
- F565 SPARE
- F566 SPARE
- F567 SPARE
- F568 SPARE
- F569 SPARE
- F570 SPARE
- F571 SPARE
- F572 SPARE
- F573 SPARE
- F574 SPARE
- F575 SPARE
- F576 SPARE
- F577 SPARE
- F578 SPARE
- F579 SPARE
- F580 SPARE
- F581 SPARE
- F582 SPARE
- F583 SPARE
- F584 SPARE
- F585 SPARE
- F586 SPARE
- F587 SPARE
- F588 SPARE
- F589 SPARE
- F590 SPARE
- F591 SPARE
- F592 SPARE
- F593 SPARE
- F594 SPARE
- F595 SPARE
- F596 SPARE
- F597 SPARE
- F598 SPARE
- F599 SPARE
- F600 SPARE
- F601 SPARE
- F602 SPARE
- F603 SPARE
- F604 SPARE
- F605 SPARE
- F606 SPARE
- F607 SPARE
- F608 SPARE
- F609 SPARE
- F610 SPARE
- F611 SPARE
- F612 SPARE
- F613 SPARE
- F614 SPARE
- F615 SPARE
- F616 SPARE
- F617 SPARE
- F618 SPARE
- F619 SPARE
- F620 SPARE
- F621 SPARE
- F622 SPARE
- F623 SPARE
- F624 SPARE
- F625 SPARE
- F626 SPARE
- F627 SPARE
- F628 SPARE
- F629 SPARE
- F630 SPARE
- F631 SPARE
- F632 SPARE
- F633 SPARE
- F634 SPARE
- F635 SPARE
- F636 SPARE
- F637 SPARE
- F638 SPARE
- F639 SPARE
- F640 SPARE
- F641 SPARE
- F642 SPARE
- F643 SPARE
- F644 SPARE
- F645 SPARE
- F646 SPARE
- F647 SPARE
- F648 SPARE
- F649 SPARE
- F650 SPARE
- F651 SPARE
- F652 SPARE
- F653 SPARE
- F654 SPARE
- F655 SPARE
- F656 SPARE
- F657 SPARE
- F658 SPARE
- F659 SPARE
- F660 SPARE
- F661 SPARE
- F662 SPARE
- F663 SPARE
- F664 SPARE
- F665 SPARE
- F666 SPARE
- F667 SPARE
- F668 SPARE
- F669 SPARE
- F670 SPARE
- F671 SPARE
- F672 SPARE
- F673 SPARE
- F674 SPARE
- F675 SPARE
- F676 SPARE
- F677 SPARE
- F678 SPARE
- F679 SPARE
- F680 SPARE
- F681 SPARE
- F682 SPARE
- F683 SPARE
- F684 SPARE
- F685 SPARE
- F686 SPARE
- F687 SPARE
- F688 SPARE
- F689 SPARE
- F690 SPARE
- F691 SPARE
- F692 SPARE
- F693 SPARE
- F694 SPARE
- F695 SPARE
- F696 SPARE
- F697 SPARE
- F698 SPARE
- F699 SPARE
- F700 SPARE
- F701 SPARE
- F702 SPARE
- F703 SPARE
- F704 SPARE
- F705 SPARE
- F706 SPARE
- F707 SPARE
- F708 SPARE
- F709 SPARE
- F710 SPARE
- F711 SPARE
- F712 SPARE
- F713 SPARE
- F714 SPARE
- F715 SPARE
- F716 SPARE
- F717 SPARE
- F718 SPARE
- F719 SPARE
- F720 SPARE
- F721 SPARE
- F722 SPARE
- F723 SPARE
- F724 SPARE
- F725 SPARE
- F726 SPARE
- F727 SPARE
- F728 SPARE
- F729 SPARE
- F730 SPARE
- F731 SPARE
- F732 SPARE
- F733 SPARE
- F734 SPARE
- F735 SPARE
- F736 SPARE
- F737 SPARE
- F738 SPARE
- F739 SPARE
- F740 SPARE
- F741 SPARE
- F742 SPARE
- F743 SPARE
- F744 SPARE
- F745 SPARE
- F746 SPARE
- F747 SPARE
- F748 SPARE
- F749 SPARE
- F750 SPARE
- F751 SPARE
- F752 SPARE
- F753 SPARE
- F754 SPARE
- F755 SPARE
- F756 SPARE
- F757 SPARE
- F758 SPARE
- F759 SPARE
- F760 SPARE
- F761 SPARE
- F762 SPARE
- F763 SPARE
- F764 SPARE
- F765 SPARE
- F766 SPARE
- F767 SPARE
- F768 SPARE
- F769 SPARE
- F770 SPARE
- F771 SPARE
- F772 SPARE
- F773 SPARE
- F774 SPARE
- F775 SPARE
- F776 SPARE
- F777 SPARE
- F778 SPARE
- F779 SPARE
- F780 SPARE
- F781 SPARE
- F782 SPARE
- F783 SPARE
- F784 SPARE
- F785 SPARE
- F786 SPARE
- F787 SPARE
- F788 SPARE
- F789 SPARE
- F790 SPARE
- F791 SPARE
- F792 SPARE
- F793 SPARE
- F794 SPARE
- F795 SPARE
- F796 SPARE
- F797 SPARE
- F798 SPARE
- F799 SPARE
- F800 SPARE
- F801 SPARE
- F802 SPARE
- F803 SPARE
- F804 SPARE
- F805 SPARE
- F806 SPARE
- F807 SPARE
- F808 SPARE
- F809 SPARE
- F810 SPARE
- F811 SPARE
- F812 SPARE
- F813 SPARE
- F814 SPARE
- F815 SPARE
- F816 SPARE
- F817 SPARE
- F818 SPARE
- F819 SPARE
- F820 SPARE
- F821 SPARE
- F822 SPARE
- F823 SPARE
- F824 SPARE
- F825 SPARE
- F826 SPARE
- F827 SPARE
- F828 SPARE
- F829 SPARE
- F830 SPARE
- F831 SPARE
- F832 SPARE
- F833 SPARE
- F834 SPARE
- F835 SPARE
- F836 SPARE
- F837 SPARE
- F838 SPARE
- F839 SPARE
- F840 SPARE
- F841 SPARE
- F842 SPARE
- F843 SPARE
- F844 SPARE
- F845 SPARE
- F846 SPARE
- F847 SPARE
- F848 SPARE
- F849 SPARE
- F850 SPARE
- F851 SPARE
- F852 SPARE
- F853 SPARE
- F854 SPARE
- F855 SPARE
- F856 SPARE
- F857 SPARE
- F858 SPARE
- F859 SPARE
- F860 SPARE
- F861 SPARE
- F862 SPARE
- F863 SPARE
- F864 SPARE
- F865 SPARE
- F866 SPARE
- F867 SPARE
- F868 SPARE
- F869 SPARE
- F870 SPARE
- F871 SPARE
- F872 SPARE
- F873 SPARE
- F874 SPARE
- F875 SPARE
- F876 SPARE
- F877 SPARE
- F878 SPARE
- F879 SPARE
- F880 SPARE
- F881 SPARE
- F882 SPARE
- F883 SPARE
- F884 SPARE
- F885 SPARE
- F886 SPARE
- F887 SPARE
- F888 SPARE
- F889 SPARE
- F890 SPARE
- F891 SPARE
- F892 SPARE
- F893 SPARE
- F894 SPARE
- F895 SPARE
- F896 SPARE
- F897 SPARE
- F898 SPARE
- F899 SPARE
- F900 SPARE
- F901 SPARE
- F902 SPARE
- F903 SPARE
- F904 SPARE
- F905 SPARE
- F906 SPARE
- F907 SPARE
- F908 SPARE
- F909 SPARE
- F910 SPARE
- F911 SPARE
- F912 SPARE
- F913 SPARE
- F914 SPARE
- F915 SPARE
- F916 SPARE
- F917 SPARE
- F918 SPARE
- F919 SPARE
- F920 SPARE
- F921 SPARE
- F922 SPARE
- F923 SPARE
- F924 SPARE
- F925 SPARE
- F926 SPARE
- F927 SPARE
- F928 SPARE
- F929 SPARE
- F930 SPARE
- F931 SPARE
- F932 SPARE
- F933 SPARE
- F934 SPARE
- F935 SPARE
- F936 SPARE
- F937 SPARE
- F938 SPARE
- F939 SPARE
- F940 SPARE
- F941 SPARE
- F942 SPARE
- F943 SPARE
- F944 SPARE
- F945 SPARE
- F946 SPARE
- F947 SPARE
- F948 SPARE
- F949 SPARE
- F950 SPARE
- F951 SPARE
- F952 SPARE
- F953 SPARE
- F954 SPARE
- F955 SPARE
- F956 SPARE
- F957 SPARE
- F958 SPARE
- F959 SPARE
- F960 SPARE
- F961 SPARE
- F962 SPARE
- F963 SPARE
- F964 SPARE
- F965 SPARE
- F966 SPARE
- F967 SPARE
- F968 SPARE
- F969 SPARE
- F970 SPARE
- F971 SPARE
- F972 SPARE
- F973 SPARE
- F974 SPARE
- F975 SPARE
- F976 SPARE
- F977 SPARE
- F978 SPARE
- F979 SPARE
- F980 SPARE
- F981 SPARE
- F982 SPARE
- F983 SPARE
- F984 SPARE
- F985 SPARE
- F986 SPARE
- F987 SPARE
- F988 SPARE
- F989 SPARE
- F990 SPARE
- F991 SPARE
- F992 SPARE
- F993 SPARE
- F994 SPARE
- F995 SPARE
- F996 SPARE
- F997 SPARE
- F998 SPARE
- F999 SPARE
- F1000 SPARE

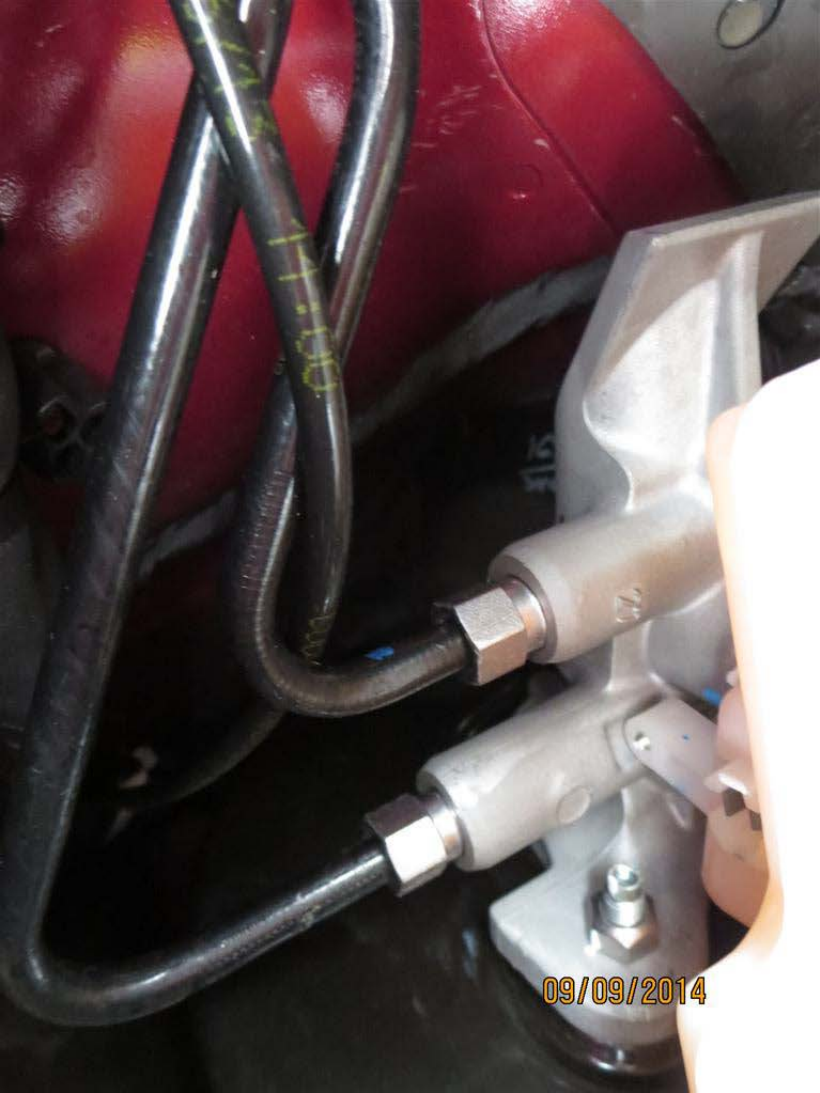
F03

09/09/2014





09/09/2014



09/09/2014



09/09/2014

621246484H  
63237B  
326131

09/09/2014

09/09/2014





09/09/2014



09/09/2014



09/09/2014



09/09/2014



09/09/2014



09/09/2014



09/09/2014



09/09/2014

M149760 H  
3393 C-C

09/09/2014

LF

09/09/2014



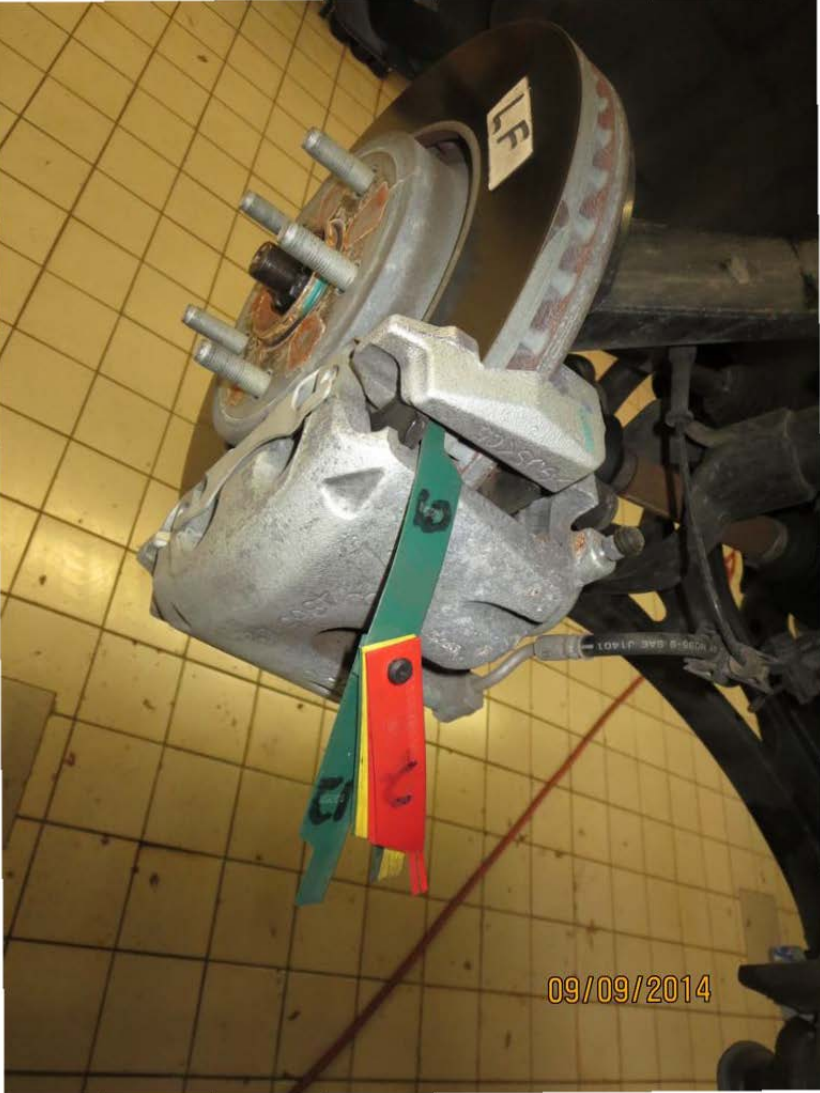


LF

09/09/2014



09/09/2014



15

3  
2

09/09/2014



09/09/2014



09/09/2014



09/09/2014

RF



RF

09/09/2014



09/09/2014



09/09/2014



RR

09/09/2014



RR

09/09/2014



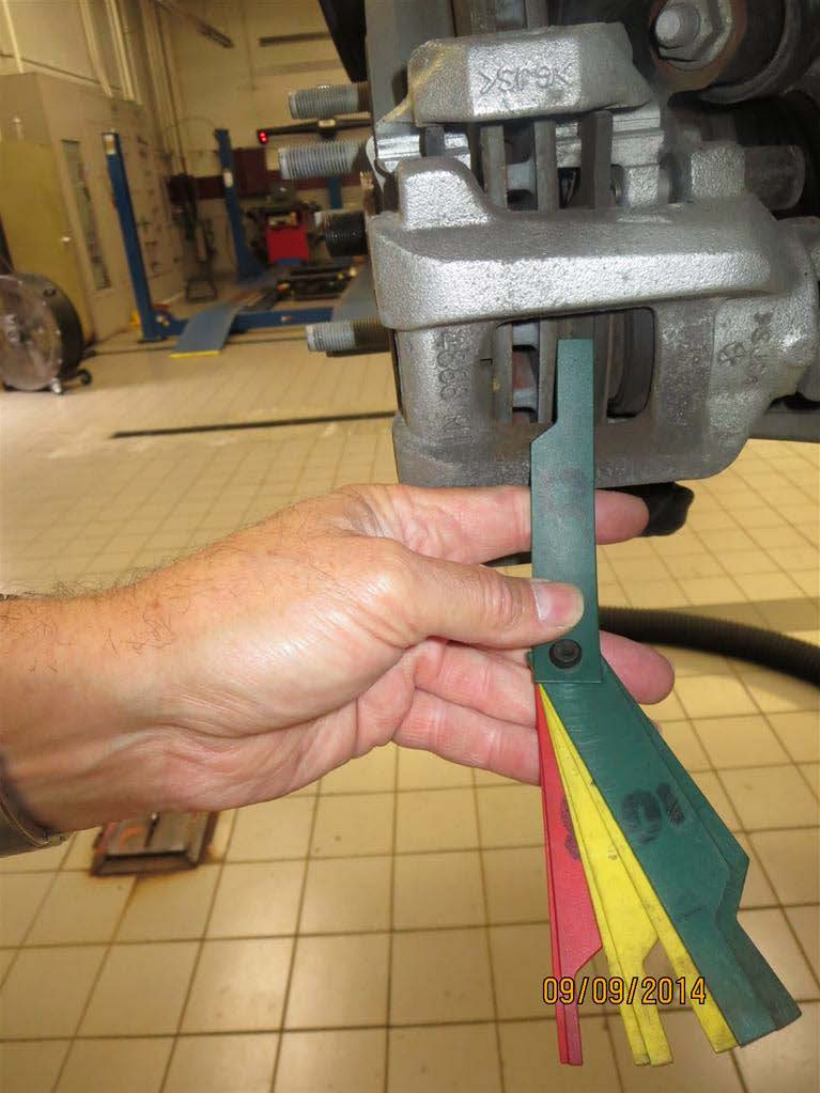
NOT PUNCTURE

09/09/2014

WARNING  
GAS FILLED  
DO NOT OPEN  
DO NOT PUNCTURE



09/09/2014



09/09/2014



09/09/2014



LR

09/09/2014



09/09/2014



09/09/2014



09/09/2014



329  
26

6

CC 7/13

09/09/2014



09/09/2014



09/09/2014



09/09/2014



09/09/2014



09/09/2014



09/09/2014



09/09/2014

09/09/2014

MFD BY CHRYSLER GROUP LLC

DATE OF MFR(BUILT): 12-13

GVWR:	3065 KG	6800 LB	TIRES
GVWR FRONT:	1452 KG	3200 LB	WITH 265/50R20
	20X8.0	RIMS AT	250 KPA ( 36 PSI) COLD
GVWR REAR:	1679 KG	3700 LB	WITH 265/50R20
	20X8.0	RIMS AT	250 KPA ( 36 PSI) COLD



THIS VEHICLE CONFORMS TO ALL APPLICABLE U.S. FEDERAL MOTOR VEHICLE SAFETY STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.

VIN: 1C4R1FJT1E0 [REDACTED] TYPE: MPV  
VEHICLE MADE IN U.S. [REDACTED] WT: 600 TRAILER

Press Brake  
and  
Push Button  
to Start

5074 mi

09/09/2014



09/09/2014



09/09/2014



09/09/2014



09/09/2014



09/09/2014



Jeep

4x4

09/09/2014



09/09/2014



GRAND CHEROKEE

09/09/2014



09/09/2014



SUMMIT

09/09/2014



09/09/2014



SUMMIT

09/09/2014



09/09/2014



09/09/2014

09/09/2014





09/09/2014



SUMMIT

09/09/2014



Jeep

BRAKE &  
Park Brake  
and  
Push Button  
to Start  
5074 mi

09/09/2014

PUSH TO  
RELEASE



09/09/2014

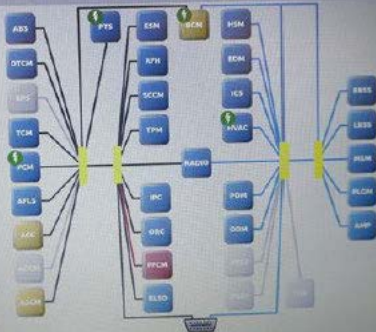
# Vehicle View

All view as ECU to see full name. Click on an ECU for complete details.

2014 WK 5.7L  
 VIN: 1GARJPT1E[REDACTED]  
 Battery: 12.974 volts

Legend

- Active ECU
- Nonresponsive ECU
- DTC Present
- ECU Not Built
- Scanning ECU
- New Flash Available
- CAN-C
- CAN-HS



09/09/2014

Z014 WK 5.7L

VIN: 1C4RJFJT1

Battery: 12.074 volts

Legend

- Active ECU
- Non-responsive ECU
- DTCs Present
- ECU Not Built
- Scanning ECU
- New Flash Available



All DTCs Diagnostic Procedures Customer Preferences Vehicle Preparations

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

all Active | Stored | Pending View Freeze Frame View Stored Data View Stored DTCs

ECU	Code	Status	Description
ASCM	C1562-96	stored	Ride Height Air Pump Control-Component or System Over Temperature
BCM	U1215-00	active	Lost Communications with Forward Facing Camera
ACC	U1215-00	stored	Lost Communication with Forward Facing Camera

Windows taskbar showing the Start button, several application icons, and the system tray with the date 09/09/2014 and time 10:00 AM.

lenovo

T420

09/09/2014

## ORC View

Click on tabs to access various DCF operations and information for the selected ECU.

Flash Data DTCs Actuators System Tests Misc Functions ECU Details

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

All Active Scored Pending

View Change Frame View Event Log View Stored DTCs

ECU	Code	Status	Description
There are no DTCs present			

There are no DTCs present

## Overview

Name:  
Oscopart Bastzart

Flash Part Number:  
0802287AA

Box Type:  
CAN-C

Hardware Version:  
13.43.0

Software Version:  
R# 13.11.00 R1 13.11.00 R2 00.00

Splice Part Number:  
N/A

ISD Code:

Software Number:  
N/A

Hardware Number:  
N/A

Original MSN:  
1C360571

09/09/2014

## PCM View

Click on tabs to access various SCU operations and information for the selected ECU.

Search Service Information

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

Doubleclick row selection to view environmental data. Click on column heading to sort table.

All Active Stowed Pending

View Filtered Results View Saved Data Clear Saved Data

ECU	Code	Status	Description
There are no DTCs present.			

### Overview

Name:  
Powertrain Control Module  
Flash Part Number:  
68172019A2  
Bus Type:  
CAN C  
Hardware Version:  
1247  
Software Version:  
06.06.02  
Spore Part Number:  
N/A  
ISD Code:  
  
Software Number:  
N/A  
Hardware Number:  
N/A  
Original V#:  
11.8KJRT1  
Current V#:

09/09/2014



09/09/2014



09/09/2014



09/09/2014



09/09/2014



09/09/2014



09/09/2014



09/09/2014



09/09/2014



09/09/2014



09/09/2014



09/09/2014



09/09/2014



09/09/2014



09/09/2014

By Order of  
**OSHA**  
No Spill



20130002

09/09/2014

PE15-021

FLAT CHRYSLER

10-22-2015

ENCLOSURE 4

FinalBackup



**Document Recieved from Customer**

**Cair Number: 2** [REDACTED]

**Date Received: 2013-04-29 13:27:44.381881**

**Files Not Recieved: 0**



**Document Recieved from Customer**

**Cair Number:** [REDACTED]

**Date Received: 2013-05-07 16:10:57.714768**

**Files Not Recieved: 0**



# ABEL BROTHERS TOWING

690 Morehall Road  
Malvern, PA 19355  
(610) 644-1073

# Road Service

DATE	TIME	A.M.	REQUESTED BY	610	P.O. NO.
NAME	[REDACTED]			PHONE	496 3847
ADDRESS	[REDACTED]				
CITY	W Chester Pa			[REDACTED]	ZIP
LOCATION OF VEHICLE 30 @ 100					
YEAR, MAKE, MODEL			COLOR	DRIVER	
1996 Jeep Grand Cherokee					
STATE	PLATE NO.	VEHICLE I.D. NO.		REGISTERED OWNER	
Pa	[REDACTED]	[REDACTED]			
MILEAGE		SERVICE TIME		EXTRA PERSON	
FINISH		FINISH		FINISH	
START		START		START	
TOTAL		TOTAL		TOTAL	
[REDACTED]		@ 3:30		per	
REASON FOR TOW			SPECIAL EQUIPMENT		
<input type="checkbox"/> ACCIDENT	<input type="checkbox"/> ABANDONED	<input type="checkbox"/> FLAT TIRE	<input type="checkbox"/> SINGLE LINE WINCHING		
<input type="checkbox"/> ARREST	<input type="checkbox"/> STOLEN CAR	<input type="checkbox"/> OUT OF GAS	<input type="checkbox"/> DUAL LINE WINCHING		
<input type="checkbox"/> UNREGISTERED	<input checked="" type="checkbox"/> BREAK DOWN	<input type="checkbox"/> IMPOUNDED	<input type="checkbox"/> SNATCH BLOCKS		
<input type="checkbox"/> TOW ZONE	<input type="checkbox"/> LOCK OUT	<input type="checkbox"/>	<input type="checkbox"/> SCOTCH BLOCKS		
<input type="checkbox"/> SNOW REMOVAL	<input type="checkbox"/> START	<input type="checkbox"/>	<input type="checkbox"/> DOLLY		
TYPE OF TOW		TOWED PER ORDER OF		VEHICLE TOWED TO	
<input type="checkbox"/> SLING/HOIST TOW	<input type="checkbox"/> STATE POLICE	<input type="checkbox"/> LOCAL POLICE		FIRST TOW	
<input type="checkbox"/> FLAT BED/RAMP	<input type="checkbox"/> OWNER	<input type="checkbox"/> DEALER		Videon Rodup	
<input type="checkbox"/> WHEEL LIFT				SECOND TOW	
<input type="checkbox"/>				RT 3 N town Sq	
STORAGE FROM			TOWING CHARGE		65.00
_____ TO _____ DAYS @ \$ _____			MILEAGE CHARGE		49.00
PAID BY			EXTRA PERSON		
<input type="checkbox"/> CASH	<input type="checkbox"/> CHECK	DRIVERS LIC. NO. _____	SPECIAL EQUIPMENT		
<input type="checkbox"/> CREDIT CARD	<input type="checkbox"/> MC	<input type="checkbox"/> VISA	<input type="checkbox"/> AMEX	LABOR CHARGE	
		EXP. DATE _____	STORAGE		
CC NO _____	OPERATOR'S SIGNATURE _____		FSC		50
TRUCK NO. _____	AUTHORIZED SIGNATURE _____		SUB-TOTAL		
	DATE _____		TAX		
VEHICLE RELEASED TO _____	DATE _____		TOTAL		119.00

90005

Not responsible for loss or damage to vehicle in case of fire, theft or any other cause beyond our control.

## Thank You

PRODUCT 2525

PE15-021

FLAT CHRYSLER

10-22-2015

ENCLOSURE 4

FinalBackup



From: [REDACTED]  
To: customerassist@chrysler.com  
Date: Sun May 19 10:30:43 EDT 2013  
Subject: Chrysler Group LLC Customer Assistance  
Form Selected:

-----  
Category: US Customer Service  
Brief Description:  
-----

Question about Quadra Lift Park Mode

Comments:  
-----

Hi, got my 2014 Jeep GC on Friday and I love it! One question tho:  
Is there a way to make the Quadra Lift automatically go into Park Mode when the car is put into park, or does it really have to be manually done very time? I didn't see a setting for it in the uConnect Settings screen, so I'm guessing no, but it seems like it should be able to do that automatically, no?

Sender Information:  
-----

Title:  
First Name: [REDACTED]  
Middle Initial: [REDACTED]  
Last Name: [REDACTED]

From: customerassist@chrysler.com  
To: [REDACTED]  
Date: Sun May 19 12:32:42 EDT 2013  
Subject: Re: Chrysler Group LLC Customer Assistance  
Dear Brian:

Thank you for contacting the Jeep Customer Assistance Center.

Regrettably the feature you are seeking is not available for the feature on your vehicle. We are sorry we cannot provide a more favorable reply in this matter and thank you for taking the time to contact us about this matter.

Thanks again for your email.

Sincerely,

Steve

Customer Service Representative  
Jeep Customer Assistance Center

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

REFERENCE NUMBER: [REDACTED]  
EMAIL CASE NUMBER: 2829829  
REPLY LINK: [http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?trk\\_ID=KMM8128804V81162L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8128804V81162L0KM&)

Original Message Follows:

-----  
US Customer Service - Jeep Brand Site

Brief Description:

Question about Quadra Lift Park Mode

Comments:

Hi, got my 2014 Jeep GC on Friday and I love it! One question tho: Is there a way to make the Quadra Lift automatically go into Park Mode when the car is put into park, or does it really have to be manually done very time? I didn't see a setting for it in the uConnect Settings screen, so I'm guessing no, but it seems like it should be able to do that automatically, no?

VIN:

EC [REDACTED]

Mileage:

350

Servicing Dealer:

Title:

First Name:

Middle Initial:

Last Name:

Address 1:

[REDACTED]

Address 2:

City:

Austin

State:

TX

Zip:

[REDACTED]

Email:

brian@briangreenstone.com

Work Phone:

512.266.7309

From: [REDACTED]  
To: customerassist@chrysler.com  
Date: Sun May 19 19:52:39 EDT 2013  
Subject: Re: Chrysler Group LLC Customer Assistance  
(KMM8128804V81162L0KM)

Ok, thanks. One other unrelated question for you:

I'm a little unclear on what triggers the Frontal Collision Warning at low speeds. Yesterday I did have it go off on the highway when the traffic ahead of me was stopped, but it has never gone off at lower speeds even when I approach a stopped car rather quickly. I've pushed it pretty far trying to see what will set it off, and so far nothing does. I know in the uConnect settings you can set the Frontal Collision Warning to "Near" or "Far", but I assume that even if it's set to Far it'll still go off if it's a close situation, right? Just for grins I did set it to Near to see if that did anything different, but it didn't.

Thanks,

[REDACTED]

On May 19, 2013, at 11:33 AM, customerassist  
<customerassist@chrysler.com> wrote:

> Regrettably the feature you are seeking is not available for the  
> feature  
> on your vehicle. We are sorry we cannot provide a more favorable  
> reply  
> in this matter and thank you for taking the time to contact us  
> about  
> this matter.  
>  
> Thanks again for your email.  
>  
> Sincerely,  
>  
> Steve  
>  
> Customer Service Representative  
> Jeep Customer Assistance Center  
>  
> For any future communications related to this email, please refer  
> to the  
> following information:  
> REFERENCE NUMBER: [REDACTED]  
> EMAIL CASE NUMBER: [REDACTED]  
> REPLY LINK: [http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?  
trk\\_ID=KMM8128804V81162L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8128804V81162L0KM&)  
>

---

Brian Greenstone  
President & CEO  
Pangea Software, Inc.  
12405 John Simpson Ct.  
Austin, TX 78732  
Twitter: PangeaSoftware

brian@pangeasoft.net  
<http://www.pangeasoft.net>  
<http://www.briangreenstone.com>  
voice/fax: (512)266-9991

---

From: customerassist@chrysler.com  
To: brian@briangreenstone.com  
Date: Mon May 20 16:33:55 EDT 2013  
Subject: Re: Chrysler Group LLC Customer Assistance  
(KMM8128804V81162L0KM)  
Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center.

I was able to locate the following information about the system. The system is designed to aid the driver of the vehicle in avoiding collisions.

Available Forward Collision Warning System with Mitigation\* uses forward-facing radar sensors and a special camera to detect when the vehicle may be approaching another vehicle too rapidly:

- ? Alerts driver by sounding chime and displaying message in the instrument cluster
- ? System can apply the brakes if a collision is imminent and the driver is not adequately responding to the situation
- ? System is always active unless disabled by driver

Disclaimer: \*FCW system is solely an alert system for the front of the vehicle which does not take any actions to change vehicle dynamics to avoid a collision, not a substitute for active driver involvement. The driver must remain aware of traffic conditions and be prepared to use brakes to avoid collisions.

The technology behind the scenes that powers the system we cannot disclose as it is considered to proprietary.

Thanks again for your email.

Sincerely,

Steve

Customer Service Representative  
Jeep Customer Assistance Center

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

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER [REDACTED]

REPLY LINK: [http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?trk\\_ID=KMM8129961V82035L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8129961V82035L0KM&)

Original Message Follows:

-----  
Ok, thanks. One other unrelated question for you:

I'm a little unclear on what triggers the Frontal Collision Warning at low speeds. Yesterday I did have it go off on the highway when the traffic ahead of me was stopped, but it has never gone off at lower speeds even when I approach a stopped car rather quickly. I've pushed it pretty far trying to see what will set it off, and so far nothing does. I know in the uConnect settings you can set the Frontal Collision Warning to "Near" or "Far", but I assume that even if it's set to Far it'll still go off if it's a close situation, right? Just for grins I did set it to Near to see if that did

anything different, but it didn't.

Thanks,

-Brian

On May 19, 2013, at 11:33 AM, customerassist  
<customerassist@chrysler.com> wrote:

> Regrettably the feature you are seeking is not available for the  
> feature  
> on your vehicle. We are sorry we cannot provide a more favorable  
> reply  
> in this matter and thank you for taking the time to contact us  
> about  
> this matter.  
>  
> Thanks again for your email.  
>  
> Sincerely,  
>  
> Steve  
>  
> Customer Service Representative  
> Jeep Customer Assistance Center  
>  
> For any future communications related to this email, please refer  
> to the  
> following information:  
> REFERENCE NUMBER: [REDACTED]  
> EMAIL CASE NUMBER: 2829829  
> REPLY LINK: [http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?  
trk\\_ID=KMM8128804V81162L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8128804V81162L0KM&)  
>

---

Brian Greenstone  
President & CEO  
Pangea Software, Inc.  
12405 John Simpson Ct.  
Austin, TX 78732  
Twitter: PangeaSoftware

brian@pangeasoft.net  
<http://www.pangeasoft.net>  
<http://www.briangreenstone.com>  
voice/fax: (512)266-9991

---

PE15-021

FLAT CHRYSLER

10-22-2015

ENCLOSURE 4

FinalBackup



From: [REDACTED]  
To: customerassist@chrysler.com  
Date: Mon May 20 10:32:28 EDT 2013  
Subject: Chrysler Group LLC Customer Assistance  
Form Selected:

-----  
Category: US Customer Service  
Brief Description:  
-----

I do not think my Forward Collision Warning Mitigataion is working the way it is described in the manual and by the sales person.

Comments:  
-----

I was in the dealer for 3 hours and they do not know the difference between the Adaptive Cruise Control and the FCW. No one seems to be able to check the FCW system. I need someone to explain to me how it works and how to check it. Thanks.

Sender Information:  
-----

Title: Mr.  
First Name: [REDACTED]  
Middle Initial: [REDACTED]  
Last Name: [REDACTED]

From: customerassist@chrysler.com  
To: [REDACTED]  
Date: Tue May 21 10:29:15 EDT 2013  
Subject: Re: Chrysler Group LLC Customer Assistance  
Dear John:

Thank you for contacting the Jeep Customer Assistance Center.

In regards to the operation of the Forward Collision Warning (FCW) with Mitigation.

I have copied the description and, instructions for how to operate and check from the owners manual for the operation of the system. This information can be viewed in the online owners manual at <http://www.jeep.com/en/owners/manuals/>

UNDERSTANDING THE FEATURES OF YOUR VEHICLE Pages 213 to 218  
FORWARD COLLISION WARNING (FCW) WITH  
MITIGATION ? IF EQUIPPED

Forward Collision Warning (FCW) With Mitigation  
Operation

The Forward Collision Warning (FCW) system with mitigation provides the driver with audible warnings, visual warnings (within the EVIC), and may apply a brake jerk to warn the driver when it detects a potential frontal collision. The warnings and limited braking are intended to provide the driver with enough time to react, avoid or mitigate the potential collision.

NOTE: FCW monitors the information from the forward looking sensors as well as the Electronic Brake Controller (EBC), to calculate the probability of a forward collision. When the system determines that a forward collision is probable, the driver will be provided with audible and visual warnings and may provide a brake jerk warning. If the driver does not take action based upon these progressive warnings, then the system will provide a limited level of autonomous braking to help slow the vehicle and mitigate the potential forward collision. If the driver reacts to the warnings by braking and the system determines that the driver intends to avoid the collision by braking but has not applied sufficient brake force, the system will compensate and provide additional brake force as required.

When the system determines a collision with the vehicle in front of you is no longer probable, the warning message will be deactivated.

NOTE:

? The minimum speed for FCW activation is 5 mph (10 km/h).

? The FCW alerts may be triggered on objects other than vehicles such as guard rails or sign posts based on the course prediction. This is expected and is a part of normal FCW activation and functionality.

WARNING!

Forward Collision Warning (FCW) is not intended to avoid a collision on its own, nor can FCW detect every type of potential collision. The driver has the responsibility to avoid a collision by controlling the vehicle via braking and steering. Failure to follow this warning could lead to serious injury or death.  
Turning FCW ON Or OFF

NOTE: The default status of FCW is ?On?, this allows the system to warn you of a possible collision with the vehicle in front of you.

The forward collision button is located on the switch panel below the Uconnect® display.

To turn the FCW system OFF, press the forward collision button once to turn the system OFF (led turns on).

To turn the FCW system back ON, press the forward collision button again to turn the system ON (led turns off).

Changing the FCW status to ?Off? prevents the system from warning you of a possible collision with the vehicle in front of you.

Changing the Active Braking status to ?Off? prevents the system from providing limited autonomous braking, or additional brake support if the driver is not braking adequately in the event of a potential frontal collision.

NOTE: The FCW system state is kept in memory from one key cycle to the next. If the system is turned OFF, it will remain off when the vehicle is restarted.

Changing FCW And Active Braking Status

To change the FCW and Active Braking settings with Uconnect® 8.4/8.4A System Screen ? if equipped.

NOTE: The settings can only be changed when the vehicle is in PARK.

Follow these steps to set the FCW and Active Braking:

1. Press the ?Controls? soft-key located on the bottom of the Uconnect® display.

2. Press the ?Settings? soft-key.

3. Press the ?Safety & Driving Assistance? soft-key.

4. Press the ?FWD Collision Warning?, Far or Near soft-key for your desired preference.

5. Press the ?Active Braking? On or Off soft-key.

NOTE: A check mark will appear in the selection box to indicate the setting.

The default status of FCW is the ?Far? setting and the Active Braking is the ?On? setting, this allows the system to warn you of a possible collision with the vehicle in front of you when you are farther away and it applies limited braking. This gives you the most reaction time to avoid a possible collision.

Changing the FCW status to the ?Near? setting, allows the system to warn you of a possible collision with the vehicle in front of you when you are much closer. This setting provides less reaction time than the ?Far? setting, which allows for a more dynamic driving experience.

NOTE:

? The system will retain the last setting selected by the driver after ignition shut down.

? FCW may not react to irrelevant objects such as overhead objects, ground reflections, objects not in the path of the car, stationary objects that are far away, oncoming traffic, or leading vehicles with the same or higher rate of speed.

? FCW will be disabled like ACC, with the unavailable screens.

FCW Limited Warning

If the system turns off, and the EVIC displays ?ACC/FCW Limited Functionality? or ?ACC/FCW Limited Functionality Clean Front Windshield? momentarily, there may be a condition that limits FCW functionality.

Although the vehicle is still drivable under normal

conditions, the active braking may not be fully available. Once the condition that limited the system performance is no longer present, the system will return to its full performance state. If the problem persists, see your authorized dealer.

Service FCW Warning

If the system turns off, and the EVIC displays:

? ACC/FCW Unavailable Service Required

? Cruise/FCW Unavailable Service Required

This indicates there is an internal system fault. Although the vehicle is still drivable under normal conditions, have the system checked by an authorized dealer.

We appreciate the time you took to write to us and we hope this was of assistance to you.

Sincerely,

Eileen

Customer Service Representative  
Jeep Customer Assistance Center

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

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK: [http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?trk\\_ID=KMM8130686V46555L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8130686V46555L0KM&)

Original Message Follows:

-----  
US Customer Service - Jeep Brand Site

Brief Description:

I do not think my Forward Collision Warning Mitigataion is working the way it is described in the manual and by the sales person.

Comments:

I was in the dealer for 3 hours and they do not know the difference between the Adaptive Cruise Control and the FCW. No one seems to be able to check the FCW system. I need someone to explain to me how it works and how to check it. Thanks.

VIN:

ECL [REDACTED]

Mileage:

526

Servicing Dealer:

Jeff Wyler Ft Thomas

Title:

Mr.

First Name:

[REDACTED]

Middle Initial:

Last Name: [REDACTED]

English

Address 1: [REDACTED]

Address 2:

City: Cincinnati

State: OH

Zip: [REDACTED]

Email: [REDACTED]

Work Phone: [REDACTED]

From: [REDACTED]  
To: customerassist@chrysler.com  
Date: Tue May 21 11:18:34 EDT 2013  
Subject: Reply to Chrysler Group LLC (KMM8130686V46555L0KM)  
Reply Comments:

-----  
REFERENCE NUMBER: [REDACTED]  
EMAIL CASE NUMBER: [REDACTED]

I have read the manual. How does a dealer check to make sure it is working?

From: customerassist@chrysler.com  
To: [REDACTED]  
Date: Tue May 21 12:27:43 EDT 2013  
Subject: Re: Reply to Chrysler Group LLC (KMM8130686V46555L0KM)  
Dear John:

Thank you for contacting the Jeep Customer Assistance Center.

Unfortunately, we are unable to provide technical assistance. I have contacted Service Advisor Daniel at Jeff Wyler Chrysler Dodge Jeep. Daniel has advised if you are having a problem with the Forward Collision Warning system, to bring it in for diagnosis. Daniel also requested for you to contact him if you are still having an issue with the personal settings on your Uconnect system.

You may contact your local dealership for further assistance, or you may refer to the vehicle's Service Manual.

Service Manuals provide all the information technicians need to diagnose, troubleshoot, maintain, service and repair Chrysler Group vehicles. You can call Tech Authority to purchase Service Manuals at 1-800-890-4038. You may also order Service Manuals online at [www.techauthority.com](http://www.techauthority.com)

Thanks again for your email.

Sincerely,

Eileen

Customer Service Representative  
Jeep Customer Assistance Center

For any future communications related to this email, please refer to the following information:  
REFERENCE NUMBER: [REDACTED]  
EMAIL CASE NUMBER: [REDACTED]  
REPLY LINK: [http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?trk\\_ID=KMM8130931V53663L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8130931V53663L0KM&)

Original Message Follows:

-----  
Comments:  
REFERENCE NUMBER: [REDACTED] EMAIL CASE NUMBER: [REDACTED] I have read the manual. How does a dealer check to make sure it is working?

PE15-021

FLAT CHRYSLER

10-22-2015

ENCLOSURE 4

FinalBackup



**Document Recieved from Customer**

**Cair Number:** [REDACTED]

**Date Received: 2013-07-30 14:35:51.775191**

**Files Not Recieved: 0**

Please find attached a copy of my loan statment and the payment coming from my checking account.

I talked with an rep today and he informed me that the trim pieces are on order. I talked to Nash yesterday and they are planning to keep the Jeep until the trim pieces come in, unless they are delayed more than a few days.

I also understand a 5 year 100K warranty was applied. Thank You....Not trying to be a pain, but if there is any way you can make it a 6 year 100K I would greatly appreciate it. My loan is 6 years and I would like the security of having the vehicle under warranty the entire time.

Thanks again,

Adam

FL9-600-02-26  
P.O. Box 45224  
Jacksonville, FL 32232-5224

Statement of Account



Find what moves you!

Search for the right car and the right loan at the Car Research Center  
Bankofamerica.com/carresearchcenter

CHESWICK, PA 1

\* Online version of the monthly statements may not show latest postal address changes.

Loan Account Status

Customer Service

Maturity Date: 05/20/2019  
Payoff Balance\*: \$34,610.16  
Payoff Good Through: 07/20/2013

ACCOUNT NUMBER: [REDACTED]

Paying your bill is easy with any of these convenient options:

\*Payoff does not include any fees, credits, or reversals that have not posted.

Statement Date: 06/30/2013  
Current Payment Due: \$520.73  
Amount Past Due: \$0.00  
Total Fees and Charges: \$0.00



Pay online anytime by visiting [bankofamerica.com](http://bankofamerica.com)



Pay by phone - Call 1.800.215.6195 24 hours a day, 7 days a week, provide security information and authorize us to initiate an electronic payment from your account and authorize the payment amount and timing. Same day payments cannot be cancelled. A fee may apply.

Total Payment Due by 07/20/2013 is \$520.73



Pay by mail - Bank of America P.O. Box 15220 Wilmington, DE 19886-5220

Transaction Activity

Account questions? Call: 1.800.215.6195  
1.866.345.1248 TDD/TTY Users Only

Effective Date	Description	Amount	Detail
	Beginning Principal Balance		\$35,000.00
06/20/2013	PAYMENT - THANK YOU	- \$520.73	
	PRINCIPAL		\$454.86
	FINANCE CHARGE		\$65.87
	Ending Principal Balance		\$34,545.14

WRITE TO: Bank of America, N.A. \* FL9-600-02-26 \* P.O. Box 45224 \* Jacksonville, FL 32232-5224

Please contact us... if you have any questions regarding your account. For faster service, reference the account number above and have your social security number available. Bank of America appreciates the opportunity to service this account for you. This is an attempt to collect a debt. Any information obtained will be used for that purpose.

MICHELLE D MILGRUB

ACCOUNT NUMBER	PAYMENT DUE DATE	CURRENT PAYMENT DUE	AMOUNT PAST DUE	TOTAL FEES AND CHARGES	TOTAL PAYMENT DUE
[REDACTED]	07/20/2013	\$520.73	\$0.00	\$0.00	\$520.73

Check box for change of address (over)  Check box if you are paying loan balance in full

THIS IS NOT A REQUEST FOR PAYMENT. YOUR ACCOUNT IS ON AUTOMATIC PAYMENT.

Make Check Payable to:

BANK OF AMERICA, N.A.  
P.O. BOX 15220  
WILMINGTON, DE 19886-5220

Additional Principal: \$ [REDACTED]

Total Payment Enclosed: \$ [REDACTED]



Primary Checking Account [Redacted] Available Balance: \$817.84

Account Activity | Online Statements

[Edit Account Nickname](#)

Statement for the period ending 07/19/2013

[Print Statement](#) | [Edit Preferences](#)

Statement Summary | **Activity Detail** | Daily Balance Detail | Messages | ?

Activity Type:  Amount:   Check No.:

- Online/Elec. Banking Deductions

\* Amount and Check Number are optional fields from to from to

Transactions		
Date	Amount	Description
06/21/2013	\$500.00	Twth Transfer To XXXXXX1402
06/21/2013	\$150.00	Twth Auto Transfer To XXXXXX2404
06/21/2013	\$520.73	Direct Payment - Ic Payment BkAmerica XXXXXXXXXXXX5477

**Document Recieved from Customer**

**Cair Number:** [REDACTED]

**Date Received: 2013-08-01 09:03:21.328653**

**Files Not Recieved: 0**

Please find attached the loan origination document. Please note the loan # on this ties to the statement I sent earlier this week.

I know I already asked, but would you mind checking to see if the warranty can be changed? Same mileage, but for a 6 year term. I would really like the assurance of knowing my vehicle is covered during the entire vehicle loan. If it can't be changed I totally understand, but would be so grateful if you are able to change it.

I wanted to just say thank you again. You have been a pleasure to work with and hopefully once I get the vehicle back I won't be back at the dealer other than for oil changes etc..

Thanks again,

Adam

May 20, 2013



452

CHESWICK, PA 



Dear 

Thank you for doing business with Bank of America. We appreciate the opportunity to finance and service your account. In this package you will find important information about your loan including billing and payment options, account management tools and the *Bank of America U.S. Consumer Privacy Notice* (enclosed brochure). See the reverse of this letter for additional details and instructions and to review the *Affiliate Marketing Notice*.

#### Account information at your fingertips

Manage your loan wherever and whenever you want. Bank of America offers you a variety of services that let you manage your account on your terms.

- Strong Security. Exceptional Protection. We'll help you protect your accounts and identity.
- View your loan account details, make your payment, setup eBills, view statements online and more when you sign in to Bank of America Online Banking. If you're not already enrolled, simply go to [bankofamerica.com/onlinebanking](http://bankofamerica.com/onlinebanking) to get started.
- You can also obtain account information by phone 24 hours a day, 7 days a week by calling 1.800.215.6195. For added security and convenience, set up an Access ID when you call into the automated phone system for the first time by either accessing menu option "Other" or saying "set up access ID and Pin".

#### We're here to help


Please take a moment to review your account information in this letter. In the event there are discrepancies between the information listed here and the loan documents you signed, please contact us immediately at 1.800.215.6195. And if you were financing the trade-in that was used as a down payment for this loan, please check with your lender to confirm that your loan has been paid off.

Again, thank you for doing business with Bank of America.

Sincerely,

Martha Edwards  
Servicing Operations Manager  
Bank of America, N.A.

#### Loan and Billing Information

Account Number	
Year	2014
Make	JEEP
Model	GRAND CHEROKEE
Loan Origination	05/20/2013
Monthly payment amount	\$520.73
First payment due date	06/20/2013

You will begin receiving a billing statement every month with a payment slip.

Return payment to:  
Bank of America  
PO Box 15220  
Wilmington, DE 19886-5220

#### Paperless ways to pay:

- Online payments – Pay directly from your checking account at [bankofamerica.com](http://bankofamerica.com).
- Automatic Payment – Say goodbye to checks, late payments and check fraud risk. Just return the enclosed enrollment form with a voided check.
- eBill – Get your bill electronically. An email will let you know when your bill is ready for viewing and paying online. Sign up at [bankofamerica.com](http://bankofamerica.com).

#### Is your mailbox full?

Review your vehicle loan statements online instead of on paper. Simply log in to your online banking account at [bankofamerica.com](http://bankofamerica.com). You can see past months' statements from the convenience of your computer.

**Document Recieved from Customer**

**Cair Number:** [REDACTED]

**Date Received: 2013-09-20 10:28:59.095163**

**Files Not Recieved: 0**

# #1 Cochran



112 Route 908

Natrona Heights, Pa. 15065

Phone # (724) 295-5000 / Fax # (724) 295-0003

Dealer Code : 45570

Attn: Janeen

Pages (inc cover sheet) 3

Phone #

Fax # 1-801-736-3929

**Comments:**

Here is the invoice and rental slip for

Mr. [REDACTED]

I appreciate all the help with this

Thanks again

Chris George

CUSTOMER #:

\*WARRANTY\*



110-112 RT. 908  
NATRONA HEIGHTS, PA 15065  
FORD (724) 294-2000  
CHRYSLER JEEP DODGE (724) 295-5000  
www.cochran.com

CHESWICK, PA

PAGE 1

HOME

CONT:

BUS: CELL:

SERVICE ADVISOR: 6135 CHRIS GEORGE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
GREY	14	JEEP CHEROKEE	1C4RJFCG7EC		5331/5757	T5452	
DEL DATE	PROB DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
01JAN14 IS			WAIT 18SEP13		0.00	CASH	18SEP13
R.G. OPENED		READY		OPTIONS: DLR:43722 ENG:3.6 Liter			
10SEP13		18SEP13					

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

A CUSTOMER STATES WHEN REMOTE STARTED THE HVAC DOES NOT COME ON LIKE IT SHOULD (CHECK TSB) NUMBER: 24-002-13 DATE: 09/05/2013 MODELS: 2014 WK (vehicles equipped with Dual Zone Automatic Temperature Control (sales code HAF) built on or before July 30, 2013).

CAUSE: F  
18196295 UPDATE SOFTWARE TO HVAC UNIT AS PER TSB  
6172 Polisano, Thomas LIC#: 7300  
WC 0.20 14.69 14.69  
FG: EM PART#: COUNT:  
CLAIM TYPE: W  
AUTH CODE:

0 C PARTS 460 1469 TLABOR  
SUB: LEAWAY RENTAL CAR (CUSTOMER ENHANCED SATISFACTION)  
WC 30.00 30.00

TECH: 6172 ACTUAL HRS.: 0.20 SOLD HRS.: 0.20  
SALE-LBR: 14.69 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 30.00 TOTAL 44.69  
COST-LBR: 4.60 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 30.00 TOTAL 34.60

\*\*\*\*\*  
B WHEN STARTED THE RADIO HAS A MESSAGE THAT SAYS VEHICLE PHONE REQUIRES SERVICE  
CAUSE: RADIO HAS INTERNAL PHONE ISSUE  
08600270 Radio / telematics gateway module Test and replace Replace with exchange unit (0 - Low skilled)  
6172 Polisano, Thomas LIC#: 7300  
WC 0.20 14.69 14.69  
1 Z8190240AG RADIO 0.00  
PART#: Z8190240AG

Authorized Signature And Date							STATEMENT OF DISCLAIMER		DESCRIPTION		TOTALS
PROGRAM CODE	AUTHORIZATION NUMBER			COMMITMENT NUMBER			The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.		LABOR AMOUNT		
PARTS SUB TOTAL	ALLOWANCE	PLUS PRICE DIFF	LESS REC	TOTAL PARTS	TOTAL LABOR	TOTAL CLAIM			PARTS AMOUNT		
SERVICE INSTALLED/PARTS							CUSTOMER SIGNATURE		GAS, OIL, LUBE		
DATE INSTALLED							CUSTOMER SIGNATURE		SUBLET AMOUNT		
ACCURED MILEAGE							CUSTOMER SIGNATURE		MISC. CHARGES		
MO DAY TR							CUSTOMER SIGNATURE		TOTAL CHARGES		
DEALER PARTICIPATION							CUSTOMER SIGNATURE		LESS INSURANCE		
CUSTOMER PARTICIPATION OR DEDUCTIBLE							CUSTOMER SIGNATURE		SALES TAX		
PARTS PRG RATA PERCENT							CUSTOMER SIGNATURE		PLEASE PAY THIS AMOUNT		
LABOR PRG RATA PERCENT							CUSTOMER SIGNATURE				

ON BEHALF OF SERVICE/DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN OTHERWISE. THIS WARRANTY IS VOID IF ANY PART OF THIS WARRANTY IS NOT PRINTED ON THE ORIGINAL WARRANTY CARD. THIS WARRANTY IS VOID IF ANY PART OF THIS WARRANTY IS NOT PRINTED ON THE ORIGINAL WARRANTY CARD. THIS WARRANTY IS VOID IF ANY PART OF THIS WARRANTY IS NOT PRINTED ON THE ORIGINAL WARRANTY CARD.

CUSTOMER #:



\*WARRANTY\*



110-112 RT. 908  
NATRONA HEIGHTS, PA 15065  
FORD (724) 294-2000  
CHRYSLER JEEP DODGE (724) 295-5000  
www.cochran.com

CHESWICK PA

PAGE 2

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

SERVICE ADVISOR: 6135 CHRIS GEORGE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
GREY	14	JEEP CHEROKEE	1C4RJFCG7EC [REDACTED]		5331/5757	T5452	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PC NO	RATE	PAYMENT	INV DATE
01JAN14 IS			WAIT 18SEP13		0.00	CASH	18SEP13
RO OPENED		READY		OPTIONS: DLR:43722 ENG:3.6 Liter			
10SEP13		18SEP13					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
				COUNT: 0			
				CLAIM TYPE: W			
				AUTH CODE:			
				0	0	TPARTS	
				460	1469	TLABOR	

TECH: 6172 ACTUAL HRS.: 0.20 SOLD HRS.: 0.20

SALE-LBR: 14.69 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 14.69  
 COST-LBR: -4.60 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 4.60

6059 CHRYSLER SENDING RADIO

Thank you for allowing us the opportunity to serve you today at #1 Cochran Chrysler. We expect the service you received to be to your COMPLETE SATISFACTION. You can provide us feedback by emailing to feedback@cochran.com. Thank you again and we look forward to serving you in the future.

TECH: 6172 ACTUAL HRS.: 0.40 SOLD HRS.: 0.4

SALE-LBR: 29.38 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 30.00 TOTAL 59.38  
 COST-LBR: 9.20 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 30.00 TOTAL 39.20

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
82/8257200	2938	920		82/8257500	3000	3000	
82/8254500	0	0		82/8211400	5938	*****	

COST, SALE, & COMP TOTALS 3920 5938 0

Authorized Signature And Date				STATEMENT OF DISCLAIMER				DESCRIPTION		TOTALS			
PROGRAM CODE		AUTHORIZATION NUMBER		COMMITMENT NUMBER		The factory warranty constitutes all of the warranties with respect to the sale of this item/terms. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/terms.				LABOR AMOUNT		29.38	
PARTS SUB TOTAL		ALLOWANCE		PLUS PRICE DIFF		LESS REC		TOTAL PARTS		TOTAL LABOR		TOTAL CLAIM	
DATE INSTALLED		SERVICE INSTALLED PARTS		ACCURED MILEAGE		WARRANTY OWNER		GROSS REFERENCED TO		PARTS AMOUNT		0.00	
MO		DAY		YR		LABOR PRO RATA PERCENT		CUSTOMER SIGNATURE		GAS, OIL, LUBE		0.00	
DEALER PARTICIPATION		CUSTOMER PARTICIPATION OR DEDUCTIBLE		PARTS PRO RATA PERCENT		LABOR PRO RATA PERCENT		PLEASE PAY THIS AMOUNT		SUBLET AMOUNT		30.00	
										MISC. CHARGES		0.00	
										TOTAL CHARGES		59.38	
										LESS INSURANCE		0.00	
										SALES TAX		0.00	
										TOTALS		59.38	

# RENTAL LEEWAY RENT-A-CAR No 13620

## AGREEMENT 2409 Freeport Road, New Kensington, PA 15088 • Ph: 724-339-8700

RENTER (PRINT)		REPLACEMENT CAR NO.		DATE RATED																															
HOME ADDRESS		MAKE MODEL YEAR COLOR		Chevy Impala																															
CITY STATE ZIP CODE		LICENSE NUMBER		FDL-3687																															
PA 1-25-17		ODOMETER IN		157460																															
PHONE NO		ODOMETER OUT		157362																															
INSURANCE CO		MILES UNLIMITED		DATE AND TIME																															
MetLife FIC				9-18-13 4:30																															
ADD		MILES ALLOWED		DATE AND TIME OUT																															
				9-17-13 4																															
POLICY NO		CONSUMABLES		DATE AND TIME IN																															
				9-18-13																															
<p>I will not under any circumstances surrender the use of the rented vehicle to any person other than those listed below or in Paragraph 5 on the back of the Agreement. Operation of the vehicle by any driver in violation of Paragraph 6 is prohibited.</p>		GAS		RENTAL RATES																															
		<table border="1" style="font-size: small;"> <tr><th colspan="2">OUT</th><th colspan="2">IN</th></tr> <tr><td>E</td><td>1/8</td><td>E</td><td>1/8</td></tr> <tr><td>1/4</td><td>1/4</td><td>1/4</td><td>1/4</td></tr> <tr><td>3/4</td><td>3/4</td><td>3/4</td><td>3/4</td></tr> <tr><td>1P</td><td>1P</td><td>1P</td><td>1P</td></tr> <tr><td>2P</td><td>2P</td><td>2P</td><td>2P</td></tr> <tr><td>3P</td><td>3P</td><td>3P</td><td>3P</td></tr> <tr><td>7P</td><td>7P</td><td>7P</td><td>7P</td></tr> </table>		OUT		IN		E	1/8	E	1/8	1/4	1/4	1/4	1/4	3/4	3/4	3/4	3/4	1P	1P	1P	1P	2P	2P	2P	2P	3P	3P	3P	3P	7P	7P	7P	7P
OUT		IN																																	
E	1/8	E	1/8																																
1/4	1/4	1/4	1/4																																
3/4	3/4	3/4	3/4																																
1P	1P	1P	1P																																
2P	2P	2P	2P																																
3P	3P	3P	3P																																
7P	7P	7P	7P																																
ADDITIONAL RENTER NAME		HOME PHONE NO		DATE OF BIRTH																															
DRIVER LICENSE NO.		STATE/COUNTRY		EXPIRATION DATE																															
INSURANCE COMP.		WRITE		G																															
POLICY NO.		MONTHS		G																															
<p><b>PHYSICAL DAMAGE WAIVER</b>  <b>RATE \$14.00 PER DAY \$28.00 PER WEEK</b>            By my initial, I accept or decline Physical Damage Waiver at the rates listed above. If I decline to purchase the Waiver, I accept full responsibility for loss by collision or physical damage, regardless of cause up to \$ Full Value per occurrence, which may be charged to my credit card shown below. Accepting reduces my responsibility to \$1,000.00 per occurrence, which may be charged to my credit card shown below.  <b>PHYSICAL DAMAGE WAIVER IS NOT INSURANCE</b></p>		TOTAL TIME AND MILEAGE CHARGES																																	
		PHYSICAL DAMAGE																																	
<p><b>REJECTION OF UNINSURED MOTORIST PROTECTION</b>            I AM REJECTING UNINSURED MOTORIST COVERAGE UNDER THIS RENTAL OR LEASE AGREEMENT, AND ANY POLICY OF INSURANCE OR SELF INSURANCE ISSUED UNDER THIS AGREEMENT, FOR MYSELF AND ALL OTHER PASSENGERS OF THIS VEHICLE. UNINSURED COVERAGE PROTECTS ME AND OTHER PASSENGERS IN THIS VEHICLE FOR LOSSES AND DAMAGES SUFFERED IF INJURY IS CAUSED BY THE NEGLIGENCE OF A DRIVER WHO DOES NOT HAVE ANY INSURANCE TO PAY FOR LOSSES AND DAMAGES.</p>		MILES		100 miles free/day 10¢ mile over																															
		SUB-TOTAL		\$ 25.93																															
<p><b>OPTIONAL LOSS DAMAGE WAIVER</b>            If you have full collision coverage, we will, for \$4.00 per day or \$20.00 per week cover your deductible up to \$250.00.</p>		DAYS		1 = 30 tot.																															
		SALES TAX OR SURCHARGE %		\$ 2.07																															
<p>Bill Cochran            Chris (Service) 724-295-5000            Fax 724-295-0003</p>		FTA TAX \$2.00 per Day		\$ 2.00																															
		TOTAL CHARGE		\$ 30.00																															
		WARNING:		<ul style="list-style-type: none"> <li>• I am responsible for all traffic violations and must turn in all summons upon return of vehicle</li> <li>• I will report all accidents immediately.</li> </ul>																															
		I have read both sides of this agreement and agree to its terms and conditions. I authorize you to process a credit card voucher, if any, in my name.																																	

I INTEND TO USE THIS VEHICLE OUTSIDE THE COMMONWEALTH OF PENNSYLVANIA - (Renter's initials) AC

I HAVE READ CAREFULLY THE REVERSE SIDE OF THIS RENTAL AGREEMENT FORM (Renter's initials) AC

**Document Recieved from Customer**

**Cair** [REDACTED]

**Date Received: 2013-09-25 15:06:20.132982**

**Files Not Recieved: 0**

Please find attached the documents you requested. Please confirm you received and processed the payment.

It has been a real pleasure to work with you. You have been a tremendous help and I truly hope no more issues arise on the vehicle.

\* Online version of the monthly statements may not show latest postal address changes.

**Loan Account Status**

**Customer Service**

Maturity Date: 05/20/2019  
Payoff Balance\*: \$34,155.73  
Payoff Good Through: 08/20/2013

*\*Payoff does not include any fees, credits, or reversals that have not posted.*

Statement Date: 07/31/2013  
Current Payment Due: \$520.73  
Amount Past Due: \$0.00  
Total Fees and Charges: \$0.00

**Total Payment Due by 08/20/2013 is \$520.73**

**Transaction Activity**

Effective Date	Description	Amount	Detail
	Beginning Principal Balance		\$34,545.14
07/20/2013	PAYMENT - THANK YOU	- \$520.73	
	PRINCIPAL		\$455.71
	FINANCE CHARGE		\$65.02
	Ending Principal Balance		\$34,089.43

**ACCOUNT NUMBER:** [REDACTED]

Paying your bill is easy with any of these convenient options:



Pay online anytime by visiting [bankofamerica.com](http://bankofamerica.com)



Pay by phone - Call 1.800.215.6195 24 hours a day, 7 days a week, provide security information and authorize us to initiate an electronic payment from your account and authorize the payment amount and timing. Same day payments cannot be cancelled. A fee may apply.



Pay by mail - Bank of America P.O. Box 15220 Wilmington, DE 19886-5220

Account questions? Call: 1.800.215.6195  
1.866.345.1248 TDD/TTY Users Only

PE15-021

FLAT CHRYSLER

10-22-2015

ENCLOSURE 4

FinalBackup



From: [REDACTED]  
To: customerassist@chrysler.com  
Date: Sat Jul 13 20:50:24 EDT 2013  
Subject: Chrysler Group LLC Customer Assistance  
Form Selected:

-----  
Category: US Customer Service

Brief Description:  
-----

VEHICLE BRAKING FOR NO REASON

Comments:  
-----

I have copied and pasted below the letter I have written to the dealership that is servicing my vehicle, to be given once I drop my vehicle off on Monday 07/15/2013. I have been to the dealership multiple times for the aligning situation but have had this BRAKING issue for about two weeks. I'm going to try this one last time but if nothing is corrected I'm going to file a complaint with National Highway Safety Traffic Commission (NHSTF) and obtain a lawyer to look into the NC lemon law for having to bring my vehicle into the shop multiple times for the same problem without resolution. =20

To: Kernersville Jeep

Regards: 2014 Jeep Grand  
Cherokee

Issue: =20

1.=09HUGE ISSUE =96 Four times now, as I=92m driving down the road, the dashboard has lite up =93BRAKE=94 in red and the vehicle will start braking for NO REASON. I will NOT have the cruise control on and two of the four times, there were NO cars around me. This would seem to be a huge safety hazard for myself and other drivers on the road. I have brought the car into the shop twice for alignment issues, which have been corrected and, as well, brought up the defect issue once.=20

I  
have contacted Chrysler Jeep directly about this problem and they have recorded the issue. I=92m being told to call them once I drop the car off and they will contact you. As well, they have informed me to tell you that

if you could not find the root cause of the issue that they should be contacted. =20

Thanks!=20

[REDACTED]

[REDACTED]

High

Point, NC [REDACTED]

[REDACTED]

[REDACTED]

Sender Information:

-----

Title: Mr.

First Name: [REDACTED]

Middle Initial: [REDACTED]

Last [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Mon Jul 15 15:21:55 EDT 2013

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center.

Our records show that you have contacted us by telephone and we have addressed your concern. We have updated your file to reflect the latest information you provided in the email message. Should the dealership be unable to diagnose the issue and have it corrected, we have a special team of engineers and technicians known as "STAR". Should the dealership be unable to diagnose or correct the issue, we can dispatch this team to have the vehicle thoroughly inspected and diagnosed.

If your concerns have not been addressed, or you have other concerns, please email or contact the Chrysler Group Customer Care Center by telephone at 1-877-IAM-JEEP (426-5337).

Thanks again for your email.

Sincerely,

Tyler

Customer Service Representative

Jeep Customer Assistance Center

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

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

[http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?trk\\_ID=KMM8194185V16115L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8194185V16115L0KM&)

Original Message Follows:

-----

US Customer Service - Jeep Brand Site

Brief Description:

VEHICLE BRAKING FOR NO REASON

Comments:

I have copied and pasted below the letter I have written to the dealership that is servicing my vehicle, to be given once I drop my vehicle off on Monday 07/15/2013. I have been to the dealership multiple times for the aligning situation but have had this BRAKING issue for about two weeks. I'm going to try this one last time but if nothing is corrected I'm going to file a complaint with National Highway Safety Traffic Commission (NHSTF) and obtain a lawyer to look into the NC lemon law for having to bring my vehicle into the shop multiple times for the same problem without resolution. To: Kernersville Jeep Regards: 2014 Jeep Grand Cherokee Issue: 1. HUGE ISSUE Four times now, as Im driving down the road, the dashboard has lite up BRAKE in red and the vehicle

will start braking for NO REASON. I will NOT have the cruise control on and two of the four times, there were NO cars around me. This would seem to be a huge safety hazard for myself and other drivers on the road. I have brought the car into the shop twice for alignment issues, which have been corrected and, as well, brought up the defect issue once. I have contacted Chrysler Jeep directly about this problem and they have recorded the issue. Im being told to call them once I drop the car off and they will contact you. As well, they have informed me to tell you that if you could not find the root cause of the issue that they should be contacted.

Thanks! [REDACTED] High Point, NC [REDACTED]  
[REDACTED]

VIN:

EC [REDACTED]

Mileage:

3200

Servicing Dealer:

Kernersville Jeep Dodge

Title:

Mr.

First Name:

[REDACTED]

Middle Initial:

[REDACTED]

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

High Point

State:

NC

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

PE15-021

FLAT CHRYSLER

10-22-2015

ENCLOSURE 4

FinalBackup



**Document Recieved from Customer**

**Cair Number:** [REDACTED]

**Date Received: 2013-08-26 14:25:44.870892**

**Files Not Recieved: 0**

LISA:

Please find a copy of my first months' car payment, which Chrysler has agreed to reimburse me on, attached hereto.

Thank you,

[REDACTED]

Case [REDACTED]



Message

GC Payment - Aug 2013 - Bischof.pdf



CONTINENTAL  
CREDIT  
UNION  
**ACMIE**

POST DATE 08/01/2013 TIME 11:42:32 MEMBER 0000081073 BISCHOF, WATT M TELLER DAVID KACZMARSKI SEQ # 025000090 PAGE 1

ID	TRAN TYPE	AMOUNT	BALANCE	FEES	PRINCIPAL	INTEREST	NEXT DUE
L003	LOAN PAYMENT	1345.87	32,000.00		1333.33	12.54	08/25/2013
L003	CHK RECEIVED						

LOAN PNT DATA: REQUIRED PNT 1345.87 PNT FREQUENCY MONTHLY PNT METHOD CASH

CASH RECEIVED 0.00

CASH DISBURSED 0.00

CHECK RECEIVED 0.00

CHECK DISBURSED 0.00

SAINT CHARLES IL

\*\*\* ATTENTION \*\*\*  
CHECKS BEING DEPOSITED MAY HAVE A  
2-5 DAY HOLD. PLEASE INQUIRE ABOUT  
HOLDS AT THE TIME OF DEPOSIT.  
THANK YOU.

**Document Recieved from Customer**

**Cair Number: 2** [REDACTED]

**Date Received: 2013-08-26 17:04:27.962922**

**Files Not Recieved: 0**

LISA:

Since the payment receipt is the only that came through last time, attached hereto is a copy of the invoice for my rental car, which Chrysler is to reimburse.

Thank you,

Matt Bischof

Case #: [REDACTED]



**Document Recieved from Customer**

**Cair Number:** [REDACTED]

**Date Received: 2013-08-28 00:43:09.889803**

**Files Not Recieved: 0**

LISA:

Per your request, attached is the top copy of my financing contract on the vehicle.

Thanks,

[REDACTED]

Case #: [REDACTED]

## LOAN AND SECURITY AGREEMENTS AND DISCLOSURE STATEMENT

LOAN DATE: 08/01/2013      LOAN NUMBER: 004      ACCOUNT NUMBER: [REDACTED]      GROUP POLICY NUMBER: [REDACTED]      MATURITY DATE: 08/25/2019

BORROWER 1	BORROWER 2
NAME AND ADDRESS	
[REDACTED]	
ST. CHARLES, IL [REDACTED]	
NAME (AND ADDRESS IF DIFFERENT FROM BORROWER 1)	

### TRUTH IN LENDING DISCLOSURE 'e' means an estimate

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 is
0.9000 %	\$ 300.86	\$ 32,000.00	\$ 32,300.86	\$49144.88 which includes your downpayment of \$ 17,144.88

**Your Payment Schedule Will Be:**

Number of Payments	Amount of Payments	When Payments Are Due
23	\$ 1,345.87	Monthly Beginning 08/25/2013
1	\$ 1,345.85	08/25/2019

**Prepayment:** If you pay off early you will not have to pay a penalty.

**Required Deposit:** The Annual Percentage Rate does not take into account your required deposit, if any.

**Assumption:** Someone buying your mobile home cannot assume the remainder of the loan on the original terms.

**Demand:**  This obligation has a demand feature.  All disclosures are based on an assumed maturity of one year.

**Property Insurance:** You may obtain property insurance from anyone you want that is acceptable to the credit union. If you get the insurance from us, you will pay \$

**Late Charge:**  
 If your payment is 5 or more calendar days late you will be charged \$20.00.

Filing Fees	Non-Filing Insurance
\$	\$

**Security:** Collateral securing other loans with the credit union may also secure this loan. You are giving a security interest in your shares and dividends and, if any, your deposits and interest in the credit union; and the property described below:

Collateral	Property/Model/Make	Year	I.D. Number	Type	Value	Key Number
2014 JEEP GRAND CHEROKEE	GRAND CHEROKEE SUMMI/	JEEP 2014	1 [REDACTED]		\$ \$ \$	0.00
Other (Describe)						
Pledge of Shares \$		in Account No.		\$		in Account No.

See your contract documents for any additional information about nonpayment, default, and any required repayment in full before the scheduled date.

### SIGNATURES

By signing as Borrower, you agree to the terms of the Loan Agreement. If property is described in the "Security" section of the Truth in Lending Disclosure, you also agree to the terms of the Security Agreement. If you sign as "Owner of Property" you agree only to the terms of the Security Agreement.

**CAUTION: IT IS IMPORTANT THAT YOU THOROUGHLY READ THE AGREEMENT BEFORE YOU SIGN IT.**

[REDACTED SIGNATURE]

(SEAL) 8/1/13 DATE

(SEAL) DATE

OTHER BORROWER     OWNER OF PROPERTY     WITNESS    DATE

[REDACTED SIGNATURE]

(SEAL) DATE

(SEAL) DATE

OTHER BORROWER     OWNER OF PROPERTY     WITNESS    DATE

**Document Recieved from Customer**

**Cair Number:** [REDACTED]

**Date Received: 2013-10-10 10:16:21.408093**

**Files Not Recieved: 0**



Message

# Rental Car - Aug 2013 - Bischof.pdf



ENTERPRISE LEASING COMPANY OF CHICAGO, 1203 E MAIN ST, SAINT CHARLES, IL 601742274 (630) 513-2800

**RENTAL AGREEMENT REF#** [REDACTED] **SUMMARY OF CHARGES**

RENTER	Charge Description	Date	Quantity	Per	Rate	Total
[REDACTED]	TIME & DISTANCE	08/12 - 08/16	5	DAY	\$44.99	\$224.95
	REFUELING CHARGE	08/12 - 08/16				\$0.00
	<b>Subtotal:</b>					<b>\$224.95</b>
	<b>Taxes &amp; Surcharges</b>					
	AUTO RENTAL TAX	08/12 - 08/16			6%	\$13.87
	IL VEHICLE LICENSE COST	08/12 - 08/16	5	DAY	\$1.25	\$6.25
	RECOV FEE					
	<b>Total Charges:</b>					<b>\$245.07</b>
	<b>Total Amount Due</b>					<b>\$0.00</b>

**DATE & TIME OUT**  
08/12/2013 09:38 AM  
**DATE & TIME IN**  
08/16/2013 05:43 PM

**BILLING CYCLE**  
24-HOUR

**VEH #1** 2013 CHRYSLER 300  
**VIN#** 2C3CCA0T9DH [REDACTED]  
**LIC#** [REDACTED]  
**MILES DRIVEN** 772

**PAYMENT INFORMATION**

**AMOUNT PAID** \$245.07     **TYPE** American Express     **CREDIT CARD NUMBER** xxxxxxxxxx [REDACTED] ENDING

PE15-021

FLAT CHRYSLER

10-22-2015

ENCLOSURE 4

FinalBackup



**Document Recieved from Customer**

**Cair Number:** [REDACTED]

**Date Received: 2013-08-22 08:49:30.054415**

**Files Not Recieved: 1**

I had to change the file extension so the system would allow me to upload. The extensions should be .MOV You will need to change it from .tif to .MOV to enable viewing. This is a quick time movie

Attached is the video we discussed. This is of a new '14 Summit on the dealers lot. I did not confirm what software version it was running.

PE15-021

FLAT CHRYSLER

10-22-2015

ENCLOSURE 4

FinalBackup



From: [REDACTED]  
To: customerassist@chrysler.com  
Date: Mon Aug 26 11:24:51 EDT 2013  
Subject: Chrysler Group LLC Customer Assistance  
Form Selected:

-----  
Category: US Customer Service

Brief Description:  
-----

UConnect 8.4AN Issues

Comments:  
-----

I am having stability issues on my 2014 Grand Cherokee Summit. Menu items in the settings are changing at random and some cannot be selected at all, the check mark just disappears. The main issue is with the heated/ventilated seats at remote start option, this option will not stay selected. Also having problems with the ParkSense and Forward Collision systems unselected at random times. Very unstable in the settings menu, otherwise system is working as promised.

Sender Information:  
-----

Title: Mr.

First Name: [REDACTED]

Middle Initial: [REDACTED]

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Fri Aug 30 19:24:49 EDT 2013

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center in regards to your 2014 Grand Cherokee.

We are pleased to provide information related to your inquiries. Given the information requested, we will need time to further research into your inquiry to provide the most accurate information possible.

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

Thanks again for your email, Carlton.

Sincerely,

Jeff

Customer Service Representative

Jeep Customer Assistance Center

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

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

[http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?trk\\_ID=KMM8251030V5089L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8251030V5089L0KM&)

Original Message Follows:

-----  
US Customer Service - Chrysler Brand Site

Brief Description:

UConnect 8.4AN Issues

Comments:

I am having stability issues on my 2014 Grand Cherokee Summit. Menu items in the settings are changing at random and some cannot be selected at all, the check mark just disappears. The main issue is with the heated/ventilated seats at remote start option, this option will not stay selected. Also having problems with the ParkSense and Forward Collision systems unselected at random times. Very unstable in the settings menu, otherwise system is working as promised.

VIN:

EC [REDACTED]

Mileage:

346

Servicing Dealer:

Opelika Chrysler Jeep

Title:

Mr.

First Name:

[REDACTED]

Middle Initial:

[REDACTED]

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Opelika

State:

AL

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:

[REDACTED]

PE15-021

FLAT CHRYSLER

10-22-2015

ENCLOSURE 4

FinalBackup



From: [REDACTED]  
To: customerassist@chrysler.com  
Date: Wed Aug 28 14:52:12 EDT 2013  
Subject: Chrysler Group LLC Customer Assistance  
Form Selected:

-----  
Category: US Customer Service

Brief Description:  
-----

Problem with my new Grand Cherokee

Comments:  
-----

I just bought my new Grand Cherokee 2014 last week. I bought limited version with "Advanced Technology Group".

I just found that "Forward Collision Warning with Crash Mitigation" is not working in my new vehicle.

I am taking it for service this Friday.

While buying the Jeep, I heard a lot of safety features which we cannot experience it unless there is an emergency. "How could I trust those features will work properly when it is required?"

Sender Information:  
-----

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Mon Sep 02 12:49:09 EDT 2013

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center regarding your 2014 JEEP GRAND CHEROKEE LIMITED.

Firstly, congratulations on the purchase of your new vehicle.

Unfortunately, we are unable to provide technical assistance. You may refer to your local dealership for further assistance, or you may refer to the vehicle's service manual if you feel this feature is not functioning as it should.

#### FORWARD COLLISION WARNING (FCW) WITH MITIGATION OPERATION

The Forward Collision Warning (FCW) system with mitigation provides the driver with audible warnings, visual warnings (within the EVIC), and may apply a brake jerk to warn the driver when it detects a potential frontal collision. The warnings and limited braking are intended to provide the driver with enough time to react, avoid or mitigate the potential collision.

FCW monitors the information from the forward looking sensors as well as the Electronic Brake Controller (EBC), to calculate the probability of a forward collision. When the system determines that a forward collision is probable, the driver will be provided with audible and visual warnings and may provide a brake jerk warning. If the driver does not take action based upon these progressive warnings, then the system will provide a limited level of active braking to help slow the vehicle and mitigate the potential forward collision. If the driver reacts to the warnings by braking and the system determines that the driver intends to avoid the collision by braking but has not applied sufficient brake force, the system will compensate and provide additional brake force as required. When the system determines a collision with the vehicle in front of you is no longer probable, the warning message will be deactivated.

The minimum speed for FCW activation is 5 mph (10 km/h). The FCW alerts may be triggered on objects other than vehicles such as guard rails or sign posts based on the course prediction. This is expected and is a part of normal FCW activation and functionality. It is unsafe to test the FCW system. To prevent such misuse of the system, after 4 Active Braking events within a key cycle, the Active Braking portion of FCW will be deactivated until the next key cycle. The FCW system is intended for on-road use only. If the vehicle is taken off-road, the FCW system should be deactivated to prevent unnecessary warnings to the surroundings. If the vehicle enters 4WD Low Range, the FCW system will be automatically deactivated.

#### WARNING!

Forward Collision Warning (FCW) is not intended to avoid a collision on its own, nor can FCW detect every type of potential collision. The driver has the responsibility to avoid a collision by controlling the vehicle via braking and steering. Failure to follow this warning could lead to serious injury or death.

#### Turning FCW ON Or OFF

The default status of FCW is ?On?, this allows the system to warn you of a possible collision with the vehicle in front of you. The forward collision button is located on the switch panel below the

uconnect display.

To turn the FCW system OFF, press the forward collision button once to turn the system OFF (led turns on).

To turn the FCW system back ON, press the forward collision button again to turn the system ON (led turns off).

Changing the FCW status to ?Off? prevents the system from warning you of a possible collision with the vehicle in front of you.

Changing the Active Braking status to ?Off? prevents the system from providing limited autonomous braking, or additional brake support if the driver is not braking adequately in the event of a potential frontal collision.

The FCW system state is kept in memory from one key cycle to the next. If the system is turned OFF, it will remain off when the vehicle is restarted.

#### Changing FCW And Active Braking Status

To change the FCW and Active Braking settings with uconnect 8.4/8.4A System Screen

The settings can only be changed when the vehicle is in PARK.

Follow these steps to set the FCW and Active Braking:

1. Press the ?Controls? soft-key located on the bottom of the uconnect display.
2. Press the ?Settings? soft-key.
3. Press the ?Safety & Driving Assistance? soft-key.
4. Press the ?FWD Collision Warning?, Far or Near soft-key for your desired preference.
5. Press the ?Active Braking? On or Off soft-key.

A check mark will appear in the selection box to indicate the setting.

The system will retain the last setting selected by the driver after ignition shut down.

FCW may not react to irrelevant objects such as overhead objects, ground reflections, objects not in the path of the car, stationary objects that are far away, oncoming traffic, or leading vehicles with the same or higher rate of speed.

FCW will be disabled like ACC, with the unavailable screens.

Thanks again for your email.

Sincerely,

Kristine

Customer Service Representative

Jeep Customer Assistance Center

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

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

[http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?trk\\_ID=KMM8252869V40549L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8252869V40549L0KM&)

Original Message Follows:

-----

US Customer Service - Jeep Brand Site

Brief Description:

Problem with my new Grand Cherokee

Comments:

I just bought my new Grand Cherokee 2014 last week. I bought limited version with "Advanced Technology Group". I just found that "Forward Collision Warning with Crash Mitigation" is not working in my new vehicle. I am taking it for service this Friday. While buying the Jeep, I heard a lot of safety features which we cannot experience it unless there is an emergency. "How could I trust those features will work properly when it is required?"

VIN:

EC [REDACTED]

Mileage:

180

Servicing Dealer:

Freehold Chrysler Jeep

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

Middletown

Address 2:

New Jersey

City:

[REDACTED]

State:

NJ

Zip:

[REDACTED]

Email:

[REDACTED]

[REDACTED]

From: [REDACTED]

To: customerassist@chrysler.com

Date: Tue Sep 03 10:32:13 EDT 2013

Subject: Re: Chrysler Group LLC Customer Assistance (KMM8252869V40549L0KM)

<HTML>

<BODY>

<div dir="ltr">Can I reply to this email ?</div><br></div><div style>Regards,</div><div style>S [REDACTED] </div></div><div class="gmail\_extra"><br><br><div class="gmail\_quote">On Mon, Sep 2, 2013 at 12:49 PM, customerassist <span dir="ltr">&lt;<a href="mailto:customerassist@chrysler.com" target="\_blank">customerassist@chrysler.com</a>&gt;</span> wrote:<br>

<blockquote class="gmail\_quote" style="margin:0 0 0 .8ex;border-left:1px #ccc solid;padding-left:1ex">Dear [REDACTED] <br>

<br>

Thank you for contacting the Jeep Customer Assistance Center regarding<br>your 2014 JEEP GRAND CHEROKEE LIMITED.<br>

<br>

Firstly, congratulations on the purchase of your new vehicle.<br>

<br>

Unfortunately, we are unable to provide technical assistance. You may<br>refer to your local dealership for further assistance, or you may refer<br>to the vehicle's service manual if you feel this feature is not<br>functioning as it should.<br>

<br>

FORWARD COLLISION WARNING (FCW) WITH MITIGATION OPERATION<br>

<br>

The Forward Collision Warning (FCW) system with mitigation provides the<br>driver with audible warnings, visual warnings (within the EVIC), and may<br>apply a brake jerk to warn the driver when it detects a potential<br>frontal collision. The warnings and limited braking are intended to<br>provide the driver with enough time to react, avoid or mitigate the<br>potential collision.<br>

<br>

FCW monitors the information from the forward looking sensors as well as<br>the Electronic Brake Controller (EBC), to calculate the probability of a<br>forward collision. When the system determines that a forward collision<br>is probable, the driver will be provided with audible and visual<br>warnings and may provide a brake jerk warning. If the driver does not<br>take action based upon these progressive warnings, then the system will<br>provide a limited level of active braking to help slow the vehicle and<br>mitigate the potential forward collision. If the driver reacts to the<br>

warnings by braking and the system determines that the driver intends to avoid the collision by braking but has not applied sufficient brake force, the system will compensate and provide additional brake force as required. When the system determines a collision with the vehicle in front of you is no longer probable, the warning message will be deactivated.

The minimum speed for FCW activation is 5 mph (10 km/h). The FCW alerts may be triggered on objects other than vehicles such as guard rails or sign posts based on the course prediction. This is expected and is a part of normal FCW activation and functionality. It is unsafe to test the FCW system. To prevent such misuse of the system, after 4 Active Braking events within a key cycle, the Active Braking portion of FCW will be deactivated until the next key cycle. The FCW system is intended for on-road use only. If the vehicle is taken off-road, the FCW system should be deactivated to prevent unnecessary warnings to the surroundings. If the vehicle enters 4WD Low Range, the FCW system will be automatically deactivated.

**WARNING!**

Forward Collision Warning (FCW) is not intended to avoid a collision on its own, nor can FCW detect every type of potential collision. The driver has the responsibility to avoid a collision by controlling the vehicle via braking and steering. Failure to follow this warning could lead to serious injury or death.

**Turning FCW ON Or OFF**

The default status of FCW is ?On?, this allows the system to warn you of a possible collision with the vehicle in front of you. The forward collision button is located on the switch panel below the uconnect display.

To turn the FCW system OFF, press the forward collision button once to turn the system OFF (led turns on).

To turn the FCW system back ON, press the forward collision button again to turn the system ON (led turns off).

Changing the FCW status to ?Off? prevents the system from warning you of a possible collision with the vehicle in front of you.

Changing the Active Braking status to ?Off? prevents the system from providing limited autonomous braking, or additional brake support if the driver is not braking adequately in the event of a potential frontal collision.

<br>

The FCW system state is kept in memory from one key cycle to the next.<br>

If the system is turned OFF, it will remain off when the vehicle is<br>

restarted.<br>

<br>

Changing FCW And Active Braking Status<br>

To change the FCW and Active Braking settings with uconnect 8.4/8.4A<br>

System Screen<br>

The settings can only be changed when the vehicle is in PARK.<br>

Follow these steps to set the FCW and Active Braking:<br>

1. Press the ?Controls? soft-key located on the bottom of the uconnect<br>

display.<br>

2. Press the ?Settings? soft-key.<br>

3. Press the ?Safety & Driving Assistance? soft-key.<br>

4. Press the ?FWD Collision Warning?, Far or Near soft-key for your<br>

desired preference.<br>

5. Press the ?Active Braking? On or Off soft-key.<br>

<br>

A check mark will appear in the selection box to indicate the setting.<br>

The system will retain the last setting selected by the driver after<br>

ignition shut down.<br>

FCW may not react to irrelevant objects such as overhead objects, ground<br>

reflections, objects not in the path of the car, stationary objects that<br>

are far away, oncoming traffic, or leading vehicles with the same or<br>

higher rate of speed.<br>

FCW will be disabled like ACC, with the unavailable screens.<br>

<br>

Thanks again for your email.<br>

<br>

Sincerely,<br>

<br>

Kristine<br>

<br>

Customer Service Representative<br>

Jeep Customer Assistance Center<br>

<br>

For any future communications related to this email, please refer to the<br>

following information:<br>

REFERENCE NUMBER: [REDACTED] <br>

EMAIL CASE NUMBER: [REDACTED] <br>

REPLY LINK: <a

href="http://www.chrysler.com/wccs/brand\_forms/us/reply.jsp?trk\_ID=KMM8252869V40549L0KM

&amp;"

target="\_blank">[http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?trk\\_ID=KMM8252869V40549L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8252869V40549L0KM&)

<br>

<br>

<br>

<br>

Original Message Follows:<br>

-----<br>

US Customer Service - Jeep Brand Site<br>

Brief Description:<br>

Problem with my new Grand Cherokee<br>

Comments:<br>

I just bought my new Grand Cherokee 2014 last week. I bought limite<br>

version<br>

with "Advanced Technology Group". I just found that "Forward Collision<br>

Warning with Crash Mitigation" is not working in my new vehicle. I am<br>

taking it for service this Friday. While buying the Jeep, I heard lot<br>

of<br>

safety features which we cannot experience it unless there is an<br>

emergency.<br>

"How could I trust those features will work properly when it required<br>

?&quot;<br>

<br>

<br>

<br>

VIN:<br>

EC [REDACTED]<br>

Mileage:<br>

180<br>

Servicing Dealer:<br>

Freehold Chrysler Jeep<br>

Title:<br>

<br>

First Name:<br>

[REDACTED]<br>

Middle Initial:<br>

<br>

Last Name:<br>

[REDACTED]<br>

Address 1:<br>



From: customerassist@chrysler.com

To: [REDACTED]

Date: Wed Sep 04 07:45:08 EDT 2013

Subject: Re: Chrysler Group LLC Customer Assistance (KMM8252869V40549L0KM)

Dear Saravanan:

Thank you for contacting the Jeep Customer Assistance Center regarding your 2014 JEEP GRAND CHEROKEE LIMITED.

If you have any questions or concerns please don't hesitate to contact us by email or by phone at our Jeep Customer Assistance Center at 1-877-426-5337.

Thanks again for your email.

Sincerely,

Kristine

Customer Service Representative

Jeep Customer Assistance Center

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

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

[http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?trk\\_ID=KMM8254921V95108L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8254921V95108L0KM&)

PE15-021

FLAT CHRYSLER

10-22-2015

ENCLOSURE 4

FinalBackup



From: [REDACTED]  
To: customerassist@chrysler.com  
Date: Fri Aug 30 14:18:59 EDT 2013  
Subject: Chrysler Group LLC Customer Assistance  
Form Selected:

-----  
Category: US Customer Service

Brief Description:  
-----

Enhanced Adaptive cruise control and Adaptive cruise control with stop

Comments:  
-----

Could you please explain the difference between NH1P and NH3P and how they both operate.

Any other info on ACC would be appreciated.

Thanks

NB: I really love this jeep!!!

Sender Information:  
-----

Title: Mr.

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: Reply\_By\_Link\_Only@chrysler.com

To: [REDACTED]

Date: Tue Sep 03 16:34:37 EDT 2013

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center.

Adaptive Cruise Control (ACC) increases the driving convenience provided by cruise control while traveling on highways and major roadways. However, it is not a safety system and not designed to prevent collisions.

ACC will allow you to keep cruise control engaged in light to moderate traffic conditions without the constant need to reset your cruise control. ACC utilizes a radar sensor and a forward facing camera designed to detect a vehicle directly ahead of you.

NOTE:

? If the sensor does not detect a vehicle ahead of you, ACC will maintain a fixed set speed.

? If the ACC sensor detects a vehicle ahead, ACC will apply limited braking or acceleration (not to exceed the original set speed) automatically to maintain a preset following distance, while matching the speed of the vehicle ahead.

Enhanced Adaptive Cruise includes ACC plus Forward Collision Warning.

The Forward Collision Warning (FCW) system with mitigation provides the driver with audible warnings, visual warnings (within the EVIC), and may apply a brake jerk to warn the driver when it detects a potential frontal collision. The warnings and limited braking are intended to provide the driver with enough time to react, avoid or mitigate the potential collision.

NOTE: FCW monitors the information from the forward looking sensors as well as the Electronic Brake Controller (EBC), to calculate the probability of a forward collision. When the system determines that a forward collision is probable, the driver will be provided with audible and visual warnings and may provide a brake jerk warning. If the driver does not take action based upon these progressive warnings, then the system will provide a limited level of active braking to help slow the vehicle and mitigate the potential forward collision. If the driver reacts to the warnings by braking and the system determines that the driver intends to avoid the collision by braking but has not applied sufficient brake force, the system will compensate and provide additional brake force as required.

When the system determines a collision with the vehicle in front of you is no longer probable, the warning message will be deactivated.

The Forward Collision Warning Plus (FCW+) system is an enhancement to the current vehicles equipped with Adaptive Cruise Control (ACC) and a Forward Facing Camera (FFC). This system uses the FFC for enhanced sensitivity to objects in front of the vehicle. The system utilizes radar and video input to detect whether the vehicle is approaching another vehicle or large obstacle in its path too rapidly and warn/assist the driver in avoiding the incident. The system communicates with other components on the vehicle to apply the brakes and/or to alert the driver through visual and audible warnings.

Forward Collision Warning options and Active Braking settings can be changed. When the vehicle is equipped with a Uconnect® 8.4/8.4A system screen, the Safety and Driving Assistance soft key

needs to be selected to access the options menu. When the vehicle is equipped with the Uconnect® 5.0 system, pressing the ?+ MORE? hard-key located on the lower right side of the Uconnect® system will bring you to the ?Settings? soft key.

The system also monitors the torque sensor inside the EPS to verify the driver's hands remain on the wheel. If no driver's steering input is received for 3?5 seconds, the system alert the driver with audio and visual warning. If the steering wheel continues to receive no torque input from the driver, the FCW+, ACC+ and LDW+ will deactivate. Once the vehicle has achieved road speeds of 60 km/h (37 mph) and below 160 km/h (100 mph), sense the drivers steering input and the FFC can clearly detect the lines in the road, the system will enable again. The system will also disable when the drivers seatbelt is unbuckled while the vehicle is travelling at speeds of 10 mph or greater.

Thanks again for your email.

Sincerely,

Tony

Customer Service Representative

Jeep Customer Assistance Center

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

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

[http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?trk\\_ID=KMM8254331V40477L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8254331V40477L0KM&)

Original Message Follows:

-----

US Customer Service - Jeep Brand Site

Brief Description:

Enhanced Adaptive cruise control and Adaptive cruise control with stop

Comments:

Could you please explain the difference between NH1P and NH3P and how they both operate. Any other info on ACC would be appreciated. Thanks

NB: I really love this jeep!!!

VIN:

EC2 [REDACTED]

Mileage:

1200

Servicing Dealer:

Koons of Tysons, Virginia

Title:

Mr.

First Name:

[REDACTED]

Middle Initial:

Last Name:

████████

Address 1:

████████████████

Address 2:

City:

st augustine

State:

FL

Zip:

████████

Email:

██

Work Phone:

████████████████

PE15-021

FLAT CHRYSLER

10-22-2015

ENCLOSURE 4

FinalBackup



From: [REDACTED]  
To: customerassist@chrysler.com  
Date: Sat Sep 07 22:42:16 EDT 2013  
Subject: Chrysler Group LLC Customer Assistance  
Form Selected:

-----  
Category: US Customer Service

Brief Description:  
-----

'14 Grand Cher. Overland, owned 3 mths., 5-6 service visits to repair electronic issues with radio hub. Radio replaced 9/6/13. Issues bad to worse. Radio not wrkg. no climate controls, display lights on, functions not wrkg. too many issues to list.

Comments:  
-----

5-6 visits for following issues: radio crackling, lost sound, froze, sd cards would not play, lost all favorite settings, navigation freezing, remote start not keeping settings, temp. settings randomly changing, text messages lost, not working, forward collision sounding, vehicle automatically braking, no forward vehicle visible. New radio installed 9/6, does not work, air and heat do not work, function buttons lit, functions do not work. Sending letter to Auburn Hills, MI

Sender Information:  
-----

Title: Mr.

First Name: [REDACTED]

Middle Initial: [REDACTED]  
[REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Tue Sep 10 21:02:53 EDT 2013

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]:

Thank you for contacting the Jeep Customer Assistance Center.

We regret the problem your vehicle has experienced and appreciate the time and effort you took to bring this matter to our attention. Comments like yours are one way we have to learn of problems that may develop and improvements desired by customers.

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

We do see there is an enhancement needed for the specific system that was in your vehicle from factory. If the same unit was replaced, perhaps this is something the dealership could look into performing.

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

Thanks again for your email.

Sincerely,

Jennifer

Customer Service Representative

Jeep Customer Assistance Center

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

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

[http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?trk\\_ID=KMM8264167V61373L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8264167V61373L0KM&)

Original Message Follows:

-----

US Customer Service - Jeep Brand Site

Brief Description:

'14 Grand Cher. Overland, owned 3 mths., 5-6 service visits to repair electronic issues with radio hub. Radio replaced 9/6/13. Issues bad to worse. Radio not wrkg. no climate controls, display lights on, functions not wrkg. too many issues to list.

Comments:

5-6 visits for following issues: radio crackling, lost sound, froze, sd cards would not play, lost all favorite settings, navigation freezing, remote start not keeping settings, temp. settings randomly changing, text messages lost, not working, forward collision sounding, vehicle automatically braking, no forward vehicle visible. New radio installed 9/6, does not work, air and heat do not work, function buttons lit, functions do not work. Sending letter to Auburn Hills, MI

VIN:

EC [REDACTED]

Mileage:

5940

Servicing Dealer:

Seaview Jeep, Ocean, NJ

Title:

Mr.

First Name:

[REDACTED]

Middle Initial:

[REDACTED]

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Red Bank

State:

NJ

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:

[REDACTED]

From: [REDACTED]

To: customerassist@chrysler.com

Date: Wed Sep 11 07:29:30 EDT 2013

Subject: Reply to Chrysler Group LLC (KMM8264167V61373L0KM)

Reply Comments:

-----

9/11/13 Re [REDACTED] Case# [REDACTED] vehicle taken to dealership on six occasions since purchase with electrical problems. on 9/6/13, radio replaced, does not work, now neither does air/heat/defrosters. on 9/9/13 vehicle would not start, towed to dealership. awaiting analysis. dealer has already been in touch with technical group. I'm sure dealer is calling again. for a purchase price of \$50,000, this is totally unacceptable. technical ops should be calling our dealer, seaview jeep, ocean, nj.

From: customerassist@chrysler.com

To: [REDACTED]

Date: Wed Sep 11 15:00:32 EDT 2013

Subject: Re: Reply to Chrysler Group LLC (KMM8264167V61373L0KM)

Dear Steven:

Thank you for contacting the Jeep Customer Assistance Center.

We do regret to learn of the concerns you are experiencing.

Once the vehicle has been diagnosed, if you require further assistance, please contact Jeep Customer Service at 1-877-IAMJEEP (426-5337).

If the dealership requires additional technical assistance, they would need to utilize their dealer specific resources.

Thanks again for your email.

Sincerely,

Jennifer

Customer Service Representative

Jeep Customer Assistance Center

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

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

[http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?trk\\_ID=KMM8265232V26032L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8265232V26032L0KM&)

Original Message Follows:

-----  
Comments:

9/11/13 Ref [REDACTED]; Case [REDACTED] vehicle taken to dealership on six occasions since purchase with electrical problems. on 9/6/13, radio replaced, does not work, now neither does air/heat/defrosters. on 9/9/13 vehicle would not start, towed to dealership. awaiting analysis. dealer has already been in touch with technical group. I'm sure dealer is calling again. for a purchase price of \$50,000, this is totally unacceptable. technical ops should be calling our dealer, seaview jeep, ocean, nj.

PE15-021

FLAT CHRYSLER

10-22-2015

ENCLOSURE 4

FinalBackup



ROBERT M. SILVERMAN<sup>1</sup>  
CRAIG THOR KIMMEL<sup>2</sup>



**KIMMEL & SILVERMAN**  
P.C.

<sup>1</sup> Member, PA Bar  
<sup>2</sup> Member, NJ Bar  
<sup>3</sup> Member, DE Bar  
<sup>4</sup> Member, NY Bar  
<sup>5</sup> Member, MA Bar  
<sup>6</sup> Member, MD Bar  
<sup>7</sup> Member, OH Bar  
<sup>8</sup> Member, MI Bar  
<sup>9</sup> Member, NH Bar  
<sup>10</sup> Member, CT Bar  
<sup>11</sup> Member, TN Bar  
<sup>12</sup> Member, WY Bar  
<sup>13</sup> Member, DC Bar  
<sup>14</sup> Member, CA Bar  
<sup>15</sup> Member, WI Bar  
<sup>16</sup> Member, TX Bar  
<sup>17</sup> Member, WY Bar

<sup>18</sup> Certified by the New Jersey  
Supreme Court as a Civil Trial  
Attorney

1-800-LEMON LAW  
[www.lemonlaw.com](http://www.lemonlaw.com)

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

WESTERN PA OFFICE, 100 Ross Street, Suite 330, Pittsburgh, PA 15219, P (412) 566-1001, F (412) 566-1005

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

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

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

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

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

PLEASE REMIT ALL CORRESPONDENCE TO THE AMBLER OFFICE

December 30, 2013

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

12-30

RECEIVED

JAN 07

SPECIAL INVESTIGATIONS

Re: [REDACTED], Chrysler Group LLC  
Vehicle: 2014 Jeep Grand Cherokee – VIN 1C4RJFJT3EC [REDACTED]

Dear Sir/Madam:

We believe that Plaintiff's vehicle is a "lemon" under the New Jersey Lemon Law (N.J.S.A. 56:12-29 to 56:12-49). I am hereby making a written demand for relief under the Lemon Law.

Since these defects substantially impair the use, value or safety of my vehicle, we am hereby allowing you one final opportunity to repair my vehicle. If these repairs are not completed within 10 calendar days of receipt of this letter, I am entitled to a refund calculated in accordance with the Lemon Law. I look forward to hearing from you soon.

Very truly yours,

Timothy J. Abeel, Jr.  
KIMMEL & SILVERMAN, PC

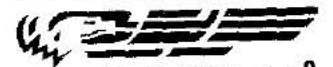
TJA/pb

  
**KIMMEL & SILVERMAN**  
P.C.

30 EAST BUTLER PIKE  
AMBLER, PA 19002



U.S. POSTAGE >> PITNEY BOWES



ZIP 19002 \$ 006.11<sup>0</sup>  
02 1W  
0001378695 DEC 30 2013

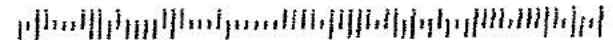
Chrysler Group LLC  
PO Box 21-8004  
Auburn Hills, Michigan 48321

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

**CERTIFIED MAIL™**



48321 8004 B198



PE15-021

FLAT CHRYSLER

10-22-2015

ENCLOSURE 4

FinalBackup



**Document Recieved from Customer**

**Cair Number:** [REDACTED]

**Date Received: 2013-10-10 17:02:34.247110**

**Files Not Recieved: 0**

**MOTOR VEHICLE RETAIL INSTALLMENT SALES CONTRACT  
SIMPLE FINANCE CHARGE**

18:48082613 #183  
C140044 582225

Dealer Number \_\_\_\_\_ Contract Number \_\_\_\_\_

BUYER _____	SELLER/CREDITOR <u>GILLMAN CHRYSLER JEEP DODGE</u>
ADDRESS _____	ADDRESS <u>10585 W SAM HOUSTON PKWY S</u>
CITY <u>SPRING</u> STATE <u>TX</u> ZIP _____	CITY <u>HOUSTON</u> STATE <u>TX</u> ZIP <u>77099</u>
PHONE _____	PHONE <u>713-776-4900</u>

CO-BUYER _____
ADDRESS _____
CITY <u>SPRING</u> STATE <u>TX</u> ZIP _____
PHONE _____

The Buyer is referred to as "you" or "your." The Seller is referred to as "we" or "us." This contract may be transferred by the Seller.  
**PROMISE TO PAY:** The credit price is shown below as the "Total Sales Price." The "Cash Price" is also shown below. By signing this contract, you choose to purchase the vehicle on credit according to the terms of this contract. You agree to pay us the Amount Financed, Finance Charge, and any other charges in this contract. You agree to make payments in U.S. funds according to the Payment Schedule in this contract. If more than one person signs as a buyer, you agree to keep all the promises in this agreement even if the others do not.

You have thoroughly inspected, accepted, and approved the vehicle in all respects.

**VEHICLE IDENTIFICATION**

YEAR	MAKE	MODEL	VEHICLE IDENTIFICATION NUMBER	<input checked="" type="checkbox"/> NEW	<b>USE FOR WHICH PURCHASED</b> PERSONAL, FAMILY, OR HOUSEHOLD, UNLESS OTHERWISE INDICATED BELOW If either of the boxes below is checked, Chapter 353 of the Texas Finance Code applies to this Contract.
2014	JEEP	G CHEROK	1C4RJFCT7EC [REDACTED]	<input type="checkbox"/> DEMONSTRATOR	
				<input type="checkbox"/> FACTORY	
				<input type="checkbox"/> OFFICIAL/EXECUTIVE	
				<input type="checkbox"/> USED	
					<input type="checkbox"/> BUSINESS OR COMMERCIAL <input type="checkbox"/> AGRICULTURAL

Trade-in: Make TOYOTA Model TUNDRA  
 Year 2012 VIN 5TFEY5F15CA [REDACTED] License No. \_\_\_\_\_

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
3.99 %	\$ 7,766.57	\$ 58,230.43	\$ 65,997.00	\$ 0.00
				\$ 65,997.00

**Your Payment Schedule Will Be:**

Number of Payments	Amount of Payments	When Payments Are Due
75	\$ 879.96	Monthly beginning <u>10/10/2013</u>
N/A	N/A	Or as follows <u>N/A</u>
N/A	N/A	N/A

**Late Charge:** If we do not receive your entire payment within 15 days after it is due (10 days if you are buying a heavy commercial vehicle), you will pay a late charge of 5% of the scheduled payment.  
**Prepayment:** If you pay all that you owe early, you will not have to pay a penalty.  
**Security Interest:** We will have a security interest in the vehicle being purchased.  
**Additional Information:** See this document for more information about nonpayment, default, security interests, and any required repayment in full before the scheduled date.

**ITEMIZATION OF AMOUNT FINANCED**

1 Cash Price (including any accessories, services, taxes, _____)	
SALES TAX \$ 1,314.38	\$ N/A
\$ N/A, and \$ N/A	\$ 51,842.38 (1)
2 Total Downpayment = (if negative, enter "0" and see Line 4A below)	
Gross Trade-In	\$ 29,000.00
- Pay Off Made By Seller	\$ 31,511.76
= Net Trade In	\$ 2,511.76-
+ Cash	\$ N/A
+ Mfrs. Rebate	\$ N/A
+ Other (describe) _____	\$ N/A
Total Downpayment	\$ 0.00 (2)
3 Unpaid Balance of Cash Price (1 minus 2)	\$ 51,842.38 (3)
4 Other Charges Including Amounts Paid to Others on Your Behalf (Seller may keep part of these amounts):	
A Net trade-in payoff to <u>TOYOTA FINANCIAL SER</u>	\$ 2,511.76
B Cost of Optional Credit Insurance Paid to Insurance Company or Companies:	
Life \$ N/A	
Disability \$ N/A	\$ N/A

**PROPERTY INSURANCE.** You must keep the collateral insured against damage or loss in the amount you owe. You must keep this insurance until you have paid all that you owe under this contract. You may obtain property insurance from anyone you want or provide proof of insurance you already have. The insurer must be authorized to do business in Texas. You agree to give us proof of property insurance. You must name us as the person to be paid under the policy in the event of damage or loss.  
 If any insurance is checked below, policies or certificates from the insurance companies will describe the terms, conditions, and deductibles.

**Optional Credit  
Life and Credit Disability Insurance**

Credit life insurance and credit disability insurance are not required to obtain credit. They will not be provided unless you sign and agree to pay the extra cost. Your decision to buy or not buy these insurance coverages will not be a factor in the credit approval process.

Credit Life, one buyer \$ N/A Term N/A  
 Credit Life, both buyers \$ N/A Term N/A  
 Credit Disability, one buyer \$ N/A Term N/A  
 Credit Disability, both buyers \$ N/A Term N/A

**GENERAL STATES HEALTHLIFE OF OHIO**  
 (Insurance Company)  
 P.O. BOX 34350 OHIO, NE 68134  
 (Home Office Address)

Credit life insurance pays only the amount you would owe if you paid all your payments on time. Credit disability insurance does not cover any increase in your payment or in the number of payments.  
 If the term of the insurance is 121 months or longer, the premium is not fixed or approved by the Texas Insurance Commissioner.

**You want the insurance indicated above.**

Buyer's signature \_\_\_\_\_ Date \_\_\_\_\_  
 Co-Buyer's signature \_\_\_\_\_ Date \_\_\_\_\_

C Other Optional Insurance Paid to Insurance Company or Companies	\$ 1,684.02
D Official Fees Paid to Government Agencies	
1) to _____ for _____	\$ N/A
2) to _____ for _____	\$ N/A
3) to _____ for _____	\$ N/A
E Debt Cancellation Agreement Fee Paid to the Seller	\$ N/A
F Dealer's Inventory Tax (if Not Included in Cash Price)	\$ 112.27
G Sales Tax (if Not Included in Cash Price)	\$ N/A
H Other Taxes (if Not Included in Cash Price)	\$ N/A
I Government License and/or Registration Fees	
<b>LICENSE FEE</b>	\$ 64.25
J Government Certificate of Title Fees	\$ 33.00
K Government Vehicle Inspection Fees	\$ 23.75
L Deputy Service Fee Paid to Dealer	\$ 5.00
M Documentary Fee (Cargo Documental)	\$ 189.00

A DOCUMENTARY FEE IS NOT AN OFFICIAL FEE. A DOCUMENTARY FEE IS NOT REQUIRED BY LAW, BUT MAY BE CHARGED TO BUYERS FOR HANDLING DOCUMENTS RELATING TO THE SALE. A DOCUMENTARY FEE MAY NOT EXCEED A REASONABLE AMOUNT AGREED TO BY THE PARTIES. THIS NOTICE IS REQUIRED BY LAW.

UN CARGO DOCUMENTAL NO ES UN CARGO OFICIAL. LA LEY NO EXIGE QUE SE IMPONGA UN CARGO DOCUMENTAL. PERO ÉSTE PODRÍA COBRARSE A LOS COMPRADORES POR EL MANEJO DE LA DOCUMENTACIÓN EL RELACIÓN CON LA VENTA. UN CARGO DOCUMENTAL NO PUEDE EXCEDER UNA CANTIDAD RAZONABLE ACORDADA POR LAS PARTES. ESTA NOTIFICACIÓN SE EXIGE POR LEY.

N Other Charges (Seller must identify who is paid and describe purpose.)	
to State for Plate Transfer Fee	\$ 5.00
to FFP for 60 / 100000 MILES	\$ 1,760.00
to _____ for _____	\$ N/A
to _____ for _____	\$ N/A
to _____ for _____	\$ N/A
to _____ for _____	\$ N/A
to _____ for _____	\$ N/A
to _____ for _____	\$ N/A
to _____ for _____	\$ N/A
to _____ for _____	\$ N/A
Total Other Charges and Amounts Paid to Others on Your Behalf	\$ 6,388.05 (4)
Amount Financed (3 + 4)	\$ 58,230.43 (5)

**Optional Insurance Coverages and Debt Cancellation Agreement**

The granting of credit will not be dependent on the purchase of either the insurance coverages or the debt cancellation agreement described below. It will not be provided unless you sign and agree to pay the extra cost. The credit approval process will not be affected by whether or not you buy these insurance coverages or the debt cancellation agreement.

Coverage	Term in Months	Premium or Fee
GAP*	75	\$ 1,684.02
N/A	N/A	\$ N/A
N/A	N/A	\$ N/A
Debt Cancellation Agreement**	N/A	\$ N/A

**SERVICE LLOYDS**  
(Insurance Company)  
P. O. BOX 26800 AUSTIN, TX  
(Home Office Address)

\*If the vehicle is determined to be a total loss, GAP insurance will pay us the difference between the proceeds of your basic collision policy and the amount you owe on the vehicle, minus your deductible. You can cancel that insurance without charge for 10 days from the date of this contract.  
\*\*WE WILL CANCEL CERTAIN AMOUNTS YOU OWE UNDER THIS CONTRACT IN THE CASE OF A TOTAL LOSS OR THEFT OF THE VEHICLE AS STATED IN THE DEBT CANCELLATION AGREEMENT. You can cancel the debt cancellation agreement without charge for a period of 30 days from the date of this contract, or for the period stated in the debt cancellation agreement, whichever period ends later.  
If the box next to a premium for an insurance coverage included above is marked, that premium is not fixed or approved by the Texas Insurance Commissioner. A debt cancellation agreement is not insurance and is regulated by the Office of the Consumer Credit Commissioner.

Co-Buyer's signature: \_\_\_\_\_ want the related ment. *8/26*  
Date: *8/26*

**LIABILITY INSURANCE: THIS CONTRACT DOES NOT INCLUDE INSURANCE COVERAGE FOR PERSONAL LIABILITY AND PROPERTY DAMAGE CAUSED TO OTHERS.**

**CONSUMER CREDIT COMMISSIONER NOTICE**

to contact REGIONS BANK about this account, call (800) 734-4667. This contract is subject in whole or in part to Texas law which is enforced by the Consumer Credit Commissioner, 2601 N. Lamar Blvd., Austin, Texas 78705-4207; (800) 538-1579; www.occ.state.tx.us, and can be contacted relative to any inquiries or complaints.

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

any change to this contract must be in writing. Both you and we must sign it. No oral changes to this contract are enforceable.

Buyer X \_\_\_\_\_ Co-Buyer X \_\_\_\_\_  
see back for \_\_\_\_\_

**CONSUMER WARNING: Notice to the buyer--Do not sign this contract before you read it or if it contains any blank spaces. You are entitled to a copy of the contract you sign. Under the law, you have the right to pay off in advance all that you owe and under certain conditions may save a portion of the finance charge. You will keep this contract to protect your legal rights.**

**BUYER'S ACKNOWLEDGEMENT OF CONTRACT RECEIPT: YOU AGREE TO THE TERMS OF THIS CONTRACT AND ACKNOWLEDGE RECEIPT OF A COMPLETED COPY OF IT. YOU CONFIRM THAT BEFORE YOU SIGNED THIS CONTRACT, WE GAVE IT TO YOU FREE TO TAKE IT AND REVIEW IT.**

Buyer Signs X \_\_\_\_\_ Date 08/26/2013 Co-Buyer Signs X \_\_\_\_\_ Date 08/26/2013

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

Other owner signs here X \_\_\_\_\_ Date \_\_\_\_\_ Address \_\_\_\_\_  
Seller signs GILLMAN CHRYSLER JEEP DODGE Date 08/26/2013 By X \_\_\_\_\_ Title \_\_\_\_\_

THIS CONTRACT IS NOT VALID UNTIL YOU AND WE SIGN IT.

Seller assigns its interest in this contract to REGIONS BANK (Assignee) under the terms of Seller's agreement(s) with Assignee.

PE15-021

FLAT CHRYSLER

10-22-2015

ENCLOSURE 4

FinalBackup



Chrysler Group LLC Customer Care  
1000 Chrysler Drive  
Auburn Hills MI 48326-2766



[Redacted]  
Sparrows Point, MD [Redacted]  
Cel [Redacted]  
9/25/2013

BY CERTIFIED MAIL  
RETURN RECEIPT REQUESTED

Dear Sir or Madam,

I am writing to notify you of the problems I have been having with my 2014, Jeep, Grand Cherokee VIN# 1C4RJFCT7EC12[Redacted] and to request that you correct this problem within 30 days of your receipt of this letter.

I purchased my car from Tate Dodge on 3/21/2013 approximately 8/15/2013, I began having trouble with the forward collision warning, adjustable cruise control failing during driving. I took my car back to the dealer for repairs on 8/30 , 9/23 , and 9/30 but to date, the dealer has been unable to correct the problem. Attached are copies of the 8/30 and 9/30 repair orders that document the dealership's attempts to repair my car. This problem substantially impairs both the use and value of my car. Therefore, if you and/or your dealer are unable to correct this problem in a "reasonable number of attempts" as that phrase is defined in Maryland's Automotive Warranty Enforcement Act (Md. Code Ann., Com. Law, §14-1502 (d) ), I will expect you to [repurchase or replace] the vehicle pursuant to §14-1502(c) of the Act.

Please contact me at the above address or telephone number to arrange a mutually convenient date and time for you to inspect my car and make the necessary repairs.

Sincerely,

[Redacted Signature]



CHRYSLER

TATE DODGE CHRYSLER JEEP, INC.

*Parts*



7139 Ritchie Highway  
GLEN BURNIE, MARYLAND 21061



BALTIMORE  
(410) 766-2560  
DIRECT LINE (410) 863-5428  
FAX (410) 768-3120



CELL: [REDACTED]

CUSTOMER NO	[REDACTED]	74602	1964	09/23/13	[REDACTED]
YEAR / MAKE / MODEL	14 / JEEP / GRAND CHEROKEE (5/4DR 4WD OV	LICENSE NO	12,130	COLOR	BRILL BLK C
VEHICLE ID NO	1C4RJFCT7EC [REDACTED]	DELIVER DATE	03/18/13	DEALER MARK	73
EFF. DATE	WES	W.O. DATE	09/23/13		
BUSINESS PHONE		COMMENT			MO: 12134

JOB# 1 CHARGES

LABOR

ADAPTIVE CRUISE INOP AT TIMES/SEE PREVIOUS  
TECH PERFORMED EXTENSIVE ELECTRICAL DIAGNOSIS, NO CODES  
NO TSBS OR STAR CASES, CONTACTED STAR WAS ADVISED OF A FEW  
INSTRUCTIONS TO CK, NO TROUBLE FOUND. UNABLE TO VERIFY COMPLAI  
NT AT THIS TIME.

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX DOCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

PERFORM SPECIFIED RECALL#-  
N42  
RECALL COMPLETED

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX DOCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR

OUTSIDE RENTAL CAR PROVIDED UNDER GOOD WILL POLICY  
CUSTOMER SATISFACTION

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX DOCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR

FLASH REPROGRAM ENGINE POWERTRAIN CONTROL MODULE  
FLASH REPROGRAM POWERTRAIN CONTROL MODULE

JOB# 4 TOTALS

JOB# 4 JOURNAL PREFIX DOCS JOB# 4 TOTAL 0.00

JOB# 5 CHARGES

LABOR

FLASH UPDATE VEHICLES SOFTWARE PER CHRYSLER WI-TECH  
FLASH UPDATE HVAC  
JOB COMPLETED

JOB# 5 TOTALS

JOB# 5 JOURNAL PREFIX DOCS JOB# 5 TOTAL 0.00

**MOPAR LIMITED WARRANTY**

**PARTS AND LABOR WARRANTY**  
12 MONTHS OR 12,000 MILES  
WHICHEVER OCCURS FIRST,  
ON CUSTOMER PAID REPAIRS  
SEALS AND GASKETS ARE  
EXCLUDED.

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

101 Reynolds



DODGE

CHRYSLER



7139 Ritchie Highway  
GLEN BURNIE, MARYLAND 21061

TATE DODGE CHRYSLER JEEP, INC.



BALTIMORE  
(410) 766-2560  
DIRECT LINE (410) 863-5428  
FAX (410) 768-3120



CELL: [REDACTED]

CUSTOMER NO	ADVISOR <b>BRIAN HUFFER</b>	74602	TAXI NO <b>1964</b>	INVOICE DATE <b>09/23/13</b>
[REDACTED]	LABOR RATE	JURISDICTION	MILEAGE <b>12,130</b>	CO. OR <b>BRILL BLK C</b>
[REDACTED]	YEAR MAKE MODEL <b>14/JEEP/GRAND CHEROKEE (5/4DR 4WD OV</b>	DELIVERY DATE <b>03/18/13</b>	DELIVERY MILES <b>73</b>	
<b>SPARROWS POINT, MD</b>	VEHICLE ID NO <b>1C4RJFCT7EC</b>	SELLING DEALER NO	PRODUCTION DATE	
[REDACTED]	P.T.E. NO	P.T. NO <b>WES</b>	R.O. DATE <b>09/23/13</b>	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		MO: 12134

JOB# 6 CHARGES

LABOR-----  
 CUST STATES THAT SATELITE RADIO LOCKS UP AT TIMES.  
 TECH PERFORMED DIAGNOSIS AND TESTS UNABLE TO VERIFY CONCERN  
 AT THIS TIME, BUT ADVISED CUSTOMER THAT THERE IS A STAR CASE  
 STATING THAT THERE IS A SOFTWARE UPDATE IN PROGRESSION AND  
 CUST WILL BE NOTIFIED WHEN AVAILABLE.

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

TOTALS-----  
 THANK YOU FOR CHOOSING TATE DODGE FOR YOUR SERVICE NEEDS  
 HOURS OF OPERATION ARE FROM 7:30 AM TILL 5:00 PM MON-FRI  
 NEW! SATURDAY HOURS 7:00-3:00 PM CALL TODAY FOR APPOINTMENT  
 TO BETTER SERVE YOU! I HAVE RECIEVED A PROPER EXPLANATION OF  
 SERVICES AND CHARGES PERFORMED TODAY. ANY QUESTIONS PLEASE  
 CONTACT YOUR ADVISOR OR SERVICE MANAGER AT 410-863-5428  
 LOCAL SHUTTLE SERVICE AVAILABLE  
 REMIT ALL PAYMENTS TO: PO BOX 757, GLEN BURNIE, MD 21060  
 \*\*\*\*\*CASHIER\*\*\*\*\*  
 TOTAL LABOR.... 0.00  
 TOTAL PARTS.... 0.00  
 TOTAL SUBLET... 0.00  
 TOTAL G.O.G.... 0.00  
 TOTAL MISC CHG. 0.00  
 TOTAL MISC DISC 0.00  
 TOTAL TAX..... 0.00  
**TOTAL INVOICE \$ 0.00**

\* CASH..... CHECK# ..... CHARGE ..... \*  
 \* CREDIT CARD ..... \*  
 \* INITIALS ..... DATE ..... \*

CUSTOMER SIGNATURE

**MOPAR LIMITED WARRANTY**

**PARTS AND LABOR WARRANTY**  
**12 MONTHS OR 12,000 MILES**  
**WHICHEVER OCCURS FIRST,**  
**ON CUSTOMER PAID REPAIRS**  
**SEALS AND GASKETS ARE**  
**EXCLUDED.**

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

This Receipt and Repair Order Company. ELEMENTIVE. C018503 3/11/08



DODGE

CHRYSLER

TATE DODGE CHRYSLER JEEP, INC.



7139 Ritchie Highway  
GLEN BURNIE, MARYLAND 21061

BALTIMORE  
(410) 766-2560  
DIRECT LINE (410) 863-5428  
FAX (410) 768-3120



CELL: [REDACTED]

CUSTOMER NO	[REDACTED]	74602	1556	DATE	08/30/13
YEAR/MAKE/MODEL	14/JEEP/GRAND CHEROKEE/4DR 4WD OVERL	10,757	COLOR BRILL BLK C		
VEHICLE ID NO	1C4RJFCT7EC [REDACTED]		DATE	03/18/13	73
PHONE	WES		DATE	08/30/13	
BUSINESS PHONE					MO: 10759

JOB# 1 CHARGES

LABOR  
**J# 1 06DCZ ELECTRICAL CONCERN UNITS: TECH(S): 16584 WARRANTY**  
 CUST STATES THAT FORWARD COLLISION WHEN TURNED ON KEEPS TELLING DRIVER TO BRAKE. ALSO IT TELLS DRIVER TO CLEAN SENSOR AND UNAVAILABLE. CUST CLEANED SENSOR NO CHANGE. TECH PERFORM DIAGNOSIS AND FALSE MESSAGE FROM FC/M/ADAPTIVE CRUISE. TECH WI-TECH SCAN NO CODES AND NO TSBS OR STAR CASES. TECH ADVISED COMPONENTS ALIGNED. TECH UNABLE TO VERIFY CONCERN. TECH CONTACTED STAR FOR HELP WILL NOTIFY CUST WHEN STAR REPORTS BACK.

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

JOB# 2 CHARGES

LABOR  
**J# 2 30DOZ RAPID RESPONSE UNITS: TECH(S): 16584 WARRANTY**  
 PERFORM RAPID RESPONSE ON VEHICLE  
 13041  
 RRT COMPLETE

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

JOB# 3 CHARGES

LABOR  
**J# 3 15DOZ014 FLASH REPROGRAM ENGINE POWERTRAIN CONTROL MODULE UNITS: TECH(S): 16584 WARRANTY**  
 FLASH REPROGRAM ENGINE POWERTRAIN CONTROL MODULE

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

COMMENTS

B. 4AN

**MOPAR LIMITED WARRANTY**

**PARTS AND LABOR WARRANTY**  
 12 MONTHS OR 12,000 MILES  
 WHICHEVER OCCURS FIRST,  
 ON CUSTOMER PAID REPAIRS  
 SEALS AND GASKETS ARE  
 EXCLUDED.

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

Revised: Repair Courtesy



DODGE

CHRYSLER



7139 Ritchie Highway  
GLEN BURNIE, MARYLAND 21061

TATE DODGE CHRYSLER JEEP, INC.

Known for the customers we keep



BALTIMORE  
(410) 766-2560  
DIRECT LINE (410) 863-5426  
FAX (410) 768-3120



CELL: [REDACTED]

SALESMAN NO	[REDACTED]	ATTENDOR	BRIAN HUFFER	74602	TAS NO	1556	INVOICE DATE	08/30/13	
[REDACTED]	[REDACTED]	APR. PRICE	[REDACTED]	OFFER PRICE	[REDACTED]	LEASE	10,757	COLOR	BRILL BLK C
SPARROWS POINT, MD	[REDACTED]	YEAR / MAKE / MODEL	14/JEEP/GRAND CHEROKEE/4DR 4WD OVERL			DELIVERY DATE	03/18/13	DELIVERY MILE	73
[REDACTED]	[REDACTED]	VEHICLE ID NO	1C4RJFCT7EC			DEALER ID	[REDACTED]	PRODUCTION DATE	[REDACTED]
[REDACTED]	[REDACTED]	FIN NO	WES			R C DATE	08/30/13	[REDACTED]	[REDACTED]
[REDACTED]	BUSINESS PHONE	COMMENTS							
								MO: 10759	

TOTALS

THANK YOU FOR CHOOSING TATE DODGE FOR YOUR SERVICE NEEDS  
 HOURS OF OPERATION ARE FROM 7:30 AM TILL 5:00 PM MON-FRI  
 NEW! SATURDAY HOURS 7:00-3:00 PM CALL TODAY FOR APPOINTMENT  
 TO BETTER SERVE YOU! I HAVE RECIEVED A PROPER EXPLANATION OF  
 SERVICES AND CHARGES PERFORMED TODAY. ANY QUESTIONS PLEASE  
 CONTACT YOUR ADVISOR OR SERVICE MANAGER AT 410-863-5428  
 LOCAL SHUTTLE SERVICE AVAILABLE  
 REMIT ALL PAYMENTS TO: PO BOX 757, GLEN BURNIE, MD 21060  
 \*\*\*\*\*CASHIER\*\*\*\*\*

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
<b>TOTAL INVOICE \$</b>	<b>0.00</b>

**MOPAR LIMITED WARRANTY**

**PARTS AND LABOR WARRANTY**  
**12 MONTHS OR 12,000 MILES**  
**WHICHEVER OCCURS FIRST,**  
**ON CUSTOMER PAID REPAIRS**  
**SEALS AND GASKETS ARE**  
**EXCLUDED.**

\* CASH..... CHECK# ..... CHARGE ..... \*  
 \* CREDIT CARD ..... \*  
 \* INITIALS ..... DATE ..... \*

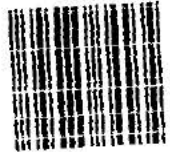
CUSTOMER SIGNATURE

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



SPARROWS POINT MD

PLACE STICKER  
OF THE RETURN ADDRESS HERE  
**CERTIFIED MAIL™**



1000

48326

U.S. POSTAGE  
PAID  
BALTIMORE, MD  
21231  
SEP 25 2013  
AMOUNT

**\$3.56**  
00052296-10

CHRYSLER GROUP LLC  
CUSTOMER CARE  
1000 CHRYSLER DRIVE  
AUBURN HILLS MI 48326-2766

48326277899





October 1, 2013

[REDACTED]  
Sparrows Point, MD. [REDACTED]

Reference No.: [REDACTED]

Dear Mr. [REDACTED]

Thank you for your recent letter to Chrysler Group LLC regarding your 2014 Jeep Grand Cherokee.

Your letter was recently received by the Customer Assistance Center and has been forwarded to a more appropriate area for their attention.

We appreciate your comments and believe our referral action will provide the best opportunity for review.

Thank you again for writing.

Sincerely,

Carol  
Senior Staff

CLA/sk