

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















PE15-025

FCA CHRYSLER

8/19/2015

ENCLOSURE 4



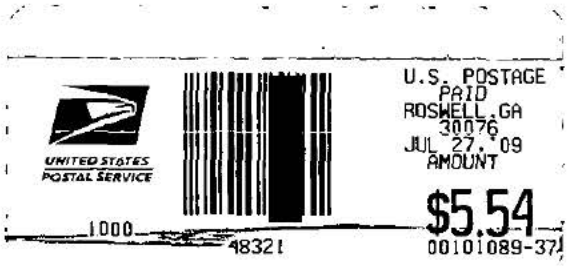
[redacted]
Milton, GA[redacted]

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

CERTIFIED MAIL™



[redacted]



CHRYSLER LLC
Customer Assistance Center
P.O. Box 21-8004
Auburn Hills, MI 48321-8004

RETURN RECEIPT
REQUESTED

RETURN RECEIPT
REQUESTED

48321$8004 B13B

Customer Assistance Center
P.O. Box 21-8004
Auburn Hills, MI 48321-8004

RE: Request for Vehicle Repurchase – State of

Make:	**Jeep**
Model:	**Wrangler**
Year:	**2008**
VIN:	**1J8FA24198L[redacted]**
Purchase Date:	**January 24, 2009**
Selling Dealer:	**Steve Rayman Chrysler Je**
	4200 Jonesboro Road
	Union City, GA 30291
Delivery Date:	**January 26, 2009**
Odometer at Delivery:	**85**
Odometer Reading at Time of First Repair Attemp	
Date Manufacturer Received Request for Final Repair Attempt:	**July 6, 2009**
Date of Final Repair Attempt:	**July 20, 2009**
Location of Final Repair Attempt:	**Palmer Dodge**
	11460 Alpharet
	Roswell, GA 30

On Tuesday, 7/21/09, the aforementioned vehicle
Repair to the Air Bag System had been completed.
one week , the Air Bag System lamp is again illumi
functioning properly. As a result of the failed Final
repurchase the vehicle in accordance with the Stat

Sincerely,

[redacted]

[redacted]

Milton, GA [redacted]

cc: State of Georgia Department of Consumer

Attachments: Receipt of Certified Letter for Fina
Copy of Invoice from Palmer Dodg
functioning properly (dated 7/20/
Photograph of Air Bag System lam

SENDER: COMPLETE THIS SECTION

- Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:

CHRYSLER LLC
CUSTOMER ASSISTANCE CTR
P.O. BOX 21-8004
AUBURN HILLS, MI.
48321-8004

COMPL [redacted]

A. Sign
X

B. Received by (P [redacted] Delivery

D. Is delivery address different from item 1? ☐ Yes
If YES, enter delivery address below: ☐ No

JUL - 6 2009

3. Service Type
☐ Certified Mail ☐ Express Mail
☐ Registered ☐ Return Receipt for Merchandise
☐ Insured Mail ☐ C.O.D.

4. Restricted Delivery? (Extra Fee) ☐ Yes

2. Article Number (Transfer from service label) [redacted]

PS Form 3811, February 2004 Domestic Return Receipt 102595-02-M-1540

UNITED STATES POSTAL SERVICE

First-Class Mail
Postage & Fees Paid
USPS
Permit No. G-10

• Sender: Please print your name, address, and ZIP+4 in this box •

[redacted]

MILTON, GA [redacted]

PALMER DODGE
11460 ALPHARETTA HWY
ROSWELL, GA 30076
(770) 410-1111
www.palmerdodgeonline.com

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	
[redacted]	JAMES 326	356	07/20/09	[redacted]

	LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
[redacted] MILTON, GA [redacted]			6,877	SILVER/	
	YEAR / MAKE / MODEL			DELIVERY DATE	DELIVERY MILES
	08/JEEP/WRANGLER/2DR 4WD X				
	VEHICLE I.D. NO.			SELLING DEALER NO.	PRODUCTION DATE
	1J8FA24198L[redacted]				
	R.T.E. NO.	R.O. NO.		DATE	
				07/20/09	

[redacted]	BUSINESS PHONE	COMMENTS	
			MO: 6879

LABOR & PARTS

J# 1 08DOZ ELECTRICAL TECH(S):329 WARRANTY

CUST STATES AIRBAG LIGHT IS ON?-CK AND ADVISE-SEE HISTORY
DTC U0171-CODE INTERMITTANT- REMOVED FRONT GRILL, TIPM,TO
GAIN ACCESS TO HARNESS-VEH FAILED WIGGLE TEST- TRACED OPEN
TO HARNESS BETWEEN C105 AND C103 HARNESS-TECH BYPASSED
C105 CONNECTOR-CLEARED CODES-PASSED WIGGLE TEST

JOB # 1 TOTAL LABOR & PARTS 0.00

ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS OF LABOR IS LIMITED TO THE 90 DAY/4,000 MILE DURATION OF THIS WRITTEN WARRANTY. MOPAR PARTS WARRANTY 12 MONTHS/ 12,000 MILES.

TOTALS

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

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

Thank you for using Palmer Dodge for all your service needs. You may receive a survey from Chrysler about this visit. Please fill it out and send it back as soon as possible. If for any reason you cannot fill it out fully satisfied please let us know. We will do our best to rectify any problems.

CUSTOMER SIGNATURE

Mitchell Solutions LLC • (770) 535-3131

CAIR #_____

DOCUMENT RETENTION

[redacted]

[redacted]

X photos are unscannable.

____ originals are too light.

____ originals are too dark.

____ photocopies are too light.

____ photocopies are too dark.

[redacted]

____ brochure, booklet, newspaper, etc. unscannable.

Other_____

NOT IN DOCUMENT RETENTION

Item NOT placed in document retention:

____ Poor legibility on original document.

____ Original _____ survey forwarded on (date)_____

____ Original check given to _____ for han

____ Other _____

____ No envelope attached.

PE15-025

FCA CHRYSLER

8/19/2015

ENCLOSURE 4



From: [redacted]
To: customerassist@chrysler.com
Date: Tue Aug 11 16:20:30 EDT 2009
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

---

problems with airbag sensor on dash turning off and on. it is VERY annoying and could be a threat if in an accident and airbag doesnt deploy. i have been to the dealership to fix it for the past 4 mo. since it is under warrenty. Unable to fix it.

Comments:

I need this fixed asap, the dealer ship keeps telling me they are having
trouble getting parts from chrysler. i am tired of spending my days going
back and forth to the shop. i have spent time and gas for the past 4 mon.

Sender Information:

Title: Ms.
First Name: [redacted]
Middle Initial:
Last Name:

From: customerassist@chrysler.com
To: [redacted]
Date: Thu Aug 13 09:33:09 EDT 2009
Subject: Re: Chrysler Group LLC Customer Assistance
Dear Megan:

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2007 Jeep Wrangler.

We regret your dissatisfaction with the service you received and the inconvenience you have experienced with the product.

We realize our reputation depends in part on the quality of service provided by our dealers. In response to your email, we would like to inform you that, please call the Customer Assistance Center at 1-800-992-1997 between 8:00 a.m. and 5:00 p.m. Monday through Friday (in all Continental Time Zones). It is necessary to discuss this issue with you directly. Before calling the Customer Assistance Center, please have the following information handy:

? Vehicle owner name
? Vehicle owner address
? Day and evening phone numbers
? Vehicle Identification Number (VIN)
? Name of dealership where vehicle was purchased
? Date of purchase
? Dealership where service was performed
? Date of last service
? Current vehicle mileage
? An explanation of the problem

We have trained Customer Service Representatives available to address the questions and concerns you may have.

We look forward to speaking with you.

Thanks again for your email.

Sincerely,

John Cooper
Customer Service Representative
Chrysler 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=KMM6547635I25261L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site
Brief Description:
problems with airbag sensor on dash turning off and on. it is VERY annoying
and could be a threat if in an accident and airbag doesnt deploy. i have
been to the dealership to fix it for the past 4 mo. since it is under
warrenty. Unable to fix it.

Comments:
I need this fixed asap, the dealer ship keeps telling me they are having
trouble getting parts from chrysler. i am tired of spending my days going
back and forth to the shop. i have spent time and gas for the past 4 mon.

VIN:
7L[redacted]
Mileage:
23000
Servicing Dealer:
burns motors
Title:
Ms.
First Name:
[redacted]
Middle Initial:
[redacted]
Last Name:
[redacted]
Address 1:
[redacted]
Address 2:

City:
mcallen
State:
TX
Zip:
[redacted]
Email:
[redacted]
Home Phone:
[redacted]

PE15-025

FCA CHRYSLER

8/19/2015

ENCLOSURE 4



From: [redacted]
To: customerassist@chrysler.com
Date: Thu Aug 13 21:40:09 EDT 2009
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

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

TO WHOM IT MAY CONCERN

My name is Jillian Struthers I bought my 2007 Jeep Wrangler Unlimited 4x4 in January 2007 which I bought brand new. At the time of purchase I was offered the 3 year/36000 mile warranty, the 100000 mile warranty did not come about until 7 months later.

I purchased my Jeep at the below address

3427 Jefferson Davis Hwy
Fredericksburg, VA 22401
(540) 371-1400

A few months after making the purchase I experienced problems with the dashboard lights coming off and on for no reason at all, go to find out there was a recall on the module (ELECTRICAL SYSTEM) which I had to have replaced. Time went on I experienced a few other issues with my brand new Jeep Wrangler though will discuss the problem at hand. I had experienced a "ding" noise in my Jeep as if a light in the dash were to appear and nothing was there. I contacted Brit and was told if nothing was appearing then not to worry about it. Now long story short my engine needs to be replaced. Which has been taken to 3 different mechanics and has had the same diagnosis. With that said I got oil changes faithfully which I have proof of and are documented. My Jeep has 70000 miles on it and the issue at hand shouldn't even be an issue. My only form of transportation for my 4 children is complete trash. I was sold a lemon.

I have friends who have Jeeps that are 16 years old,
200,000 thousand miles and never had any motor issues, I believe that
my
Jeep is a lemon, the fact that it was well taken care of and is so
young my
motor should be fine.

What can you help me with?

[redacted]

[redacted]

last 8 of the VIN # 7I[redacted]
*i am aware
safford dodge is now in ownership of JEEP

Sender Information:

Title: Mrs.
First Name: [redacted]
Middle Initial:
Last Name:

From: customerassist@chrysler.com
To: [redacted]
Date: Mon Aug 17 10:10:35 EDT 2009
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [redacted]

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2007 Jeep Wrangler.

We apologize for the inconvenience caused to you and appreciate the time and effort you took to write to us. In response to your email, regarding the concerns with your vehicle, we suggest that you contact our Customer Assistance Center at 1-800-992-1997.

When calling the Customer Assistance Center, please have your reference number [redacted] and the VIN handy.

We have Customer Service Representatives available to address your questions and concerns.

Thanks again for your email.

Sincerely,

Ruby Peter
Customer Service Representative
Chrysler 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=KMM6553782I25261L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site
Brief Description:
lemon
Comments:
TO WHOM IT MAY CONCERN My name is [redacted] I bought my 2007 Jeep Wrangler Unlimited 4x4 in January 2007 which I bought brand new. At the time of purchase I was offered the 3 year/36000 mile warranty, the 100000 mile warranty did not come about until 7 months later. I purchased my Jeep at the below address 3427 Jefferson Davis Hwy Fredericksburg, VA 22401 (540) 371-1400 A few months after making the purchase I experienced problems with the dashboard lights coming off and on for no reason at all, go to find out there was a recall on the module (ELECTRICAL SYSTEM) which I had to have replaced. Time went on I experienced a few other issues with my brand new Jeep Wrangler though will discuss the problem at hand. I had experienced a "ding" noise in my Jeep as if a light in the dash were to appear and nothing was there. I contacted Brit and was told if nothing was appearing then not to worry about

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200,000 thousand miles and never had any motor issues, I believe that my
Jeep is a lemon, the fact that it was well taken care of and is so young my
motor should be fine. What can you help me with? [redacted]
[redacted] last 8 of the VIN # 7L[redacted] i am aware
safford dodge is now in ownership of JEEP

VIN:
7L[redacted]
Mileage:
71000
Servicing Dealer:
bill britt of fredericksburg virginia
Title:
Mrs.
First Name:
[redacted]
Middle Initial:

Last Name:
[redacted]
Address 1:
[redacted]
Address 2:

City:
RUTHER GLEN
State:
VA
Zip:
[redacted]
Email:
[redacted]
Home Phone:
[redacted]

From: [redacted]
To: customerassist@chrysler.com
Date: Wed Sep 02 23:39:52 EDT 2009
Subject: Re: Chrysler Group LLC Customer Assistance
(KMM655378 2I25261L0KM)
We originally bought our Jeep from the below=E2=80=A6

Britt Chrysler Jeep
3427 Jefferson Davis Hwy, Fredericksburg, VA 22401
Phone: (540) 371-1400
In January 2007. Soon after we bought the Jeep Wrangler Unlimited we were=
 experiencing problems on the electronic module (which is on file) and had=
 to do with the random oil change lights air bag lights and traction light=
s would come on. So it was replaced.

We kept up with maintenance and oil changes to the Jeep throughout the tim=
e of having the vehicle which we have all receipts and/or invoices for. Wi=
thin the past month prior to the Jeeps engine blowing my husband and I not=
iced a =E2=80=9Cding=E2=80=9D noise as though the check engine light, oil=
 light, or some light were to come on in the dash. (REMEMBERING BACK TO RI=
GHT AFTER WE BOUGHT THE JEEP THERE WAS A RECALL WHICH BILL BRITT CHRYSLER=
 =E2=80=9CREPLACED=E2=80=9D IN OUR JEEP) I called Bill Britt=E2=80=99s ser=
vice Department and was told =E2=80=9Cif there is no light coming up in th=
e dashboard, not to worry about it=E2=80=9D. August 7th 2009 comes around=
 and my Engine goes. I took my Jeep into 2 different documented mechanics=
 who state that with the year and mileage of the Jeep it is indeed a lemon=
. We contacted Bill Britt, we were told since Safford Dodge Jeep of Freder=
icksburg took over Bill Britt Chrysler that it was no longer their respons=
ibility and wasn=E2=80=99t helped ther4e. I contacted Chrysler Corporate=
 and was told to take it in to =E2=80=9CJeep=E2=80=9D dealership to have=
 it diagnosed by=3D20=E2=80=9Ctheir=E2=80=9D people and they will let us know whether or not=
 they would assist financially or no. (this is after having paid money for=
 2 professional mechanics) We get the diagnosis from Safford Dodge Jeep an=
d it is exactly what the 2 other mechanics already said.

After numerous telephone calls to CHRYSLER CORPORATE a month later we get=
 a call from a service manger Brett Barker that CHRYSLER Corporate will pa=
y a mere portion of cost and we are responsible for a portion not to menti=
on a warranty will not be included.

So this is where we are, after being made a mockery of and manipulated for=
 a month now by all parties listed above we have had enough. Look at all=
 of our recall and maintenance records. Phone records as well as any and=
 all other records=E2=80=A6A few weeks, TOPS, before any of this started=
 happening we brought our Jeep into Safford Dodge Jeep of Fredericksburg=
 and had a service/oil change=E2=80=A6all was fine and we were told we nee=
ded new tires, that was it! They look at tires but nothing else? Kind of=
 odd we hear the =E2=80=9Cding=E2=80=9D noise though all is fine and dandy=
 to everyone? Not to forget the recall in 2007? And now my Jeeps engine is=
 blown and needs to be fixed/replaced??? Because of this manufacturers def=
ect we should be punished?

We bought this Jeep because of it=E2=80=99s name! Because of the quality=
 and faith we had in Jeep. Our Jeep hasn=E2=80=99t even been Jeep=E2=80=99=
d yet???

We want the issue to be either fixed at 100% cost with a warr
anty or replaced! We again bought it because of what we=E2=80=99ve known=
 about Jeep and because of good faith. Our contract said nothing about REC=
ALLS or ,manufacturer defects? Why should we be punished. Warranty or not=
 we bought it from Bill Britt (owned now by Safford dodge of Fredericksbur=
g) it should be in the shape as promised and the one who sold it should be=
 responsible.

[redacted]

RUTHER GLEN VA [redacted]

[redacted]

Britt Chrysler Jeep
3427 Jefferson Davis Hwy, Fredericksburg, VA 22401
Phone: (540) 371-1400
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should be=
 in the shape as promised and the one who sold it should be
responsible.

[redacted]

RUTHER GLEN VA [redacted]

[redacted]

-----Original Message-----
From: customerassist <customerassist@chrysler.com>
To: [redacted]
Sent: Mon, Aug 17, 2009 10:10 am
Subject: Re: Chrysler Group LLC Customer Assistance
(KMM655378 2I25261L0KM)

Dear [redacted]
Thank you for contacting the Chrysler Customer Assistance Center=20
egarding your 2007 Jeep Wrangler.
We apologize for the inconvenience caused to you and appreciate the
time
nd effort you took to write to us. In response to your email,
regarding
he concerns with your vehicle, we suggest that you contact our
Customer
ssistance Center at 1-800-992-1997.
When calling the Customer Assistance Center, please have your
reference=20
umber [redacted]
[redacted]) and the VIN handy.
We have Customer Service Representatives available to address your=20
uestions and concerns.
Thanks again for your email.   =20
      =20
incerely,=20
Ruby Peter=20
ustomer Service Representative=20
hrysler Customer Assistance Center
For any future communications related to this email, please refer to
the
ollowing information:=20

EFERENCE NUMBER: [redacted]
MAIL CASE NUMBER:
EPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?
trk_ID=3D=
KMM6553782I25261L0KM&

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 =20
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rief Description:=20
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omments:
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[redacted] last 8 of the VIN # 7I[redacted]i am aware
safford dodge is now in ownership of JEEP

IN:
7L1[redacted]
ileage:
71000
ervicing Dealer:
bill britt of fredericksburg virginia
itle:
Mrs.
irst Name:
[redacted]
iddle Initial:
=20
ast Name:
[redacted]
ddress 1:
[redacted]
ddress 2:
=20
ity:
RUTHER GLEN
tate:
VA
ip:
[redacted]
mail:
[redacted]
ome Phone:
[redacted]

PE15-025

FCA CHRYSLER

8/19/2015

ENCLOSURE 4



From: [redacted]
To: customerassist@chrysler.com
Date: Wed Sep 02 23:39:44 EDT 2009
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:
---
please take me serious
Comments:

We originally bought our Jeep from the below=85

Britt Chrysler Jeep
3427
Jefferson Davis Hwy, Fredericksburg, VA 22401
Phone: (540) 371-1400

In
January 2007. Soon after we bought the Jeep Wrangler Unlimited we
were
experiencing problems on the electronic module (which is on file) and
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to do with the random oil change lights air bag lights and traction
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(REMEMBERING BACK TO RIGHT AFTER WE BOUGHT THE JEEP THERE WAS A
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WHICH BILL BRITT CHRYSLER =93REPLACED=94 IN OUR JEEP) I called Bill
Britt=
=92s
service Department and was told =93if there is no light coming up in
the
dashboard, not to worry about it=94. August 7th 2009 comes around and
my
Engine goes. I took my Jeep into 2 different documented mechanics who
state
that with the year and mileage of the Jeep it is indeed a lemon. We
contacted Bill Britt, we were told since Safford Dodge Jeep of
Fredericksburg took over Bill Britt Chrysler that it was no longer
their
responsibility and wasn=92t helped ther4e. I contacted Chrysler
Corporate a=
nd
was told to take it in to =93Jeep=94 dealership to have it diagnosed
by =93=
their=94
people and they will let us know whether or not they would assist
financially or no. (this is after having paid money for 2
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what the 2 other mechanics already said.

After numerous telephone calls
to CHRYSLER CORPORATE a month later we get a call from a service manger
Brett Barker that CHRYSLER Corporate will pay a mere portion of cost and
we are responsible for a portion not to mention a warranty will not be
included.

So this is where we are, after being made a mockery of and
manipulated for a month now by all parties listed above we have had enough.
Look at all of our recall and maintenance records. Phone records as well as
any and all other records=85A few weeks, TOPS, before any of this started
happening we brought our Jeep into Safford Dodge Jeep of Fredericksburg and
had a service/oil change=85all was fine and we were told we needed new tire=
s,
that was it! They look at tires but nothing else? Kind of odd we hear the
=93ding=94 noise though all is fine and dandy to everyone? Not to forget th=
e
recall in 2007? And now my Jeeps engine is blown and needs to be
fixed/replaced??? Because of this manufacturers defect we should be punished?

We bought this Jeep because of it=92s name! Because of the
quality and faith we had in Jeep. Our Jeep hasn=92t even been Jeep=92d
yet???

We want the issue to be either fixed at 100% cost with a warranty
or replaced! We again bought it because of what we=92ve known about Jeep an=
d
because of good faith. Our contract said nothing about RECALLS or
,manufacturer defects? Why should we be punished. Warranty or not we bought
it from Bill Britt (owned now by Safford dodge of Fredericksburg) it should
be in the shape as promised and the one who sold it should be responsible.

[redacted]
RUTHER GLEN
VA [redacted]

[redacted]

Sender Information:

Title: Mr.-Mrs.
First Name: [redacted]
Middle Initial:
Last Name:

PE15-025

FCA CHRYSLER

8/19/2015

ENCLOSURE 4



From: [redacted]
To: customerassistre@chrysler.com
Date: Wed Sep 02 23:40:04 EDT 2009
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: Recall Information

Brief Description:
---

recall

Comments:

We originally bought our Jeep from the below=85

Britt Chrysler Jeep
3427
Jefferson Davis Hwy, Fredericksburg, VA 22401
Phone: (540) 371-1400

In
January 2007. Soon after we bought the Jeep Wrangler Unlimited we
were
experiencing problems on the electronic module (which is on file) and
had
to do with the random oil change lights air bag lights and traction
lights
would come on. So it was replaced.

We kept up with maintenance and oil
changes to the Jeep throughout the time of having the vehicle which
we have
all receipts and/or invoices for. Within the past month prior to the
Jeeps
engine blowing my husband and I noticed a =93ding=94 noise as though
the ch=
eck
engine light , oil light, or some light were to come on in the dash.
(REMEMBERING BACK TO RIGHT AFTER WE BOUGHT THE JEEP THERE WAS A
RECALL
WHICH BILL BRITT CHRYSLER =93REPLACED=94 IN OUR JEEP) I called Bill
Britt=
=92s
service Department and was told =93if there is no light coming up in
the
dashboard, not to worry about it=94. August 7th 2009 comes around and
my
Engine goes. I took my Jeep into 2 different documented mechanics who
state
that with the year and mileage of the Jeep it is indeed a lemon. We
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Fredericksburg took over Bill Britt Chrysler that it was no longer
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responsible.

[redacted]
RUTHER GLEN
VA [redacted]

[redacted]

Sender Information:

Title: Mr.-Mrs.
First Name: [redacted]
Middle Initial:
Last Name: [redacted]

PE15-025

FCA CHRYSLER

8/19/2015

ENCLOSURE 4



From: [redacted]
To: customerassistsc@chrysler.com
Date: Wed Sep 02 23:40:06 EDT 2009
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: Service Contracts
Brief Description:

?
Comments:

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Britt Chrysler Jeep
3427
Jefferson Davis Hwy, Fredericksburg, VA 22401
Phone: (540) 371-1400

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be in the shape as promised and the one who sold it should be
responsible.

[redacted]
RUTHER GLEN
VA [redacted]

[redacted]

Sender Information:

Title: Mrs.
First Name: [redacted]
Middle Initial:
Last Name: [redacted]

PE15-025

FCA CHRYSLER

8/19/2015

ENCLOSURE 4



From: [redacted]
To: customerassist@chrysler.com
Date: Fri Jan 22 08:37:23 EST 2010
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

---

defective clockspring recall 2008 wrangler rhd , does it exist?

Comments:

---

air bag light flashing horn anly works with steering wheel turned to certain
position. horn went first, possible diag. faulty clockspring are there any
recalls for this xpensive repair. I have rhd postal jeep. I purchased ext.
warranty but they cancled it for prior use. HELP

Sender Information:

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

From: customerassist@chrysler.com
To: [redacted]
Date: Tue Feb 02 10:13:18 EST 2010
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [redacted]

Thank you for your email asking if your vehicle is involved in a Recall.

Please be advised that your vehicle VIN is currently included in:

Recall J24 MOPAR TOW BAR

Recall H17 REAR BRAKE TUBE CLEARANCE

Your Jeep dealer can provide more information for you about the recall, and can schedule an appointment for the repair at no cost to you.

Thanks for writing.

Sincerely,
Tomas

Customer Service Representative
Chrysler 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=KMM6835018I25261L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site
Brief Description:
defective clockspring recall 2008 wrangler rhd , does it exist?
Comments:
air bag light flashing horn anly works with steering wheel turned to certain
position. horn went first, possible diag. faulty clockspring are there any
recalls for this xpensive repair. I have rhd postal jeep. I purchased ext.
warranty but they cancled it for prior use. HELP

VIN:
8I[redacted]
Mileage:
50336
Servicing Dealer:
tate-porter auto mall
Title:
Mr.
First Name:
[redacted]
Middle Initial:

[redacted]
Last Name:
[redacted]
Address 1:
[redacted]
Address 2:

City:
kenna
State:
WV
Zip:
[redacted]
Email:
[redacted]
Work Phone:
[redacted]

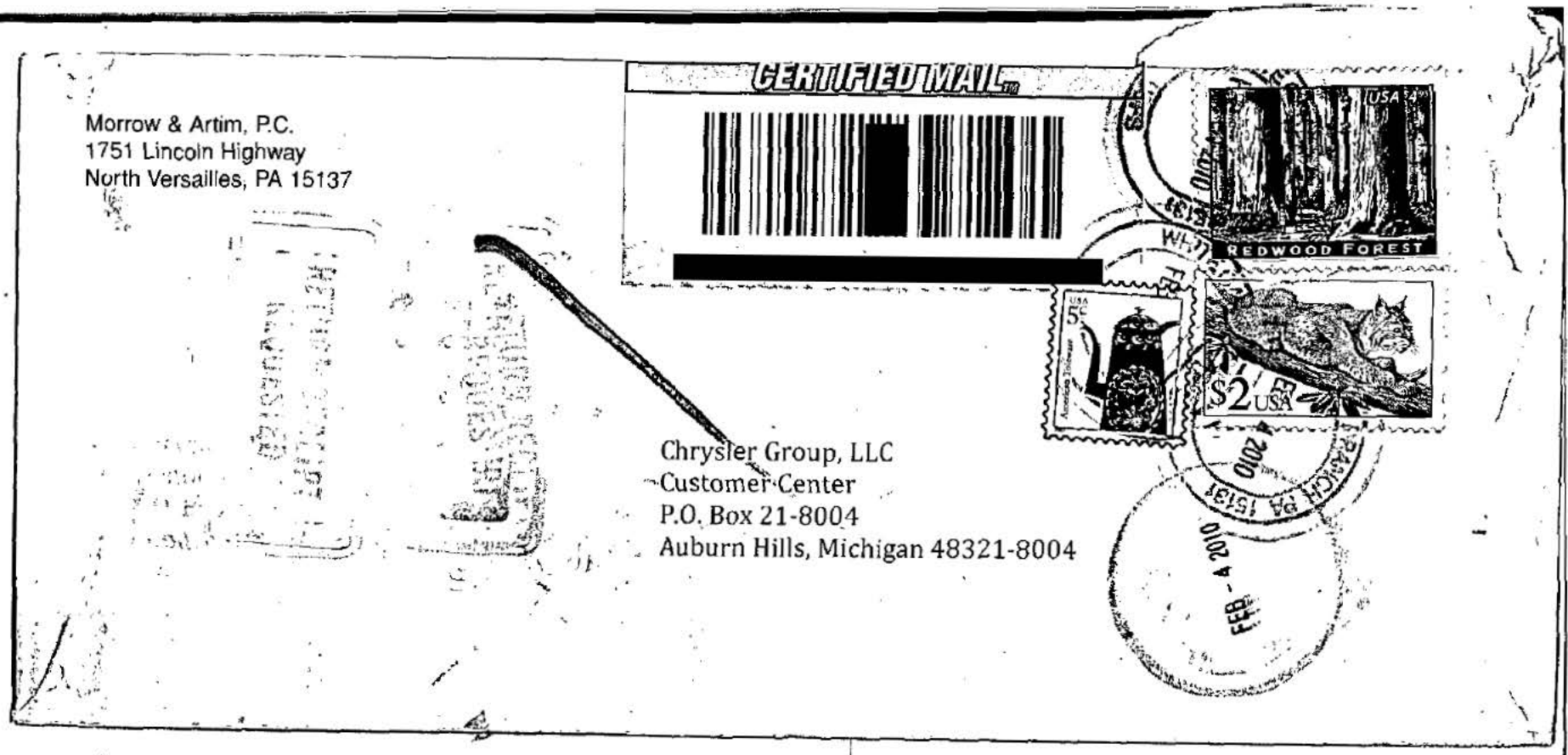
PE15-025

FCA CHRYSLER

8/19/2015

ENCLOSURE 4




CERTIFIED MAIL™
Morrow & Artim, P.C.
1751 Lincoln Highway
North Versailles, PA 15137
USA
REDWOOD FOREST
$2 USA
Chrysler Group, LLC
Customer Center
P.O. Box 21-8004
Auburn Hills, Michigan 48321-8004
FEB - 4 2010

MORROW & ARTIM, P.C.

ATTORNEYS AT LAW

Gregory T. Artim, Esq.
greg@ihatethislemon.com

Direct Dial: 412-823-8003
Direct Fax: 412-386-3184

February 3, 2010

Via Certified Mail
Chrysler Group, LLC
Customer Center
P.O. Box 21-8004
Auburn Hills, Michigan 48321-8004

RECEIVED
FEB 0 8 REC'D
SPECIAL INVESTIGATIONS

Re:	**Settlement Demand**
Our client:	[redacted]
Vehicle:	**2007 Jeep Wrangler**
Date of Purch/Lease:	**February 28, 2010**
VIN:	**1J4GA64187L**[redacted]
Current Mileage:	**50,000 approx.**
Our file No.	[redacted]

To Whom It May Concern:

Please be advised that this office has been retained by [redacted] regarding the above referenced vehicle which was obtained from Pleasant Hills Chrysler Jeep (Pittsburgh, PA). Since that time, our client's vehicle has undergone repeated repair attempts for a number of defects and non-conformities. As a result, our client has been forced to seek full relief pursuant to state and federal consumer product warranty laws.

The vehicle's primary defects and non-conformities include, but are not limited to, the following:

1. Excessive oil consumption
2. Faulty radio
3. Steering problems
4. Air bag light coming on
5. Any and all complaints actually made, whether contained on company invoices or otherwise.

These non-conformities substantially impair the use, value and safety of the subject vehicle as defined under the Magnuson-Moss Warranty Act and the Pennsylvania Uniform Commercial Code. These defects have understandably caused our client to lose all faith and confidence in the vehicle's integrity.

Therefore, you (and the authorized dealer) are hereby notified that Mr. [redacted] is revoking acceptance of the vehicle effective immediately. Our client has directed us to demand the return of any and all funds paid towards this vehicle, to rescind the contracts, and to seek compensation for any incidental and consequential damages, including attorney's fees. Please inform this office of the procedure whereby our client may return the vehicle and recoup these expenses. DO NOT CONTACT OUR CLIENT UNDER ANY CIRCUMSTANCES AND DIRECT ALL INQUIRIES TO THIS LAW OFFICE.

Please contact this office as soon as possible to discuss resolving this matter. Enclosed please find the purchase documents, all the repair orders in our client's possession and any other documents pertinent to this claim. We would like to be able to reach an amicable agreement within forty (40) days of this letter. However, if this is not possible, we have been directed by our client to commence formal legal proceeding.

Sincerely,

Gregory T. Artim
Attorney at Law

GTA/tm
Enclosures
cc: [redacted] without enclosure

[X] NEW
[ ] DEMONSTRATOR [X] CAR
[ ] DAILY RENTAL [X] TRUCK
[ ] USED

SALESMAN: Bill Graham
STOCK NUMBER: [redacted]

YEAR: 2007 | MAKE: JEEP | MODEL: WRANGLER
VIN: 1J4GA641B71[redacted] | TITLE NO.:
COLOR: GREEN | TRIM: | MILEAGE: 166
DELIVERY DATE: | PURCHASE DATE: 2/28/2007

DESCRIPTION OF TRADE IN

YEAR: | MAKE: | MODEL: DAKOTA SPORT
VIN: 1D7HG32N04S[redacted] | TITLE NO.:
COLOR: | TRIM: | DATE: 2/28/2007

BALANCE OWED ON CAR: 6,961.43

WARRANTY ON PURCHASED CAR. 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 The Vehicle.
The Attached Factory Warranty Constitutes All Of The Warranties With Respect To The Sale Of This Vehicle And The Attachment Is Part Of The Contract Of Sale.

CONTRACTUAL DISCLOSURE STATEMENT FOR USED VEHICLE ONLY
"The information you see on the window form for this vehicle is part of this contract. Information on the window form overrides any contrary provisions in the contract of sale."

X _____
PURCHASERS SIGNATURE

VEHICLE DELIVERED SUBJECT TO ACCEPTANCE OF TERMS BY FINANCIAL INSTITUTION.

X [redacted]

CUSTOMER GUARANTEES FREE AND CLEAR TRADE TITLE, AND UNDERSTANDS THAT "BALANCE OWED ON TRADE" AT RIGHT MAY NOT BE THE TOTAL NECESSARY TO SECURE TITLE. CUSTOMER RESPONSIBLE FOR ANY ADDITIONAL MONEY REQUIRED.

X [redacted]

N/A

[redacted] 2/28/200[redacted]
PURCHASERS SIGNATURE DATE

X _____
AUTHORIZED REPRESENTATIVE/TITLE

X _____
BUSINESS MANAGER

[redacted]
STREET ADDRESS: [redacted]
CITY: Castle Shannon STATE: PA ZIP: 1[redacted]
RESIDENT PHONE: [redacted] BUSINESS PHONE:
SOCIAL SECURITY NO:
INSURANCE AGENT: Robin Mcnally

SELLING PRICE	27,288.00
SERVICE CONTRACT	1,205.00
GAP	N/A
LESS REBATE	N/A
MAINTENANCE PLUS	N/A
THE _____ IS A NON CHRYSLER PRODUCT AND IS UNDERWRITTEN BY NOT CHRYSLER	
CUST INITIAL:	
DEALER INSTALLED SERVICES/ACCESSORIES	0.00
TOTAL SELLING PRICE	28,493.00
TOTAL PRICE	28,493.00
TRADE ALLOWANCE	14,400.00
MONEY DIFFERENCE	14,093.00
PA SALES TAX (TAXABLE) $14,093.00	986.51
LICENSE FEE - TRANSFER - TAX	48.50
DOCUMENTARY FEES	55.00
PTA TAX	5.00
SUB - TOTAL	15,188.01
BALANCE OWED ON TRADE	6,961.43
SUB - TOTAL	22,149.44
CASH DOWN PAYMENT ON PURCHASE DATE	
CASH DOWN PAYMENT ON DELIVERY DATE	2,300.00
CREDIT LIFE PROTECTION	0.00
Credit A/H PROTECTION	0.00
TOTAL TO BE FINANCED	19,849.44

PLEASANT HILLS CHRYSLER-JEEP, Inc.
600 CLAIRTON BOULEVARD
ROUTE 51 PLEASANT HILLS
PITTSBURGH, PA. 15236
655-7500 892-2828

FIVE STAR

CHRYSLER

Jeep

www.dmv.state.pa.us

MV - 1 (5-05)

I. TAX / FEES

A. VEHICLE DESCRIPTION

MAKE OF VEHICLE	VEHICLE IDENTIFICATION NUMBER (VIN). IF TRACING REQUIRED, TAPE SECURELY TO REVERSE OF THIS COPY	BODY TYPE (SDN, TK, BUS, ETC)	MODEL YEAR
JEEP	1J4GA64187[redacted]	SPORT	2007

GROSS VEHICLE WT. RATING	FUEL TYPE: ☐ GASOLINE ☐ DIESEL ☐ ELECTRIC ☐ PROPANE ☐ HYBRID ☐ OTHER	DMV MECHANIC #	AUTHORIZED NOTARY PUBLIC OR CERTIFIED INSPECTION MECHANIC (PRINT NAME)

CHECK THE APPROPRIATE BLOCK IF THE VEHICLE IS TO BE USED OR WAS FORMERLY USED AS A TAXI ☐ OR A ☐ POLICE VEHICLE (IF APPLICABLE)

I certify that I have verified that a legible tracing cannot be secured and that the above VIN and vehicle weight information listed here and on Section F are correct.

SIGN HERE

PURCHASE PRICE	28,493.
LESS TRADE-IN	14,400.
TAXABLE AMOUNT	14,093.

B. APPLICANT INFORMATION

LAST NAME (OR FULL BUSINESS NAME)	FIRST NAME	MIDDLE INITIAL	DATE ACQUIRED/ PURCHASED
[redacted]			2/28/07

CO-PURCHASER — DEALER ID NUMBER (IF APPLICABLE)

STREET [redacted] CITY Shannon STATE PA ZIP [redacted] COUNTY CODE

NOTE: If a co-purchaser other than your spouse is listed and you want the title to be listed as "Joint Tenants With Right of Survivorship" (On death of one owner, title goes to surviving owner.) CHECK HERE ☐. Otherwise, this title will be issued as "Tenants in Common" (On death of one owner, interest of deceased owner goes to his/her heirs or estate.).

REFER TO COUNTY CODES LISTING ON REVERSE SIDE OF YELLOW COPY

NOTE: IF THE VEHICLE IS TO BE USED AS A DAILY RENTAL OR LEASED VEHICLE, CHECK THIS BLOCK ☐. IF BLOCK IS CHECKED, COMPLETE AND ATTACH FORM MV-1L

X 6% (.06) SALES TAX *X 7% (.07) *(See note on reverse)	986.
LESS TAX CREDIT	
1. SALES TAX DUE	986.
1A. Exemption Reason Code (must be a number from 1 to 26 or 0)	
1B. EXEMPTION NO	

C. MILEAGE INFORMATION

☐ REFLECTS THE AMOUNT OF MILEAGE IN EXCESS OF ITS MECHANICAL LIMITS

☐ IS NOT THE ACTUAL MILEAGE WARNING: ODOMETER DISCREPANCY

WARNING: FEDERAL AND STATE LAWS REQUIRE THAT YOU STATE THE MILEAGE IN CONNECTION WITH THE TRANSFER OF OWNERSHIP. FAILURE TO COMPLETE OR PROVIDING A FALSE STATEMENT MAY RESULT IN FINES AND/OR IMPRISONMENT.

ODOMETER READING — TENTHS: 1 6 ☒

1C. (PTA) NO.

2. TITLE FEE	22.

D. LIEN INFORMATION

1ST LIEN DATE: 2/28/2007 → IF NO LIEN, CHECK ☐	2ND LIEN DATE: → IF NO LIEN, CHECK ☐
1ST LIENHOLDER: CITIZENS AUTOMOBILE FINANCE INC	2ND LIENHOLDER
STREET: P O BOX 255587	STREET
CITY: SACRAMENTO STATE: CA ZIP: 95865	CITY STATE ZIP
FINANCIAL INSTITUTION NUMBER: 0	FINANCIAL INSTITUTION NUMBER
IF THIS IS AN ELT, CHECK HERE ☐ NOTE: FIN IS REQUIRED	IF THIS IS AN ELT, CHECK HERE ☐ NOTE: FIN IS REQUIRED

3. LIEN FEE	5.
4. REGISTRATION OR PROCESSING FEE	
Fee Exempt Number as assigned by the Bureau	

E. VEHICLE TRADED

MAKE OF VEHICLE	VIN	MODEL YEAR
DODGE	1D7HG32N04[redacted]	2004

BODY TYPE (SDN, BUS, TK, ETC.): CLMB CONDITION OF VEHICLE ☐ GOOD ☐ FAIR ☐ POOR

5. DUPLICATE REG. FEE NO. OF CARDS	

F. ADDITIONAL VEHICLE INFORMATION

PASSENGER TAXI/BUS	PASSENGER ☐ TAXI ☐ LIMOUSINE ☐ SCHOOL BUS ☐ MASS TRANSIT ☐ OTHER BUS ☐	SEATING CAPACITY	
MOTORCYCLE MOTOR DRIVEN CYCLE MOPED	CYLINDER CAPACITY 50CC OR LESS ☐ YES ☐ NO	BRAKE HORSEPOWER ☐ 1.5 OR LESS ☐ 1.6 TO 5.0 ☐ OVER 5.0	
	OPERABLE PEDALS ☐ YES ☐ NO	MAX. DESIGN SPEED 25 MPH OR LESS ☐ YES ☐ NO	
	AUTOMATIC TRANSMISSION ☐ YES ☐ NO	DESIGNED/ALTERED FOR ROAD USE ☐ YES ☐ NO	
MOTOR HOME	CHASSIS MFR:	BODY MAKE:	
TRAILER & VEHICLES BELOW	NUMBER OF AXLES:	REQ. REGISTERED GROSS WT. (INCLUDING LOAD)	
	SUM OF GAWR'S:	UNLADEN WT. (EMPTY)	
TRUCK TRUCK TRACTOR	REQ. REGISTERED GROSS COMBINATION WT.	GROSS COMBINATION WT. RATING	

6. TRANSFER FEE	6.0
7. INCREASE FEE	
8. REPLACEMENT FEE	
9. TOTAL PAID (ADD 1 THRU 8) Send One Check In This Amount →	1,020.0

G. APPLICATION FOR REGISTRATION

ORIGINAL PLATE ✔ Check One

☐ PLATE TO BE ISSUED BY BUREAU (PROOF OF INSURANCE MUST BE ATTACHED.)

☐ EXCHANGE PLATE TO BE ISSUED BY BUREAU

☐ TEMPORARY PLATE ISSUED BY FULL AGENT (NOTE: THIS PLATE WILL EXPIRE 90 DAYS FROM DATE OF ISSUANCE.)

TEMP. PLATE NO.

☐ TRANSFER OF PREVIOUSLY ISSUED PLATE ☐ TRANSFER & RENEWAL OF PLATE

☐ TRANSFER & REPLACEMENT OF PLATE ☐ TRANSFER OF PLATE & REPLACEMENT OF STICKER

PLATE NO. [redacted] EXPIRES Month 7 Year 07

REASON FOR REPLACEMENT: ☐ LOST ☐ STOLEN ☐ DEFACED ☐ NEVER REC'D (LOST IN MAIL)

NOTE: If "NEVER RECEIVED" block is checked, applicant must complete Form MV-44.

TRANSFERRED FROM TITLE NO. VIN

SIGNATURE OF PERSON FROM WHOM PLATE IS BEING TRANSFERRED (IF OTHER THAN APPLICANT): SIGN HERE RELATIONSHIP TO APPLICANT

INSURANCE COMPANY NAME: State Farm NAIC NO. POLICY NO. (OR ATTACH BINDER): [redacted] POLICY EFFECTIVE DATE: 02\20\2007 POLICY EXPIRATION DATE: 08\20\200[illegible]

ISSUING AGENT INFORMATION

I CERTIFY THAT ON MONTH 2 DAY 28 YEAR 07 I HAVE CHECKED TO DETERMINE THAT THE VEHICLE IS INSURED AND ISSUED TEMPORARY REGISTRATION TO THE ABOVE APPLICANT, IN COMPLIANCE WITH ALL APPLICABLE PROVISIONS OF THE VEHICLE CODE AND DEPARTMENT REGULATIONS.

ISSUING AGENT (PRINT NAME): Pleasant Hills Chrysler Jeep AGENT NO.: 85-4980PL

ISSUING AGENT SIGNATURE: TELEPHONE NO.: 412 655 79[illegible]

H. SIGN AND APPLICATION FOR TITLE

I/WE ACKNOWLEDGE THAT I/WE MAY LOSE MY/OUR OPERATING PRIVILEGE(S) OR VEHICLE REGISTRATION(S) FOR FAILURE TO MAINTAIN FINANCIAL RESPONSIBILITY ON THE CURRENTLY REGISTERED VEHICLE FOR THE PERIOD OF REGISTRATION. I/WE FURTHER ACKNOWLEDGE THAT I/WE MAY BE SUBJECT TO A FINE NOT EXCEEDING $5,000 AND IMPRISONMENT OF NOT MORE THAN TWO (2) YEARS FOR ANY FALSE STATEMENT THAT I/WE MAKE ON THIS APPLICATION, AND I/WE CERTIFY THAT I/WE HAVE EXAMINED AND SIGNED THIS FORM AFTER ITS COMPLETION; AND, THAT, IF AN EXEMPTION FROM PAYMENT OF SALES TAX IS CLAIMED, I AM/WE ARE AUTHORIZED TO CLAIM THIS EXEMPTION. I/WE FURTHER CERTIFY THAT ALL STATEMENTS HEREIN ARE TRUE AND CORRECT AND MAKE APPLICATION FOR CERTIFICATE OF TITLE FOR THE VEHICLE DESCRIBED IN BLOCK A.

SUBSCRIBED AND SWORN TO BEFORE ME: MO. 2 DAY 28 YEAR 07

SIGNATURE OF PERSON ADMINISTERING OATH

SEAL

SIGN IN PRESENCE OF NOTARY

SIGNATURE OF CO-OWNER/TITLE OF AUTHORIZED SIGNER [redacted] TELEPHONE NO. [redacted]

If your registration documents are not received within 90 days, please contact PennDot.

PROTECTION FOR THE ROAD AHEAD

VEHICLE SERVICE CONTRACT APPLICATION

VEHICLE OWNER

Name [redacted]

Address [redacted] Apt. No:

City [redacted] State [redacted] Zip Code

Mailing address (if different from above)

VEHICLE INFORMATION

Vehicle Identification Number [redacted]

Year [redacted] Make [redacted] Model [redacted]

Cylinders [redacted] Odometer Reading [redacted]

Vehicle Date of Sale [redacted] Vehicle Purchase Price [redacted]

SELLER

Name [redacted]

Address [redacted]

City [redacted] State [redacted] Zip Code [redacted]

VEHICLE EQUIPMENT AND USAGE

Check if vehicle has:
☐ Diesel ☐ Turbo/Super Charger ☐ 4WD/AWD

☐ Business Owned - Primary driver of the vehicle must be listed below.
Primary Driver's Name:

☐ **Snowplow Option** - This box must be checked and the additional contract charge paid if this vehicle is equipped with a snowplow or a snowplow will be added. Snowplow must be used for personal use only, not for commercial/business use. **NOTE: Section F. Item 2.A. will not apply.**

LIENHOLDER

Name [redacted]

Address [redacted] City [redacted] State [redacted] Zip Code [redacted]

COMPANY USE ONLY

VEHICLE SERVICE CONTRACT

CONTRACT Date of Sale	**CONTRACT** Price	Sales Tax	**DEDUCTIBLE** $ [redacted]
[redacted]	[redacted]	[redacted]	If a deductible is not indicated a $100 deductible will apply.

TERM (Refer to definition of **TERM** to determine expiration date and miles.)

☐ **New Vehicle Plan** - Vehicles with manufacturer's warranty remaining.

☐ **Used Vehicle Plan** - Vehicles without manufacturer's warranty remaining.

Months [redacted] / Miles [redacted]

☐ **Disappearing DEDUCTIBLE Option**
YOU will pay no **DEDUCTIBLE** when **YOU** return to the seller for covered repairs. If **YOU** have covered repairs performed at a repair facility other than the seller a $100 **DEDUCTIBLE** will apply.

☐ **Manufacturer's Certified Vehicle**
This box must be marked if this is a Manufacturer's Certified Vehicle.

Coverage ☐ Rental Plus Plan DR

☐ Comprehensive DC/C4 ☐ Preferred DP/P4 ☐ Standard DT/T4/T1 ☐ Powertrain DB/B4/B1

V2952AAE

VEHICLE SERVICE CONTRACT ACKNOWLEDGEMENT

YES! **YOU** (Purchaser) whose signature appears below, acknowledges that: The information contained above is, to the best of **YOUR** knowledge, true; **YOU** agree to maintain the covered **VEHICLE** in accordance with the manufacturer's and the **CONTRACT'S** stated periodic maintenance requirements and to keep all receipts of such service; **YOU** understand that all repairs performed under the **CONTRACT** must be authorized by **US**.

[redacted] [redacted] [redacted]

Purchaser's Signature Telephone Number Date

- Upon acceptance, **YOU** will receive **YOUR CONTRACT** with state specific information. If **YOU** have not received **YOUR CONTRACT** within 45 days, please contact Universal Underwriters Service Corporation at (888) 835-5063.
- This **CONTRACT** is guaranteed under a service contract reimbursement insurance policy by Universal Underwriters Insurance Company, 7045 College Boulevard, Overland Park, KS 66211. In the event **YOUR** claim is not paid within 60 days, **YOU** may file a claim directly with Universal Underwriters Insurance Company. To do so, please call the following toll free number: (800) 643-9059.
- **The obligor of this CONTRACT is Universal Underwriters Service Corporation.**
- **Purchase of this CONTRACT is not required in order to purchase, register or obtain financing for this vehicle.**

[redacted] [redacted] [redacted]

Seller Authorized Representative Signature Telephone Number Date

UNIVERSAL UNDERWRITERS SERVICE CORPORATION
7045 College Boulevard, Overland Park, KS 66211
Claims (800) 643-9059 Customer Service (888) 835-5063

V2952AAE **CUSTOMER**

Automobile Finance Corp. **RETAIL INSTALLMENT CONTRACT** PA

Dealer Number _____

Buyer: [redacted] Castle Shannon PA [redacted]
(Print Full Name and Address of Principal Residence)

Co-Buyer: _____
(Print Full Name and Address of Principal Residence)

Creditor-Seller: [illegible] 500 Clairton Blvd Pittsburgh PA 15236
(Print Full Name and Address)

WHO IS BOUND: You, the Buyer (and Co-Buyer, if any), may buy the vehicle described below for cash or on credit. By signing below, you choose to buy the vehicle on credit under the terms on the front and back of this Contract and are individually liable for any amount due. In this Contract, "we", "us", and "our" mean the creditor named above and, after assignment, the creditor's assignee ("Assignee").

DESCRIPTION OF VEHICLE: You agree to buy and we agree to sell the following vehicle:

New, Used or Demo	Year	Make and Model	Body Type	Vehicle Identification Number	Key Number
U	2007	WRANGLER	SPORT	1J4GA64187L[redacted]	
If truck or recreational vehicle - Describe body, gross vehicle weight and major items of equipment sold:					

The vehicle is being purchased primarily for ☒ personal, family or household, or ☐ business purposes.

NOTICE TO BUYERS OF USED OR DEMONSTRATION VEHICLES: THE INFORMATION YOU SEE ON THE WINDOW FORM FOR THIS VEHICLE IS PART OF THIS CONTRACT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE.

AVISO A LOS COMPRADORES DE AUTOS DE USO O DE DEMOSTRACIÓN: LA INFORMACION QUE USTED VE EN LA FORMA DE VENTANILLA PARA ESTE VEHICULO ES PARTE DE ESTE CONTRATO. LA INFORMACION EN LA FORMA DE VENTANILLA DOMINA CUALESQUIER ESTIPULACION CONTARIA EN EL CONTRATO DE VENTA.

TRUTH IN LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	AMOUNT FINANCED	TOTAL OF PAYMENTS	TOTAL SALE PRICE
The cost of your credit as a yearly rate.	The dollar amount the credit will cost you.	The amount of credit provided to you or on your behalf.	The amount you will have paid after you have made all payments as scheduled.	The total cost of your purchase on credit, including your downpayment of $ [illegible]
[illegible]%	$ [illegible]	$ [illegible]	$ 25,769.16	$ [illegible]

PAYMENT SCHEDULE: Your payment schedule will be [illegible] monthly payments of $ [illegible] each, due on the same day of each month starting on [illegible]

PREPAYMENT: You have the right to pay off this Contract early. If you do so, you will not have to pay a penalty.

SECURITY: You are giving us a security interest in the motor vehicle being purchased.

LATE FEE: If all or any portion of a payment is late, you will be charged a default charge of two percent of the unpaid amount of the installment.

OTHER TERMS: Please read this Contract, including the reverse side, for additional information on security interests, nonpayment, default, and our right to require repayment in full before the scheduled maturity date.

IF YOU DO NOT MEET YOUR CONTRACT OBLIGATIONS, YOU MAY LOSE THE VEHICLE.

ITEMIZATION OF THE AMOUNT FINANCED

1. Cash Price of Vehicle (including any accessories, installation, services, repairs, taxes and other permitted costs): $ [illegible] (1)
2. Downpayment:
   A. Trade-in. Your Trade-in is a 2004 DODGE DAKOTA SPORT 1D7HG32N64S[illegible]
   (Year / Make / Model / VIN)
   Gross Allowance $ [illegible] less Amount Owing $ [illegible] equals Net Trade-in $ 7,438.57
   (If Amount Owing exceeds Gross Allowance, enter "0" as Net Trade-in and enter excess as Prior Credit or Lease Balance in Item 4D)
   B. Cash Downpayment $ 2,300.00
   C. Manufacturer's Rebate Applied to Downpayment $ [illegible]
   D. Total Downpayment (A plus B plus C) $ [illegible] (2)
3. Unpaid Balance of Cash Price (1 minus 2D): $ [illegible] (3)
4. Other Charges Including Amounts Paid to Others on Your Behalf:
   A. Amounts Paid to Insurance Companies (Amounts paid to Insurance Companies as per insurance disclosures below)*:
      1. Optional Credit Life Insurance $ [illegible]
      2. Optional Credit Accident and Health Insurance $ [illegible]
   B. Amounts Paid to Public Officials:
      1. Government License and/or Registration Fees $ [illegible]
      2. Certificate of Title Fees $ [illegible]
      3. Lien Recording Fees $ [illegible]
      4. UCC Filing Fees $ [illegible]
      5. Other (Specify) TIRE TAX $ [illegible]
      6. Other (Specify) $ [illegible]
   C. Seller's Documentary Fee (not a governmental fee) $ [illegible]
   D. Other Charges (Describe who will receive payment and purpose)
      1. To _____ For Prior Credit or Lease Balance $ N.A.

VEHICLE SERVICE CONTRACT

4. To _____ For _____ * $ _____

E. Total Other Charges and Amounts Paid to Others on Your Behalf (A plus B plus C plus D) $ _____ (4)

5. Amount Financed / Unpaid Balance (3 plus 4E): $ _____ (5)

6. Finance Charge $ _____ (6)

7. Time Balance $ _____ (7)

8. Payment Schedule: One payment of $ _____ and _____ payments of $ _____ each, beginning _____ and due on the dates shown in the PAYMENT SCHEDULE above.

*To the extent permitted by applicable law, we may be receiving a portion of these amounts.

PROMISE TO PAY: You promise to pay us the Amount Financed shown above, in accordance with the payment schedule shown in the Truth In Lending Disclosures Box shown above, plus a Finance Charge determined by applying each day a daily rate of 1/365th (1/366th in a leap year) of the Annual Percentage Rate shown above to the unpaid balance of the Amount Financed. You also agree to pay any late charges you incur.

PAYMENTS BEFORE OR AFTER DUE DATE: This is a simple interest Contract. This means that the amount of the Finance Charge shown above may vary depending upon when your payments are received. The earlier you make payments before their due dates, the less Finance Charge you will owe. The later you make payments after they are due, the greater the Finance Charge. We credit each payment in any manner we choose, unless applicable law requires a particular method of payment allocation. We will send you a check for any amount owed you (if it is $1.00 or more) after you make your last payment; we will advise you of any additional amount owed (if it is $1.00 or more). There is a possibility that a supplemental payment of interest might be due if earlier payments were received after their due date.

LOCATION OF VEHICLE: The vehicle will be kept at the above address of the Buyer, unless another address is listed below:

_____
(Street and Town)

CREDIT INSURANCE: YOU CANNOT BE DENIED CREDIT SIMPLY BECAUSE YOU CHOOSE NOT TO BUY CREDIT INSURANCE. CREDIT LIFE INSURANCE AND CREDIT ACCIDENT AND HEALTH INSURANCE ARE NOT REQUIRED TO OBTAIN CREDIT. INSURANCE WILL NOT BE PROVIDED UNLESS YOU SIGN AND AGREE TO PAY THE ADDITIONAL CHARGE. The policies or certificates issued by the insurer will describe the terms and conditions in further detail. If you want the following insurance, sign below.

☐ Life (☐ Buyer ☐ Co-Buyer ☐ Both) at a premium of $ _____ for a term of _____

Credit life insurance will pay your debt on this Contract up to $ _____

☐ Disability, Accident and Health (Buyer Only) at a premium of $ _____ for a term of _____

Credit disability, accident and health insurance will pay your debt on this Contract up to $ _____

The name of the insurer is _____ of _____
Name Home Office Address

_____ _____
Buyer Signature Date Co-Buyer Signature Date

THIS CONTRACT DOES NOT PROVIDE FOR AUTOMOBILE LIABILITY INSURANCE COVERAGE FOR BODILY INJURY AND PROPERTY DAMAGE CAUSED TO OTHERS.

IMPORTANT: THE TERMS OF THIS CONTRACT ARE CONTAINED ON BOTH SIDES OF THIS PAGE. READ THE ADDITIONAL TERMS ON REVERSE SIDE BEFORE SIGNING BELOW.

DUE TO THE PASSAGE OF THE "USA PATRIOT ACT" WE ARE REQUIRED TO NOTIFY OUR CUSTOMERS OF THE FOLLOWING

VERIFICATION OF CUSTOMER IDENTITY - Federal laws and regulations require us to request information from you prior to opening an account or adding an additional signatory to an account. The information we request may vary depending on the circumstances, but at a minimum, will include your name, address, an identification number such as your social security or taxpayer identification number, and for individuals, your date of birth. We are also required to verify the information you provide to us. This verification process may require you to provide us with supporting documentation that we deem appropriate. We may also seek to verify the information by other means. We reserve the right to request additional information and/or signatures from you from time to time. In all cases, the protection of our customer's identity and confidentiality is our pledge to you

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

NOTICE TO BUYER.
DO NOT SIGN THIS CONTRACT IN BLANK.
YOU ARE ENTITLED TO AN EXACT COPY OF THE CONTRACT YOU SIGN.
KEEP IT TO PROTECT YOUR LEGAL RIGHTS.

Buyer Signs [redacted] Co-Buyer Signs _____

BY SIGNING BELOW, YOU ACKNOWLEDGE THAT YOU HAVE READ BOTH SIDES OF THIS CONTRACT. YOU ALSO ACKNOWLEDGE RECEIPT OF A TRUE AND COMPLETELY FILLED IN COPY OF THIS CONTRACT AND A COPY OF THE CITIZENS FINANCIAL GROUP, INC. PRIVACY NOTICE AT THE TIME YOU SIGN THE CONTRACT.

[redacted] _____ _____
Date (Co) Buyer's Signature Date

Creditor-Seller Signs _____ By signing here, the Creditor-Seller accepts this Contract and also agrees to the terms of the Seller's Assignment on the reverse side.
Date

DEALER COPY

CC216390 (10/04)

OTHER IMPORTANT AGREEMENTS:

COMMONWEALTH OF PENNSYLVANIA REGISTRATION CREDENTIAL

EXPIRY: JUL 31, 2010 **VALID: 06/04/09**

PLATE: [redacted]
TITLE: 64426472301 MC
VIN: 1J4GA64187[redacted]
YR/MAKE: 2007 JEEP
TYPE: SW
WID: 09155 3902 030403-001

[redacted]

I hereby acknowledge this day that I have received notice of the provisions of Section 3709 of the Vehicle Code.

EMISSIONS INSPECTION REQUIRED/DIESEL VEHICLES EXEMPT COUNTY: ALLEGHENY

[redacted]
PITTSBURGH PA
[redacted]

CUSTOMER'S NAME _____ STOCK NO. _____

ODOMETER DISCLOSURE STATEMENT

Federal law (and State law, if applicable) requires that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

I, [redacted] (transferor's name, Print)

state that the odometer now reads 158 (no tenths) miles and to the best of my knowledge that it reflects the actual mileage of the vehicle described below, unless one of the following statements is checked.

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

☐ (2) I hereby certify that the odometer reading is NOT the actual mileage.

WARNING — ODOMETER DISCREPANCY.

MAKE	MODEL	BODY TYPE
JEEP	WRANGLER	SPORT

VEHICLE IDENTIFICATION NUMBER	YEAR
1J4GA64187[redacted]	2007

[redacted]
TRANSFEROR'S SIGNATURE

Pleasant Hills Chrysler Jeep Inc.
PRINTED NAME

600 Clairvon Blvd
TRANSFEROR'S ADDRESS (STREET)

Pittsburgh PA 15236
CITY STATE ZIP CODE

DATE OF STATEMENT

X 2/28/2007
TRANSFEREE'S SIGNATURE

[redacted]
PRINTED NAME

[redacted]
TRANSFEREE'S NAME

[redacted]
TRANSFEREE'S ADDRESS (STREET)

Castle Shannon, PA [redacted]
CITY STATE ZIP CODE

LITHO IN U.S.A.

CHRYSLER DODGE

Three Rivers

Chrysler • Jeep • Dodge • LLC.

Jeep. MOPAR

2633 West Liberty Ave. • Pittsburgh, PA 15216-3407 • 412-343-1200 • www.3riverscjd.com

R/O	VIN		DATE IN
[redacted]	1J4GA64187L[redacted]	[redacted]	07/12/07
YEAR: 2007	MAKE: JEEP	MODEL: WRANGLER R	COLOR: GREEN
			TIME IN: 09:11
MILES IN: [redacted]	MILES OUT: 8108	FIRST USE: 00/00/00	USC:
		PGH PA [redacted]	CLOSED: 07/12/07
SEE ALSO:		H: [redacted] W: ( ) -	WRITER: 2803 BFOSTER

****** Warranty Claim Repairs Remain Open ******

1) CUSTOMER REQUESTS CHECK FOR RECALL — Warranty Claim
625 — Labor — T07 3
COMPLETE
(Tech:07) A — .....(Warranty).....

2)
Labor — T07
(Tech:07) A — .....(Internal).....

CUSTOMER HAS REVIEWED REPAIRS AND CHARGES WITH SERVICE ADVISOR Customer Signature X _____

	W/C	INT.		CUSTOMER
			Labor	.00
			Parts	.00
			Sublet	.00
			Hazardous Ma	.00
			Oil/Grease	.00
			Sub Total	.00
		.00	Tax	.00
			Total	.00

DISCLAIMER OF WARRANTIES

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

X _____ CUSTOMER SIGNATURE

[redacted] Customer Copy

ALTRONET FORMS 1-877-257-8387

CHRYSLER

SAFETY RECALL J24 – MOPAR TOW BAR

Dear [redacted]

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Chrysler has determined that a defect, which relates to motor vehicle safety, exists in some **2007 and 2008 model year Jeep® Wrangler vehicles equipped with a MOPAR brand tow bar that you purchased, or may have purchased, prior to June 2, 2008.**

The problem is... **The MOPAR brand tow bar, purchased for your Jeep® Wrangler (VIN: 1J4GA64187[redacted]), may allow the towed vehicle to become detached from the tow vehicle. This can result in a crash without warning.**

What your dealer will do... **Chrysler will repair your vehicle free of charge (parts and labor).** To do this, your dealer will replace the cross tube, vertical hitch pins, hair pins, horizontal hitch pins, frame mounting brackets, and fasteners. The work will take about 1 hour to complete. However, additional time may be necessary depending on service schedules.

What you must do to ensure your safety... Simply **contact your dealer** right away to schedule a service appointment. **Remember to bring this letter, your vehicle and the complete tow bar kit with you to your dealer.**

If you need help... If you have questions or concerns which your dealer is unable to resolve, please contact Chrysler at 1-800-853-1403.

Please help us update our records by filling out the attached prepaid postcard, if any of the conditions listed on the card apply to you or your vehicle. You may also update this information on the web at www.jeep.com/ownersreg.

If you have already experienced this condition and have paid to have it repaired, you may send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler Recall Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement.

If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to http://www.safercar.gov.

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Services Field Operations
Chrysler Group LLC
Notification Code J24

Note to lessors receiving this recall: Federal regulation requires that you forward this recall notice to the lessee within 10 days.

Uconnect
Chrysler Jeep

CHRYSLER DODGE

Three Rivers

Chrysler • Jeep • Dodge • LLC.

Jeep® MOPAR

2633 West Liberty Avenue • Pittsburgh, PA 15216-3407 • 412-343-1200 • www.3riverscjd.com

R/O	VIN		DATE IN
[redacted]	1J4GA64187L[redacted]	[redacted]	11/23/09

YEAR	MAKE	MODEL	COLOR	TIME IN
2007	JEEP	WRANGLER R	GREEN	08:16

MILES IN	MILES OUT	FIRST USE	LISC.	CLOSED
[redacted]	49893	00/00/00	[redacted]	11/23/09

SE [redacted] PGH PA [redacted] none

H: [redacted] WRITER 5325 MLABISHA

(1) COURTESY CHECK D/O NEED BY 1:00 PM 412-600-3674 (Tech:11) A	CC	T11	.00
	Total Repair (Customer).....		.00
(2) CUSTOMER STATES ALL LIGHTS GO OUT WHEN TURNING ON HEADLIGHTS CUSTOMER NEEDS TO INSTALL FACTORY HEAD LAMPS THE HIH INTENSITY BULBS INSTALLED IS GIVING M OULE IN CORRET READING (Tech:11) A	Labor	T11	.00
	Total Repair (Customer).....		.00
(3) CUSTOMER STATES USING APROX 1 QT OF OIL PER 4 TANKS OF GAS - APRX 1200 MILES (Tech:11) A	Labor	T11	.00
	Total Repair (Customer).....		.00
(4) REACLL J24 MOPAR TO HOOK ORDERED PARTS (Tech:11) A	Labor	T11	.00
	Total Repair (Customer).....		.00

CALLED 12:18P

CUSTOMER HAS REVIEWED REPAIRS AND CHARGES WITH SERVICE ADVISOR Customer Signature X

W/C	INT.		CUSTOMER
		Labor	.00
		Parts	.00
		Sublet	.00
		Haz. Mat.	.00
		Oil/Grease	.00
		Sub Total	.00
	.00	Tax	.00
		Total	.00

DISCLAIMER OF WARRANTIES

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

X CUSTOMER SIGNATURE

 Job 223 [redacted]

Customer Copy

FIVE STAR TIRE SERVICE, INC.

5319 Progress Blvd.
Bethel Park, Pennsylvania 15102
Phone 412-831-0200

CUSTOMER'S ORDER NO.	PHONE	DATE
		12-11-09

NAME [redacted]

ADDRESS

SOLD BY	CASH	C.O.D.	CHARGE	ON ACCT.	MDSE. RETD.	PAID OUT	
	✓						

QTY.	DESCRIPTION	PRICE	AMOUNT
	[illegible] SPECIAL ≠		28 95
2	9008 HEADLK	20.03	40 06
			69 01
	-10		(2 90)
			66 11
	1/2		4 63
			70 74
		TAX	
RECEIVED BY		TOTAL	

DT9-03

R 85194

All claims and returned goods MUST be accompanied by this bill.

Thank You

PRECISION REPRODUCTIONS & SUPPLY PITTSBURGH PA 15236 33035298

Three Rivers Chrysler Jeep Dodge LL

Pittsburgh, PA 15216
(412) 343-1200

RO	VIN		DATE IN
[redacted]	1J4GA64187L[redacted]	[redacted]	06/25/07
YEAR	MAKE	MODEL	COLOR	TIME IN
2007	JEEP	WRANGLER R	GREEN	10:26
MILES IN	MILES OUT	FIRST USE	UC	CLOSED
[redacted]	7650	00/00/00		06/25/07
SEE		RES.	BUS.	WRITER
		( ) -	( ) -	MLABISHA

[redacted] PGH PA [redacted]

(1) MIKE

	Labor [02]	.00
(Tech:02) A	Total Repair (Internal)	.00

(2) SATELITE RADIO CUTS OUT AT TIMES
ORDERED ANTENNA

	Labor [02]	.00
(Tech:02) A	Total Repair (Internal)	.00

(3) COURTESY CHECK

	CC [02]	.00
(Tech:02) A	Total Repair (Customer)	.00

	C/P	W/C	INT	Total	Gross
Labor Time	0	0	0	0	
Total Labor	.00	.00	.00	.00	.0%
Total Parts	.00	.00	.00	.00	(N/A)
Total G/O/G	.00	.00	.00	.00	.0%
Total Sublet	.00	.00	.00	.00	.0%
Total R/O	.00	.00	.00	.00	(N/A)

W/C	INT		CUSTOMER
.00	.00	Labor	.00
.00	.00	Parts	.00
.00	.00	Sublet	.00
		Warr Deduct	.00
.00	.00	Hazardous Mate	.00
.00	.00	Oil/Grease	.00
.00	.00	Less Disc.	.00
.00	.00	Total	.00
.00	.00	Tax	.00
.00	.00	Tax2	.00
.00	.00	Tire Tax	.00
.00	.00	TOTAL (CHRG)	.00

Printed 1 time(s)

[redacted] Job 01010

VIEW R/O

Three Rivers Chrysler Jeep Dodge LL

Pittsburgh, PA 15216
(412) 343-1200

R/O [redacted]	VIN 1J4GA64187L[redacted]		[redacted]	DATE IN	07/12/07
YEAR 2007	MAKE JEEP	MODEL WRANGLER R	COLOR GREEN	PGH PA [redacted]	TIME IN 09:11
MILES IN [redacted]	MILES OUT 8108	FIRST USE 00/00/00	LIC.		CLOSED 07/12/07
		[redacted]	BUS. ( ) -		WRITER BFOSTER

(1) CUSTOMER REQUESTS CHECK FOR RECALL
625
COMPLETE
(Tech:07) A

Recall Claim
08G25182 [07] 3 3.75 20.16
Total Labor 3.75 20.16
Total Repair (Warranty) 20.16

(2)

Labor [07] .00
(Tech:07) A
Total Repair (Internal) ..... .00

	--C/P--	--W/C--	--INT--	-Total-	Gross
Labor Time	0	3	0	3	
Total Labor	.00	20.16	.00	20.16	81.4%
Total Parts	.00	.00	.00	.00	(N/A)
Total G/O/G	.00	.00	.00	.00	.0%
Total Sublet	.00	.00	.00	.00	.0%
Total R/O	.00	20.16	.00	20.16	(N/A)

	W/C	INT		CUSTOMER
	20.16	.00	Labor	.00
	.00	.00	Parts	.00
	.00	.00	Sublet	.00
			Warr Deduct	.00
	.00	.00	Hazardous Mate	.00
	.00	.00	Oil/Grease	.00
	.00	.00	Less Disc.	.00
	20.16	.00	Total	.00
	.00	.00	Tax	.00
	.00	.00	Tax2	.00
	.00	.00	Tire Tax	.00
	20.16	.00	TOTAL (CHRG)	.00

Printed 1 time(s)

[redacted] Job 231

VIEW R/O

Three Rivers Chrysler Jeep Dodge LL

Pittsburgh, PA 15216
(412) 343-1200

[redacted] VIN 1J4GA64187[redacted]					DATE IN 07/18/07
YEAR 2007	MAKE JEEP	MODEL WRANGLER R	COLOR GREEN	[redacted] PGH PA [redacted]	TIME IN 09:04
MILES IN [redacted]	MILES OUT 8217	FIRST USE 00/00/00	LIC.		CLOSED 07/18/07
SEE		RES. [redacted]	BUS. (412) -		WRITER MLABISHA

(1) CHECK SATELIT RADIO. INOP SOMETIMES-INSTALL ORDERED ANTENNA---CALL MIKE

Warranty Claim
08200402 61 [02] 7 12.60 47.04
(F)5064503AA (ANTENNA) 1 55.51
Total Labor 12.60 47.04
Total Parts 55.51
Total Repair (Warranty) 102.55

(Tech:02) A

	--C/P--	--W/C--	--INT--	-Total-	Gross
Labor Time	0	7	0	7	
Total Labor	.00	47.04	.00	47.04	73.2%
Total Parts	.00	55.51	.00	55.51	(N/A)
Total G/O/G	.00	.00	.00	.00	.0%
Total Sublet	.00	.00	.00	.00	.0%
Total R/O	.00	102.55	.00	102.55	(N/A)

	W/C	INT		CUSTOMER
	47.04	.00	Labor	.00
	55.51	.00	Parts	.00
	.00	.00	Sublet	.00
			Warr Deduct	.00
	.00	.00	Hazardous Mate	.00
	.00	.00	Oil/Grease	.00
	.00	.00	Less Disc.	.00
	102.55	.00	Total	.00
	.00	.00	Tax	.00
	.00	.00	Tax2	.00
	.00	.00	Tire Tax	.00
	102.55	.00	TOTAL (CHRG)	.00

Printed 1 time(s)

[redacted] Job 127

VIEW R/O

Three Rivers Chrysler Jeep Dodge LL

Pittsburgh, PA 15216
(412) 343-1200

R/O [redacted]	VIN 1J4GA64187L[redacted]		[redacted]	DATE IN	10/24/07
YEAR 2007	MAKE JEEP	MODEL WRANGLER R	COLOR GREEN	PGH PA [redacted]	TIME IN 11:35
MILES IN [redacted]	MILES OUT 12482	FIRST USE 00/00/00	LIC.		CLOSED 10/24/07
SET		RES. [redacted]	BUS. (412) -		WRITER BFOSTER

(1) COURTESY CHECK

	CC	[99]	.00
(Tech:99) A	Total Repair (Internal)		.00

(2) CUST STATES VEHCILE LOSING POWER AND GET BAD GAS MILEAGE
ABOUT 150 MILES PER TANK
CHECK FOR CODES
NO CODES IN SYSTEM VEHCILE RUNNING PROPERLY

	Labor	[99]	.00
(Tech:99) A	Total Repair (Internal)		.00

	--C/P--	--W/C--	--INT--	-Total-	Gross
Labor Time	0	0	0	0	
Total Labor	.00	.00	.00	.00	.0%
Total Parts	.00	.00	.00	.00	(N/A)
Total G/O/G	.00	.00	.00	.00	.0%
Total Sublet	.00	.00	.00	.00	.0%
Total R/O	.00	.00	.00	.00	(N/A)

W/C	INT		CUSTOMER
.00	.00	Labor	.00
.00	.00	Parts	.00
.00	.00	Sublet	.00
		Warr Deduct	.00
.00	.00	Hazardous Mate	.00
.00	.00	Oil/Grease	.00
.00	.00	Less Disc.	.00
.00	.00	Total	.00
.00	.00	Tax	.00
.00	.00	Tax2	.00
.00	.00	Tire Tax	.00
.00	.00	TOTAL (CHRG)	.00

Printed 1 time(s)

[redacted] Job 078

VIEW R/O

Three Rivers Chrysler Jeep Dodge LL

Pittsburgh, PA 15216
(412) 343-1200

RO	VIN		DATE IN
[redacted]	1J4GA64187L[redacted]	[redacted] PGH PA [redacted]	11/07/07
YEAR	MAKE	MODEL	COLOR	TIME IN
2007	JEEP	WRANGLER R	GREEN	02:38
MILES IN	MILES OUT	FIRST USE	LIC.	CLOSED
[redacted]	13352	00/00/00		11/07/07
SEE	RES.	BUS.	WRITER
	[redacted]	(412) -	MLABISHA

(1) CUSTOMER REQUESTS CHECK FOR RECALL G40

(Tech:16) A

Recall Claim

18G40182	[16]	3	2.70	20.61
Total Labor			2.70	20.61
Total Repair (Warranty)				20.61

	--C/P--	--W/C--	--INT--	-Total-	Gross
Labor Time	0	3	0	3	
Total Labor	.00	20.61	.00	20.61	86.9%
Total Parts	.00	.00	.00	.00	(N/A)
Total G/O/G	.00	.00	.00	.00	.0%
Total Sublet	.00	.00	.00	.00	.0%
Total R/O	.00	20.61	.00	20.61	(N/A)

W/C	INT		CUSTOMER
20.61	.00	Labor	.00
.00	.00	Parts	.00
.00	.00	Sublet	.00
		Warr Deduct	.00
.00	.00	Hazardous Mate	.00
.00	.00	Oil/Grease	.00
.00	.00	Less Disc.	.00
20.61	.00	Total	.00
.00	.00	Tax	.00
.00	.00	Tax2	.00
.00	.00	Tire Tax	.00
20.61	.00	TOTAL (CHRG)	.00

Printed 1 time(s)

[redacted] Job 446

VIEW R/O

Three Rivers Chrysler Jeep Dodge LL

Pittsburgh, PA 15216
(412) 343-1200

RO	VIN			Voided R/O	DATE IN
[redacted]	1J4GA64187L[redacted]				11/30/07
YEAR	MAKE	MODEL	COLOR		TIME IN
2007	JEEP	WRANGLER R	GREEN	[redacted] PGH PA [redacted]	09:46
MILES IN	MILES OUT	FIRST USE	LIC.		CLOSED
[redacted]		00/00/00			11/30/07
SER		RES.	BUS.		WRITER
		[redacted]	(412) -		BFOSTER

(1) COURTESY CHECK
(Tech:00) A

Total Repair (Internal)..... .00

(2) CUST STATES PASS AIRBAG LIGHT COMES ON AT TIM
ES. CHECK FOR FAULT CODES
(Tech:00) A

Total Repair (Warranty)..... .00

	--C/P--	--W/C--	--INT--	-Total-	Gross
Labor Time	0	0	0	0	
Total Labor	.00	.00	.00	.00	.0%
Total Parts	.00	.00	.00	.00	(N/A)
Total G/O/G	.00	.00	.00	.00	.0%
Total Sublet	.00	.00	.00	.00	.0%
Total R/O	.00	.00	.00	.00	(N/A)

W/C	INT		CUSTOMER
.00	.00	Labor	.00
.00	.00	Parts	.00
.00	.00	Sublet	.00
		Warr Deduct	.00
.00	.00	Hazardous Mate	.00
.00	.00	Oil/Grease	.00
.00	.00	Less Disc.	.00
.00	.00	Total	.00
.00	.00	Tax	.00
.00	.00	Tax2	.00
.00	.00	Tire Tax	.00
.00	.00	TOTAL (CHRG)	.00

[redacted] Job 102

VIEW R/O

Three Rivers Chrysler Jeep Dodge LL

Pittsburgh, PA 15216
(412) 343-1200

RO	VIN				DATE IN
[redacted]	1J4GA64187L[redacted]				03/11/08
YEAR	MAKE	MODEL	COLOR		TIME IN
2007	JEEP	WRANGLER R	GREEN		10:48
MILES IN	MILES OUT	FIRST USE	LIC.		CLOSED
[redacted]	18655	00/00/00			03/11/08
SEE		RES.	BUS.		WRITER
		[redacted]	(412) -		MLABISHA

[redacted]
PGH PA [redacted]

(3) CHECK RATTLING SOUND,SEEMS LIKE ITS COMING FR
OM SEAT BELT AREA BY DOOR-MUST RIDE ON BUMPY ROADS TO HEAR
RATTLING COMING FROM SEATBELT ASSEMBLY NORMAL
BOTH SIDE RATTLING
(Tech:12) A

Labor [12] .00

Total Repair (Customer)..... .00

	--C/P--	--W/C--	--INT--	-Total-	Gross
Labor Time	0	0	0	0	
Total Labor	.00	.00	.00	.00	.0%
Total Parts	.00	.00	.00	.00	(N/A)
Total G/O/G	.00	.00	.00	.00	.0%
Total Sublet	.00	.00	.00	.00	.0%
Total R/O	.00	.00	.00	.00	(N/A)

W/C	INT		CUSTOMER
.00	.00	Labor	.00
.00	.00	Parts	.00
.00	.00	Sublet	.00
		Warr Deduct	.00
.00	.00	Hazardous Mate	.00
.00	.00	Oil/Grease	.00
.00	.00	Less Disc.	.00
.00	.00	Total	.00
.00	.00	Tax	.00
.00	.00	Tax2	.00
.00	.00	Tire Tax	.00
.00	.00	TOTAL (CHRG)	.00

Printed 1 time(s)

[redacted] Job 648

VIEW R/O

Three Rivers Chrysler Jeep Dodge LL

Pittsburgh, PA 15216
(412) 343-1200

R/O	VIN			DATE IN
[redacted]	1J4GA64187L[redacted]	[redacted]		05/28/08
YEAR	MAKE	MODEL	COLOR	TIME IN
2007	JEEP	WRANGLER R	GREEN	10:14
MILES IN	MILES OUT	FIRST USE	LIC.	CLOSED
[redacted]	22750	00/00/00	[redacted]	05/28/08
SEC		PGH PA [redacted]		WRITER
		BUS. (412) -		JGESLER

(1) COURTESY CHECK
WAIT
(Tech:09) A

CC	[09]	.00
Total Repair (Internal)		.00

(2) CUSTOMER STATES OTHER U JOOINT BAD?
HEAR AND FEEL CLUNK AT TIMES IN STEERING
U-JOINTS GOOD
(Tech:18) A

Labor	[18]	.00
Total Repair (Internal)		.00

(3) ARE ROTORS CRACKED?
HUB
(Tech:09) A

Labor	[09]	.00
Total Repair (Internal)		.00

	--C/P--	--W/C--	--INT--	-Total-	Gross
Labor Time	0	0	0	0	
Total Labor	.00	.00	.00	.00	.0%
Total Parts	.00	.00	.00	.00	(N/A)
Total G/O/G	.00	.00	.00	.00	.0%
Total Sublet	.00	.00	.00	.00	.0%
Total R/O	.00	.00	.00	.00	(N/A)

4470 DAVID MOSS

W/C	INT		CUSTOMER
.00	.00	Labor	.00
.00	.00	Parts	.00
.00	.00	Sublet	.00
		Warr Deduct	.00
.00	.00	Hazardous Mate	.00
.00	.00	Oil/Grease	.00
.00	.00	Less Disc.	.00
.00	.00	Total	.00
.00	.00	Tax	.00
.00	.00	Tax2	.00
.00	.00	Tire Tax	.00
.00	.00	TOTAL (CHRG)	.00

Printed 1 time(s)

[redacted] Job 608

VIEW R/O

Three Rivers Chrysler Jeep Dodge LL

Pittsburgh, PA 15216
(412) 343-1200

NO.	VIN				DATE IN
[redacted]	1J4GA64187L[redacted]				04/02/09
YEAR	MAKE	MODEL	COLOR		TIME IN
2007	JEEP	WRANGLER R	GREEN		03:08
MILES IN	MILES OUT	FIRST USE			CLOSED
[redacted]	39510	00/00/00	[redacted]		04/02/09
SEE		RES.	BUS.		WRITER
		[redacted]	(412) -		MLABISHA

[redacted]
PGH PA

(1) CUSTOMER REQUESTS LUBE,OIL & FILTER

MARK OIL DIP STICK-CHECKING FOR OIL CONSUMPTI
ON

(Tech:12) A

Labor		[12]	4	7.60	6.00
4105409BC	(FILTER)		1		4.60
68026603AA	(OIL)		6		14.34
Total Labor				7.60	6.00
Total Parts					18.94
Total Repair (Customer)					24.94

	--C/P--	--W/C--	--INT--	-Total-	Gross
Labor Time	4	0	0	4	
Total Labor	6.00	.00	.00	6.00	-26.7%
Total Parts	18.94	.00	.00	18.94	(N/A)
Total G/O/G	.00	.00	.00	.00	.0%
Total Sublet	.00	.00	.00	.00	.0%
Total R/O	24.94	.00	.00	24.94	(N/A)

W/C	INT		CUSTOMER
.00	.00	Labor	6.00
.00	.00	Parts	18.94
.00	.00	Sublet	.00
		Warr Deduct	.00
.00	.00	Hazardous Mate	.00
.00	.00	Oil/Grease	.00
.00	.00	Less Disc.	.00
.00	.00	Total	24.94
.00	.00	Tax	1.50
.00	.00	Tax2	.25
.00	.00	Tire Tax	.00
.00	.00	TOTAL (CASH)	26.69

Printed 1 time(s)

[redacted] Job 239

VIEW R/O

Three Rivers Chrysler Jeep Dodge LL

Pittsburgh, PA 15216
(412) 343-1200

[redacted]	VIN 1J4GA64187L [redacted]	[redacted]		DATE IN 04/23/09
YEAR 2007	MAKE JEEP	MODEL WRANGLER R	COLOR GREEN	TIME IN 10:05
MILES IN [redacted]	MILES OUT 41239	FIRST USE 00/00/00	LIC [redacted]	CLOSED 04/23/09
SCE		RES. [redacted]	BUS. (412) -	WRITER MLABISHA

PGH PA [redacted]

(1) CHECK OIL LEVEL.OIL CONSUPTION STARTED. Labor [12] .00
LAST VISIT
ADVISE IN LEVEL.
CAR HAS BEEN DRIVEN 1729 MILES SINCE OIL CHAN
GE-OIL DOWN APPRX 1 QT(NORMAL USEAGE)
OIL LEVEL STILL AT SAFE ZONE
(Tech:12) A Total Repair (Customer) ..... .00

	--C/P--	--W/C--	--INT--	-Total-	Gross
Labor Time	0	0	0	0	
Total Labor	.00	.00	.00	.00	.0%
Total Parts	.00	.00	.00	.00	(N/A)
Total G/O/G	.00	.00	.00	.00	.0%
Total Sublet	.00	.00	.00	.00	.0%
Total R/O	.00	.00	.00	.00	(N/A)

W/C	INT		CUSTOMER
.00	.00	Labor	.00
.00	.00	Parts	.00
.00	.00	Sublet	.00
		Warr Deduct	.00
.00	.00	Hazardous Mate	.00
.00	.00	Oil/Grease	.00
.00	.00	Less Disc.	.00
.00	.00	Total	.00
.00	.00	Tax	.00
.00	.00	Tax2	.00
.00	.00	Tire Tax	.00
.00	.00	TOTAL (CHRG)	.00

Printed 1 time(s)

[redacted] Job 740

VIEW R/O

Three Rivers Chrysler Jeep Dodge LL

Pittsburgh, PA 15216
(412) 343-1200

R/O	VIN			DATE IN
[redacted]	1J4GA64187L[redacted]	[redacted]		06/03/09
YEAR	MAKE	MODEL	COLOR	TIME IN
2007	JEEP	WRANGLER R	GREEN	09:01
MILES IN	MILES OUT	FIRST USE	UC	CLOSED
[redacted]	43622	00/00/00	[redacted]	06/03/09
SEE		RES.	BUS.	WRITER
		(412) 531-0233	(412) -	MLABISHA

[redacted] PGH PA [redacted]

(1) CHECK HEAD LIGHTS INOP AT TIMES
CUSTOMER TO INSTALL FACTORY LITEING
(Tech:11) A

Labor [11] .00
Total Repair (Customer) .00

(2) INSTALL REAR WIPER BLADES
NEEDS ORDERED $65.00
(Tech:11) A

Labor [11] .00
Total Repair (Customer) .00

(3) CHECK WHEN DRIVING POPPED OUT OF 4TH GEAR WHE
N DRIVING
CANNOT DUPLACATE AT THIS TIME
(Tech:11) A

Labor [11] .00
Total Repair (Customer) .00

	--C/P--	--W/C--	--INT--	-Total-	Gross
Labor Time	0	0	0	0	
Total Labor	.00	.00	.00	.00	.0%
Total Parts	.00	.00	.00	.00	(N/A)
Total G/O/G	.00	.00	.00	.00	.0%
Total Sublet	.00	.00	.00	.00	.0%
Total R/O	.00	.00	.00	.00	(N/A)

W/C	INT		CUSTOMER
.00	.00	Labor	.00
.00	.00	Parts	.00
.00	.00	Sublet	.00
		Warr Deduct	.00
.00	.00	Hazardous Mate	.00
.00	.00	Oil/Grease	.00
.00	.00	Less Disc.	.00
.00	.00	Total	.00
.00	.00	Tax	.00
.00	.00	Tax2	.00
.00	.00	Tire Tax	.00
.00	.00	TOTAL (CHRG)	.00

Printed 1 time(s)

[redacted] Job 076

VIEW R/O

Three Rivers Chrysler Jeep Dodge LL

Pittsburgh, PA 15216
(412) 343-1200

R/O [redacted]	VIN 1J4GA64187L [redacted]		[redacted]	DATE IN	11/23/09
YEAR 2007	MAKE JEEP	MODEL WRANGLER R	COLOR GREEN	PGH PA [redacted]	TIME IN 08:16
MILES IN [redacted]	MILES OUT 49893	FIRST USE 00/00/00	LIC [redacted]		CLOSED 11/23/09
SEE		RES	BUS		WRITER MLABISHA

(1) COURTESY CHECK
D/O NEED BY 1:00 PM
412-600-3674
(Tech:11) A

CC [11] .00

Total Repair (Customer)..... .00

(2) CUSTOMER STATES ALL LIGHTS GO OUT WHEN
TURNING ON HEADLIGHTS
CUSTOMER NEEDS TO INSTALL FACTORY HEAD LAMPS
THE HIH INTENSITY BULBS INSTALLED IS GIVING M
OULE IN CORRET READING
(Tech:11) A

Labor [11] .00

Total Repair (Customer)..... .00

(3) CUSTOMER STATES USING APROX 1 OT OF OIL
PER 4 TANKS OF GAS - APRX 1200 MILES
(Tech:11) A

Labor [11] .00

Total Repair (Customer)..... .00

(4) REACLL J24 MOPAR TO HOOK
ORDERED PARTS
(Tech:11) A

Labor [11] .00

Total Repair (Customer)..... .00

	--C/P--	--W/C--	--INT--	-Total-	Gross
Labor Time	0	0	0	0	
Total Labor	.00	.00	.00	.00	.0%
Total Parts	.00	.00	.00	.00	(N/A)
Total G/O/G	.00	.00	.00	.00	.0%
Total Sublet	.00	.00	.00	.00	.0%
Total R/O	.00	.00	.00	.00	(N/A)

W/C	INT		CUSTOMER
.00	.00	Labor	.00
.00	.00	Parts	.00
.00	.00	Sublet	.00
		Warr Deduct	.00
.00	.00	Hazardous Mate	.00
.00	.00	Oil/Grease	.00
.00	.00	Less Disc.	.00
.00	.00	Total	.00
.00	.00	Tax	.00
.00	.00	Tax2	.00
.00	.00	Tire Tax	.00
.00	.00	TOTAL (CHRG)	.00

Printed 1 time(s)

[redacted] Job 223

VIEW R/O

PE15-025

FCA CHRYSLER

8/19/2015

ENCLOSURE 4



From: [redacted]
To: customerassist@chrysler.com
Date: Sun Feb 21 10:39:15 EST 2010
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Driving on highway. Battery light came on, within 10 minutes entire panel started lighting up (door open, air bag, etc.). Wipers went off automatically, radio shut off and then car completely shut down on highway.

Comments:

Garage diagnosed and said it was a code. Reset computer and could not find
any issue as computer was reset. Battery was fine. VERY concerned as this
could happen again. HELP. See plenty of message boards on internet stating there are known electrical issues with 2007 Jeep Wrangeler.

Sender Information:

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

From: customerassist@chrysler.com
To: [redacted]
Date: Tue Mar 09 08:18:39 EST 2010
Subject: Re: Chrysler Group LLC Customer Assistance
Dear Robert:

Thank you for contacting the Chrysler Customer Assistance Center.

We are unable to diagnose the situation you have outlined in your email. There are too many variables involved and a detailed inspection of your vehicle will be required for proper diagnosis.

Thanks again for your email.

Sincerely,

Carol

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: [redacted]
EMAIL CASE NUMBER:
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6880785I25261L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site
Brief Description:
Driving on highway. Battery light came on, within 10 minutes entire panel
started lighting up (door open, air bag, etc.). Wipers went off automatically, radio shut off and then car completely shut down on highway.

Comments:
Garage diagnosed and said it was a code. Reset computer and could not find
any issue as computer was reset. Battery was fine. VERY concerned as this
could happen again. HELP. See plenty of message boards on internet stating there are known electrical issues with 2007 Jeep Wrangeler.

VIN:
7L[redacted]
Mileage:
8200
Servicing Dealer:
Madison Chrysler Jeep - Madison, CT
Title:
Mr.
First Name:
[redacted]
Middle Initial:
[redacted]
Last Name:

[redacted]
Address 1:
[redacted]
Address 2:

City:
Killingworth
State:
CT
Zip:
[redacted]
Email:
[redacted]
Home Phone:
[redacted]

PE15-025

FCA CHRYSLER

8/19/2015

ENCLOSURE 4



From: [redacted]
To: customerassist@chrysler.com
Date: Tue May 18 23:08:45 EDT 2010
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Disappointed in product and service

Comments:

I don't know where to start. when I brought it home the first night I had a oil leak and a power steering fluid leak. horn worked about 80% of the time. Took it back and was told oil filter was loose, couldn't find leak to power steering so nothing was done, same on horn. Then took the jeep on vacation and it about killed me and my daughter. On several occaisions it shook so violantly that if I didn't have a hold of steering wheel as good as I did it would have flip. Needless to say I haven't taken it out of home town since then except to Tulsa to get repairs done. Since then the front end has never felt the same. To make long story shorter, Power steering leak still leaking, the oil filter still comes loose, theres a shimmy at fifty miles an hour(took in,service said they fixed it,as soon as I hit 50 going home shimmy was still there). Now the engine light came on for a day,the air bag light came on, the throttle controll light came on for little while. After spending money on a new vehicle I shouldn't have be buying power steering fluid, oil, and spending time off from work trying ot get this jeep fixed. And one more thing I almost forgot, when I try to start it at times it acts as if the battery is dead,but after turning key several times it finally starts, talk to other jeep owners and they have same problem. I am taking it into dealer service center yet another time on 5-19-2010. And I hope things will get fixed this time. Thanks
Wayne Feterly

P.S. When it not broke down I really enjoy the jeep.

Sender Information:

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

From: customerassist@chrysler.com
To: [redacted]
Date: Wed May 19 09:48:37 EDT 2010
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [redacted]

Thank you for contacting the Chrysler Customer Assistance Center with the issues concerning your 2008 Jeep Wrangler.

We have received your email regarding your recent service experience at your dealership.

I regret your dissatisfaction with the service you received and appreciate the time and effort you took to bring this matter to my attention.

We realize our reputation depends in part on the quality of service provided by our dealers. Because dealers are independently owned businesses, they are, however, responsible for addressing concerns directly related to their sales and service activities, as well as their personnel. We do not have the authority to resolve concerns related to dealer workmanship, service scheduling, or repair pricing, so you may want to pursue the matter directly with dealership management for further resolution.

Information received from customers such as yourself enables better evaluation of dealers' service activities. Your complaint will be retained in the dealer's file.

We appreciate the time and effort you took to tell us of your dissatisfaction in our product. Comments like yours are one way to learn of problems that develop and the improvements desired. We have documented your comments and provide them to the product development team for review.

Our records indicate that the following recall campaigns have not been performed by an authorized dealer:

J34 STEERING DAMPER WARRANTY 03/31/2010 INCOMPLETE USA
J24 MOPAR TOW BAR SAFETY 11/19/2009 INCOMPLETE USA

We suggest that you contact your local authorized Chrysler, Dodge, Ram, or Jeep® dealer to make arrangements for an inspection and, if necessary, corrective action at no charge to you.

Please take a copy of this message with you at the time of service to aid the process. Please note that your dealership does not require a copy of the recall notice to perform the needed service. If you wish to obtain further information, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.

Chrysler Group has made tremendous gains in customer satisfaction and vehicle quality and we are dismayed to learn that your expectations have not been met. Please accept our apology for the problems you have experienced.

Thanks again for your email.

Sincerely,

Harry

Customer Service Representative
Chrysler 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=KMM6965930I25261L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site
Brief Description:
Disappointed in product and service
Comments:
I don't know where to start. when I brought it home the first night I had a
oil leak and a power steering fluid leak. horn worked about 80% of the
time. Took it back and was told oil filter was loose, couldn't find leak
to power steering so nothing was done, same on horn. Then took the jeep on
vacation and it about killed me and my daughter. On several occaisions it
shook so violantly that if I didn't have a hold of steering wheel as good
as I did it would have flip. Needless to say I haven't taken it out of home
town since then except to Tulsa to get repairs done. Since then the front
end has never felt the same. To make long story shorter, Power steering
leak still leaking, the oil filter still comes loose, theres a shimmy at
fifty miles an hour(took in,service said they fixed it,as soon as I hit 50
going home shimmy was still there). Now the engine light came on for a
day,the air bag light came on, the throttle controll light came on for
little while. After spending money on a new vehicle I shouldn't have be
buying power steering fluid, oil, and spending time off from work trying ot
get this jeep fixed. And one more thing I almost forgot, when I try to
start it at times it acts as if the battery is dead,but after turning key
several times it finally starts, talk to other jeep owners and they have
same problem. I am taking it into dealer service center yet another time
on 5-19-2010. And I hope things will get fixed this time. Thanks
Wayne Feterly P.S. When it not broke down I really enjoy the jeep.

VIN:
8L[redacted]
Mileage:
31100

Servicing Dealer:
chris nikel
Title:
Mr.
First Name:
[redacted]
Middle Initial:
[redacted]
Last Name:
[redacted]
Address 1:
[redacted]
Address 2:

City:
wagoner
State:
OK
Zip:
[redacted]
Email:
[redacted]
Home Phone:
[redacted]

PE15-025

FCA CHRYSLER

8/19/2015

ENCLOSURE 4



From: [redacted]
To: customerassist@chrysler.com
Date: Fri Jun 11 07:48:19 EDT 2010
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Starting problem, airbag light

Comments:

Currently, many of us rural carriers are experiencing 2 serious problems with the 2008 RHD Jeep Wrangler. 1. Turning the key will result in the solenoid engaging, then nothing happens. Eventually, it may engage the engine. The work around has been to place it in neutral, an accident waiting to happen. No codes occur, thus the dealerships seem unable to figure out why this is happening. 2. The airbag light comes on due to a problem with the clock spring. I was told the airbags aren't functional when this light is on, after I spent $500+ to make the repair. Many people are unaware they are not protected while that light is on. I want Jeep to address these issues before myself or my fellow carriers become a statistic.

Sender Information:

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

From: customerassist@chrysler.com
To: [redacted]
Date: Fri Jun 11 12:42:13 EDT 2010
Subject: Re: Chrysler Group LLC Customer Assistance
Dear Anthony:

Thank you for contacting the Jeep Customer Assistance Center regarding the Jeep Wrangler RHD.

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

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

Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with our vehicles. Should your dealer require factory assistance, it is available through the regional Business Center.

Our records indicate that the following recall campaigns have not been performed by an authorized dealer:

Recall #	Description
J24	MOPAR TOW BAR
J34	STEERING DAMPER

We suggest that you contact your local authorized Chrysler, Dodge, Jeep® or Ram dealer to make arrangements for an inspection and, if necessary, corrective action at no charge to you.

Please take a copy of this message with you at the time of service to aid the process. Please note that your dealership does not require a copy of the recall notice to perform the needed service. If you wish to obtain further information, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.

Thank you for taking the time to email us and have a great weekend.

Sincerely,

Marc

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=KMM6991634I25261L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:
Starting problem, airbag light
Comments:
Currently, many of us rural carriers are experiencing 2 serious problems
with the 2008 RHD Jeep Wrangler. 1. Turning the key will result in the
solenoid engaging, then nothing happens. Eventually, it may engage the
engine. The work around has been to place it in neutral, an accident
waiting to happen. No codes occur, thus the dealerships seem unable to
figure out why this is happening. 2. The airbag light comes on due to a
problem with the clock spring. I was told the airbags aren't functional
when this light is on, after I spent $500+ to make the repair. Many people
are unaware they are not protected while that light is on. I want Jeep to
address these issues before myself or my fellow carriers become a
statistic.

VIN:
8L[redacted]
Mileage:
47000
Servicing Dealer:
Frank Bouche
Title:
Mr.
First Name:
[redacted]
Middle Initial:
[redacted]
Last Name:
[redacted]
Address 1:
[redacted]
Address 2:

City:
Janesville
State:
WI
Zip:
[redacted]
Email:
[redacted]
Home Phone:
[redacted]

PE15-025

FCA CHRYSLER

8/19/2015

ENCLOSURE 4



RECEIVED DATE:

6/17/10

POSTED DATE:

6/14/10

LAST NAME: [redacted]

VIN (LAST 8 DIGITS)

9L[redacted]

CAIR [redacted]

NON- SCANABLE ITEMS: CIRCLE ONE

(NO) YES

6/13/10

[redacted]
Cloquet, Minnesota [redacted]
[redacted]

Reference #[redacted]

Jeep Wrangler X RHD

Vin# 1J4GZ39119L[redacted]

Dear Chrysler Customer Assistant Center,

As per your request I have sent original copy of work order and copy of my check as payment for this work that was completed on my Jeep on April 29, 2010.

Thank you for offering a courtesy payment of $400.00 I really appreciate your quick response to my concerns.

I am very concerned that this issue should be addressed for all other customers that have or may have this problem happen with their Jeep.

I am a rural mail carrier and having such an issue and not knowing and realizing that my airbag system would NOT have worked if I had needed it to if I were to have had an accident is totally unbelievable.

My Jeep is only a year and 6 months old today, Yes, I do put a lot of milles on it BUT,
this shouldn't happen to a new vehicle or older vehicle without a recall being issued on it.
The results of not addressing this could be devastating for a lot of families...even if its only 1 it would be too many.

Sincerely [redacted]

[redacted]

CLOQUET FORD · CHRYSLER CENTER

701 WASHINGTON AVE.
P.O. BOX 219
CLOQUET, MINNESOTA 55720
218-879-4668

CLOQUET MN [redacted]

CUSTOMER COPY PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
04/29/10	09	JEEP	WRANGLER X	1J4GZ39119L[redacted]	[redacted]	59967	59967	6585

SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE
12/05/08	04/29/10	47	00:00			01	04/29/10

R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE	
[redacted]		[redacted]		RED 1

UDB Customer Type: R
Claim Type: S
Claim Submission: N
Continuation: N

4/30/10
CK#88828

========== REPAIR LINE 001 ==========

AIR BAG LIGHT COMES ON AND GOES OFF NONE STOP.
INSPECT AND PERFROMED DIAG,EST TO REPLACE CLOCK SPRING $500.00,PARETS IN STOCK,REPLAC
ED CLOCK SPRING AND RETEST,OK
Bill Code - C
UDB Repair Type: C
UDB Serv Dept: S

D	DIAGNOSIS	52 M A		95.00
R	REPAIR	52 M A		142.50
		Total Labor		237.50
CH	68003216AH	CLKSPRING	1	235.00
		Total Parts		235.00
		Total Line		472.50

========== REPAIR LINE 002 ==========

RECALL J34 STEERING DAMPER / PART CBBDJ340AA
INSPECT AND REPLACED STEERING DAMPER PER RECALL J34
Bill Code - W
UDB Repair Type: C
UDB Serv Dept: S

19J34182	STEERING DAMPEP	52 M A		
		Total Labor		
CH	CBBDJ340AA	DAMPER	1	
Failed Part:	CBBDJ340AA			
		Total Parts		
		Total Line		

========== REPAIR LINE 003 ==========

CHECK FOR COOLANT LEAK NEAR RADIATOR
REPAIRED TRANS COOLER LINES NOTE: RECOMMEND INSTALLED AUX TRANS COOLER, CUST LET GO AT THIS TIME
Bill Code - SP

JEEP DODGE MERCURY

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 MISUSE. 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
>

LABOR AMOUNT	
PARTS AMOUNT	
MISC. SALES	
MATERIALS	
TOTAL CHARGE	
DEDUCTIBLE	
SALES TAX	
OTHER PAY	
CUSTOMER PAY	

Copyright 2004 ADP, Inc.

[redacted]

8828

75-7336/2919

CLOQUET, MN [redacted]

4-30-10

Date

Pay to the Order of Cloquet Ford $ 488.66

Four Hundred Eighty Eight + 66/100 Dollars

Security Features Details on Back

Brainerd BN Credit Union
604 Laurel St.
Brainerd, MN 56401
Ph (218) 829-9065

[redacted]

For Jeep 09

[redacted]

MP

ItemType:- Date:05/04/2010 RT:291973357 Branch:0 Teller:0 Sequence:5099852 Account:40316 Serial:8828 Amount:$488.66
TranCode:0 RetReason:-

[redacted]

PAY TO THE ORDER OF
WOODLANDS NATIONAL BANK
▼091903381▲
FOR DEPOSIT ONLY
CLOQUET MOTORS LLC
[redacted]

[redacted]

CLOQUET MN [redacted]

CLOQUET FORD • CHRYSLER CENTER

701 WASHINGTON AVE.
P.O. BOX 219
CLOQUET, MINNESOTA 55720
218-879-4668

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
04/29/10	09	JEEP	WRANGLER X	1J4GZ39119L[redacted]	[redacted]	59967	59967	6585

SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE
12/05/08	04/29/10	47	00:00			01	04/29/10

R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE	
[redacted]		[redacted]		RED 1

UDB Repair Type: C
UDB Serv Dept: S
D DIAGNOSIS 52 M A
ZZ MISC HOSE 1
ZZ MISC CLAMP 4
Total Parts
Total Line
========== REPAIR LINE 004 ==========
GAS CAP LIGHT KEEPS COMING ON AT TIMES
INSPECT AND PEFROMED DIAG,NEED TO REPLACE ESIM AND RETEST,EST $100.00,PARTS WILL NEED TO BE ORDERED
Bill Code - C
UDB Repair Type: C
UDB Serv Dept: S
D DIAGNOSIS 52 M A
Payment Type - 01 CASH 488.66

CHRYSLER Jeep DODGE Ford MERCURY

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 MISUSE. 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
>

LABOR AMOUNT	237.50
PARTS AMOUNT	235.00
MISC. SALES	
MATERIALS	
TOTAL CHARGE	472.50
DEDUCTIBLE	
SALES TAX	16.16
OTHER PAY	
CUSTOMER PAY	488.66

Copyright 2004 ADP, Inc.

1-800-853-1903

Called Chrysler
6/9/10 - spoke to Lesley
said no recall on this Veh
at this time - I asked to go
to Next level because it is a
Safety issue and a recall should
be issued. Supervisor Should
be calling in the next cpl days

[redacted]

Ogilvie, M.N.

[redacted]

EAU CLAIRE WI 54

14 JUN 2010 PM



RECEIVED
JUN 17 2010
By

Chrysler Customer Assistant Center
P.O. Box 21-8004
Auburn, Michigan
48321

48321+8004

PE15-025

FCA CHRYSLER

8/19/2015

ENCLOSURE 4



From: [redacted]
To: customerassist@chrysler.com
Date: Thu Sep 09 23:54:26 EDT 2010
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Air bag light is comming on while driving

Comments:

---

when i turn the key to on, and hold down the odometer button this code shows
up h65535.

Sender Information:

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

From: customerassist@chrysler.com
To: [redacted]
Date: Mon Sep 13 16:26:40 EDT 2010
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [redacted]

Thank you for contacting the Jeep Customer Assistance Center, your emails are important to us!

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

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

Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with our vehicles. Should your dealer require factory assistance, it is available through the regional Business Center.

If you have been working with an authorized dealership but the problem is not yet resolved, seeking a second opinion from a different dealer may be a viable option.

As well, the following unfinished recall information is available for your vehicle:

Recall #	Description
J24	MOPAR TOW BAR
J30	TRANSMISSION FLUID TEMPERATURE WARNING

We suggest that you contact your local authorized Jeep® dealer to make arrangements for an inspection and, if necessary, corrective action at no charge to you.

Please take a copy of this message with you at the time of service to aid the process. Although not required, it is recommended to bring a copy of the recall notification with you to your dealer when you bring your vehicle in for this service.

If you wish to obtain further information, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.

Thanks again for your email and have a wonderful day!

Sincerely,

Matt

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
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?

trk_ID=KMM7102884I25261L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site
Brief Description:
Air bag light is comming on while driving
Comments:
when i turn the key to on, and hold down the odometer button this code shows
 up h65535.

VIN:
8L[redacted]
Mileage:
52040
Servicing Dealer:

Title:

First Name:
[redacted]
Middle Initial:
W
Last Name:
[redacted]
Address 1:
[redacted]
Address 2:

City:
Trona
State:
CA
Zip:
[redacted]
Email:
[redacted]
Home Phone:
[redacted]

PE15-025

FCA CHRYSLER

8/19/2015

ENCLOSURE 4



RECEIVED DATE:

3/21/11

POSTED DATE:

3/17/11

LAST NAME: [redacted]

VIN (LAST 8 DIGITS)

8L [redacted]

CAIR [redacted]

NON- SCANABLE ITEMS: CIRCLE ONE

(NO) YES

3-16-2011

Jeep Case Manager
Chrysler Customer Assistance Center
PO Box 21-8004
Auburn Hills, MI 48321

Bryan,

Enclosed please find the documentation to show the repair on my 2008 Jeep Wrangler, (Vin. # 1J4FZ24198L[redacted]) completed by Vigo Dodge in Terre Haute, IN. My case number is [redacted]

[redacted]

Center Point, IN [redacted]

[redacted]

VIGO DODGE, INC.

4120 U.S. Hwy. 41 South
P.O. Box 10067
TERRE HAUTE, INDIANA 47801
Telephone: (812) 234-2615

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	SCOTT 6539		03/04/11	[redacted]
[redacted]	LABOR RATE / LICENSE NO. / MILEAGE: 70,914		COLOR: /	STOCK NO.
CENTERPOINT, IN [redacted]	YEAR / MAKE / MODEL: 08/JEEP/4 DOOR UTILITY		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO.: 1J4FZ24198L[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. S. NO. / P. O. NO.		R. O. DATE: 03/04/11	
[redacted]	BUSINESS PHONE	COMMENTS		MO: 70914

JOB# 1 CHARGES
[redacted]
LABOR
J#.11151CHZ BODY ELECTRICAL TECH(S): 28 1.0 49.60
CLOCKSPRING FAILED.LT ON. CUST PAYS THE REPAIRS AT WARRANTY
RATE AND WILL BE REIMBURSED BY CHRYSLER.
REF CASE 20002099.
WARRANTY LABOR RATE CHARGED.
PARTS CHARGED AT WARRANTY RATE.CUSTOMER PAYS SALES TAX.

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	1		5156106-AA	CLKSPRING 8015001	208.60	208.60
				TOTAL - PARTS		208.60

JOB# 1 TOTALS

LABOR	49.60
PARTS	208.60
JOB# 1 JOURNAL PREFIX CHCS JOB# 1 TOTAL	258.20

JOB# 2 CHARGES
LABOR
J#.2.09CHZ FUEL SYSTEM TECH(S): 28 0.0 0.00
FUEL BELCHES BACK WHEN YOU FILL UP.SEE ATTACHED POLICY LETTE
ORDERED TANK.MAY TAKE UP TO 2 WEEKS TO GET THE TANK.

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CHCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES
LABOR
J#.3.61CHZ EXTERIOR TRIM TECH(S): 28 WARRANTY
[redacted] K13 FENDER LINERS CLIPS
COMPLETE [redacted]

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	1		CATCK134-AA	NUT KIT L 18050043		WARRANTY
				TOTAL - PARTS		0.00

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX CHCS JOB# 3 TOTAL 0.00

COMMENTS
CALL 2360921

PAID
MAR 0 - 2011
VIGO DODGE

DISCLAIMER OF WARRANTIES

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

INDIANA BUSINESS FORMS (317) 877-6140 - 151635

[CONTINUED ON NEXT PAGE]
01:49pm
THANK YOU

VIGO DODGE, INC.

4120 U.S. Hwy. 41 South
P.O. Box 10067
TERRE HAUTE, INDIANA 47801
Telephone: (812) 234-2615

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	SCOTT 6539		03/04/11	[redacted]
	LABOR RATE / LICENSE NO. / MILEAGE		COLOR	STOCK NO.
[redacted]		70,914	/	
	YEAR / MAKE / MODEL		DELIVERY DATE	DELIVERY MILES
CENTERPOINT, IN [redacted]	08/JEEP/4 DOOR UTILITY			
	VEHICLE I.D. NO. 1J4FZ24198L [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE 03/04/11	
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS		

MO: 70914

TOTALS [redacted]

[ ] CASH [ ] CHECK CK NO. [ ]
[ ] VISA [ ] MASTERCARD [ ] DISCOVER
[ ] AMER XPRESS [ ] OTHER [ ] AR
DATE PAID [/ /] CASHIER INITIALS [ ]

THANK YOU FOR YOUR BUSINESS!!

TOTAL LABOR....	49.60
TOTAL PARTS....	208.60
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	14.60
TOTAL INVOICE $	**272.80**

CUSTOMER SIGNATURE

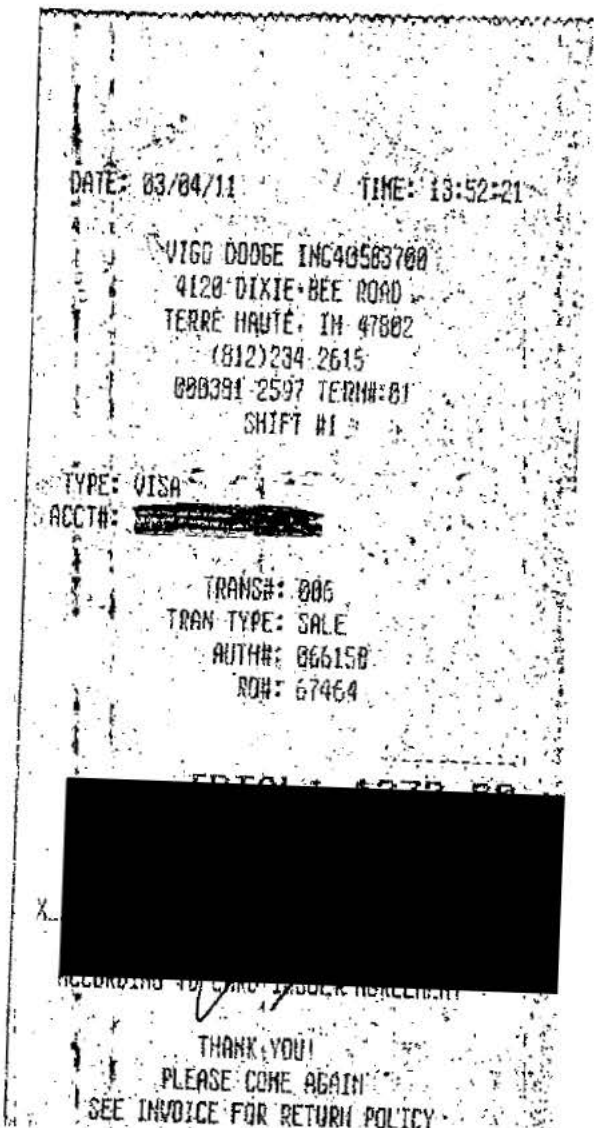
DISCLAIMER OF WARRANTIES

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

INDIANA BUSINESS FORMS (317) 877-9140 1-151835

CUSTOMER COPY [=END OF INVOICE=] 01:49pm

THANK YOU



DATE: 03/04/11 TIME: 13:52:21

VIGO DODGE INC40583700
4120 DIXIE BEE ROAD
TERRE HAUTE, IN 47802
(812)234-2615
000391 2597 TERM#:01
SHIFT #1

TYPE: VISA
ACCT#: [redacted]

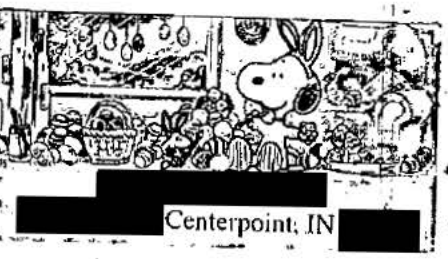
TRANS#: 006
TRAN TYPE: SALE
AUTH#: 066158
ROW: 67464

[redacted]

X_____

ACCORDING TO CARD ISSUER AGREEMENT

THANK YOU!
PLEASE COME AGAIN
SEE INVOICE FOR RETURN POLICY



[redacted]
Centerpoint, IN [redacted]

TERRE HAUTE IN 479
17 MAR 2011 PM 1 T

Chrysler Customer Assistance Ctr
PO Box 21-8004
Auburn Hills, MI 48321

48321B004

PE15-025

FCA CHRYSLER

8/19/2015

ENCLOSURE 4



From: [redacted]
To: customerassist@chrysler.com
Date: Wed Oct 20 18:08:50 EDT 2010
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

I AM A FAITHFUL CHRYSLER OWNER HAVE 1995 CHEROKEE 2008 DODGE RAM 2008 WRANGLER WIRE ON REAR WINDOW CAME OFF FOR DEFROSTER DEALER CANT FIX HAVE GOOD DEALER ALWAYS SATISFIED SENT ME TO WINDSHIELD REPAIR PLACE THEY COULDNT FIX EITHER I CONSIDER IT A DEFECT

Comments:

I THINK WE DESERVE A NEW BACK WINDOW EVEN THOUGH THE WARRANTY HAS RUN OUT
WENT TO DEALER IN SPRING NOW WE NEED IT FOR WINTER WE HAVE TO GO MONDAY
AIRBAG LIGHT KEEPS COMING ON I LIKE CHRYSLER PRODUCTS BUT I REALLY THINK
THIS WINDOW SHOULD BE PAID FOR I HAVE BEEN A GOOD CUSTOMER GET ALL SERVICE
DONE AT DEALER DEALER IS GOOD PLEASE MAKE THIS RIGHT LOYAL CUSTOMER B CONEYBEER THANK YOU

Sender Information:

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

From: customerassist@chrysler.com
To: [redacted]
Date: Thu Oct 21 10:38:20 EDT 2010
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [redacted]

Thank you for contacting the Jeep Customer Assistance Center, your emails are important to us!

We are very sorry to learn of the issues you have had with your vehicle.

Your email was reviewed by Customer Care for Jeep® vehicles and has been forwarded to a more appropriate area for their attention and response.

This referral action will provide the best opportunity for your request.

As well, the following unfinished recall information is available for your vehicle:

Recall #
Description
J24 MOPAR TOW BAR

We suggest that you contact your local authorized Jeep® dealer to make arrangements for an inspection and, if necessary, corrective action at no charge to you.

Please take a copy of this message with you at the time of service to aid the process. Although not required, it is recommended to bring a copy of the recall notification with you to your dealer when you bring your vehicle in for this service.

If you wish to obtain further information, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.

Thanks again for your email and have a wonderful day!

Sincerely,

Matt

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=KMM7143627I25261L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site
Brief Description:
I AM A FAITHFUL CHRYSLER OWNER HAVE 1995 CHEROKEE 2008 DODGE RAM 2008

WRANGLER WIRE ON REAR WINDOW CAME OFF FOR DEFROSTER DEALER CANT FIX HAVE
GOOD DEALER ALWAYS SATISFIED SENT ME TO WINDSHIELD REPAIR PLACE THEY COULDNT FIX EITHER I CONSIDER IT A DEFECT

Comments:
I THINK WE DESERVE A NEW BACK WINDOW EVEN THOUGH THE WARRANTY HAS RUN OUT
WENT TO DEALER IN SPRING NOW WE NEED IT FOR WINTER WE HAVE TO GO MONDAY
AIRBAG LIGHT KEEPS COMING ON I LIKE CHRYSLER PRODUCTS BUT I REALLY THINK
THIS WINDOW SHOULD BE PAID FOR I HAVE BEEN A GOOD CUSTOMER GET ALL SERVICE
DONE AT DEALER DEALER IS GOOD PLEASE MAKE THIS RIGHT LOYAL CUSTOMER B
CONEYBEER THANK YOU

VIN:
8L5[redacted]
Mileage:
51300
Servicing Dealer:
solomon chrylsler jeep paisley pa.
Title:
Mr.
First Name:
[redacted]
Middle Initial:
[redacted]
Last Name:
[redacted]
Address 1:
[redacted]
Address 2:

City:
Carmichaels
State:
PA
Zip:
[redacted]
Email:
[redacted]
Work Phone:
[redacted]

PE15-025

FCA CHRYSLER

8/19/2015

ENCLOSURE 4



RECEIVED DATE:

11/23/10

POSTED DATE:

11/18/10

LAST NAME:

[redacted]

VIN (LAST 8 DIGITS)

8L[redacted]

CAIR

[redacted]

NON- SCANABLE ITEMS: CIRCLE ONE

(NO)

YES

CASE [redacted]

LANDERS MCLARTY

CHRYSLER-JEEP-DODGE

6533 UNIVERSITY DRIVE N.W.
HUNTSVILLE, AL 35806
(256) 830-6450

FIVE STAR

CUSTOMER NO. [redacted]	ADVISOR DEVON MASSETH 84819	TAG NO. 3593	INVOICE DATE 11/09/10	INVOICE NO. [redacted]	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 67,060	COLOR STEEL BLUE/	STOCK NO. [redacted]
COURTLAND, AL 3[redacted]	YEAR / MAKE / MODEL 08/JEEP/WRANGLER/RHD BASE 4X4		DELIVERY DATE 08/10/07	DELIVERY MILES 10	
[redacted]	VEHICLE I.D. NO. 1 J 4 F Z 2 4 1 8 8 L [redacted]		SELLING DEALER NO. 67532	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 11/09/10		
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS C# G0040		MO: 67060	

JOB# 1 CHARGES

LABOR

J# 1+27JEZ ELECTRICAL INST TECH(S):64626 180.00
CUSTOMER STATES AIR BAG LIGHT COMES ON AND OFF
FOUND CLOCK SPRING INTERNAIL SHORT
DUE TO SQUIBB #2 CKT OPEN
REPLACED CLOCK SPRING, OPERATING AS DESIGNED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	5156106-AA	CLKSPRING 8015001	282.89	282.89
			TOTAL - PARTS		282.89

JOB# 1 TOTALS

LABOR	180.00
PARTS	282.89
JOB# 1 JOURNAL PREFIX CHCS JOB# 1 TOTAL	462.89

JOB# 2 CHARGES

LABOR

J# 2+23JEZ HEATING TECH(S):64626 0.00
CUSTOMER STATES FLOOR BOARD GETS REAL HOT
NO PROBLEMS FOUND
ALL HEAT SHIELDS ARE IN PLACE
NO CORRECTIONS NEEDED AT THIS TIME

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CHCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR

J# 3+28JEZ SIGNAL,FLASHERS,LAMP TECH(S):64626 0.00
RIGHT REAR TURN SIGNAL BURNS OUT LOTS OF BULBS
CHECKED VOLTAGE,NO PROBLEMS FOUND
OPERATING AS DESIGNED

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX CHCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR

J# 4+15JEZ DRIVEABILITY TECH(S):64626 0.00
CUSTOMER STATES WON'T START AT TIMES WON'T TURN OVER AT ALL
UNABLE TO DUPLICATE CUSTOMERS CONCERN
OPERATING AS DESIGNED

JOB# 4 TOTALS

JOB# 4 JOURNAL PREFIX CHCS JOB# 4 TOTAL 0.00

JOB# 5 CHARGES

LABOR

THIS DEALERSHIP UTILIZES THE HOURS PUBLISHED IN THE MOTOR MANUAL WHICH REFLECTS AN AVERAGE TIME REQUIRED FOR PERFORMANCE OF SPECIFIC VEHICLE REPAIRS WHICH MAY BE EITHER MORE OR LESS THAN ACTUAL CLOCK TIME IN ANY GIVEN INSTANCE.

PAID
DATE 11/9/10
CASH ___ CHECK ___ CC USA
$

ALL CHRYSLER PARTS AND LABOR ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES WHICHEVER COMES FIRST. WE'LL FIX IT FREE OF CHARGE SHOULD A REPLACEMENT PART FAIL.

The Reynolds and Reynolds Company ERAINTINVE CO879488 O (00/08)

LANDERS MCLARTY

CHRYSLER-JEEP-DODGE

6533 UNIVERSITY DRIVE N.W.
HUNTSVILLE, AL 35806
(256) 830-6450

FIVE STAR

CUSTOMER NO. [redacted]	ADVISOR DEVON MASSETH 84819	TAG NO. 3593	INVOICE DATE 11/09/10	INVOICE NO. [redacted]	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 67,060	COLOR STEEL BLUE/	STOCK NO. [redacted]
COURTLAND, AL [redacted]	YEAR / MAKE / MODEL 08/JEEP/WRANGLER/RHD BASE 4X4		DELIVERY DATE 08/10/07	DELIVERY MILES 10	
[redacted]	VEHICLE I.D. NO. 1 J 4 F Z 2 4 1 8 8 L [redacted]		SELLING DEALER NO. 67532	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 11/09/10		
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS C# G0040		MO: 67060	

LABOR----------

J# 5+08JEZ BRAKES TECH(S):64626 0.00

CUSTOMER STATES USES AL LOT OF BRAKE PADS
NO PROBLEMS FOUND
VEHICLE IS USED FOR MAIL DELIEVERY,CHECK WITH CUSTOMER
HE HAD STATED THE BRAKES WORE OUT AT 30,000 MILES
VEHICLE IS OPERATING AS DESIGNED

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

JOB# 5 JOURNAL PREFIX CHCS JOB# 5 TOTAL 0.00

MISC------CODE--------DESCRIPTION----------	CONTROL NO---------	
JOB # A SS SHOP SUPPLIES		26.80
	TOTAL MISC	26.80

ESTIMATE----------

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

COMMENTS----------

WAIT

DELETED OPERATION(S)----------

08JEZ	BRAKES	36JEZ	DOOR LOCKS
31JEZ	WINDSHIELD WIPERS	03JEZ	STEERING
01JEZ	MAINTENANCE & CHECKS	15JEZ	DRIVEABILITY

TOTALS----------

WE APPRECIATE YOUR BUSINESS !!!!!
COME BACK AND SEE US !!!!!

TOTAL LABOR....	180.00
TOTAL PARTS....	282.89
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	26.80
TOTAL MISC DISC	0.00
TOTAL TAX.....	22.64
TOTAL INVOICE $	**512.33**

CUSTOMER SIGNATURE

THIS DEALERSHIP UTILIZES THE HOURS PUBLISHED IN THE MOTOR MANUAL WHICH REFLECTS AN AVERAGE TIME REQUIRED FOR PERFORMANCE OF SPECIFIC VEHICLE REPAIRS WHICH MAY BE EITHER MORE OR LESS THAN ACTUAL CLOCK TIME IN ANY GIVEN INSTANCE.

ALL CHRYSLER PARTS AND LABOR ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES WHICHEVER COMES FIRST. WE'LL FIX IT FREE OF CHARGE SHOULD A REPLACEMENT PART FAIL.

FIVE STAR

CUSTOMER COPY

[END OF INVOICE] 10:23am

The Reynolds and Reynolds Company ERAINTINVE CC879488.0 (03/08)

[redacted]
Courtland, AL [redacted]
November 18, 2010

Referenced Case Number: [redacted]

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

Dear Customer Care Representative:

This letter is in regards to a complaint of which I registered with your Center concerning a 2nd Jeep with problems.

My letter is a formal request for reimbursement for costs and expenses incurred relating to services of 11/09/2010 on my (red) mail Jeep I.D. 1J4FZ24178 [redacted] performed at Landers Mclarty Dealership in Huntsville, Alabama.

I have enclosed a copy of the work order from the dealership with my complaint, answers provided by the service department, and my costs for such treatment.

Thank you for your cooperation in reaching a suitable solution to this matter.

Sincerely,

[redacted]

CASE # [redacted]

LANDERS MCLARTY

CHRYSLER-JEEP-DODGE

6533 UNIVERSITY DRIVE N.W.
HUNTSVILLE, AL 35806
(256) 830-6450

FIVE STAR

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR ERIC MARESH 82575	TAG NO. 3616	INVOICE DATE 11/09/10	INVOICE NO. [redacted]	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 52,959	COLOR RED ROCK CP	STOCK NO. [redacted]
COURTLAND, AL [redacted]	YEAR / MAKE / MODEL 08/JEEP/WRANGLER/2DR 4WD X RHD		DELIVERY DATE 11/13/08		DELIVERY MILES
[redacted]	VEHICLE I.D. NO. 1 J 4 F Z 2 4 1 7 8 L [redacted]		SELLING DEALER NO. 60379		PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE 11/09/10		
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS C# 8L653847			MO: 52959

JOB# 1 CHARGES

LABOR

J# 1 27JEZ ELECTRICAL INST TECH(S):465 0.00
CUSTOMER STATES OD LIGHT DOESN'T COME ON AT TIMES
COULD NOT DUPLICATE

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CHCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

J# 2 03JEZ STEERING TECH(S):465 0.00
CUSTOMER STATE POWER STEERING MAKES MOANNING NOISE
NEEDS POWER STEERING HOSE GAVE CUSTOMER EST 224.83
OWNER DECLINED REPAIRS

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CHCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR

J# 3 32JEZ WINDSHIELD WASHERS TECH(S):465 85.00
CUSTOMER STATES REAR WASHER INOP
LOOSE HOSE
RE-INSTALL HOSE.57.50. THE REST IS REMAINDER OF CHECK OUT FEE

PAID 11/9/10
CASH ____ CHECK ____ CC [redacted]

JOB# 3 TOTALS

LABOR 85.00

JOB# 3 JOURNAL PREFIX CHCS JOB# 3 TOTAL 85.00

JOB# 4 CHARGES

LABOR

J# 4 88JEZ EXTEROIR TRIM TECH(S):465 0.00
CUSTOMER STATES RT FT DOOR STIFF
COULD NOT DUPLICATE

JOB# 4 TOTALS

JOB# 4 JOURNAL PREFIX CHCS JOB# 4 TOTAL 0.00

JOB# 5 CHARGES

LABOR

J# 5 08JEZ BRAKES TECH(S):465 0.00
CUSTOMER STATES GOES THROGH BRAKE PADS VERY QUICKLY
NO PROBLEM FOUND OPERATING AS DESIGNED

JOB# 5 TOTALS

JOB# 5 JOURNAL PREFIX CHCS JOB# 5 TOTAL 0.00

THIS DEALERSHIP UTILIZES THE HOURS PUBLISHED IN THE MOTOR MANUAL WHICH REFLECTS AN AVERAGE TIME REQUIRED FOR PERFORMANCE OF SPECIFIC VEHICLE REPAIRS WHICH MAY BE EITHER MORE OR LESS THAN ACTUAL CLOCK TIME IN ANY GIVEN INSTANCE.

ALL CHRYSLER PARTS AND LABOR ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES WHICHEVER COMES FIRST. WE'LL FIX IT FREE OF CHARGE SHOULD A REPLACEMENT PART FAIL.

The Reynolds and Reynolds Company ERAUNTNVE CC679488 O (00/08)

LANDERS MCLARTY

CHRYSLER-JEEP-DODGE

6533 UNIVERSITY DRIVE N.W.
HUNTSVILLE, AL 35806
(256) 830-6450

FIVE STAR

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR ERIC MARESH 82575	TAG NO. 3616	INVOICE DATE 11/09/10	INVOICE NO. [redacted]	
[redacted] COURTLAND, AL [redacted]	LABOR RATE	LICENSE NO.	MILEAGE 52,959	COLOR RED ROCK CP	STOCK NO. [redacted]
	YEAR / MAKE / MODEL 08/JEEP/WRANGLER/2DR 4WD X RHD			DELIVERY DATE 11/13/08	DELIVERY MILES
	VEHICLE I.D. NO. 1 J 4 F Z 2 4 1 7 8 L [redacted]			LLING DEALER NO. 0379	PRODUCTION DATE
[redacted]	F.T.E. NO.	P.O. NO.		R.O. DATE 11/09/10	
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS C# 8L653847			MO: 52959

MISC-----CODE--------DESCRIPTION----------CONTROL NO--------		
JOB # A	SS SHOP SUPPLIES	12.66
	TOTAL - MISC	12.66

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $0.00 (+TAX)
COMMENTS----------
DELETED OPERATION(S)----------
39JEZ ACCESSORIES

TECHNICIAN CERTIFICATION----------
465 SAM R JAHNKE 6/17/99

TOTALS----------

WE APPRECIATE YOUR BUSINESS !!!!!
COME BACK AND SEE US !!!!!

TOTAL LABOR....	85.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	12.66
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**97.66**

THIS DEALERSHIP UTILIZES THE HOURS PUBLISHED IN THE MOTOR MANUAL WHICH REFLECTS AN AVERAGE TIME REQUIRED FOR PERFORMANCE OF SPECIFIC VEHICLE REPAIRS WHICH MAY BE EITHER MORE OR LESS THAN ACTUAL CLOCK TIME IN ANY GIVEN INSTANCE.

CUSTOMER SIGNATURE

LANDERS MCLARTY DODGE CHRYSL
6533 UNIVERSITY DR.
HUNTSVILLE, AL 35806
256-830-6450

Sale

MID: 542929803783661
TID: 741726
11/09/10 13:32:38
Batch #: 33

VISA
XXXXXXXXXX[redacted]
Appr Code: 31903A Inv#: 000021
Ticket#: 113516
Total: $609.99

APPROVED 31903A
Customer Copy
THANK YOU

ALL CHRYSLER PARTS AND LABOR ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES WHICHEVER COMES FIRST. WE'LL FIX IT FREE OF CHARGE SHOULD A REPLACEMENT PART FAIL.

The Reynolds and Reynolds Company ERAINTINVE CC679488 Q (03/08)

[END OF INVOICE] 12:34pm

[redacted]
Courtland, AL [redacted]
November 18, 2010

Referenced Case Number: [redacted]

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

Dear Customer Care Representative:

This letter is in regards to a complaint of which I registered with your Center.

My letter is a formal request for reimbursement for costs and expenses incurred relating to services of 11/09/2010 on my (blue) mail Jeep I.D. 1J4FZ241881[redacted] performed at Landers Mclarty Dealership in Huntsville, Alabama.

You will find enclosed a copy of the work order from the dealership with my complaint, answers provided by the service department, and my costs for such treatment.

Thank you for your cooperation in reaching a suitable solution to this dilemma.

Sincerely,

[redacted]

[redacted]

and, AL [redacted]

UNITED STATES POSTAL SERVICE

0000 48321

U.S. POSTAGE PAID TOWN CREEK, AL 35672 NOV 18, '10 AMOUNT $1.22 00061847-20

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

RECEIVED NOV 23 2010 By

[redacted]

PE15-025

FCA CHRYSLER

8/19/2015

ENCLOSURE 4



RECEIVED DATE:

10/14/10

POSTED DATE:

10/12/10

LAST NAME: [redacted]

VIN (LAST 8 DIGITS)

'8L[redacted]

CAIR

00000 00000

NON- SCANABLE ITEMS: CIRCLE ONE

(NO)

YES

1 October 2010

Dear Sirs:

This a letter that I should've written months ago, but here goes anyway. First, let me begin by saying what loyal Chrysler fans my family was - clear back to my Grandfather - all he ever owned were Chryslers, as did my father - so when I bought a brand new Jeep Wrangler in 2008 I had complete faith in Chrysler and their products

I purchased a 2008 Jeep Wrangler Right-hand drive for my work as a postal rural carrier. Just previous to that I used a 1993 Jeep Cherokee (also right-hand drive). Within 2 months the check engine light came on, took it to the dealer - no results. For awhile it would go off at night and within 10 miles of driving it would come on again Now it just stays on all the time.

Being a rural carrier I put on 3000 miles or more every month, so an oil change takes place each month which I have done at my local dealer At each oil change I would again inquire about the check engine light -

Still no positive results. The last piece of advice given me was "if it's not blinking and dinging don't worry about it". So I quit pushing it.

Now my airbag light is on all the time. Was told it would be "hundreds" to fix it.

Now why would I pay "hundreds" to fix one light, when they can't fix the first light that's still on.

Needless to say my dashboard will soon become quite colorful as I have a red light and an orange light on constantly now — have to wonder what color will pop up next.

Several times people told me I should've pushed our state's "lemon law" but I had faith Chrysler mechanics would prove them wrong — Well they were right and now it's too late.

Even with an oil change, I have to add oil (every month). Was told that after 50,000 miles this was normal — but nearly 1½ quarts — I don't think so

I know it is too late to really address all these issues, but I really needed to voice my dissappointment with this vehicle. I was thinking of trading up to a four-door this coming year- but what would the trade-in value of an oil-guzzling, "Christmas tree" dashboard vehicle.

This was the first "brand-new" vehicle I bought in my life — never again.

I can't even pump gas at a normal rate - something about a filter that clogs up. Other people at pump next to me can pump in 20^{00} - and I'm still at $7.^{00}$. He does something to the filter and it's okay for awhile. Does this sound normal to you?

I was truly hopeful that I would continue with Jeeps for my carrier position, but now that seems rather doubtful.

Anyway - thanks for reading this mess and I hope you understand my frustation with this vehicle

Let me also add - that I honestly like this Wrangler - the way it handles in the weather is excellent and I love driving it even off my mail route. Just the aggravations of the lights, the oil-use, etc.

Sorry I'm rambling again. Thanks for listening.

Sincerely,

[redacted]

[redacted]

Barnesville, OH [redacted]

[redacted]

VIN # 1JHFZ24118L[redacted]

May 23, 2008 - 10 miles

Thomas Chrysler Dodge Jeep

252 E Main St

St. Clairsville OH 43950

[redacted]

Baanesville OH [redacted]

ZANESVILLE OH 437

12 OCT 2010 PM 1 T



Daimler Chrysler Motors Corp Customer Center
PO Box 21-8004
Auburn Hills, MI 48321-8004

48321-8004

PE15-025

FCA CHRYSLER

8/19/2015

ENCLOSURE 4



From: [redacted]
To: customerassist@chrysler.com
Date: Sat Nov 06 00:16:18 EDT 2010
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Airbag warning problems

Comments:

Since buying my jeep in Jan 2009. I have had an issue with the airbag warning light on the dashboard. It flashes and chimes intermittently. The
dealership only shrugs their shoulders when I talk to them about this. What
can I do?

Sender Information:

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

From: customerassist@chrysler.com
To: [redacted]
Date: Mon Nov 08 09:39:04 EST 2010
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [redacted]

Thank you for contacting the Chrysler Customer Assistance Center about the problem you are experiencing with your 2009 Jeep Wrangler.

We regret that you are still experiencing problems with your vehicle. It is our suggestion that you continue to work with your servicing dealer. If the dealer has been unable to determine or resolve your concerns, you may want to seek a second opinion from another authorized dealership.

If your concerns are still not resolved after consulting another dealer, please contact our office at the following phone number: 1-877-IAM-JEEP (426-5337) 8 a.m. - 8 p.m. (Eastern Time), Monday through Friday, and 9 a.m. - 5 p.m. (ET) on Saturday. to speak with one of our Customer Service Representatives.

Thanks for driving Jeep, have a great day!

Sincerely,

Terri Lynne

Customer Service Representative
Chrysler 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=KMM7158012I25261L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site
Brief Description:
Airbag warning problems
Comments:
Since buying my jeep in Jan 2009. I have had an issue with the airbag warning light on the dashboard. It flashes and chimes intermittently. The dealership only shrugs their shoulders when I talk to them about this. What can I do?

VIN:
9L[redacted]
Mileage:
20600
Servicing Dealer:
LaBrea Chrysler Jeep
Title:
Mr.
First Name:
[redacted]

Middle Initial:
[redacted]
Last Name:
[redacted]
Address 1:
[redacted]
Address 2:

City:
Los Angeles
State:
CA
Zip:
[redacted]
Email:
[redacted]
Work Phone:
[redacted]

PE15-025

FCA CHRYSLER

8/19/2015

ENCLOSURE 4



From: [redacted]
To: customerassist@chrysler.com
Date: Tue Nov 09 00:44:04 EST 2010
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

multiple problems with 2009 jeep wrangler RHD

Comments:

This jeep has had multiple recalls and the rearend was put together with
wrong shims and had to be rebuilt twice.
Now the airbag light is on and
dinging intermittently, the dealership says the winshield wipers are wore
out and they cannot even get the parts. I see online that this jeep model
built in Ohio is being recalled for the airbag safety malfunction, but the
dealership says no recall yet. also will not start intermittently . Is Jeep
going to stand behind their product or not?

Sender Information:

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

From: customerassist@chrysler.com
To: [redacted]
Date: Wed Nov 10 12:48:44 EST 2010
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [redacted]

Thank you for contacting the Chrysler Customer Assistance Center.

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

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

Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with our vehicles. Should your dealer require factory assistance, it is available through the regional Business Center.

If you have been working with an authorized dealership but the problem is not yet resolved, seeking a second opinion from a different dealer may be a viable option.

Your recent email does not contain any information that would cause a change in the previous decision. Therefore, your request must again be respectfully declined.

Any future communication related to this issue will be retained in corporate records.

If, at some future date, we can be of assistance to you in some other area, please let us know.

Thanks again for your email.

Sincerely,

Terri Lynne

Customer Service Representative
Chrysler 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=KMM7160541I25261L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site
Brief Description:
multiple problems with 2009 jeep wrangler RHD
Comments:
This jeep has had multiple recalls and the rearend was put together with
wrong shims and had to be rebuilt twice. Now the airbag light is on

and
 dinging intermittently, the dealership says the winshield wipers are
wore
 out and they cannot even get the parts. I see online that this jeep
model
 built in Ohio is being recalled for the airbag safety malfunction,
but the
 dealership says no recall yet. also will not start intermittently .
Is Jeep
 going to stand behind their product or not?

VIN:
9L[redacted]
Mileage:
74000
Servicing Dealer:
VERGER JEEP (541)888-5594
Title:
Mr.
First Name:
[redacted]
Middle Initial:
[redacted]
Last Name:
[redacted]
Address 1:
[redacted]
Address 2:

City:
Broadbent
State:
OR
Zip:
[redacted]
Email:
[redacted]
Work Phone:
[redacted]

From: [redacted]
To: customerassist@chrysler.com
Date: Wed Nov 10 23:36:19 EST 2010
Subject: Reply to Chrysler Group LLC (KMM7160541I25261L0KM)
Reply Comments:

The Safety issues with the airbag system is to be fixed tomorrow 11-11-10 ,
but the issue: is Jeep going to pay for the fix? as this 2009 Jeep Wrangler
4dr. has been recalled for this same issue but i have not recieved a recall
notice for this issue. Also the dealeship says the winshield wiper system
is prematurly wore out, but they cannot get the parts as the supplier has
went out of business and no parts are available. What am i supposed to do
just not drive my $25,000 vehicle when it rains? If they quit working while
driving it could be a real safety and liability issue if an accident
occurs. Let me know if Jeep is going to take care of these issues. The
dealership IS: VERGER JEEP PHONE; 541-888-5594 fAX 541- 888-4943 REF NO:
[redacted]EMAIL CASE NO: [redacted]

PE15-025

FCA CHRYSLER

8/19/2015

ENCLOSURE 4



Please Paperclip Documents to CAIR number:

[redacted]

VIN number:

FL[redacted]

Customer Name:

[redacted]

Check Amount (If Issued):

Contact Phone numbers:

[redacted]

Placed in Scan Bin for Paper clipping on:

11/10

Thank You

Marvin Yacoub

From: Mike Fairo
Sent: Tuesday, November 09, 2010 3:35 PM
To: Douglas Betts; William Kendell
Cc: Marvin Yacoub; Joseph Warne; Nate Igielinski
Subject: RE: Consumer Reports Annual Reliability Survey

Will do.

Marvin, Please contact the owner and dealer and let's review for goodwill assistance- keep in mind the vehicle was purchased USED and has at least 62,000 miles on it.

Owner's contact info is below. Let Bill know if the dealer needs any help.

M
Michael J Fairo
Top Care Manager
Chrysler / Global Service
Phone: 248.512.0206 / TL: 722.0206
Email: mjf5@chrysler.com

From: Douglas Betts
Sent: Tuesday, November 09, 2010 3:07 PM
To: Mike Fairo; William Kendell
Subject: Fw: Consumer Reports Annual Reliability Survey
Importance: High

Mike,

Please follow up.

Bill,

For consideration of CST.

From: Dorel Toma
To: Douglas Betts
Sent: Tue Nov 09 13:58:54 2010
Subject: Re: Consumer Reports Annual Reliability Survey

Mr. Betts,

Thanks for the updates on Customer Report, we a have a lot of work ahead of us, but slowly we should / can change the customer perception on our vehicles.

I apologize to have to contact you on a issue concerning one of my friends Wrangler.
During my classes on DFSS, I learned that VOC is very important to our current / future customers / market .

Short summary:
One of my friends purchased an 2007 Wrangler early last year, his wife always wanted one, and the 4 door was perfect

for the family.
He consulted with me prior to purchasing, regarding the style, equipment, etc, and I made my recommendations.
Being an used vehicle they have had a couple minor "hiccups" nothing major, covered by the warranty.

The latest issue they had(a few weeks a go), is related to customer safety - the air bag / steering / clock spring - air bag light is on/off and the horn is making noise.
He took the vehicle to the dealer for troubleshooting / fix, his e-mail is attached.

I inquired with Jeep Engineering, and indeed, there are / were some "concerns" for a couple vehicle that share the same modules for the said assembly, but not serious enough to issue a recall.

Looking on the internet(Jeep Forums), there are a lot of unsatisfied customers / owners concerned or having similar issues with their Wranglers...looking for a solution from the manufacturer and also concerned with the fix/repair cost... It looks like this happen to newer or few years old vehicles.

Can we help / assist this gentleman in any way to resolve this issue at the dealership listed below?

Please advise!

Your input is greatly appreciated!

Dorel

==========

Vehicle details:

Vin # 1J4GA39137L[redacted]
Dealer
Lochmandy Motors 920 N. Nappanee St. Elkhart, IN 574-264-1174

Customer
[redacted]
Edwardsburg, MI [redacted]
Ph[redacted]

==========
E-mail received from customer

"Hey Buddy,

I need your help, my wife's Jeep the airbag light goes on and off. The local dealer says it is the clock spring, wants to charge me 500.00 for this. I told them to shove it up there ..... I said this thing is only 3 years old...let me know..

Thanks For your help

[redacted]

==========

Dorel M Toma | Manufacturing Engineering | BIW Process Engineering Supervisor |
Chrysler Group LLC | T/L: 754.6451 | Outside line: 248.944.6451 | Cell: 248.761.8154 |
CIMS: 482-02-21 | 800 Chrysler Drive | Auburn Hills, MI 48326-2757 | E-mail: dt33@chrysler.com

CHRYSLER

From the Office of Doug Betts

From the Office of Doug Betts

ToChrysler North American Employees and Contractors

10/27/2010 03:40 PM

cc

SubjectConsumer Reports Annual Reliability Survey

October 27, 2010

Yesterday Consumer Reports released their 2010 reliability survey results. As a reminder, the survey is sent to Consumer Reports subscribers in April of every year. The survey asks how many repairs were made in the last 12 months and for what reason. For each model, the most recent three model-year's results are averaged together and that number is compared to the total average for all vehicles. From that comparison, a predicted 2011 reliability score is calculated by model and by brand.

The good news is that Ram 1500 is again "recommended" by Consumer Reports and the all-new Jeep Grand Cherokee's road test scores should put it in qualifying range for a recommendation. However, as a new vehicle, the Grand Cherokee lacks reliability data that is necessary for recommendation. Consumer Reports requires vehicles to have at least average reliability, along with good road-test scores and safety ratings, to be recommended.

As reported by Consumer Reports, the overall reliability results for Chrysler Group were unsatisfactory. We still have a lot of data that we need to acquire from Consumer Reports, but the primary issue is a lack of survey responses from our recent model years. For the 2010 model year, 16 out of 23 eligible models had insufficient sample size for the survey. Additionally for 2009 model year, 10 of the models had insufficient sample size. The result of this is that the 2008 model year data is over represented in the three-year average and our improvements in the last two years are not recognized. From our internal data (reflecting a 100 percent sample size), we know that our reliability has improved by more than 50 percent in two and a half years.

It will take additional time to change perceptions about our company and products, but that process is well underway. On behalf of the Leadership Team, I want you to know that we recognize all the hard work you're doing to successfully carry out this unprecedented product makeover.

Our new 2011MY vehicles launching this year will be rated as "New" rather than carrying the history of the past models. Consumer Reports has stated that our new products "show promise," and are "tremendously improved," although they won't report detailed assessments until they purchase and test the new and updated 2011MY vehicles.

The work we all do in the next few months will be key in ensuring successful launches as we continue updating over 75 percent of our product line-up.

Doug Betts

Sr. Vice President, Quality

PE15-025

FCA CHRYSLER

8/19/2015

ENCLOSURE 4



December 9, 2010

[redacted]
North Brunswick, NJ [redacted]

Reference No.: [redacted]

Dear Mr. [redacted]

I have attempted to contact you by phone, but have been unable to reach you.

Please contact me at 1-800-992-1997, extension 7141,or (248) 944-7141 to discuss your concerns and to discuss an upcoming dealer visit. I was told by Fullerton Chrysler-Jeep-Dodge that you had an appointment on December 7, yet there was no record of an appointment made. Once an appointment is scheduled, please contact me directly so that I may be able to assist you with your concerns.

Sincerely,

Jonathan
Senior Staff

JDS/ss

Jill Signorello

From: Ann Smith
Sent: Thursday, November 18, 2010 9:59 AM
To: Jill Signorello
Cc: Nate Igielinski; Mike Fairo; Mayone Smith
Subject: FW: Poor Service and Representation: 2009 Jeep Transmission and other related equipment

Customer name: Mr. C[redacted] is phone number is [redacted] and his cell phone as written on his business card is [redacted]
Vehicle: 2009 Jeep Sahara with transmission issues

Odd thing is that the letter is from a friend/business acquaintance (and seemingly satisfied Jeep owner) [redacted]

Ann Smith
Media Relations – Quality
Chrysler Group
(o) 248-512-0364
(c) 248-259-6148
ann.smith@chrysler.com
www.media.chrysler.com
Please note that I work on Mon., Wed., Thurs.

From: Ann Smith
Sent: Thursday, November 18, 2010 9:55 AM
To: 'b[redacted]
Subject: RE: Poor Service and Representation: 2009 Jeep Transmission and other related equipment

Ms. [redacted]

Thank you for contacting Chrysler Group. However, I am not really the appropriate person to address your concerns as I handle Media Relations. I have forwarded your note to Customer Care and someone should contact you and/or Mr. [redacted] within 24 hours.

If Mr. [redacted] hasn't already done so, he should please call 1-877-IAM JEEP (877-426-5337). It's a good idea to have the vehicle identification number handy when you make the call. The hours of operation are 8 a.m. – 8 p.m. (ET) on Monday – Friday. Saturday hours are 9 a.m. – 5 p.m. (ET).

Regards,

Ann Smith
Media Relations
Chrysler Group
ann.smith@chrysler.com
www.media.chrysler.com
Please note that I work on Mon., Wed., Thurs.

From: [redacted]
Sent: Wednesday, November 17, 2010 11:51 PM
To: Ann Smith; [redacted]
Subject: Poor Service and Representation: 2009 Jeep Transmission and other related equipment

Dear Ms. Smith

Please contact Mr. [redacted] in regard to some very bad experiences he has had since his cash purchase of a 2009 Jeep Sahara. The customer experience has been very disappointing and frustrating.

His phone number is [redacted] and his cell phone as written on his business card is [redacted]

Mr. [redacted] has been unsuccessful in obtainining any level of customer satisfaction in the service and repair of his vehicle. He is quite frustrated at his experience.

I reaching out on Mr [redacted] because I found his story very moving. My association with Mr [redacted] is both professional where I provide the location he manages with consultation and inspection services on behalf of my employer a national insurance company and as his customer. I, my family and several friends are all members of the facility he manages, as well.

Chris and his team are very friendly and are very interactive with the potential customers and existing customers. He too is in the business ensuring and maintaing quality control and customer service satisfaction.

The company who employs me also provides me with a fleet vehicle for both work and personal use. It is a 2009 Chrysler Sebring Touring 4 door sedan.

We began talking about this due to the fact that I am considering the purchase of a Jeep, my eldest son is about to get his driving permit and I needed a vehicle for him to drive. I thought of Jeep because of its safety features. However, being that my son will be a new driver an accident is inevitable. I was concerned about the ability to service the vehicle. The story left me reconsidering my original 1st choice a Jeep. It turns out that the assistant manager of the facility that I both provide representative service and attend also owns a Jeep.

Jeep owners are very proud of their vehicles and often join and particpate in community and public events where other Jeep owners attend. The story continued in that there are others also experiencing the same issues.

It would be nice if Mr [redacted] could be contacted by a corporate representative involved with quality control and customer satisfaction who could listen and gather the details of his story.

I know my confidence would grow if I saw an effort by Jeep Chrysler to resolve Mr [redacted] concerns. Obviously, should Mr. [redacted] recieve such customer service he would be sharing this story.

As we all know for every 1 good experience 20 bad experiences are shared. This is just an example of postulation not a fact.

I remember what a great experience I had when my then husband and I leased our first Jeep in 1994 just before the birth of our 1st son. I have never had such great customer service since we went and met the team at McCafferty Jeep in Pennsylvania.

Now, my son is almost ready to own his 1st Jeep. I'd like him to witness what a great company Chrysler Jeep is and how corporate america still cares about the people who by their products. I was deeply disappointed to hear of Mr. [redacted]ad experiences.

I'd like my son to hear a different story, one a lot more positive. Can you please help? I challenge Chrysler Jeep's quality service team to show us all how good customer service and quality control is delivered.

I have CC'd Mr. [redacted]n the email.

Thank you for your interest and time.

Regards,

[redacted]

PE15-025

FCA CHRYSLER

8/19/2015

ENCLOSURE 4



From: [redacted]
To: customerassist@chrysler.com
Date: Fri Nov 26 21:29:31 EST 2010
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Air bag warning light just came on last week.

Comments:

Dealer repaired it on 11/26/10. Cost of the repair was $442.28 for replacement of the "clockspring". Is this repair covered by any warranties
for the safety equipment on my vehicle? Thanks, [redacted]

Sender Information:

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

From: customerassist@chrysler.com
To: [redacted]
Date: Mon Nov 29 16:26:16 EST 2010
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [redacted]

Thank you for contacting the Jeep Customer Assistance Center regarding the Airbag Warning light on your 2008 Jeep Wrangler.

Your email was reviewed by Customer Care for Chrysler, Dodge, Jeep® and Ram vehicles and has been forwarded to the appropriate area for their attention and response.

This referral action will provide the best opportunity for your request.

Thanks for driving Jeep.

Sincerely,

Sarah

Customer Service Representative
Chrysler 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=KMM7175823I25261L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site
Brief Description:
Air bag warning light just came on last week.
Comments:
Dealer repaired it on 11/26/10. Cost of the repair was $442.28 for replacement of the "clockspring". Is this repair covered by any warranties
for the safety equipment on my vehicle? Thanks, [redacted]

VIN:
8L[redacted]
Mileage:
61716
Servicing Dealer:
Dempsey Plano, IL
Title:
Mr.
First Name:
[redacted]
Middle Initial:
[redacted]
Last Name:
[redacted]
Address 1:
[redacted]

Address 2:

City:
Sheridan
State:
IL
Zip:
[redacted]
Email:
[redacted]
Home Phone:
[redacted]

From: [redacted]
To: customerassist@chrysler.com
Date: Sun Jan 16 01:01:02 EST 2011
Subject: Reply to Chrysler Group LLC (KMM7175823I25261L0KM)
Reply Comments:

Please update status, I have not heard anything since Nov. 29, 2010.

Thankyou

From: [redacted]
To: customerassist@chrysler.com
Date: Sat Feb 12 21:04:43 EST 2011
Subject: Reply to Chrysler Group LLC (KMM7175823I25261L0KM)
Reply Comments:

REFERENCE NUMBER: [redacted]
EMAIL CASE NUMBER:

I am still
waiting for a response on the above requests.

US Customer Service - Jeep
Brand Site

Brief Description:
Air bag warning light just came on last
week.

Comments:
Dealer repaired it on 11/26/10. Cost of the repair was
$442.28 for
replacement of the "clockspring". Is this repair covered by
any
warranties for the safety equipment on my vehicle?

Thanks, [redacted]

VIN:
8L[redacted]
Mileage:
61716
Servicing
Dealer:
Dempsey Plano, IL
Title:
Mr.
First Name:
[redacted]
Middle Initial:
[redacted]
Last Name:
[redacted]
Address 1:
[redacted]
Address 2:

City:
Sheridan
State:
IL
Zip: [redacted]

Email:
[redacted]
Home Phone:
[redacted]

PE15-025

FCA CHRYSLER

8/19/2015

ENCLOSURE 4



From: [redacted]
To: customerassist@chrysler.com
Date: Thu Dec 09 16:32:37 EST 2010
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

I took delivery of a 2011 right hand drive Jeep Unlimited today. I am removing the passenger seat and installing a mail tray. I would like to turn off the aqir bag warning light and make sure that the air bag system is still functional for the drivers sid

Comments:

The dealership was not sure if that was something they could help us with.
Many owners of this vehicle do this same modification to allow them to
deliver mail.

Sender Information:

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

PE15-025

FCA CHRYSLER

8/19/2015

ENCLOSURE 4



From: [redacted]
To: customerassist@chrysler.com
Date: Thu Dec 09 16:32:37 EST 2010
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

I took delivery of a 2011 right hand drive Jeep Unlimited today. I am removing the passenger seat and installing a mail tray. I would like to turn off the aqir bag warning light and make sure that the air bag system is still functional for the drivers sid

Comments:

The dealership was not sure if that was something they could help us with.
Many owners of this vehicle do this same modification to allow them to
deliver mail.

Sender Information:

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

PE15-025

FCA CHRYSLER

8/19/2015

ENCLOSURE 4



From: [redacted]
To: customerassist@chrysler.com
Date: Fri Dec 10 18:21:24 EST 2010
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

I have had problems with my emissions system since somewhere around 25000 miles.

Comments:

My vehicle is a 2009 Wrangler X RHD. I have a gascap warning light and check engine light that has been on since about 25000 miles while still under your warranty. I drive this vehicle daily and currently have 61555 miles on it. My local dealer has tried everything to try to fix the problem with no success. They are currently waiting on a product that has been back ordered for over 2 months to run yet another test. Now I am having trouble with the gas filler tube not venting properly and it takes over 5 minutes to fill with less than ten gallons of gas. This issue has started about 2 months ago. I am not the only person having these issues with this jeep model in this area. I know of 3 others having the same gascap warning issue. My vehicle was the first one sold in this area and seems to be the first one to have issues followed by the others. I use this vehicle daily on my mail route. It is getting very frustrating to put up with these issue this long. I am not upset with my dealer because they are always willing to work it in and around my schedule. It just seems that they are not getting the technical support from higher up. I would like to get some support coming down instead of my dealer always going up with no success.
If this happens to be a nation wide issue with all your right hand drive Wranglers I am sure the National Association of Rural Letter Carriers would like to know. Since we are the buyers of your right hand drive vehicles...
Please let me know if you can be of any assistance.

Thank you
[redacted]
Rural Letter Carrier
Mound City MO

Sender Information:

Title: Mr.

First Name: [redacted]
Middle Initial:
Last Name: [redacted]

From: customerassist@chrysler.com
To: [redacted]
Date: Fri Dec 10 19:34:01 EST 2010
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [redacted]

Thank you for contacting the Jeep Customer Assistance Center in regards to your 2009 Wrangler.

Your email was reviewed by Customer Care for Jeep® vehicles and has been forwarded to a more appropriate area for their attention and response.

This referral action will provide the best opportunity for your request.

Our records indicate that the following recall campaign(s) have not been performed by an authorized dealer:

Recall #	Description
K13	INNER FENDER LINERS

We suggest that you contact your local authorized Jeep® dealer to make arrangements for an inspection and, if necessary, corrective action at no charge to you.

Please take a copy of this message with you at the time of service to aid the process. Although not required, it is recommended to bring a copy of the recall notification with you to your dealer when you bring your vehicle in for this service.

If you wish to obtain further information, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.

Thanks again for your email.

Sincerely,

Jeff

Customer Service Representative
Jeep Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: [redacted]
EMAIL CASE NUMBER: [redacted]
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7186896I25261L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site
Brief Description:
I have had problems with my emissions system since somewhere around 25000
miles.

Comments:
My vehicle is a 2009 Wrangler X RHD. I have a gascap warning light and
check engine light that has been on since about 25000 miles while

still
under your warranty. I drive this vehicle daily and currently have 61555
miles on it. My local dealer has tried everything to try to fix the problem
with no success. They are currently waiting on a product that has been back
ordered for over 2 months to run yet another test. Now I am having trouble
with the gas filler tube not venting properly and it takes over 5 minutes
to fill with less than ten gallons of gas. This issue has started about 2
months ago. I am not the only person having these issues with this jeep
model in this area. I know of 3 others having the same gascap warning
issue. My vehicle was the first one sold in this area and seems to be the
first one to have issues followed by the others. I use this vehicle daily
on my mail route. It is getting very frustrating to put up with these issue
this long. I am not upset with my dealer because they are always willing
to work it in and around my schedule. It just seems that they are not
getting the technical support from higher up. I would like to get some
support coming down instead of my dealer always going up with no success.
If this happens to be a nation wide issue with all your right hand drive
Wranglers I am sure the National Association of Rural Letter Carriers would
like to know. Since we are the buyers of your right hand drive vehicles...
Please let me know if you can be of any assistance. Thank you [redacted]
[redacted] Rural Letter Carrier Mound City MO

VIN:
9L[redacted]
Mileage:
61555
Servicing Dealer:
Laukemper Motors Mound City MO
Title:
Mr.
First Name:
[redacted]
Middle Initial:
[redacted]
Last Name:
[redacted]
Address 1:
[redacted]
Address 2:

City:
Mound City
State:
MO

Zip: [redacted]

Email: [redacted]

Work Phone: [redacted]

PE15-025

FCA CHRYSLER

8/19/2015

ENCLOSURE 4



RECEIVED DATE:

12/22/10

POSTED DATE:

12-13-10

LAST NAME:

[redacted]

VIN (LAST 8 DIGITS)

8Z[redacted]

CAIR

[redacted]

NON- SCANABLE ITEMS: CIRCLE ONE

NO YES

8[redacted]

[redacted]

INVOICE

Donovan
DODGE CHRYSLER JEEP MAZDA

DONOVAN DODGE
1901 S HWY 92
*SIERRA VISTA, AZ 85635
1901 South Highway 92
SIERRA VISTA, ARIZONA 85635
(520) 458-8000
(800) 452-2127
www.donovandodge.com

[redacted]
SIERRA VISTA, AZ [redacted]

PAGE 1

HOME: BUS:
CELL [redacted]

SERVICE ADVISOR: 908 Joy Hall

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GREEN/GOLD	08	JEEP WRANGLER	1J4FA24118L[redacted]		43464/43464	T3185

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16NOV04 IS	16NOV07		17:00 16DEC10		92.00	CASH	16DEC10

R.O. OPENED	READY	OPTIONS:
09:04 16DEC10	14:09 16DEC10	DLR:43021 ENG:3.8L,V6 TRN:42RLE,4SPD,AUTO

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A RECALL K13 - S.O. PARTS			
CAUSE: RECALL			
4000 TRIM			
888 WRO4			(N/C)
1 CATCK134AA NUT KIT-LEFT FRONT FENDER			(N/C)
43464 05-K1-31-82 .3 PERFORMED RECALL			
**********			
B FULL SERVICE INSPECTION			
99P FULL SERVICE INSPECTION			
888 CP		0.00	0.00
43464 COMPLETED INSPECTION 6402594 NOTHING NOTED			
**********			
C CUSTOMER REQUESTS REPLACE CLOCKSPRING - HAS CONTACTED CHRYSLER FOR ASSISTANCE			
7000 ELECTRICAL			
888 CP		184.00	184.00
1 5156106AA CLKSPRING-STEERING COLUMN	286.35	286.35	286.35
43464 2.0 REPLACED CLOCKSPRING BECAUSE OF DRIVER SQUIB 2 OPEN FAULT CODE			
**********			
HAZARDOUS WASTE DISPOSAL FEE/SUPPLIES			10.00

NO RETURNS ON ELECTRICAL OR SPECIAL ORDERED PARTS.
THANK YOU FOR YOUR BUSINESS!

PAID
DEC 16 2010
Per AK

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 MISUSE. 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	184.00
PARTS AMOUNT	286.35
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	10.00
TOTAL CHARGES	480.35
LESS INSURANCE	0.00
SALES TAX	26.23
PLEASE PAY THIS AMOUNT	506.58

2:12

Copyright 2000 ADP, Inc. SERVICE INVOICE #2 XSI2C

CUSTOMER COPY

Mazda FULL CIRCLE SERVICE REPORT CARD

6402594

Customer Name: _____ Phone: _____ **E-Mail:** _____

Date: _____ License: _____ Year/Model: _____

VIN: _____ RO/Tag#: _____ Mileage: _____

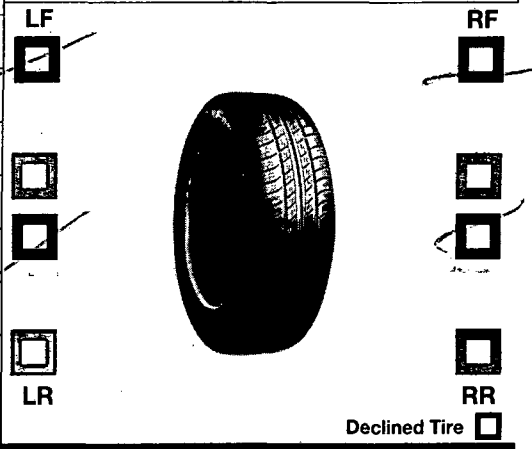
INSPECTION RESULT - OK | **WILL REQUIRE FURTHER ATTENTION** | **REQUIRES IMMEDIATE ATTENTION**

Inspect Each Service			Declined	Info. / Estimate
☐	CHECK & FILL	☐ Windshield washer fluid level	☐	
☐		☐ Automatic transmission fluid level/condition	☐	
☐		☐ Brake fluid level/condition	☐	
☐		☐ Power steering fluid level/condition	☐	
☐		☐ Coolant recovery reservoir fluid level/condition	☐	
☐		☐ Transaxle, transfer case, clutch reservoir fluid/condition (as equipped)	☐	
☐		☐ Engine oil level/condition	☐	
☐		☐ Windshield for cracks, chips and pitting	☐	
☐		☐ Wiper blades/inserts	☐	
☐		☐ Horn, interior and exterior lights, washer spray and wiper operation	☐	
☐		☐ Cooling system for visible leaks and damage	☐	
☐		☐ Oil and/or fluid leaks (Specify _____)	☐	
☐		☐ Constant velocity (CV) drive axle boots (if equipped)	☐	
☐		☐ Exhaust system (leaks, visible damage, loose parts)	☐	
☐		☐ Drive belt(s)	☐	
☐		☐ Steering, steering linkages/wheel end play/bearings	☐	
☐		☐ Suspension (shocks/struts for bounce/leaks/damage)	☐	
☐		☐ Brake lines, hoses, parking brake	☐	
☐		☐ Clutch operation (if equipped)	☐	

Recommended Additional Services			Declined
☐ Y	☐ N	Brakes (Specify _____)	☐
☐ Y	☐ N	Rotate Tires	☐
☐ Y	☐ N	Tire Repair	☐
☐ Y	☐ N	Starting/Charging/Battery Check and Clean	☐
☐ Y	☐ N	Vehicle Service Contract/CPO Extension	☐
☐ Y	☐ N	Air Filter	☐
☐ Y	☐ N	Cabin Air Filter	☐
☐ Y	☐ N	Timing Belt, if applicable	☐
☐ Y	☐ N	General Maintenance	☐
☐ Y	☐ N	Scheduled Maintenance Service Minor	☐
☐ Y	☐ N	Scheduled Maintenance Service Intermediate	☐
☐ Y	☐ N	Scheduled Maintenance Service Major	☐

Check Tires/Measure Tire Tread Depth

Tire Pressure Set to Factory Recommendation



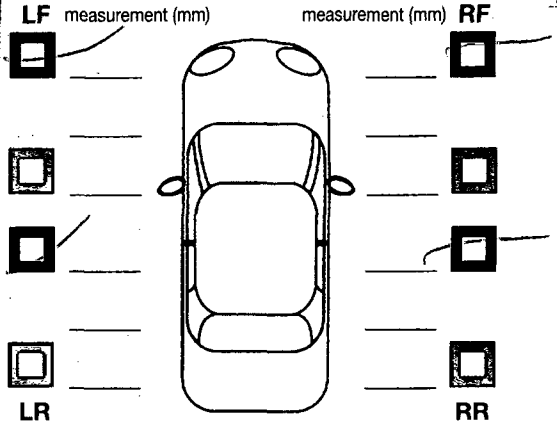
Declined Tire ☐

50% or more remaining (Above 6/32")

20% - 50% remaining (4/32" – 6/32")

Less than 20% remaining (3/32" or less)

Measure Front / Rear Brake Linings



Declined Brake ☐

Brake Measurements Not Taken This Service Visit ☐

50% or more remaining	(Above 5mm Disc) (Above 2mm Drum)
20% - 50% remaining	(3mm-5mm Disc) (1.01mm-2mm Drum)
Less than 20% remaining	(Less than 3mm Disc) (1mm or less Drum)

Check Battery Performance

Condition of Terminals (clean if necessary)

☐ Good

☐ Bad

State of Health

0% 100%

Actual Cold Cranking Amps and/or attach test results

Declined Battery ☐

Customer Signature: _____

Service Consultant: _____

Technician: _____

© 2010 Mazda North American Operations

White Copy - Customer • Yellow Copy - Attach to RO File Copy

9999-94-INSP-10
Rev. 06/10

PLEASE REFERENCE

CLAIM FILE # [redacted]

[redacted]

[redacted]

Sierra Vista, AZ [redacted]

PHOENIX AZ 850

19 DEC 2011 PM 4:1

Chrysler Customer Assistance Center
PO BOX 21-8004
Auburn Hills, MI 48321

48321+0021

PE15-025

FCA CHRYSLER

8/19/2015

ENCLOSURE 4



RECEIVED DATE:

2/3/11

POSTED DATE:

1/31/11

LAST NAME:

[redacted]

VIN (LAST 8 DIGITS)

8L[redacted]

CAIR

[redacted]

NON- SCANABLE ITEMS: CIRCLE ONE

NO YES

Case Number

[redacted]

685100041939
THORNTON C-D INC
2354 FLORENCE BLVD
FLORENCE, AL 35630
256-766-7324

Merchant ID: 300003455571
Term ID: 001 Ref #: 014

Sale

XXXXXXXXXX[redacted]
VISA Entry Method: Manual

01/21/11 17:43:32
Inv #: [redacted] Appr Code: 042490
Apprvd: Online Batch#: 021001
AVS Code: Z
Cust Ref #:43461

Total: $ 212.94

Customer Copy

CUSTOMER #: [redacted]

[redacted]

THORNTON
CHRYSLER · DODGE · JEEP

2354 FLORENCE BLVD. FLORENCE, AL. 35630
PHONE: 256-766-7324 FAX: 256-740-0919
WWW.THORNTONDODGE.COM

INVOICE

[redacted]

COURTLAND, AL[redacted]
HOME: [redacted] CONT:N/A
BUS: CELL[redacted]

PAGE 1

SERVICE ADVISOR: 2097 SANDRA R LAMAR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
YELLOW/DK-	08	JEEP WRANGLER	1J4FZ24118L[redacted]		66528/66528	T1476

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22AUG07 IS 22AUG07 DD		22AUG2012	17:00 18JAN11			CASH	21JAN11

R.O. OPENED	READY	OPTIONS: STK[redacted] ENG:3.8_LITER
09:36 17JAN11	16:31 21JAN11	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	RECALL K13						
	99CHZ 99CHZ						
		2181	C	0.00		0.00	0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

66528 recall k13 had to order the left rear brake tube. damaged from left front wheel well liner. installed liner nuts and trimmed liners

****

B RECALL J24
CAUSE: RECALL
13J24182 Tow Bar Kit - Replace
2181 W 0.00 (N/C)
FC: UC PART#: COUNT:
CLAIM TYPE: S
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

66528 recall j24 does not apply. vehicle does not have towbars

****

C RECALL J34
CAUSE: RECALL
19J34182 Customer Satisfaction Notification J34 - Replace Customer Satisfaction Notification J34 Steering Damper (C)
2181 W 0.40 (N/C)
1 CBBDJ340AA DAMPER (N/C)
FC: UC
PART#: CBBDJ340AA
COUNT: 0
CLAIM TYPE: S

Thank You For Your Business

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

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CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

INVOICE

THORNTON
CHRYSLER · DODGE · JEEP

2354 FLORENCE BLVD. FLORENCE, AL. 35630
PHONE: 256-766-7324 FAX: 256-740-0919
WWW.THORNTONDODGE.COM

[redacted]
COURTLAND, AL [redacted]
HOME [redacted] CONT:N/A
BUS: CELL [redacted]

PAGE 2

SERVICE ADVISOR: 2097 SANDRA R LAMAR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
YELLOW/DK-	08	JEEP WRANGLER	1J4FZ24118[redacted]		66528/66528	T1476

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22AUG07 IS 22AUG07 DD		22AUG2012	17:00 18JAN11			CASH	21JAN11

R.O. OPENED	READY	OPTIONS: STK:[redacted] ENG:3.8_LITER
09:36 17JAN11	16:31 21JAN11	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
	AUTH CODE:						

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

66528 recall j34 complete. installed new stabilizer shock

****

D** VEHICLE DOES NOT START ALL OF THE TIME WHEN TRIES TO START THE DASH LIGHTS COME ON BUT WILL NOT EVEN MAKE A SOUND WHEN IT DOESN'T START CAN TAP ON COMPUTER AND IT WILL START

36CHZ ELECT REPAIR

2181 C 0.00 0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

66528 could not duplicate no start. notices when checking airbag issue that ignition switch is damp from some type of fluid. recomend replacing ignition switch

****

E** HAS A WATER LEAK AND IT COLLECTS UNDER THE RIGHT FRONT FLOOR MAT

23CHZ BODY

2181 C 0.00 0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

66528 could not duplicate water leak in front of vehicle. possible water is from 2 large leaks in rear of vehicle

****

F** WHEN WASHING THE VEHILCLE OR RAINING HAS A WATER LEAK AROUND THE DOOR OR THE WINDOW AREA

23CHZ BODY

2181 C 1.00 75.00 75.00

PARTS: 0.00 LABOR: 75.00 OTHER: 0.00 TOTAL LINE F: 75.00

66528 sprayed down vehicle with water. large amount of water

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CUSTOMER SIGNATURE

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

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CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

THORNTON
CHRYSLER · DODGE · JEEP

2354 FLORENCE BLVD. FLORENCE, AL. 35630
PHONE: 256-766-7324 FAX: 256-740-0919
WWW.THORNTONDODGE.COM

INVOICE

[redacted]

COURTLAND, AL [redacted]

PAGE 3

HOME: [redacted] CONT:N/A
BUS: CELL [redacted]

SERVICE ADVISOR: 2097 SANDRA R LAMAR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
YELLOW/DK-	08	JEEP WRANGLER	1J4FZ24118L5[redacted]		66528/66528	T1476

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22AUG07 IS 22AUG07 DD		22AUG2012	17:00 18JAN11			CASH	21JAN11

R.O. OPENED	READY	OPTIONS: STK: [redacted] ENG:3.8_LITER
09:36 17JAN11	16:31 21JAN11	

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL

leaking in from left rear hard top glass and rear hatch glass. found hatch glass harness pinched between hard top seal and glass. repositioned harness and recomend replacing seal. left rear glass needs to be resealed.

****

G** THE AIRBA LIGHT IS STAYING ON

04CHZ ABS/AIRBAG/TRACCONTR

	2181		C	1.70			127.50	127.50
1	5156106AA	CLKSPRING-STEERING COLUMN				249.00	249.00	249.00

PARTS: 249.00 LABOR: 127.50 OTHER: 0.00 TOTAL LINE G: 376.50

66528 verified air bag light on. two active codes B1B02 driver airbag squib 1 circuit open, B1B06 driver airbag squib 2 circuit open. followed test precedure for codes. found that clock spring and drivers airbag module are both bad and need to be replaced. installed sop clockspring air bag light out . codes went stored replacement of air bag module not nessesary.

****

H** L.O.F./TIRE ROTATE

25CHZ L.O.F./TIRE ROTATE

	2181		C	0.70			16.40	16.40
6	68055890AA	OIL				4.99	4.99	29.94
1	4105409AC	FILTER-ENGINE OIL				7.10	7.10	7.10

PARTS: 37.04 LABOR: 16.40 OTHER: 0.00 TOTAL LINE H: 53.44

66528 lof and tire rotation complete.

****

I** 23 PT INSPECTION

27CHZ MAINTENANCE

	2181		C	2.00			150.00	150.00
2	4137757	U/JOINT				84.20	84.20	168.40

PARTS: 168.40 LABOR: 150.00 OTHER: 0.00 TOTAL LINE I: 318.40

66528 23 pt inspection complete. tire tread is getting low, magor

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For
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CUSTOMER SIGNATURE

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

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CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

COURTLAND, AL [redacted]

HOME: [redacted] CONT:N/A

BUS: CELL [redacted]

THORNTON

CHRYSLER • DODGE • JEEP

2354 FLORENCE BLVD. FLORENCE, AL. 35630

PHONE: 256-766-7324 FAX: 256-740-0919

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INVOICE

PAGE 4

SERVICE ADVISOR: 2097 SANDRA R LAMAR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
YELLOW/DK-	08	JEEP WRANGLER	1J4FZ24118L[redacted]		66528/66528	T1476

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22AUG07 IS 22AUG07 DD		22AUG2012	17:00 18JAN11			CASH	21JAN11

R.O. OPENED	READY	OPTIONS:
09:36 17JAN11	16:31 21JAN11	STK:57505 ENG:3.8_LITER

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

concern is sidewalls are dryrotted. right rear and left front wheel has damaged studs. all lug nuts missing crome caps. left front caliper piston cracked. front rotors below spec, rears will be after refacing, recomend front and rear pads. both front axle joints loose. right front tire missing tire pressure sensor. installed both front axle joints. rest denied.

****

CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER 15.00

COMPANY NAME IVERSAL UNDERWRITERS
COMPANY PHONE
POLICY NUMBER
POLICY TERM 60
EFFECTIVE DATE 22 AUG 2007
DEDUCTIBLE 1.00
MILEAGE LIMIT 100000
BEGIN MILES
END MILES 100000
COMPONENTS

C/P-$212.94

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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	368.90
PARTS AMOUNT	454.44
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	15.00
TOTAL CHARGES	838.34
LESS INSURANCE	0.00
SALES TAX	36.08
PLEASE PAY THIS AMOUNT	874.42

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CUSTOMER COPY

[redacted]

Courtland, AL [redacted]



Chryler Customer Assist. Cen
PO Box 21-8004
Auburn Hills, MI 48321

48321$8004

PE15-025

FCA CHRYSLER

8/19/2015

ENCLOSURE 4



From: [redacted]
To: customerassist@chrysler.com
Date: Wed Jan 19 11:23:52 EST 2011
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

transmission trouble in a 2008 jeep wrangler that no longer under warranty? why

Comments:

I want to know for myself and other coworkers if there is going to be a recall for the transnmission trouble,hot light comes son clutch spring, shifter trouble won't start unless you push hard on shifter and airbag lights on and other prblems. We pay good money for these vehicles to have all this truoble and noone wants to step up and admit that there are a lot of flaws in these vehicles. 2 yrs old or not.....my transmission won't go into to drive if I have to stop or put in reverse and back to drive

Sender Information:

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

From: customerassist@chrysler.com
To: [redacted]
Date: Sat Jan 22 10:16:43 EST 2011
Subject: Re: Chrysler Group LLC Customer Assistance
Dear Rhonda:

Thank you for contacting the Jeep Customer Assistance Center in regards to your 2008 Wrangler X.

I am sorry to learn of the transmission problems you have been experiencing with your vehicle.

We suggest that you give your local dealer the opportunity to assist you. Their service personnel have the factory training, equipment and information available to diagnose and correct concerns with our vehicles.

Furthermore, your dealer is empowered to determine the merits of any goodwill policy consideration for repairs beyond the coverage of your manufacturer's warranty.

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

Recall #	Description
J24	MOPAR TOW BAR

We suggest that you contact your local authorized Jeep® dealer to make arrangements for an inspection and, if necessary, corrective action at no charge to you.

Please take a copy of this message with you at the time of service to aid the process. Although not required, it is recommended to bring a copy of the recall notification with you to your dealer when you bring your vehicle in for this service.

If you wish to obtain further information, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.

Thanks again for your email, Rhonda.

Sincerely,

Jeff

Customer Service Representative
Jeep Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: [redacted]
EMAIL CASE NUMBER: [redacted]
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7225697V9403L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site
Brief Description:

transmission trouble in a 2008 jeep wrangler that no longer under warranty?
why

Comments:
I want to know for myself and other coworkers if there is going to be a
recall for the transnmission trouble,hot light comes son clutch spring,
shifter trouble won't start unless you push hard on shifter and airbag
lights on and other prblems. We pay good money for these vehicles to have
all this truoble and noone wants to step up and admit that there are a lot
of flaws in these vehicles. 2 yrs old or not.....my transmission won't go
into to drive if I have to stop or put in reverse and back to drive

VIN:
8I[redacted]
Mileage:
55000
Servicing Dealer:

Title:

First Name:
[redacted]
Middle Initial:

Last Name:
[redacted]
Address 1:
[redacted]
Address 2:

City:
erin
State:
TN
Zip:
[redacted]
Email:
[redacted]
Work Phone:
[redacted]

From: [redacted]
To: customerassist@chrysler.com
Date: Mon Jan 24 13:03:02 EST 2011
Subject: Reply to Chrysler Group LLC (KMM7225697V9403L0KM)
Reply Comments:

No the dealer I purchased it from said there is no warranty and wanted
487.00 just to lokk at it. I worked the next day and now am having to pay
to put a transmission in a 2 yr old vehicle. So I am going to file a complaint with the safety commision, bbb, nhsta and whoever else because
everyone is passing the buck.
I will not buy another chrysler product.the
media wants to give other auto makers a bad rap but nothing is ever said
that I have heard about all these recalls on the jeeps. Now I am out of
work and losing more than just my pay. I just thought the maker would step
up..
Sincerely,
[redacted]

From: customerassist@chrysler.com
To: [redacted]
Date: Mon Jan 24 13:26:13 EST 2011
Subject: Re: Reply to Chrysler Group LLC (KMM7225697V9403L0KM)
Dear [redacted]

Thank you for your reply.

Your email was reviewed and has been forwarded to a more appropriate area for their attention and response.

This referral action will provide the best opportunity for your request.

Thanks again for your email.

Sincerely,

Jeff

Customer Service Representative
Jeep Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: [redacted]
EMAIL CASE NUMBER
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7227228V93573L0KM&

Original Message Follows:

Comments:
No the dealer I purchased it from said there is no warranty and wanted
487.00 just to lokk at it. I worked the next day and now am having to pay
to put a transmission in a 2 yr old vehicle. So I am going to file a
complaint with the safety commision, bbb, nhsta and whoever else because
everyone is passing the buck. I will not buy another chrysler product.the
media wants to give other auto makers a bad rap but nothing is ever said
that I have heard about all these recalls on the jeeps. Now I am out of
work and losing more than just my pay. I just thought the maker would step
up.. Sincerely, [redacted]

PE15-025

FCA CHRYSLER

8/19/2015

ENCLOSURE 4



From: [redacted]
To: customerassist@chrysler.com
Date: Fri Jan 28 18:32:54 EST 2011
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Dissatisfied with replacement part

Comments:

The airbag light is coming on & going off repeatedly. I had this fixed once already & assume it's the same thing causing it again.The clockspring.I was wondering if there should be a recall on the part as is does not seem to work for very long. I am a loyal Jeep customer but I cannot afford to have this part replaced frequently. I can take it to my dealer again but,of course,it's rather expensive,since it's not under warrany now. Can you split the cost with me?This is my 2nd new Jeep I've purchased. These electrical problems are making me think about trying a different vehicle...too expensive to keep all the warning lights in working order.Please RSVP

Sender Information:

Title: Ms.
First Name: [redacted]
Middle Initial:
Last Name: [redacted]

From: customerassist@chrysler.com
To: [redacted]
Date: Mon Jan 31 19:06:15 EST 2011
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [redacted]

Thank you for contacting the Jeep Customer Assistance Center, your emails are important to us!

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

We are very sorry to learn of the issues you have had with your vehicle.

Your email was reviewed and has been forwarded to a more appropriate area for their attention and response.

This referral action will provide the best opportunity for your request.

As well, the following unfinished recall information is available for your vehicle:

Recall #
Description
K13
INNER FENDER LINERS

We suggest that you contact your local authorized Jeep® dealer to make arrangements for an inspection and, if necessary, corrective action at no charge to you.

Please take a copy of this message with you at the time of service to aid the process. Although not required, it is recommended to bring a copy of the recall notification with you to your dealer when you bring your vehicle in for this service.

If you wish to obtain further information, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.

Thanks again for your email and have a wonderful day!

Sincerely,

Matt

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=KMM7235303V18775L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site
Brief Description:
Dissatisfied with replacement part
Comments:
The airbag light is coming on & going off repeatedly. I had this fixed once
already & assume it's the same thing causing it again.The clockspring.I was
wondering if there should be a recall on the part as is does not seem to
work for very long. I am a loyal Jeep customer but I cannot afford to have
this part replaced frequently. I can take it to my dealer again but,of
course,it's rather expensive,since it's not under warrany now. Can you
split the cost with me?This is my 2nd new Jeep I've purchased. These
electrical problems are making me think about trying a different
vehicle...too expensive to keep all the warning lights in working
order.Please RSVP

VIN:
9L[redacted]
Mileage:
54812
Servicing Dealer:
Roberts DCJ Pryor, OK
Title:
Ms.
First Name:
[redacted]
Middle Initial:

Last Name:
[redacted]
Address 1:
[redacted]
Address 2:

City:
Locust Grove
State:
OK
Zip:
[redacted]
Email:
[redacted]
Work Phone:
[redacted]

RECEIVED DATE:

3/1/11

POSTED DATE:

2/26/11

LAST NAME:

[redacted]

VIN (LAST 8 DIGITS)

9L[redacted]

CAIR

[redacted]

NON- SCANABLE ITEMS: CIRCLE ONE

NO YES

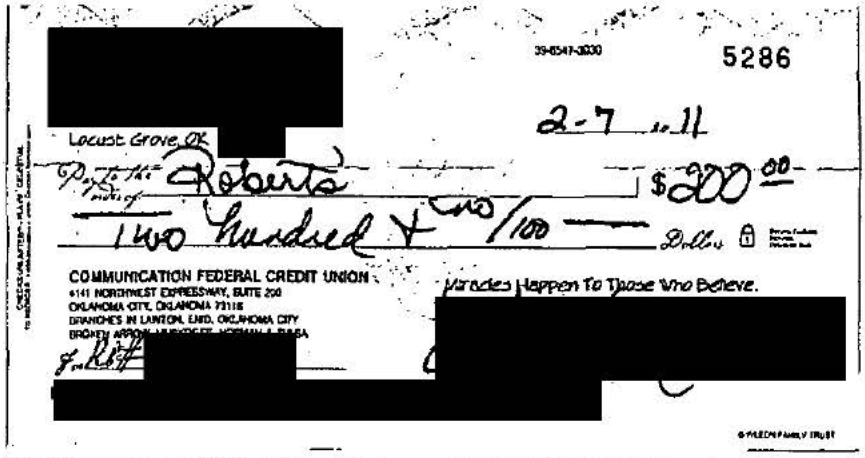
Communication
FEDERAL CREDIT UNION

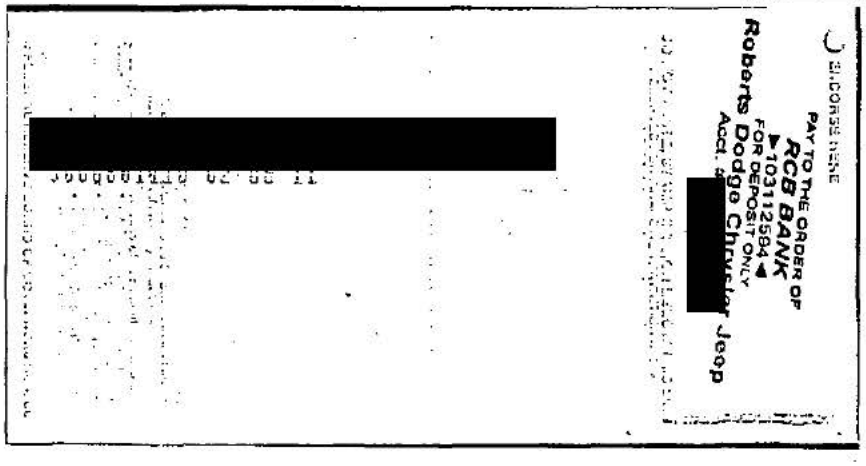


Session Time 13:61

Check Image

Routing Number [redacted]
Trace No. [redacted]
Item No. 5286
Posted Date 02/09/2011
Amount 200.00





3504

Ref # [redacted]

, CUSTOMER #: [redacted]

[redacted]

INVOICE

ROBERTS
DODGE CHRYSLER JEEP

[redacted]

LOCUST GROVE, OK [redacted]

PAGE 1

5425 S. Mill Street · PO Box 700 · Pryor, OK 74362
Phone: (918) 825-4090

HOME: [redacted] CONT: N/A
BUS: [redacted] CELL: [redacted]

SERVICE ADVISOR: 3380 JEFF THOMAS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
RED	09	JEEP WRANGLER	1J4GZ39109I[redacted]		55354/55354	T41

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
04JUN09 IS							
04JUN09 DL			18:00 07FEB11			CASH	07FEB11

R.O. OPENED	READY	OPTIONS: STK: [redacted] ENG: 3.8_Liter
08:02 07FEB11	09:46 07FEB11	

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A	CHECK AIR BAG LIGHT IS ON. CUSTOMER HAS MILLENIUM							
	52CHZ	TRIM	ELECTRICAL					
		3396	C	1.40			126.00	126.00
	1	5156106AA	CLKSPRING-STEERING COLUMN			249.00	249.00	249.00

PARTS: 249.00 LABOR: 126.00 OTHER: 0.00 TOTAL LINE A: 375.00

55354 test and found interna,1 fail in clockspring 1.40 replace clockspring and test drove to verify repair

****

B K13 RECALL
CAUSE: NO REPAIR MADE
46CHZ WHEELS/TIRES
3396 W 0.00 (N/C)
FC: PART#: COUNT:
CLAIM TYPE: W
AUTH CODE:

CHRYSLER Jeep

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

55354 sop parts ordered 0.00 completeed

****

COMPANY NAME	MILLENUM SERV CONT
COMPANY PHONE	
POLICY NUMBER	TBD
POLICY TERM	60
EFFECTIVE DATE	04 JUN 2009
DEDUCTIBLE	200.00
MILEAGE LIMIT	
BEGIN MILES	9
END MILES	100000
COMPONENTS	

I hereby authorize the repair work herein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair. **I acknowledge and accept that you make no warranties, express or implied for the products used for this repair, in particular, that you expressly disclaim any implied warranties of merchantability or fitness for a particular purpose for such products.** I also agree: that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume nor authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein in case of fire, theft or other cause beyond your control; that any express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle; I shall not be entitled to recover any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages.

X _____
CUSTOMER SIGNATURE

IMPORTANT

YOU MAY RECEIVE A QUESTIONNAIRE FROM CHRYSLER IN THE NEXT FEW DAYS. IF FOR ANY REASON YOU CANNOT GRADE US "COMPLETELY SATISFIED" PLEASE CONTACT OUR SERVICE MANAGER.

Thank You

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

Copyright 2000 ADP, Inc. SERVICE INVOICE #2 XSI2C

CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

INVOICE

ROBERTS
DODGE CHRYSLER JEEP

[redacted]

LOCUST GROVE, OK [redacted]

PAGE 2

5425 S. Mill Street · PO Box 700 · Pryor, OK 74362
Phone: (918) 825-4090

HOME
BUS: [redacted]

SERVICE ADVISOR: 3380 JEFF THOMAS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
RED	09	JEEP WRANGLER	1J4GZ39109L[redacted]		55354/55354	T41

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
04JUN09 IS 04JUN09 DD			18:00 07FEB11			CASH	07FEB11

R.O. OPENED	READY	OPTIONS:
08:02 07FEB11	09:46 07FEB11	STK: [redacted] ENG:3.8_Liter

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

MILLENIUM EXT WARRANTY, PARTS 249, LABOR 126.00, TAX 23.97,DED 200.00, AUTH # B11-64412-199 FAX TO 614-726-3165 ATTN CREDIT CARD PAYMENT

DODGE CHRYSLER Jeep

CK# 5286

I hereby authorize the repair work herein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair. I acknowledge and accept that you make no warranties, express or implied for the products used for this repair, in particular, that you expressly disclaim any implied warranties of merchantability or fitness for a particular purpose for such products. I also agree: that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume nor authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein in case of fire, theft or other cause beyond your control; that any express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle; I shall not be entitled to recover any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages.

X _____
CUSTOMER SIGNATURE

IMPORTANT

YOU MAY RECEIVE A QUESTIONNAIRE FROM CHRYSLER IN THE NEXT FEW DAYS. IF FOR ANY REASON YOU CANNOT GRADE US "COMPLETELY SATISFIED" PLEASE CONTACT OUR SERVICE MANAGER.

Thank You

DESCRIPTION	TOTALS
LABOR AMOUNT	126.00
PARTS AMOUNT	249.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	375.00
LESS INSURANCE	0.00
SALES TAX	23.95
PLEASE PAY THIS AMOUNT	398.95

Copyright 2000 ADP, Inc. SERVICE INVOICE #2 XSI2C

CUSTOMER COPY

[redacted]

Locust Grove, OK



Chrysler Customer Assistance
PO Box 21-8004
Auburn Hills, MI 48321

RECEIV
MAR 01 2011
By

48321880O4

PE15-025

FCA CHRYSLER

8/19/2015

ENCLOSURE 4



Outbound Follow up: [redacted]

Amount: $1,275.00 (ELECTRICAL)

Phone Number [redacted]

CAIR # to Paperclip [redacted]

Chrysler Customer Assistance Center

Attention: Typist/Transcriber

Image Document Requested

Fax#: (248) 512-9080

Customer Name: [redacted]

Requestor PROFS ID: RRB30

CAIR Number: [redacted]

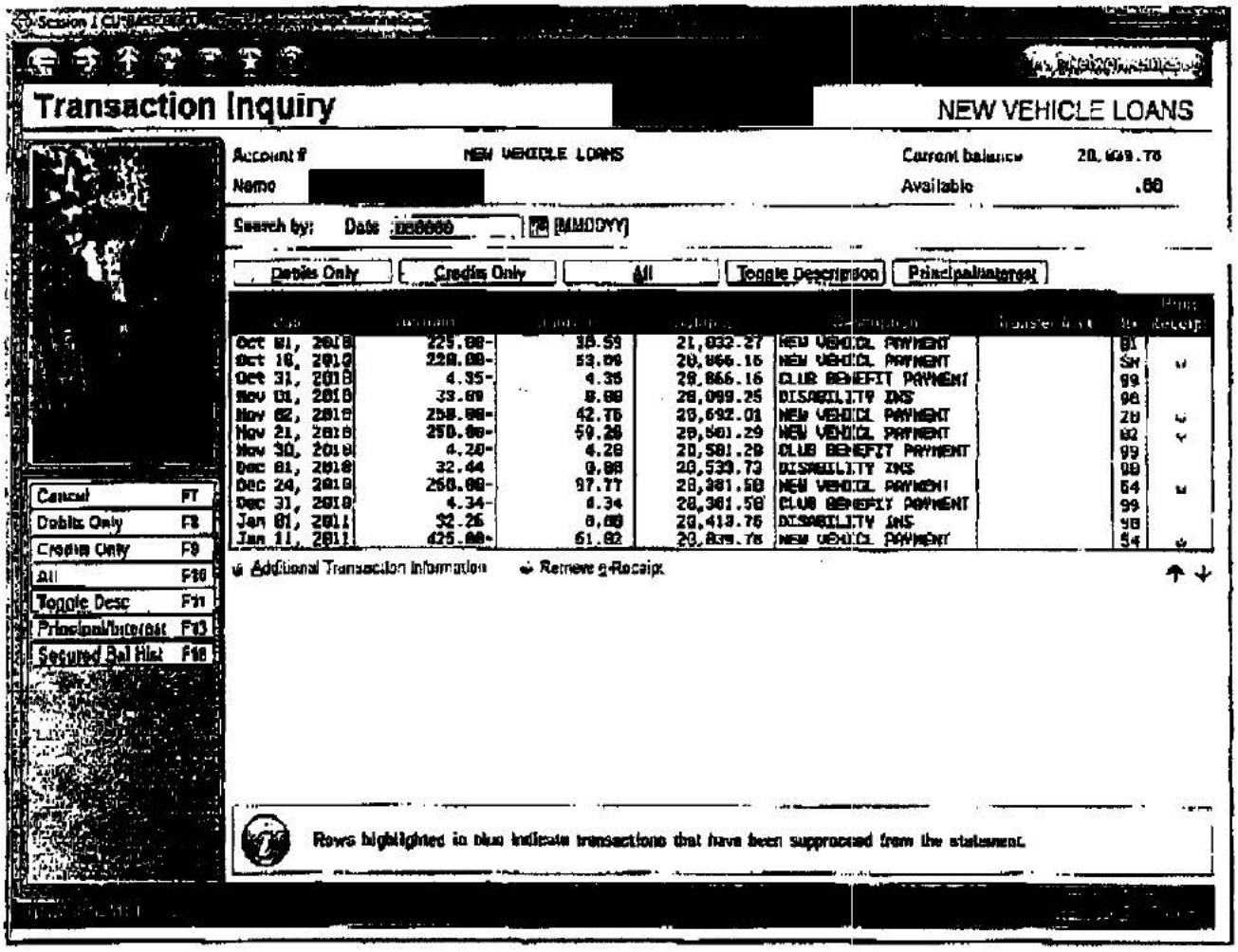
Zone Number: 42 (Great Lakes BC)

District Number: R (Flint)

Date: 2-22-2011

```
SSZ1500T                    Customer Assistance System      02/22/11   A01T5D4C
Cmd: _____                  Primary CAIR Detail Screen      21:32:36
                                                            Password:
AC: _ CAIR: [redacted] 42  2/ 2 Typ: C Alrt: _ Trk: _ Stat: O CurRes: RRB30    42
Link:   CAIR Ctgy: C CAIR Manager: RICH BLOSNICK
VIN: 1J4GZ39159[redacted] YR/Model: 09 JEEP WRANGLER UNLIMI Ltr:     Pho:
Sls BC/Sls/Svc/Dlr: 42 R R 52672 SCHAEFER & BIERLEIN  In Srv Date: 09/04/08
Svc BC/Sls/Svc/Dlr: 42 R R 52672 SCHAEFER & BIERLEIN    Curr MI/KM: M    37000
Company: _____ [redacted]                                Tmp Address: _
Cust: MS                                                              ____
AD1 [redacted]                                  Ph: [redacted] ___ _____ H
AD2: _____                                      Ph:
Cty/St/ZIP: BIRCH RUN                        MI [redacted]   Cntry: USA Lang: E
                                                        CNA Address Change: _
Open Dt: 022211 Cntc Typ: T Orig: C Mail Ctgry: _ Ltr dt: _____ Exec: _____
Resp Ltr: ___ Resp Ltr Dt: _____   of   Dt Ltr Recvd:        Close Dt:
Resp Typ: _ Followup Date: _____                Lst Upd: 022211 2119P RRB30    42
* RSN Code   1  of  1 * 022211 2120P RRB30    42              Narr Line Ct:   23
AC: _ RSN: Electrical Inquiry                                          EMOT: 4
```

F13=InfoLkp F14=CAIRHist F15=SeCond F16=Vin/CAIR F17=GenNarr F18=AltFkeys
F19=Check F20=VehOwn F21=CNA F22=InBasket F23=ReAssign F24=Print
Inquire successful



Attn: Craig

Judy
1-27-11

Frankenmuth Credit Union
580 N. Main St.
PO Box 209
Frankenmuth, MI 48734

PE15-025

FCA CHRYSLER

8/19/2015

ENCLOSURE 4



From: [redacted]
To: customerassist@chrysler.com
Date: Wed Feb 23 12:43:13 EST 2011
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

When filling with gas, it over flows every time. Dealer says a sensor inside gas tank is bad and tank needs to be replaced and is NOT under warranty and is a safety hazard. Also, airbag sensor is malfunctioning...also a safety hazard also not under warra

Comments:

My jeep, which I love, has been plagued with multiple recalls and other
issues which the dealer has resolved to my satisfaction. I am not happy
that two new safety related issues are not covered under warranty. Please
help.

Sender Information:

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

From: customerassist@chrysler.com
To: [redacted]
Date: Thu Feb 24 13:17:53 EST 2011
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [redacted]

Thank you for contacting the Jeep Customer Assistance Center, your emails are important to us!

We are very sorry to learn of the issues you have had with your vehicle.

Your email was reviewed and has been forwarded to a more appropriate area for their attention and response.

This referral action will provide the best opportunity for your request.

As well, the following unfinished recall information is available for your vehicle:

Recall #
Description
J24 MOPAR
TOW BAR

We suggest that you contact your local authorized Jeep® dealer to make arrangements for an inspection and, if necessary, corrective action at no charge to you.

Please take a copy of this message with you at the time of service to aid the process. Although not required, it is recommended to bring a copy of the recall notification with you to your dealer's service department when you bring your vehicle in for this service.

If you wish to obtain further information, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.

Thanks again for your email and have a wonderful day!

Sincerely,

Matt

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=KMM7264269V71473L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site
Brief Description:
When filling with gas, it over flows every time. Dealer says a sensor

inside gas tank is bad and tank needs to be replaced and is NOT under
warranty and is a safety hazard. Also, airbag sensor is
malfunctioning...also a safety hazard also not under warra

Comments:
My jeep, which I love, has been plagued with multiple recalls and other
issues which the dealer has resolved to my satisfaction. I am not happy
that two new safety related issues are not covered under warranty. Please
help.

VIN:
8I[redacted]
Mileage:
75800
Servicing Dealer:
Downie
Title:

First Name:
[redacted]
Middle Initial:
[redacted]
Last Name:
[redacted]
Address 1:
[redacted]
Address 2:
[redacted]
City:
Syracuse
State:
IN
Zip:
[redacted]
Email:
[redacted]
Work Phone:
[redacted]

PE15-025

FCA CHRYSLER

8/19/2015

ENCLOSURE 4



From: [redacted]
To: customerassist@chrysler.com
Date: Fri Mar 04 16:23:29 EST 2011
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Air Bag Dash Light On

Comments:

I purchased this 2007 Jeep Rubicon Unlimited on July 4th, 2010. It had roughly 38,000 miles on it. i now have roughly 43,000 miles on it. The Air Bag dash light is now on. I was told that I sounds like it is a Checkspring. Cost to have it replaced is around $500.00. I am hesistant on spending the money to have it hooked up to the diagnostic computer and then paying that much for a part when I have only had the vehicle since july 4th. What is the warranty on Air Bag systems and components? I would like to get this fixed, but I feel for only having the Jeep for this short of time and paying that much is not right.
Thank You
[redacted]

Sender Information:

Title: Mr
First Name: [redacted]
Middle Initial:
Last Name:

From: customerassist@chrysler.com
To: [redacted]
Date: Mon Mar 07 08:24:09 EST 2011
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [redacted]

Thank you for contacting the Jeep Customer Assistance Center in regards to your 2007 Wrangler.

Dealer labor rates vary based on the location of the dealership. The rates are predicated on an average of the labor rates in that retail area. A high cost-of-living area would probably have a higher labor rate than a low cost-of-living area.

Warranty labor rates are based on the dealer's labor rates. Parts prices are determined by each dealer. We offer MRSPs (Manufacturer's Suggested Retail Prices).

Sometimes it is necessary for the dealership's technicians to run one or more diagnostic tests. This is often the only way the dealer can properly diagnose and repair your vehicle.

When an adjustment or repair is not made most dealerships require the customer pay for any diagnostic charges since the dealership still must pay its staff for the time they spent inspecting the vehicle.

Our records indicate that the following recall campaign(s) have not been performed by an authorized dealer:

J24 MOPAR TOW BAR SAFETY 11/19/2009 INCOMPLETE USA
K13 INNER FENDER LINERS SAFETY 12/03/2010 INCOMPLETE USA

We suggest that you contact your local authorized Chrysler, Dodge, Jeep® or Ram dealer to make arrangements for an inspection and, if necessary, corrective action at no charge to you.

Please take a copy of this message with you at the time of service to aid the process. Although not required, it is recommended to bring a copy of the recall notification with you to your dealer's service department when you bring your vehicle in for this service.

If you wish to obtain further information, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.

Thank you for giving us the opportunity to review this with you.

Sincerely,

Harry

Customer Service Representative
Jeep Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 20[redacted]
EMAIL CASE NUMBER: [redacted]
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7276831V4249L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site
Brief Description:
Air Bag Dash Light On
Comments:
I purchased this 2007 Jeep Rubicon Unlimited on July 4th, 2010. It had roughly 38,000 miles on it. i now have roughly 43,000 miles on it. The Air Bag dash light is now on. I was told that I sounds like it is a Checkspring. Cost to have it replaced is around $500.00. I am hesistant on spending the money to have it hooked up to the diagnostic computer and then paying that much for a part when I have only had the vehicle since july 4th. What is the warranty on Air Bag systems and components? I would like to get this fixed, but I feel for only having the Jeep for this short of time and paying that much is not right. Thank You [redacted]

VIN:
7L[redacted]
Mileage:
42883
Servicing Dealer:
Nemer Chrysler, Dodge, Jeep
Title:
Mr.
First Name:
[redacted]
Middle Initial:

Last Name:
[redacted]
Address 1:
[redacted]
Address 2:

City:
Glens Falls
State:
NY
Zip:
[redacted]
Email:
[redacted]
Work Phone:
[redacted]

PE15-025

FCA CHRYSLER

8/19/2015

ENCLOSURE 4



From: [redacted]
To: customerassist@chrysler.com
Date: Mon Mar 14 19:36:38 EDT 2011
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Air bag warning light just came on

Comments:

Dealer repaired it on 11/26/10. Cost of the repair was $442.28 for
replacement of the "clockspring". Is this repair covered by any
warranties for the safety equipment on my vehicle?
Thanks, Howard
Wesley

Sender Information:

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

From: customerassist@chrysler.com
To: [redacted]
Date: Tue Mar 15 13:20:49 EDT 2011
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.

In response to your email, your vehicle has exceeded the time or mileage limitations of the manufacturer's warranty at the time the expense was incurred.

Thank you for being a part of Jeep, have a nice day!

Sincerely,

Alyssa

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=KMM7286944V9649L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site
Brief Description:
Air bag warning light just came on
Comments:
Dealer repaired it on 11/26/10. Cost of the repair was $442.28 for replacement of the "clockspring". Is this repair covered by any warranties for the safety equipment on my vehicle? Thanks, [redacted]

VIN:
8L[redacted]
Mileage:
61716
Servicing Dealer:
Dempsey Plano, IL
Title:
Mr.
First Name:
[redacted]
Middle Initial:
[redacted]
Last Name:
[redacted]
Address 1:
[redacted]

Address 2:

City:
Sheridan
State:
IL
Zip:
[redacted]
Email:
[redacted]
Home Phone:
[redacted]

From: [redacted]
To: customerassist@chrysler.com
Date: Thu Mar 17 21:38:04 EDT 2011
Subject: Reply to Chrysler Group LLC (KMM7286944V9649L0KM)
Reply Comments:

REFERENCE NUMBER: [redacted]
EMAIL CASE NUMBER:
Alyssa

Customer Service Representative
Jeep Customer Assistance
Center

I do believe that the manufacturer is responsible for all safety problems in their vehicle, and they are not limited by mileage and published warrantees. If my airbag doesn't deploy because of a defective
clock spring who really cares about the consumer?

From: customerassist@chrysler.com
To: [redacted]
Date: Fri Mar 18 11:39:18 EDT 2011
Subject: Re: Reply to Chrysler Group LLC (KMM7286944V9649L0KM)
Dear [redacted]

Thank you for contacting the Jeep Customer Assistance Center.

In response to your email, if you are experiencing any problems with an issue you feel deserves attention, we certainly recommend that you contact your local dealer to arrange an appointment so that they can inspect the vehicle and determine an appropriate course of action.

Thank you for taking the time to communicate with us.

Sincerely,

Alyssa

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=KMM7290756V62758L0KM&

Original Message Follows:

Comments:
REFERENCE NUMBER: [redacted] EMAIL CASE NUMBER: [redacted] Alyssa Customer Service Representative Jeep Customer Assistance Center I do believe that the manufacturer is responsible for all safety problems in their vehicle, and they are not limited by mileage and published warrantees. If my airbag doesn't deploy because of a defective clock spring who really cares about the consumer?

From: [redacted]
To: customerassist@chrysler.com
Date: Fri Mar 18 15:41:32 EDT 2011
Subject: Reply to Chrysler Group LLC (KMM7290756V62758L0KM)
Reply Comments:

Alyssa,

That's what I have done, and the dealer had to replace the clock spring in order to extinguish the warning for the front airbags. Since there was no recall, I had to pay $442.28 for the dealer to repair it on November 26, 2010.

From: customerassist@chrysler.com
To: [redacted]
Date: Fri Mar 18 16:28:04 EDT 2011
Subject: Re: Reply to Chrysler Group LLC (KMM7290756V62758L0KM)
Dear [redacted]

Thank you for contacting the Jeep Customer Assistance Center.

Your email was reviewed by Customer Care for Chrysler, Dodge, Jeep® and Ram vehicles and has been forwarded to a more appropriate area for their attention and response.

This referral action will provide the best opportunity for your request. A representative will be in contact with you within one (1) business day.

Chrysler Group has made tremendous gains in customer satisfaction and vehicle quality and we are dismayed to learn that your expectations have not been met. Please accept our apology for the problems you have experienced.

Thank you for taking the time to communicate with us.

Sincerely,

Alyssa

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=KMM7291204V80084L0KM&

Original Message Follows:

Comments:
Alyssa, That's what I have done, and the dealer had to replace the clock
spring in order to extinguish the warning for the front airbags. Since
there was no recall, I had to pay $442.28 for the dealer to repair it on
November 26, 2010.

PE15-025

FCA CHRYSLER

8/19/2015

ENCLOSURE 4



Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2011-04-06 19:50:40.447230
Files Not Recieved: 0

Dear Maria,
Here are the invoices and repair costs for our 2008 Jeep Rubicon that we have discussed. Any help with reimbursements on these items would be greatly appreciated! We started having strange electrical problems within 2 months of purchasing the vehicle which have not been solved yet.

CUSTOMER #: [redacted]

[redacted]

CRESTED BUTTE, CO
HOME [redacted] CONT:N/A
BUS: CELL: [redacted]

INVOICE

PAGE 1

Flower Motor Company
2580 North Townsend Ave.
Montrose, Colorado 81401
P.O. Box 1145 · Montrose, Colorado 81402-1145
(970) 249-9664
(800) 475-1153 · (970) 249-2011 fax
"We treat you like family"

SERVICE ADVISOR: 42 JIMMY RICHARDSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	08	JEEP WRANGLER	1J4GA64178L[redacted]		45355/45355	T004

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
11NOV11 DD			17:00 30OCT10			CASH	30OCT10

R.O. OPENED	READY	OPTIONS:
09:24 30OCT10	13:33 30OCT10	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CHECK NEED TO JUMP TO START			
Z LABOR			
32 CPC		90.00	90.00
1 BB034600AA *BATTERY	117.00	117.00	117.00
**********			
B ADJUST E-BRAKE			
Z LABOR			
32 CPC		0.00	0.00
**********			
CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER			15.40

Shop materials is a percent of all labor this is used to pay E.P.A. mandated waste handlers to dispose of solvents, carb. cleaners used oil, coolant and dirty shop towels generated in our shop. Flower Motor Co. feels by using certified toxic waste handlers it helps make Montrose a cleaner & better place to live

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 MISUSE. 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	90.00
PARTS AMOUNT	117.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	15.40
TOTAL CHARGES	222.40
LESS INSURANCE	0.00
SALES TAX	8.95
PLEASE PAY THIS AMOUNT	231.35

Copyright 2000 ADP, Inc. SERVICE INVOICE #2 XSI2C

CUSTOMER COPY

FLOWER MOTOR CO INC
2580 N. TOWNSEND AVE
MONTROSE CO 81401
970-249-9664

C O P Y

10/30/2010 14:48:20

Sale:

Transaction # 6
Card Type: MasterCard
Acc: **********[redacted]
Entry: Swiped
Invoice # [redacted]
Total: 231.35

Device ID: 1010
Reference No.: [redacted]

Auth.Code: 096592
Respon. AUTH/TKT 096592
Merchant number ***16344

CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

CRESTED BUTTE, CO [redacted]

HOME: CONT:N/A

BUS: CELL:

INVOICE

WAITING

PAGE 1

Berthod MOTORS INC.

SALES AND SERVICE

P.O. BOX 759 * 2914 S. GRAND AVE.

GLENWOOD SPRINGS, COLORADO 81602-0759

PHONE 945-7466

www.berthod.com

SERVICE ADVISOR: 78 DON WORTON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GREEN	08	JEEP WRANGLER	1J4GA64178L[redacted]	[redacted]	48980/48980	T181

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN08 DD			15:00 28JAN11		0.00	CASH	28JAN11

R.O. OPENED	READY	OPTIONS:
28JAN11	28JAN11	DLR:UNKNOWN ENG:3.8_Liter

LINE OPCODE TECH TYPE HOURS		LIST	NET	TOTAL
A BLOWER FAN IS SHUTTING OFF AT TIMES WHEN DRIVING. NEED TO PULL OVER, TURN OFF VEHICLE AND RESTART AND IT STARTS WORKING AGAIN				
300 ELECTRICAL				
36 CPT			0.00	0.00
COULD NOT DUPLICATE THE CONCERN.				
**********				
B AT TIMES WHEN HITTING A BUMP THE VEHICLE WILL START SHAKING				
406 SUSPENSION FRONT				
36 CPT			110.00	110.00
1 6104240AA	BOLT-HEX FLANGE HEAD	4.49	4.49	4.49
1 6508590AA	NUT-HEX FLANGE LOCKING	2.62	2.62	2.62
1 52060058AF	DAMPER	71.10	71.10	71.10
1 68066693AA	BRACKET	40.23	40.23	40.23
TESTED AND REPLACED THE SHIMMY SHOCK WITH A NEW STYLE UNIT AND MOUNTING HARDWARE.				
**********				
C COMPLIMENTARY MULTI-POINT VEHICLE INSPECTION.				
MPI COMPLIMENTARY MULTI-POINT VEHICLE INSPECTION.				
36 CPTM			0.00	0.00
**********				
CUSTOMER PAY SHOP SUPPLIES FOR REPAIR ORDER				5.50

CELEBRATING 65 YEARS Continuous Service

IMPORTANT

You may receive a customer satisfaction survey from the manufacturer in the next few weeks. If for any reason you cannot grade us "Completely Satisfied," please contact us immediately.

THANK YOU,
BERTHOD MOTORS, INC.
(970) 945-7466

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR PRODUCTS OR THE REPAIR. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this Invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

SHOP SUPPLY COSTS: We have added a charge equal to 5% of the total cost of labor not to exceed $12.00, in the Misc. Charges amount for shop supplies used in connection with this repair.

ALL PARTS ARE NEW ORIGINAL EQUIPMENT MANUFACTURER PARTS UNLESS OTHERWISE INDICATED.

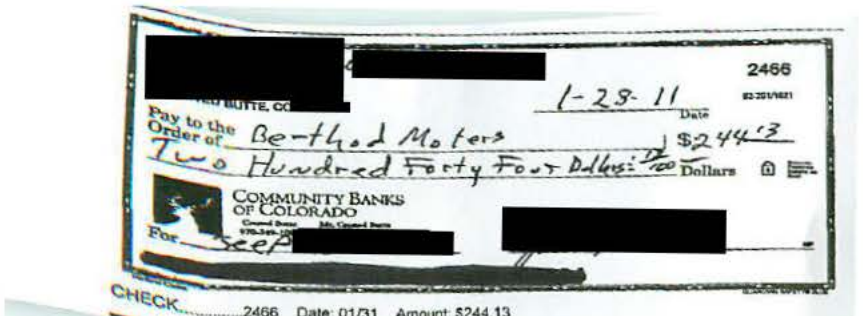
DESCRIPTION	TOTALS
LABOR AMOUNT	110.00
PARTS AMOUNT	118.44
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	5.50
TOTAL CHARGES	233.94
LESS INSURANCE	0.00
SALES TAX	10.19
PLEASE PAY THIS AMOUNT	244.13

Section 25-17-202, Colorado Revised Statutes, requires retailers to collect a $1.50 waste tire recycling development fee on the sale of each new motor vehicle tire.

DealerCAP ©2006 ADP (08/09)

SERVICE INVOICE TYPE 2 - 2SI2C - "AS IS" - COLORADO - 9698038

CUSTOMER COPY


[redacted]

2466

1-28-11
Date

Pay to the Order of Bethod Motors $244.13

Two Hundred Forty Four Dollars 13/100 Dollars

COMMUNITY BANKS OF COLORADO

For [redacted]

[redacted]

CHECK 2466 Date: 01/31 Amount: $244.13

CUSTOMER #: [redacted]

[redacted]

[redacted]

CRESTED BUTTE, CO [redacted]

HOME:

BUS:

CONT:N/A

CELL:

Berthod MOTORS INC.

SALES AND SERVICE

P.O. BOX 759 * 2914 S. GRAND AVE.

GLENWOOD SPRINGS, COLORADO 81602-0759

PHONE 945-7466

www.berthod.com

INVOICE

WAITING

PAGE 1

SERVICE ADVISOR: 78 DON WORTON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GREEN	08	JEEP WRANGLER	1J4GA64178[redacted]	[redacted]	49439/49439	T266

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN08 DD			WAIT 02FEB11		0.00	CASH	02FEB11

R.O. OPENED	READY	OPTIONS:
02FEB11	02FEB11	DLR:UNKNOWN ENG:3.8_Liter

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A AIR BAG LIGHT IS ON, CAME ON AFTER RECENT VISIT HERE			
300 ELECTRICAL			
36 CPT		165.00	165.00
1 5156106AA CLKSPRING-STEERING COLUMN	266.43	266.43	266.43
TESTED AND REPLACED THE INTERMITTEN CLOCK SPRING/STEERING ANGLE SENSOR ASSEMBLY. TEST DROVE.			
**********			
C COMPLIMENTARY MULTI-POINT VEHICLE INSPECTION.			
MPI COMPLIMENTARY MULTI-POINT VEHICLE INSPECTION.			
36 CPTM		0.00	0.00
**********			
CUSTOMER PAY SHOP SUPPLIES FOR REPAIR ORDER			8.25

1800-992-1997

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR PRODUCTS OR THE REPAIR. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this Invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

***SHOP SUPPLY COSTS:** We have added a charge equal to 5% of the total cost of labor not to exceed $12.00, in the Misc. Charges amount for shop supplies used in connection with this repair.

ALL PARTS ARE NEW ORIGINAL EQUIPMENT MANUFACTURER PARTS UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	165.00
PARTS AMOUNT	266.43
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	8.25
TOTAL CHARGES	439.68
LESS INSURANCE	0.00
SALES TAX	22.91
PLEASE PAY THIS AMOUNT	462.59

Section 25-17-202, Colorado Revised Statutes, requires retailers to collect a $1.50 waste tire recycling development fee on the sale of each new motor vehicle tire.

DealerCAP ©2006 ADP (08/09)

SERVICE INVOICE TYPE 2 - 2SI2C - "AS IS" - COLORADO - 9698038

CUSTOMER COPY

BERTHOD MOTORS
2914 GRAND AVE
GLENWOOD SPRINGS, CO 81601
970-945-7466

Merchant ID: 350002903
Term ID: 5208

Sale

VISA
XXXXXXXXXX[redacted]
Entry Method: Swiped
Apprvd: Online Batch#: 000006
02/02/11 16:41:37

Inv#: [redacted] Appr Code: 946068

Total: $ 462.59

Customer Copy

WWW.BERTHOD.COM
THANK YOU!

CUSTOMER #: [redacted]

[redacted]

INVOICE

PAGE 1

Flower Motor Company
2580 North Townsend Ave.
Montrose, Colorado 81401
P.O. Box 1145 · Montrose, Colorado 81402-1145
(970) 249-9664
(800) 475-1153 · (970) 249-2011 fax
"We treat you like family"

[redacted]
CRESTED BUTTE, CO
HOME [redacted] CONT:N/A
BUS: CELL:596-1875

SERVICE ADVISOR: 42 JIMMY RICHARDSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	08	JEEP WRANGLER	1J4GA64178L[redacted]		51106/51106	T172

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
11NOV11 DD			17:00 29MAR11			CASH	29MAR11

R.O. OPENED	READY	OPTIONS:
09:57 29MAR11	15:55 29MAR11	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CUSTOMER STATES THAT THE RORN HONKS ALL LIGHTS COME ON STARTER GRINDS WASHER SPRAYS AND WIPERS WIPE AT TIMES						
	CAUSE: UNABLE TO DUPLICATE POSSIBLE TIPM FAILURE						
			Z	LABOR			
	32	CPC			0.00	0.00	

****

Shop materials is a percent of all labor this is used to pay E.P.A. mandated waste handlers to dispose of solvents, carb. cleaners used oil, coolant and dirty shop towels generated in our shop. Flower Motor Co. feels by using certified toxic waste handlers it helps make Montrose a cleaner & better place to live

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 MISUSE. 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

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CUSTOMER COPY

Backup to Invoice #[redacted]

When I discussed this problem with Maria at Jeep, we discussed the ongoing problem with the electrical system.

According to Flower Motor Company in Montrose, Colorado, this is an ongoing electrical problem.

I am told that there is a problem with the TIPM. The estimated cost to repair is $500.

This issue with the vehicle has not been resolved and appears to have been a consistent problem since we purchased the vehicle in 2008.

PE15-025

FCA CHRYSLER

8/19/2015

ENCLOSURE 4



From: [redacted]
To: customerassist@chrysler.com
Date: Tue Mar 29 22:03:47 EDT 2011
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Air bag warning light just came on

Comments:

REFERENCE NUMBER: [redacted]
EMAIL CASE NUMBER:

I was contacted
by telephone from a Jeep case manager, who was looking into this problem.
She was supposed to email me a form that would describe how I was to send
her copies of the service record and payment receipt. I never received her
email, that was about a week ago.

Sender Information:

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

From: customerassist@chrysler.com
To: [redacted]
Date: Wed Mar 30 13:50:49 EDT 2011
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [redacted]

Thank you for contacting the Jeep Customer Assistance Center.

I am assuming your case manager was referring to a document link to be sent for you to scan and submit the documents required by the case manager. I will send the link following this email. Please see the information below.

To submit requests for reimbursement consideration on service repair costs or service performed.

Your letter should include the following items (where applicable) in order for us to resolve your issue as soon as possible:

Your name
Your address
Vehicle owner name (if different)
Vehicle owner address (if different)
Day and evening phone numbers (we call you to confirm receipt of your information)
Vehicle Identification Number (VIN)
Name of dealership where vehicle was purchased
Date of purchase
Description of the problem
The vehicle mileage at the time the problem began
The action you're requesting

NOTE: We need original receipts from the company that provided the service, and proof of payment, in order to reimburse. If you do not have the original, contact the service provider for a duplicate.

Thanks again for your email.

Sincerely,

Lorrie

Customer Service Representative
Chrysler 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=KMM7303078V7449L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site
Brief Description:
Air bag warning light just came on
Comments:
REFERENCE NUMBER: [redacted] EMAIL CASE NUMBER: [redacted] I was contacted by telephone from a Jeep case manager, who was looking into this

problem.
She was supposed to email me a form that would describe how I was to send
her copies of the service record and payment receipt. I never received her
email, that was about a week ago.

VIN:
8L[redacted]
Mileage:
61716
Servicing Dealer:
Dempsey - Plano, IL
Title:
Mr.
First Name:
[redacted]
Middle Initial:
[redacted]
Last Name:
[redacted]
Address 1:
[redacted]
Address 2:

City:
Sheridan
State:
IL
Zip:
[redacted]
Email:
[redacted]
Home Phone:
[redacted]

Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2011-03-30 19:38:46.601343
Files Not Recieved: 0

Thanks,

[redacted]

Dempsey

DODGE CHRYSLER Jeep FIVE STAR

1000 East U.S. Highway 34, Plano, IL 60545 • Phone (630) 552-7688

SERVICE INVOICE

RO	VIN			DATE IN
[redacted]	1J4FZ241381 [redacted]	[redacted]		11/23/10
YEAR	MAKE	MODEL	COLOR	TIME IN
2008	JEEP	WRANGLER X	SILVER MET N	15:31
MILES IN	MILES OUT	FIRST USE	LIC.	CLOSED
51716	51716	10/31/07	IL [redacted]	11/26/10
SEE ALSO				WRITER
		H: [redacted] W: (815) -	Sheridan IL [redacted]	CE2136

(1)	AIR BAG LAMP ON INTERM			
	PERFORM DIAGNOSTICS	Labor	T24	174.08
	TEST/REPLACE CLOCKSPRING	5156106AA (CLKSPRING)	1	268.20
		Total Labor		174.08
		Total Parts		268.20
	(24-4234 AL-) F	Total Repair (Customer)		442.28
(2)	TRANSMISSION FLUID FLUSH AND FILL			
	RECOMMENDED MAINTENANCE	Labor TF	T24	84.91
		GSNBG106 (TRANS FLUSH)	1	30.00
		68055894AA (FLUID)	16	76.80
		Total Labor		84.91
		Total Parts		106.80
	(24-4234 AL-) B	Total Repair (Customer)		191.71

NOTICE TO THE PUBLIC

This business is required by law to be licensed by the Illinois Secretary of State, Jesse White, pursuant to 625 ILCS 5/5-301. Any complaints as to the quality of service obtained at this business may be brought to the attention of the Illinois Attorney General: SPRINGFIELD 217-782-9011 or CHICAGO 312-814-3580.

License No. DL5450 Expires 12/31

Next Service ' Lube-Oil-Filter

DISCLAIMER OF WARRANTIES

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

CUSTOMER SIGNATURE X

Page 1 of 1 Job [redacted]

[redacted] Customer Copy

	W/C	INT.	CUSTOMER
Labor			258.99
Parts			375.00
Sublet			.00
Waste Dispos			15.00
Oil/Grease			.00
Sub Total			648.99
.00 Tax			28.28
Total (Cash)			677.27

AUTOSOFT FORMS 1-877-427-4367



630-552-7688
DEMPSEY DODGE CHRYSLEY
1000 E US HIGHWAY 34
PLANO, IL 60545

TERMINAL I.D.: 2009
MERCHANT #: 00495

MASTERCARD ITEM #: 014
ACCOUNT: [redacted]
SWIPE
SALE

DATE: [illegible] TIME: 16:04
AUTH NO: 156484

TOTAL $677.27

HOWARD L WESLEY SR
CUSTOMER COPY

PE15-025

FCA CHRYSLER

8/19/2015

ENCLOSURE 4



[redacted]

PCL XL error

THIS CHECK HAS A SECURITY FEATURE THAT WILL APPEAR IF ALTERED.

CHRYSLER

GAP

JPMORGAN CHASE BANK, N.A.
SYRACUSE, NY
50-937/213

0008434348

DATE: 04112011 X
MMDDYYYY

SEQUENCE NO. [redacted]

62-26
311

1530-09

$********262.39

PAY TWO HUNDRED SIXTY TWO AND 39/100 DOLLARS

TO THE ORDER OF:

[redacted] **********

ACCOUNT [redacted] BANK USCKU

CHRYSLER GROUP LLC
AUTHORIZED SIGNER

FAIRFIELD IA [redacted]

[redacted]

[redacted]

[redacted]

BY ENDORSEMENT OF THIS CHECK, THE PAYEE, UNDER PENALTY OF FINE AND/OR IMPRISONMENT, CERTIFIES ENTITLEMENT TO THIS PAYMENT FOR BENEFITS OR SERVICES. CIRCUMSTANCES AFFECTING SUCH ENTITLEMENT HAVE NOT CHANGED AND NO FALSE STATEMENTS OR REPRESENTATIONS HAVE BEEN MADE IN SUPPORT OF THE CLAIM FOR PAYMENT. FALSE REPRESENTATIONS COULD RESULT IN CIVIL AND CRIMINAL PENALTIES

[redacted]

0010000950793007390187704/16/11

Back / Endos

Paid Date	04/19/11
Account Number	[redacted]
Check/Serial Number	[redacted]
Check/Serial Amount	262.39
Sequence Number	[redacted]

Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2011-04-07 16:51:16.315370
Files Not Recieved: 0

Vaughn Automotive bills for case
#[redacted]

[redacted]

[redacted]

FAIRFIELD, IA [redacted]
HOME: [redacted] BUS:
CELL:

INVOICE

DUPLICATE 2
PAGE 1

Vaughn Automotive
1311 VAUGHN DRIVE
OTTUMWA, IOWA 52501
641-682-4574
www.vaughnautomotive.com

SERVICE ADVISOR: 5607 ALINA SCHLEISMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
WHITE	09	JEEP WRANGLER	1J4GZ391191[redacted]	843WWO	49901/54747	T6797

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
04SEP09 DD		04SEP2012	17:00 17JAN11			CASH	01MAR11

R.O. OPENED	READY	OPTIONS:
10:41 17JAN11	16:12 01MAR11	ENG:3.8_Liter

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUSTOMER STATES VEHICLE HAS RECALL #K13 INNER FENDER LINERS			
CAUSE: RECALL K13			
05K13183 RECALL K13			
37 WCR			(N/C)
1 CATCK134AA NUT KIT-LEFT FRONT FENDER			(N/C)
1 CATCK135AA MTG KIT-LEFT FRONT FENDER			(N/C)
1 CABCK138AA TUBE KIT-LEFT REAR BRAKE			(N/C)
05K13154 RECALL K13			
37 WCR			(N/C)
M SHOP SUPPLIES			
37 ICM			(N/C)
1 4318080AC *FLUID			(N/C)
54747 RECALL K13 05K13183, 05K13154 1.20 INSPECTED AND INSTALLED BOLTS, TRIMMED FRONT INNER FENDERS AND FOUND LR BRAKE TUBE WORN THRU THE BLACK ORDERED LR BRAKE TUBE. I REPLACED THE LR BRAKE LINE ON RIGHT HAND DRIVE			
**********			
B CUSTOMER STATES AIR BAG LIGHT IS ON			
CAUSE: .5 DIAG AND .9 R&R			
D DIAGNOSIS			
37 CCR		32.47	32.47
M REPL CLOCKSPRING			
37 CCR		79.65	79.65
1 5156106AA CLKSPRING-STEERING COLUMN	256.47	256.47	256.47
49901 .5 DIAG AND .9 R&R NEEDS CLOCKSPRING ORDEREED I REPLACED THE CLOCKSPRING AND CLEARED THE CODE			
**********			
C QUALITY VEHICLE INSPECTION			
21 QUALITY VEHICLE INSPECTION			
37 CCR		0.00	0.00
TIRE8 Light Wear - Continue to have your tires inspected regularly			
37 CCR		0.00	0.00
BK7 Light Wear - Continue to have your brakes			

Vaughn Automotive

Thank You For Choosing
Vaughn Automotive

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

PAID
Thank You
Vaughn Motors

CUSTOMER COPY

[redacted]

[redacted]

FAIRFIELD, IA [redacted]
HOME: [redacted] BUS:
CELL:

INVOICE

DUPLICATE 2
PAGE 2

Vaughn Automotive
1311 VAUGHN DRIVE
OTTUMWA, IOWA 52501
641-682-4574
www.vaughnautomotive.com

SERVICE ADVISOR: 5607 ALINA SCHLEISMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
WHITE	09	JEEP WRANGLER	1J4GZ39119[redacted]	843WWO	49901/54747	T6797

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
04SEP09 DD		04SEP2012	17:00 17JAN11			CASH	01MAR11

R.O. OPENED	READY	OPTIONS: ENG:3.8_Liter
10:41 17JAN11	16:12 01MAR11	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
inpsected regularly			
37 CCR		0.00	0.00
49901 13/32NDS AND 12MM SUGGEST A TIRE ROTATION, ALIGNMENT, AND BOTH DIFF SERVICES			
**********			
HAZARDOUS WASTE AND/OR SHOP SUPPLIES			16.82

Thank you for choosing Vaughn Automotive
WE APPRECIATE YOUR BUSINESS

WE WANT YOU COMPLETELY SATISIFIED

PAID
Thank You
Vaughn Motors

Vaughn Automotive

Thank You For Choosing
Vaughn Automotive

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	112.12
PARTS AMOUNT	256.47
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	16.82
TOTAL CHARGES	385.41
LESS INSURANCE	0.00
SALES TAX	26.98
PLEASE PAY THIS AMOUNT	412.39

CUSTOMER COPY