

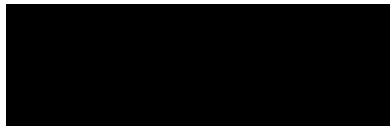
PE15-021

FLAT CHRYSLER

10-22-2015

ENCLOSURE 4

FinalBackup



Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2014-08-22 11:43:51.123392

Files Not Recieved: 0

Here's a photo of the gas receipt for reimbursement! Please call if you need any additional documentation thanks... I sent these last week and I got another request yesterday so please let me know if you've received this document!

ROESBERY CAR CARE
925-846-5672

TPO6584990-001 VALERO SANTA RITA
3192 SANTA RITA RD
PLEASANTON CA 94

< DUPLICATE RECEIPT >

DATE 08/16/14
TIME 2:48 PM
AUTH# 500958

AMEY
[REDACTED]

PUMP	PRODUCT	PPG
07	UNLD	\$3.999

GALLONS	FUEL TOTAL
23.603	\$94.39

THANKS FOR
CHOOSING
ROESBERY CAR CARE

ST# 7567 TILL XXXX DR# 0 TRAN#
CSH: 0 08/16/14 14:49:35

PE15-021

FLAT CHRYSLER

10-22-2015

ENCLOSURE 4

FinalBackup



Jennifer Phillips

CAR # [REDACTED]

6/19/14

From: [REDACTED]
Sent: Thursday, June 19, 2014 7:09 AM
To: Chrysler Top Care Team Group
Subject: Fw: Disappointed owner - seeking dispensation

Follow Up Flag: Follow up
Flag Status: Flagged

----- Original Message -----

From: Steiny [REDACTED]
Sent: Thursday, June 19, 2014 06:45 AM
To: Todd Goyer; Gualberto Ranieri
Subject: Disappointed owner - seeking dispensation

Dear Mr. Manley,

I leased a 2014 Jeep Grand Cherokee last year and am quite disappointed with my experience with your company. I would like to know what rights I have as a consumer as the product is falsely advertised and I've been told that a defect has no near term fix.

The primary reason for my selection of this vehicle were its safety features. I have a new driver in the house (my son turned 17) and I have a family member who is permanently handicapped due to traffic accident....in particular I was extremely excited that the jeep came with a Front Collision Warning system and bought into the fact that this could actually reduce the risk of a severe accident. I was so intrigued that I paid extra in my lease for the option.

Within the first year of the lease (less than 8K miles) the system stopped working. I brought it into the service department and was told that I needed an appointment as only 1 technician in the shop had the expertise to work on the FCW system. I scheduled the earliest appointment available for three weeks later. I dropped the car 3 weeks later and after 5 whole days in the shop I was told that the defect was under warranty but they did not have any parts to replace it in inventory so they would have to order it from Detroit. After 5 days I was sent home (now a second time) with no fix to the FCW system. I was told I would be notified when part arrived.

2 -3 weeks go by and I had not heard from dealer. I decide to call at which time I was told it's still on order. They did think it was odd that it was taking so long so I pressed them to call Detroit and look into it. I received a call a few days later and was informed that the part has no scheduled arrival date as it's being "redesigned and remanufactured"

So here I sit with a car with no front Collision Warning system. A system I paid extra for and the main reason I selected this car over the competition.

Do I have rights under the LEMON laws of NY state? Do I have rights to a discount on my lease?

Respectfully disappointed,
[REDACTED]

Sent from my iPad

Jill Carter



6/19

From: Rosberto McGinnis
Sent: Thursday, June 19, 2014 7:23 AM
To: Gualberto Ranieri
Cc: Jill Carter; Rick Thornton
Subject: Re: Fwd: Disappointed owner - seeking dispensation

Gualberto

We will handle

Ross

From: Gualberto Ranieri
Sent: Thursday, June 19, 2014 06:51 AM
To: Rosberto McGinnis
Subject: Fwd: Disappointed owner - seeking dispensation

Thx

Gualberto Ranieri
Head of Communications
Chrysler Group LLC
1000 Chrysler Drive
Auburn Hills, MI - 48326
Phone +1 248 512 2226
Sent from my iPhone

Begin forwarded message:

From: [Redacted]
Date: June 19, 2014 at 6:45:40 AM EDT
To: "todd.goyer@chrysler.com" <todd.goyer@chrysler.com>, "gualberto.ranieri@chrysler.com" <gualberto.ranieri@chrysler.com>
Subject: **Disappointed owner - seeking dispensation**

Dear Mr. Manley,

I leased a 2014 Jeep Grand Cherokee last year and am quite disappointed with my experience with your company. I would like to know what rights I have as a consumer as the product is falsely advertised and I've been told that a defect has no near term fix.

The primary reason for my selection of this vehicle were its safety features. I have a new driver in the house (my son turned 17) and I have a family member who is permanently handicapped due to traffic accident....in particular I was extremely excited that the jeep came with a Front Collision Warning system and bought into the fact that this could actually reduce the risk of a severe accident. I was so intrigued that I paid extra in my lease for the option.

Within the first year of the lease (less than 8K miles) the system stopped working. I brought it into the service department and was told that I needed an appointment as only 1 technician in the

shop had the expertise to work on the FCW system. I scheduled the earliest appointment available for three weeks later. I dropped the car 3 weeks later and after 5 whole days in the shop I was told that the defect was under warranty but they did not have any parts to replace it in inventory so they would have to order it from Detroit. After 5 days I was sent home (now a second time) with no fix to the FCW system. I was told I would be notified when part arrived.

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So here I sit with a car with no front Collision Warning system. A system I paid extra for and the main reason I selected this car over the competition.

Do I have rights under the LEMON laws of NY state? Do I have rights to a discount on my lease?

Respectfully disappointed,



Sent from my iPad

PE15-021

FLAT CHRYSLER

10-22-2015

ENCLOSURE 4

FinalBackup



From: [REDACTED]
[REDACTED]com

Date: Mon Jun 30 18:28:09 EDT 2014

Subject: Chrysler Group LLC Customer Assistance

Form Selected:

Category: US Customer Service

Brief Description:

drops into 3 while in D

Comments:

After two weeks in shop to fix list of issues the car dropped out of D on the freeway into 3 scarring my wife half to death. This car has on multiple occasions taken control and completed unsafe actions, including stopping to operate in cruise (ACC recall), panic braking for right turning vehicles and the paddles being too close to controls on the wheel.

Demontrond doesn't return our calls, nor will they tell us the phone number of the next contact up the line to lodge a complaint. Truly deplorable system when the complaint tree doesn't allow you access past the entity being complained about.

Jeep has proven unreliable, unsafe and unresponsive.

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Thu Jul 03 03:09:37 EDT 2014

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center.

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

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

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

Are you experiencing any return of the issues you have had addressed?

We apologize.

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).

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=KMM8670579V71377L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

drops into 3 while in D

Comments:

After two weeks in shop to fix list of issues the car dropped out of D on the freeway into 3 scarring my wife half to death. This car has on multiple occasions taken control and completed unsafe actions, including stopping to operate in cruise (ACC recall), panic braking for right turning vehicles and the paddles being too close to controls on the wheel.

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being complained about. Jeep has proven unreliable, unsafe and unresponsive.

VIN:

EO [REDACTED]

Mileage:

1003

Servicing Dealer:

Demontrond

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Houston

State:

TX

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:

[REDACTED]

From: [REDACTED]

To: customerassist@chrysler.com

Date: Thu Jul 03 09:01:29 EDT 2014

Subject: RE: Chrysler Group LLC Customer Assistance (KMM8670579V71377L0KM)

We definitely expect the issues to continue. The dealer has failed to find the root cause of the issue, remedied the problems with "updates", did not replace components expected to be replaced, and failed to communicate on every level concerning our wellbeing and the issues.

The vehicle has not worked from day one and we are now heading off on vacation with a car that slips into gear on its own, been advised by the service manager to just shift it back into gear when it happens, and not to worry.

I guess will just drive it until it tears itself apart or kills someone because at this point I believe that is the only way to get it fixed.

-----Original Message-----

From: customerassist [mailto:customerassist@chrysler.com]

Sent: Thursday, July 03, 2014 2:10 AM

To: [REDACTED]

Subject: Re: Chrysler Group LLC Customer Assistance (KMM8670579V71377L0KM)

Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center.

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

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

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

Are you experiencing any return of the issues you have had addressed?

We apologize.

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).

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=KMM8670579V71377L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

drops into 3 while in D

Comments:

After two weeks in shop to fix list of issues the car dropped out of D
on

the freeway into 3 scarring my wife half to death. This car has on
multiple occasions taken control and completed unsafe actions,
including

stopping to operate in cruise (ACC recall), panic braking for right
turning

vehicles and the paddles being too close to controls on the wheel.

Demontrond doesn't return our calls, nor will they tell us the phone
number

of the next contact up the line to lodge a complaint. Truly deplorable
system when the complaint tree doesn't allow you access past the entity
being complained about. Jeep has proven unreliable, unsafe and
unresponsive.

VIN:

EC [REDACTED]

Mileage:

1003

Servicing Dealer:

Demontrond

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Houston

State:

TX

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:

[REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Mon Jul 07 03:07:23 EDT 2014

Subject: RE: Chrysler Group LLC Customer Assistance (KMM8670579V71377L0KM)

Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center.

Have you left on vacation yet? I apologize, Ava. Unfortunately, the Dealer is currently closed. What I am going to do is assign your case to an agent that will contact the Dealer on your behalf. Once the Agent has established contact, we will send you an update via email. This will allow for the quickest response time.

We would like to apologize for the statement made by the Service Manager, do you happen to recall their name? The statement was made at Demontrond Auto Country?

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).

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:

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8674339V16843L0KM&

Original Message Follows:

We definitely expect the issues to continue. The dealer has failed to find the root cause of the issue, remedied the problems with "updates", did not replace components expected to be replaced, and failed to communicate on every level concerning our wellbeing and the issues.

The vehicle has not worked from day one and we are now heading off on vacation with a car that slips into gear on its own, been advised by the service manager to just shift it back into gear when it happens, and not to worry.

I guess will just drive it until it tears itself apart or kills someone because at this point I believe that is the only way to get it fixed.

-----Original Message-----

From: customerassist [mailto:customerassist@chrysler.com]

Sent: Thursday, July 03, 2014 2:10 AM

To: [REDACTED]

Subject: Re: Chrysler Group LLC Customer Assistance (KMM8670579V71377L0KM)

██████████

Thank you for contacting the Jeep Customer Assistance Center.

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

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

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Are you experiencing any return of the issues you have had addressed?

We apologize.

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).

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: 2 ██████████

EMAIL CASE NUMBER: ██████████

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8670579V71377L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

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number

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system when the complaint tree doesn't allow you access past the entity
being complained about. Jeep has proven unreliable, unsafe and
unresponsive.

VIN:

EC [REDACTED]

Mileage:

1003

Servicing Dealer:

Demontrond

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Houston

State:

TX

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:

[REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Sat Jul 12 00:25:20 EDT 2014

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

Thank you for your patience.

We have spoken to the dealership and have advised the Chrysler Business Center of their practices. Again, we apologize. We would suggest having an appointment set and having the transmission issue diagnosed and resolved. I apologize for the less than favorable response, however we have documented everything thus far and it will be reviewed internally.

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).

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:

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8683920V39120L0KM&

Previous Reply Follows:

Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center.

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

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

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

Are you experiencing any return of the issues you have had addressed?

We apologize.

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).

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=KMM8670579V71377L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

drops into 3 while in D

Comments:

After two weeks in shop to fix list of issues the car dropped out of D on the freeway into 3 scarring my wife half to death. This car has on multiple occasions taken control and completed unsafe actions, including stopping to operate in cruise (ACC recall), panic braking for right turning vehicles and the paddles being too close to controls on the wheel. Demontrond doesn't return our calls, nor will they tell us the phone number of the next contact up the line to lodge a complaint. Truly deplorable system when the complaint tree doesn't allow you access past the entity being complained about. Jeep has proven unreliable, unsafe and unresponsive.

VIN:

EC4 [REDACTED]

Mileage:

1003

Servicing Dealer:

Demontrond

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Houston

State:

TX

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:

[REDACTED]

PE15-021

FLAT CHRYSLER

10-22-2015

ENCLOSURE 4

FinalBackup



Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2014-07-22 21:22:54.208772

Files Not Recieved: 0

Attached is the timeline of the problems associated with Cair Number [REDACTED]

My name is [REDACTED] and this is the story of my Jeep for the first 5,000 miles...

I leased my 2014 Jeep Grand Cherokee Overland with the optional Advanced Technology Package on December 5th, 2013. For my first new car lease, not only did I put \$4500 down, I traded in car at a \$7000 value - applied to the principal of the car to make my payments more affordable. I leased the Overland with the Advanced Technology Pack (total of nearly a \$50,000 value as you know) because I was coming from a car with hardly any safety features so I wanted to make sure I got the best technology.

I experienced problems beginning in **February of 2014**. This was two months after I signed the lease agreement. The odometer read just over 2,000 miles. The display beeped and flashed, warning of impending collisions when there were no obstacles in front of the Jeep. I thought it was a temporary glitch, but the error kept occurring. I had no tangible proof that the error was occurring until I snagged a picture of the odometer error message with my iPhone on **March 4th, 2014**. The error message that I got a picture of reads: ACC/FCW Unavailable Wipe Front Radar Sensor. I cleaned my Jeep, and the sensor - yet the problem persisted.

I'm a busy girl and I dreaded having to deal with taking my car in, so I did not contact Westgate Jeep service until the problem became intolerable. I contacted Westgate on **Thursday, March 20th** on my lunch break at about 1 or 2pm and spoke to service advisor Greg. I told him about the malfunction. He told me that I might just need to wipe dirt off the sensor. I assured him that it was not dirt and it was a malfunction. I told him that I could bring my Jeep in the next day since I had a paid holiday and would have someone to drive me home. *He said that they could probably "squeeze me in" even though they would be really busy.*

Friday, March 21st, I drove the Jeep to Westgate and my boyfriend drove his car behind me. I didn't end up getting there until about 1 or 2pm so I told them if they didn't have time to get to it today they could keep it through Saturday. Greg said it would be fine and that they would call me when it was ready.

The next morning, **Saturday, March 22nd**, I was concerned about my Jeep's status. So I called Westgate and spoke to service advisor Edward (Greg was not there) and he said he didn't even know my Jeep was on the lot. He said there was no way that they would get to it that Saturday. My boyfriend drove me back to Westgate to pick up the Jeep, as Westgate is closed on Sundays and I needed my Jeep to drive to work the following Monday. Of course, I was furious - I had not only wasted my time and gas, but I had wasted my boyfriend's time and gas (it takes over 30 minutes to get to Westgate from my home with zero traffic). When we arrived, I was very nice to Edward but I told him the way I was treated was unacceptable, that if they were extremely busy and flooded with work I should not have been promised that my Jeep could have been "squeezed in." I would rather have Greg been honest with me and schedule a time in the future when they could definitely take care of the problem.

Edward promised that his service manager would contact me that next **Monday the 24th**. Then it was 5pm on Monday and no one from Westgate had attempted to contact me. So I called back and spoke to who I think was Greg, and told him that the manager should have contacted me that day. Because he had not done so, I was very upset - I asked that the manager call me as soon as possible.

Service Manager Will Cooper finally contacted me two hours later at 7pm. I was very professional with him and explained to him why the way I was treated was absolutely unacceptable - the fact that I am paying for a \$50,000 top of the line Jeep and that his service department just jerked me around, wasting my and my boyfriend's precious time and money. He agreed that it was very inconsiderate and apologized and said he would schedule a time for my Jeep to be picked up and a loaner car left with me. He called a day later and said he wouldn't be able to work on my Jeep on April 1st (keep in mind I spoke with him Monday the 24th) because they were so busy.

So a week later on **Tuesday, April 1st** they came and picked my Jeep up from me at work. They left me a **2013 base model Dodge Dart** valued at \$15,995.... no cruise control, cheap plastic and cloth, two airbags, covered with garish Westgate decals. I am not exaggerating - decals covered very vertical surface of the vehicle. The front bumper, the entire length of the car on both sides, and the rear bumper - free advertisement for Westgate and their terrible service. If Westgate thinks they were doing me a favor, they were dead wrong. Doing me a favor would have been leaving me with a vehicle that was closer in class to my Overland. To add to it, the tank was almost empty. Will told me that he would pay me back for filling up the tank - which he did later follow through on.

The next day **Wednesday, April 2nd**, Will told me the part was unfixable and that he would have to order a new part. Unfortunately, the part was on backorder and it was scheduled to ship that Friday. To avoid having to deal with trading cars back and forth, Will told me to keep the Dart since they would be expecting the part soon.

I followed up with Will that **Friday, April 4th**, and the part had been pushed back at the manufacturer for another week. So every week I would contact Will and he would tell me the part has been pushed several days or another week. This process repeated for several weeks.

Finally it was **Friday, May 16th** and Will said the part got pushed back again. My Jeep had been sitting at Westgate for over a month and a half (since **April 1st**) and I couldn't take it anymore. I hated driving the Dodge Dart and I missed my sleek and luxurious Overland. I told Will that this was getting ridiculous and that I couldn't wait any longer and that I was going to come get my Jeep back on **Monday May 19th**. I picked up the Jeep - they had filled up my tank at my request to replace what I wasted on March 21st and 22nd. Will told me he would call me when he heard something about the part.

Will never called me again. I didn't hear from him again until after my third call. I made that call on **Tuesday, June 24th** and left him another voicemail even though I already left him two other messages. He called me back an hour later, conveniently with good news - my part was in his shop. I was annoyed that it took me having to call him in the middle of the afternoon (while at my work) after I had already called him that week and the week before asking for updates before he told me he had the part. So he promised that my Jeep would be picked up on **Tuesday, July 1st** (three months after it was originally picked up). He said he would have something like a Jeep Patriot for me to drive around while it was being fixed.

Tuesday, July 1st rolled around and no one called, no one texted, no one picked up my Jeep. The one thing Westgate had the power to follow through on and they couldn't even do that. They had the part, they had the means but they "didn't have a loaner car" and were just "too busy and forgot to call." I was absolutely furious and at my wit's end - which is why I called Customer Care that night. When I called Westgate the next day, I spoke with the Store Manager Mike, and he was... nonplussed about the situation. His ambivalence shocked me. I had been wrecked with stress about my vehicle since the beginning of March, and he made no effort to even pretend like he cared about my situation. I hung up the phone and cried.

Will finally called me and apologized and said they just didn't have any loaner cars and that he should have called me to tell me and he didn't. "I'm sorry" was all I got. When it was all said and done, they picked my Jeep up **Thursday, July 3rd**, and did not give me a loaner car and I had to get a ride home from work from my brother. For the three days Westgate had my Jeep, my boyfriend drove me around. Westgate had my car finished, vacuumed, washed and delivered by end of day **Saturday, July 5th**. They had not planned to wash or vacuum the Jeep... thankfully I am close friends with a car buyer's agent who called them on my behalf and insisted they do so as an apologetic gesture. Westgate never undertook to do anything beyond picking up my Jeep and providing the loaner.

Conclusions:

Westgate Jeep wasted my time. They wasted 4-5 months of my lease payments. I have abided specifically by the terms of my lease contract. I treated my contacts at the dealership with patience. I have been as agreeable as is humanly possible for far longer than should be required of a paying customer. I have learned, resoundingly, that this was a mistake.

I chose to lease my Jeep *because* I did not want to worry about repairs. I leased my Jeep with the intention of trading for another Jeep at lease end, so that I would never have to deal with *exactly* the stress and lost time which resulted from this ordeal. Any additional measures taken by Westgate were done so at my friend's insistence.

Additionally, the loaner vehicle provided by Westgate was completely unacceptable. I continued to make lease payments on a \$50,000 vehicle, while being given, and driving without complaint, a base model Dodge Dart (which retails for roughly \$16,000). Will Cooper explained that, due to

the length of time I drove the loaner vehicle, I was given an inferior vehicle. This suggests that he either (1) knew at the time I was given the loaner vehicle, that the repairs on my Jeep would take 3 months, or (2) he was being lazy and didn't care. He elaborated that, had my repairs been conducted more quickly (in a timely fashion), I would have been given a vehicle that would have been a suitable replacement for my \$50,000 Jeep. He never offered to switch me out of the rolling billboard.

At the time I was given the Dodge Dart, Westgate had not yet diagnosed the cause of my Jeep's problems. Not knowing the cause or nature of the malfunction would have made it difficult to estimate time of repair, a necessary component of Will's claim. Accordingly, neither Will nor I had any idea at the time I was given a Dodge Dart that I would be in a "loaner" for weeks on end.

In hindsight, we see it took well over a month before I gave the Dart back to Westgate, but at the time, as my report shows above, I was lead to believe (by no fault of Will's I'm sure) that the part was coming, the part was coming, the part was coming.... And so on as outlined. I gave the Dart back before my Jeep was repaired, as at that point Westgate still had no idea as to when the part needed to repair my Jeep would arrive. I figured it was better to drive a broken car with comfortable seats than advertise for a dealership who had treated me so poorly, so consistently. For how easy it was to buy the vehicle, I had no idea how difficult it would be to get it serviced.

As my first car buying experience, this has been terrible. If I could get back the money I put down on the Jeep and the money for my trade, I would. I would go somewhere else for better business. Westgate Jeep has fallen far below even the modest standards of customer care. They just aren't people who I want to do business with. I would not recommend them to anyone.

So I propose that if Chrystler Corporation does not want to give me back the \$12,500 I put down on the Jeep, and cancel the lease contract, then please return my lease payments for the months that I paid full price for a defective Jeep Grand Cherokee Overland. That's part of February, March, April, May and June and part of July. My lease payment is \$365.05 - for four months that totals \$1,460.20.

I feel that Chrysler Corporate is responsible for paying me back for the time I was not able to use all the functions of my Jeep, nor drive it at all because it was at the dealership while awaiting the part - keeping in mind that I chose the 2014 Jeep Grand Cherokee Overland specifically for the added security features of the Advanced Technology Pack. Therefore, driving a Jeep without it was not only pointless but caused me undue and intolerable stress at the whim of Westgate Jeep. I would like to receive, in writing, what that my compensation will be as per my request above.

My cell phone number is [REDACTED] The Jeep is billed and garaged at 2632 Union Grove Church Road, Hurdle Mills, NC, 27541 but my current mailing address is at [REDACTED], Durham, NC, [REDACTED] so any mailings that may be produced need to be mailed to that address. Thank you all for your time and consideration.

PE15-021

FLAT CHRYSLER

10-22-2015

ENCLOSURE 4

FinalBackup



Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2014-07-16 14:14:23.247621

Files Not Recieved: 0



BMO Harris Bank N.A.

Date: 07/16/2014

BMO Harris Bank N.A.

Attn: Payoff Department, Floor 2 Quad A
1200 Warrenville Rd
Naperville, IL 60563

Attention: [REDACTED]

Please find information below regarding your request to pay off your personal installment loan. Please note that the payoff figure below does not reflect any payments or fees incurred but not yet billed after 07/16/2014. To verify your payoff figure at closing, please request another payoff letter through BMO Harris Online Banking.

Personal Installment Loan Payoff Statement

BORROWER(S)	LOAN NUMBER	COLLATERAL
[REDACTED] CICERO, IL, [REDACTED]	[REDACTED]	14 106368 JEEP GRAND CHEROKEE 4WD

ACCOUNT BREAKDOWN	DOLLAR AMOUNT
Original Loan Amount	40,757.26
Unpaid Principal	33,946.20
Interest	44.51
Late Charges	0.00
Insurance	0.00
Additional Fees	0.00

PAYOFF SUMMARY	
Payoff Amount	33,990.71
Good Until	07-26-2014
Interest Per Diem	2.78

Please mail your payoff check (and if appropriate the signed letter or letter of direction) to: BMO Harris Bank N.A.

Attn: Payoff Department, Floor 2 Quad A
1200 Warrenville Rd
Naperville, IL 60563

*Hand-carried payments are not accepted at this location. You can either mail your payoff to the address above or drop it off at any BMO Harris branch.

"BMO Harris" and "BMO Harris Bank" are trade names used by BMO Harris Bank N.A. Member FDIC



Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2014-07-16 14:24:49.765872

Files Not Recieved: 0

Go Chrysler



Welcome, [Redacted]
Today's Date: Wednesday, July 16, 2014
Last Login:

[Turn On Accessibility Mode](#)

[Message Center](#) | [Preferences](#) | [Contact Us](#) | [Help](#) | [Log Out](#)

- Accounts**
- Transfers
- Customer Service
- Total Look
- Products & Services

- Accounts**
- Account Activity
- Account Reports

Account Activity



Installation Loan - [Redacted]

[Download Transactions](#)

[Advanced Search](#)

[Manage Categories](#)

[Manage Register Payees](#)

[View Account Information](#)

Account Number: [Redacted] Hide	Principal Balance: \$33,946.20
Account Number: *2008 [Redacted]	As Of: July 16, 2014 11:27 AM CDT
Statement Name(s): [Redacted]	Automatic Payment: N
Statement Name(s): [Redacted]	Payment Due Date: 07/16/2014
Term:	Payment Amount Due: \$0.00
Maturity Date:	Open Date:
Interest Rate: 2.990%	Original Loan Amount: \$40,757.26
Interest Paid YTD: \$627.35	
Interest Paid Prior Year: \$621.59	

[Request a Payoff](#)

Pending Transactions

The activity below shows pending transactions, scheduled transfers and up to 15 days of scheduled bill payments.

Date	Description	Status	Amount
No Pending Transactions			

Posted transactions between 06/16/2014 and 07/16/2014

Date	Description	Status	Other	Interest	Principal Amount	Amount	Balance
07/10/2014	REGULAR PAYMENT Payment	✓		-\$64.73	-\$635.27	-\$620.00	\$33,946.20

- Accounts**
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- [Account Activity](#)
- [Account Reports](#)

- Transfers**
- [Make a Transfer](#)
- [View Transfers](#)

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- Message Center**
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- [Messages](#)
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- Need Assistance?**
- [Let us call you](#)
- [eChat](#)
- [Contact us](#)
- [Make an appointment](#)



View Posted Transaction Printable View

Description: REGULAR PAYMENT
From Account: Installment Loan - *3008
Amount: \$620.00
Status: Posted
Date/Time Posted: July 10, 2014 12:00 AM CDT

BMO HARRIS
P.O. BOX 6201
CAROL STREAM IL 60197-6201

PAYMT. NO.

50

ACCOUNT NUMBER

[REDACTED]

[REDACTED]

ANY QUESTIONS REGARDING YOUR LOAN,
PLEASE CALL US AT 1-877-435-7330.

BMO HARRIS
P.O. BOX 6201
CAROL STREAM IL 60197-6201

[REDACTED]

DUE DATE

AMOUNT DUE

AUG 16 - 17

\$619.83

AFTER THIS DATE

PAY THIS AMOUNT

AUG 26 - 17

\$650.82

LATE FEE

\$30.99

COUPON MUST ACCOMPANY PAYMENT

Payment Details

Biller

BMO Harris Bank
JEEP

[Print](#)

Amount

620.00

Payment Sent On

7/10/2014

Payment Type

Electronic

Paid From Account

Former Account -9247

Confirmation Code

[REDACTED]

[Close](#)

Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2014-07-18 18:30:09.099930

Files Not Recieved: 0

Case #



FAX 708-222-3941
2014 JEEP SUMMIT

CASE MANAGER SHAUNA



BMO Harris Bank N.A.

Date: 07/16/2014

BMO Harris Bank N.A.

Attn: Payoff Department, Floor 2 Quad A
 1200 Warrenville Rd
 Naperville, IL 60563

Attention: [REDACTED]

Please find information below regarding your request to pay off your personal installment loan. Please note that the payoff figure below does not reflect any payments or fees incurred but not yet billed after 07/16/2014. To verify your payoff figure at closing, please request another payoff letter through BMO Harris Online Banking.

Personal Installment Loan Payoff Statement

BORROWER(S)	LOAN NUMBER	COLLATERAL
[REDACTED] CICERO, IL [REDACTED]	[REDACTED]	14 106368 JEEP GRAND CHEROKEE 4WD

ACCOUNT BREAKDOWN	DOLLAR AMOUNT	PAYOFF SUMMARY
Original Loan Amount	40,757.26	Payoff Amount 33,990.71
Unpaid Principal	33,946.20	Good Until 07-26-2014
Interest	44.51	Interest Per Diem 2.78
Late Charges	0.00	
Insurance	0.00	
Additional Fees	0.00	

Please mail your payoff check (and if appropriate the signed letter or letter of direction) to: BMO Harris Bank N.A.
 Attn: Payoff Department, Floor 2 Quad A
 1200 Warrenville Rd
 Naperville, IL 60563

*Hand-carried payments are not accepted at this location. You can either mail your payoff to the address above or drop it off at any BMO Harris branch.

"BMO Harris" and "BMO Harris Bank" are trade names used by BMO Harris Bank N.A. Member FDIC





Platform: LOUIS RAINONE
Trade's Date: 07/16/2014 11:27 AM CDT
Account:

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Accounts

Accounts | Account Activity | Account Reports

Account Activity

Filter

Installment Loan

Download Transactions | Advanced Search | Manage Categories | Manage Register Payees

View Account Information

Account Number:

Account Number:

Statement Name(s):

Statement Name(s):

Term:

Maturity Date:

Interest Rate: 2.990%

Interest Paid YTD: \$627.35

Interest Paid Prior Year: \$621.59

Principal Balance: \$33,946.20

As Of: July 16, 2014 11:27 AM CDT

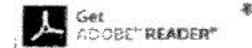
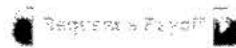
Automatic Payment: N

Payment Due Date: 07/16/2014

Payment Amount Due: \$0.00

Open Date:

Original Loan Amount: \$40,757.26



Pending Transactions

Date	Description	Status	Amount
------	-------------	--------	--------

No Pending Transactions

Posted transactions between 06/16/2014 and 07/16/2014

Date	Description	Status	Other	Interest	Principal Amount	Amount	Balance
07/10/2014	REGULAR PAYMENT Payment	✓		\$-84.73	\$-535.27	\$-620.00	\$33,946.20

Accounts

- Accounts
- Account Activity
- Account Reports

Transfers

- Make a Transfer
- View Transfers

Customer Service

- Total Lock
- Products & Services
- Preferences
- Help

Message Center

- Alerts
- Messages
- Reminders

Need Assistance?

- Let us call you
- eChat
- Contact us
- Make an appointment

View Usage | Business | Disclaimers | Site Map | Privacy



View Posted Transaction Printable View

Description:	REGULAR PAYMENT
From Account:	Installment Loan - *3008
Amount:	\$620.00
Status:	Posted
Date/Time Posted:	July 10, 2014 12:00 AM CDT

BMO HARRIS
P.O. BOX 6201
CAROL STREAM IL 60197-6201

PAYMT NO.

50

ACCOUNT NUMBER

[REDACTED]

[REDACTED]

ANY QUESTIONS REGARDING YOUR LOAN,
PLEASE CALL US AT 1-877-435-7330.

BMO HARRIS
P.O. BOX 6201
CAROL STREAM IL 60197-6201

[REDACTED]

DUE DATE AMOUNT DUE

AUG 16 - 17 \$619.83

AFTER THIS DATE PAY THIS AMOUNT

AUG 26 - 17 \$650.82

LATE FEE \$30.99

COUPON MUST ACCOMPANY PAYMENT

Payment Details

Billers

BMO Harris Bank
JEEP

Amount

620.00

Payment Sent On

7/10/2014

Payment Type

Electronic

Paid From Account

Former Account [REDACTED]

Confirmation Code

[REDACTED]

[View](#)

Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2014-08-07 00:25:05.713806

Files Not Recieved: 0

Thanks again for your help

PAYMT NO.

2

ACCOUNT NUMBER

DUE DATE

AMOUNT DUE

AUG 16 - 13

\$619.89

AFTER THIS DATE

PAY THIS AMOUNT

AUG 26 - 13

\$650.82

LATE FEE

\$30.99

ANY QUESTIONS REGARDING YOUR LOAN,
PLEASE CALL US AT 1-877-435-7330.

BMO HARRIS
P.O. BOX 6201
CAROL STREAM IL 60197-6201

COUPON MUST ACCOMPANY PAYMENT

Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2014-08-15 06:24:48.372036

Files Not Recieved: 1

Get this, I picked up my vehicle and it was repaired to my satisfaction but when I started the vehicle it died out. They used all the gas in it. They did fill it half way for me and I got t he Hell out of there, so the nightmare from hell is over. Thank you Chrysler for your help.

Payment Detail

[Tell me about managing payments ...](#)

Billers Name BMO Harris Bank [REDACTED]

Payment Account Virtual Wallet with Performanc X13826

Amount \$620.00

Pay Date 08/15/2014

Confirmation Number [REDACTED]

Status Paid

Your payment from your Virtual Wallet with Performanc X13826 account was sent to BMO Harris Bank on 08/14/2014. The money was withdrawn from your account on 08/15/2014. BMO Harris Bank usually applies an electronic payment to your account on the next business day. If you have a question about your bill or about crediting the payment to your account, please contact BMO Harris Bank directly.

- [Print](#)
- [Close](#)

PE15-021

FLAT CHRYSLER

10-22-2015

ENCLOSURE 4

FinalBackup



From: [REDACTED]
To: customerassist@chrysler.com
Date: Sun Jul 06 12:26:18 EDT 2014
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

cruise control

Comments:

Hi folks,my wife and i went for a ride yesterday[july4,14 .When i started it up my mem seat didn't move so i cut it off and tried again and no luck,cruising down the highway i set the cruise and when i exited off i hit the brake and it would not go off it kept pulling the brake slowed us a bit so i pannicked but then hit the button on the wheel and it released kind of a scary moment.Tried it later and it worked fine.I do have quite a few blackouts on the radio screen.Not complaining about the Jeep,i love it.Just had it serviced last week and checked on thr recall but the part hadn't come in yet so you all have a great day and remember, today is the oldest you've ever been and the youngest you'll ever [REDACTED]

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Wed Jul 09 06:57:18 EDT 2014

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center.

I'm sorry to hear of the concern you have experienced with your cruise control and the memory seat feature. We would like to review this concern further. Has the vehicle been diagnosed by Big O Dodge regarding the cruise control and memory seat concerns? If so, when was it diagnosed and who was your service advisor?

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).

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=KMM8678582V3438L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

cruise control

Comments:

Hi folks, my wife and i went for a ride yesterday[july4,14]. When i started it up my mem seat didn't move so i cut it off and tried again and no luck, cruising down the highway i set the cruise and when i exited off i hit the brake and it would not go off it kept pulling the brake slowed us a bit so i panicked but then hit the button on the wheel and it released kind of a scary moment. Tried it later and it worked fine. I do have quite a few blackouts on the radio screen. Not complaining about the Jeep, i love it. Just had it serviced last week and checked on thr recall but the part hadn't come in yet so you all have a great day and remember, today is the oldest you've ever been and the youngest you'll ever be, [REDACTED]

VIN:

EC [REDACTED]

Mileage:

10865

Servicing Dealer:

Big O Dodge

Title:

First Name:

█

Middle Initial:

Last Name:

█

Address 1:

█ t

Address 2:

City:

Simpsonville

State:

SC

Zip:

█

Email:

█ t

Home Phone:

█

From: [REDACTED]

To: customerassist@chrysler.com

Date: Thu Jul 10 14:44:15 EDT 2014

Subject: Reply to Chrysler Group LLC (KMM8678582V3438L0KM)

Reply Comments:

I had it serviced just three days before this happened so no it has not been discussed with Big O i just thought you folks might have had this problem reported by someone else.Haven't used the cruise since that day,I have had several days that the mem seat and tilt didn't work but never tried the cruise on that day.[REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Thu Jul 10 16:35:10 EDT 2014

Subject: Re: Reply to Chrysler Group LLC (KMM8678582V3438L0KM)

Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center.

We are sorry to hear of the concerns you have experienced. We are unable to advise of what may be causing the concern with the memory seat and the cruise control. We would be happy to further look into this situation. To do so, we will first require a diagnosis be performed by any authorized Jeep Dealership to review the situation and a determination on the repair procedure be put in place.

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

P14 BRAKE BOOSTER

We recommend contacting Big O Dodge to arrange an appointment for proper diagnosis and repair. Once you have had an opportunity to undergo a diagnosis through your authorized Jeep Dealership, please call Jeep - 877-IAMJEEP (877-426-5337).

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).

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=KMM8681835V24510L0KM&

Original Message Follows:

Comments:

I had it serviced just three days before this happened so no it has not been discussed with Big O i just thought you folks might have had this problem reported by someone else.Haven't used the cruise since that day,I have had several days that the mem seat and tilt didn't work but never tried the cruise on that day.[REDACTED]

From: [REDACTED]

To: customerassist@chrysler.com

Date: Fri Jul 11 10:47:50 EDT 2014

Subject: Re: Reply to Chrysler Group LLC (KMM8681835V24510L0KM)

I have applied for the booster recall but was told chrysler was only allowing two repairs a week to dealerships so when you folks can get around to doing mine we will have them ck it out.

----- Original Message -----

From: "customerassist" <customerassist@chrysler.com>

To: [REDACTED] >

Sent: Friday, July 11, 2014 9:06 AM

Subject: Re: Reply to Chrysler Group LLC (KMM8681835V24510L0KM)

> Dear [REDACTED],

>

> Thank you for contacting the Jeep Customer Assistance Center.

>

> We are sorry to hear of the concerns you have experienced. We are unable

> to advise of what may be causing the concern with the memory seat and

> the cruise control. We would be happy to further look into this

> situation. To do so, we will first require a diagnosis be performed by

> any authorized Jeep Dealership to review the situation and a

> determination on the repair procedure be put in place.

>

> Our records indicate that the following recall campaign has not been

> performed by an authorized dealer:

>

> P14 BRAKE BOOSTER

>

> We recommend contacting Big O Dodge to arrange an appointment for proper

> diagnosis and repair. Once you have had an opportunity to undergo a

> diagnosis through your authorized Jeep Dealership, please call Jeep -

> 877-IAMJEEP (877-426-5337).

>

> Thank you again for your email. Should you require additional

> assistance, or have any new information to provide, please reply to this

> email message or call 1-877-I-AM-JEEP (1-877-426-5337).

>

> 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=KMM8681835V24510L0KM&

>

>

>

> Original Message Follows:

> -----

> Comments:

> I had it serviced just three days before this happened so no it has not

> been

> discussed with Big O i just thought you folks might have had this

> problem

> reported by someone else.Haven't used the cruise since that day,I have

> had

> several days that the mem seat and tilt didn't work but never tried the

> cruise on that [REDACTED]

PE15-021

FLAT CHRYSLER

10-22-2015

ENCLOSURE 4

FinalBackup



From: [REDACTED]
To: customerassist@chrysler.com
Date: Tue Jul 15 12:15:59 EDT 2014
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Lemon Law Demand

Comments:

The dealer has failed to fix a faulty navigation system FOUR TIMES. This is in addition to over 10 other trips to the dealer to fix a host of other defects.

I would like to have this vehicle replaced.

Below is the history of the problems, along with the specific instances (four) that the dealer has failed to fix the navigation system.

Here is the history of my purchase.

1. Purchased on Friday, August 2. Car didn't start on lot; was told that was because someone must have left the lights on.
2. Picked up on Monday, August 5 after paying for undercoat and inside/outside sealant. Navigation didn't work. Remote Start didn't work.
3. Returned vehicle same week and was told "problems fixed" after day long software reset.
4. Friday, August 9 (same week) car completely wouldn't start and stranded me on highway 93 in Montana. Car towed to dealer: they said "problems fixed" after changing grounding wire and updating software.
5. Picked up car on evening of Friday, August 9.

Remote start fixed, but navigation frozen.

6. Navigation not fixed till

September after two more visits to shop (a total of 4 trips to the shop within one month).

7. February 6, 2014. Check Engine repeatedly light goes on and then goes off after 3-5 days. Problem repeats but Don K says not to bring it in unless light on so they can get code. Bring to Don K on February 13, 2014.

8. February 13, 2014. Check engine light on. Don K reprograms instrument cluster.

9. March 4, 2014. Check engine light goes on; call for appointment on Thursday, March 6, 2014. Given appointment on Monday, March 10, 2014. Problem is apparently a bad reading on the vapor canister. Check engine light reset.

10. March 13, 2014. Check engine light goes on again. Make appointment for Friday, March 14, 2014.

11.

March 14, 2014. Appointment at Don K. Replaced seal-vapor canister on evaporative system.

12. March 17, 2014. Check engine light goes on again.

Make appointment for Tuesday, March 18, 2014. March 18, 2014, drop off vehicle at Don K (10:00 am).=20

13. May 23, 2014. Navigation system shows me miles away from actual location and compass doesn't work. Make appointment for June 11, 2014. REPAIR ATTEMPT FOUR FOR NAVIGATION SYSTEM. Driving off lot system still doesn't work. Take back and navigation reset and then works.

14. July 13, 2014. Get in vehicle and navigation doesn't work (no compass and location is wrong by 50 miles).

VIN: EC [REDACTED]

Telephone: [REDACTED]

Sender Information:

Title: =20

First Name: [REDACTED]

Middle Initial: =20

Last Name: [REDACTED]r

From: customerassist@chrysler.com

To: [REDACTED]

Date: Tue Jul 22 05:54:58 EDT 2014

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center.

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

Your concerns, particularly in view of the inconvenience involved in this issue, are understandable and I appreciate the time and effort you took to bring this matter to my attention. A case has been opened for you and the number is at the bottom of this page.

Due to the nature of your concern, your file has been escalated for further review. We feel this referral action will provide the best resource for your concerns. A Case Manager will attempt to contact you within one business day at the phone number provided in your email 406.890.4678. If you wish to be reached at an alternative number, please respond so we may update your file appropriately.

We also would like to advise you of your currently incomplete recall, I have provided information below on the recall:

Chrysler Group will recall certain Jeep Grand Cherokee and Dodge Durango SUVs, model years 2011-2014, to install a cover over the brake boosters to minimize corrosion caused by undue water exposure.

Chrysler Group will inspect the brake boosters, and may replace them if braking capability has been reduced. All boosters will be equipped with a cover to insulate their crimp joints from water. What you must do to ensure your safety... Simply contact your Chrysler, Jeep, or Dodge dealer right away to start the process of getting the recall completed.

Thank you again for your email. Should you require additional assistance in the meantime, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).

Sincerely,

Sierra

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=KMM8698624V22898L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

Lemon Law Demand

Comments:

The dealer has failed to fix a faulty navigation system FOUR TIMES. This is in addition to over 10 other trips to the dealer to fix a host of other defects. I would like to have this vehicle replaced. Below is the history of the problems, along with the specific instances (four) that the dealer has failed to fix the navigations system. Here is the history of my purchase. 1. Purchased on Friday, August 2. Car didnât start on lot; was told that was because âsomeone must have left the lights on.â 2. Picked up on Monday, August 5 after paying for âundercoatâ and inside/outside sealant. Navigation didn't work. Remote Start didn't work. 3. Returned vehicle same week and was told "problems fixed" after day long software reset. 4. Friday, August 9 (same week) car completely wouldn't start and stranded me on highway 93 in Montana. Car towed to dealer: they said "problems fixed" after changing grounding wire and updating software. 5. Picked up car on evening of Friday, August 9. Remote start fixed, but navigation frozen. 6. Navigation not fixed till September after two more visits to shop (a total of 4 trips to the shop within one month). 7. February 6, 2014. Check Engine repeatedly light goes on and then goes off after 3-5 days. Problem repeats but Don K says not to bring it in unless light on so they can get code. Bring to Don K on February 13, 2014. 8. February 13, 2014. Check engine light on. Don K reprograms instrument cluster. 9. March 4, 2014. Check engine light goes on; call for appointment on Thursday, March 6, 2014. Given appointment on Monday, March 10, 2014. Problem is apparently a bad reading on the vapor canister. Check engine light reset. 10. March 13, 2014. Check engine light goes on again. Make appointment for Friday, March 14, 2014. 11. March 14, 2014. Appointment at Don K. Replaced seal-vapor canister on evaporative system. 12. March 17, 2014. Check engine light goes on again. Make appointment for Tuesday, March 18, 2014. March 18, 2014, drop off vehicle at Don K (10:00 am). 13. May 23, 2014. Navigation system shows me miles away from actual location and compass doesnât work. Make appointment for June 11, 2014. REPAIR ATTEMPT FOUR FOR NAVIGATION SYSTEM. Driving off lot system still doesnât work. Take back and navigation reset and then works. 14. July 13, 2014. Get in vehicle and navigation doesnât work (no compass and location is wrong by 50 miles). [REDACTED] VIN: EC [REDACTED]
Telephone: [REDACTED]

VIN:

EC [REDACTED]

Mileage:

10595

Servicing Dealer:

Don K Whitefish

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

[REDACTED]

City:

Somers

State:

MT

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:

[REDACTED]

Document Recieved from Customer

Case Number: [REDACTED]

Date Received: 2014-09-02 13:13:34.668412

Files Not Recieved: 0

Shani,

Three times I have tried to upload my Chrysler Capital statement (which also shows proof of payments). It keeps rejecting me; telling me to turn on cookies. I did. This is ridiculous. My Chrysler Capital account number is [REDACTED]. You can check. This is kinda insult to injury having to spend so much time on a defective web site.

Best,

[REDACTED]

Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2014-09-17 15:00:08.646052

Files Not Recieved: 0

Case #: [REDACTED]

Account Activity

COMPLETE ADVANTAGE(RM) XXXXXX [REDACTED]

Activity Summary

Current Posted Balance	\$2,720.13
Pending Withdrawals/ Debits	-\$422.97
Pending Deposits/ Credits	\$39.42
Available Balance	\$2,336.58

Transactions

Find Transactions

Description or Keyword **Chrysler**
 Dates **Last 12 Months**
 Amounts or Check Numbers
 Type

Date ↓	Description	Deposits / Credits	Withdrawals / Debits
Pending Transactions Note: Amounts may change			
No pending transactions meet your criteria above.			
Posted Transactions			
05/05/14	CHECK CRD PURCHASE 05/04 CHRYSLER CAPITAL 855-563-5635 T [REDACTED] ?MCC=6012		\$1,527.72
Totals		\$0.00	\$1,527.72

 **Equal Housing Lender**

© 1995 – 2014 Wells Fargo. All rights reserved.

PE15-021

FLAT CHRYSLER

10-22-2015

ENCLOSURE 4

FinalBackup



From: [REDACTED]
To: customerassist@chrysler.com
Date: Mon Jul 21 11:21:21 EDT 2014
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: Backorder

Brief Description:

Back ordered part

Comments:

Adaptive cruise control module, 68223771AH

This part has been on order since 6/4/2014 with no estimated availability date. I expected better support on this vehicle. Can you please check into the delay on this part and possibly divert one part from production to fill this order. Thank you for you help. [REDACTED]

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Mon Jul 21 12:54:17 EDT 2014

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED],

Thank you for your recent inquiry to Mopar.com.

Unfortunately I do not have access to inventory levels or the ability to determine an order status.

When an order is placed online an order confirmation is emailed to you.

The email confirmation will contain contact information for the fulfilling dealer whom you should contact to determine the order status.

You may also log on to Mopar.com and click on "log In" in the top right-hand corner.

Next, enter your email address and order number and click on ?View Order?.

You may also contact the Jeep Customer Assistance Center at 877 426 5337.

You will be assigned a case manager who can assist with expediting the part on your behalf.

Thanks again for contacting Mopar.

Sincerely,

Duane

Customer Service Representative

Mopar Customer Assistance

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=KMM8697306V61657L0KM&

Original Message Follows:

Backorder - MOPAR Brand Site

Brief Description:

Back ordered part

Comments:

Adaptive cruise control module, 68223771AH This part has been on order since 6/4/2014 with no estimated availability date. I expected better support on this vehicle. Can you please check into the delay on this part and possibly divert one part from production to fill this order. Thank you for you help. [REDACTED]

VIN:

EC [REDACTED]

Mileage:

11000

Servicing Dealer:

Dave Dennis

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]d

Address 2:

City:

Centerville

State:

OH

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

From: [REDACTED]

To: customerassist@chrysler.com

Date: Mon Jul 21 16:16:01 EDT 2014

Subject: Re: Chrysler Group LLC Customer Assistance (KMM8697306V61657L0KM)

I contacted the dealer and was told all the info they can obtain is the part is on back order with no expected date. I went on your site and it is accepting orders for this part. Some department at Mopar must have an expected avail date for this part. Can you please research this and provide me with a contact that can provide this information, if not please elevate this to your supervisor or the next higher level of customer care. Thanks again. [REDACTED]

Sent from my iPad

On Jul 21, 2014, at 2:17 PM, customerassist <customerassist@chrysler.com> wrote:

> Dear [REDACTED]

>

> Thank you for your recent inquiry to Mopar.com.

>

> Unfortunately I do not have access to inventory levels or the ability to

> determine an order status.

> When an order is placed online an order confirmation is emailed to you.

> The email confirmation will contain contact information for the

> fulfilling dealer whom you should contact to determine the order status.

> You may also log on to Mopar.com and click on "log In" in the top

> right-hand corner.

> Next, enter your email address and order number and click on ?View

> Order?.

>

> You may also contact the Jeep Customer Assistance Center at 877 426

> 5337.

> You will be assigned a case manager who can assist with expediting the

> part on your behalf.

>

> Thanks again for contacting Mopar.

>

> Sincerely,

>

> Duane

>

> Customer Service Representative

> Mopar Customer Assistance

>
> 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=KMM8697306V61657L0KM&

>
>
>
>
> Original Message Follows:

> -----

> Backorder - MOPAR Brand Site

> Brief Description:

> Back ordered part

> Comments:

> Adaptive cruise control module, 68223771AH This part has been on order

> since 6/4/2014 with no estimated availability date. I expected better

> support on this vehicle. Can you please check into the delay on this

> part

> and possibly divert one part from production to fill this order. Thank

> you

> for you help. [REDACTED]

>

>

>

> VIN:

> EC [REDACTED]

> Mileage:

> 11000

> Servicing Dealer:

> Dave Dennis

> Title:

>

> First Name:

> [REDACTED]

> Middle Initial:

>

> Last Name:

> [REDACTED]

> Address 1:

> [REDACTED]

> Address 2:

>

> City:

> Centerville

> State:

> OH

> Zip:

> [REDACTED]

> Email:

> [REDACTED]

> Home Phone:

> [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Tue Jul 22 13:18:51 EDT 2014

Subject: Re: Chrysler Group LLC Customer Assistance (KMM8697306V61657L0KM)

Dear [REDACTED]

Thank you for your recent inquiry to Mopar.com.

The best resource to assist you would be the Jeep Customer Assistance Center at 877 426 5337. You will be assigned a case manager who can assist with expediting the part on your behalf and keep track of the ETA.

Thanks again for contacting Mopar.com

Sincerely,

Duane

Customer Service Representative

Mopar Customer Assistance

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

REFERENCE NUMBER:

EMAIL CASE NUMBER: [REDACTED]

REPLY Link:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8699495V49531L0KM&

Original Message Follows:

I contacted the dealer and was told all the info they can obtain is the part is on back order with no expected date. I went on your site and it is accepting orders for this part. Some department at Mopar must have an expected avail date for this part. Can you please research this and provide me with a contact that can provide this information, if not please elevate this to your supervisor or the next higher level of customer care. Thanks again, [REDACTED]

Sent from my iPad

On Jul 21, 2014, at 2:17 PM, customerassist <customerassist@chrysler.com> wrote:

> Dear [REDACTED]

>

> Thank you for your recent inquiry to Mopar.com.

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> Unfortunately I do not have access to inventory levels or the ability to

> determine an order status.

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>
> You may also contact the Jeep Customer Assistance Center at 877 426
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>
> Thanks again for contacting Mopar.

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> Sincerely,

>
> Duane

>
> Customer Service Representative
> Mopar Customer Assistance

>
> 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=KMM8697306V61657L0KM&

>
>
>
> Original Message Follows:

> -----

> Backorder - MOPAR Brand Site

> Brief Description:

> Back ordered part

> Comments:

> Adaptive cruise control module, 68223771AH This part has been on order

> since 6/4/2014 with no estimated availability date. I expected better

> support on this vehicle. Can you please check into the delay on this

> part

> and possibly divert one part from production to fill this order. Thank

> you

> for you help. [REDACTED]

>

>

>

> VIN:

> E [REDACTED]
> Mileage:
> 11000
> Servicing Dealer:
> Dave Dennis
> Title:
>
> First Name:
> [REDACTED]
> Middle Initial:
>
> Last Name:
> [REDACTED]
> Address 1:
> [REDACTED]
> Address 2:
>
> City:
> Centerville
> State:
> OH
> Zip:
> [REDACTED]
> Email:
> [REDACTED]
> Home Phone:
> [REDACTED]

PE15-021

FLAT CHRYSLER

10-22-2015

ENCLOSURE 4

FinalBackup



RECEIVED DATE:

07/31/14

POSTED DATE :

VIN (FIRST 9 DIGITS)

1C4R3FCT1

VIN (LAST 8 DIGITS)

EC 

FIRST NAME:

LAST NAME :

CAIR :

00000000

NON - SCANABLE ITEMS : CIRCLE ONE

NO

YES

Vehicle Identification Number 1C4R3FCT1EC [REDACTED]

Name and City/State of selling dealer of leasing co. _____

Stew Hansen DCJ Des Moines IA

Date of Delivery 7/17/13 Odometer reading at delivery 63

Today's date 7/17/14 Current odometer reading _____

Name and City/State of authorized service agent(s) attempting

previous repairs: Stew Hansen DCJ, Dewey DCJ

Consumer [REDACTED] Home phone [REDACTED]

Address [REDACTED] Work phone () _____

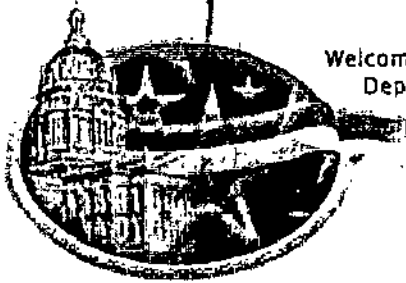
Des Moines IA Signature [REDACTED]

Attorney General Home

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ease
Nangse

chandra - 1800 763 8422
ext 66267



Welcome to the Department of Justice

Iowa Attorney General

Attorney General Tom Miller

Thursday, July 17, 2014

MOTOR VEHICLE DEFECT NOTIFICATION

*NOT
LEGAL
LETTER IS
FROM OWNER
NOT AG*

(Please print clearly in ink)

Pursuant to the Iowa Lemon Law, notice is given to the manufacturer as follows: (check all that apply)

The vehicle has been out of service at least 20 cumulative days to repair one or more malfunctions or conditions that cause the vehicle not to conform to the warranty.

Three or more repair attempts have been made to repair the same defect or condition.

The vehicle has been in the shop one time by reason of a defect likely to cause death or substantial bodily injury.

Description of continuing defect(s) or condition(s):

Forward Collision Warning activates the brakes randomly and flashes a warning on the dash. The climate control always defaults to off, then 72°. The radios will not retain memory settings. The key advoidance goes off when going around corners. The radio won't sync with iPod on regular days.

(Note To The Manufacturer: this may not be a complete description; the manufacturer should ascertain all appropriate information).

I am requesting that you make a final attempt to correct the continuing substantial defect(s) or condition(s).

Veh. Make Jeep Model Grand Cherokee Year 2014

CHRYSLER

National Office:

National Owner Relations Manager
Chrysler Customer Center
P.O.Box 21-8004
Auburn Hills, MI 48321
1-800-992-1997
<http://www.chrysler.com>

Dispute Resolution Program:

Chrysler Consumer Arbitration Board (CCAB)
For information,
Chrysler's national owner
relations office or the appropriate zone office.
NON-CERTIFIED

early!
Resolution Team 1888-542-7239

Thurs 7/17
Refused to give address



CELL: [REDACTED]

CUSTOMER NO	ADVISOR BRAD THRASHER	5355	DOB NO 3672	INVOICE DATE 01/06/14
DES MOINES, IA	LABOR RATE	LICENSE NO.	MILEAGE 6,141	COLOR BRILL BLK C
	YEAR / MAKE / MODEL 14/JEEP/GRAND CHEROKEE/GRAND CHEROKE			DELIVERY DATE 06/11/13
	VEHICLE ID. NO. 1C4RJFCT1EC			SELLING DEALER NO. 112819
	P.T.E. NO.			R.O. DATE 01/06/14
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

MO: 6141

LABOR & PARTS
 # 1: 4707201 ELECTRICAL CONCERN TECH(S): 5041 WARRANTY:
 C/S BLOWER MOTOR IS NOISY SOP IN.
 NOISY BEARINGS
 REPLACED NOISY BLOWER

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 1	1	68224166-AA	MOTOR BLO 24026195			
				JOB # 1 TOTAL PARTS		0.00
				JOB # 1 TOTAL LABOR & PARTS		0.00

TOTALS

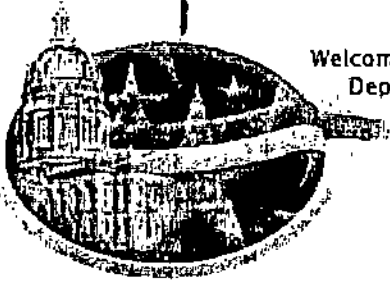
<input type="checkbox"/> CHARGE	<input type="checkbox"/> CHECK # ()	TOTAL LABOR....	0.00
<input type="checkbox"/> CASH	<input type="checkbox"/> M/C	TOTAL PARTS....	0.00
<input type="checkbox"/> DISCVR	<input type="checkbox"/> AMEX	TOTAL SUBLET...	0.00
<input type="checkbox"/> DINERS	<input type="checkbox"/> OTHER ()	TOTAL G.O.G....	0.00
		TOTAL MISC CHG.	0.00
		TOTAL MISC DISC	0.00
		TOTAL TAX.....	0.00
		TOTAL INVOICE \$	0.00

LIMITED WARRANTY - CHRYSLER PARTS AND LABOR -
 GUARANTEED 12 MONTHS OR 12,000 MILES -
 WHICHEVER COMES FIRST.
 NON CHRYSLER PARTS SUBJECT TO INDIVIDUAL
 MANUFACTURERS WARRANTIES.

CUSTOMER SIGNATURE

DUPLICATE INVOICE

*Fax to Sean
 253-3098*



Welcome to the Department of Justice

Iowa Attorney General

Attorney General Tom Miller

Thursday, July 17, 2014

MOTOR VEHICLE DEFECT NOTIFICATION

(Please print clearly in ink)

Pursuant to the Iowa Lemon Law, notice is given to the manufacturer as follows: (check all that apply)

The vehicle has been out of service at least 20 cumulative days to repair one or more malfunctions or conditions that cause the vehicle not to conform to the warranty.

Three or more repair attempts have been made to repair the same defect or condition.

The vehicle has been in the shop one time by reason of a defect likely to cause death or substantial bodily injury.

Description of continuing defect(s) or condition(s):

Forward Collision Warning activates the brakes randomly and flashes a warning on the dash. The climate control always defaults to off then 72°. The vents will not retain memory settings. The key fob advice goes off when going around corners. The Radio won't sync with iPod on regular days.

(Note To The Manufacturer: this may not be a complete description; the manufacturer should ascertain all appropriate information). There are several other issues as well.

I am requesting that you make a final attempt to correct the continuing substantial defect(s) or condition(s).

Veh. Make Jeep Model Grand Cherokee Year 2014



Stew Hansen

CHRYSLER * DODGE * JEEP * RAM

12103 Hickman Road • Des Moines, Iowa 50323

Service Department 515-331-2902

Collision Center 515-331-2904

www.stewhansens.com

SERVICE HOURS

7:00 AM - 6:00 PM

MON-FRI

7:00 AM - 3:30 PM

SAT

PARTS HOURS

7:30 AM - 6:00 PM

MON-FRI

7:00 AM - 3:30 PM

SAT

COLLISION CENTER HOURS

7:30 AM - 6:00 PM

MON-FRI

8:00 AM - NOON

SAT

(WE HEAR YOU)

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The Seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with this sale.

When you provide a check as payment, you authorize us either to use your information from your check to make a one time electronic fund transfer from your account or to process the payment as a check if information from your check to make an electronic fund transfer. Funds may be withdrawn for as the same day we receive your payment, and you will not receive your check.

Customer Number	CHIP PEARSON	4924	Tag No 27A	Ink 04/08/14
	Labor Rate	License Number	Mileage 8,157	BRILL BLK C
DES MOINES, IA	14/JEEP/GRAND CHEROKEE/4DR 4WD OVERL			Delivery Date
	Vehicle ID Number	F E 4 R J F C T I E C		Delivery Miles 63
	FTE Number	PO Number	04/08/14	
	Comments			MO: 8163

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

Delivered OAR 2013

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

DUPLICATE INVOICE

877 426 5337

Case # 855-5085
EXT 4720321

124599 78-0123
- 5555.79

Kevin

Shawn - 1760
- Bill -
- Kevin

61121
42009

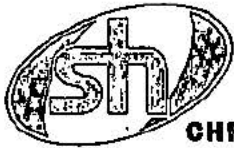
6110 9600
insg for Kevin

Kevin

Ashley - 1307
7500n 6/12

[END OF INVOICE] 04:31pm

The Reynolds and Reynolds Company, BRANTZVILLE, MO 64075-1800 (11/11)



Stew Hansen

CHRYSLER * DODGE * JEEP * RAM

12103 Hickman Road • Des Moines, Iowa 50323
Service Department 515-331-2902
Collision Center 515-331-2904
www.stewhansens.com

SERVICE HOURS
7:00 AM - 6:00 PM
MON-FRI
7:00 AM - 3:30 PM
SAT

PARTS HOURS
7:30 AM - 6:00 PM
MON-FRI
7:00 AM - 3:30 PM
SAT

COLLISION CENTER HOURS
7:30 AM - 6:00 PM
MON-FRI
8:00 AM - NOON
SAT

(I WE HEAR YOU)

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The Seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with this sale.
When you provide a check as payment, you authorize us either to use your information from your check to make a one-time electronic fund transfer from your account or to process the payment as a one-time electronic fund transfer from your check to make an electronic fund transfer. Funds may be withdrawn as the same day we receive your payment, and you will not receive your check.

Customer Number	CHIP PEARSON	4924	Tag Number	7A	Invoice Date	04/04/14	
	Labor Rate	License Number	Mileage	8,127	Color	BRILL BLK C	
DES MOINES, IA	14/JEEP/GRAND CHEROKEE/4DR 4WD OVERL				Delivery Date	06/12/03	
	Vehicle ID Number	J F C T 1 E C		Selling Dealer Number	Production Date		
	FTE Number	PO Number	RC		04/01/14		
Package Price	Package Price	Comments				MO: 8129	

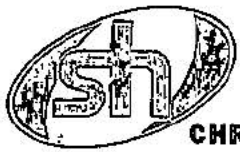
TOTALS

*****		TOTAL LABOR....	10.00
* [] CASH [] CHECK CK NO. [] *		TOTAL PARTS....	15.00
* [] VISA [] MASTERCARD [] DISCOVER *		TOTAL SUBLET....	0.00
* [] AMER XPRESS [] OTHER [] CHARGE *		TOTAL G. D. G....	0.00
*****		TOTAL MISC CHG.	1.90
		TOTAL MISC DISC	-25.90
		TOTAL TAX.....	0.00
		TOTAL INVOICE \$	0.00

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

The Reports and Renewal Company 504-331-2904 CCB97518 Q (1/1/11)



Stew Hansen

CHRYSLER * DODGE * JEEP * RAM

12103 Hickman Road • Des Moines, Iowa 50323
Service Department 515-331-2902
Collision Center 515-331-2904
www.stewhansens.com

SERVICE HOURS
7:00 AM - 6:00 PM
MON-FRI
7:00 AM - 3:30 PM
SAT

PARTS HOURS
7:30 AM - 6:00 PM
MON-FRI
7:00 AM - 3:30 PM
SAT

COLLISION CENTER HOURS
7:30 AM - 6:00 PM
MON-FRI
8:00 AM - NOON
SAT

(I WE HEAR YOU)

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The Seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with this sale.

When you provide a check as payment, you authorize us either to use your information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. When we use information from your check to make an electronic fund transfer, funds may be withdrawn from your account as soon as the same day we receive your payment, and you will not receive your check.

Customer Number	ADVISOR CHIP PEARSON	4924	Tag Number 22A	Invoice Date 06/09/14
DES MOINES, IA	Labor Rate	License Number	Mileage 9,267	Color BRILL BLK C
	Year/Make/Model 14/JEEP/GRAND CHEROKEE/4DR 4WD OVERL	Delivery Date	Delivery Miles 63	
	Vehicle ID Number 1C4RJFCT1EC	Selling Dealer Number	Production Date	
	FTE Number	PO Number	HO Date 06/06/14	
Residence Phone	Business Phone	Comments	MO: 9278	

ALSO UPDATED HVAC, AJ TO AM
LOP 18-19-62-95 .2 FM

JOB# 7 TOTALS

JOB# 7 JOURNAL PREFIX CHCS JOB# 7 TOTAL 0.00

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

COMMENTS
DROPPING OFF FOR MONDAY

TOTALS

*****			TOTAL LABOR....	0.00
* [] CASH [] CHECK CK NO. []			TOTAL PARTS....	0.00
* [] VISA [] MASTERCARD [] DISCOVER			TOTAL SUBLET...	0.00
* [] AMER XPRESS [] OTHER [] CHARGE			TOTAL G.O.G....	0.00
*****			TOTAL MISC CHG.	0.00
			TOTAL MISC DISC	0.00
			TOTAL TAX.....	0.00
			TOTAL INVOICE \$	0.00

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE



Stew Hansen

CHRYSLER * DODGE * JEEP * RAM

12103 Hickman Road • Des Moines, Iowa 50323
Service Department 515-331-2902
Collision Center 515-331-2904
www.stewhansens.com

SERVICE HOURS
7:00 AM - 6:00 PM
MON-FRI
7:00 AM - 3:30 PM
SAT

PARTS HOURS
7:30 AM - 6:00 PM
MON-FRI
7:00 AM - 3:30 PM
SAT

COLLISION CENTER HOURS
7:30 AM - 6:00 PM
MON-FRI
8:00 AM - NOON
SAT

((WE HEAR YOU))

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The Seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with this sale.
When you provide a check as payment, you authorize us either to use your information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check. Information from your check to make an electronic fund transfer, funds may be withdrawn from as the same day we receive your payment, and you will not receive your check.

Customer Number	CHIP PEARSON	4924	Tag Number	22A	Invoice Date	06/09/14	
	Labor Rate	License Number	Message	9,267	Color	BRILL BLK C	
DES MOINES, IA	Year/Make/Model	14/JEEP/GRAND CHEROKEE/4DR 4WD OVERL			Delivery Date	Delivery Miles	63
	Vehicle ID Number	1C4RJFCT1EC			Selling Dealer Number	Production Date	
	PTE Number	PO Number	RO Number	06/06/14			
Repaired By	Checked By	Comments					MO: 9278

JOB# 1 CHARGES

LABOR
1 55CHZ01 REPORT CARD TECH(S):445 0.00
COMPLETE VEHICLE INSPECTION REPORT
COURTESY VEHICLE INSPECTION
COMPLETED VEHICLE INSPECTION REPORT. REFER TO REPORT CARD FOR FINDINGS.

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CHCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
2 08CHZ ELECTRICAL GROUP TECH(S):445 WARRANTY
CUSTOMER STATES THE FORWARD COLLISION AVOIDANCE SYSTEM ACTIVATES RANDOMLY AND WILL APPLY THE BRAKES WHILE DRIVING. INSTALL SOP
DIAGNOSE. INTERNAL MODULE FAILURE.
TEST AND REPLACE ADAPTIVE CRUISE CONTROL CONTROL MODULE ASSEMBLY. PERFORM MANUAL AIM PROCEDURE, THEN TEST DRIVE WITH POD AND LAP TOP TO ELECTRONICALLY PERFORM AIM PROCEDURE SUCCESSFULLY. CLEAR ALL MODULES. VERIFY PROPER OPERATION.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	3	68085813-AA	CLIP ADAP 23043003		WARRANTY
	1	68109355-AF	SENSOR AD 08037155		WARRANTY
TOTAL - PARTS				0.00	

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CHCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR
3 32CHZ AIR CONDITION GROUP TECH(S):445 WARRANTY
CUSTOMER STATES THE CLIMATE CONTROL DEFAULTS TO OFF EVERYTIME HE TURNS THE VEHICLE OFF AND RESTARTS IT. HE HAS TO START THE VEHICLE TURN THE SYSTEM TO AUTO. CHANGE TEMP ON BOTH SIDES. WHEN HE TURNS THE VEHICLE OFF AND RESTARTS IT EVEN AFTER THIS PROCESS THE TEMP WILL DEFAULT TO 72 DEGREES
DIAGNOSE. NO FAULTS IN SYSTEM. RESET MODULE AND CALIBRATE HVAC ACTUATORS.
HVAC IS OPERATING AS DESIGNED AT THIS TIME.

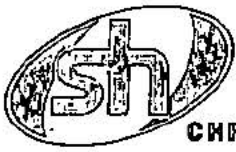
JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX CHCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR
4 08CHZ50 ELECTRICAL REPAIR TECH(S):445 WARRANTY

The Reynolds and Reynolds Company - QUALITY SERVICE



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7:00 AM - 3:30 PM
SAT

COLLISION CENTER HOURS
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MON-FRI
8:00 AM - NOON
SAT

(WE HEAR YOU)

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Customer Number	NAME CHIP PEARSON	4924	Tag Number 1ZZA	Invoice Date 06/09/14
	Labor Rate	License Number	Mileage 9,267	Color BRILL BLK C
DES MOINES, IA	Year/Make/Model 14/JEEP/GRAND CHEROKEE/4DR 4WD OVERL	Delivery Date	Delivery Mile	63
	Vehicle ID Number 1C4RJFCT1E	Selling Dealer Number	Production Date	
	FTE Number	PO Number	R.O. # 06/06/14	
	Comments			MO: 9278

CUSTOMER STATES THE DRIVER MEMORY WILL NOT HOLD PROGRAM TO THE INDIVIDUAL KEY FOBS DRIVER ONE AND DRIVER TWO WILL NOT HOLD SETTINGS FOR SEATS, AUDIO, CLIMATE CONTROL, ETC FOR THIS KEYED FEATURE FOR THE INDIVIDUAL DRIVERS. DIAGNOSE, TEST SYSTEM, POSSIBLE MODULE ISSUE. ORDERED MEMORY SEAT MODULE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	0	5026617-AD	MODULE SE 08035029		
PART ON SPECIAL ORDER					
** QUANTITY 1 IS SPECIAL ORDERED **					
TOTAL - PARTS				0.00	

JOB# 4 TOTALS	JOB# 4 JOURNAL PREFIX CHCS	JOB# 4 TOTAL	0.00
JOB# 5 CHARGES			

LABOR	PO#	VEND INV#	INV. DATE	DESCRIPTION	WARRANTY
J# 5 70CHZ				TECH(S):9999	
SUBLET GROUP RENTAL VEHICLE					
SUBLET	25378		06/09/14	4 DAYS RENTAL	
TOTAL - SUBLET				0.00	

JOB# 5 TOTALS	JOB# 5 JOURNAL PREFIX CHCS	JOB# 5 TOTAL	0.00
JOB# 6 CHARGES			

LABOR	TECH(S)	WARRANTY
J# 6+45CHZ01	CAMPAIGN/RECALL	
Added Operation (15CHIPP @ 06/09/2014 09:37)		
P14 CAMPAIGN		
ORDERED P14 RECALL SEAL		
ON BACKORDER		

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	0	CBXNP143-AA	KIT BOOST 05039004		
PART ON SPECIAL ORDER					
** QUANTITY 1 IS SPECIAL ORDERED **					
TOTAL - PARTS				0.00	

JOB# 6 TOTALS	JOB# 6 JOURNAL PREFIX CHCS	JOB# 6 TOTAL	0.00
JOB# 7 CHARGES			

LABOR	TECH(S)	WARRANTY
J# 7+45CHZ	CAMPAIGN RECALL GRP	
Added Operation (15CHIPP @ 06/09/2014 11:14)		
SOFTWARE UPDATE		
UPDATED PCM PER TSB, AK TO AL		
LOP 18-19-06-Y8 .2 FH		

The Reynolds and Reynolds Company Email:RRVIVE CC6597518 Q (11/11)



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7:00 AM - 3:30 PM
SAT

COLLISION CENTER HOURS
7:30 AM - 6:00 PM
MON-FRI
8:00 AM - NOON
SAT

(I WE HEAR YOU!)

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When you provide a check as payment, you authorize us either to use your information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. When we use information from your check to make an electronic fund transfer, funds may be withdrawn from your account as the same day we receive your payment, and you will not receive your check back.

Customer Number	Advisor CHIP PEARSON	4924	Tag Number 27A	Invoice Date 04/08/14	Customer Name [REDACTED]
License Number	License Number	Mileage	8,157	Color BRILL BLK C	Year [REDACTED]
Year/Make/Model	14/JEEP/GRAND CHEROKEE/4DR 4WD OVERL			Delivery Date	Delivery Miles 63
Vehicle ID Number	1C4RJFCT1EC [REDACTED]			Selling Dealer Number	Production Date
FTE Number	PO Number	04/08/14		Comments	
					MO: 8163

JOB# 1 CHARGES

LABOR
J# 1 08CHZ ELECTRICAL GROUP TECH(S):445 INTERNAL
CUSTOMER STATES THE FORWARD COLLISION WARNING HAS COME ON TWICE. ONE TIME IT APPLIED THE BRAKES THE OTHER TIME IT WAS JUST THE WARNING
DIAGNOSE, "FORWARD COLLISION WARNING" IS INTEGRAL ONLY TO ADAPTIVE CRUISE CONTROL. TEST DRIVE, TEST ADAPTIVE CRUISE CONTROL OPERATION. CUSTOMER HAS ACC SET ON CLOSEST SETTING. WI TECH DIAG. NO FAULTS IN ANY SYSTEMS. ACC IS OPERATING AS DESIGNED. ACC HAS 5 SETTINGS FOR SENSITIVITY. ALL ARE OPERATING NORMAL AS DESIGNED.
NO PROBLEM FOUND. ACC IS OPERATING NORMAL AT THIS TIME.

JOB# 1 TOTALS-----
JOB# 1 JOURNAL PREFIX CHCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

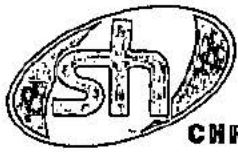
LABOR
J# 2 08CHZ15 POWER ACCESSORIES TECH(S):445 INTERNAL
CUSTOMER STATES THE CLIMATE CONTROL SEEMS ERRATIC. ONE TIME HE GETS IN THE VEHICLE IT WILL READ 72 DEGREES ANOTHER TIME HE GETS IN THE VEHICLE IT WILL READ OFF. THERE IS NO INBETWEEN OR ADJUSTMENTS.
DIAGNOSE HVAC. WI TECH DIAG. NO FAULTS IN SYSTEM. HVAC IS OPERATING AS DESIGNED.
NO PROBLEM FOUND

JOB# 2 TOTALS-----
JOB# 2 JOURNAL PREFIX CHCS JOB# 2 TOTAL 0.00

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

COMMENTS
TECH#445

The Reynolds and Reynolds Company ERA/LS/HR/NE CO697516 Q (1/11)



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SERVICE HOURS	PARTS HOURS	COLLISION CENTER HOURS
7:00 AM - 6:00 PM MON-FRI	7:30 AM - 6:00 PM MON-FRI	7:30 AM - 6:00 PM MON-FRI
7:00 AM - 3:30 PM SAT	7:00 AM - 3:30 PM SAT	8:00 AM - NOON SAT

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When you provide a check as payment, you authorize us either to use your information from your check to make a one time electronic fund transfer from your account or to process the payment as a check transaction. When we use information from your check to make an electronic fund transfer, funds may be withdrawn as the same day we receive your payment, and you will not receive your check.

Customer Number	6 [REDACTED]	Advisor	CHIP PEARSON	4924	Log Number	7A	Invoice Date	04/04/14	
Address	[REDACTED]	Labor Rate		License Number		Mileage	8,127	Color	BRILL BLK C
City	DES MOINES, IA	Year/Make/Model	14/JEEP/GRAND CHEROKEE/4DR 4WD OVERL			Delivery Date		Delivery Miles	63
		Vehicle ID Number	1C4RJFCT1EC [REDACTED]			Selling Dealer Number		Production Date	
		FTE Number		PO Number		R.C. Date	04/01/14		
Finance Dept	[REDACTED]	Business Dept	[REDACTED]	Comments					MO: 8129

JOB# 1 CHARGES-----

LABOR-----

1 45CHZ CAMPAIGN RECALL GRP TECH(S):445 WARRANTY

SOFTWARE UPDATES

UPDATED SEVERAL MODULES SOFTWARE PER WI TECH BULLETINS...

PCM. AE TO AK. LOP 18-19-06-Y8 .2 FM

TCM. AC TO AF. LOP 18-19-05-9M .2 FM

ASCM. AD TO AE. LOP 18-19-36-92 .2 FM

HVAC. AE TO AJ. LOP 18-19-62-95 .2 FM

AND AMP. AM TO AL. LOP 18-60-07-9B .2 FM

VERIFY PROPER OPERATION

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX CHCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----

LABOR-----

2 45CHZ01 CAMPAIGN/RECALL TECH(S):445 WARRANTY

N42 CAMPAIGN

COMPLETED N42 RECALL

BCM UPDATED PREVIOUSLY

LOP 08N42181 .2

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX CHCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES-----

LABOR-----

3 01CHZ01TCA2A52 ADVANTAGE GAS LOF TECH(S):445 10.00

ADVANTAGE CARE OIL CHANGE AND ROTATION.

\$59.90 VALUE!

ROTATED TIRES. AND

COMPLETED OIL LUBE AND FILTER

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	4884899-AB	FILTER EN 09057006	3.80	
	7	68055890-AA	OIL 5W20 1081090	1.60	
			TOTAL - PARTS		15.00

MISC	CODE	DESCRIPTION	CONTROL NO	
	QA	ADVANTAGE LOF DISCOUNT	1C4RJFCT1EC105732	-20.00
	C05	SHOP SUPPLY OFFSET		-1.90
	QD	ADVANTAGE ROTATION DISCOUNT	1C4RJFCT1EC105732	-5.00
			TOTAL - MISC	-26.90

JOB# 3 TOTALS-----

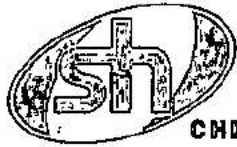
LABOR 10.00

PARTS 15.00

MISC -26.90

JOB# 3 JOURNAL PREFIX CHCS JOB# 3 TOTAL -1.90

The Reynolds and Reynolds Company EQUALZINE CCG975160 (11/11)



Stew Hansen

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Service Department 515-331-2902
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Customer Number	Adviser CHIP PEARSON	4924	Tag Number 22A	Invoic Date 06/09/14
	Labor Rate	License Number	Mileage 9,267	Color BRILL BLK C
DES MOINES, IA	Year / Make / Model 14 / JEEP / GRAND CHEROKEE / 4DR 4WD OVERL	Delivery Date	Delivery Miles 63	
	Vehicle ID Number 1C4RJFCT1EC	Setting Dealer Number	Production Date	
	FTE Number	PO Number	R.O. Date 06/06/14	
	Comments			MO: 9278

JOB# 1 CHARGES

LABOR
 J# 1 55CHZ01 REPORT CARD TECH(S):445 0.00
 COMPLETE VEHICLE INSPECTION REPORT
 COURTESY VEHICLE INSPECTION
 COMPLETED VEHICLE INSPECTION REPORT. REFER TO REPORT CARD FOR FINDINGS.

JOB# 1 TOTALS

JOB# 2 CHARGES

LABOR
 J# 2 08CHZ ELECTRICAL GROUP TECH(S):445 WARRANTY
 CUSTOMER STATES THE FORWARD COLLISION AVOIDANCE SYSTEM ACTIVATES RANDOMLY AND WILL APPLY THE BRAKES WHILE DRIVING. INSTALL SOP
 DIAGNOSE. INTERNAL MODULE FAILURE.
 TEST AND REPLACE ADAPTIVE CRUISE CONTROL CONTROL MODULE ASSEMBLY. PERFORM MANUAL AIM PROCEDURE, THEN TEST DRIVE WITH POD AND LAP TOP TO ELECTRONICALLY PERFORM AIM PROCEDURE SUCCESSFULLY, CLEAR ALL MODULES, VERIFY PROPER OPERATION.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
	3	68085813-AA	CLIP ADAP 23043003	WARRANTY
	1	68109355-AF	SENSOR AD 08037155	WARRANTY
TOTAL - PARTS				0.00

JOB# 2 TOTALS

JOB# 3 CHARGES

LABOR
 J# 3 32CHZ AIR CONDITION GROUP TECH(S):445 WARRANTY
 CUSTOMER STATES THE CLIMATE CONTROL DEFAULTS TO OFF EVERYTIME HE TURNS THE VEHICLE OFF AND RESTARTS IT. HE HAS TO START THE VEHICLE TURN THE SYSTEM TO AUTO. CHANGE TEMP ON BOTH SIDES. WHEN HE TURNS THE VEHICLE OFF AND RESTARTS IT EVEN AFTER THIS PROCESS THE TEMP WILL DEFAULT TO 72 DEGREES
 DIAGNOSE. NO FAULTS IN SYSTEM. RESET MODULE AND CALIBRATE HVAC ACTUATORS.
 HVAC IS OPERATING AS DESIGNED AT THIS TIME.

JOB# 3 TOTALS

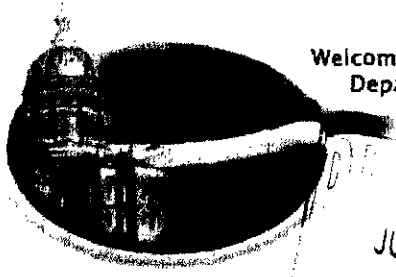
JOB# 4 CHARGES

LABOR
 J# 4 08CHZ50 ELECTRICAL REPAIR TECH(S):445 WARRANTY

The Remedy and Repair Company, ERAL ZHANE C069751B Q (11/11)

Des Moines IA

Chrysler - Jeep
ATTN: Michael Mentley - President Jeep
1000 Chrysler Drive
Auburn Hills, MI 48326 - 2766



Welcome to the Department of Justice

Iowa Attorney General

Attorney General Tom Miller

JUL 23

Thursday, July 17, 2014

7/18

MOTOR VEHICLE DEFECT NOTIFICATION

(Please print clearly in ink)

Pursuant to the Iowa Lemon Law, notice is given to the manufacturer as follows: (check all that apply)

The vehicle has been out of service at least 20 cumulative days to repair one or more malfunctions or conditions that cause the vehicle not to conform to the warranty.

Three or more repair attempts have been made to repair the same defect or condition.

The vehicle has been in the shop one time by reason of a defect likely to cause death or substantial bodily injury.

Description of continuing defect(s) or condition(s):

Forward Collision Warning activates the brakes randomly and flashes a warning on the dash. The Climate control always defaults to off, then 72°. The vents will not retain memory settings. The tire advice goes off when going around corners. The Radio won't sync with iPod on regular days.
(Note To The Manufacturer: this may not be a complete description; the manufacturer should ascertain all appropriate information). There are several other issues as well.

I am requesting that you make a final attempt to correct the continuing substantial defect(s) or condition(s).

Veh. Make Jeep Model Grand Cherokee Year 2014

CHRYSLER

National Office:

National Owner Relations Manager
Chrysler Customer Center
P.O. Box 21-8004
Auburn Hills, MI 48321
1-800-992-1997
<http://www.chrysler.com>

Dispute Resolution Program:

Chrysler Consumer Arbitration Board (CCAB)
For information,
Chrysler's national owner
relations office or the appropriate zone office.
NON-CERTIFIED

early!
Resolution Team 1888-542-7239

Thurs 7/17
Refused to give address

CELL: [REDACTED]

CUSTOMER NO	ADVISOR BRAD THRASHER	5355	TAX NO 3672	INVOICE DATE 01/06/14	INVOICE NO
[REDACTED]	LABOR RATE	LICENSE NO	MILEAGE 6,141	COLOR BRILL BLK C	[REDACTED]
DES MOINES, IA	YEAR/MAKE/MODEL 14/JEEP/GRAND CHEROKEE/GRAND CHEROKE	DELIVERY DATE 06/11/13	VEHICLE ID. NO. 1CARJFCT1E	SELLING DEALER NO. 112819	PRODUCTION DATE
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	F.T.E. NO.	P.O. NO.	R.O. DATE 01/06/14

MO: 6141

LABOR & PARTS
 JOB # 1: 47DTZ01 ELECTRICAL CONCERN TECH(S): 5041 WARRANTY
 C/S BLOWER MOTOR IS NOISY SOP IN.
 NOISY BEAIRNGS
 REPLACED NOISY BLOWER

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 1	1	68224166-AA	MOTOR BLO 2402B195			
				JOB # 1 TOTAL PARTS		0.00
				JOB # 1 TOTAL LABOR & PARTS		0.00

TOTALS

<input type="checkbox"/> CHARGE	<input type="checkbox"/> CHECK # ()	TOTAL LABOR....	0.00
<input type="checkbox"/> CASH	<input type="checkbox"/> M/C <input type="checkbox"/> VISA	TOTAL PARTS...	0.00
<input type="checkbox"/> DISCVR	<input type="checkbox"/> AMEX <input type="checkbox"/> CARTE BLC	TOTAL SUBLET...	0.00
<input type="checkbox"/> DINERS	<input type="checkbox"/> OTHER ()	TOTAL G.D.G....	0.00
		TOTAL MISC CHG.	0.00
		TOTAL MISC DISC	0.00
		TOTAL TAX.....	0.00
		TOTAL INVOICE \$	0.00

LIMITED WARRANTY - CHRYSLER PARTS AND LABOR -
 GUARANTEED 12 MONTHS OR 12,000 MILES -
 WHICHEVER COMES FIRST.
 NON CHRYSLER PARTS SUBJECT TO INDIVIDUAL
 MANUFACTURERS WARRANTIES.

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

*Fax to Sean
 253-3098.*



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7:00 AM - 3:30 PM SAT	7:00 AM - 3:30 PM SAT	8:00 AM - NOON SAT

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Customer Number	NAME CHIP PEARSON	4924	Tag Number 27A	Invoice Date 04/08/14
	Labor Rate	License Number	Mileage 8,157	BRILL BLK C
DES MOINES, IA	14/JEEP/GRAND CHEROKEE/4DR 4WD OVERL			Delivery Date
	FTE Number	PD Number	04/08/14	Production Date
	Comments			MO: 8163

TOTALS

*****	TOTAL LABOR....	0.00
* [] CASH [] CHECK CK NO. [] *	TOTAL PARTS....	0.00
* [] VISA [] MASTERCARD [] DISCOVER *	TOTAL SUBLET...	0.00
* [] AMER XPRESS [] OTHER [] CHARGE *	TOTAL G.O.G....	0.00
*****	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00
	TOTAL INVOICE \$	0.00

Delivered OAR the 20th

THANK YOU FOR YOUR BUSINESS!!

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

877 426 5337

Case mgv 855-5085 ext 4720321

CPA # 124599 78-0123 - 555579

Kevin

Shawn - FM 1760

- Bill - 61124

- Kermit

61FO 9000 1307 7500n 6/12

619 4544 1307

1459 for Kevin

61FO 9000 1307 7500n 6/12

Kevin

Ashley



Stew Hansen

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Service Department 515-331-2902
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SERVICE HOURS 7:00 AM - 6:00 PM MON-FRI 7:00 AM - 3:30 PM SAT	PARTS HOURS 7:30 AM - 6:00 PM MON-FRI 7:00 AM - 3:30 PM SAT	COLLISION CENTER HOURS 7:30 AM - 6:00 PM MON-FRI 8:00 AM - NOON SAT
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When you provide a check as payment, you authorize us either to use your information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction from your check to make an electronic fund transfer. Funds may be withdrawn from your account as the same day we receive your payment, and you will not receive your check back.

Customer Number	Address CHIP PEARSON	4924	Tag Number 7A	Invoice Date 04/04/14
	Labor Rate	License Number	Mileage 8,127	Color BRILL BLK C
DES MOINES, IA	Year/Make/Model 14/JEEP/GRAND CHEROKEE/4DR 4WD OVERL			Delivery Date 04/01/14
	Vehicle ID Number 1C4R3FCT1EC		Selling Dealer Number	Production Date
	FTE Number	PO Number		
Package Price	Comments			MO: 8129

TOTALS	
*****	TOTAL LABOR.... 10.00
* [] CASH [] CHECK CK NO. [] *	TOTAL PARTS.... 15.00
* [] VISA [] MASTERCARD [] DISCOVER *	TOTAL SUBLET... 0.00
* [] AMER XPRESS [] OTHER [] CHARGE *	TOTAL G.O.G.... 0.00
*****	TOTAL MISC CHG. 1.90
	TOTAL MISC DISC -26.90
	TOTAL TAX..... 0.00
	TOTAL INVOICE \$ 0.00

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

The Reynolds and Reynolds Company EVALUATION CC697516 Q (11/11)



Stew Hansen

CHRYSLER * DODGE * JEEP * RAM

12103 Hickman Road • Des Moines, Iowa 50323
 Service Department 515-331-2902
 Collision Center 515-331-2904
 www.stewhansens.com

SERVICE HOURS	PARTS HOURS	COLLISION CENTER HOURS
7:00 AM - 6:00 PM MON-FRI	7:30 AM - 6:00 PM MON-FRI	7:30 AM - 6:00 PM MON-FRI
7:00 AM - 3:30 PM SAT	7:00 AM - 3:30 PM SAT	8:00 AM - NOON SAT

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Customer Number [REDACTED]	Advisor CHIP PEARSON	4924	Tax Number 22A	Invoice Date 06/09/14
[REDACTED]	License Number	[REDACTED]	Mileage 9,267	Color BRILL BLK C
[REDACTED]	Year/Make/Model 14/JEEP/GRAND CHEROKEE/4DR 4WD OVERL	Delivery Date	[REDACTED]	Delivery Miles 63
[REDACTED]	Vehicle ID Number 1C4RJFCT1EC [REDACTED]	Selling Dealer Number	[REDACTED]	Production Date
[REDACTED]	FTE Number	P.O. Number	H.O. Date 06/06/14	[REDACTED]
Residence Phone [REDACTED]	Business Phone [REDACTED]	Comments MO: 9278		

ALSO UPDATED HVAC, AJ TO AM
 LOP 18-19-62-95 .2 FM

JOB# 7 TOTALS-----
 JOB# 7 JOURNAL PREFIX CHCS JOB# 7 TOTAL 0.00

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

COMMENTS-----
 DROPPING OFF FOR MONDAY

TOTALS-----

*****	TOTAL LABOR....	0.00
* [] CASH [] CHECK CK NO. [] *	TOTAL PARTS....	0.00
* [] VISA [] MASTERCARD [] DISCOVER *	TOTAL SUBLET...	0.00
* [] AMER XPRESS [] OTHER [] CHARGE *	TOTAL G.O.G....	0.00
*****	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00
	TOTAL INVOICE \$	0.00

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE



Stew Hansen

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SERVICE HOURS
 7:00 AM - 6:00 PM
 MON-FRI
 7:00 AM - 3:30 PM
 SAT

PARTS HOURS
 7:30 AM - 6:00 PM
 MON-FRI
 7:00 AM - 3:30 PM
 SAT

COLLISION CENTER HOURS
 7:30 AM - 6:00 PM
 MON-FRI
 8:00 AM - NOON
 SAT

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Customer Number	CHIP PEARSON	4924	Tag Number	22A	Invoice Date	06/09/14
	Labor Rate	License Number	Mileage	9,267	Color	BRILL BLK C
DES MOINES, IA	Year/Make/Model	14/JEEP/GRAND CHEROKEE/4DR 4WD OVERL			Delivery Date	
	Vehicle ID Number	1C4RJFCT1EC			Selling Dealer Number	
	FTE Number	PO Number	R.O. Date		06/06/14	
Comments						MO: 9278

JOB# 1 CHARGES-----
 LABOR-----
 J# 1 55CHZ01 REPORT CARD TECH(S):445 0.00
 COMPLETE VEHICLE INSPECTION REPORT
 COURTESY VEHICLE INSPECTION
 COMPLETED VEHICLE INSPECTION REPORT. REFER TO REPORT CARD
 FOR FINDINGS.

JOB# 1 TOTALS-----
 JOB# 1 JOURNAL PREFIX CHCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----
 LABOR-----
 J# 2 08CHZ ELECTRICAL GROUP TECH(S):445 WARRANTY
 CUSTOMER STATES THE FORWARD COLLISION AVOIDANCE SYSTEM ACTIV
 ATES RANDOMLY AND WILL APPLY THE BRAKES WHILE DRIVING. INSTA
 LL SOP
 DINAGOSE, INTERNAL MODULE FAILURE,
 TEST AND REPLACE ADAPTIVE CRUISE CONTROL MODULE
 ASSEMBLY, PERFORM MANUAL AIM PROCEDURE, THEN TEST DRIVE
 WITH POD AND LAP TOP TO ELECTRONICALLY PERFORM AIM
 PROCEDURE SUCCESSFULLY, CLEAR ALL MODULES, VERIFY PROPER
 OPERATION.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	3	68085813-AA	CLIP ADAP 23043003		WARRANTY
	1	68109355-AF	SENSOR AD 08037155		WARRANTY
TOTAL - PARTS				0.00	

JOB# 2 TOTALS-----
 JOB# 2 JOURNAL PREFIX CHCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES-----
 LABOR-----
 J# 3 32CHZ AIR CONDITION GROUP TECH(S):445 WARRANTY
 CUSTOMER STATES THE CLIMATE CONTROL DEFAULTS TO OFF EVERYTIM
 E HE TURNS THE VEHICLE OFF AN RESTARTS IT. HE HAS TO STARTT
 THE VEHICLE TURN THE SYSTEM TO AUTO, CHANGE TEMP ON BOTH
 SIDES. WHEN HE TURNS THE VEHICLE OFF AND RESTARTS IT EVEN
 AFTER THIS PROCESS THE TEMP WILL DEFAULT TO 72 DEGREES
 DIAGNOSE, NO FAULTS IN SYSTEM, RESET MODULE AND CALIBRATE
 HVAC ACTUATORS,
 HVAC IS OPERATING AS DESIGNED AT THIS TIME.

JOB# 3 TOTALS-----
 JOB# 3 JOURNAL PREFIX CHCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES-----
 LABOR-----
 J# 4 08CHZ50 ELECTRICAL REPAIR TECH(S):445 WARRANTY

The Reynolds and Reynolds Company #RRL2009E CC697516 Q (1/1/11)



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SERVICE HOURS

7:00 AM - 6:00 PM
MON-FRI
7:00 AM - 3:30 PM
SAT

PARTS HOURS

7:30 AM - 6:00 PM
MON-FRI
7:00 AM - 3:30 PM
SAT

COLLISION CENTER HOURS

7:30 AM - 6:00 PM
MON-FRI
8:00 AM - NOON
SAT

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Customer Number	CHIP PEARSON	4924	Tag Number	22A	Invoice Date	06/09/14
	Labor Rate	License Number	Mileage	9,267	Color	BRILL BLK C
DES MOINES, IA	Year/Make/Model	14/JEEP/GRAND CHEROKEE/4DR 4WD OVERL			Delivery Date	63
	Vehicle ID Number	1C4RJFCT1EC			Selling Dealer Number	
	FTE Number	PO Number	06/06/14		Production Date	
Business Dept	Business Dept	Comments				MO: 9278

CUSTOMER STATES THE DRIVER MEMORY WILL NOT HOLD PROGRAM TO THE INDIVIDUAL KEY FOBS DRIVER ONE AND DRIVER TWO WILL NOT HOLD SETTINGS FOR SEATS, AUDIO, CLIMATE CONTROL, ETC FOR THIS KEYED FEATURE FOR THE INDIVIDUAL DRIVERS. DIAGNOSE, TEST SYSTEM, POSSIBLE MODULE ISSUE. ORDERED MEMORY SEAT MODULE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	0	5026617-AD	MODULE SE 08035029		
PART ON SPECIAL ORDER					
** QUANTITY 1 IS SPECIAL ORDERED **					
				TOTAL - PARTS	0.00

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

LABOR	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
J# 5 70CHZ			SUBLET GROUP RENTAL VEHICLE		
				TECH(S):9999	

SUBLET	PO#	VEND	INV#	INV. DATE	DESCRIPTION	UNIT PRICE	WARRANTY
	25378			06/09/14	4 DAYS RENTAL		
						TOTAL - SUBLET	0.00

JOB# 5 TOTALS
JOB# 5 JOURNAL PREFIX CHCS JOB# 5 TOTAL 0.00

LABOR	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
J# 6+45CHZ01			CAMPAIGN/RECALL		
Added Operation (15CHIPP @ 06/09/2014 09:37)					
P14 CAMPAIGN					
ORDERED P14 RECALL SEAL					
ON BACKORDER					
				TECH(S):445	

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	0	CBXNP143-AA	KIT BOOST 05039004		
PART ON SPECIAL ORDER					
** QUANTITY 1 IS SPECIAL ORDERED **					
				TOTAL - PARTS	0.00

JOB# 6 TOTALS
JOB# 6 JOURNAL PREFIX CHCS JOB# 6 TOTAL 0.00

LABOR	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
J# 7+45CHZ			CAMPAIGN RECALL GRP		
Added Operation (15CHIPP @ 06/09/2014 11:14)					
SOFTWARE UPDATE					
UPDATED PCM PER TSB, AK TO AL					
LOP 18-19-06-Y8 .2 FM					
				TECH(S):445	

The Reynolds and Reynolds Company, FRALZP/NIVE CC697516 Q (11/11)



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SERVICE HOURS
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MON-FRI
7:00 AM - 3:30 PM
SAT

PARTS HOURS
7:30 AM - 6:00 PM
MON-FRI
7:00 AM - 3:30 PM
SAT

COLLISION CENTER HOURS
7:30 AM - 6:00 PM
MON-FRI
8:00 AM - NOON
SAT

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Customer Number	Customer Name CHIP PEARSON	Tag Number 4924	Invoice Date 04/08/14
	Labor Rate	License Number	Mileage 8,157
	Year/Make/Model 14/JEEP/GRAND CHEROKEE/4DR 4WD OVERL	Color BRILL BLK C	Delivery Miles 63
	Vehicle ID Number 1C4RJFCT1EC	Selling Dealer Number	Production Date
	FTE Number	PO Number	R.O. Date 04/08/14
Telephone Extension	Comments		MO: 8163

JOB# 1 CHARGES

LABOR
1 08CHZ ELECTRICAL GROUP TECH(S):445 INTERNAL
CUSTOMER STATES THE FORWARD COLLISON WARNING HAS COME ON TWICE. ONE TIME IT APPLIED THE BRAKES THE OTHER TIME IT WAS JUST THE WARNING
DIAGNOSE. "FORWARD COLLISION WARNING" IS INTEGRAL ONLY TO ADAPTIVE CRUISE CONTROL. TEST DRIVE, TEST ADAPTIVE CRUISE CONTROL OPERATION. CUSTOMER HAS ACC SET ON CLOSEST SETTING. WI TECH DIAG. NO FAULTS IN ANY SYSTEMS. ACC IS OPERATING AS DESIGNED. ACC HAS 5 SETTINGS FOR SENSITIVITY. ALL ARE OPERATING NORMAL AS DESIGNED.
NO PROBLEM FOUND. ACC IS OPERATING NORMAL AT THIS TIME.

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

JOB# 2 CHARGES

LABOR
2 08CHZ15 POWER ACCESSORIES TECH(S):445 INTERNAL
CUSTOMER STATES THE CLIMATE CONTROL SEEMS ERRATIC. ONE TIME HE GETS IN THE VEHICLE IT WILL READ 72 DEGREES ANOTHER TIME HE GETS IN THE VEHICLE IT WILL READ OFF. THERE IS NO INBETWEEN OR ADJUSTMENTS.
DIAGNOSE HVAC. WI TECH DIAG. NO FAULTS IN SYSTEM. HVAC IS OPERATING AS DESIGNED.
NO PROBLEM FOUND

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

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

COMMENTS
TECH#445

The Reynolds and Reynolds Company, ERALZRMIVE, CC697516 D, (1/1/11)



Stew Hansen

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Service Department 515-331-2902
Collision Center 515-331-2904
www.stewhansens.com

SERVICE HOURS	PARTS HOURS	COLLISION CENTER HOURS
7:00 AM - 6:00 PM MON-FRI	7:30 AM - 6:00 PM MON-FRI	7:30 AM - 6:00 PM MON-FRI
7:00 AM - 3:30 PM SAT	7:00 AM - 3:30 PM SAT	8:00 AM - NOON SAT

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Customer Number	Advisor CHIP PEARSON	4924	Tag Number 7A	Invoice Date 04/04/14
	Labor Rate	License Number	Mileage 8,127	Color BRILL BLK C
DES MOINES, IA	Year/Make/Model 14/JEEP/GRAND CHEROKEE/4DR 4WD OVERL	Delivery Date	Delivery Miles 63	
	Vehicle ID Number 1C4RJFCT1EC	Selling Dealer Number	Production Date	
	FIC Number	PO Number	RC Date 04/01/14	
Business Dept	Business Dept	Comments	MO: 8129	

JOB# 1 CHARGES

LABOR
1 45CHZ CAMPAIGN RECALL GRP TECH(S):445 WARRANTY

SOFTWARE UPDATES
UPDATED SEVERAL MODULES SOFTWARE PER WI TECH BULLETINS...
PCM, AE TO AK, LOP 18-19-06-Y8 .2 FM
TCM, AC TO AF, LOP 18-19-05-9M .2 FM
ASCM, AD TO AE, LOP 18-19-36-92 .2 FM
HVAC, AE TO AJ, LOP 18-19-62-95 .2 FM
AND AMP, AH TO AL, LOP 18-60-07-9B .2 FM
VERIFY PROPER OPERATION

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

JOB# 2 CHARGES

LABOR
2 45CHZ01 CAMPAIGN/RECALL TECH(S):445 WARRANTY

N42 CAMPAIGN
COMPLETED N42 RECALL
BCM UPDATED PREVIOUSLY
LOP 08N42181 .2

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

JOB# 3 CHARGES

LABOR
3 01CHZ01TCA2A52 ADVANTAGE GAS LOF TECH(S):445 10.00

ADVANTAGE CARE OIL CHANGE AND ROTATION,
\$59.90 VALUE!
ROTATED TIRES, AND
COMPLETED OIL LUBE AND FILTER

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	4884899-AB	FILTER EN 09057006	3.80	3.80
	7	68055890-AA	OIL 5W20 1081090	1.60	11.20
				TOTAL - PARTS	15.00

MISC	CODE	DESCRIPTION	CONTROL NO		
	QA	ADVANTAGE LOF DISCOUNT	1C4RJFCT1EC105732	-20.00	
	C05	SHOP SUPPLY OFFSET		-1.90	
	QD	ADVANTAGE ROTATION DISCOUNT	1C4RJFCT1EC105732	-5.00	
				TOTAL - MISC	-26.90

JOB# 3 TOTALS
LABOR 10.00
PARTS 15.00
MISC -26.90
JOB# 3 JOURNAL PREFIX CHCS JOB# 3 TOTAL -1.90

The Reynolds and Reynolds Company FHLZJHIVE DC897516 O (1/11)



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 Service Department 515-331-2902
 Collision Center 515-331-2904
 www.stewhansens.com

SERVICE HOURS 7:00 AM - 6:00 PM MON-FRI 7:00 AM - 3:30 PM SAT	PARTS HOURS 7:30 AM - 6:00 PM MON-FRI 7:00 AM - 3:30 PM SAT	COLLISION CENTER HOURS 7:30 AM - 6:00 PM MON-FRI 8:00 AM - NOON SAT
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Customer Number	Chip Pearson	4924	Tag Number 22A	Invoice Date 06/09/14
	Labor Rate	License Number	Mileage 9,267	Color BRILL BLK C
	Year/Make/Model	14/JEEP/GRAND CHEROKEE/4DR 4WD OVERL		Delivery Date
	Vehicle ID Number	1C4RJFCT1EC		Delivery Miles 63
	FTE Number	PO Number	R.O. Date 06/06/14	Production Date
	Comments			MO: 9278

JOB# 1 CHARGES-----
 LABOR-----
 # 1 55CHZ01 REPORT CARD TECH(S):445 0.00
 COMPLETE VEHICLE INSPECTION REPORT
 COURTESY VEHICLE INSPECTION
 COMPLETED VEHICLE INSPECTION REPORT. REFER TO REPORT CARD
 FOR FINDINGS.

JOB# 1 TOTALS-----
 JOB# 1 JOURNAL PREFIX CHCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----
 LABOR-----
 # 2 08CHZ ELECTRICAL GROUP TECH(S):445 WARRANTY
 CUSTOMER STATES THE FORWARD COLLISION AVOIDANCE SYSTEM ACTIV
 ATES RANDOMLY AND WILL APPLY THE BRAKES WHILE DRIVING. INSTA
 LL SOP
 DINAGOSE, INTERNAL MODULE FAILURE,
 TEST AND REPLACE ADAPTIVE CRUISE CONTROL MODULE
 ASSEMBLY, PERFORM MANUAL AIM PROCEDURE, THEN TEST DRIVE
 WITH POD AND LAP TOP TO ELECTRONICALLY PERFORM AIM
 PROCEDURE SUCCESSFULLY, CLEAR ALL MODULES, VERIFY PROPER
 OPERATION.

PARTS-----	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	3		68085813-AA	CLIP ADAP 23043003		WARRANTY
	1		68109355-AF	SENSOR AD 08037155		WARRANTY
	TOTAL - PARTS					0.00

JOB# 2 TOTALS-----
 JOB# 2 JOURNAL PREFIX CHCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES-----
 LABOR-----
 # 3 32CHZ AIR CONDITION GROUP TECH(S):445 WARRANTY
 CUSTOMER STATES THE CLIMATE CONTROL DEFAULTS TO OFF EVERYTIM
 E HE TURNS THE VEHICLE OFF AN RESTARTS IT. HE HAS TO STARTT
 THE VEHICLE TURN THE SYSTEM TO AUTO, CHANGE TEMP ON BOTH
 SIDES. WHEN HE TURNS THE VEHICLE OFF AND RESTARTS IT EVEN
 AFTER THIS PROCESS THE TEMP WILL DEFAULT TO 72 DEGREES
 DIAGNOSE, NO FAULTS IN SYSTEM, RESET MODULE AND CALIBRATE
 HVAC ACTUATORS,
 HVAC IS OPERATING AS DESIGNED AT THIS TIME.

JOB# 3 TOTALS-----
 JOB# 3 JOURNAL PREFIX CHCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES-----
 LABOR-----
 # 4 08CHZ50 ELECTRICAL REPAIR TECH(S):445 WARRANTY

The Reynolds and Reynolds Company, BRAZILIAVE, CC697516 D (11/13)

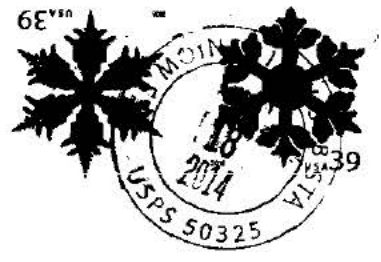
UNITED MAIL



Flat Rate
Apply Prior



Des Moines IA



National Owner Relations
Chrysler Customer Center
PO Box 21-8004
Dubuque Hills, IA 48321



1006

48321

U.S. POSTAGE
PAID
DES MOINES, IA
50325
JUL 18 2014
AMOUNT
\$9.47
00861946-05

EP14H JAN 2011 Outer Dimension: 10 x 5



July 24, 2014

[REDACTED]
Des Moines, IA [REDACTED]

Reference No.: [REDACTED]

Dear Ms. [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

Phone 800.992.1997

Chrysler Group LLC | CIMS 484-04-04 | P.O. Box 21-8004 | Auburn Hills, MI USA | 48321

PE15-021

FLAT CHRYSLER

10-22-2015

ENCLOSURE 4

FinalBackup



Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2014-09-03 12:25:10.520958

Files Not Recieved: 0

Melba,

please see attached towing receipt and credit care statement for reimbursement.

Thanks,




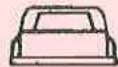


ADVANCE TOWING

P.O. BOX 150534, ALEXANDRIA, VA 22315

703-499-2935

Fax 703-493-8060

DATE: 7/2/97	DRIVER: Jma	TR# 113233		
NAME: [REDACTED]		PHONE #		
ADDRESS: [REDACTED]				
MAKE: Jeep	MODEL: Cherokee	YEAR: 94	COLOR: [REDACTED]	LICENSE # & STATE: VA
<input type="checkbox"/> WHEEL LIFT	<input type="checkbox"/> SLING	<input type="checkbox"/> FRONT	ACCOUNT	
<input type="checkbox"/> FLAT BED	<input type="checkbox"/> DOLLIES	<input type="checkbox"/> REAR		
DAMAGE PRIOR TO TOW				
 FRONT	 L SIDE	 R SIDE	 REAR	
LOCATION OF VEHICLE: 7600 Highway 44, Alexandria, VA				
DELIVERED TO: [REDACTED]				
COMMENTS:				
<input type="checkbox"/> Cash	<input type="checkbox"/> Check	TIME COMPLETE	HOOK UP:	
<input type="checkbox"/> Charge	<input type="checkbox"/> C. Card	AM PM		
CARD # OR I.D. #			MILEAGE	
AUTH #		APR #	SPEC EQUIP	
VEHICLE ID#			RECOVERY	
			<input type="checkbox"/> JUMP	
			<input type="checkbox"/> TIRE	ROAD SERV
STORAGE:	DAYS @ \$	PER DAY		
SIGNATURE: [REDACTED]				
				TOTAL: \$45.00
RELEASED TO:			DATE:	

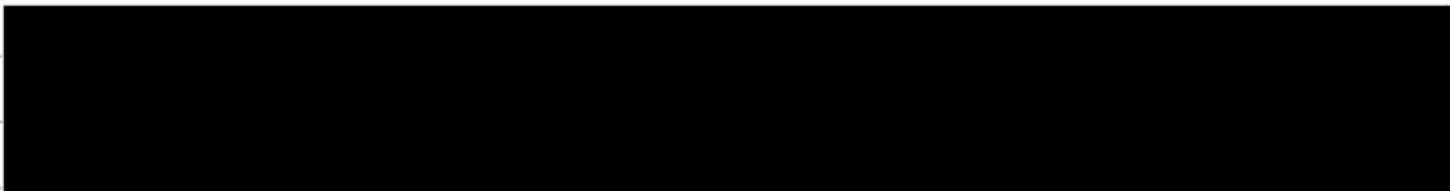
5% LATE CHARGE AFTER 30 DAYS



CREDIT CARD (...6606)

Account Info

Payment Info



United MileagePlus® Explorer Card

Temporary Authorizations

<u>Trans Date</u>	<u>Type</u>	<u>Description</u>	<u>Amount</u>
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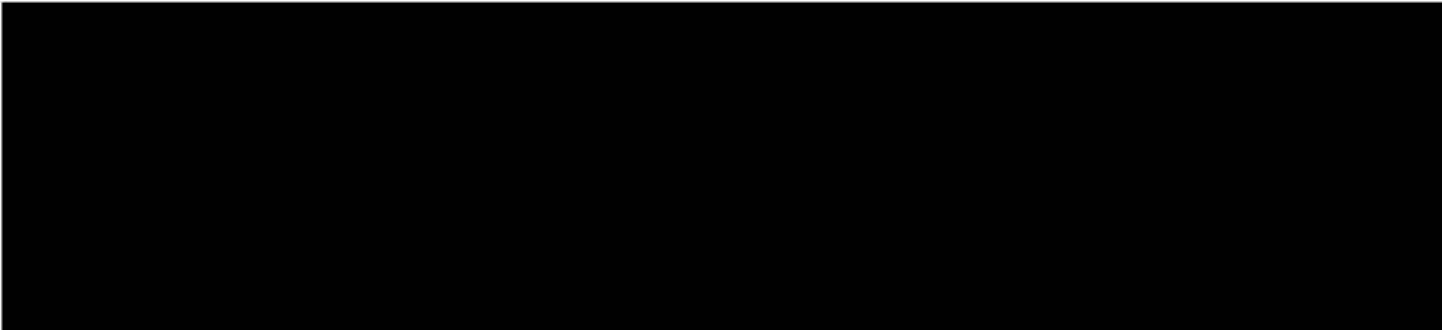
Posted Activity

Since Last Statement

<u>Trans Date</u>	<u>Post Date</u>	<u>Type</u>	<u>Description</u>	<u>Amount</u>
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	08/02/2014	08/04/2014	Sale	ADVANCE TOWING	\$450.00
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PE15-021

FLAT CHRYSLER

10-22-2015

ENCLOSURE 4

FinalBackup



Phone: [REDACTED] Fax: [REDACTED] • E-Mail: [REDACTED] Houston, Tx [REDACTED]

Date: July 15, 2014

7/18

Chrysler Group LLC
Customer Center
Chrysler Group LLC
P.O.Box 21-8004
Auburn Hills, MI 48321-8004

JUL 29

To Whom It May Concern:

I am writing to notify you of the problems I am experiencing with my 2014, Jeep Grand Cherokee SRT, 1C4RJFDJ8EC [REDACTED] and to request that you correct this problem within thirty (30) days of your receipt of this letter.

I purchased my vehicle from AUTONATION CHRYSLER, DODGE JEEP RAM, 21027 I-45 N, Spring, TX 77388 on March 23, 2014. The day after the purchase I noticed the problem with the right fender flare. I took photos of the vehicle while it was still at the dealership but did not see the flare was not lying flush against the fender. I took the vehicle back to the dealer for repairs on March 25, 2014 for repairs at which time the Dealership Service Advisor attempted to fix this problem at dealership. I was told that a new fender flare was needed. I was contacted and told to return the vehicle on April 12, 2014. The vehicle right fender flare was scratched and dented while in repairs at dealership or Caliber Collision, 3808 Louetta Rd, Spring, TX 77388 (Body Shop). I went to dealership anyway to get the vehicle and found scratches and scuff marks on right fender as well as dent and deep scratch on right fender flare. I contacted Chrysler Group LLC Customer Assistance Center (KMM8542463V55649LOKM) and was assigned a case #24877865. I was being told that they were putting on a new flare while instead they continue to do body work on existing damaged flare. They continued to devalue my vehicle. It took 2 more attempts by dealership to, April 14, 2014, they painted fender flare but left dent in flare. Then on April 22, 2014, on the final attempt they told me they ordered the wrong side (left Fender Flare) versus the right fender flare and needed an additional day to fix. They used the same fender flare that they had been doing body work on and put it back on my vehicle.

On May 16, 2014 I took the vehicle to TEXAN Chrysler Dodge Jeep Ram, 18555 HWY 59 N Humble, TX 77338. The blind spot alert warning system was not operating. It took three (3) visits (June 16th, 19th and 29th) to resolve this issue. I was told it was a loose ground wire causing the problem. However, the vehicle continues to have other electrical issues such as the collision sensor activating and breaking the vehicle with no pending collision. The entertainment center reboots and/or locks up. This issue brought to light the fender flare issue to greater light. When the dealership attempts to work on this electrical issue they had to remove the rear bumper. When they attempt to replace the rear wheel fender flares they did not align properly. On May 22, 2014 I was instructed to take the vehicle to Service King, 450 FM 1960 Bypass Rd

E, Humble, TX 77338, by my Service Advisor. The dealership could not get the fender flares to align properly and instructed me to see the manager. The Manager (Danny) took me in the back area of the body shop to show me that they were going to have to put glue on my vehicle to make the fender flares stay in place. He also advised me that this might only be a temporary fix. This issue fix was exacerbated when the blind spot sensor was became inoperable again and I had to take it back the 4th time on June 29th. Now with the fender flares glued, I knew that they had to due damage to remove these flares, to remove the rear bumper again to work on the sensor that controls the blind sport sensor. Chrysler Group LLC Customer Care contacted again and case [REDACTED] was assigned.

The problem substantially impairs the use and the value of my vehicle and/or serious safety hazard. Therefore, if you and/or your dealer are unable to correct this problem, I will expect you to replace or repurchase the vehicle pursuant to chapter 2301, Subchapter M of the Texas Occupations Code Annotated.

Please contact me on receipt of this letter at the above address or telephone number to arrange a mutually convenient date and time for you to have an opportunity to inspect my vehicle and make any necessary repairs.

[REDACTED]

Enclosures
CERTIFIED MAIL
RETURN RECEIPT REQUEST

[REDACTED]



Scan with your smart phone to schedule service.

18555 HWY 59 N • HUMBLE, TEXAS 77338

CUSTOMER NO.	ADVISOR MICHAEL TABERS	13874	TAG NO. 4307	INVOICE DATE 06/03/14
	LABOR RATE	LICENSE NO.	MILEAGE 3,178	COLOR
HOUSTON, TX	YEAR / MAKE / MODEL 14 / JEEP / GRAND CHEROKEE / 4DR 4WD SRT8			DELIVERY DATE
	VEHICLE I.D. NO. 1 C 4 R J F D J 8 E C			DELIVERY MILES
	F.T.E. NO.	P.O. NO.	R.O. DATE 05/29/14	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		
		MO: 3187		

TOTALS

 * NEXT RECOMMENDED SERVICE: *
 * 06/12/2014 / 3188 MI 99DOZZQLMPI MULTI POINT *

Thank you for allowing Texan Dodge Chrysler Jeep & Ram
 To service your vehicle. You may receive a manufacturer survey
 and if for any reason you feel you can not rate us a 9 or 10
 please give me a call.
 Rodney Skipper Service Director
 Office 281-312-2331

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

NOTICE PURSUANT TO PROPERTY CODE, §70.001
 I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH BUSINESS & COMMERCE CODE §9.609, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER OR DRAWER OF THE ORDER OR THE CREDIT CARD HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.

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

Signature of the Person Responsible or Agent for Person Responsible for Payment

Any warranties on the product sold hereby are those made by the manufacturer, purchaser accepts the sold products "As Is" and the seller, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

NOTICE
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 No Refunds On Special Order And Electrical Parts. No Refunds After 10 Days. We Are Not Responsible For Any Labor On Parts Not Installed By Our Shop.

The Reynolds and Reynolds Company EBANTRIVE C0711714 Q (11/12)



Scan with your smart phone to schedule service.

18555 HWY 59 N • HUMBLE, TEXAS 77338

CUSTOMER NAME	ADVISOR MICHAEL TABERS	13874	TAG NO. 4307	INVOICE DATE 06/03/14	INVOICE NO.
RESIDENCE PHONE	LABOR RATE	LICENSE NO.	MILEAGE 3,178	COLOR	STOCK NO.
BUSINESS PHONE	YEAR / MAKE / MODEL 14/JEEP/GRAND CHEROKEE/4DR 4WD SRT8			DELIVERY DATE	DELIVERY MILES
COMMENTS	VEHICLE I.D. NO. 1 C 4 R J F D J 8 E C			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 05/29/14		
MO: 3187					

JOB# 1 CHARGES

LABOR
J# 1 50DOZELEC ELECTRICAL UNITS: 2.90 TECH(S):113 **WARRANTY**
 C/S BLIND SPOT MONITORS ARE NOT WORKING
 BAD GROUND CONNECTION ON Z917 CIRCUIT U11FB-00.
 VERIFIED CUST CONCERN.WI-TECH SCAN SHOWED U11FB-00.PERFORMED DIAG TEST ROUTINE.TESTED 10 AMP FUSE(#95) IN PDC AND FUSE WAS GOOD.REMOVED REAR BUMPER FASCIA AND INSPECTED BOTH LEFT AND RIGHT SIDE BLIND SPOT SENSOR CONNECTORS.FOUND CONNECTORS GOOD,TIGHT AND CLEAN.TESTED Z917 GROUND CIRCUIT AND FOUND THAT GROUND WAS OPEN(NOT GROUNDED)TRACED GROUND CIRCUIT (Z917).REMOVED L/S INTERIOR 1/4 TRIM TO ACCESS GROUND,AND FOUND GROUND WIRE PULLED OUT OF EYELET.REMOVED EYELET AND REINSTALLED GROUND AND VERIFIED GOOD TIGHT CONNECTION. REINSTALLED GROUND AND REINSTALLED ALL REMOVED INTERIOR TRIM REINSTALLED REAR BUMPER FASCIA AND CLEARED ALL CODES. VERIFIED BLIND SPOT DETECTION OPERATION AND ROADTESTED. NO CODES RETURNED.

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

JOB# 2 CHARGES

LABOR
J# 2 70DOZ LOANER SUBLET UNITS: TECH(S):113 **WARRANTY**
 ////

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

JOB# 3 CHARGES

LABOR
J# 3 99DOZZQLMPI MULTI POINT UNITS: TECH(S):113 **WARRANTY**
 QUICK LANE MULTIPOINT INSPECTION
 QUICK LANE MULTIPOINT INSPECTION
 QUICK LANE MULTIPOINT INSPECTION

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

COMMENTS
 CHANGE TO DAMON D.

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Signature of the Person Responsible or Agent for Person Responsible for Payment

Any warranties on the product sold hereby are those made by the manufacturer, purchaser accepts the sold products "As Is" and the seller, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

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The Reynolds and Reynolds Company ERAHHTNVE CCT71714 Q (11/12)



Scan with your smart phone to schedule service.

18555 HWY 59 N • HUMBLE, TEXAS 77338

CUSTOMER NO. [REDACTED]	ADVISOR MICHAEL TABERS	13874	TAG NO. 4098	INVOICE DATE 05/21/14	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 2,937	COLOR	STOCK NO.
HOUSTON, TX	YEAR / MAKE / MODEL 14/JEEP/GRAND CHEROKEE/4DR 4WD SRT8			DELIVERY DATE	DELIVERY MILES
[REDACTED]	VEHICLE I.D. NO. 1 C 4 R J F D J 8 E C [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	R.O. NO.	R.O. DATE 05/19/14		
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE	COMMENTS			
					MO: 2940

TOTALS		NOTICE PURSUANT TO PROPERTY CODE, §70.001 I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH BUSINESS & COMMERCE CODE §9.609, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER OR DRAWER OF THE ORDER OR THE CREDIT CARD HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.	
***** * NEXT RECOMMENDED SERVICE: * * 05/19/2014 / 2941 MI 99D0ZZQLMPI MULTI POINT * *****			
Thank you for allowing Texan Dodge Chrysler Jeep & Ram To service your vehicle. You may receive a manufacturer survey and if for any reason you feel you can not rate us a 9 or 10 please give me a call. Rodney Skipper Service Director Office 281-312-2331 Cell 281-450-7709		TOTAL LABOR.... 0.00 TOTAL PARTS.... 0.00 TOTAL SUBLET... 0.00 TOTAL G.O.G.... 0.00 TOTAL MISC CHG. 0.00 TOTAL MISC DISC 0.00 TOTAL TAX..... 0.00 TOTAL INVOICE \$ 0.00	

CUSTOMER SIGNATURE _____

Signature of the Person Responsible or Agent for Person Responsible for Payment

Any warranties on the product sold hereby are those made by the manufacturer, purchaser accepts the sold products "As Is" and the seller, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

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The Reynolds and Reynolds Company EBANKMIVE GC711714 Q (11/12)



Scan with your smart phone to schedule service.

18555 HWY 59 N • HUMBLE, TEXAS 77338

CUSTOMER NO.	ADVISOR MICHAEL TABERS	13874	TAG NO 4098	INVOICE DATE 05/21/14
	LABOR RATE	LICENSE NO.	MILEAGE 2,937	COLOR
HOUSTON, TX	YEAR / MAKE / MODEL 14/JEEP/GRAND CHEROKEE/4DR 4WD SRT8			STOCK NO.
	VEHICLE I.D. NO. 1 C 4 R J F D J 8 E C			DELIVERY DATE
	F.T.E. NO.			DELIVERY MILES
	R.O. NO.			SELLING DEALER NO.
	R.O. DATE 05/19/14			PRODUCTION DATE
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		
		MO: 2940		

JOB# 1 CHARGES

LABOR
J# 1 50DOZ ENGINE ELECTRICAL UNITS: 1.10 TECH(S):113
 C/S PARTS IN TURN SIGNALS NOT WORKING CORRECTLY
 NOT TURN SIGNALS, BLIND SPOT DETECTION INOP
 MUST REPLACE RBSS, ONCE AGAIN NOT TURN SIGNALS!!!!!!!
 B22A9-04 RBSS INTERNAL FAILURE
 R&R REAR BUMPER FASCA TO GAIN ACCESS TO RBSS, REPLACED RBSS
 AND REINSTALLED REAR BUMPER FASCIA, CLEARED CODE AND VERIFIED
 SYSTEM OPERATION.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
	1	68137930-AG	MODULE BL 08035033	
				TOTAL - PARTS

WARRANTY

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Signature of the Person Responsible or Agent for Person Responsible for Payment

JOB# 1 TOTALS

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

JOB# 2 CHARGES

LABOR
J# 2 99DOZZQMP MULTI POINT UNITS: TECH(S):113
 QUICK LANE MULTIPOINT INSPECTION
 QUICK LANE MULTIPOINT INSPECTION
 QUICK LANE MULTIPOINT INSPECTION

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
	8	6500911	RIVET NON 23043014	
				TOTAL - PARTS

WARRANTY

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JOB# 2 TOTALS

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

The Reynolds and Reynolds Company ERAMTWVE C0711714 Q (11/12)



Scan with your smart phone to schedule service.

18555 HWY 59 N • HUMBLE, TEXAS 77338

CUSTOMER NO.	ADVISOR MICHAEL TABERS	13874	TAG NO. 4059	INVOICE DATE 05/16/14
LABOR RATE	LICENSE NO.	MILEAGE 2,889	COLOR	STOCK NO.
YEAR / MAKE / MODEL 14/JEEP/GRAND CHEROKEE/4DR 4WD SRT8	DELIVERY DATE		DELIVERY MILES	
VEHICLE I.D. NO. 1C4RJFDJ8EC	SELLING DEALER NO.		PRODUCTION DATE	
R.T.E. NO.	P.O. NO.	R.O. DATE 05/16/14		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

MO: 2889

TOTALS

 * NEXT RECOMMENDED SERVICE: *
 * 06/13/2014 / 5 MI 99DOZZQLMPI MULTI POINT *

Thank you for allowing Texan Dodge Chrysler Jeep & Ram
 To service your vehicle. You may receive a manufacturer survey
 and if for any reason you feel you can not rate us a 9 or 10
 please give me a call.
 Rodney Skipper Service Director
 Office 281-312-2331
 Cell 281-450-7709

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

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CUSTOMER SIGNATURE



Scan with your smart phone to schedule service.

18555 HWY 59 N • HUMBLE, TEXAS 77338

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HOUSTON, TX	LABOR RATE	LICENSE NO.	MILEAGE 2,889	COLOR
	YEAR / MAKE / MODEL 14/JEEP/GRAND CHEROKEE/4DR 4WD SRT8			DELIVERY DATE
	VEHICLE I.D. NO. 1C4RJFDJ8EC			DELIVERY MILES
	F.T.E. NO.		P.O. NO.	SELLING DEALER NO.
				PRODUCTION DATE
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		R.O. DATE 05/16/14
				MO: 2889

JOB# 1 CHARGES

LABOR-----
J# 1 5000Z ENGINE ELECTRICAL UNITS: TECH(S):113 **WARRANTY**
 C/S SIDE ALERT WARNING IS NOT AVAILABLE-CK SYSTEM-SHOWS IN
 EVIC-WHY-WHEN THIS HAPPENS BLINKERS ON MIRRORS INOP
 B22A9-04 IN RBSS INTERNAL FAILURE
 ORDERED RBSS(R/S BLIND SPOT MODULE)BACK ORDER

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
 0 68137930-AF MODULE BL 08035033 **WARRANTY**
 PART ON SPECIAL ORDER
 ** QUANTITY 1 IS SPECIAL ORDERED **

TOTAL - PARTS 0.00

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

JOB# 2 CHARGES

LABOR-----
J# 2 9900ZZQMP1 MULTI POINT UNITS: TECH(S):113 **INTERNAL**
 QUICK LANE MULTIPOINT INSPECTION
 QUICK LANE MULTIPOINT INSPECTION
 QUICK LANE MULTIPOINT INSPECTION

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

JOB# 3 CHARGES

LABOR-----
J# 3 0500Z WASH/DETAILS UNITS: TECH(S):113 **INTERNAL**
 SERVICE WASH-

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

COMMENTS-----
 DELETED OPERATION(S)-----
 40DOZ *BRAKES

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The Reynolds and Reynolds Company EPA/NTNVE C0711714 Q (11/12)

CUSTOMER

INVOICE

AutoNation

AutoNation Chrysler Dodge Jeep Ram Spring

21027 Interstate 45 - Spring, TX 77388-5606

281-651-3600

PAGE 2

HOUSTON, TX

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 9542 KASEY GROSS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
REDLINE 2	14	JEEP GRAND CHEROKEE	1C4RJFDJ8E0		1830/1830	T6092	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22JAN14 DD			19:00 12APR14		120.88	CASH	14APR14
R.O. OPENED		READY	OPTIONS: SOLD-STK		DLR:60590		
16:02 04APR14		13:51 12APR14	ENG:6.4L_8_Cyl TRN:A				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL	
				392013EPS			(N/C)	
PARTS:		0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE D:	0.00

1830 ok

CHRYSLER

DODGE

Jeep



RAM

(CHECK APPROPRIATE BOX)

PARTS
 LABOR
 TOTAL

PROGRAM CODE
 AUTHORIZATION NUMBER
 COMMITMENT NUMBER

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR ABUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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

STATEMENT OF DISCLAIMER

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

CUSTOMER SIGNATURE

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

CUSTOMER COPY

CUSTOMER #: [REDACTED]

WARRANTY

AutoNation Chrysler Dodge Jeep Ram Spring

21027 Interstate 45 - Spring, TX 77388-5606
281-851-3600

HOUSTON, TX
HOME:
BUS:

PAGE 1

CONT: [REDACTED]
CELL: [REDACTED]

SERVICE ADVISOR: 9542 KASEY GROSS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
REDLINE 2	14	JEEP GRAND CHEROKEE	1C4RJFDJ8EC		1830/1830	T6092	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22JAN14	DE		19:00 12APR14		120.88	CASH	14APR14
R.O. OPENED	READY	OPTIONS: SOLD-STK: E [REDACTED]		DLR: 60590			
16:02 04APR14	13:51 12APR14	ENG: 6.4L_8_Cyl TRN:A					

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

A CUSTOMER STATES RT/ FRT FENDER FLASE COMING OFF
CAUSE: .

CONCERN CODE:

23021104 Molding/cladding-Adhesive type-Front door-Right or left	3920 W340	0.30				26.72	26.72
1 1PC80TZZAH MOLDING-WHEEL FLARE					490.00	411.60	411.60
23026002 Molding/Applique, wheel opening flare-Front-Right or left	3920 W340	0.20				17.81	17.81
			29400	41160	TPARTS		
			1350	4453	TLABOR		
SUBL CALIBER COLLISION INV [REDACTED] W340						108.00	108.00

TECH: 3920 ACTUAL HRS.: 2.35 SOLD HRS.: 0.5

SALE-LBR: 44.53 PTS: 411.60 MSC: 0.00 LUB: 0.00 SUB: 108.00 TOTAL 564.13
COST-LBR: PTS: 294.00 MSC: 0.00 LUB: 0.00 SUB: 108.00

1830 the rt/ft fender flar had defect remuve and clean tape and install rt/ft fender flar 23021104 0.3hr 23026002 0.2hr

C** RENTAL--

CAUSE: .

CONCERN CODE:

01 MAINTENANCE	3920 W340	0.00				0.00	0.00
			0	0	TPARTS		
			0	0	TLABOR		

SUBL RENTAL

W340 35.00 35.00

TECH: 3920 ACTUAL HRS.: 0.02 SOLD HRS.: 0.00

(CHECK APPROPRIATE BOX)

Parts
 Labor
 Total

Authorized Signature And Date

PROGRAM CODE	AUTHORIZATION NUMBER	COMMITMENT NUMBER
--------------	----------------------	-------------------

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

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

ON BEHALF OF SERVICE DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH AN ACCIDENT, NEGLIGENCE OR ABUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICE DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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

DCH 8752

CUSTOMER #: 5 [REDACTED]

AutoNation

AutoNation Chrysler Dodge Jeep Ram Spring

21027 Interstate 45 - Spring, TX 77388-5606

281-651-3600

INVOICE

PAGE 1

HOUSTON, TX [REDACTED]

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 9542 KASEY GROSS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
REDLINE 2	14	JEEP GRAND CHEROKEE	1C4RJFDJ8EC [REDACTED]		683/683	T6880	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22JAN14 DD			WAIT 25MAR14		120.88	CASH	27MAR14
R.O. OPENED		READY	OPTIONS: SOLD-STK: [REDACTED]		DLR: 60590		
08:24 25MAR14		15:07 27MAR14		ENG: 6.4L_8_Cyl TRN:A			

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

A CUSTOMER STATES RT FRT FENDER FLARE COMING OFF
 SOP SPECIAL ORDER PART
 3923I3EPS (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
 683 IMPROPERLY INSTALLED S.O.P FENDER FLARE 3/5 DAYS NEDDS TO BE PAINT

 B MULTI POINT INSPECTION NOT COMPLETED THIS VISIT
 MULTI-N MULTI POINT INSPECTION NOT COMPLETED THIS VISIT
 3923I3EPS (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00
 683 INSPECTION COMPLETE



(CHECK <input checked="" type="checkbox"/> APPROPRIATE BOX) <input type="checkbox"/> Labor <input type="checkbox"/> PARTS <input type="checkbox"/> LABOR <input type="checkbox"/> TOTAL			STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	DESCRIPTION LABOR AMOUNT PARTS AMOUNT GAS, OIL, LUBE SUBLET AMOUNT MISC. CHARGES TOTAL CHARGES LESS INSURANCE SALES TAX	TOTALS 0.00 0.00 0.00 0.00 0.00 0.00 0.00
ON BEHALF OF SERVING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.				CUSTOMER SIGNATURE PLEASE PAY THIS AMOUNT	0.00
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)				0.00	

CUSTOMER COPY

Total Downpayment \$ 19500.00

3 Unpaid Balance of Cash Price (1 minus 2) \$ 4992.00

4 Other Charges Including Amounts Paid to Others on Your Behalf (Seller may keep part of these amounts.):

A Net trade-in payoff to N/A \$ N/A

B Cost of Optional Credit Insurance Paid to Insurance Company or Companies.

Life N/A \$ N/A

Disability N/A \$ N/A

C Other Optional Insurance Paid to Insurance Company or Companies \$ N/A

D Official Fees Paid to Government Agencies

1) to N/A for N/A \$ N/A

2) to N/A for N/A \$ N/A

3) to N/A for N/A \$ N/A

E Debt Cancellation Agreement Fee Paid to the Seller \$ N/A

F Dealer's Inventory Tax (if Not Included in Cash Price) \$ 162.00

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
LICENSE AND/OR R&B FEE BUYER TAG FEE \$ 77.30

J Government Certificate of Title Fees \$ 35.50

K Government Vehicle Inspection Fees \$ 23.75

L Deputy Service Fee Paid to Dealer \$ 5.00

M Documentary Fee (Cargo Documental) \$ 122.50

N Other Charges (Seller must identify who is paid and describe purpose.)

to State N/A for Plate Transfer Fee \$ N/A

to MAX CARE for 72 MOS/100000 MIL \$ 3888.00

to SCHEDULED for MAINTENANCE \$ 2975.00

to SAFEGUARD for TIRE & WHEEL \$ 459.00

to N/A for N/A \$ N/A

to N/A for N/A \$ N/A

to N/A for N/A \$ N/A

to N/A for N/A \$ N/A

to N/A for N/A \$ N/A

to N/A for N/A \$ N/A

Total Other Charges and Amounts Paid to Others on Your Behalf \$ 7748.05

5 Amount Financed (3 + 4) \$ 57591.00

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 N/A

X N/A _____ Date N/A

Co-Buyer's signature _____ Date _____

Optional Insurance Coverages and Debt Cancellation Agreement

The granting of credit will not be dependent on the purchase of either the insurance coverages or the debt cancellation agreement described below. It will not be provided unless you sign and agree to pay the extra cost. 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*	N/A	\$ N/A
N/A	N/A	\$ N/A
N/A	N/A	\$ N/A
Debt Cancellation Agreement**	N/A	\$ N/A
N/A		
(Insurance Company)		
N/A		
(Home Office Address)		

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.

*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.

For the premiums or fees included above, you want the related optional coverages and debt cancellation agreement.

X _____ 03/22/14

Buyer's signature _____ Date

X N/A _____ 03/22/14

Co-Buyer's signature _____ Date

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

CONSUMER CREDIT COMMISSIONER NOTICE

To contact _____ about this account, call _____. 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

E	Lease Cancellation Agreement Fee Paid to the Seller	\$	N/A
F	Dealer's Inventory Tax (If Not Included in Cash Price)	\$	162.00
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 LICENSE AND/OR R&B FEE BUYER TAG FEE	\$	77.30
J	Government Certificate of Title Fees	\$	35.50
K	Government Vehicle Inspection Fees	\$	23.75
L	Deputy Service Fee Paid to Dealer	\$	5.00
M	Documentary Fee (Cargo Documental)	\$	122.50

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N Other Charges (Seller must identify who is paid and describe purpose.)

to State	N/A	for Plate Transfer Fee	\$	N/A
to	MAX CARE	for 72 MOS/100000 MIL	\$	3888.00
to	SCHEDULED	for MAINTENANCE	\$	2975.00
to	SAFEGUARD	for TIRE & WHEEL	\$	459.00
to	N/A	for N/A	\$	N/A
to	N/A	for N/A	\$	N/A
to	N/A	for N/A	\$	N/A
to	N/A	for N/A	\$	N/A
to	N/A	for N/A	\$	N/A
to	N/A	for N/A	\$	N/A

Total Other Charges and Amounts Paid to Others on Your Behalf \$ 7748.05

5 Amount Financed (3 + 4) \$ 57591.00

Insurance coverages or the debt cancellation agreement.		
Coverage	Term in Months	Premium or Fee
GAP*	N/A	\$ N/A
N/A	N/A	\$ N/A
N/A	N/A	\$ N/A
Debt Cancellation Agreement**	N/A	\$ N/A
N/A		
(Insurance Company)		
N/A		
(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.

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For the premiums or fees included above, you want the related optional coverages and debt cancellation agreement.

X 03/22/14
Buyer's signature Date

X N/A 03/22/14
Co-Buyer's signature Date

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

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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 _____ Co-Buyer X N/A

See back for other important agreements.

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

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

Buyer Signs X _____ Date 03/22/14 Co-Buyer Signs X N/A _____

From:



HOUSTON, TX



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

CERTIFIED MAIL



RETURN RECEIPT
REQUESTED

FIRST CLASS

Ready **P**ost.

U

To: C

C

CH

P.

Ac

W
len LN
073

PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT OF THE RETURN ADDRESS, FOLD AT DOTTED LINE
CERTIFIED MAIL™



1000

48321

U.S. POSTAGE
PAID
HUMBLE, TX
77338
JUL 18, 14
AMOUNT

\$7.82
00011867-12

**RETURN RECEIPT
REQUESTED**

FIRST CLASS

**RETURN RECEIPT
REQUESTED**

To: CHRYSLER GROUP LLC
CUSTOMER CENTER



July 29, 2014

[REDACTED]
Houston, TX. [REDACTED]

Reference No.: [REDACTED]

Dear Mr. [REDACTED]

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

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

LEMON LAW GROUP PARTNERS PLC

Attorneys and Counselors at Law

4410 Westheimer

No. 3244

Houston, TX 77027

Telephone (888) 415-0610

Facsimile (888) 809-7010

Email: info@lemonlawgrouppartners.com

September 8, 2014

Chrysler Group LLC
P.O. Box 21-8004
Auburn Hill, MI 48321

Re: [REDACTED]

Vehicle: 2014 Jeep Grand Cherokee VIN: 1C4RJFDJ8E[REDACTED]

Dear Sir/Madam:

Please be advised that this law firm represents the legal interests of [REDACTED] relating to the purchase of the above-mentioned vehicle. Let this letter serve as notification that you immediately cease and desist all communications with our client without any exceptions. Moreover, if you make any attempts to settle with our client without including all statutory relief, including all damages attorney fees and costs the consumer is entitled to, we file suit against you. This letter hereby notifies you of our attorney's lien with respect to our client.

Please let this letter also serve as notification that our client's vehicle is defective. The vehicle has been brought in for repairs several times for numerous defects and although you have been afforded sufficient opportunities for repairs, the defects continue to exist and substantially impair the use and value and/or safety of the vehicle. If you are interested in any further repairs you must contact me immediately. Our client demands that you immediately take action as required by law.

This letter shall also serve as our client's Revocation of Acceptance pursuant to the Uniform Commercial Code § 2608. Due to the serious defects with the Vehicle since its purchase, our client hereby demands a return of the full purchase price along with all interest paid on the finance note as well as attorney fees and incidental and consequential damages within 10 days of receipt of this letter to settle this matter prior to filing a lawsuit.

Please be advised that if you do not adhere to our demands within 10 days, our client has instructed me to file a lawsuit against you asserting claims that include, but in no way are limited to, breach of warranties, both express and implied, violation of the Magnuson Moss Warranty Act, violation of the Lemon Law, revocation of acceptance, and common law breach of contract. Please direct all future communication to my attention.

Respectfully submitted,

LEMON LAW GROUP PARTNERS PLC

By: s/n Adam Hamilton

Attorney for Plaintiff

Adam Hamilton

CC: AutoNation Chrysler Dodge Jeep Ram

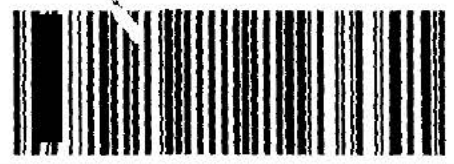
9/10
RECEIVED

SEP 13

SPECIAL INVESTIGATIONS

Lemon Law Group Partners PLC
1700 Post Oak Boulevard, Suite 600
Houston, TX 77056

CERTIFIED MAIL



UNITED STATES
POSTAL SERVICE



1000

48321

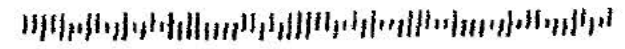
U.S. POSTAGE
PAID
PEMBROKE PINES, FL
33024
SEP 12, 14
AMOUNT

\$6.49
00031305-10

RETURN TO
REQUESTED

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

4832138004 5158



PE15-021

FLAT CHRYSLER

10-22-2015

ENCLOSURE 4

FinalBackup



From: [REDACTED]
To: customerassist@chrysler.com
Date: Wed Jul 30 10:15:35 EDT 2014
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Adaptive Cruise Control

Comments:

I recently purchased a 2014 Jeep Grand Cherokee Overland. Almost immediately after purchase the adaptive cruise control stopped working. I brought the car to get serviced at Dadeland Jeep (I purchased the vehicle at Arrigo Jeep) and was told that a new sensor needed to be ordered and would be in within 10 days. 10 days later, I contacted Jeep and was told that the new sensor could take MONTHS to arrive. This is unacceptable for service to a BRAND NEW VEHICLE. Please assist me. Thank you.

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Wed Aug 06 05:21:39 EDT 2014

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center.

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

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

We are very sorry to learn of the problem you have encountered and can certainly understand your frustration. We have documented your concern.

The handling of your case will require a call to the Dealer. The Dealer is currently closed. What we are going to do is assign your case to an Agent that will contact the Dealer on your behalf within the next business day. We will be contacting you within one business day, after the Dealer has been contacted to provide you an update. This will ensure that your issue/concern/question is reviewed as quickly as possible.

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).

Sincerely,

Crystal

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: 3 [REDACTED]

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8724699V16899L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

Adaptive Cruise Control

Comments:

I recently purchased a 2014 Jeep Grand Cherokee Overland. Almost immediately after purchase the adaptive cruise control stopped working. I brought the car to get serviced at Dadeland Jeep (I purchased the vehicle at Arrigo Jeep) and was told that a new sensor needed to be ordered and would be in within 10 days. 10 days later, I contacted Jeep and was told that the new sensor could take MONTHS to arrive. This is unacceptable for service to a BRAND NEW VEHICLE. Please assist me. Thank you.

VIN:

EC [REDACTED]

Mileage:

7000

Servicing Dealer:

Dadeland Jeep

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Miami

State:

FL

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Thu Aug 07 01:23:05 EDT 2014

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED],

We have contacted the dealership and spoke with Parts Manager Allen.

We have been advised that there were 2 parts on order for you. We have been advised that both parts have arrived at the dealership on 08/05/14.

At this time we ask that you contact your dealership to make an appointment to have the repairs completed.

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).

Sincerely,

Crystal

Customer Service Representative

Jeep Customer Assistance Center

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

REFERENCE NUMBER:

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8726719V88985L0KM&

Previous Reply Follows:

Dear [REDACTED]

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

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

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Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).

Sincerely,

Crystal

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=KMM8724699V16899L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

Adaptive Cruise Control

Comments:

I recently purchased a 2014 Jeep Grand Cherokee Overland. Almost immediately after purchase the adaptive cruise control stopped working. I brought the car to get serviced at Dadeland Jeep (I purchased the vehicle at Arrigo Jeep) and was told that a new sensor needed to be ordered and would be in within 10 days. 10 days later, I contacted Jeep and was told that the new sensor could take MONTHS to arrive. This is unacceptable for service to a BRAND NEW VEHICLE. Please assist me. Thank you.

VIN:

E [REDACTED]

Mileage:

7000

Servicing Dealer:

Dadeland Jeep

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Miami

State:

FL

Zip:

[REDACTED]

Email:

[REDACTED]m

Home Phone:

[REDACTED]

PE15-021

FLAT CHRYSLER

10-22-2015

ENCLOSURE 4

FinalBackup



McGUIRE & PELÁEZ, P.C.

ATTORNEYS AT LAW

100 CARLETON AVENUE, SUITE 7
CENTRAL ISLIP, NY 11722

CHRISTOPHER P. MCGUIRE
MARY C. PELÁEZ

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MARTIN LORENZOTTI, OF COUNSEL
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TEL. (631) 348-1702
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Email: info@mcguirepelaez.com
www.mcguirepelaez.com

9/29

September 23, 2014

Mr. Bill Ballan
General Manager
Smith Haven Jeep Dodge Chrysler Jeep
794 Jericho Turnpike
St. James, New York 11780

RECEIVED

OCT - 6

SPECIAL INVESTIGATIONS

RE: 2014 Jeep Grand Cherokee Lease Agreement of James Bopp
VIN: 1C4RJFBG2EC [REDACTED]
Date of Lease: November 12, 2013

Dear Mr. Ballan:

I am contacting you regarding the above referenced matter. Our client, Dr. [REDACTED] leased a 2014 Jeep Grand Cherokee from your dealership.

Since leasing the above referenced vehicle, the Forward Collision Avoidance: Adaptive Cruise Control System (hereinafter "FCA/ACC") has been defective. The system continuously reads "FCA/ACC not available - wipe radar sensor" Furthermore, the system does not detect if there is a vehicle in front of Mr. Bopp's vehicle because the sensor appears to be blocked; however, there is nothing obstructing the sensor.

In addition, the sensor reacts to objects that are not directly in front of the vehicle. This frequently occurs while [REDACTED] is driving under traffic highway signs or when approaching a vehicle that is in the right turn lane. The system will then periodically apply the vehicle's brakes, slowing it down considerably, and resulting in frequent near-accidents. Therefore, this defect increases the chance of a collision. (Please note that on June 4, 2014, the FCA/ACC system was recalled in 2014 Jeep Grand Cherokee models.)

[REDACTED] has since made numerous attempts to have the system repaired. Nonetheless, the service providers at your dealership will neither test drive the vehicle nor perform the necessary repairs to correct the defective system.

Page 2 of 2
September 23, 2014

██████████
Re: Jeep Lease

██████████ is an emergency medical doctor and relies on his vehicle to commute to and from work. It is essential that his vehicle operates properly so that he can properly treat his patients. He also requires a safe vehicle to travel with his wife and 16-month-old son.

The current condition of his vehicle is unsafe, and increases the likelihood of an accident and the serious injury to our client, his family, and other motorists on the highway.

We request that the vehicle be repaired immediately by your dealership pursuant to the warrantee. My client is ready, willing, and able to promptly deliver the vehicle to your service department.

Your prompt attention to this matter is anticipated and appreciated. Please do not hesitate to contact me if you have any questions or concerns.

Thank you for your courtesies and cooperation.

Sincerely,

 **COPY**

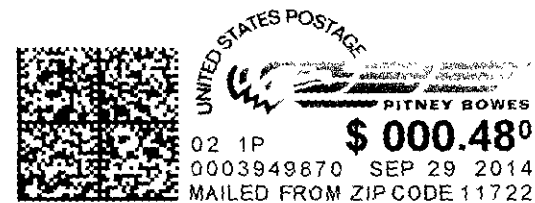
Christopher P. McGuire
McGuire & Pelaez, P.C.
Attorneys at Law

Cc: Chrysler Group, LLC
P.O. Box 21-8004
Auburn Hills, MI 48321-8004

MCGUIRE & PELÁEZ, P.C.

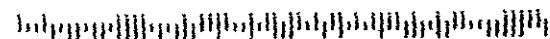
ATTORNEYS AT LAW

100 CARLETON AVE. SUITE 7
CENTRAL ISLIP, NY 11722



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

48321800404



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10-22-2015

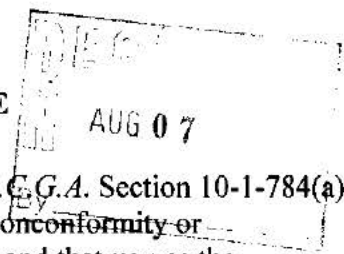
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87

FINAL REPAIR OPPORTUNITY NOTICE



This constitutes my notice as a consumer, pursuant to the Georgia Lemon Law, O.C.G.A. Section 10-1-784(a)(2), that the manufacturer's authorized agent has been unable to repair or correct the nonconformity or nonconformities (defects) listed below in the new motor vehicle described below, and that you as the manufacturer have an opportunity for a final repair attempt.

- Defect # 1 FORWARD COLLISION WARNING INOPERATIVE
Defect # 2
Defect # 3
Defect # 4
Defect # 5

Vehicle Make JEEP Model GRAND CHEROKEE Year 2014

Vehicle identification number (VIN) 1C4RJFC1G191E1C [REDACTED]

Name/address of selling/leasing dealer ED VOYLES

789 COBB PARKWAY SE MARIETTA, GA 30060

Date of delivery 8/23/14 Odometer reading on delivery date 10

Date registered in GA if bought/leased in another state Current odometer reading 8504

Name/address of facility/facilities where repairs were made and date/s of repairs ED VOYLES

789 COBB PARKWAY SE MARIETTA, GA 30060

11/26/13, 1/7/14, 2/24/14, 3/25/14, 6/16/14, 7/24/14

I am requesting that you make a final attempt to correct the defect/s reported above. My contact information is:

Consumer name [REDACTED] Home phone [REDACTED]
Street address [REDACTED] Cell phone [REDACTED]
City/State/Zip POWDER SPRINGS, GA [REDACTED] Work phone [REDACTED]
Consumer signature [REDACTED] Today's date 8/1/2014

Instructions to consumer: On this form you should only list defects that have met the required "reasonable number of repair attempts." Remember to make a copy for your records and send the original by overnight mail delivery or certified mail, return receipt requested, to the manufacturer at the address provided in your owner's manual. If your vehicle is a motor home, you must send notices to all known manufacturers. Also, for our records, please send us a copy at the address listed on the first page, or fax it to us at: 404-656-3569.

RECEIVED 5/11/05, 9A



U.S. POST
PAID
ACHORTH, G
30101
AUG 01, 1
AMOUNT
\$6.9
0009802

1000

48321

CHRYSLER CUSTOMER ASSISTANCE CTR

P.O. BOX 21-8004

AUBURN HILLS, MI 48321-8004

RETURN RECEIPT
REQUESTED

RETURN RECEIPT
REQUESTED

PE15-021

FLAT CHRYSLER

10-22-2015

ENCLOSURE 4

FinalBackup



From: [REDACTED]
To: customerassist@chrysler.com
Date: Sun Aug 17 22:15:11 EDT 2014
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Accident Avoidance/Adaptive Cruise Control Abrupt Operation

Comments:

Are there any software updates or plans for updates to address the adaptive cruise control's abrupt braking and acceleration under certain situations? The cruise will run up on slower moving vehicles, then abruptly apply the brakes in an emergency manner. Is there anything that can be done to ease up on speed sooner to make the adaptive cruise control operate more as how an alert driver would, as opposed to how an inattentive driver operates a vehicle with abrupt maneuvers? When a slower moving vehicle subsequently moves out of the way, the vehicle accelerates at full throttle back up to the set cruise speed instead of at a smooth pace. The operation of the adaptive cruise control is very annoying in certain traffic situations, and may be deemed dangerous, because drivers following behind me may not be able to react as quickly when the the brakes are applied so abruptly.

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Thu Aug 21 05:01:45 EDT 2014

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED],

Thank you for contacting the Jeep Customer Assistance Center.

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

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

We appreciate the time and effort you took to tell us of your product suggestion. We have documented your comments and will provide them to our product development team for review. At this time, there are no updates available for your vehicle.

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).

Sincerely,

Victoria

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=KMM8751477V11705L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

Accident Avoidance/Adaptive Cruise Control Abrupt Operation

Comments:

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may be deemed dangerous, because drivers following behind me may not be able to react as quickly when the the brakes are applied so abruptly.

VIN:

EO [REDACTED]

Mileage:

920

Servicing Dealer:

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Antioch

State:

CA

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:

[REDACTED]

PE15-021

FLAT CHRYSLER

10-22-2015

ENCLOSURE 4

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20509214
8/12

Jill Carter

From: Rick Thornton
Sent: Monday, August 11, 2014 3:54 PM
To: Jill Carter
Subject: FW: Jeep Grand Cherokee Overland Issues

Importance: High

Let's discuss,

From: [REDACTED]
Sent: Monday, August 11, 2014 3:01 PM
To: Rick Thornton
Cc: Jill Carter; Scott Warda
Subject: RE: Jeep Grand Cherokee Overland Issues
Importance: High

As most of you on this email know, I have been having issues with my Grand Cherokee Overland for over a year now. I have also taken my jeep into multiple dealerships to have repaired, wasting time out of my life for issues I shouldn't be having with a brand new car....this car should've been replaced a year ago. So I am happy to say that you have lost a customer for life as these problems still occur. This vehicle has been in the shop no less than 20 times since I bought it, my wife has a Honda Accord(10yrs old) and has been in the shop ZERO times except for routine maintenance like oil changes and such. I am still having electronic issues and smoke still comes out the back when I start it from time to time.....I am not a mechanic but I do know that a big puff of white smoke isn't supposed to come from a new car. Once again I will highlight the ongoing issues I have been having:

- 1) There are times that when I start my car a big puff of white smoke that smells like burnt oil comes from the back of the Jeep. The car then drives like crap the rest of the day, it doesn't happen every time I start the car. I have had the Jeep in 3 times to have this fixed and it still happens.
- 2) I will be driving along and the advanced collision warning will tell me to brake....even if there isn't a car anywhere near me. It will sometimes happen if there is a car next to me, which isn't even in front of me so I have no idea why it comes on. Sometimes it will even put on the brakes when I am driving on the highway, which to make sure we are all on the same page....it isn't safe.
- 3) I was recently driving to Corpus Christi, Texas and it was raining. I hit a big bump in the road and the collision warning came on and the car slammed on the brakes almost causing me to wreck my car. So we are all on the same page, its not safe for a car to slam on the brakes when the roads are wet. The eye/electronics in this car are messed up and continue to have issues....especially if I hit a big bump.
- 4) I have had issues where the side warning will come on and wont turn off, I actually have to stop the car and turn it off before it will turn off.....I have sent this video before when this happened the first time. This continues to happen and its frustrating to have to pull over and turn off your car.
- 5) There are also times that my stereo will lock up as well....I have already had that replaced once. I have to turn off car to get that to unlock.

I would love nothing more than to drop this car off and be done with it since this is the 2nd Jeep Grand Cherokee Overland that I have had issues with but I don't want to hurt my credit. The next corporate meeting you can bring up this success story on how after a year the customer who bought one of your top of the line Jeeps is still having issues with his car. That should get everyone really pumped up and excited about the quality of the Jeep line that you are putting out there.

I have also posted on my facebook and Instagram warning people about the Jeep Grand Cherokee and the issues I am having so that no one else will waste their money on this vehicle. In fact I have told two of my close friends who were looking at the Jeep not to buy it because of all the issues I have had, the horrible service from the dealership (currently called Autonation, was formally Spring Chrysler Jeep Dodge)....both bought different cars.

Please do not reach out to me unless you are replacing my Jeep or giving me my money back. I have spent way too much time on this car already and I will never buy a Jeep or Chrysler product again.

Regards,


Industrial Sales Manager
Aspen Aerogels
27527 Gatlin Ln
Spring, TX 77386
Cell: 774-262-9139
tvaneke@aerogel.com
www.aerogel.com

aspen aerogels


From: Thomas Vanek
Sent: Tuesday, April 01, 2014 9:47 AM
To: Rick Thornton
Cc: Jill Carter; Scott Warda
Subject: RE: Jeep Grand Cherokee Overland Issues
Importance: High

Rick-

Yet again we have another issue. They finally fixed the issue with the jeep but they decided not to pay for the rental car that they and Jill Carter agreed that would be paid for. Autonation (formally Spring Dodge Chrysler Jeep) had my car for 19 days before they found the issue and had it fixed. The total bill for the rental car was \$759.94 but they only paid \$300 now leaving me with a \$379.94 bill to pay for a brand new car that was not running properly. I left Jill a message last week but have yet to hear back from her.

I have also tried working with the dealership but it has been 4 weeks now without a check for the remaining balance. My car is also having transmission issues but I am in outside sales and I need my car for work and can't be without a car. I promise you that this will be my last vehicle that I buy from Chrysler, I have had nothing but issues and no one wants to help.

Thanks,


Industrial Sales Manager
Aspen Aerogels
27527 Gatlin Ln
Spring, TX 77386

Cell: 774-262-9139
tvaneke@aerogel.com
www.aerogel.com

aspen | aerogels

From: Rick Thornton [<mailto:rwt6@chrysler.com>]
Sent: Thursday, October 10, 2013 11:18 AM
To: [REDACTED]
Cc: Jill Carter; Scott Warda
Subject: RE: Jeep Grand Cherokee Overland Issues

Mr. [REDACTED]

I am sorry to hear of the issue you are experiencing with your Grand Cherokee. By copy of this note I am asking our Top Care team to reaching out to you to arrange getting the vehicle in to be sorted out. I will follow the case to make sure we get to the bottom of this and assure your new Jeep is performing as designed.

Please feel free to reach out to me at any time.

Sincerely,

Rick

Rick Thornton
Head – Customer Experience
Chrysler Group LLC
586 – 497 - 2403 (W)
Rwt6@chrysler.com

From: Thomas Vaneke [<mailto:tvaneke@aerogel.com>]
Sent: Thursday, October 10, 2013 12:02 PM
To: Rick Thornton
Subject: Jeep Grand Cherokee Overland Issues
Importance: High

Rick-

I recently bought a Jeep Grand Cherokee Overland in June/July and I have been having issues with it ever since. It has 6,400 miles on it and has been in the shop 7 times for various reasons. The latest round of issues are more serious and I need your help. The Jeep has some sort of computer/software/electrical issues. I will be driving down the road with no one near me and the car will tell me to brake; it will also brake on its own and then flash the brake warning light. I am taking the vehicle in AGAIN today to have them look at it again. Last night my wife and I are driving down I-45 (about 70 mph) when the braking mechanism activated again and it locked up my brakes slowing the car down to 60 mph, there wasn't another car near me when this happened. My wife will no longer ride in the Jeep after last night and this has

become a safety issue with this car. I am in outside sales and I drive to accounts for a living, I can not be having these issues.

I am trying to work with a Mr Kelsey Clay at Chrysler but there is no sense of urgency to get this fixed. The take it back in approach isn't going to work anymore.

Do I need to get an attorney to get this matter handled? Do I need to file the car under the lemon law?

If my wife and I get hurt because of the issues with this car, Chrysler will have more issues than just replacing the car and giving me a car that works. That is all I am asking for, give me one that works or give me my money back. Put yourself in my place, would you want your family in car that is having these issues? Doubtful.

I hope you can see the issues at hand and help get them resolved.

Thanks,


Industrial Sales Manager

Aspen Aerogels

27527 Gatlin Ln

Spring, TX 77386

Cell: 774-262-9139

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