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

From: [redacted]
To: customerassist@chrysler.com
Date: Thu Jan 05 14:40:24 EST 2012
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

clockspring replacement before warranty extention notice

Comments:

the clockspring went bad on my 2007 jeep wrangler causing the air bag light
to go on, and I contacted the dealership and was not covered under warranty
so I had local shop repair it. The next day I received a letter in the mail
stating they extended the warranty on this part due to malfunction. Wanting
to get a reimbursement.

Sender Information:

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

From: customerassist@chrysler.com
To: [redacted]
Date: Thu Jan 05 15:35:40 EST 2012
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [redacted]

Thank you for contacting the Jeep Customer Assistance Center in regards to your 2007 Jeep Wrangler.

According to our records, there has been an extended warranty issued for the clockspring in your vehicle.

I will be happy to send you a documentation link in request for reimbursement. The link will expire in 7 days and is only valid a one time use only.

Please attach your invoice of repair and proof of payment to the link.

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

K13 Inner Fender Liners Safety 12/03/2010 Incomplete.

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.

Thanks again for your email.

Sincerely,

Katie

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=KMM7588072V95740L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site
Brief Description:
clockspring replacement before warranty extention notice
Comments:
the clockspring went bad on my 2007 jeep wrangler causing the air bag light
to go on, and I contacted the dealership and was not covered under

warranty
so I had local shop repair it. The next day I received a letter in the mail
stating they extended the warranty on this part due to malfunction. Wanting
to get a reimbursement.

VIN:
7I[redacted]
Mileage:
48776
Servicing Dealer:

Title:
Mr.
First Name:
[redacted]
Middle Initial:
[redacted]
Last Name:
[redacted]
Address 1:
[redacted]
Address 2:

City:
YORK
State:
NE
Zip:
[redacted]
Email:
[redacted]
Work Phone:
[redacted]

From: customerassist@chrysler.com
To: [redacted]
Date: Fri Jan 06 12:37:34 EST 2012
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [redacted]

Thank you for contacting the Jeep Customer Assistance Center.

I received your documentation for the reimbursement for the clockspring however you did not submit your proof of payment. I will need to you attach that documentation to the link I've resubmitted to your email please.

Thanks again for your email.

Sincerely,

Katie

Customer Service Representative
Jeep Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER:
EMAIL CASE NUMBER: [redacted]
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7588953V71454L0KM&

Previous Reply Follows:

Dear [redacted]

Thank you for contacting the Jeep Customer Assistance Center in regards to your 2007 Jeep Wrangler.

According to our records, there has been an extended warranty issued for the clockspring in your vehicle.

I will be happy to send you a documentation link in request for reimbursement. The link will expire in 7 days and is only valid a one time use only.

Please attach your invoice of repair and proof of payment to the link.

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

K13 Inner Fender Liners Safety 12/03/2010 Incomplete.

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.

Thanks again for your email.

Sincerely,

Katie

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=KMM7588072V95740L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site
Brief Description:
clockspring replacement before warranty extention notice
Comments:
the clockspring went bad on my 2007 jeep wrangler causing the air bag light
 to go on, and I contacted the dealership and was not covered under warranty
 so I had local shop repair it. The next day I received a letter in the mail
 stating they extended the warranty on this part due to malfunction. Wanting
 to get a reimbursement.

VIN:
7L[redacted]
Mileage:
48776
Servicing Dealer:

Title:
Mr.
First [redacted]
Middle Initial:
[redacted]
Last Name:
[redacted]
Address 1:
[redacted]
Address 2:

City:
YORK
State:
NE
Zip:
[redacted]
Email:

[redacted]
Work Phone:
[redacted]

From: customerassist@chrysler.com
To: [redacted]
Date: Mon Jan 09 16:09:49 EST 2012
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [redacted]

Thank you for contacting the Jeep Customer Assistance Center.

I received your documentation for reimbursement to the clockspring on your vehicle according to the extended warranty X41.

I have processed your check and you should receive it within 2-3 weeks. If you have any further questions or concerns, please contact us back.

Thanks again for your email.

Sincerely,

Katie

Customer Service Representative
Jeep Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER:
EMAIL CASE NUMBER: [redacted]
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7591860V43389L0KM&

Previous Reply Follows:

Dear [redacted]

Thank you for contacting the Jeep Customer Assistance Center in regards to your 2007 Jeep Wrangler.

According to our records, there has been an extended warranty issued for the clockspring in your vehicle.

I will be happy to send you a documentation link in request for reimbursement. The link will expire in 7 days and is only valid a one time use only.

Please attach your invoice of repair and proof of payment to the link.

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

K13 Inner Fender Liners Safety 12/03/2010 Incomplete.

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.

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Thanks again for your email.

Sincerely,

Katie

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=KMM7588072V95740L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site
Brief Description:
clockspring replacement before warranty extention notice
Comments:
the clockspring went bad on my 2007 jeep wrangler causing the air bag light
to go on, and I contacted the dealership and was not covered under warranty
so I had local shop repair it. The next day I received a letter in the mail
stating they extended the warranty on this part due to malfunction. Wanting
to get a reimbursement.

VIN:
7L[redacted]
Mileage:
48776
Servicing Dealer:

Title:
Mr.
First Name:
[redacted]
Middle Initial:
[redacted]
Last Name:
[redacted]
Address 1:
[redacted]
Address 2:

City:
YORK
State:
NE
Zip:

[redacted]
Email: [redacted]
Work Phone: [redacted]

Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2012-01-05 20:50:57.120085
Files Not Recieved: 0

The invoice will show what parts were replaced and amounts and part numbers and that the invoice was paid. If there are any questions, please feel free to contact me. Thank you.

2007 JEEP WRANGLER CLOCKSPRING EXTENDED WARRANTY
CUSTOMER REIMBURSEMENT CLAIM FORM

Date Claim Submitted: 1-4-11

17- Digit Vehicle Identification Number (VIN): 1J4GA59187[redacted]

Mileage at Time of Repair: 48776 Date of Repair: 1/3/2011

Customer First & Last Name (please print [redacted]

Street Address or PO Box Number: [redacted]

City: York State: NE Zip Code: [redacted]

Daytime Telephone Number (include Area Code): [redacted]

Evening Telephone Number (include Area Code): -Same-

Amount of Reimbursement Requested: $ 311.84

The following documentation must accompany this claim form.

Original or clear copy of all receipts, invoices, and repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What repair was completed, when it was done, and who did it.
- The total cost of the repair expense and the date of payment. (Copy of the front and back of cancelled check, copy of credit card receipt, credit card itemized invoice, etc.)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the [redacted]

Customer Signature: [redacted]

The two methods for submission are by postal mail or electronically. For postal submission please mail this claim form and the required documents to:

Chrysler Customer Assistance Center
P.O. Box 21-8007
Auburn Hills, MI 48321-8007

If you have a scanner and desire electronic document submission, please go to www.chrysler.com/chryslercares and complete the webform. **Indicate in the narrative "X41 Repair Reimbursement – Request for Electronic Document Submission Link". Instructions will be sent to your email address to scan and submit your documents electronically.**

Your claim will be acted upon within 60 days of receipt. If you have any questions, please contact Jeep Customer Care between the hours of 8:00 AM and 8:00 PM, EST, Monday through Friday or Saturday and Sunday 9:00 AM to 5:00 PM, EST at 1-877 - I AM JEEP (426-5337).

Invoice

Diesel Pickup Shop LLC

711 S. Lincoln Ave
York, NE 68467

(402) 362-5033

PAID 01/05/2012

Date	Invoice #
1/3/2012	[redacted]

Bill To

[redacted]
York, NE [redacted]

Equipment No.	W.O. No.

P. O. #	Make	Model	VIN #	Miles
	2007 Jeep	Wrangler	1J4GA59187[redacted]	48776

Item	Quantity	Description	Rate	Amount
General Labor	1	R & R Clockspring	70.00	70.00
special item	1	Clockspring Part# 1-05156106AB	226.044	226.04T
		Sales Tax	7.00%	15.82

Total	$311.86
Payments/Credits	$-311.86
Balance Due	$0.00

Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2012-01-09 15:25:44.907116
Files Not Recieved: 0

This is the invoice showing paid that the Diesel Pickup Shop gave me after work was done. This is all I have to show payment. Is there something else you need me to get??? Thanks. Greg Meier

Invoice

Diesel Pickup Shop LLC

711 S. Lincoln Ave
York, NE 68467

(402) 362-5033

PAID 01/05/2012

Date	Invoice #
1/3/2012	[redacted]

Bill To

[redacted]
York, NE [redacted]

Equipment No.	W.O. No.

P. O. #	Make	Model	VIN #	Miles
	2007 Jeep	Wrangler	1J4GA59187[redacted]	48776

Item	Quantity	Description	Rate	Amount
General Labor	1	R & R Clockspring	70.00	70.00
special item	1	Clockspring Part# 1-05156106AB	226.044	226.04T
		Sales Tax	7.00%	15.82

Total	$311.86
Payments/Credits	$-311.86
Balance Due	$0.00

From: [redacted]
To: customerassist@chrysler.com
Date: Sun Jan 08 10:42:30 EST 2012
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

X41 Repair Reimbursement -- Request for Electronic Document Submission Link

Comments:

Got the clockspring letter last week and would like to submit my request
online.

X41 Repair Reimbursement -- Request for Electronic Document Submission Link

Thanks.

Sender Information:

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

From: customerassist@chrysler.com
To: [redacted]
Date: Mon Jan 09 12:41:13 EST 2012
Subject: Re: Chrysler Group LLC Customer Assistance
Dear T:

Thank you for contacting the Chrysler Customer Assistance Center.

To make sure that our records are up to date, we will need your contact information to verify that you are the owner of this vehicle. Please respond back to this email with your full name, mailing address and phone number. Additionally, we cannot send out a reimbursement check if we do not have a mailing address on file. Thank you.

Thanks again for your email.

Sincerely,

Crystal

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=KMM7591418V30873L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site
Brief Description:
X41 Repair Reimbursement -- Request for Electronic Document Submission Link
Comments:
Got the clockspring letter last week and would like to submit my request
online. X41 Repair Reimbursement -- Request for Electronic Document Submission Link Thanks.

VIN:
7L[redacted]
Mileage:

Servicing Dealer:

Title:

First Name:
[redacted]
Middle Initial:

Last Name:
[redacted]
Address 1:
na

Address 2:

City:
na
State:
KY
Zip: [redacted]
Email: [redacted]
Home Phone:
[redacted]

From: [redacted]
To: customerassist@chrysler.com
Date: Mon Jan 09 19:33:20 EST 2012
Subject: Re: Chrysler Group LLC Customer Assistance
(KMM7591418V30873L0KM)

<HTML>
<BODY>
No problem.

[redacted]
Louisville, KY
[redacted]

Thanks,
[redacted]

<div
class="gmail_quote">On Mon, Jan 9, 2012 at 12:41 PM, customerassist
<
customerassist@chrysler.com> wrote:
<blockquote class="gmail_quote" style="margin:0pt 0pt 0pt
0.8ex;border-left:1px solid rgb(204,204,204);padding-left:1ex">Dear
T:

Thank you for contacting the Chrysler Customer Assistance Center.

To make sure that our records are up to date, we will need your
contact
information to verify that you are the owner of this vehicle. Please

respond back to this email with your full name, mailing address and

phone number. Additionally, we cannot send out a reimbursement check
if
we do not have a mailing address on file. Thank you.

Thanks again for your email.

Sincerely,

Crystal

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: <a
href="http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?
trk_ID=KMM7591418V30873L0KM&" target="_blank">
http://www.chrysler..com/wccs/brand_forms/us/reply.jsp?
trk_ID=KMM7591418V30873L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site
Brief Description:
X41 Repair Reimbursement -- Request for Electronic Document
Submission
Link
Comments:
Got the clockspring letter last week and would like to submit my
request
online. X41 Repair Reimbursement -- Request for Electronic Document

Submission Link Thanks.

VIN:
7L[redacted]br>
Mileage:

Servicing Dealer:

Title:

First Name:
[redacted]br>
Middle Initial:

Last Name:
[redacted]br>
Address 1:
na
Address 2:

City:
na
State:
KY
Zip:
[redacted]br>
Email:
<a href="mailto:[redacted]

Home Phone:
[redacted]
</blockquote>

</BODY>
</HTML>

From: customerassist@chrysler.com
To: [redacted]
Date: Tue Jan 10 09:52:45 EST 2012
Subject: Re: Chrysler Group LLC Customer Assistance (KMM7591418V30873L0KM)
Dear [redacted]

Thank you for contacting the Jeep Customer Assistance Center in regards to your 2007 Jeep Wrangler.

Thank you for providing us with your updated owner information. As we attempted to send you the documentation link, the link was rejected due to your email address: 4dwqgayxtp@snkmail.com

We will need to send this documentation link to another email address host. Please respond back to this email with a valid email address to send the documentation link.

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

Recall #	Description
J24	MOPAR TOW BAR
K13	INNER FENDER LINERS

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.

Thanks again for your email.

Sincerely,

Crystal

Customer Service Representative
Jeep Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER:
EMAIL CASE NUMBER: [redacted]
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7592559V7165L0KM&

Original Message Follows:

No problem.

[redacted]
Louisville, KY [redacted]
[redacted]

Thanks,
[redacted]

On Mon, Jan 9, 2012 at 12:41 PM, customerassist
<customerassist@chrysler.com> wrote:

Dear [redacted]

Thank you for contacting the Chrysler Customer Assistance Center.

To make sure that our records are up to date, we will need your contact
information to verify that you are the owner of this vehicle. Please
respond back to this email with your full name, mailing address and
phone number. Additionally, we cannot send out a reimbursement check if
we do not have a mailing address on file. Thank you.

Thanks again for your email.

Sincerely,

Crystal

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=KMM7591418V30873L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site
Brief Description:
X41 Repair Reimbursement -- Request for Electronic Document Submission
Link
Comments:
Got the clockspring letter last week and would like to submit my request
online. X41 Repair Reimbursement -- Request for Electronic Document
Submission Link Thanks.

VIN:
7L[redacted]
Mileage:

Servicing Dealer:

Title:

First Name:
[redacted]
Middle Initial:

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

City:
na
State:
KY
Zip:
4[redacted]
Email:
[redacted]
Home Phone:
[redacted]

RECEIVED DATE:

1/17/12

POSTED DATE : 12/20/11

VIN (FIRST 9 DIGITS) 1J4GA5918

VIN (LAST 8 DIGITS) 7L [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 0000 0000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

2007 JEEP WRANGLER CLOCKSPRING EXTENDED WARRANTY
CUSTOMER REIMBURSEMENT CLAIM FORM

Date Claim Submitted: 01/10/2012

17- Digit Vehicle Identification Number (VIN): 1J4GA59187[redacted]

Mileage at Time of Repair: 70,838 Date of Repair: 11/07/2011

Customer First & Last Name (please print): [redacted]

Street Address or PO Box Number: [redacted]

City: Louisville State: KY Zip Code: [redacted]

Daytime Telephone Number (include Area Code):

Evening Telephone Number (include Area Code): [redacted]

Amount of Reimbursement Requested: $ $193.82

The following documentation must accompany this claim form.

Original or clear copy of all receipts, invoices, and repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What repair was completed, when it was done, and who did it.
- The total cost of the repair expense and the date of payment. (Copy of the front and back of cancelled check, copy of credit card receipt, credit card itemized invoice, etc.)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Customer Signature: [redacted]

The two methods for submission are by postal mail or electronically. For postal submission please mail this claim form and the required documents to:

Chrysler Customer Assistance Center
P.O. Box 21-8007
Auburn Hills, MI 48321-8007

If you have a scanner and desire electronic document submission, please go to www.chrysler.com/chryslercares and complete the webform. **Indicate in the narrative "X41 Repair Reimbursement – Request for Electronic Document Submission Link". Instructions will be sent to your email address to scan and submit your documents electronically.**

Your claim will be acted upon within 60 days of receipt. If you have any questions, please contact Jeep Customer Care between the hours of 8:00 AM and 8:00 PM, EST, Monday through Friday or Saturday and Sunday 9:00 AM to 5:00 PM, EST at 1-877 - I AM JEEP (426-5337).

0033528/#51212 / X41

GARDEN CITY JEEP CHRYS
283 NO FRANKLIN AVE
HEMPSTEAD, NY 11550

11/03/2011	11:45:48
Merchant ID:	000000000357295
Terminal ID:	02880103
038500367990	

CREDIT CARD

MC SALE

CARD #	XXXXXXXXXX[redacted]
INVOICE	[redacted]
Batch #:	000237
CLERK	6112
Approval Code:	06477P
Entry Method:	Manual
Mode:	Online
Avs Code: NYZ	
Card Code: M	

SALE AMOUNT $193.82

CUSTOMER COPY

REGRETFULLY, THE DEALER DOES NOT ENCODE THE BILLING OR SHIPPING ADDRESS ON THE ATTACHED INVOICE. IS THERE ANYTHING I NEED REQUEST OF THEM TO MAKE UP FOR THIS?

THE REPAIR WAS PERFORMED BY MYSELF, AS STATED ON 11/07/2011 WITH 70,838 ON THE ODOMETER. HENCE THERE IS NO LABOR CHARGE.

THANK YOU,

[redacted]

GARDEN CITY

CHRYSLER Jeep DODGE

283 N. FRANKLIN ST.
HEMPSTEAD, NY 11550-1310
PHONE: (516) 483-2700 FAX: (516) 483-1474

ORDER YOUR NEXT PART AT: parts@gardencitycardeals.com

CHRYSLER CORPORATION WARRANTS ALL CHRYSLER PARTS FOR 12 MONTHS OR 12,000 MILES, WHICHEVER COMES FIRST.

ALL RETURNS MUST BE ACCOMPANIED BY THIS INVOICE.
NO REFUNDS OR RETURNS AFTER 30 DAYS.
NO REFUNDS OR RETURNS ON SPECIAL ORDER PARTS.
NO REFUNDS OR RETURNS ON ELECTRICAL PARTS.
ALL CASH PURCHASES REFUNDED BY CHECK.
PRICES SUBJECT TO CHANGE WITHOUT NOTICE.

DISCLAIMER OF WARRANTIES

"THE FACTORY WARRANTY CONSTITUTES ALL OF THE WARRANTIES WITH RESPECT TO THE SALE OF THIS ITEM/ITEMS. THE SELLER HEREBY EXPRESSLEY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED 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 OTHER PERSON TO ASSUME FOR IT ANY CONNECTION WITH THE SALE OF THIS ITEM/ITEMS."

DATE ENTERED	YOUR ORDER NO.	DATE SHIPPED	INVOICE DATE	INVOICE NUMBER
03 NOV 11	[redacted]	03 NOV 11	03 NOV 11	[redacted]

SOLD TO
ACCOUNT NO. INTERNET
ONLINE ORDER
HILEBRAND

SHIP TO

SHIP VIA	SLSM.	B/L NO.	TERMS	F.O.B. POINT
	6112		CASH	HEMPSTEAD, NY

QUANTITY ORD.	QUANTITY SHIP	QUANTITY B.O.	PART NO.	DESCRIPTION	LIST	NET	AMOUNT
1	1	0	5156106AB	CLKSPRING-ST 128A	249.00	169.86	169.86
1	1	0	FREIGHT		23.96	23.96	23.96

THANK YOU FOR YOUR PATRONAGE.
PLEASE PICK UP SPECIAL ORDERED PARTS
WITHIN 2 WEEKS.
NO RETURNS ON ELECTRICAL PARTS
CALL 516 292-9764 FOR MORE INFO

CUSTOMER'S SIGNATURE
X

PARTS	193.82
SUBLET	
FREIGHT	0.00
SALES TAX	0.00
TOTAL	$193.82

Thank You For Your Business!

Copyright 2000 ADP, Inc. PARTS INVOICE 1.00 (11/1/00)

CUSTOMER COPY

[redacted]
Louisville, KY [redacted]



JAN 17 2012

Chrysler Customer Assistance Center
P.O. Box 21-8007
Auburn Hills, MI 48321-8007

48321+8007

From: [redacted]
To: customerassist@chrysler.com
Date: Mon Jan 09 22:54:10 EST 2012
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

X41 Repair Reimbursement - Request for Electronic Document Submission Link

Comments:

On June 16 2010 I contacted Perkins Chhrysler Jeep in Colorado Springs, Co.
because my airbag light was coming on and off. When I brought my wrangler
in to Perkins they had it for two days because they could not figure out
why my airbag light was coming on. They finally decided that I had a bad
airbag so I was told I had to pay for a replacement airbag, $309.58.
Perkins orginally told me it would cost around 500.00, but I was lucky
because they found a "second hand" one for less. Not a week later my airbag
light came back on and continues to come on. I was so discussed with
Perkins and I had read many articles on the airbag light issue and knew it
had to be my clock spring, but I could not afford to pay for another costly
repair if I could not talk Perkins in to looking at the clock spring and I
certainly wasn't going to pay another 300 to 500 dollars for them to
replace the airbag again. So I decided to live with the airbag light
instead of dealing with Perkins. The other thing I can't believe is that
Jeep would have someone pay to fix a safety issue like an airbag. I own a
1998 Honda Accord which had a safety belt issue in 2008 and Honda replaced
it for free with a brand new OEM honda part not a "second hand" or from the
junk yard part and you wonder why someone would prefer to buy foriegn
vehicles over american ones.

Sender Information:

Title:

First Name: [redacted]

Middle Initial:

Last Name: [redacted]

From: customerassist@chrysler.com
To: [redacted]
Date: Tue Jan 10 16:29:44 EST 2012
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [redacted]

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

I am pleased to provide the link as requested. The link will follow this email and will expire in 7 days. Please do not change the subject of the email, and please follow the instructions in the letter that you received.

Thanks again for your email.

Sincerely,

Maria

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=KMM7593390V30984L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site
Brief Description:
X41 Repair Reimbursement - Request for Electronic Document Submission Link
Comments:
On June 16 2010 I contacted Perkins Chhrysler Jeep in Colorado Springs, Co.
because my airbag light was coming on and off. When I brought my wrangler
in to Perkins they had it for two days because they could not figure out
why my airbag light was coming on. They finally decided that I had a bad
airbag so I was told I had to pay for a replacement airbag, $309.58.
Perkins orginally told me it would cost around 500.00, but I was lucky
because they found a "second hand" one for less. Not a week later my airbag
light came back on and continues to come on. I was so discussed with
Perkins and I had read many articles on the airbag light issue and knew it
had to be my clock spring, but I could not afford to pay for another costly
repair if I could not talk Perkins in to looking at the clock spring and I
certainly wasn't going to pay another 300 to 500 dollars for them to
replace the airbag again. So I decided to live with the airbag light
instead of dealing with Perkins. The other thing I can't believe is that

Jeep would have someone pay to fix a safety issue like an airbag. I own a
1998 Honda Accord which had a safety belt issue in 2008 and Honda replaced
it for free with a brand new OEM honda part not a "second hand" or from the
junk yard part and you wonder why someone would prefer to buy foriegn
vehicles over american ones.

VIN:
7L[redacted]
Mileage:
62154
Servicing Dealer:
GARY MATTHEWS
Title:

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

City:
Clarksville
State:
TN
Zip:
[redacted]
Email:
[redacted]
Home Phone:
[redacted]

From: customerassist@chrysler.com
To: [redacted]
Date: Thu Jan 12 12:08:45 EST 2012
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [redacted]

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

We regret to inform you that we will be unable to reimburse for your air bag repair since the air bag is not covered under the X41 extended warranty.

We apologize that a more favorable reply could not be offered.

Thanks again for your email.

Sincerely,

Maria

Customer Service Representative
Jeep Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER:
EMAIL CASE NUMBER: [redacted]
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7595701V88125L0KM&

Previous Reply Follows:

Dear [redacted]

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

I am pleased to provide the link as requested. The link will follow this email and will expire in 7 days. Please do not change the subject of the email, and please follow the instructions in the letter that you received.

Thanks again for your email.

Sincerely,

Maria

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=KMM7593390V30984L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site
Brief Description:
X41 Repair Reimbursement - Request for Electronic Document Submission Link
Comments:
On June 16 2010 I contacted Perkins Chhrysler Jeep in Colorado Springs, Co.
because my airbag light was coming on and off. When I brought my wrangler
in to Perkins they had it for two days because they could not figure out
why my airbag light was coming on. They finally decided that I had a bad
airbag so I was told I had to pay for a replacement airbag, $309.58.
Perkins orginally told me it would cost around 500.00, but I was lucky
because they found a "second hand" one for less. Not a week later my airbag
light came back on and continues to come on. I was so discussed with
Perkins and I had read many articles on the airbag light issue and knew it
had to be my clock spring, but I could not afford to pay for another costly
repair if I could not talk Perkins in to looking at the clock spring and I
certainly wasn't going to pay another 300 to 500 dollars for them to
replace the airbag again. So I decided to live with the airbag light
instead of dealing with Perkins. The other thing I can't believe is that
Jeep would have someone pay to fix a safety issue like an airbag. I own a
1998 Honda Accord which had a safety belt issue in 2008 and Honda replaced
it for free with a brand new OEM honda part not a "second hand" or from the
junk yard part and you wonder why someone would prefer to buy foriegn
vehicles over american ones.

VIN:
7L[redacted]
Mileage:
62154
Servicing Dealer:
GARY MATTHEWS
Title:

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

City:
Clarksville

State:
TN
Zip: [redacted]
Email: [redacted]
Home Phone:
[redacted]

Document Recieved from Customer

Cair [redacted]

Date Received: 2012-01-10 18:03:44.414378

Files Not Recieved: 0

Case [redacted]



PERKINS MOTOR CO. INC
1205 MOTOR CITY DRIVE
COLO SPRINGS, CO 80906
719-381-0305

Sale

ID: 72402913 Ref #: 0055
06/18/10 15:[illegible]:21
Batch #: 343

VISA
**********[redacted]

Appr Code: 076660 Invoice#: [redacted]
Total: $ 309.59

Customer Copy
THANK YOU!



PERKINS MOTOR CO. INC
1205 MOTOR CITY DRIVE
COLO SPRINGS, CO 80906
719-381-0305

Sale

ID: 72402913 Ref #: 0055
06/18/10 15:[illegible]:21
Batch #: 343

VISA
**********[redacted]
Appr Code: 076660 Invoice#[redacted]
Total: $ 309.58

Customer Copy
THANK YOU!

Perkins

CHRYSLER Jeep DODGE

MOPAR.

1205 Motor City Dr.
Colorado Springs, Colorado 80905
(719) 475-2330
perkinsmotors.com
ESTABLISHED IN 1945

REPAIR ORDER NOTICE

Colorado law provides for imposition of a lien in favor of any person who repairs or bestows labor on personal property such as motor vehicles. If the repair or service work authorized in this Repair Order is not paid for, or is paid with a check, draft, or order which is sub-sequently dishonored for any reason or is charged to an account which is not paid when due, the law gives the motor vehicle repair garage the right to take possession of the motor vehicle and/or commence an action in court to foreclose the lien which may result in the vehicle being sold pursuant to court order.

CUSTOMER NO. [redacted]	ADVISOR: JEFF DAVIS 76155	TAG NO. 4385	INVOICE DATE: 06/18/10	INVOICE NO. [redacted]	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE: 34,573	COLOR: GREEN/	STOCK NO.
COLORADO SPRINGS, CO [redacted]	YEAR / MAKE / MODEL: 07/JEEP/WRANGLER/2DR 4WD SAHARA			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO.: 1J8FA54167L [redacted]			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		R. O. DATE: 06/16/10	
[redacted]	BUSINESS PHONE	COMMENTS			MO: 34573

LABOR & PARTS

J# 1 08CHZ ELECTRICAL HOURS: 2.60 TECH(S):81621 254.80

CUST STATES THAT THE AIR BAG LIGHT IS STAYING ON ALL THE TIME, ADVISE TO CORRECT
FOUND OPEN CIRCUIT AT RIGHT SEAT AIRBAG.
REPLACED AIRBAG AND CHECKED OVER (OK)

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1		52029334-AD	AIR BAG S 23049008	54.72	54.72
				JOB # 1 TOTAL PARTS		54.72
				JOB # 1 TOTAL LABOR & PARTS		309.52

J# 2 01CHZ9016 16-POINT INSPECTION HOURS: 0.00 TECH(S):81621 0.00

16-POINT INSPECTION

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

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	SS1	ENVIRONMENTAL IMPACT FEE		12.74
JOB # A	SS	MISC. SHOP SUPPLIES		12.74
JOB # 1	C1	DISCOUNT LABOR $$$		-25.48
JOB # 1	C2	DISCOUNT PARTS $$$		-5.47
		TOTAL - MISC		-5.47

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $98.00 (+TAX)
APPROVED REVISED ESTIMATE (# 1) OF $350.00 (+TAX) ON 06/17/10 AT 01:41pm
BY MARK COMMENTS AIR BAG

TOTALS

****
* NEXT RECOMMENDED SERVICE: *
* 09/15/2010 / 202 MI 01CHZBG110 BG MOA *
****

TOTAL LABOR....	254.80
TOTAL PARTS....	54.72
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	25.48
TOTAL MISC DISC	-30.95
TOTAL TAX.....	5.53
TOTAL INVOICE $	**309.58**

THANK YOU! WE APPRECIATE YOUR BUSINESS

* VISA..... MASTER CARD..... AMEX..... DISC.....*
* CASH..... CHECK#..... CHARGE.....CHG#.....*
* SERVICE CONTRACT CO..... AMOUNT.....*
* INSURANCE CO/CUST#..... AMOUNT.....*
* CASHIERS INITIALS.....

ALL REPAIRS PERFORMED HAVE A 90 DAY OR 3000 MILE WARRANTY
ALL OTHER WARRANTIES ARE THOSE OF THE MANUFACTURER
NO WARRANTY ON USED PARTS OR WHEN CUSTOMER PROVIDES PARTS

ALL CLAIMS AND RETURNED GOODS MUST BE ACCOMPANIED BY THIS BILL. NO RETURNS AFTER 30 DAYS. ELECTRICAL AND SPECIAL ORDERED PARTS NOT RETURNABLE. RETURNED PARTS SUBJECT TO A 50% RESTOCKING CHARGE.

SHOP SUPPLIES AND ENVIRONMENTAL FEE CHARGE WILL BE 10% OF LABOR CHARGE NOT OVER $50.00.

PARTS AND SERVICE ARE GUARANTEED FOR 90 DAYS OR 3000 MILES

EXCLUSION OF WARRANTIES:

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

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.

The Reynolds and Reynolds Company ERAINTSI14E (C)2001950 Q (11/09)

[CONTINUED ON NEXT PAGE] 12:57pm

From: [redacted]
To: customerassist@chrysler.com
Date: Wed Jan 11 11:48:35 EST 2012
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Airbag light comes on intermittently

Comments:

Researched on Jeep forums and found this a fairly common problem but Chrysler only fixes certain 2007's and right hand drive 2008 Wranglers.
Seems to be becoming an issue with later model Wranglers and I am hoping
Chrysler will step up before I end up having to pay out of pocket to fix
this issue myself.

Sender Information:

Title:
First Name: P[redacted]
Middle Initial: E
Last Name: C[redacted]

From: customerassist@chrysler.com
To: [redacted]
Date: Wed Jan 11 16:36:23 EST 2012
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [redacted]

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

Unfortunately, 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 is required for proper diagnosis.

Intermittent problems are very difficult for the dealer to duplicate and may cause delay in diagnosis and repair. Often, the malfunction of many different components could produce the same symptoms. Unless the dealer is able to duplicate the problem, they cannot properly diagnose the concern and properly repair your vehicle.

We recommend that you contact your authorized Chrysler Group dealership for an appointment for thorough testing, diagnosis and repair.

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.

We have found that if the customer keeps a log or notes on when the problem does occur, this can assist the dealer in diagnosing the problem. The more detailed information given to the dealer regarding the nature of the problem, the more it will assist them in performing prompt and accurate diagnosis and repair.

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.

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.

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

J24 MOPAR TOW BAR SAFETY 11/19/2009 INCOMPLETE
K13 INNER FENDER LINERS SAFETY 12/03/2010 INCOMPLETE

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.

Thanks again for your email.

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: [redacted]
EMAIL CASE NUMBER: [redacted]
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7594850V17783L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site
Brief Description:
Airbag light comes on intermittently
Comments:
Researched on Jeep forums and found this a fairly common problem but Chrysler only fixes certain 2007's and right hand drive 2008 Wranglers. Seems to be becoming an issue with later model Wranglers and I am hoping Chrysler will step up before I end up having to pay out of pocket to fix this issue myself.

VIN:
8L[redacted]
Mileage:
70400
Servicing Dealer:
Faricy Bros
Title:

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

City:
Colorado Springs
State:
CO
Zip:
[redacted]
Email:
[redacted]
Work Phone:
[redacted]

From: [redacted]
To: customerassist@chrysler.com
Date: Wed Jan 11 17:23:34 EST 2012
Subject: Re: Chrysler Group LLC Customer Assistance
(KMM7594850V17783L0KM)
Harry,=20
=A0
Thanks to the wonder of the Internet and numerous Jeep related
forums, it i=
s easy to find out problems other owners are having with their Jeeps.
=A0 Th=
e problem simply is that my airbag light intermittently chimes while
drivin=
g.=A0 Sometimes it stays on for a few seconds, sometimes a few
minutes.=A0 =
A simple search either on just about any internet search engine for
Jeep an=
d clockring brings a lot of responses.=A0 To narrow it down to a
specific v=
ehicle you can do a search on jk-forum.com, jkowners.com,
wranglerforum.com=
, jeepowners.com and many others.=A0 The airbag warning light is a
document=
ed fact and even the government has done an investigation that
resulted in =
Chrysler issuing a recall which was limited to certain 2007 Wranglers
and r=
ight hand drive 2008 Wranglers.=A0 What is the difference in the
clocksprin=
g in the other models.=A0=A0 I will ultimately resovle this issue
without t=
he help of Chrysler and keep the forums I am a member of informed of
how I
do it.

--- On Wed, 1/11/12, customerassist <customerassist@chrysler.com>
wrote:

From: customerassist <customerassist@chrysler.com>
Subject: Re: Chrysler Group LLC Customer Assistance
(KMM7594850V17783L0KM)
To: [redacted]
Date: Wednesday, January 11, 2012, 1:37 PM

Dear [redacted]

Thank you for contacting the Jeep Customer Assistance Center in
regards=20
to your 2008 Wrangler.

Unfortunately, we are unable to diagnose the situation you have
outlined
in your email.=20

There are too many variables involved and a detailed inspection of
your=20
vehicle is required for proper diagnosis.=A0=20

Intermittent problems are very difficult for the dealer to duplicate
and
may cause delay in diagnosis and repair. Often, the malfunction of
many=20

different components could produce the same symptoms. Unless the dealer=20
is able to duplicate the problem, they cannot properly diagnose the=20
concern and properly repair your vehicle.

We recommend that you contact your authorized Chrysler Group dealership=20
for an appointment for thorough testing, diagnosis and repair.

If you have been working with an authorized dealership but the problem=20
is not yet resolved, seeking a second opinion from a different dealer=20
may be a viable option.

We have found that if the customer keeps a log or notes on when the=20
problem does occur, this can assist the dealer in diagnosing the=20
problem. The more detailed information given to the dealer regarding the
nature of the problem, the more it will assist them in performing prompt
and accurate diagnosis and repair.

We appreciate the time and effort you took to tell us of your=20
dissatisfaction in our product. Comments like yours are one way to learn
of problems that develop and the improvements desired. We have=20
documented your comments and provide them to the product development=20
team for review.=20

Chrysler Group has made tremendous gains in customer satisfaction and=20
vehicle quality and we are dismayed to learn that your expectations have
not been met. Please accept our apology for the problems you have=20
experienced.

Our records indicate that the following recall campaigns have not been=20
performed by an authorized dealer:

J24=A0 MOPAR TOW BAR=A0 SAFETY=A0 11/19/2009=A0=A0=A0INCOMPLETE=A0=20
K13=A0 INNER FENDER LINERS=A0 SAFETY=A0 12/03/2010=A0=A0
=A0INCOMPLETE=20

We suggest that you contact your local authorized Chrysler, Dodge, Jeep=AE
or Ram dealer to make arrangements for an inspection and, if necessary,=20
corrective action at no charge to you.

Please take a copy of this message with you at the time of service to=20
aid the process.=A0 Although not required, it is recommended to bring a=20
copy of the recall notification with you to your dealer's service=20
department when you bring your vehicle in for this service.

If you wish to obtain further information, please contact the Chrysler=20
Group Recall Assistance Center at 1-800-853-1403.

Thanks again for your email.=A0=A0=A0 =A0=A0=A0 =A0=A0=A0=20

Sincerely,=20

Harry=A0=20

Customer Service Representative
Jeep Customer Assistance Center

For any future communications related to this email, please refer to the
following information:=20
REFERENCE NUMBER: [redacted]
EMAIL CASE NUMBER[redacted]
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=3D=
KMM7594850V17783L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site
Brief Description:=20
Airbag light comes on intermittently
Comments:
Researched on Jeep forums and found this a fairly common problem but Chrysler only fixes certain 2007's and right hand drive 2008 Wranglers.
Seems to be becoming an issue with later model Wranglers and I am=20 hoping
Chrysler will step up before I end up having to pay out of pocket to=20
fix
this issue myself.

VIN:
=A0 =A0 =A0=A0=A08L[redacted]
Mileage:
=A0 =A0 =A0=A0=A070400
Servicing Dealer:
=A0 =A0 =A0=A0=A0Faricy Bros
Title:
=A0 =A0 =A0=A0=A0
First Name:
=A0 =A0 =A0=A0=A[redacted]
Middle Initial:
=A0 =A0 =A0=A0=A0E
Last Name:
=A0 =A0 =A0=A0=A0[redacted]
Address 1:
=A0 =A0 =A0=A0=A08[redacted]
Address 2:
=A0 =A0 =A0=A0=A0
City:
=A0 =A0 =A0=A0=A0Colorado Springs
State:
=A0 =A0 =A0=A0=A0CO
Zip:
=A0 =A0 =A0=A0=[redacted]

Email:
=A0 =A0 =A0=A0=[redacted]
Work Phone:
=A0 =A0 =A0=A0=A0[redacted]

From: customerassist@chrysler.com
To: [redacted]
Date: Wed Jan 11 17:48:14 EST 2012
Subject: Re: Chrysler Group LLC Customer Assistance (KMM7594850V17783L0KM)
Dear [redacted]

Thank you for contacting the Jeep Customer Assistance Center with your email response.

The websites you referenced is not ours and may contain erroneous information.

If you think there has been a recall on your vehicle and you haven't been notified, please contact your local authorized Jeep® dealer to make arrangements for an inspection and to arrange for any needed repairs. Chrysler Group recall services are performed free of charge.

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

You can also check online for recall notices on your vehicle using the Vehicle Identification Number (VIN). Go to the Jeep® brand website at http://www.Jeep.com/en/owners.

You may register and maintain your vehicle's owner information online using the VIN. This action will ensure that any Customer Satisfaction Notifications, product recalls or other required announcements are promptly delivered. Use the following website to update the Owner Information: http://www.jeep.com/ownerupdate.

Thanks again for your email.

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:
EMAIL CASE NUMBER: [redacted]
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7594983V22094L0KM&

Original Message Follows:

Harry,

Thanks to the wonder of the Internet and numerous Jeep related forums, it is easy to find out problems other owners are having with their Jeeps. The problem simply is that my airbag light intermittently chimes while driving. Sometimes it stays on for a few seconds, sometimes a few minutes. A simple search either on just about any internet search engine for Jeep and clockring brings a lot of responses. To narrow it down to a specific vehicle you can do a search on jk-forum.com, jkowners.com, wranglerforum.com, jeepowners.com and many others. The airbag warning light is a documented fact and even the government has done an investigation

that resulted in Chrysler issuing a recall which was limited to certain 2007 Wranglers and right hand drive 2008 Wranglers. What is the difference in the clockspring in the other models. I will ultimately resovle this issue without the help of Chrysler and keep the forums I am a member of informed of how I do it.

--- On Wed, 1/11/12, customerassist <customerassist@chrysler.com> wrote:

From: customerassist <customerassist@chrysler.com>
Subject: Re: Chrysler Group LLC Customer Assistance (KMM7594850V17783L0KM)
To: [redacted]
Date: Wednesday, January 11, 2012, 1:37 PM

Dear [redacted]

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

Unfortunately, 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 is required for proper diagnosis.

Intermittent problems are very difficult for the dealer to duplicate and
may cause delay in diagnosis and repair. Often, the malfunction of many
different components could produce the same symptoms. Unless the dealer
is able to duplicate the problem, they cannot properly diagnose the concern and properly repair your vehicle.

We recommend that you contact your authorized Chrysler Group dealership
for an appointment for thorough testing, diagnosis and repair.

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.

We have found that if the customer keeps a log or notes on when the problem does occur, this can assist the dealer in diagnosing the problem. The more detailed information given to the dealer regarding the
nature of the problem, the more it will assist them in performing prompt
and accurate diagnosis and repair.

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.

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.

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

J24 MOPAR TOW BAR SAFETY 11/19/2009 INCOMPLETE
K13 INNER FENDER LINERS SAFETY 12/03/2010 INCOMPLETE

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.

Thanks again for your email.

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: [redacted]
EMAIL CASE NUMBER: [redacted]
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7594850V17783L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site
Brief Description:
Airbag light comes on intermittently
Comments:
Researched on Jeep forums and found this a fairly common problem but Chrysler only fixes certain 2007's and right hand drive 2008 Wranglers.
Seems to be becoming an issue with later model Wranglers and I am hoping
Chrysler will step up before I end up having to pay out of pocket to fix
this issue myself.

VIN:
8L[redacted]
Mileage:
70400
Servicing Dealer:
Faricy Bros
Title:

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

City:
Colorado Springs
State:
CO
Zip:
[redacted]
Email:
[redacted]
Work Phone:
[redacted]

RECEIVED DATE:

1/9/12

POSTED DATE : 1-6-12

VIN (FIRST 9 DIGITS) 1J4GA39[redacted]

VIN (LAST 8 DIGITS) 7L[redacted]

FIRST NAME: [redacted]

LAST NAME : [redacted]

CAIR : 000000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

2007 JEEP WRANGLER CLOCKSPRING EXTENDED WARRANTY
CUSTOMER REIMBURSEMENT CLAIM FORM

Date Claim Submitted: January 5, 2012

17- Digit Vehicle Identification Number (VIN): 1J4GA39147L[redacted]

Mileage at Time of Repair: 55054 Date of Repair: 9/13/11

Customer First & Last Name (please print): [redacted]

Street Address or PO Box Number: [redacted]

City: Wauna State: WA Zip Code: [redacted]

Daytime Telephone Number (include Area Code): [redacted]

Evening Telephone Number (include Area Code): [redacted]

Amount of Reimbursement Requested: $ 103.12

The following documentation must accompany this claim form.

Original or clear copy of all receipts, invoices, and repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What repair was completed, when it was done, and who did it.
- The total cost of the repair expense and the date of payment. (Copy of the front and back of cancelled check, copy of credit card receipt, credit card itemized invoice, etc.)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Customer Signature: [redacted]

The two methods for submission are by postal mail or electronically. For postal submission please mail this claim form and the required documents to:

Chrysler Customer Assistance Center
P.O. Box 21-8007
Auburn Hills, MI 48321-8007

If you have a scanner and desire electronic document submission, please go to www.chrysler.com/chryslercares and complete the webform. **Indicate in the narrative "X41 Repair Reimbursement – Request for Electronic Document Submission Link". Instructions will be sent to your email address to scan and submit your documents electronically.**

Your claim will be acted upon within 60 days of receipt. If you have any questions, please contact Jeep Customer Care between the hours of 8:00 AM and 8:00 PM, EST, Monday through Friday or Saturday and Sunday 9:00 AM to 5:00 PM, EST at 1-877 - I AM JEEP (426-5337).

[redacted]
Wauna, WA, [redacted]

January 5, 2012

Dear Chrysler Customer Service,

I am writing in regards to a request for reimbursement.

On September 13, 2011, I took my Jeep Wrangler,2007 in to the Bremerton Jeep repair center due to the airbag light coming on. It came on frequently. They did a diagnostic on it and recalibrated it and it still didn't fix the problem. Soon after I left the repair center, the light came on again. I immediately called Paul Long (Assistant Service Manager) back from my cell, letting him know it wasn't fixed. I could not afford at the time to get it back in.

Since it is a part of the airbag light system, I felt I could get a reimbursement. I received a letter from your office stating I can go have the repair done (letter is enclosed).

I have filled out your forms and included the transaction receipt I received at the time of service.

Sincerely,

[redacted]

December 21, 2011

CHRYSLER GROUP LLC

065912

[redacted]
WAUNA, WA [redacted]

1J4GA39147L[redacted]

Dear [redacted]

This letter is to inform you that the warranty period (3 years or 36,000 miles) on your Wrangler's clockspring has been extended to 10 years or 150,000 miles, whichever occurs first. This extended clockspring warranty coverage applies to select model year 2007 Wranglers.

We are extending the warranty period on your clockspring because some of the affected vehicle population may experience an airbag lamp illumination caused by a steering column clockspring issue. **If your vehicle is operating properly, there is nothing you are required to do.**

If you are experiencing the condition as described in this warranty extension (within the 10 year or 150,000 mile period), simply contact your dealer to schedule a service appointment. Remember to bring this letter with you to your dealer. Please make sure to store this letter with your vehicle's other warranty information for future reference. The warranty extension applies to the above components only; the other terms and the "What's Not Covered" items of your warranty remain the same as stated in your Warranty Information book.

If you have already paid for the replacement of your clockspring, you may be eligible to receive a reimbursement. You may complete the enclosed Customer Reimbursement Claim Form and send your original receipts, invoices and/or repair order to the following address for reimbursement, your claim will be acted upon within 60 days of receipt:

Chrysler Customer Assistance Center
P.O. Box 21-8007
Auburn Hills, MI 48321-8007

If you have questions or need any assistance, please contact your dealer or the Jeep Customer Assistance Center between the hours of 8:00 AM and 8:00 PM, EST, Monday through Friday or Saturday and Sunday 9:00 AM to 5:00 PM, EST. Please contact 1-877- I AM JEEP (426-5337).

Chrysler Group LLC

WEST HILLS CHRYSLER
900 WEST HILLS BLVD
BREMERTON, WA 9831200000
3603774418

Store #1001227312

09/13/11 07:48:48 PM

Retail Sale

WEST HILLS CHRYSLER JEEP

Billing Address

[redacted]

Credit Card Information

CREDIT CARD NUMBER:	Visa .[redacted]
SWIPE CARD:	Yes
STATUS:	APPROVED - 007916
ORDER NUMBER:	[redacted]
PO NUMBER:	527982

Qty	Unit Cost	Extended Cost
1	103.12	103.12
	SUBTOTAL:	**$103.12**
	TOTAL:	**$103.12**

I AGREE TO PAY ABOVE AMOUNT ACCORDING TO CARD ISSUER.

SIGNATURE X [redacted]

RETURN POLICY:

We hope you are completely satisfied.
Thank you. Come again

[redacted]

Wauna, WA

[redacted]

TACOMA-OLYMPIA WA
PM
JAN 6
2012
98

JAN 09 2012

By

Chrysler Customer Assistance Center
PO Box 21-8007
Auburn Hills, MI
48321-8007

48321$8007

1-800-547-4710

hereby authorize the repair work along with the necessary materials,by my signature. I agree that West Hills CJD will not be responsible or loss or damagers to vehicles or articles left in vehicle in case of fire, theft or any other cause beyond their control or for any delays aused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees ermission to operate the vehicle herein described on the streets, highways or elsewhere for the purpose of testing and/or inspection. In ne event it is necessary that West Hills CJD commence suit to collect any sums due under this work order, West Hills CJD will be ntitled to judgment in addition to those sums, their costs, and reasonable attorney's fees. The cusotmer further agrees that the venue of uch action shall be in the Superior Court of the State of Washington for Kitsap County.

As Is: The only warranties applying to this part(s) are those which nay be offered by the manufacturer. West Hills CJD hereby expressly lisclaims all warranties either express or implied, including any mplied warranties of merchantability or fitness for a particular ourpose, and neither assumes nor authorizes any other person to ssume for it any liability in connection with the sale of this part(s) nd/or service. Buyer shall not be entitled to recover from West Hills CJD any consequential damages, damagers to property, damages for

Total Labor	94.95
Total Parts	0.00
Total Sublet	0.00
Misc. Chrgs	0.00
Car Rental	0.00
Freight	0.00
Deductible	0.00
Special Tax	0.00
Haz Mat Chrg	0.00
Sales Tax	8.17
AMOUNT DUE	**103.12**

RECEIVED DATE:

1/10/12

POSTED DATE : 1-7-12

VIN (FIRST 9 DIGITS) 1J4FA241P

VIN (LAST 8 DIGITS) 7L [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 00000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

2007 JEEP WRANGLER CLOCKSPRING EXTENDED WARRANTY
CUSTOMER REIMBURSEMENT CLAIM FORM

Date Claim Submitted: JAN. 6th 2012

17- Digit Vehicle Identification Number (VIN): 1J4FA24117L[redacted]

Mileage at Time of Repair: 57,680 Date of Repair: Sept. 16th 2011

Customer First & Last Name (please print): [redacted]

Street Address or PO Box Number: [redacted]

City: Alameda State: CA Zip Code: [redacted]

Daytime Telephone Number (include Area Code): [redacted]

Evening Telephone Number (include Area Code): [redacted]

Amount of Reimbursement Requested: $ 496.41 (per invoice attached)

The following documentation must accompany this claim form.

Original or clear copy of all receipts, invoices, and repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What repair was completed, when it was done, and who did it.
- The total cost of the repair expense and the date of payment. (Copy of the front and back of cancelled check, copy of credit card receipt, credit card itemized invoice, etc.)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Customer Signature: [redacted]

The two methods for submission are by postal mail or electronically. For postal submission please mail this claim form and the required documents to:

Chrysler Customer Assistance Center
P.O. Box 21-8007
Auburn Hills, MI 48321-8007

If you have a scanner and desire electronic document submission, please go to www.chrysler.com/chryslercares and complete the webform. **Indicate in the narrative "X41 Repair Reimbursement – Request for Electronic Document Submission Link". Instructions will be sent to your email address to scan and submit your documents electronically.**

Your claim will be acted upon within 60 days of receipt. If you have any questions, please contact Jeep Customer Care between the hours of 8:00 AM and 8:00 PM, EST, Monday through Friday or Saturday and Sunday 9:00 AM to 5:00 PM, EST at 1-877 - I AM JEEP (426-5337).

Jeep SRT

CHRYSLER GROUP LLC

December 21, 2011

[redacted]

063004

ALAMEDA, CA [redacted]

1J4FA24117L [redacted]

Dear [redacted]

This letter is to inform you that the warranty period (3 years or 36,000 miles) on your Wrangler's clockspring has been extended to 10 years or 150,000 miles, whichever occurs first. This extended clockspring warranty coverage applies to select model year 2007 Wranglers.

We are extending the warranty period on your clockspring because some of the affected vehicle population may experience an airbag lamp illumination caused by a steering column clockspring issue. **If your vehicle is operating properly, there is nothing you are required to do.**

If you are experiencing the condition as described in this warranty extension (within the 10 year or 150,000 mile period), simply contact your dealer to schedule a service appointment. Remember to bring this letter with you to your dealer. Please make sure to store this letter with your vehicle's other warranty information for future reference. The warranty extension applies to the above components only; the other terms and the "What's Not Covered" items of your warranty remain the same as stated in your Warranty Information book.

If you have already paid for the replacement of your clockspring, you may be eligible to receive a reimbursement. You may complete the enclosed Customer Reimbursement Claim Form and send your original receipts, invoices and/or repair order to the following address for reimbursement, your claim will be acted upon within 60 days of receipt:

Chrysler Customer Assistance Center
P.O. Box 21-8007
Auburn Hills, MI 48321-8007

If you have questions or need any assistance, please contact your dealer or the Jeep Customer Assistance Center between the hours of 8:00 AM and 8:00 PM, EST, Monday through Friday or Saturday and Sunday 9:00 AM to 5:00 PM, EST. Please contact 1-877- I AM JEEP (426-5337).

Chrysler Group LLC

CUSTOMER #[redacted]

[redacted]

INVOICE

PAGE 1

CALIFORNIA SUPERSTORES
SAN LEANDRO CHRYSLER JEEP DODGE
CHRYSLER Jeep DODGE
1444 MARINA BLVD.
SAN LEANDRO, CA 94577
(510) 877-4677

[redacted]
ALAMEDA, CA
HOME: [redacted] CONT: [redacted]
BUS: [redacted] CELL:

BAR: ARD263669 EPA: CAL000358849

SERVICE ADVISOR: 2041 JOHN SHAMI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
RED	07	JEEP WRANGLER	1J4FA24117L[redacted]		57680/57680	T8085

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
29MAR07 DD			18:00 16SEP11			CASH	16SEP11

R.O. OPENED	READY	OPTIONS: ENG:3.8_Liter
08:47 16SEP11	14:33 16SEP11	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CHECK AND ADVISE AIR BAG LIGHT STAY ON			
ELE ELECTRICAL			
2033 MATLOCK,JAMES LIC#: JAMES			
C		225.00	225.00
1 5156106AB CLKSPRING-STEERING COLUMN CONTROL			
MOD	249.00	249.00	249.00
57680 CODE B1B02 DRIVER AIRBAG SQUIB 1 CIRCUIT OPEN CHECK THE WIRING AND FOUND ALL CONNECTION ARE OKAY DID TEST B1B02 AND FOUND THAT THE CLOCK SPRING NEED TO BE REPLACE TO FIX THE PROBLEM---REPLACE THE CLOCK SPRING AND RESET THE AIR BAG LIGHT			
**********			
B PERFORM REPORT CAR INSPECTION: A COMPLIMENTARY NO-CHARGE SERVICE. PREVENT UNFORESEEN MECHANICAL FAILURE DUE TO THE HEAVY DEMANDS OF OUR BAY AREA ROAD AND WEATHER CONDITIONS ($14.95 VALUE). B			
RC PERFORM REPORT CAR INSPECTION: A COMPLIMENTARY NO-CHARGE SERVICE. PREVENT UNFORESEEN MECHANICAL FAILURE DUE TO THE HEAVY DEMANDS OF OUR BAY AREA ROAD AND WEATHER CONDITIONS ($14.95 VALUE). B			
2033 MATLOCK,JAMES LIC#: JAMES			
C		0.00	0.00
57680 SEE SHEET			
**********			
C MY NAME IS JOHN SHAMI, I WILL BE YOUR SERVICE CONSULTANT FOR THE DAY. MY DIRECT EXTENTION IS 510-877-4883, OR YOU CAN REACH ME AT JOHN.SHAMI@CALSUPERSTORES.COM			
TYJ THANK YOU FOR YOUR BUSINESS, PLEASE BE ADVISED OF UP COMING SERVICES. YOUR NEXT SERVICE IS DUE ..... AT .....MILES. IF YOU HAVE ANY QUESTIONS, PLEASE CALL ME DIRECTLY AT 510-877-4883 OR SEND ME AN EMAIL AT JOHN.SHAMI@CALSUPERSTORES.COM			
99 C		0.00	0.00
**********			

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

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

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X _____

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

SAN LEANDRO CJD LLC
[redacted] MARINA BLVD
SAN LEANDRO, CA 94577

09/16/2011 14:38:00
Merchant ID: 000000001970013
Terminal ID: 02938260
329216601990

CREDIT CARD

MC SALE

CARD # XXXXXXXXXXXX[redacted]
INVOICE
Batch #: 000133
Approval Code: 01680P
Entry Method: Swiped
Mode: Online

SALE AMOUNT $496.41

CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

INVOICE

CALIFORNIA SUPERSTORES
SAN LEANDRO CHRYSLER JEEP DODGE
CHRYSLER Jeep DODGE
1444 MARINA BLVD.
SAN LEANDRO, CA 94577
(510) 877-4677

[redacted]
ALAMEDA, CA

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

BAR: ARD263669 EPA: CAL000358849

SERVICE ADVISOR: 2041 JOHN SHAMI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT.	TAG
RED	07	JEEP WRANGLER	1J4FA24117[redacted]		57680/57680	T8085

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
29MAR07 DD			18:00 16SEP11			CASH	16SEP11

R.O. OPENED	READY	OPTIONS: ENG:3.8_Liter
08:47 16SEP11	14:33 16SEP11	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
EST: 150.00 16SEP11 08:47 SA: 2041			

MC

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

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

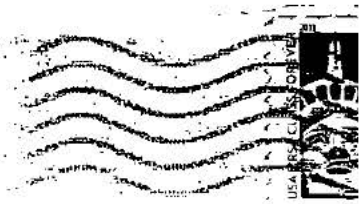
I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X _____

DESCRIPTION	TOTALS
LABOR AMOUNT	225.00
PARTS AMOUNT	249.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	474.00
LESS INSURANCE	0.00
SALES TAX	22.41
PLEASE PAY THIS AMOUNT	496.41

[redacted]
Alameda, CA [redacted]

OAKLAND CA 946
07 JAN 2012 PM 3 L



JAN 10 2012

Chrysler Customer Assistance Center
P.O. Box 21-8007
Auburn Hills, MI
48321-8007

48321-8007

RECEIVED DATE:

3/14/12

POSTED DATE :

VIN (FIRST 9 DIGITS) 1J4FZ2415

VIN (LAST 8 DIGITS) 8L[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : [redacted]

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

9926 [redacted]

VICTORVILLE MOTORS

Chrysler Jeep Dodge
14617 CIVIC DRIVE - VICTORVILLE, CA 92394-0844
14330 7TH ST. - VICTORVILLE, CA 92395-4212
(760) 245-7991 · 1-800-375-3498
www.victorvillemotors.com
BAR # ARD-006422
EPA # CAR-000169987

INVOICE

PAGE 1

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

SERVICE ADVISOR: 1594 JASON MITCHELL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
SILVER	08	JEEP WRANGLER	1J4FZ24158[redacted]		64299/64299	T4065

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
01JAN08 DD			WAIT 05JAN11		0.00	CASH	05JAN11

R/O OPENED	READY
15:58 05JAN11	18:39 05JAN11

OPTIONS: DLR:64855 ENG:3.8 Liter

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A STATES THAT AIRBAG LIGHT IS ON. HAD CLOCKSPRING REPLACED ABOUT 6 MONTHS AGO AND LIGHT STAYED OFF TILL ABOUT 6 WEEKS AGO. CK AND ADVISE			
26900 GUEST STATES			
1314 C		105.00	105.00
PARTS 0.00 LABOR: 105.00 OTHER: 0.00		TOTAL LINE A:	105.00
64299 FOUND FAULTY CLOCKSPRING. GUEST HAS PART AND IS RETURNING FOR INSTALL WITH SUPPLIED PART.			
**********			
B TIRE PRESSURE WAS SET TO MANUFACTURER SPECS AFTER FINAL REPAIRS COMPLETED. LF___ RF___ LR___ RR___ TIRES NOT SAFE. GUEST DECLINED___			
TP TIRE PRESSURE WAS SET TO MANUFACTURER SPECS AFTER FINAL REPAIRS COMPLETED. LF___ RF___ LR___ RR___ TIRES NOT SAFE___ GUEST DECLINED___			
1314 C		0.00	0.00
PARTS 0.00 LABOR: 0.00 OTHER: 0.00		TOTAL LINE B:	0.00
**********			

EST: 105.00 05JAN11 15:58 SA: 1594

GUEST RETURNING TO HAVE CLOCK SPRING INSTALLED WITH SUPPLIED PART. $105.00 AT TIME OF INSTALL

As a valued Guest your satisfaction is our guarantee that your vehicle repairs are inspected for quality assurance by our Chrysler Master Certified Technicians. The following verifies that your repair has been successfully completed.

THANK YOU FOR YOUR BUSINESS!

ORIGINAL EST.	AUTHORIZED ADDITIONS
$	$

I acknowledge notice and oral approval of an increase in the original estimated price. Repairs and charges were explained to me.

X
CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	105.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	105.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	105.00

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK
CUSTOMER COPY

SOUTAR'S

CHRYSLER **Dodge** **Jeep** TOYOTA

631 WEST MAIN STREET
BARSTOW, CALIFORNIA 92311
(760) 256-3502

SERVICE AND PARTS OPEN
MONDAY THRU FRIDAY
8:00 A.M. to 5:00 P.M.
SATURDAYS
8:00 A.M. to 3:00 P.M.

B.A.R. # ARD007007 E.P.A. # CAR000071597

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	NINA GIBSON 229	1485	03/18/10	[redacted]

	LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
[redacted]		[redacted]	41,064	SILVER/	

	YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
BARSTOW, CA [redacted]	08/JEEP/4 DOOR UTILITY		
	VEHICLE I.D. NO. 1J4FZ24158L[redacted]	SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO. / P.O. NO.	R.O. DATE 03/18/10	

RESIDENCE PHONE	BUSINESS PHONE	COMMENTS
[redacted]		MO: 41065

LABOR & PARTS
J# 1 52GHZ12 SUP RESTRAINT SYS UNITS: 1.50 TECH(S): 2022 147.00
CUST STATES: AIRBAG LIGHT IS ON PREVIOUSLY DIGANOSED
FAULTY CLOCK SPRING INSTALL PART
PREVIOUSLY DIAGNOSED CUSTOMER ALREADY PRE PAID FOR PART
INSTALLED MOPAR CLOCKSPRING AIRBAG LIGHT IS NOW OFF

JOB # 1 TOTAL LABOR & PARTS 147.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $150.00 (+TAX)
TOTALS

TOTAL LABOR	147.00
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 $	**147.00**

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

THANK YOU FOR YOUR BUSINESS !!!
DON'T FORGET YOUR DEALER KNOWS YOUR CAR BEST
SO GO TO THE FACTORY TRAINED PROFESSIONALS !!!

CUSTOMER SIGNATURE [redacted]

NOTICE TO CONSUMER:
PLEASE READ IMPORTANT INFORMATION ON BACK

END OF INVOICE 04:18pm

The Reynolds and Reynolds Company (ERA) 7RKVE 6Q3578 0 (8/08)

[redacted]

VICTORVILLE MOTORS

Chrysler Jeep Dodge Ram

14617 CIVIC DRIVE · VICTORVILLE, CA 92394-0844
(760) 245-7991 · (800) 375-3498
www.victorvillemotors.com

BAR # ARD-006422
EPA # CAR-000169987

INVOICE

PAGE: 1

[redacted]
BARSTOW, CA [redacted]
HOME: [redacted] CONT: N/A
BUS: [redacted] CELL:

SERVICE ADVISOR: 1382 LELA M NILES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SILVER	08	JEEP WRANGLER	1J4FZ24158L[redacted]		95074/95075	T9486

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN08 DD			17:00 01MAR12		0.00	CASH	01MAR12

R/O OPENED	READY	OPTIONS: DLR:64855 ENG:3.8_Liter
14:14 01MAR12	15:57 01MAR12	

LINE OPCODE TECH TYPE HOURS					LIST	NET	TOTAL
A GUEST STATES THAT THE AIR BAG LIGHT IS ON AGAIN. CK AND ADVISE.							
26900 GUEST STATES							
	1314	C				105.00	105.00
PARTS:	0.00	LABOR:	105.00	OTHER:	0.00	TOTAL LINE A:	105.00

,,,,95074 CLOCKSPRING HAS AN INTERNAL OPEN GUEST HAS INTERNAL DEFECT IN
,,,,CLOCK SPRING. NEED TO REPLACE CLOCK SPRING. GUEST DECLINED AT THIS TIME
****

B PERFORM VEHICLE INSPECTION REPORT							
INSP PERFORM VEHICLE INSPECTION REPORT							
	1314	C				0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00

****

EST: 105.00 01MAR12 14:14 SA: 1382

As a valued Guest your satisfaction is our guarantee that your vehicle repairs are inspected for quality assurance by our Chrysler Master Certified Technicians. The following verifies that your repair has been successfully completed.
THANK YOU FOR YOUR BUSINESS!

MOPAR

PARCHK 4:02 3/01/12 @1 AE

ORIGINAL EST.	AUTHORIZED ADDITIONS
$	$

☐ I acknowledge notice and oral approval of an increase in the original estimated price.
☐ Repairs and charges were explained to me.

X
GUEST'S SIGNATURE

☐ Tire pressure check/inflation service was performed.
RF_____psi LF_____psi RR_____psi LR_____psi

Initials

☐ Guest declined tire pressure check/inflation service.

"As a valued Guest your satisfaction is our guarantee that your vehicle repairs are inspected for quality assurance by our Chrysler Master Certified Technicians. The following verifies that your repair has been successfully completed.
_____ THANK YOU FOR YOUR BUSINESS!"

DESCRIPTION	TOTALS
LABOR AMOUNT	105.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	105.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	105.00

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK
CUSTOMER COPY

SOUTAR'S

CHRYSLER Plymouth Dodge Jeep TOYOTA

631 WEST MAIN STREET
BARSTOW, CALIFORNIA 92311
(760) 256-3502

CUST NO.	TAX EXEMPT NUMBER	CUST. P. O. NO.	SHIP VIA	PAY	SOLD BY	INVOICE DATE	INVOICE NO.
[redacted]				CASH	JIMMY NAVARRETE	03/15/10	[redacted]

BILL TO
CASH-RETAIL
0000
BARSTOW CA 92311

SHIP TO

SHIP QTY	B. O. QTY	PART NUMBER / DESCRIPTION	BIN	LIST	NET	AMOUNT
1	0	6800324AA CLKSPRING STEERING C	27	267.90	240.00	240.00

THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ALL IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR THE PARTICULAR PURPOSE AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THESE PARTS.

THANK YOU

SPECIAL MESSAGE
NO RETURNS WITHOUT THIS INVOICE. NO RETURNS AFTER 30 DAYS.
NO RETURNS ON ELECTRICAL OR SPECIAL ORDERED ITEMS.
20% RESTOCKING FEE ON ALL RETURNED PARTS.
Parts Department Hours: Monday - Friday 8:00 A.M. to 5:00 P.M.
Saturday 8:00 A.M. to 3:00 P.M.

SUBTOTAL	240.00
TAX	21.00
FREIGHT	0.00
PAY THIS AMOUNT	261.00

CUSTOMER COPY

16:48:47 PAGE 1 OF 1
NET503

PARTS INVOICE

SOUTAR'S

CHRYSLER *Dodge* Jeep TOYOTA

631 WEST MAIN STREET
BARSTOW, CALIFORNIA 92311
(760) 256-3502

SERVICE AND PARTS OPEN
MONDAY THRU FRIDAY
8:00 A.M. to 5:00 P.M.
SATURDAYS
8:00 A.M. to 3:00 P.M.

B.A.R. # ARD007007 E.P.A. # CAR000071597

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	NINA GIBSON 229	0410	11/24/10	[redacted]
[redacted]	LABOR RATE / LICENSE NO. [redacted]	MILEAGE 60,962	COLOR SILVER/	STOCK NO.
BARSTOW, CA [redacted]	YEAR / MAKE / MODEL 08/JEEP/4 DOOR UTILITY		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1J4FZ24158L[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 11/24/10	
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS		

MO: 60962

TOTALS

TOTAL LABOR	98.00
TOTAL PARTS	286.90
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG	0.00
TOTAL MISC DISC	0.00
TOTAL TAX	25.10
TOTAL INVOICE $	**410.00**

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

THANK YOU FOR YOUR BUSINESS!!!
DON'T FORGET, YOUR DEALER KNOWS YOUR CAR BEST.
SO GO TO THE FACTORY TRAINED PROFESSIONALS !!!

CUSTOMER SIGNATURE

NOTICE TO CONSUMER:
PLEASE READ IMPORTANT INFORMATION ON BACK.

[END OF INVOICE] 04:05pm

The Reynolds and Reynolds Company ERALTRINVE GO3527R.O (0508)

CHRYSLER Dodge Jeep TOYOTA

631 WEST MAIN STREET
BARSTOW, CALIFORNIA 92311
(760) 256-3502

MONDAY THRU FRIDAY
8:00 A.M. to 5:00 P.M.
SATURDAYS
8:00 A.M. to 3:00 P.M.

B.A.R. # ARD007007 E.P.A. # CAR000071597

MER NO. [redacted]	ADVISOR NINA GIBSON 229	TAG NO. 0410	INVOICE DATE 11/24/10	INVOICE NO. [redacted]	
[redacted]	LABOR RATE	LICENSE NO. [redacted]	MILEAGE 60,962	COLOR SILVER/	STOCK NO.
BARSTOW, CA [redacted]	YEAR / MAKE / MODEL 08/JEEP/4 DOOR UTILITY		DELIVERY DATE		DELIVERY MILES
	VEHICLE I.D. NO. 1J4FZ24158L[redacted]		SELLING DEALER NO.		PRODUCTION DATE
	F.T.E. NO	P.O. NO.	R.O. DATE 11/24/10		
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS MO: 60962			

LABOR & PARTS

J# 1 52CHZ12 SUP RESTRAINT SYS UNITS: 1.00 TECH(S): 2022 98.00
CUST STATES AIRBAG LIGHT STAYS ON SEE HISTORY
INSPECT AND ADVISE
ORC B1B02: ACTIVE AIRBAG SQUIB 1 CIRCUIT OPEN
TESTED AIR BAG TO CLOCKSPRING RECOMMEND DRIVER'S
AIRBAG ADVISED CUSTOMER THAT POSSIBLY CLOCKSPRING IS
DAMAGED AS WELL MUST REPLACE AIRBAG (RT HAND VEHICLE)
AND RE CHECK
NO REPAIRS AT THIS TIME PARTS WILL HAVE TO BE SPECIAL
ORDERED

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	5KC81XDVAH	AIR BAG DRIVER	1 @ 286.90	286.90
			JOB # 1 TOTAL PARTS		286.90
			JOB # 1 TOTAL LABOR & PARTS		384.90

J# 2 00CHZ INFLATION SET TIRE PRESSURE UNITS: TECH(S): 2022 0.00
CHECK AND SET TIRE PRESSURE TO SPECIFICATIONS
FRONT RT/LEFT AND REAR RT/LEFT TIRES AT 35PSI

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

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $103.00 (+TAX)
APPROVED REVISED ESTIMATE (#1) OF $400.00 (+TAX) ON 11/24/10 AT 03:42pm
BY TONY COMMENTS AIRBAG
RECOMMENDATIONS
RECOMMEND DRIVER'S AIRBAG $536.90 PLUS TAX
S/O PART CUSTOMER PRE PAID FOR PART LABOR TO INSTALL IS $250.00

NOTICE TO CONSUMER:
PLEASE READ IMPORTANT
INFORMATION ON BACK.

The Reynolds and Reynolds Company ERALTRNVE GQ2527B Q (03/09)

[CONTINUED ON NEXT PAGE] 04:05pm

[redacted]

[redacted]

INVOICE

VICTORVILLE MOTORS
Chrysler Jeep Dodge
14617 CIVIC DRIVE · VICTORVILLE, CA 92394-0844
14330 7TH ST. · VICTORVILLE, CA 92395-4212
(760) 245-7991 · 1-800-375-3498
www.victorvillemotors.com
BAR # ARD-006422
EPA # CAR-000169987

[redacted]
BARSTOW, CA [redacted]
HOME: CONT:N/A
BUS.: CELL:

SERVICE ADVISOR: 1594 JASON MITCHELL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
SILVER	08	JEEP WRANGLER	1J4FZ24158L[redacted]		64299/64299	T4065

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN08 DD			WAIT 05JAN11		0.00	CASH	05JAN11

R.O. OPENED	READY	OPTIONS:
15:58 05JAN11	18:39 05JAN11	DLR:64855 ENG:3.8_Liter

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A STATES THAT AIRBAG LIGHT IS ON. HAD CLOCKSPRING REPLACED ABOUT 6 MONTHS AGO AND LIGHT STAYED OFF TILL ABOUT 6 WEEKS AGO. CK AND ADVISE			
26900 GUEST STATES			
1314 C		105.00	105.00
PARTS: 0.00 LABOR: 105.00 OTHER: 0.00 TOTAL LINE A:			105.00
64299 FOUND FAULTY CLOCKSPRING. GUEST HAS PART AND IS RETURNING FOR INSTALL WITH SUPPLIED PART.			
**********			
B TIRE PRESSURE WAS SET TO MANUFACTURER SPECS AFTER FINAL REPAIRS COMPLETED. LF___ RF___ LR___ RR___ TIRES NOT SAFE. ___GUEST DECLINED___			
TP TIRE PRESSURE WAS SET TO MANUFACTURER SPECS AFTER FINAL REPAIRS COMPLETED. LF___ RF___ LR___ RR___ TIRES NOT SAFE___ GUEST DECLINED___			
1314 C		0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:			0.00
**********			

EST: 105.00 05JAN11 15:58 SA: 1594

GUEST RETURNING TO HAVE CLOCK SPRING INSTALLED WITH SUPPLIED PART. $105.00 AT TIME OF INSTALL

As a valued Guest your satisfaction is our guarantee that your vehicle repairs are inspected for quality assurance by our Chrysler Master Certified Technicians. The following verifies that your repair has been successfully completed.
THANK YOU FOR YOUR BUSINESS!

ORIGINAL EST.	AUTHORIZED ADDITIONS
$	$

I acknowledge notice and oral approval of an increase in the original estimated price. Repairs and charges were explained to me.

X
CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	105.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	105.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	105.00

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK
CUSTOMER COPY

SOUTAR'S

CHRYSLER **Dodge** **Jeep** TOYOTA

631 WEST MAIN STREET
BARSTOW, CALIFORNIA 92311
(760) 256-3502

SERVICE AND PARTS OPEN
MONDAY THRU FRIDAY
8:00 A.M. to 5:00 P.M.
SATURDAYS
8:00 A.M. to 3:00 P.M.

B.A.R. # ARD007007 E.P.A. # CAR000071597

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	JOSE NUNEZ 72	0882	02/28/12	[redacted]
[redacted]	LABOR RATE / LICENSE NO. [redacted]	MILEAGE 94,868	COLOR SILVER/	STOCK NO.
BARSTOW, CA [redacted]	YEAR / MAKE / MODEL 08/JEEP/4 DOOR UTILITY		DELIVERY DATE	DELIVERY MILES
[redacted]	VEHICLE I.D. NO. 1J4FZ24158L [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE 02/28/12	
R [redacted]	BUSINESS PHONE	COMMENTS		MO: 94868

LABOR & PARTS

J# 1 00CHZINFLATION SET TIRE PRESSURE UNITS: TECH(S): 2022 0.00
CHECK AND SET TIRE PRESSURE TO SPECIFICATIONS
TEST DRIVE VEHICLE FOR QUALITY CONTROL OF REPAIRS TECH # 2
PERFORM SERVICE
SET TIRES AT 34 PSI

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 00CHZ QUICK SERVICE UNITS: TECH(S): 2022 0.00
CHECK AIR BAG LIGHT ON CHECK AND ADVISE
UNABLE TO PERFORM DIAGNOSTIC
AT THIS TIME MISSING
CONNECTORS FOR EQUIPMENT

JOB # 2 TOTAL LABOR & PARTS 0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $98.00 (+TAX)
TOTALS

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

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

THANK YOU FOR YOUR BUSINESS!!
DON'T FORGET YOUR DEALER KNOWS YOUR CAR BEST
SO GO TO THE FACTORY TRAINED PROFESSIONALS!!!

CUSTOMER'S SIGNATURE

NOTICE TO CONSUMER:
PLEASE READ IMPORTANT INFORMATION ON BACK.

The Reynolds and Reynolds Company ERALZRWE (d26270 0 (0606)

[END OF INVOICE] 03:44pm

SOUTARS
631 N MAIN STREET
BARSTOW CA 92311
760 256-3502
Sale

ID: 0403
Merchant: 7000054366
11-24-10 16:09:31
MASTERCARD
XXXXXXXXXXXX[redacted]
Appr Code: 024622 Invoice#: 6
Total: $ 410.00

Customer Copy
THANK YOU

SOUTAR'S
CHRYSLER Dodge
631 WEST MAIN STREET
BARSTOW, CA
(760)

ADVISOR NINA GIBSON
LABOR RATE
YEAR / MAKE / MODEL

SOUTARS
N MAIN STREET
BARSTOW CA 92311
760-256-3502
Sale

ID: 0403
Merchant: 7000054366
03/18/10 15:10:55
VISA XXXXXXXXXXXX[redacted]
Appr Code: 034298 Invoice#: 7
Total: $ 147.00

Customer Copy
THANK YOU

[ ] CASH [ ] CHECK CK NO: [ ]
[ ] VISA [ ] MASTERCARD [ ] DISCOVER
[ ] AMER EXPRESS [ ] OTHER [ ] CHARGE
TOTAL TAX
TOTAL INVOICE

THANK YOU FOR YOUR BUSINESS!!
DON'T FORGET YOUR DEALER KNOWS YOUR CAR BEST!

SOUTARS
631 N MAIN STREET
BARSTOW CA 92311
760-256-3502
Sale

ID: 0403
Merchant: 7000054366
03/15/10 15:37:30
MASTERCARD
XXXXXXXXXX[redacted]
Appr Code: 045947 Invoice#: 6
Total: $ 261.00

Customer Copy
THANK YOU

SOUTAR'S

CHRYSLER Plymouth Dodge Jeep TOYOTA

631 WEST MAIN STREET
BARSTOW, CALIFORNIA 92311
(760) 256-3502

CUST. P. O. NO.	SHIP VIA		PAY	SOLD BY	INVOICE DATE
			CASH	JIMMY NAVARRETE	03/15/10

PART NUMBER / DESCRIPTION	BIN	LIST	NET	AMOUNT
AH GLKSPRING STEERING	27J	267.90	240.00	240.00

THE SELL
EXPRESSLY
WARRANTIE
EXPRESS
INCLUDING
WARRANTIE
MERCHANTA
NESS FOR T
PURPOSE, A
NEITHER
AUTHORIZE
PERSON TO
ANY LIABIL
TION WITH
THESE PART

SUBTOTAL 240.00
TAX 21.00
FREIGHT 0.00
PAY THIS AMOUNT 261.00

SPECIAL MESSAGE
THANK NO RETURNS WITHOUT THIS INVOICE. NO RETURNS AFTER 30 DAYS.
NO RETURNS ON ELECTRICAL OR SPECIAL ORDERED ITEMS.
20% RESTOCKING FEE ON ALL RETURNED PARTS.
Parts Department Hours: Monday - Friday 8:00 A.M. to 5:00 P.M.
Saturday 8:00 A.M. to 3:00 P.M.

CUSTOMER COPY

16:48:47

PARTS INVOICE

ORIGIN

$

I acknowl
increase in
Repairs ar

X

NOTICE TO

[redacted]

Barstow Ca [redacted]

Case #
[redacted]

Tele Cell #
[redacted]

[redacted]

Barstow Ca [redacted]

Chrysler Customer asst Center
P.O. Box 21-8004
Auburn Hills Mich
48321

Atten: Daniel

UNITED STATES POS

USPS TRACKING NUMBER

[redacted]

UNITED STATES POSTAL SERVICE

1006

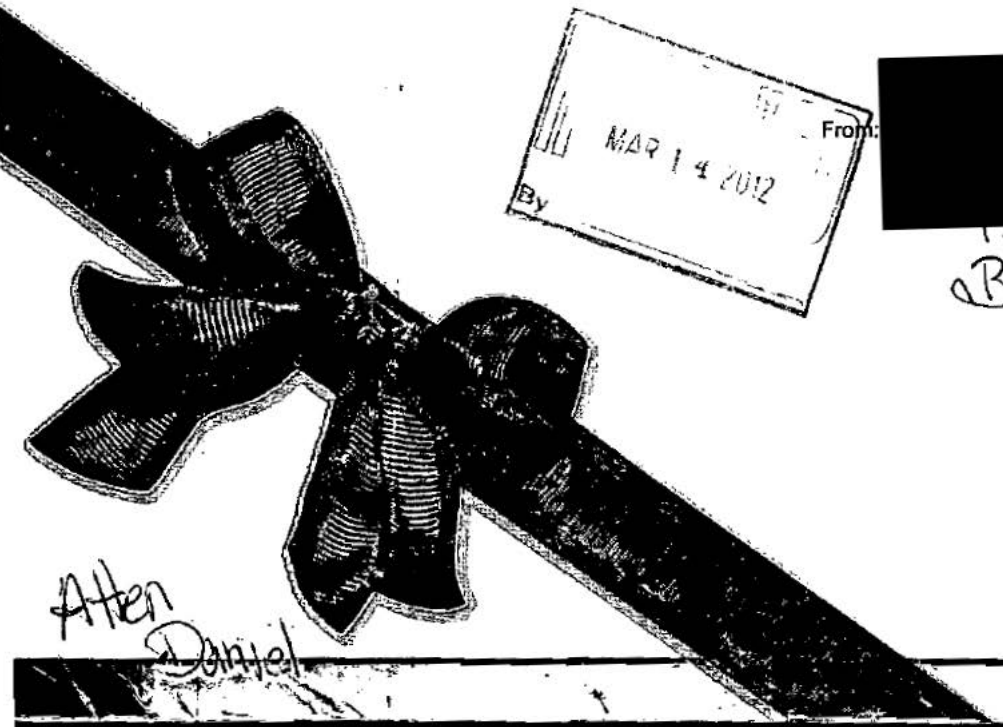
[redacted]

U.S. POSTAL
PAID
BARSTOW,CA
92311
MAR 12, 12
AMOUNT

$5.15
00088639-1

Flat Rate Mailing Envelope

For Domestic and International Use



MAR 14 2012

By

From: [redacted]

Barstow ca [redacted]

To:

Chrysler Customer asst
P.O. Box 21-8004
Auburn Hills Mich
48321

Allen Daniel

RECEIVED DATE:

4/01/12

POSTED DATE : 3-30-12

VIN (FIRST 9 DIGITS) 1J4F2241O

VIN (LAST 8 DIGITS) 8L [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 00000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

CUSTOMER #: [redacted]

[redacted]

INVOICE

VICTORVILLE MOTORS
Chrysler Jeep Dodge Ram
14617 CIVIC DRIVE · VICTORVILLE, CA 92394-0844
(760) 245-7991 · (800) 375-3498
www.victorvillemotors.com
BAR # ARD-006422
EPA # CAR-000169987

BARSTOW, CA [redacted] PAGE: 1
HOME [redacted] CONT: N/A
BUS: [redacted] CELL:
SERVICE ADVISOR: 1382 LELA M NILES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
SILVER	08	JEEP WRANGLER	1J4FZ24158[redacted]		95074/95075	T9486

DEL DATE	PROD DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN08 DD			17:00 01MAR12		0.00	CASH	01MAR12

R.O. OPENED	READY	OPTIONS: DLR:64855 ENG:3.8_Liter
14:14 01MAR12	15:57 01MAR12	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A GUEST STATES THAT THE AIR BAG LIGHT IS ON AGAIN. CK AND ADVISE.							
	26900	GUEST STATES					
		1314	C		105.00		105.00
PARTS:		0.00	LABOR:	105.00	OTHER:	0.00	TOTAL LINE A: 105.00

,,,,95074 CLOCKSPRING HAS AN INTERNAL OPEN. GUEST HAS INTERNAL DEFECT IN
,,,,CLOCK SPRING. NEED TO REPLACE CLOCK SPRING. GUEST DECLINED AT THIS TIME
****

B PERFORM VEHICLE INSPECTION REPORT							
	INSP	PERFORM VEHICLE INSPECTION REPORT					
		1314	C		0.00		0.00
PARTS:		0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B: 0.00

****

EST: 105.00 01MAR12 14:14 SA: 1382

As a valued Guest your satisfaction is our guarantee that your vehicle repairs are inspected for quality assurance by our Chrysler Master Certified Technicians. The following verifies that your repair has been successfully completed. _____
THANK YOU FOR YOUR BUSINESS!

MOPAR

PA RECHK 4:02 3/01/12 @ AE

ORIGINAL EST.	AUTHORIZED ADDITIONS
$	$

☐ I acknowledge notice and oral approval of an increase in the original estimated price.
☐ Repairs and charges were explained to me.

X _____ GUEST'S SIGNATURE

☐ Tire pressure check/inflation service was performed.
RF _____psi LF _____psi RR _____psi LR _____psi

_____ Initials

☐ Guest declined tire pressure check/inflation service.

*As a valued Guest your satisfaction is our guarantee that your vehicle repairs are inspected for quality assurance by our Chrysler Master Certified Technicians. The following verifies that your repair has been successfully completed.
_____ THANK YOU FOR YOUR BUSINESS!*

DESCRIPTION	TOTALS
LABOR AMOUNT	105.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	105.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	105.00

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK
CUSTOMER COPY

SOUTAR'S

CHRYSLER **Dodge** **Jeep** TOYOTA

631 WEST MAIN STREET
BARSTOW, CALIFORNIA 92311
(760) 256-3502

SERVICE AND PARTS OPEN
MONDAY THRU FRIDAY
8:00 A.M. to 5:00 P.M.
SATURDAYS
8:00 A.M. to 3:00 P.M.

B.A.R. # ARD007007 E.P.A. # CAR000071597

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	NINA GIBSON 229	0410	11/24/10	[redacted]
[redacted]	LABOR RATE / LICENSE NO. [redacted]	MILEAGE 60,962	COLOR SILVER/	STOCK NO.
BARSTOW, CA [redacted]	YEAR / MAKE / MODEL 08/JEEP/4 DOOR UTILITY		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1J4FZ24158L[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P.O. NO.	R.O. DATE 11/24/10	
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS		

MO: 60962

LABOR & PARTS

J# 1 52CHZ12 SUP RESTRAINT SYS UNITS: 1.00 TECH(S): 2022 98.00

CUST STATES: AIRBAG LIGHT STAYS ON. SEE HISTORY.
INSPECT AND ADVISE.
ORC B1B02: ACTIVE AIRBAG SQUIB 1 CIRCUIT OPEN.
TESTED AIR BAG TO CLOCKSPRING. RECOMMEND DRIVER'S AIRBAG. ADVISED CUSTOMER THAT POSSIBLY CLOCKSPRING IS DAMAGED AS WELL. MUST REPLACE AIRBAG (RT HAND VEHICLE) AND RE-CHECK.
NO REPAIRS AT THIS TIME. PART/S WILL HAVE TO BE SPECIAL ORDERED.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	5KC81XDV-AH	AIR BAG DRIVER	286.90	286.90
			JOB # 1 TOTAL PARTS		286.90
			JOB # 1 TOTAL LABOR & PARTS		384.90

J# 2 00CHZINFLATION SET TIRE PRESSURE UNITS: TECH(S): 2022 0.00

CHECK AND SET TIRE PRESSURE TO SPECIFICATIONS
FRONT RT/ LEFT AND REAR RT/ LEFT TIRES AT 35PSI.

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

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF $103.00 (+TAX)
APPROVED REVISED ESTIMATE (#1) OF $400.00 (+TAX) ON 11/24/10 AT 03:42pm
BY TONY COMMENTS AIRBAG

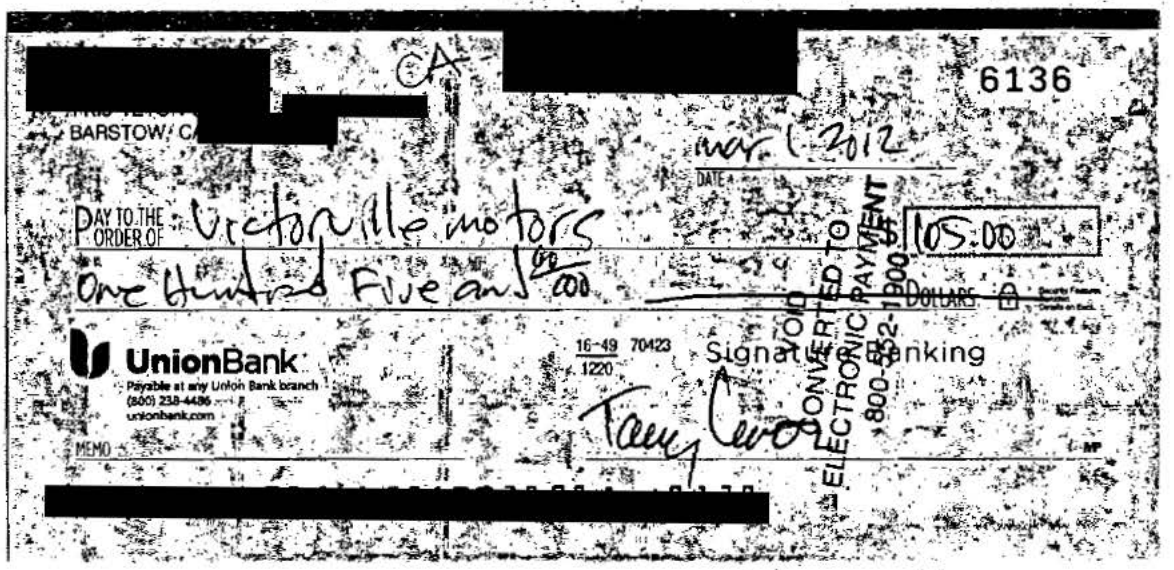
RECOMMENDATIONS

RECOMMEND DRIVER'S AIRBAG. $536.90 PLUS TAX.
S/O PART. CUSTOMER PRE-PAID FOR PART. LABOR TO INSTALL IS $250.00

NOTICE TO CONSUMER:
PLEASE READ IMPORTANT INFORMATION ON BACK.

[CONTINUED ON NEXT PAGE] 04:06pm

The Reynolds and Reynolds Company ERALZRINVE (D35276 O (0508)


[redacted] CA [redacted]

6136

[redacted]
BARSTOW, CA

mar 1 2012
DATE

PAY TO THE ORDER OF Victorville motors $ 105.00

One Hundred Five and 00/100 DOLLARS

VOID CONVERTED TO ELECTRONIC PAYMENT 800-852-1900

UnionBank
Payable at any Union Bank branch
(800) 238-4486
unionbank.com

16-49 70423
1220

Signature Banking

MEMO

[redacted]

VICTORVILLE MOTORS
14617 CIVIC DRIVE
VICTORVILLE, CA 92394
(800) 375-3499

03/01/12 16:01:46
CRCK268082

Check Sale

State Code : CA

DLN : N7944895

MICR Line : [redacted]

Check Number : 6136

Tran ID : 120301CH07094808

Approval Number : 800984

Invoice Number : 000002

Amount: $ 105.00

By paying by check, you authorize us or our agent to process the check by traditional deposit, electronically, or through a preauthorized draft. In the event that the item is returned unpaid for any reason, you authorize us or our agent to re-present the check one or more times by such methods, and you authorize us or our agent to collect a returned check fee up to the maximum amount as permitted by law.

X _____

Signature
Customer Copy

SOUTAR'S

CHRYSLER *Dodge* Jeep TOYOTA

631 WEST MAIN STREET
BARSTOW, CALIFORNIA 92311
(760) 256-3502

SERVICE AND PARTS OPEN
MONDAY THRU FRIDAY
8:00 A.M. to 5:00 P.M.
SATURDAYS
8:00 A.M. to 3:00 P.M.

B.A.R. # ARD007007 **E.P.A. # CAR000071597**

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	NINA GIBSON 229	0410	11/24/10	[redacted]
	LABOR RATE / LICENSE NO. [redacted]	MILEAGE 60,962	COLOR SILVER/	STOCK NO.
[redacted]	YEAR / MAKE / MODEL 08/JEEP/4 DOOR UTILITY		DELIVERY DATE	DELIVERY MILES
BARSTOW, CA [redacted]	VEHICLE I.D. NO. 1J4FZ24158L[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R. O. DATE 11/24/10	
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS		

MO: 60962

TOTALS

TOTAL LABOR	198.00
TOTAL PARTS	286.90
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX	25.10
TOTAL INVOICE $	**410.00**

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

THANK YOU FOR YOUR BUSINESS!!

DON'T FORGET YOUR DEALER KNOWS YOUR CAR BEST!

SO GO TO THE FACTORY TRAINED PROFESSIONALS !!

CUSTOMER SIGNATURE



NOTICE TO CONSUMER:
PLEASE READ IMPORTANT INFORMATION ON BACK.

SOUTARS
631 W MAIN STREET
BARSTOW CA 92311
760-256-3502

Sale

ID: A400
Merchant: 7000054300
11/24/10 16:09:31
MASTERCARD
XXXXXXXXXXXX[redacted]
Appr Code: 024627 Invoice#: 6
Total: $ 410.00

Customer Copy
THANK YOU

PAGE 2 OF 2 [END OF INVOICE] 04:05pm

The Reynolds and Reynolds Company ERALERNVE GO55776 O (0808)

SOUTAR'S

CHRYSLER **Dodge** **Jeep** TOYOTA

631 WEST MAIN STREET
BARSTOW, CALIFORNIA 92311
(760) 256-3502

SERVICE AND PARTS OPEN
MONDAY THRU FRIDAY
8:00 A.M. to 5:00 P.M.
SATURDAYS
8:00 A.M. to 3:00 P.M.

B.A.R. # ARD007007 **E.P.A. # CAR000071597**

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	NINA GIBSON 229	1485	03/18/10	[redacted]
[redacted]	LABOR RATE / LICENSE NO. [redacted]	MILEAGE 41,064	COLOR SILVER/	STOCK NO.
BARSTOW, CA [redacted]	YEAR / MAKE / MODEL 08/JEEP/4 DOOR UTILITY		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1J4FZ24158L[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 03/18/10	
[redacted]	BUSINESS PHONE	COMMENTS		

MO: 41065

LABOR & PARTS

J# 1 52GHZ12 SUP RESTRAINT SYS UNITS: 1.50 TECH(S): 2022 147.00
CUST STATES: AIRBAG LIGHT IS ON. PREVIOUSLY DIGANOSED FAULTY CLOCK SPRING. INSTALL PART.
PREVIOUSLY DIAGNOSED. CUSTOMER ALREADY PRE-PAID FOR PART
INSTALLED MOPAR CLOCKSPRING. AIRBAG LIGHT IS NOW OFF.

JOB # 1 TOTAL LABOR & PARTS 147.00

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF $150.00 (+TAX)

TOTALS

TOTAL LABOR	147.00
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 $	**147.00**

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

THANK YOU FOR YOUR BUSINESS!!

DON'T FORGET YOUR DEALER KNOWS YOUR CAR BEST

SO GO TO THE FACTORY TRAINED PROFESSIONALS!!!



X CUSTOMER SIGNATURE

NOTICE TO CONSUMER:
PLEASE READ IMPORTANT INFORMATION ON BACK.

SOUTAR'S
631 W MAIN STREET
BARSTOW CA 92311
760-256-3502

Sale

ID: 0403
Merchant: 7000054366
03/18/10 15:10:55
VISA
XXXXXXXXXXX[redacted]
Apar Code: 09429B Invoice#: 7
Total: $ 147.00

Customer Copy
THANK YOU

The Reynolds and Reynolds Company ERALRINVE GO3270.O (0508)

(-END OF INVOICE-) 04:18pm

SOUTAR'S

CHRYSLER Plymouth Dodge Jeep TOYOTA

631 WEST MAIN STREET
BARSTOW, CALIFORNIA 92311
(760) 256-3502

CUST NO.	TAX EXEMPT NUMBER	CUST. P. O. NO.	SHIP VIA	PAY	SOLD BY	INVOICE DATE	INVOICE NO.
[redacted]				CASH	JIMMY NAVARRETE	03/15/10	[redacted] CHR

BILL TO
CASH-RETAIL
0000
BARSTOW, CA 92311

SHIP TO

SHIP QTY	B. O. QTY	PART NUMBER / DESCRIPTION	BIN	LIST	NET	AMOUNT
1	0	68003216-AH CLKSPRING,STEERING C	27J	267.90	240.00	240.00

SOUTARS
631 W MAIN STREET
BARSTOW CA 92311
760-256-3502

Sale

TO: 0403
Merchant: 7300054356
03/15/10 15:37:30
MASTERCARD
XXXXXXXXXXXX[redacted]
Appr Code: 045942 Invoice#: 6
Total: 1,261.00

Customer Copy
THANK YOU

MESSAGE:
ICE. NO RETURNS AFTER 30 DAYS.
OR SPECIAL ORDERED ITEMS.
N ALL RETURNED PARTS.
By - Friday 8:00 A.M. to 5:00 P.M.
lay 8:00 A.M. to 3:00 P.M.

SUBTOTAL	240.00
TAX	21.00
FREIGHT	0.00
PAY THIS AMOUNT	261.00

THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ALL IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR THE PARTICULAR PURPOSE, AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THESE PARTS.

16:48:47 PAGE 1 OF 1
NET503

PARTS INVOICE

Case # [redacted]

[redacted]

Barstow CA [redacted]

[redacted]

PLEASE PRESS FIRMLY

PLEASE PRES

UNITED STATES POSTAL SERVICE

1006

PAID
BARSTOW, CA
92311
MAR 30, 12
AMOUNT

$5.15

00088639-09

PRIORITY® MAIL

ED STATES POSTAL SERVICE

Flat Rate Mailing Enve

For Domestic and Inte

Visit us at usps.com

USPS TRACKING NUMBER

[redacted]

From:/Expéditeur:

[redacted]

PRIORITY® MAIL

UNITED STATES POSTAL SERVICE

For Domestic and International Use

RECEIVED
APR - 1 2012
By

From Carmon
Box 511
Barstow CA
PRIO 92312

TO Chrysler Costomer Asst. Center
PO Box 21-8004
Auburn Hills mich
48321

Attn: Daniel

Label 228, January 2008

By air mail / Par avion — Priority / Prioritaire
INTERNATIONAL EXPRESS PRIORITY
TM

ount of mailable material may be enclosed, as long
nvelope is not modified, and the contents are
confined within the envelope with the adhesive
d as the means of closure.

NATIONAL RESTRICTIONS APPLY:

ND WEIGHT LIMIT ON
NATIONAL APPLIES

s forms are required. Consult the
tional Mail Manual (IMM) at pe.usps.gov
a retail associate for details.

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ecycle.

Recycled Paper

EP14F

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From: [redacted]
To: customerassist@chrysler.com
Date: Mon Jan 16 20:33:13 EST 2012
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

---

unsatisfied with servicing dealer customer service

Comments:

---

i received a notice in the mail regarding a clockspring issue. the letter clearly stated that if the airbag light came on that i needed to have the clockspring replaced at no charge. i took it to the dealer today, after scheduling an appointment a week ago and when i dropped it off, they asked if i was having my brakes worked on. i corrected them on the purpose of service. later in the day i receive a phone call stating that the airbag light was not on and they did not see any error messages in the computer system. i advised the light had been on and off at regular intervals. they rechecked the vehicle and said they determined that the seat needed to be recalibrated as it had negative weight caused from sitting objects in the seat. i normally do not sit anything more than a coat in the seat if it is unoccupied. they advised to recalibrate the seat that i would have to pay $90 in order to do so. i declined as i do not have funds to pay for a safety issue covered under warranty to be fixed. i would like the clockspring to be repaired at no cost to me as stated in the letter as being an issue that is covered. short of driving to another reputable dealer (the closest one to me is 25 miles away)what is the best solution to solve the problem? if i had another choice of places to take it to for service i would be there but i have no choice but to continue going to the incompetent customer service technicians at Nichols.

Sender Information:

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

From: customerassist@chrysler.com
To: [redacted]
Date: Tue Jan 17 09:48:22 EST 2012
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [redacted]

Thank you for contacting the Jeep Customer Assistance Center in regards to your 2007 Wrangler.

A review of our records indicates that your Wrangler does not currently require service for any recall campaigns. If your vehicle is involved in a future recall campaign, you will be notified promptly by U.S. mail. Please keep us informed of any change of address.

You may also access the self-service recall site on the internet to check on your vehicle's involvement in any future recalls that are published. Simply go to your brand website Owners page: http://www.Jeep.com/en/owners and enter your Vehicle Identification Number (VIN) where appropriate.

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 your email inquiry.

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: [redacted]
EMAIL CASE NUMBER [redacted]
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7600508V11702L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site
Brief Description:
unsatisfied with servicing dealer customer service
Comments:
i received a notice in the mail regarding a clockspring issue. the letter
clearly stated that if the airbag light came on that i needed to have the
clockspring replaced at no charge. i took it to the dealer today, after
scheduling an appointment a week ago and when i dropped it off, they asked
if i was having my brakes worked on. i corrected them on the purpose of
service. later in the day i receive a phone call stating that the airbag
light was not on and they did not see any error messages in the

computer
system. i advised the light had been on and off at regular
intervals. they
rechecked the vehicle and said they determined that the seat needed
to be
recalibrated as it had negative weight caused from sitting objects
in the
seat. i normally do not sit anything more than a coat in the seat if
it is
unoccupied. they advised to recalibrate the seat that i would have
to pay
$90 in order to do so. i declined as i do not have funds to pay for
a
safety issue covered under warranty to be fixed. i would like the
clockspring to be repaired at no cost to me as stated in the letter
as
being an issue that is covered. short of driving to another
reputable
dealer (the closest one to me is 25 miles away)what is the best
solution to
solve the problem? if i had another choice of places to take it to
for
service i would be there but i have no choice but to continue going
to the
incompetent customer service technicians at Nichols.

VIN:
7I[redacted]
Mileage:
22000
Servicing Dealer:
Nichols Chrysler Dodge
Title:
Mr.
First Name:
[redacted]
Middle Initial:

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

City:
Burlington
State:
NC
Zip:
[redacted]
Email:
[redacted]
Home Phone:
[redacted]

From: [redacted]
To: customerassist@chrysler.com
Date: Tue Jan 17 14:14:12 EST 2012
Subject: Re: Chrysler Group LLC Customer Assistance
(KMM7600508V11702L0KM)
This is not a recall and no where in my correspondence did I mention
recall.
Its an extended warranty for clockspring from 3 to now 10 years. You
didn't
even address my concerns about the dealer.

Sent from my Verizon Wireless 4G LTE Phone

-----Original message-----
From: customerassist <customerassist@chrysler.com>
To:[redacted]
Sent: Tue, Jan 17, 2012 09:48:55 EST
Subject: Re: Chrysler Group LLC Customer Assistance
(KMM7600508V11702L0KM)

Dear [redacted]

Thank you for contacting the Jeep Customer Assistance Center in
regards
to your 2007 Wrangler.

A review of our records indicates that your Wrangler does not
currently
require service for any recall campaigns. If your vehicle is
involved
in a future recall campaign, you will be notified promptly by U.S.
mail.
Please keep us informed of any change of address.

You may also access the self-service recall site on the internet to
check on your vehicle's involvement in any future recalls that are
published. Simply go to your brand website Owners page:
http://www.Jeep.com/en/owners
and enter your Vehicle Identification Number (VIN) where appropriate.

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 your email inquiry.

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: [redacted]
EMAIL CASE NUMBER:
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?
trk_ID=KMM7600508V11702
L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site
Brief Description:
unsatisfied with servicing dealer customer service
Comments:
i received a notice in the mail regarding a clockspring issue. the letter clearly stated that if the airbag light came on that i needed to have the clockspring replaced at no charge. i took it to the dealer today, after scheduling an appointment a week ago and when i dropped it off, they asked if i was having my brakes worked on. i corrected them on the purpose of service. later in the day i receive a phone call stating that the airbag light was not on and they did not see any error messages in the computer system. i advised the light had been on and off at regular intervals. they rechecked the vehicle and said they determined that the seat needed to be recalibrated as it had negative weight caused from sitting objects in the seat. i normally do not sit anything more than a coat in the seat if it is unoccupied. they advised to recalibrate the seat that i would have to pay $90 in order to do so. i declined as i do not have funds to pay for a safety issue covered under warranty to be fixed. i would like the clockspring to be repaired at no cost to me as stated in the letter as being an issue that is covered. short of driving to another reputable dealer (the closest one to me is 25 miles away)what is the best solution to solve the problem? if i had another choice of places to take it to for service i would be there but i have no choice but to continue going to the incompetent customer service technicians at Nichols.

VIN:
7L[redacted]
Mileage:
22000
Servicing Dealer:
Nichols Chrysler Dodge

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

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

City:
Burlington
State:
NC
Zip:
[redacted]
Email:
[redacted]
Home Phone:
[redacted]

From: customerassist@chrysler.com
To: [redacted]
Date: Tue Jan 17 14:36:42 EST 2012
Subject: Re: Chrysler Group LLC Customer Assistance (KMM7600508V11702L0KM)
Dear [redacted]

Thank you for contacting the Jeep Customer Assistance Center with your email response.

We have received your email regarding your recent service experience at Nichols Chrysler Dodge.

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

Dealerships are not owned by Chrysler Group, they are independent businesses and are responsible for addressing workmanship concerns like the kind noted in your email. We suggest contacting the dealership service manager and address your concerns further.

Information received from customers such as yourself enables better evaluation of dealers' service activities. Your complaint will be forwarded to the Business Center responsible for this dealer and retained in the dealer's permanent file.

Although we recommend that you return to your selling dealer for service, any authorized Chrysler Group LLC dealership can repair your vehicle. You are not limited to the dealership that sold you your vehicle.

Your feedback and opinion is very important to us. We hope this experience will not cause customers to misjudge our products.

On another note, the extended warranty available on your vehicle only pertains to powertrain components. The clockspring issue you have contacted us in regards to falls under the basic 3/36 warranty.

Thanks again for your email.

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:
EMAIL CASE NUMBER: [redacted]
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7601050V29002L0KM&

Original Message Follows:

This is not a recall and no where in my correspondence did I mention recall. Its an extended warranty for clockspring from 3 to now 10 years. You didn't even address my concerns about the dealer.

Sent from my Verizon Wireless 4G LTE Phone

-----Original message-----

From: customerassist <customerassist@chrysler.com>
To: jbrumble@triad.rr.com
Sent: Tue, Jan 17, 2012 09:48:55 EST
Subject: Re: Chrysler Group LLC Customer Assistance
(KMM7600508V11702L0KM)

Dear [redacted]

Thank you for contacting the Jeep Customer Assistance Center in regards
to your 2007 Wrangler.

A review of our records indicates that your Wrangler does not currently
require service for any recall campaigns. If your vehicle is involved
in a future recall campaign, you will be notified promptly by U.S. mail.
Please keep us informed of any change of address.

You may also access the self-service recall site on the internet to
check on your vehicle's involvement in any future recalls that are
published. Simply go to your brand website Owners page:
http://www.Jeep.com/en/owners
and enter your Vehicle Identification Number (VIN) where appropriate.

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 your email inquiry.

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: [redacted]
EMAIL CASE NUMBER: [redacted]
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?
trk_ID=KMM7600508V11702L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site
Brief Description:
unsatisfied with servicing dealer customer service
Comments:
i received a notice in the mail regarding a clockspring issue. the

letter
clearly stated that if the airbag light came on that i needed to
have
the
clockspring replaced at no charge. i took it to the dealer today,
after
scheduling an appointment a week ago and when i dropped it off, they
asked
if i was having my brakes worked on. i corrected them on the purpose
of
service. later in the day i receive a phone call stating that the
airbag
light was not on and they did not see any error messages in the
computer
system. i advised the light had been on and off at regular
intervals.
they
rechecked the vehicle and said they determined that the seat needed
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recalibrated as it had negative weight caused from sitting objects
in
the
seat. i normally do not sit anything more than a coat in the seat if
it
is
unoccupied. they advised to recalibrate the seat that i would have
to
pay
$90 in order to do so. i declined as i do not have funds to pay for
a
safety issue covered under warranty to be fixed. i would like the
clockspring to be repaired at no cost to me as stated in the letter
as
being an issue that is covered. short of driving to another
reputable
dealer (the closest one to me is 25 miles away)what is the best
solution to
solve the problem? if i had another choice of places to take it to
for
service i would be there but i have no choice but to continue going
to
the
incompetent customer service technicians at Nichols.

VIN:
7[redacted]
Mileage:
22000
Servicing Dealer:
Nichols Chrysler Dodge
Title:
Mr.
First Name:
[redacted]
Middle Initial:

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

City:
Burlington
State:
NC
Zip:
[redacted]
Email:
[redacted]
Home Phone:
[redacted]

From: [redacted]
To: customerassist@chrysler.com
Date: Tue Jan 17 14:46:47 EST 2012
Subject: Re: Chrysler Group LLC Customer Assistance (KMM7601050V29002L0KM)
Would it help if I scanned a copy of the letter Chrysler jeep sent me in the
mail so you can have a better understanding of what I'm referring to as I do
t think you understand.

Sent from my Verizon Wireless 4G LTE Phone

-----Original message-----
From: customerassist <customerassist@chrysler.com>
To: [redacted]
Sent: Tue, Jan 17, 2012 14:37:44 EST
Subject: Re: Chrysler Group LLC Customer Assistance (KMM7601050V29002L0KM)

Dear [redacted]

Thank you for contacting the Jeep Customer Assistance Center with your
email response.

We have received your email regarding your recent service experience at
Nichols Chrysler Dodge.

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

Dealerships are not owned by Chrysler Group, they are independent businesses and are responsible for addressing workmanship concerns like
the kind noted in your email. We suggest contacting the dealership service manager and address your concerns further.

Information received from customers such as yourself enables better evaluation of dealers' service activities. Your complaint will be forwarded to the Business Center responsible for this dealer and retained in the dealer's permanent file.

Although we recommend that you return to your selling dealer for service, any authorized Chrysler Group LLC dealership can repair your vehicle. You are not limited to the dealership that sold you your vehicle.

Your feedback and opinion is very important to us. We hope this experience will not cause customers to misjudge our products.

On another note, the extended warranty available on your vehicle only pertains to powertrain components. The clockspring issue you have contacted us in regards to falls under the basic 3/36 warranty.

Thanks again for your email.

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:
EMAIL CASE NUMBER: [redacted]
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?
trk_ID=KMM7601050V29002
L0KM&

Original Message Follows:

This is not a recall and no where in my correspondence did I mention recall. Its an extended warranty for clockspring from 3 to now 10 years.
You didn't even address my concerns about the dealer.

Sent from my Verizon Wireless 4G LTE Phone

-----Original message-----

From: customerassist <customerassist@chrysler.com>
To: [redacted]
Sent: Tue, Jan 17, 2012 09:48:55 EST
Subject: Re: Chrysler Group LLC Customer Assistance
(KMM7600508V11702L0KM)

Dear [redacted]

Thank you for contacting the Jeep Customer Assistance Center in regards
to your 2007 Wrangler.

A review of our records indicates that your Wrangler does not currently
require service for any recall campaigns. If your vehicle is involved in a future recall campaign, you will be notified promptly by U.S. mail.
Please keep us informed of any change of address.

You may also access the self-service recall site on the internet to check on your vehicle's involvement in any future recalls that are published. Simply go to your brand website Owners page:
http://www.Jeep.com/en/owners
and enter your Vehicle Identification Number (VIN) where appropriate.

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 your email inquiry.

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: [redacted]
EMAIL CASE NUMBER:
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?
trk_ID=KMM7600508V11702
L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site
Brief Description:
unsatisfied with servicing dealer customer service
Comments:
i received a notice in the mail regarding a clockspring issue. the letter
clearly stated that if the airbag light came on that i needed to have
the
clockspring replaced at no charge. i took it to the dealer today, after
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they
rechecked the vehicle and said they determined that the seat needed to
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seat. i normally do not sit anything more than a coat in the seat if it
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unoccupied. they advised to recalibrate the seat that i would have to
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clockspring to be repaired at no cost to me as stated in the letter as
being an issue that is covered. short of driving to another reputable
dealer (the closest one to me is 25 miles away)what is the best solution to
solve the problem? if i had another choice of places to take it to for

service i would be there but i have no choice but to continue going to
the
incompetent customer service technicians at Nichols.

VIN:
7L[redacted]
Mileage:
22000
Servicing Dealer:
Nichols Chrysler Dodge
Title:
Mr.
First Name:
[redacted]
Middle Initial:

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

City:
Burlington
State:
NC
Zip:
[redacted]
Email:
[redacted]
Home Phone:
[redacted]

From: customerassist@chrysler.com
To: [redacted]
Date: Tue Jan 17 14:54:28 EST 2012
Subject: Re: Chrysler Group LLC Customer Assistance (KMM7601050V29002L0KM)
Dear Justin:

Thank you for contacting the Jeep Customer Assistance Center in regards to your email response.

We apologize for the miscommunication and misunderstanding with your inquiry. We recommend that you take the letter to your local dealership (Nichols Dodge at 336-229-6901) to further address your concern.

If you are still experiencing issues, we recommend that you seek your next local dealership (Crown Chrysler Dodge Jeep at 336-852-2227) for a second opinion.

Thanks again for your email.

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:
EMAIL CASE NUMBER: [redacted]
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7601090V30068L0KM&

Original Message Follows:

Would it help if I scanned a copy of the letter Chrysler jeep sent me in the mail so you can have a better understanding of what I'm referring to as I do t think you understand.

Sent from my Verizon Wireless 4G LTE Phone

-----Original message-----

From: customerassist <customerassist@chrysler.com>
To: [redacted]
Sent: Tue, Jan 17, 2012 14:37:44 EST
Subject: Re: Chrysler Group LLC Customer Assistance (KMM7601050V29002L0KM)

Dear [redacted]

Thank you for contacting the Jeep Customer Assistance Center with your
email response.

We have received your email regarding your recent service experience at

Nichols Chrysler Dodge.

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

Dealerships are not owned by Chrysler Group, they are independent businesses and are responsible for addressing workmanship concerns like
the kind noted in your email. We suggest contacting the dealership service manager and address your concerns further.

Information received from customers such as yourself enables better evaluation of dealers' service activities. Your complaint will be forwarded to the Business Center responsible for this dealer and retained in the dealer's permanent file.

Although we recommend that you return to your selling dealer for service, any authorized Chrysler Group LLC dealership can repair your vehicle. You are not limited to the dealership that sold you your vehicle.

Your feedback and opinion is very important to us. We hope this experience will not cause customers to misjudge our products.

On another note, the extended warranty available on your vehicle only pertains to powertrain components. The clockspring issue you have contacted us in regards to falls under the basic 3/36 warranty.

Thanks again for your email.

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:
EMAIL CASE NUMBER: [redacted]
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7601050V29002L0KM&

Original Message Follows:

This is not a recall and no where in my correspondence did I mention recall. Its an extended warranty for clockspring from 3 to now 10 years.
You didn't even address my concerns about the dealer.

Sent from my Verizon Wireless 4G LTE Phone

-----Original message-----

From: customerassist
To: [redacted]
Sent: Tue, Jan 17, 2012 09:48:55 EST

Subject: Re: Chrysler Group LLC Customer Assistance
(KMM7600508V11702L0KM)

Dear [redacted]

Thank you for contacting the Jeep Customer Assistance Center in regards
to your 2007 Wrangler.

A review of our records indicates that your Wrangler does not currently
require service for any recall campaigns. If your vehicle is involved in a future recall campaign, you will be notified promptly by U.S. mail.
Please keep us informed of any change of address.

You may also access the self-service recall site on the internet to check on your vehicle's involvement in any future recalls that are published. Simply go to your brand website Owners page:
http://www.Jeep.com/en/owners
and enter your Vehicle Identification Number (VIN) where appropriate.

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 your email inquiry.

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: [redacted]
EMAIL CASE NUMBER:[redacted]
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?
trk_ID=KMM7600508V11702L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site
Brief Description:
unsatisfied with servicing dealer customer service
Comments:
i received a notice in the mail regarding a clockspring issue. the letter
clearly stated that if the airbag light came on that i needed to have
the
clockspring replaced at no charge. i took it to the dealer today, after
scheduling an appointment a week ago and when i dropped it off, they asked

if i was having my brakes worked on. i corrected them on the purpose of service. later in the day i receive a phone call stating that the airbag light was not on and they did not see any error messages in the computer system. i advised the light had been on and off at regular intervals. they rechecked the vehicle and said they determined that the seat needed to be recalibrated as it had negative weight caused from sitting objects in the seat. i normally do not sit anything more than a coat in the seat if it is unoccupied. they advised to recalibrate the seat that i would have to pay $90 in order to do so. i declined as i do not have funds to pay for a safety issue covered under warranty to be fixed. i would like the clockspring to be repaired at no cost to me as stated in the letter as being an issue that is covered. short of driving to another reputable dealer (the closest one to me is 25 miles away)what is the best solution to solve the problem? if i had another choice of places to take it to for service i would be there but i have no choice but to continue going to the incompetent customer service technicians at Nichols.

VIN:
7I[redacted]
Mileage:
22000
Servicing Dealer:
Nichols Chrysler Dodge
Title:
Mr.
First Name:
[redacted]
Middle Initial:

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

City:
Burlington
State:
NC
Zip:
[redacted]
Email:

[redacted]
Home Phone:
[redacted]

RECEIVED DATE:

1/17/12

POSTED DATE : 1-12-12

VIN (FIRST 9 DIGITS) 1J4FA24I7

VIN (LAST 8 DIGITS) 7L [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

2007 JEEP WRANGLER CLOCKSPRING EXTENDED WARRANTY
CUSTOMER REIMBURSEMENT CLAIM FORM

Date Claim Submitted: January 12, 2012

17- Digit Vehicle Identification Number (VIN): 1J4FA24177L [redacted]

Mileage at Time of Repair: 43,913 Date of Repair: 11/23/2011

Customer First & Last Name (please print): [redacted]

Street Address or PO Box Number: [redacted]

City: Needham State: MA Zip Code: [redacted]

Daytime Telephone Number (include Area Code): [redacted]

Evening Telephone Number (include Area Code):

Amount of Reimbursement Requested: $ $431.76

The following documentation must accompany this claim form.

Original or clear copy of all receipts, invoices, and repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What repair was completed, when it was done, and who did it.
- The total cost of the repair expense and the date of payment. (Copy of the front and back of cancelled check, copy of credit card receipt, credit card itemized invoice, etc.)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Customer Signature: [redacted]

The two methods for submission are by postal mail or electronically. For postal submission please mail this claim form and the required documents to:

Chrysler Customer Assistance Center
P.O. Box 21-8007
Auburn Hills, MI 48321-8007

If you have a scanner and desire electronic document submission, please go to www.chrysler.com/chryslercares and complete the webform. **Indicate in the narrative "X41 Repair Reimbursement – Request for Electronic Document Submission Link". Instructions will be sent to your email address to scan and submit your documents electronically.**

Your claim will be acted upon within 60 days of receipt. If you have any questions, please contact Jeep Customer Care between the hours of 8:00 AM and 8:00 PM, EST, Monday through Friday or Saturday and Sunday 9:00 AM to 5:00 PM, EST at 1-877 - I AM JEEP (426-5337).

December 21, 2011

Jeep SRT

CHRYSLER GROUP LLC

094643

[redacted]

NEEDHAM, MA [redacted]

1J4FA24177L[redacted]

Dear [redacted]

This letter is to inform you that the warranty period (3 years or 36,000 miles) on your Wrangler's clockspring has been extended to 10 years or 150,000 miles, whichever occurs first. This extended clockspring warranty coverage applies to select model year 2007 Wranglers.

We are extending the warranty period on your clockspring because some of the affected vehicle population may experience an airbag lamp illumination caused by a steering column clockspring issue. **If your vehicle is operating properly, there is nothing you are required to do.**

If you are experiencing the condition as described in this warranty extension (within the 10 year or 150,000 mile period), simply contact your dealer to schedule a service appointment. Remember to bring this letter with you to your dealer. Please make sure to store this letter with your vehicle's other warranty information for future reference. The warranty extension applies to the above components only; the other terms and the "What's Not Covered" items of your warranty remain the same as stated in your Warranty Information book.

If you have already paid for the replacement of your clockspring, you may be eligible to receive a reimbursement. You may complete the enclosed Customer Reimbursement Claim Form and send your original receipts, invoices and/or repair order to the following address for reimbursement, your claim will be acted upon within 60 days of receipt:

Chrysler Customer Assistance Center
P.O. Box 21-8007
Auburn Hills, MI 48321-8007

If you have questions or need any assistance, please contact your dealer or the Jeep Customer Assistance Center between the hours of 8:00 AM and 8:00 PM, EST, Monday through Friday or Saturday and Sunday 9:00 AM to 5:00 PM, EST. Please contact 1-877- I AM JEEP (426-5337).

Chrysler Group LLC

[redacted]

Needham, MA [redacted]

January 12, 2012

To whom it may concern:

I am writing in regards to the customer reimbursement claim form for the extended clockspring warranty on my 2007 Jeep Wrangler.

The passenger airbag warning light on my dashboard came on in November, and I purchased a clockspring from Berry Chrysler Dodge Jeep in the amount of $201.76 (under my father's credit card, which is why the name on the invoice i[redacted]. After installation, the airbag warning light was still on, so I subsequently brought the vehicle to Brigham-Gill. It was determined that the clockspring purchased from Berry was also defective, and was then replaced under warranty. However, there was a charge of $230.00 in labor to install another clockspring.

Therefore, my total claim is in the amount of $431.76, which includes the amount paid for the clockspring purchase from Berry, as well as the labor charge from Brigham-Gill for installation of a new part.

Regards,

[redacted]

[redacted] [redacted]

[redacted]

NEEDHAM, MA [redacted]
HOME:
BUS:

INVOICE

PAGE 1

CONT:N/A
CEL[redacted]

BRIGHAM GILL
CHRYSLER JEEP DODGE

817 Worcester Rd., P.O. Box 30
Natick, MA 01760
PH: (508) 655-4200
Fax (508) 655-0899
www.brighamgill.com

FIVE STAR

SERVICE ADVISOR: 4082 JAMES HANNA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
RED	07	JEEP WRANGLER	1J4FA24177L[redacted]		43913/43913	T3392

IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO	RATE	PAYMENT	INV. DATE
08FEB07 DD			17:00 23NOV11			CASH	25NOV11

R.O. OPENED	CUST. NOTIFIED DATE	OPTIONS:
17:53 21NOV11	11:16 25NOV11	DLR:OTHER ENG:3.8 Liter

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A C/S CK AIR BAG LIGHT WAS ON .. CUSTOMER REPLACED CLOCKSPRING HOEN NOW INOP & P/S AIR BAG LIGHT IS ON ALL THE TIME CK & REPORT			
CAUSE: SHORTED			
19852502 Clockspring / Steering Angle Sensor - Replace (B)			
72 KEVIN COMEAU LIC#: 3415			
WPC40			(N/C)
1 5156106AB CLKSPRING-STEERING COLUMN CONTROL			
MOD			(N/C)
39 LABOR CHARGE			
72 KEVIN COMEAU LIC#: 3415			
CPJ	230.00		~~230.00~~
PARTS: 0.00 LABOR: 230.00 OTHER: 0.00 TOTAL LINE A:			230.00
DIAZGNOSED TO DEFECTIVE CLOCK SPRING, REPLACED CLOCK SPRING (MOPAR PARTS CLAIM)			
**********			
B "FREE" VEHICLE EXTERIOR WASH			
107 "FREE" VEHICLE EXTERIOR WASH			
72 KEVIN COMEAU LIC#: 3415			
CPJ	0.00		0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:			0.00
**********			
C THE HORN IS INOP			
38 REPL HORN SWITCH			
72 KEVIN COMEAU LIC#: 3415			
CPJ	57.50		57.50
1 68003477AA SWITCH-HORN	84.14	84.14	84.14
PARTS: 84.14 LABOR: 57.50 OTHER: 0.00 TOTAL LINE C:			141.64
**********			

EXCLUSION OF WARRANTIES

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

"LIMITED LABOR WARRANTY"

The repair facility guarantees the labor used in performing the repairs listed on this repair order for a period of 90 days or 4,000 miles (whichever comes first) from the date such repairs were completed. If our repair or replacement fails in normal service within that period, we'll fix it free of charge.

DISPOSAL OF HAZARDOUS WASTE

The State of Massachusetts requires that all hazardous waste (Oil, Solvents, Anti-Freeze, etc.) must be disposed of by a licensed contractor in an environmentally safe manner.
Any charge for disposal of hazardous waste reflects our conformity to state law in addition to our concern for the preservation of the environment.

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	386.85

CUSTOMER COPY

[redacted] [redacted]

BRIGHAM GILL
CHRYSLER JEEP DODGE

817 Worcester Rd., P.O. Box 30
Natick, MA 01760
PH: (508) 655-4200
Fax (508) 655-0899
www.brighamgill.com

FIVE STAR

INVOICE

[redacted]

NEEDHAM, MA [redacted]

PAGE 2

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

SERVICE ADVISOR: 4082 JAMES HANNA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
RED	07	JEEP WRANGLER	1J4FA24177L[redacted]		43913/43913	T3392

IN SVC DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
08FEB07 DD			17:00 23NOV11			CASH	25NOV11

R.O. OPENED	CUST. NOTIFIED DATE	OPTIONS:
17:53 21NOV11	11:16 25NOV11	DLR:OTHER ENG:3.8_Liter

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
EST: 115.00			21NOV11 17:53 SA: 4082				
CUSTOMER PAY	ENVIR.EPA/CHG.		FOR REPAIR ORDER				9.95

****

FIND MY NAME IN THE UPPER RIGHT CORNER, DO YO
U HAVE ANY QUESTIONS?? CALL ME I CAN HELP.DID
YOU KNOW WE HAVE A BODY SHOP? WE SERVICE ALL
MAKES ALL MODELS & ARE ON INS. CO PREFFERRED
VENDORS LIST'S. WE DO IT ALL ONE PHONE CALL.
508-655-4200 IT'S A PLEASURE TO SERVE YOU.

CHRYSLER Jeep® DODGE

CUSTOMER

EXCLUSION OF WARRANTIES

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

"LIMITED LABOR WARRANTY"

The repair facility guarantees the labor used in performing the repairs listed on this repair order for a period of 90 days or 4,000 miles (whichever comes first) from the date such repairs were completed. If our repair or replacement fails in normal service within that period, we'll fix it free of charge.

DISPOSAL OF HAZARDOUS WASTE

The State of Massachusetts requires that all hazardous waste (Oil, Solvents, Anti-Freeze, etc.) must be disposed of by a licensed contractor in an environmentally safe manner.
Any charge for disposal of hazardous waste reflects our conformity to state law in addition to our concern for the preservation of the environment.

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

DESCRIPTION	TOTALS
LABOR AMOUNT	287.50
PARTS AMOUNT	84.14
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	9.95
TOTAL CHARGES	381.59
LESS INSURANCE	0.00
SALES TAX	5.26
PLEASE PAY THIS AMOUNT	386.85

CUSTOMER COPY

BERRY CHRYSLER DODGE JEEP

1971 EAST HIGHWAY 31
CORSICANA, TEXAS 75110
PARTS DIRECT:903-874-6870 OR 800-926-8254

[redacted]

NEEDHAM MA [redacted]

Printed:11/16/11 @ 09:

DATE	INVOICE NO.	CUST. NO
11/16/2011	[redacted]	[redacted]

SOLD BY	PAY TYPE	P.O. NO.
DH	CREDCARD	

Counter Sale
2 INTERNET

Miles 43121

7814490487 WCOMP TYPE: 9

WWW.DODGETRUCKPARTS.NET WWW.SPRINTERPARTS.NET
WWW.JEEPOEMPARTS.COM WWW.DODGEDIESELPARTS.NET
WWW.CHRYSLERPARTS.NET

0-15 DAYS = 0 RESTOCK FEE
16-30 DAYS = 10% RESTOCK FEE
30+ DAYS = 20% RESTOCK FEE

QTY.	PART NUMBER/DESCRIPTION	BIN	LIST	NET	AMOUNT
1	5156106AB CLKSPRINGSTEE 1008-C		249.00	178.80	178.80

SUB TOTAL	178.80
FREIGHT	21.46
HANDLING	1.50
TAX	.00
PAY THIS AMOUNT	201.76

Thank You

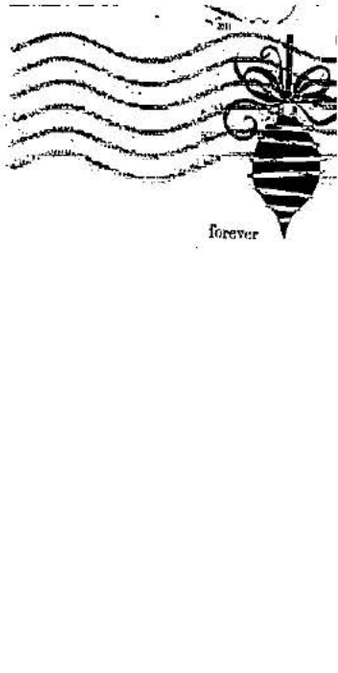
ELECTRICAL PARTS MAY BE RETURNED IN UNOPENED ORIGINAL PACKAGING FOR A 15% RESTOCKING FEE.
ELECTRICAL PARTS THAT HAVE BEEN OPENED OR INSTALLED ARE NON RETURNABLE. NO EXCEPTIONS.

Received By _____

CUSTOMER COPY

[redacted]
Needham, MA [redacted]

BOSTON MA 021
12 JAN 2012 PM 22 L



Chrysler Customer Assistance Center
P.O. Box 21-8007
Auburn Hills, MI 48321-8007

JAN 17 2012
BV

48321+8007

RECEIVED DATE:

1/23/12

POSTED DATE :

1-17-12

VIN (FIRST 9 DIGITS) 1J4GA5911

VIN (LAST 8 DIGITS) 7L[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 00000002

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

2007 JEEP WRANGLER CLOCKSPRING EXTENDED WARRANTY
CUSTOMER REIMBURSEMENT CLAIM FORM

Date Claim Submitted: 1-14-12

17- Digit Vehicle Identification Number (VIN): 1J4GA59117L[redacted]

Mileage at Time of Repair: 76,750 Date of Repair: 6-28-10

Customer First & Last Name (please print): [redacted]

Street Address or PO Box Number: [redacted]

City: Springfield State: MO Zip Code: [redacted]

Daytime Telephone Number (include Area Code): [redacted]

Evening Telephone Number (include Area Code): [redacted]

Amount of Reimbursement Requested: $ $415.00

The following documentation must accompany this claim form.

Original or clear copy of all receipts, invoices, and repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What repair was completed, when it was done, and who did it.
- The total cost of the repair expense and the date of payment. (Copy of the front and back of cancelled check, copy of credit card receipt, credit card itemized invoice, etc.)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Customer Signature: [redacted]

The two methods for submission are by postal mail or electronically. For postal submission please mail this claim form and the required documents to:

Chrysler Customer Assistance Center
P.O. Box 21-8007
Auburn Hills, MI 48321-8007

If you have a scanner and desire electronic document submission, please go to www.chrysler.com/chryslercares and complete the webform. **Indicate in the narrative "X41 Repair Reimbursement – Request for Electronic Document Submission Link". Instructions will be sent to your email address to scan and submit your documents electronically.**

Your claim will be acted upon within 60 days of receipt. If you have any questions, please contact Jeep Customer Care between the hours of 8:00 AM and 8:00 PM, EST, Monday through Friday or Saturday and Sunday 9:00 AM to 5:00 PM, EST at 1-877 - I AM JEEP (426-5337).

[redacted]

Central Dodge

1025 W. SUNSHINE • SPRINGFIELD, MISSOURI 65807
PHONE 417-862-9272
FAX 417-862-2141

0101IDOCS271261

CUSTOMER NO. [redacted]	ADVISOR NATHAN ARRINGTON 345	TAG NO. 373	INVOICE DATE 06/28/10	[redacted]	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 76,750	COLOR BLACK/	
	YEAR / MAKE / MODEL 07/JEEP/WRANGLER/4DR 4WD UNLIM SAHAR		DELIVERY DATE	DELIVERY MILES	
SPRINGFIELD, MO [redacted]	VEHICLE I.D. NO. 1J4GA5917L[redacted]		SELLING DEALER NO.	PRODUCTION DATE	
[redacted]	P.T.E. NO.	P.O. NO.	R.O. DATE 06/25/10		
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS			

MO: 76750

LABOR & PARTS

J# 1 08DOZ4 AIR BAG LAMP TECH(S):513 180.00
CUSTOMER STATES AIR BAG LIGHT WILL COME ON WHEN TURNING
WILL GO BACK OF WHEN STEERING WHEEL IS CENTERED..
VERIFIED CONCERN.
REPLACED CLOCKSPRING

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	5156106-AA	CLKSPRING 8015001	235.00	235.00
			JOB # 1 TOTAL PARTS		235.00
			JOB # 1 TOTAL LABOR & PARTS		415.00

J# 2 08DOZ5 MISC TECH(S):513
CUSTOMER STATES CRUISE CONTROL IS INOP..
SEE JOB 1

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

J# 3 31DOZ LUBE OIL FILTER TECH(S):411 8.56
LUBE CHASSIS, CHANGE FILTER AND OIL
INCLUDES TIRE PRESSURE CHECK
INSPECT CV JOINT BOOTS
COMPLETE CHASSIS LUBE IF NECESSARY
INSPECT BELTS AND HOSES
FILL FLUID LEVELS
PERFORMED LUBE, OIL AND FILTER MAINTENANCE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 3	1	4105409-BC	FILTER EN 9057006	6.95	6.95
JOB # 3	5	68026603-AA	OIL 5W20 1081090	2.70	13.50
			JOB # 3 TOTAL PARTS		20.45
			JOB # 3 TOTAL LABOR & PARTS		29.01

J# 4+28DOZ1 RECALL TECH(S):513 WARRANTY
PERFORM TRANS FLUID TEMP WARNING RECALL #J30
COMPLETED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 4 TOTAL PARTS		0.00
			JOB # 4 TOTAL LABOR & PARTS		0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	AUTO	SHOP SUPPLIES		9.43
JOB # 1	10	10% OFF COUPON		-41.50
JOB # 3	CPN	COUPON		-13.05
			TOTAL - MISC	-45.12

DISCLAIMER OF WARRANTIES:

ANY WARRANTIES ON THE PRODUCT SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. CENTRAL DODGE HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND CENTRAL DODGE NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THIS SALE.

I hereby authorize repairs to be done with necessary parts and materials. I hereby grant you and your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. In the event that Central Dodge is required to employ an attorney to make collection, I agree to pay Central Dodge reasonable attorney's fees.

I understand that Central Dodge is not responsible for loss or damage to cars or articles left in cars in case of fire, theft or any other cause beyond Dealer's control.

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

Approved By Signature

Central Dodge

1025 W. SUNSHINE • SPRINGFIELD, MISSOURI 65807
PHONE 417-862-9272
FAX 417-862-2141

0101TDOCS271261

CUSTOMER NO. [redacted]	ADVISOR NATHAN ARRINGTON 345	TAG NO. 373	INVOICE DATE 06/28/10	INVOICE NO. [redacted]	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 76,750	COLOR BLACK/	STOCK NO.
	YEAR / MAKE / MODEL 07/JEEP/WRANGLER/4DR 4WD UNLIM SAHAR			DELIVERY DATE	DELIVERY MILES
SPRINGFIELD, MO [redacted]	VEHICLE I.D. NO. 1J4GA59117L [redacted]			SELLING DEALER NO.	PRODUCTION DATE
[redacted]	F.T.E. NO	P.O. NO.		R.O. DATE 06/25/10	
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS			MO: 76750

TOTALS

LABOR AND PARTS ARE GUARANTEED 12 MONTHS OR 12,000 MILES. WHICHEVER OCCURS FIRST. ONLY IF PARTS INSTALLED ARE SUPPLIED BY DAIMLER-CHRYSLER. IF NON ORIGINAL EQUIPMENT PARTS ARE INSTALLED. THE WARRANTY IS 90 DAYS PARTS EXCHANGE ONLY. LABOR COVERED BY CUSTOMER.
THANK YOU FOR YOUR BUSINESS

TOTAL LABOR....	188.56
TOTAL PARTS....	255.45
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	9.43
TOTAL MISC DISC	-54.55
TOTAL TAX.....	19.42
TOTAL INVOICE $	**418.31**

You may receive a survey from Daimler-Chrysler. This Survey is a grade card of how WE TREATED YOU. If for some reason you could not grade us COMPLETELY SATISFIED, PLEASE contact Terry Tate at (417)862-9272 ext. 205

Visit our website @ centraldodge.com

CUSTOMER SIGNATURE

DISCLAIMER OF WARRANTIES:

ANY WARRANTIES ON THE PRODUCT SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. CENTRAL DODGE HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND CENTRAL DODGE NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THIS SALE.

I hereby authorize repairs to be done with necessary parts and materials. I hereby grant you and your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. In the event that Central Dodge is required to employ an attorney to make collection, I agree to pay Central Dodge reasonable attorney's fees.

I understand that Central Dodge is not responsible for loss or damage to cars or articles left in cars in case of fire, theft or any other cause beyond Dealer's control.

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

Approved By Signature

[redacted]

Springfield, MO

[redacted]

KANSAS CITY
PM

JAN 23 2012

Chrysler Customer Assistance
P.O. Box 21-8007
Auburn Hills, MI
48321-8007

48321$8007

RECEIVED DATE:

2/1/12

POSTED DATE : 1-28-12

VIN (FIRST 9 DIGITS) 1J4F2241X

VIN (LAST 8 DIGITS) 8L[redacted]

FIRST NAME: [redacted]

LAST NAME:

CAIR : [redacted]

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

Car City

DODGE CHRYSLER Jeep RAM HYUNDAI

www.carcitymotors.com
3100 South 169 Hwy. - St. Joseph, MO 64503
(816) 233-9149

SERVICE DEPARTMENT HOURS
7:30 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 3:00 p.m. Saturday

R/O Open Date	R/O Number
12/30/11	[redacted]
R/O Close Date	**Status**
12/30/11	Pre-Invoice
Mileage In	**Mileage Out**
70166	70166
Service Advisor / Tag #	
GENE SMITH	

[redacted]
DEARBORN, MO [redacted]

Work Phone	Vehicle Identification Number
[redacted]	1J4FZ241X8[redacted]
Home Phone	**Delivery Date** / **In-Service Date**
[redacted]	5/10/08 / 3/01/10

Year	Make	Model	Body	Color	License Number
2008	JEEP	WRANGLER	2DR 4WD X RHD	DETONATOR	3-4-FREE

429302

DESCRIPTION OF SERVICE AND PARTS		AMOUNT
#1 - 51: BODY ELECTRICAL		
AIR BAG LIGHT ON AGAIN		
CLOCKSPRING WAS REPLACED 6/2/10 AT 40447 MILES		
Work performed by DANIEL (6)		94.95
Installed 5156106AB :CLKSPRING: STEERING COLUMN CO	1@298.80	298.80
REPLACE CLOCK SPRING ASSY		
CLEAR FAULTS		
Sub Total: 393.75		
Sub Total: .00		
COUPON DISCOUNT		-10.00
**********		
* NO RETURNS AFTER 30 DAYS *		
**********		

Case No. [redacted]

PO Use

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

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

LABOR	94.95
PARTS	298.80
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	22.24
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	-10.00
TOTAL DUE	405.99

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

(C) 2010 DEALERTRACK SYSTEMS, Inc. - Dealership Application Group (800) 845-1026

[redacted]

DEARBORN, MO [redacted]



RECEIVED
FEB 01 2012
By

Chrysler Customer Service
P.O. Box 21
Auburn Hills, MI.
48321

48321002121

From: [redacted]
To: customerassist@chrysler.com
Date: Fri Jan 27 10:16:04 EST 2012
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Air bag light comes on at random times. I have brought to a dealer and another mechanic and they can not diagnose it. There is no code showing. Can you offer a solution and will it be covered by Chrysler. This is a possible safety problem.

Comments:

With the airbag light coming on I ma not confident in the safety of the
vehicle. I ask that Chyrsler/Jeep help diagnose and correct the problem.

Thank you.

Sender Information:

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

From: customerassist@chrysler.com
To: [redacted]
Date: Fri Jan 27 11:23:38 EST 2012
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [redacted]

Thank you for contacting the Jeep Customer Assistance Center in regards to the issues you are experiencing with your 2007 Wrangler.

Due to the nature of your concern, I would like to discuss this matter with you in more detail. Therefore, I will attempt to call you soon at the phone number you provided in your email.

My name is Becca and I will be your Case Manager. I look forward to assisting you; as such, here is some information that will be helpful for you to have when I contact you:

*Your case number is: [redacted]
*The Chrysler Case Management telephone number is 877-759-5427
*My direct extension: 4718213
*My work hours are: 10:00 AM - 6:30 PM Eastern Time, Monday- Friday

I will contact you within one business day by telephone to review your case with you.

If you need immediate assistance, please call the Customer Care Center at 1-877-IAM-JEEP (426-5337). Before calling, please have the following information handy.

? Vehicle owner name
? Vehicle owner address
? Day and evening phone numbers
? Vehicle Identification Number (VIN)
? Current vehicle mileage
? Further explanation of the problem

In addition, we have updated the name and address mentioned in your email as the current owner of the vehicle. If in the future your vehicle is involved in a factory recall campaign, we will notify you by US mail.

Should you have any other concerns, please contact your servicing dealership or feel free to contact us.

Thanks again for your email. We appreciate you and your valued business.

Sincerely,

Becca

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=KMM7612541V81418L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site
Brief Description:
Air bag light comes on at random times. I have brought to a dealer and
another mechanic and they can not diagnose it. There is no code showing.
Can you offer a solution and will it be covered by Chrysler. This is a
possible safety problem.

Comments:
With the airbag light coming on I ma not confident in the safety of the
vehicle. I ask that Chyrsler/Jeep help diagnose and correct the problem.
Thank you.

VIN:
[redacted]
Mileage:
33180
Servicing Dealer:
Rosenthal Jeep
Title:
Mr.
First Name:
[redacted]
Middle Initial:

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

City:
Arlington
State:
VA
Zip:
[redacted]
Email:
[redacted]
Home Phone:
[redacted]

RECEIVED DATE:

2/28/12

POSTED DATE : 2-24-12

VIN (FIRST 9 DIGITS) 1J4FA2415

VIN (LAST 8 DIGITS) 7L[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 00000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

2007 JEEP WRANGLER CLOCKSPRING EXTENDED WARRANTY
CUSTOMER REIMBURSEMENT CLAIM FORM

Date Claim Submitted: [redacted] Feb. 23, 2012

17- Digit Vehicle Identification Number (VIN): 1J4FA24157L[redacted]

Mileage at Time of Repair: 34,483 Date of Repair: May 4, 2011

Customer First & Last Name (please print): [redacted]

Street Address or PO Box Number: [redacted]

City: Bartow State: FL Zip Code: [redacted]

Daytime Telephone Number (include Area Code): [redacted]

Evening Telephone Number (include Area Code): same

Amount of Reimbursement Requested: $ 176.29

The following documentation must accompany this claim form.

Original or clear copy of all receipts, invoices, and repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What repair was completed, when it was done, and who did it.
- The total cost of the repair expense and the date of payment. (Copy of the front and back of cancelled check, copy of credit card receipt, credit card itemized invoice, etc.)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the [redacted] this letter.

Customer Signature: [redacted]

The two methods for submission are by postal mail or electronically. For postal submission please mail this claim form and the required documents to:

Chrysler Customer Assistance Center
P.O. Box 21-8007
Auburn Hills, MI 48321-8007

If you have a scanner and desire electronic document submission, please go to www.chrysler.com/chryslercares and complete the webform. **Indicate in the narrative "X41 Repair Reimbursement – Request for Electronic Document Submission Link". *Instructions will* be sent to your email address to scan and submit your documents electronically.**

Your claim will be acted upon within 60 days of receipt. If you have any questions, please contact Jeep Customer Care between the hours of 8:00 AM and 8:00 PM, EST, Monday through Friday or Saturday and Sunday 9:00 AM to 5:00 PM, EST at 1-877 - I AM JEEP (426-5337).

D028487/#51212 / X41

December 21, 2011

CHRYSLER GROUP LLC

028487

[redacted]
BARTOW, FL [redacted]

1J4FA24157L[redacted]

Dear [redacted]

This letter is to inform you that the warranty period (3 years or 36,000 miles) on your Wrangler's clockspring has been extended to 10 years or 150,000 miles, whichever occurs first. This extended clockspring warranty coverage applies to select model year 2007 Wranglers.

We are extending the warranty period on your clockspring because some of the affected vehicle population may experience an airbag lamp illumination caused by a steering column clockspring issue. **If your vehicle is operating properly, there is nothing you are required to do.**

If you are experiencing the condition as described in this warranty extension (within the 10 year or 150,000 mile period), simply contact your dealer to schedule a service appointment. Remember to bring this letter with you to your dealer. Please make sure to store this letter with your vehicle's other warranty information for future reference. The warranty extension applies to the above components only; the other terms and the "What's Not Covered" items of your warranty remain the same as stated in your Warranty Information book.

If you have already paid for the replacement of your clockspring, you may be eligible to receive a reimbursement. You may complete the enclosed Customer Reimbursement Claim Form and send your original receipts, invoices and/or repair order to the following address for reimbursement, your claim will be acted upon within 60 days of receipt:

Chrysler Customer Assistance Center
P.O. Box 21-8007
Auburn Hills, MI 48321-8007

If you have questions or need any assistance, please contact your dealer or the Jeep Customer Assistance Center between the hours of 8:00 AM and 8:00 PM, EST, Monday through Friday or Saturday and Sunday 9:00 AM to 5:00 PM, EST. Please contact 1-877- I AM JEEP (426-5337).

Chrysler Group LLC

0028487/#51212 / X41

CUSTOMER #: [redacted]

[redacted]

INVOICE

PAGE 1

CHRYSLER DODGE Jeep

Winter Haven

299 Cypress Gardens Blvd.
Winter Haven, FL 33880
Tel (863) 299-1243
www.dcjofwh.com · Email: info@dcjofwh.com

MV-46823 · STATE OF FLORIDA REGISTRATION NO.

[redacted]
BARTOW, FL 3[redacted]
HOME: CONT[redacted]
BUS: CELL[redacted]

SERVICE ADVISOR: 7333 RICHARD GRAVES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
RED	07	JEEP WRANGLER	1J4FA24157[redacted]		34483/34483	

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	P.O. NO.	RATE	PAYMENT	INV. DATE
07APR07	20FEB07		17:30 05MAY11		0.00	ACH	04MAY11

R.O. OPENED	READY
04MAY11	04MAY11

OPTIONS: STK:P169729 ENG:3.8_Liter

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A	CLICKING IN STEERING							
	300	SCAN SYTEM CK FOR CODES REPLACE CLOCKSPRING						
		142	C				99.00	99.00
	1	5156106AB	CLKSPRING-STEERING COLUMN			249.00	225.00	225.00
PARTS: 225.00 LABOR: 99.00 OTHER: 0.00 TOTAL LINE A: 324.00								
B	Vehicle Maintenance Inspection							
	MA00	Vehicle Maintenance Inspection						
		142	C				0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00								
CUSTOMER PAY SHOP CHARGES FOR REPAIR ORDER								5.50

FIVE STAR

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)

DISCLAIMER OF WARRANTIES

The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. Daimler Chrysler parts, excluding seals and gaskets, are warranted for 1 year or 12,000 miles, whichever occurs first. Labor is also warranted for the same period if the parts are installed by an authorized Daimler Chrysler dealer. Seals and gaskets are covered by Dodge Chrysler Jeep of Winter Haven for 90 days or 3,000 miles whichever occurs first.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	99.00
PARTS AMOUNT	225.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	5.50
TOTAL CHARGES	329.50
LESS INSURANCE	176.28
SALES TAX	23.07
PLEASE PAY THIS AMOUNT	176.29

SHOP CHARGES, SHOP SUPPLIES, OR HAZARDOUS WASTE DISPOSAL FEES "This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal."

State of Florida requires a $1.00 fee to be collected for each new tire sold in the state (s. 403.718), and a $1.50 fee to be collected for each new or remanufactured battery sold in the state (s. 403.7185).

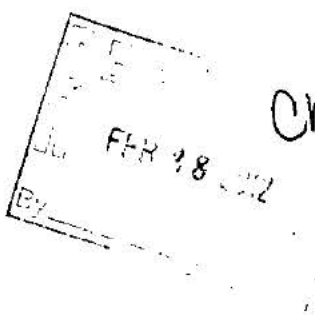
Copyright 2000 ADP, Inc. SERVICE INVOICE 46 (Rev.)

CUSTOMER COPY

[redacted]

Bartow. FL [redacted]





Chrysler Customer Assistance Center
P.O Box 21-8007
Auburn Hills, MI. 48321-8007

48321800707

Document Recieved from Customer

Cair [redacted]

Date Received: 2012-03-05 15:12:49.687170

Files Not Recieved: 0

Thank you for your help. Will be waiting to hear from you.

JIM COGDILL DODGE COMPANY
8544 KINGSTON PIKE
KNOXVILLE, TENNESSEE 37919
(865) 690-1611

CUSTOMER #[redacted]

[redacted]

INVOICE

PAGE 1

ATHENS, TN [redacted]
HOME [redacted]
BUS: CELL:

SERVICE ADVISOR: 506 JOHN WINKLER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	08	JEEP WRANGLER	1J4FZ24128L[redacted]		58037/58037	T759

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22JUL08 DD			WAIT 03MAR12			CASH	03MAR12

R.O. OPENED	READY	OPTIONS:
08:05 03MAR12	10:10 03MAR12	DLR:42576 ENG:3.8_Liter

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A AIR BAG AND ESP LIGHT ON			
MISC REPLACE CLOCKSPRING			
522 CF		180.00	180.00
1 5156106AB CLKSPRING-STEERING COLUMN CONTROL			
MOD	257.00	257.00	257.00
PARTS: 257.00 LABOR: 180.00 OTHER: 0.00	TOTAL LINE A:		437.00
58037 CLOCKSPRING INSTALLED CLOCKSPRING			
**********			
CUSTOMER PAY SHOP MATERIALS FOR REPAIR ORDER			3.60

PAID MAR 03 2012
VISA

DISCLAIMER OF WARRANTIES

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

X

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	180.00
PARTS AMOUNT	257.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	3.60
TOTAL CHARGES	440.60
LESS INSURANCE	0.00
SALES TAX	40.75
PLEASE PAY THIS AMOUNT	481.35

Copyright 2000 ADP, Inc. SERVICE INVOICE #2 XS12C

CUSTOMER COPY

444204475883

JIM COGDILL DODGE COMP
8544 KINGSTON PIKE
KNOXVILLE, TN 37919
865-690-1611

Term ID: 001 Ref #: 009
Clerk ID: 670

Sale

XXXXXXXXXXXX[redacted]

VISA Entry Method: Swiped

03/03/12 11:18:24

Inv #: [redacted] Appr Code: 00304C

Apprvd: Online Batch#: 063001

Total: $ 481.35

Customer Copy

Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2012-03-12 20:09:47.292727
Files Not Recieved: 0

Case [redacted] Scanned documents per Chelsea's request.

Foster Motors Inc.

P.O. BOX 499, MIDDLEBURY, VERMONT 05753
802-388-9961
REMEMBER . . . . WE CARE!
www.fostermotors.com

CHRYSLER DODGE — DODGE TRUCKS Jeep

0101ICHCS73509

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE
[redacted]	TOMMY 876		03/05/12
[redacted]	LABOR RATE / LICENSE NO. [redacted]	MILEAGE 50,515	COLOR WHITE/
NEW HAVEN, VT [redacted]	YEAR / MAKE / MODEL 09/JEEP/WRANGLER UNLMTD/4DR 4WD SPT		DELIVERY DATE 06/08/09
	VEHICLE I.D. NO. 1 J 4 G Z 3 9 1 X 9 L [redacted]		SELLING DEALER NO. PRODUCTION DATE 10/02/08
	F.T.E. NO.	P.O. NO.	R.O. DATE 03/05/12
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS E# 3.8L V6	MO: 50516

J# 1 26JEZLOF LUBE OIL FILTER TECH(S):826 INTERNAL

FULL SERVICE LUBE OIL AND FILTER TEST ANTI FREEZE AND
RECORD ON WORK ORDER
PERFORM ENGINE OIL AND FILTER CHANGE LUBRICATION CHECK ALL
FLUID LEVELS TOP OFF IF NEEDED FREE WASHER FILL CHECK ALL
TIRES VACUUM CAR CLEAN WINDSHIELD LUBE ALL DOOR LOCKS
INSTALL NEXT DUE STICKER UPPER LEFT WINDSHIELD INSIDE

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	1	4105409-BC	FILTER EN 9057006			INTERNAL
JOB # 1	6	68055890-AA	OIL 5W20 1081090			INTERNAL
			JOB # 1 TOTAL PARTS			0.00
			JOB # 1 TOTAL LABOR & PARTS			0.00

J# 2 26JEZZ16PTVEHCK 16 POINT VEH CHECK TECH(S):826 0.00

PERFORM 16 POINT VEHICLE CHECK
PERFORMED CHECK PER CHECK SHEET
INTERNALLED TO SERVICE ADVERTISING

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

J# 3 26JEZROTATE TIRE ROTATION TECH(S):826 36.00

BALANCE TIRES THAT ARE INSTALLED ON FRT
ROTATED TIRES BALANCED ONLY TIRES INSTALLED ON FRT TORQUED
WHEEL NUTS TO FACTORY SPECS

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
			JOB # 3 TOTAL PARTS			0.00
			JOB # 3 TOTAL LABOR & PARTS			36.00

J# 4 05JEZRPADSROTOR RPL RR PADS & ROTORS TECH(S):826 112.50

CUSTOMER STATES REAR BRAKES STARTING TO GRIND
CHECKED AND FOUND REAR BRAKE PADS AND ROTORS WORN COMPLETE.
REMOVED AND REPLACED REAR BRAKE PADS AND ROTORS.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 4	1	68003776-AA	PAD KIT R 5003003	139.00	139.00	139.00
JOB # 4	2	52060147-AA	ROTOR BRA 5005003	94.70	94.70	189.40
			JOB # 4 TOTAL PARTS			328.40
			JOB # 4 TOTAL LABOR & PARTS			440.90

J# 5 08JESAIRBGD AIR BAG DIAGNOSIS TECH(S):826 70.20

CUSTOMER STATES AIR BAG LIGHT WAS ON AND OFF NOW ON CONSTANT
CHECKED AND FOUND CLOCKSPRING ASSEMBLY IS FAULTY. CODE B1B02
IS CURRENT FOR DRIVERS AIRBAG SQUIB CIRCUIT OPEN.
REMOVED AND REPLACED CLOCKSPRING ASSEMBLY. CLEARED CODES AND
TEST DROVE. ALL OK.

The Reynolds and Reynolds Company (Reynolds) ©2007 O (1109)

Foster Motors Inc.

P.O. BOX 499, MIDDLEBURY, VERMONT 05753
802-388-9961
REMEMBER . . . . WE CARE!
www.fostermotors.com

0101ICHCS73509

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR TOMMY 876	TAG NO.	INVOICE DATE 03/05/12		
[redacted]	LABOR RATE	LICENSE NO. [redacted]	MILEAGE 50,515	COLOR WHITE/	STOCK NO.
NEW HAVEN, VT [redacted]	YEAR / MAKE / MODEL 09/JEEP/WRANGLER UNLMTD/4DR 4WD SPT		DELIVERY DATE 06/08/09		DELIVERY MILES
	VEHICLE I.D. NO. 1 J 4 G Z 3 9 1 X 9 [redacted]		SELLING DEALER NO.		PRODUCTION DATE 10/02/08
	F.T.E. NO.	P.O. NO.	R.O. DATE 03/05/12		
[redacted] BUSINESS PHONE	COMMENTS E# 3.8L V6				MO: 50516

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 5	1	5156106-AB	CLKSPRING 8015001	257.00	257.00	257.00
				JOB # 5 TOTAL PARTS		257.00
				JOB # 5 TOTAL LABOR & PARTS		327.20

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	SS	SHOP SUPPLIES		13.12
			TOTAL - MISC	13.12

COMMENTS
CWD 349-9007 OR 453-3955
COOLANT RATED FOR -34 DEGREES
OIL CHANGE INTERNALLED TO SERVICE. 6TH VISIT.

TOTALS

TOTAL LABOR....	218.70
TOTAL PARTS....	585.40
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	13.12
TOTAL MISC DISC	0.00
TOTAL TAX.....	41.90
TOTAL INVOICE $	**859.12**

*CASH CHECK# CHARGE
*VISA/MC AMEX OTHER

CUSTOMER SIGNATURE

The Reynolds and Reynolds Company (ERA) 2SNAE CO35937.0 (1/03)

CUSTOMER COPY

[END OF INVOICE] 11:43am

FOSTER MOTORS
2149 RT 7 SOUTH
MIDDLEBURY, VT 05753
802-388-9961
3899000001812997

Merchant ID: 928100194918
Term ID: 004 Ref #: 008

Sale

XXXXXXXXX[redacted]
VISA Entry Method: Swiped

03/05/12 13:48:45
Inv #: [redacted] Appr Code: 005679
Apprvd: Online Batch#: 000131

Total: $ 859.12

Customer Copy
THANK YOU!

RECEIVED DATE:

5/04/12

POSTED DATE : 5-2-12

VIN (FIRST 9 DIGITS) 1J4F2241(0)

VIN (LAST 8 DIGITS) 8L[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : [redacted]

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

[redacted]

case # [redacted]

[redacted]

[redacted]

ACCOUNTING

Pg 1 of 2

NEUVILLE
CHRYSLER DODGE JEEP
PO BOX 308, 1407 ROYALTON STREET
WAUPACA, WISCONSIN 54981-0308
PHONE (715) 258-3232
www.neuvillechrysler.com

PLAINFIELD, WI [redacted]
HOME [redacted] BUS:
CELL [redacted]

PAGE 1

SERVICE ADVISOR: 44 LEVI S KETCHUM

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BT SILVER	08	JEEP WRANGLER	1J4FZ24118L6[redacted]		84244/84244	

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	PAYMENT	INV DATE
05AUG08 DD			17:00 14JAN11		CHG	10FEB11

R.O. OPENED	READY
14JAN11	10FEB11

OPTIONS: STK:T8374 DLR:10745 ENG:3.8_Liter
TRN:4_SPD_AUTO

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	INNER FENDER LINERS										
CAUSE: MODIFY WHEEL LINERS PER K13											
	05K13182 MODIFY WHEEL LINERS										
	4759	WPC4				2400				24.00	24.00
	1 C-CATCK134AA NUT										
	KIT-LEFT FRONT FENDER					168	0		2.00	1.68	1.68
	FC: PART#: COUNT:										
	CLAIM TYPE:	S									
	AUTH CODE:										
							168 TPARTS				
							2400 TLABOR				
B	CUSTOMER STATES THAT THE AIRBAG LIGHT IS ON.										
	DIAG DIAGNOSTIC PROCEDURE TO DETERMINE NEEDED										
	REPAIRS										
	7147 ROLLINS,TROY LIC#: 7147										
		CPT1				6300				63.00	63.00
	REPL REPLACE CLOCKSPRING AND CLEAR CODE										
	4759					6300				63.00	63.00
	1 C-5156106AA										
	CLKSPRING-STEERING COLUMN					24900	0		249.00	249.00	249.00
C	23 POINT INSPECTION										
	23P 23 POINT INSPECTION										
	7147 ROLLINS,TROY LIC#: 7147										
		CPTM				0				0.00	0.00
CUSTOMER PAY ENVIROMENTAL DISPOSA						145					1.45

WE AT NEUVILLE CHRYSLER DODGE JEEP ARE COMMITTED TO FIXING THE JOB THE FIRST TIME.OUR CERTIFIED TECHS TAKE PRIDE IN THEIR HIGH QUALITY WORK.WE RUN QUALITY CHECKS ON ALL VEHICLES & WILL SERVICE YOUR VEHICLE IN A TIMELY MANNER. WE WANT YOU TO BE COMPLETELY SATISFIED. IF NOT PLEASE CALL

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.

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

[redacted] 24 Caseth 152091

[redacted] ACCOUNTING

NEUVILLE
CHRYSLER DODGE JEEP
PO BOX 308, 1407 ROYALTON STREET
WAUPACA, WISCONSIN 54981-0308
PHONE (715) 258-3232
www.neuvillechrysler.com

PLAINFIELD, WI [redacted]
HOME: [redacted] BUS:
CELL:

Pg 2 of 2

PAGE 2

SERVICE ADVISOR: 44 LEVI S KETCHUM

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BT SILVER	08	JEEP WRANGLER	1J4FZ24118[redacted]		84244/84244	

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.		PAYMENT	INV. DATE
05AUG08 DD			17:00 14JAN11			CHG	10FEB11

R.O. OPENED	READY	OPTIONS:
14JAN11	10FEB11	STK:T8374 DLR:10745 ENG:3.8_Liter TRN:4_SPD_AUTO

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL

ACCOUNT	SALE	CONTROL	ACCOUNT	SALE	CONTROL
[redacted]			[redacted]		

PAID
JAN 14 2011
NEUVILLE CHRYSLER

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)

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DESCRIPTION	TOTALS
LABOR AMOUNT	126.00
PARTS AMOUNT	249.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	1.45
TOTAL CHARGES	376.45
LESS INSURANCE	0.00
SALES TAX	20.71
PLEASE PAY THIS AMOUNT	397.16

Motor vehicle repair trade practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911

ACCOUNTING COPY

Total for clocks spring

Todd Auto Repair.

STAPLEMAN RACING

Custom Exhaust

(715) 366-2848

DATE OF ORDER 3-18-12 | DELIVERY DATE 3-20-12 | TIME PROMISED

NAME [redacted]

ADDRESS Plainfield

CITY & STATE

YEAR & MAKE 08 Jeep | MODEL 2 Door | COLOR Silver

LICENSE NO. | ODOMETER 131483 | SERIAL NO.

ADDITIONAL WORK AUTHORIZED BY | NAME

DATE | TIME A.M. P.M. | NO. CALLED | NEW ESTIMATE

• SEE REVERSE SIDE FOR WARRANTY INFORMATION

MATERIAL: ALL PARTS NEW UNLESS SPECIFIED U-USED R-REBUILT

CODE	COST	QUAN.	PART NO OR DESCRIPTION	WARRANTY IF CHECKED	SALE
		1	Rebuild Trans.		725 00
		1	Trans filter		20 00
		10 qt	Plus 4 Sentric		103 00
		1	Set Trans. Lines.		40 00
			TOTAL PARTS		1138 00
			SUBLET REPAIRS - TOWING		
			TOTAL SUBLET REPAIRS		
			Gals. Gas @		
			Qts. Oil @		
			Lbs. Grease @		
			TOTAL GAS, OIL & GREASE		
			TOTAL MATERIAL		

ESTIMATED PRICE $	LABOR CHARGE
LUBRICATE ☐	
CHANGE OIL ☐	
CHANGE OIL FILTER ☐	
REPACK WHEEL BEARINGS ☐	
SERVICE AIR CLEANER ☐	
ROTATE TIRES ☐	
CHANGE TRANS. FLUID ☐	
ALIGN FRONT END ☐	
EMISSION CONTROL SERVICE ☐	

CODE	F C	OPER NO.	LABOR INSTRUCTIONS	LABOR CHARGES ARE PER HOUR
			P/P Check 5336 Pd by Check #5336	
			One year warranty	
			Pull Trans	
			Installed Trans. 6.2	1035
			Replaced trans lines.	

SEE REVERSE SIDE BEFORE SIGNING. I HEREBY AUTHORIZE the above repair work to be done along with necessary materials. You and your employees may operate above vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on above vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I UNDERSTAND THAT ALL CHARGES ARE DUE UPON DELIVERY OF THE VEHICLE. IF PAYMENT IS DEFERRED, I UNDERSTAND THAT ALL CHARGES ARE DUE WITHIN 30 DAYS FROM BILLING DATE. IF PAYMENT IN FULL IS NOT MADE BY THEN, I HEREBY AGREE TO PAY A PENALTY CHARGE AT THE RATE OF 1½% PER MONTH (18% PER ANNUM) ON THE DECLINING UNPAID BALANCE UNTIL PAID IN FULL. I ACKNOWLEDGE RECEIPT OF A COPY OF THIS AGREEMENT.

CUSTOMER SIGNATURE

YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR PRICE MAY BE LESS THAN THE ESTIMATE, BUT WILL NOT EXCEED THE ESTIMATE WITHOUT YOUR PERMISSION. YOUR SIGNATURE WILL INDICATE YOUR ESTIMATE SELECTION

1. I request an estimate in writing before you begin repairs
2. Please proceed with repairs, but call me before continuing if the price will exceed $
3. I do not want an estimate

Do you want the replaced parts you are entitled to? ☐ Yes ☐ No.

Payment will be made by ☐ Cash ☐ Credit Card ☐ Charge

Call when vehicle is ready ☐ Yes ☐ No

Motor vehicle repair trade practices are regulated by Wis. Adm. Code Chapter Ag 132, administered by the Trade Division, Wis. Dept. of Agriculture, 801 W. Badger Rd., Madison, 53713.

☐ This vehicle received without advance to face customer contact

SHOP REPRESENTATIVE SIGNATURE

ESTIMATE CHARGE

INTERNAL SUMMARY ACCT.	CHARGE	COST	FACTORY CLAIMS CHARGE	COST	COST	DESCRIPTION	AMOUNT
						TOTAL LABOR	1035 00
						TOTAL PARTS	1138 00
						GAS, OIL & GREASE	
						TIRES & TUBES	
						SUBLET & TOWING	
						SUPPLIES	
						SUB TOTAL	1541 00
						SALES TAX	84 75
						TOTAL	1625 75

Case #

$1625.75

5.2.2012

To whom it may Concern:

Here is the paper work requested in case #[redacted]

-- These are copies and I wrote any remarks in Blue Ink.

Thank you - Hope to hear from you soon, & how you can help me,

[redacted]

Plainfield WI [redacted]

[redacted]

Plainfield NJ [redacted]



Chrysler Customer
Po Box 21-8004
Auburn Hills, MI
48321

48321-8004

Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2012-04-05 15:26:29.297464
Files Not Recieved: 0

Attn: Morgan
4720309

BLACKWELL AUTOMOTIVE INC
4874 RIVERSIDE DR
DANVILLE, VA 24541

Merchant ID: 1048

Ref #: 6011

Phone Order

XXXXXXX[redacted]
MAST

Entry Method: Manual

Total: $ 148.21

04/02/12 16:25:12
Inv #: [redacted]
Approvd: Online
Appr Code: 082792
Batch#: 080421
AVS Code: EXACT MATCH Y
CVC2 Code: MATCH M

Customer Copy

THANK YOU!

APR 05 2012 1:05PM HP LASERJET FAX

Called 4-2

BLACKWELL CHRYSLER KIA DODGE Jeep DANVILLE, VA

4874 Riverside Drive
Danville, VA 24541
(800) 995 - 4203
www.blackwellautos.com

[redacted]

[redacted]	VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.	
	1J4FZ241X8L[redacted]	67380	04/02/12	[redacted]	
ROXBORO NC [redacted]	YEAR	MAKE	MODEL	COLOR	TAG NO.
	08	JEEP	WRANGLER	WHITE	00000

CUST NO	LICENSE	HOME PHONE	WORK PHONE	STOCK NO	PROD DATE	SERV ADV	TERMS
WAR607347	[redacted]				00/00/00	05	CASH

CUST LABOR RATE	DELIV DATE	DELIV MILES	MILEAGE ON	DATE IN	IN SERV DATE	
	00/00/00		67371	03/30/12	00/00/00	

LINE	OP CODE	FAIL CD	TECH	HOURS/QTY	TYPE	AMOUNT
A *						
Com	Customer states AIR BAG LIGHT-ESP/BAS--TRACTION CONTROL LIGHTS ON					
Cau	CHECKED FOUND CLOCKSPRING DEFECTIVE					
Cor	Clockspring / Steering Angle Sensor - Replace Right hand drive, mail delivery (B) / Replace					
	1 19852505 58		A18		W	
	6505656AA	BOLT		1	W	
	5156106AB	CLKSPRINGSTEER		1	W	
			Line Total.....			
B						
Com	16 POINT SAFETY INSP					
Cor	PERFORMED SERVICE					
	16P		A18			
			Line Total.....			
C +						
Com	Customer states HORN INOP AFTER CLOCKSPRING REPLACEMENT					
Cau	CHECKED FOUND NO POWER AT FUSES FOR HORN--CHECKED FURTHER FOUND LOOSE CONNECTION AT BOTTOM OF STEERING COLUMN					
Cor	REPAIRED LOOSE CONNECTION AT BOTTOM OF STEERING COLUMN					
			A18		C	137.23
			Line Total.....			137.23

CUSTOMER COPY - PAGE 01

STATEMENT OF DISCLAIMER

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CUSTOMER SIGNATURE

On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty 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)

Apr 05 2012 1:05PM HP LASERJET FAX p.2

BLACKWELL CHRYSLER KIA DODGE Jeep DANVILLE, VA

4874 Riverside Drive
Danville, VA 24541
(800) 995 - 4203
www.blackwellautos.com

[redacted]

	VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
[redacted]	1J4FZ241X8[redacted]	67380	04/02/12	[redacted]
ROXBORO NC [redacted]	YEAR: 08	MAKE: JEEP	MODEL: WRANGLER	COLOR: WHITE
	TAG NO.: 00000			

CUST NO	LICENSE	HOME PHONE	WORK PHONE	STOCK NO	PROD DATE	SERV ADV	TERMS
WAR607347	[redacted]				00/00/00	05	CASH

CUST LABOR RATE	DELIV DATE	DELIV MILES	MILEAGE IN	DATE IN	IN-SERV DATE
	00/00/00		67371	03/30/12	00/00/00

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

Warranty Claim Type: W

Authorization Code:

Labor	137.23
SHOP SUPPLIES	10.98
TOTAL-CUST-CASH	148.21

CUSTOMER COPY - PAGE 02

STATEMENT OR DISCLAIMER

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

RECEIVED DATE:

3/14/12

POSTED DATE :

VIN (FIRST 9 DIGITS) 1J8GA69I6

VIN (LAST 8 DIGITS) 7L [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000600008

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

2007 JEEP WRANGLER CLOCKSPRING EXTENDED WARRANTY
CUSTOMER REIMBURSEMENT CLAIM FORM

Date Claim Submitted: 3/6/12

17- Digit Vehicle Identification Number (VIN): 1J8GA69167[redacted]

Mileage at Time of Repair: 66,404 Date of Repair: 3/5/12

Customer First & Last Name (please print): [redacted]

Street Address or PO Box Number: [redacted]

City: CLOVIS State: CA Zip Code: [redacted]

Daytime Telephone Number (include Area Code): [redacted]

Evening Telephone Number (include Area Code): SAME

Amount of Reimbursement Requested: $ $113.00

The following documentation must accompany this claim form.

Original or clear copy of all receipts, invoices, and repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What repair was completed, when it was done, and who did it.
- The total cost of the repair expense and the date of payment. (Copy of the front and back of cancelled check, copy of credit card receipt, credit card itemized invoice, etc.)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Customer Signature: [redacted]

The two methods for submission are by postal mail or electronically. For postal submission please mail this claim form and the required documents to:

Chrysler Customer Assistance Center
P.O. Box 21-8007
Auburn Hills, MI 48321-8007

If you have a scanner and desire electronic document submission, please go to www.chrysler.com/chryslercares and complete the webform. **Indicate in the narrative "X41 Repair Reimbursement – Request for Electronic Document Submission Link". Instructions will be sent to your email address to scan and submit your documents electronically.**

Your claim will be acted upon within 60 days of receipt. If you have any questions, please contact Jeep Customer Care between the hours of 8:00 AM and 8:00 PM, EST, Monday through Friday or Saturday and Sunday 9:00 AM to 5:00 PM, EST at 1-877 - I AM JEEP (426-5337).

CHRYSLER FRESNO
DODGE · JEEP · RAM

Jeep

DODGE

RAM

(559) 431-4000
6162 NORTH BLACKSTONE, FRESNO, CA 93710

BAR # ARD-056655

CUSTOMER NO. [redacted]	ADVISOR KHALID	LICENSE NO. 793	TAG NO. 4686	INVOICE DATE 03/05/12	CELL: [redacted]
[redacted] CLOVIS, CA [redacted]	YEAR / MAKE / MODEL 07/JEEP/WRANGLER/WRNGLR UNLMTD RUBIC	VEHICLE I.D. NO. 1J8GA69167[redacted]	MILEAGE 66,404	COLOR GREEN/	DELIVERY DATE 11/06/06
	F.T.E. NO. ITSXMAS	P.O. NO. [redacted]	SELLING DEALER NO. 73	R. O. DATE 03/05/12	PRODUCTION DATE 09/27/06
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS E# 3.8L			MO: 66429

LABOR & PARTS

J# 1 08CHZ ELECTRICAL TECH(S):889 113.00

CUSTOMER STATES AIR BAG LIGHT INTERMITTENTLY ON AND OFF
WHILE DRIVING. CHECK AND ADVISE AND REPAIR IF COVERED
UNDER ANY WARRANTY. IF NOT COVERED THEN ADVISE CUSTOMER
OF REPAIR COST PRIOR TO REPAIRS.
RECALIBRATE OCUUPANCY CONTROL MODULE.
VERIFIED CONCERN CHECK DTCS CODE B1BA6 STORED OCCUPANT
CLASSIFICATION UNDETERMINED. PERFORM TEST B1BA6 FAILED TEST
PERFORM OCCUPANT CLASSIFICATION MODULE SYSTEM VERIFICATION T
EST ERASE ALL DTCS CODE AND RECALIBRATE OCCUPANCY CONTROL
MODULE. RECHECK OK. TEST DROVE VEHICLE 23 MILES TO VERIFY
THAT THE LIGHT DID NOT COME BACK ON.

JOB # 1 TOTAL LABOR & PARTS 113.00

J# 2 22CHZTPMR TIRE PRESSURE INSP. TECH(S):889 INTERNAL

INSPECT TIRE PRESSURE, AND ADJUST TIRE PRESURRE TO
MANUFACTURES TIRE PRESSURE RECOMMENDATIONS. IF VEHICLE IS
EQUIPPED WITH TIRES NOT MEETING MANUFATURES TIRE
SPECIFICATIONS, THEN SET TIRE PRESSURE TO TIRE INFLATION
REFERENCE.
SET TIRE PRESSURE TO SPEC.'S

JOB # 2 TOTAL LABOR & PARTS 0.00

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $113.00 (+TAX)

COMMENTS
LATE NIGHT DROP OFF

TOTALS

PAID MAR 05

TOTAL LABOR....	113.00
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 $	**113.00**

CREDIT CARD

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

CUSTOMER SIGNATURE

IMPORTANT
You may receive a questionnaire from the manufacturer regarding this service visit. If for any reason you cannot grade us "Completely Satisfied", please contact our Service Manager (559) 431-4000

WE WANT YOU 100% SATISFIED

IF YOU ARE NOT

[redacted]
FRESNO CHRYSLER JEEP
6162N BLACKSTONE
FRESNO CA 93726
(559) 225-2100

Term ID: 003 Ref #: 021

Sale

XXXXXXXXXX[redacted]
VISA Entry Method: Swiped

03/05/12 17:38:23
Inv #: [redacted] Appr Code: 090328
Apprvd: Online Batch#: 065001

Total: $ 113.00

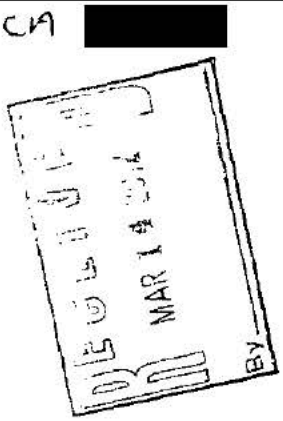
Customer Copy

The Reynolds and Reynolds Company (ERA/NTS)14E CC6900541 O (02/11)

PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

[redacted]

CLOVIS CA [redacted]



CHRYSLER CUSTOMER ASSISTANCE CENTER
PO BOX 21-8007
AUBURN HILLS, MI 48321-8007

483

Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2012-05-15 11:42:26.468574
Files Not Recieved: 0

Foster Motors Inc.

P.O. BOX 499, MIDDLEBURY, VERMONT 05753
802-388-9961
REMEMBER . . . . WE CARE!
www.fostermotors.com

DODGE | DODGE TRUCKS | Jeep

0101ICHCS73415

CUSTOMER NO. [redacted]	ADVISOR: LAWRENCE F LABRAKE 804	TAG NO.	INVOICE DATE: 02/29/12	INVOICE NO. [redacted]	
[redacted]	LABOR RATE	LICENSE NO. [redacted]	MILEAGE: 71,974	COLOR: FLAME RED/C	STOCK NO. [redacted]
BRISTOL, VT [redacted]	YEAR / MAKE / MODEL: 08/JEEP/WRANGLER/2 DR		DELIVERY DATE: 02/06/09	DELIVERY MILES: 138	
[redacted]	VEHICLE I.D. NO.: 1 J 4 F Z 2 4 1 9 8 L [redacted]		SELLING DEALER NO.: 64373	PRODUCTION DATE: 06/12/08	
	F.T.E. NO.	P.O. NO.	R.O. DATE: 02/28/12		
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS: C# 4X4	C# 3.8 L V6	MO: 71974	

LABOR & PARTS

J# 1 02JEZBALLJOINT	REPLACE BALL JOINT	TECH(S):828		195.00
	RT UPPER + LOWER BALL JOINTS BAD			
	BALL JOINTS ARE EXCESSIVELY WORN AND LOOSE			
	REPLACE R UPPER + LOWER BALL JOINTS.			

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	1	68004085-AA	BALL JOIN 17011019	120.00	120.00	120.00
				JOB # 1 TOTAL PARTS		120.00
				JOB # 1 TOTAL LABOR & PARTS		315.00

J# 2 08JEZREPLLENS	REPLACE LIGHT LENS	TECH(S):828	27.50
	RR TAIL LAMP LENS BROKEN		
	BROKE		
	REPLACE RR TAIL LAMP.INSTALLED OEM BULB.HAD LED BULB IN IT.		
	SHOULD GET ANOTHER LED OR CHANGE OTHER SIDE BACK TO OEM		

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 2	1	55077890-AD	LAMP TAIL 8014001	84.45	84.45	84.45
JOB # 2	10	WIRE		0.50	0.50	5.00
JOB # 2	4	TY14	TIE	0.50	0.50	2.00
				JOB # 2 TOTAL PARTS		91.45
				JOB # 2 TOTAL LABOR & PARTS		118.95

J# 3 08JEZ	ELECTRICAL	TECH(S):828	156.00
	CLOCK SPRING BAD.		
	ALSO FOUND 2 BROKEN WIRES.		
	OPEN CIRCUIT IN CLOCKK SPRING + 2 BROKEN WIRES.		
	REPLACE CLOCK SPRING + REPAIR WIRES.HORN STILL NOT WORKING.		
	NEEDS NNEW TIPM.CUST HAD US WIRE HORN TO PUSH BUTTON.		

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 3	1	5156106-AB	CLKSPRING 8015001	257.00	257.00	257.00
				JOB # 3 TOTAL PARTS		257.00
				JOB # 3 TOTAL LABOR & PARTS		413.00

J# 4 26JEZVTINSPECT	VT INSPECTION	TECH(S):828	30.00
	VSI DUE		
	OBDII CHECKED AND PASSED		
	PERFORM VT STATE INSPECTION AS PER VERMONT STATE INSPECTION		
	MANUAL		

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
				JOB # 4 TOTAL PARTS		0.00
				JOB # 4 TOTAL LABOR & PARTS		30.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	SS	SHOP SUPPLIES		20.00
JOB # 4	VSI	VT STATE INSPECTION STICKER		4.00
			TOTAL - MISC	24.00

The Reynolds and Reynolds Company ERALZRINVE CC222071.Q (10/03)

Foster Motors Inc.

P.O. BOX 499, MIDDLEBURY, VERMONT 05753
802-388-9961
REMEMBER . . . . WE CARE!
www.fostermotors.com

[redacted]
0101ICHCS73415

CUSTOMER NO. [redacted]	ADVISOR LAWRENCE F LABRAKE 804	TAG NO.	INVOICE DATE 02/29/12	INVOICE NO. [redacted]	
[redacted]	LABOR RATE	LICENSE NO. [redacted]	MILEAGE 71,974	COLOR FLAME RED/C	STOCK NO. [redacted]
BRISTOL, VT [redacted]	YEAR / MAKE / MODEL 08/JEEP/WRANGLER/2 DR		DELIVERY DATE 02/06/09	DELIVERY MILES 138	
[redacted]	VEHICLE I.D. NO. 1 J 4 F Z 2 4 1 9 8 L [redacted]		SELLING DEALER NO. 64373	PRODUCTION DATE 06/12/08	
	F.T.E. NO.	P.O.	R.O. DATE 02/28/12		
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS C# 4X4	E# 3.8 L V6	MO: 71974	

COMMENTS----------
CWD 453-5461 OR 349-5703
DELETED OPERATION(S)----------
08JEZREPLIGHTS REPAIR LIGHTS

TOTALS----------

TOTAL LABOR....		408.50
TOTAL PARTS....		468.45
TOTAL SUBLET...		0.00
TOTAL G.O.G....		0.00
TOTAL MISC CHG.		24.00
TOTAL MISC DISC		0.00
TOTAL TAX.....		34.19
TOTAL INVOICE $		**935.14**

*CASH CHECK# CHARGE
*VISA/MC AMEX OTHER

CUSTOMER SIGNATURE

FOSTER MOTORS
2149 RT 7 SOUTH
MIDDLEBURY, VT 05753
802-388-9961
3899000001812997

Merchant ID: 028100194918
Term ID: 004 Ref #: 013

Sale

XXXXXXXX[redacted]
DISCOVER Entry Method: Swiped

02/29/12 17:44:45
Inv #: [redacted] Appr Code: 02950R
Apprvd: Online Batch#: 000127

Total: $ 935.14

Customer Copy
THANK YOU!

The Reynolds and Reynolds Company ERALZRNVE CC222071.0 (10/03)

RECEIVED DATE:

3/23/12

POSTED DATE : 3-20-12

VIN (FIRST 9 DIGITS) 1J4FZ2413

VIN (LAST 8 DIGITS) 8L[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

CHRYSLER

SAFETY RECALL L37/NHTSA 11V-528
AIRBAG SYSTEM CLOCKSPRING

Dear [redacted]

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

Chrysler has decided that a defect, which relates to motor vehicle safety, exists in some **2008 through 2012 model year Jeep® Wrangler Right Hand Drive (RHD) vehicles.**

The problem is... **The clockspring assembly that connects the driver's airbag to the electrical system on your Wrangler** (VIN: **1J4FZ24138L[redacted]**) **could experience a compromised driver's airbag circuit. This would cause the airbag light to illuminate or flash intermittently, which indicates the airbag may not deploy and increase the risk of an injury in the event of a frontal crash.**

Please note that a component intended to provide a permanent remedy for this condition is currently not available. Chrysler will contact you again, when the remedy parts are available. We apologize for any inconvenience this may cause.

- When the AIRBAG warning light on your instrument panel illuminates for a few seconds after you start your vehicle and then goes out, this **indicates the airbag system is functioning properly** and no further action is required at this time.
- If the AIRBAG warning light either illuminates intermittently while you are driving or remains on, this is **an indication your airbag system is not functioning properly.**

What your dealer will do... In the interim, **if the AIRBAG warning light either illuminates intermittently while you are driving or remains on,** Chrysler will provide a free diagnosis. If the clockspring assembly is faulty, Chrysler will replace the existing clockspring free of charge (parts and labor). The work will take about one hour to complete. However, additional time may be necessary depending on service schedules.

What you must do to ensure your safety... In the interim, **if the AIRBAG warning light either illuminates intermittently while you are driving or remains on**, you are encouraged to **contact your Chrysler, Jeep, or Dodge dealer** right away to schedule a service appointment. Ask the dealer to hold the part for your vehicle or to order it before your appointment. **Please bring this letter with you to your dealer.**

If you need help... If you have questions or concerns which your dealer is unable to resolve, please contact the Chrysler Group Recall Assistance Center 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.

(over)

RAM DODGE CHRYSLER Jeep SRT FIAT MOPAR

Chrysler, Jeep, Dodge, Ram, SRT and Mopar are registered trademarks of Chrysler Group LLC.
FIAT is a registered trademark of Fiat Group Marketing & Corporate Communication S.p.A., used under license by Chrysler Group LLC.

If you have already experienced this condition and have paid to have it repaired, please send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days.

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 L37

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

0002068/#52766 / L37

[redacted]
FLINTVILLE, TN
81 [redacted] L37 0002068

SAFETY RECALL NOTICE

IMPORTANT!

CHRYSLER GROUP LLC
CIMS 482-00-85
PO Box 21-8008
Auburn Hills MI USA 48321-8008
Electronic Service Requested

PRESORTED
FIRST CLASS MAIL
U.S. POSTAGE
P A I D
PERMIT #2655
DETROIT, MI

XXXX/15/2012 DET MI 482 #2

[redacted]

Flintville, Tennesse[redacted]

March 20, 2012

Chrysler Customer Assistance
Attention: Reimbursement
Case #22014408
P. O. Box 21-8007
Auburn Hills, MI 48321-8007

To Whom It May Concern:

I am sending two receipts relating to my recent trips to the Russell Barnett Chrysler/Dodge/Jeep in Winchester, Tennessee to have my 2008 RHD Jeep Wrangler, which I use on my job as a Rural Letter Carrier for the USPS, repaired after the air bag light came on while I was out on my route. The light came on February 24, 2012 and I took it in for service on February 27th. The service manager looked up my VIN # to see if it was included in a recall on clock springs but it was not listed.

The mechanic ran the codes and it showed that it was a faulty air bag, which they didn't have in stock. They ordered the air bag and I took the Jeep back the following day, February 28th, to have it installed. After installation, the light came back on. They then ordered a clock spring and I had to make a third trip back to the dealership to have it installed. This clock spring problem also caused a problem with the horn so the other invoice is for some kind of switch that was installed to fix the horn problem.

We live in a rural area, 30 miles from the nearest Jeep dealership, so this problem cost me 180 miles of travel to get the problem resolved. This past Saturday, March 17th, I traded this 2008 RHD Wrangler for a new 2012 4-door RHD Wrangler. Then, on Monday we received this recall notice. Please issue a reimbursement to us for the costs of this repair since it was done while we still owned the vehicle and we paid for the repairs.

Sincerely,

[redacted]

Enclosures (4)

[redacted]

FLINTVILLE TN [redacted]

Russell Barnett
CHRYSLER
DODGE ★ JEEP, INC.

2756 Decherd Blvd.
Winchester, TN 37398
Local (931) 967-9000
Tullahoma (931) 455-6046
Toll Free 877-967-8211

CUSTOMER COPY PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
03/05/12	08	JEEP	WRAN	1J4FZ24138L[redacted]	[redacted]	69103		

SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE
06/06/08	03/05/12	23	00:00			01	03/05/12

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

========== REPAIR LINE 001 ==========
CUSTOMER STATES THAT AIRBAG LIGHT IS ON
VEHICLE HAD BAD CLOCKSPRING. WHEN STEERING WHEEL IS TURNED, IT SETS DIAGNOSTIC
TROUBLE CODE.
REPLACED CLOCKSPRING.
Bill Code - C

00	LABOR	87 M A		82.88
		Total Labor		82.88
CH	5156106AB	CLKSPRING	1	257.00
		Total Parts		257.00
		Total Line		339.88

Payment Type - 01 CASH 397.31

PAYSTAR

pd visa
3-5-12

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

X _____
CUSTOMER SIGNATURE

LABOR AMOUNT	82.88
PARTS AMOUNT	257.00
MISC. SALES	
MATERIALS	23.79
TOTAL CHARGE	363.67
DEDUCTIBLE	
SALES TAX	33.64
OTHER PAY	
CUSTOMER PAY	397.31

Copyright 2004 ADP, Inc.

[redacted]

FLINTVILLE TN [redacted]

Russell Barnett CHRYSLER DODGE ★ JEEP, INC.

2756 Decherd Blvd.
Winchester, TN 37398
Local (931) 967-9000
Tullahoma (931) 455-6046
Toll Free 877-967-8211

CUSTOMER COPY PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
02/27/12	08	JEEP	WRAN	1J4FZ24138L[redacted]	[redacted]	68491		

SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE
06/06/08	02/28/12	23	00:00			01	02/28/12

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

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

CUSTOMER STATES THAT AIRBAG LIGHT IS ON. IT HAS BEEN COMING ON AND OFF. PLEASE CHECK AND ADVISE.
PERRORMED SOFTWARE FLASH UPDATE ON PCM.
Bill Code - C

00	LABOR	87 M A		82.88
		Total Labor		82.88
CH	68003476AA	SWITCH	1	58.45
		Total Parts		58.45
		Total Line		141.33

Payment Type - 01 CASH 154.40

Please see that this information reaches the proper department.

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

X _____
CUSTOMER SIGNATURE

LABOR AMOUNT	82.88
PARTS AMOUNT	58.45
MISC. SALES	
MATERIALS	
TOTAL CHARGE	141.33
DEDUCTIBLE	
SALES TAX	13.07
OTHER PAY	
CUSTOMER PAY	154.40

Copyright 2004 ADP, Inc.

PdC#6567

PLEASE HELP US UPDATE OUR RECORDS IF ANY OF THE FOLLOWING CONDITIONS APPLY

VIN (Last 8 Characters of Vehicle Identification Number)

8L[redacted]

Notification Code

L37

This service was previously performed on my vehicle *(check one if applicable)*:

- ☐ My vehicle was inspected and found to be ok.
- ☑ My vehicle was repaired.

This vehicle was *(check one if applicable)*:

☐ scrapped ☐ stolen ☐ exported

This vehicle was sold to *(check one if applicable)*:

- ☑ A dealer, or someone whose name and address is unknown.
- ☐ Someone other than a dealer *(type or print the new owner's name and address below)*.

Date of sale: 3/17/12

Updated name and address *(type or print the new owner's name and address or your new name and/or address if it has changed)*:

Owner's title *(check one if applicable)*:

☐ Mr. ☐ Miss ☐ Mr. & Mrs. ☐ Dr.
☐ Mrs. ☐ Ms. ☐ Rev. ☐ Business

First Name _____ MI _____

Last Name _____

Street Address _____

_____

City _____

State _____ Zip Code _____

Email Address _____

[redacted]
Flintville, TN [redacted]

CHRYSLER CUSTOMER ASSISTANCE
ATTN: REIMBURSEMENT
P. O. BOX 21-8007
AUBURN HILLS, MI 48321-8007

48321800707

RECEIVED DATE: 3/23/12

POSTED DATE : 3-20-12

VIN (FIRST 9 DIGITS) 1J4F22417

VIN (LAST 8 DIGITS) 8L[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 06060600

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

PIEDMONT

4015 Clemson Boulevard
Anderson, SC 29621
(864) 260-5750
1 (800) 849-5057

CHRYSLER Jeep DODGE RAM

We have tires for your

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	JAMES BLEWITT 27886	932	11/22/11	[redacted]

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		87,185	RED/	

[redacted]
PENDLETON, SC [redacted]
[redacted]

YEAR/MAKE/MODEL	DELIVERY DATE	DELIVERY MILES
08/JEEP/WRANGLER/WRANGLER X RHD 4X4	03/18/08	132

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 J 4 F Z 2 4 1 7 8 L [redacted]		

F.T.E. NO.	P.O. NO.	R.O. DATE
		11/22/11

RESIDENCE PHONE [redacted] BUSINESS PHONE

COMMENTS

TOTALS

****
* NEXT RECOMMENDED SERVICE: *
* 11/22/2011 / 87185 MI 02CHZA-ATF14 MOC TRANS FLUSH *
****

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

TOTAL LABOR....	110.00
TOTAL PARTS....	249.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	18.68
TOTAL MISC DISC	0.00
TOTAL TAX.....	14.94
TOTAL INVOICE $	**392.62**

BE SURE TO VISIT OUR WEBSITE @ PIEDMONTCJD.COM FOR COUPONS

IF YOU WERE NOT TOTALLY SATISFIED WITH YOU SERVICE TODAY
PLEASE CONTACT SERVICE MANAGER JIM PIERCE

YOUR SATISFACTION IS VERY IMPORTANT TO US
THANK YOU FOR YOUR BUISINESS!!!!

IMPORTANT

YOU MAY RECEIVE A SURVEY FROM CHRYSLER CORPORATION IN THE NEAR FUTURE. IF FOR ANY REASON YOU CANNOT GRADE US "VERY SATISFIED" PLEASE CONTACT OUR SERVICE MANAGER.
THANK YOU
PIEDMONT
CHRYSLER JEEP DODGE
(864) 260-5750
1 (800) 849-5057

CUSTOMER SIGNATURE

PIEDMONT CHRYSLER PLYM
4015 CLEMSON BLVD
ANDERSON, SC 296211105

TERMINAL ID: 002900333
MERCHANT #: 345437338888

VISA
#xxxxxxxxxxxxx[redacted]

SALE
BATCH: 000122 INVOICE: [redacted]
DATE: NOV 22, 11 TIME: 17:20
SQ: 026 AU: VV AUTH NO: 007008

TOTAL $392.62

CUSTOMER COPY

EXCLUSION OF WARRANTIES

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

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

THANK YOU

FOR YOUR BUSINESS!

The Reynolds and Reynolds Company ERALZRINVE CC220758 Q (08/11)

PIEDMONT

4015 Clemson Boulevard
Anderson, SC 29621
(864) 260-5750
1 (800) 849-5057

CHRYSLER Jeep DODGE RAM

We have tires for your

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	JAMES BLEWITT 27886	932	11/22/11	[redacted]

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		87,185	RED/	

	YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
[redacted] PENDLETON, SC [redacted]	08/JEEP/WRANGLER/WRANGLER X RHD 4X4	03/18/08	132
[redacted]	VEHICLE I.D. NO. 1J4FZ24178L[redacted]	SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO. / P.O. NO.	R.O. DATE 11/22/11	

RESIDENCE PHONE [redacted] BUSINESS PHONE [redacted]

COMMENTS

JOB# 1 CHARGES

LABOR

J# 1 51CHZ02 BODY ELECT CONCERN TECH(S):30295 110.00

C/S THE CLOCKSPRING TAPE IS COMMING OUT OF THE STEERING
COLOUM AND WANTS THE CLOCKSPRING REPLACED.
BROKEN CLOCKSPRING
REPLACED THE CLOCKSPRING

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1	5156106-AB	CLKSPRING 8015001	277.14	249.00	249.00
					TOTAL - PARTS	249.00

JOB# 1 TOTALS

LABOR	110.00
PARTS	249.00
JOB# 1 JOURNAL PREFIX CHCS JOB# 1 TOTAL	359.00

JOB# 2 CHARGES

LABOR

J# 2 55CHZ5 3K SERVICE TECH(S):30371 WARRANTY

PERFORM EXPRESS OIL AND FILTER CHANGE
23 POINT INSPECTION
COMPLETED SERVICE A REQUESTED
SEE ADVISOR FOR INSPECTION DETAILS

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1	4105409-AC	FILTER EN 9057006			WARRANTY
	6	68026608-AA	ATF 4 PEN 1081018			WARRANTY
					TOTAL - PARTS	0.00

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CHCS JOB# 2 TOTAL	0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	SS	ENVIRONMENTAL MATERIAL DISP. FEE		18.68
			TOTAL - MISC	18.68

COMMENTS
WAITER

RECOMMENDATIONS
NEEDS 4 TIRES
REAR MAIN SEAL LEAKING
AIR FILTER
WIPER BLADES
3

IMPORTANT

YOU MAY RECEIVE A SURVEY FROM CHRYSLER CORPORATION IN THE NEAR FUTURE. IF FOR ANY REASON YOU CANNOT GRADE US "VERY SATISFIED" PLEASE CONTACT OUR SERVICE MANAGER.
THANK YOU
PIEDMONT
CHRYSLER JEEP DODGE
(864) 260-5750
1 (800) 849-5057

EXCLUSION OF WARRANTIES

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

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

THANK YOU

FOR YOUR BUSINESS!

The Reynolds and Reynolds Company ERALZRINVE CC2207S0 Q (06/11)

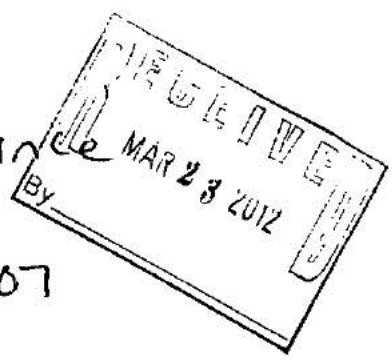


[redacted]
Pendleton, SC [redacted]

GREENVILLE SC 296
20 MAR 2012 PM 4 L



Chrysler Customer Assistance
P.O. Box 21-8007
Auburn Hills, MI 48321-8007



Att: Reimbursement

48321-8007

RECEIVED DATE:

3/29/12

POSTED DATE :

VIN (FIRST 9 DIGITS) 1J4G239 1X

VIN (LAST 8 DIGITS) 9L [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : [redacted]

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

March 24, 2012

Case #[redacted]

[redacted]

Waterford, OH [redacted]

To whom it may concern:

Please find enclosed documentation for the recall on my Jeep Wrangler Unlimited right hand drive, VIN # 1J4GZ391X9[redacted] that has already been completed. Due to issues occurring earlier in December 2011 it was necessary to complete the work before the recall was issued. The notification # for this recall is L37. I am sending this information to recover the cost I have already paid for the repairs.

Sincerely,

[redacted]

DODGE CHRYSLER JEEP TOYOTA SCION

TOYOTA

1305 Pike Street P.O. Box 805 MARIETTA, OHIO 45750
Telephone (740) 373-2928 Belpre (740) 423-6103

CUSTOMER NO. [redacted]	ADVISOR MICHAEL A HAYES 801	TAG NO.		INVOICE DATE 12/26/11	[redacted]
	LABOR RATE	LICENSE NO.	MILEAGE 70,098	COLOR /	STOCK NO.
[redacted] WATERFORD, OH [redacted]	YEAR / MAKE / MODEL 09/JEEP/WRANGLER UNLMTD/4DR 4WD SPT			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1 J 4 G Z 3 9 1 X 9 L [redacted]			SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.		R. O. DATE 12/26/11	
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS			MO: 70098

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 5	1	68018929-AA	BLADE WIP 23067025	19.55	19.55	19.55
				JOB # 5 TOTAL PARTS		19.55
				JOB # 5 TOTAL LABOR & PARTS		19.55

J# 6+00DOZ16 REPLACE AIR FILTER HOURS: TECH(S):805 5.00
REPLACE AIR FILTER
FACTORY RECOMMENDED MAINTENANCE
REPLACED AIR FILTER

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 6	1	53034018-AE	FILTER AI 14029008	24.95	24.95	24.95
				JOB # 6 TOTAL PARTS		24.95
				JOB # 6 TOTAL LABOR & PARTS		29.95

J# 7+00DOZ18 REPLACE PCV VALVE HOURS: 0.30 TECH(S):805 24.60
REPLACE POSITIVE CRANKCASE VENTILATION VALVE
RECOMMENDED MAINTENANCE
REPLACED PCV VALVE

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 7	1	4648973-AD	VALVE PCV 9039007	13.05	13.05	13.05
				JOB # 7 TOTAL PARTS		13.05
				JOB # 7 TOTAL LABOR & PARTS		37.65

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $656.00 (+TAX)

TOTALS

THANK YOU FOR USING C&C DODGE TOYOTA FOR YOUR SERVICE

OUR GOAL IS TO FIX YOUR VEHICLE RIGHT ON THE FIRST VISIT AND RESPOND TO YOUR NEEDS PROMPTLY AND COURTEOUSLY.

YOU MAY BE RECEIVING A SURVEY IN THE MAIL FROM THE MANUFACTURER ABOUT YOUR SERVICE VISIT. PLEASE FILL IT OUT PROMPTLY AND SEND IT IN. WE HOPE YOU CAN MARK IT COMPLETELY SATISFIED ON EVERY QUESTION. IF YOU CANNOT, PLEASE CONTACT CHUCK LOWRY (SERVICE MANAGER) OR AMANDA STOLLAR (CUSTOMER RELATIONS MANAGER), AT 740-373-2928, 800-758-1048, 740-423-6103.

REVIEWED FUTURE SCHEDULE MAINTENANCE WITH VEHICLE OWNER. PLEASE SIGN HERE.

TOTAL LABOR....	203.60
TOTAL PARTS....	409.26
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	42.91
TOTAL INVOICE $	**655.77**

The Seller, C & C Dodge Toyota, Inc., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and C & C Dodge Toyota, Inc. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the parts listed.

Thanks
Pd Visa
12/26/11

CUSTOMER SIGNATURE

CC0029111 O (08/10)

Copyright © 1998 The Reynolds and Reynolds Company ERAINTINVE SF000794 (03/01)

DODGE CHRYSLER JEEP TOYOTA SCION

TOYOTA

1305 Pike Street P.O. Box 805 MARIETTA, OHIO 45750
Telephone [illegible] Belpre (740) 423-6103

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	MICHAEL A HAYES 801		12/26/11	[redacted]
	LABOR RATE / LICENSE NO. / MILEAGE: 70,098		COLOR: /	STOCK NO.
[redacted]	YEAR / MAKE / MODEL: 09/JEEP/WRANGLER UNLMTD/4DR 4WD SPT		DELIVERY DATE	DELIVERY MILES
WATERFORD, OH [redacted]	VEHICLE I.D. NO.: 1 J 4 G Z 3 9 1 X 9 L [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO. / P. O. NO.		R. O. DATE: 12/26/11	
RESIDENCE PHONE: [redacted]	BUSINESS PHONE:	COMMENTS:		MO: 70098

LABOR & PARTS

J# 1 00TOZ MAINTENANCE HOURS: 1.50 TECH(S):805 123.00
C/S: AIR BAG LIGHT IS ON .
CHECK OUT NEEDS NEW CLOCK SPRING
REPLACED CLOCK SPRING AND VERIFIED REPAIRS

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	1		5156106-AB	CLKSPRING 8015001	271.41	271.41	271.41
					JOB # 1 TOTAL PARTS		271.41
					JOB # 1 TOTAL LABOR & PARTS		394.41

J# 2 21DOZ LOF SPECIAL HOURS: TECH(S):805 10.00
3,000 MILE MAINT. ALSO INCLUDES LUBE ,OIL AND FILTER
GENERAL MAINTENANCE
PERFORMED LUBE, OIL AND FILTER SPECIAL, CHECKED FLUIDS
GENERAL INSPECTION
3,000 MILE MAINT.

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 2	1		4105409-AC	FILTER EN 9057006	9.12	7.00	7.00
JOB # 2	5		68055890-AA	OIL 5W20 1081090	5.78	3.19	15.95
					JOB # 2 TOTAL PARTS		22.95
					JOB # 2 TOTAL LABOR & PARTS		32.95

J# 3 01DOZ ELECTRICAL HOURS: TECH(S):805 0.00
CUSTOMER STATES GAS CAP LIGHT ON AGIAN
HOLE IN CHARCOAL CANISTER EST 142.78
ODERED NEW CHARCOAL CANISTER

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 3	0		4891780-AB	CANISTER 14073007	60.78	60.78	0.00
PART ON SPECIAL ORDER							
** QUANTITY 1 IS SPECIAL ORDERED **							
					JOB # 3 TOTAL PARTS		0.00
					JOB # 3 TOTAL LABOR & PARTS		0.00

J# 4 07DOZ ENGINE HOURS: 0.50 TECH(S):805 41.00
CUSTOMER STATES HAS A CHIPPING NOISE IN ENGINE LIGHT BELT
REPLACED ALT BELT

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 4	1		25060900	BELT	57.35	57.35	57.35
					JOB # 4 TOTAL PARTS		57.35
					JOB # 4 TOTAL LABOR & PARTS		98.35

J# 5 00DOZWIPER WIPER BLADES HOURS: 0.00 TECH(S):805 0.00
REAR WIPER BLADE
RECOMMENDED MAINTENANCE
REPLACE WIPER BLADES

The Seller, C & C Dodge Toyota, Inc., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and C & C Dodge Toyota, Inc. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the parts listed.

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ERADNTINVE ER600704 (03/01)

C & C DODGE
1385 PIKE ST
MARIETTA,OH, 45750
740-373-2528

Ref #:

Sale

XXXXXXXXXX[redacted]
VISA

Entry Method: Swiped

12/26/11 13:57:51
Inv #: [redacted]
Approvd: Online
Appr Code: 021648
Batch#: 360681

Total: $ 655.77

Customer Copy

[redacted]
Waterford, OH [redacted]

COLUMBUS OH 433

RECEIVED
MAR 29 2012
BY

Chrystler Recall Assistance Center
P.O. Box 21-8007
Auburn Hills, MI 48321

Attention: Sheila
CASE # [redacted]

48321002121

RECEIVED DATE: 3/26/12

POSTED DATE : 3/22/12

VIN (FIRST 9 DIGITS) 1J4FZ2418

VIN (LAST 8 DIGITS) 8L [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 0000 0000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

[redacted]

Bought: LAWRence MARshell C-P-D-J
P.O BX 983 Hemstead, TX. 850 Business 290 N 77445 WALLER Co.
DATe: 2-2-2008

Serviced: FINNEGAN AuTO GROUP
26529 southwest FReeway Rosenberg, TX. 77471

DATe seRviced Feb 25, 2012
Milage Time of seRvice 71,051
Milage NOW 73,080

ViN # 1J4FZ241 08L [redacted]

OWNeR [redacted]

ADDRess [redacted]

Guy, TX [redacted]

(OwneR) [redacted]
(SPouse)

CUSTOMER #: [redacted]

[redacted]

INVOICE

Finnegan
AUTO GROUP
GMC BUICK
Jeep CHRYSLER DODGE RAM
Rosenberg, Texas
www.finneganauto.com
Chrysler, Jeep, Dodge 281-342-9118
General Motors 281-342-4200

[redacted]

GUY, TX [redacted]
HOME: [redacted] CONT [redacted]
BUS: [redacted] CELL:

PAGE 1

26529 SOUTHWEST FREEWAY, ROSENBERG, TX 77471

SERVICE ADVISOR: 1251 CARLOS POLANCO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SILVER	08	JEEP WRANGLER	1J4FZ24108[redacted]	[redacted]	71051/71053	T4599

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN08 DD			17:30 20FEB12		0.00	CASH	25FEB12

R.O. OPENED	READY	OPTIONS:
09:28 20FEB12	11:32 25FEB12	DLR:68080 ENG:3.8_Liter 1)1800 3275172

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A AIR BAG LIGHT COMES ON								
	08 ELECTRICAL							
	7448 LOPEZ,JUAN LIC#: N				FEB 25 2012			
			CP				166.50	166.50
1	5156106AB		CLKSPRING-STEERING COLUMN CONTROL					
	MOD					308.40	308.40	308.40
PARTS: 308.40 LABOR: 166.50 OTHER: 0.00 TOTAL LINE A: 474.90								
71051 CLOCKSPRING WAS SHORTED OUT 1.50 INSPECTED AND REPLACE CLOCK SPRING WASH SHORTED OUT ON SQUIB 1 AND 2 RETEST ALL OKAY AT THIS TIME								
**********								
B CUSTOMER STATES DRIVERS SIDE(RIGHT SIDE) WINDOW HARD TO ROLL UP								
	2300 BODY / TRIM							
	7448 LOPEZ,JUAN LIC#: N							
			CP				166.50	166.50
1	68018024AA		REGULATOR-FRONT DOOR WINDOW			108.30	108.30	108.30
PARTS: 108.30 LABOR: 166.50 OTHER: 0.00 TOTAL LINE B: 274.80								
71051 WINDOW REGULATOR 1.50 INSPECTED WINDOW REGULATOR AND FOUND CABLE BINDING WHEN GOING UPWARDS, REPLACE MECHANICAL WINDOW REGULATOR								
**********								
C 23 POINT COMPLIMENTARY VEHICLE CHECK UP								
	9023 23 POINT COMPLIMENTARY VEHICLE CHECK UP							
	7448 LOPEZ,JUAN LIC#: N							
			CP				0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00								
71051 VEHICLE CHECK UP WAS UP TO DATE ON MAINTANCE								
**********								
HAZARDOUS WASTE-SHOP SUPPLIES								30.00

YOUR NEXT APPT IS @ 24,000 Miles

ALL MOPAR PARTS REPLACED BY YOUR DEALER CARRY A 12 MONTH OR 12000 MILE WARRANTY. ALL MOPAR REMANUFACTURED PARTS CARRY A 3 YEAR OR 36000 MILE WARRANTY.
MY CHARGES AND REPAIRS WERE EXPLAINED TO ME.

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	333.00
PARTS AMOUNT	416.70
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	30.00
TOTAL CHARGES	779.70
LESS INSURANCE	0.00
SALES TAX	36.86
PLEASE PAY THIS AMOUNT	816.56

CUSTOMER # [redacted]

[redacted]

INVOICE

Finnegan AUTO GROUP

GMC · Jeep · Chrysler · Dodge · RAM

Rosenberg, Texas
www.finneganauto.com
Chrysler, Jeep, Dodge 281-342-9318
General Motors 281-342-4200

[redacted]
GUY, TX
HOME [redacted] CONT: [redacted]
BUS: [redacted] CELL:

PAGE 1

26529 SOUTHWEST FREEWAY, ROSENBERG, TX 77471

SERVICE ADVISOR: 1251 CARLOS POLANCO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SILVER	08	JEEP WRANGLER	1J4FZ24108[redacted]	[redacted]	71051/71053	T4599

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN08 DD			17:30 20FEB12		0.00	CASH	25FEB12

R.O. OPENED	READY	OPTIONS:
09:28 20FEB12	11:32 25FEB12	DLR:68080 ENG:3.8 Liter 1)1800 3275172

FEB 25 2012

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A	AIR BAG LIGHT COMES ON							
	08 ELECTRICAL							
	7448 LOPEZ,JUAN LIC#: N							
			CP			166.50	166.50	
	1 5156106AB CLKSPRING-STEERING COLUMN CONTROL							
			MOD			308.40	308.40	308.40
PARTS: 308.40 LABOR: 166.50 OTHER: 0.00 TOTAL LINE A: 474.90								
71051 CLOCKSPRING WAS SHORTED OUT 1.50 INSPECTED AND REPLACE CLOCK SPRING WASH SHORTED OUT ON SQUIB 1 AND 2 RETEST ALL OKAY AT THIS TIME								
**********								
B	CUSTOMER STATES DRIVERS SIDE(RIGHT SIDE) WINDOW HARD TO ROLL UP							
	2300 BODY / TRIM							
	7448 LOPEZ,JUAN LIC#: N							
			CP			166.50	166.50	
	1 68018024AA REGULATOR-FRONT DOOR WINDOW					108.30	108.30	108.30
PARTS: 108.30 LABOR: 166.50 OTHER: 0.00 TOTAL LINE B: 274.80								
71051 WINDOW REGULATOR 1.50 INSPECTED WINDOW REGULATOR AND FOUND CABLE BINDING WHEN GOING UPWARDS, REPLACE MECHANICAL WINDOW REGULATOR								
**********								
C	23 POINT COMPLIMENTARY VEHICLE CHECK UP							
	9023 23 POINT COMPLIMENTARY VEHICLE CHECK UP							
	7448 LOPEZ,JUAN LIC#: N							
			CP			0.00	0.00	
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00								
71051 VEHICLE CHECK UP WAS UP TO DATE ON MAINTANCE								
**********								
	HAZARDOUS WASTE-SHOP SUPPLIES							30.00

YOUR NEXT APPT IS @ 24,000 Miles

ALL MOPAR PARTS REPLACED BY YOUR DEALER CARRY A 12 MONTH OR 12000 MILE WARRANTY. ALL MOPAR REMANUFACTURED PARTS CARRY A 3 YEAR OR 36000 MILE WARRANTY

MY CHARGES AND REPAIRS WERE EXPLAINED TO ME.

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.

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SUBLET AMOUNT	0.00
MISC. CHARGES	30.00
TOTAL CHARGES	779.70
LESS INSURANCE	0.00
SALES TAX	36.86
PLEASE PAY THIS AMOUNT	816.56

Copyright 2000 ADP, Inc. SERVICE INVOICE #2 XSI2C

CUSTOMER COPY

FINNEGAN CHRYSLER JEEP
26529 SOUTHWEST FRWY.
ROSENBERG, TX 77471

02/25/2012 13:43:10
Merchant ID: 000000001484762
Terminal ID: 03123773
376229442995

CREDIT CARD
VISA SALE

CARD # XXXXXXXXXX[redacted]
INVOICE [redacted]
Batch #: 000241
Approval Code: 02554D
Entry Method: Swiped
Mode: Online

SALE AMOUNT $816.56

CUSTOMER COPY

CHRYSLER

SAFETY RECALL L37/NHTSA 11V-528
AIRBAG SYSTEM CLOCKSPRING

Dear [redacted]

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

Chrysler has decided that a defect, which relates to motor vehicle safety, exists in some **2008 through 2012 model year Jeep® Wrangler Right Hand Drive (RHD) vehicles.**

The problem is... **The clockspring assembly that connects the driver's airbag to the electrical system on your Wrangler** (VIN: **1J4FZ24108L[redacted]**) **could experience a compromised driver's airbag circuit. This would cause the airbag light to illuminate or flash intermittently, which indicates the airbag may not deploy and increase the risk of an injury in the event of a frontal crash.**

Please note that a component intended to provide a permanent remedy for this condition is currently not available. Chrysler will contact you again, when the remedy parts are available. We apologize for any inconvenience this may cause.

- When the AIRBAG warning light on your instrument panel illuminates for a few seconds after you start your vehicle and then goes out, this **indicates the airbag system is functioning properly** and no further action is required at this time.
- If the AIRBAG warning light either illuminates intermittently while you are driving or remains on, this is **an indication your airbag system is not functioning properly.**

What your dealer will do... In the interim, **if the AIRBAG warning light either illuminates intermittently while you are driving or remains on,** Chrysler will provide a free diagnosis. If the clockspring assembly is faulty, Chrysler will replace the existing clockspring free of charge (parts and labor). The work will take about one hour to complete. However, additional time may be necessary depending on service schedules.

What you must do to ensure your safety... In the interim, **if the AIRBAG warning light either illuminates intermittently while you are driving or remains on,** you are encouraged to **contact your Chrysler, Jeep, or Dodge dealer** right away to schedule a service appointment. Ask the dealer to hold the part for your vehicle or to order it before your appointment. **Please bring this letter with you to your dealer.**

If you need help... If you have questions or concerns which your dealer is unable to resolve, please contact the Chrysler Group Recall Assistance Center 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.

(over)

RAM DODGE CHRYSLER Jeep SRT FIAT MOPAR

Chrysler, Jeep, Dodge, Ram, SRT and Mopar are registered trademarks of Chrysler Group LLC.
FIAT is a registered trademark of Fiat Group Marketing & Corporate Communication S.p.A., used under license by Chrysler Group LLC.

If you have already experienced this condition and have paid to have it repaired, please send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days.

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 L37

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

000418B/#527G5 / L37

[redacted]
GUY, TX

000418B

E303/16/2012 DET MI

SAFETY RECALL NOTICE

IMPORTANT!

CHRYSLER GROUP LLC
CIMS 482-00-85
PO Box 21B008
Auburn Hills MI USA 4832 1-8008
Electronic Service Requested

PRESORTED
FIRST CLASS MAIL
U.S. POSTAGE
P A I D
PERMIT #2655
DETROIT, MI

0004188/#52765 / L37

PLEASE HELP US UPDATE OUR RECORDS IF ANY OF THE FOLLOWING CONDITIONS APPLY

VIN (Last 8 Characters of Vehicle Identification Number)

8L [redacted]

Notification Code

L37

This service was previously performed on my vehicle *(check one if applicable)*:

☐ My vehicle was inspected and found to be ok.

☐ My vehicle was repaired.

This vehicle was *(check one if applicable)*:

☐ scrapped ☐ stolen ☐ exported

This vehicle was sold to *(check one if applicable)*:

☐ A dealer, or someone whose name and address is unknown.

☐ Someone other than a dealer *(type or print the new owner's name and address below)*.

Date of sale: _____

Updated name and address *(type or print the new owner's name and address or your new name and/or address if it has changed)*:

Owner's title *(check one if applicable)*:

☐ Mr. ☐ Miss ☐ Mr. & Mrs. ☐ Dr.
☐ Mrs. ☐ Ms. ☐ Rev. ☐ Business

First Name _____ MI _____

Last Name _____

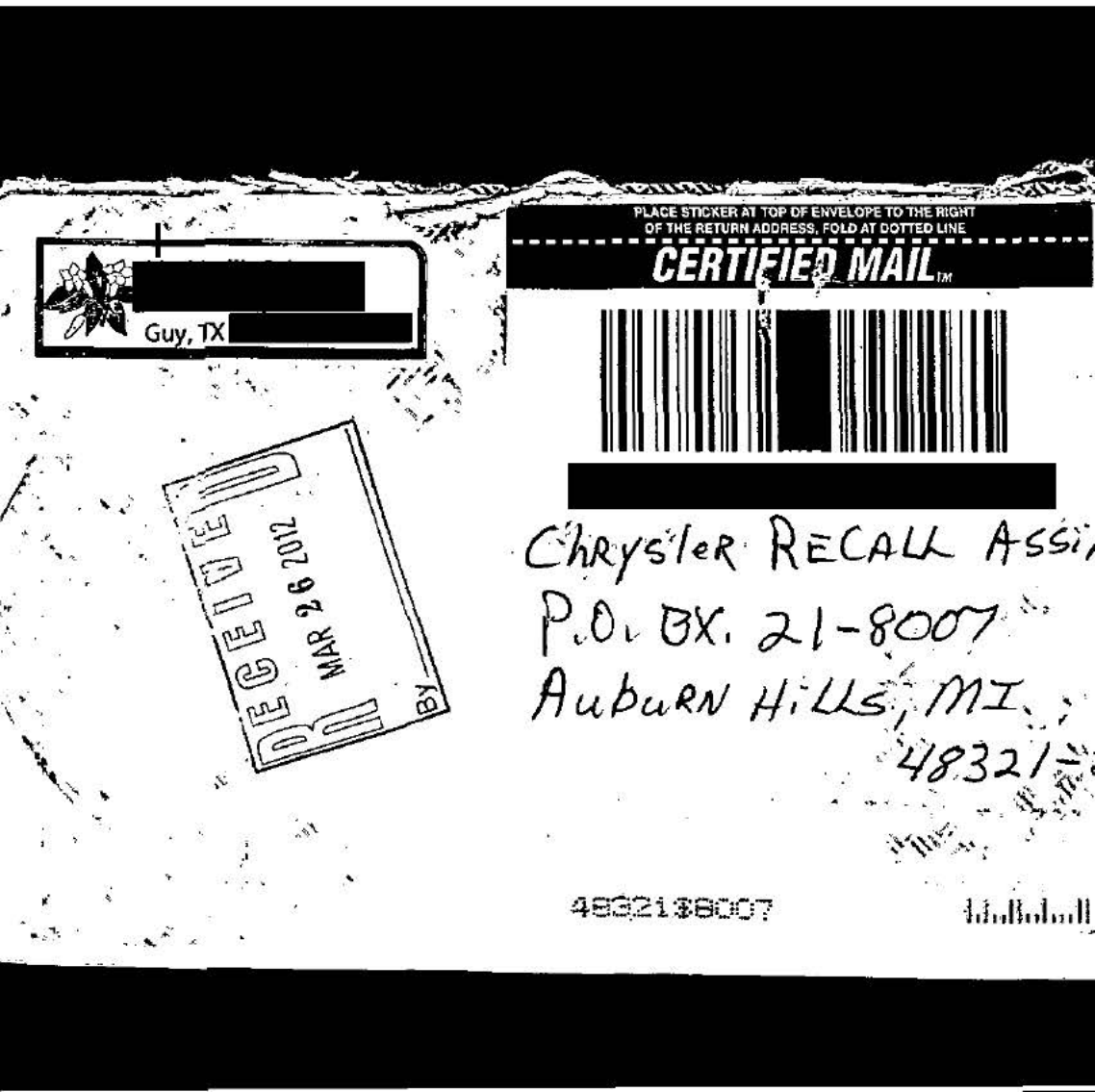
Street Address _____

_____

City _____

State _____ Zip Code _____

Email Address _____


PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT
OF THE RETURN ADDRESS, FOLD AT DOTTED LINE
CERTIFIED MAIL™
Guy, TX
RECEIVED
MAR 26 2012
BY
Chrysler RECALL ASSI
P.O. BX. 21-8007
Auburn Hills, MI.
48321-
48321$8007

RECEIVED DATE:

1/26/12

POSTED DATE :

1-20-12

VIN (FIRST 9 DIGITS) 1J4GA3912

VIN (LAST 8 DIGITS) 7L [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

2007 JEEP WRANGLER CLOCKSPRING EXTENDED WARRANTY
CUSTOMER REIMBURSEMENT CLAIM FORM

Date Claim Submitted: 1-19-12 Repair Date 8-25-11

17- Digit Vehicle Identification Number (VIN): 1J4GA39127L[redacted]

Mileage at Time of Repair: 38,489 Date of Repair: 8-25-11

Customer First & Last Name (please print): [redacted] Ski Country Resor

Street Address or PO Box Number: [redacted]

City: Breckenridge State: Co Zip Code: [redacted]

Daytime Telephone Number (include Area Code): [redacted]

Evening Telephone Number (include Area Code): [redacted]

Amount of Reimbursement Requested: $ 458.67

The following documentation must accompany this claim form.

Original or clear copy of all receipts, invoices, and repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What repair was completed, when it was done, and who did it.
- The total cost of the repair expense and the date of payment. (Copy of the front and back of cancelled check, copy of credit card receipt, credit card itemized invoice, etc.)

My signature t[redacted]enuine and I request reimbursemen[redacted]letter.

Customer Sign[redacted]

The two methods for submission are by postal mail or electronically. For postal submission please mail this claim form and the required documents to:

Chrysler Customer Assistance Center
P.O. Box 21-8007
Auburn Hills, MI 48321-8007

If you have a scanner and desire electronic document submission, please go to www.chrysler.com/chryslercares and complete the webform. **Indicate in the narrative "X41 Repair Reimbursement – Request for Electronic Document Submission Link". Instructions will be sent to your email address to scan and submit your documents electronically.**

Your claim will be acted upon within 60 days of receipt. If you have any questions, please contact Jeep Customer Care between the hours of 8:00 AM and 8:00 PM, EST, Monday through Friday or Saturday and Sunday 9:00 AM to 5:00 PM, EST at 1-877 - I AM JEEP (426-5337).

December 21, 2011

CHRYSLER GROUP LLC

052575

SKI COUNTRY RESORTS M
PO BOX 649
BRECKENRIDGE, CO 80424-0649

1J4GA39127L[redacted]

Dear Ski Country Resorts M,

This letter is to inform you that the warranty period (3 years or 36,000 miles) on your Wrangler's clockspring has been extended to 10 years or 150,000 miles, whichever occurs first. This extended clockspring warranty coverage applies to select model year 2007 Wranglers.

We are extending the warranty period on your clockspring because some of the affected vehicle population may experience an airbag lamp illumination caused by a steering column clockspring issue. **If your vehicle is operating properly, there is nothing you are required to do.**

If you are experiencing the condition as described in this warranty extension (within the 10 year or 150,000 mile period), simply contact your dealer to schedule a service appointment. Remember to bring this letter with you to your dealer. Please make sure to store this letter with your vehicle's other warranty information for future reference. The warranty extension applies to the above components only; the other terms and the "What's Not Covered" items of your warranty remain the same as stated in your Warranty Information book.

If you have already paid for the replacement of your clockspring, you may be eligible to receive a reimbursement. You may complete the enclosed Customer Reimbursement Claim Form and send your original receipts, invoices and/or repair order to the following address for reimbursement, your claim will be acted upon within 60 days of receipt.

Chrysler Customer Assistance Center
P.O. Box 21-8007
Auburn Hills, MI 48321-8007

If you have questions or need any assistance, please contact your dealer or the Jeep Customer Assistance Center between the hours of 8:00 AM and 8:00 PM, EST, Monday through Friday or Saturday and Sunday 9:00 AM to 5:00 PM, EST. Please contact 1-877- I AM JEEP (426-5337).

Chrysler Group LLC

See Attached

0052575/#51212 / X41

A-1 AUTO REPAIR, INC.
156 S.C. Rd. 450 Unit B-7
P.O. Box 4033
BRECKENRIDGE, CO 80424
(970) 453-4653

NAME: Dave
DATE OF ORDER: 8-25-11
ADDRESS:
CITY, STATE, ZIP:
[redacted]
BUS. PHONE: EXT.
DATE PROMISED:
CUSTOMER'S ORDER NUMBER:
ORDER WRITTEN BY:
LICENSE NUMBER: 988 OCH
MOTOR NUMBER:
ODOMETER: 38489

YEAR, MAKE AND MODEL: 07 Jeep Wrangler X
SERIAL NUMBER: 1J4GA3912

QTY.	PART NO. AND DESCRIPTION	AMOUNT
	clock spring	249 00

(MAY BE CONTINUED ON OTHER SIDE) TOTAL PARTS 249 00

ACCESSORIES

Paid Visa

TOTAL ACCESSORIES

DESCRIPTION OF WORK	AMOUNT
☐ LUBE ☐ CHG. OIL ☐ OIL FILTER ☐ TUNE UP ☐ TRANS. ☐ DIFF.	
Scan MIL B1B02	
check air bag light	95 00
Remove and replace	
clock spring	95 00

____ LITERS/GALS. OF GAS @		TOTAL LABOR	190 00
____ LITERS/QTS. OF OIL @		TOTAL PARTS	249 00
____ kg/LBS. OF GREASE @	Supplies	~~ACCESSORIES~~	5 00
		GAS, OIL AND GREASE	
		SUBLET REPAIRS	
		EPA / WASTE DISPOSAL	
		TAX	14 67
		TOTAL	458 67

I hereby authorize the above repair work to be done along with the necessary materials. You and your employees may operate above vehicle for purposes of testing, inspection, or delivery at my risk. An express mechanics lien is acknowledged on above vehicle to secure the amount of repairs thereto. It is also understood that you will not be held responsible for loss or damage to cars or articles left in cars in case of fire, theft or any other cause beyond your control.

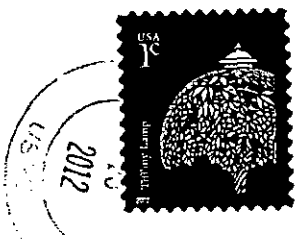
SIGNATURE

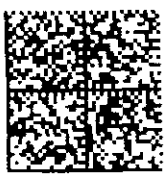
THANK YOU

ACCOUNT ACTIVITY (CONTINUED)

Date of Transaction	Merchant Name or Transaction Description	$ Amount
08/10	A-1 AUTO REPAIR BRECKENRIDGE CO #576 - RV.	263.48
08/13	LOAF N JUG #0060 Q81 BRECKENRIDGE CO #530	79.19
08/11	CITY LIQUORS BRECKENRIDGE CO #535	204.52
08/14	KUM & GO #907 SILVERTHORNE CO #530	125.00
08/15	ACE TRI - RIVER BUILDI KREMMLING CO Propane RV. #576	61.03
08/15	OFFICE MAX SILVERTHORNE CO #566	63.84
08/17	BLUE TENT 970-704-3257 CO #587	156.25
08/17	LOAF N JUG #0060 Q81 BRECKENRIDGE CO #530	59.41
08/18	WAL-MART #0986 FRISCO CO office supplies P.M.A. #566	46.90
08/18	LOAF N JUG #0060 Q81 BRECKENRIDGE CO #530	79.17
08/19	FATTYS PIZZERIA BRECKENRIDGE CO Bruce/Randy McCann #529	44.27
08/20	LOAF N JUG #0060 Q81 BRECKENRIDGE CO #530	89.53
08/20	CITY LIQUORS BRECKENRIDGE CO #535	204.52
08/22	THE UPS STORE 1686 BRECKENRIDGE CO #566	20.28
08/25	A-1 AUTO REPAIR BRECKENRIDGE CO #576 - Jeep	458.67
	DAVID J GARETTT	
	TRANSACTIONS THIS CYCLE (CARD 4864) -$6,309.75	
	INCLUDING PAYMENTS RECEIVED	
08/01	BRECKENRIDGE MTN MAN INC BRECKENRIDGE CO	211.80
08/01	OLLIES PUB & GRUB - BR BRECKENRIDGE CO	60.34
08/05	COMCAST CABLE COMM 800-COMCAST CO	27.57
08/04	AARDVAC FRISCO CO	1,013.09
08/05	CITY-MARKET #0430 BRECKENRIDGE CO	18.06
08/11	CITY LIQUORS BRECKENRIDGE CO	289.77
08/13	CITY LIQUORS BRECKENRIDGE CO	87.64
08/14	WAL-MART #0986 FRISCO CO	311.02
08/14	ANTLERS DISCOUNT LIQUOR FRISCO CO	198.40
08/14	SAFEWAY STORE00008367 FRISCO CO	43.93
08/20	HIGH COUNTRY FURNITURE BRECKENRIDGE CO	292.34
	JENI SHELTON	
	TRANSACTIONS THIS CYCLE (CARD 4872) $2,553.96	

Ski Country Resorts & Sports
P.O. Box 649 • Breckenridge, CO 80424







Chrysler Customer Assist Ctr

JAN 26 2012

P.O. Box 21-8007

Auburn Hills, MI 48321-

48321$8007

Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2012-01-31 11:38:31.561611
Files Not Recieved: 0

Attention Ryan attached are the documents for case number [redacted]..Please email me with confirmation that these documents have been received. (4 pages attached)

December 21, 2011

CHRYSLER GROUP LLC

[redacted] 002915

CENTERVILLE, M[redacted]

1J4FA24107[redacted]

Dea[redacted]

This letter is to inform you that the warranty period (3 years or 36,000 miles) on your Wrangler's clockspring has been extended to 10 years or 150,000 miles, whichever occurs first. This extended clockspring warranty coverage applies to select model year 2007 Wranglers.

We are extending the warranty period on your clockspring because some of the affected vehicle population may experience an airbag lamp illumination caused by a steering column clockspring issue. **If your vehicle is operating properly, there is nothing you are required to do.**

If you are experiencing the condition as described in this warranty extension (within the 10 year or 150,000 mile period), simply contact your dealer to schedule a service appointment. Remember to bring this letter with you to your dealer. Please make sure to store this letter with your vehicle's other warranty information for future reference. The warranty extension applies to the above components only; the other terms and the "What's Not Covered" items of your warranty remain the same as stated in your Warranty Information book.

If you have already paid for the replacement of your clockspring, you may be eligible to receive a reimbursement. You may complete the enclosed Customer Reimbursement Claim Form and send your original receipts, invoices and/or repair order to the following address for reimbursement, your claim will be acted upon within 60 days of receipt.

Chrysler Customer Assistance Center
P.O. Box 21-8007
Auburn Hills, MI 48321-8007

If you have questions or need any assistance, please contact your dealer or the Jeep Customer Assistance Center between the hours of 8:00 AM and 8:00 PM, EST, Monday through Friday or Saturday and Sunday 9:00 AM to 5:00 PM, EST. Please contact 1-877- I AM JEEP (426-5337).

Chrysler Group LLC

000291S#51212 / X41

Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2012-02-01 12:19:52.716171
Files Not Recieved: 0

Please confirm you have received all 4 attachments...Thank you!

Date: 01/14/2012
Effective Date:
Recurring POS: No

Amount 247.59
Check Number:

Transaction Description:
Visa purchase
Merchant purchase
Terminal 475542
Ohata motors inc
Falmouth ma
01-13-12

Additional Information:
None

Source: 300
Control: 03C001701310000

Close

O'HARA MOTORS, INC.
50 Spring Bars Road
Falmouth, MA 02540
(508) 457-9300
www.oharamotors.com

CHRYSLER DODGE Jeep

CUSTOMER #: [redacted]
[redacted]
[redacted]
CENTERVILLE, MA [redacted]
HOME [redacted] CONT: [redacted]
BUS: CELL:

[redacted]

INVOICE

SERVICE ADVISOR: 2803 MERRI PLACE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
GRAY	07	JEEP WRANGLER	1J4FA24107[redacted]		55070/55082	T4969

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
23MAY07 DD			17:00 13JAN12		95.00	CASH	13JAN12

R.O. OPENED	READY	OPTIONS: STK:7L164969
13JAN12	13JAN12	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

YOU MAY BE SOON RECEIVING A SURVEY FROM CHRYSLER. THE COMPLETION AND RETURN OF THIS SURVEY IS GREATLY APPRECIATED TO ASSIST US TO BETTER SERVE YOU, OUR VALUED CUSTOMER.

AT O'HARA MOTORS OUR GOAL IS YOUR COMPLETE SATISFACTION. IF YOU ARE PLEASED, PLEASE TELL YOUR FRIENDS - IF NOT, PLEASE CALL OUR SERVICE MANAGER IMMEDIATELY. OF COURSE, WE WELCOME YOUR COMMENTS AT ANY TIME!

WE EMPLOY CHRYSLER - TRAINED TECHNICIANS, AND WE USE GENUINE CHRYSLER SERVICE PARTS

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. Not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond our control. I hereby authorize the repair work to be done along with the necessary materials and hereby grant you and/or your employees permission to operate the car or truck described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the car or truck to secure the amount of repairs thereto. All work guaranteed for 90 days or 4000 miles, whichever occurs first.

X _____

DESCRIPTION	TOTALS
LABOR AMOUNT	237.50
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	9.50
TOTAL CHARGES	247.00
LESS INSURANCE	0.00
SALES TAX	0.59
PLEASE PAY THIS AMOUNT	247.59

CUSTOMER COPY

O'HARA MOTORS, INC.
50 Spring Bars Road
Falmouth, MA 02540
(508) 457-9300
www.oharamotors.com

CUSTOMER #
UNIT#

INVOICE

CENTERVILLE, MA
HOM ON
BUS: CELL:

PAGE 1

SERVICE ADVISOR: 2803 MERRI PLACE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
GRAY	07	JEEP WRANGLER	1J4FA24107		55070/55082	T4969

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
23MAY07 DD			17:00 13JAN12		95.00	CASH	13JAN12

R.O. OPENED	READY	OPTIONS: STK:7L164969
13JAN12	13JAN12	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A RECALL K13			
CAUSE: RECALL			
05K13182 RECALL K13, INSTALL CLIPS			
9620 WC40 0.30			(N/C)
1 CATCK134AB NUT KIT-LEFT FRONT FENDER LINER			
TO			(N/C)
**********			
B AIR BAG LIGHT ON INTERMITTANTLY			
DIO PERFORMED DIAGNOSTICS FOUND CODES FOR STEERING ANGLE SENSOR & NEGATIVE SYSTEM WEIGHT IN PASS SEAT. PERFORMED FLASHES-STEERING ANGLE SENSOR			
9620 C 1.50	142.50	142.50	
61 RESET PASS SEAT TO ZERO (WEIGHT)			
9620 C 1.00	95.00	95.00	
**********			
C TRACTION CNTL LIGHT ON INTERMITTANTLY			
CAUSE: STEERING ANGLE SENSOR			
11852593 REPLACE CLOCKSPRING/STEERING ANGLE SENSOR			
9620 WC40 0.50			(N/C)
1 5156106AB CLKSPRING-STEERING COLUMN CONTROL MOD			(N/C)
**********			
D CHECK FOR EXT WARRANTY ON CLOCKSPRING			
INFO INFORMATIONAL ONLY			
9620 ISP 0.00			(N/C)
**********			
E 16 POINT INSPECTION			
16PT 16 POINT INSPECTION			
9620 ISP 0.00			(N/C)
**********			
CUSTOMER PAY SHOP SUPPLIES FOR REPAIR ORDER			9.50

AT O'HARA MOTORS OUR GOAL IS YOUR COMPLETE SATISFACTION. IF YOU ARE PLEASED, PLEASE TELL YOUR FRIENDS - IF NOT, PLEASE CALL OUR SERVICE MANAGER IMMEDIATELY. OF COURSE, WE WELCOME YOUR COMMENTS AT ANY TIME!

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X _____

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

CUSTOMER COPY



CHRYSLER GROUP LLC

December 21, 2011

[redacted]
002915
CENTERVILLE, M[redacted]

1J4FA24107[redacted]

Dea[redacted]

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P.O. Box 21-8007
Auburn Hills, MI 48321-8007

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Chrysler Group LLC

000291S#51212 / X41

From: [redacted]
To: customerassist@chrysler.com
Date: Fri Jan 27 13:55:36 EST 2012
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Defective AirBag Clock Spring

Comments:

My instrument light for the airbag started coming on last week. I contacted Xtreme Dodge about it and they told me it would be approximately $500.00 to fix. I would think that this would be a manufacturer's defect that should be replaced for me at no charge. The airbags have never been deployed. I would appreciate knowing what your policy is on something like this.

Sender Information:

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

From: customerassist@chrysler.com
To: [redacted]
Date: Fri Jan 27 14:07:11 EST 2012
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [redacted]

Thank you for contacting the Jeep Customer Assistance Center.

In regards to your recent email on your 2008 Jeep Wrangler Rubicon, due to the nature of your concern, I would like to discuss this matter with you in more detail. Therefore, I will attempt to call you soon at the phone number you provided in your email.

My name is Crystal and I will be your Case Manager. I look forward to assisting you; as such, here is some information that will be helpful for you to have when I contact you:

*Your case number is: [redacted]
*The Chrysler Case Management telephone number is 877-759-5427
*My direct extension: 4718439
*My work hours are: 11:00 AM-7:30 PM Eastern Time today

I will contact you in one business day by telephone to review your case with you.

If you need immediate assistance, please call the Customer Care Center at 1-877-IAM-JEEP (426-5337).

Thanks again for your email.

Sincerely,

Crystal

Customer Service Representative
Jeep Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: [redacted]
EMAIL CASE NUMBER: [redacted]
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7612871V91231L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site
Brief Description:
Defective AirBag Clock Spring
Comments:
My instrument light for the airbag started coming on last week. I contacted
Xtreme Dodge about it and they told me it would be approximately $500.00 to
fix. I would think that this would be a manufacturer's defect that should
be replaced for me at no charge. The airbags have never been deployed. I
would appreciate knowing what your policy is on something like this.

VIN:
8[redacted]
Mileage:
59000
Servicing Dealer:
Xtreme Dodge/Chrysler/Jeep
Title:
Mr.
First Name:
[redacted]
Middle Initial:
[redacted]
Last Name:
[redacted]
Address 1:
[redacted]
Address 2:

City:
Jackson
State:
MI
Zip:
[redacted]
Email:
[redacted]
Home Phone:
[redacted]

RECEIVED DATE:

1/27/12

POSTED DATE : 1/24/12

VIN (FIRST 9 DIGITS) 1J8GA5912

VIN (LAST 8 DIGITS) 7L [redacted]

FIRST NAME: [redacted]

LAST NAME : [redacted]

CAIR : 0000 0000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

FRED BEANS DODGE-SUBARU-SUZUKI-CHRYSLER-JEEP

858 N. Easton Road - Route 611, Doylestown, PA 18901
(215)-348-7500 Fax (215) 345-8320
www.fredbeans.com

Chrysler Customer Service
PO Box 21-8007
Auburn MI 48321-8007
CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	JUSTIN BEAUREGARD 1235	1213	12/16/11	[redacted]
[redacted]	LABOR RATE / LICENSE NO. / MILEAGE: 27,872		COLOR: /	STOCK NO.
SOUTHAMPTON, PA [redacted]	YEAR/MAKE/MODEL: 07/JEEP/WRANGLER/4 DOOR UTILITY		DELIVERY DATE	DELIVERY MILES
[redacted]	VEHICLE I.D. NO.: 1J8GA59127L [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO. / P.O. NO.		12/16/11	
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS	DATE COMPLETED	MILEAGE OUT MO: 27875

JOB# 1 CHARGES

LABOR

J# 1 01DTZ01 *PA STATE INSPECTION TECH(S):1240 24.95
PERFORM PENNSYLVANIA STATE INSPECTION
FRONT BRAKES - REAR BRAKES - TIRES
5-5-8-9-9-9
INSPECTION STICKER #
AI21788664

MISC CODE	DESCRIPTION	CONTROL NO	
101	STATE INSPECTION STICKER FEE		2.00
120	AUTOREWARDS FREE S/I		-26.95
	TOTAL - MISC		-24.95

JOB# 1 TOTALS

LABOR	24.95
MISC	-24.95

JOB# 1 JOURNAL PREFIX JECS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

J# 2 01DTZ06 E.I. EXEMPTION TECH(S):1240 16.25
PERFORM PA. ENHANCED EMISSION INSPECTION TEST
EMISSION STICKER #
IM21482868
EMMISSIONS EXEMPT TEST

JOB# 2 TOTALS

LABOR	16.25

JOB# 2 JOURNAL PREFIX JECS JOB# 2 TOTAL 16.25

JOB# 3 CHARGES

LABOR

J# 3 01DTAAAA COURTESY CHECKUP TECH(S):1240 0.00
perform complimentary vehicle check-up
complete multi point inspection form
MPI REAR WIPER WEAK

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX JECS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR

J# 4 05DTZ *BRAKES TECH(S):1240 121.73
CUSTOMER STATES ABS LIGHT AND TRACTION CONTROL LIGHT COMING ON AND OFF
Clock Spring. r&r 07/11

PARTS QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
1	5156106-AB	CLKSPRING S 8015001	249.00	249.00

Fred Beans
Everything Automotive

YOUR STATE INSPECTION

EXPIRES _____

TIRES + — BRAKES +

ANTIFREEZE PROTECTION

YOUR VEHICLE IS PARKED IN SPOT

_____

The Reynolds and Reynolds Company ERA/INTAVE CC612137.0 (05/10)
SF607990 (07/03)

FRED BEANS DODGE-SUBARU-SUZUKI-CHRYSLER-JEEP

858 N. Easton Road - Route 611, Doylestown, PA 18901
(215)-348-7500 Fax (215) 345-8320
www.fredbeans.com

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	JUSTIN BEAUREGARD 1235	1213	12/16/11	[redacted]
	LABOR RATE / LICENSE NO. / MILEAGE: 27,872		COLOR: /	STOCK NO.
[redacted] SOUTHAMPTON, PA [redacted]	YEAR / MAKE / MODEL: 07/JEEP/WRANGLER/4 DOOR UTILITY		DELIVERY DATE	DELIVERY MILES
[redacted]	VEHICLE I.D. NO.: 1 J 8 G A 5 9 1 2 7 L [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO. / P.O. NO.		12/16/11	
R [redacted]	COMMENTS		DATE COMPLETED	MILEAGE OUT: MO: 27875

TOTAL - PARTS 249.00

MISC	CODE	DESCRIPTION	CONTROL NO	
	100E	AFTERMARKET WARRANTY	485194	-270.73
			TOTAL - MISC	-270.73

JOB# 4 TOTALS

Check Request

LABOR	121.73
PARTS	249.00
MISC	-270.73

JOB# 4 JOURNAL PREFIX JECS JOB# 4 TOTAL 100.00

JOB# 5 CHARGES

LABOR

J# 5 24DTZ *DRIVEABILITY TECH(S):1240 0.00
CUSTOMER STATES ENGINE RUNS ROUGH AT IDLE CHECK AND REPORT
CONFIRM HAS AFTERMARKET ENGINE HAS NOISES RUNS ROUGH
WARRANTY COMPANY NOTIFIED

JOB# 5 TOTALS

JOB# 5 JOURNAL PREFIX JECS JOB# 5 TOTAL 0.00

JOB# 6 CHARGES

LABOR

J# 6+98DTZAGBATT GOOD BATTERY TECH(S):1240 0.00
BATTERY TESTS GOOD AT THIS TIME
PLEASE HAVE YOUR BATTERY CHECKED ON A REGULAR BASIS

JOB# 6 TOTALS

JOB# 6 JOURNAL PREFIX JECS JOB# 6 TOTAL 0.00

JOB# 7 CHARGES

LABOR

J# 7+98DTZAGTIRE GREEN TIRE TECH(S):1240 0.00
TIRES MEASURE ABOVE 7/32

JOB# 7 TOTALS

JOB# 7 JOURNAL PREFIX JECS JOB# 7 TOTAL 0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	102	SHOP SUPPLIES		9.95
			TOTAL - MISC	9.95

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF $135.00 (+TAX)

COMMENTS
WAITING
1800-621-2130
PO#11818856

DELETED OPERATION(S)

Fred Beans
Everything Automotive

YOUR STATE INSPECTION

EXPIRES _____

TIRES BRAKES

ANTIFREEZE PROTECTION

YOUR VEHICLE IS PARKED IN SPOT

_____

The Reynolds and Reynolds Company ERAMTNVE CCA12137 O (05/10)
SF607980 (07/03)

FRED BEANS DODGE-SUBARU-SUZUKI-CHRYSLER-JEEP

858 N. Easton Road - Route 611, Doylestown, PA 18901
(215)-348-7500 Fax (215) 345-8320
www.fredbeans.com

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR: JUSTIN BEAUREGARD 1235	TAG NO.: 1213	INVOICE DATE: 12/16/11	INVOICE NO.: [redacted]
[redacted]	LABOR RATE:	LICENSE NO.:	MILEAGE: 27,872	COLOR: /
	YEAR / MAKE / MODEL: 07/JEEP/WRANGLER/4 DOOR UTILITY		DELIVERY DATE:	DELIVERY MILES:
SOUTHAMPTON, PA [redacted]	VEHICLE I.D. NO.: 1J8GA59127L [redacted]		SELLING DEALER NO.:	PRODUCTION DATE:
[redacted]	F.T.E. NO.:	P.O. NO.:	12/16/11	
RESIDENCE PHONE: [redacted]	BUSINESS PHONE: [redacted]	COMMENTS:	DATE COMPLETED:	MILEAGE OUT: MO: 27875

COMMENTS
01DTZ02 *PA. EMISSION TEST

TOTALS

$$$

Fred Beans
Everything Automotive

FIRST ICL MAILED@196 DS2E69 0125201 2 (1)

Hasler
01/24/2012
US POSTAGE
$00

ZIP
011D1

Fred Beans Family of Dealerships
3960 Airport Boulevard
Doylestown, Pennsylvania 18902

JAN 27 2012

By

Chrysler Customer Service
P.O. Box 21-8007
Auburn, MI
48321-80

LAHMPNP 48321

RECEIVED DATE:

1/27/12

POSTED DATE : 1/24/12

VIN (FIRST 9 DIGITS) 1J4FA2413

VIN (LAST 8 DIGITS) 7L [redacted]

FIRST NAME: [redacted]

LAST NAME : [redacted]

CAIR : 0000 0000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

2007 JEEP WRANGLER CLOCKSPRING EXTENDED WARRANTY
CUSTOMER REIMBURSEMENT CLAIM FORM

Date Claim Submitted: 1/19/2012

17- Digit Vehicle Identification Number (VIN): 1J4FA24137L[redacted]

Mileage at Time of Repair: 40685 Date of Repair: 11/18/2011

Customer First & Last Name (please print): [redacted]

Street Address or PO Box Number: [redacted]

City: Bonners Ferry State: ID Zip Code: [redacted]

Daytime Telephone Number (include Area Code): [redacted]

Evening Telephone Number (include Area Code): SAME

Amount of Reimbursement Requested: $ 50.00

The following documentation must accompany this claim form.

Original or clear copy of all receipts, invoices, and repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What repair was completed, when it was done, and who did it.
- The total cost of the repair expense and the date of payment. (Copy of the front and back of cancelled check, copy of credit card receipt, credit card itemized invoice, etc.)

My signature to this document attests that all attached documents are genuine and I request reimbursement for th[redacted]y this letter.

Customer Signature: [redacted]

The two methods for submission are by postal mail or electronically. For postal submission please mail this claim form and the required documents to:

Chrysler Customer Assistance Center
P.O. Box 21-8007
Auburn Hills, MI 48321-8007

If you have a scanner and desire electronic document submission, please go to www.chrysler.com/chryslercares and complete the webform. **Indicate in the narrative "X41 Repair Reimbursement – Request for Electronic Document Submission Link". Instructions will be sent to your email address to scan and submit your documents electronically.**

Your claim will be acted upon within 60 days of receipt. If you have any questions, please contact Jeep Customer Care between the hours of 8:00 AM and 8:00 PM, EST, Monday through Friday or Saturday and Sunday 9:00 AM to 5:00 PM, EST at 1-877 - I AM JEEP (426-5337).

Sales & Office
6437 Bonner Street
PO Box 883
Bonners Ferry, ID 83805
208-267-3100
1-800-235-4103

Riverside Auto Center, Inc.

"Your friendly hometown service center"

www.riversideauto.com

Service, Parts & Body Shop
7431 Bonner Street
PO Box 883
Bonners Ferry, ID 83805
208-267-3181
1-800-669-3243

SERVICE INVOICE

R/O	VIN		DATE IN
[redacted]	1J4FA24137L[redacted]	[redacted]	11/18/11
YEAR 2007	MAKE JEEP	MODEL WRANGLER	COLOR RED U
MILES IN 40685	MILES OUT 40685	FIRST USE 00/00/00	LISC. ID
SEE ALSO		H: ([redacted] W: (208) -	WRITER ED

TIME IN 10:34
10:56
CLOSED 11/18/11

(1) CUSTOMER STATES THE AIR BAG LIGHT IS COMING O N.
SCANNED AND CODE B1BBC OCS NEG. SYSTEM WEIGHT , FOLLOW PINPOINT TEST CHECK CONNECTORS AND H ARNESS TO PASSENGER SEAT AND INSPECTED FOR OB JECTS UNDER SEAT, NO PROBLEMS FOUND, CLEANED BATTERY CABLE END AND REST LIGHT, TEST DROVE VEHICLE WITH CUSTOMER AND LIGHT NEVER CAME BA CK ON.
(Tech:95) A (YES IT DID, LATER)

Labor	T95	50.00
Total Labor		50.00
Total Repair (Customer)		50.00

Thank you for your business!

CHRYSLER

RAM

DODGE

Jeep®

37081

Next Service JUN '12 Lube-Oil-Filter

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.

X _____ DATE

DISCLAIMER OF WARRANTIES: 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.

X _____ CUSTOMER SIGNATURE

	W/C	INT.	CUSTOMER
Labor			50.00
Parts			.00
Sublet			.00
Waste Dispos			.00
Oil/Grease			.00
Sub Total			50.00
Tax		.00	.00
Total (Cash)			50.00

Job 69458

[redacted]

Customer Copy

AUTOSOFT FORMS 1-877-427-4867

[redacted]

BONNERS FERRY, ID [redacted]

SPOKANE WA 990

24 JAN 2012 PM 3 L

JAN 27 2012

CHRYSLER CUSTOMER ASSISTANCE CENTER
P.O. BOX 21-8007
AUBURN HILLS, MI
48321-8007

48321$8007

From: [redacted]
To: customerassist@chrysler.com
Date: Tue Feb 07 18:43:01 EST 2012
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

X-41 Repair Reimbursement - Request for Electronic Document Submission Link

Comments:

2007 Jeep Wrangler Clockspring Extended Warranty Customer Reimbursement
Claim Form

Please send information regarding Electronic Submission.

Thanks

[redacted]

Sender Information:

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

From: customerassist@chrysler.com
To: [redacted]
Date: Tue Feb 07 19:22:09 EST 2012
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [redacted]

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

I am pleased to provide the link as requested. The link will follow this email and will expire in 7 days. Please do not change the subject of the email, and please follow the instructions in the letter that you received. Please note that if you have not received the link in your inbox, it could show up in your junk mail folder or spam folder. Please be aware that the link can only be clicked on once.

Thanks again for your email.

Sincerely,

Sam

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=KMM7626155V60529L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site
Brief Description:
X-41 Repair Reimbursement - Request for Electronic Document Submission Link
Comments:
2007 Jeep Wrangler Clockspring Extended Warranty Customer Reimbursement
Claim Form Please send information regarding Electronic Submission.
Thanks Justin

VIN:
7L[redacted]
Mileage:
64525
Servicing Dealer:
Bob Baker Chrysler Jeep
Title:
Mr.
First Name:
[redacted]
Middle Initial:
[redacted]
Last Name:
[redacted]

Address 1:
[redacted]
Address 2:

City:
San Marcos
State:
CA
Zip:
[redacted]
Email:
[redacted]
Home Phone:
[redacted]

From: customerassist@chrysler.com
To: [redacted]
Date: Tue Feb 14 12:39:25 EST 2012
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [redacted]

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

Our records indicate that we have not received a response to your request for electronic document submission for X41 repair reimbursement. As the link is now expired, I will send a new link. The link will follow this email and will expire in 7 days. Please do not change the subject of the email, and please follow the instructions in the letter that you received. Please note that if you have not received the link in your inbox, it could show up in your junk mail folder or spam folder. Please be aware that the link can only be clicked on once.

Thanks again for your email.

Sincerely,

Sam

Customer Service Representative
Jeep Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER:
EMAIL CASE NUMBER: [redacted]
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7634483V41165L0KM&

Previous Reply Follows:

Dear [redacted]

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

I am pleased to provide the link as requested. The link will follow this email and will expire in 7 days. Please do not change the subject of the email, and please follow the instructions in the letter that you received. Please note that if you have not received the link in your inbox, it could show up in your junk mail folder or spam folder. Please be aware that the link can only be clicked on once.

Thanks again for your email.

Sincerely,

Sam

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=KMM7626155V60529L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site
Brief Description:
X-41 Repair Reimbursement - Request for Electronic Document
Submission Link
Comments:
2007 Jeep Wrangler Clockspring Extended Warranty Customer
Reimbursement
Claim Form Please send information regarding Electronic Submission.
Thanks [redacted]

VIN:
7L[redacted]
Mileage:
64525
Servicing Dealer:
Bob Baker Chrysler Jeep
Title:
Mr.
First Name:
[redacted]
Middle Initial:
[redacted]
Last Name:
[redacted]
Address 1:
[redacted]
Address 2:

City:
San Marcos
State:
CA
Zip:
[redacted]
Email:
[redacted]
Home Phone:
[redacted]

From: replyform@chrysler.com
To: customerassist@chrysler.com
Date: Tue Feb 14 14:25:34 EST 2012
Subject: Reply to Chrysler Group LLC (KMM7634483V41165L0KM)
Reply Comments:

I ended up mailing in the required paperwork.

Thanks



RECEIVED DATE:

2/16/12

POSTED DATE : 2-14-12

VIN (FIRST 9 DIGITS) 1J8GA6918

VIN (LAST 8 DIGITS) 7L[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 00000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

2007 JEEP WRANGLER CLOCKSPRING EXTENDED WARRANTY
CUSTOMER REIMBURSEMENT CLAIM FORM

Date Claim Submitted: ~~11-9-2011~~ 2-7-2012

17- Digit Vehicle Identification Number (VIN): 1J8GA69187L[redacted]

Mileage at Time of Repair: 63,541 Date of Repair: 11-9-2011

Customer First & Last Name (please print): [redacted]

Street Address or PO Box Number: [redacted]

City: San Marcos State: CA Zip Code: [redacted]

Daytime Telephone Number (include Area Code): [redacted]

~~Evening Telephone Number (include Area Code):~~

Amount of Reimbursement Requested: $ $415.30

The following documentation must accompany this claim form.

Original or clear copy of all receipts, invoices, and repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What repair was completed, when it was done, and who did it.
- The total cost of the repair expense and the date of payment. (Copy of the front and back of cancelled check, copy of credit card receipt, credit card itemized invoice, etc.)

My signature to this doc[redacted]ents are genuine and I request reimbursement for the e[redacted]d by this letter.

Customer Signature: [redacted]

The two methods for submission are by postal mail or electronically. For postal submission please mail this claim form and the required documents to:

Chrysler Customer Assistance Center
P.O. Box 21-8007
Auburn Hills, MI 48321-8007

If you have a scanner and desire electronic document submission, please go to www.chrysler.com/chryslercares and complete the webform. **Indicate in the narrative "X41 Repair Reimbursement – Request for Electronic Document Submission Link". Instructions will be sent to your email address to scan and submit your documents electronically.**

Your claim will be acted upon within 60 days of receipt. If you have any questions, please contact Jeep Customer Care between the hours of 8:00 AM and 8:00 PM, EST, Monday through Friday or Saturday and Sunday 9:00 AM to 5:00 PM, EST at 1-877 - I AM JEEP (426-5337).

Bob Baker
CHRYSLER • JEEP
DODGE • RAM
CARLSBAD

5555 CAR COUNTRY DRIVE • Phone: 760-431-3000
CARLSBAD, CA 92008 • www.bobbakerautomotive.com
Service Drive is Open:
Monday — Friday: 7am to 6pm • Saturday: 8am to 1pm

Cashiered Date: 11/09/2011 12:07:07 PM

REPRINT

SO #: 601899
Tag #: 6803

* Service Invoice Customer Copy *

Auth#:

Customer No: [redacted]	Advisor: Randy Folds		Invoice Date: 11/09/2011	Term: CASH	
[redacted]	License No	Odometer In	Odometer Out	Delivery Date	Stock No
SAN MARCOS, C[redacted]		63541	63543	05/14/2007	
Home: [redacted] Bus: (000) 000-0000	Year Make	Model	Model No		Color
Cell: [redacted] Today: [redacted]	2007 JEEP	WRANGLER			STONE/WHITE
Email:	Vehicle ID No	Selling Dealer	SO Date	InServ Date	Location
	1J8GA69187[redacted]		11/08/2011	05/14/2007	

		Request/Complaint	Type	CSR#	Amount
1	TP	PERFORM MANDATORY (ARB) TIRE INFLATION SERVICE, CHECK AND ADJUST TIRE PRESSURES TO RECOMMENDED PSI, DOCUMENT PSI SETTINGS WHEN COMPLETED.			
	TP	PERFORM MANDATORY (ARB) TIRE INFLATION SERVICE, CHECK AND ADJUST TIRE PRESSURES TO RECOMMENDED PSI, DOCUMENT PSI SETTINGS WHEN COMPLETED.	IPOL	613	
		Technician 518			
	Cause:	MAINT			
	Correction:	ADJUSTED TIRE PSI TO 37			**0.00**
				Request Total	**0.00**
2	23	CUST STATES AIR BAG LIGHT IS ON CHECK AND ADVIOSDE			
	23	ELECTRICAL/QUICK SERVICE	C	613	147.00
	1	5156106AB CLKSPRING STEERING COLUMN CONT	CRO		249.00
		Technician 518			
	Cause:	CLOCKSPRING FAILURE 1.4			
	Correction:	REPLACED CLOCKSPRING.NO FURTHER AIRBAG LIGHT ILLUMINATION.			**147.00**
				Request Total	**396.00**
3	J24	SAFETY RECALL J24-MOPAR TOW BAR			
	J24	SAFETY RECALL J24-MOPAR TOW BAR	W	613	
		Technician 518			
	Cause:	RECALL			

BAR #: ARD178193 EPA #: CAL0000197053

ORIGINAL ESTIMATE	REVISED ESTIMATE
$	$

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

X _____
CUSTOMER SIGNATURE

SUBJECT TO THE CONDITIONS ON THE REVERSE SIDE OF THIS CONTRACT.
CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF.
NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

CUSTOMER SIGNATURE

X _____

CUSTOMER SATISFACTION IS OUR TOP PRIORITY

We feature

- Shuttle Service to 10 Mile Radius
- Rental Cars
- Latest in Diagnostic Equipment
- Expert Factory Trained Technicians

MEMBERS OF BOB BAKER AUTOMOTIVE GROUP
"Where it's so Nice to be Nice"

THANK YOU FOR THIS OPPORTUNITY TO SERVE YOU. WE TRUST YOU WERE SERVED IN A COURTEOUS AND PROFESSIONAL MANNER. IF YOU HAVE ANY QUESTIONS, PLEASE NOTIFY YOUR SERVICE ADVISOR IMMEDIATELY.

Bob Baker
CHRYSLER • JEEP
DODGE • RAM
CARLSBAD

5555 CAR COUNTRY DRIVE • Phone: 760-431-3000
CARLSBAD, CA 92008 • www.bobbakerautomotive.com
Service Drive is Open:
Monday — Friday: 7am to 6pm • Saturday: 8am to 1pm

Cashiered Date: 11/09/2011 12:07:07 PM

REPRINT

SO #: 601899
Tag #: 6803

* Service Invoice Customer Copy *

Auth#:

Customer No:	919086	Advisor: Randy Folds		Invoice Date: 11/09/2011	Term: CASH
[redacted] SAN MARCOS, CA		License No	Odometer In	Odometer Out	Delivery Date
			63541	63543	05/14/2007
Home: [redacted]	Bus: (000) 000-0000	Year	Make	Model	Model No
Cell: [redacted]	Today [redacted]	2007	JEEP	WRANGLER	
Email:		Vehicle ID No		Selling Dealer	
		1J8GA6918[redacted]			

						Stock No	Color	Location
							STONE/WHITE	
					SO Date	InServ Date		
					11/08/2011	05/14/2007		

	Request/Complaint		Type	CSR#	Amount
	Correction:	NOT APPLICABLE TO THIS VEHICLE			0.00
				Request Total	0.00
4	J30	SAFETY RECALL REPROGRAM CCN -TRANSMISSION FLUID TEMPERATURE WARNING			
	J30	SAFETY RECALL REPROGRAM CCN -TRANSMISSION FLUID TEMPERATURE WARNING	W	613	
		Technician 518			
	Cause:	RECALL 18-J3-01-82 .2			
	Correction:	REPROGRAMMED CCN			0.00
				Request Total	0.00
5	K13	CUSTOMER SATISFACTION K13 INNER FENDER LINERS			
	K13	CUSTOMER SATISFACTION K13 INNER FENDER LINERS	W	613	
	1	CATCK134AB NUT KIT LEFT FRONT FENDER LINE	W		
		Technician 518			
	Cause:	RECALL 05-K1-31-82 .3			
	Correction:	INSPECTED BRAKE LINES, MODIFIED AND INSTALLED NEW FRONT WHEEL LINER HARDWARE			0.00
				Request Total	0.00

BAR #: ARD170193 | EPA#: CAL0000197053

ORIGINAL ESTIMATE	REVISED ESTIMATE
$	$

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

X _____
CUSTOMER SIGNATURE

SUBJECT TO THE CONDITIONS ON THE REVERSE SIDE OF THIS CONTRACT. CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF. NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

CUSTOMER SIGNATURE

X _____

CUSTOMER SATISFACTION IS OUR TOP PRIORITY

We feature:

- Shuttle Service to 10 Mile Radius
- Rental Cars
- Latest in Diagnostic Equipment
- Expert Factory Trained Technicians

MEMBERS OF BOB BAKER AUTOMOTIVE GROUP
"Where it's so Nice to be Nice"

THANK YOU FOR THIS OPPORTUNITY TO SERVE YOU. WE TRUST YOU WERE SERVED IN A COURTEOUS AND PROFESSIONAL MANNER. IF YOU HAVE ANY QUESTIONS, PLEASE NOTIFY YOUR SERVICE ADVISOR IMMEDIATELY.

Bob Baker
CHRYSLER • JEEP
DODGE • RAM
CARLSBAD

5555 CAR COUNTRY DRIVE • Phone: 760-431-3000
CARLSBAD, CA 92008 • www.bobbakerautomotive.com
Service Drive is Open:
Monday — Friday: 7am to 6pm • Saturday: 8am to 1pm

Cashiered Date: 11/09/2011 12:07:07 PM

REPRINT

SO #: 601899
Tag #: 6803

* Service Invoice Customer Copy *

Auth#:

Customer No: 919086
[redacted]
SAN MARCOS, CA [redacted]
Home: [redacted] Bus: (000) 000-0000
Cell: Today: [redacted]
Email: [redacted]

Advisor: Randy Folds Invoice Date: 11/09/2011 Term: CASH

License No	Odometer In	Odometer Out	Delivery Date	Stock No
	63541	63543	05/14/2007	

Year	Make	Model	Model No	Color
2007	JEEP	WRANGLER		STONE/WHITE

Vehicle ID No	Selling Dealer	SO Date	InServ Date	Location
1J8GA69187L[redacted]		11/08/2011	05/14/2007	

Request/Complaint

Type	CSR#	Amount
LABOR		147.00
PARTS		249.00
OIL/GAS		0.00
MISC.		0.00
SUPPLIES		0.00
SUBLET/TOW		0.00
ENV FEE		0.00
SUBTOTAL		**396.00**
SALES TAX		19.30
WARR DEDUCTIBLE		0.00
OTHER DEDUCTIBLE $0.00		
TOTAL INVOICE		**415.30**

Additional Work Authorization

11/08/2011 14:24 Contact: [redacted]
Phone:
Comments: REPLACE CLOCK SPRING

Add Amt: 0.00
Rev Tot: 397.00

BAR #: ARD170193 EPA #: CA0000197053

ORIGINAL ESTIMATE	REVISED ESTIMATE
$	$

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

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CUSTOMER SIGNATURE

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CUSTOMER SIGNATURE

X _____

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- Latest in Diagnostic Equipment
- Expert Factory Trained Technicians

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O – Expands/Collapses Transaction Details

Transactions – Click Column Header to Sort

Trans. Date	Post Date	Description	Amount	Category
11/09/11	11/09/11	BOB BAKER JEEP CHRYSLR CARLSBAD CA $	415.30	Automotive

General Transaction Information

Original Network Post Date	11/10/2011
Original Network Trans Date	11/09/2011
Approval Code	00971R
Merchant Name	BOB BAKER JEEP CHRYSLR
Merchant City Name	CARLSBAD
Merchant Zip Code	92008
Partial Shipment Indicator	N
Merchant Category Description	CAR & TRUCK DEALERS - NEW/USED
Board Industry Description	RETAIL-GENERAL
Device Type Description	Square Card (CR80)
POS Mode Description	CARD SWIPED
Buyer Name	JUSTIN PITCAIRN
Recurring Billing Indicator	N
Authorized Merchant Name	BOB BAKER JEEP CHRYSLR
Authorized Merchant State Code	CA
Authorized Merchant Zip Code	92008

Sales Tax

Sales Tax Amount 0.00

Dispute Charge Print Details

01/13/12	01/13/12	PARADISE BAKERY & CAFE # PHOENIX AZ $	35.80	Restaurants

Results Total **= $451.10**

Report a Missing Payment

Dear Jeep,

This is my Discover Card Statement showing the charge to my card in the amount of $415.30 on 11-9-11.

Feedback

SECURE

- See the Peggy TV ads
- Find Us on Facebook
- Follow Us on Twitter
- Read Our Blog
- Discover Mobile

Credit Cards

- Cash Rewards Card
- Miles Card
- Small Business Card
- All Credit Cards

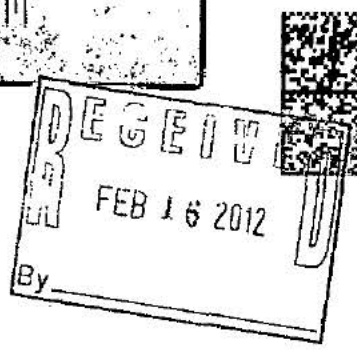
Cashback Bonus MILES

- *5% Cashback Bonus*
- *5% Cashback Bonus*
- ShopDiscover Partners
- ShopDiscover Partners
- ShopDiscover Partners

[redacted]

[redacted]

San Marcos, CA





Chrysler Customer Assistance Cent
P.O. Box 21-8007
Auburn Hills, MI
48321-8007

From: [redacted]
To: customerassistre@chrysler.com
Date: Mon Feb 20 11:27:50 EST 2012
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: Recall Information
Brief Description:

Recall ID 11V528000
Comments:

We have a 2009 Right hand drive 4 door wrangler. It is used for postal work.
air bag light keeps going off and on. same symtons as all others There is a
recall for this but chrysler will not honor it on ours for some reason
there is a recall number 11V528000 Air Bags Frontal. They want us to pay
for all work on this and it should be included in recall. Vehicle is just
out of warranty In the meantime airbags will not work if needed. getting
ready to contact National safety

Sender Information:

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

From: customerassistre@chrysler.com
To: [redacted]
Date: Mon Feb 20 13:12:17 EST 2012
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [redacted]

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

A review of our records indicates that your 2009 Jeep Wrangler does not currently require service for any recall campaigns. All recalls are VIN specific and if your vehicle is involved in a future recall campaign, you will be notified promptly by U.S. mail. Please keep us informed of any change of address.

You may also access the self-service recall site on the internet to check on your vehicle's involvement in any future recalls that are published. Simply go to your brand website Owners page: http://www.Jeep.com/en/owners and enter your Vehicle Identification Number (VIN) where appropriate.

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 your email inquiry.

Sincerely,

Erica

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=KMM7640874V61537L0KM&

Original Message Follows:

Recall Information - Jeep Brand Site
Brief Description:
Recall ID 11V528000
Comments:
We have a 2009 Right hand drive 4 door wrangler. It is used for postal work.
air bag light keeps going off and on. same symtons as all others There is a
recall for this but chrysler will not honor it on ours for some reason
there is a recall number 11V528000 Air Bags Frontal. They want us to pay
for all work on this and it should be included in recall. Vehicle is just
out of warranty In the meantime airbags will not work if needed. getting
ready to contact National safety

VIN:
9I[redacted]
Mileage:
41000
Servicing Dealer:

Title:
Mr.
First Name:
[redacted]
Middle Initial:
[redacted]
Last Name:
[redacted]
Address 1:
[redacted]
Address 2:

City:
Lakeland
State:
FL
Zip:
[redacted]
Email:
[redacted]
Home Phone:
[redacted]

From: [redacted]
To: customerassistre@chrysler.com
Date: Thu Feb 23 08:41:52 EST 2012
Subject: Re: Chrysler Group LLC Customer Assistance (KMM7640874V61537L0KM)

Thanks for the reply. Yes I have listened to all the reasons to not honor this but I do believe it is the same problem as the others with airbag problems. Did I mention that there should be a recall as many people that I work with and many others have problems with gas shouting out after your pump shuts off. My main problem is I don't feel we should have to pay for the diagnostics as we only have 41,780 miles and its just out of warranty but I think other jeeps warranty were longer and what pisses me off most is that if you look when we bought this jeep it was when Chrysler was hurting and the president was saying buy a new car to help save the company. We were patriotic and did buy one. Could have waited and gotten a tax break if we had bought a few months later. Bottom line is this vehicle is not that old to have this problem and make me pay for it. Just keeping it real

[redacted]

In a message dated 2/20/2012 1:12:33 P.M. Eastern Standard Time, customerassistre@chrysler.com writes:

Dear [redacted]

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

A review of our records indicates that your 2009 Jeep Wrangler does not currently require service for any recall campaigns. All recalls are VIN specific and if your vehicle is involved in a future recall campaign, you will be notified promptly by U.S. mail. Please keep us informed of any change of address.

You may also access the self-service recall site on the internet to check on your vehicle's involvement in any future recalls that are published. Simply go to your brand website Owners page: http://www.Jeep.com/en/owners and enter your Vehicle Identification Number (VIN) where appropriate.

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 your email inquiry.

Sincerely,

Erica

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=KMM7640874V61537L0KM&

Original Message Follows:

Recall Information - Jeep Brand Site
Brief Description:
Recall ID 11V528000
Comments:
We have a 2009 Right hand drive 4 door wrangler. It is used for postal
work.
air bag light keeps going off and on. same symtons as all others There
is a
recall for this but chrysler will not honor it on ours for some reason
there is a recall number 11V528000 Air Bags Frontal. They want us to pay
for all work on this and it should be included in recall. Vehicle is just
out of warranty In the meantime airbags will not work if needed. getting
ready to contact National safety

VIN:
9[redacted]
Mileage:
41000
Servicing Dealer:

Title:
Mr.
First Name:
[redacted]
Middle Initial:
[redacted]
Last Name:
[redacted]
Address 1:
[redacted]
Address 2:

City:

Lakeland
State:
FL
Zip:
[redacted]
Email:
[redacted]
Home Phone:
[redacted]

From: customerassistre@chrysler.com
To: [redacted]
Date: Thu Feb 23 15:47:11 EST 2012
Subject: Re: Chrysler Group LLC Customer Assistance (KMM7640874V61537L0KM)
Dear [redacted]

Thank you for your recent email, although it does not contain any information that would cause a change in the previous decision. 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,

Erica

Customer Service Representative
Jeep Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER:
EMAIL CASE NUMBER: [redacted]
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7645388V30031L0KM&

Original Message Follows:

Thanks for the reply. Yes I have listened to all the reasons to not honor this but I do believe it is the same problem as the others with airbag problems. Did I mention that there should be a recall as many people that I work with and many others have problems with gas shouting out after your pump shuts off. My main problem is I don't feel we should have to pay for the diagnostics as we only have 41,780 miles and its just out of warranty but I think other jeeps warranty were longer and what pisses me off most is that if you look when we bought this jeep it was when Chrysler was hurting and the president was saying buy a new car to help save the company. We were patriotic and did buy one. Could have waited and gotten a tax break if we had bought a few months later. Bottom line is this vehicle is not that old to have this problem and make me pay for it. Just keeping it real
[redacted]

In a message dated 2/20/2012 1:12:33 P.M. Eastern Standard Time, customerassistre@chrysler.com writes:
Dear [redacted]

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to your 2009 Jeep Wrangler.

A review of our records indicates that your 2009 Jeep Wrangler does not

currently require service for any recall campaigns. All recalls are VIN
specific and if your vehicle is involved in a future recall campaign, you will be notified promptly by U.S. mail. Please keep us informed of
any change of address.

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http://www.Jeep.com/en/owners
and enter your Vehicle Identification Number (VIN) where appropriate.

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 your email inquiry.

Sincerely,

Erica

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=KMM7640874V61537L0KM&

Original Message Follows:

Recall Information - Jeep Brand Site
Brief Description:
Recall ID 11V528000
Comments:
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air bag light keeps going off and on. same symtons as all others There
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recall for this but chrysler will not honor it on ours for some reason
there is a recall number 11V528000 Air Bags Frontal. They want us to pay
for all work on this and it should be included in recall. Vehicle is just
out of warranty In the meantime airbags will not work if needed. getting
ready to contact National safety

VIN:

9L[redacted]
Mileage:
41000
Servicing Dealer:

Title:
Mr.
First Name:
[redacted]
Middle Initial:
[redacted]
Last Name:
[redacted]
Address 1:
[redacted]
Address 2:

City:
Lakeland
State:
FL
Zip:
[redacted]
Email:
[redacted]
Home Phone:
[redacted]

From: [redacted]
To: customerassistre@chrysler.com
Date: Wed Feb 29 20:12:10 EST 2012
Subject: Re: Chrysler Group LLC Customer Assistance (KMM7645388V30031L0KM)

I will give you an update and maybe you all will reconsider. My coworker who I recommended to buy a jeep air bag light came on this week. He has a new reference number in with you number [redacted] His name is Jimmy and Tonya. They weretold same story as me. Come on Is talked him into buying one of these and he got a tax break and loved his jeep till this. I told him about the national safety website to report this problem. I ask you all to reconsider. We both bought from Fermin Jeep in Plant City that has now moved to Tampa. Hope you can help us in this manner before we move on to the next step. thank you

[redacted]

In a message dated 2/23/2012 3:48:07 P.M. Eastern Standard Time, customerassistre@chrysler.com writes:

Dear [redacted]

Thank you for your recent email, although it does not contain any information that would cause a change in the previous decision. 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,

Erica

Customer Service Representative
Jeep Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER:
EMAIL CASE NUMBER: [redacted]
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7645388V30031L0KM&

Original Message Follows:

Thanks for the reply. Yes I have listened to all the reasons to not honor this but I do believe it is the same problem as the others

with
airbag problems. Did I mention that there should be a recall as many people that I work with and many others have problems with gas shouting
out after your pump shuts off. My main problem is I don't feel we should
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what pisses me off most is that if you look when we bought this jeep it
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waited and gotten a tax break if we had bought a few months later. Bottom line is this vehicle is not that old to have this problem and make me pay for it. Just keeping it real

[redacted]

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you will be notified promptly by U.S. mail. Please keep us informed of
any change of address.

You may also access the self-service recall site on the internet to check on your vehicle's involvement in any future recalls that are published. Simply go to your brand website Owners page:
http://www.Jeep.com/en/owners
and enter your Vehicle Identification Number (VIN) where appropriate.

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 your email inquiry.

Sincerely,

Erica

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=KMM7640874V61537L0KM&

Original Message Follows:

Recall Information - Jeep Brand Site
Brief Description:
Recall ID 11V528000
Comments:
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work.
air bag light keeps going off and on. same symtons as all others There
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recall for this but chrysler will not honor it on ours for some reason
there is a recall number 11V528000 Air Bags Frontal. They want us to pay
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VIN:
9I[redacted]
Mileage:
41000
Servicing Dealer:

Title:
Mr.
First Name:
[redacted]
Middle Initial:
[redacted]
Last Name:
[redacted]
Address 1:
[redacted]
Address 2:

City:
Lakeland
State:
FL
Zip:
[redacted]
Email:
[redacted]
Home Phone:
[redacted]

From: [redacted]
To: customerassistre@chrysler.com
Date: Sun Mar 25 23:13:27 EDT 2012
Subject: Re: Chrysler Group LLC Customer Assistance (KMM7645388V30031L0KM)
What do you know all three of us at work got recall notices last week. Good
thing I listened to my wife and held our ground.
Thanks
[redacted]

In a message dated 2/23/2012 3:48:07 P.M. Eastern Standard Time, customerassistre@chrysler.com writes:

Dear [redacted]

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

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Thanks again for your email.

Sincerely,

Erica

Customer Service Representative
Jeep Customer Assistance Center

For any future communications related to this email, please refer to the
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REFERENCE NUMBER:
EMAIL CASE NUMBER: [redacted]
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7645388V30031L0KM&

Original Message Follows:

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to help save the company. We were patriotic and did buy one. Could have
waited and gotten a tax break if we had bought a few months later.
Bottom line is this vehicle is not that old to have this problem and
make me pay for it. Just keeping it real

[redacted]

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customerassistre@chrysler.com writes:
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and enter your Vehicle Identification Number (VIN) where
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arrange an appointment so that they can inspect the vehicle and
determine an appropriate course of action.

Thank you for your email inquiry.

Sincerely,

Erica

Customer Service Representative
Jeep Customer Assistance Center

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following information:
REFERENCE NUMBER: [redacted]
EMAIL CASE NUMBER:
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?
trk_ID=KMM7640874V61537L0KM&

Original Message Follows:

Recall Information - Jeep Brand Site

Brief Description:
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Comments:
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air bag light keeps going off and on. same symtons as all others There
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there is a recall number 11V528000 Air Bags Frontal. They want us to pay
for all work on this and it should be included in recall. Vehicle is just
out of warranty In the meantime airbags will not work if needed. getting
ready to contact National safety

VIN:
9L[redacted]
Mileage:
41000
Servicing Dealer:

Title:
Mr.
First Name:
[redacted]
Middle Initial:
[redacted]
Last Name:
[redacted]
Address 1:
[redacted]
Address 2:

City:
Lakeland
State:
FL
Zip:
[redacted]
Email:
[redacted]
Home Phone:
[redacted]

Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2012-03-01 10:01:02.622707
Files Not Recieved: 0

Chrysler Brand
Standard Certified
Dealer

KEFFER
CHRYSLER JEEP DODGE RAM
Charlotte NC

8214 E. Independence Blvd.
Charlotte, NC 28227
704.532.2025
www.kefferjeep.com

CUSTOMER NO. [redacted]	ADVISOR BRANT 759	TAG NO. 527	INVOICE DATE 02/25/12	[redacted]	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 25,841	COLOR /	STOCK NO.
MONROE, NC [redacted]	YEAR/MAKE/MODEL 08/JEEP/WRANGLER/4DR 4WD UNLIM X			DELIVERY DATE	DELIVERY MILES
	VEHICLE ID NO 1J4GA39108L[redacted]			SELLING DEALER NO.	PRODUCTION DATE
	FTF.	P.O. NO.		R.O. DATE 02/20/12	
RESIDENCE PHONE	BUSINESS PHONE [redacted]	COMMENTS			MO: 25842

LABOR & PARTS----------

J# 1 01JEZ MULTI PT INSPECTION TECH(S):122 0.00

FREE VISUAL INSPECTION OF VEHICLE COMPONENTS. PROVIDE A WRITTEN INSPECTION OF ANY MAINTENANCE OR REPAIR SERVICES WE RECOMMEND.
PERFORMED FREE SAFETY AND MAINTENANCE INSPECTION.

PARTS------QTY---FP-NUMBER----------DESCRIPTION----------UNIT PRICE-

JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 37JEZ ELECT ACCESSORIES TECH(S):122 165.00

CS CHECK AIR BAG LIGHT IT COMES ON WHEN DRIVING CHECK AND ADVISE
REPLACED CLOCKSPRING ASSY

PARTS------QTY---FP-NUMBER----------DESCRIPTION----------UNIT PRICE-

JOB # 2	1	L0003157	BULB NONE 8044001	3.50	3.50
JOB # 2	1	5156106-AB	CLKSPRING 8015001	257.00	257.00

JOB # 2 TOTAL PARTS 260.50

JOB # 2 TOTAL LABOR & PARTS 425.50

J# 3 86JEZ CAMPAIGN TECH(S):122 WARRANTY

RECALL
J24
CAMPAIGN
CAMPAIGN - TYPE IN LABOR OP# AND WARRANTY TIME
T

PARTS------QTY---FP-NUMBER----------DESCRIPTION----------UNIT PRICE-

JOB # 3 TOTAL PARTS 0.00

JOB # 3 TOTAL LABOR & PARTS 0.00

J# 4 86JEZ01 CAMPAIGN TECH(S):122 WARRANTY

RECALL #J30
CAMPAIGN
CAMPAIGN - TYPE IN LABOR OP# AND WARRANTY TIME

PARTS------QTY---FP-NUMBER----------DESCRIPTION----------UNIT PRICE-

JOB # 4	1	CATCK134-AB	NUT KIT L 18050043	WARRANTY

JOB # 4 TOTAL PARTS 0.00

JOB # 4 TOTAL LABOR & PARTS 0.00

J# 5 86JEZ02 CAMPAIGN TECH(S):122 WARRANTY

RECALL
#K13
CAMPAIGN
CAMPAIGN - TYPE IN LABOR OP# AND WARRANTY TIME

PARTS------QTY---FP-NUMBER----------DESCRIPTION----------UNIT PRICE-

Any warranties on the item/items sold hereby are those made by the manufacturer and must comply with manufacturer's elgibility guidelines. Flood, salvage, or totalled vehicles will not qualify. 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 this item/items.

I hereby authorize the repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Not responsible for any delays caused by the unavailability of parts or delays in parts shipments by the supplier or transporter. It is agreed and understood that if the purchases listed below are not paid when due, I, we, or other of us agree to pay all attorney fees and all other costs which may be incurred in the collection of this account. All repairs shall be considered satisfactory unless we are advised (in writing) within ten days from the date of this order.

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

12 MONTHS OR 12,000 MILES LIMITED WARRANTY ON ALL REPAIRS EXCEPT GASKETS AND SEALS.

OUR MISSION: YOUR SATISFACTION!

 [CONTINUED ON NEXT PAGE] 11:07am

Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2012-03-30 16:58:42.683814
Files Not Recieved: 0

06/28/10 is where the clockspring was replaced the first time with me paying for it
03/14/11 is where the clockspring was said to be bad again and I paid $70 for them to determine that and declined to have it fixed because of the cost.
03/15/12 is where Earls Dodge replaced the clockspring under the recall.

Larry Hillis

CHRYSLER - DODGE - JEEP

3211 N. Westwood Blvd. • Poplar Bluff, Missouri 63901
(573) 785-5769

Mopar
CHRYSLER MOTORS GENUINE PARTS

SERVICE & PARTS DEPT. HOURS
MONDAY - FRIDAY
8:00 AM - 5:00 PM
SATURDAY
8:00 AM - 12:00 AM

CUSTOMER NO. [redacted]	ADVISOR: DEREK	TAG NO.: 502 6031	INVOICE DATE: 06/28/10	INVOICE NO. [redacted]	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE: 70,908	COLOR: YELLOW/CLOT	STOCK NO.
BIRCH TREE, MO [redacted]	YEAR / MAKE / MODEL: 08/JEEP/WRANGLER RHD			DELIVERY DATE	DELIVERY MILES
[redacted]	VEHICLE I.D. NO.: 1J4FZ24198L[redacted]			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		R.O. DATE: 06/25/10	
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS			MO: 70908

LABOR & PARTS----------

J# 1 08CHZ01A ELECTRICAL CONCERN HOURS: TECH(S):276 140.00
CUSTOMER STATES AIR BAG LIGHT ON (SPECIAL ORDER PARTS HERE)
REPLACED CLOCK SPRING,AND REPLACED WIRING HARNESS

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	68003216-AH	CLKSPRING 8015001	235.00	235.00
JOB # 1	1	68003477-AA	SWITCH HO 19030044	53.20	53.20
			JOB # 1 TOTAL PARTS		288.20
			JOB # 1 TOTAL LABOR & PARTS		428.20

J# 2 26CHZ23 23 PT INSPECTION HOURS: 0.00 TECH(S):276 0.00
CUSTOMER REQUEST PERFORM 23 PT INSPECTION
PERFORMED 23 PT INSPECTION

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

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	ENVIR	ENVIRONMENTAL/SUPPLIES		11.72
			TOTAL - MISC	11.72

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $0.00 (+TAX)
COMMENTS----------
APPT SET BY FH.(TK 276)

TOTALS----------

[ ] CASH [ ] CHECK [ ] CHARGE [/] CREDIT CARD

THANK YOU FOR ALLOWING US TO SERVICE YOUR VEHICLE AT LARRY HILLIS CHRYSLER DODGE JEEP. IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED WITH THE WORK PERFORMED PLEASE CONTACT OUR SERVICE DEPARTMENT AT (573) 785-5769.

[redacted]

TOTAL LABOR....	140.00
TOTAL PARTS....	288.20
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	11.72
TOTAL MISC DISC	0.00
TOTAL TAX.....	15.06
TOTAL INVOICE $	**454.98**

DISCLAIMER OF WARRANTIES

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 THE VEHICLE.

*MOPAR parts are used unless otherwise instructed by customer. When non-MOPAR parts are used, there is no guarantee on labor and parts guarantees are made through the respective vendor.

NOT RESPONSIBLE FOR LOST, DAMAGED, OR STOLEN ITEMS WHILE ON PREMISES!

A token charge is included for supplies and/or hazardous waste disposal (if applicable) used on your vehicle; see reverse side for further explanation of misc. charges.

PAID
JUN 28 2010
BY: [redacted]

PAGE 1 OF 1 CUSTOMER COPY [END OF INVOICE] 09:58am

COMET SALES INC. BC-LSI-LHLL

Larry Hillis DODGE

CHRYSLER - DODGE - JEEP

3211 N. Westwood Blvd. • Poplar Bluff, Missouri 63901
(573) 785-5769

Mopar
CHRYSLER MOTORS GENUINE PARTS

SERVICE & PARTS DEPT. HOURS
MONDAY - FRIDAY
8:00 AM - 5:00 PM
SATURDAY
8:00 AM - 12:00 PM

CUSTOMER NO. [redacted]	ADVISOR: TONYA	TAG NO.: 419 6256	INVOICE DATE: 03/14/11	INVOICE NO. [redacted]	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE: 92,410	COLOR: YELLOW/CLOT	STOCK NO.
BIRCH TREE, MO [redacted]	YEAR/ MAKE/ MODEL: 08/JEEP/WRANGLER RHD		DELIVERY DATE	DELIVERY MILES	
[redacted]	VEHICLE I.D. NO.: 1J4FZ24198 [redacted]		LLING DEALER NO.	PRODUCTION DATE	
	F. T. E. NO	P.O. NO.	R.O. DATE: 03/14/11		
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS			

MO: 92410

LABOR & PARTS----------

J# 1 08CHZ01 ELECTRICAL/GAUGES HOURS: TECH(S):458 70.00
CUSTOMER STATES AIRBAG LIGHT IS ON
FOUND DRIVERS CLOCKSPRING FAULTY.
GAVE CUSTOMER ESTIMATE FOR REPAIRS. NO REPAIRS MADE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE

JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 70.00

J# 2 14CHZ FUEL HOURS: TECH(S):458 WARRANTY
CUSTOMER STATES VEHICLE IS SPITTING OUT FUEL WHEN FUELING
PARTS ORDERED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2	0	52059718-AH	TANK FUEL 14086001	WARRANTY
PART ON SPECIAL ORDER				
** QUANTITY 1 IS SPECIAL ORDERED **				
JOB # 2	0	55366298-AA	O RING FU 14099003	WARRANTY
PART ON SPECIAL ORDER				
** QUANTITY 1 IS SPECIAL ORDERED **				

JOB # 2 TOTAL PARTS 0.00

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 26CHZ23 23 PT INSPECTION HOURS: 0.00 TECH(S):458 0.00
CUSTOMER REQUEST PERFORM 23 PT INSPECTION
PERFORMED 23 PT INSPECTION

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE

JOB # 3 TOTAL PARTS 0.00

JOB # 3 TOTAL LABOR & PARTS 0.00

COMMENTS----------
EXPLAINED ESTIMATE AND INVOICE-TA

TOTALS----------

[ ] CASH [ ] CHECK [ ] CHARGE [/] CREDIT CARD

THANK YOU FOR ALLOWING US TO SERVICE YOUR VEHICLE AT LARRY HILLIS CHRYSLER DODGE JEEP. IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED WITH THE WORK PERFORMED PLEASE CONTACT OUR SERVICE DEPARTMENT AT (573) 785-5769.

TOTAL LABOR....	70.00
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 $	**70.00**

CUSTOMER SIGNATURE

PAID
MAR 12 2011
BY: [signature]

DISCLAIMER OF WARRANTIES

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 THE VEHICLE.

*MOPAR parts are used unless otherwise instructed by customer. When non-MOPAR parts are used, there is no guarantee on labor and parts guarantees are made through the respective vendor.

NOT RESPONSIBLE FOR LOST, DAMAGED, OR STOLEN ITEMS WHILE ON PREMISES!

A token charge is included for supplies and/or hazardous waste disposal (if applicable) used on your vehicle; see reverse side for further explanation of misc. charges.

DATA SOURCE, INC. 800-829-3369 SI-HILLIS

FIVE STAR

EARL'S

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417-256-2000 • 800-388-9219 • Fax 417-256-3656 • www.earlsdodge.com

R/O	VIN		DATE IN
[redacted]	1J4FZ241 98L[redacted]	[redacted]	03/15/12
YEAR 2008	MAKE JEEP	MODEL WRANGLER X	COLOR YELLOW N
MILES IN 111879	MILES OUT 111879	FIRST USE 03/13/08	USC. MO
SEE ALSO		BIRCH TREE MO [redacted]	TIME IN 10:29
		H: [redacted]	CLOSED ~~13:21~~ 03/15/12
			WRITER 4705 CRAIG

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

(1)	RECALL J24 MOPAR TOW BAR NOT EQUIPPED WITH TOW BAR (36-7681 KRIS-) B	Warranty Claim Labor Total Repair (Warranty)	T36	.00 .00
(2)	RECALL J34 STEERING DAMPER HAD AFTERMARKET DUAL SHOCKS (36-7681 KRIS-) B	Warranty Claim Labor Total Repair (Warranty)	T36	.00 .00
(3)	RECALL L37 AIRBAG SYSTEM CLOCKSPRING REPLACED CLOCKSPRING PER RECALL (36-7681 KRIS-) B	Warranty Claim Labor (F)5156106AB (CLKSPRING) Total Parts Total Repair (Warranty)	T36 1	.00 215.60 215.60 215.60
(4)	HORN INOP - HAS LOOSE STEERING COMPONENTS - BRAKE VIBRATION - ENGINE LIGHT CODES P0430, P0456,C1405,B230E,B1648 - ALL UNRELATED AND UNDIAGNOSED. (36-7681 KRIS-) B	Labor Total Repair (Customer)	T36	.00 .00

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.

X CUSTOMER SIGNATURE

	W/C	INT.		CUSTOMER
	.00		Labor	.00
	215.60		Parts	.00
	.00		Sublet	.00
	.00		Environmenta	.00
	.00		Oil/Grease	.00
	215.60		Sub Total	.00
	.00	.00	Tax	.00
	215.60		Total	.00

Page 1 of 1 Job [redacted]

[redacted]

Customer Copy

Labor Rate 54.00

AUTOSOFT FORMS 1-877-427-4367

RECEIVED DATE:

2/28/12

POSTED DATE : 2-25-12

VIN (FIRST 9 DIGITS) 1J4G23913

VIN (LAST 8 DIGITS) 9L[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : [redacted]

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

Date: 2-24-12

To: Chrysler Customer Care

P.O. Box 21 – 8004

Auburn Hills Michigan 48321

CASE NUMBER: [redacted]

[redacted]

Broadbent, Oregon [redacted]

Cell Phone: [redacted]

Home Phone: [redacted]

I called your representative at 1-800-853-1403 and he gave me a case no. [redacted]

I own a 2009 Right Hand Drive Jeep Wrangler and now there is a recall for the airbag light being on all the time. I have previously had this problem fixed as the dealership told me that the airbag would not deploy in a wreck if the light was illuminated. They also said there was no recall at that time but could be in the future as mine was not the first they had already had to fix, and would be reimbursed if this situation was recalled.

They replaced the clockspring and before I could pick it up that day they called and said that the clockspring that they replaced it with was defective and needed

to order another one. They replaced it again and the horn would not work correctly . Had to take back several times to get horn fixed , they said the horn wire on the clockspring was too short during hard turn left or right. I think they lengthened the wire and re-soldered (not sure but it works now). Obviously there is a bad batch of clocksprings that are defective.

Recall : 5334 for 2008-2012 Right Hand Drive wranglers recalled for airbag light.

My 2009 Right Hand Drive jeep wrangler is included in this recall and I know of at least one other 2009 in this area that has the same problems.

I am including the original receipt and invoice for this repair and expect a full refund of the $399.12 paid for this recalled repair that I have already paid for.

Thank You,

[redacted]

CASE NUMBER: [redacted]

CHRYSLER

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Jeep

VERGER
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1400 Ocean Blvd., Coos Bay, Oregon 97420
541-888-5594

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CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	ERIK BJORNERUD 27	4898	11/12/10	[redacted]
[redacted]	LABOR RATE / LICENSE NO. [redacted] / MILEAGE 65,411		COLOR SILVER/	STOCK NO. 99220
[redacted] BROADBENT, OR [redacted]	YEAR / MAKE / MODEL 09/JEEP/WRANGLER/4DR UNLTD X 4X4 RHD		DELIVERY DATE 02/09/09	DELIVERY MILES 244
	VEHICLE I.D. NO. 1 J 4 G Z 3 9 1 3 9 L [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO. / P.O. NO.		R.O. DATE 08/19/10	
RESIDENCE PHONE [redacted] / BUSINESS PHONE	COMMENTS			

JOB# 1 CHARGES

LABOR

J# 1 51CHZ12 WIPER/WASHER TECH(S):30 0.00

CUSTOMER STATES FRONT WIPER BLADES ARE TEARING, ALSO HAVE
NOW DAMAGED WINDSHIELD, BOTH APPEAR TO BE LOW, DOES HAVE
A LOT OF PLAY IN LINKAGE.
WIPER MODULE NEEDS REPLACED
ADVISED CUSTOMER, RIGHT-HAND DRIVE MODULE NO-LONGER MADE.

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CHCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

J# 2 51CHZ BODY ELECTRICAL TECH(S):30 187.00

CUSTOMER STATES AIR BAG LIGHT COMES ON AND GOES OFF
CLOCKSPRING BAD
PERFORMED INSPECTION, REPLACED AIR BAG CLOCKSPRING AND
RECHECKED, LIGHT HAS BEEN CORRECTED BUT HORN INOP.
CHECKED FOR HORN FAILURE. SQUIB CIRCUIT IN NEW CLOCKSPRING
IS BAD, PART WILL BE COVERED UNDER A MOPAR WARRANTY.

PARTS QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
1		5156106	AA CLKSPRING STEERING	256.47	256.47
				TOTAL - PARTS	256.47

MISC CODE	DESCRIPTION	CONTROL NO	
10PC	10% DISCOUNT		-44.35
		TOTAL - MISC	-44.35

JOB# 2 TOTALS

LABOR	187.00
PARTS	256.47
MISC	-44.35

JOB# 2 JOURNAL PREFIX CHCS JOB# 2 TOTAL 399.12

COMMENTS
WAITING
RT HAND DRIVE WIPER MOTOR DISCONTINUED
MAY BE ABLE TO MAKE LEFT HAND DRIVE WORK

Mopar CUSTOMER CARE

Authorized Dodge, Chrysler and Jeep sales and service.

STORE HOURS

MONDAY - FRIDAY
7:30 - 5:00

DISCLAIMER OF WARRANTIES

The only warranties, if any, applying to the part(s) and/or service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either expressed or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes or authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits or income, or any other incidental damages.

We Thank You For Your Business

Customer Signature _____

The Reynolds and Reynolds Company ERAINTNVE CO668177 Q (09/10)

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CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	ERIK BJORNERUD 27	4898	11/12/10	[redacted]
[redacted]	LABOR RATE / LICENSE NO. [redacted]	MILEAGE 65,411	COLOR SILVER/	STOCK NO. 9J220
BROADBENT, OR [redacted]	YEAR / MAKE / MODEL 09/JEEP/WRANGLER/4DR UNLTD X 4X4 RHD		DELIVERY DATE 02/09/09	DELIVERY MILES 244
	VEHICLE I.D. NO. 1J4GZ391139L[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 08/19/10	
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS		

TOTALS

TOTAL LABOR.....	187.00
TOTAL PARTS....	256.47
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	-44.35
TOTAL TAX.....	0.00
TOTAL INVOICE $	**399.12**

CUSTOMER SIGNATURE

PAID

NOV 12 REC'D

M/C.....

VERGER CHRYSLER DODGE
1400 OCEAN BLVD
COOS BAY OR 97420
541-888-5594

COPY
11/12/2010 19:37
Sale:

Transaction # 10
Card Type: MasterCard
Acc: **********[redacted]
Entry: Swiped
Sale: 399.12
Reference No.: [redacted]
Auth.Code: [redacted]
Respon. APPROVED 43724P

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The only warranties, if any, applying to the part(s) and/or service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either expressed or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes or authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits or income, or any other incidental damages.

We Thank You For Your Business

Customer Signature _____

The Reynolds and Reynolds Company ESAINTINVE CC008177 Q (09/10)

WIDE OPEN THROTTLE

Recall: 5334 2008-2012 Right Hand Drive Jeep Wranglers Recalled For Airbag Light

Written by: Evan McCausland[G+] on November 3 2011 2:30 PM

Pin it



Left-hand-drive models account for the majority of [illegible] sales in the U.S, but a small number of right-hand-drive Wranglers are sold in our market, mostly to rural mail carriers across the country. Those models are now the focus of a new voluntary recall issued by Chrysler.

2008-2012 Jeep Wrangler, RHD Models

The problem: Dirt, moisture, and debris that enters the interior can potentially dirty or damage the airbag clockspring assembly. If this happens, an airbag warning light will illuminate in the gauge cluster, and the driver's airbag may not deploy in a collision.

The fix: Dealers will inspect and replace the clockspring assembly if needed at no charge. Owners will be notified of the issue over the course of November.

Vehicles affected: This recall pertains only to 5,334 right-hand-drive Wranglers built between 2008 and 2012.

Although this problem could theoretically manifest itself in any Wrangler exposed to the elements, Chrysler says it's more likely to apply to RHD vehicles, since they're frequently driven with the driver's window down, and over long stretches of dirt roads.

Mathematically, this seems to hold some water. Chrysler sold about 362,789 Wranglers in the U.S. during that time span. The 5,334 RHD models account for about 1.5 percent of total volume, yet 6 of the 14 owners (42 percent) interviewed by NHTSA during a defect investigation owned a right-hand-drive Wrangler.

Source: Chrysler, NHTSA ODI

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Categories: Jeep, Recalls, Truck

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Aol

2011 Chrysler 200 Convertible
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6 Comments

[redacted]
Posted on: February 22, 2012 9:57 pm
I had this airbag problem fixed at a cost of $399.10 on my 2009 jeep wrangler unlimited RHD and now they have a recall on this item hope chrysler will reimburse me for the fix. obviously had a bad bunch of clocksprings as they had to replace mine twice on the same service call as the clockspring they replaced it with was broke also and the horn quit working due to faulty parts. Does anyone know how to get reimbursed?

[redacted]
Posted on: February 7, 2012 5:24 pm
I am having the same problem, deny deny deny.....supposedly have someone from Chrysler looking into it. I have almost 60,000 miles on my 2009 as a rural carrier, not impressed at all. My vin is not included in the recall but obviously it is having the same problem that the others are having. I wish subaru still made a rhd!

[redacted]
Posted on: January 9, 2012 1:29 pm
We have a 2008 Wrangler RHD and have had the clock spring replaced twice. One at 40,400 miles and once at 70,100 miles-less than 2 weeks ago. Both cost over $400 each time. We have contacted the dealer after seeing this posting to see if about reimbursement. Our dealer says they have no information at this time regarding a recall. Ummm, I think the right hand(pardon the pun) needs to tell the left hand what is going on since the source of this posting is from Chrysler.

[redacted]
Posted on: December 9, 2011 11:19 am
did a recall notice go out? i've never seen anything, but my co workers & i have all had this problem & just fixed recently. mine has been out for almost a year, and being fixed

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today. what really pisses me off is, in the last 3-4 weeks, i have talked jeep corporation & dealership about my clock spring, along with other problems i'm having with my 08 jeep, MANY times & not one time did they mention anything about this recall!

[redacted]

Posted on: December 4, 2011 2:42 pm

Had mine repaired while under warranty in 2009, but problem reappeared this year & of course the warranty is out. Husband took it in & had it repaired on 11/03/11 to the tune of $391.28. How do I go about getting my money back for this repair since it was a recall & the dealership never mentioned it?I appreciate the info & your help.

[redacted]

Posted on: November 3, 2011 6:23 pm

Been having this problem for months. Dealer only wanted $386 to fix it! Glad I waited!

Leave a Reply

Name (required)

Email (required, but never shared)

Web

Add Comment

WOT is This?

VEHICLE TYPES

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Luxury Car	Minivan/Van
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@MotorTrend Buick Grand National GS, The "Darth Vader" model.
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23 minutes ago

@MotorTrend I already own the DeLorean. I want a Datsun 280zx, Aston Martin S4 Oscar India, 68 Mustang fastback and WWII Jeep.
43 minutes ago

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+810

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Chrysler Customer Care

P.O. Box 21 – 8004

Auburn Hills, MI. 48321

FEB 28 2012

By

RECEIVED DATE:

3/29/12

POSTED DATE : 3-26-12

VIN (FIRST 9 DIGITS) 000000000

VIN (LAST 8 DIGITS) 00000000

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

3-24-12

To Chrysler Customer Service:

In July 2008 I purchased a new Jeep Wrangler. The SRS light came on in April 2011 indicating a problem with the air bag system. I called the local Chrysler/Jeep service department and asked if the diagnosis and repairs would be covered under factory new car warranty. I was told no because the vehicle had over 36,000 miles. I took it to an independent shop and he diagnosed that the SRS clockspring needed replacing and I paid for the repairs.

I became aware of a NHTSA safety recall notice on 2/27/2012 through my husband's employer-State Farm Insurance. He called Chrysler Customer Care @ 1-800-853-1403 the same day and explained the situation and asked to be reimbursed. Although the representative was very polite and courteous he declined the request. Now I have received from Chrysler the safety recall notice postmarked 3/16/2012 for the clockspring issue.

In review of these events I am asking for a reimbursement for $421.79. Enclosed you will find copies of the shop invoice and NHTSA safety recall notice.

Sincerely

[redacted]

[redacted]

Clarksville TN [redacted]

[redacted]
1084 N 7 MILE FERRY RD
CLARKSVILLE, TN 37040
931-906-8560
Sale

[redacted]
Ref #: [redacted]
15-11
ch #: 137

MERCHANT
[redacted]
r Code: 000095 Invoice# [redacted]
ns ID: 0415MOSJSTNGR
al: $ 421.79

Customer Copy
THANK YOU!

GATEWAY AUTOMOTIVE, INC.

1084 Seven Mile Ferry Road
Clarksville, TN 37040
Phone: 931-906-8560

"Your Gateway To Quality Auto Repair"

NAME [redacted]			DATE 4-14-11
ADDRESS			
MAKE Jeep	TYPE OR MODEL Wrangler	YEAR 08	RECEIVED A.M. P.M.
ODOMETER 66185	LICENSE NO.	ENG.	PROMISED A.M. P.M.
VIN NO.			PHONE WHEN READY ☐ YES ☐ NO
WRITTEN BY [redacted]		PHONE	PHONE

MATERIAL USED

QUANTITY	DESCRIPTION	PRICE EA	EXTENSION
1	Spring		249 00
	TOTAL PARTS		249 00

TIME	SERVICE PERFORMED	
.8	System Analysis	65 60
.8	RTR Clock Spring	65 60

OUTSIDE REPAIRS

You are entitled to a price estimate for the repairs you have authorized. The repair price may be less than the estimate, but will not exceed the estimate without your permission. Your signature will indicate your estimate selection.
Teardown estimate - I understand that my car will be reassembled within _____ days of the date shown if I choose not to authorize the services recommended.

1. I request an estimate in writing when you begin repairs. _____
2. Please proceed with repairs, but call me before continuing if the price will exceed $ _____
3. I do not want an estimate. _____

I hereby authorize the above repair work to be done along with the necessary material, and do hereby grant you and / or your employees permission to operate the car or truck herein described on streets, highways, or elsewhere for the purpose of testing and / or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto.

X _____

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

TOTAL GAS, OIL & GREASE	PRICE
GALS. GAS @	
QTS. OIL @	
LBS. GREASE @	

TOTAL LABOR	131 20
TOTAL PARTS	249 00
SHOP SUPPLIES	5 00
GAS, OIL & GREASE	
OUTSIDE REPAIRS	
SUB TOTAL	385 20
TAX	36 59

State Farm Insurance

Safety Recall Notices

Vehicle Year: 2008 **Vehicle Make:** JEEP **Vehicle Model:** WRANGLER

NHTSA Campaign Number:
11V528000

Component Description:
AIR BAGS:FRONTAL

Defect Description:
CHRYSLER IS RECALLING CERTAIN MODEL YEAR 2008-2012 RIGHT HAND DRIVE (RHD) JEEP WRANGLER VEHICLES MANUFACTURED FROM FEBRUARY 1, 2007, THROUGH OCTOBER 10, 2011. SOME VEHICLES MAY BE EQUIPPED WITH DRIVER'S AIRBAG CLOCKSPRING ASSEMBLIES THAT COULD EXPERIENCE A COMPROMISED AIRBAG CIRCUIT RESULTING IN AN AIRBAG LAMP ILLUMINATION, WHICH INDICATES THAT THE AIRBAG MAY NOT DEPLOY.

Consequence Description:
A BROKEN ELECTRICAL CIRCUIT IN THE AIRBAG CLOCKSPRING WIRING ASSEMBLY CAN LEAD TO NON-DEPLOYMENT OF THE DRIVER FRONTAL AIRBAG AND WILL NOT BE ABLE TO PROPERLY PROTECT THE DRIVER IN THE EVENT OF A CRASH, INCREASING THE RISK OF INJURIES.

Corrective Action:
CHRYSLER WILL NOTIFY OWNERS AND REMEDY THE VEHICLES AS NECESSARY FREE OF CHARGE. CHRYSLER WILL MAIL TO OWNERS AN INTERIM NOTIFICATION DURING JANUARY 2012. OWNERS MAY CONTACT CHRYSLER AT 1-800-853-1403.

NHTSA Campaign Number:
10V236000

Component Description:
SERVICE BRAKES, HYDRAULIC

Defect Description:
CHRYSLER IS RECALLING CERTAIN MODEL YEAR 2007 THROUGH 2010 JEEP WRANGLER LEFT AND RIGHT HAND DRIVE PASSENGER VEHICLES MANUFACTURED FROM MAY 15, 2006 THROUGH APRIL 22, 2010. THERE MAY BE CONTACT BETWEEN THE RIGHT AND LEFT FRONT INNER FENDER LINERS AND THE RIGHT FRONT AND LEFT REAR BRAKE TUBES WHICH COULD CAUSE WEAR OF THE TUBES CAUSING A BRAKE FLUID LEAK.

Consequence Description:
A BRAKE FLUID LEAK CAN CAUSE PARTIAL LOSS OF SERVICE BRAKES AT THE AFFECTED WHEEL INCREASING THE RISK OF A CRASH.

Corrective Action:
CHRYSLER WILL NOTIFY OWNERS AND DEALERS WILL REPAIR THE VEHICLES FREE OF CHARGE. OWNERS MAY CONTACT CHRYSLER TOLL-FREE AT 1-800-853-1403.

NHTSA Campaign Number:
09E044000

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[redacted]
Clarksville, TN [redacted]

NASHVILLE TN
26 MAR 2012 PM



RECEIVED
MAR 28 2012
By

Chrysler Customer Assi'tauce
P.O. Box 21-8007
Auburn Hills MI 48321-8007

48321800707

RECEIVED DATE:

2/23/12

POSTED DATE : 1-9-12

VIN (FIRST 9 DIGITS) 1J4FA24I8

VIN (LAST 8 DIGITS) 7L[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 00000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

2007 JEEP WRANGLER CLOCKSPRING EXTENDED WARRANTY
CUSTOMER REIMBURSEMENT CLAIM FORM

Date Claim Submitted: 01-05-2012

17- Digit Vehicle Identification Number (VIN): 1J4FA24187[redacted]

Mileage at Time of Repair: 49,162 Date of Repair: 11/11/2010

Customer First & Last Name (please print): [redacted]

Street Address or PO Box Number: [redacted]

City: Boise State: Idaho Zip Code: [redacted]

Daytime Telephone Number (include Area Code): [redacted]

Evening Telephone Number (include Area Code): [redacted]

Amount of Reimbursement Requested: $ $485.70

The following documentation must accompany this claim form.

Original or clear copy of all receipts, invoices, and repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What repair was completed, when it was done, and who did it.
- The total cost of the repair expense and the date of payment. (Copy of the front and back of cancelled check, copy of credit card receipt, credit card itemized invoice, etc.)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Customer Signature: [redacted]

The two methods for submission are by postal mail or electronically. For postal submission please mail this claim form and the required documents to:

Chrysler Customer Assistance Center
P.O. Box 21-8007
Auburn Hills, MI 48321-8007

If you have a scanner and desire electronic document submission, please go to www.chrysler.com/chryslercares and complete the webform. **Indicate in the narrative "X41 Repair Reimbursement – Request for Electronic Document Submission Link". Instructions will be sent to your email address to scan and submit your documents electronically.**

Your claim will be acted upon within 60 days of receipt. If you have any questions, please contact Jeep Customer Care between the hours of 8:00 AM and 8:00 PM, EST, Monday through Friday or Saturday and Sunday 9:00 AM to 5:00 PM, EST at 1-877 - I AM JEEP (426-5337).

CUSTOMER #: [redacted]

[redacted]

INVOICE

PAGE 1

Larry H. Miller
Chrysler Jeep Dodge BOISE
222 Auto Drive · Boise, ID 83709-0758
Phone (208) 947-6500 Fax (208) 947-6561
Toll Free (800) 659-6966
www.sundancedodge.com

ID [redacted]
HOME: [redacted]
BUS: CELL:

SERVICE ADVISOR: 2249 STEVE J BELL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	07	JEEP WRANGLER	1J4FA24187[redacted]		49162/49164	T197

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN07 DD			15:00 10NOV10		0.00	CASH	11NOV10

R.O. OPENED	READY	OPTIONS:
07:33 10NOV10	11:03 11NOV10	DLR:59725 ENG:V6,_3.8L

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	NO PRIOR BLEMISHES NOTED						
	BLEM WALK-AROUND						
		367	IO				(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00

****

B TIRE INSPECTION AND TREAD DEPTH RESULTS: LF: TREAD DEPTH IS 7/32 OR GREATER. -- LR: TREAD DEPTH IS 7/32 OR GREATER. -- RR: TREAD DEPTH IS 7/32 OR GREATER. -- RF: TREAD DEPTH IS 7/32 OR GREATER.

TI TIRE INSPECTION

367 IO (N/C)

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

****

C CLIENT STATES: COURTESY MULTI POINT INSPECTION

15 COURTESY MULTI POINT INSPECTION

367 IO (N/C)

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

49164 PERFORMED INSPECTION - LOOKS GOOD!

****

D CLIENT STATES: PERFORM J24 RECALL - MOPAR TOW BAR

CAUSE:

CAMP J24 - RECALL

367 W (N/C)

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

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

49162 INSPECT ONLY, AFTER MARKET FRONT BUMPER.

****

E CLIENT STATES: PERFORM J30 RECALL - TRANSMISSION FLUID TEMPERATURE WARNING

CHRYSLER Jeep DODGE

Disclaimer of Warranties: Any warranties on the products sold hereby are those of the manufacturer. LARRY H. MILLER CHRYSLER JEEP DODGE BOISE HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE and Larry H. Miller Chrysler Jeep Dodge Boise, neither assumes nor authorizes any other person to assume for it any liability in connection with this sale. For a detail of your warranty see your service advisor/consultant or ASM.

SUPPLIES: A token charge not to exceed 8% of the labor charge is included for supplies used on your vehicle. Applicable supply items are: aerosols, solvents, rags, wipes, protective gloves, nuts, bolts, washers, tape, pins, towels, solder, wire, sealers, battery cleaners, lubricant spray and etc.
A HAZARDOUS WASTE DISPOSAL charge will be made for hazardous material removed from your vehicle. Hazardous waste include: Oils, gasoline, antifreeze, freon, tires, batteries, etc.

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	

Copyright 2000 ADP, Inc. SERVICE INVOICE #2 XSUC

CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

INVOICE

PAGE 2

ID [redacted]
HOME: [redacted]
BUS: CELL:

Larry H. Miller
Chrysler Jeep Dodge BOISE
222 Auto Drive · Boise, ID 83709-0758
Phone (208) 947-6500 Fax (208) 947-6561
Toll Free (800) 659-6966
www.sundancedodge.com

SERVICE ADVISOR: 2249 STEVE J BELL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	07	JEEP WRANGLER	1J4FA24187L[redacted]		49162/49164	T197

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
01JAN07 DD			15:00 10NOV10		0.00	CASH	11NOV10

R.O. OPENED	READY	OPTIONS:
07:33 10NOV10	11:03 11NOV10	DLR:59725 ENG:V6,_3.8L

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

CAUSE: ..
CAMP J30 - RECALL
367 W (N/C)
FC: PART#: COUNT:
CLAIM TYPE: W
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00
49164 PERFORMED RECALL J30. FLASH CCN
****

CHRYSLER Jeep DODGE

F CLIENT STATES: DASH LIGHTS, RADIO, CLUSTER, GO OUT WITH VEHICLE RUNNING, CHECK AND ADVISE
400 0
367 CP 198.00 198.00
1 5156106AA CLKSPRING-STEERING COLUMN 256.47 256.47 256.47
PARTS: 256.47 LABOR: 198.00 OTHER: 0.00 TOTAL LINE F: 454.47
49164 WASNT ABLE TO DUPLICATE CUSTOMER COMPLAINT. FOUND WARNING INDICATORS FLASHING. DIAG THOSE SYSTEMS. DETERMINED CLOCKING SPRING(STEERING ANGLE SENSOR) IS REASON FOR WARNING INDICATORS. REPLACED CLOCK SPRING. PERFORMED CALIBRATION PROCEDURE
****

EST: 80.00 10NOV10 07:33 SA: 2249

CUSTOMER PAY Shop Supplies FOR REPAIR ORDER 15.84
CONTACT: HOME: 208-861-8680 - RONALD

I have received a Demonstration or Explanation of the repairs.
****
All MOPAR parts carry a limited warranty.
See your Service Advisor for details.
****

Cash Check Credit Card Type

Disclaimer of Warranties: Any warranties on the products sold hereby are those of the manufacturer. LARRY H. MILLER CHRYSLER JEEP DODGE BOISE HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE and Larry H. Miller Chrysler Jeep Dodge Boise, neither assumes nor authorizes any other person to assume for it any liability in connection with this sale. For a detail of your warranty see your service advisor/consultant or ASM.

SUPPLIES: A token charge not to exceed 8% of the labor charge is included for supplies used on your vehicle. Applicable supply items are: aerosols, solvents, rags, wipes, protective gloves, nuts, bolts, washers, tape, pins, towels, solder, wire, sealers, battery cleaners, lubricant spray and etc.
A HAZARDOUS WASTE DISPOSAL charge will be made for hazardous material removed from your vehicle. Hazardous waste include: Oils, gasoline, antifreeze, freon, tires, batteries, etc.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	198.00
PARTS AMOUNT	256.47
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	15.84
TOTAL CHARGES	470.31
LESS INSURANCE	0.00
SALES TAX	15.39
PLEASE PAY THIS AMOUNT	485.70

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CUSTOMER COPY

Dodge Chrysler Jeep
SERVICE AND PARTS
STICK WITH THE SPECIALISTS®

LARRY MILLER CJD
208-947-6500
222 AUTO DR
BOISE, IDAHO 83709

VEHICLE CHECKUP

[redacted] 259237 11/11/10

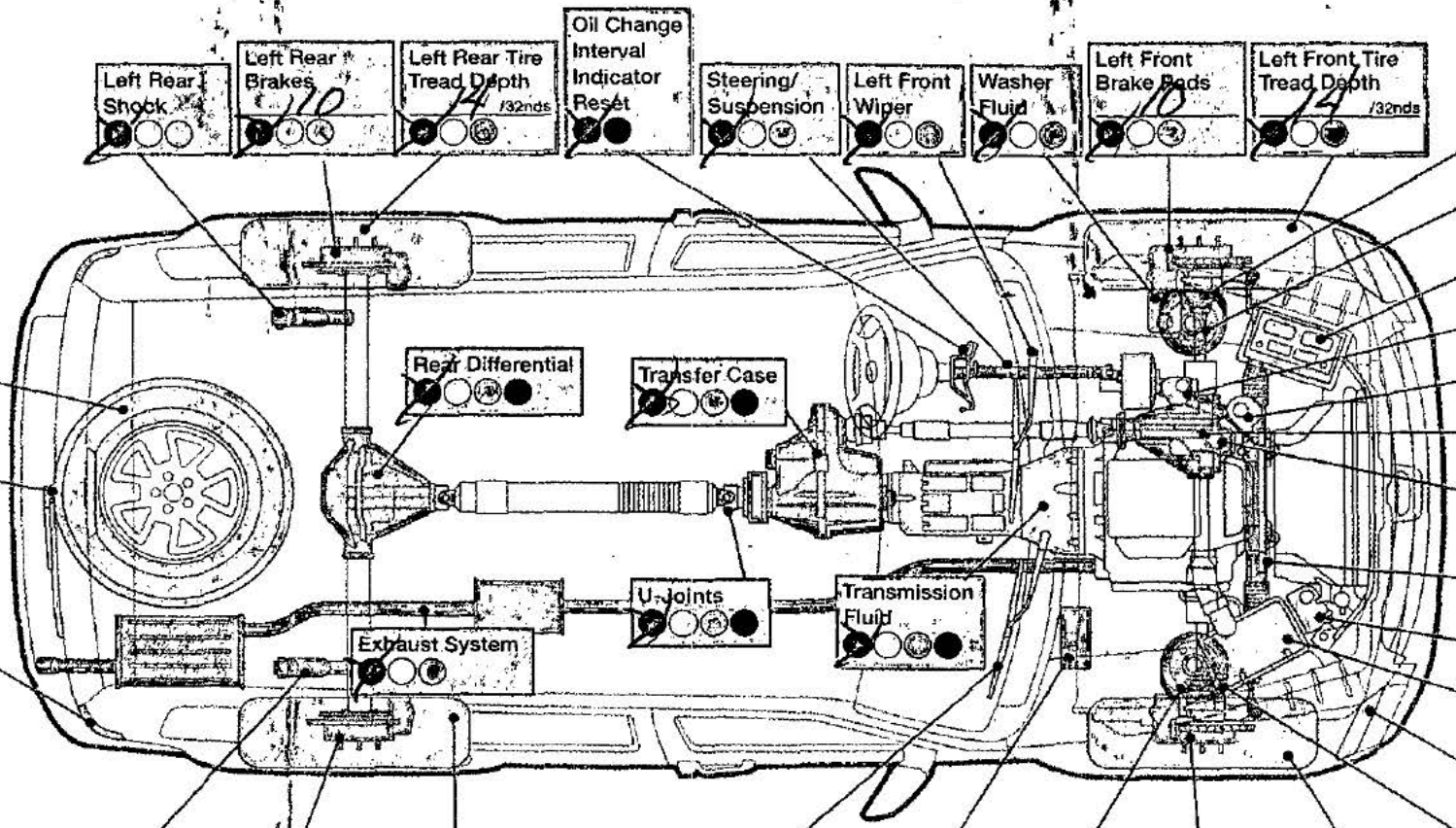
Customer Name | R.O. Number | Phone | Date

[redacted] 07 WRANGLER 49162

VIN Number | Vehicle Year/Model | Mileage

- ● Checked and OK
- ○ Will need future attention
- ◉ Requires immediate attention
- ● Not applicable

☐ VEHICLE CHECKUP ☐ VEHICLE CHECKUP PLUS



Notes:

ORIGINAL – CUSTOMER COPY CANARY – DEALER FILE PINK – FOLLOW-UP FILE

81-216-5004 Rev. 7/10

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Larry H Miller Sundance Dodge
222 Auto Drive
Boise, ID 83709
208-947-6500
Merchant: 100121761980000

November 11, 2010 PM 4:52

Clerk ID	:	STEVE [CC]
DL Number	:	ID XXXXX400D
Reference #	:	[redacted]
Scheduled Date	:	11/12/2010
EFT Amount	:	485.70

APPROVED# 130213

I authorize Larry H Miller Sundance Dodge to initiate an electronic funds transfer to debit my designated checking account for the amount of this transaction.

In the event my EFT is returned unpaid, I understand that a $25 service charge or an amount equal to the maximum amount allowed by state law, will be charged to my checking account by draft or electronically.

X [redacted]

BOISE, ID [redacted]

[redacted]

BOISE, ID [redacted]

[redacted]

96-602/1232 79

Nov 11 2010
Date

Pay to the Order of Larry Miller Jeep $ 485.70

Four Hundred eighty five dollar 75/100 Dollars

Security Features Details on Back.

BANK OF THE CASCADES
www.botc.com 877-617-3400

For Jeep Censor

[redacted]

[redacted]

[redacted]

Boise, Id [redacted]

UNITED STATES POSTAL SERVICE

1006

$5.65
00013475-03

United States Postal Service®
DELIVERY CONFIRMATION™

RECEIVED DATE:

3/8/12

POSTED DATE : 3-6-12

VIN (FIRST 9 DIGITS) 1J4FA24I6

VIN (LAST 8 DIGITS) 7L [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000000008

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

2007 JEEP WRANGLER CLOCKSPRING EXTENDED WARRANTY
CUSTOMER REIMBURSEMENT CLAIM FORM

Date Claim Submitted: 2-27-12

17- Digit Vehicle Identification Number (VIN): 1J4FA24167L [redacted]

Mileage at Time of Repair: Less than 50,000 Date of Repair: 3-22-10

Customer First & Last Name (please print): [redacted]

Street Address or PO Box Number: [redacted]

City: Belleville State: IL Zip Code: [redacted]

Daytime Telephone Number (include Area Code): [redacted]

Evening Telephone Number (include Area Code):

Amount of Reimbursement Requested: $ 325.00

The following documentation must accompany this claim form.

Original or clear copy of all receipts, invoices, and repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What repair was completed, when it was done, and who did it.
- The total cost of the repair expense and the date of payment. (Copy of the front and back of cancelled check, copy of credit card receipt, credit card itemized invoice, etc.)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Customer Signature: [redacted]

The two methods for submission are by postal mail or electronically. For postal submission please mail this claim form and the required documents to:

Chrysler Customer Assistance Center
P.O. Box 21-8007
Auburn Hills, MI 48321-8007

If you have a scanner and desire electronic document submission, please go to www.chrysler.com/chryslercares and complete the webform. **Indicate in the narrative "X41 Repair Reimbursement – Request for Electronic Document Submission Link". Instructions will be sent to your email address to scan and submit your documents electronically.**

Your claim will be acted upon within 60 days of receipt. If you have any questions, please contact Jeep Customer Care between the hours of 8:00 AM and 8:00 PM, EST, Monday through Friday or Saturday and Sunday 9:00 AM to 5:00 PM, EST at 1-877 - I AM JEEP (426-5337).

December 21, 2011

CHRYSLER GROUP LLC

040585

[redacted]
BELLEVILLE, IL [redacted]

1J4FA24167L[redacted]

Dear [redacted]

This letter is to inform you that the warranty period (3 years or 36,000 miles) on your Wrangler's clockspring has been extended to 10 years or 150,000 miles, whichever occurs first. This extended clockspring warranty coverage applies to select model year 2007 Wranglers.

We are extending the warranty period on your clockspring because some of the affected vehicle population may experience an airbag lamp illumination caused by a steering column clockspring issue. **If your vehicle is operating properly, there is nothing you are required to do.**

If you are experiencing the condition as described in this warranty extension (within the 10 year or 150,000 mile period), simply contact your dealer to schedule a service appointment. Remember to bring this letter with you to your dealer. Please make sure to store this letter with your vehicle's other warranty information for future reference. The warranty extension applies to the above components only; the other terms and the "What's Not Covered" items of your warranty remain the same as stated in your Warranty Information book.

If you have already paid for the replacement of your clockspring, you may be eligible to receive a reimbursement. You may complete the enclosed Customer Reimbursement Claim Form and send your original receipts, invoices and/or repair order to the following address for reimbursement, your claim will be acted upon within 60 days of receipt:

Chrysler Customer Assistance Center
P.O. Box 21-8007
Auburn Hills, MI 48321-8007

If you have questions or need any assistance, please contact your dealer or the Jeep Customer Assistance Center between the hours of 8:00 AM and 8:00 PM, EST, Monday through Friday or Saturday and Sunday 9:00 AM to 5:00 PM, EST. Please contact 1-877- I AM JEEP (426-5337).

Chrysler Group LLC

045213

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

QUAN.	PART NO.	DESCRIPTION	SALE AMOUNT
1		Clock Spring	

NAME [redacted]

DATE 3-22-10

ADDRESS

CITY Belleville, IL PHONE WHEN READY [redacted]

TIME RECEIVED 8:15 A.M. P.M.

TIME PROMISED A.M. P.M.

TERMS

CUSTOMER'S ORDER NO.

YEAR	TYPE OR MODEL	MOTOR NO.	SERIAL NUMBER	LICENSE NUMBER	ODOMETER
03	Jeep	Wrangler	[redacted]		

OPER. NO.	REPAIR ORDER — LABOR INSTRUCTIONS	ORDER WRITTEN BY	$
	LUBRICATE ☐ CHANGE OIL ☐ FLUSH TRANS. ☐ FLUSH DIFF. ☐ WASH ☐ POLISH ☐		
1	Install Clock Spring		

Discount Auto Repair

Power Windows • Tune-ups
Air Conditioning • Brakes

Joe's Repair Shack

★ All Repair Needs ★ Bodywork
★ Detailing

Joe
781-2635
Owner

234-8050

People You Can Trust

Dale
781-4687
Owner

RETAIN PARTS ☐ DESTROY PARTS ☐

I HEREBY AUTHORIZE THE ABOVE REPAIR WORK TO BE DONE, ALONG WITH NECESSARY MATERIALS. YOU AND YOUR EMPLOYEES MAY OPERATE ABOVE VEHICLE FOR PURPOSES OF TESTING, INSPECTION OR DELIVERY AT MY RISK. AN EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO. YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND YOUR CONTROL.

AUTHORIZED BY

RECEIVED BY

TOTAL PARTS	
ESTIMATE AMOUNT PARTS LABOR	
ADD'L AUTH. AMT. TIME BY	
ADD'L AUTH. AMT.	
ADD'L AUTH. AMT.	
ESTIMATE TOTAL	

GAL. GASOLINE @	
QTS. OIL @	
LBS. GREASE @	
TOTAL GAS - OIL - GREASE	

TOTAL LABOR	
Labor Parts	
TOTAL PARTS	
GAS, OIL, GREASE	
SPECIAL REPAIRS	
ENVIRONMENTAL CHARGES	
STATE TAX	
TOTAL AMOUNT	325 00

Unless otherwise provided by law, 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.

AROCC-664-3
PRINTED IN U.S.A.

ASSOCIATED HOME EQUITY LINE

VISA

Associated Bank

[redacted]

Account Number	[redacted]
Credit Limit	$15,000
Available Credit	$7,147

Minimum Payment Due	$0.00
Payment Due Date	04/27/10
Days In Billing Cycle	30

Account Statement

Statement Date 04/02/10 Page 1 of 4

Previous Balance	$7,496.31
Payments and Credits	0.00
Purchases	325.00
Cash Advances	0.00
Debit Adjustments	0.00
Finance Charge	31.12
New Balance	$7,852.43

Questions ?	*Call*	*or Write*
Customer Service	800-472-7708	
If Your Card Is Lost Or Stolen, Call	800-556-5678	ASSOCIATED BANK 1305 MAIN ST STEVENS POINT WI 54481

Transactions Since Last Statement

Trans	*Post*	*Reference Number*	*Description*	*Amount*
03/22	03/23	[redacted]	JOE'S REPAIR SHACK LLC BELLEVILLE IL	325.00
04/02	04/02	*FINANCE CHARGE*	PURCHASES $31.12 CASH ADVANCE $0.00	31.12

Finance Charge Calculations

Type of Balance	Finance Charge	*Previous Billing Cycle's Average Daily Balance of New Purchases*	*Average Daily Balance of Old Purchases*	*Average Daily Balance of Cash Advances*	*Monthly* PERIODIC RATE	*Corresponding* ANNUAL PERCENTAGE RATE (APR)
PURCHASES	$31.12	$0.00	$7,464.96	$0.00	.417%	5.00%
CASH ADVANCES	$0.00	$0.00	$0.00	$0.00	.417%	5.00%
TOTAL	$31.12	EFFECTIVE APR	for Purchases	5.000%	for Cash Advances	5.000%

Important Message

QUESTIONS ON YOUR ACCOUNT?
CALL 1-800-472-7708 FOR AUTOMATED ACCOUNT INFORMATION.
OUR FRIENDLY CUSTOMER CARE ASSOCIATES ARE
AVAILABLE 24 HOURS A DAY!
PLEASE NOTE, THE ACCOUNT BALANCE ON THE AUTOMATED
LINE MAY NOT BE THE PAYOFF AMOUNT.

SEE REVERSE SIDE FOR IMPORTANT INFORMATION ABOUT YOUR ACCOUNT.

5535 FLD 1 1 7 Page 1 of 4 3015 4000 A110 0002 100402 O1AD5535 50739

Please return this coupon with your payment.

Payment Coupon

ASSOCIATED BANK
1305 MAIN ST
STEVENS POINT WI 54481-2830

☐ Please check box and note address change on reverse side.

Payments received at the Mailing Address before 10:00 A.M. will be credited to your account as of the date of receipt. Payments received at any other location may be subject to a delay in crediting of up to 5 days after the date of receipt. PLEASE USE ENCLOSED ENVELOPE AND MAKE PAYMENTS TO:

Payment Information:

Account Number:	[redacted]
New Balance:	$7,852.43
Past Due Amount:	$0.00
Minimum Payment Due:	**$0.00**
Payment Due Date:	**04/27/10**
ENTER AMOUNT ENCLOSED	$.

ASSOCIATED BANK
PO BOX 2926
MILWAUKEE WI 53201

[redacted]
BELLEVILLE IL [redacted]

50739

[redacted]

Convenience Check
APRIL 2010

1149

[redacted]

BELLEVILLE IL [redacted]

Date _____ 79-57/759

PAY TO THE
ORDER OF _____ $ _____

_____ DOLLARS

Void After 90 Days

The back of this document contains a watermark. Absence of this feature indicates a copy.

Associated
Bank

FOR _____ _____

[redacted]

Accessing Your Account is Even Easier With the Enclosed Equity Checks

They work just like personal checks and can be used for any amount up to your available credit line. Use them to consolidate higher rate department store, retail or gasoline balances, make a home improvement or take a weekend getaway. Or, if you prefer, make a deposit in your checking account and use the extra buying power however you like!

To order an additional supply of Equity Checks call our Customer Care Center at 1-800-682-4989.

Convenience Check
APRIL 2010

1150

[redacted]

BELLEVILLE IL [redacted]

Date _____ 79-57/759

PAY TO THE
ORDER OF _____ $ _____

_____ DOLLARS

Void After 90 Days

The back of this document contains a watermark. Absence of this feature indicates a copy.

Associated
Bank

FOR _____ _____

[redacted]

[redacted]
Belleville, Il [redacted]

MAR 08 2012

CHRYSLER CUSTOMER ASSISTANCE CENTER
P O BOX 21-8007
AUBURN HILLS MI 48321--8007

48321+8007

RECEIVED DATE:

3/16/12

POSTED DATE : 3-14-12

VIN (FIRST 9 DIGITS) 1J4FA2A16

VIN (LAST 8 DIGITS) 7L [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 30300000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

2007 JEEP WRANGLER CLOCKSPRING EXTENDED WARRANTY
CUSTOMER REIMBURSEMENT CLAIM FORM

Date Claim Submitted: 2-27-12

17- Digit Vehicle Identification Number (VIN): 1J4FA24167L [redacted]

Mileage at Time of Repair: Less than 50,000 Date of Repair: 3-22-10

Customer First & Last Name (please print): [redacted]

Street Address or PO Box Number: [redacted]

City: Belleville State: IL Zip Code: [redacted]

Daytime Telephone Number (include Area Code): [redacted]

Evening Telephone Number (include Area Code): [redacted]

Amount of Reimbursement Requested: $ 325.00

The following documentation must accompany this claim form.

Original or clear copy of all receipts, invoices, and repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What repair was completed, when it was done, and who did it.
- The total cost of the repair expense and the date of payment. (Copy of the front and back of cancelled check, copy of credit card receipt, credit card itemized invoice, etc.)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Customer Signature: [redacted]

The two methods for submission are by postal mail or electronically. For postal submission please mail this claim form and the required documents to:

Chrysler Customer Assistance Center
P.O. Box 21-8007
Auburn Hills, MI 48321-8007

If you have a scanner and desire electronic document submission, please go to www.chrysler.com/chryslercares and complete the webform. **Indicate in the narrative "X41 Repair Reimbursement – Request for Electronic Document Submission Link". Instructions will be sent to your email address to scan and submit your documents electronically.**

Your claim will be acted upon within 60 days of receipt. If you have any questions, please contact Jeep Customer Care between the hours of 8:00 AM and 8:00 PM, EST, Monday through Friday or Saturday and Sunday 9:00 AM to 5:00 PM, EST at 1-877 - I AM JEEP (426-5337).

My copy

Jeep

CHRYSLER GROUP LLC

December 21, 2011

040585

[redacted]
BELLEVILLE, IL [redacted]

1J4FA24167L[redacted]

Dear [redacted]

This letter is to inform you that the warranty period (3 years or 36,000 miles) on your Wrangler's clockspring has been extended to 10 years or 150,000 miles, whichever occurs first. This extended clockspring warranty coverage applies to select model year 2007 Wranglers.

We are extending the warranty period on your clockspring because some of the affected vehicle population may experience an airbag lamp illumination caused by a steering column clockspring issue. **If your vehicle is operating properly, there is nothing you are required to do.**

If you are experiencing the condition as described in this warranty extension (within the 10 year or 150,000 mile period), simply contact your dealer to schedule a service appointment. Remember to bring this letter with you to your dealer. Please make sure to store this letter with your vehicle's other warranty information for future reference. The warranty extension applies to the above components only; the other terms and the "What's Not Covered" items of your warranty remain the same as stated in your Warranty Information book.

If you have already paid for the replacement of your clockspring, you may be eligible to receive a reimbursement. You may complete the enclosed Customer Reimbursement Claim Form and send your original receipts, invoices and/or repair order to the following address for reimbursement, your claim will be acted upon within 60 days of receipt:

Chrysler Customer Assistance Center
P.O. Box 21-8007
Auburn Hills, MI 48321-8007

If you have questions or need any assistance, please contact your dealer or the Jeep Customer Assistance Center between the hours of 8:00 AM and 8:00 PM, EST, Monday through Friday or Saturday and Sunday 9:00 AM to 5:00 PM, EST. Please contact 1-877- I AM JEEP (426-5337).

Chrysler Group LLC

0040585/#51212/X41

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

QUAN.	PART NO.	DESCRIPTION	SALE AMOUNT
1		Clock Spring	

SPECIAL REPAIRS

TOTAL PARTS

ESTIMATE AMOUNT	TIME	PARTS / LABOR BY
ADD'L AUTH. AMT.		
ADD'L AUTH. AMT.		
ADD'L AUTH. AMT.		
ESTIMATE TOTAL		

Unless otherwise provided by law, 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.

AROCC-664-3
PRINTED IN U.S.A.

[redacted]

NAME [redacted]

DATE 3-22-10

ADDRESS

CITY Belleville, IL PHONE WHEN READY [redacted]

TIME RECEIVED 8:15 A.M. P.M.

TIME PROMISED A.M. P.M.

TERMS

CUSTOMER'S ORDER NO.

YEAR	TYPE OR MODEL	MOTOR NO.	SERIAL NUMBER	LICENSE NUMBER	ODOMETER
03	Jeep	WRAngler	6ZL143432		

OPER. NO.	REPAIR ORDER — LABOR INSTRUCTIONS	$
	LUBRICATE ☐ CHANGE OIL ☐ FLUSH TRANS. ☐ FLUSH DIFF. ☐ WASH ☐ POLISH ☐	
1	Install Clock Spring	

ORDER WRITTEN BY

RETAIN PARTS ☐ DESTROY PARTS ☐

I HEREBY AUTHORIZE THE ABOVE REPAIR WORK TO BE DONE, ALONG WITH NECESSARY MATERIALS. YOU AND YOUR EMPLOYEES MAY OPERATE ABOVE VEHICLE FOR PURPOSES OF TESTING, INSPECTION OR DELIVERY AT MY RISK. AN EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO. YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND YOUR CONTROL.

AUTHORIZED BY

RECEIVED BY

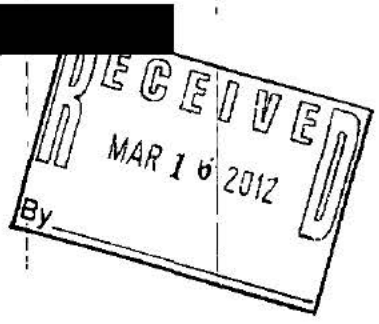
GAL. GASOLINE @		
QTS. OIL @		
LBS. GREASE @		
TOTAL GAS - OIL - GREASE		

TOTAL LABOR	150 00
Labor Parts	
TOTAL PARTS	150 00
GAS, OIL, GREASE	
SPECIAL REPAIRS	
ENVIRONMENTAL CHARGES	
STATE TAX	25 00
TOTAL AMOUNT	325 00

[redacted]

Belleville, IL

[redacted]





Chrysler Customer Assistance Center
P.O. Box 21-8007
Auburn Hills, MI 48321-8007

48321@8007

RECEIVED DATE:

3/19/12

POSTED DATE : 3-16-12

VIN (FIRST 9 DIGITS) 1J4G23911

VIN (LAST 8 DIGITS) 9L [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : [redacted]

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**



CHRYSLER Jeep DODGE

WORLAND FORD-CHRYSLER INC.
500 Big Horn Ave.
Worland, Wyoming 82401
Phone: 307-347-4236
Toll Free: 800-653-2306
Fax: 307-347-4536
www.worlandfordchrysler.com

RO	VIN		DATE IN
[redacted]	1J4GZ39119L[redacted]	[redacted]	03/01/12
YEAR 2009	MAKE JEEP	MODEL WRANGLER	COLOR WHITE O
MILES IN 58276	MILES OUT 58276	FIRST USE 00/00/00	LIC. WY 15-2673
SEE ALSO		H: [redacted] W: (307) -	WRITER ROXIE

[redacted]
THERMOPOLIS WY [redacted]

TIME IN 13:07
CLOSED ~~14:07~~ 03/01/12

CUSTOMER TO WAIT[illegible]

(1) CUSTOMER STATES AIRBAG LITE ON. PLEASE CHECK AND ADVISE
CHECKED AND FOUND AIRBAG SQUIB #1 OPEN.
REMOVED AIR BAG , INSTALLED AIRBAG SIMULATOR ON SQUIB #1 AT AIRBAG, LIGHT WENT OUT, CODE WENT STORED. REASSMBLED, LIGHT STILL OUT, INDICATING TERMINAL ISUSE ON CLOCKSPRING.
COST FOR THIS REPAIR WOULD BE $438.66 AND THE CLOCKSPRING WOULD HAVE TO BE ORDERED.
(Tech:30) A

Labor	T30	79.95
Total Labor		79.95
Total Repair (Customer)		79.95

Check: (851) 84.75

CASE # [redacted]

Home Phone # [redacted]

Cell # [redacted]

PAID 3-1-12 check # 851

ATTN ~~Jotoo~~ JESSICA

	W/C	INT.		CUSTOMER
			Labor	79.95
			Parts	.00
			Sublet	.00
			Shop Supplie	.00
			Oil/Grease	.00
			Sub Total	79.95
		.00	Tax	4.80
			Total (Cash)	84.75

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

AUTOSOFT FORMS 1-877-427-4567

09535 1J4GZ391191L [redacted] [redacted] 03/01/12

2009 JEEP WRANGLER WHITE O [redacted] 13:07

THERMOPOLIS WY [redacted] 14:07

58276 58276 00/00/00 WY 15-2673 03/01/12

H: [redacted] W: (307) - ROXIE

CUSTOMER IS WAITING

(1) CUSTOMER STATES AIRBAG LITE ON. PLEASE CHECK AND ADVISE
CHECKED AND FOUND AIRBAG SQUIB #1 OPEN. REMOVED AIR BAG , INSTALLED AIRBAG SIMULATOR ON SQUIB #1 AT AIRBAG, LIGHT WENT OUT, CODE WENT STORED. REASSMBLED, LIGHT STILL OUT, INDICATING TERMINAL ISUSE ON CLOCKSPRING. COST FOR THIS REPAIR WOULD BE $438.66 AND THE CLOCKSPRING WOULD HAVE TO BE ORDERED.
(Tech:30) A

Labor	T30	79.95
Total Labor		79.95
Total Repair (Customer)		79.95

Labor	79.95
Parts	.00
Sublet	.00
Shop Supplie	.00
Oil/Grease	.00
Sub Total	79.95
.00 Tax	4.80
Total (Cash)	84.75

[redacted] [redacted] Customer Copy

[redacted]

CERTIFIED MAIL™



[redacted]



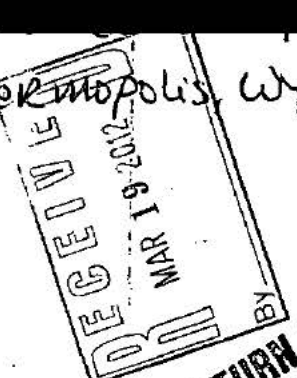
UNITED STATES POSTAL SERVICE

1000



[redacted]

Thermopolis, WY



RETURN RECEIPT REQUESTED

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

48321$8004

RECEIVED DATE:

4/18/12

POSTED DATE : 4-16-12

VIN (FIRST 9 DIGITS) 1J4F22413

VIN (LAST 8 DIGITS) 8L [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 00000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

*** REPRINT ***

[redacted]

MURRAY KY [redacted]

Cain's
CHRYSLER · DODGE · JEEP

1400 N. 12th St.
Murray, KY 42071
(270) 753-6448
FAX (270) 753-6670

CUSTOMER COPY PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
11/11/11	08	JEEP	WRANGLER	1J4FZ24138[redacted]	[redacted]	63046	63046	

SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE
	11/11/11	15	00:00			01	11/11/11

R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE	
[redacted]		[redacted]	000-000-0000	1

========== REPAIR LINE 001 ==========
BRAKES- ABS
CK AND REPLACE FAULTY CLOCKSPRING AS NEEDED
Bill Code - C

17	BRAKES-ABS		54	M	A	2.00	150.00
					Total Labor		150.00
CH	5156106AB	CLKSPRING			1		249.00
					Total Parts		249.00
					Total Line		399.00

========== REPAIR LINE 002 ==========
AIRBAG LIGHT ON
SEE LINE 1
Bill Code - C
========== REPAIR LINE 003 ==========
SEATBELT ALARM WILL NOT GO OFF
SEE LINE 1
Bill Code - C
Payment Type - 01 CASH 429.84

IMPORTANT
You may receive a customer satisfaction survey from Chrysler Corporation in the next few weeks. If for any reason you cannot grade us "Completely Satisfied", please contact your Service Advisor immediately. Your satisfaction is our #1 concern.

FIVE STAR ★★★★★

Thank You!
Cain's
(270) 753-6448

FIVE STAR ★★★★★

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	150.00
PARTS AMOUNT	249.00
MISC. SALES	
MATERIALS	15.00
TOTAL CHARGE	414.00
DEDUCTIBLE	
SALES TAX	15.84
OTHER PAY	
CUSTOMER PAY	429.84

[redacted]
Murray, KY [redacted]

PADUCAH KY 420
PM
16 APR
2012

RECEIVED
APR 18 2012
By

Chrysler Customer Assistance
P.O. Box 21-8007
Auburn Hills, MI
48321-8007

ATT:
Reimbursement

48321$8007

From: [redacted]
To: customerassist@chrysler.com
Date: Sat Apr 21 06:30:02 EDT 2012
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Air bag light

Comments:

Some time last fall I had this same issue with the air bag light coming
onand going off. it's back
My issue is that after ready various forum this
seem to be an on going issue is there will there be a racall on this? If
not how do I disable the thing, a ding every cuople of minute is very destracting. I am over the warranty and from what I i have found it will
cost between 250- 1200, depending on this issue it seems to be the spring
failing from what i understand due to the interior getting wet, it a jeep
and the top should be able to be left off on occation.

Sender Information:

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

From: customerassist@chrysler.com
To: [redacted]
Date: Sun Apr 22 09:20:37 EDT 2012
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [redacted]

Thank you for contacting the Jeep Customer Assistance Center. In regards to your 2010 Jeep Wrangler Unlimited X 4X4 Sport Utility 4-Dr.

You are part of the Enhanced Customer Satisfaction (ECS Program) that proactively reaches out to dissatisfied customers based on your past ownership history and uses dedicated corporate resources from Technical Service Operations and Customer Care to fix the vehicle and addresses your concerns to drive increased loyalty. I will be assigning your case to a Customer Advocate and that dedicated Customer Advocate will be in touch with you within 1 business day.

Thanks again for your email.

Sincerely,

Kevin

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=KMM7709483V837L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site
Brief Description:
Air bag light
Comments:
Some time last fall I had this same issue with the air bag light coming
onand going off. it's back My issue is that after ready various forum this
seem to be an on going issue is there will there be a racall on this? If
not how do I disable the thing, a ding every cuople of minute is very
destracting. I am over the warranty and from what I i have found it will
cost between 250- 1200, depending on this issue it seems to be the spring
failing from what i understand due to the interior getting wet, it a jeep
and the top should be able to be left off on occation.

VIN:
AL1[redacted]
Mileage:

37348
Servicing Dealer:
Southern Jeep
Title:
Mr.
First Name:
[redacted]
Middle Initial:
[redacted]
Last Name:
[redacted]
Address 1:
[redacted]
Address 2:

City:
Norfolk
State:
VA
Zip:
[redacted]
Email:
[redacted]
Work Phone:
[redacted]

Document Recieved from Customer

Cair [redacted]

Date Received: 2012-04-30 16:14:48.112388

Files Not Recieved: 0

The UPS Store
2659 E Gulf to Lake Hwy
Inverness FL 34453
Fax (352) 341-2525
Phone (352) 341-2020
24 hrs Fax Service

FAX

To Recall Reimbursement

From [redacted]

Company ~~Ford~~ Chrysler

Phone number

Fax number 1-877-768-5076

Fax number —

Date 4-30-12

Total pages 5

Job number Vin# 1J4FZ241984[redacted]

5 pages including top page.

CHRYSLER

SAFETY RECALL L37/NHTSA 11V-528
AIRBAG SYSTEM CLOCKSPRING

Dea[redacted]

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

Chrysler has decided that a defect, which relates to motor vehicle safety, exists in some **2008 through 2012 model year Jeep® Wrangler Right Hand Drive (RHD) vehicles.**

The problem is... **The clockspring assembly that connects the dr[redacted]rbag to the electrical system on your Wrangler** (VIN: **1J4FZ24198I[redacted]**) **could experience a compromised driver's airbag circuit. This would cause the airbag light to illuminate or flash intermittently, which indicates the airbag may not deploy and increase the risk of an injury in the event of a frontal crash.**

Please note that a component intended to provide a permanent remedy for this condition is currently not available. Chrysler will contact you again, when the remedy parts are available. We apologize for any inconvenience this may cause.

- When the AIRBAG warning light on your instrument panel illuminates for a few seconds after you start your vehicle and then goes out, this **indicates the airbag system is functioning properly** and no further action is required at this time.
- If the AIRBAG warning light either illuminates intermittently while you are driving or remains on, this is **an indication your airbag system is not functioning properly.**

What your dealer will do... In the interim, **if the AIRBAG warning light either illuminates intermittently while you are driving or remains on,** Chrysler will provide a free diagnosis. If the clockspring assembly is faulty, Chrysler will replace the existing clockspring free of charge (parts and labor). The work will take about one hour to complete. However, additional time may be necessary depending on service schedules.

What you must do to ensure your safety... In the interim, **if the AIRBAG warning light either illuminates intermittently while you are driving or remains on,** you are encouraged to **contact your Chrysler, Jeep, or Dodge dealer** right away to schedule a service appointment. Ask the dealer to hold the part for your vehicle or to order it before your appointment. **Please bring this letter with you to your dealer.**

If you need help... If you have questions or concerns which your dealer is unable to resolve, please contact the Chrysler Group Recall Assistance Center 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.

(over)

RAM DODGE CHRYSLER Jeep SRT FIAT MOPAR

Chrysler, Jeep, Dodge, Ram, SRT and Mopar are registered trademarks of Chrysler Group LLC.
FIAT is a registered trademark of Fiat Group Marketing & Corporate Communication S.p.A., used under license by Chrysler Group LLC.

0001631/#52765 / L37

[redacted]

VIN (Last 8 Characters of Vehicle Identificati[redacted] Notification Code L37

This service was previously performed on my vehicle (check one if applicable):
☐ My vehicle was inspected and found to be ok.
☐ My vehicle was repaired.

This vehicle was (check one if applicable):
☐ scrapped ☐ stolen ☐ exported

This vehicle was sold to (check one if applicable):
☐ A dealer, or someone whose name and address is unknown.
☐ Someone other than a dealer (type or print the new owner's name and address below).

Date of sale: _____

Updated name and address (type or print the new owner's name and address or your new name and/or address if it has changed):

Owner's title (check one if applicable):
☐ Mr. ☐ Miss ☐ Mr. & Mrs. ☐ Dr.
☐ Mrs. ☐ Ms. ☐ Rev. ☐ Business

First Name _____ MI _____

Last Name _____

Street Address _____

City _____

State _____ Zip Code _____

Email Address _____

To whom it May Concern,

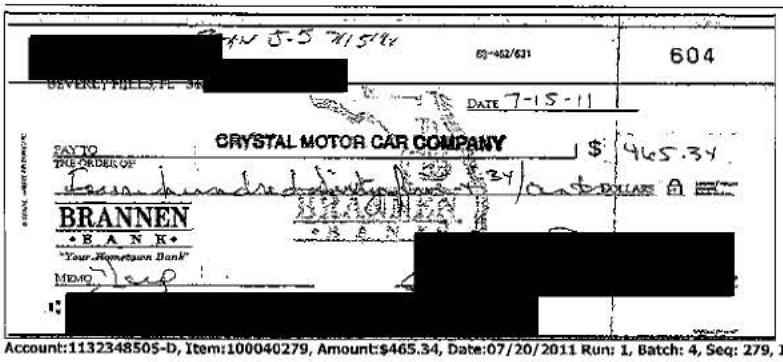
I [redacted] paid for a clock spring repair. on July 15, 2011. I paid by check. ~~as stated on invoice~~ LP
Copy of enclosed check.
I am seeking reimbursement for this repair because in 2012 I recieved a Safety recall for the clock spring that I paid to repair.

Thanks
[redacted]

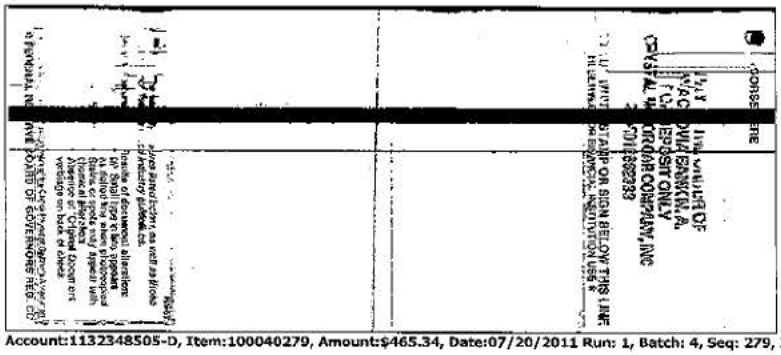
View A Single Item Image

When finished viewing you may return to the previous page or perform another search.

View: Actual size Quality: Maximize image quality. Front Front & Back Invert Flip A



Account:1132348505-D, Item:100040279, Amount:$465.34, Date:07/20/2011 Run: 1, Batch: 4, Seq: 279, Ins: 0



Account:1132348505-D, Item:100040279, Amount:$465.34, Date:07/20/2011 Run: 1, Batch: 4, Seq: 279, Ins: 0

CUSTOMER # [redacted]

[redacted]

BEVERLY HILLS, FL [redacted]

HOME [redacted] CONT:N/A

BUS [redacted] CELL:352-464-0602

CRYSTAL

CRYSTAL CHRYSLER DODGE-JEEP 1439 Cortez Blvd. Brooksville, FL 34613 (352) 597-1200 MV-49238

P.O. Box 487 Crystal River, FL 34423 www.crystalautos.com

CRYSTAL NISSAN 997 South Suncoast Blvd. Homosassa, FL 34448 (352) 628-4300 MV - 53341

CRYSTAL CHRYSLER DODGE-JEEP 1305 S. Suncoast Blvd. Homosassa, FL 34448 (352) 382-2277 MV-28449

CRYSTAL CHEVROLET 1551 S. Suncoast Blvd. Homosassa, FL 34448 (352) 795-1515 MV-08111

CRYSTAL CHRYSLER DODGE-JEEP 2977 Hwy 44 West Inverness, FL 34453 (352) 726-1238 MV-37410

INVOICE

PAGE 1

SERVICE ADVISOR: 4103 JOSEPH NICIFORO JR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SILVER	08	JEEP WRANGLER	1J4FZ24198[redacted]		48691/48691	T834

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	P.O. NO.	RATE	PAYMENT	INV. DATE
18MAR08 DD			WAIT 15JUL11		0.00	CASH	15JUL11

R.O. OPENED	READY	OPTIONS: STK:J80223 DLR:JE ENG:EGT 3.8L V6 SMPI Engine TRN:DGV 4-Spd. Automatic VLP 42RLE Trans
15JUL11	15JUL11	

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A AIR BAG LIGHT ON								
06 TEST AND REPLACE CLOCK SPRING								
	4628	CPM					170.00	170.00
1 5156106AB CLKSPRING-STEERING COLUMN CONTROL								
	MOD					249.00	249.00	249.00
PARTS: 249.00 LABOR: 170.00 OTHER: 0.00 TOTAL LINE A: 419.00								
**********								
B 27 POINT INSPECTIONS SHEET								
27 UP TO DATE								
	4628	IC						(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00								
**********								
C FUEL KICKS BACK								
14600190 Tank, fuel - Replace Tank, Fuel - Replace (C)								
	4628	W						(N/C)
1 52059718AI TANK-FUEL								(N/C)
1 55366298AA O RING-FUEL PUMP AND LEVEL UNIT								(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00								
**********								
D** RT FT DOOR LEAKING WATER								
09 CAN'T DUPLICATE								
	4628	IC						(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00								
**********								

800-992-1997

DISCLAIMER OF WARRANTY

The only warranties applying to the Parts(s) are those which may be offered by the manufacture. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit, or income, or any other incidental damages.

LIMITED WARRANTY: Parts and labor are guaranteed for 12 months or 12,000 miles, which ever comes first. Seller does not guarantee that the work performed is accordance with this estimate and/or repair order will correct any problem specified on the description of the complaint.

ALL PARTS ARE NEW OR REMANUFACTURED
UNLESS OTHERWISE INDICATED
*U/Used R/Rebuilt RC/ Reconditioned
NC/NW Chg/Warranty RD Reduced/Warranty

SHOP SUPPLIES / WASTE DISPOSAL FEES

THIS CHARGE REPRESENTS COST AND PROFIT TO THE MOTOR VEHICLE REPAIR FACILITY FOR ITEMS SUCH AS MISCELLANEOUS SHOP SUPPLIES AND/OR WASTE DISPOSAL.

SHOP SUPPLIES: A charge is included for supplies used on your Vehicle. These items are nuts, bolts, screws, washers, aero sprays, solvents, cleaning cloths, sealers, silicone treatments, etc. A complete list from Cashier is available.

STATE TIRE & BATTERY FEES

The State of Florida requires a $1.00 fee to be collected for each new tire sold in the state [s. 403.7165], and a $1.50 fee to be collected for each new or remanufactured battery sold in the state [s.403.7185].

STORAGE CHARGES OF $10.00 PER DAY MAY BE INCURRED 3 WORKING DAYS AFTER YOU HAVE BEEN NOTIFIED THE REPAIRS ARE COMPLETED.

DESCRIPTION	TOTALS
LABOR AMOUNT	170.00
PARTS AMOUNT	249.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	20.00
TOTAL CHARGES	439.00
LESS INSURANCE / DISCOUNT	0.00
SALES TAX	26.34
PLEASE PAY THIS AMOUNT	465.34

Copyright 2000 ADP, Inc. SERVICE INVOICE R2 X3C0

CUSTOMER COPY

BBB of Detroit & Eastern Michigan
26777 Central Park Blvd, Ste. 100
Southfield, MI 48076-4163
Phone: (248)223-9400 | Fax: (248)356-5156
www.easternmichiganbbb.org

04/25/2012

Carol Alexander
Chrysler
P.O. Box 21-8004
Auburn Hills, MI 48321

Dear Carol Alexander:

The Better Business Bureau has received a complaint about your business. The complaint was submitted on 4/24/2012 11:28:01 PM and was assigned an ID of [redacted]The complaint was filed by Alex Glassman . The consumer's complete contact information appears below.

Please review this information and respond within the next seven (7) calendar days. Our goal is to assist you in retaining the business of your customer by resolving this dispute.

If you received this complaint via email simply click on the "**Respond to this Complaint**", link located on the left, when you are ready to answer.

If complaint was received via postal mail, please state your position in a typed or handwritten letter and fax or mail back to the BBB.

Please understand that when you respond to a complaint, your response will be submitted directly to the customer.

Regards,

Better Business Bureau
Danae Hanes
Trade Practices Consultant
Fax: 248-356-5156

COMPLAINT INFORMATION:

BBB Case #[redacted]- Chrysler

Customer Information:

[redacted]
Scottsdale , AZ[redacted]

Daytime Phone: [redacted]
E-mail: [redacted]

The details of this matter are as follows:

Complaint Involves:
Repair Issues

Customer's Statement of the Problem:
Car Make: JEEP
Car Model: LHS
Vin Number: 1J4FA24128L[redacted]

Dealer information:
Name: Airpark Dodge Chrylser and Jeep
Address: 7801 E. Frank Lloyd Wright Blvd
Postal Code: 85260
City: SCOTTSDALE
State: AZ

Dealer Seller:

Name:
Address:
Postal Code:
City:
State:

Issue 1:Airbag malfunction caused by a faulty clock spring
Issue 2:
Issue 3:
Issue 4:
Issue 5:
Issue 6:
Issue 7:
Issue 8:
Issue 9:
Issue 10:

Desired Settlement:

Desired Settlement:
There is a safety concern with the 2008 Jeep Wrangler. The airbag warning light chimes on every other minute, which indicates there is a malfunction or interference with the vehicle's airbag. This issue is caused by a manufacturers faulty clock spring within the vehicle's steering wheel. Although this is a safety issue, Daimler Chrysler has not addressed the problem; instead, they are charging customers roughly $500 to address and repair a safety hazard, which they are at fault for.

CHRYSLER

Chrysler Group LLC

May 8, 2012

Better Business Bureau
of Detroit & Eastern Michigan
26777 Central Park Blvd., Ste. 100
Southfield, MI 48076-4163

Ms. Danae Hanes
Fax: 248-356-5156

BBB Case No. [redacted]
CAIR: [redacted]

Dear Ms. Hanes:

Thank you for forwarding the complaint from Mr. [redacted] and his 2008 Jeep Wrangler to the Chrysler Customer Center.

A review of our records indicates that this vehicle came with a 3 year/ 36,000 mile warranty and a Lifetime Warranty on the powertrain. At this time, the problem he is experiencing with the air bag warning light is outside of 3year/36,000 mile warranty and is not involved in a recall to repair it. Therefore, Chrysler will be unable to assist to customer with this repair.

Thank you for referring Mr. Glassman for a review of this issue.

Sincerely,

Carol
Senior Staff

CLA/cm

Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2012-05-05 17:31:47.393436
Files Not Recieved: 0

Case #[redacted]VIN: 1J8GA59138[redacted]Vehicle Description: JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY 4-DOOR



LARRY H MILLER CHRYS
8528 LOMAS BOULEVARD NE
ALBUQUERQUE, NM. 87110
505-366-2900

Merchant ID: 8015768081
Term ID: 00106000008015768081006

Sale

XXXXXXXXXX[redacted]
AMEX Entry Method: Swiped

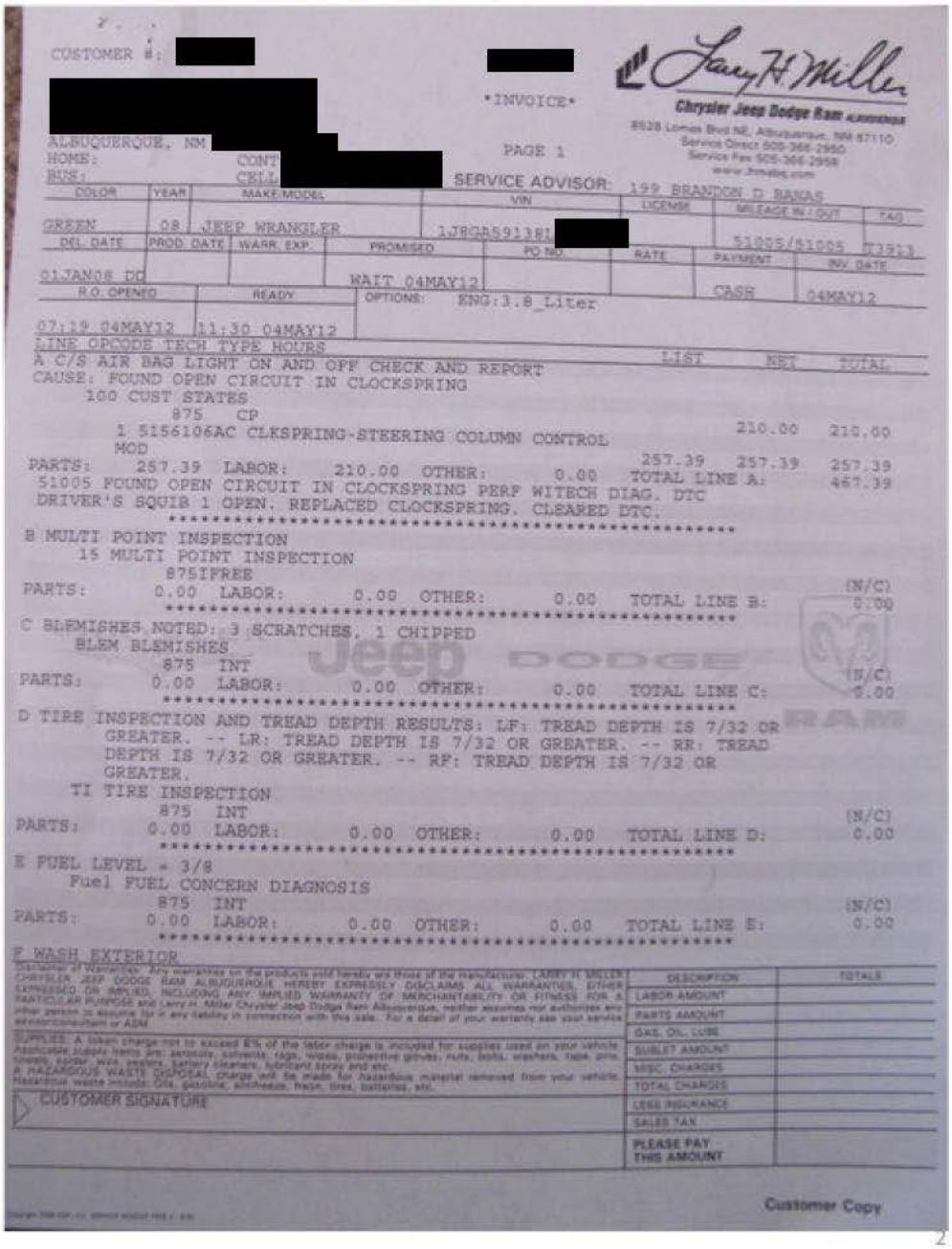
Total: $ 518.09

05/04/12 11:37:24
Inv #:[redacted] Appr Code: 549143
Apprvd: Online

Customer Copy

THANK YOU!

Case #: [redacted] VIN: 1J8GA59138L[redacted] Vehicle Description: JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY 4-DOOR



CUSTOMER #: [redacted]

[redacted]

ALBUQUERQUE, NM [redacted]
HOME:
BUS.:

INVOICE

PAGE 1

Larry H. Miller
Chrysler Jeep Dodge Ram ALBUQUERQUE
8528 Lomas Blvd NE, Albuquerque, NM 87110
Service Direct 505-366-2950
Service Fax 505-366-2958
www.lhmalbq.com

CONT [redacted]
CELL

SERVICE ADVISOR: 199 BRANDON D BANAS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GREEN	08	JEEP WRANGLER	1J8GA59138L[redacted]		51005/51005	T3913

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN08 DD			WAIT 04MAY12			CASH	04MAY12

R.O. OPENED	READY	OPTIONS:
07:19 04MAY12	11:30 04MAY12	ENG:3.8 Liter

LINE OPCODE TECH TYPE HOURS			LIST	NET	TOTAL
A C/S AIR BAG LIGHT ON AND OFF CHECK AND REPORT CAUSE: FOUND OPEN CIRCUIT IN CLOCKSPRING					
100 CUST STATES					
875 CP					
1 5156106AC CLKSPRING-STEERING COLUMN CONTROL MOD			210.00	210.00	
PARTS: 257.39 LABOR: 210.00 OTHER: 0.00			257.39	257.39	257.39
51005 FOUND OPEN CIRCUIT IN CLOCKSPRING PERF WITECH DIAG. DTC DRIVER'S SQUIB 1 OPEN. REPLACED CLOCKSPRING. CLEARED DTC.				TOTAL LINE A:	467.39
**********					
B MULTI POINT INSPECTION					
15 MULTI POINT INSPECTION					
875IFREE					(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00				TOTAL LINE B:	0.00
**********					
C BLEMISHES NOTED: 3 SCRATCHES, 1 CHIPPED					
BLEM BLEMISHES					
875 INT					(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00				TOTAL LINE C:	0.00
**********					
D TIRE INSPECTION AND TREAD DEPTH RESULTS: LF: TREAD DEPTH IS 7/32 OR GREATER. -- LR: TREAD DEPTH IS 7/32 OR GREATER. -- RR: TREAD DEPTH IS 7/32 OR GREATER. -- RF: TREAD DEPTH IS 7/32 OR GREATER.					
TI TIRE INSPECTION					
875 INT					(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00				TOTAL LINE D:	0.00
**********					
E FUEL LEVEL = 3/8					
Fuel FUEL CONCERN DIAGNOSIS					
875 INT					(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00				TOTAL LINE E:	0.00
**********					
F WASH EXTERIOR					

Disclaimer of Warranties: Any warranties on the products sold hereby are those of the manufacturer. LARRY H. MILLER CHRYSLER JEEP DODGE RAM ALBUQUERQUE HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE and Larry H. Miller Chrysler Jeep Dodge Ram Albuquerque, neither assumes nor authorizes any other person to assume for it any liability in connection with this sale. For a detail of your warranty see your service advisor/consultant or ASM.

SUPPLIES: A token charge not to exceed 6% of the labor charge is included for supplies used on your vehicle. Applicable supply items are: aerosols, solvents, rags, wipes, protective gloves, nuts, bolts, washers, tape, pins, hoses, solder, wire, sealers, battery cleaners, lubricant spray and etc.

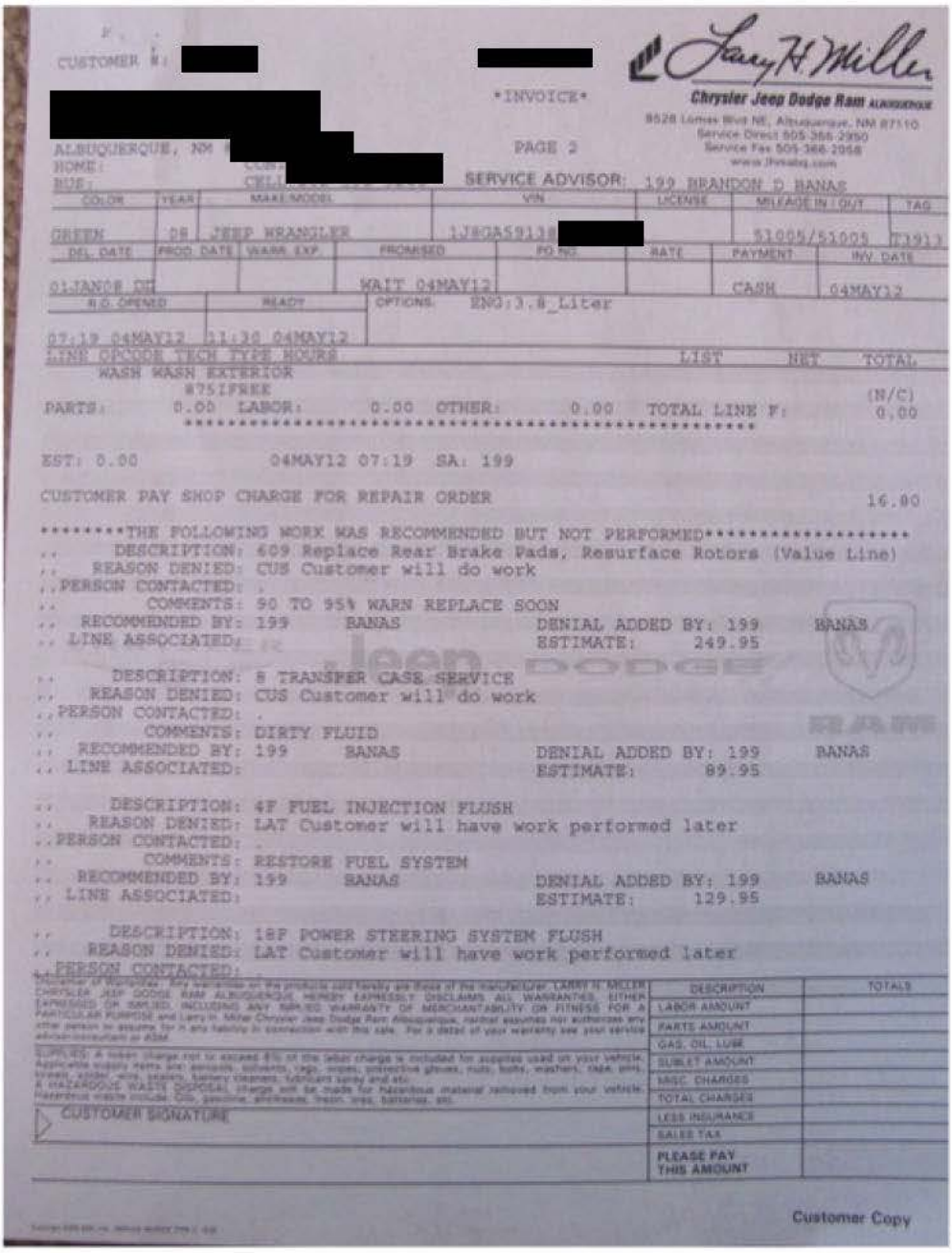
A HAZARDOUS WASTE DISPOSAL charge will be made for hazardous material removed from your vehicle. Hazardous waste include: Oils, gasoline, antifreeze, freon, tires, batteries, etc.

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	

Customer Copy

Case #: [redacted]3 VIN: 1J8GA59138[redacted] Vehicle Description: JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY 4-DOOR



CUSTOMER #: [redacted]

[redacted]

INVOICE

PAGE 2

Larry H Miller
Chrysler Jeep Dodge Ram ALBUQUERQUE
8528 Lomas Blvd NE, Albuquerque, NM 87110
Service Direct 505 366 2950
Service Fax 505 366 2068
www.lhmabq.com

ALBUQUERQUE, NM [redacted]
HOME:
BUS:

SERVICE ADVISOR: 199 BRANDON D BANAS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GREEN	08	JEEP WRANGLER	1J8GA59138[redacted]		51005/51005	T3913

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
01JAN08 00			WAIT 04MAY12			CASH	04MAY12

R.O. OPENED	READY	OPTIONS
07:19 04MAY12	11:30 04MAY12	ENG:3.8 Liter

LINE OPCODE TECH TYPE HOURS				LIST	NET	TOTAL
WASH WASH EXTERIOR						
	#75IFREE					(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE F: 0.00

****

EST: 0.00 04MAY12 07:19 SA: 199

CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER 16.00

********THE FOLLOWING WORK WAS RECOMMENDED BUT NOT PERFORMED**********

,, DESCRIPTION: 609 Replace Rear Brake Pads, Resurface Rotors (Value Line)
,, REASON DENIED: CUS Customer will do work
,,PERSON CONTACTED: .
,, COMMENTS: 90 TO 95% WARN REPLACE SOON
,, RECOMMENDED BY: 199 BANAS DENIAL ADDED BY: 199 BANAS
,, LINE ASSOCIATED: ESTIMATE: 249.95

,, DESCRIPTION: 8 TRANSFER CASE SERVICE
,, REASON DENIED: CUS Customer will do work
,,PERSON CONTACTED: .
,, COMMENTS: DIRTY FLUID
,, RECOMMENDED BY: 199 BANAS DENIAL ADDED BY: 199 BANAS
,, LINE ASSOCIATED: ESTIMATE: 89.95

,, DESCRIPTION: 4F FUEL INJECTION FLUSH
,, REASON DENIED: LAT Customer will have work performed later
,,PERSON CONTACTED: .
,, COMMENTS: RESTORE FUEL SYSTEM
,, RECOMMENDED BY: 199 BANAS DENIAL ADDED BY: 199 BANAS
,, LINE ASSOCIATED: ESTIMATE: 129.95

,, DESCRIPTION: 18F POWER STEERING SYSTEM FLUSH
,, REASON DENIED: LAT Customer will have work performed later
,,PERSON CONTACTED: .

Jeep DODGE RAM

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those of the manufacturer. LARRY H. MILLER CHRYSLER JEEP DODGE RAM ALBUQUERQUE HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE and Larry H. Miller Chrysler Jeep Dodge Ram Albuquerque, neither assumes nor authorizes any other person to assume, for it any liability in connection with this sale. For a detail of your warranty see your service advisor/consultant or Aftersales.

SUPPLIES: A token charge not to exceed 8% of the labor charge is included for supplies used on your vehicle. Applicable supply items are: solvents, solvents, rags, wipes, protective gloves, nuts, bolts, washers, caps, pins, screws, solder, wire, staples, battery cleaners, lubricant spray and etc.
A HAZARDOUS WASTE DISPOSAL charge will be made for hazardous material removed from your vehicle. Hazardous waste include: Oil, gasoline, antifreeze, freon, tires, batteries, etc.

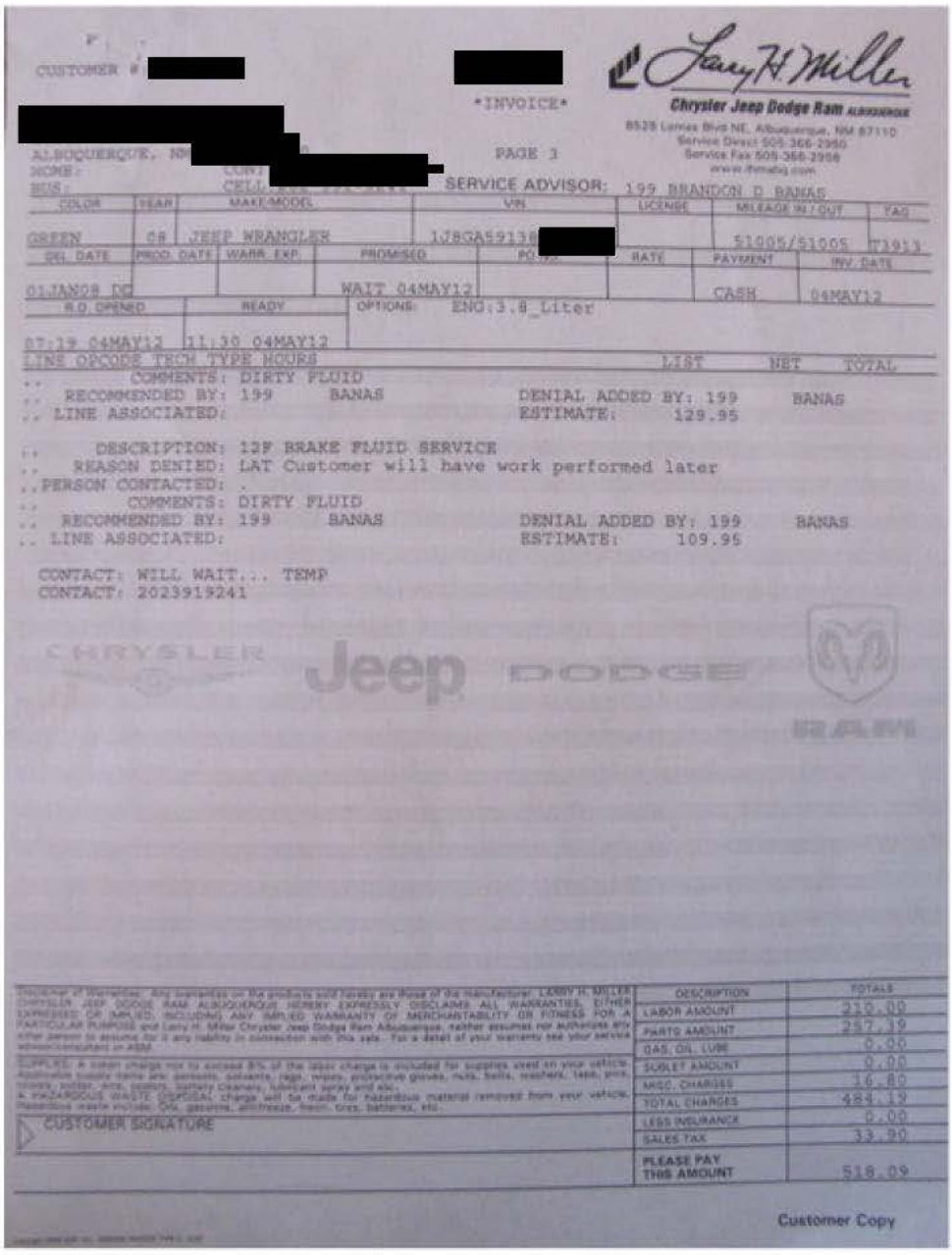
CUSTOMER SIGNATURE

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

Customer Copy

3

Case #[redacted] VIN: 1J8GA59138L[redacted] Vehicle Description: JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY 4-DOOR



CUSTOMER #[redacted]

[redacted]

INVOICE

Larry H. Miller
Chrysler Jeep Dodge Ram ALBUQUERQUE
8528 Lomas Blvd NE, Albuquerque, NM 87110
Service Direct 505-366-2950
Service Fax 505-366-2956
www.lhmabq.com

[redacted]

PAGE 3

ALBUQUERQUE, NM [redacted]
HOME: CONT[redacted]
BUS.: CELL[redacted]

SERVICE ADVISOR: 199 BRANDON D BANAS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GREEN	08	JEEP WRANGLER	1J8GA59138[redacted]		51005/51005	T1913

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO #	RATE	PAYMENT	INV. DATE
01JAN08 DD			WAIT 04MAY12			CASH	04MAY12

R.O. OPENED	READY	OPTIONS:
07:19 04MAY12	11:30 04MAY12	ENG:3.8_Liter

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

COMMENTS: DIRTY FLUID
RECOMMENDED BY: 199 BANAS — DENIAL ADDED BY: 199 BANAS
LINE ASSOCIATED: — ESTIMATE: 129.95

DESCRIPTION: 12F BRAKE FLUID SERVICE
REASON DENIED: LAT Customer will have work performed later
PERSON CONTACTED: .
COMMENTS: DIRTY FLUID
RECOMMENDED BY: 199 BANAS — DENIAL ADDED BY: 199 BANAS
LINE ASSOCIATED: — ESTIMATE: 109.95

CONTACT: WILL WAIT... TEMP
CONTACT: 2023919241

CHRYSLER Jeep DODGE RAM

Disclaimer of Warranties: Any warranties on the products sold hereby are those of the manufacturer. LARRY H. MILLER CHRYSLER JEEP DODGE RAM ALBUQUERQUE HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE and Larry H. Miller Chrysler Jeep Dodge Ram Albuquerque, neither assumes nor authorizes any other person to assume for it any liability in connection with this sale. For a detail of your warranty see your service advisor/consultant or MSW.

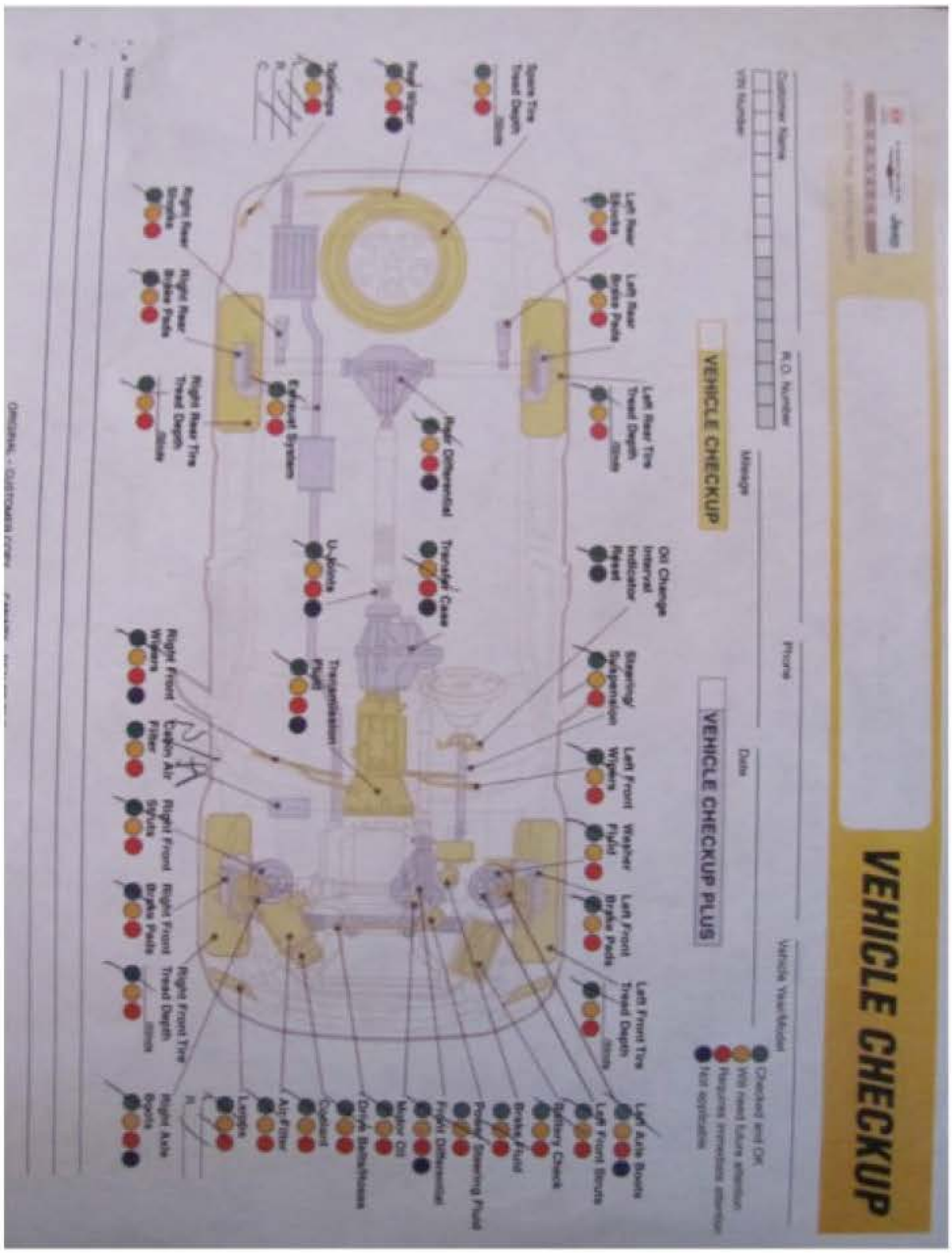
SUPPLIES: A token charge not to exceed 5% of the labor charge is included for supplies used on your vehicle. Applicable supply items are: aerosols, solvents, rags, wipes, protective gloves, nuts, bolts, washers, tape, wire, covers, solder, wire, gaskets, battery cleaners, lubricant spray and etc.
A HAZARDOUS WASTE DISPOSAL charge will be made for hazardous material removed from your vehicle. Hazardous waste include: Oils, gasoline, antifreeze, freon, tires, batteries, etc.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	210.00
PARTS AMOUNT	257.19
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	16.80
TOTAL CHARGES	484.19
LESS INSURANCE	0.00
SALES TAX	33.90
PLEASE PAY THIS AMOUNT	518.09

Customer Copy

Case #: [redacted] VIN: 1J8GA59138L57[redacted] Vehicle Description: JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY 4-DOOR



From: [redacted]
To: customerassist@chrysler.com
Date: Tue May 08 11:18:21 EDT 2012
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Warranty on airbag situation

Comments:

I have a clockspring issue with my '08 Jeep Rubicon that is causing the
airbag light to come on. I have been informed that this is a common problem with these Jeeps and that Chrysler is extending the warranty on
this particular item to 150,000 miles. I would like to confirm this.
Thanks
Tom Prudden

Sender Information:

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

Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2012-06-13 16:53:35.376988
Files Not Recieved: 0

Nick,
Attached is the receipt for my clockspring repair on my 08 JKUR. Call or email with any other questions.
[redacted]
case# 2[redacted]

[redacted]
RENO, NV [redacted]
Home: [redacted] Bus:
Cell: [redacted] Email:

INVOICE

Invoice #: [redacted]

Customer [redacted]

Tag #: **T317**

Contact [redacted]

Service Advisor: ***80060 HUGO GUTIERREZ***

LITHIA AUTO STORES

LITHIA CHRYSLER JEEP OF RENO #145
3223 Mill Street · Reno, Nevada 89502
Phone: (775) 323-3106
Fax: (775) 323-5070

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT
RED	08	JEEP WRANGLER	1J4GA69198[redacted]		33767	33767

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
20JUL08			12:00 24MAY12		0.00	CASH	24MAY12	07:04 24MAY12	10:55 24MAY12

OPTIONS: **ENG:3.8 Liter**

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CUST STATES AIR BAG LIGHT WILL COME ON WHEN MAKING A TURN. CHECK/ADVISE						
	CAUSE: AIR BAG LIGHT COMES ON AT TIMES						
	EL1	BASIC ELECTRICAL INSPECTION/DIAGNOSIS					
		69287	CCR		178.86	178.86	
		1 5156106AC	CLKSPRING-STEERING COLUMN CONTROL				
		MOD			257.00	257.00	257.00
	PARTS: 257.00	LABOR: 178.86	OTHER: 0.00		TOTAL LINE A:		435.86
	33767 AIR BAG LIGHT COMES ON AT TIMES CK WITH WITECH HAD DRIVERS SQUIB FAULT, REPLACE CLOCK SPRING						
	**********						
B	PERFORM COURTESY VEHICLE INSPECTION. INCLUDES: VISUAL INSPECTION OF VEHICLE, TIRES, AND SET TIRE PRESSURE TO SPEC'S.						
	VI	PERFORM COURTESY VEHICLE INSPECTION. INCLUDES: VISUAL INSPECTION OF VEHICLE, TIRES, AND SET TIRE PRESSURE TO SPEC'S.					
		69287	ICM				(N/C)
	PARTS: 0.00	LABOR: 0.00	OTHER: 0.00		TOTAL LINE B:		0.00
	**********						

EST: 125.00 24MAY12 07:04 SA: 80060

PROVISIONS AND MATERIALS 10.71

CASHIER #5
PAID
MAY 24 2012
Cash

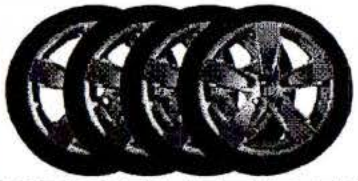
YOU MAY RECEIVE A SATISFACTION SURVEY BY MAIL OR PHONE, IF YOU'RE UNABLE TO MARK COMPLETELY SATISFIED TO ALL THE QUESTIONS PLEASE CONTACT OUR SERVICE MANAGER, YOUR SATISFACTION IS OUR #1 GOAL, THANK YOU FOR CHOOSING LITHIA,
" AMERICA'S CAR AND TRUCK STORE "
OPEN SAT. 8:00am-5:00pm AT OUR RENO LOCATION

ASSUREDSERVICE

RIGHT NOW SERVICE
QUALITY SERVICE WHEN YOU NEED IT. THE WAY YOU WANT IT.

UP FRONT PRICING
THE PRICE YOU'RE QUOTED IS THE PRICE YOU'LL PAY... PERIOD

3 YEAR/50K MILE REPAIR WARRANTY
IF IT BREAKS, WE FIX IT... FREE



WE SELL TIRES
WITH EVERY TIRE PURCHASE YOU RECEIVE:
- FREE TIRE REPLACEMENT
- FREE TIRE ROTATION
- FREE FLAT REPAIRS

HOW'S OUR DRIVING ?

LITHIACares.com
[877] 879-7608

"I acknowledge notice and oral approval of an increase in the original estimated price.
_____ Signature or initials"

STATEMENT OF DISCLAIMER AND ARBITRATION AGREEMENT
In the course of servicing, OE equivalent parts may be used.
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. Any dispute between customer and the dealership arising from or related to this vehicle or this transaction will be settled by mandatory and binding arbitration pursuant to the Federal Arbitration Act 9 U.S.C § 1 et. seg. The arbitration shall be conducted by a single arbitrator. The arbitrator may grant whatever relief the parties may be entitled to at law or in equity.

CUSTOMER SIGNATURE

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)

DESCRIPTION	TOTALS
LABOR AMOUNT	178.86
PARTS AMOUNT	257.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	10.71
TOTAL CHARGES	446.57
LESS INS/DED/DIS	0.00
SALES TAX	19.85
PLEASE PAY THIS AMOUNT	**466.42**

Copyright 2000 ADP, Inc. ELF XSI6C

Customer Copy

THANK YOU!

From: [redacted]
To: customerassist@chrysler.com
Date: Mon Jun 04 14:40:56 EDT 2012
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

Dealership Service
Comments:

I'll start this by saying I am an engineer in the automotive industry and I deal daily with the service community and the warranty system. I realize the system is far from perfect and does not always work in either the OEM's or the dealer's best interest. But I am also a customer and I've grown to hate having to take my vehicle to the dealer for repairs, as have many of my friends and family. Today was no exception. I have a 2007 Jeep Wrangler X Unlimited. It is affected by TSB 14-001-11. I've been dealing with the issue for a while and since I now had an airbag light on I figured I would take it in. I took the Jeep in this am and asked for the two issues to be addressed, the airbag and the fuel spill issue. I was first appalled at the $95 diagnostic charge for non warranty repairs. $95 is a lot of money for plugging in a Star Scan tool and reading codes and plugging them into the computer. But, OK, it needed to be done so I'll deal with it. I pick the Jeep up and find out that not only were my issues addressed but other "issues" were addressed as well, that to me were not issues and the work was not authorized. There was an inner fender/brake line rub recall performed that I do not feel needed performed as this Jeep is already highly modified and lacks most of the original inner fender and has non OEM brake lines on it, both factors potentially negate the need for the service. The procedure involves cutting out some of the OEM inner fender liner. Normally this would not particularly bother me if he had done a clean job (since my fenders are already cut anyway), but instead it looks like my 5 year old did it with a drywall saw. It also bothers me because I was not asked if I wanted it done, as the customer I need to be given the choice and I don't feel like this was something that Jeep or anyone else needed to pay for as it was a non issue on my vehicle. In addition to the unauthorized work being done, I was charged $7.36 for "Supplies and Hazwaste/Recycle"? I'm told this is for misc. shop supplies

and materials that they can't charge for otherwise. To me this is ridiculous whether it is common practice or not. The only customer pay
item on my ticket is the recallibration of the passenger seat weight sensors, I'm confused why they needed recallibration to begin with and why
that's a $92 charge, again this is a simple Star Scan plug and play procedure, but it needed to be done so I'll gladly pay for it. I'm not
completely dissatisfied with Tom O'Brien Jeep, because I realize they are
doing the same thing every other dealer out there would do, I am however
dissatisfied as a customer that this is what I have to deal with when I
HAVE to take my vehicle into a manufacture dealer for warranty service.
The only reason I go to or recommend anyone else goes to a dealer for service is for a warranty item or items. The dealership experience should
be a pleasant one and it should be one that puts the customer first, not
one that punches in the VIN and looks for any and all recall or service
calibration work that can be done to make a quick buck. Everyone loses
there. Warranty cost per vehicle and IPTV are driven up to Jeep which
means I pay more for my next vehicle and Jeep takes a hit in the eye of car
buyers. Work is done that I did not want and now I have to fix making me
dissatisfied as a customer to both the dealer and Jeep.

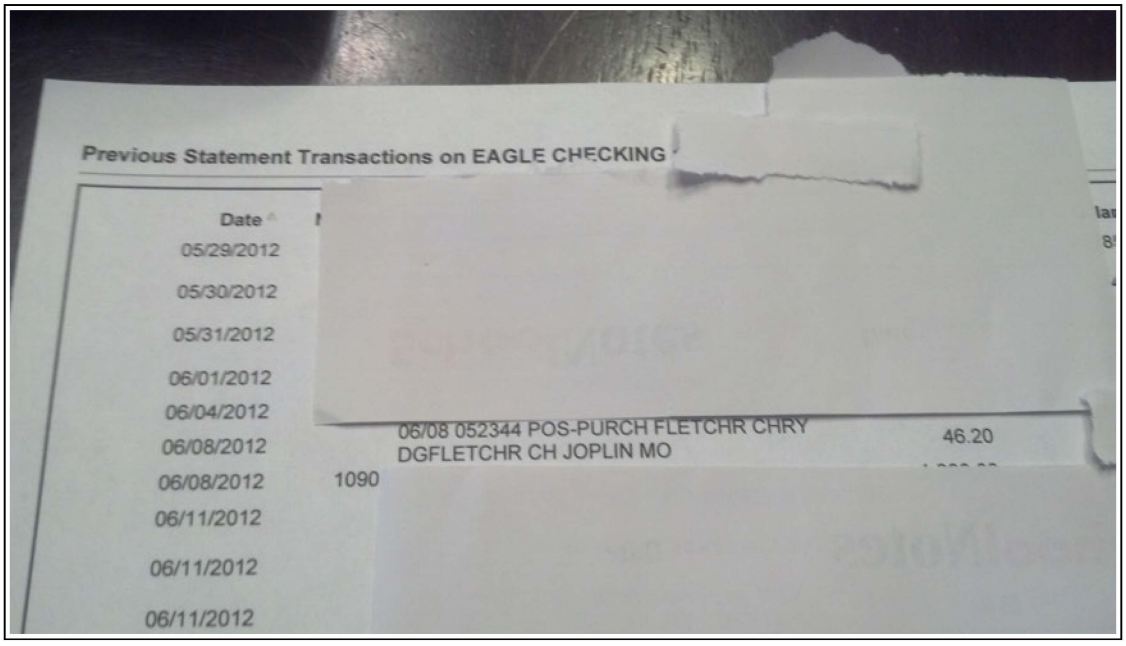
My only hope
is that this message can make it to someone that can make a difference.
When are we going to fix this system?

Sender Information:

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

Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2012-06-27 11:57:08.144546
Files Not Recieved: 0

This is for Jessica in regards to my 2008 Suburban. Let me know if you need anything else! Thank you so much for your help!



Previous Statement Transactions on EAGLE CHECKING

Date			
05/29/2012			
05/30/2012			
05/31/2012			
06/01/2012			
06/04/2012			
06/08/2012		06/08 052344 POS-PURCH FLETCHR CHRY DGFLETCHR CH JOPLIN MO	46.20
06/08/2012	1090		
06/11/2012			
06/11/2012			
06/11/2012			

Document Recieved from Customer

Cair [redacted]0

Date Received: 2012-06-30 21:16:06.403239

Files Not Recieved: 0

Thank You Barb, attached is the invoice showing paid status and receipt. Please let me know if anything additional will be needed for review? Thank You again

DEWEY

DODGE RAM CHRYSLER Jeep

We treat you **better.**

3175 SE Delaware • Ankeny, IA 50021
(515) 289-8700

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR: DERRICK FOX 5047	TAG NO.: 1055	INVOICE DATE: 06/22/12	INVOICE NO. [redacted]
[redacted]	LABOR RATE:	LICENSE NO.:	MILEAGE: 53,248	COLOR: DP WTR BLUE
URBANDALE, IA [redacted]	YEAR / MAKE / MODEL: 09/JEEP/WRANGLER/4DR 4WD UNLIM X		DELIVERY DATE: 03/21/09	DELIVERY MILES: 34
[redacted]	VEHICLE I.D. NO.: 1 J 4 G A 3 9 1 4 9 L [redacted]		SELLING DEALER NO.: 112819	PRODUCTION DATE:
	F. T. E. NO.:	P. O. NO.:	R. O. DATE: 06/22/12	
[redacted]	COMMENTS:			MO: 53249

TOTALS----------

[ ] CHARGE [ ] CHECK #( )

[ ] CASH [ ] M/C [ ] VISA

[ ] DISCVR [ ] AMEX [ ] CARTE BLC

[ ] DINERS [ ] OTHER ( )

TOTAL LABOR....	196.71
TOTAL PARTS....	296.54
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	10.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	29.61
TOTAL INVOICE $	**532.86**

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

CUSTOMER SIGNATURE

PAID
JUN 22 2012
BY:

THE SELLING DEALER MAKES NO WARRANTY OF ANY KIND WHATSOEVER AS TO THE MERCHANTABILITY OF THE PRODUCTS LISTED HEREON OR AS TO THEIR FITNESS FOR ANY PARTICULAR PURPOSE. ANY WARRANTY WHICH MAY EXIST IS AN AGREEMENT SOLELY BETWEEN THE MANUFACTURER AND THE PURCHASER.

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 REFACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OF MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY REPRESENTATIVES OF CHRYSLER CORPORATION.

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

The Reynolds and Reynolds Company ERAINTS114E CC682947 Q (11/11)

CUSTOMER COPY

[END OF INVOICE] 10:48am

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

DEWEY

DODGE RAM CHRYSLER Jeep

We treat you **better.**

3175 SE Delaware • Ankeny, IA 50021
(515) 289-8700

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR DERRICK FOX 5047	TAG NO. 1055	INVOICE DATE 06/22/12	[redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 53,248	COLOR DP WTR BLUE
URBANDALE, IA [redacted]	YEAR / MAKE / MODEL 09/JEEP/WRANGLER/4DR 4WD UNLIM X		DELIVERY DATE 03/21/09	DELIVERY MILES 34
[redacted]	VEHICLE I.D. NO. 1 J 4 G A 3 9 1 4 9 [redacted]		SELLING DEALER NO. 112819	PRODUCTION DATE
[redacted]	F. T. E. NO.	P. O. NO.	R. O. DATE 06/22/12	
	COMMENTS			MO: 53249

LABOR & PARTS----------

J# 1 31DTZ01 *BASIC LOF CAR TECH(S):5044 8.61

PERFORM BASIC OIL CHANGE CAR (UP TO 6 QUARTS)
MAINTENANCE
BASIC LOF 07/11

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	1	4105409-BC	FILTER EN 9057006	13.64	4.82	4.82
JOB # 1	6	68055890-AA	OIL 5W20 1081090	2.42	2.42	14.52
				JOB # 1 TOTAL PARTS		19.34
				JOB # 1 TOTAL LABOR & PARTS		27.95

J# 2 47DTZ01 ELECTRICAL CONCERN TECH(S):5044 188.10

C/S AIR BAG LIGHT IS ON,ADVISE
CLOCKSPRING HAS OPEN CURUIT.
DIAGNOSED AND REPLACED CLOCKSPRING. CLEARED CODES AND RETEST
ED

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 2	1	5156106-AC	CLKSPRING 8015001	277.20	277.20	277.20
				JOB # 2 TOTAL PARTS		277.20
				JOB # 2 TOTAL LABOR & PARTS		465.30

J# 3 32DTZ *27 POINT INSPECTION TECH(S):5044 0.00

PERFORM 27 POINT INSPECTION
PERFORMED 27 POINT INSPECTION

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

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	SS	SHOP SUPPLIES		10.00
			TOTAL - MISC	10.00

COMMENTS----------
INSTALL TAKEOFF TIRES $559.95+TAX

THE SELLING DEALER MAKES NO WARRANTY OF ANY KIND WHATSOEVER AS TO THE MERCHANTABILITY OF THE PRODUCTS LISTED HEREON OR AS TO THEIR FITNESS FOR ANY PARTICULAR PURPOSE. ANY WARRANTY WHICH MAY EXIST IS AN AGREEMENT SOLELY BETWEEN THE MANUFACTURER AND THE PURCHASER.

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 REFACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OF MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY REPRESENTATIVES OF CHRYSLER CORPORATION.

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

The Reynolds and Reynolds Company ERAINTSI14E CC6822947 O (11/11)

 [CONTINUED ON NEXT PAGE] 10:48am

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

DEWEY DODGE JEEP
3175 SE DELAWARE
ANKENY, IA 50021
(515) 289-8700

Sale

Merchant ID: 542929803503804
Term ID: LK674539
06/22/12 16:59:14
Batch#: 744 Inv #: 0035
Clerk ID: 1

VISA Entry Method: K
XXXXXXXXXXX[redacted]
Seq.#: 6304 Appr Code: 050296
Total: $ 532.86
CVV2 Code: M

APPROVED

Customer Copy

Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2012-08-01 16:37:45.562921
Files Not Recieved: 0

Attach to CAIR [redacted]

2271

✓ Track Your Expenses...

☐ Auto/Travel	☐ Education	☐ Medical/Dental
☐ Business	☐ Entertainment	☐ Savings
☐ Charities	☐ Food	☐ Taxes
☐ Clothing	☐ Home	☐ Utilities
☐ Dependent Care	☐ Insurance	☐ Other

7-14-12

US BANK

Three hundred seventy one 75

BAL. FOR'D

ITEM AMOUNT 371.75

BALANCE

DEPOSIT

☐ TAX DEDUCTIBLE ITEM

[redacted]

Memo Jeep Amt

For enhanced security your account number will not be printed on this copy

NOT NEGOTIABLE

usbank.

1850 Osborn Avenue
Oshkosh, WI 54902

[redacted]
Burghill, OH [redacted]

BORROWER'S NAME AND ADDRESS
"I" includes each Borrower above, jointly and severally.

Loan Number
Date 06/20/12
Maturity Date 06/20/18
Loan Amount $ 24,111.09
Renewal Of

TERMS FOLLOWING A ☐ APPLY ONLY IF CHECKED

NOTE - For value received, I promise to pay to you, or your order, at your address above, the principal sum of: Twenty-Four Thousand One Hundred Eleven and 09/100 Dollars $ 24,111.09

plus interest from 06/20/12 at the rate of 3.50 % per year until 06/20/18

XX ☐ **ORIGINATION FEE** - I also agree to pay a nonrefundable origination fee of $ 110.00, and it will be ☐ paid in cash, ☐ paid pro rata over the loan term.

XX ☐ withheld from the proceeds. (If this fee is withheld from the proceeds, the amount is included in the principal sum.)

PAYMENT - I will pay this note as follows:

(a) ☐ Interest due: N/A

Principal due: N/A

(b) XX ☐ This note has 72 payments. The first payment will be in the amount of $ 371.75 and will be due 07/20/12

A payment of $ 371.75 will be due on the 20th day of each Month thereafter.

The final payment of the entire unpaid balance of principal and interest will be due June 20, 2018.

INTEREST - Interest accrues on a ACTUAL / 365 basis.

☒ **LATE CHARGE** - I agree to pay a late charge on the portion of any payment made more than 10 days after it is due equal to 5% of the unpaid installment, minimum $15, maximum $30.

☒ **RETURNED CHECK CHARGE** - I agree to pay a fee of $ 29 for each check, negotiable order of withdrawal or draft I issue in connection with this loan that is returned because it has been dishonored.

XX ☐ **POST-MATURITY INTEREST** - Interest will accrue at the rate of 3.50 % per year on the balance of this note not paid at maturity, including maturity by acceleration.

THE PURPOSE OF THIS LOAN IS - Purchase Vehicle

SECURITY - You have certain rights that may affect my property as explained on page 2. This loan ☐ is XX ☐ is not further secured.

(a) ☐ This loan is secured by _____, dated _____.

(b) XX ☐ **Security Agreement** - I give you a security interest in the Property described below. The rights I am giving you in this Property and the obligations this agreement secures are defined on page 2 of this agreement.

2012 JEEP WRANGLER U WAGON VIN: 1C4BJWDGXCL[redacted]

This Property will be used for Personal purposes.

ANNUAL PERCENTAGE RATE The cost of my credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost me.	AMOUNT FINANCED The amount of credit provided to me or on my behalf.	TOTAL OF PAYMENTS The amount I will have paid when I have made all scheduled payments.	I have the right to receive at this time an itemization of the Amount Financed.
3.6560 %	$ 2,764.91	$ 24,001.09	$ 26,766.00	☐ YES - I want an itemization. XX ☐ NO - I do not want an itemization.

My Payment Schedule will be:

Number of Payments	Amount of Payments	When Payments Are Due
72	$ 371.75	Monthly Beginning: 07/20/12
N/A	$	N/A
N/A	$	N/A
N/A	$	N/A

"e" means an estimate.

N/A $ Filing Fees

N/A $ Nonfiling Insurance

☐ This note has a demand feature. ☐ This note is payable on demand and all disclosures are based on an assumed maturity of one year.

Security - I am giving a security interest in: ☐ (brief description of other property)

XX ☐ the goods or property being purchased.

☐ collateral securing other loans with you may also secure this loan.

☐ my deposit accounts and other rights to the payment of money from you.

☒ **Late Charge** - I will be charged a late charge on the portion of any payment made more than 10 days after it is due equal to 5% of the unpaid installment, minimum $15, maximum $30.

☐ **Required Deposit** - The annual percentage rate does not take into account my required deposit.

Prepayment - If I pay off this note early, I will have to pay a penalty.

XX [redacted] I will not be entitled to a refund of part of the origination fee.

Assumption - Someone buying the property securing this obligation cannot assume the remainder of the obligation on the original terms.

I can see my contract documents for any additional information about nonpayment, default, any required repayment before the scheduled date, and prepayment refunds and penalties.

CREDIT INSURANCE - Credit life insurance and credit disability insurance are not required to obtain credit, and will not be provided unless I sign and agree to pay the additional costs.

Type	Premium	Term
Credit Life	N/A	N/A
Credit Disability	N/A	N/A
Joint Credit Life	N/A	N/A

I do XX ☐ do not want credit life insurance.

I do XX ☐ do not want credit disability insurance.

I do XX ☐ do not want joint credit life insurance.

ITEMIZATION OF AMOUNT FINANCED

AMOUNT GIVEN TO ME DIRECTLY	$ N/A
AMOUNT PAID ON MY (LOAN) ACCOUNT	$ N/A
Bank Fee (In APR)	$ 110.00
AMOUNTS PAID TO OTHERS ON MY BEHALF:	
to Insurance Companies*	$ N/A
to Public Officials	$ 15.00
GREENWOOD AUTO, INC	$ 23,936.09
USI (In Payment)	$ 50.00
N/A	$ N/A

From: [redacted]
To: customerassist@chrysler.com
Date: Sun Jul 22 22:46:51 EDT 2012
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Air Bag light on

Comments:

My air bag light has come on, but does not stay on constantly. It will go out, then return on during operation. I read in many forums of a clockspring issue common with this model and year. Because the airbag is a vital part of the safety of this vechicle, I would like to know how Jeep plans to stand behind the quality of their products.

Sender Information:

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

From: customerassist@chrysler.com
To: [redacted]
Date: Mon Jul 23 11:29:21 EDT 2012
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [redacted]

Thank you for contacting the Jeep Customer Assistance Center.

In regards to your email, 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 will provide them to our product development team for review.

In the meantime I would like to discuss this issue with you by phone. Therefore, I will attempt to call you soon at the phone number you provided in your email.

My name is Colleen and I will be your Case Manager and your case number is [redacted] My phone number is 877-759-5427 ex 4718002.

Thanks again for your email.

Sincerely,

Colleen

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=KMM7803457V57361L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site
Brief Description:
Air Bag light on
Comments:
My air bag light has come on, but does not stay on constantly. It will go
out, then return on during operation. I read in many forums of a clockspring issue common with this model and year. Because the airbag is a
vital part of the safety of this vechicle, I would like to know how Jeep
plans to stand behind the quality of their products.

VIN:
8L[redacted]
Mileage:
62000
Servicing Dealer:
Car Max
Title:

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

City:
Washington
State:
DC
Zip:
[redacted]
Email:
[redacted]
Work Phone:
[redacted]

From: customerassist@chrysler.com
To: [redacted]
Date: Mon Jul 30 11:38:18 EDT 2012
Subject: Re: Chrysler Group LLC Customer Assistance
Dear Jon:

Thank you for contacting the Jeep Customer Assistance Center.

This is a follow up email, I was wondering if you have taken your vehicle in for a diagnosis. Please reply to the email or call me at 877-759-5427 ex 4718002.

If your vehicle has not had a diagnostic performed by August 7, 2012. I will close your case, however we can create a new case when you are ready to get the diagnostic performed.

Thanks again for your email.

Sincerely,

Colleen

Customer Service Representative
Jeep Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER:
EMAIL CASE NUMBER: [redacted]
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7811312V62698L0KM&

Previous Reply Follows:

Dear [redacted]

Thank you for contacting the Jeep Customer Assistance Center.

In regards to your email, 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 will provide them to our product development team for review.

In the meantime I would like to discuss this issue with you by phone. Therefore, I will attempt to call you soon at the phone number you provided in your email.

My name is Colleen and I will be your Case Manager and your case number is [redacted]. My phone number is 877-759-5427 ex 4718002.

Thanks again for your email.

Sincerely,

Colleen

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=KMM7803457V57361L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site
Brief Description:
Air Bag light on
Comments:
My air bag light has come on, but does not stay on constantly. It will go
out, then return on during operation. I read in many forums of a clockspring issue common with this model and year. Because the airbag is a
vital part of the safety of this vechicle, I would like to know how Jeep
plans to stand behind the quality of their products.

VIN:
8L[redacted]
Mileage:
62000
Servicing Dealer:
Car Max
Title:

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

City:
Washington
State:
DC
Zip:
[redacted]
Email:
[redacted]
Work Phone:
[redacted]

From: [redacted]
To: customerassist@chrysler.com
Date: Mon Jul 30 15:58:07 EDT 2012
Subject: Re: Chrysler Group LLC Customer Assistance (KMM7811312V62698L0KM)
Thanks for following up with me.

Because I purchased my vehicle from CarMax, I realized it was better to utilized my extended warranty plan. I just got my Jeep back today and it was the clockspring. They have repaired it under my warranty through them so I will no longer need to keep a case open through Jeep. However, because I understand this is a common issue, I hope this joins the ongoing data collection in order to assist other who may encounter this same problem.

Thanks for your attention to my concerns.

[redacted]

-----Original Message-----
From: customerassist
Sent: Monday, July 30, 2012 11:44 AM
To: [redacted]
Subject: Re: Chrysler Group LLC Customer Assistance (KMM7811312V62698L0KM)

Dear [redacted]

Thank you for contacting the Jeep Customer Assistance Center.

This is a follow up email, I was wondering if you have taken your vehicle in for a diagnosis. Please reply to the email or call me at 877-759-5427 ex 4718002.

If your vehicle has not had a diagnostic performed by August 7, 2012. I will close your case, however we can create a new case when you are ready to get the diagnostic performed.

Thanks again for your email.

Sincerely,

Colleen

Customer Service Representative
Jeep Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER:
EMAIL CASE NUMBER: [redacted]
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7811312V62698L0KM&

Previous Reply Follows:

Dear [redacted]

Thank you for contacting the Jeep Customer Assistance Center.

In regards to your email, 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 will provide them to our product development team for review.

In the meantime I would like to discuss this issue with you by phone. Therefore, I will attempt to call you soon at the phone number you provided in your email.

My name is Colleen and I will be your Case Manager and your case number is[redacted] My phone number is 877-759-5427 ex 4718002.

Thanks again for your email.

Sincerely,

Colleen

Customer Service Representative
Jeep Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER:
EMAIL CASE NUMBER:[redacted]
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7803457V57361L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site
Brief Description:
Air Bag light on
Comments:
My air bag light has come on, but does not stay on constantly. It will go out, then return on during operation. I read in many forums of a clockspring issue common with this model and year. Because the airbag is a vital part of the safety of this vechicle, I would like to know how Jeep plans to stand behind the quality of their products.

VIN:
8[redacted]

Mileage:
62000
Servicing Dealer:
Car Max
Title:

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

City:
Washington
State:
DC
Zip:
[redacted]
Email:
[redacted]
Work Phone:
[redacted]

From: customerassist@chrysler.com
To: [redacted]
Date: Mon Jul 30 16:02:12 EDT 2012
Subject: Re: Chrysler Group LLC Customer Assistance (KMM7811312V62698L0KM)
Dear [redacted]

Thank you for contacting the Jeep Customer Assistance Center.

Thank you for the update. I will close your file and your complaint will be reviewed by Chrysler.

Thanks again for your email.

Sincerely,

Colleen

Customer Service Representative
Jeep Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER:
EMAIL CASE NUMBER: [redacted]
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7811816V78532L0KM&

Original Message Follows:

Thanks for following up with me.

Because I purchased my vehicle from CarMax, I realized it was better to utilized my extended warranty plan. I just got my Jeep back today and it was the clockspring. They have repaired it under my warranty through them so I will no longer need to keep a case open through Jeep. However, because I understand this is a common issue, I hope this joins the ongoing data collection in order to assist other who may encounter this same problem.

Thanks for your attention to my concerns.

Jon Eichenmuller

-----Original Message-----
From: customerassist
Sent: Monday, July 30, 2012 11:44 AM
To: [redacted]
Subject: Re: Chrysler Group LLC Customer Assistance (KMM7811312V62698L0KM)

Dear [redacted]

Thank you for contacting the Jeep Customer Assistance Center.

This is a follow up email, I was wondering if you have taken your vehicle in for a diagnosis. Please reply to the email or call me at

877-759-5427 ex 4718002.

If your vehicle has not had a diagnostic performed by August 7, 2012. I
will close your case, however we can create a new case when you are ready to get the diagnostic performed.

Thanks again for your email.

Sincerely,

Colleen

Customer Service Representative
Jeep Customer Assistance Center

For any future communications related to this email, please refer to the
following information:
REFERENCE NUMBER:
EMAIL CASE NUMBER: [redacted]
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?
trk_ID=KMM7811312V62698L0KM&

Previous Reply Follows:

Dear Jon:

Thank you for contacting the Jeep Customer Assistance Center.

In regards to your email, 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 will provide them to our product development team for review.

In the meantime I would like to discuss this issue with you by phone. Therefore, I will attempt to call you soon at the phone number you provided in your email.

My name is Colleen and I will be your Case Manager and your case number
is 22447839. My phone number is 877-759-5427 ex 4718002.

Thanks again for your email.

Sincerely,

Colleen

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=KMM7803457V57361L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site
Brief Description:
Air Bag light on
Comments:
My air bag light has come on, but does not stay on constantly. It will
go
out, then return on during operation. I read in many forums of a clockspring issue common with this model and year. Because the airbag is a
vital part of the safety of this vechicle, I would like to know how Jeep
plans to stand behind the quality of their products.

VIN:
8L[redacted]
Mileage:
62000
Servicing Dealer:
Car Max
Title:

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

City:
Washington
State:
DC
Zip:
[redacted]
Email:
[redacted]
Work Phone:
[redacted]

Mail to:
Attn: Typist/Transcribers
Chrysler Customer Assistance Center
P.O. Box 21-8004
Auburn Hills, MI 48321-8004

Chrysler Customer Assistance Center

Attention: Typist/Transcriber

Image Document Request

Customer Name: Mr. [redacted]

Requestor PROFS ID: DWW

CAIR Number: [redacted]

BC Number: 66

District Number: 1

[illegible] 231 FURY DR INMAN SC 29349 CO: SPARTANBURG	231 FURY DR INMAN SC 29349 CO: SPARTANBURG	LAKE KEOWEE CHRYSLER DODGE JEEP 10815 CLEMSON BLVD SENECA SC 29678

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

New/Used/Demo	Year	Make and Model	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2012	JEEP WRANGLER	1C4BJWKG9CL[redacted]	Personal, family, or household unless otherwise indicated below ☐ business ☐ agricultural ☐ N/A

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of $ 0.00 is
2.49 %	$ 2789.69	$ 35594.95	$ 38384.64	$ 38384.64

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due
72	533.12	Monthly beginning 07/26/2012

Or As Follows: N/A

N/A

N/A

Late Charge. If a payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late, with a minimum charge of $6.80. The charge will not exceed $17.00 if you bought the vehicle primarily for personal, family, or household use. We may charge the maximum and minimum late charge dollar amounts as allowed by S.C. Code Ann. 37-1-109 of the South Carolina Consumer Protection Code.

Prepayment. If you pay off all your debt early, you will not have to pay a penalty.

Security Interest. You are giving a security interest in the vehicle being purchased.

Additional Information: See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date and security interest.

ITEMIZATION OF AMOUNT FINANCED

1 Cash Price (including $ 300.00 sales tax and $ 399.00 closing fee) $ 32868.95 (1)

2 Total Downpayment =

Trade-in N/A (Year) (Make) (Model)

Gross Trade-In Allowance		$ N/A
Less Pay Off Made By Seller		$ N/A
Equals Net Trade In		$ N/A
+ Cash		$ N/A
+ Other N/A		$ N/A
(If total downpayment is negative, enter "0" and see 4I below)		$ N/A (2)
3 Unpaid Balance of Cash Price (1 minus 2)		$ 32868.95 (3)
4 Other Charges Including Amounts Paid to Others on Your Behalf (Seller may keep part of these amounts):		
A Cost of Optional Credit Insurance Paid to Insurance Company or Companies.		
Life	$ N/A	
Disability	$ N/A	$ N/A
B Vendor's Single Interest Insurance Paid to Insurance Company		$ N/A
C Other Optional Insurance Paid to Insurance Company or Companies		$ N/A
D Optional Gap Contract		$ 750.00
E Official Fees Paid to Government Agencies		
to N/A for N/A		$ N/A
to N/A for N/A		$ N/A
to N/A for N/A		$ N/A
F Government Taxes Not Included in Cash Price		$ N/A
G Government License and/or Registration Fees		

Insurance. You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You may also provide the physical damage insurance through an existing policy owned or controlled by you that is acceptable to us. You are not required to buy any other insurance to obtain credit unless the box indicating Vendor's Single Interest Insurance is required is checked below.

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

Check the insurance you want and sign below:

Optional Credit Insurance

☐ Credit Life: ☐ Buyer ☐ Co-Buyer ☐ Both

☐ Credit Disability: ☐ Buyer ☐ Co-Buyer ☐ Both

Premium:

Credit Life $ N/A

Credit Disability $ N/A

Insurance Company Name N/A

N/A

Home Office Address N/A

N/A

CONSUMER CREDIT INSURANCE IS NOT REQUIRED TO OBTAIN CREDIT AND WILL NOT BE PROVIDED UNLESS YOU SIGN AND AGREE TO PAY THE ADDITIONAL COST. Your decision to buy or not buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. If you choose this insurance, the cost is shown in item 4A of the Itemization of Amount Financed. Credit life insurance is based on your original payment schedule. This insurance may not pay all you owe on this contract if you make late payments. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown below.

Other Optional Insurance

☐ N/A (Type of Insurance) N/A (Term)

Premium $ N/A

Insurance Company Name N/A

N/A

Home Office Address N/A

N/A

☐ N/A (Type of Insurance) N/A (Term)

Premium $ N/A

Insurance Company Name N/A

N/A

Home Office Address N/A

N/A

Other optional insurance is not required to obtain credit. Your decision to buy or not buy other optional insurance will not be a factor in the credit approval process. It will not be provided unless you sign and agree to pay the extra cost.

Other Charges (Seller must identify who is paid and describe purpose)		
to N/A	for Prior Credit or Lease Balance	$ N/A
to	for SERVICE CONTRACT	$ 1942.00
to N/A	for N/A	$ N/A
to N/A	for N/A	$ N/A
to N/A	for N/A	$ N/A
to N/A	for N/A	$ N/A
to N/A	for N/A	$ N/A
to N/A	for N/A	$ N/A
to N/A	for N/A	$ N/A
to N/A	for N/A	$ N/A
Total Other Charges and Amounts Paid to Others on Your Behalf		$ 2726.00 (4)
5 Amount Financed (3 + 4)		$ 35594.95 (5)

X N/A — N/A
Buyer Signature — Date

X N/A — N/A
Co-Buyer Signature — Date

☐ **IF CHECKED, THE TERM OF OPTIONAL CREDIT INSURANCE IS LESS THAN THE TERM OF THIS CONTRACT, AS DESCRIBED ABOVE.**

X N/A — N/A
Buyer Signature — Date

THIS INSURANCE DOES NOT INCLUDE INSURANCE ON YOUR LIABILITY FOR BODILY INJURY OR PROPERTY DAMAGE.

Returned Check Charge: You agree to pay a charge of $30.00 if any check you give us is dishonored.

OPTION: ☐ You pay no finance charge if the Amount Financed, Item 5, is paid in full on or before N/A, Year N/A. SELLER'S INITIALS N/A

☐ If this box is checked, the following late charge applies to vehicles purchased primarily for business or agricultural use.
If a payment is not received in full within N/A days after it is due, you will pay a late charge of $ N/A or N/A % of the part of the payment that is late, whichever is less.
If this box is not checked, the late charge in the "Federal Truth-In-Lending Disclosures" still applies.

☐ VENDOR'S SINGLE INTEREST INSURANCE (VSI Insurance): If the preceding box is checked, the Creditor requires VSI insurance for the initial term of the contract to protect the Creditor for loss or damage to the vehicle (collision, fire, theft). VSI insurance is for the Creditor's sole protection. This insurance does not protect your interest in the vehicle. **You may choose the insurance company through which the VSI is obtained.** If you elect to purchase VSI insurance through the Creditor, **the cost of this insurance is $** N/A and is also shown in Item 4B of the Itemization of Amount Financed. The coverage is for the initial term of the contract.

OPTIONAL GAP CONTRACT. A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in Item 4D of the Itemization of Amount Financed. See your gap contract for details on the terms and conditions it provides. It is a part of this contract.

Term 72 Mos. — Name of Gap Contract

I want to buy a gap contract.

Buyer Signs X

NO COOLING OFF PERIOD

State law does not provide for a "cooling off" or cancellation period for this sale. After you sign this contract, you may only cancel it if the seller agrees or for legal cause. You cannot cancel this contract simply because you change your mind. This notice does not apply to home solicitation sales.

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

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between you and us relating to this contract. Any change to this contract must be in writing and we must sign it. No oral changes are binding. Buyer Signs X Co-Buyer Signs X
If any part of this contract is not valid, all other parts stay valid. We may delay or refrain from enforcing any of our rights under this contract without losing them. For example, we may extend the time for making some payments without extending the time for making others.
See back for other important agreements.

NOTICE TO RETAIL BUYER: Do not sign this contract in blank. You are entitled to a copy of the contract at the time you sign. Keep it to protect your legal rights.

You agree to the terms of this contract. You confirm that before you signed this contract, we gave it to you, and you were free to take it and review it. You confirm that you received a completely filled-in copy when you signed it.

Buyer Signs X Date 06/15/12 Co-Buyer Signs X Date 06/15/12

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

Other owner signs here X N/A LAKE KEOWEE CHRYSLER DODGE JEEP 06/15/12 Address N/A

Seller signs THE PALMETTO BANK By X Title

Seller assigns its interest in this contract to LAKE KEOWEE CHRYSLER DODGE JEEP LLC (Assignee) under the terms of Seller's agreement(s) with Assignee.

Dean Wittholz

From: David Dyar [redacted]
Sent: Monday, July 23, 2012 1:01 PM
To: Dean Wittholz
Subject: Re: Maxwell

Categories: Red Category

The vehicle was sold new on 6/15/2012. Upon the customer leaving the dealership to head home the air bag light came on. The customer turned around and brought the vehicle back to the dealership. The customer was placed in a loaner vehicle 06/16/12.
After contacting star hotline we were instructed to replace tipm. test drove vehicle 64 miles before air bag light returned. Performed diagnostics with same code (b212c). Contacted star hotline again. Removed wiring harness from dash to rf seat. found and repaired connector pin. Test drove vehicle for 2 days. returned vehicle to customer. Total down time was 10 days.

From: Dean Wittholz <dww@chrysler.com>
To: '[redacted]
Sent: Monday, July 23, 2012 10:45 AM
Subject: RE: Maxwell

[redacted]

I have the documents. I need to do a write up on the reason, can you send me a note briefly going through the issue and days down? The check will be sent from Chrysler. The amount as it appears on the buyers order is 533.12. Don't make any promises until I get the check out. This should be done shortly after I get the write up.

From: David Dya[redacted]
Sent: Monday, July 23, 2012 10:13 AM
To: Dean Wittholz
Subject: Maxwell

Dean,

Are we good with making a paymant for Mr. [redacted] based off of information I sent you?

Thanks,

David Dyar

RECEIVED DATE:

7/27/12

POSTED DATE : 7-23-12

VIN (FIRST 9 DIGITS) 1J8GA69I0

VIN (LAST 8 DIGITS) 7L [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

2007 JEEP WRANGLER CLOCKSPRING EXTENDED WARRANTY
CUSTOMER REIMBURSEMENT CLAIM FORM

Date Claim Submitted: 7.23.2011

17- Digit Vehicle Identification Number (VIN): 1J8GA69107L [redacted]

Mileage at Time of Repair: 90225 Date of Repair: 7.11.11

Customer First & Last Name (please print): [redacted]

Street Address or PO Box Number: [redacted]

City: SEATTLE State: WA Zip Code: [redacted]

Daytime Telephone Number (include Area Code): [redacted]

Evening Telephone Number (include Area Code):

Amount of Reimbursement Requested: $ 570.02

The following documentation must accompany this claim form.

Original or clear copy of all receipts, invoices, and repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What repair was completed, when it was done, and who did it.
- The total cost of the repair expense and the date of payment. (Copy of the front and back of cancelled check, copy of credit card receipt, credit card itemized invoice, etc.)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Customer Signature: [redacted]

The two methods for submission are by postal mail or electronically. For postal submission please mail this claim form and the required documents to:

Chrysler Customer Assistance Center
P.O. Box 21-8007
Auburn Hills, MI 48321-8007

If you have a scanner and desire electronic document submission, please go to www.chrysler.com/chryslercares and complete the webform. **Indicate in the narrative "X41 Repair Reimbursement – Request for Electronic Document Submission Link". Instructions will be sent to your email address to scan and submit your documents electronically.**

Your claim will be acted upon within 60 days of receipt. If you have any questions, please contact Jeep Customer Care between the hours of 8:00 AM and 8:00 PM, EST, Monday through Friday or Saturday and Sunday 9:00 AM to 5:00 PM, EST at 1-877 - I AM JEEP (426-5337).

TACOMA
DODGE • CHRYSLER • JEEP

4101 S. TACOMA WAY
TACOMA, WA 98409
(253) 475-7300

SERVICE DEPARTMENT HOURS
7:00 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. - 3:00 p.m. Saturday

R/O Open Date	R/O Number
7/11/11	[redacted]
R/O Close Date	**Status**
7/11/11	Reprint
Mileage In	**Mileage Out**
90225	90225
Service Advisor / Tag #	
CRAIG BAXTER/2105	

[redacted]
TACOMA, WA [redacted]

Work Phone	Vehicle Identification Number	
	1J8GA69107 [redacted]	
Home Phone	**Delivery Date**	**In-Service Date**
[redacted]		

Year	Make	Model	Body	Color	License Number
2007	JEEP	WRANGLER	4WD 4DR UNLIMITED	RED	[redacted]

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - MR 01: MAINTENANCE CUSTOMER STATES CREAK WHEN GOING OVER BUMPS SEE HI STORY, HAPPENED AFTER FRONT END WAS ARTICULATED HEAVILY, CAN HEAR IT PUSHING ON BUMPER Work performed by CHRIS WILLIAMS(008)	66.00
Sub Total: Labor: 66.00 Parts: .00 Total: 66.00 FRONT SWAY BAR BUSHINGS NOISEY	
#2 - MR 08: ELECTRICAL CUSTOMER STATES AIR BAG LIGHT IS ON/OFF LIGHT COMES ON AND OFF, CHECK AND ADVISE Work performed by CHRIS WILLIAMS(008)	88.00
Work performed by JAY ELIAS(457)	99.00
Installed 5156106AB :CLKSPRING: STEERING COLUMN CO 1@312.99	312.99
Sub Total: Labor: 187.00 Parts: 312.99 Total: 499.99 (+ TAX) DIAGNOSED DRIVERS AIR BAG 2ND SQUYIBB CIRCUIT OPEN.TRACED TO CLOCK SPRING OPEN REPLACED CLOCK SPRING PER 008 DIAG. TESTED OPERAT ION OK @ THIS TIME.	
#4 - MR 01: MAINTENANCE CUSTOMER STATE THE LOCKING REAR DIFFERENTAIL WENT OUT, WAS TOLD THIS LAST TIME, HOW MUCH TO PUT IN E-LOCKER REPLACEMENT Work performed by CHRIS WILLIAMS(008)	
Sub Total: Labor: .00 Parts: .00 Total: .00 - REAR AXLE LOCKER INOP COIL ASSEMBLY.FRONT AXLE LOCKER ASSEMBLY HAS BROKEN WIRING HARNESS	

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

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

SHOP SUPPLIES: Charge on all repairs based on 12% of labor charge.
HAZARDOUS WASTE: EPA Reclamation is an additional charge. Oil, oil filter, coolant flushes or other repairs involving hazardous material disposal. Maximum Charge $35.00

A daily storage fee will be charged three (3) working days after you have been notified work on your vehicle has been completed. A minimum of $15.00 per day will be charged.

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

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

(C) 2008 DEALERTRACK SYSTEMS, Inc. - Reynolds Application Group (800)845-1020

TACOMA
DODGE • CHRYSLER • JEEP

4101 S. TACOMA WAY
TACOMA, WA 98409
(253) 475-7300

SERVICE DEPARTMENT HOURS
7:00 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. - 3:00 p.m. Saturday

R/O Open Date	R/O Number
7/11/11	[redacted]
R/O Close Date	**Status**
7/11/11	Reprint
Mileage In	**Mileage Out**
90225	90225
Service Advisor / Tag #	
CRAIG BAXTER/2105	

[redacted]
TACOMA, WA [redacted]

Work Phone	Vehicle Identification Number
	1J8GA69107L[redacted]
Home Phone	**Delivery Date** / **In-Service Date**
[redacted]	

Year	Make	Model	Body	Color	License Number
2007	JEEP	WRANGLER	4WD 4DR UNLIMITED	RED	[redacted]

DESCRIPTION OF SERVICE AND PARTS		AMOUNT
#5 * MR K13: PERFORM RECALL K-13 FRONT FENDER LINERS..		
Work performed by CHRIS WILLIAMS(008)		Warranty
Installed CATCK134AA :NUT KIT: LEFT FRONT FENDER L	Qty: 1	Warranty
Installed CATCK131AA :TUBE KIT: RIGHT FRONT BRAKE	Qty: 1	Warranty
Installed 4318080AC :FLUID: BRAKE	Qty: 1	Warranty
REPLACED RF BRAKE LINE AND CUT INNER FENDERS		
INSTALLED NEW FFNDER LINEF RETAINERS.BLED BRAKE		
SYSTEM AND ROAD TEST ALL OK		
Please Note: # FRONT SXWAY BAR BUSHINGS 242.00, FRONT AXLE		
UNIVERSAL JOINTS, FRONT LOCKER WIRING HARNESS,		
REAR TRU LOCK REBUILD, EXHAUST RATTLE#		

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

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

SHOP SUPPLIES: Charge on all repairs based on 12% of labor charge.
HAZARDOUS WASTE: EPA Reclamation is an additional charge. Oil, oil filter, coolant flushes or other repairs involving hazardous material disposal. Maximum Charge $35.00

A daily storage fee will be charged three (3) working days after you have been notified work on your vehicle has been completed. A minimum of $15.00 per day will be charged.

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS!

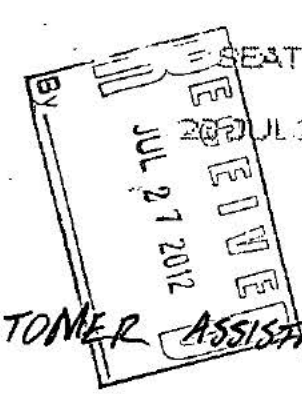
X

LABOR	253.00
PARTS	312.99
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	30.36
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	55.46
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	651.81
Visa [redacted]	651.81

(C) 2009 DEALERTRACK SYSTEMS, Inc. - Dealership Application Group (800)845-1028

[redacted]

SEATTLE, WA [redacted]



SEATTLE WA 980
20 JUL 2012 PM 7 L

CHRYSLER CUSTOMER ASSISTANCE CENTER
P.O. BOX 21
AUBURN HILLS, MI 48321-8007

48321002121

From: [redacted]
To: customerassist@chrysler.com
Date: Wed Aug 01 14:56:39 EDT 2012
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

ClockSpring

Comments:

Last week my airbag light came on and has been on intermittently. While
some of my friends have had theirs go out, they are lucky to have a warranty on their 2007's. I have a 2008 and can't afford the $500 fix. Is
there any way i can get a warranty authorization?

Sender Information:

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

From: customerassist@chrysler.com
To: [redacted]
Date: Wed Aug 01 21:06:37 EDT 2012
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [redacted]

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

Due to the nature of your concern, I would like to discuss this matter with you in more detail. Therefore, I will attempt to call you soon at the phone number you provided in your email.

My name is Erica and I will be your Case Manager. I look forward to assisting you; as such, here is some information that will be helpful for you to have when I contact you:

*Your case number is: [redacted]
*The Chrysler Case Management telephone number is 877-759-5427
*My direct extension: 4718147

I will contact you within one business day by telephone to review your case with you.

Thanks for contacting us. I look forward to talking to you soon.

Sincerely,

Erica

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=KMM7815202V69597L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site
Brief Description:
ClockSpring
Comments:
Last week my airbag light came on and has been on intermittently. While
some of my friends have had theirs go out, they are lucky to have a warranty on their 2007's. I have a 2008 and can't afford the $500 fix. Is
there any way i can get a warranty authorization?

VIN:
8I[redacted]
Mileage:
71000
Servicing Dealer:
AirPark Jeep

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

Last Name:
[redacted]
Address 1:
[redacted]
Address 2:
[redacted]
City:
Scottsdale
State:
AZ
Zip:
[redacted]
Email:
[redacted]
Work Phone:
[redacted]

From: [redacted]
To: customerassist@chrysler.com
Date: Thu Aug 02 17:14:03 EDT 2012
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Issue with clockspring,

Comments:

Brought my JK Rubicon to the Tuttle Click dealer to check the cruise control
not working. They mentioned that it was a speed sensor, after replacing
the speed sensor they mentioned that the clockspring is failing as well, I
mentioned the warranty extension for this issue, however they mentioned
that it was only for the airbag light and would not cover the issue with
the cruise control. Need to know if this will be covered as the
clockspring had been identified as defective, please advice.
thanks,

Sender Information:

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

From: customerassist@chrysler.com
To: [redacted]
Date: Fri Aug 03 09:01:26 EDT 2012
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [redacted]

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

My name is Matt and I have been assigned as your Case Manager and look forward to assisting you. Here is some information that will be helpful for you to have:

Your case number is: [redacted]

The Chrysler Case Management telephone number is: 877.759.5427.

My direct extension is: 4718155

I will attempt to contact you at the phone number provided in your email at [redacted] within one business day.

If you wish to be reached at an alternative number, please respond to this email so I may update your file appropriately. If I have been unable to contact you or you have a specific time in which I can reach you, please provide this specific information.

Our records indicate that the following recall campaign(s) have 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'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=KMM7816792V98886L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site
Brief Description:
Issue with clockspring,
Comments:
Brought my JK Rubicon to the Tuttle Click dealer to check the cruise control
not working. They mentioned that it was a speed sensor, after replacing
the speed sensor they mentioned that the clockspring is failing as well, I
mentioned the warranty extension for this issue, however they mentioned
that it was only for the airbag light and would not cover the issue with
the cruise control. Need to know if this will be covered as the
clockspring had been identified as defective, please advice. thanks,

VIN:
7[redacted]
Mileage:
67100
Servicing Dealer:

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

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

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

From: customerassist@chrysler.com
To: [redacted]
Date: Wed Aug 22 13:35:25 EDT 2012
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [redacted]

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

This is a follow up email to case# [redacted]

We are still attempting to receive word from your servicing dealership regarding this matter. We apologize for the inconvenience but we will continue to research this matter on your behalf.

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:
EMAIL CASE NUMBER: [redacted]
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7838096V56925L0KM&

Previous Reply Follows:

Dear [redacted]

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

My name is Matt and I have been assigned as your Case Manager and look forward to assisting you. Here is some information that will be helpful for you to have:

Your case number is: [redacted]

The Chrysler Case Management telephone number is: 877.759.5427.

My direct extension is: 4718155

I will attempt to contact you at the phone number provided in your email at [redacted]ithin one business day.

If you wish to be reached at an alternative number, please respond to this email so I may update your file appropriately. If I have been unable to contact you or you have a specific time in which I can reach you, please provide this specific information.

Our records indicate that the following recall campaign(s) have 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'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=KMM7816792V98886L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site
Brief Description:
Issue with clockspring,
Comments:
Brought my JK Rubicon to the Tuttle Click dealer to check the cruise control
not working. They mentioned that it was a speed sensor, after replacing
the speed sensor they mentioned that the clockspring is failing as well, I
mentioned the warranty extension for this issue, however they mentioned
that it was only for the airbag light and would not cover the issue with
the cruise control. Need to know if this will be covered as the
clockspring had been identified as defective, please advice. thanks,

VIN:
7[redacted]
Mileage:
67100
Servicing Dealer:

Title:

Mr.
First Name: [redacted]
Middle Initial:

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

City:
Irvine
State:
CA
Zip: [redacted]

Email: [redacted]
Home Phone: [redacted]

From: [redacted]
To: customerassist@chrysler.com
Date: Wed Aug 22 14:53:27 EDT 2012
Subject: Re: Chrysler Group LLC Customer Assistance
(KMM7838096V56925L0KM)
Matt,
=A0
=A0 I have the invoice, the dealer is the Tuttle Click at Irvine,
advisor 2=
520- Nick Green, R.O.=A0No. [redacted]ag no. 4263, hope this
information can=
help, sorry for the confussion.
=A0
Thanks,
=A0
Alberto

--- On Wed, 8/22/12, customerassist <customerassist@chrysler.com>
wrote:

From: customerassist <customerassist@chrysler.com>
Subject: Re: Chrysler Group LLC Customer Assistance
(KMM7838096V56925L0KM)
To: [redacted]
Date: Wednesday, August 22, 2012, 7:54 PM

Dear [redacted]

Thank you for contacting the Jeep Customer Assistance Center, your=20
emails are important to us!

This is a follow up email to case [redacted]

We are still attempting to receive word from your servicing
dealership=20
regarding this matter.=A0 We apologize for the inconvenience but we
will=20
continue to research this matter on your behalf.

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:=20
REFERENCE NUMBER:=20
EMAIL CASE NUMBER:=A0 [redacted]
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?
trk_ID=3D=
KMM7838096V56925L0KM&

Previous Reply Follows:

Dear [redacted]

Thank you for contacting the Jeep Customer Assistance Center, your=20
emails are important to us!

My name is Matt and I have been assigned as your Case Manager and
look=20
forward to assisting you.=A0 Here is some information that will be
helpful
for you to have:

Your case number is:=A0 [redacted]

The Chrysler Case Management telephone number is: 877.759.5427.

My direct extension is: 4718155

I will attempt to contact you at the phone number provided in your
email
at [redacted] within one business day.=A0=20

If you wish to be reached at an alternative number, please respond
to=20
this email so I may update your file appropriately. If I have been=20
unable to contact you or you have a specific time in which I can
reach=20
you, please provide this specific information.

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

Recall #=A0 =A0 =A0 =A0 =A0 =A0 =A0 =A0 =A0 =A0 =A0 =A0 =A0 =A0 =A0
=A0 =A0=
 =A0 =A0 =A0 =A0 =A0 =A0 =A0 =A0 =A0 =A0 =A0 =A0 =A0=A0=A0
Description=20
=A0 J24=A0 =A0 =A0 =A0 =A0 =A0 =A0 =A0 =A0 =A0 =A0 =A0 =A0 =A0 =A0
=A0 =A0 =
=A0 =A0 =A0 =A0 =A0 =A0 =A0 =A0 =A0 =A0 =A0 =A0 =A0=A0=A0MOPAR=20
TOW BAR=A0=20

We suggest that you contact your local authorized Jeep=AE dealer to
make=20
arrangements for an inspection and, if necessary, corrective action
at=20
no charge to you.

Please take a copy of this message with you at the time of service
to=20
aid the process.=A0 Although not required, it is recommended to bring
a=20
copy of the recall notification with you to your dealer's service=20
department when you bring your vehicle in for this service.

If you wish to obtain further information, please contact the
Chrysler=20
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:=20
REFERENCE NUMBER: [redacted]
EMAIL CASE NUMBER:[redacted]
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?
trk_ID=3D=
KMM7816792V98886L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site
Brief Description:=20
Issue with clockspring,
Comments:
Brought my JK Rubicon to the Tuttle Click dealer to check the cruise=
20
control
not working. They mentioned that it was a speed sensor, after
replacing
the speed sensor they mentioned that the clockspring is failing as=20
well, I
mentioned the warranty extension for this issue, however they
mentioned
that it was only for the airbag light and would not cover the issue=
20
with
the cruise control. Need to know if this will be covered as the
clockspring had been identified as defective, please advice. thanks,

VIN:
=A0 =A0 =A0=A0=A07L114263
Mileage:
=A0 =A0 =A0=A0=A067100
Servicing Dealer:
=A0 =A0 =A0=A0=A0
Title:
=A0 =A0 =A0=A0=A0Mr.
First Name:
=A0 =A0 =A0=A0=A[redacted]
Middle Initial:
=A0 =A0 =A0=A0=A0
Last Name:
=A0 =A0 =A0=A0=A[redacted]
Address 1:
=A0 =A0 =A0=A0=A[redacted]
Address 2:
=A0 =A0 =A0=A0=A0
City:
=A0 =A0 =A0=A0=A0Irvine
State:
=A0 =A0 =A0=A0=A0CA
Zip:
=A0 =A0 =A0=A0=A[redacted]

Email:
=A0 =A0 =A0=A0=A[redacted]
Home Phone:
=A0 =A0 =A0=A0=A[redacted]

RECEIVED DATE:

3/23/12

POSTED DATE : 3-21-12

VIN (FIRST 9 DIGITS) 1J4F224/6

VIN (LAST 8 DIGITS) 8L[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 00000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

Chrysler Customer Assistance
P.O. Box 21-8007
Auburn Hills, MI 48321-8007

March 20, 2012

To Whom It May Concern:

Prior to receiving the recall notice for the defective airbag system clockspring on my Jeep Wrangler, I had already experienced the problem and had it repaired. The paid invoice is enclosed. I am requesting reimbursement on this repair as stated in your recall notice.

[redacted]

Covington VA [redacted]

Ph. 5[redacted]
Cell [redacted]

Alleghany

CHRYSLER JEEP DODGE

512 S. Monroe Ave. Covington, VA 24426
Phone (540) 962-2291
www.alleghanymotors.com

ck# 6920

PAID

WE GLADLY ACCEPT THE FOLLOWING CREDIT

APPROVED CHECKS WITH PROPER I.D.

CUSTOMER NO. [redacted]	ADVISOR CARL	TAG NO. 1120		INVOICE DATE 03/01/12	INVOICE NO. [redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 48,983	COLOR WHITE/	STOCK NO. [redacted]
COVINGTON, VA [redacted]	YEAR / MAKE / MODEL 08/JEEP/WRANGLER/WRANGLER			DELIVERY DATE 01/02/08	DELIVERY MILES
	VEHICLE I.D. NO. 1J4FZ24168L[redacted]			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		R. O. DATE 03/01/12	
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS			MO: 48983

JOB# 1 CHARGES

LABOR

J#					
1	15CHZ06	CHECK ENGINE LIGHT	HOURS: 1.50	TECH(S): 1114	97.50

CUSTOMER STATES CHECK ENGINE LIGHT ON
AIR BAG LIGHT
CLOCKSPRING
REPLACE CLOCKSPRING AND TEST

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	1		5156106-AB	CLKSPRING 8015001	209.00	209.00
				TOTAL - PARTS		209.00

JOB# 1 TOTALS

LABOR	97.50
PARTS	209.00
JOB# 1 JOURNAL PREFIX CHCS JOB# 1 TOTAL	306.50

COMMENTS
WAIT

TOTALS

TOTAL LABOR....	97.50
TOTAL PARTS....	209.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	10.45
TOTAL INVOICE $	**316.95**

CUSTOMER SIGNATURE

EXCLUSION OF WARRANTIES

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

AUTHORIZATION FOR REPAIRS

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

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

The Reynolds and Reynolds Company ERAINTINVE CC:002723 O (05/11)

[redacted]

COVINGTON, VA [redacted]

RICHMOND VA 230

21 MAR 2012 PM 1 L

Chrysler Customer Assistance
P.O. Box 21-8007
Auburn Hills, MI
48321-8007

RECEIVED
MAR 23 2012
By

Attention: Reimbursement

48321800707

RECEIVED DATE:

3/23/12

POSTED DATE : 3-20-12

VIN (FIRST 9 DIGITS) 1J4F 2241 3

VIN (LAST 8 DIGITS) 8L [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

CHRYSLER

SAFETY RECALL L37/NHTSA 11V-528
AIRBAG SYSTEM CLOCKSPRING

Dear [redacted]

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

Chrysler has decided that a defect, which relates to motor vehicle safety, exists in some **2008 through 2012 model year Jeep® Wrangler Right Hand Drive (RHD) vehicles.**

The problem is... **The clockspring assembly that connects the driver's airbag to the electrical system on your Wrangler** (VIN: **1J4FZ241381[redacted]**) **could experience a compromised driver's airbag circuit. This would cause the airbag light to illuminate or flash intermittently, which indicates the airbag may not deploy and increase the risk of an injury in the event of a frontal crash.**

Please note that a component intended to provide a permanent remedy for this condition is currently not available. Chrysler will contact you again, when the remedy parts are available. We apologize for any inconvenience this may cause.

- When the AIRBAG warning light on your instrument panel illuminates for a few seconds after you start your vehicle and then goes out, this **indicates the airbag system is functioning properly** and no further action is required at this time.
- If the AIRBAG warning light either illuminates intermittently while you are driving or remains on, this is **an indication your airbag system is not functioning properly.**

What your dealer will do... In the interim, **if the AIRBAG warning light either illuminates intermittently while you are driving or remains on,** Chrysler will provide a free diagnosis. If the clockspring assembly is faulty, Chrysler will replace the existing clockspring free of charge (parts and labor). The work will take about one hour to complete. However, additional time may be necessary depending on service schedules.

What you must do to ensure your safety... In the interim, **if the AIRBAG warning light either illuminates intermittently while you are driving or remains on,** you are encouraged to **contact your Chrysler, Jeep, or Dodge dealer** right away to schedule a service appointment. Ask the dealer to hold the part for your vehicle or to order it before your appointment. **Please bring this letter with you to your dealer.**

If you need help... If you have questions or concerns which your dealer is unable to resolve, please contact the Chrysler Group Recall Assistance Center 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.

Ask your dealer about the following notification(s). Our records indicate that your vehicle also requires repair for notification(s):
L05

(over)

RAM DODGE CHRYSLER Jeep SRT FIAT MOPAR

Chrysler, Jeep, Dodge, Ram, SRT and Mopar are registered trademarks of Chrysler Group LLC.
FIAT is a registered trademark of Fiat Group Marketing & Corporate Communication S.p.A., used under license by Chrysler Group LLC.

If you have already experienced this condition and have paid to have it repaired, please send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days.

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 L37

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

0002000/#52765 / L37

[redacted]
ERIN, TN [redacted]
8L [redacted] L37 0002000

CHRYSLER GROUP LLC
CIMS 482-00-85
PO Box 21-8008
Auburn Hills MI USA 48321-8008
Electronic Service Requested

IMPORTANT!

SAFETY RECALL NOTICE

Camera; Already Rec'd
Request Action Reimbursement
9/117
Camera + Mileage
Phone # Day -
Night -

PRESORTED
FIRST CLASS MAIL
U.S. POSTAGE
PAID
PERMIT #2655
DETROIT, MI

[redacted]

MADISON, WI 537

INVOICE

DUPLICATE 1

CHRYSLER-DODGE-JEEP
2400 EAST WOOD STREET
PARIS, TENNESSEE 38242
(731) 642-5661 · (800) 748-8816

[redacted]
ERIN, TN [redacted]
Home: [redacted] Cell:
Email:

SERVICE ADVISOR: *553 KIM RUBY*

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
L	08	JEEP WRANGLER	1J4FZ24138L[redacted]		63971 / 63971	

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	P.O. NO.	RATE	PAYMENT	INV. DATE
06NOV07			17:00 28DEC10		0.00	COUPCHP	28DEC10

R.O. OPENED	READY	OPTIONS: STK:CT8114 DLR:17616 ENG:3.8_Liter
28DEC10	28DEC10	

LINE-OPCODE-TECH-TYPE-HOURS			LIST	NET	TOTAL
A LUBE OIL AND FILTER CHANGE -- RESET REMINDER					
26 LUBE OIL AND FILTER CHANGE -- RESET REMINDER					
529 CP				8.70	8.70
1 4105409BC FILTER-ENGINE OIL			6.95	5.00	5.00
5 68055890AA *OIL			3.13	2.25	11.25
PARTS: 16.25 LABOR: 8.70 OTHER: 0.00				TOTAL LINE A:	24.95
**********					
B 23 POINT INSPECTION					
23PT 23 POINT INSPECTION					
529 CP				0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00				TOTAL LINE B:	0.00
**********					
C C/S CHECK ENGINE LIGHT ON					
CEL C/S CHECK ENGINE LIGHT ON					
529 CP				157.50	157.50
1 5156106AA CLKSPRING-STEERING COLUMN			249.00	249.00	-249.00
PARTS: 249.00 LABOR: 157.50 OTHER: 0.00				TOTAL LINE C:	406.50
**********					
D RECALL K13					
95 RECALLS					
529 CP				0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00				TOTAL LINE D:	0.00
BRAKE LINE ON ORDER					
**********					
E RECALL J34					
19J34182 RECALL J34					
529 W94					(N/C)
1 CBBDJ340AA DAMPER					(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00				TOTAL LINE E:	0.00
**********					
CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER					12.86

RO #: [redacted]

VIN #: 8L[redacted]

Pd Check

DISCLAIMER OF WARRANTIES

THE SELLER, PEPPERS AUTOMOTIVE GROUP, INC. HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. PEPPERS AUTOMOTIVE GROUP, INC. NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

POLICY ON SERVICE WORK PRICING

Peppers Automotive Group, Inc. uses a flat rate manual in determining labor charges. Flat rate manuals set forth a unit of measure which is called "Flat rate hour". The "Flat rate hour" is not a clock hour. The "Flat rate hour" to do a particular job is based upon estimated repair time for a specific repair. You may review the flat rate manuals used by this dealership by requesting same of the Service Manager. You will be notified prior to performing the work if the charges are expected to exceed the original estimate by more than 20%.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

Charge accounts are due within 30 days and are subject to finance charges if not paid. In the event of default, Dealer shall be entitled to recover interest charges at the rate of the lesser of 2.0% per month or the maximum rate allowed by law on amounts not paid within 30 days, and costs of collection, including reasonable attorney fees.

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

CUSTOMER SIGNATURE X

DESCRIPTION	TOTALS
LABOR AMOUNT	$ 166.20
PARTS AMOUNT	$ 265.25
GAS, OIL, LUBE	$ 0.00
SUBLET AMOUNT	$ 0.00
MISC. CHARGES	$ 12.86
TOTAL CHARGES	$ 444.31
LESS INSURANCE	$ 47.00
SALES TAX	$ 41.10
PLEASE PAY THIS AMOUNT	**$ 438.41**

Customer Copy

Copyright 2000 ADP, Inc. SERVICE INVOICE #2 XSI2C

[redacted]
Erin, TN [redacted]

RECEIVED
MAR 23 2012
By

Chrysler Customer Assistance
P.O. Box 21-8007
Auburn Hills, MI 48321-8

48321800707

Attn: Reimbursement

Document Recieved from Customer
Cair Number: 2[redacted]
Date Received: 2012-04-12 11:49:59.490329
Files Not Recieved: 0

Thanks

5 pages coming

Case # [redacted]

Attn: Michelle

To whom it may concern:

I have always owned FORDS until I bought this jeep wrangler right hand drive for my mail route. I have never had so many recalls on a new vehicle in my life. I have never had a vehicle without a "bumper to bumper" warranty for at least 75000 miles, and I will never again. There is not reason I should be responsible for the 'stuck valve' in this transmission repair at 61000 miles. It had a coolant hose recall along with it my guess is it got hot. I had to pay for all the labor including your recall. I asked Melton dealership about it they gave me no explanation except "it isn't the same warranty as a regular jeep wrangler, the right hand drives are different". I will never return to Melton's for anything. I am sure you can look at the recalls on my vehicle I have had repaired at Roberts Chrysler in Pryor Oklahoma. I am not doing any research for you, you are the ones in claims. I will go back to FORD and drive from the middle of my seat to deliver mail before I buy another Jeep product unless I get a full refund for all of this. I also have a gas tank repair I had a recall done for and never claimed the gasoline I lost filling my tank. I fill up every other day and gallons of fuel spilled out while fueling up. I will send that in when I get time. I asked Roberts Chrysler if they made the right hand drive in a 4 door when I bought this lemon. They told me no. It wasn't a month later I seen one on the road. I feel like I was tricked into buying something I really wanted a 4 door, and it is a piece of junk on top of that. I am not a happy first Jeep owner. [redacted] my phone number and if I can get reimbursed for these charges you are welcome to use the electronic deposit. Bank routing number and checking number are on the copies of the checks I sent you. Thank you for your time and letting me vent.

[redacted]

Claremore, O[redacted]

Jeep

CLAREMORE

Phone: 918-341-1512
www.meltonsales.com

RO	VIN		DATE IN
[redacted]	1J4FZ24158L[redacted]	[redacted]	05/09/11

YEAR	MAKE	MODEL	COLOR		TIME IN
2008	JEEP	WRANGLER X	RED MAIL O		13:04
					14:53

MILES IN	MILES OUT	FIRST USE	LIC.		CLOSED
61164	61164	00/00/00	OK	CLAREMORE OK [redacted]	05/16/11

SEE ALSO	PHONES	WRITER
	H:(918) [redacted] W:( ) -	STEVE

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

(1) C&A WILL NOT SHIFT OUT OF 1ST GEAR CHECKED AND FOUND HAD CODE FOR SHIFT SOLENOID FOUND STICKING VALVE IN VALVE BODY. REPLACED VALVE BODY, FILLED WITH FLUID, ERASED CODE, CHECKED FOR LEAKS, NONE, CHECKED OPERATION, GOOD. 10% OFF COUPON (Tech:07) F	Labor		T07	389.58
	5078327AA	(BODY)	1	412.99
	68055894AA	(FLUID)	6	29.94
	68059549AA	(FILTER)	1	21.99
	HANDLING C 33303			1.99
	Total Labor			389.58
	Total Parts			464.92
	Total Sublet			1.99
	Less Special Discount			-85.45
	Total Repair (Customer)			771.04
(2) RECALL K-13 INNER FENDER LINERS TRIMMED INNER FENDER LINERS (Tech:07) A	Warranty Claim			
	Labor		T07	
	(F)CATCK134AA	(NUT KIT)	1	
	(Warranty)			
(3) RECALL L-05 TRANSMISSION COOLER LINES REPLACED COOLER LINES (Tech:07) A	Warranty Claim			
	Labor		T07	
	(F)CEEKL050AA	(TUBE)	1	
	(Warranty)			
(4) C&A FUEL SPEWS OUT WHEN FILLING UP CHECKED AND FOUND FOUND FAILED VALVE ON FUEL TANK, REPLACED FUEL TANK PER TSB. (Tech:07) A	Warranty Claim			
	Labor		T07	
	(F)55366298AA	(O RING)	1	
	(F)52059718AI	(TANK)	1	
	(Warranty)			
(5) MULTI POINT INSPECTION FRONT BRAKES AT 4MM PAD LIFE LEFT REAR BRAKES AT 2MM PAD LIFE LEFT (Tech:07) A	Labor	MPI	T07	
	(Internal)			
(6) CUSTOMER DECLINED REPAIRS AT THIS TIME FRONT AND REAR BRAKES (Tech:98) A	Labor	CDR	T98	
	(Internal)			

	A/C	INT		CUSTOMER
			Labor	389.58
			Parts	464.92
			Sublet	1.99
			Supplies/dis	25.00
			Oil/Grease	.00
			Less Disc.	-85.45
			Sub Total	796.04
		.00	Tax	40.09
			Total (Cash)	836.13

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.

Page 1 of 1 Job [redacted]

[redacted] CUSTOMER SIGNATURE Customer Copy

SOFT RO REV. 6/08

Phone - 918-371-3800 Fax - 918-371-6116

3388
Org. Est. # 006504

INVOICE

Print Date : 02/20/2012

[redacted]

2008 Jeep - Wrangler Unlimited X
3.8L, V6, VIN (1)
Lic # : [redacted]
Unit # :
Vin # :
Hat # :

Odometer In : 76038
Odometer Out :

Cust ID : 929 Ref # :

Part Description / Number	Qty	Sale	Extended	Labor Description	Extended
AIR BAG CLOCKSPRING	1.00	276.00	276.00	AIR BAG CLOCKSPRING - Remove & Replace - [Includes: Steering Angle Sensor Adjustment.]	70.00

[Technicians : Please Select, Technician]

[Payments - Check - $371.58]

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on street, highways or elsewhere for the purpose to testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts and labor is one years or 12,000 miles whichever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of repair.

Labor:	**70.00**
Parts:	**276.00**
Sublet:	**0.00**
Sub:	**346.00**
Tax:	**25.58**
Total:	**371.58**
Bal Due:	**$0.00**

SIGNATURE..... Date..... Time.....

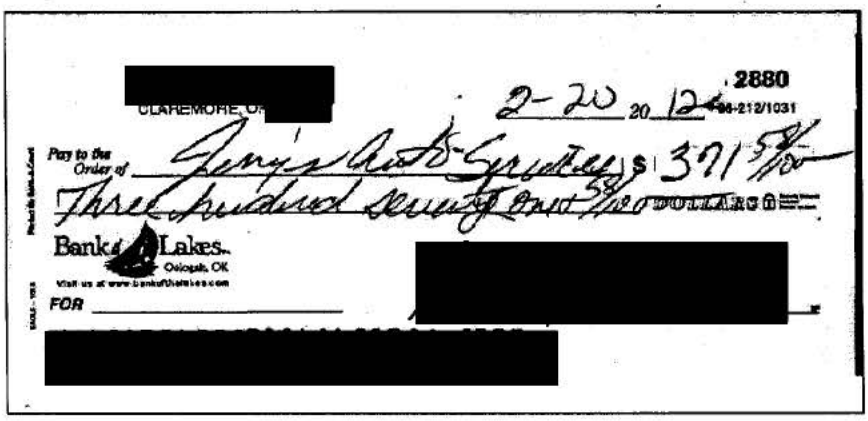
Written By: <none>

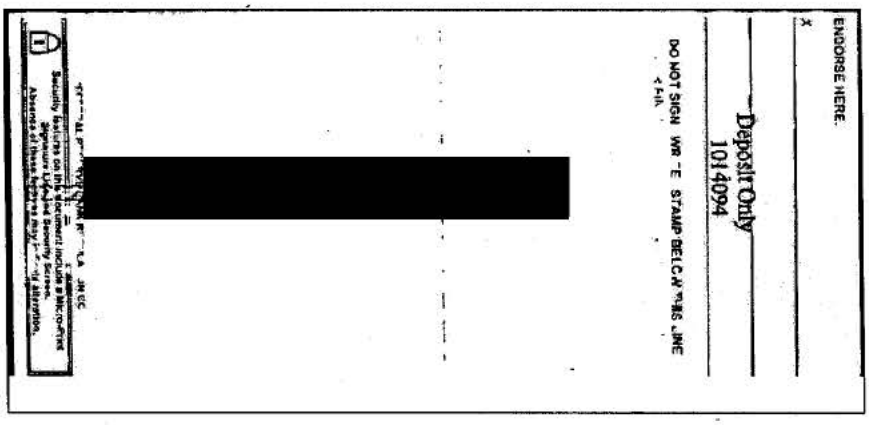
01.17.07 Copyright Mitchell 1 Invoice

Apr 12 2012 3:15PM HP LASERJET FAX p.4

Sequence: 99000006700
Orig. Sequence: 111100024064830
Pocket: 1
DBCR: D

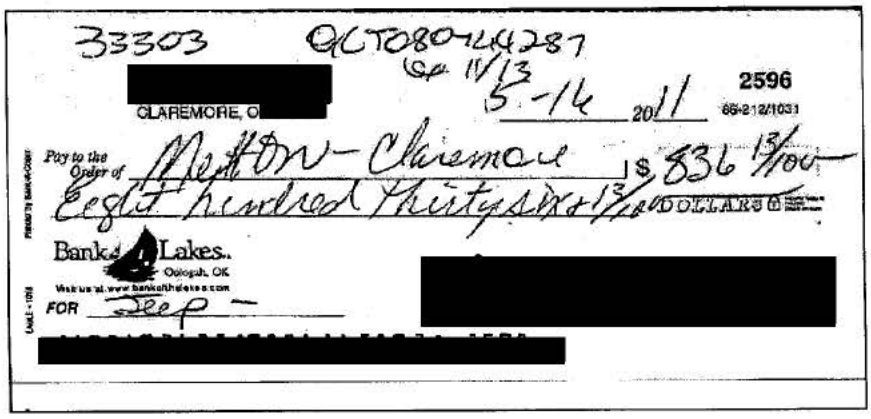
Serial: 2880
Routing: [redacted]
Account: [redacted]
Trancode: 0
Amount: $ 371.58

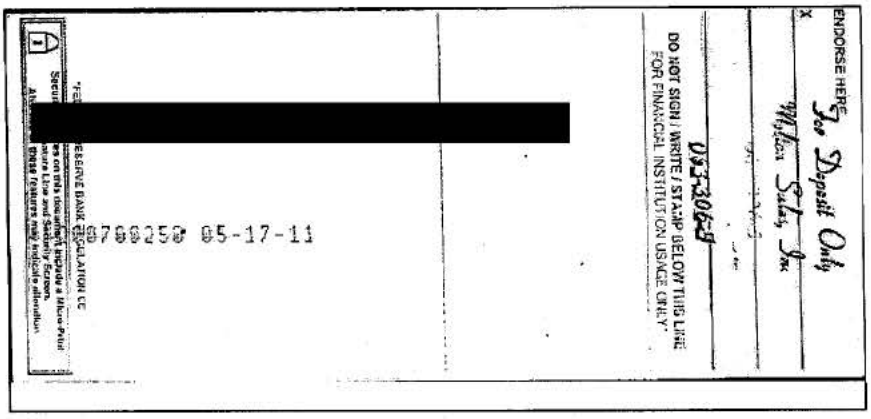




Sequence: 99000010550
Orig. Sequence: 111100021295020
Pocket: 1
DSCR: D

Serial: 2596
Routing: [redacted]
Account:
Trancode: 0
Amount: $ 836.13





RECEIVED DATE:

3/26/12

POSTED DATE : 3-24-12

VIN (FIRST 9 DIGITS) 1J8GA6913

VIN (LAST 8 DIGITS) 7L [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 00000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

Jeep

CHRYSLER GROUP LLC

December 21, 2011

062912

[redacted]
CORONA, CA [redacted]

1J8GA69137L[redacted]

Dear [redacted]

This letter is to inform you that the warranty period (3 years or 36,000 miles) on your Wrangler's clockspring has been extended to 10 years or 150,000 miles, whichever occurs first. This extended clockspring warranty coverage applies to select model year 2007 Wranglers.

We are extending the warranty period on your clockspring because some of the affected vehicle population may experience an airbag lamp illumination caused by a steering column clockspring issue. **If your vehicle is operating properly, there is nothing you are required to do.**

If you are experiencing the condition as described in this warranty extension (within the 10 year or 150,000 mile period), simply contact your dealer to schedule a service appointment. Remember to bring this letter with you to your dealer. Please make sure to store this letter with your vehicle's other warranty information for future reference. The warranty extension applies to the above components only; the other terms and the "What's Not Covered" items of your warranty remain the same as stated in your Warranty Information book.

If you have already paid for the replacement of your clockspring, you may be eligible to receive a reimbursement. You may complete the enclosed Customer Reimbursement Claim Form and send your original receipts, invoices and/or repair order to the following address for reimbursement, your claim will be acted upon within 60 days of receipt:

Chrysler Customer Assistance Center
P.O. Box 21-8007
Auburn Hills, MI 48321-8007

If you have questions or need any assistance, please contact your dealer or the Jeep Customer Assistance Center between the hours of 8:00 AM and 8:00 PM, EST, Monday through Friday or Saturday and Sunday 9:00 AM to 5:00 PM, EST. Please contact 1-877- I AM JEEP (426-5337).

Chrysler Group LLC

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

[redacted]

CORONA, CA [redacted]

Home: Bus: [redacted] Cell:

Email:

INVOICE

JEEP CHRYSLER DODGE OF ONTARIO

1202 AUTO CENTER DR.
(ONTARIO AUTO CENTER)
ONTARIO, CALIFORNIA 91761
(909) 390-9898
CAD # 983596562 ARD # AE166885

SERVICE ADVISOR: 656 DAVID THORTON

COLOR	YEAR	MAKE/MDL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT	TAG
ONYXGRN./D	07	JEEP WRANGLER UNLIMI	1J8GA6913[redacted]	[redacted]	53864	53864	T2291

DELIVERY DATE	PROMISE DATE	WARRANTY	ESTIMATE	R.O. NO.	RATE	PAYMENT	INVOICE DATE
01APR07	26FEB07	01APR2010	15:00 25FEB11			CASH	02MAR11

R.O. OPENED	READY	OPTIONS: STK:7JJ606 DLR:24.105 ENG:3.8L,V6,SMPI TRN:42RLE,4WD,R.T.HD AXL:4.10D.44 1)PJR,ESDD
09:28 25FEB11	23:23 02MAR11	

SECTION	OPCODE	TECH	TYPE		LIST	NET	TOTAL
A	CUSTOMER STATES THAT CARS AIRBAG LIGHT IS COMING ON.						
	23-100 REPLACED CLOCK SPRING						
		509	CPJ	hrs.	125.00	125.00	125.00
	1	68003216AH CLKSPRING-STEERING COLUMN			249.00	249.00	249.00
	SUBL	PRO SMOG INV 4377					
		509	CPJ	hrs.	150.00	150.00	150.00

PARTS: 249.00 LABOR: 125.00 OTHER: 150.00 TOTAL LINE A: $ 524.00

53864 CARS AIR BAG LIGHT IS ON FOUND DTC FOR DRIVER SQUIB CIRCUIT
ONE OPEN SO REMOVED AND REPLACED CLOCKSPRING AND INITIALIZED ECU

B	CUSTOMER STATES THAT CARS HEAT SHEILD RATTLES.						
	23-100 REPLACED CAT CONVERTER, HAD TO HAVE CUT AND WELDED						
		509	W2	hrs.			(N/C)
	1	52059930AH CONVERTER					(N/C)

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

53864 HEAT SHIELD IS RATTLING ON EXHAUSTY UNABLE TO REPLACE DUE TO EXHAUST BEING WELDED TO CATALYTIC CONVERTER

C	CUSTONERT STATES THAT CARS FRONT DIFF LEAKS.						
	23-107 TRIED TO TIGHTEN FRONT COVER PER CUSTOMERS REQUEST						
		509	CPJ	hrs.	0.00	0.00	0.00

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

53864 FRONT DIFF. IS LEAKING FOUND AFTERMARKET FRONT COVER TO BE LEAKING FLUID CUSTOMER WAS ADVISED AND REQUEST COVER TIGHTENED ONLY SO TIGHTENED FRONT DIFF COVER

D	TIRE PRESSURE CHECK IN COMPLIANCE WITH THE CARB(CALIFORNIA AIR RESOURCES BOARD) RULE SERVICE PROVIDERS MUST CHECK AND INFLATE TIRES TO THE PROPER PSI.						
	TIRE PRESSURE CHECK IN COMPLIANCE WITH THE CARB(CALIFORNIA AIR RESOURCES BOARD)RULE SERVICE PROVIDERS MUST CHECK AND INFLATE TIRES TO THE PROPER PSI.						
		509	CPJ	hrs.	0.00	0.00	0.00

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

TIRE PRESSURE SET TO 32

THANK YOU FOR CHOOSING JEEP CHRYSLER DODGE OF ONTARIO. WE KNOW YOU HAVE MANY CHOICES FOR

Customer Copy

NO VEHICLES RELEASED AFTER CLOSING HOURS

NOTICE:
VEHICLES NOT PICKED UP WITHIN TWO DAYS AFTER REPAIRS ARE COMPLETED WILL BE SUBJECT TO A STORAGE FEE.

SERVICE DEPARTMENT HOURS
MONDAY THROUGH FRIDAY
7:00 A.M. TO MIDNIGHT
SATURDAYS & SUNDAYS
8:00 A.M. TO 4:00 P.M., BY APPT. ONLY

SERVICE CASHIER HOURS
MONDAY THROUGH FRIDAY
7:00 A.M. TO MIDNIGHT
SATURDAYS & SUNDAYS
8:00 A.M. TO 4:00 P.M., BY APPT. ONLY

Jeep DODGE

ORIGINAL ESTIMATE	AUTHORIZED REVISED ESTIMATE
$	$

LABOR CHARGES ARE $ _____ PER _____
FLAT RATE HOUR.

I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increase in the original estimated price. I also acknowledge and approve all repairs as itemized and/or receipt of vehicle.

CUSTOMER SIGNATURE

X

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

Mar 23 2012 4:45PM JEEP CHRYSLER OF ONTARIO 9093900316 p.2

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

INVOICE

[redacted]
CORONA, CA [redacted]
Home: Bus: [redacted] Cell:
Email:

JEEP CHRYSLER DODGE OF ONTARIO

1202 AUTO CENTER DR.
(ONTARIO AUTO CENTER)
ONTARIO, CALIFORNIA 91761
(909) 390-9898
CAD # 983696352 ARD # AE186685

SERVICE ADVISOR: 656 DAVID THORTON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT	R.O.
ONYXGRN./D	07	JEEP WRANGLER UNLIMI	1J8GA69137[redacted]	[redacted]	53864	53864	T2291

P.O. DATE	INVOICE DATE	WARR. EXP.	PROMISED	P.O. #	RATE	PAYMENT	DUE DATE
01APR07	28FEB07	01APR2010	15:00 25FEB11			CASH	02MAR11

R.O. OPENED	R.O. CLOSED
08:28 25FEB11	23:23 02MAR11

OPTIONS: STK:7JJ608 DLR:24.105 ENG:3.8L.V6.SMPI TRN:42RLE.4WD.R.T.HD AXL:4.10D.44 1)PJR.E6DD

SECTION	OPCODE	TECH	TYPE	LIST	NET	TOTAL

SERVICING YOUR VEHICLE IS TRULY A PRIVILEGE
YOUR BUSINESS
SERVICE AND PARTS OPEN MON-FRI 7AM-MIDNIGHT
SATURDAY 8AM-4PM SUNDAY CLOSED
ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED

Customer Copy

NO VEHICLES RELEASED
AFTER CLOSING HOURS

NOTICE:
VEHICLES NOT PICKED UP WITHIN TWO DAYS AFTER REPAIRS ARE COMPLETED WILL BE SUBJECT TO A STORAGE FEE.

SERVICE DEPARTMENT HOURS
MONDAY THROUGH FRIDAY
7:00 A.M. TO MIDNIGHT
SATURDAYS & SUNDAYS
8:00 A.M. TO 4:00 P.M., BY APPT. ONLY

SERVICE CASHIER HOURS
MONDAY THROUGH FRIDAY
7:00 A.M. TO MIDNIGHT
SATURDAYS & SUNDAYS
8:00 A.M. TO 4:00 P.M., BY APPT. ONLY

Jeep DODGE

ORIGINAL ESTIMATE	AUTHORIZED REVISED ESTIMATE
$	$

LABOR CHARGES ARE $ PER
FLAT RATE HOUR.

I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increase in the original estimated price. I also acknowledge and approve all repairs as itemized and/or receipt of vehicle.

CUSTOMER SIGNATURE
X

LABOR AMOUNT	125.00
PARTS AMOUNT	249.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	150.00
MISC. CHARGES	0.00
TOTAL CHARGES	524.00
DISC./EXTEND. WARRANTY	0.00
SALES TAX	21.79
PLEASE PAY THIS AMOUNT	545.79

[redacted]
CORONA, CA [redacted]

24 MAR 2012 PM 5 T

USA FIRST-CLASS FOREVER

Chrysler Customer Assistanc
PO Box 21-8007
Auburn Hills, MI 48321-8007

48321+8007

RECEIVED DATE:

3/26/12

POSTED DATE : 3-23-12

VIN (FIRST 9 DIGITS) 1J4R2413

VIN (LAST 8 DIGITS) 8L[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 060 00068

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

March 22, 2012

Chrysler Customer Assistance
P.O. Box 21-8007
Auburn Hills, MI 48321-8007

Attention: Reimbursement,

Reference: Safety Recall L37/NHTSA 11V-528, Airbag System Clockspring

On June 6, 2011 [redacted] my husband took his Jeep Wrangler to Bowman Dodge Chrysler Jeep in Seymour, Indiana because the air bag light was on. The tech diagnosed the problem as the clock spring not working properly. The cost for repairs was quoted at $300. Tony had another appointment on June 6 and he wanted to discuss the problem with me prior to having the repairs made. He was charged and paid a $79 labor/diagnostic fee.

On June 10, 2011, approximately one week late[redacted] returned to Bowman Automotive to have the clock spring repaired. At that time, we were informed that the air bag was the cause of the problem and that the parts would need to be ordered. We were charged $507.00, which included another $79 for labor/diagnostic fee, $225 for an air bag, $175 for a clockspring and $28 tax.

I have a few concerns with Bowman and Chrysler after reviewing the receipts from last June for the recall. Why were labor/diagnostic fees charged twice? Usually the labor/diagnostic fee is deducted from the cost of repairs if performed by the same dealer in a reasonable timeframe, it is not charged twice. Why were we given two different diagnoses in approximately one week? What caused the air bag to need repaired in a week's time, an additional $225 fee? We purchased the vehicle brand new, the air bag was factory installed and it had never been tampered with or had never been inflated.

Enclosed are receipts for the repairs.

Sincerely,

[redacted]

Deputy, IN[redacted]
812-873-0141

cc Bryan Bowman Chrysler Dodge Jeep & Ram

DODGE RAM Jeep
"Experience the Bowman Difference"

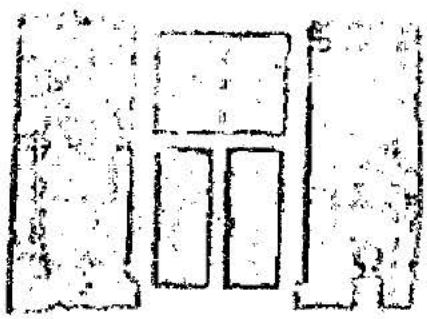
Bryan BOWMAN
DODGE CHRYSLER Jeep

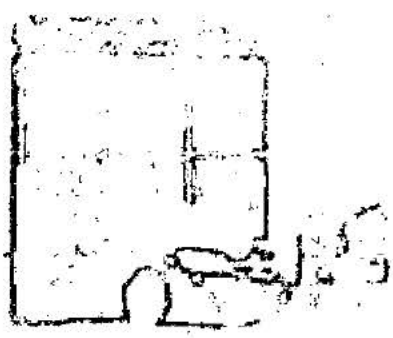
1873 East Tipton St.
Seymour, IN 47274
Phone 812-522-2982
Fax 812-522-8935
www.bowmanautogroup.com

R/O [redacted]	VIN 1J4FZ24138L[redacted]		DATE IN 06/02/11
YEAR 2008	MAKE JEEP	MODEL WRANGLER X	COLOR RED O
MILES IN [redacted]	MILES OUT	FIRST USE 00/00/00	LISC. IN
SEE ALSO		DEPUTY IN [redacted]	TIME IN 09:22
		R/O [redacted] H[redacted] (812) -	CLOSED 10:15 06/02/11
			WRITER 6251 DUSTEN

CUSTOMER IS WAITING

(1) CUSTOMER STATES THE AIR BAG LIGHT IS ON. TECH DIAGNOSED AND FOUND THE CLOCK SPRING TO BE NOT READING AND WORKING PROPERLY IN THE VE HICLE. CUSTOMER WAS QUOTED A PRICE OF 300.00 PAIRS. NO REPAIRS MADE AT THIS TIME. (Tech:08) A	Labor	T08	79.00
	Total Repair (Customer)		79.00
(2) CUSTOMER DOES NOT HAVE TIME TO WAIT FOR A INS PECTION THEY HAVE A APPT AT 11AM. (Tech:08) A	Labor	T08	.00
	Total Repair (Customer)		.00
(3) RECALL J24 (Tech:08) A	Warranty Claim 13J24782 J2	T08	
	(Warranty)		
(4) CUST DECLINED REPAIRS FOUND DURING INSPECT CUSTOMER WANTS TO DISCUSE THE REPAIRS WITH HS WIFE AT THIS TIME. (Tech:08) A	Labor CDR	T08	.00
	Total Repair (Customer)		.00





Sale

06/02/11

Total: $ 79.00

	W/C	INT.		CUSTOMER
ube-Oil-Filter			Labor	79.00
			Parts	.00
			Sublet	.00
			Waste Dispos	.00
			Oil/Grease	.00
			Sub Total	79.00
		.00	Tax	.00
			Total (Cash)	79.00

ER OF WARRANTIES
facturer. The seller hereby expressly disclaims all warranties either expressed or implied, ar purpose, and neither assumes nor authorizes any person to assume for it any liability in does not apply where prohibited by law.

CUSTOMER SIGNATURE

[redacted]

Customer Copy

The Reynolds and Reynolds

Bryan BOWMAN
DODGE CHRYSLER Jeep
Experience the Bowman Difference"

1873 East Tipton St.
Seymour, IN 47274
Phone 812-522-2982
Fax 812-522-8935
www.bowmanautogroup.com

[redacted] 1J4FZ241381 [redacted]					DATE IN 06/10/11
EAR 2008	MAKE JEEP	MODEL WRANGLER X	COLOR RED	O	TIME IN 07:27
[redacted]		FIRST USE 00/00/00	DISC. IN	DEPUTY IN [redacted]	CLOSED 10:51 06/16/11
EE LSO		REG: H: [redacted]		: (812) -	WRITER 6251 DUSTEN

CALL WHEN READY

(1) CUSTOMER STATES THE AIR BAG LIGHT CAME ON AND HAS STAYED ON WHILE DRIVING. TECH FOUND THE AIR BAG TO BE THE CAUSE OF TH AIR BAG LIGHT. PARTS HAVE BEEN ORDERED FOR TH E REPAIRS. TECH REMOVED AND REPLACED THE AIR BAG AND CLO CK SPRING (Tech:02) A

Labor		T02		79.00
5KC81XDVAH	(AIR BAG)		1	225.00
5156106AB	(CLKSPRING)		1	175.00
Total Repair (Customer)				479.00

(2)

Labor		T02	.00
Total Repair (Customer)			.00

[redacted]
BRYAN BOWMAN CHRYSLER
1873 E TIPTON ST
SEYMOUR, IN 47274
812-522-2982

Merchant ID: 3000033555846
Term ID: 002
Ref #: 142

Sale

[redacted]

Entry Method: Swiped
09:49:38
Appr Code: 016758
Batch#: 167001

06/16/11
Inv #: [redacted]
Approved Online
Total: $507.00

Customer Copy

Next Service SEP '11 Lube-Oil-Filter

	W/C	INT.		CUSTOMER
			Labor	79.00
			Parts	400.00
			Sublet	.00
			Waste Dispos	.00
			Oil/Grease	.00
			Sub Total	479.00
		.00	Tax	28.00
			Total (Cash)	507.00

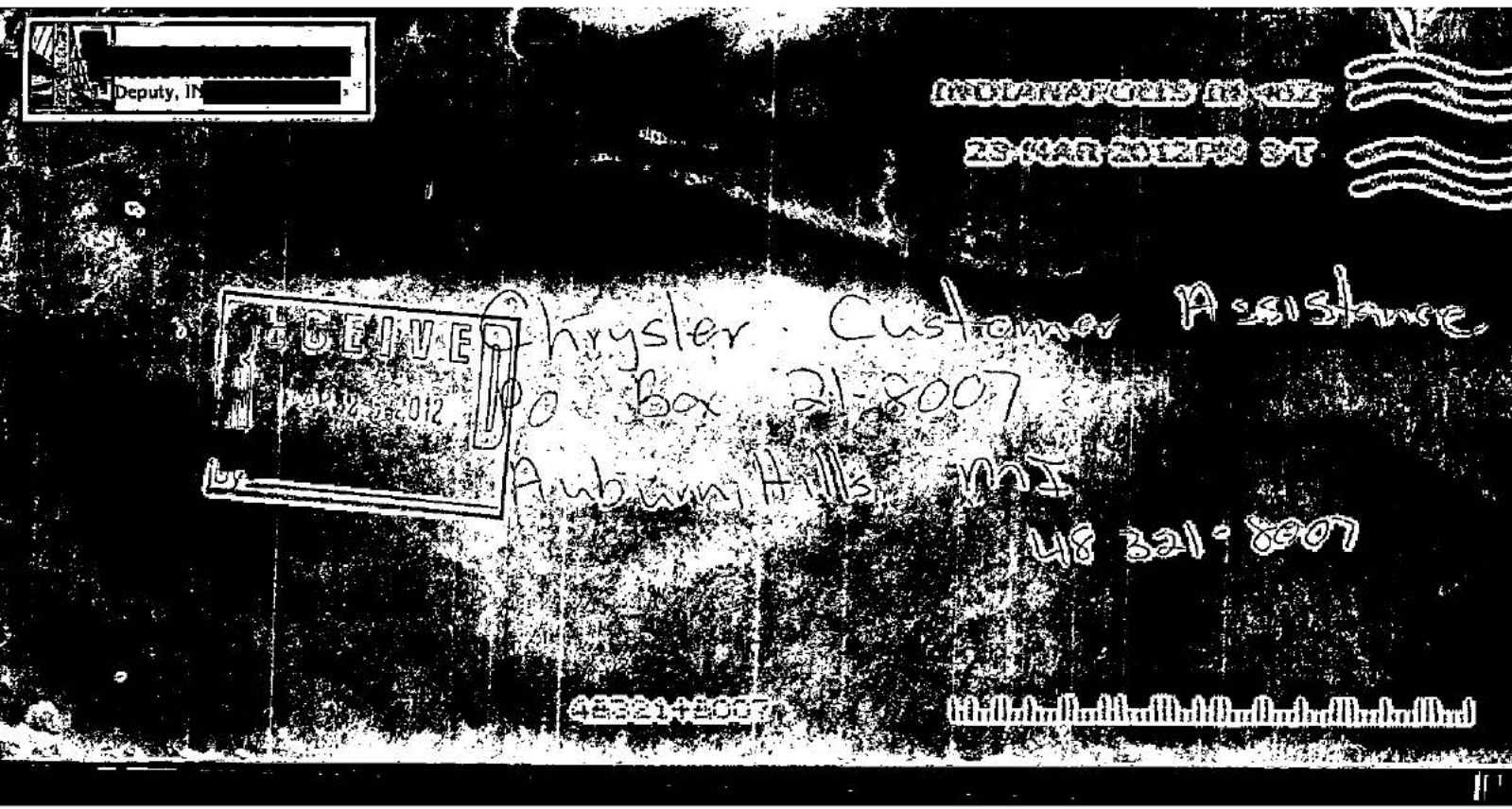
DISCLAIMER OF WARRANTIES

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

X CUSTOMER SIGNATURE

[redacted] [redacted]

Customer Copy


Deputy, IN
INDIANAPOLIS IN 462
29 MAR 2012 PM 3T
RECEIVED
MAR 2012
Chrysler Customer Assistance
PO Box 21-8007
Auburn Hills MI
48321-8007
48321+8007

RECEIVED DATE:

3/26/12

POSTED DATE : 3-21-12

VIN (FIRST 9 DIGITS) 1J4FZ2415

VIN (LAST 8 DIGITS) 8L[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

CULLMAN

Dodge ~ Chrysler ~ Jeep ~ Ram

1302 2ND AVENUE, S.W. (256) 734-0721
CULLMAN, AL 35055

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	LIZ SNOW 295	584	12/14/11	[redacted]

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		70,543	/	

[redacted]
HALEYVILLE, AL [redacted]

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
08/JEEP/WRANGLER/2DR 4WD X RHD		

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 J 4 F Z 2 4 1 5 8 L [redacted]		

F.T.E. NO.	P.O. NO.	R.O. DATE
		12/14/11

RESIDENCE PHONE	BUSINESS PHONE	COMMENTS
[redacted]		MO: 70543

LABOR & PARTS----------

J# 1 15CHZ DRIVEABILITY TECH(S):236 75.88
AIR BAG LIGHT INTERMITTANT COMES ON AND OFF AT TIMES
INTERNAL FALIURE
TEST AND REPLACE CLOCK SPRING

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	5156106-AB	CLKSPRING 8015001	254.00	254.00
			JOB # 1 TOTAL PARTS		254.00
			JOB # 1 TOTAL LABOR & PARTS		329.88

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	SS	SHOP SUPPLIES		4.55
			TOTAL - MISC	4.55

COMMENTS----------
WAIT

TOTALS----------

SERVICE QUALITY CHECK VERIFICATION

A CLEAR EXPLANATION OF REPAIRS/CHARGES WAS MADE

AT YOUR REQUEST SERVICE AND PARTS IS NOW OPEN
ON SATURDAY 8AM TO 5PM

TOTAL LABOR....	75.88
TOTAL PARTS....	254.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	4.55
TOTAL MISC DISC	0.00
TOTAL TAX.....	21.59
TOTAL INVOICE $	**356.02**

PAID
DEC 14 2011
C/C

CUSTOMER SIGNATURE

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.

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 COPY

[END OF INVOICE] 12:04pm

The Reynolds and Reynolds Company ERALZRINVE GM08406.0 (04/11)

CULLMAN
Dodge ~ Chrysler ~ Jeep

10:30 Wed.

1302 2ND AVENUE, S.W. (256) 734-0721
CULLMAN, AL 35055

shown

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	LIZ SNOW 295	619	12/17/10	[redacted]

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		49,991	/	

[redacted]
HALEYVILLE, AL [redacted]

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
08/JEEP/WRANGLER/2DR 4WD X RHD		

VEHICLE I.D. NO	SELLING DEALER NO.	PRODUCTION DATE
1 J 4 F Z 2 4 1 5 8 L [redacted]		

F.T.E. NO	P.O. NO.	R.O. DATE
		12/17/10

RESIDENCE PHONE	BUSINESS PHONE	COMMENTS
[redacted]		

MO: 49991

LABOR & PARTS

J# 1 39CHZ ACCESSORIES TECH(S): 178 80.00
CUSTOMER STATES AIR BAG LIGHT COMES ON AND CHIME SOUNDS
REPLACED CLOCKSPRING

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	5156106-AA	CLKSPRING 8015001	249.00	249.00
			JOB # 1 TOTAL PARTS		249.00
			JOB # 1 TOTAL LABOR & PARTS		329.00

J# 2+55CHZ RECALL TECH(S): 178 0.00
RECALL
K13 INNER FENDER LINERS
PER CHRYSLER REQUEST
PART ORDERED

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

J# 3+15CHZ DRIVEABILITY TECH(S): 178 WARRANTY
SOFTWARE UPDATE
REPROGRAMMED PCM

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 3	1	4275086-AD	LABEL NON 14086100		WARRANTY
			JOB # 3 TOTAL PARTS		0.00
			JOB # 3 TOTAL LABOR & PARTS		0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	SS	SHOP SUPPLIES		4.80
			TOTAL - MISC	4.80

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

COMMENTS
WAIT

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.

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.

The Reynolds and Reynolds Company ERA12RINVE GM26405O (01/10)

 [CONTINUED ON NEXT PAGE] 11:28am

CULLMAN
Dodge ~ Chrysler ~ Jeep

1302 2ND AVENUE, S.W. (256) 734-0721
CULLMAN, AL 35055

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	LIZ SNOW 295	619	12/17/10	[redacted]
[redacted]	LABOR RATE / LICENSE NO. / MILEAGE: 49,991		COLOR: /	
HALEYVILLE, AL [redacted]	YEAR / MAKE / MODEL: 08/JEEP/WRANGLER/2DR 4WD X RHD		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO.: 1 J 4 F Z 2 4 1 5 8 L [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO. / P. O. NO.		R. O. DATE: 12/17/10	
RESIDENCE PHONE: [redacted]	BUSINESS PHONE	COMMENTS		MO: 49991

TOTALS

SERVICE QUALITY CHECK VERIFICATION

A CLEAR EXPLANATION OF REPAIRS/CHARGES WAS MADE

AT YOUR REQUEST SERVICE AND PARTS IS NOW OPEN

ON SATURDAY 8AM TO 5PM

CUSTOMER SIGNATURE

TOTAL LABOR....	80.00
TOTAL PARTS....	249.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	4.80
TOTAL MISC DISC	0.00
TOTAL TAX.....	21.17
TOTAL INVOICE $	**354.97**

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.

PAID
DEC 17 2010

CC
TR

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 COPY

[END OF INVOICE] 11:28am

The Reynolds and Reynolds Company ERALZRINVE GM26405 D (01/10)

[redacted]

Haleyville, Al[redacted]
March 20, 2012

Chrysler Group LLC
P.O Box 21 8008
Auburn Hills, MI 48321-8008

Gentlemen:

In response to your recall L37 Concerning the Clockspring on airbag.

I have replaced this Clockspring twice on my jeep.

Enclosed you will find Receipts to this Cause.

Please process this as soon as possible.

Thank you in advance for your help.

Sincerely

[redacted]

0004887/#52765 / L37

PLEASE HELP US UPDATE OUR RECORDS IF ANY OF THE FOLLOWING CONDITIONS APPLY

VIN (Last 8 Characters of Vehicle Identification Number)

8L [redacted]

Notification Code

L37

This service was previously performed on my vehicle *(check one if applicable)*:

- ☐ My vehicle was inspected and found to be ok.
- ☒ My vehicle was repaired.

This vehicle was *(check one if applicable)*:

☐ scrapped ☐ stolen ☐ exported

This vehicle was sold to *(check one if applicable)*:

- ☐ A dealer, or someone whose name and address is unknown.
- ☐ Someone other than a dealer *(type or print the new owner's name and address below)*.

Date of sale: _____

Updated name and address *(type or print the new owner's name and address or your new name and/or address if it has changed)*:

Owner's title *(check one if applicable)*:

☐ Mr. ☐ Miss ☐ Mr. & Mrs. ☐ Dr.
☐ Mrs. ☐ Ms. ☐ Rev. ☐ Business

First Name _____ MI _____

Last Name _____

Street Address _____

_____

City _____

State _____ Zip Code _____

Email Address _____

[redacted]

[redacted]

Hateyville, Al.

MAR 23 2012

Chrysler Custome
Attention: Reimb
P.O. Box 21-800
Auburn Hills, M

48321800707

RECEIVED DATE:

3/26/12

POSTED DATE : 3-21-12

VIN (FIRST 9 DIGITS) 1J4FZ2417

VIN (LAST 8 DIGITS) 8L [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 00000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

CHRYSLER

SAFETY RECALL L37/NHTSA 11V-528
AIRBAG SYSTEM CLOCKSPRING

Dear [redacted]

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

Chrysler has decided that a defect, which relates to motor vehicle safety, exists in some **2008 through 2012 model year Jeep® Wrangler Right Hand Drive (RHD) vehicles.**

The problem is... **The clockspring assembly that connects the driver's airbag to the electrical system on your Wrangler (VIN: 1J4FZ24178[redacted]) could experience a compromised driver's airbag circuit. This would cause the airbag light to illuminate or flash intermittently, which indicates the airbag may not deploy and increase the risk of an injury in the event of a frontal crash.**

Please note that a component intended to provide a permanent remedy for this condition is currently not available. Chrysler will contact you again, when the remedy parts are available. We apologize for any inconvenience this may cause.

- When the AIRBAG warning light on your instrument panel illuminates for a few seconds after you start your vehicle and then goes out, this **indicates the airbag system is functioning properly** and no further action is required at this time.
- If the AIRBAG warning light either illuminates intermittently while you are driving or remains on, this is **an indication your airbag system is not functioning properly.**

What your dealer will do... In the interim, **if the AIRBAG warning light either illuminates intermittently while you are driving or remains on,** Chrysler will provide a free diagnosis. If the clockspring assembly is faulty, Chrysler will replace the existing clockspring free of charge (parts and labor). The work will take about one hour to complete. However, additional time may be necessary depending on service schedules.

What you must do to ensure your safety... In the interim, **if the AIRBAG warning light either illuminates intermittently while you are driving or remains on,** you are encouraged to **contact your Chrysler, Jeep, or Dodge dealer** right away to schedule a service appointment. Ask the dealer to hold the part for your vehicle or to order it before your appointment. **Please bring this letter with you to your dealer.**

If you need help... If you have questions or concerns which your dealer is unable to resolve, please contact the Chrysler Group Recall Assistance Center 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.

(over)

RAM DODGE Jeep SRT FIAT MOPAR

Chrysler, Jeep, Dodge, Ram, SRT and Mopar are registered trademarks of Chrysler Group LLC.
FIAT is a registered trademark of Fiat Group Marketing & Corporate Communication S.p.A., used under license by Chrysler Group LLC.

If you have already experienced this condition and have paid to have it repaired, please send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days.

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 L37

3/21/12 *Note to lessors receiving this recall: Federal regulation requires that you forward this recall notice to the lessee within 10 days.*

Please Remit 86 75 I have invested in the diagnosis of this problem 2/15/11 as per ATTACHED RCPT. THANKyou Sally Z

00008371#52765 / L37

HARDY, VA [redacted]

SAFETY RECALL NOTICE

IMPORTANT!

Electronic Service Requested
Auburn Hills MI USA 48321-8008
PO Box 218008
CIMS 482-00-85

CHRYSLER GROUP LLC

PRESORTED
FIRST CLASS MAIL
U.S. POSTAGE
PAID
PERMIT #2655
DETROIT, MI

CUSTOMER #[redacted]

[redacted]

HARDY, VA [redacted]

HOME [redacted] CONT:N/A

BUS: CELL:

Ford · Mercury · Chrysler
Dodge · Jeep

19999 Virgil H. Goode Hwy. Rt. 220 N.
ROCKY MOUNT, VIRGINIA 24151
(540) 483-0253
www.duncanauto.net

INVOICE

DUPLICATE 1
PAGE 1

SERVICE ADVISOR: 8084 MIKE KAZEE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
SILVER	08	JEEP WRANGLER	1J4FZ2417[redacted]	[redacted]	44373/44373	T3580

DEL DATE	PROD. DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV. DATE
03NOV08 DD	05NOV07		17:30 14FEB11			CASH	15FEB11

R.O. OPENED	READY	OPTIONS:
07:33 14FEB11	10:22 15FEB11	ENG:3.8 Liter 1)OAR # 149 514 610

LINE	OPCODE	TECH TYPE	HOURS	LIST	NET	TOTAL
A	LUBE OIL AND FILTER					
	LOF LUBE OIL AND FILTER					
	5369 OWENS,KEITH LIC#: 5369					
	CPC			10.97	10.97	
1	4105409BC FILTER-ENGINE OIL			18.98	18.98	18.98
5	XO*5W20*BSP OIL			3.05	0.00	0.00
	**********					
B	PERFORM MULTIPOINT INSPECTION AND ADVISOR WALK AROUND WITH CUSTOMER					
	99P PERFORM MULTIPOINT INSPECTION AND ADVISOR WALK AROUND WITH CUSTOMER					
	5369 OWENS,KEITH LIC#: 5369					
	CPC			0.00	0.00	
	**********					
C	CUST STATES AIRBAG LIGHT IS ON					
	CDR CUSTOMER DECLINED REPAIR					
	5369 OWENS,KEITH LIC#: 5369					
	CPC			86.75	86.75	
	CHECKED AND FOUND VEHICLE NEEDS A CLOCKSPRING. REPAIRS DECLINED AT THIS TIME.					
	**********					
D	INNER FENDER LINERS					
	CAUSE: .					
	05K13183 05K13183					
	5369 OWENS,KEITH LIC#: 5369					
	WCH95					(N/C)
1	CATCK134AA NUT KIT-LEFT FRONT FENDER					(N/C)
	PERFORMED OPEN RECALL K13					
	**********					
E	** WINDSHEILD WIPER ASSEMBLY,REPLACE ONE OR ALL*					
	FEL36 WINDSHEILD WIPER ASSEMBLY,REPLACE ONE OR ALL*					
	5369 OWENS,KEITH LIC#: 5369					
	CPC			9.99	9.99	
2	WB000015AF BLADE			8.25	8.25	16.50

PAID
CK. NO. cc
DATE 2-16-11

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.

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

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

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

CUSTOMER SIGNATURE

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE.
A STORAGE CHARGE TO BE ADDED ON CARS LEFT OVER 10 DAYS.

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

CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

HARDY, VA [redacted]
HOME: [redacted] CONT:N/A
BUS: CELL:

[redacted]

INVOICE

DUPLICATE 1
PAGE 2

DUNCAN
Ford · Mercury · Chrysler
Dodge · Jeep

19999 Virgil H. Goode Hwy. Rt. 220 N.
ROCKY MOUNT, VIRGINIA 24151
(540) 483-0253
www.duncanauto.net

Jeep | FORD MERCURY | CHRYSLER Dodge

SERVICE ADVISOR: 8084 MIKE KAZEE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG.
SILVER	08	JEEP WRANGLER	1J4FZ24178L[redacted]		44373/44373	T3580

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
03NOV08 DD	05NOV07		17:30 14FEB11			CASH	15FEB11

R/O OPENED	READY	OPTIONS:
07:33 14FEB11	10:22 15FEB11	ENG:3.8_Liter 1)OAR # 149 514 610

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
MISC SHOP SUPPLIES							1.10

!!.IMPORTANT.!!
You may receive a questionnaire in the next few days.This is our report card. If for any reason you are not "Completely Satisfied" please contact our service department.
540-483-0253
THANK YOU FOR YOUR BUSINESS

DUNCAN FORD MERCURY
19999 VIRGIL H GOODE
ROCKY MOUNT, VA 2415

BATCH: 881
E-S D-R-A-F-T
75940307
330823542970

REF: 0003
CD TYPE: MASTERCARD
TR TYPE: PURCHASE
DATE: FEB 16, 11 15:34:35

TOTAL $146.06

ACCT: ********[redacted] EXP: **/**
AP: [redacted]
NAME: SALLY A ZERFOSS
TRAN. 0216MDSCBZX5J

CARDMEMBER ACKNOWLEDGES RECEIPT OF GOODS AND/OR SERVICES IN THE AMOUNT OF THE TOTAL SHOWN HEREON AND AGREES TO PERFORM THE OBLIGATIONS SET FORTH BY THE CARDMEMBER'S AGREEMENT WITH THE ISSUER.

CUSTOMER COPY

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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	107.71
PARTS AMOUNT	35.48
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	1.10
TOTAL CHARGES	144.29
LESS INSURANCE	0.00
SALES TAX	1.77
PLEASE PAY THIS AMOUNT	146.06

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE.
A STORAGE CHARGE TO BE ADDED ON CARS LEFT OVER 10 DAYS.

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

CUSTOMER COPY

[redacted]

Hardy VA [redacted]

ROANOKE VA 240

21 MAR 2012 PM 4 L

RECEIVED
MAR 23 2012
By

Chrysler Customer Assistance
Box 21-8007
Auburn Hills MI 48321-8007

48321-8007

RECEIVED DATE:

4/03/12

POSTED DATE : 3-31-12

VIN (FIRST 9 DIGITS) 1J4F32417

VIN (LAST 8 DIGITS) 8L [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : [redacted]

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

CUSTOMER #: [redacted]

[redacted]

INVOICE

DUNCAN
Ford · Mercury · Chrysler
Dodge · Jeep

19999 Virgil H. Goode Hwy. Rt. 220 N.
ROCKY MOUNT, VIRGINIA 24151
(540) 483-0253
www.duncanauto.net

Jeep | FORD MERCURY | CHRYSLER Dodge

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

PAGE 1

SERVICE ADVISOR: 8084 MIKE KAZEE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
SILVER	08	JEEP WRANGLER	1J4FZ24178[redacted]	YDD-5851	60686/60686	T615

DEL DATE	PROD. DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
03NOV08 DD	05NOV07		17:30 29MAR12			CASH	29MAR12

R.O. OPENED	READY	OPTIONS:
14:54 29MAR12	16:19 29MAR12	ENG:3.8 Liter 1)OAR # 149 514 610 2)NO EMAIL

LINE-OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A LUBE OIL AND FILTER			
LOF LUBE OIL AND FILTER			
6135 ABNER,DAVID LIC#: 6135			
CPC		10.97	10.97
1 4105409BC FILTER-ENGINE OIL	18.98	18.98	18.98
5 68055890AA *OIL-5W20	4.25	0.00	0.00
1 68055890AA *OIL-5W20	4.25	4.25	4.25
**********			
B PERFORM MULTIPOINT INSPECTION AND ADVISOR WALK AROUND WITH CUSTOMER			
99P PERFORM MULTIPOINT INSPECTION AND ADVISOR			
WALK AROUND WITH CUSTOMER			
6135 ABNER,DAVID LIC#: 6135			
CPC		0.00	0.00
GBATT BATTERY CHECKS OK			
6135 ABNER,DAVID LIC#: 6135			
CPC		0.00	0.00
YTIRE TIRES MAY REQUIRE FUTURE ATTENTION			
6135 ABNER,DAVID LIC#: 6135			
CPC		0.00	0.00
GBK BRAKES CHECKED OK			
6135 ABNER,DAVID LIC#: 6135			
CPC		0.00	0.00
**********			
C AIRBAG SYSTEM CLOCKSPRING			
CAUSE:			
STC SEE TECH COMMENTS			
6135 ABNER,DAVID LIC#: 6135			
WCH95			(N/C)
1 6505656AA BOLT-HEX FLANGE HEAD			(N/C)
1 5156106AB CLKSPRING-STEERING COLUMN CONTROL			
MOD			(N/C)
PERFORMED OPEN RECALL L37			
**********			
MISC SHOP SUPPLIES			1.10

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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	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE.
A STORAGE CHARGE TO BE ADDED ON CARS LEFT OVER 10 DAYS.

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

CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

INVOICE

DUNCAN
Ford · Mercury · Chrysler
Dodge · Jeep
19999 Virgil H. Goode Hwy. Rt. 220 N.
ROCKY MOUNT, VIRGINIA 24151
(540) 483-0253
www.duncanauto.net

[redacted]
HARDY, VA [redacted]
HOME [redacted] CONT:N/A
BUS: CELL:

SERVICE ADVISOR: 8084 MIKE KAZEE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SILVER	08	JEEP WRANGLER	1J4FZ24178L[redacted]	YDD-5851	60686/60686	T615

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
03NOV08 DD	05NOV07		17:30 29MAR12			CASH	29MAR12

R.O OPENED	READY	OPTIONS:
14:54 29MAR12	16:19 29MAR12	EMAIL

ENG:3.8_Liter 1)OAR # 149 514 610 2)NO

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL

!! IMPORTANT !!

You may receive a questionnaire in the next few days This is our report card. If for any reason you are not"Completely Satisfied" please contact our service department.

540-483-0253

THANK YOU FOR YOUR BUSINESS

Where Did You Get Your Tires Before Bob Tire

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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	10.97
PARTS AMOUNT	23.23
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	1.10
TOTAL CHARGES	35.30
LESS INSURANCE	0.00
SALES TAX	1.16
PLEASE PAY THIS AMOUNT	36.46

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE.
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CUSTOMER COPY

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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 L37

3/21/12 *Note to lessors receiving this recall: Federal regulation requires that you forward this recall notice to the lessee within 10 days.*

Please Remit $86.75 I have invested in the diagnosis of this problem 2/15/11 as per ATTACHED RCPT. THANKyou

Sally Z

[redacted]
HARDY, VA
[redacted]

8L [redacted] L37 0000837

0000837/#S2765 / L37

3/30/12 5:15 pm

Case # [redacted]

per message from Debra

Magic

This bill was STATED MUST send Rept Showing Repairs Have been completed

CHRYSLER GROUP LLC
CIMS 482-00-85
PO Box 21-8008
Auburn Hills MI USA 48321-8008
Electronic Service Requested

PRESORTED
FIRST CLASS MAIL
U.S. POSTAGE
PAID
PERMIT #2655
DETROIT, MI

SAFETY RECALL NOTICE

IMPORTANT!

3/20/2012 CASE MI 486 82

ATTN: CASE

DW 690 –

CASE # [redacted]

ATTACHED RCPT of RECALL REPAIR of Clockspring.

REQUEST RELEASE of $86.75 IN DIAGNOSIS CHARGES previously submitted.

THANK [redacted]

[redacted]

[redacted]

HARDY VA

ROANOKE VA 240

30 MAR 2012 PM 4 T

ATTN: DW 690
Chrysler Customer Assistance
P.O. Box 21-8007
Auburn Hills MI 48321-8007

RECEIVED
APR 02 2012
By

48321-8007

3/26/12

POSTED DATE : 3-22-12

VIN (FIRST 9 DIGITS) 1J4BZ3H15

VIN (LAST 8 DIGITS) AL [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

[redacted]

AMS TIRE & ALIGNMENT
284 BARNSLEY ROAD
OXFORD PA 19363
610-932-3977

C O P Y
0/12/2011 16:13:01
ale:

nsaction #: 5
d Type: MasterCard
: [redacted]
try: Swiped
ount: 500.00

oice ID: 2086
ference No.: [redacted]

th.Code: 12832
spon. AUTH/TKT R12832
rchant number ***12008
CUSTOMER COPY

& Alignment

Rd
9363

VIN # [redacted]
1J4B23H15A[redacted]

Invoice

Date	Invoice #
10/11/2011	[redacted]

Ship To

Mile 44150
2010 Jeep Wrangler
RHD

Rep	Ship	Via	F.O.B.	Project
	10/11/2011			

Description	Price Each	Amount
2 Standard Oil Change		249.00
Replace Tail Light Bulb		70.00 / 319.00
TFX 96062 Trans Filter		74.25
ATF4 Trans Fluid	7.99	47.94
Labor Trans Service		48.00
CF1 83018 Air Filter		18.79
LOF		25.99
Antifreeze Pre Coat	18.99	37.98
Flush / Refill Antifreeze		35.00
16" Winter Blades	12.99	25.99
Env		40.00
ST Insp		40.00
	TF	41.10

Total 726.23 $0.00

Rear Blades Must Be Ordered
Env Needed Note: 4/5 Standard Shop Fee Only

Adams Tire & Alignment

284 Barnsley Rd
Oxford, PA 19363

Invoice

Date	Invoice #
10/11/2011	[redacted]

VIN # [redacted]
1J4B23H15AL[redacted]

Bill To	Ship To
[redacted]	Miles 44130 2010 Jeep Wrangler RHD

P.O. Number	Terms	Rep	Ship	Via	F.O.B.	Project
			10/11/2011			

Quantity	Item Code	Description	Price Each	Amount
1		Oil Change Jeep 5w-20		249.00
1		Regular Maintenance		70.00 / 319.00
1		TFX 9602 Trans Filter		46.95
6qt		ATF+4 Trans Fluid	7.99	47.94
1		Labor Trans Service		48.00
1		CF: 83018 Air Filter		18.79
1		LOF		25.99
2		Antifreeze - Pex coolant	18.99	37.98
1		Flush / Refill Antifreeze		35.00
2		16" Winter Blades	12.99	25.98
1		Emm		40.00
1		ST Insp		40.00
			TF	41.10

Total 726.23 $0.00

Rear Brakes MUST Be Checked
Front Brakes Note: 45 Days Start And Date

I RECEIVED A NOTICE FOR RECALL FOR MY JEEP WRANGLER. (2010) I ALREADY REPLACED IT ON 10-12-11 THRU MY MECHANIC AT ADAMS TIRE & ALIGNMENT. I AM REQUESTING REIMBURSEMENT FOR $319.00 FOR WHICH I HAD PAID FOR PARTS AND LABOR.

THANK YOU

[redacted]

[redacted]
Oxford, PA [redacted]

[redacted]

Oxford, PA

SOUTHEASTERN PA 189

22 MAR 2012 PM 6 T

ATTN: CUST SRVICE

CHRYSLER CUST. CARE

P.O. BOX 21-8004

AUBURN HILLS MI 48321

RECEIVED
MAR 25 2012
BY

4832130021

RECEIVED DATE:

4/09/12

POSTED DATE : 4-4-12

VIN (FIRST 9 DIGITS) 1J4FZ2418

VIN (LAST 8 DIGITS) 8L [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

CHAMPION AUTO MALL

2321 HWY 155N. P.O. BOX 3700
PALESTINE, TEXAS 75802-3700
(TOLL)800-723-4177 (TEL)903-723-3031
WWW.CHAMPIONAUTOMALL.NET

[redacted]

[redacted]
BUFFALO TX [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
1J4FZ24188L[redacted]	71333	07/21/11	[redacted]

YEAR	MAKE	MODEL	COLOR	TAG NO.
08	JEEP	WRANGLER X	SILVER	00088

CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
		[redacted]	- -		00/00/00	72	CASH

CUST LABOR RATE	DELIV DATE	DELIV MILES	MILEAGE IN	DATE IN	IN-SERV DATE	
90.00	00/00/00		71333	07/14/11	00/00/00	

IF YOU ARE NOT COMPLETLY SATISFIED PLEASE LET US KNOW
CUSTOMER SATISFACTION IS # ONE

SERVICE HOURS: M-F 7:30AM-6:00PM
PARTS HOURS: M-F 7:30AM-6:00PM

LINE	OP CODE	FAIL-CD	TECH	HOURS/QTY	TYPE	AMOUNT
A						
Com Customer states REPLACE CLOCKSPRING						
Cor REPALCED CLOCKSPRING FOR AIR BAG LIGHT						
	ALS				C	135.00
	5156106AB	CLKSPRINGSTEER		1	C	249.00
			Line Total.....			384.00
B						
Com Customer states DETAIL IF VEHICLE CAN						
Cor SUBLET DETAIL						
	AMM					
	SUBLET	5 ENTERPRISE	DETAIL/WA	1	C	98.00
			Line Total.....			98.00
C +						
Com Customer states RECALL K13						
Cor INSTALLED FASTENERS						
0	ALS					
	CATCK134AA	NUT KIT LEFT		1	W	
			Line Total.....			

plus 90.00
494.55
Pd # 2297
$509.29

CUSTOMER COPY - PAGE 01

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

On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty 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)

CHAMPION AUTO MALL

2321 HWY 155N. P.O. BOX 3700
PALESTINE, TEXAS 75802-3700
(TOLL) 800-723-4177 (TEL) 903-723-3031
WWW.CHAMPIONAUTOMALL.NET

[redacted]

[redacted]
BUFFALO TX [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
1J4FZ24188L[redacted]	71333	07/21/11	[redacted]

YEAR	MAKE	MODEL	COLOR	TAG NO
08	JEEP	WRANGLER X	SILVER	00088

CUST NO	LICENSE	HOME PHONE	WORK PHONE	STOCK NO	PROD DATE	SERV ADV	TERMS
		[redacted]	- -		00/00/00	72	CASH

CUST LABOR RATE	DELIV DATE	DELIV MILES	MILEAGE IN	DATE IN	IN SERV DATE	
90.00	00/00/00		71333	07/14/11	00/00/00	

IF YOU ARE NOT COMPLETLY SATISFIED PLEASE LET US KNOW
CUSTOMER SATISFACTION IS # ONE

SERVICE HOURS: M-F 7:30AM-6:00PM
PARTS HOURS: M-F 7:30AM-6:00PM

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

D +
Com Customer states RECALL J24
Cor TOWBAR N/A
0 ALS

Line Total.....

Warranty Claim Type: W Authorization Code:

Parts	249.00
Sales Tax	20.54
Labor	135.00
Sublets	98.00
EPA FEE	6.75
TOTAL-CUST-CASH	509.29

CUSTOMER COPY - PAGE 02

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

CHAMPION AUTO MALL

2321 HWY 155N. P.O. BOX 3700
PALESTINE, TEXAS 75802-3700
(TOLL) 800-723-4177 (TEL) 903-723-3031
WWW.CHAMPIONAUTOMALL.NET

[redacted]

[redacted]
BUFFALO TX [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO
1J4FZ24188L[redacted]	70610	07/06/11	[redacted]

YEAR	MAKE	MODEL	COLOR	TAG NO.
08	JEEP	WRANGLER X	SILVER	00000

CUST NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD DATE	SERV ADV	TERMS
[redacted]	[redacted]	[redacted]	- -		00/00/00	72	CASH

CUST LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV DATE
90.00	00/00/00		70610	07/06/11	00/00/00

IF YOU ARE NOT COMPLETLY SATISFIED PLEASE LET US KNOW
CUSTOMER SATISFACTION IS # ONE

SERVICE HOURS: M-F 7:30AM-6:00PM
PARTS HOURS: M-F 7:30AM-6:00PM

LINE	OP CODE	FAIL-CD	TECH	HOURS/QTY	TYPE	AMOUNT
A						
Com Customer states ck air bag light coming on						
Cor performed diag test driver squib circuits, found clockspring faulty						
406.00 parts and labor 406.00						
	ALS				C	90.00
	4889820AB	PAINT		1	C	9.50
				Line Total.....		99.50

Parts	9.50
Sales Tax	.78
Labor	90.00
TOTAL-CUST-CASH	100.28

Clockspring Part Number
5156106AB
249.00
135 Labor

CUSTOMER COPY - PAGE 01

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CUSTOMER SIGNATURE

On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty 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)

[redacted]

Buffalo, TX [redacted]

[redacted]

Vin# 1J4FZ24188L [redacted]

Recall# L39

$494.55

[redacted]

Recall:

800-247-9753
Recall Center
Chrysler ~~Customer~~ Assistance
PO Box 21-8007
Auburn Hills, MI
48321-8007
Recall
Attn: Reimbursement

CERTIFIED MAIL™

[redacted]
Buffalo, TX

TX 752 2 T
APR 2012 PM

USA
FIRST-CLASS
FOREVER

RECEIVED
APR 09 2012
By

Attn: Recall Reimbursement
Chrysler Recall Center
PO Box 21-8007
Auburn Hills, MI
48321-8007

UNITED STATES POSTAL SERVICE

1000

48321

4832148 0 0 7

CHRYSLER

October 29, 2012

[redacted]

BUFFALO, TX 7[redacted]

According to our records, the check(s) listed below remain uncash[illegible]

CHECK NO.	ISSUED DATE	AMOUNT
[redacted]	04/16/2012	$494.54

Please check the appropriate box and return this letter within ten [illegible] days.

___ Our records indicate this check was cashed/or replaced. No [illegible]

___ Check was received but not cashed. Please attach the original [illegible] letter replacement. *Checks are void six months after date of issue.*

___ Check was not received. I am requesting payment.

__ We show no outstanding balance on our account.

___ Other: _____

_____

_____

Signed: [redacted] Date: 11/2/12

Your signed response sent to the address below is required for us [illegible] on [illegible] If you have any questions or need additional information, please contact [illegible] at [illegible] 7044. Please have this letter available for reference if you feel a call is [illegible]

Your prompt response will help to avoid unnecessary delay and [illegible]

Thank you for your cooperation

Chrysler Group LLC
Corporate Accounts Payable
P.O. Box 537945
Livonia, MI 48153-7945
Fax: (586) 274-7061

CAR

pCL XL error
warning: :11egalMedia5ource

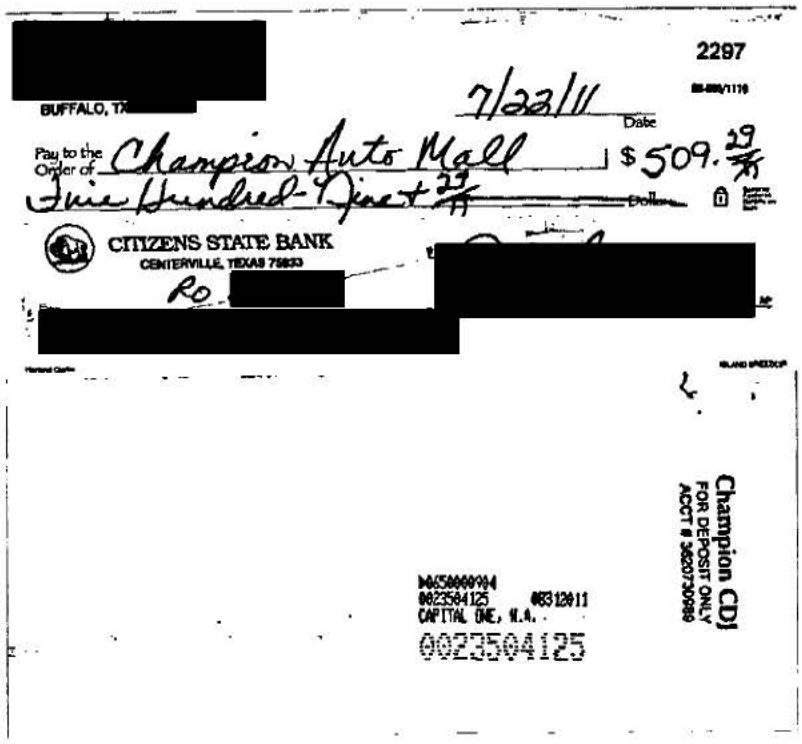
Document Recieved from Customer

Cair Number: [redacted]

[redacted]

Files Not Recieved: 0

Check Image



TC: Lebbie
File# [redacted]

RECEIVED DATE:

4/01/12

POSTED DATE : 3-29-12

VIN (FIRST 9 DIGITS) 1J4G239

VIN (LAST 8 DIGITS) 9L [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

CHRYSLER

SAFETY RECALL L37/NHTSA 11V-528
AIRBAG SYSTEM CLOCKSPRING

Dear [redacted]

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

Chrysler has decided that a defect, which relates to motor vehicle safety, exists in some **2008 through 2012 model year Jeep® Wrangler Right Hand Drive (RHD) vehicles.**

The problem is... **The clockspring assembly that connects the driver's airbag to the electrical system on your Wrangler** (VIN: **1J4GZ39109L[redacted]**) **could experience a compromised driver's airbag circuit. This would cause the airbag light to illuminate or flash intermittently, which indicates the airbag may not deploy and increase the risk of an injury in the event of a frontal crash.**

Please note that a component intended to provide a permanent remedy for this condition is currently not available. Chrysler will contact you again, when the remedy parts are available. We apologize for any inconvenience this may cause.

- When the AIRBAG warning light on your instrument panel illuminates for a few seconds after you start your vehicle and then goes out, this **indicates the airbag system is functioning properly** and no further action is required at this time.
- If the AIRBAG warning light either illuminates intermittently while you are driving or remains on, this is **an indication your airbag system is not functioning properly.**

What your dealer will do... In the interim, **if the AIRBAG warning light either illuminates intermittently while you are driving or remains on,** Chrysler will provide a free diagnosis. If the clockspring assembly is faulty, Chrysler will replace the existing clockspring free of charge (parts and labor). The work will take about one hour to complete. However, additional time may be necessary depending on service schedules.

What you must do to ensure your safety... In the interim, **if the AIRBAG warning light either illuminates intermittently while you are driving or remains on,** you are encouraged to **contact your Chrysler, Jeep, or Dodge dealer** right away to schedule a service appointment. Ask the dealer to hold the part for your vehicle or to order it before your appointment. **Please bring this letter with you to your dealer.**

If you need help... If you have questions or concerns which your dealer is unable to resolve, please contact the Chrysler Group Recall Assistance Center 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.

Ask your dealer about the following notification(s). Our records indicate that your vehicle also requires repair for notification(s):
L05

(over)

RAM DODGE CHRYSLER Jeep SRT FIAT MOPAR

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FIAT is a registered trademark of Fiat Group Marketing & Corporate Communication S.p.A., used under license by Chrysler Group LLC.

OVER

If you have already experienced this condition and have paid to have it repaired, please send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days.

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 L37

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

0001018/#52765 / L37

MILLERS CREEK, NC [redacted]

[redacted] L37 0001018

0001018/#52765 / L37

PLEASE HELP US UPDATE OUR RECORDS IF ANY OF THE FOLLOWING CONDITIONS APPLY

VIN (Last 8 Characters of Vehicle Identification) [redacted] Notification Code L37

This service was previously performed on my vehicle *(check one applicable)*:
- ☐ My vehicle was inspected and found to be ok.
- ☐ My vehicle was repaired.

This vehicle was *(check one if applicable)*:
- ☐ scrapped
- ☐ stolen
- ☐ exported

This vehicle was sold to *(check one if applicable)*:
- ☐ A dealer, or someone whose name and address is unknown.
- ☐ Someone other than a dealer *(type or print the new owner name and address below)*.

Date of sale: _____

Updated name and address *(type or print the new owner's name and address or your new name and/or address if it has changed)*:

Owner's title *(check one if applicable)*:
- ☐ Mr. ☐ Miss ☐ Mr. & Mrs. ☐ Dr.
- ☐ Mrs. ☐ Ms. ☐ Rev. ☐ Business

First Name _____ MI _____

Last Name _____

Street Address _____

_____

City _____

State _____ Zip Code _____

Email Address _____

OVER

Chrysler Recall Assistance Center
P.O Box 21-8007
Auburn Hills, MI 48321-8007

March 29, 2012

Dear Sirs:

I am enclosing information per a telephone conversation today concerning a recall on my 2009 Right Hand Drive Jeep Wrangler. The recall is on the airbag system clockspring.

Last year I had to replace the clockspring and would appreciate being reimbursed for the cost plus labor. The horn would not work and the check air bag light stayed on. Below are the facts that I was told to send to you in this letter and the appropriate copies are attached.

Thank you for your help

[redacted]

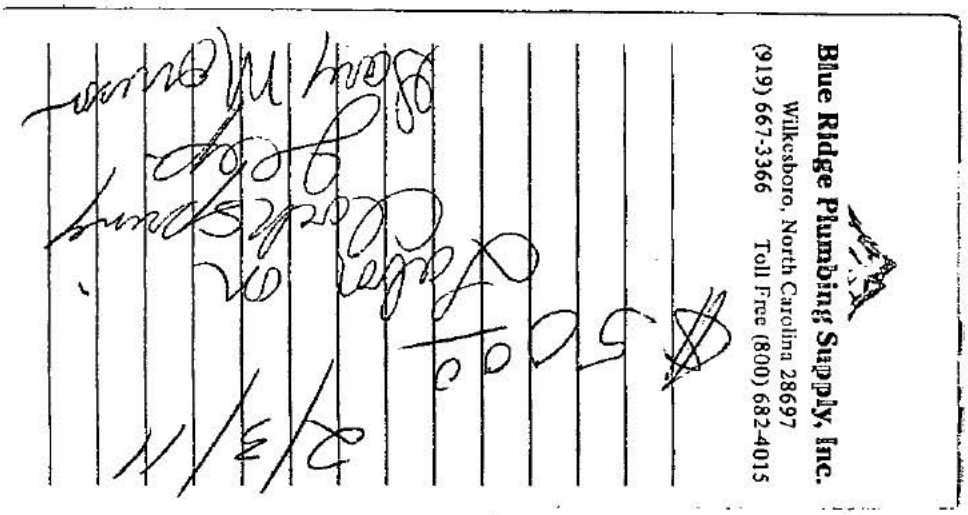
Millers Creek, NC [redacted]
Home Phone: [redacted] Night
Mobile: [redacted] Day

Vin Number 9L[redacted] (Last 8 Characters) *1J4GZ39109L[redacted]

Current Mileage: 64,596
Prior Mileage when part was replaced: 42,160

The part was purchased from Empire Chrysler and Jeep and Dodge
2000 West U.S. Highway 421
Wilkesboro, NC 28697
Phone: 336-667-2886 **Copy of Bill Attached
The date of purchase was February 2, 2011, Invoice No. [redacted]

The part was installed at Gary's Garage in Millers Creek the next day. Cost of labor was $50.00. Enclosed you will find a receipt for $50.00. Total repair $247.97.



Blue Ridge Plumbing Supply, Inc.
Wilkesboro, North Carolina 28697
(919) 667-3366 Toll Free (800) 682-4015

CHRYSLER · Jeep. · DODGE

EMPIRE
CHRYSLER • JEEP • DODGE
2000 WEST U.S. HIGHWAY 421
WILKESBORO, NORTH CAROLINA 28697
TELEPHONE (336) 667-2886
Website: www.empiredodge.com

FIVE STAR

CELL [redacted]

CUST NO.	TAX EXEMPT NUMBER	CUST. P. O. NO.	SHIP VIA	PAY	SOLD BY	INVOICE DATE	INVOICE NO.
[redacted]				CASH	JAMES WATKINS	02/04/11	[redacted]

BILL TO [redacted]
MILLERS CREEK, NC

SHIP TO

SHIP QTY	B. O. QTY	PART NUMBER / DESCRIPTION	BIN	LIST	NET	AMOUNT
1	0	5156106-AA CLKSPRING 8015001	D8	246.75	183.30	183.30

FOR PARTS CALL LANDON OR CHUCK
FOR SERVICE CALL BRIAN
1-336-667-2886

SUBTOTAL	183.30
TAX	14.67
FREIGHT	0.00
PAY THIS AMOUNT	**197.97**

X _____
CUSTOMER'S SIGNATURE

NO REFUNDS WITHOUT THIS INVOICE.

NO RETURN AFTER 30 DAYS.

20% HANDLING CHARGE
WITH $10.00 MINIMUM.

PARTS MUST BE RETURNED
IN UNDAMAGED ORIGINAL
CONTAINERS
FOR REFUND OR CREDIT.

NO REFUND ON ELECTRICAL
PARTS OR TRIM ITEMS.

Any warranties on the item/items sold hereby are those made by the manufacturer. The seller EMPIRE CHRYSLER - JEEP - DODGE hereby expressly disclaims all warranties, 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 the item/items.

CUSTOMER COPY

[redacted]

PARTS INVOICE

14:20:05 PAGE 1 OF 1
NET505

[redacted]

[redacted]
Millers Cr, NC

GREENSBORO NC 274
29 MAR 2012 PM 5 L
USA

Chrysler Recall Assistance Center
P O Box 21-8007
Auburn Hills, MI 48321-8007

RECEIVED
APR - 1 2012

48321800707

RECEIVED DATE:

4/01/12

POSTED DATE : 3-28-12

VIN (FIRST 9 DIGITS) 1J4F224 19

VIN (LAST 8 DIGITS) 8L [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

Memo

To: Chrysler – Jeep Customer Assistance

From: [redacted]

CC: File

Date: 28 March 2012

Re: RECALL – Airbag System Clockspring (VIN: 1J4FZ24198L[redacted]

Attention: Chrysler Reimbursement…

On this date, my Jeep was inspected by Massey Motors in Andalusia Alabama to confirm compliance with a recent recall notice (L37/NHTSA 11V-528) relating to the AIRBAG SYSTEM CLOCKSPRING. The service department confirmed that the recall item had previously been complied with on 05 April 2011 due to a safety issue, nearly a year ahead of the official recall notice.

Pursuant to the recall directive, I am hereby transmitting the invoice which shows the details of that replacement/repair, in order to capture monies already spent to have the repairs made.

Your timely reconciliation of this issue would be greatly appreciation.

[redacted]

Goshen, AL [redacted]

CHRYSLER

SAFETY RECALL L37/NHTSA 11V-528
AIRBAG SYSTEM CLOCKSPRING

98, 450

Dear [redacted]

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

Chrysler has decided that a defect, which relates to motor vehicle safety, exists in some **2008 through 2012 model year Jeep® Wrangler Right Hand Drive (RHD) vehicles.**

The problem is... **The clockspring assembly that connects the driver's airbag to the electrical system on your Wrangler** (VIN: **1J4FZ24198L[redacted]**) **could experience a compromised driver's airbag circuit. This would cause the airbag light to illuminate or flash intermittently, which indicates the airbag may not deploy and increase the risk of an injury in the event of a frontal crash.**

Please note that a component intended to provide a permanent remedy for this condition is currently not available. Chrysler will contact you again, when the remedy parts are available. We apologize for any inconvenience this may cause.

- When the AIRBAG warning light on your instrument panel illuminates for a few seconds after you start your vehicle and then goes out, this **indicates the airbag system is functioning properly** and no further action is required at this time.
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What you must do to ensure your safety... In the interim, **if the AIRBAG warning light either illuminates intermittently while you are driving or remains on,** you are encouraged to **contact your Chrysler, Jeep, or Dodge dealer** right away to schedule a service appointment. Ask the dealer to hold the part for your vehicle or to order it before your appointment. **Please bring this letter with you to your dealer.**

If you need help... If you have questions or concerns which your dealer is unable to resolve, please contact the Chrysler Group Recall Assistance Center 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.

(over)

RAM DODGE CHRYSLER Jeep SRT FIAT MOPAR

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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 L37

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

0001878/#52765 / L37

GOSHEN, AL [redacted]

0001878/#52765 / L37

PLEASE HELP US UPDATE OUR RECORDS IF ANY OF THE FOLLOWING CONDITIONS APPLY:

VIN (Last 8 Characters of Vehicle Identification Number) [redacted] Notification Code L37

This service was previously performed on my vehicle *(check one if applicable)*:
- ☐ My vehicle was inspected and found to be ok.
- ☐ My vehicle was repaired.

This vehicle was *(check one if applicable)*:
- ☐ scrapped
- ☐ stolen
- ☐ exported

This vehicle was sold to *(check one if applicable)*:
- ☐ A dealer, or someone whose name and address is unknown.
- ☐ Someone other than a dealer *(type or print the new owner's name and address below)*.

Date of sale: _____

Updated name and address *(type or print the new owner's name and address or your new name and/or address if it has changed)*:

Owner's title *(check one if applicable)*:
- ☐ Mr.
- ☐ Miss
- ☐ Mr. & Mrs.
- ☐ Dr.
- ☐ Mrs.
- ☐ Ms.
- ☐ Rev.
- ☐ Business

First Name _____ MI ____

Last Name _____

Street Address _____

_____

City _____

State _____ Zip Code _____

Email Address

BREWBAKER

Montgomery, AL — Jeep

300 Eastern Bypass
MONTGOMERY, Al. 36117
(334) 279-0174

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

CHRYSLER PARTS AND LABOR ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES, WHICHEVER COMES FIRST.

INVOICE NUMBER [redacted]

CUSTOMER NUMBER [redacted]

[redacted]

GOSHEN, AL [redacted]

RESIDENCE PHONE [redacted] BUSINESS PHONE [redacted]

ADVISOR HOPE CONNOR 47780 TAG NO. 2373

LABOR RATE | LICENSE NO. | MILEAGE 74,319

YEAR / MAKE / MODEL 08/JEEP/WRANGLER/SU

VEHICLE ID. NO. 1J4FZ24198L[redacted]

E.T.E. NO. | P.O. NO.

COLOR RED/VINYL S | STOCK NO.

COMMENTS

DELIVERY MILES 113 | SELLING DEALER NO.

R. O. DATE 04/05/11 | INVOICE DATE 04/05/11

REPRINT NUMBER | DELIVERY DATE 03/28/08

PRODUCTION DATE

Customer and Dealer agree that all claims, demands, disputes or controversies of every kind or nature that may arise between them concerning any of the negotiations for and performance of service or repairs to the vehicle, charges for and adequacy of such service and repairs, and all other aspects of the service and repairs performed on the vehicle shall be settled by binding arbitration conducted pursuant to the provisions of 9 U.S.C. S1, et. seq. and according to the Commercial Rules of the American Arbitration Association. Either Party may demand arbitration by filing with the American Arbitration Association a written demand for arbitration, along with a statement of the matter in controversy. The Customer and Dealer agree that the arbitration proceedings to resolve all such disputes shall be conducted in the City of Montgomery, Alabama.

CUSTOMER SIGNATURE

CROSS BUSINESS FORMS (205) 879-8333

LABOR

J# 1 01DOZ — ENGINE DRIVEABILITY — TECH(S): 69307 — 88.00
CK & ADVISE ENGINE/ THROTTLE LIGHT CAME ON VEH CHOKED DOWN
HAD A LOSS OF POWER, THROTTLE LIGHT WENT OUT CK ENGINE ON
P0117 ENGINE COOLANT TEMP SENS. CIR. LOW, P0222 TPS 2 CIR
LOW, P0123 TPS 1 CIR HIGH
ORDERED THROTTLE BODY PREPAID 1.0 HR & PART

J# 2 13DOZ — COOLING SYSTEM — TECH(S): 69307 — 0.00
CHECK & ADVISE TEMP GUAGE WENT TO HOT LOOKED UNDER HOOD
VEHICLE WASNT RUNNING HOT
CK COOLANT LEVEL OK BUT DIRTY
RECC COOLANT FLUSH $137.00

J# 3 06DOZ/HORN — HORN INOP — TECH(S): 69307 — 0.00
CHECK & ADVISE HORN INOP
CLOCKSPRING NEED TO REPLACE THEN RECHECK
PREPAID FOR PARTS WILL OWE LABOR & FRIEGHT ONCE REC
FROM OTHER DEALERSHIP

J# 4 17DOZ/0D — AIR BAG DIAGNOSIS — TECH(S): 69307 — 0.00
CHECK & ADVISE AIRBAG LIGHT IS ON
B1B02 DRIVER AIRBAG SQUIB 1 CIRCUIT OPEN
REFER TO CLOCK SPRING THEN WILL HAVE TO RECHECK

J# 5 00DOZ/03K — LUBE OIL FILTER — TECH(S): 69307 — 12.00
LUBE OIL & FILTER/ CHECK & SET TIRE PRESSURE/ TOP OFF FLUIDS
RESET SERVICE LIGHT CP$29.95
PERFORMED OIL & FILTER CHANGE AND LUBED CHASSIS

TOTAL - LABOR 100.00

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1		4593858-AB	T/BODY NONE 14*8256	207.09	207.09
JOB # 3	1		5156106-AA	CLKSPRING S 8015001	248.83	248.83
JOB # 5	1		4105409-AC	FILTER ENGI 9057005	7.25	7.25
JOB # 5	5		68026603-AA	OIL 5W20 1081090	3.62	18.10
				TOTAL - PARTS		481.27

G.O.G. & SUPPLIES

JOB # 1	FREIGHT (PARTS)	14.00
	TOTAL - GOG	14.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	HWD	HAZARD WASTE DISPOSAL		1.00
JOB # A	SS	SHOP SUPPLIES		10.00
JOB # 5	FACT	FACTORY COUPON		-7.40
		TOTAL - MISC		3.60

COMMENTS
WAITER

RECOMMENDATIONS
WILL OWE LABOR $264.00 COOLANT FLUSH $137.00. DIFFERENCE IN PARTS INVOICES ONCE REC. IF ANY ADDITIONAL ON FREIGHT

[CONTINUED ON NEXT PAGE]

BREWBAKER

Montgomery, AL

300 Eastern Bypass
MONTGOMERY, Al. 36117
(334) 279-0174

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CHRYSLER PARTS AND LABOR ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES, WHICHEVER COMES FIRST.

INVOICE NUMBER [redacted]

CUSTOMER NUMBER [redacted]

[redacted]
GOSHEN, AL [redacted]

RESIDENCE PHONE [redacted] BUSINESS PHONE [redacted]

ADVISOR HOPE CONNOR 47780 TAG NO. 2373

LABOR RATE | LICENSE NO. | MILEAGE 74,319

YEAR / MAKE / MODEL 08/JEEP/WRANGLER/SU

VEHICLE ID NO. 1J4FZ24198L[redacted]

F.T.E. NO. | P.O. NO.

COLOR RED/VINYL S | STOCK NO.

COMMENTS

DELIVERY MILES 113 | SELLING DEALER NO.

R.O. DATE 04/05/11 | INVOICE DATE 04/05/11

REPRINT NUMBER | DELIVERY DATE 03/28/08

PRODUCTION DATE

Customer and Dealer agree that all claims, demands, disputes or controversies of every kind or nature that may arise between them concerning any of the negotiations for and performance of service or repairs to the vehicle, charges for and adequacy of such service and repairs, and all other aspects of the service and repairs performed on the vehicle shall be settled by binding arbitration conducted pursuant to the provisions of 9 U.S.C. S1, et. seq. and according to the Commercial Rules of the American Arbitration Association Either Party may demand arbitration by filing with the American Arbitration Association a written demand for arbitration, along with a statement of the matter in controversy. The Customer and Dealer agree that the arbitration proceedings to resolve all such disputes shall be conducted in the City of Montgomery, Alabama.

CUSTOMER SIGNATURE

CROSS BUSINESS FORMS (205) 879-0333

TOTALS

CUSTOMER AND DEALER AGREE THAT ALL CLAIMS, DEMANDS, DISPUTES OR CONTROVERSIES OF EVERY KIND OR NATURE THAT MAY ARISE BETWEEN THEM CONCERNING ANY OF THE NEGOTIATIONS FOR AND PERFORMANCE OF SERVICE OR REPAIRS TO THE VEHICLE, CHARGES FOR AND ADEQUACY OF SUCH SERVICE AND REPAIRS, AND ALL OTHER ASPECTS OF THE SERVICE AND REPAIRS PERFORMED ON THE VEHICLE SHALL BE SETTLED BY BINDING ARBITRATION CONDUCTED PURSUANT TO THE PROVISIONS OF 9 U.S.C. § 1, et. seq. AND ACCORDING TO THE COMMERCIAL RULES OF THE AMERICAN ARBITRATION ASSOCIATION EITHER PARTY MAY DEMAND ARBITRATION BY FILING WITH THE AMERICAN ARBITRATION ASSOCIATION A WRITTEN DEMAND FOR ARBITRATION, ALONG WITH A STATEMENT OF THE MATTER IN CONTROVERSY. THE CUSTOMER AND DEALER AGREE THAT THE ARBITRATION PROCEEDINGS TO RESOLVE ALL SUCH DISPUTES SHALL BE CONDUCTED IN THE CITY OF MONTGOMERY, ALABAMA.

TOTAL LABOR	100.00
TOTAL PARTS	481.27
TOTAL SUBLET	0.00
TOTAL G.O.G.	14.00
TOTAL MISC CHG.	11.00
TOTAL MISC DISC	-7.40
TOTAL TAX	46.32
TOTAL INVOICE $	**645.19**

CUSTOMER SIGNATURE

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

[redacted]
Goshen, AL

CERTIFIED MAIL™

[redacted]

UNITED STATES POSTAL SERVICE

1000

[redacted]

RECEIVED
APR - 1 2012
By

CHRYSLER CUSTOMER ASSISTANCE
PO BOX 21-8004
AUBURN HILLS, MI 48321-8004

ATT: REIMBURSEMENT

48321800404

Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2012-04-05 11:03:38.374286
Files Not Recieved: 0

[redacted]

Sale

XXXXXX[redacted]

VISA Entry Method: Swiped

Total: $ 645.19

00/05/11 11:45:1[redacted]

Inv #: 0000[redacted] Auth Code: 045538

Approved: Y Batch#: 000199

Case # [redacted]

ATTN: Kelly

from [redacted]

PAGE 02/03

DREWBAKER

Montgomery, AL

300 Eastern Bypass
MONTGOMERY, AL 36117
(334) 279-0174

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CHRYSLER PARTS AND LABOR ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES, WHICHEVER COMES FIRST.

INVOICE NUMBER [redacted]

CUSTOMER NUMBER [redacted]

[redacted]

GOSHEN, AL [redacted]

RESIDENCE PHONE [redacted] BUSINESS PHONE [redacted]

ADVISOR HOPE CONNOR 47780 TAG NO. 2373

LABOR RATE LICENSE NO. MILEAGE 74,319

YEAR/MAKE/MODEL 08/JEEP/WRANGLER/SU

VEHICLE ID NO. 1J4FZ24198L [redacted]

P.T.E. NO. PO NO.

COLOR RED/VINYL S STOCK NO.

COMMENTS

DELIVERY MILES 113 SELLING DEALER NO.

R. O. DATE 04/05/11 INVOICE DATE 04/05/11

REPEAT NUMBER DELIVERY DATE 03/28/08

PRODUCTION DATE

Customer and Dealer agree that all claims, demands, disputes or controversies of every kind or nature that may arise between them concerning any of the negotiations for and performance of service or repairs to the vehicle, charges for and adequacy of such service and repairs, and all other aspects of the service and repairs performed on the vehicle shall be settled by binding arbitration conducted pursuant to the provisions of 9 U.S.C. S1, et. seq. and according to the Commercial Rules of the American Arbitration Association. Either Party may demand arbitration by filing with the American Arbitration Association a written demand for arbitration, along with a statement of the matter in controversy. The Customer and Dealer agree that the arbitration proceedings to resolve all such disputes shall be conducted in the City of Montgomery, Alabama.

CUSTOMER SIGNATURE

TOTALS

CUSTOMER AND DEALER AGREE THAT ALL CLAIMS, DEMANDS, DISPUTES OR CONTROVERSIES OF EVERY KIND OR NATURE THAT MAY ARISE BETWEEN THEM CONCERNING ANY OF THE NEGOTIATIONS FOR AND PERFORMANCE OF SERVICE OR REPAIRS TO THE VEHICLE, CHARGES FOR AND ADEQUACY OF SUCH SERVICE AND REPAIRS, AND ALL OTHER ASPECTS OF THE SERVICE AND REPAIRS PERFORMED ON THE VEHICLE SHALL BE SETTLED BY BINDING ARBITRATION CONDUCTED PURSUANT TO THE PROVISIONS OF 9 U.S.C. S 1, et. seq. AND ACCORDING TO THE COMMERCIAL RULES OF THE AMERICAN ARBITRATION ASSOCIATION EITHER PARTY MAY DEMAND ARBITRATION BY FILING WITH THE AMERICAN ARBITRATION ASSOCIATION A WRITTEN DEMAND FOR ARBITRATION, ALONG WITH A STATEMENT OF THE MATTER IN CONTROVERSY. THE CUSTOMER AND DEALER AGREE THAT THE ARBITRATION PROCEEDINGS TO RESOLVE ALL SUCH DISPUTES SHALL BE CONDUCTED IN THE CITY OF MONTGOMERY, ALABAMA.

CUSTOMER SIGNATURE

TOTAL LABOR....	108.00
TOTAL PARTS....	481.27
TOTAL SUBLET...	0.00
TOTAL G.O.G....	14.60
TOTAL MISC CHG.	11.00
TOTAL MISC DISC	-7.40
TOTAL TAX.....	46.32
TOTAL INVOICE $	**645.19**

PAGE 2 OF 2 11:41am CUSTOMER COPY END OF INVOICE

04/04/2012 09:45 3345663715

DREWBAKER

Montgomery, AL — Jeep

300 Eastern Bypass
MONTGOMERY, AL 36117
(334) 279-0174

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

CHRYSLER PARTS AND LABOR ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES, WHICHEVER COMES FIRST.

INVOICE NUMBER [redacted]
CUSTOMER NUMBER [redacted]

[redacted]
GOSHEN, AL

TELEPHONE [redacted] BUSINESS [redacted]
ATTN HOPE CONNOR 4778U DATE IN 2373
LABOR RATE LICENSE NO. MILEAGE 74,319
YEAR / MAKE / MODEL 08/JEEP/WRANGLER/SU
VEHICLE ID NO. 1J 4 F Z 2 4 1 9 8 L [redacted]
P.I.E. NO. P.O. NO.
COLOR RED/VINYL S STOCK NO
COMMENTS
DELIVERY MILES 113 BILLING DEALER NO.
R.O. DATE 04/05/11 INVOICE DATE 04/05/11
REPRINT NUMBER DELIVERY DATE 03/28/08
PRODUCTION DATE

Customer and Dealer agree that all claims, demands, disputes or controversies of every kind or nature that may arise between them concerning any of the regulations for and performance of service or repairs to the vehicle, charges for and adequacy of such service and repairs, and all other aspects of the service and repairs performed on the vehicle shall be settled by binding arbitration conducted pursuant to the provisions of 9 U.S.C. §1, et. seq. and according to the Commercial Rules of the American Arbitration Association. Either Party may demand arbitration by filing with the American Arbitration Association a written demand for arbitration, along with a statement of the matter in controversy. The Customer and Dealer agree that the arbitration proceedings to resolve all such disputes shall be conducted in the City of Montgomery, Alabama.

CUSTOMER SIGNATURE

LABOR

J# 1 0100Z — ENGINE DRIVEABILITY — TECH(S):69307 — 88.00
CK & ADVISE ENGINE/ THROTTLE LIGHT CAME ON VEH CHOKED DOWN
HAD A LOSS OF POWER. THROTTLE LIGHT WENT OUT CK ENGINE ON
P0117 ENGINE COOLANT TEMP SENS. CIR. LOW, P0222 TPS 2 CIR
LOW, P0123 TPS 1 CIR HIGH
ORDERED THROTTLE BODY PREPAID 1.0 HR & PART

J# 2 1400Z — COOLING SYSTEM — TECH(S):69307 — 0.00
CHECK & ADVISE TEMP GUAGE WENT TO HOT LOOKED UNDER HOOD
VEHICLE WASNT RUNNING HOT
CK COOLANT LEVEL OK BUT DIRTY
RECC COOLANT FLUSH $137.00

J# 3 0600Z/HORN — HORN INOP — TECH(S):69307 — 0.00
CHECK & ADVISE HORN INOP
CLOCKSPRING NEED TO REPLACE THEN RECHECK
PREPAID FOR PARTS WILL ONE LABOR & FRIEGHT ONCE REC
FROM OTHER DEALERSHIP

J# 4 1700Z/00 — AIR BAG DIAGNOSIS — TECH(S):69307 — 0.00
CHECK & ADVISE AIRBAG LIGHT IS ON
B1802 DRIVER AIRBAG SQUIB 1 CIRCUIT OPEN
REFER TO CLOCK SPRING THEN WILL HAVE TO RECHECK

J# 5 0000Z/OIL — LUBE OIL FILTER — TECH(S):69307 — 12.00
LUBE OIL & FILTER/ CHECK & SET TIRE PRESSURE/ TOP OFF FLUIDS
RESET SERVICE LIGHT CP$29.95
PERFORMED OIL & FILTER CHANGE AND LUBED CHASSIS

TOTAL - LABOR 100.00

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	4593858-AB	T/BODY MONE 14*8256	207.09	207.09
JOB # 3	1	5156106-AA	CLKSPRING S 8015001	248.83	248.83
JOB # 5	1	4105409-AC	FILTER ENGI 9057006	7.25	7.25
JOB # 5	5	68026603-AA	OIL 5W20 1081090	3.62	18.10
			TOTAL - PARTS		481.27

G.O.G. & SUPPLIES
JOB # 1 FREIGHT (PARTS) 14.00
TOTAL - GOG 14.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	HWD	HAZARD WASTE DISPOSAL		1.00
JOB # A	SS	SHOP SUPPLIES		10.00
JOB # 5	FACT	FACTORY COUPON		-7.40
			TOTAL - MISC	3.60

COMMENTS
WAITER

RECOMMENDATIONS
WILL ONE LABOR $264.00 COOLANT FLUSH $137.00, DIFFERENCE IN PARTS INVOICES ONCE REC. IF ANY ADDITIONAL ON FREIGHT

04/04/2012 09:45 3345663715

RECEIVED DATE:

4/01/12

POSTED DATE : 3-30-12

VIN (FIRST 9 DIGITS) 000000000

VIN (LAST 8 DIGITS) 8L[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 00600000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

P.O. Box 207 - Greensboro, MD 21639 12/17 20 10

[redacted] Jeep Wrangler

To L.W. TAYLOR'S GARAGE, Dr.

The Home of Dependable Service

All Bills Payable by 10th of Month Following Service

410-482-8737 Miles - 50,848 SINCE 1919

1	Clock Spring	249	00
	Tax	14	94
	Labor	54	00
	Total	317	94
	Pd in full 12/18/10		
	Ck # 5917		
	C.T		

ImPRESSive Printing Co., Inc. • Hillsboro, MD • 410-364-8881

[redacted]

Henderson Md [redacted]

VIN Last 8 #s 8L[redacted]

Notification Code L37

Clockspring replacement
(Airbag light would not go out)

[redacted]

Henderson md [redacted]

CERTIFIED MAIL™



[redacted]

RETURN RECEIPT REQUESTED

Chrysler Customer Assi
P.O. Box 21-8007
Auburn Hills, MI 483

RECEIVED
APR - 1 2012
By

[redacted]

RECEIVED DATE:

4/13/12

POSTED DATE : 4-11-12

VIN (FIRST 9 DIGITS) 000000000

VIN (LAST 8 DIGITS) 00000000

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000000001

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

Original Invoice did not itemize Labor charge between E.G.R. Valve and clock spring. Mr. Taylor made A second invoice for clock spring and clock spring labor only.

I always give Mr. Taylor a little extra for his great service. Thats why check is for $525.00

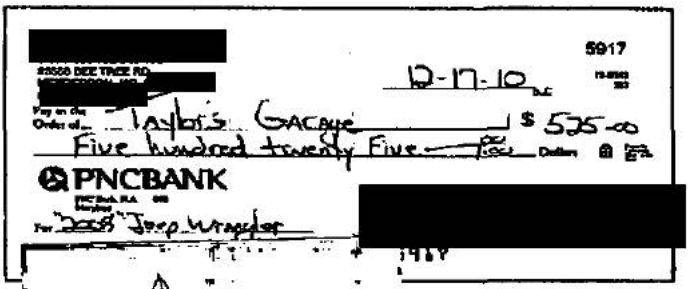
I am only asking for clockspring part and clockspring labor.

Thank you

[redacted]

Ph. [redacted]





With [redacted] w, print and save up to the most recent 9
char[redacted] al options.

2008 Jeep Wrangler

CK 5917

Total Banking Statement

For 24-hour information, sign on to PNC Bank Online Banking on pnc.com.

For the period 12/07/2010 to 01/06/2011

[redacted]

Primary account number [redacted]

Account number [redacted] - continued

Activity Detail

Deposits and Other Additions

There were 7 Deposits and Other Additions totaling **$3,270.33**.

Date	Amount	Description
12/10	1,595.67	Direct Deposit - Fed Salary
		Mpls USPS Pdc Mn XXXXXXXXXX[redacted]
12/16	2.00	Non-PNC ATM Surcharge Reimbursement
12/24	1,592.06	Direct Deposit - Fed Salary
		Mpls USPS Pdc Mn XXXXXXXXX[redacted]
12/31	45.00	Deposit Reference No [redacted]
01/03	32.00	Check Card Credit Boscovs Dover De
01/03	2.99	Check Card Credit Boscovs Dover De
01/06	.61	Interest Payment

Checks and Substitute Checks

There were 6 checks listed totaling **$1,836.44**.

Check number	Amount	Date paid	Reference number	Check number	Amount	Date paid	Reference number
5911	-851.69	12/13	520819926	5916	-28.00	12/17	522774819
5914 *	-72.00	12/17	522775206	5917	-525.00	12/22	085855128
5915	-10.00	12/17	522775204	5920 *	-349.75	01/06	084192324

* Gap in check sequence

Banking/Check Card Withdrawals and Purchases

There was 1 Banking Machine Withdrawal totaling **$22.00**.

There were 10 Check Card/Bank card PIN POS purchases totaling **$883.87**.

There were 4 other Banking Machine/Check Card deductions totaling **$277.11**.

Date	Amount	Description
12/10	-23.09	POS Purchase Wal-Mart Super Camden De
12/13	-184.00	0567 Check Card Purchase Holden Dodge Inc Dove
12/13	-20.00	0567 Check Card Purchase Choptank Community Hea
12/13	-5.91	POS Purchase Wawa 569 Annapolis MD
12/15	-118.98	POS Purchase Pepboys Store Dover De
12/16	-22.00	ATM Withdrawal 100 N Main St Greensboro MD
12/17	-204.86	POS Purchase Wal-Mart Super Camden De
12/17	-97.71	POS Purchase Tractor Supply Dover De
12/24	-66.93	POS Purchase Wal-Mart #5039 Camden De
12/30	-219.71	POS Purchase Wal-Mart Super Camden De
01/03	-94.88	POS Purchase Wal-Mart Store Dover De
01/03	-26.27	POS Purchase Wal-Mart #1736 Dover De
01/03	-25.53	POS Purchase Lowe's #587 Dover De
01/03	-24.00	0567 Check Card Purchase Carnike 075678 Dover
01/05	-49.11	0567 Check Card Purchase Dover Building Supply

Online and Electronic Banking Deductions

There were 2 Online or Electronic Banking Deductions totaling **$792.56**.

Date	Amount	Description
12/16	-734.70	Payment,E-Check Check Pymt
		Fia Cardservices 5913
12/17	-57.86	Payment,E-Check ARC Vz Wireless ARC 5912

410-482-8737 miles 50,848 SINCE 1919

	clock spring	249	00
	EGR valve	83	20
	gasket	2	85
	labor tax	20	11
		152	00
	total	507	16

ck #5917
C.T.

ImPRESSive Printing Co., Inc. • Hillsboro, MD • 410-364-8

P.O. Box 207 - Greensboro, MD 21639 12/17 20 10

M Tom Thornton Jeep wrangler

To L.W. TAYLOR'S GARAGE, DR.

The Home of Dependable Service

All Bills Payable by 10th of Month Following Service

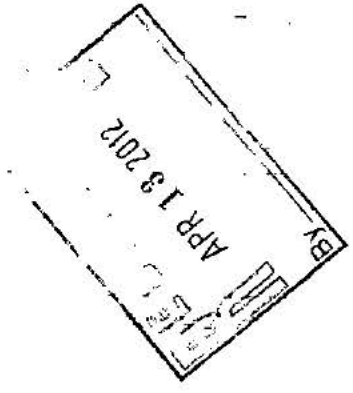
410-482-8737 Miles - 50,848 SINCE 1919

1	Clock Spring	249	00
	Tax	14	94
	Labor	54	00
	Total	317	94
	Pd in full 12/18/10		
	ck #5917		
	C.T		

ImPRESSive Printing Co., Inc. • Hillsboro, MD • 410-364-8681



Chrysler Customer Assistance
P.O. Box 21-8007
Auburn Hills, MI 48321-8007



ATTN: Debbie
Claim# [redacted]

RECEIVED DATE:

4/04/12

POSTED DATE : 4-2-12

VIN (FIRST 9 DIGITS) 1J4G239 17

VIN (LAST 8 DIGITS) 9L [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000 600000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

If you have already experienced this condition and have paid to have it repaired, please send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days.

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 L37

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

000274Z/#52765 / L37

[redacted]
LESLIE, MI
[redacted]
9 L37 000274Z

EXD3/16/2012 DET MI 482 #2

SAFETY RECALL NOTICE

IMPORTANT!

CHRYSLER GROUP LLC
CIMS 482-00-85
PO Box 218008
Auburn Hills MI USA 48321-8008
Electronic Service Requested

PRESORTED
FIRST CLASS MAIL
U.S. POSTAGE
P A I D
PERMIT #2655
DETROIT, MI

and increase the risk of an injury in the event of a frontal crash.

Please note that a component intended to provide a permanent remedy for this condition is currently not available. Chrysler will contact you again, when the remedy parts are available. We apologize for any inconvenience this may cause.

- When the AIRBAG warning light on your instrument panel illuminates for a few seconds after you start your vehicle and then goes out, this **indicates the airbag system is functioning properly** and no further action is required at this time.
- If the AIRBAG warning light either illuminates intermittently while you are driving or remains on, this is **an indication your airbag system is not functioning properly.**

What your dealer will do... In the interim, **if the AIRBAG warning light either illuminates intermittently while you are driving or remains on,** Chrysler will provide a free diagnosis. If the clockspring assembly is faulty, Chrysler will replace the existing clockspring free of charge (parts and labor). The work will take about one hour to complete. However, additional time may be necessary depending on service schedules.

What you must do to ensure your safety... In the interim, **if the AIRBAG warning light either illuminates intermittently while you are driving or remains on,** you are encouraged to **contact your Chrysler, Jeep, or Dodge dealer** right away to schedule a service appointment. Ask the dealer to hold the part for your vehicle or to order it before your appointment. **Please bring this letter with you to your dealer.**

If you need help... If you have questions or concerns which your dealer is unable to resolve, please contact the Chrysler Group Recall Assistance Center 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.

(over)

RAM DODGE CHRYSLER Jeep SRT FIAT MOPAR

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PLEASE HELP US UPDATE OUR RECORDS IF ANY OF THE FOLLOWING CONDITIONS APPLY

VIN (Last 8 Characters of Vehicle Identification Number) [redacted] Notification Code L37

This service was previously performed on my vehicle *(check one if applicable)*:
- ☐ My vehicle was inspected and found to be ok.
- ☑ My vehicle was repaired.

This vehicle was *(check one if applicable)*:
- ☐ scrapped ☐ stolen ☐ exported

This vehicle was sold to *(check one if applicable)*:
- ☐ A dealer, or someone whose name and address is unknown.
- ☐ Someone other than a dealer *(type or print the new owner's name and address below)*.

Date of sale: _____

Updated name and address *(type or print the new owner's name and address or your new name and/or address if it has changed)*:

Owner's title *(check one if applicable)*:
☐ Mr. ☐ Miss ☐ Mr. & Mrs. ☐ Dr. ☑ Mrs.

First Name [redacted]
Last Name
Street Address
City Les Cl R State WI. Zip Code
Email Address

0002742/#52765 / L37

CHRYSLER

SAFETY RECALL L37/NHTSA 11V-528
AIRBAG SYSTEM CLOCKSPRING

Dear [redacted]

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

Chrysler has decided that a defect, which relates to motor vehicle safety, exists in some **2008 through 2012 model year Jeep® Wrangler Right Hand Drive (RHD) vehicles.**

The problem is... **The clockspring assembly that connects the driver's airbag to the electrical system on your Wrangler** (VIN: **1J4GZ39179L[redacted]**) **could experience a compromised driver's airbag circuit. This would cause the airbag light to illuminate or flash intermittently, which indicates the airbag may not deploy and increase the risk of an injury in the event of a frontal crash.**

Please note that a component intended to provide a permanent remedy for this condition is currently not available. Chrysler will contact you again, when the remedy parts are available. We apologize for any inconvenience this may cause.

- When the AIRBAG warning light on your instrument panel illuminates for a few seconds after you start your vehicle and then goes out, this **indicates the airbag system is functioning properly** and no further action is required at this time.
- If the AIRBAG warning light either illuminates intermittently while you are driving or remains on, this is **an indication your airbag system is not functioning properly.**

What your dealer will do... In the interim, **if the AIRBAG warning light either illuminates intermittently while you are driving or remains on,** Chrysler will provide a free diagnosis. If the clockspring assembly is faulty, Chrysler will replace the existing clockspring free of charge (parts and labor). The work will take about one hour to complete. However, additional time may be necessary depending on service schedules.

What you must do to ensure your safety... In the interim, **if the AIRBAG warning light either illuminates intermittently while you are driving or remains on,** you are encouraged to **contact your Chrysler, Jeep, or Dodge dealer** right away to schedule a service appointment. Ask the dealer to hold the part for your vehicle or to order it before your appointment. **Please bring this letter with you to your dealer.**

If you need help... If you have questions or concerns which your dealer is unable to resolve, please contact the Chrysler Group Recall Assistance Center 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.

(over)

RAM DODGE CHRYSLER Jeep SRT FIAT MOPAR

Chrysler, Jeep, Dodge, Ram, SRT and Mopar are registered trademarks of Chrysler Group LLC.
FIAT is a registered trademark of Fiat Group Marketing & Corporate Communication S.p.A., used under license by Chrysler Group LLC.

BERRY CHRYSLER DODGE JEEP

1971 EAST HIGHWAY 31
CORSICANA, TEXAS 75110
PARTS DIRECT:903-874-6870 OR 800-926-8254

Printed 01/16/12 @ 09:

DATE	INVOICE NO.	CUST. NO.
1/16/2012	[redacted]	[redacted]

[redacted]
LESLIE MI [redacted]

SOLD BY	PAY TYPE	P.O. NO.
AM	CREDCARD	

[redacted] WCOMP TYPE: 9

SOR Sale# 24838
2 INTERNET

WWW.DODGETRUCKPARTS.NET WWW.SPRINTERPARTS.NET
WWW.JEEPOEMPARTS.COM WWW.DODGEDIESELPARTS.NET
WWW.CHRYSLERPARTS.NET

0-15 DAYS = 0 RESTOCK FEE
16-30 DAYS = 10% RESTOCK FEE
30+ DAYS = 20% RESTOCK FEE

QTY.	PART NUMBER/DESCRIPTION	BIN	LIST	NET	AMOUNT
11	68039280AA CLIP APPL 5002		5.00	3.81	41.91
1	5KF16RXFAE APPLIQUE REAR TEST		77.35	58.93	58.93
1	5156106AB CLKSPRINGSTEE 1008-C		249.00	189.23	189.23

SUB TOTAL	290.07
FREIGHT	17.95
TAX	.00
SOR DEPOSIT COLLECTED	308.02
PAY THIS AMOUNT	.00

189.23 Clock SPRING
+150.00 LABOR TO PINCKNEY CHRYSLER JEEP
+ 9.98 FREIGHT
349.21
70.00 Diaghose
$419.21

ELECTRICAL PARTS MAY BE RETURNED IN UNOPENED ORIGINAL PACKAGING FOR A 15% RESTOCKING FEE.
ELECTRICAL PARTS THAT HAVE BEEN OPENED OR INSTALLED ARE NON RETURNABLE. NO EXCEPTIONS.

Thank You

Received By

CUSTOMER COPY

Dan Hall's
PINCKNEY
CHRYSLER DODGE Jeep RAM

1295 E. M-36, BOX 109, PINCKNEY, MICHIGAN 48169-0109
TELEPHONE (734) 878-3154 FAX (734) 878-0243
www.pinckneychrysler.com

SERVICE INVOICE

CUSTOMER NO. [redacted]	ADVISOR: TIMOTHY DOMIN 515	TAG NO.: 221	INVOICE DATE: 02/07/12	INVOICE NO.: [redacted]	
[redacted]	LABOR RATE:	LICENSE NO.:	MILEAGE: 48,819	COLOR: SUNBURST OR	STOCK NO.: 9225
LESLIE, MI [redacted]	YEAR / MAKE / MODEL: 09/JEEP/WRANGLER X/WRANGLER UNLIMITE			DELIVERY DATE: 11/14/08	DELIVERY MILES: 17
	VEHICLE I.D. NO.: 1 J 4 G Z 3 9 1 7 9 L [redacted]			SELLING DEALER NO.:	PRODUCTION DATE:
	F.T.E. NO.:	P.O. NO.:		R. O. DATE: 02/06/12	
[redacted]	All repairs and parts listed were furnished in compliance with the Michigan Motor Vehicle Service and Repair Act. REPAIRS PROPERLY COMPLETED AND CHECKED BY: X AUTHORIZED REPRESENTATIVE				

LABOR & PARTS

J# 1 23DTZ ITEMS NOT LISTED UNITS: 1.50 TECH(S):627 150.00
PLEASE INSTALL CUSTOMER SUPPLIED CLOCK SPRING.
REPLACED CLOCK SPRING WITH CUSTOMER SUPPLIED PART.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
			JOB # 1 TOTAL PARTS			0.00
			JOB # 1 TOTAL LABOR & PARTS			150.00

J# 2 18DTZ DRIVABILITY UNITS: 1 TECH(S):627 113.00
CUSTOMER STATES VEH CHECK ENGINE LIGHT IS ON. VEH WILL
HESITATE AT TIP IN AT A CRUISE SPEED APP 40 AND OVER)
REPLACED ING WIRES TO MISFIRE CODES.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 2	6	S3RE14PL-P5	SPARKPLUG 8036114	11.45	11.45	68.70
			JOB # 2 TOTAL PARTS			68.70
			JOB # 2 TOTAL LABOR & PARTS			181.70

J# 3 26DTZ03 1 4X4 SERVICE SYNTH UNITS: TECH(S):627 129.99
CUSTOMER STATES TO SERVICE FRONT,REAR AXLE AND TRANSFER CASE
WITH SYNTHETIC FLUIDS AND ADDITIVES
SERVICES PREFROMED
SERVICE COMPLETED

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 3	2	ATF4	PREMIUM	4.50	4.50	9.00
JOB # 3	2	75140	75/140 SY SYNTH	17.00	17.00	34.00
			JOB # 3 TOTAL PARTS			43.00
			JOB # 3 TOTAL LABOR & PARTS			172.99

J# 4+26DTZ11 TUNE UP 6 CYL UNITS: TECH(S):627 67.79
6 CYLINDER TUNE-UP
RECOMMENDED MAINTENANCE
COMPLETED 6 CYLINDER TUNE-UP. REPLACE ALL 6 SPARK PLUGS.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 4	1	68017712-AC	CABLE PKG 8036001	87.12	87.12	87.12
			JOB # 4 TOTAL PARTS			87.12
			JOB # 4 TOTAL LABOR & PARTS			154.91

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	DRF	Documentation Retention Fee		2.00
JOB # A	SS	ENVIROMENTAL DISPOSAL		25.00
		TOTAL - MISC		27.00

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

[CONTINUED ON NEXT PAGE]
04:31pm

ORDER NO. 19767

mmend The Following Repairs:

E:

rt No.	Description	Amount
O. No.	Sublet Repair	
. Motor Oil		
. Trans. Oil		

MULLINS AUTO PARTS & TOWING, INC.

1490 E. Covert Road
Leslie, MI 49251
Phone (517) 589-8543
FAX # (517) 589-8575
Reg. #F148217



Name [redacted] Date 1-17-2012

Address [redacted] City Leslie

Business Phone Home Phone

Year	Make	Model	License	Mileage	Motor No.
2009	Jeep	Wrangler			3.7

OPERATOR	TIME UNITS	DESCRIPTION
		Code B1B06
		VIN not 1J4GZ39779L [redacted]
		Paid
		Diagnose on computer

✓	OPERATION	LABOR
	Lubrication	
	Change Oil	
	Change Trans.	
	Change Diff.	
	Front End Align	
	Pack Wheel Bearings	
	Adjust Brakes	
	Adjust Clutch	
	Rotate Tires	
	Wash	
	Polish	
	_____ Mile Inspection	
	Other	
	Call When Ready ☐ Yes ☐ No	

COMPRESSION (1) (2) (3) (4) (5) (6) (7) (8)

Service Advisor OK

Quality Control OK

NOT RESPONSIBLE FOR ANY PERSONAL ITEMS LEFT IN VEHICLE
I hereby authorize the above repair work to be done along with the necessary materials. You and your employees may operate the above vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on the above vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control. STORAGE WILL BE CHARGED FORTY-EIGHT HOURS AFTER REPAIRS ARE COMPLETED. IN THE EVENT LEGAL ACTION IS NECESSARY TO ENFORCE THIS CONTRACT, I WILL PAY REASONABLE ATTORNEY'S FEES AND COURT COSTS.

SIGNED [redacted]

Terms: STRICTLY CASH Unless Arrangements Made.

DESCRIPTION	SALES
Mech Lube & Labor	70.00
Other Shop Labor & Mat.	
Parts & Access.	
Gas, Oil, Grease	
Sublet	
Subtotal	
Sales Tax	
E.P.A./Waste Disposal	
Total Charge Sales	
Total Cash Sales	70.00

[redacted]

Leslie Michigan [redacted]

UNITED STATES POSTAL SERVICE

1000

[redacted]

Reimbursement Customer Assistance

P.O. Box 21-8007

Auburn Hills MI 48321-8007

RECEIVED
APR 04 2012
By

Att. Reimbursement

Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2012-04-13 09:50:07.307753
Files Not Recieved: 0

CHRYSLER GROUP

SAFETY RECALL NOTICE

ATTENTION: Reimbursement

COVER PAGE

5 PAGES

CASE # [redacted]

ATT "Debbie"

Dan Hall's PINCKNEY
CHRYSLER DODGE Jeep RAM

1295 E. M-36, BOX 109, PINCKNEY, MICHIGAN 48169-0109
TELEPHONE (734) 878-3154 FAX (734) 878-0243
www.pinckneychrysler.com

SERVICE INVOICE

Page 1

CUSTOMER NO. [redacted]

[redacted]
LESLIE, MI [redacted]

[redacted]

ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
TIMOTHY DOMIN 515	221	02/07/12	[redacted]
LABOR RATE / LICENSE NO.	MILEAGE	COLOR	STOCK NO.
	48,819	SUNBURST OR	9225
YEAR / MAKE / MODEL		DELIVERY DATE	DELIVERY MILES
09/JEEP/WRANGLER X/WRANGLER UNLIMITE		11/14/08	17
VEHICLE I.D. NO.		SELLING DEALER NO.	PRODUCTION DATE
1 J 4 G Z 3 9 1 7 9 L [redacted]			
E.T.E. NO.	P.O. NO.	R. O. DATE	
		02/06/12	

All repairs and parts listed were furnished in compliance with the Michigan Motor Vehicle Service and Repair Act. REPAIRS PROPERLY COMPLETED AND CHECKED BY: X
AUTHORIZED REPRESENTATIVE

LABOR & PARTS----------

J# 1 23DTZ ITEMS NOT LISTED UNITS: 1.50 TECH(S):627 150.00
PLEASE INSTALL CUSTOMER SUPPLIED CLOCK SPRING.
REPLACED CLOCK SPRING WITH CUSTOMER SUPPLIED PART.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
				JOB # 1 TOTAL PARTS		0.00
			JOB # 1 TOTAL LABOR & PARTS			150.00

J# 2 18DTZ DRIVABILITY UNITS: TECH(S):627 113.00
CUSTOMER STATES VEH CHECK ENGINE LIGHT IS ON. VEH WILL
HESITATE AT TIP IN AT A CRUISE SPEED APP 40 AND OVER)
REPLACED ING WIRES TO MISFIRE CODES.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 2	6	S3RE14PL-P5	SPARKPLUG 8036114	11.45	11.45	68.70
				JOB # 2 TOTAL PARTS		68.70
			JOB # 2 TOTAL LABOR & PARTS			181.70

J# 3 26DTZ03.1 4X4 SERVICE SYNTH UNITS: TECH(S):627 129.99
CUSTOMER STATES TO SERVICE FRONT,REAR AXLE AND TRANSFER CASE
WITH SYNTHETIC FLUIDS AND ADDITIVES
SERVICES PREFROMED
SERVICE COMPLETED

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 3	2	ATF4	PREMIUM	4.50	4.50	9.00
JOB # 3	2	75140	75/140 SY SYNTH	17.00	17.00	34.00
				JOB # 3 TOTAL PARTS		43.00
			JOB # 3 TOTAL LABOR & PARTS			172.99

J# 4+26DTZ11 TUNE UP 6 CYL UNITS: TECH(S):627 67.79
6 CYLINDER TUNE-UP
RECOMMENDED MAINTENANCE
COMPLETED 6 CYLINDER TUNE-UP. REPLACE ALL 6 SPARK PLUGS.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 4	1	68017712-AC	CABLE PKG 8036001	87.12	87.12	87.12
				JOB # 4 TOTAL PARTS		87.12
			JOB # 4 TOTAL LABOR & PARTS			154.91

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	DRF	Documentation Retention Fee		2.00
JOB # A	SS	ENVIROMENTAL DISPOSAL		25.00
			TOTAL - MISC	27.00

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

The Reynolds and Reynolds Company, ERA-IN Shell, CDS9603.0 (05/11)

PINCKNEY CHRYSLER DODGE J
1295 E M 36
PINCKNEY, MI 48169
734-878-3154

Merchant ID: 710010729
Term ID: 0223

Sale

VISA
XXXXXXXXXX[redacted]
Entry Method: Swiped
Apprvd: Online Batch#: 000087
12/07/12 17:48:52
Inv#: 00000004 Appr Code: 517088
Total: $ 698.53

Customer Copy

THANK YOU

[redacted]

1295 E. M-36, BOX 109, PINCKNEY, MICHIGAN 48169-0109
TELEPHONE (734) 878-3154 FAX (734) 878-0243
www.pinckneychrysler.com

SERVICE INVOICE

Page 2

ADVISOR: TIMOTHY DOMIN 515	TAG NO.: 221		INVOICE DATE: 02/07/12	INVOICE NO.: [redacted]
LABOR RATE	LICENSE NO.	MILEAGE: 48,819	COLOR: SUNBURST OR	STOCK NO.: 9225
YEAR / MAKE / MODEL: 09/JEEP/WRANGLER X/WRANGLER UNLIMITE			DELIVERY DATE: 11/14/08	DELIVERY MILES: 17
VEHICLE I.D. NO.: 1 J 4 G Z 3 9 1 7 9 L [redacted]			SELLING DEALER NO.	PRODUCTION DATE
E.T.E. NO.	P.O.		R.O. DATE: 02/06/12	

All repairs and parts listed were furnished in compliance with the Michigan Motor Vehicle Service and Repair Act. REPAIRS PROPERLY COMPLETED AND CHECKED BY: X

AUTHORIZED REPRESENTATIVE

nd patronage today.
with your service experience.
If you are [illegible]
please contact our Service Director
Dave Avery 734-878-7106

TOTAL LABOR....	460.78
TOTAL PARTS....	198.82
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	27.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	11.93
TOTAL INVOICE $	698.53

Visa

CUSTOMER SIGNATURE

Case #

[redacted]

ATT. Deggie

Arnolds and Reynolds Company, SPARTAN48 C08R0003 4/08/10

REPAIR ORDER NO. 15701

We Recommend The Following Repairs:

ESTIMATE:

Qty.	Part No.	Description	Amount

P.O. No. | Sublet Repair

Qts. Motor Oil

Pts. Trans. Oil

MULLINS AUTO PARTS & TOWING, INC.

1490 E. Covert Road
Leslie, MI 49251
Phone (517) 589-8543
FAX # (517) 589-8575
Reg. #F148217

Name Dana Bogart Date 1-17-2012

Address 1200 Kinneville RD City Leslie

Business Phone Home Phone

Year	Make	Model	License	Mileage	Meter In
2009	Jeep	Wrangler			J.J.

OPERATOR	TIME UNITS	DESCRIPTION
		Code B1B06
		Vin NO. 1J4GZ39779[redacted]
		Paid CASE #[redacted] A/I Debbie
		Diagnose on computer

✓	OPERATION	LABOR
	Lubrication	
	Change Oil	
	Change Trans.	
	Change Diff.	
	Front End Align	
	Pack Wheel Bearings	
	Adjust Brakes	
	Adjust Clutch	
	Rotate Tires	
	Wash	
	Polish	
	Mile Inspection	
	Other	
	Call When Ready ☐ Yes ☐ No	

Tim Mullins
OR
Delbert Rudd
5898534
Paid Cash

ION (1) (2) (3) (4) (5) (6) (7) (8)

Advisor OK

Quality Control OK

NOT RESPONSIBLE FOR ANY PERSONAL ITEMS LEFT IN VEHICLE
I hereby authorize the above repair work to be done along with the necessary materials. You and your employees may operate the above vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on the above vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control. STORAGE WILL BE CHARGED FORTY-EIGHT HOURS AFTER REPAIRS ARE COMPLETED. IN THE EVENT LEGAL ACTION IS NECESSARY TO ENFORCE THIS CONTRACT, I WILL PAY REASONABLE ATTORNEY'S FEES AND COURT COSTS.

SIGNED X

Terms: STRICTLY CASH Unless Arrangements Made.

DESCRIPTION	SALES
Mech Labe & Labor	70.00
Other Shop Labor & Mat.	
Parts & Access.	
Gas, Oil, Grease	
Sublet	
Subtotal	
Sales Tax	
E.P.A./Waste Disposal	
Total Charge Sales	
Total Cash Sales	70.00

P.4 517-589-8930 Colby Bogart Apr 13 12 07:19a

ELA inc., 1 Idea Way, Caldwell, ID 83605 • CALL TOLL FREE 1-800-635-8861 • Form No. FR 1102

PAGE 4

BERRY CHRYSLER DODGE JEEP
1971 EAST HIGHWAY 31
CORSICANA, TEXAS 75110
PARTS DIRECT:903-874-6870 OR 800-926-8254

[redacted]

Printed:01/16/12 @ 09:24

DATE	INVOICE NO.	CUST. NO.
1/16/2012	[redacted]	[redacted]

[redacted]
LESLIE MI [redacted]

SOLD BY	PAY TYPE	P.O. NO.
AM	CREDCARD	

SOR Sale# 24838
2 INTERNET

[redacted] WCOMP TYPE: 9

WWW.DODGETRUCKPARTS.NET WWW.SPRINTERPARTS.NET
WWW.JEEPOEMPARTS.COM WWW.DODGEDIESELPARTS.NET
WWW.CHRYSLERPARTS.NET

0-15 DAYS = 0 RESTOCK FEE
16-30 DAYS = 10% RESTOCK FEE
30+ DAYS = 20% RESTOCK FEE

QTY.	PART NUMBER/DESCRIPTION	BIN	LIST	NET	AMOUNT
11	68039280AA	CLIP APPL 5002	5.00	3.81	41.91
1	5KF16RXFAE	APPLIQUE REAR TEST	77.35	58.93	58.93
1	5156106AB	CLKSPRINGSTEE 1008-C	249.00	189.23	189.23

SUB TOTAL	290.07
FREIGHT	17.95
TAX	.00
SOR DEPOSIT COLLECTED	308.02
PAY THIS AMOUNT	.00

70.00 Diagnose
189.23 Clock SPRING
150.00 Labor To Pinckney
9.98 Freight

419.21

[redacted]

Thank You

ELECTRICAL PARTS MAY BE RETURNED IN UNOPENED ORIGINAL PACKAGING FOR A 15% RESTOCKING FEE.
ELECTRICAL PARTS THAT HAVE BEEN OPENED OR INSTALLED ARE NON RETURNABLE. NO EXCEPTIONS.

Received By

CUSTOMER COPY

Page 5

Cardmember Service [redacted]

Saturday, February 11, 2012

Transaction Details

Manage Account
- Transaction Details
- Online Statements
- Manage Payments
- Download Transactions
- Rewards Center
- Secure Messages
- Cardmember Service
- Alerts

Logout

Transaction Details

Account - DONALD I BOGART - Ending in 4519

Request Cardmember Agreement (or call 1-800-558-3424)

[redacted]

Refine Transactions

Select date range Start Date 11/13/2011 mm/dd/yyyy
End Date 02/11/2012 mm/dd/yyyy View

Transactions ⓘ Click on column headings to re-sort

Transaction Date	Posting Date	Description	Credit
02/10/12	02/10/12	CHARGE OFF	$0.00
02/07/12	02/08/12	HNS*HughesNet.com 866-347-3292 MD	
02/07/12	02/08/12	PINCKNEY CHRYSLER DODG PINCKNEY MI	
02/07/12	02/08/12	THE SOAP SHOPPE 517-6516370 MI	
02/05/12	02/07/12	AUTOPAY/DISH NTWK 800-894-9131 CO	
02/03/12	02/06/12	J&R SOUND/MAILORDER 800-426-8027 NY	
01/30/12	01/31/12	EREPLACEMENTPARTS.COM 866-802-6383 UT	
01/26/12	01/27/12	CHELSEA LUMBER CO. CHELSEA MI	
01/24/12	01/26/12	THE HOME DEPOT 2725 LANSING MI	
01/20/12	01/24/12	ALASKA AI0272161332916 SEATTLE WA more	
01/20/12	01/24/12	ALASKA AI0272161311297 SEATTLE WA more	
01/21/12	01/23/12	BUDGET RENT-A-CAR SEATTLE WA more	
01/17/12	01/17/12	PAYMENT THANK YOU more	
01/14/12	01/17/12	DELTA AIR0068261026717 LANSING MI more	
01/14/12	01/17/12	DELTA AIR0068261026585 LANSING MI more	
01/12/12	01/17/12	BERRY CHRYSLER DODGE P CORSICANA TX more	$308.02
01/14/12	01/17/12	TRADEHOME SHOES #85 OKEMOS MI more	
01/11/12	01/12/12	LOWES #01598* LANSING MI more	
01/11/12	01/12/12	MENARDS 3158 LANSING S LANSING MI more	
01/09/12	01/11/12	HEYDLAUFF'S INC CHELSEA MI more	
01/05/12	01/09/12	AUTOPAY/DISH NTWK 800-894-9131 CO more	
01/07/12	01/09/12	MENARDS 3157 LANSING W LANSING MI more	
01/07/12	01/09/12	HNS*HughesNet.com 866-347-3292 MD more	
01/07/12	01/09/12	LUMBER LIQUIDATORS 116 LANSING MI more	
01/07/12	01/09/12	LUMBER LIQUIDATORS 116 LANSING MI more	
01/03/12	01/04/12	CHELSEA LUMBER CO. CHELSEA MI more	
01/03/12	01/04/12	MENARDS 3158 LANSING S LANSING MI more	
12/30/11	01/03/12	MENARDS 3158 LANSING S LANSING MI more	
12/30/11	01/03/12	MENARDS 3158 LANSING S LANSING MI more	
12/30/11	01/03/12	MENARDS 3158 LANSING S LANSING MI more	

Printer-friendly Format Return to Top

The creditor, issuer and service provider of your Credit Card is Elan Financial Service.

Privacy Policy and Terms of Use

Security Standards

© 2012 Elan Financial Services

RECEIVED DATE:

4/09/12

POSTED DATE : 4-4-12

VIN (FIRST 9 DIGITS) 1J4F241X

VIN (LAST 8 DIGITS) 8L [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

Chrysler Service Contracts

LAHTI'S, Inc.

"Caring service since 1928"

Jeep SERVICE
STICK WITH THE SPECIALISTS

223 CENTRAL STREET • LEOMINSTER, MA 01453
Sales: 877-834-0425 Service: 978-840-3363 Parts: 978-534-6461

RO: [redacted]
Cashier: 09:51-1
Date Out: 07/26/2011
Status: REPRINT
OPEN
TAG: 748RCC IN: 0816 OUT: 0949

Customer: [redacted] Stock #: [redacted]
[redacted]
LEOMINSTER MA [redacted]
Home: [redacted] Work: N/A

VIN: 1J4FZ241X8L[redacted]
2008 JEEP WRANGLER RED
Miles-In: 44581 Out: 44581
Delivered: 12/28/2007
In Service: 12/28/2007
Date In: 07/23/2011

Advisor: 001023-ROBERT HAYES Hat:
Sold By: FRED PERLA

OP	Acct	Tech	Hours	Complaint/Cause/Correction	Per Unit	Extended Price
				[CUSTOMER PAY]		
A	SCP	001022C		Labor Total:		75.20
	CUSTOMER STATES AIRBAG LIGHT ON					
	TEST SYSTEM WITH SCAN TESTER. TEST AIRBAG MODULE AND					
	WIRING HARNESS. TEST CLOCKSPRING. NEEDS CLOCKSPRING					
	$448.00					
				Operation Total:		75.20
				[CUSTOMER PAY]		
*B	SCP	001022		LOF Labor Total:		14.55
	CUSTOMER STATES CHANGE OIL+FILTER					
	GREASE-CHECK ALL FLUIDS					
	CHECK AIR IN TIRES					
	CHECK ALL LIGHTS					
	CHECK AIR FILTER					
	CHANGE OIL+FILTER					
	COUPON					
	Parts:	1	4105409AC	FILTER-ENGINE OIL	5.05	5.05
		1	OILR		8.50	8.50
					Total Parts:	13.55
					Operation Total:	28.10
				[CUSTOMER PAY]		
*C	SCP	001022C		Labor Total:		0.00
	VEHICLE NEEDS					
	TRANSMISSION OIL PAN. $298.00					
	REAR BRAKES. $680.00					

Customer Pay Labor:	89.75
Customer Pay Parts:	13.55
Customer Pay Subtotal:	103.30
Customer Pay Sales Tax:	0.85
Customer Total Due:	104.15

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

ALL REPAIRS SUBJECT TO A MINIMUM OF .5 HOUR DIAGNOSTIC TIME.

DISCLAIMER OF WARRANTIES: All warranties on this product are the manufacturer's. LAHTI'S, INC. hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and LAHTI'S, INC. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the product. This disclaimer by LAHTI'S, INC. in no way affects the terms of the manufacturer's warranty.

"All parts installed are new/salvaged or reconditioned parts.
TERMS: STRICTLY CASH unless arrangements made.

Signature: _____

Thank you for allowing us to serve you!

Service Contracts

LAHTI'S, Inc.

"Caring service since 1928"

Jeep SERVICE
STICK WITH THE SPECIALISTS

223 CENTRAL STREET • LEOMINSTER, MA 01453
Sales: 877-834-0425 Service: 978-840-3363 Parts: 978-534-6461

RO: [redacted]
Cashier: 11:34-1
Date Out: 01/26/2012
Status: REPRINT
OPEN
TAG:748RCC IN:1532OUT:1036
VIN:1J4FZ241X8L[redacted]
2008 JEEP WRANGLER RED
Miles-In: 49382 Out: 49382
Delivered: 12/28/2007
In Service: 12/28/2007
Date In: 01/25/2012

Customer: [redacted]
[redacted]
LEOMINSTER MA [redacted]
Home: [redacted] Work: N/A
Advisor: 001023-ROBERT HAYES Hat:
Sold By: FRED PERLA

OP	Acct	Tech	Hours	Complaint/Cause/Correction	Per Unit	Extended Price
				[CUSTOMER PAY]		
A	SCP	001022C	51		Labor Total:	122.20
	AIRBAG LIGHT ON					
	REPLACE CLOCKSPRING. RETEST SYSTEM.					
	REPROGRAM SYSTEM.					
	ROAD TEST CAR.					
	Parts: 1	5156106AB		CLKSPRING-STEERING COLUMN CONT	273.90	273.90
					Total Parts:	273.90
					Operation Total:	396.10
				[CUSTOMER PAY]		
*B	SCP	001022	00		Labor Total:	15.50
	OIL+FILTER CHANGE COUPON					
	GREASE-CHECK ALL FLUIDS					
	CHECK AIR IN TIRES					
	CHECK ALL LIGHTS, CHECK AIR FILTER					
	Parts: 1	4105409AC		FILTER-ENGINE OIL	5.05	5.05
	1	OILR			8.50	8.50
					Total Parts:	13.55
					Operation Total:	29.05
				[CUSTOMER PAY]		
*C	SCP	001022C	46		Labor Total:	37.60
	LEFT REAR TIRE LOW					
	CHECK FOR LEAKS.					
	REMOVE TIRE. INSTALL INSIDE PATCH.					
					Operation Total:	37.60
				[CUSTOMER PAY]		
*D	SCP	001022C	46		Labor Total:	0.00
	NEEDS TIRES.					
	P225/75R16 ST BLK. $128.60 EACH					

>>>> CONTINUED ON NEXT PAGE <<<<

[redacted]

Leominster, MA [redacted]

CENTRAL MA 014

ON APR 2012 PM 1 T

RECEIVED
APR 09 2012
BY

Chrysler Customer Assistance
PO Box 21-8007
Auburn Hills, MI 48321-8007

48321+8007

Document Recieved from Customer

Cair [redacted]

Date Received: 2012-04-12 13:21:25.061389

Files Not Recieved: 0

Service Contracts

LAHTI'S, Inc.

"Caring service since 1928"

223 CENTRAL STREET • LEOMINSTER, MA 01453
Sales: 877-834-0425 Service: 978-840-3363 Parts: 978-534-6461

Jeep SERVICE STICK WITH THE SPECIALISTS

Jeep [redacted]

RO: [redacted]
Cashier: 11:34-1
Date Out: 01/26/2012
Status: REPRINT
OPEN
TAG:748RCC IN:1532OUT:1036
VIN:1J4FZ241X8[redacted]
2008 JEEP WRANGLER RED
Miles-In: 49382 Out: 49382
Delivered: 12/28/2007
In Service: 12/28/2007
Date In: 01/25/2012

Customer [redacted] Stock [redacted]
[redacted]
LEOMINSTER MA [redacted]
Home: [redacted] Work: N/A
Advisor: 001023-ROBERT HAYES Hat:
Sold By: FRED PERLA

OP	Acct	Tech	Hours	Complaint/Cause/Correction	Per Unit	Extended Price
				[CUSTOMER PAY]		
A	SCP	001022C	5i		Labor Total:	122.20
	AIRBAG LIGHT ON					
	REPLACE CLOCKSPRING. RETEST SYSTEM.					
	REPROGRAM SYSTEM.					
	ROAD TEST CAR.					
	Parts: 1	5156106AB		CLKSPRING-STEERING COLUMN CONT	273.90	273.90
					Total Parts:	273.90
					Operation Total:	396.10
				[CUSTOMER PAY]		
*B	SCP	001022	00		Labor Total:	15.50
	OIL;FILTER CHANGE COUPON					
	GREASE-CHECK ALL FLUIDS					
	CHECK AIR IN TIRES					
	CHECK ALL LIGHTS, CHECK AIR FILTER					
	Parts: 1	4105409AC		FILTER-ENGINE OIL	5.05	5.05
	1	OILR			8.50	8.50
					Total Parts:	13.55
					Operation Total:	29.05
				[CUSTOMER PAY]		
*C	SCP	001022C	46		Labor Total:	37.60
	LEFT REAR TIRE LOW					
	CHECK FOR LEAKS.					
	REMOVE TIRE. INSTALL INSIDE PATCH.					
					Operation Total:	37.60
				[CUSTOMER PAY]		
*D	SCP	001022C	46		Labor Total:	0.00
	NEEDS TIRES.					
	P225/75R16 ST BLK. $128.60 EACH					

>>>> CONTINUED ON NEXT PAGE <<<<

Chrysler Service Contracts

LAHTI'S, Inc.

Jeep SERVICE STICK WITH THE SPECIALISTS

Jeep #[redacted]

"Caring service since 1928"

223 CENTRAL STREET • LEOMINSTER, MA 01453
Sales: 877-834-0425 Service: 978-840-3363 Parts: 978-534-6461

RO: [redacted]
Cashier: [redacted]11:34-1
Date Out: 01/26/2012
Status: REPRINT
OPEN

>>>> CONTINUED FROM PREVIOUS PAGE <<<<

TAG:748RCC IN:1532OUT:1036

Customer: [redacted]
LEOMINSTER MA [redacted]
Home: [redacted] Work: N/A
Advisor: 001023-ROBERT HAYES Hat:
Sold By: FRED PERLA

VIN:1J4FZ241X8[redacted]
2008 JEEP [redacted] RED
Miles-In: 49382 Out: 49382
Delivered: 12/28/2007
In Service: 12/28/2007
Date In: 01/25/2012

OP	Acct	Tech	Hours	Complaint/Cause/Correction	Per Unit	Extended Price
				[CUSTOMER PAY]		
*E	SCP	001022C	30		Labor Total:	0.00
	TRANSMISSION OIL PAN. $298.00					

Customer Pay Labor:	175.30
Customer Pay Parts:	287.45
Customer Pay Subtotal:	462.75
Customer Pay Sales Tax:	17.97
Customer Total Due:	480.72

VS

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

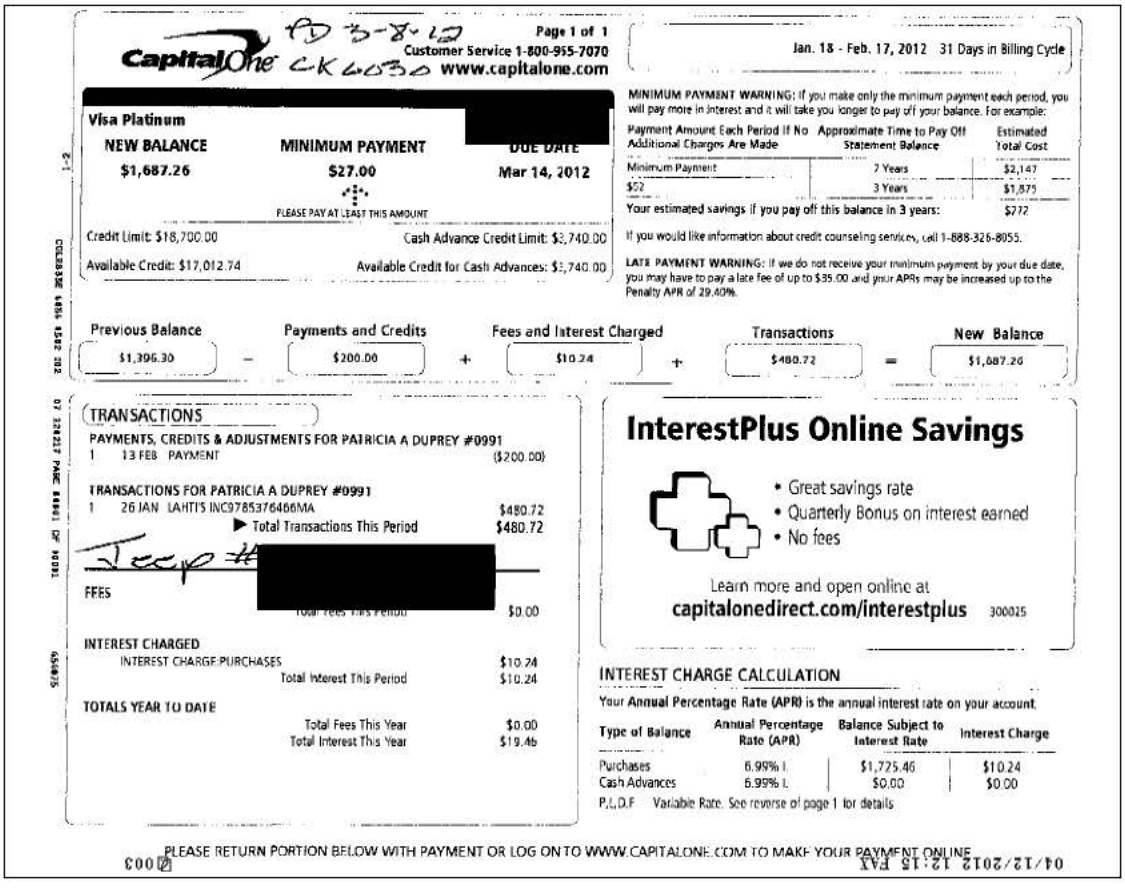
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"All parts installed are new/salvaged or reconditioned parts."
TERMS: STRICTLY CASH unless arrangements made.

Signature:_____

Thank you for allowing us to serve you!



PD 3-8-12 CK 60530

Capital One

Page 1 of 1
Customer Service 1-800-955-7070
www.capitalone.com

Jan. 18 - Feb. 17, 2012 31 Days in Billing Cycle

[redacted]

Visa Platinum

NEW BALANCE	MINIMUM PAYMENT	DUE DATE
$1,687.26	$27.00	Mar 14, 2012
	PLEASE PAY AT LEAST THIS AMOUNT	

Credit Limit: $18,700.00 — Cash Advance Credit Limit: $2,740.00
Available Credit: $17,012.74 — Available Credit for Cash Advances: $2,740.00

MINIMUM PAYMENT WARNING: If you make only the minimum payment each period, you will pay more in interest and it will take you longer to pay off your balance. For example:

Payment Amount Each Period If No Additional Charges Are Made	Approximate Time to Pay Off Statement Balance	Estimated Total Cost
Minimum Payment	7 Years	$2,147
$52	3 Years	$1,875

Your estimated savings if you pay off this balance in 3 years: $272

If you would like information about credit counseling services, call 1-888-326-8055.

LATE PAYMENT WARNING: If we do not receive your minimum payment by your due date, you may have to pay a late fee of up to $35.00 and your APRs may be increased up to the Penalty APR of 29.40%.

Previous Balance		Payments and Credits		Fees and Interest Charged		Transactions		New Balance
$1,396.30	–	$200.00	+	$10.24	+	$480.72	=	$1,687.26

TRANSACTIONS

PAYMENTS, CREDITS & ADJUSTMENTS FOR PATRICIA A DUPREY #0991

1	13 FEB	PAYMENT	($200.00)

TRANSACTIONS FOR PATRICIA A DUPREY #0991

1	26 JAN	LAHTIS INC9785376466MA	$480.72

▶ Total Transactions This Period $480.72

Jeep #[redacted]

FEES

Total Fees This Period $0.00

INTEREST CHARGED

INTEREST CHARGE:PURCHASES $10.24
Total Interest This Period $10.24

TOTALS YEAR TO DATE

Total Fees This Year $0.00
Total Interest This Year $19.46

InterestPlus Online Savings

- Great savings rate
- Quarterly Bonus on interest earned
- No fees

Learn more and open online at
capitalonedirect.com/interestplus 300025

INTEREST CHARGE CALCULATION

Your **Annual Percentage Rate (APR)** is the annual interest rate on your account.

Type of Balance	Annual Percentage Rate (APR)	Balance Subject to Interest Rate	Interest Charge
Purchases	6.99% I.	$1,725.46	$10.24
Cash Advances	6.99% I.	$0.00	$0.00

P, I, D, F Variable Rate. See reverse of page 1 for details

PLEASE RETURN PORTION BELOW WITH PAYMENT OR LOG ON TO WWW.CAPITALONE.COM TO MAKE YOUR PAYMENT ONLINE

003

04/12/2012 12:15 FAX

Chrysler Service Contracts

LAHTI'S, Inc.

"Caring service since 1928"

223 CENTRAL STREET • LEOMINSTER, MA 01453

Sales: 877-834-0425 Service: 978-840-3383 Parts: 978-534-6461

Jeep SERVICE

SHOP WITH THE SPECIALISTS

Jeep [redacted]

RO: [redacted]
Cashier: 11:34-1
Date Out: 01/26/2012
Status: REPRINT
OPEN

TAG:748RCC IN:1532OUT:1036
VIN:1J4FZ241X8[redacted]
2008 JEEP WRANGLER RED
Miles-In: 49382 Out: 49382
Delivered: 12/28/2007
In Service: 12/28/2007
Date In: 01/25/2012

Customer: [redacted]
[redacted]
LEOMINSTER MA [redacted]
Home: [redacted] Work: N/A
Advisor: 001023-ROBERT HAYES Hat:
Sold By: FRED PERLA

OP	Acct	Tech	Hours	Complaint/Cause/Correction	Per Unit	Extended Price
				[CUSTOMER PAY]		
A	SCP	001022C	51		Labor Total:	122.20
	AIRBAG LIGHT ON					
	REPLACE CLOCKSPRING. RETEST SYSTEM.					
	REPROGRAM SYSTEM.					
	ROAD TEST CAR.					
	Parts: 1	5156106AB		CLKSPRING-STEERING COLUMN CONT	273.90	273.90
					Total Parts:	273.90
					Operation Total:	396.10
				[CUSTOMER PAY]		
*B	SCP	001022	00		Labor Total:	15.50
	OIL+FILTER CHANGE COUPON					
	GREASE-CHECK ALL FLUIDS					
	CHECK AIR IN TIRES					
	CHECK ALL LIGHTS, CHECK AIR FILTER					
	Parts: 1	4105409AC		FILTER-ENGINE OIL	5.05	5.05
	1	OILR			8.50	8.50
					Total Parts:	13.55
					Operation Total:	29.05
				[CUSTOMER PAY]		
*C	SCP	001022C	46		Labor Total:	37.60
	LEFT REAR TIRE LOW					
	CHECK FOR LEAKS.					
	REMOVE TIRE. INSTALL INSIDE PATCH.					
					Operation Total:	37.60
				[CUSTOMER PAY]		
*D	SCP	001022C	46		Labor Total:	0.00
	NEEDS TIRES.					
	P225/75R16 ST BLK. $128.60 EACH					

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Chrysler Service Contracts

LAHTI'S, Inc.

"Caring service since 1928"

Chrysler Jeep DODGE STICK WITH THE SPECIALISTS

223 CENTRAL STREET • LEOMINSTER, MA 01453
Sales: 877-834-0425 Service: 978-840-3363 Parts: 978-534-6461

Jeep #[redacted]

RO: [redacted]
Cashier: [redacted]1:34-1
Date Out: 01/26/2012
Status: REPRINT
OPEN

>>>> CONTINUED FROM PREVIOUS PAGE <<<<

TAG:748RCC IN:1532OUT:1036
VIN:1J4FZ241X8[redacted]
2008 JEEP [redacted] RED
Miles-In: 49382 Out: 49382
Delivered: 12/28/2007
In Service: 12/28/2007
Date In: 01/25/2012

Customer: [redacted]
LEOMINSTER MA [redacted]
Home: [redacted] Work: N/A
Advisor: 001023-ROBERT HAYES Hat:
Sold By: FRED PERLA

OP	Acct	Tech	Hours	Complaint/Cause/Correction	Per Unit	Extended Price
				[CUSTOMER PAY]		
*E	SCP	001022C	30		Labor Total:	0.00
	TRANSMISSION OIL PAN. $298.00					

Customer Pay Labor:	175.30
Customer Pay Parts:	287.45
Customer Pay Subtotal:	462.75
Customer Pay Sales Tax:	17.97
Customer Total Due:	480.72

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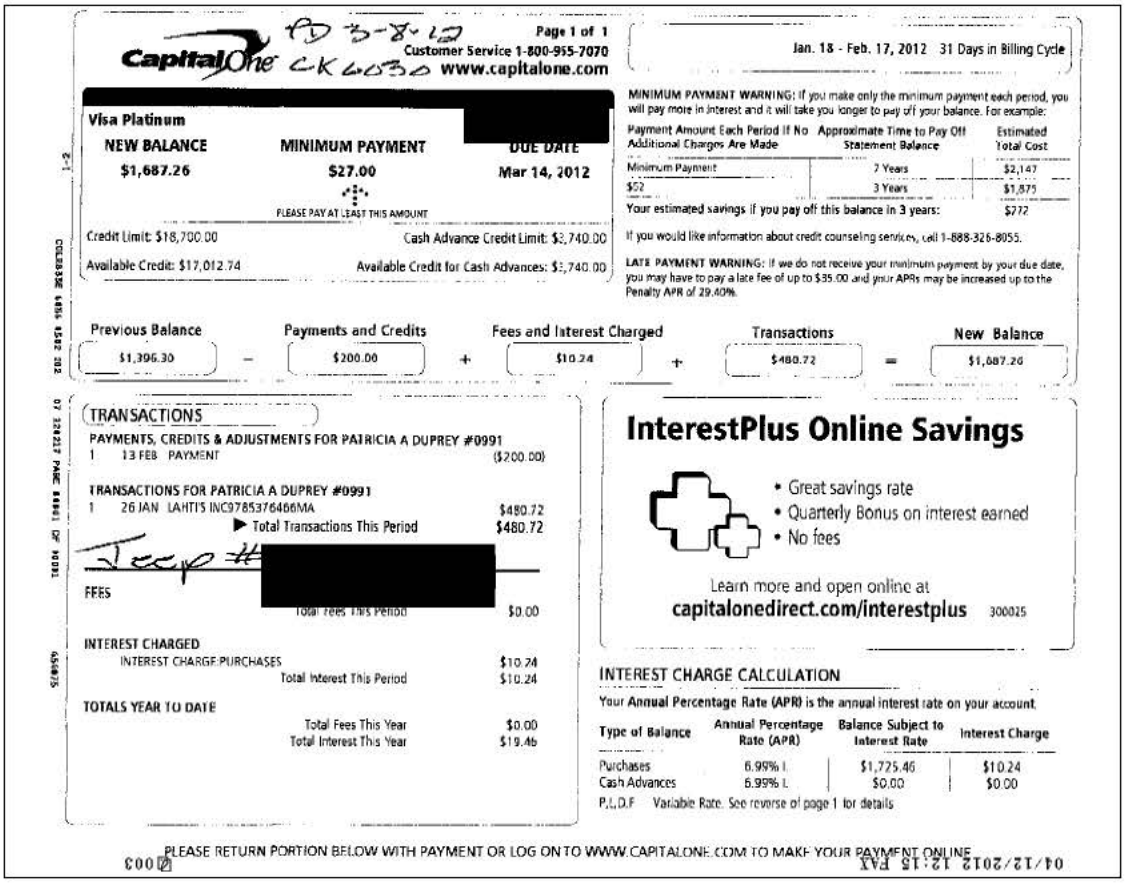
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TERMS: STRICTLY CASH unless arrangements made.

Signature:_____

Thank you for allowing us to serve you!



Page 1 of 1

Customer Service 1-800-955-7070

www.capitalone.com

Jan. 18 - Feb. 17, 2012 31 Days in Billing Cycle

Visa Platinum [redacted]

NEW BALANCE	MINIMUM PAYMENT	DUE DATE
$1,687.26	$27.00	Mar 14, 2012
	PLEASE PAY AT LEAST THIS AMOUNT	

Credit Limit: $18,700.00 Cash Advance Credit Limit: $2,740.00

Available Credit: $17,012.74 Available Credit for Cash Advances: $2,740.00

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Payment Amount Each Period If No Additional Charges Are Made	Approximate Time to Pay Off Statement Balance	Estimated Total Cost
Minimum Payment	7 Years	$2,147
$52	3 Years	$1,875

Your estimated savings if you pay off this balance in 3 years: $272

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LATE PAYMENT WARNING: If we do not receive your minimum payment by your due date, you may have to pay a late fee of up to $35.00 and your APRs may be increased up to the Penalty APR of 29.40%.

Previous Balance		Payments and Credits		Fees and Interest Charged		Transactions		New Balance
$1,396.30	–	$200.00	+	$10.24	+	$480.72	=	$1,687.26

TRANSACTIONS

PAYMENTS, CREDITS & ADJUSTMENTS FOR PATRICIA A DUPREY #0991

1	13 FEB	PAYMENT	($200.00)

TRANSACTIONS FOR PATRICIA A DUPREY #0991

1	26 JAN	LAHTIS INC9785376466MA	$480.72
		▶ Total Transactions This Period	$480.72

Temp # [redacted]

FEES

Total Fees This Period $0.00

INTEREST CHARGED

INTEREST CHARGE:PURCHASES	$10.24
Total Interest This Period	$10.24

TOTALS YEAR TO DATE

Total Fees This Year	$0.00
Total Interest This Year	$19.46

InterestPlus Online Savings

- Great savings rate
- Quarterly Bonus on interest earned
- No fees

Learn more and open online at
capitalonedirect.com/interestplus 300025

INTEREST CHARGE CALCULATION

Your **Annual Percentage Rate (APR)** is the annual interest rate on your account.

Type of Balance	Annual Percentage Rate (APR)	Balance Subject to Interest Rate	Interest Charge
Purchases	6.99% I.	$1,725.46	$10.24
Cash Advances	6.99% I.	$0.00	$0.00

P, I, D, F Variable Rate. See reverse of page 1 for details

PLEASE RETURN PORTION BELOW WITH PAYMENT OR LOG ON TO WWW.CAPITALONE.COM TO MAKE YOUR PAYMENT ONLINE

003

04/12/2012 12:15 FAX

RECEIVED DATE:

4/10/12

POSTED DATE : 4-5-12

VIN (FIRST 9 DIGITS) 1J4FZ2411

VIN (LAST 8 DIGITS) 8L [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 00000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

DEALER
58323

CUSTOMER ARCHIVE
CARRIGAN

CHRYSLER DODGE Jeep RAM

www.carriganmotors.com

308 East 125 North
Morgan UT 84050
Phone: 801-829-3245

Customer No. [redacted]	License # [redacted]	Stock # [redacted]	Dealer # 58323	Invoice Date 09/13/2010	Invoice # [redacted]
Customer Name & Address [redacted] EDEN,UT [redacted]	Mileage In 73871	Mileage Out 73871	Lot #/Hat #	Color RED	Delivery Date 08/31/2007
	Year/Make/Model 2008 JEEP Wrangler			Prod Date 08/02/2007	R.O. Date 09/13/2010
	Vehicle ID # 1J4FZ24118L [redacted]			Tech & #	P.O. #
	Override	Service Write Up CLAY CARRIGAN		S.W. INT. EST. 0.00	
Extended Warranty Co.	Policy #	Deductible		Auth. #	Adjustor
Residence Phone [redacted]	Business Phone	Service Writer Delivery Signature			Reprint # 3

Type: C JOB #1 PO:

Complaint: AIR BAG LIGHT ON, NEEDS CLOCK SPRING . WAS DIAGNOSED ON RO 42593 .

Correction: REPLACED CLOCK SPRING AND VERIFIED REPAIR.

Part:	5156106AA	CLKSPRING-STEERI	Qty: 1	$249.00
Misc:		SHOP SUPPLIES-SERVICE		$9.63

JOB TOTALS Labor: $72.00 Parts: $249.00 Tax: $19.67 Misc: $9.63 TOTAL: $350.30

Type: E JOB #2 Lbr Hr: 0.33 Labor: 26.37 PO:

Complaint: REPAIR TIRE IN THE REAR OF VEHICLE AND INSTALL ON SPARE TIRE MOUNT .

Cause: TIRE HAD LARGE NAIL CAUSING LEAK.

Correction: REMOVED NAIL FROM TIRE, REPAIRED HOLE, AND INSTALLED BACK ON SPARE MOUNT.
PO # CRY 1009629995-01

Part:	PATCH	TIRE PATCH MED.	Qty: 1	$1.85

Labor: $26.37 Parts: $1.85 Tax: $0.00 Sublet: $0.00 Misc: $0.00 TOTAL: $28.22

Customer Signature X _____

[redacted]

Extended Warranty Pay	Factory Warranty Pay	Internal Pay	All labor charges are billed on flat rate hours unless otherwise noted.	Total Customer Pay
$28.22				$350.30

[redacted]

Eden, Ut [redacted]

SALT LAKE CITY UT 840

05 APR 2012 PM 1 T

USA
FIRST-CLASS
FOREVER

Chrysler Customer Assistance
P.O. Box 21-8007
Auburn Hills, MI
48321-8007

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APR 10 2012
BY

48321+8007