Document Recieved from Custome

Cair Number:

Date Received: 2012-09-27 15:46:17.826790

Files Not Recieved: 0

Attached is my receipt for the airbag light / clockspring replacement work (it also shows the 3 recalls were done). Please excuse my hand written notes at the bottom of the second page.



CHRYSLER Jeep Dodge

818 ATLANTA HIGHWAY CUMMING, GA 30040 "Where Customers Send Their Friends"



PARTS 770-889-2061 RENTAL 770-889-8954 **BODY SHOP**

MO: 69124

Sales & 678-244-4100 Service

770-889-8953 RYAN 42356 TAG NO. 760. INVOID9/26/12 LABOR RATE LICENSE NO. MILEAGE 69,124 BLACK/ STOCK NO. 10/MEEP WRANGLER / 4WD 2DR MOUNTAIN DELIVERY DATE DELIVERY MILES ALPHARETTA, GA VEHICLE LEANOR A 2 D 1 9 A SELLING DEALER NO. PRODUCTION DATE F. T. E. NO. P.O. NO. R.O. 09/26/12 BUSINESS PHONE COMMENTS LABOR & PARTS J# 1 06CHZ ELECTRICAL TECH(S): 10605 CUSTOMER STATES AIRBAG LIGHT IS ON CLOCK SPRING HAD A INTERNAL SHORT CIRCUIT REPLACED CLOCK SPRING PARTS-----QTY---FP-NUMBER------DESCRIPTION------UNIT PRICE-JOB # 1 1 5156106-AC CLKSPRING 8015001 257.00 257.00 JOB # 1 TOTAL PARTS 257.00 JOB # 1 TOTAL LABOR & PARTS 412.30 TECH(S):10605 WARRANTY J31 FLASHED CCN PARTS------QTY---FP-NUMBER-------DESCRIPTION-------UNIT PRICE-JOB # 2 TOTAL PARTS 0.00 JOB # 2 TOTAL LABOR & PARTS 0.00 J# 3 16CH71 RECALLS TECH(S):10605 WARRANTY 134 FLASHED PCM PARTS-----QTY---FP-NUMBER------DESCRIPTION------UNIT PRICE-JOB # 3 TOTAL PARTS 0.00 JOB # 3 TOTAL LABOR & PARTS 0.00 J# 4 16CHZ2 RECALLS TECH(S):10605 WARRANTY M22 REPLACED SKID PLATE PARTS-----QTY---FP-NUMBER------DESCRIPTION------UNIT PRICE-JOB # 4 1 CBL2M221-AA SKID PLAT 21003028 WARRANTY JOB # 4 TOTAL PARTS 0.00 JOB # 4 TOTAL LABOR & PARTS 0.00 J# 5 OOCHZINSPECT MULTI POINT INSPECT TECH(S):10605 PERFORM MULTIPOINT INSPECTION PERFORM INSPECTION SEE ATTACHED SHEET FOR RESULT OF INSPECTION "ATTENTION CUSTOMER": IF YOUR SERVICE ADVISOR DID NOT GO OVER THE RESULTS OF YOUR INSPECTION YOU WILL RECEIVE YOUR NEXT OIL CHANGE SERVICE FRFF. PARTS------DESCRIPTION-----------UNIT PRICE-JOB # 5 TOTAL PARTS 0.00 JOB # 5 TOTAL LABOR & PARTS 0.00 PAGE 1 OF 2 **CUSTOMER COPY** [CONTINUED ON NEXT PAGE] 11:26am

IMPORTANT VERY SHORTLY YOU MAY RECEIVE A SURVEY DIRECTLY FROM THE MANUFACTURER. THIS IS OUR REPORT CARD. IF YOU CANNOT GRADE US "COMPLETELY SATISFIED." PLEASE CONTACT CYNTHIA INGRAHAM. CUSTOMER RELATIONS MANAGER IMMEDIATELY!

DEALER IS 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 THE UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER.

THANK YOU FOR YOUR BUSINESS!



678-244-4100

Sales

&

CONG

Jeep Dodge CHRYSLER

818 ATLANTA HIGHWAY CUMMING, GA 30040



PARTS 770-889-2061 RENTAL 770-889-8954

MO: 69124

IMPORTANT VERY SHORTLY YOU MAY

RECEIVE A SURVEY DIRECTLY

FROM THE MANUFACTURER.

THIS IS OUR REPORT CARD.

IF YOU CANNOT GRADE US

"COMPLETELY SATISFIED."

PLEASE CONTACT

CYNTHIA INGRAHAM, JSTOMER RELATIONS MANAGER

IMMEDIATELY!

Service "Where Customers Send Their Friends" **BODY SHOP** 770-889-8953 INVOID9#26/12 42356 TAG NO. 760. CUSTOMER NO RYAN STOCK NO. LABOR RATE LICENSE NO. MILEAGE 69,124 BLACK/ DELIVERY MILES DELIVERY DATE 10/JEEP/WRANGLER/4WD 2DR MOUNTAIN ALPHARETTA, GA SELLING DEALER NO PRODUCTION DATE VEHICOLITANOA A 2 D 1 9 A L RO 09/26/12 ETE NO

MISC-----CODE------DESCRIPTION----------CONTROL NO-----20.19 JOB # A A1 SHOP SUPPLIES 20.19 TOTAL - MISC

COMMENTS

TOTAL LABOR.... TOTAL PARTS.... 257.00 0.00 TOTAL SUBLET... CK NO. [[] CASH [] CHECK TOTAL G.O.G.... TOTAL MISC CHG. 20.19 [] MASTERCARD [] DISCOVER [] VISA TOTAL MISC DISC 0.00 19.40 TOTAL TAX..... [] AMER XPRESS [] OTHER [] A/R **TOTAL INVOICE \$** 451.89 DATE PAID / / CASHIER INITIALS

THANK YOU FOR YOUR BUSINESS!! *** WE PERFORM AUTO BODY REPAIRS AND SMALL DAMAGE REPAIRS FOR ALL MAKES AND MODELS. PLEASE SEE OUR BODYSHOP OR CONTACT ADAM OR PAUL AT 770-889-8953***

BUSINESS PHONE

CUSTOMER SIGNATURE

Case #

- Chrysler

RHD recall 111528000

NHTSA - 3 complaints on 2010 Teeps for airbag light

DEALER IS 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 THE UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER.

THANK YOU

FOR YOUR BUSINESS!

PAGE 2 OF 2

CUSTOMER COPY

[END OF INVOICE] 11:26am

SF648646 Q (04/08)

Document Recieved from Customer Cair Number:

Date Received: 2012-10-10 10:54:34.766826

Files Not Recieved: 0



MILFORD AUTO GROUP INC.

1470 BOSTON POST ROAD MILFORD, CT 06460 PHONE 203-878-2471 FAX 203-878-2583



Stick with the Specialists'

Cashiered Date: 10/09/2012 8:54:31 AM

REPRINT

SO #: 136989 Tag #: 1482

* Service Invoice Customer Copy *

Auth#:

1234567891234!

Term: CASH

Customer No: VISNI STRATFORD, CT Home: (000) 000-0000 Today Cell: Email:

Year 2010 Vehicle ID No 1J4GA2D10AL

Advisor: Sam License No

Make

JEEP

Odometer In 47987

Model

Odometer Out 47989

Type

03/27/2010

Delivery Date

Stock No

J049 Color

JKJL72-WRANGLE

Selling Dealer

Model No

CSR#

TOTAL INVOICE

invoice Date: 10/09/2012

Red Rock Crysta

Amount

490.17

SO Date InServ Date Location

10/08/2012 03/27/2010

Request/Complaint

MILFORD AUTO GROUP, INC 1470 BOSTON POST RD MILFORD, CT. 06460-27 203-878-2471

TERMINAL ID.: MERCHANT #:

0005568199200477990801 199288477998

AMEX SALE RECORD: 21

SWIPED

000024 II推: 17:32 DATE: Oct 08, 12 BATCH: 000227 TRN: 1008213325

AUTH: 542889 VISA TRAN ID: 080157481223871

APPROVAL 542889

TOTAL \$490 Q

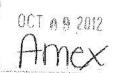
AVAIL BAL.

PJ VISHICKY

ONS, PLEASE CALL OUR SERVICE

LABOR 198.00 **PARTS** 260.00 OIL/GAS 0.00 MISC. 0.00 SUPPLIES 0.00 SUBLET/TOW 0.00 ENV FEE 2.90 SUBTOTAL 460.90 SALES TAX 29.27 WARR DEDUCTIBLE 0.00 OTHER DEDUCTIBLE \$0.00

Tropies



CLISTOMER COPY

ERTIFY THAT THE INFORMATION CONTAINED HEREON IS ENTITY THAT THE REPORTING THE PAYMENT GONTAINED HEREON IS OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE. THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAM ARE AVAILABLE FOR IT VEAN FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURERS. REPRESENTATIVE.

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

\$0.00

The factory warranty constitutes all of the warranties with respect to the sale of this item\tems. The Seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty or merchantability or fitness for a particular purpose, and the Seller betther assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items:

LIMITED WARRANTY

DEALER INSTALLED PARTS AND ACCESSORIES 12 MONTHS OR 12,000 _MILES, WHICHEVER OCCURS FIRST.

THANK YOU

From:

To: customerassistre@chrysler.com Date: Thu Oct 18 22:37:52 EDT 2012

Subject: Chrysler Group LLC Customer Assistance

Form Selected:

Category: Recall Information

Brief Description:

Clockspring recall

Comments:

I'm trying to find out how to get my clockspring taken care of under \cdot

recall.

Thanks

Sender Information:

Title: Mr.

First Name:

Middle Initial:

Last Name:

From: customerassistre@chrysler.com

To:

Date: Fri Oct 19 19:24:58 EDT 2012

Subject: Re: Chrysler Group LLC Customer Assistance

Thank you for contacting the Jeep Customer Assistance Center.

In regards to your clockspring inquiry, we have provided your Clockspring Extended Warranty letter below. This letter will go through the steps you need to have this repair completed:

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 airbag clockspring, you may be eligible to receive a reimbursement.

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

Recall # Description 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.

Finding a dealer is simple:

A dealership locator can be found on the brand web site in the "Find a Dealer" field of the Jeep® - http://www.jeep.com home page.

Thanks again for your email.

```
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:
REPLY LINK: http://www.chrysler.com/wccs/brand forms/us/reply.jsp?
trk ID=KMM7905088V89098L0KM&
Original Message Follows:
Recall Information - Chrysler Brand Site
Brief Description:
Clockspring recall
Comments:
I'm trying to find out how to get my clockspring taken care of under
the
recall. Thanks
VIN:
Mileage:
       124500
Servicing Dealer:
Title:
       Mr.
First Name:
Middle Initial:
Last Name:
Address 1:
Address 2:
City:
       Brandon
State:
       MS
Zip:
Email:
```

Work Phone:

RECEIVED DATE:
10/17/12
POSTED DATE:
VIN (FIRST 9 DIGITS) J4F224/8
VIN (LAST 8 DIGITS)
FIRST NAME:
LAST NAME:
CAIR: 0000000
NON – SCANABLE ITEMS : CIRCLE ONE
NO YES
1

S*

CUSTOMER COPY > Champion Chrysler Dodge Jeep

Cheysler Customer Assistance 800-992-1997





907 SOUTH CLINTON STREET

	\ 2	ξ'		IENS AL 35611°		22	
10				ne: 800-239-5692	JD1#	Invoice Date	/21/2011 17:02:4:
Customer No			License #	Stock#	Dealer#	02/21/2011	-
	,	13-	Mileage In 74733	Mileage Out 74733	Lot #/Hat # 551	Color WHITE	Delivery Date
	-	-	Year/Make/Model 2008 JEEP WR.	ANGLER X	مجامعوت.	Prod Date	R.O. Date 02/21/2011
ELKMONT,AL		ج. ب	Vehicle ID # 134FZ24188L			Tech & #	P.O. #
		. [Override Override	Service Write Up DONNA DAY)	S.W. INT. EST.	0.00
Extended Warra		+	Policy #	Deductib	le	Auth.#	Adjustor
MASTERTEC Residence Phone		l."	Service Writer Deli	very Signature	\$100.00		1
					34 g		
Type:W Jo	OB #1		. T	ech Lic:	Lbr Hr:	Labor:	PO:
	tecall K13 - Inner	Fender Liners			¥		
Cause: R	tecall					· · · · · · · · · · · · · · · · · · ·	
	dodified wheel lin		orake tubes, and install	ed new wheel liner fast	ners. Special orde	red Left Rear Brake tub	Customer to be
			N. 10 10 10 10 10 10 10 10 10 10 10 10 10		<u> </u>	0. 1	*
Part:	CAL	CK134AA		LEFT FRO		Qty: 1	E.
		Parts:	Tax:				<u> </u>
7 7	DB #2			ech Lic:	Lbr Hr: 1.	90 Labor: 180.50	PO:
· —————	ustomer states Ai				- 2	· 뉴 w, 호 기다	
				e causing airbag light t		(%)	
Correction: R	eplaced clockspri	ng, Cleared coo	le. Verified repair. Airl	bag system is operating	as designed at th	is time	
Part: JOB TOTALS	S156 Labor: \$180.50	106AA Parts: §		SUA CATHOMASI IN HIS	Warr. Deductib \$0.00 Mise		\$249.00 AL: \$449.42
Type:W JC	DB #3		, Te	ech Lic:	2.00		PO:
- 10 mm	ecall J24 - Mopar	tow bar	33500 0005			1.5.	
Cause: R	ecall						<u> </u>
Correction: V	ehicle is not equip	pped with a from	it tow bar - Recall doe	s not apply		• .	
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· 4	lease	ille	inbuse	100.00	o for	deduct	rble
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\$349.42	y Pay	`.	Internal Pay	All labor charges are b flat rate hours unless o noted.		Tota	Customer Pay

CUSTOMER COPY

Champion Chrysler Dodge Jeep





907 SOUTH CLINTON STREET ATHENS AL 35617

Phone: 800-239-5692

02/21/2011 17:02:45

	1 2 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1 2	The state of the s		T. T. C			
Customer No.	• -	License #	Stock #	1de .	Dealer#	Invoice Date 02/21/2011	Invoice #
Customer Name & Address		Mileage In 1 74733	Mileage Ou 74733	- A	Lot #/Hat # : ~	Colór WHITE	Delivery Date
		Year/Make/Mod- 2008 JEEP W				Prod Date	R.O. Date 02/21/2011
ELKMONT,AL		Vehicle ID# 1J4FZ24188L		. 73	ا الم	Tech & #	P.O. #
	1859	Override	Service Service	e Write Up IA DAY		S.W. INT. EST.	0.00
Extended Warranty Co. MASTERTECH		Policy #		Deductib	\$100.00	Auth.#	Adjustor
	ss Phone	Service Writer D	elivery Signature		สมาชากราชการสาราชานาสมาชากราชการส		5 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1

CUSTOMER TOTALS:

\$100.00

Deductible: \$100.00

Tax:

THANK YOU FOR USING CHAMPION C/D/J

YOUR COMPLETE SATISFACTION IS OUR PRIMARY GOAL!!!

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREIN 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

STATEMENT OF DISCLAIMER:

THE FACTORY WARRANTY CONSTITUTES ALL OF THE WARRANTIES WITH RESPECT TO THE SALE OF THIS ITEMITIENS.

THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPUED, INCLUDING ANY INPLIED

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

TEMITEMS.

CUSTOMER SIGNATURE

Customer Signature 1

Extended Warranty Pay	-	Internal Pay	All labor charges are billed on	Total Customer Pay
\$349.42	3 8 <u>-19</u>		flat rate hours unless otherwise noted.	\$100.00

	TE CHECKS IN YOUR CHECK BOX. ack your expenses Transportation Transportation
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T. Marie	BALANCE
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For added security, You'l	NOT NEGOTIABLE
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SAFETY RECALL L37/NHTSA 11V-528 AIRBAG SYSTEM CLOCKSPRING

T	-

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: 1J4FZ24188L) 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 <u>indicates the airbag</u> 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): J24

(over)



DODGE/



Jeep 5/77





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.

751/8875#/2164000



Z# Z#b !W 130 Z10Z/91/20%%

SAFETY RECALL NOTICE

ITNATAO9MI

CIMS 482-00-85
PO Box 218008
Auburn Hills MI USA 48321-8008
Electronic Service Requested

CHEVSLER GROUP LLC

PRESORTED FIRST CLASS MAIL U.S. POSTAGE P A I D PERMIT #2655 DETROIT, MI

PLEASE H	THE FOLL	DATE OL OWING C	IR REC	ORDS IONS APPL	Υ
VIN (Last 8 C	haracters of V Number)	ehicle	Notific	ation Code	7.0
BL				37	
This service applicable):	was previousl	y performed	on my	vehicle (check	one it
	cle was inspe icle was repai		und to be	e ok.	
This vehicle v	was (check on ed [<i>e if applicat</i> ⊒ stolen		exported	Ž.
This vehicle v	was sold to (ca	heck one if a	applicabl	e):	
□ A dealer	r, or someone	whose nam	e and ad	ldress is unkn	own.
	ne other than nd address be		pe or pr	int the new o	wner's
Date of sal	e:	٥'			
				new owner's if it has chan	
Owner's tit	le (check one	if applicable	e):		
☐ Mr.	☐ Miss	☐ Mr. &.	Mrs.	☐ Dr.	
☐ Mrs.	☐ Ms.	☐ Rev.		□ Business	3
First Name_			Alex Sir	MJ	
Last Name		525 B			4

Street Address

_____ Zip Code ______

City_

State_

Email Address_

Ellenout Al.

48321800

RECEIVED DATE:
10/17/12
POSTED DATE:
VIN (FIRST 9 DIGITS) 54FZ24/2
VIN (LAST 8 DIGITS)
FIRST NAME:
LAST NAME:
CAIR:
0000000
NON – SCANABLE ITEMS : CIRCLE ONE
NO

26

· · · · · · · · ·

Customer Services / Field Operations Chrysler Group LUC P.O. Box 21-8007 Auburn Hills, MI 48321-8007

Dear Customer Service Representative,

I am writing in regards to the replacement of the clockspring on my Jeep Wrangler as per Notification L37/NHTSA 11V-528. I was forced to have the clockspring replaced on 6 June 2011. The total cost of the replacement was 377.60. However, there is a discount listed on the bill of 37.41. As it is impossible to deduce at this time what the discount was for, I am willing to accept a deduction of 37.41 from the 377.60 cost leaving 340.19.

Your prompt attention to this matter is appreciated.

enclosed: Copy of bill for replacement or clock spring, and receipt of payment.

ACDelco'





Computerized Car Care

4606 S. 84TH ST OMAHA, NE 68127



402 592-7666

Fax: (402) 592-9955



www.sparksccc.com • info@sparksccc.com

Filech Ac Labor Description - Call Labor Description

MJG	ELECTRICAL SYSTEM CHECK INCLUD	ES CHECK OF BATTERY, CHARG	ING.	0.00	0	
	SYSTEM, AND STARTER		5. ·			18
	NO START NO CRANK	* ~	100		2	
	HAPPENED YESTERDAY, HIT KEY NU	MEROUS TO	•		4	
,č	START		·	sector grant		
MJG	DIAGNOIS AIR BAG LIGHT ON AND HO	RN INOP		90.00		90.00
MJG ,	REMOVE & REPLACE STARTER 1.00 4801269AB	· STARTER	0	45.00	235.50 235.50	280.50
MJG	REPLACE CLOCKSPRING 1.00 5156106AB	CLOCKSPRING		90.00	287.60 287.60	377.60
62	1.00 5156106AB	Discount		-11.25	-26.16	-37

OK Bad Recommendation . OK Bad Recommendation

NOTES

I hereby authorize the repair work to be done along with the necessary parts and materials and hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere, at your descretion, for the purpose of testing and/or inspection. An express mechanics lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto: understand that dealer/owner is not responsible for delay or other consequence due to the unavailability of parts shipments beyond their control. Not responsible for damage or articles left in car in case of fire, theft or any other cause beyond our control. The warranty is void if service is affected by work performed by anyone other than Sparks Computerized Car Care.

WARRANTY IS 12 MONTHS OR 12,000 MILES WHICH EVER OCCURS FIRST UNLESS SPECIFIED

Labor: \$ 213.75
Part: \$ 496.94
Sublet: \$ 0.00
Other Fees: \$ 0.00
Supply Charg \$ 0.00
Subtotal: \$ 710.69

Total: \$ 745.48 Paid: \$ 745.48

34.79

By : M/C-VISA

Sales Tax:

Total Due : \$ 0.00

SPANKS COMPUTERIZED CAR CARE #1 4606 S 84TH ST DIAHA NE 68127

FRIDAY, JUHE 03, 2011 0 04:43PM

THANK YOU HAVE A NICE DAY

I ACREE TO PAY ABOVE TOTAL ANGUNT RECORDING TO CARD ISSUER AGREEMENT PERCHANT AGREEMENT IF CREDIT VOUCHER)

RETAIN THIS COPY FOR YOUR RECORDS FOR COPY-HERCHANT BOTTON COPY-CUSTOMER



RECEIVED DATE:
10/18/12
POSTED DATE: 10-13-12
VIN (FIRST 9 DIGITS)
VIN (LAST 8 DIGITS)
FIRST NAME:
LAST NAME:
CAIR: 00000000
NON – SCANABLE ITEMS : CIRCLE ONE
NO

HAY CHUNTY COLUMN 2 1887 S 118 1711 M. 16256



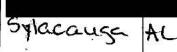
ä. :



motive
eville, AL 36266
x 256-396-0916
.w.claychevrolet.net

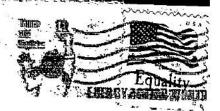
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BIRMINGHAM AL 350

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

ATTN: Reimbur sement

48321800707

From:

To: customerassist@chrysler.com Date: Wed Oct 31 03:07:23 EDT 2012

Subject: Chrysler Group LLC Customer Assistance

Form Selected:

Category: US Customer Service Brief Description:

Problems with transmission.

Comments:

I work for the post office and in 2009 bought a brand new right hand drive

Wrangler. I expected this vehicle to last for years. Some of the old $\ensuremath{\mathsf{mail}}$

Jeeps from the 70s are still running up and down the road. I have never

been so disappointed. I have had several issues with it. There is a recall

on the airbag system clockspring that has never been resolved. The dealership did a temporary fix on it, but it is starting to come loose

again because I am loosing my horn again. When it happened before I lost

 $my\ horn\ and\ then\ the\ airbag\ light\ started\ coming\ on\ . When I took it in to$

get the temporary fix done - because you have not come up with a permanent

one yet— the horn was fixed also so I know the two are related and now the $\ensuremath{\mathsf{N}}$

horn is starting to go again. Sometimes it works, sometimes it doesn't.

Then when I took the vehicle in for the 50,000 maintenance, they said the

transmission pan cover was starting to rust through. I could hardly believe it. How does something rust through on a three and a half year old

vehicle. Unheard of. I have had 30 year old vehicles that never had that

problem. The vehicle has 65000 miles on it and the reverse went out of the

transmission. Normally Columbiana Jeep is the servicing facility but they

could not get to it for a week so we took it to AAmco in Boardman, Ohio for

the transmission work because they said they would tear it apart ${\sf Friday}$,

get the parts Monday and I would have it back Monday night. They said the

problem with the transmission was a broken snap ring. Really? We had a

Dodge Ram that we bought new that had transmission problems that were caused by - you guessed it- a broken snap ring. What is the problem with

the snap rings in your transmissions? Why do they break? Is it a design

flaw? Maybe this is something that needs to be looked into. Back to $\ensuremath{\mathsf{m}} \ensuremath{\mathsf{y}}$

Jeep. The broken snap ring caused a lot more damage and the price went

from \$1700-\$1900 to \$3000. Then they said the transmission lines were leaking through and wanted another \$200 - again it is only 3 and 1/2 years

old -HOW CAN THE LINES BE LEAKING?! They got it back together and now it

won't shift out of 2nd gear properly. I was supposed to have it back Monday evening. It is Wednesday and they can't figure out what the problem

is. Everyday I am off work costs me \$185. I am just heartsick. I had a

choice when I went to buy the right hand drive - either the Jeep or a Subaru. I chose the Jeep because my dad retired from Chrysler and in 2009

you guys were in trouble and needed all the help you could get. Buy American, right? I am so disappointed. Where do you buy a quality vehicle

any more? I know I am rambling but it is the middle of the night and $\ensuremath{\mathsf{T}}$

can't sleep. What if they can't figure out what the problem is with the

transmission. I need to get back to work so I can pay for the transmission

that should NEVER have needed rebuilt. I just do not feel that your product

has lived up to its reputation - unless this is the new reputation and I am

the last to know. I just do not feel that I got the quality I deserved out of this vehicle.

Sender Information:

sender information:

Title: Mrs
First Name:
Middle Initial:
Last Name:

From: customerassist@chrysler.com

To:

Date: Wed Oct 31 12:59:19 EDT 2012

Subject: Re: Chrysler Group LLC Customer Assistance

Dear (

Thank you for contacting the Jeep Customer Assistance Center.

In regards to your recent email on your 2009 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 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:

*The Chrysler Case Management telephone number is 877-759-5427

*My direct extension: 4718439

*My work hours are: 10:00 am - 6:30 pm Eastern Time

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).

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:

REPLY LINK: http://www.chrysler.com/wccs/brand forms/us/reply.jsp? trk ID=KMM7915482V2759L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

Problems with transmission.

Comments:

I work for the post office and in 2009 bought a brand new right hand

Wrangler. I expected this vehicle to last for years. Some of the old

Jeeps from the 70s are still running up and down the road. I have never

been so disappointed. I have had several issues with it. There is a

on the airbag system clockspring that has never been resolved. The dealership did a temporary fix on it, but it is starting to come loose

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can't sleep. What if they can't figure out what the problem is with

that should NEVER have needed rebuilt. I just do not feel that your

transmission. I need to get back to work so I can pay for the

transmission

has lived up to its reputation - unless this is the new reputation and I am the last to know. I just do not feel that I got the quality I deserved out of this vehicle. VIN: Mileage: 65000 Servicing Dealer: Columbiana Jeep Title: Mrs. First Name: Middle Initial: Last Name: Address 1: Address 2: City: Leetonia State: OH Zip: Email: Home Phone:

product

From:

To: customerassist@chrysler.com Date: Thu Nov 01 23:25:02 EDT 2012

Subject: Re: Chrysler Group LLC Customer Assistance

(KMM7915482V2759L0KM)

Dear Crystal,

I just wanted to let you know that if you have attempted to contact

the phone number that there has been an issue with the phone

since Monday night. We can call out but we can not receive calls. It is

supposed to be fixed by the end of the day Saturday. Thank you.

In a message dated 10/31/2012 12:59:36 P.M. Eastern Daylight Time, customerassist@chrysler.com writes:

Dear

Thank you for contacting the Jeep Customer Assistance Center.

In regards to your recent email on your 2009 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 Crystal and I $% \left(1\right) =\left(1\right) =\left(1\right)$ will be your Case Manager. I look forward to

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for you to have when I contact you:

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*The Chrysler Case Management telephone number is 877-759-5427

*My direct extension: 4718439

*My work hours are: 10:00 am - 6:30 pm Eastern Time

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 $1-877-IAM-JEEP\ (426-5337)$.

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:

REPLY LINK:

Original Message Follows: US Customer Service - Jeep Brand Site Brief Description: Problems with transmission. Comments: I work for the post office and in 2009 bought a brand new right hand Wrangler. I expected this vehicle to last for years. Some of the old Jeeps from the 70s are still running up and down the road. I have been so disappointed. I have had several issues with it. There is a recall on the airbag system clockspring that has never been resolved. The dealership did a temporary fix on it, but it is starting to come again because I am loosing my horn again. When it happened before I my horn and then the airbag light started coming on . When I took it in to get the temporary fix done - because you have not come up with a permanent one yet- the horn was fixed also so I know the two are related and the horn is starting to go again. Sometimes it works, sometimes it Then when I took the vehicle in for the 50,000 maintenance, they said the transmission pan cover was starting to rust through. I could hardly believe it. How does something rust through on a three and a half year old vehicle. Unheard of. I have had 30 year old vehicles that never had problem. The vehicle has 65000 miles on it and the reverse went out of the transmission. Normally Columbiana Jeep is the servicing facility but could not get to it for a week so we took it to AAmco in Boardman, Ohio for the transmission work because they said they would tear it apart get the parts Monday and I would have it back Monday night. They said the problem with the transmission was a broken snap ring. Really? We had Dodge Ram that we bought new that had transmission problems that were caused by - you guessed it- a broken snap ring. What is the problem with

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I am

the last to know. I just do not feel that I got the quality I deserved out of this vehicle.

VIN:

Mileage:
65000
Servicing Dealer:
Columbiana Jeep
Title:
Mrs.
First Name:

Middle Initial:

Last Name:

Address 1:

Address 2:

City: Leetonia State: OH Zip: Email:

Dittor I I

Home Phone:

From:

To: customerassist@chrysler.com Date: Wed Nov 07 17:33:15 EST 2012

Subject: Re: Chrysler Group LLC Customer Assistance

(KMM7915482V2759L0KM)

Dear Crystal, I was disappointed to have missed your call. I work during

the day and am not generally available until about $3 \mathrm{pm}$. I really wanted to

talk to you about all of the problems with my Jeep. Especially now that

the rear end is going out of the Jeep. And no, I am not kidding. I wish $\ensuremath{\mathrm{I}}$

was. Isn't there some kind of lemon law? This vehicle has 65000 miles on

it and has had the transmission rebuilt and now the rear end is out of it

not to mention all of the other problems

In a message dated 11/1/2012 10:23:53 P.M. Eastern Standard Time, CEMELO@aol.com writes:

Dear Crystal,

I just wanted to let you know that if you have attempted to contact me $\underline{\text{at}}$

phone number that there has been an issue with the phone

since Monday night. We can call out but we can not receive calls. It is

supposed to be fixed by the end of the day Saturday. Thank you.

In a message dated 10/31/2012 12:59:36 P.M. Eastern Daylight Time, customerassist@chrysler.com writes:

Dear

Thank you for contacting the Jeep Customer Assistance Center.

In regards to your recent email on your 2009 Jeep Wrangler, Due to the

nature of your concern, I would like to discuss this matter with you in

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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

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*Your case number is:

*The Chrysler Case Management telephone number is 877-759-5427

*My direct extension: 4718439

*My work hours are: 10:00 am - 6:30 pm Eastern Time

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).

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 NUMBE

REPLY LINK:

http://www.chrysler.com/wccs/brand forms/us/reply.jsp?

trk ID=KMM7915482V2759L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

Problems with transmission.

Comments:

I work for the post office and in 2009 bought a brand new right hand drive

Wrangler. I expected this vehicle to $% \left(1\right) =\left(1\right) +\left(1\right$

been so disappointed. I have had several issues with it. There is a recall

on the airbag system clockspring that has never been resolved. The dealership did a temporary fix on it, but it is starting to come loose

again because I am loosing my $% \left(1\right) =1$ horn again. When it happened before I lost

 $my\ horn\ and\ then\ the\ airbag\ light\ started\ coming\ on\ . When I took it in$

to

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one yet- the horn was fixed also so I know the two are $% \left(1\right) =\left(1\right) +\left(1\right) =\left(1\right) +\left(1\right) +\left(1\right) =\left(1\right) +\left(1\right) +\left($

the

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I am

the last to know. I just do not feel that I got the quality I deserved

out

of this vehicle.



Servicing Dealer:
Columbiana Jeep
Title:
Mrs.
First Name:
Middle Initial:

Last Name:
Address 1:

Address 2:

City:
Leetonia
State:
OH
Zip:
Email:

Home Phone:

RECEIVED DATE:
10/27/12
POSTED DATE: 10-22-12
VIN (FIRST 9 DIGITS) 1 4623919
VIN (LAST 8 DIGITS)
FIRST NAME:
LAST NAME:
CAIR: 000000000
NON – SCANABLE ITEMS : CIRCLE ONE
(NO) YES



INVOICE



UPSTATE DODGE CHRYSLER JEEP, INC.

PAGE 1

15 West Avenue Attica, NY 14011 (585) 591-0678 Fax: (585) 591-0633 www.upstatedcj.com

НОМЕ		BUS:		SER	/ICE ADVISO		www.upstatedcj.co		
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1 MC	D	3216AH CLKSE			LUMN CONTRO)L 273.90	273.90	273.90)

Dear Christer Constanter Service;
I am sending you this receipt for
service repair work I had done a paid for.
Thank you

Sales Department

Mon, Tues, Thurs 8:30 AM - 8:00 PM Wednesday & Friday 8:30 AM - 5:30 PM Saturday 8:30 AM - 4:00 PM

. o. J. i

Service Department Monday thru Friday 8:00 AM - 5:00 PM

> N.Y.S. REPAIR SHOP NO. 7091368

The Factory Wazranty Constitutes All Of The Warrenfeet with Respect To The Start Of The Itemsterns The Sele-Hereby Expressly Discleins All Warrenfeet, Either Express Of Inglied, Including Any Implied Wazranty Of Merchantability Or Fitness For A Particutar Purpose, And The Seler Neither Assumes Not Authorities Any Other Person To Assume Foi II. Any Liability in Connection With The Sele Of This Itemsterns.

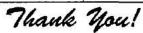
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LABOR AMOUNT	112.50
PARTS AMOUNT	273.90
rGAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	386.40
LESS DISCOUNT NO	38.64
SALES TAX	30.91
PLEASE PAY THIS AMOUNT	378.67









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Mysler Customer assistance

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Jill Signorello

11/1

From: Brown, Greg <greg.brown@ignitesocialmedia.com>

Sent: Thursday, November 01, 2012 10:01 AM
To: Chrysler Top Care Team Group

Subject: Customer Care Issue From Michael Gomez

Name:

VIN: 1J4BB3H11AL

Contact: r

Initial Complaint - Facebook

deleted his original Facebook post, which used to be found at the above URL)

w.

Correspondence - Facebook

My name and and I am contacting you on behalf of the Jeep brand.

The Jeep brand visual like to have the opportunity to directly address the concern you have with your vehicle. Could you please provide your

the concern you have with your vehicle. Could you please provide your contact information including e-mail and phone number and, if available, your Vehicle Identification Number? A Top Care representative from Jeep Brand Customer Care will then contact you.

The vehicle's identification number (VIN) can be located on your vehicle's driver side dash viewable through the wandshield, or you can locate the VIN from the insurance card or state registration.

Texas at stury

Thank you and we look forward to hearing from you.

Jeep Brand Fan Page



Grea

My Jeep is currently at L.A. Chrysler Dodge Jeep Ram At LAX. I got the point were I was driving and started to throw up and experienced what people have dubbed the "Jeep Death Wobble" and almost hit three cars on the 405.

They told me that the were going to going to charge me \$101.00 per just to run diagnostics on each of the problems that i identified. I have an additional warranty.

I am genuinely scared of getting back in that car. I feel like I am in fear for my life, if the car doesnt poison me it will jackknife at some bump and send me rolling across the freeway. No matter how much I like that Jeep its not worth my well being. I have been to the hospital like 3 times, incurred almost \$10,000 in hospital bills and just keep getting worse. I thought it was everything till we ruled it all out and realized it was my car (2)

My email is

My VIN: 134883H11AL

Thanks



PS My number is

t, Apr

2.30

4. 170



Greg Williams

Michael,

Thank you for responding. We've passed your information forward to Top Care.

Thanks,

Greg

Greg Brown // Community Manager
Ignite Social Media // Detroit, MI // (248) 530-4443
greg.brown@ignitesocialmedia.com // @itsGregB
IgniteSocialMedia.com

Attention: Pam

Attention: Pam

Page or 11/5/12

Hello Pam
My Name is

Tooke with you earlier Rega

and I spoke with you earlier Regarding and I spoke with you earlier Regarding the visiones I experienced with my the visiones I experienced with my recent vehicle 2010 Jeep Wrangler ? my recent vehicle mspectron | Service. Phase find attached the mspectron | Service. Phase find attached the mill need mill need to be refunded.

Also, I am heading overseas this charge be evening and its imperative this charge be Removed from my card immediately.

Please call if you need anything else.

CUSTOMER #:

CIBMINI 2000 ADP, ING. SEMUNCE MINDICE #2 X8120

L.A.
Chrysler Dodge Jeep Ram

INVOICE

LOS ANGELES, CA	A.	l	_ 1	PAGE 1		333 S. HINDRY SLEWOOD, CA 90 3) 846-1300 · F	0301-1527	2-0728
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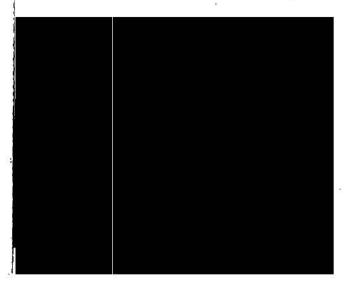
Nov. 5. 2012 1:51PM		No. 029	95 <u>P. 3</u> /4
CUSTOMER #:		L.A.	ine Juan Pour
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LOS ANGELES, CA HOME CONT	PAGE 2	INGLEWOOD, (PHONE (310) 846-1300	NDRY AVE. CA 90301-1527
HOME CONT BUS: CELL: COLOR YEAR MAKE/MDDG	SERVICE ADVISO	DR: 50018 JERAMIE	
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BLACK 10 JEEP WRANGLER DEL DATE PROD BATE WARR EXP. PROMO	1J4BB3H11AT SEC PS.NO		55/48955 T1213
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		LABOR AMOUNT	77.00
		PARTS AMOUNT	87.20
		SUBLET AMOUNT	0.00
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x		LESS INSURANCE SALES TAX	0.00
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Notice to Consumer: Please read important informat	tion on back. BAR		172.27 CAL000368359

LA CHRYSLER DOORE JEEP RAM OF LRX 333 HINDRY AVE INCLEMBOD, CP: 98501 (310) 886-1389

Merchant, 10: 8789669995213 , RO NUMBER : 15584

Sale

Customer Cody THANK YOU! - PLEASE COME AGAIN!



From:

To: customerassist@chrysler.com Date: Thu Nov 01 21:06:51 EDT 2012

Subject: Chrysler Group LLC Customer Assistance

Form Selected:

Category: US Customer Service

Brief Description:

had to pay for transmission service to the jeep again because of leaking fluid yet again after replacing transmission in 2010 and a recall on trans cooler line replaced in feb 2012 this is something i feel is still a defect and should not have had too pay

Comments:

for but since i need the jeep for work i did . same feeling about having

too pay too replace clockspring in feb also .

Sender Information:

Title: First Name:

Middle Initial:

Last Name:

From: customerassist@chrysler.com

To:

Date: Fri Nov 02 09:20:39 EDT 2012

Subject: Re: Chrysler Group LLC Customer Assistance

Dear

Thank you for contacting the Jeep Customer Assistance Center.

Due to the nature of your concern, I would like to discuss this matter with you in more detail.

My name is Kim and I will be your Case Manager. I look forward to assisting you.

I will contact you in one business day by telephone to review your case with you. I will attempt to contact you at the phone number provided in your email at

If you wish to be reached at an alternative number, please respond to this email so that I may update your file appropriately.

Thanks again for your email.

Sincerely,

Kim

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:

REPLY LINK: http://www.chrysler.com/wccs/brand forms/us/reply.jsp? trk ID=KMM7917252V62439L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

had to pay for transmission service to the jeep again because of leaking

fluid yet again after replacing transmission in 2010 and a recall on

cooler line replaced in feb 2012 this is something i feel is still a

and should not have had too pay

Comments:

for but since i need the jeep for work i did . same feeling about having

too pay too replace clockspring in feb also .

VIN:

8L5

Mileage:

94176

Servicing Dealer:

crossroads
Title:
First Name:
Middle initial:
Last Name:
Address 1:
Address 2:
City: jarratt
State: VA
Zip:
Email:
Home Phone:

From:

To: customerassist@chrysler.com Date: Sat Nov 03 11:12:42 EDT 2012

Subject: Chrysler Group LLC Customer Assistance

Form Selected:

Category: US Customer Service

Brief Description:

Electrical Problem

Comments:

My Airbag Light is on and when the steering wheel is turned I get an ${\tt alarm}$

noise like maybe seat belt not on. Is there a recall on this.

Sender Information:

Title: Mr.

First Name: Middle Initial:

Last Name:

From: customerassist@chrysler.com

To:

Date: Sat Nov 03 13:29:39 EDT 2012

Subject: Re: Chrysler Group LLC Customer Assistance

Dear

Thank you for contacting the Jeep Customer Assistance Center.

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

G40 REPROGRAM EBC MODULE SAFETY 10/24/2007 INCOMPLETE

J24 MOPAR TOW BAR SAFETY 11/19/2009 INCOMPLETE

J30 TRANSMISSION FLUID TEMPERATURE WARNING SAFETY 02/19/2010 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,

Heather

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

REPLY LINK: http://www.chrysler.com/wccs/brand forms/us/reply.jsp? trk ID=KMM7918253V63779L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

Electrical Problem

Comments:

My Airbag Light is on and when the steering wheel is turned I get an alarm

noise like maybe seat belt not on. Is there a recall on this.

VIN:

Mileage:

75000

Servicing Dealer:
Title:
Mr. First Name:
Middle Initial:
Last Name:
Address 1:
Address 2:
City:
Ridgecrest State:
Zip:
Email:
Home Phone:

From:

To: customerassist@chrysler.com Date: Sat Nov 10 10:09:33 EST 2012

Subject: Re: Chrysler Group LLC Customer Assistance

(KMM7918253V63779L0KM)

I will try to take it in a couple of weeks for these recall, but my origina=

l question was not answered. I will take it to Lancaster, CA

Case Number

--- On Sat, 11/3/12, customerassist <customerassist@chrysler.com> wrote:

From: customerassist <customerassist@chrysler.com>
Subject: Re: Chrysler Group LLC Customer Assistance

(KMM7918253V63779L0KM) To:

Date: Saturday, November 3, 2012, 10:30 AM

Dear

Thank you for contacting the Jeep Customer Assistance Center.=20

Our records indicate that the following recall campaigns have not been=20 $\,$

performed by an authorized dealer:

G40=A0 REPROGRAM EBC MODULE=A0 SAFETY=A0 10/24/2007=A0=A0 =A0INCOMPLETE=A0=

=20

J24=A0 MOPAR TOW BAR=A0 SAFETY=A0 11/19/2009=A0=A0=A0INCOMPLETE=A0=20 J30=A0 TRANSMISSION FLUID TEMPERATURE WARNING=A0 SAFETY=A0 02/19/2010 =A0=A0=

=A0

INCOMPLETE=A0=20

K13=A0 INNER FENDER LINERS=A0 SAFETY=A0 12/03/2010=A0=A0 =A0INCOMPLETE=A0=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

Heather=A0=A0=A0

Customer Service Representative=20 Jeep Customer Assistance Center

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For any future communications related to this email, please refer to the following information:=20

REFERENCE NUMBER:

EMAIL CASE NUMBER:

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

trk_ID=3D=

KMM7918253V63779L0KM&
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Original Message Follows:

US Customer Service - Jeep Brand Site
Brief Description:=20
Electrical Problem
Comments:
My Airbag Light is on and when the steering wheel is turned I get an=
20
alarm
noise like maybe seat belt not on. Is there a recall on this.

VIN: =A0 =A0 =A0=A0=A07L Mileage: =A0 =A0 =A0=A0=A075000 Servicing Dealer: =A0 =A0 =A0=A0=A0 Title: =A0 =A0 =A0 =A0 =A0 Mr.First Name: =A0 =A0 =A0=A0=A0 Middle Initial: =A0 =A0 =A0=A0=A0P Last Name: =A0 =A0 =A0=A0=A Address 1: =A0 =A0 =A0=A0=A0 Address 2: =A0 =A0 =A0=A0=A0 City: =A0 =A0 =A0=A0=A0Ridgecrest State: =A0 =A0 =A0=A0=A0CA Zip: =A0 =A0 =A0=A0=A Email: =A0 =A0 =A0=A0=A0 Home Phone: =A0 =A0 =A0=A0=A0

From: customerassist@chrysler.com

To:

Date: Mon Nov 12 14:09:19 EST 2012

Subject: Re: Chrysler Group LLC Customer Assistance

(KMM7918253V63779L0KM)

Dear

Thank you for contacting the Chrysler Customer Assistance Center.

The best resource for your question is the Service Department of your local dealership. They can ascertain the correct part number, review part availability and discuss any alternatives you may have.

Thanks again for your email.

Sincerely,

Heather

Customer Service Representative Chrysler Customer Assistance Center

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

REFERENCE NUMBER:

EMAIL CASE NUMBER:

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk ID=KMM7925262V47359L0KM&

Original Message Follows:

I will try to take it in a couple of weeks for these recall, but my original question was not answered. I will take it to Lancaster, CA Case Number

--- On Sat, 11/3/12, customerassist <customerassist@chrysler.com> wrote:

From: customerassist <customerassist@chrysler.com> Subject: Re: Chrysler Group LLC Customer Assistance

(KMM7918253V63779L0KM)
To: lewisjpl@verizon.net

Date: Saturday, November 3, 2012, 10:30 AM

Dear

Thank you for contacting the Jeep Customer Assistance Center.

Our records indicate that the following recall campaigns have not been

performed by an authorized dealer:

- G40 REPROGRAM EBC MODULE SAFETY 10/24/2007 INCOMPLETE
- J24 MOPAR TOW BAR SAFETY 11/19/2009 INCOMPLETE
- J30 TRANSMISSION FLUID TEMPERATURE WARNING SAFETY 02/19/2010 INCOMPLETE
- K13 INNER FENDER LINERS SAFETY 12/03/2010 INCOMPLETE

We suggest that you contact your local authorized Chrysler, Dodge, $\text{Jeep} \mathbb{B}$

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,

Heather

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

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk ID=KMM7918253V63779L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

Electrical Problem

Comments:

My Airbag Light is on and when the steering wheel is turned I get an $\operatorname{\mathtt{alarm}}$

noise like maybe seat belt not on. Is there a recall on this.

VIN:

Mileage:

75000

Servicing Dealer:

7L

Title:

Mr.

First Name:

Middle Initial:

Last Name:

Address 1:

Address 2:

City:

Ridgecrest
State:
CA
Zip:
Email:
Home Phone:

From:

To: customerassist@chrysler.com Date: Wed Nov 07 10:38:27 EST 2012

Subject: Chrysler Group LLC Customer Assistance

Form Selected:

Category: US Customer Service

Brief Description:

2007 Jeep wrangler Sahara unlimited

Comments:

I want to know what equipment is on my jeep.

Do I have limited slip

differentials. I have a satellite stereo, but do I have a satellite

My airbag alarm shuts off, and turns on all the time. Is there any recall

on this?

Thank you,

Kerri

Sender Information:

Title: Miss

First Name: Middle Initial:

aure iniciai.

Last Name:

From: customerassist@chrysler.com

To:

Date: Wed Nov 07 21:30:55 EST 2012

Subject: Re: Chrysler Group LLC Customer Assistance

Dear

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

We are pleased to provide vehicle build information per your request.

According to our records, your vehicle was equipped from the factory with the following, please note that I have placed (***) beside the items you were inquiring about:

Sales Code Description

*E5 Prem Cloth Low-Back Bucket Seats

-JJ Dark Khaki/Medium Khaki

AHT Trailer Tow Group

AJPS Power Convenience Group

APAS Monotone Paint

BABS 160 Amp Alternator

BC2S 600 Amp Maintenance Free Battery

BNBS Electronic Stability Control

BNMP Traction Control

BNSP Electronic Roll Mitigation

BPTP Hydraulic Assist Brake Booster

BRWS 4-Wheel Disc Brakes

CACS Low Back Bucket Seats

CDBS Reclining Front Seats

CDHP Driver Height Adjuster Seat

CFNS Rear 60/40 Folding Seat

CGWS Next Generation Front Air Bags**

CGXS RR Head Restraints Outboard Seating

CKES Front Seat Area Carpet

CKFP Rear Seat/Wheelhouse/Cargo Carpet

CKTS Cargo Tie Down Loops

CLE Front & Rear Floor Mats

CLMS Sport Bar w/Full Padding

CSA Spare Tire Cover

CUFS Full Length Floor Console

CURS Rear Compartment Storage Tray

DGBS All 4-Speed Automatic Transmissions

DGV 4-Spd. Automatic VLP 42RLE Trans

DHES Man Shift-on-the-Fly Transfer Case

DJRS Next Gen. Dana 30 Solid Front Axle

DMFP 4.10 Rear Axle Ratio

DRZS Next Gen. Dana 44 HD Rear Axle

DSA Anti-Spin Differential Rear Axle

DS7S Conventional Differential Frt Axle

EGT 3.8L V6 SMPI Engine

GBBS Tinted Windshield Glass

GCBS Front Door Tinted Glass

GCDS Deep Tint Sunscreen Windows

GCFS Full Metal Doors w/Roll-up Windows

GNAS Rear View Day/Night Mirror

GNDS Driver Side Sun Visor

GNYS Passenger Side Sun Visor

GTVS Swing-Away Mirrors

GWKS Sunrider Soft Top

GXMP Remote Keyless Entry

GXXS Sentry Key Theft Deterrent System

HAAS Air Conditioning

HGAS Hood Insulation

```
JA2S Instrument Cluster w/Tach
```

- JCDS 100 MPH Primary Speedometer
- JFJS Temperature & Compass Gauge
- JHAS Var Intermittent Windshield Wipers
- JJFS Single Low Note Horn
- JJJS 12V Auxiliary Power Outlet
- JKAS Locking Glove Box
- JPBP Power Locks
- JPYP Pwr Windows, Front 1-Touch Down
- KESS STRIPE/BADGE/MOLDING/COLOR
- K5JS STRIPE/BADGE/MOLDING/COLOR
- LHES Rear Dome w/On/Off Switch Lamp
- LMAS Halogen Headlamps
- LNJS Fog Lamps
- LPSS CHMSL Lamp
- LSAP Security Alarm
- MBAS Painted Front Bumper
- MB5S Black Rear Bumper
- MFRS Black Front Frame Overlay
- MFTS Body Color Grille
- MRKS Tubular Side Steps
- MT2S Trail Rated Badge
- MVCS Jeep Badge
- MYJS Sahara Badge
- NAA Federal Emissions
- NF5S 23 Gallon Fuel Tank
- NHMP Speed Control
- PEMA Red Rock Crystal Pearl Coat
- QEMS Red Rock Crystal Pearl Coat
- RC9S 6 Premium Speakers w/Subwoofer
- ***RDDS Fixed Long Mast Antenna***
- REQ Uconnect 230 6CD/DVD/MP3
- RSC SIRIUS Satellite Radio
- SBAS Power Rack and Pinion Steering
- SCLS Leather Wrapped Steering Wheel
- SDUS Heavy Duty Suspension w/Gas Shocks
- SHAS Front Stabilizer Bar
- SHCS Front and Rear Stabilizer Bars
- SUAS Tilt Steering Column
- TBBS Full Size Spare Tire
- TBRS Outside Tire Carrier
- TT6 P255/70R18 OWL On/Off Road Tires
- TZBP Bridgestone Brand Tires
- VJKA Dark Khaki Soft Top
- WKBP Matching Spare Wheel
- WLZC All Aluminum Wheels
- WPB 18X8.0 Aluminum Wheels
- XCAS Occupant Classification System
- XC8P Delete Rear Tow Hook
- XEES Fuel Tank Skid Plate Shield
- XEFS Transfer Case Skid Plate Shield
- XEWS 2 Front & 1 Rear Tow Hooks
- XE9P Transmission Skid Plate
- XFNP Class II Receiver Hitch
- XFUP Trailer Tow w/4-Pin Connector Wiring
- XGWP Stain Repel Seat Fabric
- XJFS Tethered Fuel Filler Cap
- XJGS Non Locking Fuel Filler Cap
- XPFS Protective Coating and Remover
- X81S Instrument Panel Parts Module
- X83S Front End Parts Module
- X86S Complete Chassis Parts Module
- X88S Tire & Wheel Parts Module
- X92S Complete Body in White Parts Module

X94S Complete Painted Body Module X97P 1-Year Service Provided by SIRIUS YAAS Build To U.S. Mkt. Specifications

Due to the nature of your concern regarding your air bag alarm, 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:

*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:

EMAIL CASE NUMBER

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7921876V41855L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

2007 Jeep wrangler Sahara unlimited

Comments:

I want to know what equipment is on my jeep. Do I have limited slip differentials. I have a satellite stereo, but do I have a satellite antena?

My airbag alarm shuts off, and turns on all the time. Is there any recall

on this? Thank you

VIN:

071

Mileage:

85300

Servicing Dealer:

Hinkley Dodge, Chrysler, Jeep Inc.

Title:

Miss

First Name:

Middle Initial: Last Name: Address 1: Address 2: City: Salt Lake City State: UT Zip: Email: Work Phone:

Document Recieved from Customer Cair Number: 2

Date Received: 2012-12-04 13:36:28.296329

Files Not Recieved: 0

CHRYSLER DODGE JEEP RAM OF COLUMBIA

106 S. James Campbell Blvd. COLUMBIA, TN 38401 Phone: (931) 380-0800







CELL: CODY JONES 26695 2408 NVOICE DATE 20/12 ABOR RATE 86,645 STONE WHT/ 38150 08/JEEP/WRANGLER/2DR 4WD X RHD 08/20/08 DELIVERY MILES TJ4FZ24188L5 DEALER NO. PRODUCTION DATE F.T.E.NO. °. 11/19/12 A AIR BAG/SRS LAMP TECH(S):29085 80.00
CUSTOMER STATES AIR BAG LAMP OR SRS LAMP IS ON
CLOCKSPRING FAILURE
REPLACED CLOCKSPRING MO: 86645 "The Factory Warranty Constitutes All Of The Warranties With Respect To The Sale 286.75 Of This Item/Items. The Seller Hereby Expressly Disclaims All Warranties, Either JOB # 1 TOTAL LABOR & PARTS

23 POINT INSPECTION TECH(S):29085

PERFORM 23 POINT INSPECTION Express Or Implied, Including Any Implied 366.75 Warranty Of Merchantability Or Fitness For J# 2 03CHZ 23 POINT 0.00 A Particular Purpose And The Seller Neither Assumes Nor Authorizes Any Other Person To Assume For It Any Liability in 0.00 Connection With The Sale Of This Item/Items." JOB # 2 TOTAL LABOR & PARTS 0.00 MISC --- CODE --- DESCRIPTION --- CONTROL NO --- CO 8.00 THIS FORM IS AN ITEMIZED LIST OF REPAIRS AND IS PART OF A REPAIR ORDER CONTIN-TOTALS----TOTAL LABOR ...
TOTAL PARTS.
TOTAL PARTS.
TOTAL SUBLET ...
TOTAL SUBLET ...
TOTAL MISC CHG.
TOTAL MISC CHG.
TOTAL MISC CHG.
TOTAL TAX.

* ()MASTERCARD ()OTHER * TOTAL INVO UATION IS SUBJECT TO ALL THE CON-THANK YOU FOR YOUR BUSINESS! DITIONS OF THE ORIGINAL REPAIR ORDER. **TOTAL INVOICE \$** 409.43 PAGE 1 OF 1 CUSTOMER COPY [END OF INVOICE] 04:00pm

Service of Process **Transmittal**

01/04/2013 CT Log Number 52:888:93

TO:

Melissa Gravi'n

Chrysler Group LLC

Office Of General Counsel, 1000 Chrysler Drive CIMS: 485-13-62

Auburn Hills, MI 48376 2766

RE:

Process Served in Massachusetts

FOR:

Chrysler Company (Domestic State: DE)

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

TITLE OF ACTIONS

Rt.: 2008 Jeep Wrangler // Ip: Chrysler Company

DOCUMENT(S) SERVED:

Letter

COURT/AGENCY:

None Specified Case # None Specified

MATURE OF ACTION:

Letter of Intent - Threatening Litigation - Correspondence regarding product/design

failure

ON WHOM PROCESS WAS SERVED!

C T Corporation System, Boston, MA

DATE AND HOUR OF SERVICE:

By Certified Mail on 01/04/2013 postmarked on 01/02/2013

JURISDICTION BERYED:

Massachusetts

APPEARANCE OR ANSWER DUE:

Within 30 Days

ATTORNEY(3) : SEMBER(3):

Bolton, MA 3

ACTION ITEMS!

CT has retained the current log, Retain Date: 01/04/2013, Expected Purge Date: 01/09/2013

Image 50P

SIGNED: PFR: ADDRESS:

C T Corporation System Dahrtena Mitchelt 155 Federa, Street

Suite 700

Boston, MA 02110 617-757-6404

TELEPHONE:

Page 1 of 1 / GB

Information displayed on this transmittal is for CT Composition's for and sampling purposes only and is provided to the risk point for quick reference. This information does not constitute a legal opinion as to the nature of action. The amount of damages, the answer date, or any information contained in the doc, ments themselves. Recipient is responsible for interpreting said. documents and for taking appropriate action. Signatures on strictified or all receipts confirm receipt of package only lost contents.

To: Mr. Rajesh Choudhary Chrysler Company 1000 Chrysler Drive Auburn Hills, Mi 48326

12/31/12

To: CT Corporation System 155 Federal Street Suite 700 Boston, Ma 02110



Subject: Demand for relief pursuant to chapter 93-A & production of documents

This is a demand for relief pursuant to MGL Chapter 93-A. I am seeking treble damages in the estimated amount of \$ 2,145.20 as a result of the following.

- Product and/parts unfit for merchantability.
- 2) Fraud
- Unfair and deceptive trade practices.

On or about December 2007 I purchased brand new a 2008 Jeep Wrangler. On or about 2011 it began exhibiting an occasional flashing dashboard airbag warning light. This warning light was intermittent throughout 2011 (originally believed to be a result of me carrying my briefcase on the passenger seat) and became steady in early 2012. In mid 2012 I brought it to a local repair dealer who did many of your recalls on this vehicle. They first diagnosed it as a bad switch and when returned to have the switch fixed it was determined it was a faulty "clock spring". The estimate to have this safety related issue resolved was cost prohibitive.

I subsequently upon investigation that this was not a new or unique safety failure by the Jeep Corporation. I learned that there have been many failures to indicate a product/design failure and a product that was unfit for merchantability. I further learned that there have been recalls on entire models of this year vehicle for this same problem but with a different side steering.

This demand for relief is not only monetary but for the following information that may have put myself and my family's safety at risk.

- Request for number of clock spring failures that have been experienced for this model from 2007-2010.
- Request for the specification differences between the clock spring in my vehicle and the one recalled including manufactures.

On or about mid December 2012 I called Chrysler and spoke with a "Scott" about this problem and he issued a case# 229-096-63 and <u>required me</u> to have <u>"re-inspection and re-diagnostic"</u> service done for Chrysler to consider the case even though I had a valid and complete diagnostic done by a Chrysler dealership who determined the original fault. I made an appointment and it was done on 12/27/12. This cost was \$75.20. On 12/31/12 I received a brief and curt call from a "Pat" who said they would not help me. I hereby request the following:

 Copy of all communication between the dealership and Chrysler that allowed Chrysler to make a determination of no support.

I believe that <u>the demand</u> for me to expend money, time and effort in a fraudulent way as a prerequisite for Chrysler to <u>"consider"</u> a support request was made deceptively and fraudulently. That NO consideration was given that "required" me to expend more money, time and effort and was a Chrysler harassing and delaying tactic.

I demand reimbursement for the original diagnose, the subsequent demand re-diagnoses and the reimbursement for the failure of the original faulty clock spring and implied warranty and safety in your advertising, and how/when this problem surfaced and identified itself including your diagnostics failure. $$94.00 + 75.20 + $546.00 = $715.20 \times 3 = $2,145.60$

Now for things you already know. I hereby request treble damages under the violation of chapter 93-a. You have 30 days by which to respond with relief. A finding of guilt can incur a treble damage award and a published finding that can be sent to the BBB, state Attorney General office, NTSB and Highway Safety Board.

Bo LAIN, MA

CERTIFIED MAIL.





CT CORPORATION SYSTEMS 155 Frdenal STREET SUITE 700

BOSTON, MA

02110

C211C31727

Manalda Mandlland Mandallanda dalaha R

From:

To: customerassist@chrysler.com Date: Thu Aug 02 22:27:58 EDT 2012

Subject: Chrysler Group LLC Customer Assistance

Form Selected:

Category: US Customer Service

Brief Description:

Defective Clock Spring

Comments:

I have a 2008 Jeep Wrangler. My air bag light keeps coming on. I spent

\$110.00 for a diagnostic today and they advised that it is my clock spring

and will cost \$500+ for parts and labors. Yet I see you have a recall on

many 2007 jeeps for a defective clock spring. I do not drive in dirt, or $4\,$

wheel so I can't understand why under normal driving mine would be bad. I

feel this is a defective part and should be covered by the recall. Please

advise. A quick google search indicated many other 2008 jeeps have the

same problem and no one mentioned it at the dealership. My guess is teh

complaint rate is very high, but has not been acknowledged or reported

accurately.

Sender Information:

Title: Mr.

First Name: Middle Initial: Last Name: From: customerassist@chrysler.com

To:

Date: Fri Aug 03 20:44:53 EDT 2012

Subject: Re: Chrysler Group LLC Customer Assistance

Dear

Thank you for contacting the Jeep Customer Assistance Center.

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 Sam 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:

*The Chrysler Case Management telephone number is 877-759-5427

*My direct extension: 4718214

*My work hours are: 1:30 PM-10:00 PM Eastern Time Monday-Friday.

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

Thanks for contacting us. I look forward to talking to you soon.

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:

REPLY LINK: http://www.chrysler.com/wccs/brand forms/us/reply.jsp? trk ID=KMM7817676V41093L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:

Defective Clock Spring

Comments:

I have a 2008 Jeep Wrangler. My air bag light keeps coming on. I

\$110.00 for a diagnostic today and they advised that it is my clock spring

and will cost \$500+ for parts and labors. Yet I see you have a recall on

many 2007 jeeps for a defective clock spring. I do not drive in dirt, or 4

wheel so I can't understand why under normal driving mine would be

feel this is a defective part and should be covered by the recall.

advise. A quick google search indicated many other 2008 jeeps have

same problem and no one mentioned it at the dealership. My guess is

accurately. VIN: Mileage: 47000 Servicing Dealer: Chapman Jeep Title: Mr. First Name: Middle Initial: Last Name: Address 1: Address 2: City: Las Vegas State: Zip: Email: Work Phone:

complaint rate is very high, but has not been acknowledged or

teh

reported

To: customerassist@chrysler.com Date: Sun Aug 05 22:12:06 EDT 2012

Subject: Chrysler Group LLC Customer Assistance

Form Selected:

Category: US Customer Service

Brief Description:

Talked to dealership about the problems with the air bag system and do not feel confident with light coming on and off that it is going to work when needed.

Comments:

We have had the Clock spring in the steering wheel replaced four times you

can look up the history on our jeep and get the data available it has

replaced 12/30/08,09/15/09,03/08/10 and 03/05/11 We would like the

fixed. I would like for someone to contact me about the replacement of the

clock spring and the electrical issues we have had due to this ongoing

problem. Thank you for your time and I look forward to hearing from you

soon on this issue.

Sender Information:

Title: Mr.

First Name: Middle Initial:

Last Name:

From: customerassist@chrysler.com

To:

Date: Mon Aug 06 09:50:18 EDT 2012

Subject: Re: Chrysler Group LLC Customer Assistance

Dear Dear

Thank you for contacting the Jeep Customer Assistance Center in regards to your 2008 Jeep Wrangler X 4X4 Sport Utility 2-Door.

My name is Sabrina and I have been assigned as your Case Manager and look forward to assisting you. Here is some information that will be helpful to you to have:

You case number is:

The Chrysler Case Management telephone number is: 877-759-5427.

My direct extension is: 4718413

My work hours are: 8:00 AM - 6:30 PM Eastern Time, Monday - Thursday.

Thanks again for your email.

Sincerely,

Sabrina

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:

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7819069V61018L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:

Talked to dealership about the problems with the air bag system and do not

feel confident with light coming on and off that it is going to work when

needed.

Comments:

We have had the Clock spring in the steering wheel replaced four times you

can look up the history on our jeep and get the data available it has been

replaced 12/30/08,09/15/09,03/08/10 and 03/05/11 We would like the issue

fixed. I would like for someone to contact me about the replacement of the

clock spring and the electrical issues we have had due to this ongoing

problem. Thank you for your time and I look forward to hearing from you

soon on this issue.

VIN:
81
Mileage:
131500
Servicing Dealer:
Geockmer Bros., INC.
Title:
Mr.
First Name:
Middle Initial:
Last Name:
Address 1:
Address Z:
City:
Effingham
State:
IL
Zip:
Email:
Little L .
Work Phone:

To: customerassist@chrysler.com Date: Fri Aug 17 12:51:43 EDT 2012

Subject: RE: Chrysler Group LLC Customer Assistance

(KMM7819069V61018L0KM)

I have attached the invoice the dealership also faxed a copy thank

you again for your help.

----Original Message----

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

Sent: Monday, August 06, 2012 8:51 AM

To:

Subject: Re: Chrysler Group LLC Customer Assistance

(KMM7819069V61018L0KM)

Dear

Thank you for contacting the Jeep Customer Assistance Center in regards

to your 2008 Jeep Wrangler X 4X4 Sport Utility 2-Door.

My name is Sabrina and I have been assigned as your Case Manager and look forward to assisting you. Here is some information that will be helpful to you to have:

You case number is:

The Chrysler Case Management telephone number is: 877-759-5427.

My direct extension is: 4718413

My work hours are: 8:00 AM - 6:30 PM Eastern Time, Monday - Thursday.

Thanks again for your email.

Sincerely,

Sabrina

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:

REPLY LINK:

http://www.chrysler.com/wccs/brand forms/us/reply.jsp?

trk ID=KMM7819069V6101

8LOKM&

Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:

Talked to dealership about the problems with the air bag system and do

not

```
feel confident with light coming on and off that it is going to work
when
 needed.
Comments:
We have had the Clock spring in the steering wheel replaced four
times
you
 can look up the history on our jeep and get the data available it
been
 replaced 12/30/08,09/15/09,03/08/10 and 03/05/11 We would like the
 fixed. I would like for someone to contact me about the replacement
of
the
 clock spring and the electrical issues we have had due to this
ongoing
problem. Thank you for your time and I look forward to hearing from
you
soon on this issue.
VIN:
       8L
Mileage:
       131500
Servicing Dealer:
       Geockmer Bros., INC.
Title:
       Mr.
First Name:
Middle_Initial:
Last Name:
Address 1:
Address 2:
City:
       Effingham
State:
       IL
Zip:
Email:
```

Work Phone:

From: customerassist@chrysler.com

To:

Date: Fri Aug 17 13:29:42 EDT 2012

Subject: RE: Chrysler Group LLC Customer Assistance

(KMM7819069V61018L0KM)

Dear

Thank you for contacting the Jeep Customer Assistance Center in regards to your 2008 Jeep Wrangler X 4X4 Sport Utility 2-Door.

Unfortunately I am unable to receive documentation through email. I will wait and see if the fax comes in. Once I have received it I will be contacting you by phone. Or I can send you a documentation link where you are able to attach the invoice and proof of payment, let me know what you would prefer.

Thanks again for your email.

Sincerely,

Sabrina

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:

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk ID=KMM7832875V24582L0KM&

Original Message Follows:

I have attached the invoice the dealership also faxed a copy thank you again

for your help.

----Original Message----

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

Sent: Monday, August 06, 2012 8:51 AM

To:

Subject: Re: Chrysler Group LLC Customer Assistance (KMM7819069V61018L0KM)

Dear

Thank you for contacting the Jeep Customer Assistance Center in regards

to your 2008 Jeep Wrangler X 4X4 Sport Utility 2-Door.

My name is Sabrina and I have been assigned as your Case Manager and look forward to assisting you. Here is some information that will be helpful to you to have:

You case number is:

The Chrysler Case Management telephone number is: 877-759-5427.

My direct extension is: 4718413

My work hours are: 8:00 AM - 6:30 PM Eastern Time, Monday - Thursday.

Thanks again for your email.

Sincerely,

Sabrina

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:

REPLY LINK:

http://www.chrysler.com/wccs/brand forms/us/reply.jsp?

trk ID=KMM7819069V6101

8L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:

Talked to dealership about the problems with the air bag system and do

not

feel confident with light coming on and off that it is going to work when

needed.

Comments:

We have had the Clock spring in the steering wheel replaced four times

you

can look up the history on our jeep and get the data available it has

been

replaced 12/30/08,09/15/09,03/08/10 and 03/05/11 We would like the issue

fixed. I would like for someone to contact me about the replacement of

the

clock spring and the electrical issues we have had due to this ongoing

problem. Thank you for your time and I look forward to hearing from you

soon on this issue.

VIN:

8L

Mileage:

131500

Servicing Dealer:

Geockmer Bros., INC.

Title:

Mr.

First Name:

Middle Initial:

Last Name:

Address 1:

Address 2:

City:

Effingham

State:

IL

Zip:

Email:

Work Phone:

[Attachment 1 Type: application/msword Name: Clock Spring repair.doc]

To: customerassist@chrysler.com Date: Sun Sep 02 10:00:22 EDT 2012

Subject: RE: Chrysler Group LLC Customer Assistance

(KMM7832875V24582L0KM)

Sabrina,

I would like to THANK YOU; I did receive the reimbursement for the reoccurring repairs all lights are off on the information center. We are

ready to trade that jeep off for a new one we are negotiating with our

dealership and were hoping you could do something extra for us, we are

buying a 2013. We left the dealership on Saturday about \$1300.00 off; they

are going to call me on Tuesday to see if they can even get the wrangler

from another dealership. You would question looking over our jeep history

why we would purchase another jeep. We bought our first new jeep wrangler in

2000 and have had a great experience; we are loyal customers and take pride

in owning a jeep let me know if you would be willing to help out in any way

possible. The jeep we are trying to get is 400 miles away VIN # 1C4AJWAG9DL and the dealership we are negotiating with is Goeckner Bros., INC.

600 E. Fayette Avenue Effingham, IL. 62401

217-342-3355

Thank you for your time and I look forward to hearing from you,

----Original Message----

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

Sent: Friday, August 17, 2012 12:30 PM

To:

Subject: RE: Chrysler Group LLC Customer Assistance (KMM7832875V24582L0KM)

Dear

Thank you for contacting the Jeep Customer Assistance Center in regards

to your 2008 Jeep Wrangler X 4X4 Sport Utility 2-Door.

Unfortunately I am unable to receive documentation through email. I will wait and see if the fax comes in. Once I have received it I will

be contacting you by phone. Or I can send you a documentation link where you are able to attach the invoice and proof of payment, let me know what you would prefer.

Thanks again for your email.

Sincerely,

Sabrina

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:

REPLY LINK:

http://www.chrysler.com/wccs/brand forms/us/reply.jsp?

trk ID=KMM7832875V2458

2LOKM&

Original Message Follows:

I have attached the invoice the dealership also faxed a copy thank $y \text{ou}_{\,\cdot\,}$

again

for your help.

----Original Message----

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

Sent: Monday, August 06, 2012 8:51 AM

To:

Subject: Re: Chrysler Group LLC Customer Assistance

(KMM7819069V61018L0KM)

Dear .

Thank you for contacting the Jeep Customer Assistance Center in regards

to your 2008 Jeep Wrangler X 4X4 Sport Utility 2-Door.

My name is Sabrina and I have been assigned as your Case Manager and look forward to assisting you. Here is some information that will be helpful to you to have:

You case number is:

The Chrysler Case Management telephone number is: 877-759-5427.

My direct extension is: 4718413

My work hours are: 8:00 AM - 6:30 PM Eastern Time, Monday - Thursday.

Thanks again for your email.

Sincerely,

Sabrina

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:

REPLY LINK:

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

trk ID=KMM7819069V6101

Email:

Work Phone:

Original Message Follows:

US Customer Service - Chrysler Brand Site Brief Description: Talked to dealership about the problems with the air bag system and not feel confident with light coming on and off that it is going to work needed. Comments: We have had the Clock spring in the steering wheel replaced four times you can look up the history on our jeep and get the data available it has been replaced 12/30/08,09/15/09,03/08/10 and 03/05/11 We would like the fixed. I would like for someone to contact me about the replacement of the clock spring and the electrical issues we have had due to this ongoing problem. Thank you for your time and I look forward to hearing from you soon on this issue. VIN: 81 Mileage: 131500 Servicing Dealer: Geockmer Bros., INC. Title: Mr. First Name: Middle Initial: Last Name: Address Address 2: City: Effingham State: IL Zip:

[Attachment 1 Type: application/msword Name: Clock Spring repair.doc]

Document Recieved from Customer Cair Number:

Date Received: 2012-08-20 09:50:20.902865

Files Not Recieved: 0

GOECKNER BROS., INC. Chrysler, Dodge, Jeep, Sprinter 600 E. FAYETTE AVENUE EFFINGHAM, IL 62401 PHONE 217-342-3365 / FAX 217-342-6376 DODGE M DODGE BUSINESS LINK 1937" MJ4FA241X0L MARE WRANGLER X 2008 EFFINGHAM IL TMEN 11:23 08/17/12 132731 00/00/00 IL 132733 MLES OUT OSED 7736 7736JR CUST. STATES THAT THE AIR BAG LIGHT IS ON CLOCKSPRING FAILED - PART ORDERED REFERENCE* 22493375 105.00 Labor 5156106AB (CLKSPRING) 1 REFERENCE* 22493375 FAX COPY TO 877-768-5076 CHRYSTER CUSTOMER SERVICE CODE B1B02 PERFORM DIAG AND WIRING CHECK=OK REPLACED FAILED CLOCKSPRING ALSO ESP LIGHT WAS ON HAD A STORED CODE FOR STEERING ANGLE SENSOR WAS A STORED CODE-NOT ACTIVE AT THIS TIME STEERING ANGLE SENSOR IS IN CLOCKSPRING ASSEMBLY-LIGHT IS NOW OFF (THOR): 10). A Total Labor Total Parts 105.00 257.00 (Tech:10), A ann Alba Walley W. a ill 12 0 N 257.00 .00 .00 .00 362.00 16.71 378.71 .00 .00 Parts .00 Sublet .00 Waste Dispos .00 Oil/Grease .00 Sub Total OSCLAIMER OF WARRANTIES Not restarted on the ordinal sets before we there issued to the translation of the customer production of including a third impressed or implies, including a company or indicationally a different for a gazantee for the customer and including a company or indicational and including a company or indicational and in set indication of the customer and in set indication or indicational and in set indication of the customer and indicatio .00 Tax .00 Total (Cash) CUSTOMER SIGNATURE Job 30887

Customer Copy

2173426376

82:11 2102/41/80

COECKNEK BROS INC

Page 1 of

PAGE 01

RECEIVED DATE:
8/03/12
POSTED DATE: 7-3/-/2
VIN (FIRST 9 DIGITS) 1 J 4 G 2 3 9 1 2
VIN (LAST 8 DIGITS)
FIRST NAME:
LAST NAME:

NON – SCANABLE ITEMS : CIRCLE ONE

YES

CAIR:



SAFETY RECALL L37/NHTSA 11V-528 AIRBAG SYSTEM CLOCKSPRING

D	ı
Dear	

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: 1J4GZ391291) 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)





Jeep 5/77







Ace Elder Automotive 18698 State Highway P Canton Mo 63435 (573) 288-0300

We are your neighborhood full service NAPA AutoCare Center.
We thank you for your business!

6/1/2	012 8:20 AN	r .				pag	ē
*(E)			Invoice	Day Phone Eve Phone	[P.		
33:		LIAMSTOWN			8		
Vehic		- 10, 10, 10, 10, 10, 10, 10, 10, 10, 10,	<u>r 3.</u> 8 L 3778 CC V6 OHV (Pusi	hrod			
VIN		Z39129 l	*			¥0	
Crea	- market and	5/2011 1 <u>:</u> 44:21		Odometer In .: 0	53	a _e	
A STATE OF THE PARTY OF THE PAR		2012 4:43:22 F		Odometer Out : 0			
Section 19 Committee		2012 4:43:22 F	PM		**************************************		
Labo	r/Notes						
	Code/Tech*	Reference	Description			Price	
		GEN LABOR	DRAIN, REPAIR, FILL TRANS	SMISSION LINES		\$45.00	
Parts	\$ 5°	A STATE OF STATE OF					
Qty	Code/Tech*	Reference	Description	Condition	Unit Price	Price	
1	10 m	5156106AB	CLOCKSPRING		\$209.24	\$209.24	
7	VAL	346VAL	DEX + 4 TRAN FLUID		\$5.49	\$38.43	
	W000 W 10077770	A COLORO MANAGEMENT AND	Labor			\$45.00	è
550	مردر والعصب		Parts			\$247.67	
			Sublet/Misc.	***************************************		\$0.00	
			shop supplies	***************************************		\$1.49	
			Charges			\$0.00	
			Sales Tax	Tax @ \$249.16 * 7.1000%	G.	\$17.69	
				Total Due	•	\$311.85	

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. 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 garagekeeper's lien is hereby acknowledged on above vehicle to secure the amount or repairs thereto. All Vehicles left over 48 hrs. after repairs are completed WILL INCUR A \$5.00 PER DAY STORAGE FEE. 12 Month or 12,000 Mile Warranty On Repairs.

Customer Signature	a.	
- Odditornor Orginalaro		



Williamstown, Mo. Ettention Customer Service Rembursement Case le attacked receips

william stown mo

Christer Civiloner Constance Po Box 21-8007 auburn Nullo, MI 48321-800

attni Reimbutserment

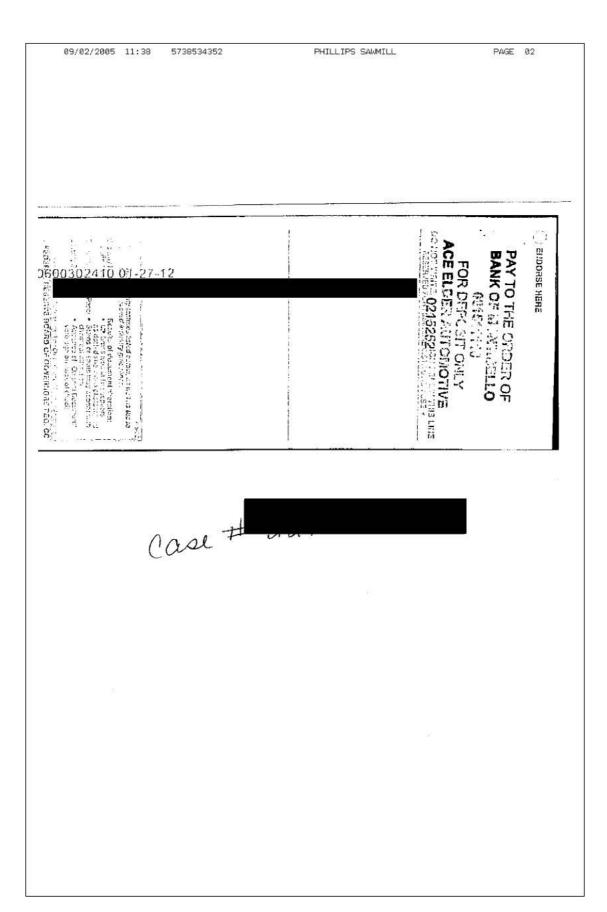
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Document Recieved from Customer Cair Number:

Date Received: 2012-08-17 16:49:03.177060

Files Not Recieved: 0

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09/02/2005 11:38 5738534352	PHILLIPS SAWMILL	PAGE 01
	80-1482/815	3145
WILLIAMSTOWN, MO	DATE / 726-	10)
PAYTO ace Edder		E11136/2)
THE ORDER OF		564 100
1 Swehundroid Ou	Mar Mint	BOLLAGE =
PEOPLES DANK OF WINCONS		FZ Shield
WYACONDA / KAHOKA, MISSOURI		
MEMO		
11.5		STEEL TO BEHAT
(A)		7089033 - 019733030 - 734
case #		
Case #		
6 0		



To: customerassistre@chrysler.com Date: Wed Aug 08 15:32:21 EDT 2012

Subject: Chrysler Group LLC Customer Assistance

Form Selected:

Category: Recall Information

Brief Description:

Bought a used 2007 Jeep Wrangler and the air bag light comes on and stays on. I've been reading and it appears to be common problem. Wanted to know if there was ever a recall or if there is some way I

can have that replaced.

Comments:

Read that some people were able to have the clockspring replaced by Jeep at

the dealership. Just wanted to inquire about that.

Thanks!

Sender Information:

Title:

First Name: Middle Initial:

Last Name:

From: <u>customerassistre@chr</u>ysler.com

To:

Date: Wed Aug 08 20:17:14 EDT 2012

Subject: Re: Chrysler Group LLC Customer Assistance

Dear

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

Due to the nature of your concern, I would like to discuss this matter with you in more detail.

My name is Eileen and I will be your Case Manager. I will attempt to contact you at the phone number provided in your email at 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.

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: 2

*The Chrysler Case Management telephone number is 877-759-5427

*My direct extension: 4718372

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

Thanks for contacting us. I look forward to talking to you soon.

Sincerely,

Eileen

Customer Service Representative Jeep Customer Assistance Center

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

REFERENCE NUMBER:

EMAIL CASE NUMBER:

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk ID=KMM7822710V71434L0KM&

Original Message Follows:

Recall Information - Jeep Brand Site

Brief Description:

Bought a used 2007 Jeep Wrangler and the air bag light comes on and stays $\,$

on. I've been reading and it appears to be common problem. Wanted to know

if there was ever a recall or if there is some way I can have that replaced.

Comments:

Home Prione

Read that some people were able to have the clockspring replaced by $\ensuremath{\mathsf{Jeep}}$ at

the dealership. Just wanted to inquire about that. Thanks!

VIN:
71
Mileage:
74000
Servicing Dealer:
Title:
First Name:
Middle Initial:
Last Name:
Address 1:
Address 2:
City:
Austin
State:
TX
Zip:
Email:

To: customerassist@chrysler.com Date: Tue Aug 21 22:02:47 EDT 2012

Subject: Chrysler Group LLC Customer Assistance

Form Selected:

Category: US Customer Service

Brief Description:

Clock spring causing airbag light and horn to come on.

Comments:

Dealer told me i needed to have the clock spring replaced. I have heard that

the warranty was extended to cover this. Dealer had no proof of extended

warranty. Is this true? My wife and I bought this jeep new and it is garage kept.

Sender Information:

Title: Mr.

First Name: Middle Initial:

Last Name:

From: customerassist@chrysler.com
To:

Date: Wed Aug 22 10:24:12 EDT 2012

Subject: Re: Chrysler Group LLC Customer Assistance

Dear .

Thank you for contacting the Chrysler Customer Assistance Center.

In order to further assist you I do require the full 17 characters of your VIN. The sequence you have provided me with does not belong in our system and therefore it might be the first 8 characters you have provided me with.

Once I have this information I would be more than happy to assist you.

Thanks again for your email.

Sincerely,

Erica

Customer Service Representative Chrysler Customer Assistance Center

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

REFERENCE NUMBER:

EMAIL CASE NUMBER

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk ID=KMM7837778V45452L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:

Clock spring causing airbag light and horn to come on.

Comments:

Dealer told me i needed to have the clock spring replaced. I have heard that

the warranty was extended to cover this. Dealer had no proof of extended

warranty. Is this true? My wife and I bought this jeep new and it is garage

kept.

VIN:

Mileage:

50023

Servicing Dealer:

Rich Hendrick Jeep

Title:

Mr.

First Name:

Middle Initial:

Last Name:

Addres	s 1:			ř
Addres	s 2:	:5	22	13
City:	***			
State:	Moncks	corner		
Zip:	SC			
Email:	i	į.		
Home P	hone:			

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To:
    Cuscomerassiscechiysier.com
Date: Wed Aug 22 20:10:13 EDT 2012
Subject: Re: Chrysler Group LLC Customer Assistance
(KMM7837778V45452L0KM)
Erica,
  Thanks for your quick response. The full Vin is
  1J4FA24197L
  It's a 2007 jeep wrangler X. 2 door
    Thanks,
Sent from my iPad
On Aug 22, 2012, at 10:24 AM, customerassist
<customerassist@chrysler.com> wrote:
> Dear
> Thank you for contacting the Chrysler Customer Assistance Center.
> In order to further assist you I do require the full 17 characters
> your VIN. The sequence you have provided me with does not belong in
> system and therefore it might be the first 8 characters you have
> provided me with.
> Once I have this information I would be more than happy to assist
vou.
> Thanks again for your email.
> Sincerely,
>
> Erica
> Customer Service Representative
> Chrysler Customer Assistance Center
> For any future communications related to this email, please refer
to the
> following information:
> REFERENCE NUMBER:
> EMAIL CASE NUMBER:
> REPLY LINK: http://www.chrysler.com/wccs/brand forms/us/reply.jsp?
trk ID=KMM7837778V45452L0KM&
>
>
>
> Original Message Follows:
> US Customer Service - Chrysler Brand Site
> Brief Description:
> Clock spring causing airbag light and horn to come on.
> Comments:
> Dealer told me i needed to have the clock spring replaced. I have
heard
> that
> the warranty was extended to cover this. Dealer had no proof of
> extended
> warranty. Is this true? My wife and I bought this jeep new and it
is
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> garage
> kept.
> VIN:
        86
> Mileage:
        50023
> Servicing Dealer:
       Rich Hendrick Jeep
> Title:
        Mr.
> First Name:
> Middle Initial:
> Last Name:
> Address 1:
> Address Z:
> City:
        Moncks Corner
> State:
        SC
> Zip:
> Email:
> Home H
```

From: customerassist@chrysler.com
To:

Date: Thu Aug 23 09:19:06 EDT 2012

Subject: Re: Chrysler Group LLC Customer Assistance

(KMM7837778V45452L0KM)

Dear .

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

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

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

J24 MOPAR TOW BAR - SAFETY K13 INNER FENDER LINERS - SAFETY

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 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:

EMAIL CASE NUMBER:

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7839019V27946L0KM&

Original Message Follows:

Erica,

Thanks for your quick response. The full Vin is 1J4FA24197

It's a 2007 jeep wrangler X. 2 door Thanks,

Sent from my iPad

On Aug 22, 2012, at 10:24 AM, customerassist <customerassist@chrysler.com> wrote:

```
> Dear
> Thank you for contacting the Chrysler Customer Assistance Center.
> In order to further assist you I do require the full 17 characters
of
> your VIN. The sequence you have provided me with does not belong in
> system and therefore it might be the first 8 characters you have
> provided me with.
> Once I have this information I would be more than happy to assist
you.
> Thanks again for your email.
> Sincerely,
> Erica
> Customer Service Representative
> Chrysler Customer Assistance Center
> For any future communications related to this email, please refer
to the
> following informat
> REFERENCE NUMBER:
> EMAIL CASE NUMBER:
> REPLY LINK: http://www.chrysler.com/wccs/brand forms/us/reply.jsp?
trk ID=KMM7837778V45452L0KM&
>
>
> Original Message Follows:
> ------
> US Customer Service - Chrysler Brand Site
> Brief Description:
> Clock spring causing airbag light and horn to come on.
> Comments:
> Dealer told me i needed to have the clock spring replaced. I have
heard
> that
> the warranty was extended to cover this. Dealer had no proof of
> warranty. Is this true? My wife and I bought this jeep new and it
is
> garage
> kept.
> VIN:
> Mileage:
        50023
> Servicing Dealer:
        Rich Hendrick Jeep
> Title:
       Mr.
```

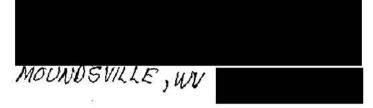
RECEIVED DATE:
8/21/12 POSTED DATE:
0-17-12
VIN (FIRST 9 DIGITS) 1 J 4 F 2 2 4 14
VIN (LAST 8 DIGITS)
FIRST NAME:
LAST NAME:
CAIR:
CAIR: 0000000

NON – SCANABLE ITEMS : CIRCLE ONE
NO
YES

TO:

CHRYSLER CUSTOMER ASSISTANCE P.O. BX RI-8007 AUBURN HILLS, MI 48321-8007

FROM:



SUBJECT:

RE MBURGEMENT - CLOCK SPRING ASSEMBLY

* DATE -:- 08/17/2012

I HAVE HAD THE CLOCKSPRING ASSEMBLY REPLACED ON MY ROOB JEEP WRANGLER X (RIGHT-HAND DRIVE)

1. DOCS 170311 02/12/09 WARRANTY NO CHARGE 2. DOCS 176634 03/26/10 \$ 332.50 \$ 365.80

I AM REQUESTING REIMBURSEMENT FOR THE LAST REPLACEMENT ON 10/10/2011 FOR \$365.80 DUE TO THE LATEST RECALL NOTICE 81558033 137.

THANK YOU

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.

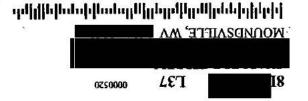
If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline 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.

00000250/#25765 / L37



SE SEE IN THE CHOSTALL

SAFETY RECALL NOTICE

ITNATAO9MI

CIMS 482-00-85 PO Box 218008 Auburn Hills MI USA 48321-8008 Electronic Service Requested

CHEASTER GROUP LLC

PRESORTED
FIRST CLASS MAIL
U.S. POSTAGE
P. A. I. D
PERMIT #2655
DETROIT, MI







STOMER No.	ADVISOR	TAG No.	TINVOICE DATE CELL	- FINNOISE NO.
	TRAVIS ERICKSON	37.5	10/10/11	
The control shape described by the control of the c	LABOR RATE LICENSE No.	MILEAGE 92,084	COLOR	STOCK NO.
	YEAR/MAKE/MODEL 08/JEEP/WRANGLER	197	DELIVERY DATE	DELIVERY MILES
DUNDSVILLE, WV	VEHICLE I.D. No. 1 1 4 F Z 2 4 1 4	0	SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. No.	P.O. No.	R.O. DATE	
BUSINESS PHONE	COMMENTS		10/10/11	
BOR & PARTS	L			MO; 920
1 26DOZLOF LUBE .OIL FILTER	TECH(S):250 FILTER CHECK ALL FLUIDS BELTS	12.35		8
HOSES.	TITLE CHECK ALL TESTOS BEETS			\$ sa
PERFORMED LUBE OIL FILTER CHECKED ALL FLUIDS BELTS	HOSES			
RTSQTYFP-NUMBER	DESCRIPTIONU			
B # 1 1 4105409-AC B # 1 6 68026603-AA	FILTER ENGINE O OIL	7.60 7.60 3.62 21.72		
	JOB # 1 TO	TAL PARTS 29.32		
	JOB # 1 TOTAL LABO	R & PARTS 41.67		
2 08DOZZAIRBAG AIR BAG LIGHT IS	ON TECH(\$):250 LAMP COMES ON STAYS ON FOR AWHILE	112.50		
THEN GOES OUT AND COMES B	ACK ON AFTER A WHILE MAYBE 3 TO 5			
MIN. RAN DIAGNOSTICS FOUND FAU				
REPLACED CLOCKSPRING ASSY	2			
RTSQTYFP-NUMBER	DESCRIPTION	VIT PRICE- 253.30 253.30		
.7	JOB # 2 TO			
- Alac	JOB # 2 TOTAL LABOR	R & PARTS 365.80		
3 05DOZMISCBRK MISC BRAKE 4	▼	0.00	T	
SOY LEFT FRONT AND REAR **	ND SOMETIMES INSPECT ALL BRAKES	ELM GROVE DODGE	ton	
RRAKES ARE GOOD BUT, HAVE I	DESCRIPTION		逐数	
TSQTYFP-NUMBER	DESCRIPTION JOB # -3 TO	TAL PARTS 0:00	- 5 -	
K _{ros} I	JOB # 3 TOTAL LABOR	The state of the s	1 1	
4 26DOZ MAINTENANCE	→ - TECH(S): 250	2.00	-<- /	
CUSTOMER STATES: REAR WIPI	R BLADE		المد د	
REPLACED REAR WIPER	account tou	UT DDICE		
RTSQTYFP-NUMBER	BLADE WIPER BLA	19.38 19.38		
		TAL PARTS 19.38		
	JOB # 4 TOTAL LABOR			
CCODEDESCRIPTION B # A 304 ADVERTISING	CONTROL N	-11.51		
3 # A 307 ADVERTISING	TOTAL	-11.52 - MISC -23.03		
3 # A 304 ADVERTISING 3 # A 307 ADVERTISING AGE 1 OF 2 CUSTOME	TOTAL	. 11100 -23.03		
	91 10			
AGE 1 OF 2 CUSTOME	R COPY Thank W.O.	N NEXT PAGE) 03:53pm	新	







USTOMER No.	ADVISOR	TAG No.		INVOICE NO.
W 20 500 500 500 500 500 500 500 500 500	TRAVIS ERICKSON	375	10/10/11 color	OTOG WALL
	LABOR RATE LICENSE No.	MILEAGE 92,084		STOCK No.
	YEAR/MAKE/MODEL 08/JEEP/WRANGLER	1 92,004	DELIVERY DATE	DELIVERY MILES
OUNDSVILLE, WV 1	VEHICLE I.D. No.		SELLING DEALER NO.	PRODUCTION DAT
	1 1 4 F Z 2 4 1 4 8	P.O. No.	R.O. DATE	
			10/10/11	
ESIDENCE PHONE BUSINESS PHONE	COMMENTS			MO: 920
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HECK []	TOTAL SUB	LET 0.00		
ISA []	TOTAL G.O TOTAL MIS	.G 0.00 C CHG. 0.00		
C []	TOTAL MIS	C DISC -23.03		
. 1 	TOTAL TAX			
ISC []	TOTAL INV	OICE \$ 431.55		
HARGE []				
* THANK YOU FOR YOUR BUSINESS PLEASE F	DETIIDM AČATN			
		M GRÖVE DODGE		





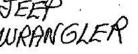




STOMER No.		ADVISOR	TAG No.	INVOICE DATE CEL	- 1
		TRAVIS ERICKSON	375	03/26/10	
	**	LABOR RATE LICENSE No	MILEAGE 54.5	COLOR	STOCK No.
		YEAR/MAKE/MODEL 08/JEEP/WRANGLER	J74.	DELIVERY DATE	DELIVERY MILES
OUNDSVILLE, WV		VEHICLE I.D. No. 1 1 4 F Z 2 4 1 4	Q 1	SELLING DEALER NO.	PRODUCTION DAT
	··· · · · · · · · · · · · · · · · · ·	F. T. E. No.	P.O. No.	R.O. DATE 03/26/10	
SIDENCE PHONE B	USINESS PHONE	COMMENTS		03/20/10	MO: 545
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,1.08DOZZAIRBAG / CUSTOMER RAN DIAGI	AIR BAG LIGHT IS ON STATES: AIR BAG LIGHT IS NOSTICS FOUND FAULTY CLOC CLOCKSPRING		97 		
RTSQTYFP-N B # 1	IMBERDESCI 3003216-AH CLKSI	RIPTION	235.00 235		
;		JÓB # 1 TOTAL LABO	R & PARTS - 332	.50	
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	IMBERDESCR		NIT PRICE.	*	
(15(1)	INDEK DESCR	JOB # 2 TO	TAL PARTS 0.	.00	
1	15°	JOB # 2 TOTAL LABO	R & PARTS 0	.00	
ALS				•••	
SH []	Ship.			.50	
ECK []	1 4	TOTAL		.00	
SA []	25	TOTAL	G.O.G 0. MISC-CHG 0.	00	
	The Man	TOTAL	MISC CHG. 0. MISC DISC VE DODGE 0	00 1	
	,		IMA TOTAL CONTRACTOR	2 (200 c)	
C []		SOCIOTALI	NVOICE \$ 352.	45. 5	
VRGE []	Ship.				
THANK YOU FOR YOUR	BUSINESS PLEASE RETURN	AGAIN.	Allega Section		
SERVICE CHARGE AND	EXPLANATION OF REPAIR W	AS GIVEN.		176	
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ALIETATE ATTITUE	TIDE				
CUSTOMER SIGNAT	WKE DUPLICAT	E INVOICE ****	******	***	
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			7/		
		Thank Up	(a)	I	









CUSTOMER No.	ADVISOR			AG No.	INVOICE DATE	INVOICE No.
	TRAVIS ERI	CKSON	375		02/12/09	T T T T T T T T T T
u ·	LABOR RATE	LICENSE No.	MILE		COLOR	STOCK No.
	VELO (MAVE (MAE)	<u> </u>		·28,907	DELIVERY DATE	DELIVERY MILES
MOUNDSVT) I S 184	YEAR/MAKE/MODEL 08/JEEP/WR			98 90 W	DELIVERY DATE	DELIVERY MILES
MOUNDSVILLE, WV	VEHICLE I.D. No.	71 112000 P			CELLING BEALER NO.	PRODUCTION DATE
	1 J 4 F Z F. T. E. No.	24148	L IP.O. No.		R.O. DATE	¥
TO THE RESIDENCE OF THE PARTY O	1.1.11.11.1100	8	1,33,140	(02/12/09	1
RESIDENCE PHONE BUSINESS PHONE	COMMENTS	* **	*			MO: 28907
1,000 0,000	·					MO. 20307
LABOR & PARTS 3#1108D0ZZBRAKELIGHTBRAKETLIGHTBISTON	TECH(S):250	- Asi	WARRANTY		
13#1108DDZZBRAKELIGH BRAKE LIGHT IS ON CUSTOMER STATES: BRAKE LIGHT IS ON	1					
LEAKING FLUID LEFT FRONT SIDE	. **		0.00	•		
INSPECTED FRONT BRAKES FOUND INNER	R FENDER RUBBED	HOLE IN LF	(8.	0		3.25c
BRAKE LINE. REPLACED OF BRAKE LINE FASTEMED IN	ENER FENDER OUT	OF THE WAY	122	1025 - 22	85	*
REPLACED OF BRAKE LINE FASTENED IN TOPPED OFF FLUID AND BLED BRAKES	THE THEORY OF	ં મ	g p	* :	· ·	
PARTSQTYFP-NUMBERDESCRI	PTION		ד פאורד.		el el	
JOB # 1 1 NPN BRAKE	LINE		I INTOE:	WARRANTY	ļ	
JOB # 1 1 4318080-AB FLUID	BRAKE	JOB # 1 TOTA	DADTE	WARRANTY 0.00		
	425			. 0.00	20	
	JOB # 1	TOTAL LABOR	8 PARTS	0.00	27 🙀	
U# 2.08DOZZATRBAG TATE BAG LIGHT IS ON	TECH(S	250	-	WARRANTY	2	2
CUSTOMER STATES: AIR BAG LIGHT IS	OM :		W 939		e Syn	bs:
RAN DIAGNOSTICS FOUND FAULTY CLOCK - REPLACED CLOCKSPRING	SPRING	99			- P	%:
				6	*	
PARTS QTY FP - NUMBER	PITUN	UNI	PRICE-	WARRANTY		
	,	JOB # 2 TOTA	_ PARTS	0.00	,,,	a a e
	J08 # 2	TOTAL LABOR	PARTS	0.00		
					3 8 32	
U# 3 26DOZWPRBLD WIPER BLADES CUSTOMER STATES REAR WIPER HOSE IS	TEAKING	250 77	-	WARRANTY	. *	··· 35.1
AT REAR WINDOW (> 12 Pure)	<u> </u>	** * ! ** E	M GRAVE	DODGE A	A()))	, 7° ,
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PAGE 1 OF 2 CUSTOMER COPY	snac	CONTINUED ON	NEXT PAG	E] 02:22pm		

MOUNDSVILLE VVV

ATTN: REIMBURSEMENT
CHRYSLER CUSTOMER ASSISTATION
P. 0. BOX 21-8007
AUBURN HILLS MI
48321-8007



RECEIVED DA	ATE:
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POSTED DATI	E: 8-23-12
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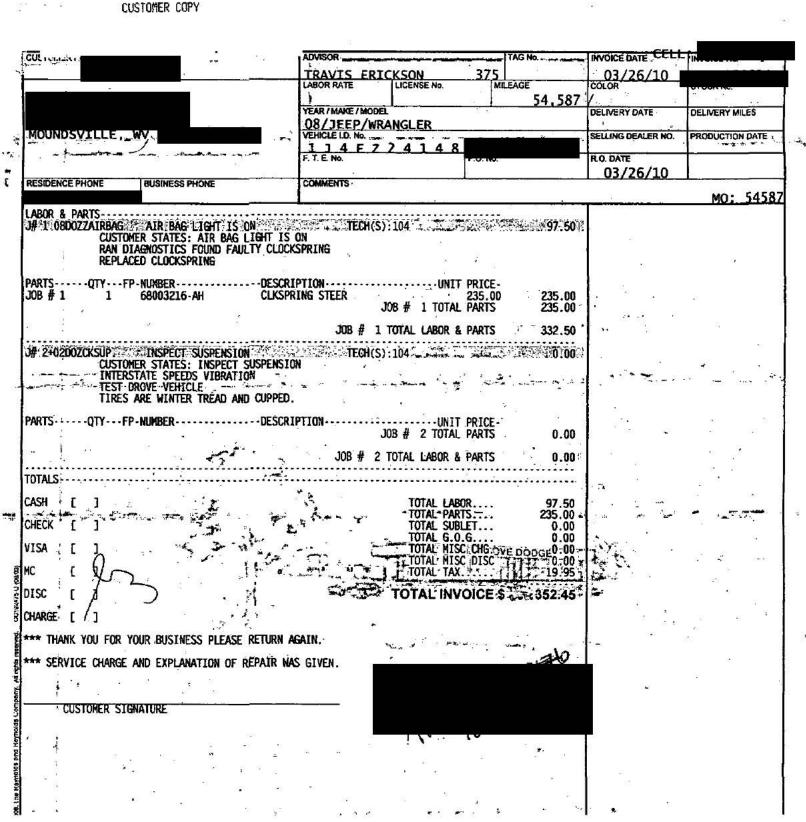
ELM GROVE BODGE CHRYSL 2538 NATIONAL RD WHEELING, WV 26003 TERMINAL 0659388

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SALE TOTAL WO THE

Todge Chrysler-Jeep, Inc.

WHEELING, W. VIRGINIA 26003 • (304) 243-1999



2011 OCTOBER

10/10/2011 Merchant ID: . Terminal ID:

PAGE 1 OF 2

ELM GROVE DODGE CHRYSL 2538 NATIONAL RD WHEELING, WV 26003

CHRYSLER MOUNDSVILLE WV

16:26:29 **ge Chrysler-Jeep, Inc.**100480398 LING, W. VIRGINIA 26003 • (304) 243-1999

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PAGE 1 OF 1 CUSTOMER COP	[END OF	INVOICE] 02:32pm	MAILED 04/	23/2010

CHRYSLER CUSTOMER ASSISTANCE ATTN: REIMBURGEMENT P.O. BOX 21-8004 AUBURN HILLS MI 48321

FROM:

MOUNDSVILLE WV

#2 2011 OCTOBER

ELM GROVE DODGE CHRYSL 2538 NATIONAL RD

WHEELING, WV 26003

10/10/2011 Merchant ID:

Terminal ID: 601103001182108

CREDIT CARD

DISCVR SALE

CARD #
INVOICE

Entry Method:

Mode:

SALE AMOUNT

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ELM GROVE DODGE CHRYSL 2530 NATIONAL RD UMEELING, WV 26003 TERMINAL 0659388

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DR XXXXXXXXXXXXXXX

INVOICE AUTH. CODE

SALE TOTAL

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\$352.45

CUSTOMER COPY

CUSTOMER COPY

THERE ARE TWO (COPIES) OF RECEIPTS FOR THE REPLACEMENT OF THE CLOCKSPRING ASSEMBLY ON MY 2008 JEEP WRANGLER X.

THANKS FOR YOUR SERVICE

MOUNDSVILLE W

PITTSBURGH PA 190

111

CHRYSLER CUSTOMER ASSIS ATTN: REIMBURSEMENT E P.O. BOX 21-8004 AUBURN HILLS MI 48321

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August 24, 2012

Consumer Affairs – Jeep Brand Chrysler Group, LLC 1000 Chrysler Drive Auburn Hills, MI 48326-2766 हिम

BY CERTIFIED MAIL□RETURN RECEIPT REQUESTED

Dear Sir or Madam,

I am writing to notify you of the continuing problems I have with my 2012 Jeep Wrangler Unlimited, VIN#1C4HJWEG5CL and to request that you replace this vehicle pursuant to Maryland's Automotive Warranty Enforcement Act, Md. Code Ann., Com. Law, §14-1501 et seq. As you may recall, I previously notified you of these problems (attached) in a certified letter dated July 23 (US Postal receipt attached). Unfortunately, the courtesy of a reply to my letter from not extended.

I purchased my car from Criswell Chrysler Jeep on 6/28/12. Approximately 9 days later, I began having trouble with the electrical system. I took my car back to the dealer on 7/7, 7/9, 7/11 and 7/17 to have the problems corrected but to date, the dealer has been unable to do so. Thus far, my car has been out of service for a total of 7 days as dealership has attempted to repair this problem 4 times. Attached are copies of the repair orders that document the dealership's attempts to repair my car. These were forwarded with my previous letter.

This problem substantially impairs both the use and value of my car. Therefore, I request that you replace my vehicle under the provisions of Md. Code Ann., Com. Law, §14-1502.

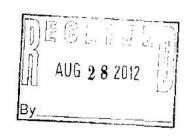
Please contact me to resolve this matter.

Sincerely,



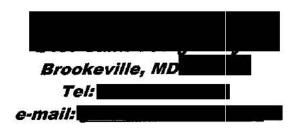
Enclosures

Cc: Consumer Protections Agency – MD Attorney General



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SENDER: COMPLETE THIS SECTION	COMPLETE THIS SECTION ON DELIVERY
 Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired. Print your name and address on the reverse 	Agent Addresse
 so that we can return the card to you. Attach this card to the back of the mailpiece, or on the front if space permits. 	B. Receive C. Date of Delive
Consumer Affard - Japp Chrysler Group LLL.	D. Is delivery address different from item 1? If YES, enter delivery address below: No
V ,	3. Sorvice Type Certified Meil
AUBURN HIB MI 48326	4. Restricted Delivery? (Extre Fee) Yes



Consumer Affairs – Jeep Brand Chrysler Group, LLC 1000 Chrysler Drive Auburn Hills, MI 48326-2766

BY CERTIFIED MAIL PRETURN RECEIPT REQUESTED

Dear Sir or Madam,

I am writing to notify you of the problems I have had with my 2012 Jeep Wrangler Unlimited, VIN#1C4HJWEG5CL ursuant to Maryland's Automotive Warranty Enforcement Act, Md. Code Ann., Com. Law II., §14-1501 et seq.

I purchased my car from Criswell Chrysler Jeep on 6/24/12 and took delivery on 6/28/12. Approximately 9 days following delivery, I began having troubles associated with the electrical system. Specifically, the airbag warning light and external lights began malfunctioning. I took my car back to the dealer on 7/7/12, 7/9/12, 7/11/12 and 7/17/12 to have this problem corrected but to date, the dealer has been unable to correct the problem after numerous attempts at diagnosis and repair. Attached are copies of the repair orders that document the dealership's attempts to repair my car.

This problem substantially impairs both the use and value of my car. Therefore, if you and/or your dealer are unable to correct this problem in a "reasonable number of attempts" as that phrase is defined in Maryland's Automotive Warranty Enforcement Act (Md. Code Ann., Com. Law II, §14-1502 (d)), I will expect you to repurchase or replace the vehicle pursuant to §14-1502(c) of the Act.

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

Sincerely,



Enclosures

Cc: Consumer Protections Agency – MD Attorney General Sam Hall, General Sales Manager – Criswell Chrysler Jeep Dirk Alles – Sales Consultant – Criswell Chrysler Jeep









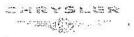
Caswell Performance Cars, LLC.

84 Bureau Drive, Gaithersburg, MD 20878 - (301) 212-4400 - www.criswellauto.com

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SERVICE INVOICE









Criswell Parlormanne Curs. LLC.

84 Bureau Drive, Gaithersburg, MD 20878 • (301) 212-4400 • www.criswellauto.com

Effective October 1, 2008, House Bill 1057 states that: "while a customer's motor validale is on the premises of the automobile repair locality, the automobile repair facility may not be responsible for any damage to the customar's motor vahida undor specified discurrentances, and that the customer should ask a representative of the automotive repair facility about the extent of its responsibility motiving the extent of inturance coverage; etc." applicate DOUNCE DATE 07/10/12 7268 0558 DUSTIN HAWKINS 900 BLK/BLACK 06/24/12 12/JEEP/WRANGLER/4DR_4WD_UNLIM_SAHAR BROOKEVILLE, MD 374880 1 C 4 H J W E G 5 C L 07/09/12 HUMBIGST PROFILE HESSIE'LL PHOYA MO: LABOR & PARTS ----PURTOUR PAUDAMETER AND ACREAU LEDSEMENT *ELECTRICAL REPAIRS TECH(S):73
CUSTOMER STATES AIR BAG LIGHT COMES ON INTERMITTENLY TECH(S):7340 WARRANTY J# 1 20CHZ THE LEFT REAR TAIL LAMP AND RIGHT FRONT RUNNING LAMP 1. You are untitled to willten optimate IS IN-OP upon request it rapairs will exceed TECH INSPECTED AND FOUND FUSE BLOWN M17 REPLACED FUSE BLOW 523.00. Do you want a written OUT AGAIN. TRACED WIRES BACK IN HARNESS. FOUND WIRING PINCHED IN FRONT BUMPER.CODE U0171 LOST COMMUNCATION ortificate? Lives Jie 2. You may not be charged an amount WITH UP-FRONT RIGHT SATELLITE ACCELERATION SENSOR CODE WAS STORED CLEARED CODE, TEST DROVE 16 MILES LIGHT DIDN'T COME BACK ON. more than 10% greater than an estimate without your concent. J. You are entitled to the return of eny riplaced parts oxcept those that must FIXED WIRING. REPLACED FUSE. be sellimed to the meantacturur COMPLETE under marrant, agreement, if you co aut want too puris, PARTS-----OTY---FP-NUMBER-------DESCRIPTION------------UNIT PRICEfinitial here: WARRANTY JOB # 1 ATM15 FUSE MINI 8017002 4. Repairs not cricinally authorized by JOB # 1 TOTAL PARTS 0.00 you will not be charged to you without your ennsent. JOB # 1 TOTAL LABOR & PARTS 0.00 Sig.X WARRANTY TERMS, CASH ON DECIMENT RENTAL CAR J# 2 88CHZRENTAL TECH(S): 7340 ENTERPRISE RENTAL CAR Placos and placera previous ratio retained profession application conserved Mechanical of 30 (50) by the complete was ¿PARTS.....QTY...FP-NUMBER......DESCRIPTION......UNIT PRICEthe or totalin, an of some first against the go only many JOB # 2 TOTAL PARTS 0.00 jone dissort a doctate un visibili 0.00 SHOP MATERIAL A CHARGE EQUIVALENT TO JOB # 2 TOTAL LABOR & PARTS 10% OF TOTAL REPAIR DADER CHARGES IS UNCLUDED FOR MATERIALS USED OF YOUR VEHICLE AFFLICAGES SUPPLY TIEMS ARE NOTE. SUBLET.....PO#-----VEHD INV#-INV.DATE-DESCRIPTION------JOB # 2 JOB # 2 07/10/12 AIR BAG LIGHT ON 07/10/12 WARRANTY TO PAY WARRANTY 311658 BUILTS, WASHERS, PINS, AERO SPRWS SOLVENT, 311658 WARRANTY RAGS TONIELS BATTERN CLEANERS ETC TOTAL · SUBLET ENVIRONMENTAL CONCERNS, AS WELL AS FEDERAL AND STATE RECULATIONS GOVERNHIS DISPUSAL HAVE FORCED US TO CHARSE FOR THE EXPENSE PROMERED TO PROPERLY STORE AND ARRANGE DISPOSAL AND/OFRECYCLA'S OF OU. THESE COCLANT, BATTETHES LIEVAL PARTS 47D CLEANING SOLVENTS USED IN THE FERMIN AND MAINTENAUCH OF VOLA WHIRD. CUSTOMER HEREBY ACKNOWLEDGES RECEIVING \$0.00 (+TAX) ORIGINAL ESTIMATE OF CALL 301-529-2518 JUDILLY ALES ALL PARTS A PER UNION UNLOOS OTHERWISE SERVIPIET WARRANTY LLUCT MILES OR 15 TROPING OR NEW CHTYSLEH PATTS MPD LABOR, AGBORNERS CHIS DAYS ON NEW HOLL-CHRYSLER PARTS AND LAPOR NO WORRANTY ON DEED MARIS. THIS VEHICLE HAD BRED TESTED ON LIST ONIVER MATER MESCED AND INSCHANICAL WORK WAS PERFORMED SATIONACIONALY COSTONE KS S DIMETER

PAGE 1 OF 2 GUS

CUSTOMER COPY (CONTINUED ON NEXT PAGE) 01:58pm SERVICE INVOICE

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Chowalf Parloining to CGrs, LLC.

84 Bureau Drive, Gaithersburg, MD 20878 - (301) 212-4400 - www.criswellauto.com

Essentive October 1, 2000, Nouse Gill 1057 states that, while a cuscomer's mater veneta as on the premises of the automobile repair facility, the automobile sensity may not be responsible for any partiagn to the customer should ask a partiagness of the automobile repair facility about the account of the responsible of the automobile repair facility about the account of the responsibility including the extent of insurance coverage via."

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Criswell Performance Cars. LLC.

84 Bureau Drive, Gaithersburg, MD 20878 * (301) 212-4400 * www.briswellauto.com

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AND RELAYS GOOD.CHECKED FRONT RIGHT IMPACT SENSOR CONNECTOR
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JOB # 2 TOTAL LABOR & PARTS

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# 2	311697	07/12/12 AIR BAG LIGHT ON WARRENTY	WARRANTY
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1308 # 2	311697	N#-INV.DATE-DESCRIPTION			WARRANTY
JOB # 2	311697	07/12/12 RENTAL CAR	TOTAL .	SUBLET	VIARRANTY 0.00

PLEASE TAKE TIME TO REVIEW YOUR REPAIRS AND CHARGES SO YOU HAVE A COMPLETE UNDERSTANDING OF THEM. IF FOR SOME REASON YOU DO NOT UNDERSTAND THEM, PLEASE SEE YOUR ASST. SERVICE MANAGER FOR AN EXPLANATION. PARTS DESIGNATED WITH AN (*) INDICATES LIFETIME GUARANTEE APPLIES FOR CUSTOMER PAY ORLY.

n	IANK	YOU	FOR	VIS	ITING	CRISWELL	CHEVROLET	
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******************* H.C. REG. #01875

CUSTOMER STGNATURE

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- 2. You may not be charged an engunt store than 10% grouter than an
- 3. You are entitled to the return of eny teum tedt acedt tooske afted beautiges be returned to the manufacturer duder warrants agraemant, it you do not wont the ports. initial here: ____
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ENVIRONMENTAL CONCERNS, AS WELL AS FEDERAL AND STATE REGULATIONS GOVERN-HIGH DISPOSAL HAVE FORCED US TO CHARGE FOR THE EXPENSE INCURRED TO PROPERLY STORE AND ARRIVAL DISPOSAL AND RECYCLING OF OIL THEIS, COCLART BATTERHES, METAL PARTS AND LEARNING SOLVENTS USED IN THE REPAIR AND MAINTENANCE OF YOUR VEHICLE.

ALL PASTS ARE NEW UNLESS OTHERWISE SPECIFIED

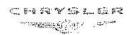
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CUSTOMER BIR SPANNER LO CLAINS WITHOUT THIS INVOICE 2363.54, 329

ACCOUNTING COPY









Criswell Performance Cars, I.LC

84 Bureau Drive, Gaithersburg, MD 20878 · (301) 212-4400 · www.criswellauto.com

Effective October 1, 2006, House Bill 1667 states that while a concern a record of the premises of the automobile report facility, the automobile report scalary may not be asspensible for any damage to the dustriours mayor vehicle under specified circumstances, and that the busicement should ask a representative of the automotive repair facility about the extent of its responsibility, administ the extent of insurance coverage; etc."

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PAGE 1 OF 1 GUSTOMER COPY	service i	END OF INVOICE 1	03:38pn	SUBSCRIPT SPARCES





August 28, 2012

Brookeville, MD	
File	
Dear Mr.	3E

Thank you for your recent letter to Chrysler Group LLC regarding your 2012 Jeep Wrangler.

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

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

Thank you again for writing.

Sincerely,

Carol Senior Staff

CLA/cm

Document Recieved from Customer Cair Number: 4

Date Received: 2012-08-29 14:57:41.325648

Files Not Recieved: 0

- 2012 Jeep wrangler Sahara Unlimited with Altitude package, purchased 8-13-12 with 366 miles vin number 1C4BJWEG3CL dealership Kimberly Car City Davenport
- 8-13-12 Monday, when leaving the dealership and driving approximately 5 miles the air bag light came on and went off shortly after maybe staying on 3-4 minutes.
- 8-14-12 Tuesday called to make appointment to have the soft top removed out of the back and to have the airbag light checked, they told me they would hook up to computer to see what it said. Appointment was made for Thursday 8-16-12.

Took Jeep in on Thursday 8-16-12 a.m. For appointment, hooked up to computer no codes were stored. Matt in service told me that with no code stored they really can't do anything, the best thing would be to bring in when light was on, I told him that might be kind of hard as I live approximately 15 miles from dealership. Never was giving any paper work on the work that was performed.

- 8-19-12 Sunday the airbag light came on made a dinging chime at 784 miles stayed on for 2 minutes and went out. I called Matt on Monday 8-20-12 to let him know he said to bring it by and he would hook up to computer, I told him this was a safety issue I didn't want to get into an accident and not have the air bags working properly or not go off.
- 8-21-12 Tuesday took jeep into dealership with 824 miles on vehicle he plugged into computer and told me that the left from impact sensor is where the computer told them the problem was. They unplugged the sensor looked at connections and plugged back in and said the light went out and the computer reset itself. Again he said if it comes back on, bring it back in with the light on if possible. Never giving me any paperwork again on work that was performed.

I dove approximately ½ mile down the road the light dinged and came back on, I turned around and took the vehicle back to the shop. Without turning it off when I got there the light was still on and Matt hooked up to computer and said there was a whole list of things they would have to check and could I leave the vehicle there with them.

- 8-21-12 Tuesday approx 4:30 p.m. They called and said the ORC module is what the computer said was bad, he told me they ordered one along with an impact sensor and they would install in 8-22-12 am and then he would give me a call.
- 8-22-12 Wednesday I called 11:00 am they had both parts installed and it was running outside, Matt went to check vehicle and light was still on, he said he would have to check more connections and get back to me. I called approx 4 p.m. They were still checking connections
- 8-23-12 Thursday I called around noon they were still checking connections and had emailed jeep to get further assistance on what to check on, they would let me know. I called again around 2:30 they were still waiting on Jeep to contact them back.

I called Tim at Brad Deery in Maquoketa for some advice, he said to wait and see what they find out on Friday, but he would be more than happy to help me. Tim told me that they should be giving me paperwork after each time the vehicle was in shop, he said every time they hook vehicle up to computer they should be giving you paperwork. Kimberly car city did not give me any paperwork until I requested it several time before I received it.

8-24-12 Friday I called Matt at 11 am he said light was off and vehicle could be picked up whenever I

wanted they still had not heard from Jeep. I went to pick up vehicle at 12 and also to get previous and current paperwork on vehicle. Jeep was all apart and tech was working still on the connections. Told Matt that I told him I was coming to get vehicle and his response was you never said what time, I said you told me I could get it at any time. Dealt with Daryl Knutson shop manager after that. Daryl said tech was still checking connections and I told him that is not what I was told. He told me he would deliver the vehicle to me at my work by 4:30. Daryl called me at 4:10 said the driver had just left to bring me the vehicle, but they needed it back on Monday not even asking my schedule for Monday to put in a new connector that they had to order. I said why would not anyone call me about that, he really could not give me an answer other than these things take time. I said someone can come get it on Monday from my work after 8 am. He said they could not close out the paperwork on this until the new connection was put in on Monday.

4:20 driver arrived with vehicle it had 849 miles on it.

8-27-2012 Monday 8:30 a.m. Daryl Knutson at Kimberly Car City called me and said the part did not come in, he would contact me when it did.

8-28-2012 Tuesday 8:30 a.m. Daryl Knutson at Kimberly Car City called said the part was there and he would need the vehicle for about 1 ½ to install new part. We made arrangements that they would pick up at noon and have back to me by 4. I also told him I would need paperwork for vehicle for my records.

Noon on the 28th driver arrived to take vehicle, left with 988 miles.

4:00 p.m., vehicle was brought back along with 1 ticket of work performed. Vehicle had 1004 miles on it.

I owned the vehicle sine 8-13-12, 16 days and it has spent approximately 10 days in the shop. I didn't expect this of a new vehicle, no did I expect that Kimberly Car City would treat me the way they did. They have falsified work orders as this vehicle had been there several times that work was done and no paper work was received. I feel that compensation is due for the hardship and my time that I have spent taking back and forth along with the fuel that was used in the process.

Document Recieved from Customer Cair Number: 2

Date Received: 2012-09-12 11:13:48.279561

Files Not Recieved: 0

CONTRACT USE ASSESSMENT

To TAMMY Re: Case

Proof of Payment

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Sale

Merchant III: \$4252524732568

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Entry Nethod: S

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APPROVED

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Document Recieved from Customer Cair Number:

Date Received: 2012-09-12 11:17:12.174833

Files Not Recieved: 0

CUSTOMER #:

INVOICE

CHRYSLER, JEEP, DODGE OF PARAMUS

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CHRYSLER, JEEP, DODGE OF PARAMUS

West 315 Route 4 · PARAMUS, N.J. 07652 SERVICE (201) 488-8000 · SALES (201) 488-9000

> MONDAY THUR FRIDAY 7:00AM TO 6:00 PM SATURDAY 8:00AM TO 3:00PM

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STATEMENT OF DISCLAIMER
The factory warranty constitutes all of the warranties with respect to the sale of this Hemistens. The Selter hereby expressly discrams all warranties either express or implied, including any implied, including any implied, warranty of merchantability of merchantability of merchantability or numbers for a particular purpose. Selter neither assumes nor authorores any other person to assume for it any liability in connections with the sale of the semistens.

CUSTOMER SIGNATURE

DESCRIPTION TOTALS

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC, CHARGES

TOTAL CHARGES

LESS DISCOUNT

SALES TAX

PLEASE PAY
THIS AMOUNT

CUSTOMER #: DUMONT, NJ

INVOICE

CHRYSLER, JEEP, DODGE OF PARAMUS

PAGE 2

West 315 Route 4 · PARAMUS, N.J. 07652 SERVICE (201) 488-8000 · SALES (201) 488-9000

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THANK YOU FOR VISITING CHRYSLER, DODGE, JEEP OF PARAMUS! PLEASE BE ADVISED THAT CHRYSLER MAY BE CONTACTING YOU IN REGARDS TO TODAY'S SERVICE. IF FOR SOME REASON, YOU CANNOT GIVE US A 10 ON THE SURVEY. PLEASE CALL CUSTOMER RELATIONS-888-459-4377. YOUR FEEDBACK IS IMPORTANT TO US!

CHRYSLER, JEEP, DODGE OF PARAMUS

West 315 Route 4 - PARAMUS, N.J. 07652 SERVICE (201) 488-8000 - SALES (201) 488-9000

> MONDAY THUR FRIDAY 7:00AM TO 6:00 PM SATURDAY 8:00AM TO 3:00PM

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The factory warranty constitutes all of the werrantes with respect to the sole of this membrens. The Seler hardby expressly disclaims all warranties either express or implied, uncluding any implied varianty of mechanistability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any hability in connection with the sale of this itemstrants.

CUSTOMER SIGNATURE

STATEMENT OF DISCLAIMER

DESCRIPTION TOTALS LABOR AMOUNT 590.00 PARTS AMOUNT 252.00 GAS, OIL, LUBE 0.00 SUBLET AMOUNT 0.00 MISC. CHARGES 0.00 TOTAL CHARGES 842.00 LESS DISCOUNT SALES TAX 58.94 PLEASE PAY THIS AMOUNT 900.94

Document Recieved from Customer Cair Number:

Date Received: 2012-10-05 14:12:47.346473

Files Not Recieved: 0

could you please email me to acknowledge that you recieved the invoice. Thank you				



10515 Evergreen Way Phone: (425) 267-9000 Fax: (425) 551-5493 Everett, WA 98204 Toll Free (888) 444-LANE www.dwaynelane.com

7:30 a.m. to 6:00 p.m. Monday - Friday

R/O Open Date	
9/27/12	
R/O Close Date	Status
9/28/12	Reprint
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BRIAN C/396Y

Work Phone

Vehicle Identification Number

1J4GA39149I

SNOHOMISH, WA

Home Phone

Delivery Date

In-Service Date

Year Make Model Body Color License Number

2009 JEEP WRANGLER-4DR 4WD 4DR X

JEEP GREEN 976YWR

DESCRIPTION OF SERVICE AND PARTS		AMOUNT
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Work performed by JM(44)		110.00
Installed 5156106AC :CLKSPRIM	S: STEERING COLUMN CO 1@269.50	269.50
REPLACED THE CLOCKSPRING, REC		
THIS TIME. AIRBAG LIGHT NOT C		

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 unavallability 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, includ ing 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	110.00
PARTS	269.50
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	5.50
HAZARDOUS MATERIALS	.00
d SALES TAX OR TAX I.D.	35.42
SPECIAL ORDER DEPOSIT	-294.29
DISCOUNTS	.00
TOTAL DUE	126.13
Visa/Mastercard 04594D	126.13

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

We appreciate and value your kind comments or constructive criticisms. So that we can provide exceptional service to you, please visit the FEEDBACK button at www.dwaynelane.com or call me directly (James Zerhire) at (425) 551-5421.

Have a great day!

CHRYSLER Dodge



2725 Auto Mall Drive Selma, CA 93662 Phone: (559) 891-8500 Fax: (559) 891-1075

B.A.R. # ARD266348 E.P.A. # 000365889

USTOMER NO.	ADVISOR TOMMIE	MITCHELL	3006 ™	4302	11/07/12	INVOICE N
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NK YOU FOR YOUR BUSINESS!!					Note and the second sec	
			226	53383		<u>~</u>
CUSTOMER SIGNATURE					You ma questionr manufactum service visit. you can "Complet please o Sérvice	ORTANT by receive a naire from the ar regarding this if for any reason not grade us sely Satisfied" contact your a Manager 896-5000
AGE 1 OF 1 ACCOUNTI	25504 2		E (NI/OICE 1		7/2	~~~~

Forward To:

ATTN: Typist / Transcribers Chrysler Group LLC 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:

Requestor Profs ID: JDK

CAIR Number:

Business Center: 35 – Mid Atlantic

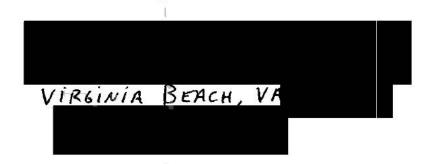
District Letter: L

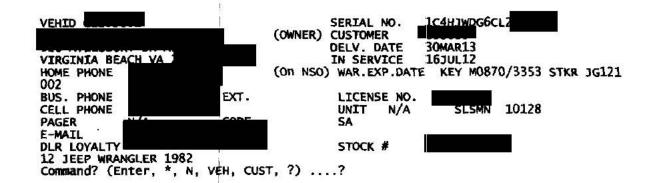
Account Details:

Today's Payoff Amount:		\$32,722.45
Payment Amount:	1	\$506.34
Payment Due Date:	1	08/15/2013
Original Loan Balance:	1	\$33,252.74
Origination Date:	1	04/01/2013
Term (months):	ij.	96
Interest Rate:	3	5.790%
14-Day Payoff Date:	1	08/02/2013
14-Day Payoff Amount:		\$32,848.31
Daily Interest Accrual Amo	\$8.99	
Accrued Interest Since La	\$10.38	

All Transaction Activity

Date	Description	Amount	Principal Balance
07/17/2013	TRANSFER PYMT	\$508.00	\$32,704.47
06/14/2013	TRANSFER PYMT	\$507.17	\$32,913.92
05/15/2013	TRANSFER PYNT	\$507.17	\$33,147.74





Chry service Condracd Floor mats 2 months Car pmt?

From:
To: customerassistre@chrysler.com
Date: Tue Jun 25 19:09:48 EDT 2013
Subject: Chrysler Group LLC Customer Assistance
Form Selected:
Category: Recall Information
Brief Description:
Clock Spring is broken causing intermittent air bag light
Comments:
I have heard that the warranty was extended on the steering wheel clock
spring for 2007 jeep wranglers. Please let me know if this is correct.
Sender Information:
Title: Mr.
First Name:
Middle Initial:
Last Name:

From: customerassistre@chrysler.com

To:

Date: Thu Jun 27 18:38:56 EDT 2013

Subject: Re: Chrysler Group LLC Customer Assistance

Dear y:

Thank you for contacting the Jeep Customer Assistance Center in regards to your 2007 Wrangler. I am sorry to learn of the concerns raised regarding your vehicle's Clock Spring and appreciate the time taken to bring this matter to our attention.

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.

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 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, Sincerely,

Jeff

Customer Service Representative Jeep Customer Assistance Center

For any future communications related to this email, please refer to the following information: REFERENCE NUMBER: 5 EMAIL CASE NUMBER: REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8175039V72736L0KM& Original Message Follows:
Recall Information - Jeep Brand Site
Brief Description:
Clock Spring is broken causing intermittent air bag light
Comments:
I have heard that the warranty was extended on the steering wheel clock
spring for 2007 jeep wranglers. Please let me know if this is correct.
VIN:
7L
Mileage:
46000
Servicing Dealer:
Lithia Motors
Title:
Mr.
First Name:
Middle Initial:
Last Name:
Address 1:
Address 2:
City:
Great Falls
State:
MT
Zip:
Email:
Home Phone:



From:
To: customerassist@chrysler.com
Date: Thu Jun 27 09:06:52 EDT 2013
Subject: Chrysler Group LLC Customer Assistance
Form Selected:
Category: US Customer Service
Brief Description:
Clockspring issue
Comments:

The dealer charged me almost \$600 to replace the clockspring on my jeep wrangler and I am finding recall information on the web about the very same issue. I believe this should have been covered under the recall.http://www.cars.com/jeep/wrangler/2010/recalls/

Sender Information:
----Title: Mr.
First Name:
Middle Initial:
Last Name:

From: customerassist@chrysler.com
To: c
Date: Fri Jun 28 17:41:24 EDT 2013
Subject: Re: Chrysler Group LLC Customer Assistance
Dear
contacting the Jeep Customer Assistance Center.
Our records show that you have contacted us by telephone and we are currently addressing your
concern. We have updated your file to reflect the latest information you provided in the email
message.
If your concerns have not been addressed, or you have other concerns, please email or contact
the Chrysler Group Customer Care Center by telephone at 1-877-IAM-JEEP (426-5337).
Thanks again for your email.
Sincerely,
Melissa
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: 2
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8176426V55684L0KM&
Original Message Follows:
US Customer Service - Jeep Brand Site
Brief Description:
Clockspring issue
Comments:
The dealer charged me almost \$600 to replace the clockspring on my jeep
wrangler and I am finding recall information on the web about the very same
issue. I believe this should have been covered under the
recall.http://www.cars.com/jeep/wrangler/2010/recalls/
VIN:
BL
Mileage:
10312
Servicing Dealer:
Harr Worcester, MA
Title:
Mr.
•••••

First Name:

Last Name: Address 1: Address 2: City: Shrewsbury State: MA Zip: Email: Work Phone:

From:

To: customerassist@chrysler.com Date: Thu Jul 11 13:10:39 EDT 2013

Subject: Reply to Chrysler Group LLC (KMM8176426V55684L0KM)

Reply Comments:

Playing phone tag with our case manager. We would appreciate a response to our claim regarding clock spring/airbag light charge that seems unfair on a newer vehicle:

REFERENCE NUMBER: EMAIL CASE NUMBER:

From: customerassist@chrysler.com
To: q
Date: Thu Jul 11 15:40:42 EDT 2013
Subject: Re: Reply to Chrysler Group LLC (KMM8176426V55684L0KM)
Dear
Thank you for contacting the Jeep Customer Assistance Center.
We are showing that you have been working with a Case Manager named Gus. Our records
indicate that your Case Number: 1 has been closed. This case will be remaining closed
as we are issuing you a check for \$427.51.
If you would like to further discuss your concerns, please remain in contact with the Case
Manager. His phone number is 1-800-763-8422 with the extension 66122.
Thanks again for your email.
Sincerely,
Melissa
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
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8190206V71642L0KM& Original Message Follows:
Comments:
Playing phone tag with our case manager. We would appreciate a response to
our claim regarding clock spring/airbag light charge that seems unfair on a
newer vehicle: REFERENCE NUMBER: EMAIL CASE NUMBER:
Hower verilere. Ref errettee frombert.

Document Recieved from Customer Cair Number: 2

Date Received: 2013-07-01 15:09:06.320649

Files Not Recieved: 0

Hi please see attached paperwork for service dont on my 2011 jeep. The reason for my claim is that my jeep had a recent clock spring repaid and I have noticed alot of recalls on clock springs. I can expect this type of repair on an older vehicle, but not a 2011. We have had 7 jeeps in out family and never had this type of problem. The repair was almost \$600 on a \$200 part that takes about 30 minutes to replace. It is frustrating to have to pursue a claim and pay such a high price for a safety item. Our airbag light was the reason we brought the jeep in for service. Thanks for your attention to this case. The

HARR DONGE SERVICE DEPT 114 GOLD SIGN BLVD HORGESIER, MA U1656 508-471-2660

Merchant 10: 4136005462004°27 Term ID: 8317

Sale

MASTERCARD

XXXXXXXXX

Entry Method: Swiped

Approd: Online Batch#: 00000'

96/26/13 13:48:58

Inv#: Appr Code: 458547

Total: \$ 548.74

Customer Copy

THANK YOU FOR VISITING!





INVOICE

Jeep DODGE MRAM

114 GOLD STAR BLVD. WORCESTER, MASSACHUSETTS 01606 (508) 595-3257 · (800) 238-0007 Book your next service appointment at

PAGE 1 SHREWSBURY, MA CONT: N/A www.harrcid.com HOME: SERVICE ADVISOR: 4161 BRIAN BREIDEGAM CELL: BUS: MILEAGE IN/ OUT TAG MAKE/MODEL LICENSE YEAR COLOR COLONE 1J4HA3H10BI 40312/40312 JEEP WRANGLER 11 GREEN PAYMENT INV. DATE IN SERV. DATE PROD. DATE WARR. EXP. RATE **PROMISED** PO NO. CASH 26JUN13 0:15 26JUN13 27JUL11 DLR:OTHER ENG:3.8 Liter READY OPTIONS: R.O. OPENED 09:20 26JUN13 14:22 26JUN13 LIST TOTAL LINE OPCODE TECH TYPE HOURS A CUSTOMER STATES HIS AIR BAG LIGHT IS ON PLEASE CHECK AND ADVISE. DIAG REPLACED CLOCKSPRING 219.90 219.90 598 CP 1 5156106AD CLKSPRING-STEERING COLUMN CONTROL 287.49 287.49 287.49 507.39 287.49 0.00 TOTAL LINE A: LABOR: 219.90 OTHER: PARTS: 40312 VERIFIED AIRBAG WARNING LIGHT ON. ORC HAS FAULT CODE B1B02-DRIVERS SQUIB 1 CIRCUIT OPEN. PERFORMED DIAGNOSTIC TEST, NEEDS CLOCKSPRING. REPLACED CLOCKSPRING AND RECHECKED OPERATION. *************** B 23 POINT INSPECTION 9023 23 POINT INSPECTION (N/C)598 I 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00 PARTS: 40312 PERFORMED 23 POINT INSPECTION **************** C COMPLIMENTARY CAR WASH-PROVIDED BY HARR CHRYSLER-JEEP-DODGE CARWASH COMPLIMENTARY CAR WASH-PROVIDED BY HARR CHRYSLER-JEEP-DODGE (N/C)598 I 0.00 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: ************** 20.12 SHPMTLS/WSTDISP WELCOME TO HARR CHRYSLER-DODGE-JEEP-RAM VISIT OUR REMODELED SERVICE & PARTS DEPARTMENTS!! CONTACT AN ADVISOR @ (508)595-3257 OR VISIT US AT HARRCJD. COM TO SCHEDULE AN APPOINMENT! **REMEMBER WE WORK ON ALL MAKES AND MODELS**

EXCLUSION OF WARRANTIES	DESCRIPTION	TOTALS
any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and grees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of	LABOR AMOUNT	219.90
nerchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall lealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser	PARTS AMOUNT	287.49
urther agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories	DONATION	0.00
re of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or omfort.	SUBLET AMOUNT	0.00
"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	MISC. CHARGES	20.12
whichever comes first) from the date such repairs were completed. If our repairs or replacement fails in normal service within that	TOTAL CHARGES	527.51
period, we'll fix it free of charge. DISPOSAL OF HAZARDOUS WASTE	LESS	0.00
The State of Massachusetts requires that all hazardous waste (Oil, Solvents, Anti-Freeze, stc.) must be disposed of by a licensed contractor in an environmentally safe manner.	SALES TAX	19.23
Any charges for disposal of hazardous waste reflects our conformity to state law in addition to our concern for the preservation of the	PLEASE PAY	

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

THIS AMOUNT

546.74

VEHICLE SERVICE CONTRACT PART I

07/27/2011

	07/27/2011 Date		ale/ship Salespers	on's Signature	07/27/2011 Date
We have retained a SERVICE CENTER to provide adm	RVICE CENTE	R at 800-V22-44	58, extension 44	4.	
YOU are hereby advised that in the event of cancellation any resulting refund will be made payable to both the IS	SUING DEALE	R and lienholder	I allo lolwarded to	Jule 1000mi	A D L
The purchase of this contract is not required. The program coverage selection determines YOUR coverage begins on the CONTRACT SALE DATE for NEW/NEAR is determined by the greater of time or mileage, whichever on the reverse side of this page. By signing below, YO complete statement of YOUR coverage and rights and representations or promises. This contract does not provise specified in YOUR Part II. Restrictions apply. See YOUR	rage. Please manage. Please manage. Please manage. Please manage. Please manage. Please manage for that YOU are pride coverage for Part II.	ake sure YOUR F E coverage and f Specific state req e that you have not relying on or vehicles that a	Part II matches the for USED VEHICL juirements may ap read and accept any writings othe are used or equipp	e program sele E coverage. E oply to YOUR o the provisions er than this co ped for certain	Expiration of coverage contract and are listed to the contract as a contract nor any other types of business, as
CONTRACT DEFINITIONS (See Section 11 of Part II): "\ Provider, Inc., 4150 N. Drinkwater Blvd., Suite 400, Scottsda under service contract reimbursement policy no. WNC0045 of loss, YOU may make a claim against the Continental Cas is CNA National Warranty Corporation, P.O. Box 2840. Sco	ale, AZ 85251, 8 002. If WE do n ualty Company, ttsdale, AZ 852	:00-345-0191. OU ot settle YOUR cli 333 Wabash, Ave 52, 800-722-4758	JR obligations to YO aim within sixty (60 e., Chicago, IL 606 3. This contract is r	OU under this of OUF 04, 312-822-50 not an insurance	contract are guaranteed R receipt of YOUR proof 200. OUR administrator se policy.
The Seal and Gasket Package and Specialty Option Pac the box(es) is checked and additional surcharge(s) is pa	id (see Part II f	or details).			
SEAL AND GASKET PACKAGE (USED VEHICLE SPECIALTY OPTION PACKAGE			schedule applie	es (see Part II)	ked, the deductible
SELECT OPTIONAL COVER			\$200 Deduc		
			\$100 Disap	pearing Deduc	tible (applies if covered lership listed above)
FACTORY+PLUS PREFERRED CARE SM FACTORY+PLUS ADVANTAGE CARE SM			\$100 Deduc	Desire Allert Section Section 5	plies per repair visit)
NEW/NE	AR-NEW ONL	.Y	COCKEYSV	ILLE	MD 21030
VALUE CAR CARE+PLUS SM VALUE CAR CARE SM			P.O.BOX		
AUTOMOTIVE PREFERRED CARE SM MECHANICAL ADVANTAGE CARE SM			Per Contract 1 Lienholder (if applica	ble)	\$ (See Part I/II)
	/NEAR-NEW	USED	Covered Compone	nts/Parts	Deductible
CHECK(✔)PROGRAM COVERAGE SELE	CTION (che		VEHICLE Purcha	se Price 5.00 \$	Service Contract Price 2242. 00
CYLINDERS (check one) 3 4 5		1012	Contract Terr	0000 WR	Model Class
CHECK (V) VEHICLE CYLIND	ERS		1 J 4 H A	Vehicle Identification	n Number 3: L
40°SUXBRIDGE RD PO BOX 44 CMENDON	State MA	^{Zip} 01756	Year 2011		JEEP Make
MMERIAL CHRYSLER DODGE JEEP CORP	Telephons 8-4	73-8400	Expiration Da	016	Expiration Mileage
^C \$HREWSBURY	State MA	ZiD	CONTRACT SALE	DATE CO	ONTRACT SALE MILEAGE 66
			DEALER Code 28384		Contract Number
TOGETHER WITH PART II	COMPLETES	IIIIO AFIIIOFE			
		GISTRATION	E SERVICE CON	ITRACT	

366 P VEHICLE INSPECTION SHEET

Customer I	Name: Year/	Andel: 11/1/	har s	Date: 06/36/1
Mileage: _	403/2 VIN:	BL:	Repair Order #:	121611
CHECK	ED AND OKAY	CHECKED AN		ALIENGERANDE PAR ANTE
August 194	AY NEED FUTURE ATTENTION	The state of the s	D FUTURE ATTEN	TION
	REQUIRES IMMEDIATE ATTENTION		UIRES IMMEDIATE	
	INTERIOR/EXTERIOR		BATTERY PERFOI	RMANCE
27	Head Lights / Tail Lights / Turn Signals / Brake Lights / Hazard Warning Lights / Exterior Lamps	В	attery Terminals / Cables	/ Mountings
	Windshield Washer Spray / Wiper Operation / Wiper Blades	C	heck Condition of Battery	(Storage Capacity Test)
	Windshield Condition (Inspect for Cracks, Chips, or Pitting)	Pass	Recharge Retest	Fail
D/	Mirrors / Glass	在 身是"护袋"	BRAKE AND T	TIRE AND
47	Emergency Brake Adjustment	Left Front		Right Front
17	Horn Operation	Brake Lining	2_32nds	Brake Liningmm Tire Tread32nds
	Fuel Tank Cap Gasket	Wear Pattern -	35 psi	Wear Pattern Tire Pressure 35 psi
NA	Air Conditioning Filter (if equipped)	6/	YII	Y
	Clutch Operation (if equipped)	TO THE		
100	UNDER VEHICLE			
	Shock Absorbers / Suspension / Struts			
1/2	Steering Gear Box / Linkage and Boots / Ball Joints / Dust Covers	(
2/1	Muffler / Exhaust Pipes / Mountings	Left Rear		Right Rear
	Engine Oil and/or Fluid Leaks	Brake Lining	mm / 32nds	Brake Liningmm Tire Tread / 232nds
	Brake Lines / Hoses / Parking Brake Cable	Wear Pattern _	35 _{psi}	Wear Pattern Tire Pressure 35 psi
E 7	Drive Shaft Boots / Constant Velocity Boots / U-joints / Transmission Linkage (if equipped)	Brake Inspection	Not Performed This Visit	
	Transmission / Differential / Transfer Case (Check Fluid Level, Fluid Condition and Fluid Leaks)		COMMENTS / EST	IMATES
	Fuel Lines and Connections / Fuel Tank Band / Fuel Tank Vapor Vent System Hoses	\$		Harris Company
	Inspect Nuts and Bolts on Body Chassis			
	UNDER HOOD			
	Fluid Levels: Oil / Coolant / Battery / Power Steering / Brake Fluid / Washer / Automatic Transmission			
	Engine Air Filter			-
	Drive Belts (condition and adjustment)	d	- 	
	Engine Coolant Protection34	(-	\$2000 1800 1840 B	
	Cooling System Hoses / Heater Hoses / Air Conditioning Hoses and Connections			
	Radiator Core / Air Conditioning Condenser (if equipped)	60		
INSP-GEN (01/09)		The Reynolds and Reyno	olds Company TO ORDER: www.r	eysource.com; 1-800-344-0996; fax 1-800-531-9055



Buy

Sell

Research

Finance

Advice

Home > Jeep > Wrangler > 2010 > Recalls

2010 Jeep Wrangler Change

Overview

Photos & Videos

Reviews Safety & Reliability

Features & Specs

Pricina

Crash-Test Ratings

Recalls



2010 Jeep Wrangler

Kelley Blue Book Retail \$21,100-\$27,100

NHTSA Vehicle Safety Recalls

Recalls current as of 05/31/2013

Find all recalls at Safercar.gov

WRANGLER

AIR BAGS

Recall number: 13V176000 Recall date: 05/07/2013

Problem Summary:

CHRYSLER GROUP LLC (CHRYSLER) IS RECALLING CERTAIN MODEL YEAR 2008-2012 JEEP WRANGLER RIGHT-HAND DRIVE VEHICLES MANUFACTURED FEBRUARY 1, 2007, THROUGH OCTOBER 10, 2011. THE AFFECTED VEHICLES HAVE AIRBAG CLOCKSPRING ASSEMBLIES THAT COULD EXPERIENCE BROKEN AIRBAG CIRCUITS.

Consequence:

IN THE EVENT OF A CRASH NECESSITATING AIRBAG DEPLOYMENT, A BROKEN ELECTRICAL CIRCUIT IN THE AIRBAG CLOCKSPRING WIRING ASSEMBLY CAN LEAD TO NON-DEPLOYMENT OF THE DRIVER-SIDE FRONTAL AIRBAG AND WILL NOT BE ABLE TO PROPERLY PROTECT THE DRIVER, INCREASING THE RISK OF INJURIES.

Corrective Action:

CHRYSLER WILL NOTIFY OWNERS, AND DEALERS WILL REPLACE THE CLOCKSPRING AND ADD A STEERING WHEEL DUST SHIELD, FREE OF CHARGE. THE RECALL IS EXPECTED TO BEGIN MAY 2013. OWNERS MAY CONTACT CHRYSLER AT 1-800-247-9753. THIS RECALL, SUPERCEDES NHTSA RECALL 11V-528. CHRYSLER'S RECALL CAMPAIGN NUMBER IS M31.

This recall affects vehicles manufactured between 02/01/2007 and 10/10/2011.

EQUIPMENT

Recall number: 13E010000 Recall date: 02/26/2013

Problem Summary:

QUADRATEC, INC. IS RECALLING CERTAIN AFTERMARKET ACCESSORY, DRIVER-SIDE, ULTIMATE FLOOR LINERS PART NUMBERS 14254.0301 07, 14254.0301 08, 14254.0301Q, 14254.0302 07, 14254.0302 08, 14254.0302Q, 14254.0303 07, 14254.0303 08, 14254.0303Q, 14254.0309 07, 14254.0309 08, AND 14254.0309Q SOLD FROM MAY 1, 2012, THROUGH FEBRUARY 14, 2013. THE LINERS ARE FOR USE IN 2007-2013 JEEP WRANGLERS. THE ANCHOR POINT FOR THE AFFECTED FLOOR LINERS MAY TEAR DURING USE, PARTICULARLY WHEN EXPOSED TO HIGH TEMPERATURES. THE TEARING MAY ALLOW THE FLOOR LINER TO SHIFT FORWARD.

Consequence

IF THE LINER SHIFTS FORWARD IT MAY IMPEDE THE OPERATION OF THE ACCELERATOR AND POSSIBLY LEAD TO UNINTENDED ACCELERATION, WHICH MAY INCREASE THE RISK OF A CRASH.

Corrective Action:

QUADRATEC WILL NOTIFY OWNERS AND EITHER EXCHANGE THE LINERS OR PROVIDE THEM WITH A HOOK GUARD KIT TO HELP SECURE THE DRIVER-SIDE MAT, FREE OF CHARGE. THE RECALL IS EXPECTED TO BEGIN IN MARCH 2013. OWNERS MAY CONTACT QUADRATEC AT 1-800-463-2998 OR INFO@QUADRATEC.COM.

POWER TRAIN: AUTOMATIC TRANSMISSION

Recall number: 12V216000 Recall date: 05/16/2012

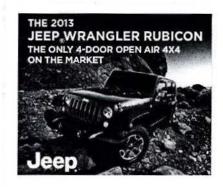
Problem Summary:

View Inventory

15 Wrangler models

within 30 miles of ZIP 60201 (change)

Search Used



Consequence:

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. THE SAFETY RECALL IS EXPECTED TO BEGIN DURING JUNE 2010, OWNERS MAY CONTACT CHRYSLER TOLL-FREE AT 1-800-853-1403.

This recall affects vehicles manufactured between 05/15/2006 and 04/22/2010.

The information provided on vehicle recalls is for information purposes only. While Cars.com has taken care in the preparation of recall information, and the information presented is believed to be reliable, Cars.com does not represent that such information is accurate, comprehensive, verified or complete, and shall not assume or accept any liability (whether in negligence or otherwise) for the accuracy or completeness of such information or for any reliance placed by any person on the information. Nor shall Cars.com be under any obligation to advise any person of any error in information provided. Cars.com shall not be liable for any damages (including, without limitation, damages for loss of profits, business or other consequential loss) which may arise from any use of, or reliance upon, or inability to access,

People Who Viewed This Car Also Viewed

Choose up to three models to compare to the 2010 Jeep Wrangler.

Compare Side-by-Side



2011 Porsche Cayenne Hybrid Kelley Blue Book Retail \$61,800 - \$61,800

安全管理管 Not Yet Rated



2010 Jeep Wrangler Unlimited Kelley Blue Book Retail \$25,300 - \$29,900

金金金金市(4.2) 19 consumer reviews



2011 Jeep Grand Cherokee Kelley Blue Book Retail \$28,000 - \$36,400

会会会会会(4.5) 96 consumer reviews

Closest Dealers Listing this Car in ZIP 60201

Dealer: Fields Jeep Chrysler Dodge RAM

Change Location



Wrangler Sahara

Color: White

16.984 mi.

\$26,900



866-522-4077

14.332 mi.

\$25,986



Wrangler Sahara

Color: Black

Dealer: Haggerty Buick GMC Inc 866-248-7272



Wrangler Sport

14,097 mi.

13,531 mi.

\$24,490

\$23,995



Dealer: Knauz Auto Park

888-811-0547

Wrangler Sport Color: Orange

Dealer: Sherman Dodge Chrysler Jeep RAM

888-860-5874

See 15 local listings for this car

Featured Services for the Jeep Wrangler

Sell your current car quickly and easily on Cars.com. Get your free credit score from FreeCreditScore.com.

*Invoice prices are made available by Cars.com and are not dealer advertising. All prices are subject to regional variations. Prices last updated 9/23/10. Click here for more information.

RECEIVED DATE:	
	7/9/13
POSTED DATE :	7-3-13
VIN (FIRST 9 DIG	ITS) 174722414
VIN (LAST 8 DIGI	TS) 8 L
FIRST NAME:	
LAST NAME :	
CAIR:	2060000

NON – SCANABLE ITEMS : CIRCLE ONE
NO
YES





PAUL COLE MOTORS, INC.

1621 North Countyline St. Fostoria, OH 44830 Telephone (419) 435-9211



18455 1 J 4 F Z 2 4 1 4 8 L 11/23/1 - 2008 JEEP WRANGLER X WHITE 14:2 MALES OUT BRADNER OF LOC. 14:5 59278 59279 00/00/00 OH 11/27/1 SEE ALSO WRITER H: W: (419) DAVE (1) C/S THAT THE AIR BAG LAMP IS ON FOUND THE CLOCKSPRING TO HAVE INTERNAL SHORT Labor T34 120.00 REPLACED THE CLOCKSPRING AND ALSO REPLACED TH Labor **T75** 80.00 E HEADLAMP SWITCH 5156106AC (CLKSPRING) 259.00 5183952AF (SWITCH) 72.60 Total Labor ... 200.00 Total Parts 331.60 (34-7974 MHUNKER-) Total Repair (Customer)......



ID: 681

Merchant ID: 350003423687 Bank ID: 2642

Batchil: 332061

17:16:17 Retrieval Ref #: 71675325

MASTERCARD

Entry Method: Swiped

Appr Code: k83888

Inv #: 080005

Total:

598,10

Customer Copy



	W/C INT.		CUSTOMER
Next Service MAR '13 Lube-Oil-Filter DISCLAIMER OF WARRANTIES Any warranties on the product sold hereby are those much by the manufacture. The selfer hereby copressly disclaims all warranties either expressed or implied, beduring any lengthed warranty of merchantability of fitness for a perticular purpose, and neither assumes for authorizes any person to assume for it any liability in cornection with the sale of said products. Any limitation contained herein does not apply where prohibited by taw. CUSTOMER SIGNATURE	.00	Labor Parts Sublet Shop Supplie Oil/Grease Sub Total	200.00 331.60 .00 30.00 .00 561.60 36.50
Page 1 of 1 Job 024704 Customer Copy		Total (Cash)	598.10



VEHICLE CHEUR

Paul Cole Motors 419-435-9211

1621 North Countyline St Fostoria Oh 44830

CHECKED AND OK	Mileage EHICLE CHECKUP WILL NEED FUT LR LR Pressure Wear Pattern Tread Depth LEVEL Empty Full	VEHICLE	VEI	RIGHT REAR TIRE Pressure Wear Pattern We	GHT FRONT TIRE Passure 3 lbs ar Pattern
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BRAKE	Empty Full			HOSES Radiator Hoses Power Steering Hoses Air Cond	Hoses Fam QO ditioning Hoses
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SHOCKS/STRUTS Front				STEERING COMPONENTS	•0
Rear TRANSFER CASE				U-JOINTS	•0
DIFFERENTIAL N/A	Empty Full			SUSPENSION Front	•0
AXLE BOOTS				Rear	• ●○
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	hicle Checkups do not include	any repairs o	r adjustments	s which may be necessary or recomme	nded.
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Chrysler Customer Assistance
P.O. Box 21-8007

Auburn Hills, MI

RECEIVED DATE:
. 7/9/13
POSTED DATE: 7-1-13
VIN (FIRST 9 DIGITS) J4F22411
-1011-811
VIN (LAST 8 DIGITS)
FIRST NAME:
LAST NAME:
e.
CAIR: (2)(2)(2)(2)(3)
000000
NON – SCANABLE ITEMS : CIRCLE ONE

YES



NK N BUSINESS SOLUTIONS 800-527-1843 #187

Landers Auto Sales www.landers.com

CUSTOMER COPY

Landers Chrysler Dodge Jeep

7800 Alcoa Road at I-30 Exit 121 Benton, Arkansas 72015 (501) 316-5273 888-552-5337

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			- 3		EII:
CUSTOMER NO.	MICHAEL TAIT			05/07/10_	INVOICE NO.
		NSE NO. MI	LEAGE 57,235 I	WHITE/	STOCK NO.
	VEAR/MAKE/MODEL 08/JEEP/WRANGL	ER/2DR 4WD	1981 - 1981 - N. 1885 - 201	DELIVERY DATE	DELIVERY MILES
MALVERN, AR	VEHICLE I.O. NO. 1 J 4 F Z 2 4	AB 80 Ak 34		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O NO.	1	R.O DATE	
RESIDENCE PHONE BUSINESS PHONE	COMMENTS			05/06/10	57337
LABOR & PARTS				[NR H >	MO: 57237
J# 1.23JEZ BODY RECALL J30 REPROG CON/TEMP.	TECH(S): 0960		WARRANTY 3	PLEASE F	REMIT TO:
FLASHED PCM COMPLETED			į į	P.O. Bo	x 1649
PARTSQTYFP-NUMBERDESCRIP	TION	UNIT DOTCE.	1	Benton,	AR 72018
TANTO TO THE PROPERTY OF THE P	JOB #	1 TOTAL PARTS	0.00	DISCLAIMER O	F WARRANTIES
* **	JOB # 1 TOTAL	LABOR & PARTS	0.00	AS IS - THE ONLY WAI	RRANTIES APPLYING TO
J# 2 08JEZ : ELECTRICAL CUST - STATES AIR BAG LIGHT ON	TECH(S): 0960		170.05	OFFERED BY THE SELLING DEALER HER	REBY EXPRESSLY DIS-
OPEN CIRCUIT IN CLOCKSPRING			range of t	CLAIMS ALL WARRANT OR IMPLIED INCLUDIN	IG ANY IMPLIED WAR-
REPLACED CLOCKSPRING/ TESTED	-uniqu			FOR A PARTICULAR PU	JRPOSE, AND NEITHER
PARTSQTYFP-NUMBERDESCRIP JOB # 2 1 5156106-AA CLKSPRI	NG 8015001	235.00	235.00	ASSUMES NOR AUTH PERSON TO ASSUME IN CONNECTION WITH	FOR IT ANY LIABILITY
"		2 TOTAL PARTS	7, 235.00	PART(S) AND/OR SEF	RVICE. BUYER SHALL
		LABOR & PARTS	405.05	SELLING DEALER A	ANY CONSEQUENTIAL
# 3.08JEZI CUST. STATES HAVE TO START IN NEUTR	AL AT TIMES		116.35	AGES FOR LOSS OF LOSS OF PROFIT, O	USE, LOSS OF TIME.
STARTER FAILURE RAN DIAG, REPLACED STARTER AND TEST		22		OTHER INCIDENTAL DAM	AGES.
PARTS		UNIT PRICE-		NOT RESPONSIBLE FOR CARS OR ARTICLES LEF	
JOB # 3 1 4801269-AB STARTER	E 8052004	119.95 3 TOTAL PARTS	119.95 119.95	FIRE, THEFT OR ANY OTH	FER CAUSE BEYOND OUR
* * **		LABOR & PARTS	236.30	CONTROL. ENVIRONMENTAL CO	MPLIANCE CHARGE
J# 4 23JEZ1 2 800Y				Maintaining and repairing involves the use of cher	
RECALL J34 STEERING DAMPER REPLACED STEERING DAMPER	Secretaria (CONCO) . COO	Transportane authoritativation describbanes	SAPER MUNICIPAL LAS	wastes (solvents, oils, o etc.) that must be stored	, managed and disposed
COMPLETED	Ĉ			of in strict compliance wit environmental regulations.	We support these reg-
PARTSQTYFP-NUMBERDESCRIP	TION	UNIT PRICE-	LANDAUTH	utations and also believe because they help ensure	e a safer, healthler envi-
JOB # 4 1 CBBDJ340-AA DAMPER	ST 19030006 J08 #	4 TOTAL PARTS	WARRANTY 0.00	ronment for everyone. Co utations increases the co increased costs simply res	ost of service. Ordinarity,
*	JOB # 4 TOTAL	LABOR & PARTS	0.00	labor charge. This dealer of raising its labor rate, to	ship has decided in lieu
# 5'01JEZ995 COUPON=995	TECH(S):0960		3.87	on appropriate service to our customers would be	oills because we believe
9.95 OIL CHANGE COUPON 995COUPON	enterminenterioristation of the second secon			are helping to pay for a clea	aner environment.
995COUPON		100	<u>,,</u>	LACKNOWLEDGE RECEI LABOR LISTED	PI OF THE PARTS AND
PARTSQTYFP-NUMBER		UNIT PRICE-	***	XCUSTOMER	SIGNATINE
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[CONTINUED ON NEXT PAGE]

12:08pm

ГО: 18

YOUR BUSINESS

SF606616 (04/02)



PAGE 2 OF 2

CUSTOMER COPY

Landers Auto Sales www.tanders.com

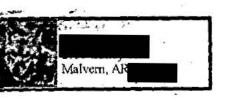
Landers Chrysler Dodge Jeep 7800 Alcoa Road at I-30 Exit 121 Benton, Arkansas 72015 (501) 316-5273 888-552-5337

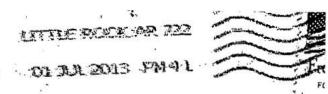
CUSTOMER NO.	ADVISOR			TAG NO.	INVOICE DATE	CFL1:
COSTOMER NO.	MICHAEL T	ΓΔΤΤ	1434	0.000	05/07/10	INVOICE NO.
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, P.	YEAR/MAKE/MOD	VRANGLER/2	no Awn		DELIVERY DATE .	DELIVERY MILES
MALVERN, AR	VEHICLE I.D. NO.	VRANGLER) 2	DK 4WD	A KHU ,	SELLING DEALER NO.	PRODUCTION DATE
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RESIDENCE PHONE BUSINESS PHONE	COMMENTS				05/06/10	
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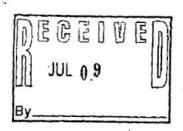
[END OF INVOICE] 12:08pm

THANK YOU!

せいろいてこう







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

From:
To: customerassist@chrysler.com
Date: Tue Jul 16 12:08:15 EDT 2013
Subject: Chrysler Group LLC Customer Assistance
Form Selected:
753333333333
Category: US Customer Service
Brief Description:
Airbag light and alarm comes on intermitently
Comments:
Have any service bulletins been issued on this problem?
Sender Information:
Title: Mr.
First Name:
Middle Initial:
Last Name:

From: customerassist@chrysler.com

To:

Date: Thu Jul 18 12:35:05 EDT 2013

Subject: Re: Chrysler Group LLC Customer Assistance

Dear

Thank you for contacting the Jeep Customer Assistance Center.

We are sorry to hear about your concern with the air bag light and alarm. At this time there is currently not a recall on the air bag alarm.

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

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

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

L05 TRANSMISSION COOLER LINES

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,

Eileen

Customer Service Representative

Jeep Customer Assistance Center

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

REFERENCE NUMBER:

MBER:

EMAIL CASE NUMBER:

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8198065V65305L0KM& Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

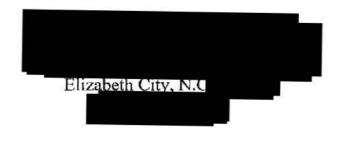
Airbag light and alarm comes on intermitently

Comments:

Have any service bulletins been issued on this problem? VIN: 8L5 Mileage: 116000 Servicing Dealer: Helfman Dodge/Jeep Houston, TX Title: Mr. First Name: Middle Initial: Last Name: Address 1: Address 2: City: Houston State: TX Zip: Email: Work Phone:

VICTORY BAPTIST CHURCH
VICTORY CHRISTIAN SCHOOL
684 OLD HERTFORD HWY
ELIZABETH CITY, NC 27909
252-264-2011
252-264-4155 (FAX)

	FACSIMILE TRANSMIT	TAL SHEET	
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COMPANY. 50 LL	DATE:	9-13	
577 - 768	- 5076 TOTAL	NO. OF PAGES INCLUDIN	G COVER:
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052 - 312- 5	363		
RE:		EFERENCE NUMBER:	
URGENT FOR REVIE	W DPLEASE COMMENT	☐ PLEASE REPLY	☐ PLEASE RECYCL
NOTES/COMMENTS:			
TO REEL OF THE PROPERTY OF			
	Roblems		180



Re: Vehicle Id number: 1J4BA3H12BI

To whom it may Concern at Chrysler Jeep Corporation:

Dear Sir or Madam,

I have always been a lover of the Jeep Wrangler and have had good experiences with them until recently. My wife and I recently purchased a used Jeep four door Unlimited Wrangler, from Carolina Chrysler in Elizabeth City, N.C. At the time of purchase the Jeep had about 23,000 miles on it and was and is still under warranty. The folks at Carolina Chrysler are nice people and have tried to assist us in every way. I have nothing but praise for Rocky the sales manager; Steve, our salesperson; and David the service department manager. I do not think that they knew the Jeep we purchased was a lemon and that it has all the problems that it has. I believe that they are good honest people.

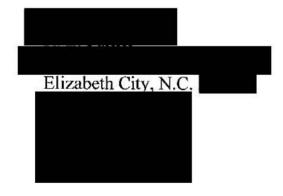
Let me recite the problems that we have had and are still having with this vehicle. I believe that I am correct in saying that I have had it in the shop six or seven times since we purchased it two months ago.

1. It still leaks badly. This is after several attempted repairs have been made. I still leaks on passenger and driver sides in the front when it rains. It has leaked so much that there is now a smell to the car even though I take out the mats and dry it out every time it gets wet. (My wife has extreme allergies and mildew bothers her greatly.) I believe that the folks have tried their best to fix this Jeep and that this is the reason the original owner got rid of this Jeep at only 23,000 miles. I think that I am correct in saying that most of my service calls have been over these leaks. This is not going to be acceptable to me. Chrysler will have to take care of this. I have one vehicle and have to leave my car for the day when I take it in. The folks at Carolina are very kind and always bring me home and pick me up, but I am without a car for the entire day.

- 2. The back windows will not stay up. The windows, which are not power windows, are always falling down. You will hear wind while you are driving and look back to see that they are one to two inches down. I put them up at least twice a day.
- 3. The air bag on the passenger side is mal-functioning. Ever since we bought the car the red light on the dash has been on. After waiting six weeks for the part to come in; it was "fixed" and now the light goes and comes as it will. It is still not fixed. What would happen if we would have a collision and it mal-functions?
- 4. The tire low inflate light keeps coming on even when the tires are inflated. I have checked this at least ten times and, according to the gauges the tires are properly inflated.

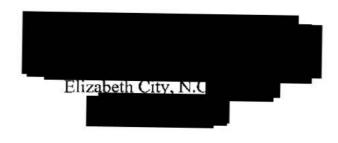
We lost a business some years ago and our credit has suffered accordingly. I can not trade up to a better hard-top jeep on my own as I could not afford the payments. I would like your company to step forward and help me get out from under this lemon, by making it possible for me to get into a Jeep Sierra with a hard top. I don't feel that all Jeeps are as poor quality as the one I currently have, as I believe there can be a lemon in any car brand. In order to do this you would have to write off some of the cost and buy back this Jeep that I currently own as I could not afford more that a \$50.00 increase each month in my current payment. (Steve at Carolina Chrysler has all my details.) Please consider this request as I am very distressed with this leaky jeep and will continue to pursue my options to the fullest.

Thank You for your consideration,



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VICTORY CHRISTIAN SCHOOL
684 OLD HERTFORD HWY
ELIZABETH CITY, NC 27909
252-264-2011
252-264-4155 (FAX)

DATE 7 - 13	
TOTAL NO. OF PAGES INCLUDING COV	ÆR:
SENDER'S REFERENCE NUMBER:	
YOUR REFERENCE NUMBER:	
ASE COMMENT PLEASE REPLY	PLEASE RECYCLE
	TOTAL NO. OF PAGES INCLUDING COV SENDER'S REFERENCE NUMBER: YOUR REFERENCE NUMBER:



Re: Vehicle Id number: 1J4BA3H12BI

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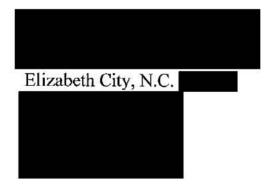
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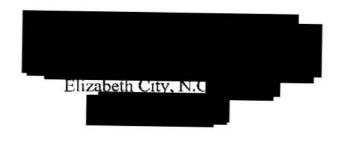
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684 OLD HERTFORD HWY
ELIZABETH CITY, NC 27909
252-264-2011
252-264-4155 (FAX)

TO:	(1=12)	FROM:		2.
COMPANY:	2010	DATE:	9-13	
FAX NUMBER:	- 768-	- 5076 TOTAL	NO. OF PAGES INCLUDIN	G COVER:
PHONE NUMB			R'S REFERENCE NUMBER:	
RE:		YOUR R	REFERENCE NUMBER	
	☐ FOR REVIEW	☐ PLEASE COMMENT	☐ PLEASE REPLY	□ please recycl



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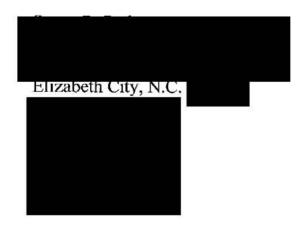
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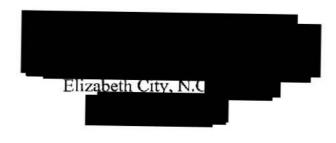
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VICTORY BAPTIST CHURCH
VICTORY CHRISTIAN SCHOOL
684 OLD HERTFORD HWY
ELIZABETH CITY, NC 27909
252-264-2011
252-264-4155 (FAX)

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Re: Vehicle Id number: 1J4BA3H12BI

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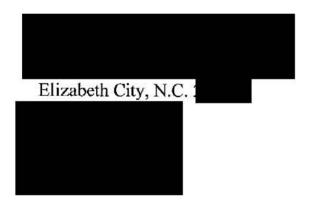
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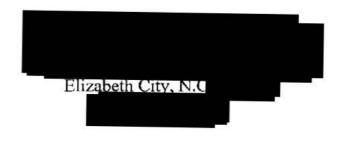
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URGENT	☐ FOR REVIEW	☐ PLEASE COMMENT	☐ PLEASE REPLY	☐ PLEASE RECYCLE



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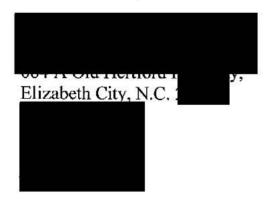
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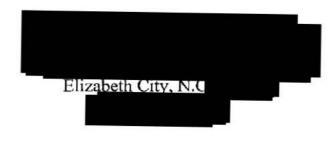
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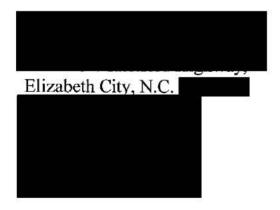
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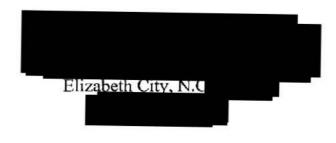
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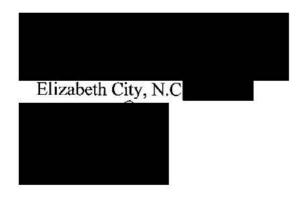
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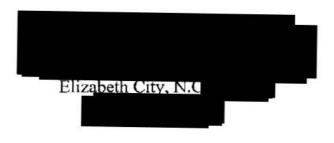
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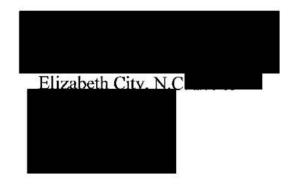
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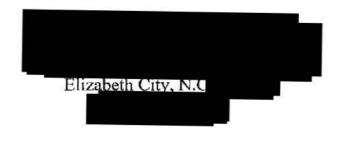
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TO: () FR	
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RE:	YOUR REFERENCE NUMBER
URGENT FOR REVIEW P	ease comment



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Document Recieved from Customer Cair Number:

Date Received: 2013-08-28 16:43:09.443811

Files Not Recieved: 0

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Aug 26 13 03:26p Victory Baptist Ministry (252)264-4155 RETAIL INSTALLMENT SALE CONTRACT

	idress nd Zip Code		(Includi	er Name and Address no County and Zip Co	de)	Creditor-Seller (Name and Address) CAROL INA CHRYSLER DODGE JEEF 1001 HALSTEAD BLVD NC 27909
PASOUOTANK				ZABETH CITY N		
credit under the	agreement ed and Fir	ts on the fr nance Cha	ont and back of rge in U.S. fund	this contract. You ag s according to the p	ree to pay the Credit	ning this contract, you choose to buy the vehi- or - Seller (sometimes "we" or "us" in this contra slow. We will figure your finance charge on a de-
New/Used	Year	Make and Mode	el .	Vehicle Identification	Number	Primary Use For Which Purchased
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USED	2011	Wrang	1.0	1J48A3H128	N	
	FEDERA	LTRUTH	-IN-LENDING	DISCLOSURES		Insurance. You may buy the physical damage insurance this contract requires
ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate	The d amour credit cost	RGE ollar at the	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 5 5 5 1 4 5 . 4 5	damage insurance this contract requires (see back) from anyone you choose who 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 com- panies will describe the terms and conditions.
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RrC) Open Date	R/O Number
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Service Advisor / Ting = LYNNE/167*W* Vehicle Irlantification Number Wenk Phone 1J4FA24127L Helwery Date LOS ANGELES, CA In Service Date 3/17/07 Make Body License Number WRANGLER RED 2007 JEEP

DESCRIPTION OF SERVICE AND PARTS		AMOUNT
#1 - APPT: ***APPOINTMENT*** JUNE 5, 2014 THUR @12 30 SAFETY CHECK Sub Total: .00		
#2 - C122: STATE SAFETY CHECK (CHRYSLI CHECK TINT REGISTRATION EXPIRED Work performed by GARY NAKAMOTO PERFORM SAFETY CHECK, FAILED FOR I AIR BAG LIGHT ON. Sub Total: 14.80	(306)	14.8
#3 - MPI: COMPLIMENTARY MULTI POINT IN INSPECTION SHEET TO REPAIR Work performed by LARRY CARIAGA PERFORMED MPI. Sub Total: .00	ORDER	
#4 * 72K: 72000 MILE MAINTENANCE KAC I DOOOOO NOT CHANGE OIL, CKKKKK II CLEAN. IT WAS RECENTLY CHANGED. OK TO CHANGE. Work performed by LARRY CARIAGA Installed 5W20C : MOBILE CLEAN 500 Installed 4105409AC : FILTER: ENGI PERFORMED SERVICE, DID NOT REPLACE	F STILL IF DIRTY (315) 0 5W20 5@2.24 INE OIL 1@7.43	94.3 11.2 7.4
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VEHICLE LEFT ON PREMISES IVe and liable for any vehicle left on our premises of an ine attraction repairfearwood is completed. There will be a \$10 per day additional charge for any vehicle not stoked up within 72 hours of the completion." In the Experiment status per Completion on the Completion of the Completion.



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FOO Opto Date 14O Number 6/06/13 1870 Clase Date 6/10/13 Pre-Invoice Military In Miletine Out 70910 70908 Service Advisor/ Toga

LYNNE/167*W* Wark Phone Vehicle Identification Number 1J4FA24127L In-Senice Date Didivery Sate LOS ANGELES, CA 3/17/07 Color Model JEEP WRANGLER RED 2007

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OFFICEIPTION OF SERVICE AND PARTS		AMOUNT
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STILL CLEAN, PERFORMED A TIRE RO PAD INSPECTION FRONT PADS AT 6MM FOUND THAT AIR BAG LIGHT IS ON Sub Total: 112.95	TATION AND BRAKE REAR AT 4MM.	
#5 * DALIGN: FRONT WHEEL ALIGNMENT STEERING WHEEL PULLING Work performed by LARRY CARIAGA PERFORMED FRONT WHEEEL ALIGNMENT DRIVE CHECK OK. Sub Total: 80.00		80.00
#6 * C121: ELECTRICAL (CHRYSLER) CUST STATES AIR BAG LIGHT ON, PL Caused by AIR BAG LIGHT ON, INSTALL SCANN DTC U141A, U141B, 141C & U1419 I EIVED FROM ALL SENSORS, B1BA &B , CHECK OCM SENSOR CIRCUIT WIRE WITH OCCUPANT CLASSIFICATION M NEED TO RECHECK AFTER REPAIR, M EMS, NEED TO REPLACE MODULE FIR Work performed by GARY NAKAMOTO Unrealized 5084009AG : MODULE: OC Installed CHRETFRT : RETAIL FREIG PART ORDERED SCHEDULE SET Sub Total: 277.30	ER TO DIAGNOSE, FOUND MPLAUSIBLE DATA REC 223D OCM DTC PRESENT HARNESS, OK, PROBLEM ODULE, MAKE ESTIMATE, IGHT HAVE MORE PROBL ST. (306)	115.00 Ordered 5.00
SUPPLY PEE: We have found it is not practical to itemize the many miscellaneous supplies and report pot. To do so would cansiderably asia to our casts and fabor charges. A standard charge for supplies and materials is made on each repair order, the amount of this charge self-will be 10% of the total stange per repair order. Experience has shown that our everage charge overs she bared minimum of these learns resulting in a saving to our customers. EXECLUBRICH OF WARRENTIESS Any warrantes on the perts and occasion as add hereby an made by the resourceuser. The undestigned purchases undertunds and accessories and these makes no warrantes of any kind, express or implication, and classisms at warrantes, including warrantes of manning the perts and or a particular purpose, with regard to the perts and/or accessories or contentratistly or fibrates for a particular purpose, with regard to the parts and/or accessories or contentratistly or fibrate for a particular purpose, with regard to the parts and/or accessories for their subjects of contentratists substituted by dealer include, but are not infined to, any warrantes that each parts and/or accessories are of manning included by dealer include, but are not infined to, any warrantes that each parts and/or accessories are of manning to parts and/or accessories are of manning to parts of the subject or the subject of the subject or the parts are considered as any of its systems and area of the subscription of a parts of delays the parts ability of parts of delays the parts ability of parts or designed to vehicle or engoles left in vehicles in case of delays the parts ability of parts or delays the parts ability of repairs thereto. Not responsible for loss or serves, the energy ar	PARTS DEDUCTIBLE SUBLET SHOP SUPPLIES HAZARDOUS MATERIALS SALES TAX OR TAX I.D. SPECIAL GROER DEPOSIT DISCOUNTS TOTAL DUE	
¥	schedule des on respection is completed. There will be a 800 per day addition of the school of a school of the sample of the sam	



/8-8353 Kusi Hwy. - Kaliua-Kona, Hi 96740 (808) 329-4408 www.konaauto.com - www.konanissan.com SERVICE DEPARTMENT HOURS 7:16 a.m. to 5:00 p.m. Monday - Friday

DESCRIPTION OF SERVICE AND PARTS DESCRIPTION		THEETHA
#7 * APPT: ***APPOINTMENT*** CUSTOMER WILL HAVE THE HOUSE MGN CALL TO SCHEDULE Sub Total: .00	**	
* Visit www.konaautocenter.com or www.konanissan.com for * parts/service specials. Make an appointment online or * call us at 329-4408. (We service any makes and models.) * Mahalo for your business ***********************************	* * * * * *	

SUPPLY FEE: We have found it is not practical to termine the many miscellandous supplies and materials used on each repair job. To do so would considerably add to our spece and labor charges. A standard charges for supplies and materials is made on each repair under. The amount of this charge to repair order. Expendence has shown his our everage charge sovers the breast chinimum of those items resulting in a soverage our customers.

RECLIBION OF WARRANTER any womenties on the parts and occasionis acid needly are made by the menufesturer. The undersigned purphase understands and agrees that dealer makes no warrantes of any tind, express or insplicit, and disciliants all warranties, including warranties of menchantshifty or binace for a particular purphase, with regard to the parts and/or accessance purphased, and that in no exent shall dealer be fisible for incidental or consequential charges or commencial losses arising out of safe purphases. The understands our consequential charges that the warrantes excluded by deplay include, but are not destined to, any warranties that such parts and/or scoalables are of merchants allowed quality or that they will enable any vehicle or any of its systems to perform with reasonable allows, or comfort.

I makey sutherize the repair work, herein set forth to be done along with the necessary meters) and agree this you are not responsible for lose or damage to vehicle or articles list in vehicle in case of time, their or any other cause beyond your control or for any delays caused by unavaisability of parts or delays in pers shiftness by the supplier of tensporter. I hereby grant you and for your employees permission to operate the vehicle horein described on sheats, highways or elsewhere for the purpose of testing endiornspection. An extress mechanicis lien is hereby a consuledged on above vehicle to secure the emount of repairs thateto. Not responsible for Jamage from freezing due to tach of shiftness.

LABOR	304.12
PARTS	23.63
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	15.00
HAZARDOUS MATERIALS	.00
BALES TAX OR TAX LD.	14.28
SPECIAL ORDER DEPOSIT	163.85
DISCOUNTS	.00
TOTAL DUE	520.88

"VEHICLE LEFT ON PREMINES! We are not liable for any validation our premises other ore school, left repair levines is considered. There will be a \$10 per skyl additional change for any validation or picked up within 72 Noune of its completion."

[10] Since Authorities in State, no. Seeling Jesting Constitution of the completion."

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SERVICE DEPARTMENT HOURS 7:15 a.m. to 5:00 p.m. Monday - Friday

R/O Quen Date RIO Number 6/06/13 R/O Close Date Shatus Final 6/10/13 Mileage: Out Milisage to 70908 70910 Service Advesor / Tag #

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LYNNE/167*W* Virtualis logarities* on Number Work Plumo 1J4FA24127L Orderery Date In-Service Uses LOS ANGELES, CA 3/17/07 License Number Year Make Body RED 2007 WRANGLER JEEP

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Smail:			
#1 - APPT: ***APPOINTMENT*** JUNE 5, 2014 THUR @12 30 SAFETY CHECK Sub Total: .00			
#2 - C122: STATE SAFETY CHECK (CHRYSLE CHECK TINT REGISTRATION EXPIRED Work performed by GARY NAKAMOTO PERFORM SAFETY CHECK, FAILED FOR R AIR BAG LIGHT ON. Sub-Total: 14.80	(306)	.00 TO	14.8
#3 - MPI: COMPLIMENTARY MULTI POINT IN INSPECTION SHEET TO REPAIR Work performed by LARRY CARIAGA PERFORMED MPI. Sub Total: .00		Please return Dodge, Chryss 3urvey. Mas	r your
#4 * 72K: 72000 MILE MAINTENANCE KAC F DOOGOO NOT CHANGE OIL, CKKKKK IS CLEAN. IT WAS RECENTLY CHANGED. I OK TO CHANGE. Work performed by LARRY CARIAGA Installed 5W20C : MOBILE CLEAN 500 Installed 4105409AC : FILTER: ENGI PERFORMED SERVICE, DID NOT REPLACE	F STILL IF DIRTY (315) 5W20 INE OIL	502.24 107.43	94.33 11.20 7.43
SUPPLY PES. We have found it is not practical to itemize the many misuellaneous supplies and naturally used on each repair job. To do so would considerably add to our costs and labor charges. A standard charge for supplies and materials is made on each repair order. The smount of this charge will be 10% of the lotal charge per repair order. Experience has shown that our everage "same concess the breat missimum of those literan requisiting in a saving to our outpromers.	LABOR PARTS DEDUCTIBLE	Jun 67 2013	CONTRACTOR
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SERVICE DEPARTMENT HOURS 7:15 a.m. to 5:00 p.m. Monday - Friday

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#5 * DALIGN: FRONT WHEEL ALIGNMENT		
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Work performed by LARRY CARIAGA	(315)	80.00
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EMS, NEED TO REPLACE MODULE FIR	ST.	
Work performed by GARY NAKAMOTO	(306)	115.00
Unrealized 5084009AG :MODULE: OC		Ordered
Installed CHRETFRT : RETAIL FREIG	HT CHRYSLER 105.00	5.00
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Sub Total: 277.30		
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EXCLUSION OF VARRANTIES any warrantees on the parts and accessories sold hereby are mediciny in menufacturer. The understands purchaser understands and agrees that desire makes no variantees of any knot, express or implied, and discissive all warrantees, including warrantees no medicine consistency or femes for a particular outputs. With regard to the parts endior accessories purchased; and that in no event shall dealer be itspice for incidentel or consequents demages or commercial losses arising out of such purchases. The undersigned purchased further agrees that the warrantees excluded by dealer include, but are not limited to, any warrantees that such parts and/or accessories are of metahentees quality or itself they will anable any vehicles or any of its systems to perform with reasonable safety, difficiency, or comfort.

It hereby outhorize the repair wank herein set forth to be done along with the necessary motorial and agree that you are not responsible for loss or derings to verticle or eriodes left in vehicle in case of fire, that or any other cause beyond your control or for any delays obserted by the sudpoler or transporter. It hereby grant you and/or your employees powerlessen to operate the vehicle islands described on etrees, highways or alsowhere for the purpose of nesting and/orkspection. An express machanic's lien is hereby acknowledged on above vehicle to secure the security of logical thereto. Not responsible for demage from freezing due to tack of smithress.

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HAZARDOUS MATERIALS	.00
SALES YAX OR TAX LD.	14.28
SPECIAL CROER DEPOSIT	163.85
DISCOUNTS	.00
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www.kensaule.com - www.kensnisasn.com

SERVICE DEPARTMENT HOURS 7:15 a.m. to 5:00 p.m. Manday - Friday

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76-6353 Kuekini Hwy. - Kailua-Kona, Hi 96740 (808) 329-4408 www.konaauto.com - www.konaniesan.com SERVICE DEPARTMENT HOURS 7:15 s.m. to 6:00 p.m. Monday - Friday 6/20/13

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#3 - MR C306: CHRYS TECH TO PERFORM CO	ORRECTION FROM PREVIOUS	900 4.7
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#5 * MR C191: MEMO	SAU DRAVED	
CUSTOMER WILL CALL TO SCHEDULE RE	CARARD ANG	
TO BE DONE. (SAM)	***	- Inches
* Visit www.konaautocenter.com or www.		
* parts/service specials. Make an appo	ointment online or *	
* Call us at 329-4408. (We service any	y makes and models.) *	37
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www.konsaute.com - www.konshissan.com

LOS ANGELES, CA

2007 JEEP

SERVICE DEPARTMENT HOURS 7:15 a.m. to 5:00 p.m. Monday - Friday .

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Email:		ANN ATT
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LACE WIRE HARNESS, CANNOT REPAIR Work performed by GARY NAKAMOTO(R, MAKE ESTIMATE.	
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C, U1419, B223D & B1BA6, WRITE TO ST HECK IF PCM AND ORC MODULE HAVE S	TAR, STAR SAID TO C SAME VIN #, CHECK P	
CM AND ORC MODULES, BOTH HAVE SAME TAR, WATING FOR ANSWER.	VIN #, WRITE TO S	as is c
#2 - ZD D24Q1: REPLACE REAR BRAKE PADS ROTORS OR DRUMS INCLUDE BG KIT & BC	S-SHOES, RESURFACE REAR	
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y the manufacturer. The understanded purchases understands and squeet that dealer makes no remarkles of any kind, express or implied, and displains all wantenties, including wanteness of	SHOP BUPPLIES	tree treatments
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urchesed; and that in no event shall depart on flatis for indidental or consequental damages of connected losses adding out of such purchase. The undersigned purchaser further agrees that the	BALES TAX OR TAX I.D.	
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The state of any other neuto beyond your control of for any plany ables at unevallability of parts or islays in parts stripments by its supplier of transporter. I have by grant you under your employees armoston to operate the venicle herein described on streets, highways or elsewhere for the purpose if realing andicrinapedion. An express mechanics lien is rately asknowledged on above vehicle to occurs the amount of regals trained. Not responsible for damego main freeing due to four of indicesses.		
	VERIGLE LEFT ON PRESIDENT We are not table for any replace tell somewhere repairing when it completed. There will be a \$10 per day additionable us within 78 hours of its completed."	

DODGE NISSAN

78-8353 Kuskini Hwy. - Kallus-Kens, HI 96740 (806) 329-4408

www.konasulo.com - www.konanissan.com

7:15 a.m. to 5:00 p.m. Wonday - Friday

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7/01/13: Date Date 7/25/13 Reprint Minute Part 188 71189

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	MR C191: MEMO NO CHARGE FOR LABOR, FOR AIR BAG			
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ECLUSION OF Y THE MANUESCO SECURITIES OF A PROPERTY OF THE PRO	WARRAPITES: Any marrantes on the puris and accessories sold hereby are made uter. The undersigned particular underclands and agrees that dealer realize no y kind, express or implied, and displains all warrances, instuding warrantes of or leners for a particular suspects, with redard to the parts and/or accessories that in an event shall dealer be sided for incidental or consequential distingues or so analog out of outh purchase. The undersigned purchases further agrees that the deal by degler incides, but are not lended to, any warranties that such part a hottom of manchantsiss quality or that they will enable any welfice or any quit a dyalente to possible exists, entoness, or comfer.	SUBLET SHOP SUPPLIES HAZARDOUS MATERIALS SALES TAX OR TAX I.D.		
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ilikaese.		"VEMICLE LEFT ON PREMIMEES We are athequied regar/service is completed. There placed by within 18 hours of its completen."	will be a \$10 per day additions	

COURT NISSAN

76-6353 Kuakini Hwy. - Kadus-Koria, HI 96740 (606) 329-4408 www.konakido.com - www.konaniasan.com

SERVICE DEPARTMENT HOURS
7:15 s.m. to 5:00 p.m.
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#8 * ZD CFAIL: COMPLETE FAILED SAFETY Sub Total: Labor: .00 Parts: FAILED AIRBAG LAMP ON		
#9 * MR C302: CHRYS TECH TO PERFORM C	ORRECTION FROM PREVIOUS	
RO		
CUST STATES AIR BAG LIGHT IS ON. INSPECTION & ADVISE	PERFROM	Internal
Work performed by JOHN SELF(302) Work performed by GARY NAKAMOTO(306)	Internal
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COBGE NISSAN

75-8353 Kuskini Hwy - Kailus-Kons, Hi 98740 (808) 329-4408 www.konsecto.com - www.konsecto.com 38RVICE DEPARTMENT HOURS 7:15 a.m. to 5:00 p.m. Monday - Friday 7/01/13

6.0 Classic College C

DESCRIPTION OF SURVEY, ARCHARAC		AM UNI
LEARNING PROCEDURES WITH WEIGHTS D OK.TEST DROVE OVER BUMPY ROADS NOT COME BACK ON AND NO CODES AR * Visit www.konaautocenter.com or www * parts/service specials. Make an app * call us at 329-4408. (We service an * Mahalo for your business	AIRBAG LIGHT DID E SETTING. konanissan.com for cointment online or y makes and models.)	
BURDLY PER IN a have found it is not positional to terriar this many miscoelampous supplies and materials used on even and labor charges. A capitant through for supplies and materials is made on each regain of the process of the materials and materials is made on each regain office. The amount of this charge will be 10% of the lots charge get repair order. Especialise has phonon that during the charge some has phonon that during the process and accessors said hereby are made by the menulantation. The understands and accessors said hereby are made by the menulantation. The understands and appears the during an accessor of labor of labor and materials of any form, amonate or implied, and declaims all wavenies, legislating wavenities and materials and the continue of any form, amonate or implied, and allocations are wavenities. Including wavenities and accessors and the some amonate and declaims and wavenities. Including wavenities are consequently and any some transfer included by dealed include, but are not implied to, any warranties that such pure and accessors are of consequently accessful. I hearing such accessors are appeared to the such accessors are of the accessory manifest to purform with reasonable salety, efficiency, or comitor. I hearing such accessors are provided by the such accessors are allocated and some accessors are of the cause beyond your continue of far any delays counsed by unsurface and serious and serious and provide or tearsports. I hearing dead you are after a subsection or harmonic land access the amount of repairs thereof its any accessors or deswiness for the purpose of testing and orders processors. An expense resolution is a residency or deswiness for the purpose of testing and orders are purposed to access the amount of repairs the restrict to the amount of a purpose of testing and orders process to a purpose of testing and orders are accessed to a should be acces	PARTS DEDUCTIBLE BUBLET SHOP SUPPLIES HAZARDOUS MATERIALS SALES TAX OR YAN LD. SPECIAL ORDER DEPOSIT DISOGUNTS	.00 464,12 .00 .00 .00 .00 19.34 -483.46 .00

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THE HUD

From: S

To: customerassist@chrysler.com

Date: Tue Jul 23 18:56:14 EDT 2013

Subject: Chrysler Group LLC Customer Assistance

Form Selected:

Category: US Customer Service

Brief Description:

Airbag clockspring was replaced for \$507.39 at my expense. I believe this is a part that should last the life of the vehicle. I would like an explanation for why I should be responsible for this expense.

Comments:

This has been recalled in many jeep vehicles. The most important safety component in the vehicle. I am a loyal jeep customer losing faith in the company that does not cover the cost of this historically problem part. Please explain.

Sender Information:

Title: Mr.

First Name:

Middle Initial:

Last

From: customerassist@chrysler.com
To:
Date: Sat Jul 27 13:35:04 EDT 2013
Subject: Re: Chrysler Group LLC Customer Assistance
Dear
Thank you for contacting the Jeep Customer Assistance Center.
We apologize for any inconvenience this issue has caused you.
Unfortunately, not all components will last for the life of the vehicle. This component specifically
has a warranty of 3 years or 36,000 miles. At 4 years and 71,000 miles roughly, this part is no
longer warrantied. We apologize.
The part is not covered by recall as recalls are VIN specific. Recalls are determined by where the
vehicle was built, when and what series of parts were used when in production. The reason your
vehicle was not included in the recall is because this recall applies only to the above vehicles
equipped with Right Hand Drive (RHD) steering (sales code AHF) built to U.S market
specifications (sales code YAA) from July 30, 2007 through October 08, 2011.
Your vehicle was built within the timeframe of the recall (Oct. 7th, 2008) although it does not have
"Right Hand Drive (RHD) steering" excluding it from the recall.
Thanks again for your email.
Sincerely,
Tyler
Customer Service Representative
Jeep Customer Assistance Center
For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER:
EMAIL CASE NUMBER:
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8208320V46504L0KM&
Original Message Follows:
US Customer Service - Jeep Brand Site
Brief Description:
Airbag clockspring was replaced for \$507.39 at my expense. I believe this
is a part that should last the life of the vehicle. I would like an
explanation for why I should be responsible for this expense.
Comments:
This has been recalled in many jeep vehicles. The most important safety
component in the vehicle. I am a loyal jeep customer losing faith in the
company that does not cover the cost of this historically problem part.

VIN:

Please explain.

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71150
Servicing Dealer:
Harr, Worcester, MA
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Mr.
First Name:
Middle Initial:
Last Name:
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Address 1:
Address 2:
City:
City: Paxton
State:
MA
Zip:
2 ip.
Email:
S
Home Phone:

From:

To: customerassist@chrysler.com
Date: Sun Jul 28 07:23:44 EDT 2013

Subject: Re: Chrysler Group LLC Customer Assistance (KMM8208320V46504L0KM)

I do hope you realize how ridiculous it sounds that the side the steering wheel is on has an effect on the longevity of the clock spring. My research shows that this problem is quite common among many jeep owners, models and years. My vehicle also was sold with a "lifetime" warranty. Im sure your records would indicate that.

I am disappointed with your inability to explain why this part fails at such a short lifespan. I am equally disappointed that you would use the warranty, which you improperly have indicated as 3 years and is actually "lifetime" as presented to me when I purchased the vehicle.

I will report this problem to any and all government agencies that oversee this type of issue, including the faulty parts and the poor response time, indicated as 24 hours on your website and actually took you a week. I will also warn any and all I am in contact with of your ability to "sell", with enthusiasm, a vehicle which at best is misrepresented, and service with excuses of why your companies failure to provide a quality product falls financially on the consumer.

On Jul 27, 2013, at 1:35 PM, customerassist wrote:

> Dear

>

> Thank you for contacting the Jeep Customer Assistance Center.

> We apologize for any inconvenience this issue has caused you.

- > Unfortunately, not all components will last for the life of the vehicle.
- > This component specifically has a warranty of 3 years or 36,000 miles.
- > At 4 years and 71,000 miles roughly, this part is no longer warrantied.
- > We apologize.

> The part is not covered by recall as recalls are VIN specific. Recalls

- > are determined by where the vehicle was built, when and what series of
- > parts were used when in production. The reason your vehicle was not
- > included in the recall is because this recall applies only to the above
- > vehicles equipped with Right Hand Drive (RHD) steering (sales code AHF)
- > built to U.S market specifications (sales code YAA) from July 30, 2007
- > through October 08, 2011.

> Your vehicle was built within the timeframe of the recall (Oct. 7th,

- > 2008) although it does not have "Right Hand Drive (RHD) steering"
- > excluding it from the recall.

>

> Thanks again for your email.
>
> Sincerely,
>
> Tyler
>
> Customer Service Representative
> Jeep Customer Assistance Center
>
> For any future communications related to this email, please refer to the
> following information:
> REFERENCE
> EMAIL CASE NUMBER:
> REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8208320V46504L0KM&
>
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>
> Original Message Follows:
>
> US Customer Service - Jeep Brand Site
> Brief Description:
> Airbag clockspring was replaced for \$507.39 at my expense. I believe
> this
> is a part that should last the life of the vehicle. I would like an
> explanation for why I should be responsible for this expense.
>
> Comments:
> This has been recalled in many jeep vehicles. The most important safety
> component in the vehicle. I am a loyal jeep customer losing faith in
> the
> company that does not cover the cost of this historically problem part.
> Please explain.
>
>
>
> VIN:
> 9L7
> Mileage:
> 71150

> Servicing Dealer:
> Harr, Worcester, MA
> Title:
> Mr.
> First Name:
>
> Middle Initial:
>
> Last Name:
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> Address 1:
>
> Address 2:
>
> City:
> Paxton
> State:
> MA
> Zip:
>
> Email:
>
> Home Phone:
>

From: customerassist@chrysler.com

To:

Date: Tue Jul 30 15:30:47 EDT 2013

Subject: Re: Chrysler Group LLC Customer Assistance (KMM8208320V46504L0KM)

Dear

Thank you for contacting the JeepCustomer Assistance Center.

I apologize , we have been very busy with the volume of emails we have currently been receiving. We apologize for the delay.

We are not Mechanical Engineers nor are we trained Mechanics, so requesting that I explain why a part should fail or should not, I simply do not have the degree to answer that question. I apologize.

The reason I referenced the 3 year, or 36,000 mile warranty is because that is the factory warranty that came with the vehicle. The "lifetime" warranty is for the Powertrain, which would cover the engine and the transmission, and all internal components of those 2 peices of machinery. I apologize for the confusion.

Unfortunately, the outcome remains the same. It will be an out of pocket expense to replace the clock spring. We realize this is a less than favorable response, and we apologize.

Thanks again for your email.

Sincerely,

Tyler

Customer Service Representative

Jeep Customer Assistance Center

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

REFERENCE NUMBER:

EMAIL CASE NUMBER: 2

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8211530V12647L0KM& Original Message Follows:

I do hope you realize how ridiculous it sounds that the side the steering wheel is on has an effect on the longevity of the clock spring. My research shows that this problem is quite common among many jeep owners, models and years. My vehicle also was sold with a "lifetime" warranty. Im sure your records would indicate that.

I am disappointed with your inability to explain why this part fails at such a short lifespan. I am equally disappointed that you would use the warranty, which you improperly have indicated as 3 years and is actually "lifetime" as presented to me when I purchased the vehicle.

I will report this problem to any and all government agencies that oversee this type of issue, including the faulty parts and the poor response time, indicated as 24 hours on your website and actually took you a week. I will also warn any and all I am in contact with of your ability to "sell", with enthusiasm, a vehicle which at best is misrepresented, and service with excuses of why your companies failure to provide a quality product falls financially on the consumer.

On Jul 27, 2013, at 1:35 PM, customerassist wrote:

> Dear
>
> Thank you for contacting the Jeep Customer Assistance Center.
>
> We apologize for any inconvenience this issue has caused you.
>
> Unfortunately, not all components will last for the life of the vehicle.
> This component specifically has a warranty of 3 years or 36,000 miles.
> At 4 years and 71,000 miles roughly, this part is no longer warrantied.
> We apologize.
>
> The part is not covered by recall as recalls are VIN specific. Recalls
> are determined by where the vehicle was built, when and what series of
> parts were used when in production. The reason your vehicle was not
> included in the recall is because this recall applies only to the above
> vehicles equipped with Right Hand Drive (RHD) steering (sales code AHF)
> built to U.S market specifications (sales code YAA) from July 30, 2007
> through October 08, 2011.
>
> Your vehicle was built within the timeframe of the recall (Oct. 7th,
> 2008) although it does not have "Right Hand Drive (RHD) steering"
> excluding it from the recall.
>
> Thanks again for your email.
>
> Sincerely,
>
> Tyler
>
> Customer Service Representative
> Jeep Customer Assistance Center
>
> For any future communications related to this email, please refer to the
> following information:
> REFERENCE NUMBER:
> EMAIL CASE
> REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8208320V46504L0KM&

>
>
>
> Original Message Follows:
>
> US Customer Service - Jeep Brand Site
> Brief Description:
> Airbag clockspring was replaced for \$507.39 at my expense. I believe
> this
is a part that should last the life of the vehicle. I would like anexplanation for why I should be responsible for this expense.
>
> Comments:
This has been recalled in many jeep vehicles. The most important safetycomponent in the vehicle. I am a loyal jeep customer losing faith in
> the
> company that does not cover the cost of this historically problem part.
> Please explain.
>
>
>
> VIN:
> 9L 6
> Mileage:
> 71150
> Servicing Dealer:
> Harr, Worcester, MA
> Title:
> Mr.
> First Name:
>
>
> Last Name:
> S
> Address 1:
>
> Address 2:
>
> City:
> Paxton

- > State:
- > MA
- > Zip:
- >
- > Email:
- _
- > Home Phone:
- >

From: S

To: customerassist@chrysler.com
Date: Wed Jul 31 19:38:28 EDT 2013

Subject: Re: Chrysler Group LLC Customer Assistance (KMM8211530V12647L0KM)

I have submitted a complaint to the NHTSA outlining my concern with my vehicle and thousands like it on the road. I also identified your ineffectiveness in being able to explain why Jeep thinks it's OK to have this major safety component NOT last the life of the vehicle.

With this, and your response, I ask the following:

- 1. What does last the LIFE of the vehicle? If the parts that keep the driver safe cannot be relied on for the life of the vehicle, perhaps you should consider the LIFE of the operator.
- 2. Why is your volume of emails become difficult to handle? You mentioned your inability to respond in a timely fashion to emails, apologizing for the delay and stating you are very busy. Perhaps your workload is large because of many faulty products or a failure to SOLVE problems, rather compounding my concerns with poor logic.
- 3. What are you qualified to do as a customer assistant? You identified your reason for not being able to answer my question as your not being a mechanical engineer or a trained mechanic. I registered my problem with "customer assistance". I was under the impression this department would assist it's customers with problems. I'm sure this is not the first time you have heard of this issue, working in this capacity. I spent about 5 minutes on the Internet when my Local Jeep dealership called to inform me of the problem with my airbag light. My 5 minutes informed me of the past and current Jeep recalls on the clock spring. I found thousands of complaints about this component and how Jeep dealt with it. I had my dealer fix the problem at my expense, because my life is more important than \$500.00. But it is with this that I pursued reimbursement. I believe I am fortunate to be able to have this work done, make my vehicle safe to drive, and then seek assistance from the company I have been loyal to for most of my life. I ask you to consider the less fortunate driver who cannot pay to have the repair done and puts their life at risk driving one of your vehicles with a common and known issue.
- 4. Who is your supervisor and how do I contact that person? Apparently I need to move to a higher level to get the answers I need. Your assistance has been appreciated although not satisfactory.

Thank you,

Sent from my iPad

On Jul 30, 2013, at 3:31 PM, customerassist <customerassist@chrysler.com> wrote: > Dear > Thank you for contacting the JeepCustomer Assistance Center. > I apologize we have been very busy with the volume of emails we > have currently been receiving. We apologize for the delay. > We are not Mechanical Engineers nor are we trained Mechanics, so > requesting that I explain why a part should fail or should not, I simply > do not have the degree to answer that question. I apologize. > The reason I referenced the 3 year, or 36,000 mile warranty is because > that is the factory warranty that came with the vehicle. The "lifetime" > warranty is for the Powertrain, which would cover the engine and the > transmission, and all internal components of those 2 peices of > machinery. I apologize for the confusion. > Unfortunately, the outcome remains the same. It will be an out of pocket > expense to replace the clock spring. We realize this is a less than > favorable response, and we apologize. > Thanks again for your email. > Sincerely, > Tyler > Customer Service Representative > Jeep Customer Assistance Center > For any future communications related to this email, please refer to the > following information: > REFERENCE NUMBER: > EMAIL CASE NUMBER: > REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8211530V12647L0KM&

> >

```
> above
>> vehicles equipped with Right Hand Drive (RHD) steering (sales code
> AHF)
>> built to U.S market specifications (sales code YAA) from July 30, 2007
>> through October 08, 2011.
>>
>> Your vehicle was built within the timeframe of the recall (Oct. 7th,
>> 2008) although it does not have "Right Hand Drive (RHD) steering"
>> excluding it from the recall.
>>
>> Thanks again for your email.
>>
>> Sincerely,
>> Tyler
>>
>> Customer Service Representative
>> Jeep Customer Assistance Center
>> For any future communications related to this email, please refer to
> the
>> following information:
>> REFERENCE NUMBER:
>> EMAIL CASE NUMBER:
>> REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8208320V46504L0KM&
>>
>>
>>
>>
>> Original Message Follows:
>> -----
>> US Customer Service - Jeep Brand Site
>> Brief Description:
>> Airbag clockspring was replaced for $507.39 at my expense. I believe
>> this
>> is a part that should last the life of the vehicle. I would like an
>> explanation for why I should be responsible for this expense.
>>
>> Comments:
```

>> This has been recalled in many jeep vehicles. The most important > safety
·
>> component in the vehicle. I am a loyal jeep customer losing faith in
>> the
>> company that does not cover the cost of this historically problem
> part.
>> Please explain.
>>
>>
>>
>> VIN:
>> 9L
>> Mileage:
>> 71150
>> Servicing Dealer:
>> Harr, Worcester, MA
>> Title:
>> Mr.
>> First Name:
>> Middle Initial:
>>
>> Last Name:
>>
>> Address 1:
>> Address 2:
>>
>> City:
>> Paxton
>> State:
>> MA
>> Zip:
>> 0
>> Email:
>> Section Phone:
>> Home Phone:
>>1
>

RECEIVED DATE:	
8/6/13	
POSTED DATE: 7-30-13	
VIN (FIRST 9 DIGITS) J4BZ3H	19
VIN (LAST 8 DIGITS)	
FIRST NAME:	
LAST NAME :	
CAIR: 050000	0

NON – SCANABLE ITEMS : CIRCLE ONE
NO
YES

187, HIGHWAY 281-WICHITA FALLS TX 76310 940-761-4062

diverdan19@clearwire.net

Çustomer:

Address:

City, State: Day Phone:

Night Phone:

Fax:

Estimate Ref: 2366 Date: December 20, 2012

Time: 02:31 PM

Vehicle:

Service Writer: Service Tech:

VID:

1J4BZ3H19AL 109218

Mileage:

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Jeep Truck Wrangler 4WD V6-3.8L

stription		•	Part #/Labor Rat	te Qty	Price/Time	Extended
REPLACE LEFT RE	AR WIRE HARNEES	TO SPEED SENSOR	Labor 65,00 / hr	1	2.00	130.00
RNESS		3		. 1	22.00	22.00
Clockspring Assemb	ly / Spiral Cable	<u> </u>				
Replace (B)	76 5 	10	Labor 65.00 / hr	1	1.00	65.00
WARNING: Be	fore Repairing Any Ai	r Restraint System, The	1:1			
	And Any Back-up Pow			# # # #		38
System Must Be	Disconnected In Orde	r To Prevent Accidenta	ď			
Deployment.	j 3-			. 8		
Clockspring Assemb	ly / Spiral Cable	8	*	* *		()
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l a		W. 15				10.500 m
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			~-, I	Parts-Total	-	279.00
320, 8			3 4 S	Sub-Total	P	474.00
	1			·		
+	2		12	Total :		\$ 474.00

Signature

Date

1 322,00 Dwed 1 Thank you

PLEASE I	THE FOLL	DATE OUR RECOVER	CORDS FIONS APPLY	-
VIN (Last 8 C	haracters of V Number)	ehicle Notifi	cation Code	
AL			W3T	
This service applicable):	was previous	y performed on my	vehicle (check or	ne if
	icle was inspe icle was repai	cted and found to I red.	oe ok.	
This vehicle		e <i>if applicable</i>): □ stolen	□ exported	
This vehicle	was sold to (ci	heck one if applicat	ole):	
□ A deale	r, or someone	whose name and a	ddress is unknow	n.
	ne other than nd address be	a dealer (type or pelow).	print the new own	er's
Date of sa	le:			
		ss (type or print the		
Owner's ti	tle (check one	if applicable):		
☐ Mr.	☐ Miss	☐ Mr. & Mrs.	☐ Dr.	110
☐ Mrs.	E-Ms.	☐ Rev.	☐ Business	
First Name				
Last Name_				
Street Addr				
Cityh	vichit	a.Fells		_

Email Address

Wichita Fells, Tx. Chryslen P.O. Bo; Auburn ժ//կվլիվիիիկիկկնոլ)

From:

To: customerassistre@chrysler.com
Date: Thu Aug 15 20:18:03 EDT 2013

Subject: Chrysler Group LLC Customer Assistance

Form Selected:

Category: Recall Information

Brief Description:

Have airbag sensor flashing. Is my 2008 jeep sahara wrangler included in this recall below

Comments:

AIR BAGS:FRONTAL

Recall number: 11V528000

Recall date: 11/02/2011

Problem Summary:

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:

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.

Sender Information:

Title: Mr.

First Name:

Middle Initial:

Last Name: s

From: customerassistre@chrysler.com

To:

Date: Sun Aug 18 09:43:36 EDT 2013

Subject: Re: Chrysler Group LLC Customer Assistance

Dear

Thank you for contacting the Jeep Customer Assistance Center.

A review of our records indicates that your 2008 Jeep Wrangler does not currently require service for the Safety Recall M31 / NHTSA 13V-176 Airbag System Clockspring campaign. 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.

Since you are experiencing the airbag sensor flashing, 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.

Here is contact information to the closest dealerships in your area:

Sherry Chrysler Jeep Dodge

8645 North County Road 25a

Piqua, OH 45356

(937) 778-0830

Dan Hemm Chrysler Jeep Dodge

2594 West Michigan Street

Sidney, OH 45365

(937) 492-8005

Thank you for your email inquiry.

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: 2

EMAIL CASE NUMBER: 2

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8234197V33416L0KM&

Original Message Follows:

Recall Information - Jeep Brand Site

Brief Description:

Have airbag sensor flashing. Is my 2008 jeep sahara wrangler included in

this recall below

Comments:

AIR BAGS:FRONTAL Recall number: 11V528000 Recall date: 11/02/2011

Problem Summary: 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: 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.

VIN:
8L5
Mileage:
88880
Servicing Dealer:
Title:
Mr.
First Name:
е
Middle Initial:
Last Name
Address 1:
Address 2:
City:
piqua
State:
ОН
Zip:
Email:
Home Phone:

July 24, 2013

Sergio Marchionne, Chairman and CEO Chrysler Group LLC 1000 Chrysler Drive Aubrun Hills, MI 84326-2766 (248)576-5741



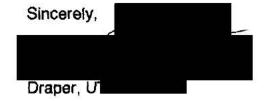
Dear Mr. Marchionne:

I hope this letter finds you. My name is a least letter finds you, and the proud owner of a 2008 Jeep Wrangler X 2 door. I am writing in regards to a single issue I have had with this vehicle that seems to be a more common problem than I would have imagined.

This problem pertains to the <u>drivers-side Airbag Squib</u>, or Clockspring. In my research, I have found that several Jeep Wrangler owners have been encountering airbag lights, and having to repair this faulty part without knowing it is a common issue.

I know that there was a recall sent out for 2007 Right Hand Drive (RHD) models. My first question is; why is it just the RHD models that have been recalled, when there are complaints for both types (RHD & LHD)? My second question is; why hasn't Chrysler Group LLC done anything for the Wrangler owners who have had the exact same problem, with the exact same part needing to be replaced? I could understand not warrantying a part that has been damaged or tinkered with, but not a part that is known, to Chrysler, to be faulty?

I love my Jeep and have been a proud Chrysler product owner for years. The first vehicle I ever rode in was a 1989 Jeep Cherokee, which was the ride home from the hospital when I was born. Jeep and Chrysler are in my blood. I don't want to let the simple issue of a faulty part sway me from what I would even call my heritage. This is my daily driver, and I don't have the money right now to get it repaired. Yet I do not feel safe to drive it to and from work, let alone with my wife in the car. I don't ever ask for much from people, but I am asking Chrysler Group LLC to please help me with this repair. I am not asking the company the cover to whole cost, just to help my wife and I out so we can enjoy the Jeep we love, and feel safe doing so. I look forward to hearing from you, and your staff, in hopes of resolving this issue. Thank you for your time.



PRODUCT

RECEIVED

AUG 1 3 2013

CERTIFIED NAIL SALT LAKE CITY OF ALIG ADIS FAN SUNSHING SKYWAY BRIDGE

DRAPER UT

PETURED OFFICE

MR SERGIO MARCHIONNE CHAIRMAN & CEO CHRYSLER GROUP LLC 1000 CHRYSLER DR AUBURN HILLS MI 48326-2766

48326277899

Please Paperclip Documents to CAIR number:

VIN number:

Customer Name:

Check Amount (If Issued):

557.83 (clockspring)

Contact Phone numbers:

Placed in Scan Bin for Paper clipping on:

Thank You

Volkswagen SouthTowne Inc.



11000 South Frontage Road South Jardon, UT 84095 Te: 807 676-6408 100 BOT 676-640K-

FAX Transmittal Sheet

Date: 8/22	•
To: Mike Brozowski	
Company: Chrysles Co	o LLC
Fax #: 586-497-2112	
From:	
Subject: Clockspring in	ice
# of Pages:	
(including cover)	
no g att	10 •
, th	
Comments:	• *
	*
	electric deservices

CUSTOMER #

DRAPER UI

HOM

*INVOICE *

DUPLICATE 1 PAGE 1

SERVICE ADVISOR:

DLR:419419



WAGEN SOUTHTOWNE INC

11000 South Frontage Ad. South Jordan, UT 84095 Phone: (801) 676-6401 Fax: (801) 676-6422

ANDON FAR	N FOUT L TAG
48290/	48291 INV. DATE
PAYMENT	THE STATE OF THE S

13:06 22AUG13

LINE OPCODE TECH TYPE HOURS A REPLACE CLOCKSPRING PER PRIOR RECOMMEND

CONT: N/A

RP DIAG AND FOUND SHORT IN CLOCK SPRING. REPLACED CLOCKSPRING ASSY AND VERIFIED REPAIRS

CM 239 1 5156106AD CLKSPRING-1086

SHOP SUPPLIES AND HAZARDOUS WASTE FERS

207.10 207.10

294.25 294.25

NET

20.71

TOTAL

12 MONTHS/12,000 MILE WARRANTY ON VW PARTS AND LABOR. 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

STATEMENT OF DISCLAIMER STATEMENT OF DISCLAIMER The fectory warranty constitution all of the warranties with respect to the sale of this itemittene. The Select hereby expressly disclaims all warranties either express or implied, including any implied warranty of mechantability or ittness for a perioder purpose. Selice mather assumes nor authorized any other person to assume for it any. Rebitty in connection with the sale of this new/items;

CUSTOMER SIGNATURE .

TE DAVETION TOTALS LABOR # A COUNT 207.10 PARTE AMOUNT 294 . 25 GAS, 01. ... Jas 0.00 SUBLET AMOUNT 0:00 MISC. CHARGES 71 20 TOTAL CHARGES 522.06 LESS INCURANCE 0.00 SALES TAX 77 PLEASE PAY THIS AMOUNT

Document Recieved from Customer Cair Number:

Date Received: 2013-01-10 12:49:07.478489

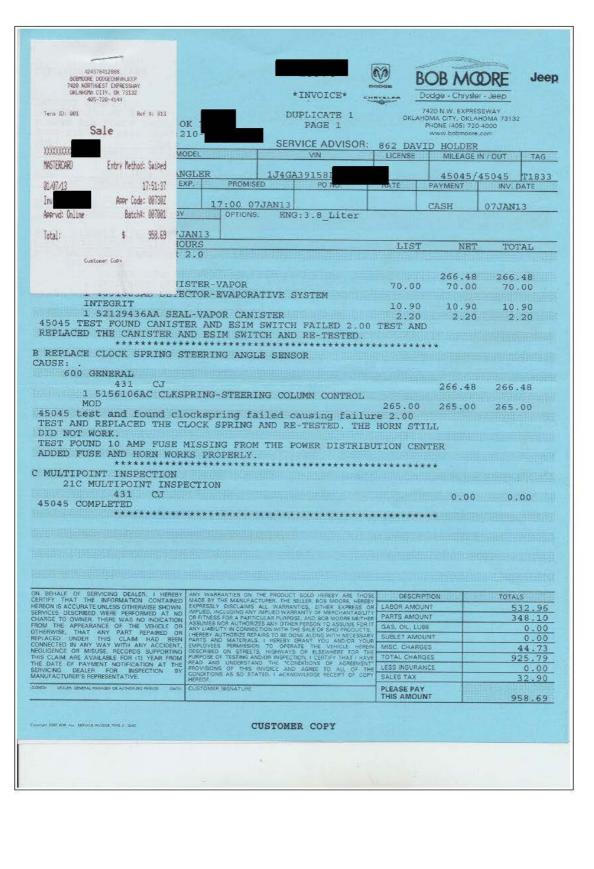
Files Not Recieved: 0

Invoice for Clock spring steering angle sensor:

Part-\$265.00

Labor-\$266.48

Total-\$531.48



RECEIVED DATE:
1/8/13
POSTED DATE:
VIN (FIRST 9 DIGITS) 34623911
VIN (LAST 8 DIGITS)
FIRST NAME:
LAST NAME :
CAIR: 0000000
NON – SCANABLE ITEMS : CIRCLE ONE

YES

		ADDRES				
8	3503 Rolling Hills Rd.	CITY, STATE, ZIP	(8-)			ê un
296	Ulster, PA 18850	ts 1121	11	j.		4
MATER	HAL: ALL PARTS NEW UNLESS SPECIALS 5-1960, 74-166012 RC-RECONDITIONED	2ND AUTHORIZED NAME		PHONE		
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0.00	TOTAL PARTS (25%)	METHOD OF PAYMENT:	Daily Storage fee after repair work has been	LABOR ONLY	50	1_
	MECHANICS RECOMMENDATIONS	☐ CHECK ☐ CHARGE	completed and customer has been notified. No charges shall accrue or be due and payable for a	PARTS	1025	5
		☐ CASH	period of 3 working days from date of notification.	ACCESSORIES	, ,	1
		LABOR .	GUARANTEED ITEM(S)	GAS, OIL & GREASE		T
33		FLAT RATE HOURLY		MISC. MERCHANDISE	(89)	Π
Estimated cost 8 Estimate Charge Basis for Charge		RETAIN PARTS	GUARANTEE EFFECTIVE UNTIC:	SUBLET REPAIRS	_/	I
LEA	ASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN:	DESTROY PARTS	MILEAGE	STORAGE FEE	615	200
UNE	DERSTAND THAT, UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, 🖡	ALTHORIZED BY	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	TAX	40	<u>小</u>
NCL	UDING A COMPLETION DATE; IF MY FINAL BILL WILL EXCEED \$100. (\$50 in MD)\			TOTAL >	116	2

Attn: Reimbursement Chrysler Customer Assistance

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

RE: Safety Recall L37/NHTSA 11V-528 Airbag System Clockspring

To Whom It May Concern:

Enclosed is a copy of the recall notice and the original receipt for repair for my 200 Wrangler.

Note: An independent garage did this repair because the warranty on this Jeep had expired and I was told by the Jeep dealership that any future repairs were on my dir Besides, after many months (6-months) of the Jeep being at the dealership for a sin repair my confidence in the ability of the local Jeep dealership service department to

repair it was in doubt.

If you need any other information please contact me at the above address or phone number.



Enclosure - 2 pages

Sincerely,



SAFETY RECALL L37/NHTSA 11V-528 AIRBAG SYSTEM CLOCKSPRING

Dear 1

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: 1J4GZ39119L) 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 safety

In the interim, if the AIRBAG warning light either illuminates intermittently do to ensure your 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 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. The same transfer carrysin

I have english in a special grown and special in the second in Cover) to









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

> * 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

51 tue

<u>վերիկ հումերիկ իրանին անագործություն և անակարան և անական և անական և անական և անական և անական և անական և անական</u> * 1 9ZS0000

ITNATAO9MI

Electronic Service Requested 8008-1 2584 AZU IM alliH muduA PO Box 218008 CIW2 485-00-89

CHRYSLER GROUP LLC

DELBOIL MI **PERMIT #2655** FIRST CLASS MAIL PRESORTED







RETURN RECEIPT REQUESTED

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



, Ֆիսիլմահանահետ Ասեհանահանանանիա



To: Attn. Kelly Chrys Ier Customer Assist. Center 877-768 5076

From Richard Badger Case #

1/18/13 3 pages

Rer your request. Cypy of Check # 9897 Cypy of for Repair on Jup



January 17, 2013

Case #

VIN: 1J4GZ39119L

Jeep Wrangler Unlimited X Sport Utility 4-door

Attn: Kelly

Chrysler Customer Assistance Center

P.O. Box 21-8007

Auburn Hills, MI 48321-8007

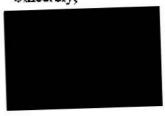
Fax # 877-768-5076

RE: Safety Recall L37/NHTSA 11V-528 Airbag System Clockspring

As per your request I have included with this fax a copy of the check (# 9897 – both sides) showing payment for the repair on the Jeep Wrangler.

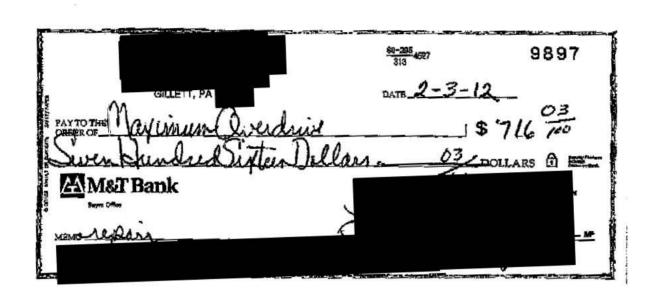
Please note that if you have questions, contacting me by phone may be the easiest as I don't check my e-mail everyday.

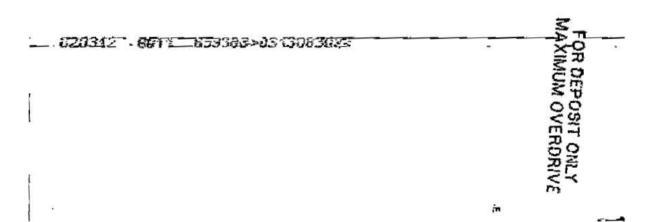




01/18/2013 08:05

Page 1 of 1





Posting Date 2012 Feb 03

Research Seq # 8007090937

Account #

Check/Store # 9897

DB/CR DB

Dollar Amount \$716.03

Bank # 096

Branch # 04527

Deposit Acct # 0

Record Type # 01

From:

To: customerassist@chrysler.com Date: Mon Jan 14 10:56:31 EST 2013

Subject: Chrysler Group LLC Customer Assistance

Form Selected:

Category: US Customer Service

Brief Description:

Concerning Warranty of Clock Spring on Steering Column

Comments:

The airbag warning light comes on and off with an annoying beeping sound

quite frequently. This is likely caused by failure of the clock spring. ${\tt I}$

had heard this item had an extended warranty of 10 years.

Sender Information:

520.174

Title: Mr.

First Name: Middle Initial:

Last Name:

From: customerassist@chrvsler.com

To:

Date: Mon Jan 14 11:58:53 EST 2013

Subject: Re: Chrysler Group LLC Customer Assistance

Dear

Thank you for contacting the Jeep Customer Assistance Center regarding your 2008 JEEP WRANGLER UNLIMITED X 4X4

We regret the fact that you have encountered issues with your vehicle and appreciate the fact that you have brought this to our attention.

Unfortunately Chrysler Group Customer Care is not a diagnostic support center and given the many variables involved, we are unable to address your concerns via email.

Since you are experiencing issues with your vehicle that 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.

Our dealerships have the factory training, equipment and information available to them to address any of your vehicle concerns.

In order for Chrysler to consider any assistance, you will need to have your vehicle diagnosed at an authorized Chrysler dealership within 5 days. This does not guarantee that Chrysler can provide assistance, however it will ensure that a trained technician on a Chrysler Brand vehicle has completed and provided an accurate diagnosis. You will be responsible for the diagnostics fees.

Once the diagnostic has been completed, and if you still require assistance, please contact our Customer Assistance Center at 1-877-IAMJEEP~(877-426-5337)

We would like to take this opportunity to advise you that our records indicate that the following recall campaign(s) have not been performed by an authorized dealer:

RECALL: K13

DESCRIPTION: INNER FENDER LINERS

TYPE: SAFETY

DATE ISSUED: 12/03/2010 STATUS: INCOMPLETE

RECALL: L05

DESCRIPTION: TRANSMISSION COOLER LINES

TYPE: WARRANTY

DATE ISSUED: 05/06/2011 STATUS: INCOMPLETE

We suggest that you contact your local authorized 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.

We hereby include a listing of local dealers within your zip code area:

Earnhardt Chrysler Jeep Dodge 1301 North Arizona Avenue Gilbert, AZ 85233 (480) 926-4000

Chapman Dodge Chrysler Jeep 6601 East McDowell Road Scottsdale, AZ 85257 (480) 949-7600

Superstition Springs Chrysler Jeep Dodge 6130 E Auto Park Drive Mesa, AZ 85206 (480) 830-8001

Tempe Chrysler Dodge Jeep Ram 7975 S Autoplex Loop Rd Tempe, AZ 85284 (800) 383-6343

If your vehicle is involved in any future recall campaign, you will be notified promptly by U.S. mail. Please keep in mind that recall campaigns are Vehicle Identification Number specific so 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 we can be of any assistance in the future, please email or contact Customer Care Center by telephone at 1-877-IAMJEEP (877-426-5337)

Thanks again for your email.

Sincerely,

Alex

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

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7975219V82733L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

Concerning Warranty of Clock Spring on Steering Column Comments:

The airbag warning light comes on and off with an annoying beeping sound

quite frequently. This is likely caused by failure of the clock spring. $\ensuremath{\mathtt{I}}$

had heard this item had an extended warranty of 10 years.

VIN:
81
Mileage:
54000
Servicing Dealer:
Sullivan Motors
Title:
Mr.
First Name:
10 (Smith)
Middle Initial:
Last Name:
Address 1:
Address 2:
943 W II
City:
Mesa
State:
AZ
Zip:
P
Email:
Homo Dhono.
Home Phone:

From:

To: customerassist@chrysler.com Date: Thu Jan 24 20:44:33 EST 2013

Subject: Chrysler Group LLC Customer Assistance

Form Selected:

Category: US Customer Service

Brief Description:

Recall notice and was treated like a crook by Gen. MGR Comments:

I received a letter from Chrysler Customer Ass. Center stating that

warrantee has been extended for the clock spring and that if I was

trouble to bring it in which I did. I was a little broke at the time

adamantly confirmed with the service advisor (Leticia Perez) not to

anything that would cost me money. She assured me that the recall was cost

free and so I waited for the work to be done. When they called me

handed me a bill for \$135. I reminded her about the conversation we had in

regard to any cost and referred me to the MGR. Wok order number

reflected that there was a code and had to be reset which they did. However I did not consent or have the money for that service to be performed. When the Gen. MGR came out he said there was nothing he

do and even acted like he was going to hold my Jeep ransom until I paid the

bill. Well as you can imagine I went ballistic and said I was not paying a

dime!! He tried lowering the price and then finally agreed to not

me but not after he got very upset with me and even told Ms. Perez to

\$75. on her ticket so she would get paid. and yes she looked at him like

huu. Anyway I just wanted to let you know The airbag light has come back

on now and I'm afraid to take it back and I don't want to have to take it

out of town. I could not believe how he treated me like a thief.

don't know if you can or not but also they recommended on the invoice

a transmission, front and rear diff service to be done which I cant afford

right now but if maybe you could cover that it would certainly smooth

mood and maybe in the future decide to buy another \$25,000 Jeep for wife.

Thank You Regards

Sender Information:

Title: Mr.
First Name:
Middle Initial:
Last Name:

From: customerassist@chrysler.com

To:

Date: Thu Jan 24 22:22:28 EST 2013

Subject: Re: Chrysler Group LLC Customer Assistance

Dear

Thank you for contacting the Jeep Customer Assistance Center.

I regret your dissatisfaction with the service you received and appreciate the time and effort you took to bring this matter to our attention. We at Chrysler take all of these complaints seriously and have documented your concerns on our corporate records.

Our records show you do have the extended warranty for the clockspring X41 CLOCKSPRING expires 120 Months or 150,000 Miles (which ever comes first). As long as the repairs are for the clockspring they will be covered. If the issue is caused by another component, it would be at your expense for the cost of the repairs..

In regards to assistance with the routine maintenance on your transmission, we would not be able to assist.

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

J24 MOPAR TOW BAR

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.

Sincerely,

Eileen

Customer Service Representative Jeep Customer Assistance Center

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

REFERENCE NUMBER

EMAIL CASE NUMBE

REPLY LINK: http://www.chrysler.com/wccs/brand forms/us/reply.jsp? trk ID=KMM7988325V84148L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:

Recall notice and was treated like a crook by Gen. MGR

I received a letter from Chrysler Customer Ass. Center stating that my

warrantee has been extended for the clock spring and that if I was having trouble to bring it in which I did. I was a little broke at the time and adamantly confirmed with the service advisor (Leticia Perez) not to anything that would cost me money. She assured me that the recall was cost free and so I waited for the work to be done. When they called me handed me a bill for \$135. I reminded her about the conversation we had in regard to any cost and referred me to the MGR. Wok order number reflected that there was a code and had to be reset which they did. However I did not consent or have the money for that service to be performed. When the Gen. MGR came out he said there was nothing he could do and even acted like he was going to hold my Jeep ransom until I paid the bill. Well as you can imagine I went ballistic and said I was not paying a dime!! He tried lowering the price and then finally agreed to not charge me but not after he got very upset with me and even told Ms. Perez to put \$75. on her ticket so she would get paid. and yes she looked at him huu. Anyway I just wanted to let you know The airbag light has come on now and I'm afraid to take it back and I don't want to have to take it out of town. I could not believe how he treated me like a thief. ps T don't know if you can or not but also they recommended on the invoice that a transmission, front and rear diff service to be done which I cant afford right now but if maybe you could cover that it would certainly smooth my mood and maybe in the future decide to buy another \$25,000 Jeep for wife. Thank You Regards VIN: Mileage: 65000 Servicing Dealer: Bakersfield Chrysler-Jeep Title: Mr. First Name:

Middle Initial:
Last Name:
Address 1:

Address z:

City:

Bakersfield
State:

CA
Zip:
Email:
Home Phone:

Document Recieved from Customer Cair Number:

Date Received: 2013-01-31 18:17:08.716308

Files Not Recieved: 0

This is for Case Number . Please call me on my cell phone at any additional documents.



DAVID ELLIS CHRYSLER JEEP

Jeep

21422 Roscoe Blvd. - Canoga Park, CA 91304 (818) 348-7510 Toll Free (800) 753-9544 www.davidellischryslerjeep.com

(**HAZARDOUS MATERIAL) Removal charge for all hazardous materials removed from your automobile, that must be disposed of as a hazardous waste.

IMPORTANT Remove all personal property and valuables from your vehicle. We do not assume responsibility for loss or damage for articles left in your vehicle.

Thank you for this opportunity to serve you. It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If you are not completely satisfied please contact us immediately.

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DAVID ELLIS CHRYSLER 21422 ROSCOE BLVD CANOGA PARK, CA. 91384 818-348-7518

Merchant ID: 8822355898 Term ID: 8875428888822355898881

Sale

VISA

Entry Method: Swiped

Total:

\$

584.81

01/38/13 Inv # 16:28:14

Appr Code: 617711

Approd: Online

Customer Copy

THANK YOU!

From: Reply By Link Only@chrysler.com

To:

Date: Thu Feb 14 08:53:33 EST 2013

Subject: Re: Chrysler Group LLC Customer Assistance

Dear

Thank you for contacting the Jeep Customer Assistance Center.

We are sorry to learn of the concerns you have encountered with your vehicle. Your concerns, particularly in view of the inconvenience involved in this issue, are understandable and I appreciate the time and effort you took to bring this matter to my attention.

We identify the recall issue and determine which vehicles in the assembly plant are involved. This is determined by the specific day and time of day vehicles are built. We then recall all those vehicles built within that time frame.

We would be happy to further look into this situation and review your request. To do so, we will first require a diagnosis be performed by any authorized Chrysler Group Dealership to review the situation and a determination on the repair procedure be put in place.

This will best allow us to review your request going forward. It is important to note we are not requesting you fully undergo the repairs at this time, we are only requesting a diagnosis be performed so we may better gather information related to your vehicles condition in order to better review your request.

We have updated your file to reflect the information provided in your email. Once you have had an opportunity to undergo a diagnosis through your authorized Chrysler Group Dealership, please respond using the link provided below to advise us of this information. We will be more than happy to further review your request at that time.

Thanks again for your email.

Sincerely,

Christopher

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:

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8014991V50013L0KM&

Original Message Follows:

Recall Information - Chrysler Brand Site

Brief Description:

I want to know why my clock spring is not covered under the partial recall

that went out for the 2008-2012 models.

Comments:

My airbag warning light started coming on this weekend. I did some

research online and found that the issue would most likely be the clock spring. I also found that their was a recall for this on RHD models from 2008 2012. The National Highway Traffic Safety Administration has had many reports of this occurring in LHD models also. I have also read in several Wrangler forums where they have contacted customer service and they have just had to pay a co-pay to get this safety issue taken care of. I contacted Jeep Customer Service today and was told that because the dealership did not want to help with this that I would have to pay all myself. Why does Jeep/Chrysler leave this decision to the dealership? It is not their name on the vehicle. It doesn't seem right that Chrysler will pay for some and not the others. Isn't this a safety issue and shouldn't Jeep/Chrysler want to make sure this is taken care of? I have to say that I was very disappointed in your customer service today. The person who I spoke with did a fine job, and was just doing her job. love my Jeep and this is the first real issue that I have had with was just hoping for better results when I contacted customer service. I hope you can help me resolve this issue in a manner that will keep loving my Jeep. VIN: Mileage: 68152 Servicing Dealer: Lithia, Kennewick, WA Title: Mr. First Name: Middle Initial: Last Name: Address I: Address Z: City: Hermiston State: OR Zip: Email:

Work Phone:

From:

To: customerassist@chrysler.com
Date: Thu Feb 14 15:40:20 EST 2013

Subject: Reply to Chrysler Group LLC (KMM8014991V50013L0KM)

Reply Comments:

I had a diagnostic done yesterday from Lithia of Kennewick. The diagnosis

is that the Clock Spring needs to be replaced. The invoice number is

From: Reply By Link Only@chrysler.com

To:

Date: Fri Feb 15 09:38:05 EST 2013

Subject: Re: Reply to Chrysler Group LLC (KMM8014991V50013L0KM)

Dear

Your email was reviewed by Jeep Customer Care and has been forwarded to the Case Management Team for their attention and response.

This referral action will provide the best opportunity for your request. An Case Manager will be in contact with you by the close of business day tomorrow.

If you require immediate assistance, please contact 1-877-426-5337.

Thanks again for your email.

Sincerely,

Christopher

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

REPLY LINK: http://www.chrysler.com/wccs/brand forms/us/reply.jsp? trk ID=KMM8016483V39085L0KM&

Original Message Follows:

Comments:

I had a diagnostic done yesterday from Lithia of Kennewick. The diagnosis

is that the Clock Spring needs to be replaced. The invoice number is

From:

To: customerassistre@chrysler.com Date: Wed Feb 13 19:45:27 EST 2013

Subject: Chrysler Group LLC Customer Assistance

Form Selected:

Category: Recall Information

Brief Description:

I want to know why my clock spring is not covered under the partial recall that went out for the 2008-2012 models.

Comments:

My airbag warning light started coming on this weekend. I did some research

online and found that the issue would most likely be the clock spring. I

also found that their was a recall for this on RHD models from 2008 until

2012. The National Highway Traffic Safety Administration has had many

reports of this occurring in LHD models also. I have also read in several

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just had to pay a co-pay to get this safety issue taken care of.

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all myself. Why does Jeep/Chrysler leave this decision to the dealership?

It is not their name on the vehicle.

It doesn't seem right that Chrysler

will pay for some and not the others.

Isn't this a safety issue and

shouldn't Jeep/Chrysler want to make sure this is taken care of? I have to

say that I was very disappointed in your customer service today. The person who I spoke with did a fine job, and was just doing her job. Ι

love my Jeep and this is the first real issue that I have had with it. I

was just hoping for better results when I contacted customer service. I

hope you can help me resolve this issue in a manner that will keep me loving my Jeep.

Sender Information:

Title: Mr.

First Name: Middle Initial:

Last Name:

Document Recieved from Customer Cair Number:

Files Not Recieved: 0

ATT: LESLIE

From:

CASE #

Phone # Cell Home



VERO BEACH CHRYSLER-JEEP-DODGE

855 SOUTH U.S. 1 · VERO BEACH, FLORIDA 32962 SERVICE DIRECT (772) 316-1822 • MAIN (772) 567-6633 • TOLL FREE (800) 375-2966 REGISTRATION NO. MV-17324



DELIVERY MILES



Jeep

DODGE



www.verobeachcjd.com www.thecarpeople.com 0447 02/15/13 CUSTOMER NO GREG DUBLIN 056 ABOR RATE LICENSE NO. MILEAGE 46,878 RED/ DELIVERY DATE 07/JEEP/WRANGLER VERO BEACH, FL 1 J 4 G A 3 9 1 0 7 02/15/13 BUSINESS PHONE COMMENTS E# OPT IN 1 CHARGES-----LABOR - - - -ABS WARNING LIGHT TECH(S):0446 148.21 J# 1 05CHZ14 CUSTOMER STATES: ESP BAS LIGHTS CAME ON FOR A FEW KEY CYCLES NOW IS OFF TECH INSPECTED FOUND DTCS C1219 STEERING ANGLE SENSOR INTERNAL FAILURE MUST REPLACE NEW SENSOR ONLY SERVICE WITH CLOCKSPRING REPLACED TESTED OK PARTS ---- QTY --- FP-NUMBER ---- -- DESCRIPTION ---- -- UNIT PRICE-CLKSPRING 8015001 286.75 1 5156106-AC 286 75 286.75 TOTAL - PARTS JOB# 1 TOTALS-----148.21 LABOR PARTS 286.75 434.96 JOB# 1 JOURNAL PREFIX CHCS JOB# 1 TOTAL JOB# 2 CHARGES-----ABOR - - -LABOR.

J# 2 01CHZ01-LOF STANDARD LOF TECH(S):0446 20.48 CUSTOMER REQUEST STANDARD LUBE, OIL & FILTER
-Includes Mopar Filter / Up to 5 Quarts 0il
-RESET OVERHEAD CONSOLE WHEN NECESSARY-MAINTENANCE COMPLETED MAINTENANCE AS REQUESTED PARTS ---- QTY -- FP -NUMBER ----- DESCRIPTION ----- UNIT PRICE -68026603-AA OIL 5W20 1081090 1AMFL000-04 FILTER EN 9057006 6 13.86 1AMFL000-04 5.10 5.10 1.00 LUBE KIT TOTAL - PARTS MISC-----CODE------DESCRIPTION-----------CONTROL NO------HW HAZARDOUS WASTE DISPOSAL SD SERVICE DISCOUNT 1.50 -15.03PD PARTS DISC. -3.15TOTAL - MISC -16.68JOB# 2 TOTALS-----LABOR 20.48 PARTS 19.96 MISC -16.68 JOB# 2 JOURNAL PREFIX CHCS JOB# 2 TOTAL 23.76 JOB# 3 CHARGES -----LABOR - - - -27 POINT INSPECTION
PERFORM FREE 27 POINT INSPECTION
PREVENTIVE INSPECTION TECH(S):0446 0.00 J# 3 01CHZ01 CUSTOMER COPY (CONTINUED ON NEXT PAGE) 93 07pm PAGE 1 OF 2

MO: 46878 LIMITED WARRANTY: The only warranty applying to the part(s) installed in accordance with this estimate are those that may be offered by the manufacturer. THE SELLER HEREBY EXPRESSLY DIS-CLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MER-CHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEI-THER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CON-NECTION WITH THE SALE OF PRO-DUCTS OR SERVICE SOLD UNDER THE TERMS OF THIS ESTIMATE.

Parts and labor are warranted by the manufacturer only for 12 months or 12,000 miles, whichever comes first, or 12 months on Parts Only.

**The above limited warranties exclude seals and oaskets.



sales & service "Convenience of one stop shopping for all

sales and service auto needs."

STOCK NO.

DELIVERY MILES



PAGE 2 OF 2

VERO BEACH CHRYSLER-JEEP-DODGE

855 SOUTH U.S. 1 · VERO BEACH, FLORIDA 32962 SERVICE DIRECT (772) 316-1822 · MAIN (772) 567-6633 · TOLL FREE (800) 375-2966 REGISTRATION NO. MV-17324





Jeep



www.verobeachcid.com www.thecarpeople.com 0447 TAG NO 02/15/13 CUSTOMER NO GREG DUBLIN 056 LABOR RATE LICENSE NO 46,878 RED/ DELIVERY DATE 07/JEEP/WRANGLER VERO BEACH, FL 1 J 4 G A 3 9 1 0 7 L 02/15/13 ISINESS PHONE COMMENTS E# OPT IN COMPLETED BY INSPECTING ALL ENGINE BELTS, FILTERS FRONT AND REAR DISC BRAKES, ALL TIRE PRESSURES AND TREAD DEPTHS, WIPER BLADES, ALL HOSES AND TOPPED OFF ALL FLUIDS ADVISED CUSTOMER OF ANY RECOMMENDED SERVICES BASED ON TIME AND OR CURRENT MILEAGE JOB# 3 TOTALS-----JOB# 3 JOURNAL PREFIX CHCS JOB# 3 TOTAL 0.00 JOB# 4 CHARGES-----REC SERVICE CONTRACT TECH(S):0446 0.00 SERVICE CONTRACT POLICY OFFERED OIL CHANGES JOB# 4 TOTALS-----JOB# 4 JOURNAL PREFIX CHCS JOB# 4 TOTAL 0.00 5.00 SS SHOP SUPPLIES TOTAL - MISC TOTALS-----********** METHOD OF PAYMENT ********* TOTAL LABOR.... 168.69 TOTAL PARTS.... 306.71 0.00 士士 CHARGE TOTAL SUBLET ... ** TOTAL G.O.G.... TOTAL MISC CHG. TOTAL MISC DISC TOTAL TAX.... 6.50 ** VISA M/C DISCOVER ** ** .18.18 ** 32,35 ** CHECK DEBIT CARD .. **TOTAL INVOICE \$** 496.07 CASH ** ************** THANK YOU ********* [FEB 1 5 2013) CUSTOMER SIGNATURE

CUSTOMER COPY

MO: 46878 LIMITED WARRANTY: The only warranty applying to the part(s) installed in accordance with this estimate are those that may be offered by the manufacturer. THE SELLER HEREBY EXPRESSLY DIS-CLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MER-CHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEI-THER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CON-NECTION WITH THE SALE OF PRO-DUCTS OR SERVICE SOLD UNDER THE TERMS OF THIS ESTIMATE.

Parts and labor are warranted by the manufacturer only for 12 months or 12,000 miles, whichever comes first, or 12 months on Parts Only.

**The above limited warranties exclude seals and gaskets.

We've given Convenience a whole new spin.



Announcing tire sales & service

"Convenience of one stop shopping for a sales and service auto needs."

L END OF INVOICE 1 03:07pm

From:

03/04/2013 16.76

Vero Beach Chrysler Jeep

855 South US 1

Vero Beach Florida 32692

772-567-6633

Customer information	
Street:	
Zip code:	
Cardholder Signature	enter dentaggen fag, en i sparrensen regende visit i viral et den de den den den geregen en de
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Transaction information

Sale

Date: 02/15/2013 3:09 PM

Amount: \$496.07

Card Number: *******

Merchant ID: 715022

Auth Code:

Processed as: Debit

Reference No.:

Trace No.:

Invoice No.:

Response Msg:

Entry Method:

Swiped

Approved

Match AVS:

Not Provided

Match CV:

Not Present

I Agree to Pay Above Total Amount According to Card Issuer Agreement (Merchant Agreement if Credit Voucher).

Document Recieved from Customer Cair Number:

Date Received: 2013-02-22 11:13:22.778442

Files Not Recieved: 0

CUSTOMER #:		All	Triend in the Co	nuels	
IN	NOICE		KATY, TEX	AS	
OUSTON, TX	PAGE 1 21	777 KATY FW PHONE: (281	SERVICE DEPAR Y @ MASON RD) 675-8500 · FA www.allensamue	· KATY, TEX, XX: (281) 675	AS 77450 8501
			CKIE MORT		
COLOR YEAR MAKE/MODEL	VIN	LICENSE	MILEAG	E IN/ OUT	TAG
REDROCK 08 JEEP WRANGLER 1J4GA39 DEL DATE PROD. DATE WARR. EXP. PROMISED	188L5 PO NO.	RATE	77531/ PAYMENT	77531 INV. DA	T1601
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77531 AIR BAG SQUID CIRCUT OPEN ACTIVE CODE	ONLY WHILE	TURNING			00
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INTERNAL FAULT ON STEERING ANGLE SENSOR.					
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ALSO CAN HEAR CLICKING COMING FROM COLUMN		URNING .	EST		
S13 INSPECT/ REPLACE STEERING ANGLE SEN	ISOR				
6433 CP			104.00	104.	00
1 5156106AC CLKSPRING-STEERING COLUM	IN CONTROL		222 22		
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MPI PERFORM COMPLIMENTARY MAINTENANCE I					
1514 CM	MDI DOILON		0.00	0.	00
77531 COMPLETED INSPECTION 1514					
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Requirement.					
EL6 PERFORM Express Lane 6 Quart Oil Se	ervice				
Minimum Maintenance Requirement.			228 22	2 22	
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77531 COMPLETED LOF 1514 **********************************	RANSMISSION LONGS INTERVAL I have authorized some maintenance and/or repairs to be performed with non mopar parts.	LABOR AMO	CRITICAL IPTION DUNT DUNT UBE		ĹS
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77531 COMPLETED LOF 1514 **********************************	RANSMISSION LONGS INTERVAL I have authorized some maintenance and/or repairs to be performed with non mopar parts. My Advisor has explained my repairs and made me aware of my	DESCR LABOR AMC PARTS AMC GAS, OIL, LI SUBLET AM	CRITICAL IPTION DUNT UNIT USE DUNT SIGNSPOSAL FEES		LS.
77531 COMPLETED LOF 1514 **********************************	RANSMISSION LONGS SINTERVAL I have authorized some maintenance and/or repairs to be performed with non mopar parts. My Advisor has explained my repairs and made me aware of my maintenance	DESCR LABOR AMC PARTS AMC GAS, OIL, LI SUBLET AM 'SHOP SUPPLE	CRITICAL IPTION DUNT JUNT JUNT JUNE GOUNT JUNE		ĹS
77531 COMPLETED LOF 1514 **********************************	RANSMISSION LONGS INTERVAL I have authorized some maintenance and/or repairs to be performed with non mopar parts. My Advisor has explained my repairs and made me aware of my maintenance needs.	DESCR LABOR AMC PARTS AMC GAS, OIL, U SUBLET AM TOTAL CHA	CRITICAL IPTION DUNT JUNT JUNT JUNE GOUNT JUNE		ĹS
77531 COMPLETED LOF 1514 **********************************	RANSMISSION LONGS SINTERVAL I have authorized some maintenance and/or repairs to be performed with non mopar parts. My Advisor has explained my repairs and made me aware of my maintenance	DESCR LABOR AMC PARTS AMC GAS, OIL, LI SUBLET AM TOTAL CHA	CRITICAL IPTION JUNT JUNT JUNE		LS

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CUSTOMER	#:pate					INVOICE		CHR	Triend in the (a) en San YSLER DODGE KATY, TEXA WEBY, Let's Be	NUCS HEEP RAM	
HOUSTON, HOME BUS:	YEAR	CELI	':N/A :: /MODEL		SE	PAGE 2 RVICE ADVI	PHON	JAC	SERVICE DEPART Y @ MASON RD) 675-8500 · FA www.allensamue CKIE MORT	· KATY, TE) X: (281) 675 ls.com	5-8501
REDROCK DEL DATE	O8 PROD.	JEEP WE		R PROMIS		A39188L5	RATE		77531/ PAYMENT		TAG
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SHOP SUPPI	*	******	*****	******** WE TH AL GR BE TH	SINC IANK Y LEN S EAT C ING Y IANK Y	ERELY APP OU FOR PU AMUELS KA OMMUNITY, OUR FIRST	PRECIATE YOUR TY IS PROUGHTY IS PROUGHTY IS PROUGHTY IS PROUGHTY IS PROUGHTY IS PROUGHTY IS PLEASE DE PLEASE DE KATY. COM	OUR R TR ID T OOK OR Y	BUSINESS UST IN US O BE PAR' FORWARD '	S. FOF OU	

SERVICE DEPARTMENT

NOTICE PURSUANT TO SEC. \$70.001, TEXAS PROPERTY CODE	I have authorized	DESCRIPTION	TOTALS
i am the person or agent acting on behalf of the person who is sulligated to pay for the repair of the motor vehicle subject to the repair agreement. I understand that the vehicle is subject to repossession in	some maintenance and/or repairs to be	LABOR AMOUNT	219.80
	performed with non	PARTS AMOUNT	373.85
a check, money order, or a credit card transaction is stopped, dishonored because of insufficient funds, no funds, or because the maker or drawer of the order or the credit card holder has no account or the	mopar parts.	GAS, OIL, LUBE	0.00
account upon which it is drawn or the credit card account has been closed. The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The	My Advisor	SUBLET AMOUNT	0.00
	has explained my repairs and made	*SHOP SUPPLIES/DISPOSAL FEES	10.40
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	me aware of my	TOTAL CHARGES	604.05
person to assume for it any nability in connection with the sale of this item/items.	needs.	LESS INSURANCE	0.00
Power of Attorney authorize you to act as power of attorney to sign insurance checks to pay for damages to above vehicle.		SALES TAX	31.71
*SUR QUEMISCREAM ETC. UE HAVE PETERMENT THAT I IS NOT SOUTH TO ITEM OF IN PARTY TO A MARCHE ASSETT	Initials	PLEASE PAY THIS AMOUNT	635.76

WHO DEPARED SANCE, THE VIEW HAS DETERMINED THAT IT IS NOT PRACTICAL TO TRAVE IN DETAIL A WARRING WHEN ALL MARKETS BEFORE A WARRING WHEN A WARRING WHEN ALL MARKETS BEFORE AND THAT IS A WARRING THE PRACTICAL TO TRAVE A DEPOSABLE OF THE REPORT OF THE PRACTICAL THE PRACTICAL TO THAT IS A WARRING OFF THE PRACTICAL TO THE PRACTICAL T

CUSTOMER COPY

From:

To: customerassist@chrysler.com Date: Wed Feb 20 07:59:39 EST 2013

Subject: Chrysler Group LLC Customer Assistance

Form Selected:

Category: US Customer Service

Brief Description: _____

Clock Spring Extended Warranty

Comments:

I recently had to replace my clockspring due to my air bag lights on,

cruise and no horn. After replacing I did some research and found that the

warranty was extended for this on my model year. I could not find a bulletin/document number and I don't show record of ever receiving a letter. I'd like to find out if my vehicle was covered under this and if

so how I go about getting reimbursed.

Sender Information:

Title:

First Name: I

Middle Initial:

Last Name: H

From: customerassist@chrysler.com

To:

Date: Wed Feb 20 13:40:29 EST 2013

Subject: Re: Chrysler Group LLC Customer Assistance

Dear

Thank you for contacting the Jeep Customer Assistance Center.

You do have the extended warranty for the X41-Clockspring on your vehicle.

Please forward your original repair order and proof of payment receipt for consideration to the address below:

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

Please attach case number to the outside of your envelop as well as on your letter.

The issue will be reviewed and you will be contacted with the response.

Sincerely,

Sarah

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:

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk ID=KMM8022611V85629L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site Brief Description: Clock Spring Extended Warranty Comments:

I recently had to replace my clockspring due to my air bag lights on, no

cruise and no horn. After replacing I did some research and found that the

warranty was extended for this on my model year. I could not find a bulletin/document number and I don't show record of ever receiving a letter. I'd like to find out if my vehicle was covered under this and if

so how I go about getting reimbursed.

VIN:

7 L

Mileage:

97000

Servicing Dealer:

N/A Title:
First Name:
Middle Initial:
Last Name:
Address 1.
Address
City:
Indianapolis State:
Zip:
Email:
Work Phone:

```
From:
To: customerassist@chrysler.com
Date: Wed Feb 20 13:44:46 EST 2013
Subject: Re: Chrysler Group LLC Customer Assistance
(KMM8022611V85629L0KM)
<HTML>
<BODY>
<div dir="ltr">Thank you for the info!</div><div class="gmail extra">
<br><div class="gmail quote">On Wed, Feb 20, 2013 at 1:40 PM,
customerassist <span dir="ltr">&lt;<a
href="mailto:customerassist@chrysler.com" target=" blank">
customerassist@chrysler.com</a>&gt;</span> wrote:<br/>
<blockquote class="gmail quote" style="margin:0 0 0 .8ex;border-</pre>
left:1px #ccc solid;padding-left:1ex">Dear
                                              <br>
You do have the extended warranty for the X41-Clockspring on your<br/><br/>br>
vehicle. <br>
<br>
Please forward your original repair order and proof of payment
receipt<br>
for consideration to the address below:<br/>
<br>
Chrysler Group Customer Care Center<br>
P.O. Box 21-8004<br>
Auburn Hills, MI 48321-8004<br>
Please attach case number
                                  to the outside of your envelop as
<br>
well as on your letter. <br>
The issue will be reviewed and you will be contacted with the
response. <br>
<br>
Sincerely, <br>
<br>
Sarah<br>
<br>>
Customer Service Representative<br>
Jeep Customer Assistance Center<br>
<br>
For any future communications related to this email, please refer to
the<br>
following information: <br>
REFERENCE NUMBER:
EMAIL CASE NUMBER:
REPLY LINK: <a
href="http://www.chrysler.com/wccs/brand forms/us/reply.jsp?
trk ID=KMM8022611V85629L0KM&" target=" blank">
http://www.chrysler.com/wccs/brand forms/us/reply.jsp?
trk ID=KMM8022611V85629L0KM&</a><br>
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<br>
Original Message Follows: <br>
-----<br>
US Customer Service - Jeep Brand Site<br/>
Brief Description: <br>
Clock Spring Extended Warranty<br>
Comments: <br>
I recently had to replace my clockspring due to my air bag lights on,
no<br>
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cruise and no horn. After replacing I did some research and found
that<br>
the<br>>
warranty was extended for this on my model year. I could not find a
<br>
bulletin/document number and I don't show record of ever
receiving a < br>
letter. I'd like to find out if my vehicle was covered under
this and <br>
if<br>
so how I go about getting reimbursed. <br>
<br>
<br>
VIN: <br>
       7L
Mileage: <br>
       97000<br>
Servicing Dealer: <br>
       N/A<br>
Title:<br>
<br>
First Name: <br>
      <br>
Middle Initial: <br>
<br>
Last Name: <br>
              br>
Address 1:<br>
                              <br>
Address 2:<br>
City: <br
       Indianapolis<br>
State: <br>
       IN<br>
Zip:<br>
Email:
       <a href="mailto
</a><br>
Work Phone: <br>
       <a href="tel
</a><br>
</blockquote></div><br></div>
</BODY>
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</HTML>

Document Recieved from Customer Cair Number: 6

Date Received: 2013-02-25 13:04:10.673358

Files Not Recieved: 0

The part in question is shown here on the last line, 5156106AC for \$259.00 plus 7% sales tax for a total of \$277.13. There was no labor associated with the replacement of this part. The new part is installed and working properly.



4630 E. 96th St. Indianapolis, IN 46240

Our family works for you. Since 1933. (317) 805-4450

www.obrienauto.com

Jeep. M FINANCE CHARGE is computed by PERCENTAGE RATE of 18%. DATE SHIPPED INVOICE NUMBER DATE ENTERED YOUR ORDER NO. INVOICE DAT 19 FEB 13 19 FEB 13 19 FEB 12:15 S PAGE 1 OF 1 ACCOUNT NO. 0 H LDT CASH TO 0 SHIP VIA TERMS SLSM. B/L NO. O.B TNDTANAPOLIS CASH DESCRIPTION 415 PART NUMBER IN ORD. SHIP 31.69 21.69 2.81 1.19 19.24 259.00 31.69 21.69 2.81 1.19 19.24 323.75 68004072AA 5014852AB 5183525AA 68004076AA SEAL-DRIVE SEAL-AXLE SPACER-DRI BAFFLE-DRI 31.69 43.38 2.81 1.19 56E1 58C5 000000 121111 SP 19.24 NUT-PINION 4720895AB SP 259.00 5156106AC 059G CLKSPRING-

FEB 1 9 2013 Parts returned must have throice No REFUNDS ON SPECTAL ORDER PARTS NO REFUNDS ON ELECTRICAL PARTS 20% RESTOCKING CHARGE Returned PARTS must be UNDAMAGED

Copyright 2000 ADP, Inc

PARTS 357.31 SUBLET 0.00 FREIGHT 25.01 SALES TAX \$382.32 TOTAL

CUSTOMER | COPY

Document Recieved from Customer Cair Number:

Date Received: 2013-02-28 16:42:21.415534

Files Not Recieved: 0

I tried to call you back, sorry I missed your call. Attached is the full receipt for the work including the tax. the amount the dealer quoted us the other day did not have tax included. The total work was \$529.98 with half being \$264.99. Thanks for helping...

CHRYSLER DODGE JEEP RAM OF FRANKLIN

1124 Murfreesboro Rd. FRANKLIN, TN 37064 Phone: (615) 794-5000



DODGE **jee**



02/26/13 CUSTOMER NO. TAG NO. 017 2021 JOSEPH J BISHOP LABOR RATE LICENSE NO. MILEAGE STOCK NO. 103,379 SILVER/ DELIVERY DATE DELIVERY MILES 08/JEEP/WRANGLER/4 DOOR UTILITY VEHICLE LÖ, NO. 1 3 8 G A 5 9 1 9 8 SELLING DEALER NO. PRODUCTION DATE F.T.E.NO. 02/25/13 CELL PHONE EMAIL ADDRESS SIDENCE PHONE MO: 103380 JOB# 1 CHARGES-----O# 1 OSCHPON ELECTRICAL 225.40 C/S AIR BAG LIGHT IS ON CLOCK SPRING REPLACE CLOCK SPRING PARTS------QTY---FP-NUMBER-------DESCRIPTION--------UNIT PRICE-5156106-AC CLKSPRING 8015001 259.00 259.00 TOTAL - PARTS 259.00 JOB# 1 TOTALS-----225.40 LABOR **PARTS** 259.00 484.40 3# 2 22012 4#E6L5 78:40 C/S TIRE LIGHT IS ON. TIRES HSAVE BEEN AIRED UP LR TIRE PRESS. SENSOR REPLACE AND PROGRAM SENSOR PARTS------QTY---FP-NUMBER-------DESCRIPTION----UNIT PRICE-1 56029479-AB SENSOR TI 8037155 77.75 77.75 77.75 PARTS JOB# 2 TOTALS-----78.40 77.75 PARTS JOB# 2 JOURNAL PREFIX. CHCS JOB# 2 TOTAL 156.15 JOB# 3 CHARGES -----WIS 20CHZ TO THE PROPERTY OF T PERFORM 23 POINT VEHICLE CHECK UP
INSPECT TIRES FOR WEAR AND ADJUST PRESSURES AS NEEDED.
FLUID LEVELS AND ADVISE OF ANY LEAKAGE, INSPECT SELVES
HOSES, LAMPS FOR DAMAGE AND BLOWN BULBS, BRAKES AND
VISUAL INSPECTION OF SUSPENSION COMPONETS PERFORM INSPECTION FILL OUT VEHICLE CHECK UP SHEET AND REPORT FINDINGS TO SERVICE CONSULTANT JOB# 3 TOTALS-----JOB# 3 JOURNAL PREFIX CHCS JOB# 3 TOTAL 0.00 JOB# 4 CHARGES-----_ABOR - - - -PAGE 1 OF 3 **CUSTOMER COPY** [CONTINUED ON NEXT PAGE] 09:51am

CHRYSLER DODGE JEEP RAM OF FRANKLIN

1124 Murfreesboro Rd. FRANKLIN, TN 37064 Phone: (615) 794-5000



DODGE





CELL: CUSTOMER NO. TAG NO. 2021 JOSEPH J BISHOP 017 02/26/13 LABOR RATE LICENSE NO. MILEAGE 103,379 SILVER/ DELIVERY DATE DELIVERY MILES 08/JEEP/WRANGLER/4 DOOR UTILITY VEHICLE ID. NO. 1 J 8 G A 5 9 1 9 8 L SELLING DEALER NO. PRODUCTION DATE F. T. E. NO. 02/25/13 CELL PHONE EMAIL ADDRESS MO: 103380 ABUR-O# 4 23CHZ BODY EXTERIOR - TECH(S):9465 0.00 REPLACE WIPER BLADES FRONT AND REAR DONE PARTS-----QTY---FP-NUMBER------DESCRIPTION-------UNIT PRICE-BLADE WIP 23067025 BLADE WIP 23067025 WB000015-AF 25.90 68018929-AA 13.95 JOB# 4 TOTALS-----39.85 JOB# 4 JOURNAL PREFIX CHCS JOB# 4 TOTAL 39.85 CHRYSLER # 5 230HZ1 BODY EXTERIOR
PRICE SPARE TIRE HOLDER
ORDER PART FOR CUST.INSTALL 294.00 JOB# 5 TOTALS-----PARTS 294.00 JOB# 5 JOURNAL PREFIX CHCS JOB# 5 TOTAL 294.00 MISC-----DESCRIPTION-----JOB # A ESF ENVIRONMENTAL CHARGE 27.34 27.34 TOTAL - MISC TECHNICIAN CERTIFICATION-----5465 JOHNNY J RADER

ind Reynolds Company ERAINTINVE C

PAGE 2 OF 3

CUSTOMER COPY

[CONTINUED ON NEXT PAGE] 09:51am

CHRYSLER DODGE JEEP RAM OF FRANKLIN

1124 Murfreesboro Rd. FRANKLIN, TN 37064 Phone: (615) 794-5000



DODGE Jeep



CEL CUSTOMER NO. ADVISOR TAG NO. INVOICE DAT 2021 017 02/26/13 JOSEPH J BISHOP LABOR RATE LICENSE NO. COLOR STOCK NO. 103,379 SILVER/ YEAR / MAKE / MODEL DELIVERY DATE DELIVERY MILES 08/JEEP/WRANGLER/4 DOOR UTILITY COLLEGE GROVE, VEHICLE I.D. NO. SELLING DEALER NO. PRODUCTION DATE 1 J 8 G A 5 9 1 9 8

CELL PHONE EMAIL ADDRESS COMMENTS MO: 103380

"CHRYSLER JEEP DODGE RAM OF FRANKLIN"
TOTAL LABOR.... 303.80
TÖTAL PARTS.... 670.60
THANK YOU FOR VISITING THE ALL NEW CHRYLSER DODGE JEEP RAM
TOTAL SUBLET... 0.00
TOTAL G.O.G... 0.00
TOTAL G.O.G... 0.00
TOTAL MISC CHG. 27.34
OR CONCERNS. FEEL FREE TO CONTACT SERVICE MANAGER, TOTAL MISC DISC 0.00
JOHN SALZLEIN @ 615-794-500 EXT. 3021
TOTAL TAX.... 92.66

F.T.E.NO.

OUR SERVICE HOURS ARE MONDAY THRU FRIDAY 7:00 AM TIL 6:00 PM TOTAL INVOICE \$ 1094.40 SATURDAY 7:00 AM TIL 4:00 PM CLOSED ON SUNDAY



CUSTOMER SIGNATURE



Jeep



Beynolds Company EBSINTINGE CC209800 C 105011

PAGE 3 OF 3

CUSTOMER COPY

[END OF INVOICE] 09:51am

From:

To: customerassistre@chrysler.com Date: Tue Feb 26 00:09:36 EST 2013

Subject: Chrysler Group LLC Customer Assistance

Form Selected:

Category: Recall Information

Brief Description:

my air bag light turns on and off, fuel over flows on fill ups, and catalyst efficiency light on, radio is staticy..

Comments:

Lights keep coming on and off...

Sender Information:

Title: Mr.

First Name: Middle Initial:

Last Name:

customerassistre@chrvsler.com From:

To:

Date: Tue Feb 26 14:08:56 EST 2013

Subject. Re. Chrysler Group LLC Customer Assistance

Dear

Thank you for contacting the Jeep Customer Assistance Center regarding your 2007 JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY 4-DOOR

We regret the fact that you have encountered issues with your vehicle and appreciate the fact that you have brought this to our attention.

Unfortunately Chrysler Group Customer Care is not a diagnostic support center and given the many variables involved, we are unable to address your concerns via email.

Since you are experiencing issues with your vehicle that 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.

Our dealerships have the factory training, equipment and information available to them to address any of your vehicle concerns.

We would like to take this opportunity to advise you that our records indicate that the following recall campaign(s) have not been performed by an authorized dealer:

RECALL: J24

DESCRIPTION: MOPAR TOW BAR

TYPE: SAFETY

DATE ISSUED: 11/19/2009 STATUS: INCOMPLETE

We suggest that you contact your local authorized 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.

We hereby include a listing of local dealers within your zip code area:

Ben Atkinson Motors Hwy 14-1618 Gilmer Ave Tallassee, AL 36078 (334) 283-6815

Brewbaker Dodge Chrysler Jeep 300 Eastern Blvd Montgomery, AL 36117 (334) 279-0174

Bice Chrysler Dodge 2133 Cherokee Road Alexander City, AL 35010 (256) 234-2519

Hometown Chrysler Dodge Jeep 801 Columbus Pkwy Opelika, AL 36801 (334) 749-8113

If your vehicle is involved in any 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.

Your concerns, particularly in view of the expense and inconvenience involved in this issue, are understandable. However, Jeep Customer Care will be unable to assist with your vehicle repair costs because the vehicle in question has exceeded the time or mileage limitations of the manufacturer's warranty.

Although a more favorable reply could not be provided, sharing your concern with us is appreciated.

If we can be of any assistance in the future, please email or contact Customer Care Center by telephone at $1-877-IAMJEEP\ (877-426-5337)$

Thanks again for your email.

Sincerely,

Alex

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:

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk ID=KMM8029905V5736L0KM&

Original Message Follows:

Recall Information - Jeep Brand Site

Brief Description:

 $\ensuremath{\mathsf{my}}$ air bag light turns on and off, fuel over flows on fill ups, and catalyst

efficiency light on, radio is staticy..

Comments:

Lights keep coming on and off...

VIN:

~~.

Mileage:

69000

Servicing Dealer:

Ben Atkinson Motors...

Title:

Mr.

First Name:

Middle Initial:
Last Name:
Address 1.
Address 2:
City: Tallassee
State:
Zip:
Email:
Work Phone:

RECEIVED DATE:
3/19/13
POSTED DATE: 3-15-13
VIN (FIRST 9 DIGITS) J4722419
VIN (LAST 8 DIGITS)
FIRST NAME:
LAST NAME:
CAIR: 0000000

NON – SCANABLE ITEMS : CIRCLE ONE
NO
YES



Commerce Chrysler Dodge Jeep Ra

2377 Homer Road-PO Box 757 Commerce, GA 30529 706.335.2800

www.commercechrysler.com

Repair Order

Service Advisor: Williams James All Started: 04/02/12 12:57 PM Completed: 04/02/12 2:29 PM

Priority: 5

R509 Version MPK2.75.002

	2008 Jeep Wi	RANGLER X	4X4 RHD SPORT UTILI	109287	02/22/13	138380	Transmission
<u> </u>	Color	Stone White	e Clear Coat	109287	02/22/13	138380	FREE 23 POINT IN
Danielsville, GA	VIN	1J4FZ2419	8L	107148	08/25/12	123000	Transmission
Vork	Mileage	In: 109734	Out: 109735	107148	08/25/12	123000	FREE 23 POINT IN
- dome	Tag Number	386	Plate No.	104812	02/20/12	105849	Oil Change
<u> </u>	In-Service	11/10/07	€	104812	02/20/12	105849	Enviromental Dispo
	Engine	EGT-3.8L V	/6 SMPI Engine	103577	09/30/11	95272	oil change-ayc!!!!!
	Coverage	336		103577	09/30/11	95272	Body
	Build Date	09/29/07		103577	09/30/11	95272	Enviromental Dispos
and the second	Comments .	بغنيم بينه	HOUSE CARES	103107	08/10/11	91622	oil change-ayc!!!!

Task Opcode	Description	Part or Technician	Qty	Pay Type	Unit Price	Price
> 1_0800 = 5	Fine Electrical		7777		ALC WHI	P. Mil
•	Technician: Elisha David Stone		·	WR		0.00
*	need to preform racall j24 moper tow bar	and I37 airbag clockspring	¥			
I	CLKSPRING-STEERING COLUMN CONT	05456106AB	; 1	. WR		0.00
·	preformed recall 61606 , 61602 , op#08-1	3-71-82 , clockspring recall I37		2	- , , "	
	Technician: recall 137		0.7	WR		0.00
	Failure UC:					

±€.	r green	garan garanga wasanga	5 S	
€ 9	3 7,3		Labor:	\$0.00
		* 8 0	Parts:	\$0.00
			Misc:	\$0.00
ž.		1.0	Discounts:	\$0.00
1880		6 6	Subtotal:	\$0.00
			Sales Tax:	\$0.00
			Total:	\$0.00
12				28 - 27 - 1922 - 3



CLKSPRING-STEERING COLUMN CONT

Commerce Chrysler Dodge Jeep Ra

2377 Homer Road-PO Box 757 Commerce, GA 30529 706.335.2800

www.commercechrysler.com

Repair Orde

Service Advisor: Stanley H Manley Started: 10/22/10 8:18 AM Completed: 10/25/10 10:20 AM

CP

Priority: 5

R509 Version MPK2.75.002

	2008 Jeep W	RANGLER	X 4X4 RHD SPORT UTILI	109287	02/22/13	138380	Transmission
	Color		te Clear Coat	109287	02/22/13	138380	FREE 23 POINT INS
anielsville, GA	VIN	1J4FZ241	98	107148	08/25/12	123000	Transmission
Va	Mileage	In: 70664	Out: 70679	107148	08/25/12	123000	FREE 23 POINT INS
los	Tag Number	741	Plate No.	105382	04/02/12	109734	Electrical
	In-Service	11/10/07		104812	02/20/12	105849	Oil Change
₺	Engine	EGT-3.8L	V6 SMPI Engine	104812	02/20/12	105849	Enviromental Dispos
	Coverage	336	8	103577	09/30/11	95272	oil change-ayc!!!!!
	Build Date	09/29/07		103577	09/30/11	95272	Body
The second second	. Comments	-		103577	09/30/11	95272	Environmental Dispos

		Part or		Pay	Unit	
Task Opcode	Description	Technician	Qty	Type	Price	Price
j-1/0900 az i	Engine			STATE OF	2013	
Could be to collide a Military to comment and an exerci-	Technician: Zane Monroe	F. CONT. B. LES Mill of No. Secure of Memorical Integral 5, Novice Anna Construction and	2.5	CP		190.00
	customer states esp light of	come on when driving & also has loss of power				

05156106AA

cause; p0132 02 sensor 1of1 cir high; p1128 closed loop not acheived bank one; tech replaced clock spring due to orc code; b1502 drivers air bag & steering angle sensor squib 1 circuit open

 Labor:	\$225.00
Parts:	\$278.00
Misc:	\$0.00
Discounts:	-\$35.00
Subtotal:	\$468.00
Sales Tax:	\$0.00
Total:	\$468.00

278.00



Commerce Chrysler Dodge Jeep Ra

2377 Homer Road-PO Box 757 Commerce, GA 30529 706.335.2800

www.commercechrysler.com

Repair Order

Service Advisor: Stanley H Manley Started: 10/22/10 8:18 AM

Started: 10/22/10 8:18 AM Completed: 10/25/10 10:20 AM

Priority: 5

R509 Version MPK2.75.002

Customer		Vehicle 🐷	3754.7	Ser	vice Histo	ry · · · · · · · · · · · · · · · · · · ·
	2008 Jeep W	RANGLER X 4X4 RHD SPORT UTIL	109364	03/06/13	138855	Fransmission
:	Color	Stone White Clear Coat	109364	03/06/13	138855 F	REE 23 POINT INS
Danielsville, GA	VIN	1J4FZ24193L	109287	02/22/13	138380 T	ransmission
Work:	Mileage	In: 70664 Out: 70679	109287	02/22/13	138380 F	REE 23 POINT INS
Home:	Tag Number	741 Plate No.	107148	08/25/12	123000 T	ransmission
	In-Service	11/10/07	107148	08/25/12	123000 F	REE 23 POINT INS
	Engine	EGT-3.8L V6 SMPI Engine	105382	04/02/12	109734 E	lectrical
	Coverage	336	104812	02/20/12	105849 C	Dil Change
<u>i</u> ,	Build Date	09/29/07	104812	02/20/12	105849 E	nviromental Dispos
	Comments		103577	09/30/11	. 95272 o	il change-aycl!!!!
					the same of	
3						

Task Opcode	Description			Part or Technician	Qty	Pay Type	Unit Price	Price
1 0900	Švov.	Engine	e Alle	₩	Additions	, 35 V686.30	(8.7	的學級
	Technician: Zane	Monroe			2.5	СР	. 8W	190.00
,		er-states esp light com EERING COLUMN CO		g & also has loss of power 05156106AA	r 1	СР		278.00
			32	closed loop not acheived b				

Chryster Customer Service (800) agarlaar

october 2011

recall April 2012

	Sc 1975		Labor:	\$225.00
			Parts:	\$278.00
ž.			Misc:	\$0.00
		. 	Discounts:	-\$35.00
	45		Subtotal:	\$468.00
İ	*		Sales Tax:	19,1(0\$0.00
		ا در	Total:	19.46\$0.00 \$468.00

Commerce, GA.

Recallincenter Po. Boyal - 8007 Auburn Hills Mich

նյննիկորդիթյունակվառիիվութերիսների

Customer Escalation 3/11/13

Summary: This customer posted on the Jeep Facebook page regarding an issue with the clock spring and the airbag warning light in his 2008 Jeep Wrangler.

Details:



5125UTU05-175-II

clock spring kicked the bucket in my 08 wrangler and now the airbag warning light turns on and off at random....has this happend to anyone here? how much did it cost to replace?

Like Comment: , how a moverful die un 's



Hey Ross, thanks for the speedy reply! My phone number is

And my e-mail is appressed as a parameter, my vehicle is currently at North Star dodge in San Antonio tx. So I dont currently have access to the vin #. And my insurance card is in the glove box. I have started a clam with jeep yesterday. The dealership quoted me 550. Kinda steep for a part that failed. I've yet to take it off road and only have 42330 miles on it. I know they extended the warranty for the 07's but mine is an 08. If it was anything else I would not be so worried but airbags are a necessity. If there is anything you can do to help make this right it would be greatly appreciated, eagerly awaiting our response -:



vin# = 1J4FA24158L

Please Paperclip Documents to CAIR number:

VIN number:

Customer Name:

Check Amount (If Issued):

451.87 (Clockspring)
42000

Contact Phone numbers:

Placed in Scan Bin for Paper clipping on:

3/13/2013

Thank You

HEB Market at Alon Town Centre

8503 NW Military Hwy. #105 San Antonio, TX 78231-1843

Tel: 210.408.1301 | Fax: 210.408.1399

Email: tx218@postnet.com | www.postnet.com/tx218

date 3/1	3/13	fax no	586-4	47-21	اک		
attention <u>/</u>	MARVIN Y	tcoup phone	586-2	74-817	-4		
fron e-mail		phone			<u>.</u> ,	I	
# of pages	transmitted (including this	page) <u>3</u>				
notes							
Refer	ence #:						
			25				
THONK	you so mi	ICH FOR O	th Your	Heif!	ٺ		
URGENT	I FOR REV	IEW [] PL	EASE CO.	MMENT	[] PLE	ASE RECYC	LE

We can help. PostNet. Your Neighborhood Business Center.

NOTE: This facsimile is CONFIDENTIAL and contains information intended only for the party to which it is addressed. No reproduction of this fax may be made without the written consent of the addressee. Each PostNet Center independently

owned & operated. Services may vary.

CUSTOMER #:



INVOICE



DUPLICATE 1 PAGE 1

7242 San Pedro · San Antonio, TX 78216 Phone (210) 249-7500 Fax (210) 249-7555

HOME: BUS:		CONT:N/A CELL:			ADVISOR:		ARD ALL		
COLOR YE	AR	MAKE/MODEL		3	IN	LICENSE	MILEAG	IN / OUT	TAG
		JEEP WRANGLER		1J4FA24158I				/42343	T5422
DEL BATE PR	OD. DATE	WARR EXP.	PROMIS	3	PO NO.	HATE	PAYMENT	INV.	DATE
19JANOB DD		19JAN2008	19:00 08		448 ENG:3		COUPS	08MAR	13

07:29 08MAR13 11:43 08MAR13

TOTAL LINE OPCODE TECH TYPE HOURS LIST NET

C/S AIRBAG LIGHT COMES ON SOMETIMES WHILE TURNING THE WHEEL. ADVISE 08 ELECTRICAL 4543 CP 225,00 225,00

1 5156106AC CLKSPRING-STEERING COLUMN CONTROL

271.95 244.75

42343 AIRBAG LIGHT ON 2.50 CHECKED FOR CODES AND REPLACED CLOCKSPRING AND PROGRAMED==CLEAKED CODES

************** B IP THERE IS TIME TODAY, CHECK THE TOP FOR LEAKS.

23 TRIM REPAIR

4543 CP 0.00 0.00 ***********

C 27 POINT VEHICLE INSPECTION

019 27 POINT VEHICLE INSPECTION 4543 CP C:00 0.00

******NICYEPTLI**

MAR 08

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE STATEMENT OF DISCLAIMER 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.

SIA I EMENT OF DISCLAIMER The factory warrantly conditions all of the warrantles with respect to the sale of this itemitaria. The Salier hereby expressly declaims all warrantles either express or implied, including env implied warrantly of merchantability or fitness for a particular purposa. Salier neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this itemiferms.

TOTALS DESCRIPTION LABOR AMOUNT 225.00 PARTS AMOUNT 244.75 GAS, OIL, LUBE 0.00 SUBLET AMOUNT 0.00 MISC, CHARGES 8.51 TOTAL CHARGES 478.26 LESS INSURANCE 46.97 SALES TAX 20. PLEASE PAY
THIS AMOUNT 87

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

CUSTOMER COPY

CUSTOMER SIGNATURE

N STAR DUDGE CHRYSLEN JEEP 7242 SAN PEDR." AVE SAN ANTONIO, TX 78216 210-249-7500

Merchant ID: 1345

Ref #: 2813

Sale

XXXXXXXX

VISA Entry Method: Suiped

Total:

451.87

03/98/13

11:45:22

Inv #

Appr Code: 174657

Approd: Online

Batch#: 990249

Customer Copy

THANK YOU! PLEASE COME AGAIN! CANCELED PAYMENT BY SOURCE AREA

Chrysler Group LLC

Job/User Report Name Source Area : T5631MA

:ZGRFI_GAP_CANCEL_PAY

: SU - SU - C.A.I.R. United States

Page #: Date :04/03/2013

Time : 07:44:35

PAYMENT MTHD CURR	ORIGINAL PYMT #	VENDOR ID	VENDOR NAME	VENDOR ADDRESS	PAYMENT AMOUNT		CODE	NEW CHECK # /
C USD		SU00000001	MS ELLA BALL	2289 KERN ST SAN BERNARDINO CA 92407-621US	597.10-	04/02/2013	17	NO F
C USD		SU00000001	MR WENDELL R DERRICK -	101 WOOD CREEK DR PIEDMONT SC 29673 US	1,028.00-	04/02/2013	17	NO F
C USD		su000000001	MR KENNETH E JENKINS	PO BOX 391 CORTEZ FL 34215-039US	774.93-	04/02/2013	17	NO F
C USD		5000000001	MR JOSHUA BELL	13130 BLANCO RD APT 504 SAN ANTONIO TX 78216-	451.87-	04/02/2013	17	NO F
c USD		\$000000002	DONIQUE MARIE WALLS	6787 SILVER MAPLE DR REX GA 30273 US	2,449.00-	04/02/2013	17	NO F
***	** TOTAL TO	r source SU	in USD:	5,300.90-				
	** Number o		**> 5					*

From:

To: customerassist@chrysler.com Date: Mon Mar 18 11:33:37 EDT 2013

Subject: Chrysler Group LLC Customer Assistance

Form Selected:

Category: US Customer Service

Brief Description:

Break Light Issues

Comments:

I recently had to have the Total Integrated Power Moduel (TIPM) replaced

because my break lights were not working. This was just a couple weeks ago.

This weekend I was pulled over because my break lights were not working. I

have had several issues from my Jeep shutting off and then turning back on

with all the lights on the dash lighting up. I also get the air bag deployed light every time I step on my breaks but the Air Bag has never ${}^{\circ}$

been deployed as far as I know.

Can anyone tell me what is going on with my Jeep?

V/r,

Sender Information:

Title: Ms.

First Name: Middle Initial:

Last Name:

From: Reply By Link Only@chrysler.com

To: traferland@E@gracil con

Date: Mon Mar 18 15:56:42 EDT 2013

Subject: Re: Chrysler Group LLC Customer Assistance

Dear

Thank you for contacting the Jeep Customer Assistance Center.

We regret the fact that you have encountered issues with your vehicle and appreciate the fact that you have brought this to our attention.

Unfortunately Chrysler Group Customer Care is not a diagnostic support center and given the many variables involved, we are unable to address your concerns via email.

Since you are experiencing issues with your vehicle that 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.

Our dealerships have the factory training, equipment and information available to them to address any of your vehicle concerns.

Thanks again for your email.

Sincerely,

Christopher

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

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk ID=KMM8055465V36602L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

Break Light Issues

Comments:

I recently had to have the Total Integrated Power Moduel (TIPM) replaced

because my break lights were not working. This was just a couple weeks ago.

This weekend I was pulled over because my break lights were not working. I

have had several issues from $my\ Jeep\ shutting\ off\ and\ then\ turning\ back\ on$

with all the lights on the dash lighting up. I also get the air bag deployed light every time I step on my breaks but the Air Bag has never

been deployed as far as I know. Can anyone tell me what is going on with my Jeep? V/r

VIN:
Mileage:
38200 Servicing Dealer: Donovan Dodge
Title:
Ms.
First Name:
Middle Initial:
Last Name:
Address 1:
Address Z:
City: Sierra Vista
State:
AZ
Zip:
Email:
Home Figure.

From: To: customerassist@chrysler.com Date: Tue Apr 02 19:06:07 EDT 2013 Subject: Reply to Chrysler Group LLC (KMM8073923V34259L0KM) Reply Comments: I am verifying ownership. My grandmother is listed as primary owner and I'm the co-buyer. She passed away the second year I owned the Jeep though I'm the only one who has ever made a payment as my grandmother at the age of 83 wouldn't be driving around Texas in a Rubicon. I purchased the Jeep from a dealer who was a client of mine - Carl Gregory Chrysler Jeep Dodge of Albany. I made the purchase December of 2013 made my last payment Nov, or Dec last year. The last address associated with my Jeep was Probably Austin Tx and before My new and current that it was Houston Tx address Austin Tx I have proof of insurance since December

of 07. Let me know what else you need to know. Thanks

From: customerassist@chrysler.com

To:

Date: Wed Apr 03 16:00:02 EDT 2013

Subject: Re: Reply to Chrysler Group LLC (KMM8073923V34259L0KM)

Dear

Thank you for the information you provided. I have updated our database to reflect your name, address and telephone number.

It is important to keep this database current, so we can reach you on recalls, customer satisfaction notifications and other important information.

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

Recall # Description

J24 MOPAR TOW BAR K13 INNER FENDER LINERS

You also have two extended warranties on your vehicle:

Extended Warranty Code Extended Warranty Description Coverage (based on the 95,000 miles you provided in your email)

X41 CLOCKSPRING December 23, 2016 or 55,000 Miles, whichever comes first INLET CHECK VALVE Unlimited Months or Unlimited Miles

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. The closest dealership to your Zip Code is South Point Dodge Chrysler Jeep. They are located at 5210 S I H 35 Austin, TX. Their phone number (512) 443-9333.

Please take a copy of this message with you at the time of service to

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,

aid the process.

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:

REPLY LINK: http://www.chrysler.com/wccs/brand forms/us/reply.jsp? trk ID=KMM8075546V19202L0KM&

Original Message Follows:

Comments: I am verifying ownership. My grandmother is listed as primary owner and I'm the co-buyer. She passed away the second year I owned the Jeep though I'm the only one who has ever made a payment as my grandmother at the age of 83 wouldn't be driving around Texas in a Rubicon. I purchased the Jeep from a dealer who was a client of mine - Carl Gregory Chrysler Jeep Dodge of Albany. I made the purchase December of 2013 made my last payment Nov, or Dec last year. The last address associated , Austin Tx with my Jeep was Probably and before Houston Tx My new and current that it was

3. I have proof of insurance since

of 07. Let me know what else you need to know. Thanks

Austin Tx

address is

December

From:

To: customerassistechrysler.com Date: Mon Apr 01 16:01:22 EDT 2013

Subject: Chrysler Group LLC Customer Assistance

Form Selected:

Category: US Customer Service

Brief Description:

Clock Spring & Recall's

Comments:

My airbag light remains on and chimes at me. I did some research online and $% \left(1\right) =\left(1\right) +\left(1\right)$

it looks like there is an extended warranty for the clock spring. As $\ensuremath{\text{I'll}}$

be a new dad soon I need to figure out what i need to do to get this and

any outstanding recalls taken care of. Is there paper work I need to fill

out? Request a build sheet? I spoke to the closest dealer and they asked if

i had any paper work as they were unaware of any issues. Thanks

Sender Information:

Title: Mr.
First Name:
Middle Initial:
Last Name:

From:_ customerassist@chrysler.com

To:

Date: Tue Apr 02 16:24:19 EDT 2013

Subject: Re: Chrysler Group LLC Customer Assistance

Dear

Thank you for contacting the Jeep Customer Assistance Center.

I noticed that the name and address provided in your email are different from the name and address in our customer database and need to verify that you are the current owner of this vehicle. It is important to keep this database current so that we can reach you on recalls, customer satisfaction notifications and other important information.

Please reply to the link below letting us know that you are verifying ownership and would like the information to be updated in our system. Please also provide the date of purchase, the vehicle mileage at the time of sale and either the name of the selling dealer or that it was a private owner transaction.

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

REPLY LINK: http://www.chrysler.com/wccs/brand forms/us/reply.jsp? trk ID=KMM8073923V34259L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:

Clock Spring & Recall's

Comments:

My airbag light remains on and chimes at me. I did some research online and

it looks like there is an extended warranty for the clock spring. As

be a new dad soon I need to figure out what i need to do to get this

any outstanding recalls taken care of. Is there paper work I need to

out? Request a build sheet? I spoke to the closest dealer and they asked if

i had any paper work as they were unaware of any issues. Thanks

VIN:

Mileage:

95000

Servicing Dealer:
Title:
First Name:
Middle Initial:
Last Name:
Address 1:
Address 2:
City:
Austin State: TX
Zip:
Email:
Home Phone:

From:

To: customerassist@chrysler.com Date: Wed Apr 03 00:24:35 EDT 2013

Subject: Chrysler Group LLC Customer Assistance

Form Selected:

Category: US Customer Service

Brief Description:

Air Bag Light on and off

Comments:

2010 jeep wrangler unlimited rubicon. Out of warantee. Not really that old

for the Radio Screen to go out but it did. Searched internet and seems

this is a common problem but Jeep doesn't believe so.

NOW - airbag light

comes on and off. Chime dings off then on. After reading the internet

seems the clock spring is another WELL known issue with the ${\sf JK}$ models. My

question is Will Jeep do anything to resolve my clock spring problem?

Sender Information:

Title: Mr.

First Name: Middle Initial:

Last Name:

From: customerassist@chrysler.com

To:

wed Apr U3 16:33:13 EDT 2013 Date:

Subject: Re: Chrysler Group LLC Customer Assistance

Dear :

Thank you for contacting the Jeep Customer Assistance Center.

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

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

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

Thanks again for your email.

Sincerely,

Melissa

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:

REPLY LINK: http://www.chrysler.com/wccs/brand forms/us/reply.jsp? trk ID=KMM8075638V21193L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

Air Bag Light on and off

Comments:

2010 jeep wrangler unlimited rubicon. Out of warantee. Not really

for the Radio Screen to go out but it did. Searched internet and

this is a common problem but Jeep doesn't believe so. NOW - airbag

comes on and off. Chime dings off then on. After reading the internet

seems the clock spring is another WELL known issue with the JK models. My

question is Will Jeep do anything to resolve my clock spring problem?

VIN:
Mileage:
62000 Servicing Dealer:
Title:
Mr. First Name:
Middle Initial:
Last Name:
Addre
Address 2:
City:
Henderson State:
NV Zip:
Email:
Home Phone:

Document Recieved from Customer Cair Number:

Date Received: 2013-04-23 11:08:59.712963

Files Not Recieved: 0

Here is the invoice



Southwest

562.85

INVOICE

7980 W. Tufts Ave., Littleton, CO 80123 (303) 269-7800

www.gocarsandtrucks.com

lakewood, PAGE 1 CO

HOME CONT BUS: CELL SERVICE ADVISOR: 6280 HENRY KHU LICENSE MILEAGE IN / OUT -MAKE/MODEL VIN TAG COLOR YEAR 10 JEEP WRANGLER 1J4BA3H19A 55490/55490 T5059 DARK CHARC DEL. DATE PROD. DATE WARR. EXP. PROMISED PO NO. RATE **PAYMENT** INV. DATE 11:00 19APR13 19APR13 14APR10 CASH DE R.O. OPENED READY OPTIONS: STK:AL125044 DLR:PHONE#303-761-1720

ENG:3.8 LITER AXL:2

07:52 19APR13 16:01 19APR13

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL A C/S: Airbag light keeps going on and off TELLUS DEFAULT 0.00 6413 0.00 1 5156106AC CLKSPRING-STEERING COLUMN CONTROL 297.85 297.85 297.85

MOD

260 LABOR 265.00 265:00 6413 CD

TOTAL LINE A: 297.85 LABOR: 265.00 OTHER: 0.00 55490 1.90 SCANNED VEH FOR DTC'S FOUND VEH HAS SQUIB CIRCUIT 1 OPEN, PERFORMED DIAG FOUND CLOCKSPRING HAS INTERNAL OPEN, REPLACED

CLOCKSPRING AND PERFORMED VERIFICATION AND SAS CALIBRATION.

B MULTI-POINT INSPECTION NOT NEEDED THIS VISIT

MULTI-N MULTI-POINT INSPECTION NOT NEEDED THIS

VISIT

0.00 0.00 6413 CD

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

SHOP SUPPLIES AND/OR HAZARDOUS WASTE REM. FEE 33.13 IT IS NORMAL TO GENERATE MANY WASTE BYPRODUCT SHUTTLE WEB created 2013-04-17

02:12:22pm taken by Joe S THAT REOUIRE SPECIAL DISPOSAL AND ALSO NECE SSARY TO UTILIZE MANY ITEMS THAT ARE SUPPLIED Dabbert

IN BULK. THESE ITEMS DO NOT LEND THEMSELVES TO BE BILLED INDIVIDUALLY. THESE ITEMS ARE ACCOUN TED FOR AS SHOP SUPPLY CHARGES ON YOUR INVOICE

Thank You For Your Business!

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. SEE REVERSE SIDE FOR LIMITED

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

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, unless covered by the limited warranty, including any other 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 265.00 LABOR AMOUNT 297.85 PARTS AMOUNT GAS, OIL, LUBE 0.00 0.00 SUBLET AMOUNT MISC. CHARGES 33.13 595.98 TOTAL CHARGES 0.00 LESS INSURANCE 25.22 SALES TAX PLEASE PAY

621:20

THIS AMOUNT

CUSTOMER SIGNATURE

686247832408 60 CHRYSL DUG JP RAM SW 1980 WEST TUFTS AVENUE LITTLETON, CO 803.23 303-2 77808

Term ID: 061

Ret #: 018

Sale

XXXXXXXXXXX

Entry Method: Swiped VISA

16:49:24 94/19/13 Appr Code: 717580 lnv #:

Batch#: 109002 Approd: Online

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Customer Copy

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ASM_ Henry

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Method of Customer Approval:								Est.	Tax & Misc.		

GRAND TOTAL:

From:

To: customerassist@chrysler.com Date: Sat May 04 09:18:35 EDT 2013

Subject: Chrysler Group LLC Customer Assistance

Form Selected:

Category: US Customer Service

Brief Description:

Air Bag Light ON !

Comments:

I have been looking at the Jeep web sites and there seems to be a problem

with 2008 Jeep air bag systems (Clockspring?) I am also seeing that

is a NTSB recall and extended warranty on this system. What must I do to

resolved?

Sender Information:

Title: Mr.

First Name: Middle Initial:

Last Name:

From: customerassist@chrysler.com

To:

Sat May 04 13:42:38 EDT 2013

Date:

Subject: Re: Chrysler Group LLC Customer Assistance

Dear

Thank you for contacting the Jeep Customer Assistance Center.

We are sorry to learn of the inconvenience you have experienced.

Your 2008 Jeep Wrangler does not have the recall regarding the air bag system. Our records indicate that the following recall campaign (s) have not been performed by an authorized dealer:

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,

Samantha

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:

REPLY LINK: http://www.chrysler.com/wccs/brand forms/us/reply.jsp? trk ID=KMM8111950V89358L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

Air Bag Light ON !

Comments:

I have been looking at the Jeep web sites and there seems to be a problem

with 2008 Jeep air bag systems (Clockspring?) I am also seeing that there

is a NTSB recall and extended warranty on this system. What must I

get this problem resolved?

VIN: 8L6 Mileage: 98000 Servicing Dealer: Manhattan Jeep NYC Title: Mr. First Name: Middle Initial: Last Name: Address 1: Address 2: City: Brooklyn State: NY Zip: Email: Home Phone:

RECEIVED DATE:
5/17/13
POSTED DATE: 5-11-13
VIN (FIRST 9 DIGITS),
VIN (FIRST 9 DIGITS) J4FA54/20
VIN (LAST 8 DIGITS)
BL
FIRST NAME:
LAST NAME:
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CAIR:
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NON – SCANABLE ITEMS : CIRCLE ONE
NO
YES

Brooklyn, New York



To: The National Highway Traffic Safety Administration

Re: 2008 Jeep Wrangler Air Bag System Problems

Dear Friends,

On April 12th, 2013 I was driving my 2008 Jeep Wrangler Sahara, 2 door Manual Transmission: (Vin# 1J4fA54128) and the Air Bag failure warning light lit.

I investigated the problem and saw, on the National Highway Traffic Safety

Administration web site, that there is an ongoing investigation, prior to issuing a recall, of Jeep Air Bag Problems including numerous failures of the "clock spring" mechanism in the steering wheel assembly.

On May 9th 2013 I visited my Manhattan Jeep dealer service center for an unrelated problem and asked for their diagnosis of the air bag problem. They reported on the attached invoice #65503 that yes, the clock spring mechanism <u>had failed</u> requiring a service costing almost \$800.00 to repair.

Since I had just invested almost \$2,000.oo in emission system device failures and replacement, I did not have the funds to correct this Air Bag Clock Spring problem.

I wish to be included in this failure investigation and hope the outcome will result in a

estation have been at an

BOLLE HOLLEN TO BE A STORE OF THE STORE

full warranty recall and repair by the Chrysler-Jeep group. Sincerely,

Sincerery,

May 9, 2013

cc: Chrysler Group LLC Auburn Hills, Mi 48321



MANHATTAN JEEP • CHRYSLER • DODGE 629 W. 54th STREET

212 • 765-6634





REG. NO. 7098343

NEW YORK, NEW YORK 10019

ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURERS. THE SELLER HEREBY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND INSTINCE ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALLE OF SALD PRODUCTS. THOSE PARTS AND ACCESSORIES THAT ARE NOT SUPPLIED OR MARKETED BY CHRYSLER ARE NOT WARRANTED BY CHRYSLER, NOR ARE THEY WARRANTED BY THE SELLING DEALER, ASK YOUR SERVICE REPRESENTATIVE FOR SPECIFIC WARRANTY INFORMATION ON THESE PRODUCTS.

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	<u>.</u>	BRIAN BOYD	LICENSE NO.	680	1635	05/09/13 ·	STOCK NO.
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THANK YOU FOR YOUR PATRONAGE

PAGE 1 OF 2

CUSTOMER COPY

[CONTINUED ON NEXT PAGE] 01:54pm

MANHATTAN JEEP • CHRYSLER • DODGE

Jeep



629 W. 54th STREET

NEW YORK, NEW YORK 10019 212 • 765-6634





NYS • MV • R/S REG. NO. 7098343

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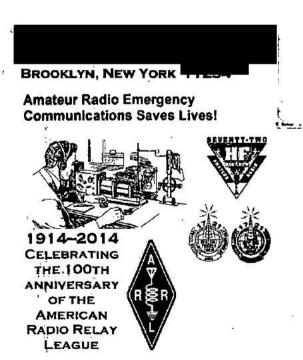
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MONDAY THRU FRIDAY 7:30AM TO	8:00 PM	TOTAL MISC DISC	0.00	PLEASE CONTACT
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THANK YOU FOR YOUR PATRONAGE

CUSTOMER COPY

PAGE 2 OF 2

[END OF INVOICE] 01:54pm







To: CHRYSLER Group LL Customer Service Safety Recal

PO Box 21-8004 Auburn Hills, MI 48321-8004

NHTSA: JEEP Air Bag Safety Investigation

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Document Recieved from Customer Cair Number:

Date Received: 2013-05-21 11:43:39.223377

Files Not Recieved: 0

I HUL UL

Spaulding High School

155 Ayers Street Barre, Vermont 05641-4300 Phone (802) 476-4811 - Fax (802) 479-4535

FAX COVER SHEET

FAX IS FROM: 5 2 1 1 3	FAX IS FOR: Christine
Number of faxed pages, following this cover sheet: 2 Message	FAX NUMBER: 801 736-3929
Number of faxed pages, following this cover sheet:	FAX IS FROM:
Number of faxed pages, following this cover sheet:	DATE: 5 20 13
Message	
	Number of faxed pages, following this cover sheet: 2
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COCKEARNIFFE WD 51030 PO BOX 8138 PFTA EINPMCIPF

Document Recieved from Customer Cair

Date Received: 2013-06-04 13:07:26.235257

Files Not Recieved: 0

Spaulding High School

155 Ayers Street Barre, Vermont 05641-4300 Phone (802) 476-4811 - Fax (802) 479-4535

FAX COVER SHEET

FAX IS FOR:	Christine
FAX NUMBER:	801-736-3929
FAX IS FROM:	
DATE:	6/4/13
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STATE OF CONNECTICUT

DEPARTMENT OF MOTOR VEHICLES



60 State Street, Wethersfield, CT 06161 http://ct.gov/dmv

June 4, 2013

To Whom It May Concern:

Due to an error made by the Connecticut Department of Motor Vehicles, in December of 2012 the title information for VIN 1J4HA5H1 466 was branded as JUNKED. The error has since been corrected. The vehicle title is now "clean" in the state of CT.

Please accept our apology for the confusion this error has caused.

Sincerely,

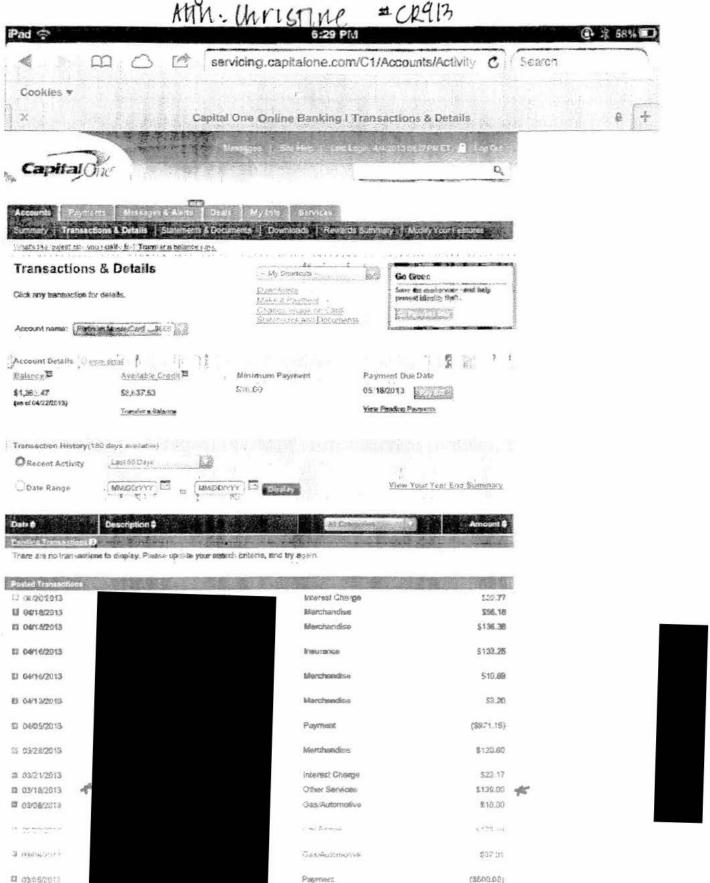
Daniel M. Silbo

Daniel Silbo Program Coordinator Title Unit

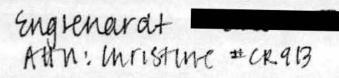
rage I of 1

photo.JPG - Gmail

Mn: Unistine = CR913



Checkin Jan 22 - Apr zz, 2013 Custom



Balance \$540.63 Available** \$274.72

Date	Description	Deposit	Withdrawal	Balance
03/28/2013	DBT RETURN ON 03/26 @ 00:00 / ENTERPRISE RENT A CAR LYNDHURST NJ CARD NBR: -5409	\$230.12		
03/26/2013	DBT PURCHASE ON 03/22 @ 00:00 / ENTERPRISE RENT A CAR LYNDHURST NJ CARD NBR: -5409		\$425.60	
03/26/2013	DBT RETURN ON 03/22 @ 00:00 / ENTERPRISE RENT A CAR LYNDHURST NJ CARD NBR: -5409	\$55,00		

^{**}This balance may include overdraft or line of credit funds.

Englenavolt / Unistruse * CR913



Chrysler Update Case#:

CAC_Case_Manager@chrysler.com < CAC_Case_Manager@chrysler.com>

Fri, Apr 19, 2013 at 10:42 AM

To:

Dear Customer:

Case #

VIN: 1J4PN2GK7B

Vehicle Description: JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR

I wanted to touch base with you and let you know I am still waiting to receive the proof of payment documents for both the towing invoice and rental agreement. If you could please fax those at your earliest convenience to:

Decrease will be marked as closed, until the documentation is not submitted by Monday, April 22, 2013, your case will be marked as closed, until the documentation is received by our office. As soon as the documentation is received, I will contact you by phone. If you have any questions about submitting the documentation, please contact me by calling 800-763-8422 extension 66039.

Note: This is a system generated message. Please do not reply.

Sincerely, CHRISTINE Customer Assistance Center

Document Recieved from Customer Cair Number: 2

Date Received: 2013-06-14 15:01:01.494528

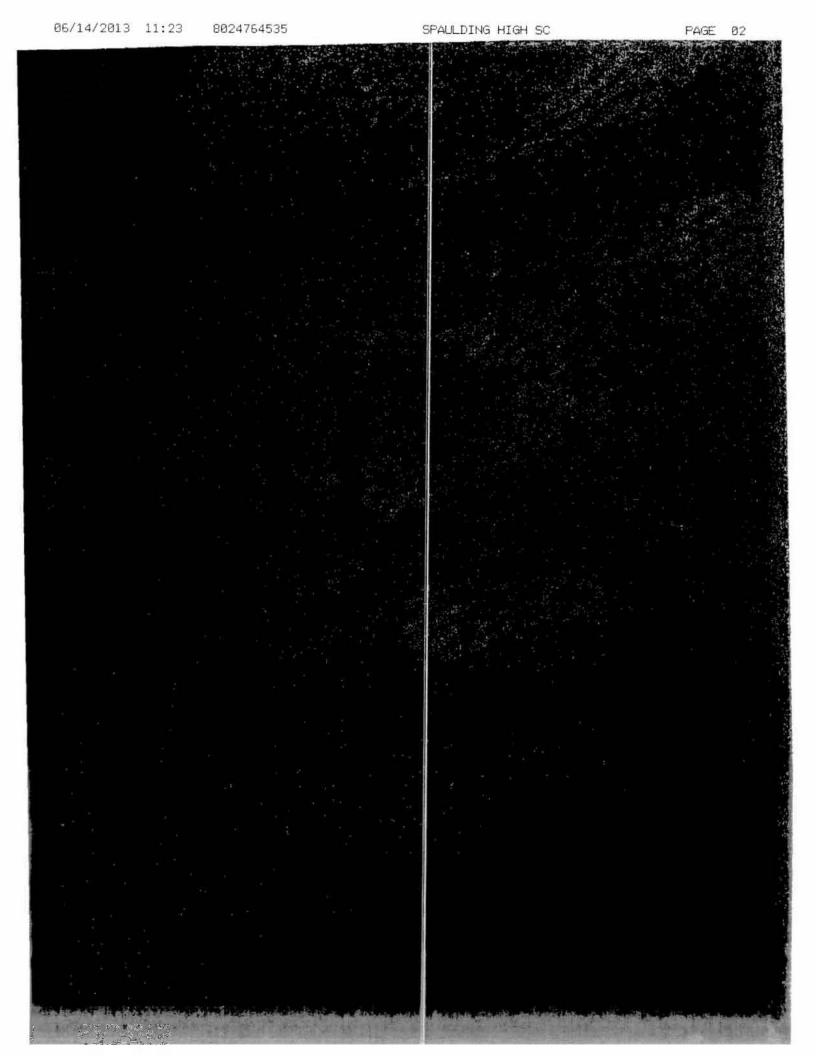
Files Not Recieved: 0

Spaulding High School

155 Ayers Street Barre, Vermont 05641-4300 Phone (802) 476-4811 - Fax (802) 479-4535

FAX COVER SHEET

FAX IS FOR:	Attn: case #
FAX NUMBER:	801-736-3929
FAX IS FROM:	
	6/14/13
DATE:	- 6/14/13
Number of faxed po	ages, following this cover sheet:
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Document Recieved from Customer Cair Number:

Date Received: 2013-06-18 11:07:25.541082

Files Not Recieved: 0

Spaulding High School

155 Ayers Street Barre, Vermont 05641-4300 Phone (802) 476-4811 - Fax (802) 479-4535

FAX COVER SHEET

	Ath case #	
FAX IS FOR:		
FAX NUMBER:	861-736-3929	
FAX IS FROM:		
DATE:	6/18/13	
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Number of faxed p	pages, following this cover sheet:	
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VERMONT AGENCY OF TRANSPORTATION, DEPARTMENT OF MOTOR VEHICLES 120 STATE STREET, MONTPELIER, VERMONT 05603-0001

JEEP	WRO		IN CERTIFIC CATION HUMBER (A5H14E	CATE	SEP 13
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RECEIPT LINE VALIDATES THIS CERTIFICATE
OCT-15-12-25-0029 FPX583 AUT 70.08

PASSENGER CAR OR SCHOOL BUS



Document Recieved from Customer Cair Number:

Date Received: 2013-07-03 12:05:36.989129

Files Not Recieved: 0

Spaulding High School

155 Ayers Street Barre, Vermont 05641-4300 Phone (802) 476-4811 - Fax (802) 479-4535

FAX COVER SHEET

FAX IS FOR:	Christie	The state of the s
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FRYSLER • DODGE • HYUNDA 1365 US ROUTE 302 BARRE, VT 05641 802-476-4724 www.midstatedodge.com







Stick with the Specialists

Stick with the Specialists'

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CUSTOMER COPY - PAGE 01

STATEMENT OF DISCLAIMER

PARTS USED IN YOUR VEHICLES REPAIR WHERE THE PART NUMBER STARTS WITH A LETTER OTHER THAN H. ON HYUMDAY PRODUCTS, OR ANY LETTER ON A CRRYSLER SROUP PRODUCT MAY NOT HAVE BEEN SUPPLIED BY YOUR VEHICLE MANUPACTURES, AND AS SUCH ARE NOT MARRASTED BY TREY.

Printed: 07/01/2013 @ 10:06

WE SERVICE MOST ALL MAKES OF VERICLES AND CARRY A SECAN RANGE OF TIRES IN STOCK. GUE SERVICE AND PARTS DEPARTMENTS ARE OPEN 5 DAYS A NEEK, PLEASE DROP BY OP GUES US A CALL AND ME WOULD BE HAPPY TO ASSECT YOU WITH ALL YOUR VENTCLE MADDITENANCE WEERS.

THURK YOU FROM THE RATIOS STATE AT MY STATE

From:

To: customerassist@chrysler.com Date: Wed May 08 18:54:32 EDT 2013

Subject: Chrysler Group LLC Customer Assistance

Form Selected:

Category: US Customer Service

Brief Description:

Clockspring issue with my 2008 Wrangler

Comments:

Hello,

I recently started having my airbag light come on. I researched a little to find this seems to be a common problem with a Jeep's clockspring.

I have looked for a recall and see the RHD models and 2007's were covered,

but am unsure if mine is. I work as a paramedic in the Kansas City area and

have seen numerous times were a proper airbag deployment has decreased the

incidence of major injury...I am also old enough to have worked many an $\ensuremath{\mathsf{I}}$

accident before airbags were common. In researching this I see some people

suggesting to just 'turn it off' to make the chime/warning go away,

the cost for repair is significant. Just human nature, I suppose. This is

definitely something I will NOT do. Since the cost is significant, I will

have to drive my Jeep in this condition until I can afford to make repairs,

as this is my only vehicle. I would like to encourage your organization to

consider issuing a repair bulletin for all Chrysler vehicles that

these unsafe parts.

Thank you for your time!

Sender Information:

Title: Mr.

First Name: Middle Initial:

Last Name:

From: customerassist@chrysler.com

To:

Date: Wed May 08 20:28:18 EDT 2013

Subject: Re: Chrysler Group LLC Customer Assistance

Dear

Thank you for contacting the Jeep Customer Assistance Center.

We have received your recent email and it has been documented in our corporate records. We appreciate the time you have taken to email us.

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

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

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:

REPLY LINK: http://www.chrysler.com/wccs/brand forms/us/reply.jsp? trk ID=KMM8117118V59298L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

Clockspring issue with my 2008 Wrangler

Comments:

Hello, I recently started having my airbag light come on. I researched a

little to find this seems to be a common problem with a Jeep's clockspring.

I have looked for a recall and see the RHD models and 2007's were covered,

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incidence of major injury... I am also old enough to have worked many

accident before airbags were common. In researching this I see some people

suggesting to just 'turn it off' to make the chime/warning go away,

the cost for repair is significant. Just human nature, I suppose.

This is definitely something I will NOT do. Since the cost is significant, I will have to drive my Jeep in this condition until I can afford to make repairs, as this is my only vehicle. I would like to encourage your organization to consider issuing a repair bulletin for all Chrysler vehicles that have these unsafe parts. Thank you for your time! VIN: Mileage: 59366 Servicing Dealer: Olathe (KS) Dodge Chrysler Jeep Title: Mr. First Name: Middle Initial: Last Name Address Addre.

City:

Gardner

State: KS

Zip:

----<u>--</u>-

Email:

Home Phone:

From: To: customerassist@chrysler.com Date: Fri May 10 10:57:06 EDT 2013 Subject: Re: Chrysler Group LLC Customer Assistance (KMM8117118V59298L0KM) Dear Sam, I think the point in which you are avoiding is the fact that I purchased t= his Jeep five years ago, that has less than 60K miles, and now, I have to r= eplace a part (to keep a very important safety function working) that the d= ealer states will cost ~\$500. I just recently spent several hundred dollars= to replace a failed ERG valve as well. I would expect, and I think Chrysle= r would too, that a Customer should not be needing to spend a lot of money = on major repairs by 60K miles. I have not even needed to replace the origin= al tires yet! ---- Original Message -----From: customerassist Sent: 05/09/13 10:41 AM To: enryster Group LLC Customer Assistance (KMM8117118V59298L0KM) hank you for contacting the Jeep Customer Assistance Dear Center. W= e have received your recent email and it has been documented in our corpora= te records. We appreciate the time you have taken to email us. Unfortunatel= y, given the many variables involved, we are unable to diagnose your vehicl= e's problem via email. We recommend contacting your authorized dealership t= o arrange an appointment for proper diagnosis and repair. Our dealerships h= ave the factory training, equipment and information available to them to di= agnose and correct problems with our vehicles. Should your dealer require f= actory assistance they may contact our Technical Operations Resource Group = (STAR) or contact their regional Business Center. Thanks again for il. Sincerely, Sam Customer Service Representative Jeep Customer Assistance= Center For any future communications related to this email, please refer t= o the following information: REFERENCE NUMBER: EMAIL CASE NUMBER: = REPLY ! LINK: http://www.chrysler.com/wccs/brand=5Fforms/us/reply.jsp?trk= 5FID=3DK= MM8117118V59298L0KM& Original Message Follows: ----- US = Customer Service - Jeep Brand Site Brief Description: Clockspring issue wit= h my 2008 Wrangler Comments: Hello, I recently started having my airbag lig=

ht come on. I researched a little to find this seems to be a common problem= with a Jeep's clockspring. I have looked for a recall and see the RHD mode= ls and 2007's were covered, but am unsure if mine is. I work as a paramedic= in the Kansas City area and have seen numerous times were a proper airbag = deployment has decreased the incidence of major injury... I am also old enou= gh to have worked many an accident before airbags were common. In researchi= ng this I see some people suggesting to just 'turn it off' to make the chim= e/warning go away, since the cost for repair is significant. Just human nat= ure, I suppose. This is definitely something I will NOT do. Since the cost = is significant, I wi! ll have to drive my Jeep in this condition until I can afford to make=20 repairs, as this is my only vehicle. I would like to encourage your organiz= ation to consider issuing a repair bulletin for all Chrysler vehicles that = have these unsafe parts. Thank you for your time! VIN: 83 Mileage: 59= 366 Servicing Dealer: Olathe (KS) Dodge Chrysler Jeep Title: Mr. First Name= Middle Initial: Last Name: Address 1: ddress 2: City: Gardner State: KS Zip: Email: Home P= hone: Semper Fi,

LCDR Hank Deters USN (ret)



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

05/13/2013

Carol Alexander Chrysler Group, LLC 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 5/10/2013 6:31:22 PM and was assigned an ID of the complaint was filed by 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 INF	ORMATION:
BBB Case	- Chrysler Group, LLC
Customer Inform	mation:
Draper , U	
Daytime Phone: E-mail:	

The details of this matter are as follows:

Complaint Involves:

Repair Issues

Customer's Statement of the Problem:

I have a 2008 Jeep Wrangler X, Last 8 of the VIN(8L) My AirBag MIL keeps turning on and off. I have had it diagnosed as a faulty clock spring, which is a major safety issue, in the vehicles steering wheel. This has been a recall on effected vehicles(so they say) and does not include my VIN number. I contest this. It is a known problem among Jeep Wrangler owners and by Chrysler. I have called their customer service line and have been told there is nothing they can do if my VIN number doesn't match to the ones that have been recalled. I am not willing to pay for a part or repair that is known by Chrysler to be faulty. I believe my vehicle to have this faulty clock spring and want it replaced. There have been several Jeep Wrangler owners who have decided to file complaints with the company itself, but I want to get it out in the open to let other owners know that we wont stand for a safety issue not being resolved. If my airbag deploys during normal driving, or does not deploy in an accident there will be a law suit filed, even if its on my behalf.

Desired Settlement:

I want this repaired.

Note: Please understand that the customer's complaint and your response may be publicly posted on the website(s) of BBB (BBB also reserves the right to not post complaint detail, in accordance with BBB policy). Please do not include any information that personally identifies your customer. By submitting your response, you are representing that it is a truthful account of your experience with this customer. The BBB may edit the complaint of your response to protect privacy rights and to remove inappropriate language.



May 17, 2013

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.:
Our File No.

Dear Ms. Hanes:

Thank you for forwarding the complaint from Management and his 2008 Jeep Wrangler.

Mr. Somethis the fourth owner of this vehicle that he recently purchased and is requesting that the manufacturer repair a problem with the airbag light being on. Writer notes that he has been declined since the warranty has expired and there is no recall on this vehicle pertaining to this problem.

Thank you for forwarding this information for further review.

Sincerely,

Carol Senior Staff

CLA/sk

Document Recieved from Customer Cair Number:

Date Received: 2013-06-06 12:11:28.173627 Files Not Recieved: 0



Suburban Chrysler Jeep Dodge

P.O. Box 8065

24315 Haggerty Rd. Novi, Michigan 48376-8065

Phone (248) 476-7900 Fax (248) 442-3600

Facility Reg. # F-133303 Dealer Code #42-66262

make the choice

CUSTOMER NO.	PATTY PHI	LLIPS	4415 TAG	NO. 8764	CEL
	LABOR PATE	LICENSE NO.		28,356	
	VEAR (MAKE (MODE)				DELUE/
NOVI, MI		RANGLER UN			
3	TIJ 40B	3 H 1 5 A	A L		SELLING DEALER NO.
	F.T. E. NO.		P.O. NO.		8.0.05/20/13
	COMMENTS		REPARS	PROPERLY COMPL	ETED & CHECKED BY
ABOR & PARTS			X X		
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		TOTAL MIS	SC DISC	0.00	warranties with resi item/items. The Selli
PRINTER GODGE REGE	Ford :	TOTAL TA	131	9.72	claims all warranti
Retinist		TOTAL IN	OICE \$	399.71	implied, including a merchantability or

THANK YOU FOR YOUR BUSINESS!!

ORIGINAL ESTIMATE HAS BEEN REVISED Jeep

CUSTOMER SIGNATURE









Lamborghini MASERATI





(w) mazpa (





PAGE 1 OF 1 CUSTOMER COPY

[END OF INVOICE] 09:49am

LIMITED WARRANTY

CELL

STOCK NO.

DELIVERY MILES

PRODUCTION DATE

MO: 28359

We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement fails in normal service within that period, we'll fix t free of charge during normal business hours - parts and labor.

ATTENTION

This repair facility charges for abor utilizing the flat rate hours published either by the manufacturer in its labor time study guide or by a recognized industry time study guide which reflects an average time requirement for the performance of specific vehicle epairs. Therefore, the flat rate hours charged may be either more or less than the actual clock ime in any given instance."

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the varranties with respect to the sale of this tem/items. The Seller hereby expressly disslaims all warranties, either express or mplied, 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

X



SUDURDAN LITEYSLER JEEF DODGE 24315 HAGLERTY RD NOVI. MI 48375 (248) 476-7908 MIL #6788290280931

Merchant ID: 08829828893104

Sale

XXXXXXX

MASTERCARD

Entry Method: Swiped

Total:

399.71

05/21/13 Inv#

16:51:45

Appr Code: 04379P

Approd: Online

Batch#: 000161

Chatomer Copy THANK YOU! COME AGAIN!

PAY ment Receipt



Jesp 800 992, 1997

CASE #



40850 Grand River • Novi, MI 48375 (248) 615-3812 Fax (248) 615-3826

SUBURBAN

Suburban Chrysler/Jeep/Dodge/RAM

Patty Phillips Service Consultant

Direct 248.427.7739 24315 Haggerty Road Novi, Michigan 48375 248.442.3630, fax 248.442.3535 www.suburbancollection.com

make the choice



PAGE 1 OF 2

Suburban Chrysler Jeep Dodge

P.O. Box 8065

24315 Haggerty Rd. Novi, Michigan 48376-8065

Phone (248) 476-7900 Fax (248) 442-3600 Facility Reg. # F-133303

Dealer Code #42-66262

make the choice

CUSTOMER NO.	APVSQB.	A A = TAG NO_	2011	CI INVOLCEDATE
	PATTY PHILLIPS	4415 8	3911	12/31/12
	LABOR RATE LICENSE			
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1012, 112	TJ 4BA3H1	5 A L		SELLING DEALER NO.
	F.T.E. NO.	P. O. NO.		R.O.DETE/31/12
	COMMENTS		OPERLY COMPLI	ETED & CHECKED BY
ABOR & PARTS		X		LIMITE
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# 2 20JEZ RECALL PERFORM RECALL #M22 TRANSMISS RECALL M22 PERFORMED RECALL M22	TECH(S) · 4690	W	VARRANTY	AT
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LIMITED WARRANTY

DELIVERY MILES

PRODUCTION DATE

MO: 26630

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guarantee our service work 12 months or 12,000 miles, chever comes first. If our reor replacement fails in normal vice within that period, we'll fix ee of charge during normal iness hours - parts and labor.

ATTENTION

is repair facility charges for or utilizing the flat rate hours lished either by the manufacr in its labor time study guide by a recognized industry time dy guide which reflects an rage time requirement for the formance of specific vehicle airs. Therefore, the flat rate irs charged may be either e or less than the actual clock e in any given instance."

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factory warranty constitutes all of the anties with respect to the sale of this items. The Seller hereby expressly diss all warranties, either express or ed, including any implied warranty of hantability or fitness for a particular ose. Seller neither assumes nor authoany other person to assume for it any ty in connection with the sale of this items.

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[CONTINUED ON NEXT PAGE] 03:43pm



Suburban Chrysler Jeep Dodge

P.O. Box 8065 24315 Haggerty Rd.

Novi, Michigan 48376-8065

Phone (248) 476-7900 Fax (248) 442-3600

Facility Reg. # F-133303 Dealer Code #42-66262

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NOW OPEN FOR SERVICE CALL FOR AN APPOINTME	ON SATURDAYS FROM 8:00 AM NT 248-476-7900.	UNTIL 1:00	TOTAL TOTAL TOTAL TOTAL TOTAL TOTAL TOTAL	LABOR PARTS SUBLET G.O.G MISC CHG. MISC DISC TAX	267.05 0.00 0.00 0.00 0.00 0.00 0.00 0.00	LIMITED We guarantee for 12 months whichever cor pair or replace service within it free of cha business hour
THANK YOU FOR YOUR BU	JSINESS!!					ATT
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PAGE 2 OF 2	CUSTOMER COPY		[END (OF INVOICE]	03:43pm	

ITED WARRANTY

DELIVERY MILES

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rantee our service work months or 12,000 miles, er comes first. If our reeplacement fails in normal within that period, we'll fix of charge during normal s hours - parts and labor.

ATTENTION

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y warranty constitutes all of the with respect to the sale of this The Seller hereby expressly diswarranties, either express or cluding any implied warranty of bility or fitness for a particular eller neither assumes nor authother person to assume for it any connection with the sale of this

SIGNATURE

Flom:

CASE #

Twould Appreciate if you

Take this AIRBAG Problem under

WARRANTY Repair Since this AUTO

ALREADY HAD 3 TRANSMITTON

PROBLEMS & HANY OFFER WARRANTY

REPAIRS. I'M BEEN A LEMON

Since DAY ONE.

HANK YOU.

CUSTOMER #: UNIT# 80601

Jun 11 13 07:36a





INVOICE

208 W. Golf Rd. Schaumburg, IL 60195 (847) 882-8400

SKOKIE, IL PAGE 3 HOME CONT: www.zdadge.com 238 ANDY PURVIN BUS: SERVICE ADVISOR: CELL: MAKE/MODEL: LICENSE MILEAGE IN/ OUT TAG JEEP WRANGLER 1J4GA39168L 63719/63719 T3313 IN SERVICE DATE PROD. DATE WARR, EXP. PROMISED PO NO: RATE PAYMENT INV. DATE 05MAY08 DI WAIT 05JUN13 0.00 CASH 06JUN13 STK: 80601 DLR: 23576 OPTIONS: ENG: EGT 3.8L V6 SMPI Engine TRN: DGV 4-Spd. Automatic VLP 42RLE Trans 13:21 05JUN13 |18:17 06JUN13 LINE OPCODE TECH TYPE HOURS TOTAL LIST NET 9996 REPLACED CLOCKSPRING SQUIB CIRCUIT 260.00 260.00 1611 1 5156106AD CLKSPRING-STEERING COLUMN CONTROL 259.00 MOD 259.00 259.00 0.00 TOTAL LINE E: 519.00 259.00 LABOR: 260.00 OTHER: PARTS: 63719 AIR BAG LIGHT GOES ON AND OFF/ DR. SQUIB 2 CIRCUIT OPEN (B1B06) 2.00 REPLACED CLOCKSPRING/SAS. F** RENTAL --- NEED VIN# OF THE RENTAL VEHICLE. RENTAL RENTAL --- NEED VIN# OF THE RENTAL VEHICLE. 0.00 1611 C 0.00 SUBL RENTAL PO#66937 35.00 35.00 MISC RENTAL REIMBURSEMENT -35.00 -35.00 COS 0.00 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: G** DURING INSP FOUND R/R CALIPER BRACKET SEIZED AND BROKEN 9996 RPELACE R/R CALIPER BRACKET 0.00 0.00 1611 C 1 68003775AA ADAPTER-DISC BRAKE CALIPER 46.48 46.48 46.48 MISC PART COVERAGE -46.48 -46.48 COP 0.00 46.48 LABOR: 0.00 OTHER: -46.48 TOTAL LINE G: 63719 ADAPTER BRACKET PIN CORRODED/ BROKE OFF INSIDE AND WAS BENT

Thank you for your business. If you have any questions or problems, please feel free to call.



SCHAUMBURG JEEP

0.50 REPLACED RIGHT REAR CALIPER ADAPTER BRACKET.

JN 07 2013

TEMENT OF DISCLAIMER of factory warranty constitutes all of the warranties with respect to the sale of this item/terns. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantsbility 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. factory warranty constitutes all item/items.

CUSTOMER SIGNATURE

TOTALS DESCRIPTION LABOR AMOUNT 260.00 PARTS AMOUNT 305.48 GAS, OIL, LUBE 0.00 SUBLET AMOUNT 35.00 MISC. CHARGES -61.48TOTAL CHARGES 539.00 LESS INSURANCE 0.00 SALES TAX 29.29 PLEASE PAY THIS AMOUNT

568.29

Dealer Code # 51-26783

cathy pauley

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