

**Document Recieved from Custome**

**Cair Number:** [REDACTED]

**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.



Sales  
& 678-244-4100  
Service

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

PARTS  
770-889-2061  
RENTAL  
770-889-8954  
BODY SHOP  
770-889-8953

CUSTOMER NO.	RYAN	42356	TAG NO. 760.	INVOICE DATE 09/26/12	IN
ALPHARETTA, GA	LABOR RATE	LICENSE NO.	MILEAGE 69,124	BLACK/	STOCK NO.
	10/01/2010 JEEP WRANGLER/4WD 2DR MOUNTAIN			DELIVERY DATE	DELIVERY MILES
	VEHICLE ID NO. 14A A 2 D 1 9 A L			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. 09/26/12		
BUSINESS PHONE	COMMENTS				MO: 69124

**LABOR & PARTS**

J# 1 06CHZ ELECTRICAL TECH(S):10605 155.30  
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
JOB # 1 TOTAL PARTS				257.00
JOB # 1 TOTAL LABOR & PARTS				412.30

J# 2 16CHZ RECALLS 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 16CHZ1 RECALLS TECH(S):10605 WARRANTY  
L34  
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 0.00
JOB # 4 TOTAL PARTS				0.00
JOB # 4 TOTAL LABOR & PARTS				0.00

J# 5 00CHZINSPECT MULTI POINT INSPECT TECH(S):10605 0.00  
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  
FREE.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 5 TOTAL PARTS				0.00
JOB # 5 TOTAL LABOR & PARTS				0.00



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!**



Sales  
& 678-244-4100  
Service

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

PARTS  
770-889-2061  
RENTAL  
770-889-8954  
BODY SHOP  
770-889-8953

CUSTOMER NO. [REDACTED]	RYAN	42356	TAG NO. 760.	INVO 09/26/12	[REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 69,124	BLACK/	STOCK NO.
ALPHARETTA, GA [REDACTED]	10/2010 JEEP WRANGLER/4WD 2DR MOUNTAIN			DELIVERY DATE	DELIVERY MILES
[REDACTED]	VEHICLE ID NO. A A 2 D 1 9 A L [REDACTED]	[REDACTED]		SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. 09/26/12		
[REDACTED]	BUSINESS PHONE	COMMENTS			MO: 69124

MISC-----CODE-----	DESCRIPTION-----	CONTROL NO-----	
JOB # A	A1 SHOP SUPPLIES		20.19
TOTAL - MISC			20.19
TOTALS-----			
*****			TOTAL LABOR.... 155.30
* [ ] CASH [ ] CHECK CK NO. [ ] *			TOTAL PARTS.... 257.00
* [ ] VISA [ ] MASTERCARD [ ] DISCOVER *			TOTAL SUBLET... 0.00
* [ ] AMER XPRESS [ ] OTHER [ ] A/R *			TOTAL G.O.G.... 0.00
* DATE PAID / / CASHIER INITIALS *			TOTAL MISC CHG. 20.19
*****			TOTAL MISC DISC 0.00
			TOTAL TAX..... 19.40
			<b>TOTAL INVOICE \$ 451.89</b>



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\*\*\*

CUSTOMER SIGNATURE

Case # [REDACTED] - Chrysler

RHD recall 11V528000

NHTSA - 3 complaints on 2010 Jeeps 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!**

**Document Recieved from Customer**

**Cair Number:** [REDACTED]

**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#:

Page 2

1234567891234



Customer No: [REDACTED] STRATFORD, CT [REDACTED]	VISNI	Advisor: Sam	Invoice Date: 10/09/2012	Term: CASH
Home: [REDACTED] Bus: [REDACTED]		License No [REDACTED]	Odometer In 47987	Odometer Out 47989
Cell: (000) 000-0000 Today: [REDACTED]		Year Make 2010 JEEP	Model JKJL72-WRANGLE	Delivery Date 03/27/2010
Email: [REDACTED]		Vehicle ID No 1J4GA2D10AL [REDACTED]	Selling Dealer	SO Date 10/08/2012
			InServ Date 03/27/2010	Stock No J049
				Color Red Rock Crysta
				Location

Request/Complaint

Type	CSR#	Amount
LABOR		198.00
PARTS		260.00
OIL/GAS		0.00
MISC		0.00
SUPPLIES		0.00
SUBLET/TOW		0.00
ENV FEE		2.90
<b>SUBTOTAL</b>		<b>460.90</b>
SALES TAX		29.27
WARR DEDUCTIBLE		0.00
OTHER DEDUCTIBLE \$0.00		
<b>TOTAL INVOICE</b>		<b>490.17</b>

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

TERMINAL ID: 0005568199200477990001  
 MERCHANT #: 199200477990

AMEX [REDACTED] SWIPED

SALE RECORD: 21 INU: 000024

DATE: Oct 08, 12 TIME: 17:32

BATCH: 000227

TRN: 1008213325 AUTH: 542889

VISA TRAN ID: 000157401223871

APPROVAL 542889

TOTAL \$490.17

AVAIL BAL. \$0.00

PJ VISHECKV

ONS, PLEASE CALL OUR SERVICE  
 2471 EXT 3



CUSTOMER COPY

CERTIFY THAT THE INFORMATION CONTAINED HEREON IS TRUE AND CORRECT. 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.

\*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 expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the Seller neither assumes nor authorizes any other person to assume for it any 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

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

From: [REDACTED]  
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  
the  
recall.  
Thanks

[REDACTED]

Sender Information:  
-----

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

From: customerassistre@chrysler.com  
To: [REDACTED]  
Date: Fri Oct 19 19:24:58 EDT 2012  
Subject: Re: Chrysler Group LLC Customer Assistance  
Dear [REDACTED]

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
J24	MOPAR TOW BAR

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

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

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

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: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK: [http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?trk\\_ID=KMM7905088V89098L0KM&](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 [REDACTED]

VIN:

7L[REDACTED]

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:

10-11-12

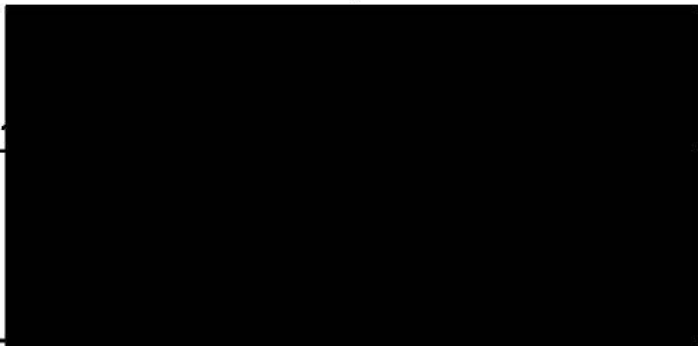
VIN (FIRST 9 DIGITS)

1J4F22418

VIN (LAST 8 DIGITS)

82 

FIRST NAME:



LAST NAME:

CAIR:

00000000

NON - SCANABLE ITEMS : CIRCLE ONE

NO

YES

Chrysler  
Customer Assistance  
800-992-1997

**CUSTOMER COPY**

Champion Chrysler Dodge Jeep



907 SOUTH CLINTON STREET  
ATHENS AL 35611  
Phone: 800-239-5692

02/21/2011 17:02:45

Customer No	License #	Stock #	Dealer #	Invoice Date 02/21/2011	Invoice #
	Mileage In 74733	Mileage Out 74733	Lot #/Hat # 551	Color WHITE	Delivery Date / /
	Year/Make/Model 2008 JEEP WRANGLER X			Prod Date / /	R.O. Date 02/21/2011
ELKMONT, AL	Vehicle ID # 1J4FZ24188L			Tech & #	P.O. #
	Override	Service Write Up DONNA DAY		S.W. INT. EST.	0.00
Extended Warranty Co. MASTERTECH	Policy #	Deductible \$100.00		Auth. #	Adjustor
Residence Phone	Business Phone	Service Writer Delivery Signature			

**Type:W JOB #1** Tech Lic: Lbr Hr: Labor: PO:

**Complaint:** Recall K13 - Inner Fender Liners

**Cause:** Recall

**Correction:** Modified wheel liners, inspected brake tubes, and installed new wheel liner fastners. Special ordered Left Rear Brake tube - Customer to be contacted when part comes in

**Part:** CATCK134AA NUT KIT-LEFT FRO Qty: 1

**Parts:** **Tax:**

**Type:E JOB #2** Tech Lic: Lbr Hr: 1.90 Labor: 180.50 PO:

**Complaint:** Customer states Airbag light is on

**Cause:** Performed diagnostics - found clockspring internal failure causing airbag light to come on

**Correction:** Replaced clockspring. Cleared code. Verified repair. Airbag system is operating as designed at this time

**Part:** 5156106AA CLKSPRING-STEERI Qty: 1 \$249.00

**Ext. Warr. Deductible:** \$100.00

**JOB TOTALS Labor: \$180.50 Parts: \$249.00 Tax: \$19.92 Sublet: \$0.00 Misc: \$0.00 TOTAL: \$449.42**

**Type:W JOB #3** Tech Lic: PO:

**Complaint:** Recall J24 - Mopar tow bar

**Cause:** Recall

**Correction:** Vehicle is not equipped with a front tow bar - Recall does not apply

**Tax:**

Please reimburse 100.00 for deductible

Thank you  
Jeff Bush  
check # 9815  
2/22/11

Extended Warranty Pay \$349.42	Internal Pay	All labor charges are billed on flat rate hours unless otherwise noted.	Total Customer Pay \$100.00
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# CUSTOMER COPY

Champion Chrysler Dodge Jeep



907 SOUTH CLINTON STREET

ATHENS AL 35611

Phone: 800-239-5692

02/21/2011 17:02:45

Customer No. [REDACTED]	License #	Stock #	Dealer #	Invoice Date 02/21/2011	Invoice #
Customer Name & Address [REDACTED]	Mileage In 74733	Mileage Out 74733	Lot #/Hat # 551	Color WHITE	Delivery Date / /
	Year/Make/Model 2008 JEEP WRANGLER X			Prod Date / /	R.O. Date 02/21/2011
ELKMONT, AL [REDACTED]	Vehicle ID # 1J4FZ24188L [REDACTED]			Tech & #	P.O. #
	Override	Service Write Up DONNA DAY		S.W. INT. EST.	0.00
Extended Warranty Co. MASTERTech	Policy #	Deductible \$100.00		Auth. #	Adjustor
Residence Phone	Business Phone	Service Writer Delivery Signature			

**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 ITEM/ITEMS. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS ITEM/ITEMS.

CUSTOMER SIGNATURE

Customer Signature X \_\_\_\_\_

Extended Warranty Pay \$349.42	Internal Pay	All labor charges are billed on flat rate hours unless otherwise noted.	Total Customer Pay \$100.00
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STORE YOUR DUPLICATE CHECKS IN YOUR CHECK BOX.

Track your expenses...

- Clothing
- Credit Card
- Entertainment
- Food
- Utilities
- Insurance
- Transportation
- Mortgage
- Other

TAX-DEDUCTIBLE ITEM

9815

2/16/01

Champion Chrysler  
 One hundred <sup>no</sup> ~~two~~  
 Deductible <sup>no</sup> ~~two~~

BALANCE FORWARD

THIS ITEM

BALANCE

DEPOSIT

OTHER

BALANCE FORWARD

BALANCE FORWARD	
THIS ITEM	100.00
BALANCE	
DEPOSIT	
OTHER	
BALANCE FORWARD	

NOT NEGOTIABLE

For added security, your name and account number do not appear on this copy.



**SAFETY RECALL L37/NHTSA 11V-528  
AIRBAG SYSTEM CLOCKSBRING**

Dear J [REDACTED]

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

Chrysler has decided that a defect, which relates to motor vehicle safety, exists in some **2008 through 2012 model year Jeep® Wrangler Right Hand Drive (RHD) vehicles.**

***The problem is...*** The clockspring assembly that connects the driver's airbag to the electrical system on your Wrangler (VIN: 1J4FZ24188L [REDACTED]) could experience a compromised driver's airbag circuit. This would cause the airbag light to illuminate or flash intermittently, which indicates the airbag may not deploy and increase the risk of an injury in the event of a frontal crash.

**Please note that a component intended to provide a permanent remedy for this condition is currently not available. Chrysler will contact you again, when the remedy parts are available. We apologize for any inconvenience this may cause.**

- When the AIRBAG warning light on your instrument panel illuminates for a few seconds after you start your vehicle and then goes out, this **indicates the airbag system is functioning properly** and no further action is required at this time.
- If the AIRBAG warning light either illuminates intermittently while you are driving or remains on, this is **an indication your airbag system is not functioning properly.**

***What your dealer will do...*** In the interim, **if the AIRBAG warning light either illuminates intermittently while you are driving or remains on**, Chrysler will provide a free diagnosis. If the clockspring assembly is faulty, Chrysler will replace the existing clockspring free of charge (parts and labor). The work will take about one hour to complete. However, additional time may be necessary depending on service schedules.

***What you must do to ensure your safety...*** In the interim, **if the AIRBAG warning light either illuminates intermittently while you are driving or remains on**, you are encouraged to **contact your Chrysler, Jeep, or Dodge dealer** right away to schedule a service appointment. Ask the dealer to hold the part for your vehicle or to order it before your appointment. **Please bring this letter with you to your dealer.**

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

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

**Ask your dealer about the following notification(s). Our records indicate that your vehicle also requires repair for notification(s):**

(over)

J24



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.*

0004915/#52765 / L37



ELK MONT, AL

81 [REDACTED] L37 0004915

2008/16/2012 OCT MI 442 #2

# SAFETY RECALL NOTICE

**IMPORTANT!**

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

PRESORTED  
FIRST CLASS MAIL  
U.S. POSTAGE  
PAID  
PERMIT #2655  
DETROIT, MI

0004915/#52765 / L37

**PLEASE HELP US UPDATE OUR RECORDS  
IF ANY OF THE FOLLOWING CONDITIONS APPLY**

VIN (Last 8 Characters of Vehicle  
Identification Number)

Notification Code

8L [REDACTED]

L37

This service was previously performed on my vehicle (check one if applicable):

- My vehicle was inspected and found to be ok.
- My vehicle was repaired.

This vehicle was (check one if applicable):

- scrapped
- stolen
- exported

This vehicle was sold to (check one if applicable):

- A dealer, or someone whose name and address is unknown.
- Someone other than a dealer (type or print the new owner's name and address below).

Date of sale: \_\_\_\_\_

Updated name and address (type or print the new owner's name and address or your new name and/or address if it has changed):

Owner's title (check one if applicable):

- Mr.
- Miss
- Mr. & Mrs.
- Dr.
- Mrs.
- Ms.
- Rev.
- Business

First Name \_\_\_\_\_ MI \_\_\_\_\_

Last Name \_\_\_\_\_

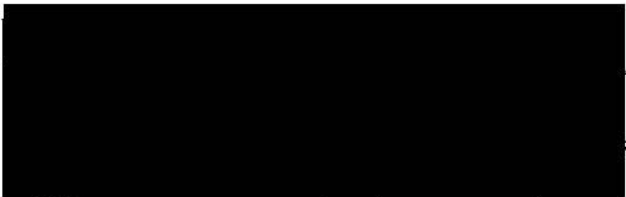
Street Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ Zip Code \_\_\_\_\_

Email Address \_\_\_\_\_





Element A1.



CH  
P  
A

RECEIVED DATE:

10/17/12

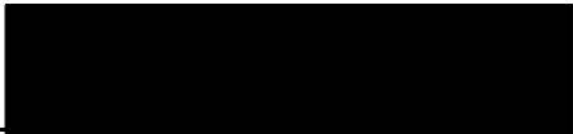
POSTED DATE:

10-12-12

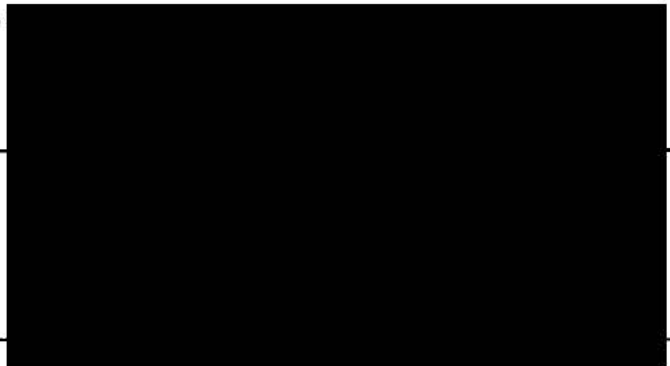
VIN (FIRST 9 DIGITS)

1J4F22412

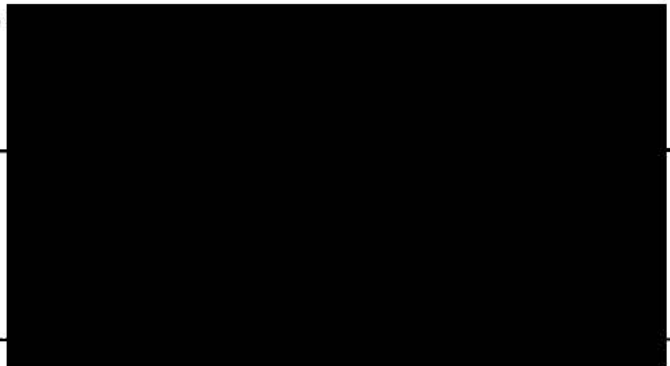
VIN (LAST 8 DIGITS)

8L 

FIRST NAME:



LAST NAME:



CAIR:

00000000

NON - SCANABLE ITEMS : CIRCLE ONE

NO

YES

12 October 2012

Customer Services / Field Operations  
Chrysler Group LLC  
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

# SPARKS



**Computerized Car Care**

4606 S. 84TH ST  
OMAHA, NE 68127



**402 592-7666**  
Fax: (402) 592-9955



www.sparkscce.com • info@sparkscce.com

Inv. # 0015883

Customer: [REDACTED]  
Address: [REDACTED]  
City: LA VISTA, NE  
Phone 1: [REDACTED] Ext: [REDACTED]  
Phone 2: [REDACTED] Ext: [REDACTED]  
Vehicle: 2006 JEET WRANGLER  
License: [REDACTED]  
VIN: 1J4FZ241281  
Engine: V6 231 3.8L  
Mileage: 61827

Date: 6/3/11  
Page: Page 1 of 1  
Trans: AUTO  
PO#: [REDACTED]

Tech	Labor Description	Qty	Part Number	Part Description	Labor	Part	Subtotal
------	-------------------	-----	-------------	------------------	-------	------	----------

MJG	ELECTRICAL SYSTEM CHECK INCLUDES CHECK OF BATTERY, CHARGING SYSTEM, AND STARTER NO START NO CRANK HAPPENED YESTERDAY, HIT KEY NUMEROUS TO START				0.00		
MJG	DIAGNOIS AIR BAG LIGHT ON AND HORN INOP				90.00		90.00
MJG	REMOVE & REPLACE STARTER	1.00	4801269AB	STARTER	45.00	235.50	280.50
						235.50	
MJG	REPLACE CLOCKSPRING	1.00	5156106AB	CLOCKSPRING	90.00	287.60	377.60
						287.60	
	Discount				-11.25	-26.16	-37.41

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 discretion, 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. I 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.

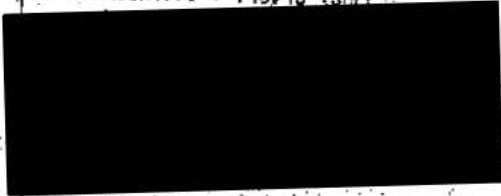
**WARRANTY IS 12 MONTHS OR 12,000 MILES WHICH EVER OCCURS FIRST, UNLESS SPECIFIED**

Labor	\$	213.75
Part	\$	496.94
Sublet	\$	0.00
Other Fees	\$	0.00
Supply Chrg	\$	0.00
Subtotal	\$	710.69
Sales Tax	\$	34.79
<b>Total</b>	<b>\$</b>	<b>745.48</b>
<b>Paid</b>	<b>\$</b>	<b>745.48</b>
By: M/C-VISA		
Total Due	\$	0.00

SPARKS COMPUTERIZED CAR CARE #1  
4606 S 84TH ST  
OMAHA NE 68127

FRIDAY, JUNE 03, 2011 @ 04:43PM

MERCHANT ID . . . : 06716754000101  
CARD TYPE . . . : VISA  
CARD NUMBER . . . : XXXXXXXXXXXX4620  
INVOICE NUM . . . : 0026406  
AUTH CODE . . . : APPROV. # 003360  
EXPIRE DATE . . . : 0603  
TOTAL AMOUNT . . . : 745.48 (SALE)



THANK YOU  
HAVE A NICE DAY

I AGREE TO PAY ABOVE TOTAL AMOUNT  
ACCORDING TO CARD ISSUER AGREEMENT  
(MERCHANT AGREEMENT IF CREDIT VOUCHER)

RETAIN THIS COPY FOR YOUR RECORDS  
TOP COPY-MERCHANT BOTTOM COPY-CUSTOMER



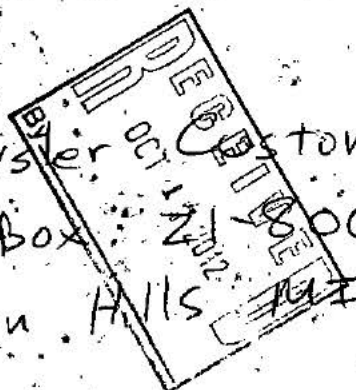
La Vista, NE

OMAHA NE 68101

12 OCT 2012 PM 11



Chrysler Customer Assistance  
 PO Box 218007  
 Auburn Hills MI 48321-8007



48321800707



RECEIVED DATE:

10/18/12

POSTED DATE:

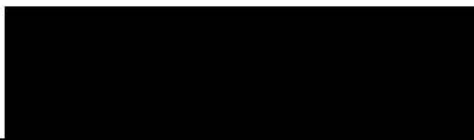
10-13-12

VIN ( FIRST 9 DIGITS)

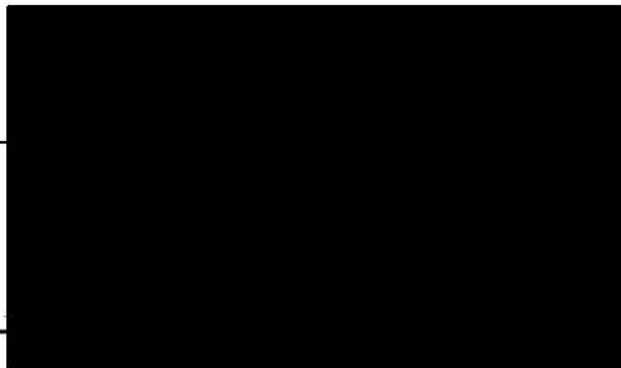
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VIN ( LAST 8 DIGITS)

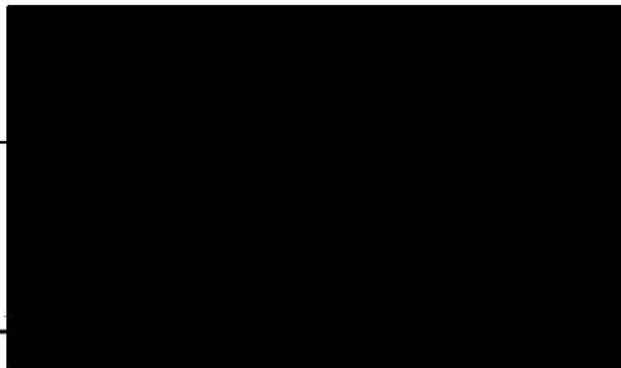
8L



FIRST NAME:



LAST NAME:



CAIR:

0000000000

NON - SCANABLE ITEMS : CIRCLE ONE

NO

YES

# motive

ville, AL 36266  
 x 256-396-0916  
 rw.claychevrolet.net



## CHRYSLER



## Jeep

5 8 L				DATE IN 01/20/12
PLER X	COLOR YELLOW	O	335 MORETTI DR SYLACAUGA AL	TIME IN 10:09
1/00	USC AL			11:45
H: [REDACTED] W: (256)				CLOSED 01/20/12
				5572
				WRITER JEFF H

THANK YOU FOR YOUR PURCHASE TODAY!  
 PLEASE COME AGAIN

CUSTOMER COPY

(24- [REDACTED])

S INOP	LTY REPLACED CLOCK SPRO	Labor	T24	90.60
		68003216AH (CLKSPRING)	1	208.60
		Total Repair (Customer)		299.20

2) CUSTOMER STATES AIR BAG LIGHT IS ON RELATED TO JOB #1		Labor	T24	.00
(24- LEE-)	A	Total Repair (Customer)		.00

3) CUSTOMER STATES TRANS SHIFTS HARD FOUND COMPUTER UPDATE REPROGRAMMED PCM TRANS SHIFTS FINE AT THIS TIME		Labor	T24	35.00
(24- LEE-)	A	Total Repair (Customer)		35.00

		W/C	INT.	CUSTOMER
Next Service	Lube-Oil-Filter	.00	1.00	Labor 125.60
		.00	.00	Parts 208.60
		.00	.00	Sublet .00
		.00	.00	Shop Supplies .00
		.00	.00	Oil/Grease .00
		.00	.00	Sub Total 334.20
		.00	.00	Tax 18.77
		.00	.00	Total (Cash) 352.97

**DISCLAIMER OF WARRANTIES**

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

X CUSTOMER SIGNATURE



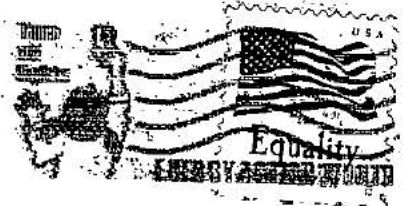


Sylacauga

AL

BIRMINGHAM AL 350

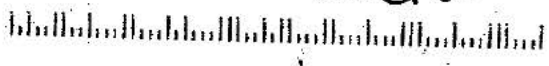
13 OCT 2012 PM 3 L



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

ATTN: Reimbursement

48321800707



From: [REDACTED]  
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.

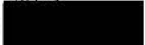
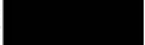

Comments:  
-----

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 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 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 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 my 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

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Sender Information:

-----

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

From: customerassist@chrysler.com  
To: [REDACTED]  
Date: Wed Oct 31 12:59:19 EDT 2012  
Subject: Re: Chrysler Group LLC Customer Assistance  
Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center.

In regards to your recent email on your 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: [REDACTED]  
\*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: [REDACTED]  
EMAIL CASE NUMBER: [REDACTED]  
REPLY LINK: [http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?trk\\_ID=KMM7915482V2759L0KM&](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 last for years. Some of the old 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

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

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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.

VIN: 1J [REDACTED]  
Mileage: 65000  
Servicing Dealer: Columbiana Jeep  
Title: Mrs.  
First Name: [REDACTED]  
Middle Initial: [REDACTED]  
Last Name: [REDACTED]  
Address 1: [REDACTED]  
Address 2: [REDACTED]  
City: Leetonia  
State: OH  
Zip: [REDACTED]  
Email: [REDACTED]  
Home Phone: [REDACTED]

From: [REDACTED]  
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 me at the [REDACTED] 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.  
[REDACTED]

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

Dear [REDACTED]

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: [REDACTED]
- \*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: [REDACTED]  
EMAIL CASE NUMBER: [REDACTED]  
REPLY LINK:

[http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?  
trk\\_ID=KMM7915482V2759L0KM&](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 last for years. Some of the old mail

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

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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

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

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

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

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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

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design  
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any more? I know I am rambling but it is the middle of the night and  
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transmission. I need to get back to work so I can pay for the  
transmission  
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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.

VIN:

1J [REDACTED]

Mileage:

65000

Servicing Dealer:

Columbiana Jeep

Title:

Mrs.

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Leetonia

State:

OH

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

From: [REDACTED]  
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 3pm. 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 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 at the [REDACTED] 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.  
[REDACTED]

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

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\*My direct extension: 4718439  
\*My work hours are: 10:00 am - 6:30 pm Eastern Time

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If you need immediate assistance, please call the Customer Care

Center  
at 1-877-IAM-JEEP (426-5337).

Thanks again for your email.

Sincerely,

Crystal

Customer Service Representative  
Jeep Customer Assistance Center

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

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

[http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?trk\\_ID=KMM7915482V2759LOKM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7915482V2759LOKM&)

Original Message Follows:

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

Brief Description:

Problems with transmission.

Comments:

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again because I am losing 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

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the transmission pan cover was starting to rust through. I could hardly

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

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VIN:

1[REDACTED]

Mileage:

65000

Servicing Dealer:

Columbiana Jeep

Title:

Mrs.

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Leetonia

State:

OH

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

RECEIVED DATE:

10/27/12

POSTED DATE:

10-22-12

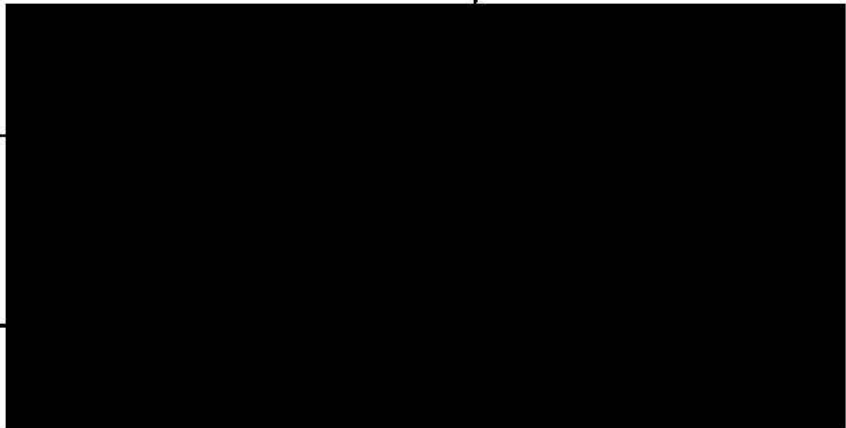
VIN (FIRST 9 DIGITS)

1J4G23919

VIN (LAST 8 DIGITS)

94 

FIRST NAME:



LAST NAME:

CAIR:

00000000

NON - SCANABLE ITEMS : CIRCLE ONE

NO

YES

1931



INVOICE

UPSTATE DODGE CHRYSLER JEEP, INC.

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

PAGE 1

SERVICE ADVISOR: 4736 KIM GAYDEK

PAVILION, NY  
HOME [REDACTED] BUS:

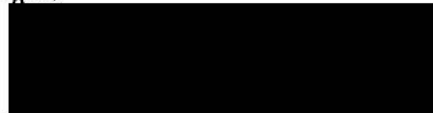
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
RD	09	JEEP WRANGLER	1J4GZ39199L [REDACTED]	[REDACTED]	56841/56844		
DEL DATE	PROD DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20OCT08 IS	21OCT08	DL13OCT08	17:00	21OCT11	75.00	COUPS	21OCT11
R.O. OPENED	READY	OPTIONS: STK:JW160 ENG:EGT 3.8L V6 SMPI Engine TRN: DGV_4-Spd. Automatic VLP_42RLE Trans					
13:31	21OCT11	14:52	21OCT11				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							
CUSTOMER STATES-AIR BAG LIGHT ON							
9996 CHECK AIR BAG LIGHT ON-CHECK							
CODES-B1B02-DRIVER AIRBAG SQUIB 1 CIRCUIT							
OPEN-REPLACE CLOCK SPRING							
				6814 C 1.50		112.50	112.50
1	680032	16AH	CLKSPRING-STEERING COLUMN CONTROL		273.90	273.90	273.90
MOD							

\*\*\*\*\*

# CHRYSLER

Dear Chrysler Customer Service,  
I am sending you this receipt for  
service repair work I had done & 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

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

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

The Factory Warranty Constitutes All Of The Warranties With Respect To The Sale Of This Item/Items. The Seller Hereby Expressly Disclaims All Warranties, Either Express Or Implied, Including Any Implied Warranty Of Merchantability Or Fitness For A Particular Purpose, And The Seller Neither Assumes Nor Authorizes Any Other Person To Assume For It Any Liability In Connection With The Sale Of This Item/Items.

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

X

DESCRIPTION	TOTALS
LABOR AMOUNT	112.50
PARTS AMOUNT	273.90
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	386.40
LESS DISCOUNT	38.64
SALES TAX	30.91
PLEASE PAY THIS AMOUNT	378.67



Thank You! We Make The Difference

CUSTOMER COPY





Rochester NY



ROCHESTER NY PA

22 OCT 2012 PM 11



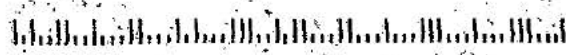
Chrysler Customer Assistance

P.O. Box 21-8007

Auburn Hills MI

48321 - 8007

Att: Reimbursement



**Jill Signorello**

**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: [REDACTED]

VIN: 1J4BB3H11AL [REDACTED]

Contact: [REDACTED]  
Phone: [REDACTED]

**Initial Complaint – Facebook**

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

**Correspondence – Facebook**

[REDACTED]  
Dear Mr. [REDACTED]

My name [REDACTED] and I am contacting you on behalf of the Jeep brand. The Jeep brand would like to have the opportunity to directly address 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 windshield, or you can locate the VIN from the insurance card or state registration.

Thank you and we look forward to hearing from you.

[REDACTED]  
Jeep Brand Fan Page

Greg,

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 they were 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 😞

My email is [REDACTED]

My VIN: 1J4BB3H11A1 [REDACTED]

Thanks

PS My number is [REDACTED]

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](mailto:greg.brown@ignitesocialmedia.com) // @itsGregB  
[IgniteSocialMedia.com](http://IgniteSocialMedia.com)

Nov. 5. 2012 1:50PM



531

1/5

Attention: Pam

34@  
Gmail.com

11/5/12



Hello Pam -



My name is [redacted] and I spoke with you earlier regarding the issues I experienced with my 2010 Jeep Wrangler & my recent vehicle inspection/service. Please find attached the invoice totaling \$172.27 that will need to be refunded.

Also, I am heading overseas this evening and its imperative this charge be removed from my card immediately. Please call if you need anything else.  
Thanks,



CUSTOMER #: [REDACTED]



\*INVOICE\*

333 S. HINDRY AVE.

INGLEWOOD, CA 90301-1527

PHONE (310) 846-1300 FAX (310) 842-0728

www.laxchryslerdodgejeep.com

PAGE 1

LOS ANGELES, CA

HOM [REDACTED]

BUS: CELL: SERVICE ADVISOR: 50018 JERAMIE JONES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK	10	JEEP WRANGLER	1J4BB3H11A [REDACTED]		48955/48955	T1213	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
11DEC09 IS			18:00 31OCT12			CASH	02NOV12
R.O. OPENED		READY		OPTIONS: ENG:3.8 Liter			

15:52 31OCT12 16:56 02NOV12

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

A CUSTOMER REPORTS THAT FOR THREE WEEKS HE GET STICK EVERYTIME HE IS IN THE VEHICLE. PLEASE CHECK FOR ANY GAS OR EXHAUST LEAKS OR ANYTHING STUCK IN THE VENTS.

400 BODY CONCERN

531 C

0.00 0.00

PERFORMED INSPECTION. FOUND NO EXHAUST LEAKS. HAD STORED EVAP CODES P0455 AND P0456 FOR LARGE AND SMALL EVAP SYSTEM LEAKS. VEHICLE HAS 36 GOOD TRIPS SINCE CODE WAS LAST ACTIVE. RAN SMOKE TEST FOR EVAP SYSTEM AND FOUND NO SMOKE LEAKING FROM ANY EVAP COMPONENTS. PULLED APART GLOVE BOX AND CHECK FOR ANY THING STUCK IN THE A/C DUCTS OR BLOWER MOTOR. NOTHING FOUND. CHECK CABIN FILTER FOR MOIST AND FOUND CABIN FILTER TO BE CLEAN. EXAMINED AND CHECK ALL FIRE WALL SEALS AND FOUND NONE TO BE LEAKING EXHAUST IN THE DRIVER/ PASSENGER AREA. COULD NOT DUPLICATE CUSTOMER CONCERN.

B CUSTOMER REPORTS THAT WHEN HITTING BUMP OR IMPERFECTIONS IN THE ROAD THE VEHICLE LOSES CONTROL. PLEASE CHECK AND ADVISE.

CAUSE: FOUND STEERING DAMPERWORN OUT AND LEAKING.

700 SUSPENSION PERFORMANCE, NOISE CONCERN

531 C

77.00 77.00

1 520600586AF DAMPER-STEERING

87.20 87.20 87.20

REPLACED STEERING DAMPER. TEST DROVE VEHICLE AND VERIFIED THAT THERE IS NO MORE SHAKING SHAKING OR LOSS OF CONTROL WHEN GOING OVER BUMPS.

C PERFORM MULTI POINT INSPECTION

MPI PERFORM MULTI POINT INSPECTION

531 C

0.00 0.00

RECOMMEND TRANS SERVICE AND DIFF SERVICE. CUSTOMER DECLINED AT THIS TIME.

D CHECK ALL TIRE PRESSURES

TP TIRE PRESSURE CONCERN

531 C

0.00 0.00

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

Notice to Consumer: Please read important information on back.

BAR # ARD266854

EPA # CAL000388359

CUSTOMER #:



\*INVOICE\*

333 S. HINDRY AVE.  
INGLEWOOD, CA 90301-1527  
PHONE (310) 848-1300 FAX (310) 842-0728  
www.laxchryslerdodgejeep.com

LOS ANGELES, CA

PAGE 2

HOME BUS: CELL:

SERVICE ADVISOR: 50018 JERAMIE JONES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK	10	JEEP WRANGLER	1J4BB3H11A1		48955/48955	T1213	
DEL. DATE	PRGD. DATE	WARR. EXP.	PROMISED	PKT NO.	RATE	PAYMENT	INV. DATE
11DEC09 IS			18:00 31OCT12			CASH	02NOV12
11DEC09 DD							

R.O. OPENED: READY: OPTIONS: ENG:3.8 Liter  
15:52 31OCT12 16:56 02NOV12

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

ALL TIRE PRESSURES SET TO 35PSI

EST: 202.00 31OCT12 15:52 SA: 50018

DESCRIPTION	TOTALS
LABOR AMOUNT	77.00
PARTS AMOUNT	87.20
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	164.20
LESS INSURANCE	0.00
SALES TAX	8.07
PLEASE PAY THIS AMOUNT	172.27

Notice to Consumer: Please read important information on back.

BAR # ARD286854

EPA # CAL000368389

LA CHRYSLER DODGE JEEP RAM OF LAX  
833 HINDRY AVE  
INGLEWOOD, CA 90510  
(310) 846-1388

Merchant ID: 8789660005213  
RO NUMBER : 19584

Sale

XXXXXXXXXX [REDACTED]

VISA Entry Method: Swiped

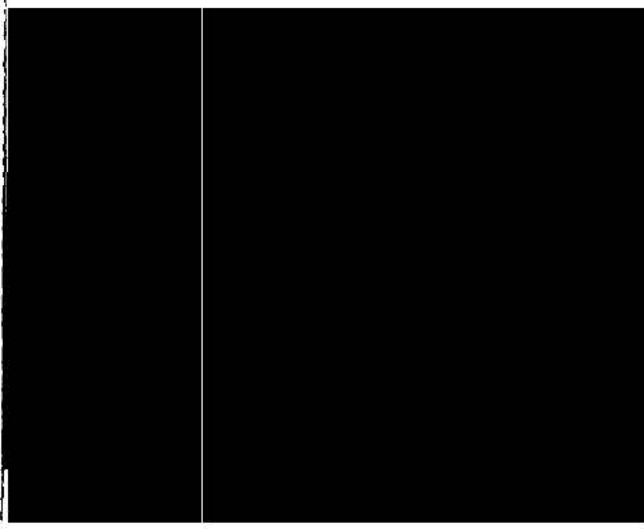
Total: \$ 172.27

11/05/12 15:57:39

Inv# [REDACTED] Appr Code: 044496

Approved: Online Batch#: 000288

Customer Copy  
THANK YOU!  
PLEASE COME AGAIN!



From: [REDACTED]  
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 to 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: [REDACTED]  
Middle Initial:  
Last Name: [REDACTED]



From: customerassist@chrysler.com  
To: [REDACTED]  
Date: Fri Nov 02 09:20:39 EDT 2012  
Subject: Re: Chrysler Group LLC Customer Assistance  
Dear [REDACTED]

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 [REDACTED]

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: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK: [http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?trk\\_ID=KMM7917252V62439L0KM&](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 trans

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

and should not have had to 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:

8L[REDACTED]

Mileage:

94176

Servicing Dealer:

Title: crossroads

First Name: [REDACTED]

Middle Initial: [REDACTED]

Last Name: [REDACTED]

Address 1: [REDACTED]

Address 2:

City: jarratt

State: VA

Zip: [REDACTED]

Email: [REDACTED]

Home Phone: [REDACTED]

From: [REDACTED]  
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 alarm noise like maybe seat belt not on. Is there a recall on this.

Sender Information:  
-----

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

From: customerassist@chrysler.com  
To: [REDACTED]  
Date: Sat Nov 03 13:29:39 EDT 2012  
Subject: Re: Chrysler Group LLC Customer Assistance  
Dear [REDACTED]

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: [REDACTED]  
EMAIL CASE NUMBER [REDACTED]  
REPLY LINK: [http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?trk\\_ID=KMM7918253V63779L0KM&](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:

7L [REDACTED]

Mileage:

75000

Servicing Dealer:

Title:

Mr.

First Name:

Middle Initial:

Last Name:

Address 1:

Address 2:

City:

Ridgecrest

State:

CA

Zip:

Email:

Home Phone:

From: [REDACTED]  
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 original question was not answered. I will take it to Lancaster, CA  
Case Number [REDACTED]  
--- On Sat, 11/3/12, customerassist <customerassist@chrysler.com> wrote:

From: customerassist <customerassist@chrysler.com>  
Subject: Re: Chrysler Group LLC Customer Assistance  
(KMM7918253V63779L0KM)  
To: [REDACTED]  
Date: Saturday, November 3, 2012, 10:30 AM

Dear [REDACTED]

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 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:=20  
REFERENCE NUMBER: [REDACTED]  
EMAIL CASE NUMBER: [REDACTED]  
REPLY LINK: [http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?trk\\_ID=3D=KMM7918253V63779L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=3D=KMM7918253V63779L0KM&)

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 [REDACTED]

Mileage:

=A0 =A0 =A0=A0=A075000

Servicing Dealer:

=A0 =A0 =A0=A0=A0

Title:

=A0 =A0 =A0=A0=A0Mr.

First Name:

=A0 =A0 =A0=A0=A0 [REDACTED]

Middle Initial:

=A0 =A0 =A0=A0=A0P

Last Name:

=A0 =A0 =A0=A0=A0 [REDACTED]

Address 1:

=A0 =A0 =A0=A0=A0 [REDACTED]

Address 2:

=A0 =A0 =A0=A0=A0

City:

=A0 =A0 =A0=A0=A0Ridgecrest

State:

=A0 =A0 =A0=A0=A0CA

Zip:

=A0 =A0 =A0=A0=A0 [REDACTED]

Email:

=A0 =A0 =A0=A0=A0 [REDACTED]

Home Phone:

=A0 =A0 =A0=A0=A0 [REDACTED]

From: customerassist@chrysler.com  
To: [REDACTED]  
Date: Mon Nov 12 14:09:19 EST 2012  
Subject: Re: Chrysler Group LLC Customer Assistance  
(KMM7918253V63779L0KM)  
Dear [REDACTED]

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: [REDACTED]

REPLY LINK: [http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?trk\\_ID=KMM7925262V47359L0KM&](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 [REDACTED]  
--- 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 [REDACTED]

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: [REDACTED]  
EMAIL CASE NUMBER: [REDACTED]  
REPLY LINK: [http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?trk\\_ID=KMM7918253V63779L0KM&](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:

7L [REDACTED]

Mileage:

75000

Servicing Dealer:

Title:

Mr.

First Name:

Middle Initial:

Last Name:

Address 1:

Address 2:

City:

State: Ridgecrest

Zip: CA

Zip: [REDACTED]

Email: [REDACTED]

Home Phone: [REDACTED]

From: [REDACTED]  
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  
antena?  
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: [REDACTED]  
          Middle Initial: [REDACTED]  
          Last Name: [REDACTED]

From: customerassist@chrysler.com  
To: [REDACTED]  
Date: Wed Nov 07 21:30:55 EST 2012  
Subject: Re: Chrysler Group LLC Customer Assistance  
Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center in regards to your 2007 Jeep Wrangler 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
GCFB	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: [REDACTED]  
\*The Chrysler Case Management telephone number is 877-759-5427  
\*My direct extension: 4718147

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

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

Sincerely,

Erica

Customer Service Representative  
Jeep Customer Assistance Center

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

REFERENCE NUMBER: [REDACTED]  
EMAIL CASE NUMBER: [REDACTED]  
REPLY LINK: [http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?trk\\_ID=KMM7921876V41855L0KM&](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 antenna?

My airbag alarm shuts off, and turns on all the time. Is there any recall on this? Thank you [REDACTED]

VIN:

07 [REDACTED]

Mileage:

85300

Servicing Dealer:

Hinkley Dodge, Chrysler, Jeep Inc.

Title:

Miss

First Name:  
[REDACTED]

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** [REDACTED]

**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: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR <b>CODY JONES</b>	26695	TAG NO. 2408	INVOICE DATE <b>11/20/12</b>	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE <b>86,645</b>	COLOUR <b>STONE WHT/</b>	STOCK NO. <b>J8150</b>
<b>COLUMBIA, TN</b>	YEAR, MAKE, MODEL <b>08/JEEP/WRANGLER/2DR 4WD X RHD</b>	DELIVERY DATE <b>08/20/08</b>	DEALER NO.	DELIVERY MILES <b>80</b>	PRODUCTION DATE
[REDACTED]	VEHICLE ID NO. <b>1J4FZ24188L5</b>	R. T. E. NO.	P. O. NO.	R. O. DATE <b>11/19/12</b>	COMMENTS

MO: 86645

LABOR & PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
J# 1 52CHZ12A AIR BAG/SRS LAMP CUSTOMER STATES AIR BAG LAMP OR SRS LAMP IS ON CLOCKSPRING FAILURE REPLACED CLOCKSPRING			TECH(S):29085	80.00	
PARTS					
JOB # 1	1	5156106-AC	CLKSPRING 8015001	286.75	286.75
				JOB # 1 TOTAL PARTS	286.75
				JOB # 1 TOTAL LABOR & PARTS	366.75
J# 2 03CHZ	23	POINT INSPECTION	TECH(S):29085	0.00	
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00
MISC					
JOB # A	SS	ENVIRONMENTAL FEE	CONTROL NO.	8.00	8.00
				TOTAL - MISC	8.00

"The Factory Warranty Constitutes All Of The Warranties With Respect To The Sale Of This Item/Items. The Seller Hereby Expressly Disclaims All Warranties, Either Express Or Implied, Including Any Implied Warranty Of Merchantability Or Fitness For A Particular Purpose And The Seller Neither Assumes Nor Authorizes Any Other Person To Assume For It Any Liability In Connection With The Sale Of This Item/Items."

THIS FORM IS AN ITEMIZED LIST OF REPAIRS AND IS PART OF A REPAIR ORDER. THIS REPAIR ORDER CONTINUATION IS SUBJECT TO ALL THE CONDITIONS OF THE ORIGINAL REPAIR ORDER.

THANK YOU FOR YOUR BUSINESS!	TOTAL LABOR...	80.00
	TOTAL PARTS...	286.75
	TOTAL SUBLET...	0.00
	TOTAL G.O.G....	0.00
	TOTAL MISC CHG.	8.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	34.68
	<b>TOTAL INVOICE \$</b>	<b>409.43</b>

\*\*\*\*\*  
 \* ( )CASH ( )CHECK \*  
 \* ( )VISA ( )CK# \*  
 \* ( )MASTERCARD ( )OTHER \*  
 \* ( )CHARGE \*  
 \*\*\*\*\*



CUSTOMER SIGNATURE \_\_\_\_\_  
 \*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*

Remedia and Reynolds - BNA0101407

**Service of Process  
Transmittal**

01/04/2013

CT Log Number 52\*885\*93

**TO:** Melissa Gravin  
Chrysler Group LLC  
Office Of General Counsel, 1000 Chrysler Drive  
CIMS: 485-13-62  
Auburn Hills, MI 48326 7766

**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 ACTION:** RE: 2008 Jeep Wrangler // To: Chrysler Company

**DOCUMENT(S) SERVED:** Letter

**COURT/AGENCY:** None Specified  
Case # None Specified

**NATURE 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 post marked on 01/02/2013

**JURISDICTION SERVED:** Massachusetts

**APPEARANCE OR ANSWER DUE:** Within 30 Days

**ATTORNEY(S) / SENDER(S):** [REDACTED]  
Boston, MA [REDACTED]

**ACTION ITEMS:** CT has retained the current log, Retain Date: 01/04/2013, Expected Purge Date: 01/09/2013  
Image SOP

**SIGNED:** C T Corporation System  
**PER:** Dahrlena Mitchell  
**ADDRESS:** 155 Federal Street  
Suite 700  
Boston, MA 02110  
**TELEPHONE:** 617-577-6404

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

Fm:

[REDACTED]

Bolton, Ma [REDACTED]

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.

- 1) Product and/parts unfit for merchantability.
- 2) Fraud
- 3) 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.

- 1) Request for number of clock spring failures that have been experienced for this model from 2007-2010.
- 2) 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 required me to have "re-inspection and re-diagnostic" 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:

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

I believe that the demand for me to expend money, time and effort in a fraudulent way as a prerequisite for Chrysler to "consider" 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 x3 = \$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.





PO LITON MA



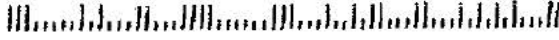
**CERTIFIED MAIL™**



U.S. POSTAGE  
PAID  
LITTLETON, MA  
01460  
JAN 02, 13  
AMOUNT  
**\$3.40**  
00816173-01

CT CORPORATION SYSTEMS  
155 FEDERAL STREET  
SUITE 700  
BOSTON, MA 02110

0211031727



From: [REDACTED]  
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: [REDACTED]  
Middle Initial: [REDACTED]  
Last Name: [REDACTED]

From: customerassist@chrysler.com  
To: [REDACTED]  
Date: Fri Aug 03 20:44:53 EDT 2012  
Subject: Re: Chrysler Group LLC Customer Assistance  
Dear [REDACTED]

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: [REDACTED]  
\*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: [REDACTED]  
EMAIL CASE NUMBER: [REDACTED]  
REPLY LINK: [http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?trk\\_ID=KMM7817676V41093L0KM&](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 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.

VIN:

81 [REDACTED]

Mileage:

47000

Servicing Dealer:

Chapman Jeep

Title:

Mr.

First Name:

Middle Initial:

Last Name:

Address 1:

Address 2:

City:

Las Vegas

State:

NV

Zip:

Email:

Work Phone:



From: [REDACTED]  
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 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.

[REDACTED]  
Sender Information:  
-----

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

From: customerassist@chrysler.com  
To: [REDACTED]  
Date: Mon Aug 06 09:50:18 EDT 2012  
Subject: Re: Chrysler Group LLC Customer Assistance  
Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center in regards to your 2008 Jeep Wrangler 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: [REDACTED]

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: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK: [http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?trk\\_ID=KMM7819069V61018L0KM&](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. [REDACTED]

VIN: 81 [REDACTED]  
Mileage: 131500  
Servicing Dealer: Geockmer Bros., INC.  
Title: Mr.  
First Name: [REDACTED]  
Middle Initial: [REDACTED]  
Last Name: [REDACTED]  
Address 1: [REDACTED]  
Address 2:  
City: Effingham  
State: IL  
Zip: [REDACTED]  
Email: [REDACTED]  
Work Phone: [REDACTED]

From: [REDACTED]  
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: [REDACTED]  
Subject: Re: Chrysler Group LLC Customer Assistance  
(KMM7819069V61018L0KM)

Dear [REDACTED]

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: [REDACTED]

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: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

[http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?](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. [REDACTED]

VIN:

8L [REDACTED]

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: [REDACTED]  
Date: Fri Aug 17 13:29:42 EDT 2012  
Subject: RE: Chrysler Group LLC Customer Assistance  
(KMM7819069V61018L0KM)  
Dear [REDACTED]

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: [REDACTED]  
EMAIL CASE NUMBER: [REDACTED]  
REPLY LINK: [http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?trk\\_ID=KMM7832875V24582L0KM&](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.  
[REDACTED]

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

From: customerassist [mailto:customerassist@chrysler.com]  
Sent: Monday, August 06, 2012 8:51 AM  
To: [REDACTED]  
Subject: Re: Chrysler Group LLC Customer Assistance  
(KMM7819069V61018L0KM)

Dear [REDACTED]

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: [REDACTED]

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: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

[http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7819069V61018L0KM&)

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. [REDACTED]

VIN:

8L [REDACTED]

Mileage:

131500

Servicing Dealer:

Geockmer Bros., INC.

Title:

Mr.

First Name:

[REDACTED]

Middle Initial:

[REDACTED]

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Effingham

State:

IL

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:

[REDACTED]

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



From: [REDACTED]  
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 [REDACTED] 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,

[REDACTED]

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

From: customerassist [mailto:customerassist@chrysler.com]  
Sent: Friday, August 17, 2012 12:30 PM  
To: [REDACTED]  
Subject: RE: Chrysler Group LLC Customer Assistance  
(KMM7832875V24582L0KM)

Dear [REDACTED]

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: [REDACTED]

REPLY LINK:

[http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?)

trk\_ID=KMM7832875V2458

2L0KM&

Original Message Follows:

-----  
I have attached the invoice the dealership also faxed a copy thank you again for your help.  
[REDACTED]

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

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

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

To: [REDACTED]

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

Dear [REDACTED]

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: [REDACTED]

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: [REDACTED]

REPLY LINK:

[http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?)

trk\_ID=KMM7819069V6101

81 [REDACTED]

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. [REDACTED]

VIN:

81 [REDACTED]

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]

**Document Recieved from Customer**

**Cair Number:** [REDACTED]

**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 217-342-3355 / FAX 217-342-6976  
*"Your Chrysler Dealer Since 1937"*



1 J 4 P A 2 4 1 X 8 L

YEAR	MAKE	MODEL	COLOR	DATE IN
2008	JEEP	WRANGLER X	C	14:57
MILES IN	MILES OUT	FIRST USE	USE	TIME IN
132731	132733	00/00/00	IL	11:23
SEE ALSO	REC	SUB	PHONE	CLOSED
			(217)	7736
				7736JR
				WRITER

(1) CUST. STATES THAT THE AIR BAG LIGHT IS ON  
 CLOCKSPRING FAILED - PART ORDERED  
 REFERENCE# 22493375  
 FAX COPY TO 877-768-5076  
 CHRYSLER CUSTOMER SERVICE  
 CODE H1B02  
 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  
 (Tech:10)

Labor	T10 15	105.00
5156106AB (CLKSPRING)	1	257.00
Total Labor		105.00
Total Parts		257.00
Total Repair (Customer)		362.00



W/C	INT	PARTS	CUSTOMER
.00	.00	Parts	257.00
.00	.00	Sublet	.00
.00	.00	Waste Dispos	.00
.00	.00	Oil/Grease	.00
.00	.00	Sub Total	362.00
.00	.00	Tax	16.71
.00	.00	Total (Cash)	378.71

DISCLAIMER OF WARRANTIES  
 Any warranties on the goods sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties actual expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose. This disclaimer does not authorize any dealer to assume or to imply liability in connection with the sale of any products. Any warranties contained herein shall not apply unless indicated by law.

CUSTOMER SIGNATURE \_\_\_\_\_  
 Page 1 of 1 Job 30887  
 Customer Copy  
 Labor Rate 70.00

RECEIVED DATE:

8/03/12

POSTED DATE :

7-31-12

VIN ( FIRST 9 DIGITS)

1J4G23912

VIN ( LAST 8 DIGITS)

9L

FIRST NAME:

LAST NAME :

CAIR :

NON - SCANABLE ITEMS : CIRCLE ONE

NO

YES



**SAFETY RECALL L37/NHTSA 11V-528  
AIRBAG SYSTEM CLOCKSPrING**

Dear [REDACTED]

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

Chrysler has decided that a defect, which relates to motor vehicle safety, exists in some **2008 through 2012 model year Jeep® Wrangler Right Hand Drive (RHD) vehicles.**

**The problem is...** The clockspring assembly that connects the driver's airbag to the electrical system on your Wrangler (VIN: 1J4GZ391291[REDACTED]) could experience a compromised driver's airbag circuit. This would cause the airbag light to illuminate or flash intermittently, which indicates the airbag may not deploy and increase the risk of an injury in the event of a frontal crash. —

Please note that a component intended to provide a permanent remedy for this condition is currently not available. Chrysler will contact you again, when the remedy parts are available. We apologize for any inconvenience this may cause.

- When the AIRBAG warning light on your instrument panel illuminates for a few seconds after you start your vehicle and then goes out, this **indicates the airbag system is functioning properly** and no further action is required at this time.
- If the AIRBAG warning light either illuminates intermittently while you are driving or remains on, this is **an indication your airbag system is not functioning properly.**

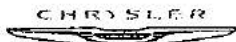
**What your dealer will do...** In the interim, if the AIRBAG warning light either illuminates intermittently while you are driving or remains on, Chrysler will provide a free diagnosis. If the clockspring assembly is faulty, Chrysler will replace the existing clockspring free of charge (parts and labor). The work will take about one hour to complete. However, additional time may be necessary depending on service schedules.

**What you must do to ensure your safety...** In the interim, if the AIRBAG warning light either illuminates intermittently while you are driving or remains on, you are encouraged to **contact your Chrysler, Jeep, or Dodge dealer** right away to schedule a service appointment. Ask the dealer to hold the part for your vehicle or to order it before your appointment. **Please bring this letter with you to your dealer.**

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

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

(over)





Case # [REDACTED]

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!

6/1/2012 8:20 AM

page 1

Invoice [REDACTED]

Day Phone [REDACTED]  
Eve Phone [REDACTED]

[REDACTED]  
WILLIAMSTOWN MO [REDACTED]

Vehicle : 2009 Jeep Wrangler 3.8 L 3778 CC V6 OHV (Pushrod)  
VIN : 1J4GZ39129 [REDACTED]  
Created : 12/16/2011 1:44:21 PM  
Complete : 1/26/2012 4:43:22 PM  
Invoiced : 1/26/2012 4:43:22 PM

Odometer In : 0  
Odometer Out : 0

Labor/Notes

Code/Tech*	Reference	Description	Price
	GEN LABOR	DRAIN, REPAIR, FILL TRANSMISSION LINES	\$45.00

Parts

Qty	Code/Tech*	Reference	Description	Condition	Unit Price	Price
1	-	5156106AB	CLOCKSPRING		\$209.24	\$209.24
7	VAL	346VAL	DEX + 4 TRAN FLUID		\$5.49	\$38.43

Labor	\$45.00
Parts	\$247.67
Sublet/Misc.	\$0.00
shop supplies	\$1.49
Charges	\$0.00
Sales Tax	Tax @ \$249.16 * 7.1000% = \$17.69
<b>Total Due</b>	<b>\$311.85</b>

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 \_\_\_\_\_



[REDACTED]  
Williamstown, Mo. [REDACTED]

2009 Jeep

Attention: Customer Service  
Reimbursement Case

# [REDACTED]

See attached receipt

[REDACTED]  
Williamstown, MO  
[REDACTED]

REGISTERED MAIL  
BY AIR  
AUG 03 2011

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

Attn: Reimbursement

Case # [REDACTED]

**Document Recieved from Customer**

**Cair Number:** [REDACTED]

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

**Files Not Recieved: 0**



80-1482/815

3145

WILLIAMSTOWN, MO

DATE 1-26-12

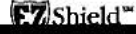
PAY TO THE ORDER OF

*Case Edder*

\$ 564 <sup>36</sup>/<sub>100</sub>

*five hundred and sixty four and 36/100*

DOLLARS



PEOPLES BANK OF WYACONDA / KAHOKA, MISSOURI

MEMO



STY 10 1007



*Case #  
Edder*

ENDORSE HERE

**PAY TO THE ORDER OF  
BANK OF AMERICA  
#084000001**

**FOR DEPOSIT ONLY  
ACE ELDER AUTOMOTIVE**

DO NOT WRITE IN THESE LINES  
ACCOUNT # 0218282

0600302410 09-27-12

For information only, this check is not cashed by the bank. For more information, please contact the issuing agency.

Faculty of Management Sciences  
127 West Street, 10th Floor  
100 Water Street, 10th Floor  
100 Water Street, 10th Floor  
100 Water Street, 10th Floor

ISSUED BY THE OFFICE OF GOVERNMENT TECHNOLOGY

Case # [REDACTED]

From: [REDACTED]  
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: [REDACTED]  
Middle Initial:  
Last Name: [REDACTED]

From: customerassistre@chrysler.com  
To: [REDACTED]  
Date: Wed Aug 08 20:17:14 EDT 2012  
Subject: Re: Chrysler Group LLC Customer Assistance  
Dear [REDACTED]

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 [REDACTED] within one business day. If you wish to be reached at an alternative number, please respond to this email so I may update your file appropriately.

I look forward to assisting you; as such, here is some information that will be helpful for you to have when I contact you:

\*Your case number is: [REDACTED]  
\*The Chrysler Case Management telephone number is 877-759-5427  
\*My direct extension: 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: [REDACTED]  
EMAIL CASE NUMBER: [REDACTED]  
REPLY LINK: [http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?trk\\_ID=KMM7822710V71434L0KM&](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:

Read that some people were able to have the clockspring replaced by Jeep at the dealership. Just wanted to inquire about that. Thanks!

VIN:

7I [REDACTED]

Mileage:

74000

Servicing Dealer:

Title:

First Name:

Middle Initial:

Last Name:

Address 1:

Address 2:

City:

Austin

State:

TX

Zip:

Email:

Home Phone:

From: [REDACTED]  
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: [REDACTED]  
Middle Initial: [REDACTED]  
Last Name: [REDACTED]

From: customerassist@chrysler.com  
To: [REDACTED]  
Date: Wed Aug 22 10:24:12 EDT 2012  
Subject: Re: Chrysler Group LLC Customer Assistance  
Dear [REDACTED]

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: [REDACTED]  
EMAIL CASE NUMBER: [REDACTED]  
REPLY LINK: [http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?trk\\_ID=KMM7837778V45452L0KM&](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: [REDACTED]  
Mileage: 50023  
Servicing Dealer: Rich Hendrick Jeep  
Title: Mr.  
First Name: [REDACTED]  
Middle Initial: [REDACTED]  
Last Name:

[REDACTED]  
Address 1:  
[REDACTED]

Address 2:

City: Moncks Corner

State: SC

Zip: [REDACTED]

Email: [REDACTED]

Home Phone: [REDACTED]

From: [REDACTED]  
To: customerassist@chrysler.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 [REDACTED]  
It's a 2007 jeep wrangler X. 2 door  
Thanks,  
[REDACTED]

Sent from my iPad

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

> Dear [REDACTED]  
>  
> 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: [REDACTED]  
> EMAIL CASE NUMBER: [REDACTED]  
> REPLY LINK: [http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?  
trk\\_ID=KMM7837778V45452L0KM&](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  
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> 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: [REDACTED]  
> 86 [REDACTED]  
> Mileage:  
> 50023  
> Servicing Dealer:  
> Rich Hendrick Jeep  
> Title:  
> Mr.  
> First Name:  
> [REDACTED]  
> Middle Initial:  
> [REDACTED]  
> Last Name:  
> [REDACTED]  
> Address 1:  
> [REDACTED]  
> Address 2:  
>  
> City:  
> Moncks Corner  
> State:  
> SC  
> Zip:  
> [REDACTED]  
> Email:  
> [REDACTED]  
> Home P[REDACTED]  
> [REDACTED]  
>

From: customerassist@chrysler.com  
To: [REDACTED]  
Date: Thu Aug 23 09:19:06 EDT 2012  
Subject: Re: Chrysler Group LLC Customer Assistance  
(KMM7837778V45452L0KM)  
Dear [REDACTED]

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: [REDACTED]  
REPLY LINK: [http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?trk\\_ID=KMM7839019V27946L0KM&](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 [REDACTED]  
It's a 2007 jeep wrangler X. 2 door

Thanks,  
[REDACTED]

Sent from my iPad

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

> Dear [REDACTED]  
>  
> Thank you for contacting the Chrysler Customer Assistance Center.  
>  
> In order to further assist you I do require the full 17 characters  
of  
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> 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: [REDACTED]  
> EMAIL CASE NUMBER: [REDACTED]  
> REPLY LINK: [http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?  
trk\\_ID=KMM7837778V45452LOKM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7837778V45452LOKM&)  
>  
>  
>  
>  
> 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: [REDACTED]  
>  
> Mileage:  
> 50023  
> Servicing Dealer:  
> Rich Hendrick Jeep  
> Title:  
> Mr.



> First Name:  
> [REDACTED]  
> Middle Initial:  
> [REDACTED]  
> Last Name:  
> [REDACTED]  
> Address 1:  
> [REDACTED]  
> Address 2:  
>  
> City:  
> Moncks Corner  
> State:  
> SC  
> Zip:  
> [REDACTED]  
> Email:  
> [REDACTED]  
> Home Phone:  
> [REDACTED]  
>

RECEIVED DATE:

8/21/12

POSTED DATE :

8-17-12

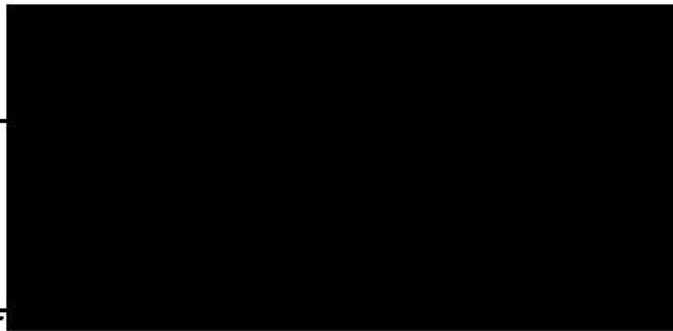
VIN ( FIRST 9 DIGITS)

1J4F22414

VIN ( LAST 8 DIGITS)

8L 

FIRST NAME:



LAST NAME :

CAIR :

00000000

NON - SCANABLE ITEMS : CIRCLE ONE

NO

YES

TO:

CHRYSLER CUSTOMER ASSISTANCE  
P.O. BX 21-8007  
AUBURN HILLS, MI  
48321-8007

FROM:

[REDACTED]  
MOUNDSVILLE, WV [REDACTED]

~~RECALL~~  
SUBJECT: REIMBURSEMENT - CLOCKSPRING ASSEMBLY

DATE: 08/17/2012

I HAVE HAD THE CLOCKSPRING ASSEMBLY REPLACED  
ON MY 2008 JEEP WRANGLER X (RIGHT-HAND DRIVE)  
THREE TIMES:

1. DOCS170311	02/12/09	WARRANTY	NO CHARGE
2. DOCS176634	03/26/10	_____	\$ 332.50
3. DOCS186938	10/10/11	_____	\$ 365.80

I AM REQUESTING REIMBURSEMENT FOR THE LAST  
REPLACEMENT ON 10/10/2011 FOR \$365.80 DUE TO THE  
LATEST RECALL NOTICE 8L558033 L37.

THANK YOU  
[REDACTED]

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.*

0000520#52765 / L37



MOONSVILLE, WV

81 [REDACTED] L37 0000520

3303/18/2012 DET MI 483 #2

# SAFETY RECALL NOTICE

**IMPORTANT!**

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

CHRYSLER GROUP LLC

PRESORTED  
FIRST CLASS MAIL  
U.S. POSTAGE  
PAID  
PERMIT #2655  
DETROIT, MI



# Elm Grove Dodge Chrysler-Jeep, Inc.

2538 NATIONAL ROAD • WHEELING, W. VIRGINIA 26003 • (304) 243-1999

CUSTOMER No.	ADVISOR	TAG No.	INVOICE DATE	CELL
	TRAVIS ERICKSON	375	10/10/11	
	LABOR RATE	LICENSE No.	MILEAGE	COLOR
			92,084	
MOUNDSVILLE, WV	YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES	
	08/JEEP/WRANGLER			
	VEHICLE I.D. No.	SELLING DEALER NO.	PRODUCTION DATE	
	1 J 4 F Z 2 4 1 4 8 1			
	F. T. E. No.	P. O. No.	R.O. DATE	
			10/10/11	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	MO: 92084	

LABOR & PARTS  
 J# 1 26DOZLOF LUBE OIL FILTER TECH(S):250 12.35  
 CUSTOMER STATES: LUBE OIL FILTER CHECK ALL FLUIDS BELTS HOSES.  
 PERFORMED LUBE OIL FILTER CHECKED ALL FLUIDS BELTS HOSES

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	4105409-AC	FILTER ENGINE O	7.60
JOB # 1	6	68026603-AA	OIL	3.62
JOB # 1 TOTAL PARTS				29.32
JOB # 1 TOTAL LABOR & PARTS				41.67

J# 2 08DOZZAIRBAG AIR BAG LIGHT IS ON TECH(S):250 112.50  
 CUSTOMER STATES: AIR BAG LAMP COMES ON STAYS ON FOR AWHILE THEN GOES OUT AND COMES BACK ON AFTER A WHILE MAYBE 3 TO 5 MIN.  
 RAN DIAGNOSTICS FOUND FAULTY CLOCKSPRING ASSYMBLY REPLACED CLOCKSPRING ASSYMBLY

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2	1	5156106-AB	CLKSPRING STEER	253.30
JOB # 2 TOTAL PARTS				253.30
JOB # 2 TOTAL LABOR & PARTS				365.80

J# 3 05DOZMISCBRK MISC BRAKE TECH(S):250 0.00  
 CUSTOMER STATES: BRAKE GRIND SOMETIMES INSPECT ALL BRAKES 50% LEFT FRONT AND REAR BRAKES ARE GOOD BUT HAVE DIRT AND ROAD GRIME IN THEM.

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

J# 4 26DOZ MAINTENANCE TECH(S):250 2.00  
 CUSTOMER STATES: REAR WIPER BLADE REPLACED REAR WIPER

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 4	1	68018929-AA	BLADE WIPER BLA	19.38
JOB # 4 TOTAL PARTS				19.38
JOB # 4 TOTAL LABOR & PARTS				21.38

MISC	CODE	DESCRIPTION	CONTROL NO
JOB # A	304	ADVERTISING	
JOB # A	307	ADVERTISING	
TOTAL - MISC			-23.03

Thank You!

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# Elm Grove Dodge Chrysler-Jeep, Inc.

2538 NATIONAL ROAD • WHEELING, W. VIRGINIA 26003 • (304) 243-1999

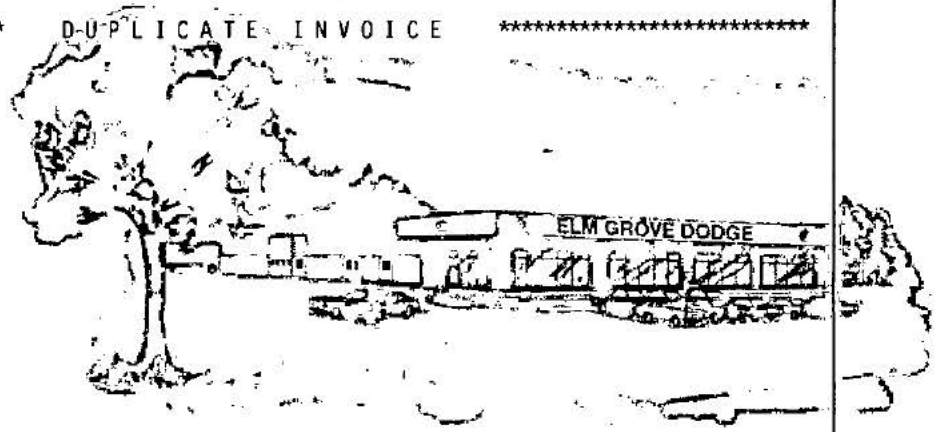
CUSTOMER No. [REDACTED]		ADVISOR <b>TRAVIS ERICKSON</b>		TAG No. 375	INVOICE DATE <b>10/10/11</b>	INVOICE No. [REDACTED]	
[REDACTED]		LABOR RATE	LICENSE No.	MILEAGE 92,084	COLOR	STOCK No.	
[REDACTED]		YEAR / MAKE / MODEL <b>08 / JEEP / WRANGLER</b>			DELIVERY DATE	DELIVERY MILES	
[REDACTED]		VEHICLE I.D. No. <b>1 J 4 F Z 2 4 1 4 8 L [REDACTED]</b>			SELLING DEALER NO.	PRODUCTION DATE	
[REDACTED]		F. T. E. No.	P.O. No.		R.O. DATE <b>10/10/11</b>		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS					MO: 92084

<b>TOTALS</b>	
CASH [ ]	TOTAL LABOR..... 126.85
CHECK [ ]	TOTAL PARTS..... 302.00
VISA [ ]	TOTAL SUBLET... 0.00
MC [ ]	TOTAL G.O.G.... 0.00
DISC [ ]	TOTAL MISC CHG. 0.00
CHARGE [ ]	TOTAL MISC DISC -23.03
	TOTAL TAX..... 25.73
	<b>TOTAL INVOICE \$ 431.55</b>

\*\*\* THANK YOU FOR YOUR BUSINESS PLEASE RETURN AGAIN.  
 \*\*\* SERVICE CHARGE AND EXPLANATION OF REPAIR WAS GIVEN.

CUSTOMER SIGNATURE  
 \*\*\*\*\*

D-U-P-L-I-C-A-T-E I-N-V-O-I-C-E \*\*\*\*\*



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*Thank You!*



# Elm Grove Dodge Chrysler-Jeep, Inc.

2538 NATIONAL ROAD • WHEELING, W. VIRGINIA 26003 • (304) 243-1999

CUSTOMER No. [REDACTED]	ADVISOR <b>TRAVIS ERICKSON</b>	TAG No. 375	INVOICE DATE <b>03/26/10</b>	CELL [REDACTED]
[REDACTED]	LABOR RATE	LICENSE No.	MILEAGE 54,587	COLOR
[REDACTED]	YEAR / MAKE / MODEL <b>08/JEEP/WRANGLER</b>	DELIVERY DATE	DELIVERY MILES	
MOUNDSVILLE, WV [REDACTED]	VEHICLE I.D. No. <b>1 J 4 F 7 2 4 1 4 8 1</b>	SELLING DEALER NO.	PRODUCTION DATE	
	F. T. E. No.	P.O. No.	R.O. DATE <b>03/26/10</b>	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		MO: 54587

LABOR & PARTS  
 J# 1.08DOZZAIRBAG AIR BAG LIGHT IS ON TECH(S):104 97.50  
 CUSTOMER STATES: AIR BAG LIGHT IS ON  
 RAM DIAGNOSTICS FOUND FAULTY CLOCKSPRING  
 REPLACED CLOCKSPRING

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	68003216-AH	CLKSPRING STEER	235.00
				JOB # 1 TOTAL PARTS 235.00
				JOB # 1 TOTAL LABOR & PARTS 332.50

J# 2+02DOZCKSUP. INSPECT SUSPENSION TECH(S):104 0.00  
 CUSTOMER STATES: INSPECT SUSPENSION  
 INTERSTATE SPEEDS VIBRATION  
 TEST DROVE VEHICLE  
 TIRES ARE WINTER TREAD AND CUPPED.

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

TOTALS

CASH [ ]	TOTAL LABOR....	97.50
CHECK [ ]	TOTAL PARTS....	235.00
VISA [ ]	TOTAL SUBLET...	0.00
MC [ ]	TOTAL G.O.G....	0.00
DISC [ ]	TOTAL-MISC-CHG.	0.00
CHARGE [ ]	TOTAL-MISC DISC VEGE DODGE	0.00
	TOTAL TAX	19.95
	<b>TOTAL INVOICE \$</b>	<b>352.45</b>

\*\*\* THANK YOU FOR YOUR BUSINESS PLEASE RETURN AGAIN.  
 \*\*\* SERVICE CHARGE AND EXPLANATION OF REPAIR WAS GIVEN.

CUSTOMER SIGNATURE \_\_\_\_\_  
 \*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*

*Thank You!*

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2009



JEEP WRANGLER



# Elm Grove Dodge Chrysler-Jeep, Inc.

2538 NATIONAL ROAD • WHEELING, W. VIRGINIA 26003 • (304) 243-1999

CUSTOMER No.	ADVISOR	TAG No.	INVOICE DATE	INVOICE No.
	TRAVIS ERICKSON	375	02/12/09	
MOUNDSVILLE, WV	LABOR RATE	LICENSE No.	MILEAGE	COLOR
			28,907	/
	YEAR / MAKE / MODEL	DELIVERY DATE		DELIVERY MILES
	08/JEEP/WRANGLER			
	VEHICLE I.D. No.	SELLING DEALER No.	PRODUCTION DATE	
	1 J 4 F Z 2 4 1 4 8 L			
	F. T. E. No.	P. O. No.	R.O. DATE	
			02/12/09	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		MO: 28907

**LABOR & PARTS**  
 J# 1 0800ZZBRAKELIGH BRAKE LIGHT IS ON TECH(S):250 WARRANTY  
 CUSTOMER STATES: BRAKE LIGHT IS ON  
 LEAKING FLUID  
 LEFT FRONT SIDE  
 INSPECTED FRONT BRAKES FOUND INNER FENDER RUBBED HOLE IN LF  
 BRAKE LINE.  
 REPLACED LF BRAKE LINE FASTENED INNER FENDER OUT OF THE WAY.  
 TOPPED OFF FLUID AND BLED BRAKES

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	NPN	BRAKE LINE		WARRANTY
JOB # 1	1	4318080-AB	FLUID BRAKE		WARRANTY
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

\* J# 2 0800ZZAIRBAG AIR BAG LIGHT IS ON TECH(S):250 WARRANTY  
 CUSTOMER STATES: AIR BAG LIGHT IS ON  
 RAN DIAGNOSTICS FOUND FAULTY CLOCK SPRING  
 REPLACED CLOCKSPRING

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 2	1	68003216-AG	CLKSPRING STEER		WARRANTY
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00

J# 3 2600ZMPRBLD WIPER BLADES TECH(S):250 WARRANTY  
 CUSTOMER STATES: REAR WIPER HOSE IS LEAKING  
 AT REAR WINDOW  
 FOUND REAR HOSE CLAMP OFF OF NIPPLE AREA ON HOSE  
 ADJUSTED HOSE CLAMP ONTO NIPPLE.

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

Thank You!



[REDACTED]  
MOUNDSVILLE WV [REDACTED]



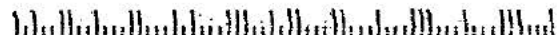
1000

U.S.  
MOUND  
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A  
5  
0

ATTN: REIMBURSEMENT  
CHRYSLER CUSTOMER ASSISTANCE  
P.O. BOX 21-8007  
AUBURN HILLS MI  
48321-8007



48321#8007



RECEIVED DATE:

8/27/12

POSTED DATE:

8-23-12

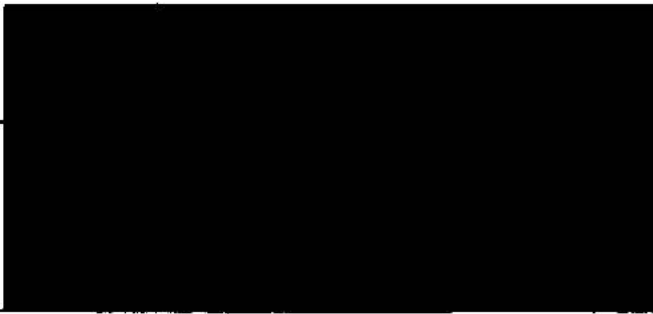
VIN ( FIRST 9 DIGITS)

1J4F22414

VIN ( LAST 8 DIGITS)

8L 

FIRST NAME:



LAST NAME :

CAIR :

000 000000

NON - SCANABLE ITEMS : CIRCLE ONE

NO

YES

CASE

SALES DRAFT

ELM GROVE DODGE CHRYSL  
2538 NATIONAL RD  
WHEELING, WV 26003  
TERMINAL 0659388



601103001182108  
03/26/2010 15:38:29  
DIR XXXXXXXXXXXX1729  
INVOICE  
AUTH. CODE 026622  
SALE TOTAL \$352.45

# Jodge Chrysler-Jeep, Inc.

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

CUSTOMER COPY

CUSTOMER NAME	ADVISOR	TAG No.	INVOICE DATE	CELL
[REDACTED]	TRAVIS ERICKSON	375	03/26/10	[REDACTED]
[REDACTED]	LABOR RATE	LICENSE No.	MILEAGE	COLOR
[REDACTED]			54,587	[REDACTED]
[REDACTED]	YEAR / MAKE / MODEL			DELIVERY DATE
[REDACTED]	08 / JEEP / WRANGLER			DELIVERY MILES
[REDACTED]	VEHICLE I.D. No.			SELLING DEALER NO.
[REDACTED]	114E724148			PRODUCTION DATE
[REDACTED]	F.T.E. No.	F.O. No.	R.O. DATE	
[REDACTED]			03/26/10	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		
[REDACTED]	[REDACTED]	MO: 54587		

LABOR & PARTS  
 JOB # 1 08DOZZAIRBAG AIR BAG LIGHT IS ON TECH(S): 104 97.50  
 CUSTOMER STATES: AIR BAG LIGHT IS ON  
 RAN DIAGNOSTICS FOUND FAULTY CLOCKSPRING  
 REPLACED CLOCKSPRING

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	68003216-AH	CLKSPRING STEER	235.00
JOB # 1 TOTAL PARTS				235.00
JOB # 1 TOTAL LABOR & PARTS				332.50

JOB # 2 02DOZCKSUP INSPECT SUSPENSION TECH(S): 104 0.00  
 CUSTOMER STATES: INSPECT SUSPENSION  
 INTERSTATE SPEEDS VIBRATION  
 TEST DROVE VEHICLE  
 TIRES ARE WINTER TREAD AND CUPPED.

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

TOTALS:

CASH [ ]	TOTAL LABOR	97.50
CHECK [ ]	TOTAL PARTS	235.00
VISA [ ]	TOTAL SUBLET	0.00
MC [ ]	TOTAL G.O.G.	0.00
DISC [ ]	TOTAL MISC CHG DVE DODGE	0.00
CHARGE [ ]	TOTAL MISC DISC	0.00
	TOTAL TAX	19.95
	<b>TOTAL INVOICE \$</b>	<b>352.45</b>

\*\*\* THANK YOU FOR YOUR BUSINESS PLEASE RETURN AGAIN.  
\*\*\* SERVICE CHARGE AND EXPLANATION OF REPAIR WAS GIVEN.

CUSTOMER SIGNATURE



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CASE #

2011 OCTOBER

ELM GROVE DODGE CHRYSL  
2538 NATIONAL RD  
WHEELING, WV 26003

CHRYSLER MOUNDSVILLE WV

ge Chrysler-Jeep, Inc.  
LING, W. VIRGINIA 26003 • (304) 243-1999

10/10/2011  
Merchant ID:  
Terminal ID:  
601103001182108

16:26:29  
00000000480398  
02806046

CREDIT CARD  
DISCVR SALE

CUSTOMER	XXXXXXXXXX	TAG No.	INVOICE DATE	CELL
CARD #	000235	RICKSON 375	10/10/11	
INVOICE	01023P	LICENSE No.	MILEAGE	COLOR
Batch #:	Swiped		92,084	
Approval Code:	Online	ODEL	DELIVERY DATE	DELIVERY MILES
Entry Method:		WRANGLER		
Mode:		Z 2 4 1 4 8 1	SELLING DEALER NO.	PRODUCTION DATE
		P.O. No.	R.O. DATE	
			10/10/11	

SALE AMOUNT

\$431.55

MO: 92084

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
J# 1	1	4105409-AC	FILTER ENGINE O	7.60	7.60
J# 1	6	68026603-AA	OIL	3.62	21.72
				JOB # 1 TOTAL PARTS	29.32
				JOB # 1 TOTAL LABOR & PARTS	41.67
J# 2	08DOZZAIRBAG AIR BAG LIGHT IS ON TECH(S):250			112.50	
CUSTOMER STATES: AIR BAG LAMP COMES ON STAYS ON FOR AMHILE THEN GOES OUT AND COMES BACK ON AFTER A WHILE MAYBE 3 TO 5 MIN. RAN DIAGNOSTICS FOUND FAULTY CLOCKSPRING ASSYMBLY. REPLACED CLOCKSPRING ASSYMBLY.					
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
JOB # 2	1	5156106-AB	CLKSPRING STEER	253.30	253.30
				JOB # 2 TOTAL PARTS	253.30
				JOB # 2 TOTAL LABOR & PARTS	365.80
J# 3	05DOZMISCBRK MISC BRAKE TECH(S):250			0.00	
CUSTOMER STATES: BRAKE GRIND SOMETIMES INSPECT ALL BRAKES 50% LEFT FRONT AND REAR. BRAKES ARE GOOD BUT HAVE DIRT AND ROAD GRIME IN THEM.					
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
JOB # 3					0.00
				JOB # 3 TOTAL PARTS	0.00
				JOB # 3 TOTAL LABOR & PARTS	0.00
J# 4	26DOZ MAINTENANCE TECH(S):250			2.00	
CUSTOMER STATES: REAR WIPER BLADE REPLACED REAR WIPER					
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
JOB # 4	1	68018929-AA	BLADE WIPER BLA	19.38	19.38
				JOB # 4 TOTAL PARTS	19.38
				JOB # 4 TOTAL LABOR & PARTS	21.38
MISC	CODE	DESCRIPTION	CONTROL NO		
JOB # A	304	ADVERTISING			11.51
JOB # A	307	ADVERTISING			11.52
				TOTAL - MISC	23.03

CUSTOMER COPY

Thank You!



# Elm Grove Dodge Chrysler-Jeep, Inc.

2538 NATIONAL ROAD • WHEELING, W. VIRGINIA 26003 • (304) 243-1999

JEOP 44 AND 7000  
 (19 217 21 1234567 878

CUSTOMER No. [REDACTED]	ADVISOR <b>TRAVIS ERICKSON</b>	TAG No. 375	INVOICE DATE 03/26/10
[REDACTED]	LABOR RATE	LICENSE No.	COLOR
[REDACTED]	YEAR / MAKE / MODEL 08/JEEP/WRANGLER	54,587	STOCK No.
MOUNDSVILLE, WV [REDACTED]	VEHICLE I.D. No. 114F7241481		DELIVERY DATE
[REDACTED]	F.T.E. No.	P.O. No.	DELIVERY MILES
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS	SELLING DEALER NO.
			PRODUCTION DATE
			R.O. DATE 03/26/10

MO: 54587

LABOR & PARTS  
 J# 1 08DOZZAIRBAG AIR BAG LIGHT IS ON TECH(S):104 97.50  
 CUSTOMER STATES: AIR BAG LIGHT IS ON  
 RAM DIAGNOSTICS FOUND FAULTY CLOCKSPRING  
 REPLACED CLOCKSPRING

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	68003216-AH	CLKSPRING STEER	235.00
JOB # 1 TOTAL PARTS				235.00
JOB # 1 TOTAL LABOR & PARTS				332.50

J# 2+02DOZCKSUP INSPECT SUSPENSION TECH(S):104 0.00  
 CUSTOMER STATES: INSPECT SUSPENSION  
 INTERSTATE SPEEDS VIBRATION  
 TEST DROVE VEHICLE  
 TIRES ARE WINTER TREAD AND CUPPED.

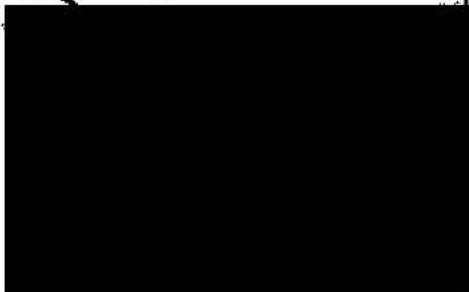
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2 TOTAL PARTS				0.00
JOB # 2 TOTAL LABOR & PARTS				0.00

TOTALS

CASH [ ]	TOTAL LABOR	97.50
CHECK [ ]	TOTAL PARTS	235.00
VISA [ ]	TOTAL SUBLET	0.00
MC [ ]	TOTAL G.O.G.	0.00
DISC [ ]	TOTAL MISC CHG SVR Dc	0.00
CHARGE [ ]	TOTAL MISC DISC	0.00
	TOTAL TAX	19.95
	<b>TOTAL INVOICE \$</b>	<b>352.45</b>

\*\*\* THANK YOU FOR YOUR BUSINESS PLEASE RETURN AGAIN.  
 \*\*\* SERVICE CHARGE AND EXPLANATION OF REPAIR WAS GIVEN.

CUSTOMER SIGNATURE



*Thank You!*

00180475 020003  
 ERA4LZQ-INV 02008 The Reynolds and Reynolds Company. All rights reserved.

TO: CASE #

ATTN: DEBBIE

CHRYSLER CUSTOMER ASSISTANCE

ATTN: REIMBURSEMENT

P.O. BOX 21-8004  
AUBURN HILLS MI 48321

FROM:

MOUNDSVILLE WV

#2 2011 OCTOBER

#1

ELM GROVE DODGE CHRYSL  
2538 NATIONAL RD  
WHEELING, WV 26003

SALES DRAFT

ELM GROVE DODGE CHRYSL  
2538 NATIONAL RD  
WHEELING, WV 26003  
TERMINAL 0659388

10/10/2011 16:26:29  
Merchant ID: [REDACTED]  
Terminal ID: 02806046  
601103001182108

601103001182108  
03/26/2010 15:38:29  
OR XXXXXXXXXXXX  
INVOICE [REDACTED]  
AUTH. CODE 026622

CREDIT CARD  
DISCVR SALE

SALE TOTAL \$352.45

CUSTOMER COPY

CARD # XXXXXXXXXXXX [REDACTED]  
INVOICE [REDACTED]  
Batch #: 000235  
Approval Code: 01023P  
Entry Method: Swiped  
Mode: Online

SALE AMOUNT \$431.55

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  
[REDACTED]

[REDACTED]

MOUNDSVILLE W [REDACTED]

PITTSBURGH PA 150

23 AUG 2012 PM



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

48321002121



[REDACTED]  
**Brookeville, MD**

**Tel:** [REDACTED]

**e-mail:** [REDACTED]

August 24, 2012

8/24

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

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 [REDACTED] 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,

[REDACTED]



Enclosures

Cc: Consumer Protections Agency – MD Attorney General





[REDACTED]  
**Brookeville, MD** [REDACTED]

**Tel:** [REDACTED]

**e-mail:** [REDACTED]

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

BY CERTIFIED MAIL  RETURN 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 [REDACTED] pursuant 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,

[REDACTED]

[REDACTED]

Enclosures

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





CHRYSLER



Criswell Performance Cars, 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 vehicle is on the premises of the automotive repair facility, the automotive repair facility may not be responsible for any damage to the customer's motor vehicle under specified circumstances, and that the customer should ask a representative of the automotive repair facility about the extent of its responsibility, including the extent of insurance coverage, etc."

ADVISOR <b>DUSTIN HAWKINS</b>	FASTRAX <b>7268 0558</b>	SERVICE DATE <b>07/10/12</b>	STOCK NO
CONTENTS	DATE OF SALE	PRICE	
12/JEEP/WRANGLER/4DR 4WD UNLIM SAHAR		900 BLK/BLACK I	12
1 C 4 H J W E G 5 C L		374880	PRODUCTION DATE
		07/09/12	

RESIDENCE PHONE BUSINESS PHONE MOBILE PHONE MO: 911

<b>LABOR &amp; PARTS</b> <b>J# 1 20C12</b> *ELECTRICAL REPAIRS      TECH(S): 7340 CUSTOMER STATES AIR BAG LIGHT COMES ON INTERMITTENTLY THE LEFT REAR TAIL LAMP AND RIGHT FRONT RUNNING LAMP IS IN-OP. TECH INSPECTED AND FOUND FUSE BLOWN M17 REPLACED FUSE BLOWN OUT AGAIN. TRACED WIRES BACK IN HARNESS. FOUND WIRING PINCHED IN FRONT BUMPER CODE U0171 LOST COMMUNICATION WITH UP-FRONT RIGHT SATELLITE ACCELERATION SENSOR CODE WAS STORED CLEARED CODE. TEST DROVE 16 MILES LIGHT DIDN'T COME BACK ON. FIXED WIRING. REPLACED FUSE . COMPLETE	<b>WARRANTY</b> FOR YOUR INFORMATION AND ACKNOWLEDGEMENT: <b>CUSTOMER'S RIGHTS</b> 1. You are entitled to written estimate upon request if repair will exceed \$25.00. Do you want a written estimate? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No 2. You may not be charged an amount more than 10% greater than an estimate without your consent. 3. You are entitled to the return of any replaced parts except those that must be returned to the manufacturer under warranty agreement. If you do not want the parts, initial here: _____ 4. Repairs not originally authorized by you will not be charged to you without your consent. Sig. X _____																				
<table border="1"> <thead> <tr> <th>PARTS</th> <th>QTY</th> <th>FP-NUMBER</th> <th>DESCRIPTION</th> <th>UNIT PRICE</th> </tr> </thead> <tbody> <tr> <td>JOB # 1</td> <td>1</td> <td>ATM15</td> <td>FUSE MINI 8017002</td> <td></td> </tr> <tr> <td colspan="4"></td> <td>JOB # 1 TOTAL PARTS</td> </tr> <tr> <td colspan="4"></td> <td>JOB # 1 TOTAL LABOR &amp; PARTS</td> </tr> </tbody> </table>	PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	JOB # 1	1	ATM15	FUSE MINI 8017002						JOB # 1 TOTAL PARTS					JOB # 1 TOTAL LABOR & PARTS	<b>WARRANTY</b> 0.00 0.00
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE																	
JOB # 1	1	ATM15	FUSE MINI 8017002																		
				JOB # 1 TOTAL PARTS																	
				JOB # 1 TOTAL LABOR & PARTS																	
<b>J# 2 88CHZRENTAL</b> RENTAL CAR      TECH(S): 7340 ENTERPRISE RENTAL CAR	<b>WARRANTY</b>																				
<table border="1"> <thead> <tr> <th>PARTS</th> <th>QTY</th> <th>FP-NUMBER</th> <th>DESCRIPTION</th> <th>UNIT PRICE</th> </tr> </thead> <tbody> <tr> <td colspan="4"></td> <td>JOB # 2 TOTAL PARTS</td> </tr> <tr> <td colspan="4"></td> <td>JOB # 2 TOTAL LABOR &amp; PARTS</td> </tr> </tbody> </table>	PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE					JOB # 2 TOTAL PARTS					JOB # 2 TOTAL LABOR & PARTS	<b>WARRANTY</b> 0.00 0.00					
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SUBLET	PO#	VEND INV#	INV. DATE	DESCRIPTION																	
JOB # 2	311658		07/10/12	AIR BAG LIGHT ON																	
JOB # 2	311658		07/10/12	WARRANTY TO PAY																	
				TOTAL - SUBLET																	
<b>ESTIMATE</b> CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)																					
<b>COMMENTS</b> CALL 301-529-2518																					

**TERMS, CASH OR DELIVERY**  
 Please see dealer on what this invoice price includes. Mechanical or electrical services will be a minimum of one hour plus a fee of \$10.00 plus tax & disposal charges on vehicle.

**SHOP MATERIAL & CHARGE EQUIVALENT TO 10% OF TOTAL REPAIR ORDER CHARGE IS INCLUDED FOR MATERIALS USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE NUTS, BOLTS, WASHERS, PINS, AERO SPRAYS, SOLVENT, RAGS, TOWELS, BATTERY CLEANERS, ETC.**

**ENVIRONMENTAL CONCERNS, AS WELL AS FEDERAL AND STATE REGULATIONS GOVERNING DISPOSAL HAVE FORCED US TO CHARGE FOR THE EXPENSE INCURRED TO PROPERLY STORE AND ARRANGE DISPOSAL AND/OR RECYCLING OF OIL, TIRES, COOLANT, BATTERY, AIR, METAL PARTS AND CLEANING SOLVENTS USED IN THE REPAIR AND MAINTENANCE OF YOUR VEHICLE.**

**ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.**

**WARRANTY: 12000 MILES OR 12 MONTHS ON NEW CHRYSLER PARTS AND LABOR, 4800 MILES OR 90 DAYS ON NEW NON-CHRYSLER PARTS AND LABOR. NO WARRANTY ON USED PARTS.**

**THIS VEHICLE HAS BEEN TESTED OR TEST DRIVEN WHEN NEEDED AND MECHANICAL WORK WAS PERFORMED SATISFACTORILY.**

X CUSTOMER'S SIGNATURE  
 NO CLAIMS WITHOUT THIS SIGNATURE  
 THANK YOU!

# CRISWELL

Criswell Performance Cars, LLC

CHRYSLER



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

Effective October 1, 2009, House Bill 1057 states that: "while a customer's motor vehicle is on the premises of the automotive repair facility, the automotive repair facility may not be responsible for any damage to the customer's motor vehicle under specified circumstances, and that the customer should ask the representative of the automotive repair facility about the extent of its responsibility, including the extent of insurance coverage, etc."

NAME	DUSTIN HAWKINS	PHONE	7268 0558	DATE	07/10/12
ADDRESS	900 BLK/BLACK L				
CITY	12/JEEP/WRANGLER/4DR 4WD UNLIM SAHAR				
STATE	06/24/12				
ZIP	12				
PLATE	1 C 4 H J W E G 5 C L				
INSURANCE	374880				
DATE	07/09/12				
MO	911				

TOTALS		FOR YOUR INFORMATION AND ACKNOWLEDGEMENT	
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 ONLY.		TOTAL LABOR...	0.00
THANK YOU FOR VISITING CRISWELL CHEVROLET		TOTAL PARTS...	0.00
*****		TOTAL SUBLET...	0.00
* EMAIL ADDRESS :		TOTAL G.O.G. ....	0.00
*****		TOTAL MISC CHG.	0.00
M.C. REG. #01875		TOTAL MISC DISC	0.00
		TOTAL TAX.....	0.00
		<b>TOTAL INVOICE \$</b>	<b>0.00</b>

- CUSTOMER'S RIGHTS**
1. You are entitled to written estimate upon request if repairs will exceed \$25.00. Do you want a written estimate?  Yes  No
  2. You may not be charged an amount more than 10% greater than an estimate without your consent.
  3. You are entitled to the return of any replaced parts except those that must be returned to the manufacturer under warranty agreement. If you do not want the parts, initial here: \_\_\_\_\_
  4. Repairs not originally authorized by you will not be charged to you without your consent. Sig: \_\_\_\_\_

**TERMS: CASH ON DELIVERY**  
 All items listed on this invoice are not included in the price. Must call ahead for all items and we will do our best to get you the best price. No cash back. No credit. No exchange.

SHOP MATERIAL & CHARGE EQUIVALENT TO 10% OF TOTAL REPAIR ORDER CHARGES IS INCLUDED FOR MATERIALS USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS AND PARTS: BRUSH WAXERS, PRO-APRO SPRAYS, BOWLING TOWEL, BATTERY CLEANERS, ETC.

**ENVIRONMENTAL CONCERNS:** AS WELL AS FEDERAL AND STATE REGULATIONS GOVERNING DISPOSAL HAVE FORCED US TO CHARGE FOR THE EXPENSE INCURRED TO PROPERLY STORE AND ARRANGE DISPOSAL, RECYCLING OF OIL, TIRES, COOLANT, BATTERIES, WAX, PARTS AND CLEANING SOLUTIONS USED IN THE REPAIR AND MAINTENANCE OF YOUR VEHICLE.

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED  
 WARRANTY 12000 MILES OR 12 MONTHS ON NEW CHRYSLER PARTS AND 30000 MILES OR 36 MONTHS ON NEW NON-CHRYSLER PARTS AND LABEL NEW WARRANTY ON USED PARTS.

THIS VEHICLE HAS BEEN TESTED, DRIVEN, AND PROVEN WHEN NEEDED AND AN OIL-CHANGE, WASH WAS PERFORMED SATISFACTORILY.

X  
 CUSTOMER SIGNATURE  
 NO CLAIMS WITHOUT THIS INVOICE  
 (MAX 10)

711  
 8

# CRISWELL

CHRYSLER

CHCS131676

Criswell Performance Cars, LLC.

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



Effective October 1, 2008, House Bill 657 states that: "while a customer's motor vehicle is on the premises of the automobile repair facility, the automobile repair facility may not be responsible for any damage to the customer's motor vehicle under specified circumstances, and that the customer should ask a representative of the automotive repair facility about the extent of its responsibility, including the extent of insurance coverage, etc."

NAME	DUSTIN HAWKINS	DOB	7268 0535	ISSUE DATE	07/12/12
ADDRESS	998 BLK/BLACK L				
CITY	12/JEEP/WRANGLER/4DR 4WD UNLIM SAHAR				
STATE	06/24/12				
ZIP	12				
PLANT	1 C 4 H J W E G 5 C L				
PRICE	374880				
DATE	07/11/12				

MO: 1021

LABOR & PARTS	TECH(S): 7340	WARRANTY
J# 1 20C12	*ELECTRICAL REPAIRS	
CUSTOMER STATES AIR BAG LIGHT IS ON. SEE HISTORY		
TECH INSPECTED AND FOUND U0171 LOST COMMUNICATION WITH		
UP FRONT RIGHT SATELLITE ACCELERATION SENSOR. CHECK FUSES		
AND RELAYS GOOD. CHECKED FRONT RIGHT IMPACT SENSOR CONNECTOR		
MISSING SIGNAL FROM ORC VIOLET AND BLUE TOOK APART CENTER		
CONSOLE. OHMED OUT WIRES FROM C105 CONNECTOR TO C103		
CONNECTOR. FOUND PIN BENT IN C103 CONNECTOR WIRE VIOLET. BLUE		
FIXED BENT PIN REASSEMBLED CENTER CONSOLE AND BATTERY TRAY		
TEST DRIVE 27 MILES AIR BAG LIGHT NEVER CAME BACK ON.		
JOB # 1 TOTAL LABOR & PARTS		0.00

J# 2 88CHZRENTAL	RENTAL CAR	TECH(S): 7340	WARRANTY
RENTAL CAR ENTERPRISE			
JOB # 2 TOTAL LABOR & PARTS		0.00	

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

TOTALS

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

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 ONLY.

THANK YOU FOR VISITING CRISWELL CHEVROLET

\*\*\*\*\*

\* EMAIL ADDRESS : \*

\*\*\*\*\*

M.C. REG. #01875

CUSTOMER SIGNATURE

FOR YOUR INFORMATION AND ACKNOWLEDGEMENT:

**CUSTOMER'S RIGHTS**

- You are entitled to written estimate upon request if repairs will exceed \$25.00. Do you want a written estimate?  Yes  No
- You may not be charged an amount more than 10% greater than an estimate without your consent.
- You are entitled to the return of any replaced parts except those that must be returned to the manufacturer under warranty agreement. If you do not want the parts, initial here: \_\_\_\_\_
- Repairs not originally authorized by you will not be charged to you without your consent.

Fig. X

TERMS: CASH ON DELIVERY

Prices are based on part and material unless noted otherwise. Mechanical check-out and on-site work will be a minimum of 30 min. call time at the current hourly rate if work is done on vehicle.

SHOP MATERIAL A CHARGE EQUIVALENT TO 10% OF TOTAL REPAIR ORDER CHARGES IS INCLUDED FOR MATERIALS USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE FLUID BOLTS, WASHERS, PINS, AEROSOL SPRAYS, SOLVENT (RAGS, TOWELS, BATTERY CLEANERS, ETC.)

ENVIRONMENTAL CONCERNS, AS WELL AS FEDERAL AND STATE REGULATIONS GOVERNING DISPOSAL HAVE FORCED US TO CHARGE FOR THE EXPENSE INCURRED TO PROPERLY STORE AND ARRANGE DISPOSAL AND/OR RECYCLING OF OIL, TIRES, COOLANT, BATTERIES, METAL PARTS AND CLEANING SOLVENTS USED IN THE REPAIR AND MAINTENANCE OF YOUR VEHICLE.

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED

WARRANTY: 12 MONTHS OR 12 MONTHS ON NEW CHRYSLER PARTS AND LABOR, 1000 MILES OR 90 DAYS ON NEW NON-CHRYSLER PARTS AND LABOR, NO WARRANTY ON USED PARTS.

THIS VEHICLE HAS BEEN TESTED OR TEST DRIVEN WHEN NEEDED AND MECHANICAL WORK WAS PERFORMED SATISFACTORILY

CUSTOMER'S SIGNATURE

NO CLAIMS WITHOUT THIS INVOICE

# CRISWELL

CHRYSLER



Criswell Performance Cars, LLC

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Effective October 1, 2006, House Bill 1667 states that: while a customer's repair of his or her vehicle is on the premises of the automobile repair facility, the automobile repair facility may not be responsible for any damage to the customer's motor vehicle under specified circumstances, and that the customer should ask a representative of the automobile repair facility about the extent of its responsibility, including the extent of insurance coverage, etc."

NAME	DUSTIN HAWKINS	PHONE NO	7268 0917	ADVICE DATE	07/18/12	ADVICE TIME	
ADDRESS		VEHICLE MAKE	1,284	VEHICLE COLOR	BLK/BLACK L	VEHICLE YEAR	
		VEHICLE MODEL	12/JEEP/WRANGLER/4DR. 4WD UNLIM SAHAR	VEHICLE REG. STATE	06/24/12	VEHICLE REG. NO	12
		VEHICLE VIN	1C4HJWEG5CL	VEHICLE REG. DATE	07/17/12	VEHICLE REG. CLASS	
		VEHICLE REG. NO		VEHICLE REG. CLASS	374880	VEHICLE REG. CLASS	
		VEHICLE REG. DATE		VEHICLE REG. CLASS		VEHICLE REG. CLASS	

LABOR & PARTS  
 J# 1 20CHZ \*ELECTRICAL REPAIRS TECH(S):7340  
 CUSTOMER STATES USB PORT IN CENTER CONSOLE IS INOP. TECH INSPECTED AND RECONNECTED CONNECTOR FOR USB. AIR BAG LIGHT CAME ON. CODE U0121 LOST COMMON WITH UP FRONT RIGHT SATELLITE ACCELERATOR SENSOR. CHECKED ALL TERMINAL CONNECTIONS. FOUND TERMINALS 30-31 IN CONNECTOR 2 TO ORC MODULE TO BE LOOSE. TRIED TO RE TIGHTEN WAS NO GOOD. REPLACED BOTH WIRES AND PIN TERMINALS. REINSTALLED CENTER CONSOLE. TEST DROVE VEHICLE 40 MILES. AIR BAG LIGHT DIDN'T COME BACK ON COMPLETE

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2+80CHZ RENTAL CAR TECH(S):7340  
 ENTERPRISE RENTAL AIR BAG LIGHT IS ON.

JOB # 2 TOTAL LABOR & PARTS 0.00

SUBLET	PO#	VEND	INV#	INV. DATE	DESCRIPTION	WARRANTY
JOB # 2	311763			07/18/12	AIR BAG LIGHT IS ON WARENTY	WARRANTY
JOB # 2	311763			07/18/12	RENTAL CAR ENTERPRISE.	WARRANTY
TOTAL - SUBLET						0.00

COMMENTS:  
 CALLED 301-529-2518 6:18PM NO ANSWER LEFT VOICEMAIL.  
 CALLED 240-342-2558 6:20PM NO ANSWER LEFT VOICEMAIL.  
 CUSTOMER AUTHORIZED TECH #7340 TO TAKE VEHICLE HOME TO TEST DRIVE FURTHER 6:24PM 07/17/2012

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

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 ONLY.

THANK YOU FOR VISITING CRISWELL CHEVROLET

\*\*\*\*\*  
 \* EMAIL ADDRESS : \*  
 \* \*  
 \* \*  
 \* \*  
 \*\*\*\*\*

M.C. REG. #01875

CUSTOMER SIGNATURE

FOR YOUR INFORMATION AND ACKNOWLEDGMENT

**CUSTOMER'S RIGHTS**

- You are entitled to written estimate upon request if repairs will exceed \$25.00. Do you want a written estimate?  Yes  No
- You may not be charged an amount more than 10% greater than an estimate without your consent.
- You are entitled to the return of any replaced parts except those that must be retained to the manufacturer under warranty agreement. If you do not want the parts, Initial here: \_\_\_\_\_
- Repairs not originally authorized by you will not be charged to you without your consent. Sig. X \_\_\_\_\_

**TERMS: CASH ON DELIVERY**

Prices of parts and labor are subject to change without notice. We do not accept cash payment at the shop. All parts are guaranteed for 12 months.

SHOP MATERIALS CHARGE EQUIVALENT TO 10% OF TOTAL REPAIR ORDER CHARGES IS INCLUDED FOR MATERIALS USED ON YOUR VEHICLE APPLICABLE SUPPLY ITEMS ARE NUTS, BOLTS, WASHERS, PINS, AERO SPRAYS, SOLVENT, RAGS, TOWELS, BATTERY CLEANERS, ETC.

ENVIRONMENTAL CONCERNS, AS WELL AS FEDERAL AND STATE REGULATIONS GOVERNING DISPOSAL HAVE FORCED US TO CHARGE FOR THE EXPENSE INCURRED TO PROPERLY STORE AND ARRANGE DISPOSAL ALONG RECYCLING OF OIL, TIRES, COOLANT, BATTERIES, METAL PARTS AND CLEANING SOLVENTS USED IN THE REPAIR AND MAINTENANCE OF YOUR VEHICLE.

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED

WARRANTY: 12 MONTHS OR 100,000 MILES ON NEW CHRYSLER PARTS AND LABOR, 3,000 MILES OR 90 DAYS ON NEW NON-CHRYSLER PARTS AND LABOR. NO WARRANTY ON USED PARTS.

THIS VEHICLE HAS BEEN TESTED ON TEST DRIVING AND FOUND TO BE IN GOOD MECHANICAL WORKING ORDER AND NO STRUCTURAL DAMAGE.

[REDACTED]  
Brookville, MD [REDACTED]

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

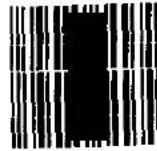
**CERTIFIED MAIL™**



**RETURN RECEIPT  
REQUESTED**



1000



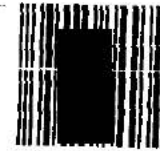
U.S. POSTAGE  
PAID  
GREENBELT, MD  
20770  
AUG 24, 12  
AMOUNT

**\$5.30**

00052482-07



1000



U.S. POSTAGE  
PAID  
GREENBELT, MD  
20770  
AUG 24, 12  
AMOUNT

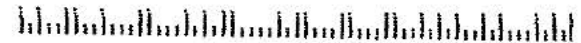
**\$0.65**

00052482-07

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

4-4-4

4832632778 0008







August 28, 2012

[REDACTED]  
Brookeville, MD [REDACTED]

File [REDACTED]

Dear Mr. [REDACTED]

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: [REDACTED] 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 [REDACTED] 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 28<sup>th</sup> 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** [REDACTED]

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

**Files Not Recieved: 0**

To TAMMY  
Re: Case [REDACTED]

Proof of Payment  
↳

REGISTERED 01/17/1997  
215. 800000 4 0000  
PARALLEL 01/01/00  
12011 011 5000

Sale

Merchant ID: 54292304732668

Term ID: LN21695

Authn ID:  
Authn ID:  
Authn ID:

Authn ID:  
Authn ID:

VISCOVER

Entry Method: S

XXXXXXXX [REDACTED]

Seq #: 0012

Auth Code: 005620

Total:

\$ 611.74

APPROVED

Continue Card

THANK YOU FOR YOUR BUSINESS  
PLEASE VISIT US AGAIN SOON

**Document Recieved from Customer**

**Cair Number:** [REDACTED]

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

**Files Not Recieved: 0**

CUSTOMER #:

\*INVOICE\*

CHRYSLER, JEEP, DODGE OF PARAMUS

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

PAGE 1

DUMONT, NJ

BUS: CELL: SERVICE ADVISOR: 329 RALPH RUSSO

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN / OUT, TAG. Includes details for a black 08 Jeep Wrangler with VIN 1J8FA541X9L and license 43356/43356.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Includes a summary row for the repair work.

A \*\* SEE RALPH PER CUSTOMER REQUEST \*\* MESS MESSAGE

50 chrispommerencke LIC#: 50 ISP 0.00

(N/C)

B C/S CHECK AIR BAG LIGHT ON CAUSE: DAMAGED WIRE AT PASSENGER SEAT AIR BAG WIRING, DAMAGED ORC MODULE CONNECTOR

800 REPLACE SHORTED CIRCUIT TO AIR BAG SYSTEM REPLACE BODY WIREING HARNESS CONNECTOR

50 chrispommerencke LIC#: 50 C 5.00

590.00 590.00 252.00 252.00 252.00

43356 DAMAGED WIRE AT PASSENGER SEAT AIR BAG WIRING, DAMAGED ORC MODULE CONNECTOR REPAIRED WIRING AT PASSENGER SEAT AIR BAG, INSTALLED NEW WIRING FOR SHORTED CONNECTOR AT ORC MODULE, CLEARED DTC'S, REINSTALLED PASSENGER SEAT, CHECKED AIR BAG OPERATION

C PLS CHECK WARRANTY MESS MESSAGE

50 chrispommerencke LIC#: 50 ISP 0.00

(N/C)

D SERVICE IS UP TO DATE MESS MESSAGE

50 chrispommerencke LIC#: 50 ISP 0.00

(N/C)

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

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose.

Table with columns: DESCRIPTION, TOTALS. Includes rows for LABOR AMOUNT, PARTS AMOUNT, GAS, OIL, LUBE, SUBLET AMOUNT, MISC. CHARGES, TOTAL CHARGES, LESS DISCOUNT, SALES TAX, and PLEASE PAY THIS AMOUNT.

THIS DEALERSHIP TOTALIZES THE HOURS PERFORMED ON THE AUTHORIZED LABOR TIME GUIDE, WHICH REFLECTS AN AVERAGE TIME REQUIREMENT FOR THE REPAIR/WORK OF SPECIFIC VEHICLE REPAIRS, AND WHICH MAY THEREFORE BE EITHER MORE OR LESS THAN THE ACTUAL CLOCK TIME IN ANY GIVEN INSTANCE. YOU WILL ONLY BE CHARGED THE BIDDING TIME, EVEN IF THE ACTUAL CLOCK HOURS ARE GREATER.

CUSTOMER SIGNATURE

PLEASE PAY THIS AMOUNT



CUSTOMER #: [REDACTED]

\*INVOICE\*

### CHRYSLER, JEEP, DODGE OF PARAMUS

DUMONT, NJ [REDACTED]

PAGE 2

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

HOME [REDACTED]

BUS: CELL: SERVICE ADVISOR: 329 RALPH RUSSO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK	08	JEEP WRANGLER	1J8FA541X8 [REDACTED]		43356/43356	T7186\	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
23AUG08 DD			18:00 05SEP12		115.00	CASH	05SEP12
R.O. OPENED	READY	OPTIONS: STK:210878 DLR:WCJ-S					
08:57 05SEP12	14:38 05SEP12						

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

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

#### STATEMENT OF DISCLAIMER

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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	0.00
SALES TAX	58.94
PLEASE PAY THIS AMOUNT	900.94

CUSTOMER SIGNATURE

THE DEALER HAS UTILIZED THE HOURS FURNISHED BY THE AUTHORIZED LABOR TIME GUIDE, WHICH REFLECTS AN AVERAGE TIME REQUIREMENT FOR THE PERFORMANCE OF SPECIFIC VEHICLE REPAIRS AND WHICH MAY THEREFORE BE EITHER MORE OR LESS THAN THE ACTUAL CLOCK TIME IN ANY GIVEN INSTANCE. YOU WILL ONLY BE CHARGED THE BUCKLE TIME LESS IF THE ACTUAL CLOCK TIME IS GREATER.

**Document Recieved from Customer**

**Cair Number:** [REDACTED]

**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



# DWAYNE LANE'S

CHRYSLER Jeep

10515 Evergreen Way  
 Phone: (425) 267-9000  
 Fax: (425) 551-5493

Everett, WA 98204  
 Toll Free (888) 444-LANE  
 www.dwaynelane.com

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

R/O Open Date	9/27/12	
R/O Close Date	9/28/12	Status
Mileage In	95635	Mileage Out
		95635
Service Advisor / Tag #		
BRIAN C/396Y		

SNOHOMISH, WA			Work Phone	Vehicle Identification Number	
			Home Phone	1J4GA391491	
Year	Make	Model	Body	Color	License Number
2009	JEEP	WRANGLER-4DR	4WD 4DR X	JEEP GREEN	976YWR

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - MR Customer Reports: CUSTOMER IN FOR SOP CLOCKSPRING Work performed by JM(44) Installed 5156106AC :CLKSPRING: STEERING COLUMN CO 1@269.50 REPLACED THE CLOCKSPRING, RECHECK AND IS OK AT THIS TIME. AIRBAG LIGHT NOT ON NOW	110.00 269.50

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

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

LABOR	110.00
PARTS	269.50
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	5.50
HAZARDOUS MATERIALS	.00
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.

X

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 Zerhise) at (425) 551-5421.

**Have a great day!**

**CHRYSLER  
Dodge  
Jeep  
RAM**



2725 Auto Mall Drive  
Selma, CA 93862  
Phone: (559) 891-8500  
Fax: (559) 891-1075

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

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR <b>TOMMIE MITCHELL</b>	3006	TAG NO <b>4302</b>	INVOICE DATE <b>11/07/12</b>
[REDACTED]	LABOR RATE	[REDACTED]	W/LEASE <b>43,602</b>	COLOR
[REDACTED]	YEAR / MAKE / MODEL <b>08 / JEEP /</b>	DELIVERY DATE		
SELMA, CA [REDACTED]	VEHICLE I.D. NO. <b>1 J 4 F A 5 4 1 5 8 L</b>	DELIVERY MILES		
[REDACTED]	F.T.E. NO.	P.O. NO.	SELLING DEALER NO.	
[REDACTED]	[REDACTED]	[REDACTED]	PRODUCTION DATE	
[REDACTED]	[REDACTED]	[REDACTED]	R.O. DATE <b>11/06/12</b>	
[REDACTED]	COMMENTS			

MO: 43612

**LABOR & PARTS**

J# 1 50CHZ11      **IGNITION SYSTEM**      TECH(S):3015      230.00

INSTALL TIPMAN  
INSTALLED TIPM PER PREVIOUS DIAG  
WIPERS WOULD COME ON AND SPRAY WASHER FLUID AND HORN WOULD H  
HONK AND FLASHERS ON . INSTALLED NEW AND TEST DROVE AND  
ALL IS OK AT THIS TIME .

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	RL692236-AI	MODULE TO 8035027	338.00
JOB # 1	-1	RL692236-AI	CORE RETURN	-75.00
JOB # 1 TOTAL PARTS				263.00
JOB # 1 TOTAL LABOR & PARTS				493.00

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**ESTIMATE**  
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)  
APPROVED REVISED ESTIMATE (# 1) OF \$512.29 (+TAX) ON 11/07/12 AT 11:00am  
BY PAM HA      COMMENTS PAM AT CHRYSLER WILL COVER THE TIPM PAYMENT

COMMENTS-----  
SPO

**TOTALS**-----

TOTAL LABOR....	230.00
TOTAL PARTS....	263.00
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	22.29
<b>TOTAL INVOICE \$</b>	<b>515.29</b>

**SERVICE DEPT. HOURS:**  
7:30 AM - 5:00 PM MON. - FRI.

**WE ACCEPT:**  
VISA • MASTERCARD  
AMERICAN EXPRESS

**THANK YOU FOR YOUR VISIT!**

**WE WANT YOU COMPLETELY SATISFIED**

**IMPORTANT**  
You may receive a questionnaire from the manufacturer regarding this service visit. If for any reason you cannot grade us "Completely Satisfied" please contact your Service Manager  
(559) 896-5000

THANK YOU FOR YOUR BUSINESS!!

\_\_\_\_\_  
CUSTOMER SIGNATURE

226 53383

**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:**

**[REDACTED] New Vehicle Loan**

Today's Payoff Amount:	\$32,722.45
Payment Amount:	\$506.34
Payment Due Date:	08/15/2013
Original Loan Balance:	\$33,252.74
Origination Date:	04/01/2013
Term (months):	96
Interest Rate:	5.790%
14-Day Payoff Date:	08/02/2013
14-Day Payoff Amount:	\$32,848.31
Daily Interest Accrual Amount:	\$8.99
Accrued Interest Since Last Payment:	\$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 PYMT	\$507.17	\$33,147.74

[REDACTED]  
 VIRGINIA BEACH, VA  
 [REDACTED]

VEHID [REDACTED]

VIRGINIA BEACH VA [REDACTED]

HOME PHONE [REDACTED]

BUS. PHONE [REDACTED] EXT. [REDACTED]

CELL PHONE [REDACTED]

PAGER [REDACTED] CODE [REDACTED]

E-MAIL [REDACTED]

DLR LOYALTY 12 JEEP WRANGLER 1982

Command? (Enter, \*, N, VEH, CUST, ?) ....?

(OWNER) SERIAL NO. 1C4HJWDG6CLZ [REDACTED]

CUSTOMER [REDACTED]

DELV. DATE 30MAR13

IN SERVICE 16JUL12

(On NSO) WAR.EXP.DATE KEY M0870/3353 STKR JG121

LICENSE NO. [REDACTED]

UNIT N/A SLSMN 10128

SA

STOCK # [REDACTED]

Chry Service Contract  
Floor mats  
2 months Car pmt?



From: [REDACTED]t  
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: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassistre@chrysler.com

To: [REDACTED]

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

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]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
BAR	J24	MOPAR TOW
LINERS	K13	INNER FENDER

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, [REDACTED]

Sincerely,

Jeff

Customer Service Representative

Jeep Customer Assistance Center

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

REFERENCE NUMBER: [REDACTED] 5

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

[http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?trk\\_ID=KMM8175039V72736L0KM&](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 [REDACTED]

Mileage:

46000

Servicing Dealer:

Lithia Motors

Title:

Mr.

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Great Falls

State:

MT

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:



From: [REDACTED]  
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: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: d [REDACTED]

Date: Fri Jun 28 17:41:24 EDT 2013

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

[REDACTED] 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: [REDACTED]

EMAIL CASE NUMBER: 2 [REDACTED]

REPLY LINK:

[http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?trk\\_ID=KMM8176426V55684L0KM&](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 [REDACTED]

Mileage:

10312

Servicing Dealer:

Harr Worcester, MA

Title:

Mr.

First Name:

[REDACTED]  
[REDACTED]

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Shrewsbury

State:

MA

Zip:

[REDACTED] 5

Email:

[REDACTED]

Work Phone:

7 [REDACTED]

From: [REDACTED]

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: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]



From: customerassist@chrysler.com

To: c [REDACTED] @ [REDACTED]

Date: Thu Jul 11 15:40:42 EDT 2013

Subject: Re: Reply to Chrysler Group LLC (KMM8176426V55684L0KM)

Dear [REDACTED]

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: [REDACTED] 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: [REDACTED]

EMAIL CASE [REDACTED]

REPLY LINK:

[http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?trk\\_ID=KMM8190206V71642L0KM&](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: [REDACTED] EMAIL CASE NUMBER: [REDACTED]

**Document Recieved from Customer**

**Cair Number: 2** [REDACTED]

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

**Files Not Recieved: 0**

Hi please see attached paperwork for service done on my 2011 jeep. The reason for my claim is that my jeep had a recent clock spring repaired and I have noticed a lot 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 our 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 [REDACTED]

HARR DODGE SERVICE DEPT  
114 GOLD STAR BLVD  
WORCESTER, MA 01896  
508-471-2600

Merchant ID: 4106005482004767  
Term ID: 0317

## Sale

MASTERCARD

XXXXXXXXXX [REDACTED]

Entry Method: Swiped

Apprvd: Online Batch#: 000007

06/26/13 13:48:58

Inv#: [REDACTED] Appr Code: 450540

Total: \$ 546.74

Customer Copy

THANK YOU  
FOR VISITING\*

CUSTOMER #



\*INVOICE\*



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

SHREWSBURY, MA

PAGE 1

HOME: CONT: N/A
BUS: CELL:

SERVICE ADVISOR: 4161 BRIAN BREIDEGAM

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/ OUT, TAG. Row 1: GREEN, 11, JEEP WRANGLER, 1J4HA3H10B1, [REDACTED], 40312/40312, COLONE.

Table with columns: IN SERV. DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., RATE, PAYMENT, INV. DATE. Row 1: 27JUL11 DD, [REDACTED], [REDACTED], 10:15 26JUN13, [REDACTED], [REDACTED], CASH, 26JUN13.

Table with columns: R.O. OPENED, READY, OPTIONS. Row 1: 09:20 26JUN13, 14:22 26JUN13, DLR:OTHER ENG:3.8 Liter

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Row 1: A CUSTOMER STATES HIS AIR BAG LIGHT IS ON PLEASE CHECK AND ADVISE. DIAG REPLACED CLOCKSPrING 598 CP 219.90 219.90

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.

Table with columns: PARTS, LABOR, OTHER, TOTAL LINE B. Row 1: B 23 POINT INSPECTION 9023 23 POINT INSPECTION 598 I (N/C) PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

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

Table with columns: PARTS, LABOR, OTHER, TOTAL LINE C. Row 1: PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

SHPMTLS/WSTDISP 20.12

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 APPOINTMENT! \*\*REMEMBER WE WORK ON ALL MAKES AND MODELS\*\*

Table with columns: DESCRIPTION, TOTALS. Rows include: LABOR AMOUNT 219.90, PARTS AMOUNT 287.49, DONATION 0.00, SUBLET AMOUNT 0.00, MISC. CHARGES 20.12, TOTAL CHARGES 527.51, LESS 0.00, SALES TAX 19.23, PLEASE PAY THIS AMOUNT 546.74

STORAGE CHARGE 48 HOURS AFTER COMPLETION OF WORK OF \$35.00 A DAY

CUSTOMER COPY

**VEHICLE SERVICE CONTRACT  
PART I**

Today's Date 07/27/2011  
(CONTRACT SALE DATE)

**PROOF OF REGISTRATION  
TOGETHER WITH PART II COMPLETES THIS VEHICLE SERVICE CONTRACT**

[Redacted]				DEALER Code <b>28384</b>	Contract Number [Redacted]	
City <b>SHREWSBURY</b>		State <b>MA</b>	Zip [Redacted]	CONTRACT SALE DATE <b>07/27/2011</b>	CONTRACT SALE MILEAGE <b>66</b>	
ISSUING DEALER <b>CHRYSLER DODGE JEEP CORP</b>			Telephone <b>508-473-8400</b>	Expiration Date <b>07/27/2016</b>	Expiration Mileage <b>100000</b>	
Address <b>10 UXBRIDGE RD PO BOX 44 MENDON</b>		City <b>MENDON</b>	State <b>MA</b>	Zip <b>01756</b>	Year <b>2011</b>	Make <b>JEEP</b>

**CHECK (✓) VEHICLE CYLINDERS**

CYLINDERS (check one)     3     4     5     6     8     10     12

**CHECK (✓) PROGRAM COVERAGE SELECTION (check one)**

VEHICLE COVERAGE	NEW/NEAR-NEW	USED
AUTOMOTIVE PREFERRED CARE <sup>SM</sup>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
MECHANICAL ADVANTAGE CARE <sup>SM</sup>	<input type="checkbox"/>	<input type="checkbox"/>
VALUE CAR CARE+PLUS <sup>SM</sup>	<input type="checkbox"/>	<input type="checkbox"/>
VALUE CAR CARE <sup>SM</sup>	<input type="checkbox"/>	<input type="checkbox"/>
<b>NEW/NEAR-NEW ONLY</b>		
FACTORY+PLUS PREFERRED CARE <sup>SM</sup>	<input type="checkbox"/>	
FACTORY+PLUS ADVANTAGE CARE <sup>SM</sup>	<input type="checkbox"/>	

Vehicle Identification Number  
**1 J 4 H A 3 H 1 0 B L [Redacted]**

Contract Term <b>60/ 100000</b>	Model <b>WRANGLER UNL</b>	Class
VEHICLE Purchase Price \$ <b>31815.00</b>	Service Contract Price \$ <b>2242.00</b>	
<b>Covered Components/Parts</b>	<b>Deductible</b>	
<b>Per Contract Terms</b>	<b>\$ (See Part I/II)</b>	
Lienholder (if applicable) <b>ALLY FINANCIAL</b> <b>P.O. BOX 8138</b> <b>COCKEYSVILLE MD 21030</b>		

**SELECT OPTIONAL COVERAGE**

**SEAL AND GASKET PACKAGE** (USED VEHICLES with 100,000 miles or less)

**SPECIALTY OPTION PACKAGE**

**DEDUCTIBLE OPTIONS** (applies per repair visit)

\$100 Deductible

\$100 Disappearing Deductible (applies if covered repair is made at the dealership listed above)

\$200 Deductible

If none of these boxes is checked, the deductible schedule applies (see Part II)

The Seal and Gasket Package and Specialty Option Package provide additional component coverage and are provided only if eligible and if the box(es) is checked and additional surcharge(s) is paid (see Part II for details).

**CONTRACT DEFINITIONS** (See Section 11 of Part II): "WE," "US" and "OUR" refer to the obligor of this contract, which is Continental Service Provider, Inc., 4150 N. Drinkwater Blvd., Suite 400, Scottsdale, AZ 85251, 800-345-0191. OUR obligations to YOU under this contract are guaranteed under service contract reimbursement policy no. WNC0045002. If WE do not settle YOUR claim within sixty (60) days of OUR receipt of YOUR proof of loss, YOU may make a claim against the Continental Casualty Company, 333 Wabash, Ave., Chicago, IL 60604, 312-822-5000. OUR administrator is CNA National Warranty Corporation, P.O. Box 2840, Scottsdale, AZ 85252, 800-722-4758. This contract is not an insurance policy.

**The purchase of this contract is not required in order to purchase, register, or obtain financing for a motor vehicle.**

The program coverage selection determines YOUR coverage. Please make sure YOUR Part II matches the program selected. YOUR coverage begins on the CONTRACT SALE DATE for NEW/NEAR-NEW VEHICLE coverage and for USED VEHICLE coverage. Expiration of coverage is determined by the greater of time or mileage, whichever occurs first. Specific state requirements may apply to YOUR contract and are listed on the reverse side of this page. By signing below, YOU acknowledge that you have read and accept the provisions of the contract as a complete statement of YOUR coverage and rights and that YOU are not relying on any writings other than this contract nor any other representations or promises. This contract does not provide coverage for vehicles that are used or equipped for certain types of business, as specified in YOUR Part II. Restrictions apply. See YOUR Part II.

YOU are hereby advised that in the event of cancellation of YOUR contract for reasons other than repossession or a total loss of the VEHICLE, any resulting refund will be made payable to both the ISSUING DEALER and lienholder and forwarded to the ISSUING DEALER.

We have retained a SERVICE CENTER to provide administrative services on OUR behalf. If YOU have any questions concerning coverage under this contract, YOU may call OUR SERVICE CENTER at 800-722-4758, extension 444.

07/27/2011

07/27/2011

Date

Dealership Salesperson's Signature

Date



366 P

# VEHICLE INSPECTION SHEET

Customer Name: [REDACTED] Year/Model: 11/Wh Date: 06/26/13  
 Mileage: 40312 VIN: BL [REDACTED] Repair Order #: 121964

CHECKED AND OKAY			MAY NEED FUTURE ATTENTION			REQUIRES IMMEDIATE ATTENTION			
INTERIOR/EXTERIOR									
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Head Lights / Tail Lights / Turn Signals / Brake Lights / Hazard Warning Lights / Exterior Lamps						<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Windshield Washer Spray / Wiper Operation / Wiper Blades						<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Windshield Condition (Inspect for Cracks, Chips, or Pitting)						<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Mirrors / Glass						<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Emergency Brake Adjustment						<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Horn Operation						<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Fuel Tank Cap Gasket						<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Air Conditioning Filter (if equipped)						<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Clutch Operation (if equipped)						<input type="checkbox"/>
UNDER VEHICLE									
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Shock Absorbers / Suspension / Struts						<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Steering Gear Box / Linkage and Boots / Ball Joints / Dust Covers						<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Muffler / Exhaust Pipes / Mountings						<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Engine Oil and/or Fluid Leaks						<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Brake Lines / Hoses / Parking Brake Cable						<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Drive Shaft Boots / Constant Velocity Boots / U-joints / Transmission Linkage (if equipped)						<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Transmission / Differential / Transfer Case (Check Fluid Level, Fluid Condition and Fluid Leaks)						<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Fuel Lines and Connections / Fuel Tank Band / Fuel Tank Vapor Vent System Hoses						<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Inspect Nuts and Bolts on Body Chassis						<input type="checkbox"/>
UNDER HOOD									
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Fluid Levels: Oil / Coolant / Battery / Power Steering / Brake Fluid / Washer / Automatic Transmission						<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Engine Air Filter						<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Drive Belts (condition and adjustment)						<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Engine Coolant Protection <u>34</u>						<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Cooling System Hoses / Heater Hoses / Air Conditioning Hoses and Connections						<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Radiator Core / Air Conditioning Condenser (if equipped)						<input type="checkbox"/>

CHECKED AND OKAY			MAY NEED FUTURE ATTENTION			REQUIRES IMMEDIATE ATTENTION			
BATTERY PERFORMANCE									
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Battery Terminals / Cables / Mountings						<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Check Condition of Battery (Storage Capacity Test)						<input type="checkbox"/>
<input checked="" type="checkbox"/> Pass			<input type="checkbox"/> Recharge Retest			<input type="checkbox"/> Fail			

BRAKE AND TIRE			
<b>Left Front</b>		<b>Right Front</b>	
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Brake Lining	mm	Brake Lining	mm
Tire Tread	<u>12</u> 32nds	Tire Tread	<u>11</u> 32nds
Wear Pattern		Wear Pattern	
Tire Pressure	<u>35</u> psi	Tire Pressure	<u>35</u> psi
<b>Left Rear</b>		<b>Right Rear</b>	
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Brake Lining	mm	Brake Lining	mm
Tire Tread	<u>10</u> 32nds	Tire Tread	<u>10</u> 32nds
Wear Pattern		Wear Pattern	
Tire Pressure	<u>35</u> psi	Tire Pressure	<u>35</u> psi
<input type="checkbox"/> Brake Inspection Not Performed This Visit			

**COMMENTS / ESTIMATES**

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Customer Copy

F - Nm  
R - Nm



Buy Sell Research Finance Advice

Home > Jeep > Wrangler > 2010 > Recalls

## 2010 Jeep Wrangler [Change](#)

Overview Photos & Videos Reviews Safety & Reliability Features & Specs Pricing  
 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](http://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](mailto: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, the information.

People Who Viewed This Car Also Viewed

Choose up to three models to compare to the 2010 Jeep Wrangler. [Compare Side-by-Side](#)

 <b>2011 Porsche Cayenne Hybrid</b> Kelley Blue Book Retail \$61,800 - \$61,800 ☆☆☆☆☆ Not Yet Rated	 <b>2010 Jeep Wrangler Unlimited</b> Kelley Blue Book Retail \$25,300 - \$29,900 ☆☆☆☆ (4.2) 19 consumer reviews	 <b>2011 Jeep Grand Cherokee</b> Kelley Blue Book Retail \$28,000 - \$36,400 ☆☆☆☆ (4.5) 96 consumer reviews
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Closest Dealers Listing this Car in ZIP 60201

[Change Location](#)

	<b>Wrangler Sahara</b> Color: White Dealer: Fields Jeep Chrysler Dodge RAM 866-522-4077	16,984 mi.	<b>\$26,900</b>
	<b>Wrangler Sahara</b> Color: Black Dealer: Haggerty Buick GMC Inc 866-248-7272	14,332 mi.	<b>\$25,986</b>
	<b>Wrangler Sport</b> Color: White Dealer: Knauz Auto Park 888-811-0547	14,097 mi.	<b>\$24,490</b>
	<b>Wrangler Sport</b> Color: Orange Dealer: Sherman Dodge Chrysler Jeep RAM 888-860-5874	13,531 mi.	<b>\$23,995</b>

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 DIGITS)

1J4F22414

VIN (LAST 8 DIGITS)

8L



FIRST NAME:



LAST NAME :

CAIR :

00000000

NON - SCANABLE ITEMS : CIRCLE ONE

NO

YES



# PAUL COLE MOTORS, INC.

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



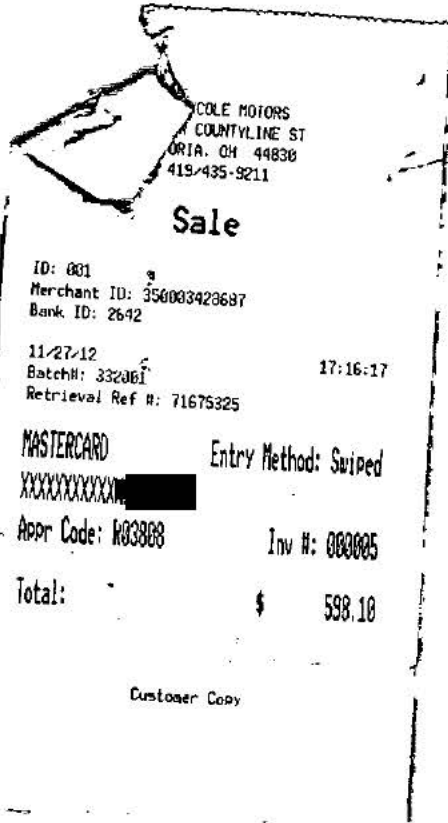
RO	18455	VIN	1 J 4 F Z 2 4 1 4 8 L			DATE IN	11/23/1	
YEAR	2008	MAKE	JEEP	MODEL	WRANGLER X	COLOR	WHITE	
MILES IN	59278	MILES OUT	59279	FIRST USE	00/00/00	DISC.	OH	
SEE ALSO	BRADNER OH					H:	W: (419) -	
							WRITER	DAVE

(1) C/S THAT THE AIR BAG LAMP IS ON  
 FOUND THE CLOCKSPRING TO HAVE INTERNAL SHORT  
 REPLACED THE CLOCKSPRING AND ALSO REPLACED TH  
 E HEADLAMP SWITCH

Labor	T34	120.00
Labor	T75	80.00
5156106AC (CLKSPRING)	1	259.00
5183952AF (SWITCH)	1	72.60
Total Labor		200.00
Total Parts		331.60
Total Repair (Customer)		531.60

(34-7974 MHUNKER-)

A



# PAID

	W/C	INT.	CUSTOMER
Next Service MAR '13 Lube-Oil-Filter			
<b>DISCLAIMER OF WARRANTIES</b>			
<small>Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.</small>			
X	CUSTOMER SIGNATURE		
Page 1 of 1	Job 024704		
		.00	
			Labor 200.00
			Parts 331.60
			Sublet .00
			Shop Supplies 30.00
			Oil/Grease .00
			Sub Total 561.60
			Tax 36.50
			Total (Cash) 598.10

Customer Copy

AUTOSOFT FORMS 1-877-427-4587



# VEHICLE CHECKUP

**Paul Cole Motors**  
419-435-9211

1621 North Countyline St  
Fostoria Oh 44830

Customer Name \_\_\_\_\_ Phone \_\_\_\_\_ Service Advisor \_\_\_\_\_ Vehicle Year/Model \_\_\_\_\_

VIN Number \_\_\_\_\_ Mileage \_\_\_\_\_ RO Number \_\_\_\_\_ Date \_\_\_\_\_

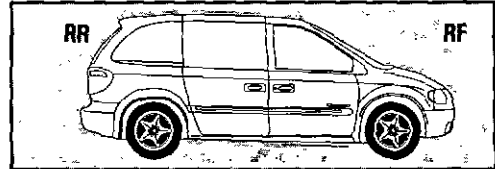
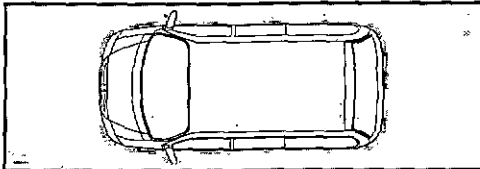
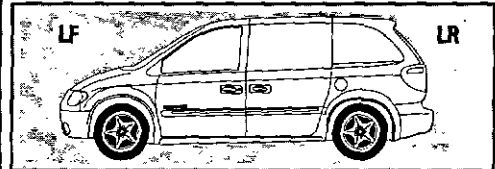
VEHICLE CHECKUP

VEHICLE CHECKUP PLUS

CHECKED AND OK

WILL NEED FUTURE ATTENTION

REQUIRES IMMEDIATE ATTENTION



## VEHICLE CHECKUP

<input checked="" type="radio"/> LEFT FRONT TIRE Pressure <u>35</u> lbs Wear Pattern <u>OK</u> Tread Depth <u>16</u> /32nds	<input checked="" type="radio"/> LEFT REAR TIRE Pressure <u>35</u> lbs Wear Pattern <u>OK</u> Tread Depth <u>10</u> /32nds	<input checked="" type="radio"/> RIGHT REAR TIRE Pressure <u>35</u> lbs Wear Pattern <u>OK</u> Tread Depth <u>10</u> /32nds	<input checked="" type="radio"/> RIGHT FRONT TIRE Pressure <u>35</u> lbs Wear Pattern <u>OK</u> Tread Depth <u>10</u> /32nds
--	---	--	---

FLUIDS	LEVEL
<input checked="" type="radio"/> MOTOR OIL	<input checked="" type="checkbox"/> Empty <input checked="" type="checkbox"/> Full <u>1 qt low</u>
<input checked="" type="radio"/> ENGINE COOLANT	<input checked="" type="checkbox"/> Empty <input checked="" type="checkbox"/> Full
<input checked="" type="radio"/> BRAKE	<input checked="" type="checkbox"/> Empty <input checked="" type="checkbox"/> Full
<input checked="" type="radio"/> POWER STEERING	<input checked="" type="checkbox"/> Empty <input checked="" type="checkbox"/> Full <u>Dirty</u>
<input checked="" type="radio"/> TRANSMISSION	<input checked="" type="checkbox"/> Empty <input checked="" type="checkbox"/> Full <u>Dirty</u>
<input checked="" type="radio"/> WIPER WASHER	<input checked="" type="checkbox"/> Empty <input checked="" type="checkbox"/> Full

BELTS • HOSES • FILTER • COOLING • WIPERS • LAMPS • BATTERY
<input checked="" type="radio"/> BELTS Serpentine <u>Fair</u> Power Steering <u>OK</u> Other _____
<input checked="" type="radio"/> HOSES Radiator Hoses <u>Fair</u> Heater Hoses <u>Fair</u> Power Steering Hoses _____ Air Conditioning Hoses _____
<input checked="" type="radio"/> AIR FILTER <u>OK</u>
<input checked="" type="radio"/> CABIN AIR FILTER <u>N/A</u>
<input checked="" type="radio"/> WINDSHIELD WIPERS & BLADES <u>Fair</u>
<input checked="" type="radio"/> LAMPS Headlamps <u>OK</u> Turn Signal Lamps <u>OK</u> Taillamps <u>OK</u> Parking Lamps <u>OK</u> <u>Ref Side marker</u>
<input checked="" type="radio"/> BATTERY <u>OK</u>

## VEHICLE CHECKUP PLUS (INCLUDES ITEMS LISTED ABOVE)

<input checked="" type="radio"/> FRONT BRAKES Left Front _____ Right Front _____	<input checked="" type="radio"/> REAR BRAKES Left Rear _____ Right Rear _____
<input checked="" type="radio"/> SHOCKS/STRUTS Front _____ Rear _____	<input checked="" type="radio"/> STEERING COMPONENTS
<input checked="" type="radio"/> TRANSFER CASE <input type="checkbox"/> N/A <input checked="" type="checkbox"/> Empty <input checked="" type="checkbox"/> Full	<input checked="" type="radio"/> U-JOINTS <input type="checkbox"/> N/A
<input checked="" type="radio"/> DIFFERENTIAL <input type="checkbox"/> N/A <input checked="" type="checkbox"/> Empty <input checked="" type="checkbox"/> Full	<input checked="" type="radio"/> SUSPENSION Front _____ Rear _____
<input checked="" type="radio"/> AXLE BOOTS Left Front <input type="checkbox"/> N/A Right Front <input type="checkbox"/> N/A	<input checked="" type="radio"/> EXHAUST SYSTEM

NOTE: The Vehicle Checkups do not include any repairs or adjustments which may be necessary or recommended.

NOTES:

Checkup Performed By: \_\_\_\_\_


Appointment Date: \_\_\_\_\_

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Printed in U.S.A.

Submission For reimbursement



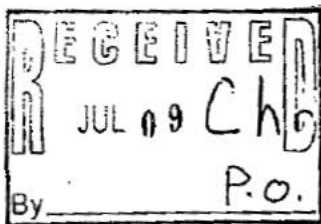
Bradenton Ohio - 

Safety recall M31/NHTSA 13V-176

Bradner, OH

TOLEDO

JUL 09 2011

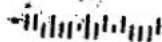


Chrysler Customer Assistance

P.O. Box 21-8007

Auburn Hills, MI 48321-8007

4832180021



RECEIVED DATE:

7/9/13

POSTED DATE:

7-1-13

VIN ( FIRST 9 DIGITS)

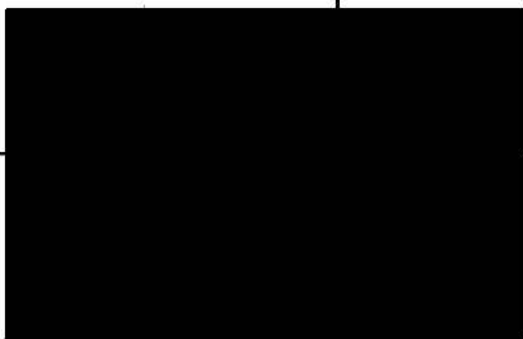
1J4FZ2411

VIN ( LAST 8 DIGITS)

8L



FIRST NAME:



LAST NAME:

CAIR:

00000000

NON - SCANABLE ITEMS : CIRCLE ONE

NO

YES

# LANDERS AUTO SALES

# LANDERS

Landers Auto Sales  
www.landerson.com

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

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR <b>MICHAEL TAIT</b>	TAG NO. <b>1434</b>	APPT	INVOICE DATE <b>05/07/10</b>	INVOICE NO. [REDACTED]
[REDACTED] MALVERN, AR [REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE <b>57,235</b>	COLOR <b>WHITE/</b>	STOCK NO.
	YEAR / MAKE / MODEL <b>08 / JEEP / WRANGLER / 2DR 4WD X RHD</b>				DELIVERY DATE
	VEHICLE I.D. NO. <b>1 J 4 F Z 2 4 1 1 8 L [REDACTED]</b>				DELIVERY MILES
RESIDENCE PHONE [REDACTED]		BUSINESS PHONE [REDACTED]		SELLING DEALER NO.	PRODUCTION DATE
COMMENTS				R.O DATE <b>05/06/10</b>	

MO: 57237

**LABOR & PARTS**  
 JOB # 1: 23JEZ [REDACTED] BODY TECH(S): 0960 WARRANTY  
 RECALL J30 REPROG CCN/TEMP.  
 FLASHED PCM  
 COMPLETED

**PLEASE REMIT TO:**  
**P.O. Box 1649**  
**Benton, AR 72018**

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

**DISCLAIMER OF WARRANTIES**  
 AS IS - THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

**JOB # 2: 08JEZ [REDACTED] ELECTRICAL TECH(S): 0960 170.05**  
 CUST. STATES AIR BAG LIGHT-ON  
 OPEN CIRCUIT IN CLOCKSPRING  
 REPLACED CLOCKSPRING/ TESTED

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1	5156106-AA	CLKSPRING 8015001	235.00	235.00
				JOB # 2 TOTAL PARTS	235.00
				JOB # 2 TOTAL LABOR & PARTS	405.05

**ENVIRONMENTAL COMPLIANCE CHARGE**  
 Maintaining and repairing your car inevitably involves the use of chemicals and generation of wastes (solvents, oils, caustics, lead, asbestos, etc.) that must be stored, managed and disposed of in strict compliance with federal, state and local environmental regulations. We support these regulations and also believe our customers do too because they help ensure a safer, healthier environment for everyone. Complying with these regulations increases the cost of service. Ordinarily, increased costs simply result in an increased hourly labor charge. This dealership has decided in lieu of raising its labor rate, to list a compliance charge on appropriate service bills because we believe our customers would be interested to know they are helping to pay for a cleaner environment.

**JOB # 3: 08JEZ [REDACTED] ELECTRICAL TECH(S): 0960 116.35**  
 CUST. STATES HAVE TO START IN NEUTRAL AT TIMES  
 STARTER FAILURE  
 RAN DIAG. REPLACED STARTER AND TESTED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 3	1	4801269-AB	STARTER E 8052004	119.95	119.95
				JOB # 3 TOTAL PARTS	119.95
				JOB # 3 TOTAL LABOR & PARTS	236.30

**JOB # 4: 23JEZ [REDACTED] BODY TECH(S): 0960 WARRANTY**  
 RECALL J34 STEERING DAMPER  
 REPLACED STEERING DAMPER  
 COMPLETED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 4	1	CB80J340-AA	DAMPER ST 19030006	WARRANTY	0.00
				JOB # 4 TOTAL PARTS	0.00
				JOB # 4 TOTAL LABOR & PARTS	0.00

**JOB # 5: 01JEZ995 COUPON-995 TECH(S): 0960 3.87**  
 9.95 OIL CHANGE COUPON  
 995COUPON  
 995COUPON

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 5	1	PK10	5409-6	****	****
JOB # 5	1	4105409-BC	FILTER EN 9057006	4.15	4.15
JOB # 5	6	68026603-AA	OIL 5W20 1081090	2.17	13.02
				JOB # 5 TOTAL PARTS	17.17

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED

X \_\_\_\_\_  
 CUSTOMER SIGNATURE

*Thank You!*  
**WE APPRECIATE  
 YOUR  
 BUSINESS**

BENTON N BUSINESS SOLUTIONS 800-527-1943 #187 (REV. 8/06)



**LANDERS AUTO SALES**

**LANDERS**

Landers Auto Sales  
www.landerson.com

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

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR <b>MICHAEL TAIT</b>	TAG NO. <b>1434</b>	INVOICE DATE <b>05/07/10</b>	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE <b>57,235</b>	COLOR <b>WHITE/</b>
[REDACTED]	YEAR / MAKE / MODEL <b>08/JEEP/WRANGLER/2DR 4WD X RHD</b>	DELIVERY DATE	DELIVERY MILES	STOCK NO. [REDACTED]
<b>MALVERN, AR</b>	VEHICLE I.D. NO. <b>1 J 4 F Z 2 4 1 1 8 L</b>	SELLING DEALER NO.	PRODUCTION DATE	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	R.O. DATE <b>05/06/10</b>	
			<b>MO: 57237</b>	

JOB # 5 TOTAL LABOR & PARTS 21.04

JOB # 6 01JEZ27PT 27 POINT INSPECTION TECH(S): 0960 INTERNAL

27 POINT INSPECTION

27 POINT INSPECTION

27 POINT INSPECTION

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
				JOB # 6 TOTAL PARTS 0.00
				JOB # 6 TOTAL LABOR & PARTS 0.00
MISC CODE	DESCRIPTION	CONTROL NO.		
JOB # 1 DC	DISCOUNT COUPON			-6.98
JOB # 1 OCP	Discount Oil Change			-6.98
TOTAL - MISC				-13.96

COMMENTS: APPT

TOTALS

\*\*\*\*\*  
\* NEXT RECOMMENDED SERVICE:  
\* 07/08/2010 / 222 MI 01JEZLOF LUBE, OIL & FILTER \*  
\*\*\*\*\*

**PLEASE REMIT TO:**  
**P.O. Box 1649**  
**Benton, AR 72018**

**DISCLAIMER OF WARRANTIES**  
AS IS - THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART AND/OR SERVICE. THE SELLER IS NOT ENTITLED TO RETURN TO THE SELLER. DEALER'S OFFICE.

HERS CHRYSLER DODGE  
MS CHRYSLER DODGE JEEP  
7800 ALCOA ROAD  
BENTON, AR 72015

\*\*\*\*\* THANKS FOR YOUR BUSINESS \*\*\*\*\*

TOTAL LABOR....	290.27
TOTAL PARTS....	372.12
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG....	0.00
TOTAL MISC DISC....	-13.96
TOTAL TAX.....	48.64

CASH [ ] C/CARD [X] CHECK# [ ]

CHARGE [ ] OTHER [ ]

**TOTAL INVOICE \$ 697.07**

*Paid*

*5-7-10*

Term ID: 72951176 Ref #: 0017

Sale

DEBIT Entry Method: Seiped

Total: 697.07

05/07/10 14:39:28

Inv #: [REDACTED] Appr Code: 005538

Batch#: 000575

Retrieve Ref #: 012719010564

Trace Audit #: 010564

Net ID: 408

Settle Date: 0508

Zip Code:

Customer Copy

THANK YOU

**BUSINESS**

RES BANK N BUSINESS SOLUTIONS 800-527-1843 #197

Malvern, AR

LITTLE ROCK AR 722

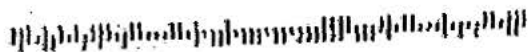
01 JUL 2013 PM 4 L



RECEIVED  
JUL 09  
By \_\_\_\_\_

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

48321800707



From: [REDACTED]  
To: customerassist@chrysler.com  
Date: Tue Jul 16 12:08:15 EDT 2013  
Subject: Chrysler Group LLC Customer Assistance  
Form Selected:

-----  
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: [REDACTED]

Middle Initial: [REDACTED]

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

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

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

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: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

[http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?trk\\_ID=KMM8198065V65305L0KM&](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 [REDACTED]

Mileage:

116000

Servicing Dealer:

Helfman Dodge/Jeep Houston, TX

Title:

Mr.

First Name:

[REDACTED]

Middle Initial:

[REDACTED]

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Houston

State:

TX

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:

[REDACTED]

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

FACSIMILE TRANSMITTAL SHEET

TO:	[REDACTED]
COMPANY:	Chrysler
DATE:	7-9-13
FAX NUMBER:	877-768-5076
TOTAL NO. OF PAGES INCLUDING COVER:	3
PHONE NUMBER:	252-312-5363
SENDER'S REFERENCE NUMBER:	
RE:	
YOUR REFERENCE NUMBER:	

- URGENT     FOR REVIEW     PLEASE COMMENT     PLEASE REPLY     PLEASE RECYCLE

NOTES/COMMENTS:  
JEEP PROBLEMS

[REDACTED]  
Elizabeth City, N.C.  
[REDACTED]

Re: Vehicle Id number: 1J4BA3H12BL [REDACTED]

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 than 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,

[REDACTED]  
[REDACTED]  
Elizabeth City, N.C. [REDACTED]  
[REDACTED]



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

FACSIMILE TRANSMITTAL SHEET

TO: Chrysler FROM: [REDACTED]  
COMPANY: [REDACTED] DATE: 7-9-13  
FAX NUMBER: 877-768-5076 TOTAL NO. OF PAGES INCLUDING COVER: 3  
PHONE NUMBER: [REDACTED] SENDER'S REFERENCE NUMBER: [REDACTED]  
RE: [REDACTED] YOUR REFERENCE NUMBER: [REDACTED]

URGENT     FOR REVIEW     PLEASE COMMENT     PLEASE REPLY     PLEASE RECYCLE

NOTES/COMMENTS:

Jeep Problems

[REDACTED]  
Elizabeth City, N.C.  
[REDACTED]

Re: Vehicle Id number: 1J4BA3H12BL [REDACTED]

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Thank You for your consideration,

[REDACTED]  
Elizabeth City, N.C. [REDACTED]  
[REDACTED]

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

FACSIMILE TRANSMITTAL SHEET

TO: <i>Onyler</i>	FROM: <i>R</i>
COMPANY:	DATE: <i>7-9-13</i>
FAX NUMBER: <i>877-768-5076</i>	TOTAL NO. OF PAGES INCLUDING COVER: <i>3</i>
PHONE NUMBER: [REDACTED]	SENDER'S REFERENCE NUMBER: [REDACTED]
RE:	YOUR REFERENCE NUMBER:

URGENT     FOR REVIEW     PLEASE COMMENT     PLEASE REPLY     PLEASE RECYCLE

NOTES/COMMENTS:

*Jeep Problems*

[REDACTED]  
[REDACTED]  
Elizabeth City, N.C.  
[REDACTED]  
[REDACTED]

Re: Vehicle Id number: 1J4BA3H12BL [REDACTED]

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[REDACTED]  
Elizabeth City, N.C.  
[REDACTED]

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

FACSIMILE TRANSMITTAL SHEET

TO: Chrysler   
COMPANY: 7-9-13  
FAX NUMBER: 877-768-5076 TOTAL NO. OF PAGES INCLUDING COVER: 3  
PHONE NUMBER:  SENDER'S REFERENCE NUMBER: \_\_\_\_\_  
RE: \_\_\_\_\_ YOUR REFERENCE NUMBER: \_\_\_\_\_

- URGENT     FOR REVIEW     PLEASE COMMENT     PLEASE REPLY     PLEASE RECYCLE

NOTES/COMMENTS:

Jeep Problems

[REDACTED]  
Elizabeth City, N.C.  
[REDACTED]

Re: Vehicle Id number: 1J4BA3H12BL [REDACTED]

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FAX NUMBER: 877-768-5076 TOTAL NO. OF PAGES INCLUDING COVER: 3  
PHONE NUMBER: [REDACTED] SENDER'S REFERENCE NUMBER: [REDACTED]  
RE: [REDACTED] YOUR REFERENCE NUMBER: [REDACTED]

URGENT     FOR REVIEW     PLEASE COMMENT     PLEASE REPLY     PLEASE RECYCLE

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Jeep Problems

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[Redacted Name]

6877 Old Herford Road, [Redacted]  
Elizabeth City, N.C. [Redacted]

[Redacted Address]



[REDACTED]  
Elizabeth City, N.C.  
[REDACTED]

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

FACSIMILE TRANSMITTAL SHEET

TO: *Chrysler* [REDACTED]  
COMPANY: [REDACTED] DATE: *7-9-13*  
FAX NUMBER: *877-768-5076* TOTAL NO. OF PAGES INCLUDING COVER: *3*  
PHONE NUMBER: [REDACTED] SENDER'S REFERENCE NUMBER: \_\_\_\_\_  
RE: [REDACTED] YOUR REFERENCE NUMBER: \_\_\_\_\_

URGENT     FOR REVIEW     PLEASE COMMENT     PLEASE REPLY     PLEASE RECYCLE

NOTES/COMMENTS:

*Jeep Problems*



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NOTES/COMMENTS:

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**Document Recieved from Customer**

**Cair Number:** [REDACTED]

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

**Files Not Recieved: 0**

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

252-264-4155 (FAX)

(866-849-3869)

FACSIMILE TRANSMITTAL SHEET

TO: Joshua FROM: [REDACTED]

COMPANY: DATE: 8/25/13

FAX NUMBER: 252-264-4155 TOTAL NO. OF PAGES INCLUDING COVER:

outs  
outs

PHONE NUMBER: 252-312-5363 SENDER'S REFERENCE NUMBER:

RE: Contract YOUR REFERENCE NUMBER:

URGENT  FOR REVIEW  PLEASE COMMENT  PLEASE REPLY  PLEASE RECYCLE

NOTES/COMMENTS:

RETAIL INSTALLMENT SALE CONTRACT
SIMPLE FINANCE CHARGE
THIS IS A CONSUMER CREDIT DOCUMENT

EALE# 26723

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

Buyer Name and Address (Including County and Zip Code)
Co-Buyer Name and Address (Including County and Zip Code)
Creditor-Seller (Name and Address)
ELIZABETH CITY NC
CAROLINA CHRYSLER DODGE JEEP
1001 HALSTEAD BLVD
NC 27909

You, the Buyer (and Co-Buyer, if any), may buy the vehicle below for cash or on credit. By signing this contract, you choose to buy the vehicle in credit under the agreements on the front and back of this contract. You agree to pay the Creditor - Seller (sometimes "we" or "us" in this contract) the Amount Financed and Finance Charge in U.S. funds according to the payment schedule below. We will figure your finance charge on a daily basis. The Truth-In-Lending Disclosures below are part of this contract.

Table with columns: New/Used, Year, Make and Model, Vehicle Identification Number, Primary Use For Which Purchased. Includes fields for USED, 2011, JEEP Wrangler, 1J4BA3H128L, and checkboxes for personal, family or household, business, agricultural.

FEDERAL TRUTH-IN-LENDING DISCLOSURES

Table with columns: ANNUAL PERCENTAGE RATE, FINANCE CHARGE, Amount Financed, Total of Payments, Total Sale Price. Values include 10.49%, \$12281.77, \$34351.25, \$46632.96, \$50146.41.

Your Payment Schedule Will Be: Table with columns: Number of Payments, Amount of Payments, When Payments Are Due. Values include 72, 647.68, Monthly beginning 06/04/2013.

Late Charge. If payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late. If the vehicle is primarily for personal, family, household, or agricultural use, the maximum charge for each late payment will be \$ 6.00.

Prepayment. If you pay off all your debt early, you will not have to pay a penalty. Security Interest. You are giving a security interest in the vehicle being purchased. Additional Information: See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date and security interest.

ITEMIZATION OF AMOUNT FINANCED

1 Cash Price (including \$ 262.16 sales tax) \$ 36570.70
2 Total Downpayment = Trade-in 2011 HONDA ACCORD (Year) (Make) (Model)
Gross Trade-In Allowance \$ 27569.97
Less Pay Off Made By Seller \$ 24056.52
Equals Net Trade In \$ 3513.45
+ Cash \$ N/A
+ Other \$ N/A
(If total downpayment is negative, enter "0" and see 4i below) \$ 3513.45
3 Unpaid Balance of Cash Price (1 minus 2) \$ 33057.25
4 Other Charges Including Amounts Paid to Others on Your Behalf (Seller may keep part of these amounts):
A Cost of Optional Credit Insurance Paid to Insurance Company or Companies: Life \$ N/A, Disability \$ N/A
B Vendor's Single Interest Insurance Paid to Insurance Company \$ N/A
C Other Optional Insurance Paid to Insurance Company or Companies \$ N/A
D Optional Gap Contract \$ 695.00

Insurance. You may buy the physical 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 companies will describe the terms and conditions.

f. Check the insurance you want and sign below:
Optional Credit Insurance
Credit Life, Buyer, Co-Buyer, Both
Credit Disability (Buyer Only)
Premium: Credit Life \$ N/A, Credit Disability \$ N/A
Insurance Company Name
Home Office Address

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not to buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. If you choose this insurance, the cost is shown in Item 4A of the Itemization of Amount Financed. Credit life insurance is based on your original payment schedule. This insurance may not pay all you owe on this contract if you make late payments. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown below.

Other Optional Insurance
Type of Insurance, Term
Premium \$ N/A
Insurance Company Name
Home Office Address
Type of Insurance, Term
Premium \$ N/A

**Document Recieved from Customer**

**Cair Number:** [REDACTED]

**Date Received: 2013-08-06 16:16:28.317010**

**Files Not Recieved: 0**

**ZEN SPA LUXURY VACATIONS**  
10305 Almayo Ave. Suite 203  
Los Angeles, CA 90064  
Phone: (310) 772-0358  
Fax: (310) 772-0640  
E-Mail: drzhanna@yahoo.com

# Fax

To: Kirstyn From: [REDACTED]

Fax: 801-736-3929 Date: 8/5/13

Phone: \_\_\_\_\_ Pages: (including cover sheet) (14)

Re: \_\_\_\_\_ CC: \_\_\_\_\_

Urgent     For Review     Please Comment     Please Reply     Please Recycle

Comments:

Case # [REDACTED]



76-6353 Kuakini Hwy. - Kailua-Kona, HI 98740  
 (808) 329-4408  
 www.konauto.com - www.kon Nissan.com

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

RO Open Date	6/06/13	RO Number	
RO Close Date	6/10/13	Status	Pre-Invoice
Message #	70908	Mileage Out	70910
Service Advisor / Tag #	LYNNE/167*W*		
Vehicle Identification Number	1J4FA24127L		
Delivery Date	3/17/07	In Service Date	
Year	2007	Make	JEEP
Model	WRANGLER	Body	
Color	RED	License Number	

Work Phone: [REDACTED]  
 LOS ANGELES, CA [REDACTED]

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
<b>Email</b> #1 - APPT: ***APPOINTMENT*** JUNE 5, 2014 THUR @12 30 SAFETY CHECK Sub Total: .00	
#2 - C122: STATE SAFETY CHECK (CHRYSLER)ADD .1 @ \$5.00 TO CHECK TINT REGISTRATION EXPIRED Work performed by GARY NAKAMOTO (306) PERFORM SAFETY CHECK, FAILED FOR REGISTRATION & AIR BAG LIGHT ON. Sub Total: 14.80	14.80
#3 - MPI: COMPLIMENTARY MULTI POINT INSPECT ATTACH MULTIPPOINT INSPECTION SHEET TO REPAIR ORDER Work performed by LARRY CARIAGA (315) PERFORMED MPI. Sub Total: .00	
#4 * 72K: 72000 MILE MAINTENANCE KAC PREMIUM SERVICE D00000 NOT CHANGE OIL, CKKKKK IF STILL CLEAN. IT WAS RECENTLY CHANGED. IF DIRTY OK TO CHANGE. Work performed by LARRY CARIAGA (315) Installed 5W20C :MOBILE CLEAN 500 5W20 5@2.24 Installed 4105409AC :FILTER: ENGINE OIL 1@7.43 PERFORMED SERVICE, DID NOT REPLACE OIL	94.32 11.20 7.43

<p><b>SUPPLY FEE:</b> We have found it is not practical to itemize the many miscellaneous supplies and materials 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 amount of this charge will be 10% of the total charge per repair order. Experience has shown that our average charge covers the barest minimum of those items resulting in a saving to our customers.</p> <p><b>EXCLUSION OF WARRANTIES:</b> Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased, and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchases. The undersigned purchaser further agrees that the warranties excluded by dealer include, but are not limited to, any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.</p> <p>I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repair invoice. Not responsible for damage from freezing due to lack of antifreeze.</p>	<p>LABOR</p> <p>PARTS</p> <p>DEDUCTIBLE</p> <p>SUBLET</p> <p>SHOP SUPPLIES</p> <p>HAZARDOUS MATERIALS</p> <p>SALES TAX OR TAX I.D.</p> <p>SPECIAL ORDER DEPOSIT</p> <p>DISCOUNTS</p> <p>TOTAL DUE</p>
<p><b>VEHICLE LEFT ON PREMISES:</b> We are not liable for any vehicle left on our premises after the scheduled repair/service is completed. There will be a \$10 per day additional charge for any vehicle not picked up within 72 hours of its completion.</p>	

X



76-6353 Kuakini Hwy. - Kailua-Kona, HI 96740  
 (808) 329-4408  
 www.konaauto.com - www.konanissan.com

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

R/O Open Date	R/O Number				
6/06/13					
R/O Close Date	Status				
6/10/13	Pre-Invoice				
Mileage In	Mileage Out				
70908	70910				
Service Advisor / Tech					
LYNNE/167*W*					
Vehicle Identification Number					
1J4FA24127L					
Delivery Date	In-Service Date				
3/17/07					
Year	Make	Model	Body	Color	License Number
2007	JEEP	WRANGLER		RED	

Work Order #		Work Order #	
LOS ANGELES, CA			

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
<b>Email:</b> STILL CLEAN, PERFORMED A TIRE ROTATION AND BRAKE PAD INSPECTION FRONT PADS AT 6MM REAR AT 4MM. FOUND THAT AIR BAG LIGHT IS ON Sub Total: 112.95	
#5 * DALIGN: FRONT WHEEL ALIGNMENT STEERING WHEEL PULLING Work performed by LARRY CARIAGA (315) PERFORMED FRONT WHEEL ALIGNMENT, PERFORMED A TEST DRIVE CHECK OK. Sub Total: 80.00	80.00
#6 * C121: ELECTRICAL (CHRYSLER) CUST STATES AIR BAG LIGHT ON, PLZ CK & ADVISE Caused by AIR BAG LIGHT ON, INSTALL SCANNER TO DIAGNOSE, FOUND DTC U141A, U141B, 141C & U1419 IMPLAUSIBLE DATA REC EIVED FROM ALL SENSORS, B1BA & B223D OCM DTC PRESENT, CHECK OCM SENSOR CIRCUIT WIRE HARNESS, OK, PROBLEM WITH OCCUPANT CLASSIFICATION MODULE, MAKE ESTIMATE, NEED TO RECHECK AFTER REPAIR, MIGHT HAVE MORE PROBL EMS, NEED TO REPLACE MODULE FIRST. Work performed by GARY NAKAMOTO (306) Unrealized 5084009AG :MODULE: OCCUPANT CLASSIFICAT 1@157.30 Installed CHRETFRT :RETAIL FREIGHT CHRYSLER 1@5.00 PART ORDERED SCHEDULE SET Sub Total: 277.30	115.00 Ordered 5.00

**SUPPLY FEE:** We have found it is not practical to itemize the many miscellaneous supplies and materials 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 amount of this charge will be 10% of the total charge per repair order. Experience has shown that our average charge covers the barest minimum of these items resulting in a saving to our customer.

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

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

LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

**VEHICLE LEFT ON PREMISES:** We are not liable for any vehicle left on our premises after the scheduled repair/service is completed. There will be a \$10 per day additional charge for any vehicle not picked up within 72 hours of its completion.

X



76-8353 Kuaia Hwy. - Kailua-Kona, HI 96740  
 (808) 329-4408  
 www.konaauto.com - www.konanissan.com

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

R/O Open Date	R/O Number
6/06/13	
R/O Close Date	Status
6/10/13	Pre-Invoice
Mileage In	Mileage Out
70908	70910
Service Advisor / Log #	
LYNNE/167*W*	
Vehicle Identification Number	
1J4FA241271	
Delivery Date	In-Service Date
3/17/07	
Color	License Number
RED	

Work Location		
LOS ANGELES, CA		
Year	Make	Model
2007	JEEP	WRANGLER

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

SUPPLY FEE: We have found it is not practical to itemize the many miscellaneous supplies and materials 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 amount of this charge will be 10% of the total charge per repair order. Experience has shown that our average charge covers the barest minimum of those items resulting in a saving to our customers.	LABOR	304.12
EXCLUSION OF WARRANTIES: Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranty of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer includes, but are not limited to, any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.	FARTS	23.63
I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An excess mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. Not responsible for damage from freezing due to lack of antifreeze.	DEDUCTIBLE	.00
	SUBLET	.00
	SHOP SUPPLIES	15.00
	HAZARDOUS MATERIALS	.00
	SALES TAX OR TAX I.D.	14.28
	SPECIAL ORDER DEPOSIT	163.85
	DISCOUNTS	.00
	TOTAL DUE	520.88

VEHICLE LEFT ON PREMISES: We are not liable for any vehicle left on our premises after the scheduled repair/service is completed. There will be a \$10 per day additional charge for any vehicle not picked up within 72 hours of its completion.





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

R/O Open Date	R/O Number
6/06/13	
R/O Close Date	Status
6/10/13	Final
Mileage In	Mileage Out
70908	70910
Service Advisor / Tech #	
LYNNE/167*W*	
Vehicle Identification Number	
1J4FA24127L	
Delivery Date	In-Service Date
3/17/07	
Color	License Number
RED	

Work Phone			
LOS ANGELES, CA			
Year	Make	Model	Body
2007	JEEP	WRANGLER	

DESC	AMOUNT
Email: [REDACTED]	
#1 - APPT: ***APPOINTMENT*** JUNE 5, 2014 THUR @12 30 SAFETY CHECK Sub Total: .00	
#2 - C122: STATE SAFETY CHECK (CHRYSLER)ADD .1 @ \$5.00 TO CHECK TINT REGISTRATION EXPIRED Work performed by GARY NAKAMOTO (306) PERFORM SAFETY CHECK, FAILED FOR REGISTRATION & AIR BAG LIGHT ON. Sub Total: 14.80	14.80
#3 - MPI: COMPLIMENTARY MULTI POINT INSPECT ATTACH MULTIPOINT INSPECTION SHEET TO REPAIR ORDER Work performed by LARRY CARIAGA (315) PERFORMED MPI. Sub Total: .00	
#4 * 72K: 72000 MILE MAINTENANCE KAC PREMIUM SERVICE DOOOOO NOT CHANGE OIL, CKKKKK IF STILL CLEAN. IT WAS RECENTLY CHANGED. IF DIRTY OK TO CHANGE. Work performed by LARRY CARIAGA (315) Installed 5W20C :MOBILE CLEAN 500 5W20 5@2.24 Installed 4105409AC :FILTER: ENGINE OIL 1@7.43 PERFORMED SERVICE, DID NOT REPLACE OIL	94.32 11.20 7.43

*Please return your  
Dodge, Chrysler, Jeep  
Survey. Mahalo!*

**PAID**

**SUPPLY FEE:** We have found it is not practical to itemize the many miscellaneous supplies and materials 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 amount of this charge will be 10% of the total charge per repair order. Experience has shown that our average charge covers the broad minimum of those items resulting in a saving to our customers.

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

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

LABOR	
PARTS	JUN 07 2014
DEDUCTIBLE	KONA AUTO CENTER
SURLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

X

**VEHICLE LEFT ON PREMISES:** We are not liable for any vehicle left on our premises after the scheduled repair/service is completed. There will be a \$10 per day additional charge for any vehicle not picked up within 72 hours of the completion.



76-8353 Kuukini Hwy. - Keolu-Kona, HI 96740  
 (808) 329-4408  
 www.konaauto.com - www.konanissan.com

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

R/O Open Date	R/O Number				
6/06/13					
R/O Close Date	Status				
6/10/13	Final				
Mileage In	Mileage Out				
70908	70910				
Service Advisor / Tech					
LYNNE/167*W*					
Vehicle Identification Number					
1J4FA24127					
Delivery Date	In Service Date				
3/17/07					
Year	Make	Model	Body	Color	License Number
2007	JEEP	WRANGLER		RED	

LOS ANGELES, CA

Work Phone

Vehicle Identification Number

1J4FA24127

3/17/07

In Service Date

Year	Make	Model	Body	Color	License Number
2007	JEEP	WRANGLER		RED	

DESCRIPTION OF REPAIRS AND PARTS	AMOUNT
Email: [REDACTED]	
STILL CLEAN, PERFORMED A TIRE ROTATION AND BRAKE PAD INSPECTION FRONT PADS AT 6MM REAR AT 4MM. FOUND THAT AIR BAG LIGHT IS ON Sub Total: 112.95	
#5 * DALIGN: FRONT WHEEL ALIGNMENT STEERING WHEEL PULLING Work performed by LARRY CARIAGA (315) PERFORMED FRONT WHEEL ALIGNMENT, PERFORMED A TEST DRIVE CHECK OK. Sub Total: 80.00	80.00
#6 * C121: ELECTRICAL (CHRYSLER) CUST STATES AIR BAG LIGHT ON, PLZ CK & ADVISE Caused by AIR BAG LIGHT ON, INSTALL SCANNER TO DIAGNOSE, FOUND DTC U141A, U141B, 141C & U1419 IMPLAUSIBLE DATA RECEIVED FROM ALL SENSORS, B1BA & B223D OCM DTC PRESENT, CHECK OCM SENSOR CIRCUIT WIRE HARNESS, OK, PROBLEM WITH OCCUPANT CLASSIFICATION MODULE, MAKE ESTIMATE, NEED TO RECHECK AFTER REPAIR, MIGHT HAVE MORE PROBLEMS, NEED TO REPLACE MODULE FIRST. Work performed by GARY NAKAMOTO (306) Unrealized 5084009AG :MODULE: OCCUPANT CLASSIFICATION 1@157.30 Installed CHRETFRT :RETAIL FREIGHT CHRYSLER 1@5.00 PART ORDERED SCHEDULE SET Sub Total: 277.30	115.00 Ordered 5.00

**SUPPLY FEE:** We have found it is not practical to itemize the many miscellaneous supplies and materials 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 amount of this charge will be 15% of the total charge per repair order. Experience has shown that our average charge covers the barest minimum of these items resulting in a saving to our customers.

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

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

LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX ON TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

VEHICLE LEFT ON PREMISES: We are not liable for any vehicle left on our premises after the scheduled re-service is completed. There will be a \$10 per day additional charge for any vehicle not picked up within 72 hours of its completion.



76-8353 Kuakini Hwy. - Kailua-Kona, HI 96740  
 (808) 329-4408  
 www.konaauto.com - www.konanissan.com

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

R/O Open Date	R/O Number			
6/06/13				
R/O Close Date	STATUS			
6/10/13	Final			
Mileage In	Mileage Out			
70908	70910			
Service Advisor / Tag #				
LYNNE/167*W*				
Vehicle Identification				
1J4FA24127				
Delivery Date	In Service Date			
3/17/07				
Year	Make	Model	Color	License Number
2007	JEEP	WRANGLER	RED	

LOS ANGELES, CA

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Email: [REDACTED]	
-----	
#7 * APPT: ***APPOINTMENT*** CUSTOMER WILL HAVE THE HOUSE MGN CALL TO SCHEDULE Sub Total: .00	
*****	
* Visit www.konaauto.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 itemize the many miscellaneous supplies and materials 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 amount of this charge will be 10% of the total charge per repair order. Experience has shown that our average charge covers the barest minimum of these items resulting in a saving to our customers.	
EXCLUSION OF WARRANTIES: Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer include, but are not limited to, any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.	
I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. Not responsible for damage from freezing due to lack of antifreeze.	
	LABOR 304.12
	PARTS 23.63
	DEDUCTIBLE .00
	SUBLET .00
	SHOP SUPPLIES 15.00
	HAZARDOUS MATERIALS .00
	SALES TAX OR TAX I.D. 14.28
	SPECIAL ORDER DEPOSIT 163.85
	DISCOUNTS .00
	TOTAL DUE 520.88
	AMEX-KA2 CHR 284934 520.88
*VEHICLE LEFT ON PREMISES: We are not liable for any vehicle left on our premises after the scheduled repairs/service is completed. There will be a \$10 per day additional charge for any vehicle not picked up within 72 hours of its completion.	



70-6353 Kukuni Hwy - Kailua-Kona, HI 96740  
 (808) 329-4408  
 www.konaauto.com - www.konanissan.com

SERVICE DEPARTMENT HOURS  
 7:15 a.m. to 8:00 p.m.  
 Monday - Friday

100 Open Date	100 Month
6/20/13	
100 Close Date	100 Mile
5/21/13	Reprint
100 Mile	100 Mile
71159	71159
LYNNE	
Vehicle Identification Number	
1J4FA24127L	
Delivery Date	In Service Date
3/17/07	
Color	100 Mile
RED	

Year	Make	Model	Color
2007	JEEP	WRANGLER	RED

DESCRIPTION OF SERVICE AND PARTS

Email: [REDACTED]

#1 - MR C121: ELECTRICAL (CHRYSLER)  
 Ordered 4606947AH :SENSOR: STRAIN GAUGE 4@116.03  
 Installed CHRETFRT :RETAIL FREIGHT CHRYSLER 1@20.00 20.00  
 Sub Total: Labor: .00 Parts: 20.00 Total: 20.00  
 CUST PURCHASING AIR BAG SENSORS

---

#2 \* MR C191: MEMO  
 6/20 PH CUSTOMER SHE APPROVED PART TO ORDER

\*\*\*\*\*  
 \* 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 reimburse the many miscellaneous supplies and materials 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 amount of this charge will be 10% of the total charge per repair order. Experience has shown that our average charge covers the barest minimum of these items resulting in a saving to our customers.

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

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

LABOR	0.00
PARTS	20.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.83
SPECIAL ORDER DEPOSIT	483.46
DISCOUNTS	.00
TOTAL DUE	504.29
AMEX-KA2 CHR 243586	504.29

"VEHICLE LEFT ON PREMISES: We are not liable for any vehicle left on our premises after the scheduled repair/service is completed. There will be a \$10 per day additional charge for any vehicle not picked up within 72 hours of its completion."



76-6353 Kuekui Hwy. - Kailua-Kona, HI 96740  
(808) 329-4408  
www.konaauto.com - www.konanissan.com

SERVICE DEPARTMENT HOURS  
7:15 a.m. to 6:00 p.m.  
Monday - Friday

MO/CR/DA/	LOT/NO/DA/
6/20/13	
MO/CR/DA/	LAB/
6/21/13	Reprint
MO/CR/DA/	MO/CR/DA/
71157	71158
Date/Author/Type/	
LYNNE/167	
Vehicle Identification Number/	
1J4FA24127	
Delivery Date/	In Service Date/
3/17/07	
Color/	Factory Location/
RED	

LOS ANGELES, CA

Year	Make	Model	Body	Color	Factory Location
2007	JEEP	WRANGLER		RED	

DESCRIPTION OF SERVICE AND CHARGE	AMOUNT
Email:	
* Mahalo for your business *****	

**SUPPLY FEE:** We have found it is not practical to itemize the many miscellaneous supplies and materials 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 amount of this charge will be 15% of the total charge per repair order. Experience has shown that our average charge covers the barest minimum of these items resulting in a saving to our customers.

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

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

LABOR	115.00
PARTS	157.30
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	15.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	11.97
SPECIAL ORDER DEPOSIT	-163.85
DISCOUNTS	.00
TOTAL DUE	135.42
AMEX-KA2 CHR 243586	135.42

**VEHICLE LEFT ON PREMISES:** We are not liable for any vehicle left on our premises after the scheduled repair/service is completed. There will be a \$10 per day additional charge for any vehicle not picked up within 72 hours of its completion.

X



78-8353 Kuakini Hwy. • Kailua-Kona, HI 96740  
 (808) 329-4408  
 www.konaauto.com • www.konanissan.com

SERVICE DEPARTMENT HOURS  
 7:15 a.m. to 6:00 p.m.  
 Monday - Friday

RO Order Date	6/20/13	RO Number	
RO Order Date	6/21/13	Status	Reprint
Invoice ID	71157	Invoice Date	7/11/13
Vehicle Address - City	LYNNE/167		
Vehicle Identification	1J4FA24127L		
Locking Date	3/17/07	In Service Date	
Color	RED	Factory Model	

Year	Make	Model	Body
2007	JEEP	WRANGLER	

DESCRIPTION OF SERVICE AND PAID:	AMOUNT
<p>Email: [REDACTED]</p> <p>#2 - ZD CFAIL: COMPLETE FAILED SAFETY INSPECTION                      Sub Total: Labor: .00 Parts: .00 Total: .00                      SAFETY CHECK STILL FAILED CAUSE OF AIR BAG LIGHT.</p> <hr/> <p>#3 - MR C306: CHRYS TECH TO PERFORM CORRECTION FROM PREVIOUS RO                      CUST STATES AIR BAG LIGHT ON, B/O 6/18                      PART HERE                      Work performed by GARY NAKAMOTO(306)                      Installed 5084009AG :MODULE: OCCUPANT CLASSIFICATI 1@157.30                      Sub Total: Labor: 115.00 Parts: 157.30 Total: 272.30                      REPLACE OCM MODULE, CAN T CLEAR DTCS, STILL HAVE DTC U141A,U141B,U141C,U1419 &amp; B2206,NEED TO REPLACE ALL OCS SENSORS,CANNOT RUN VERIFICATION TEST,MAKE ESTIMATE.NEED TO RECHECK AFTER REPAIRS.</p> <hr/> <p>#4 - MR C191: MEMO                      Sub Total: Labor: .00 Parts: .00 Total: .00                      FOR SCHEDULE REMINDER CALL SAM 640-6362</p> <hr/> <p>#5 * MR C191: MEMO                      CUSTOMER WILL CALL TO SCHEDULE REAR BRAKES TO BE DONE. (SAM)</p> <p>*****                      * 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.) *</p>	<p>115.00</p> <p>157.30</p>

**SUPPLY FEE:** We have found it is not practical to itemize the many miscellaneous supplies and materials 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 amount of this charge will be 10% of the total charge per repair order. Experience has shown that our average charge covers the general minimum of those items resulting in a saving to our customers.

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

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

LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

\*VEHICLE LEFT ON PREMISES: We are not liable for any vehicle left on our premises after the scheduled repair/service is completed. There will be a \$10 per day additional charge for any vehicle not picked up within 72 hours of its completion.

X





70-0553 Kuaikini Hwy. • Kailua-Kona, HI 98740  
 (808) 329-4408  
 www.konaauto.com • www.konanissan.com

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

Print Open Date	7/01/13
Print Close Date	7/25/13
Printed by	71188
Printed for	71189
Printed at	LYNNE/167
Printed on	1J4FA241271
Printed at	3/17/07
Printed on	RED

Year	Make	Model	Color
2007	JEEP	WRANGLER	RED

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Email Installed V2013776AA :PAD KIT: REAR DISC BRAKE Installed 4800 :NAPABRAKCLEAN Installed 9655 :BG BRAKE KIT REPLACE REAR BRAKE PADS USING BG BRAKE KIT AND RES URFACE ROTORS,OK.	Internal Internal Internal
#3 - ZD CFAIL: COMPLETE FAILED SAFETY INSPECTION Work performed by GARY NAKAMOTO(306) Sub Total: Labor: .00 Parts: .00 Total: .00 COMPLETE SAFETY INSPECTION	
#4 - MR C191: MEMO Sub Total: Labor: .00 Parts: .00 Total: .00 TO CONFIRM APPOINTMENT CALL SAM OR AMY @ 640-6362 ALOS REMIND HIM OF THE TEMP SAFETY CK BLUE PAPER MUST BRING IT BACK TO COMPLETE THE SAFETY	
#5 * MR C191: MEMO NO CHARGE FOR LABOR, FOR AIR BAG	
#6 * MR C306: CHRYS TECH TO PERFORM CORRECTION FROM PREVIOUS RO CUST STATES AIR BAG LIGHT IS ON. B/O PASS SEAT WIRE HARNESS. PART HERE Work performed by GARY NAKAMOTO(306) Work performed by GARY NAKAMOTO(306) R&R FRONT PASSENGER SEAT, FOUND NEW WIRE HARNESS MI	Internal Internal

**SUPPLY PPS:** We have found it is not practical to itemize the many miscellaneous supplies and materials 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 amount of this charge will be 10% of the total charge per repair order. Experience has shown that our average charge covers the least minimum of those items resulting in a saving to our customers.

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

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 car in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. Not responsible for damage from flooding due to lack of anti-theft.

LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

**VEHICLE LEFT ON PREMISES:** We are not liable for any vehicle left on our premises after the scheduled repair/service is completed. There will be a \$12 per day additional charge for any vehicle not picked up within 72 hours of its completion.

X





78-8353 Kūakini Hwy. - Kailua-Kona, HI 98740  
(808) 329-4408  
www.konadodge.com - www.konanissan.com

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

ECR Order Date	7/01/13	ECR Number	3
ECR Order Date	7/25/13	Reprint	
Message To	71188	Message From	71189
Service Advisor / Log ID	LYNNE/167		
Vehicle Identification	1J4FA24127G		
Delivery Date	3/17/07	In-Service Date	
Color	RED		

Year	2007	Make	JEEP	Model	WRANGLER	Body		Color	RED
------	------	------	------	-------	----------	------	--	-------	-----

INVOICE DESCRIPTION	AMOUNT
Email: [REDACTED]	
SSING SOME WIRES, GAVE PART # FROM OLD WIRE HARNESS WHEN ORDERING, BUT DIFFERENT PART # HARNESS CAME IN WHICH SHOULD WORK, BUT DIRENT, NEED TO REORDER PART	
#7 * MR C121: ELECTRICAL (CHRYSLER) CUST STATES PERFROM AIB BAG LIGHT REPAIRS. PART IS HERE PASSENGER SEAT WIRE HARNESS Work performed by ALAN PINE(317) Sub Total: Labor: .00 Parts: .00 Total: .00	
#8 * ZD CFAIL: COMPLETE FAILED SAFETY INSPECTION Sub Total: Labor: .00 Parts: .00 Total: .00 FAILED AIRBAG LAMP ON	
#9 * MR C302: CHRYS TECH TO PERFORM CORRECTION FROM PREVIOUS RO CUST STATES AIR BAG LIGHT IS ON. PERFROM INSPECTION & ADVISE Work performed by JOHN SELF(302) Work performed by GARY NAKAMOTO(306) VERIFY SEVERAL AIRBAG CODES ALL FOR RIGHT FRONT SEAT. REMOVED SEAT AND TEST WIRING. FOUND CIRCUITS R70 1, R728, R718, R705 AND R706 ALL OPEN. CUT OPEN WIRING HARNESS FOR SEAT. FOUND WIRING BROKEN INSIDE INSULATION. REPAIRED WIRING HARNESS AND RETESTED-PASSED. REINSTALL SEAT AND PERFORMED OCCUPANT RESTRAINT RE	Internal Internal

**SUPPLY FEE:** We have found it is not practical to itemize the many miscellaneous supplies and materials 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 amount of this charge will be 10% of the total charge per repair order. Experience has shown that our average charge covers the bare minimum of these items resulting in a saving to our customers.

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

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

LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

**VEHICLE LEFT ON PREMISES:** We are not liable for any vehicle left on our premises after the scheduled repair/service is completed. There will be a \$10 per day additional charge for any vehicle not picked up within 72 hours of its completion. (If not otherwise specified, see Repair Estimate Form 8000 3-04-100)

X



75-8353 Kuaikini Hwy - Kailua-Kona, HI 96740  
(808) 329-4408  
www.konaauto.com - www.konanissan.com

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

100 Open Date	7/01/13	CR's Closed	
100 Closed Date	7/25/13	Reprint	
Make In	71188	Make Out	71189
Service Advisor	LYNNE/167		
Vehicle Identif. #/VIN	1J4FA241271		
Delivery Date	3/17/07	In Service Date	
Year	2007	Make	JEEP
Model	WRANGLER	Body	RED
Color	RED	License Number	

[Redacted]		Work Order	[Redacted]
LOS ANGELES, CA		Vehicle Identif. #/VIN	[Redacted]
Year	2007	Make	JEEP
Model	WRANGLER	Body	RED
Color	RED	License Number	[Redacted]

RECEIVED BY: [Redacted] AND [Redacted]  
Email: [Redacted]

LEARNING PROCEDURES WITH WEIGHTS ON SEAT. ALL TESTS OK. TEST DROVE OVER BUMPY ROADS. AIRBAG LIGHT DID NOT COME BACK ON AND NO CODES ARE SETTING.

\*\*\*\*\*  
\* Visit [www.konaautocenter.com](http://www.konaautocenter.com) or [www.konanissan.com](http://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 itemize the many miscellaneous supplies and materials 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 amount of this charge will be 10% of the total charge per repair order. Experience has shown that our average charge covers the best minimum of these items resulting in a saving to our customers.	LABOR	.00
EXCLUSION OF WARRANTIES: Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranty of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased, and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties included by dealer include, but are not limited to, any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.	PARTS	464.12
I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on a test, highway 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 repair thereto. Not responsible for damage from freeing due to lack of fasteners.	DEDUCTIBLE	.00
	SUBLET	.00
	SHOP SUPPLIES	.00
	HAZARDOUS MATERIALS	.00
	SALES TAX OR TAX I.D.	19.34
	SPECIAL ORDER DEPOSIT	-483.46
	DISCOUNTS	.00
	TOTAL DUE	.00

"VEHICLE LEFT ON PREMISES: We are not liable for any vehicle left on our premises after the scheduled repair/service is completed. There will be a \$10 per day additional charge for any vehicle not picked up within 72 hours of its completion."

From: S [REDACTED]  
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: [REDACTED]

Middle Initial:

Last [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Sat Jul 27 13:35:04 EDT 2013

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

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: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

[http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?trk\\_ID=KMM8208320V46504L0KM&](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:

9L7 [REDACTED]

Mileage:

71150

Servicing Dealer:

Harr, Worcester, MA

Title:

Mr.

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Paxton

State:

MA

Zip:

[REDACTED] 2

Email:

S [REDACTED]

Home Phone:

[REDACTED]

From: [REDACTED]

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 [REDACTED]

>

> 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 [REDACTED]

> EMAIL CASE NUMBER: [REDACTED]

> REPLY LINK:

[http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?trk\\_ID=KMM8208320V46504L0KM&](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:

> 9L7 [REDACTED]

> Mileage:

> 71150

> Servicing Dealer:

> Harr, Worcester, MA

> Title:

> Mr.

> First Name:

> [REDACTED]

> Middle Initial:

>

> Last Name:

> [REDACTED]

> Address 1:

> [REDACTED]

> Address 2:

>

> City:

> Paxton

> State:

> MA

> Zip:

> [REDACTED]

> Email:

> [REDACTED]

> Home Phone:

> [REDACTED]



From: customerassist@chrysler.com

To: [REDACTED]

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

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

Dear [REDACTED]

Thank you for contacting the JeepCustomer Assistance Center.

I apologize [REDACTED], 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 [REDACTED]

REPLY LINK:

[http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?trk\\_ID=KMM8211530V12647L0KM&](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 [REDACTED]

>  
> 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: [REDACTED]  
> EMAIL CASE [REDACTED]  
> REPLY LINK:  
[http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?trk\\_ID=KMM8208320V46504L0KM&](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[REDACTED]6  
> Mileage:  
> 71150  
> Servicing Dealer:  
> Harr, Worcester, MA  
> Title:  
> Mr.  
> First Name:  
> [REDACTED]  
> [REDACTED]:  
>  
> Last Name:  
> [REDACTED]s  
> Address 1:  
> [REDACTED]  
> Address 2:  
>  
> City:  
> Paxton

> State:

> MA

> Zip:

> [REDACTED]

> Email:

> [REDACTED]

> Home Phone:

> [REDACTED]

From: S [REDACTED]

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,  
[REDACTED]

Sent from my iPad

On Jul 30, 2013, at 3:31 PM, customerassist <customerassist@chrysler.com> wrote:

> Dear [REDACTED]

>

> Thank you for contacting the JeepCustomer Assistance Center.

>

> I apologize [REDACTED] 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: [REDACTED]

> REPLY LINK:

[http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?trk\\_ID=KMM8211530V12647L0KM&](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 [REDACTED]  
>>  
>> 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: [REDACTED]

>> EMAIL CASE NUMBER: [REDACTED]

>> REPLY LINK:

[http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?trk\\_ID=KMM8208320V46504L0KM&](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 [REDACTED]  
>> Mileage:  
>> 71150  
>> Servicing Dealer:  
>> Harr, Worcester, MA  
>> Title:  
>> Mr.  
>> First Name:  
>> [REDACTED]  
>> Middle Initial:  
>>  
>> Last Name:  
>> [REDACTED]  
>> Address 1:  
>> [REDACTED]  
>> Address 2:  
>>  
>> City:  
>> Paxton  
>> State:  
>> MA  
>> Zip:  
>> 0 [REDACTED]  
>> Email:  
>> S [REDACTED]  
>> Home Phone:  
>> [REDACTED] 1  
>

RECEIVED DATE:

8/6/13


POSTED DATE:

7-30-13

VIN (FIRST 9 DIGITS)

1J4B33H19

VIN (LAST 8 DIGITS)

AL 

FIRST NAME:



LAST NAME:



CAIR:

000 00 000

NON - SCANABLE ITEMS : CIRCLE ONE

NO

YES

DAN FRAZER AUTO  
 187 HIGHWAY 281-  
 WICHITA FALLS TX 76310  
 940-761-4062  
 diverdan19@clearwire.net

Customer: [REDACTED]  
 Address: [REDACTED]  
 City, State: [REDACTED]  
 Day Phone: [REDACTED]  
 Night Phone:  
 Fax:  
 Estimate Ref: 2366  
 Date: December 20, 2012  
 Time: 02:31 PM

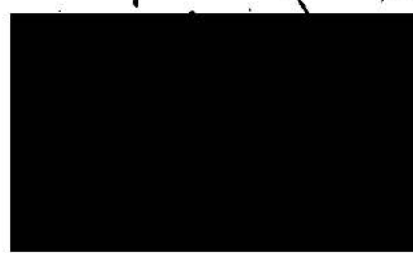
Service Writer:  
 Service Tech:  
 VID: 1J4BZ3H19AL [REDACTED]  
 Mileage: 109218

Vehicle: 2010 Jeep Truck Wrangler 4WD V6-3.8L

Description	Part #/Labor Rate	Qty	Price/Time	Extended
REPLACE LEFT REAR WIRE HARNEES TO SPEED SENSOR	Labor 65.00 / hr	1	2.00	130.00
HARNESS		1	22.00	22.00
Clockspring Assembly / Spiral Cable				
Replace (B)	Labor 65.00 / hr	1	1.00	65.00
WARNING: Before Repairing Any Air Restraint System, The Battery Cables And Any Back-up Power Supplies To The System Must Be Disconnected In Order To Prevent Accidental Deployment.				
Clockspring Assembly / Spiral Cable				
Clockspring	5156106AB	1	257.00	257.00 + 65.00
<b>Labor Total</b>				195.00
<b>Parts Total</b>				279.00
<b>Sub-Total</b>				474.00
<b>Total</b>				\$ 474.00

Signature \_\_\_\_\_ Date \_\_\_\_\_

A 322.00  
 owed  
 Thank you



**PLEASE HELP US UPDATE OUR RECORDS  
IF ANY OF THE FOLLOWING CONDITIONS APPLY**

VIN (Last 8 Characters of Vehicle Identification Number)      Notification Code

AL [REDACTED]      M31

This service was previously performed on my vehicle (check one if applicable):

- My vehicle was inspected and found to be ok.
- My vehicle was repaired.

This vehicle was (check one if applicable):

- scrapped       stolen       exported

This vehicle was sold to (check one if applicable):

- A dealer, or someone whose name and address is unknown.
- Someone other than a dealer (type or print the new owner's name and address below).

Date of sale: \_\_\_\_\_

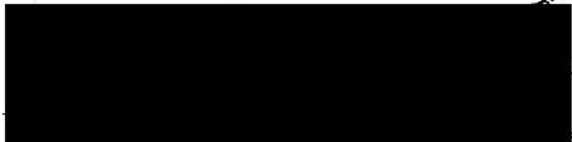
Updated name and address (type or print the new owner's name and address or your new name and/or address if it has changed):

Owner's title (check one if applicable):

- Mr.       Miss       Mr. & Mrs.       Dr.
- Mrs.       Ms.       Rev.       Business

First Name [REDACTED]  
Last Name [REDACTED]  
Street Address [REDACTED]

City Wichita Falls  
State Tx      Zip Code [REDACTED]  
Email Address [REDACTED]

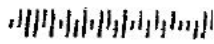


19  
TX  
013

Wichita Falls, Tx.



Chrysler  
P.O. Box  
Auburn



From: [REDACTED]  
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 CLOCKSPEED 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 CLOCKSPEED 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: [REDACTED]

Middle Initial:

Last Name: s [REDACTED]

From: customerassistre@chrysler.com

To: [REDACTED]

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

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

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 [REDACTED]

EMAIL CASE NUMBER: 2 [REDACTED]

REPLY LINK:

[http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?trk\\_ID=KMM8234197V33416L0KM&](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 [REDACTED]

Mileage:

88880

Servicing Dealer:

Title:

Mr.

First Name:

[REDACTED]e

Middle Initial:

Last Name |

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

piqua

State:

OH

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

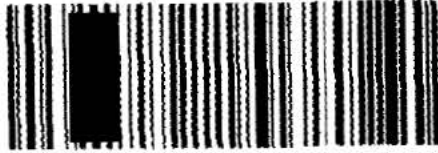
[REDACTED]





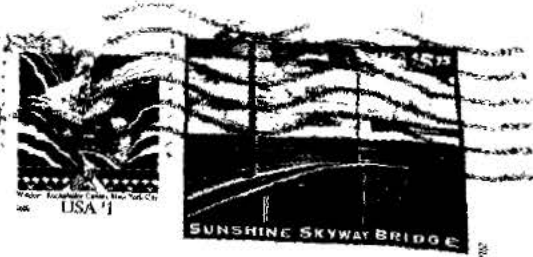
PLACE STICKER ON THIS STRIP  
**CERTIFIED MAIL™**

DRAPER UT



SALT LAKE CITY UT 84143

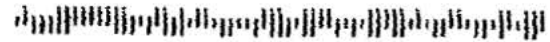
06 AUG 2013 PM



RETURN RECEIPT  
- OVER -

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

48326277699



Please Paperclip Documents to CAIR number:

#

VIN number:

8L

Customer Name:

Check Amount (If Issued):

\$ 557.83 (clockspring)

Contact Phone numbers:

Placed in Scan Bin for Paper clipping on:

8/22/13

Thank You

Volkswagen SouthTowne Inc.



TIGOC South Frontage Road  
South Jordan, UT 84095  
Tel: 801 676-6401  
Fax: 801 676-6410

## FAX Transmittal Sheet

**Date:** 8/22  
**To:** Mike Brozowski  
**Company:** Chrysler Group LLC  
**Fax #:** 586-497-2112  
**From:** [REDACTED]  
**Subject:** Clockspring invoice  
**# of Pages:** \_\_\_\_\_  
(including cover)

**Comments:**

---

---

---

---

---

---

---

---

CUSTOMER #: [REDACTED]

DRAPER UT [REDACTED]

HOM [REDACTED] CONT: N/A  
BUS: [REDACTED] CELL: [REDACTED]

\*INVOICE\*  
DUPLICATE 1  
PAGE 1



VW WAGEN SOUTHTOWNE INC  
11000 South Frontage Rd.  
South Jordan, UT 84095  
Phone: (801) 676-6401  
Fax: (801) 676-6422

SERVICE ADVISOR: 27 SPANDON FARLEY

COLOR	YEAR	MAKE/MODEL	VIN	PLATE	MILEAGE IN/OUT	TAG
SILVER	08	JEEP WRANGLER	1J4FA2412B1 [REDACTED]	[REDACTED]	48290/48291	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	PAYMENT	INV DATE
01JAN08 DD			17:30 21AUG13		CASH	22AUG13
R.O. OPENED	READY	OPTIONS	DLR: 419419			

LINE	OPCODE	TECH	TYPE	HOURS	NET	TOTAL
A REPLACE CLOCKSPRING PER PRIOR RECOMMEND						
RP DIAG AND FOUND SHORT IN CLOCK SPRING. REPLACED						
CLOCKSPRING ASSY AND VERIFIED REPAIRS.						
				239 CM	207.10	207.10
				1. 3156105AD CLKSPRNG-1086	294.25	294.25
*****						
SHOP SUPPLIES AND HAZARDOUS WASTE FEES						20.71



**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.

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

DESCRIPTION	TOTALS
LABOR AMOUNT	207.10
PARTS AMOUNT	294.25
GAS, OIL, FLUIDS	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	20.71
TOTAL CHARGES	522.06
LESS INSURANCE	0.00
SALES TAX	35.77
<b>PLEASE PAY THIS AMOUNT</b>	<b>557.83</b>

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

**Document Recieved from Customer**

**Cair Number:** [REDACTED]

**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

424376412888  
 BOB MOORE, DODGE/CHRYSLER/Jeep  
 7420 NORTHWEST EXPRESSWAY  
 OKLAHOMA CITY, OK 73132  
 405-720-4144



**BOB MOORE** Jeep  
 Dodge - Chrysler - Jeep

\*INVOICE\*

DUPLICATE 1  
 PAGE 1

7420 N.W. EXPRESSWAY  
 OKLAHOMA CITY, OKLAHOMA 73132  
 PHONE (405) 720-4000  
 www.bobmoore.com

Term ID: 001 Ref #: 013

Sale

OK [REDACTED]  
 210 [REDACTED]

SERVICE ADVISOR: 862 DAVID HOLDER

XXXXXXXXXX [REDACTED]  
 MASTERCARD Entry Method: Swiped  
 01/07/13 17:51:37  
 Inv [REDACTED] Appr Code: 007302  
 Apprvt: OnLine Batch#: 007001  
 Total: \$ 958.69

MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
ANGLER	1J4GA391581 [REDACTED]		45045/45045	T1833
EXP.	PROMISED	PO NO.	DATE	PAYMENT
	17:00 07JAN13			CASH
BY	OPTIONS: ENG:3.8 Liter			INV. DATE
				07JAN13

HOURS	LIST	NET	TOTAL
2.0			

REGISTER-VAPOR	70.00	70.00	70.00
1 10100000 DEFLECTOR-EVAPORATIVE SYSTEM			
INTEGRIT	10.90	10.90	10.90
1 52129436AA SEAL-VAPOR CANISTER	2.20	2.20	2.20
45045 TEST FOUND CANISTER AND ESIM SWITCH FAILED 2.00 TEST AND REPLACED THE CANISTER AND ESIM SWITCH AND RE-TESTED.			
*****			
B REPLACE CLOCK SPRING STEERING ANGLE SENSOR			
CAUSE: .			
600 GENERAL			
431 CJ		266.48	266.48
1 5156106AC CLKSPRING-STEERING COLUMN CONTROL			
MOD	265.00	265.00	265.00
45045 test and found clockspring failed causing failure 2.00 TEST AND REPLACED THE CLOCK SPRING AND RE-TESTED. THE HORN STILL DID NOT WORK.			
TEST FOUND 10 AMP FUSE MISSING FROM THE POWER DISTRIBUTION CENTER ADDED FUSE AND HORN WORKS PROPERLY.			
*****			
C MULTIPOINT INSPECTION			
21C MULTIPOINT INSPECTION			
431 CJ		0.00	0.00
45045 COMPLETED			
*****			

DESCRIPTION	TOTALS
LABOR AMOUNT	532.96
PARTS AMOUNT	348.10
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	44.73
TOTAL CHARGES	925.79
LESS INSURANCE	0.00
SALES TAX	32.90
<b>PLEASE PAY THIS AMOUNT</b>	<b>958.69</b>

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.

ANY WARRANTIES ON THE PRODUCT SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER, BOB MOORE, HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. AND BOB MOORE NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS. I HEREBY AUTHORIZE REPAIRS TO BE DONE ALONG WITH NECESSARY PARTS AND MATERIALS. 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. I CERTIFY THAT I HAVE READ AND UNDERSTAND THE "CONDITIONS OF AGREEMENT" PROVISIONS OF THIS INVOICE AND AGREE TO ALL OF THE CONDITIONS AS SO STATED. I ACKNOWLEDGE RECEIPT OF COPY HEREOF.

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

CUSTOMER COPY



RECEIVED DATE:

1/8/13

POSTED DATE:

1-2-13

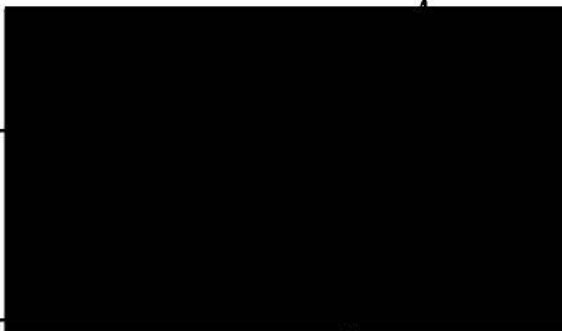
VIN ( FIRST 9 DIGITS)

1J4G23911

VIN ( LAST 8 DIGITS)

9L 

FIRST NAME:



LAST NAME :



CAIR :

00000000

NON - SCANABLE ITEMS : CIRCLE ONE

NO

YES

**Maximum Overdrive**  
 3503 Rolling Hills Rd.  
 Ulster, PA 18850

570-596-3663

MATERIAL: ALL PARTS NEW UNLESS SPECIFICALLY USED, REBUILT, OR RECONDITIONED

NAME	[REDACTED]
ADDRESS	[REDACTED]
CITY, STATE, ZIP	Ulster PA
2ND AUTHORIZED NAME	[REDACTED]
PHONE	[REDACTED]

QTY.	PART NO.	NAME OF PART	PRICE	WARRANTY Y/N
1	5K0811000	Air Bag	334-	
1	5156106NB	Clock Spring	349-	
1		Az Sensor	4250	
TOTAL PARTS			6250	

Paid in Full  
 CK# 9897  
 2-3-12

RECEIVED (DATE & TIME)		CUSTOMER'S ORDER NO.		PROMISED (DATE & TIME)	
1-5-12	A.M.				
	P.M.				
YEAR MAKE MODEL	SERIAL #		WRITTEN BY		
11 Jeep Wrangler	H40209119220012		R.S.		
	ODOMETER				
	60459				

LUBE  
  OIL CHANGE  
  FLUSH TRANS.  
  FLUSH DIFF.  
  WASH  
  POLISH

CHARGE FOR HAZARDOUS OR OTHER WASTE REMOVAL\*

Diagnose & Repair  
 CK engine light & Air bag  
 light 50-

MECHANICS RECOMMENDATIONS

Estimated cost \$ \_\_\_\_\_ Estimate Charge \_\_\_\_\_ Basis for Charge \_\_\_\_\_

METHOD OF PAYMENT:	Daily Storage fee after repair work has been completed and customer has been notified. No charges shall accrue or be due and payable for a period of 3 working days from date of notification.	LABOR ONLY	50-
<input type="checkbox"/> CHECK <input type="checkbox"/> CHARGE		PARTS	6250
<input type="checkbox"/> CASH		ACCESSORIES	
LABOR:	GUARANTEED ITEM(S):	GAS, OIL & GREASE	
<input type="checkbox"/> FLAT RATE <input type="checkbox"/> HOURLY		MISC. MERCHANDISE	
<input type="checkbox"/> BOTH	GUARANTEE EFFECTIVE UNTIL:	SUBLET REPAIRS	
<input type="checkbox"/> RETAIN PARTS	TIME:	STORAGE FEE	675.50
<input type="checkbox"/> DESTROY PARTS	MILEAGE:	TAX	70.53
AUTHORIZED BY		<b>TOTAL</b>	<b>716.03</b>

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT, UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, INCLUDING A COMPLETION DATE, IF MY FINAL BILL WILL EXCEED \$100. (\$50 in MD)

I REQUEST A WRITTEN ESTIMATE. THE FINAL BILL MAY NOT EXCEED THIS ESTIMATE WITHOUT MY WRITTEN APPROVAL.

I DO NOT REQUEST A WRITTEN ESTIMATE, AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$\_\_\_\_\_. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.

I DO NOT REQUEST A WRITTEN ESTIMATE.

You are entitled by law to the return of all parts replaced, except those for which there is a core charge, unless you agree otherwise by initialing the following: \_\_\_\_\_ I do not desire the return of any of the parts that are replaced during the authorized repairs.

Estimate good for 30 days. Not responsible for damage caused by theft, fire, or acts of nature. I authorize the above repairs, along with any necessary materials. I authorize you and your employees to operate my vehicle for the purpose of testing, inspection, and delivery at my risk. An express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of the repairs thereto. If I cancel repairs prior to their completion for any reason, a tear-down and reassembly fee of \$\_\_\_\_\_ will be applied.

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 2000 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 dime. Besides, after many months (6-months) of the Jeep being at the dealership for a simple 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.

Sincerely,



\* Enclosure - 2 pages



**CHRYSLER**

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

Dear [REDACTED]

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

Chrysler has decided that a defect, which relates to motor vehicle safety, exists in some 2008 through 2012 model year Jeep® Wrangler Right Hand Drive (RHD) vehicles.

**The problem is...** The clockspring assembly that connects the driver's airbag to the electrical system on your Wrangler (VIN: 1J4GZ39119L [REDACTED]) could experience a compromised driver's airbag circuit. This would cause the airbag light to illuminate or flash intermittently, which indicates the airbag may not deploy and increase the risk of an injury in the event of a frontal crash.

Please note that a component intended to provide a permanent remedy for this condition is currently not available. Chrysler will contact you again, when the remedy parts are available. We apologize for any inconvenience this may cause.

- When the AIRBAG warning light on your instrument panel illuminates for a few seconds after you start your vehicle and then goes out, this indicates the airbag system is functioning properly and no further action is required at this time.
- If the AIRBAG warning light either illuminates intermittently while you are driving or remains on, this is an indication your airbag system is not functioning properly.

**What your dealer will do...** In the interim, if the AIRBAG warning light either illuminates intermittently while you are driving or remains on, Chrysler will provide a free diagnosis. If the clockspring assembly is faulty, Chrysler will replace the existing clockspring free of charge (parts and labor). The work will take about one hour to complete. However, additional time may be necessary depending on service schedules.

**What you must do to ensure your safety...** In the interim, if the AIRBAG warning light either illuminates intermittently while you are driving or remains on, you are encouraged to contact your Chrysler, Jeep, or Dodge dealer right away to schedule a service appointment. Ask the dealer to hold the part for your vehicle or to order it before your appointment. **Please bring this letter with you to your dealer.**

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

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

(over)



If you have already experienced this condition and have paid to have it repaired, please send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days.

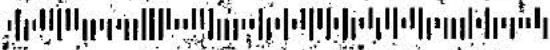
If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline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

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

Customer Services / Field Operations  
Chrysler Group LLC  
Notification Code L37

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

0000526/#52765 / L37



GILBERT, PA

15048 BLENKIN

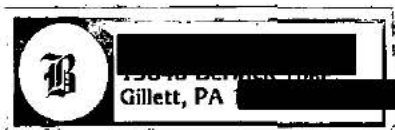
6 137 0000526

# SAFETY RECALL NOTICE

**IMPORTANT!**

CHRYSLER GROUP LLC  
CIMS 482-00-85  
PO Box 218008  
Auburn Hills MI USA 48321-8007  
Electronic Service Requested

PRESORTED  
FIRST CLASS MAIL  
U.S. POSTAGE  
PAID  
PERMIT #2655  
DETROIT, MI



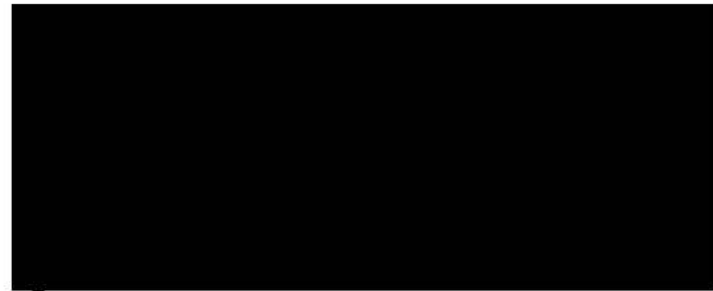
**RETURN RECEIPT  
REQUESTED**

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

**RECEIVED**  
JAN 08  
By \_\_\_\_\_

4832188007 8198





Gillett PA [Redacted]



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

From Richard Badger  
Case # [Redacted]

1/18/13 3 pages

Per your request.

Copy of Check # 9897  
for repair on jeep

[REDACTED]  
[REDACTED]  
Gillett, PA  
[REDACTED]

January 17, 2013

Case # [REDACTED]  
VIN: 1J4GZ39119L [REDACTED]  
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.

Sincerely,

[REDACTED]



9897

60-285  
318 4527

GILLETT, PA

DATE 2-3-12

PAY TO THE ORDER OF Maximum Overdrive \$ 716 <sup>03</sup>/<sub>100</sub>

Seven Hundred Sixteen Dollars <sup>03</sup>/<sub>100</sub> DOLLARS

**M&T Bank**  
Bryn Mawr

MEMO repair

620312 - 661 - 653303 - JS 0083025

FOR DEPOSIT ONLY  
MAXIMUM OVERDRIVE

Posting Date 2012 Feb 03  
 Research Seq # 8007090937  
 Account # [REDACTED]  
 Check/Store # 9897  
 DB/CR DB  
 Dollar Amount \$716.03  
 Bank # 096  
 Branch # 04527  
 Deposit Acct # 0  
 Record Type # 01

From: [REDACTED]  
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. I had heard this item had an extended warranty of 10 years.

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

From: customerassist@chrysler.com  
To: [REDACTED]  
Date: Mon Jan 14 11:58:53 EST 2013  
Subject: Re: Chrysler Group LLC Customer Assistance  
Dear [REDACTED]

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: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK: [http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?trk\\_ID=KMM7975219V82733L0KM&](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. I

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

VIN:

81 [REDACTED]

Mileage:

54000

Servicing Dealer:

Sullivan Motors

Title:

Mr.

First Name:

[REDACTED]

Middle Initial:

[REDACTED]

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Mesa

State:

AZ

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

From: [REDACTED]  
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 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 do 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 they 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 [REDACTED] 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 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.

ps I 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 my wife.

Thank You  
Regards [REDACTED]

Sender Information:  
-----

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

From: customerassist@chrysler.com  
To: [REDACTED]  
Date: Thu Jan 24 22:22:28 EST 2013  
Subject: Re: Chrysler Group LLC Customer Assistance  
Dear [REDACTED]

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 [REDACTED]  
EMAIL CASE NUMBER [REDACTED]  
REPLY LINK: [http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?trk\\_ID=KMM7988325V84148L0KM&](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

Comments:

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 do 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 they 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 ( [REDACTED] ) 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 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. ps I 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 my wife. Thank You Regards [REDACTED]

VIN: [REDACTED]  
71 [REDACTED]  
Mileage: 65000  
Servicing Dealer: Bakersfield Chrysler-Jeep  
Title: Mr.  
First Name: [REDACTED]  
Middle Initial: [REDACTED]  
Last Name: [REDACTED]  
Address 1: [REDACTED]  
Address 2: [REDACTED]

City: Bakersfield

State: CA

Zip: [REDACTED]

Email: [REDACTED]

Home Phone: [REDACTED]

**Document Recieved from Customer**

**Cair Number:** [REDACTED]

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

**Files Not Recieved: 0**

This is for Case Number [REDACTED]. Please call me on my cell phone at [REDACTED] if you need any additional documents.



# DAVID ELLIS CHRYSLER 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.

NORTH HILLS		CA		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.
				1J4GA69169		51535	01/30/13	PART-CLOSE
		YEAR	MAKE	MODEL		COLOR		TAG NO.
		09	JEEP	WRANGLER U		SILVER		02069
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS	
058489			- -		00/00/00	317	CASH	

CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV. DATE
	00/00/00		51532	01/29/13	00/00/00

ORIGINAL ESTIMATE \$ \_\_\_\_\_ REVISED ESTIMATE \$ \_\_\_\_\_  
 I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE. X  
 CUSTOMER ACKNOWLEDGES AND APPROVES ALL REPAIRS ITEMIZED AND/OR RECEIPT OF VEHICLE. X  
 BAR# ARD00084367 EPA# CAD981456148

LINE	OP. CODE	FAIL. CD	TECH.	HOURS/QTY	TYPE	AMOUNT
A	Com ELECTRICAL- CUSTOMER STATES AIR BAG LIGHT ON, CHECK AND ADVISE Cau driver squib circuit open, clock spring failure Cor Replaced clock spring and programed module.					
	0800		A06		C	302.50
		5156106AC	CLKSPRINGSTEE	1	C	259.00
					Line Total.....	561.50

B	Com DAVID ELLIS RENTAL					
	7001		A99			
		SUBLET	DAVID ELLIS CHRYSL	PO# 6654	1 I	
					Line Total.....	

Parts 259.00  
 Sales Tax 23.31  
 Labor 302.50  
 TOTAL-CUST-CRCARD 584.81

CUSTOMER COPY - PAGE 01

STATEMENT OF DISCLAIMER  
 ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.  
 ALL PARTS REMOVED WILL BE DISCHARGED UNLESS INSTRUCTED OTHERWISE.

STATEMENT OF DISCLAIMER  
 I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

CUSTOMER SIGNATURE

CUSTOMER SIGNATURE

DAVID ELLIS CHRYSLER  
21422 ROSCOE BLVD  
CANOGA PARK, CA. 91304  
818-348-7510

Merchant ID: 8822355898  
Term ID: 887542888822355898881

### Sale

XXXXXXXXXXXX

VISA

Entry Method: Swiped

Total:

\$ 584.81

01/30/13

16:28:14

Inv #

Appr Code: 617711

Apprvd: Online

Customer Copy

THANK YOU!

From: Reply By Link Only@chrysler.com  
To: [REDACTED]  
Date: Thu Feb 14 08:53:33 EST 2013  
Subject: Re: Chrysler Group LLC Customer Assistance  
Dear [REDACTED]

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: [REDACTED]  
EMAIL CASE NUMBER: [REDACTED]  
REPLY LINK: [http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?trk\\_ID=KMM8014991V50013L0KM&](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 there 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

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 for it

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.

I 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.

VIN:

9I [REDACTED]

Mileage:

68152

Servicing Dealer:

Lithia, Kennewick, WA

Title:

Mr.

First Name:

Middle Initial:

Last Name:

Address 1:

Address 2:

City:

Hermiston

State:

OR

Zip:

Email:

Work Phone:



From: [REDACTED]  
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 [REDACTED]

From: Reply By Link Only@chrysler.com  
To: [REDACTED]  
Date: Fri Feb 15 09:38:05 EST 2013  
Subject: Re: Reply to Chrysler Group LLC (KMM8014991V50013L0KM)  
Dear [REDACTED]

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: [REDACTED]  
EMAIL CASE NUMBER [REDACTED]  
REPLY LINK: [http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?trk\\_ID=KMM8016483V39085L0KM&](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 [REDACTED]

From: [REDACTED]  
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:  
-----

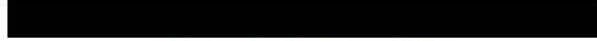
My airbag warning light started coming on this weekend. I did some research online and found that the issue would most likely be the clock spring. I also found that there was a recall for this on RHD models from 2008 until 2012. The National Highway Traffic Safety Administration has had many reports of this occurring in LHD models also. I have also read in several 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 for it 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. I 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: [REDACTED]  
Middle Initial: [REDACTED]  
Last Name: [REDACTED]

**Document Recieved from Customer**

**Case Number:** 



**Files Not Recieved: 0**

ATT: LESLIE

From: [REDACTED]

CASE # [REDACTED]

Phone # [REDACTED] 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



www.verobeachcjd.com www.thecarpeople.com

CUSTOMER NO.	ADVISOR <b>GREG DUBLIN</b>	TAG NO. <b>0447</b>	056	INVOICE DATE <b>02/15/13</b>
VERO BEACH, FL	LABOR RATE	LICENSE NO.	MILEAGE <b>46,878</b>	COLOR <b>RED/</b>
	YEAR / MAKE / MODEL <b>07/JEEP/WRANGLER</b>	DELIVERY DATE	DELIVERY MILES	
	VEHICLE I.D. NO. <b>1J4GA39107</b>			
	F.T.E. NO.	P.O.	R.O. DATE <b>02/15/13</b>	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS <b>E# OPT IN</b>	MO: 46878	

**JOB# 1 CHARGES**

LABOR  
**J# 1 05CHZ14 ABS WARNING LIGHT TECH(S):0446 148.21**  
 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	PRICE
	1	5156106-AC	CLKSPRING 8015001	286.75	286.75
				TOTAL - PARTS	286.75

**JOB# 1 TOTALS**

LABOR	148.21
PARTS	286.75
<b>JOB# 1 JOURNAL PREFIX CHCS</b>	
<b>JOB# 1 TOTAL</b>	<b>434.96</b>

**JOB# 2 CHARGES**

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 Oil  
 -RESET OVERHEAD CONSOLE WHEN NECESSARY-  
 MAINTENANCE  
 COMPLETED MAINTENANCE AS REQUESTED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
	6	68026603-AA	OIL 5W20 1081090	2.31	13.86
	1	1AMFL000-04	FILTER EN 9057006	5.10	5.10
	1	100	LUBE KIT	1.00	1.00
				TOTAL - PARTS	19.96

MISC	CODE	DESCRIPTION	CONTROL NO	PRICE	
	HW	HAZARDOUS WASTE DISPOSAL		1.50	
	SD	SERVICE DISCOUNT		-15.03	
	PD	PARTS DISC.		-3.15	
				TOTAL - MISC	-16.68

**JOB# 2 TOTALS**

LABOR	20.48
PARTS	19.96
MISC	-16.68
<b>JOB# 2 JOURNAL PREFIX CHCS</b>	
<b>JOB# 2 TOTAL</b>	<b>23.76</b>

**JOB# 3 CHARGES**

LABOR  
**J# 3 01CHZ01 27 POINT INSPECTION TECH(S):0446 0.00**  
 PERFORM FREE 27 POINT INSPECTION  
 PREVENTIVE INSPECTION

**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 DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PRODUCTS 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.

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a whole  
new spin.



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"Convenience of one stop shopping for all sales and service auto needs."



# 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



www.verobeachcj.com www.thecarpeople.com

CUSTOMER NO	ADVISOR GREG DUBLIN	TAG NO 0447	056	INVOICE DATE 02/15/13	INVOICE NO
VERO BEACH, FL	LABOR RATE	LICENSE NO.	MILEAGE 46,878	COLOR RED/	STOCK NO.
	YEAR / MAKE / MODEL 07/JEEP/WRANGLER			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1 J 4 G A 3 9 1 0 7 L				
	F.T.E. NO.	P.O. NO.		R.O. DATE 02/15/13	
BUSINESS PHONE	COMMENTS E# OPT IN				MO: 46878

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

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 DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PRODUCTS OR SERVICE SOLD UNDER THE TERMS OF THIS ESTIMATE.**

JOB# 3 TOTALS	JOB# 3 JOURNAL PREFIX CHCS	JOB# 3 TOTAL	0.00
JOB# 4 CHARGES	JOB# 4 JOURNAL PREFIX CHCS	JOB# 4 TOTAL	0.00
LABOR	REC SERVICE CONTRACT	TECH(S):0446	0.00
J# 4 01CHZ-02	SERVICE CONTRACT POLICY OFFERED OIL CHANGES		
JOB# 4 TOTALS	JOB# 4 JOURNAL PREFIX CHCS	JOB# 4 TOTAL	0.00
MISC	SS SHOP SUPPLIES	TOTAL - MISC	5.00
JOB # A			5.00

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.

***** METHOD OF PAYMENT *****		TOTAL LABOR....	168.69
** CHARGE .....	**	TOTAL PARTS....	306.71
** VISA ..... M/C ..... DISCOVER .....	**	TOTAL SUBLET...	0.00
** CHECK ..... DEBIT CARD ...✓...	**	TOTAL G.O.G....	0.00
** CASH .....	**	TOTAL MISC CHG.	6.50
***** THANK YOU *****	**	TOTAL MISC DISC	-18.18
	**	TOTAL TAX.....	32.35
	**	<b>TOTAL INVOICE \$</b>	<b>496.07</b>

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Convenience  
 a whole  
 new spin.



Announcing tire sales & service

"Convenience of one stop shopping for sales and service auto needs."

CUSTOMER SIGNATURE

**PAID**  
 FEB 15 2013

BY:.....

Thank you for your purchase  
 Being (25)

From:

03/04/2013 12:42

# Vero Beach Chrysler Jeep

855 South US 1

Vero Beach Florida 32692

772-567-6633

## Customer information

Street:

Zip code:

Cardholder Signature

## Transaction information

Sale

Date: 02/15/2013 3:09 PM

Amount: \$496.07

Card Number: \*\*\*\*\* [REDACTED]

Merchant ID: 715022

Auth Code: [REDACTED]

Processed as: Debit

Reference No.: [REDACTED]

Trace No.: [REDACTED]

Invoice No.: [REDACTED]

Response Msg: Approved

Entry Method: Swiped

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:** [REDACTED]

**Date Received: 2013-02-22 11:13:22.778442**

**Files Not Recieved: 0**

CUSTOMER #:

INVOICE

Your Friends in the Car Business  
**Allen Samuels**  
CHRYSLER DODGE JEEP RAM  
KATY, TEXAS  
Come By, Let's Be Friends!

SERVICE DEPARTMENT  
21777 KATY FWY @ MASON RD - KATY, TEXAS 77450  
PHONE: (281) 675-8600 - FAX: (281) 675-8501  
www.allensamuels.com

HOUSTON, TX

PAGE 1

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

SERVICE ADVISOR: 1772 JACKIE MORTIMER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
REDROCK	08	JEEP WRANGLER	1J4GA39188L5	[REDACTED]	77531/77531	T1601	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
24DEC07	DL		17:00	23JAN13	0.00	MCV	22FEB13
R.O. OPENED	READY	OPTIONS: ENG:3.8 LITER					

11:11 22JAN13 18:33 22JAN13

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

A AIR BAG LIGHT STAYS ON WHEN DRIVING ---EST

B PLEASE SEE LINE B FOR COMPLETE DESCRIPTION

6433 CP 0.00 0.00

77531 AIR BAG SQUID CIRCUIT OPEN ACTIVE CODE ONLY WHILE TURNING STEERING WHEEL. RECOMEND CLOCK SPRING/SAS SENSOR. RELATED TO LINE B INTERNAL FAULT ON STEERING ANGLE SENSOR.

\*\*\*\*\*

B ALSO CAN HEAR CLICKING COMING FROM COLUMN AREA WHEN TURNING --EST

S13 INSPECT/ REPLACE STEERING ANGLE SENSOR

6433 CP 104.00 104.00

1 5156106AC CLKSPRING-STEERING COLUMN CONTROL

MOD 286.75 286.75 286.75

77531 STEERING ANGLE INTERNAL FAULT REPLACED STEERING ANGLE SENSOR/ CLOCK SPRING. 1-0

\*\*\*\*\*

C PERFORM COMPLIMENTARY MAINTENANCE INSPECTION

MPI PERFORM COMPLIMENTARY MAINTENANCE INSPECTION

1514 CM 0.00 0.00

77531 COMPLETED INSPECTION 1514

\*\*\*\*\*

D PERFORM Express Lane 6 Quart Oil Service Minimum Maintenance Requirement.

EL6 PERFORM Express Lane 6 Quart Oil Service

Minimum Maintenance Requirement.

1514 CM 11.95 11.95

1 4105409BC FILTER-ENGINE OIL

6 68055890AA \*OIL 7.60 6.00 6.00

77531 COMPLETED LOF 1514

\*\*\*\*\*

E AUTOMATIC TRANSMISSION SERVICE-PROLONGS TRANSMISSION LIFE:"A CRITICAL TIME INTERVAL SERVICE."

ATS AUTOMATIC TRANSMISSION SERVICE-PROLONGS

TRANSMISSION LIFE:"A CRITICAL TIME INTERVAL

SERVICE."

NOTICE PURSUANT TO SEC. 570.001,

TEXAS PROPERTY CODE

I am the person or agent acting on behalf of the person who is obligated to pay for the repair of the motor vehicle subject to the repair agreement. I understand that the vehicle is subject to repossession in accordance with Business & Commerce Code, 59.609, if payment for the repair of the motor vehicle by a check, money order, or a credit card transaction is stopped, dishonored because of insufficient funds, no funds, or because the maker or drawer of the order or the credit card holder has no account or the account upon which it is drawn or the credit card account has been closed.

STATEMENT OF DISCLAIMER

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

Power of Attorney

I authorize you to act as power of attorney to sign insurance checks to pay for damages to above vehicle.

I have authorized some maintenance and/or repairs to be performed with non repair parts.

My Advisor has explained my repairs and made me aware of my maintenance needs.

Initials

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
*SHOP SUPPLIES/DISPOSAL FEES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
<b>PLEASE PAY THIS AMOUNT</b>	

\*SHOP SUPPLIES/DISPOSAL FEES: WE HAVE DETERMINED THAT IT IS NOT PRACTICAL TO ITEMIZE IN DETAIL THE VARIOUS MISCELLANEOUS SUPPLIES, MATERIALS AND COSTS INCURRED ON EACH REPAIR JOB. HOWEVER, EXPERIENCE HAS SHOWN THAT THE USE OF THE FOLLOWING CHARGES WOULD BE LESS THAN OUR CHARGE COST FOR SUPPLIES. EXCEPT IN THE INSTANCES WHERE THE AMOUNT OF THE SHOPPING CHARGE HAS BEEN SET AT 10% OF THE TOTAL LABOR CHARGE UP TO A MAXIMUM OF \$15.00, THE STANDARD CHARGE COVERING THE COST OF SUCH ITEMS AS MOST NUTS, BOLTS, WASHERS, TANK, PINS, SPRAY, SHELLAC, SOLVENT, RAGS, CLEANERS, TOWELS, BOLLER, WIRE SEALING, ETC. AND HAZARDOUS WASTE DISPOSAL FEES INCURRED IN THE REPAIR OF YOUR VEHICLE, UNLESS OTHERWISE ITEMIZED.

CUSTOMER COPY

CUSTOMER #: [REDACTED]

INVOICE

Your Friend in the Car Business  
**Allen Samuels**  
CHRYSLER DODGE JEEP RAM

KATY, TEXAS  
Come By, Let's Be Friends!

SERVICE DEPARTMENT  
21777 KATY FWY @ MASON RD · KATY, TEXAS 77450  
PHONE: (281) 675-8500 · FAX: (281) 675-8501  
www.allensamuels.com

HOUSTON, TX [REDACTED]  
HOME [REDACTED]  
BUS: [REDACTED] CONT:N/A  
CELL: [REDACTED]

PAGE 2

SERVICE ADVISOR: 1772 JACKIE MORTIMER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
REDROCK	08	JEEP WRANGLER	1J4GA39188L5 [REDACTED]	[REDACTED]	77531/77531	T1601
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO	RATE	PAYMENT
24DEC07 DL			17:00 23JAN13		0.00	MCV
R.O. OPENED	READY	OPTIONS: ENG:3.8_LITER				
11:11 22JAN13	18:33 22JAN13					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
		1514	CM			103.85	103.85
1	68059549AA	FILTER-TRANSMISSION OIL			22.65	22.65	22.65
1	5010884AA	*SEALER-RTV			6.50	6.50	6.50
6	68055894AA	*FLUID-ATF+4			5.20	5.20	31.20
1	68065196AA	*CLEANER-BRAKE			5.75	5.75	5.75
77531	COMPLETED TRANS SERVICE 10H 1514						

F POWERTRAIN INSPECTION

CAUSE: F

09980001 Lifetime Powertrain Inspection - Inspect

1514 WLH

FC: P9 PART#: COUNT:

CLAIM TYPE: W

(N/C)

AUTH CODE:



77531 COMPLETED INSPECTION 1514

SHOP SUPPLIES/DISPOSAL FEES

10.40

WE SINCERELY APPRECIATE YOUR BUSINESS AND  
THANK YOU FOR PUTTING YOUR TRUST IN US.  
ALLEN SAMUELS KATY IS PROUD TO BE PART OF OUR  
GREAT COMMUNITY, AND WE LOOK FORWARD TO  
BEING YOUR FIRST CHOICE FOR YEARS TO COME.  
THANK YOU AGAIN. PLEASE DRIVE SAFELY.  
WWW.ALLENSAMUELSKATY.COM

# SERVICE DEPARTMENT

**NOTICE PURSUANT TO SEC. §70.001,  
TEXAS PROPERTY CODE**

I am the person or agent acting on behalf of the person who is obligated to pay for the repair of the motor vehicle subject to the repair agreement. I understand that the vehicle is subject to repossession in accordance with Business & Commerce Code, §9.605, if payment for the repair of the motor vehicle by a check, money order, or a credit card transaction is stopped, dishonored because of insufficient funds, no funds, or because the maker or drawer of the order or the credit card holder has no account or the account upon which it is drawn or the credit card account has been closed.

**STATEMENT OF DISCLAIMER**

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

**Power of Attorney**

I authorize you to act as power of attorney to sign insurance checks to pay for damages to above vehicle.

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.

Initials

DESCRIPTION	TOTALS
LABOR AMOUNT	219.80
PARTS AMOUNT	373.85
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
*SHOP SUPPLIES/DISPOSAL FEES	10.40
TOTAL CHARGES	604.05
LESS INSURANCE	0.00
SALES TAX	31.71
<b>PLEASE PAY THIS AMOUNT</b>	<b>635.76</b>

\*SHOP SUPPLIES/DISPOSAL FEES: WE HAVE DETERMINED THAT IT IS NOT PRACTICAL TO ITEMIZE IN DETAIL THE VARIOUS SPECIAL ORDER SUPPLIES, MATERIALS AND LOSS'S INCURRED ON EACH REPAIR. OUR STANDARD CHARGE COVERS THE COST OF SUCH ITEMS AS MOST NUTS, BOLTS, WASHERS, TAPE, PINS, AEROSOL, SELLAC, SOLVENT, RAGS, CLEANERS, TOWELS, SOLDER, WIRE, SEALERS, ETC. AND HAZARDOUS WASTE DISPOSAL FEES INCURRED IN THE REPAIR OF YOUR VEHICLE, UNLESS OTHERWISE ITEMIZED.

CUSTOMER COPY

From: [REDACTED]  
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, 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.

Sender Information:  
-----

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

From: customerassist@chrysler.com  
To: [REDACTED]  
Date: Wed Feb 20 13:40:29 EST 2013  
Subject: Re: Chrysler Group LLC Customer Assistance  
Dear [REDACTED]

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 [REDACTED] 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: [REDACTED]  
EMAIL CASE NUMBER: [REDACTED]  
REPLY LINK: [http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?trk\\_ID=KMM8022611V85629L0KM&](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:

7L [REDACTED]

Mileage:

97000

Servicing Dealer:

Title: N/A

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

Address 1: [REDACTED]

Address 2: [REDACTED]

City: Indianapolis

State: IN

Zip: [REDACTED]

Email: [REDACTED]

Work Phone: [REDACTED]

From: [REDACTED]  
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><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-

left:1px #ccc solid;padding-left:1ex">Dear [REDACTED];<br>

<br>

Thank you for contacting the Jeep Customer Assistance Center.<br>

<br>

You do have the extended warranty for the X41-Clockspring on your<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>

<br>

Please attach case number [REDACTED] to the outside of your envelop as

<br>

well as on your letter.<br>

<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: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK: <a

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

trk\_ID=KMM8022611V85629L0KM&amp;" target="\_blank">

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

trk\_ID=KMM8022611V85629L0KM&amp;</a><br>

<br>

<br>

<br>

<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>

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:  
7L  
Mileage:  
97000  
Servicing Dealer:  
N/A  
Title:  
  
First Name:  
  
Middle Initial:  
  
Last Name:  
  
Address 1:  
7170  
Address 2:  
7170 Oakland Hills Cir  
City:  
Indianapolis  
State:  
IN  
Zip:  
  
Email:  
[\[REDACTED\]](mailto:)  
  
Work Phone:  
[\[REDACTED\]](tel:)

</BODY>  
</HTML>



**Document Recieved from Customer**

**Cair Number: [REDACTED] 6**

**Date Received: 2013-02-25 13:04:10.673358**

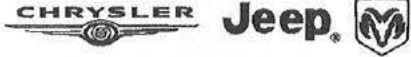
**Files Not Recieved: 0**

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  
(317) 805-4450  
www.obrienauto.com

Our family works for you. Since 1933.



**NOTICE TO CUSTOMER**  
POSITIVELY NO EXCHANGES OR REFUNDS WITHOUT THIS TICKET.  
NO REFUNDS ON SPECIAL ORDERS. NO REFUNDS AFTER 5 DAYS. 15% HANDLING CHARGE ON ALL RETURNS-NO RETURNS ON ELECTRICAL PARTS. REFUND ON PURCHASES PAID BY CHECK ARE REFUNDED AFTER CHECK CLEARS.  
NO REFUNDS ON PARTS THAT HAVE BEEN INSTALLED ON VEHICLE-NO REFUND UNLESS IN ORIGINAL CONTAINER.

**DISCLAIMER OF WARRANTIES**  
The seller herein expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale. Your FINANCE CHARGE is computed by a single periodic rate of 14% per month (minimum charge of 50 cents) which is an ANNUAL PERCENTAGE RATE of 18%.

DATE ENTERED 19 FEB 13	YOUR ORDER NO.	DATE SHIPPED 19 FEB 13	INVOICE DATE 19 FEB 13	INVOICE NUMBER [REDACTED]	12:15
---------------------------	----------------	---------------------------	---------------------------	------------------------------	-------

S  
O  
L  
D  
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O

ACCOUNT NO. [REDACTED]

S  
H  
I  
P  
T  
O

CASH

PAGE 1 OF 1

SHIP VIA		SLSM.	B/L NO.	TERMS			F.O.B.	
		415		CASH			INDIANAPOLIS, IN	
ORD.	SHIP	B.O.	PART NUMBER	DESCRIPTION	LIST	NET	AMOUNT	
1	1	0	68004072AA	56E1 SEAL-DRIVE	31.69	31.69	31.69	
2	2	0	5014852AB	58C5 SEAL-AXLE	21.69	21.69	43.38	
1	1	0	5183525AA	SP SPACER-DRI	2.81	2.81	2.81	
1	1	0	68004076AA	SP BAFFLE-DRI	1.19	1.19	1.19	
1	1	0	4720895AB	SP NUT-PINION	19.24	19.24	19.24	
1	1	0	5156106AC	059G CLKSPRING-	323.75	259.00	259.00	

PAID

FEB 19 2013

*Handwritten signature*

**WE APPRECIATE YOUR BUSINESS**  
Parts returned must have invoice  
No REFUNDS ON SPECIAL ORDER PARTS  
No REFUNDS ON ELECTRICAL PARTS  
20% RESTOCKING CHARGE  
Returned PARTS must be UNDAMAGED

PARTS	357.31
SUBLET	
FREIGHT	0.00
SALES TAX	25.01
<b>TOTAL</b>	<b>\$382.32</b>

Copyright 2000 ADP, Inc.

CUSTOMER COPY

**Document Recieved from Customer**

**Cair Number:** [REDACTED]

**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



CELL [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR <b>JOSEPH J BISHOP</b>	2021 TAG NO. <b>017</b>	INVOICE DATE <b>02/26/13</b>
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE <b>103,379</b>
[REDACTED]	YEAR / MAKE / MODEL <b>08/JEEP/WRANGLER/4 DOOR UTILITY</b>	COLOR <b>SILVER/</b>	STOCK NO.
[REDACTED]	VEHICLE I.D. NO. <b>1 J 8 G A 5 9 1 9 8 1</b>	DELIVERY DATE	DELIVERY MILES
[REDACTED]	F.T.E. NO.	P.O. NO.	SELLING DEALER NO.
[REDACTED]	[REDACTED]	[REDACTED]	PRODUCTION DATE
RESIDENCE PHONE <b>601 857 4860</b>	CELL PHONE	EMAIL ADDRESS	R.O. DATE <b>02/25/13</b>
COMMENTS			MO: 103380

**JOB# 1 CHARGES**

LABOR

JOB# 1 08CHPCN ELECTRICAL TECH(S):5465 225.40  
C/S AIR BAG LIGHT IS ON  
CLOCK SPRING  
REPLACE CLOCK SPRING

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
	1	5156106-AC	CLKSPRING 8015001	259.00	259.00
				TOTAL - PARTS	259.00

JOB# 1 TOTALS

LABOR	225.40
PARTS	259.00
<b>JOB# 1 TOTAL</b>	<b>484.40</b>

JOB# 2 CHARGES

*Jeep  
DAILY  
HALF  
484.40 + 9.5%  
TAX = 529.98  
\$ 264.99*

**JOB# 2 CHARGES**

LABOR

JOB# 2 22CHZ WHEELS TECH(S):5465 78.40  
C/S TIRE LIGHT IS ON, TIRES HSAVE BEEN AIRED UP  
LR TIRE PRESS. SENSOR  
3  
REPLACE AND PROGRAM SENSOR

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
	1	56029479-AB	SENSOR TI 8037155	77.75	77.75
				TOTAL - PARTS	77.75

JOB# 2 TOTALS

LABOR	78.40
PARTS	77.75
<b>JOB# 2 TOTAL</b>	<b>156.15</b>

JOB# 3 CHARGES

**JOB# 3 CHARGES**

LABOR

JOB# 3 26CHZ VEHICLE CHECK UP TECH(S):5465 0.00  
PERFORM 23 POINT VEHICLE CHECK UP  
INSPECT TIRES FOR WEAR AND ADJUST PRESSURES AS NEEDED, CHECK  
FLUID LEVELS AND ADVISE OF ANY LEAKAGE, INSPECT BELTS AND  
HOSES, LAMPS FOR DAMAGE AND BLOWN BULBS, BRAKES AND  
VISUAL INSPECTION OF SUSPENSION COMPONENTS  
PERFORM INSPECTION  
FILL OUT VEHICLE CHECK UP SHEET AND REPORT FINDINGS TO  
SERVICE CONSULTANT

JOB# 3 TOTALS

<b>JOB# 3 TOTAL</b>	<b>0.00</b>
---------------------	-------------

JOB# 4 CHARGES

JOB# 4 TOTALS

<b>JOB# 4 TOTAL</b>	<b>0.00</b>
---------------------	-------------

The Reynolds and Reynolds Company EBANTHIVE C070880 Q (05/11)

# CHRYSLER DODGE JEEP RAM OF FRANKLIN

1124 Murfreesboro Rd.  
FRANKLIN, TN 37064  
Phone: (615) 794-5000



**DODGE** **Jeep**



CELL: [REDACTED]

CUSTOMER NO.	[REDACTED]	ADVISOR	JOSEPH J BISHOP	2021	TAG NO.	017	INVOICE DATE	02/26/13		
		LABOR RATE		LICENSE NO.		MILEAGE	103,379	COLOR	SILVER/	
		YEAR / MAKE / MODEL	08/JEEP/WRANGLER/4 DOOR UTILITY						STOCK NO.	[REDACTED]
		VEHICLE I.D. NO.	1 J 8 G A 5 9 1 9 8 L						DELIVERY DATE	
		F.T.E. NO.		P.O.				DELIVERY MILES		
								SELLING DEALER NO.	PRODUCTION DATE	
								R.C. DATE	02/25/13	
		CELL PHONE		EMAIL ADDRESS		COMMENTS				
									MO: 103380	

LABOR  
JOB# 4 230417 BODY EXTERIOR TECH(S) 5465 0.00  
REPLACE WIPER BLADES FRONT AND REAR  
DONE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	2	WB000015-AF	BLADE WIP 23067025	12.95	25.90
	1	68018929-AA	BLADE WIP 23067025	13.95	13.95
TOTAL - PARTS					39.85

JOB# 4 TOTALS PARTS 39.85  
JOB# 4 JOURNAL PREFIX CHCS JOB# 4 TOTAL 39.85

LABOR  
JOB# 5 230421 BODY EXTERIOR 0.00  
PRICE SPARE TIRE HOLDER  
ORDER PART FOR CUST. INSTALL

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	55397217-AJ	BRACKET S 23043005	294.00	294.00
TOTAL - PARTS					294.00

JOB# 5 TOTALS PARTS 294.00  
JOB# 5 JOURNAL PREFIX CHCS JOB# 5 TOTAL 294.00

MISC  
JOB # A ESF ENVIRONMENTAL CHARGE 27.34  
TOTAL - MISC 27.34

TECHNICIAN CERTIFICATION  
5465 JOHNNY J RADER 5465



The Reynolds and Reynolds Company ERMINITINVE C0702600 Q (02/11)

# CHRYSLER DODGE JEEP RAM OF FRANKLIN

1124 Murfreesboro Rd.  
FRANKLIN, TN 37064  
Phone: (615) 794-5000



CEL [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR <b>JOSEPH J BISHOP</b>	2021	TAG NO. <b>017</b>	INVOICE DATE <b>02/26/13</b>	[REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE <b>103,379</b>	COLOR <b>SILVER/</b>	STOCK NO.
[REDACTED]	YEAR / MAKE / MODEL <b>08/JEEP/WRANGLER/4 DOOR UTILITY</b>			DELIVERY DATE	DELIVERY MILES
COLLEGE GROVE, TN [REDACTED]	VEHICLE I.D. NO. <b>1 J 8 G A 5 9 1 9 8 L [REDACTED]</b>			SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	P.O. NO.	[REDACTED]	R.O. DATE <b>02/25/13</b>	
[REDACTED]	CELL PHONE	EMAIL ADDRESS	COMMENTS		

MO: 103380

**TOTALS**

"CHRYSLER JEEP DODGE RAM OF FRANKLIN"	TOTAL LABOR....	303.80
THANK YOU FOR VISITING THE ALL NEW CHRYLSER DODGE JEEP RAM	TOTAL PARTS....	670.60
WE APPRECIATE YOUR BUSINESS. SHOULD YOU HAVE ANY QUESTIONS OR CONCERNS, FEEL FREE TO CONTACT SERVICE MANAGER, JOHN SALZLEIN @ 615-794-500 EXT. 3021	TOTAL SUBLET...	0.00
	TOTAL G.O.G....	0.00
	TOTAL MISC CHG.	27.34
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	92.66
OUR SERVICE HOURS ARE MONDAY THRU FRIDAY 7:00 AM TIL 6:00 PM SATURDAY 7:00 AM TIL 4:00 PM CLOSED ON SUNDAY	<b>TOTAL INVOICE \$</b>	<b>1094.40</b>

**CHRYSLER**



CUSTOMER SIGNATURE

**DODGE**

**Jeep**



**RAM**

The Reynolds and Reynolds Company EPAINTNVE 0070280 Q (02/11)



From: [REDACTED]  
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: [REDACTED]  
Middle Initial: [REDACTED]  
Last Name: [REDACTED]

From: customerassistre@chrysler.com  
To: [REDACTED]  
Date: Tue Feb 26 14:08:56 EST 2013  
Subject: Re: Chrysler Group LLC Customer Assistance  
Dear [REDACTED]

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  
Tallasse, 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: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK: [http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?trk\\_ID=KMM8029905V5736L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8029905V5736L0KM&)

Original Message Follows:

-----  
Recall Information - Jeep Brand Site

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...

VIN:

71 [REDACTED]

Mileage:

69000

Servicing Dealer:

Ben Atkinson Motors...

Title:

Mr.

First Name:

[REDACTED]

Middle Initial:

Last Name:

Address 1:

Address 2:

City:

Tallasse

State:

AL

Zip:

Email:

Work Phone:

RECEIVED DATE:

3/19/13

POSTED DATE:

3-15-13

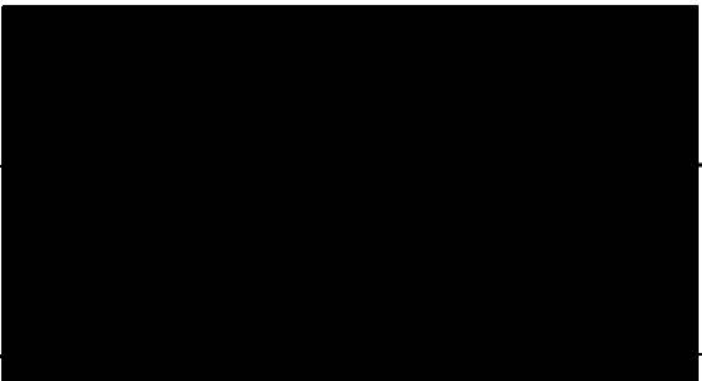
VIN (FIRST 9 DIGITS)

1J4P22419

VIN (LAST 8 DIGITS)

8L 

FIRST NAME:



LAST NAME :

CAIR :

00000000

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

Vehicle	Service History
2008 Jeep WRANGLER X 4X4 RHD SPORT UTIL	109287 02/22/13 138380 Transmission
Color Stone White Clear Coat	109287 02/22/13 138380 FREE 23 POINT INS
VIN 1J4FZ24198L	107148 08/25/12 123000 Transmission
Mileage In: 109734 Out: 109735	107148 08/25/12 123000 FREE 23 POINT INS
Tag Number 386 Plate No.	104812 02/20/12 105849 Oil Change
In-Service 11/10/07	104812 02/20/12 105849 Enviromental Dispos
Engine EGT-3.8L V6 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
Comments	103107 08/10/11 91622 oil change-ayc!!!!

Task Opcode	Description	Part or Technician	Qty	Pay Type	Unit Price	Price
1 0800	Electrical					
	Technician: Elisha David Stone			WR		0.00
	need to preform recall j24 mopar tow bar and I37 airbag clockspring					
	CLKSPRING-STEERING COLUMN CONT	05156106AB	1	WR		0.00
	preformed recall b4b06, b4b02, op#06-13-71-82, clockspring recall I37					
	Technician: recall I37		0.7	WR		0.00
	Failure UC:					

Labor:	\$0.00
Parts:	\$0.00
Misc:	\$0.00
Discounts:	\$0.00
Subtotal:	\$0.00
Sales Tax:	\$0.00
<b>Total:</b>	<b>\$0.00</b>



Commerce Chrysler Dodge Jeep Ra  
 2377 Homer Road-PO Box 757  
 Commerce, GA 30529  
 706.335.2800  
 www.commercechrysler.com

**Repair Order** [Redacted]  
 Service Advisor: Stanley H Manley  
 Started: 10/22/10 8:18 AM  
 Completed: 10/25/10 10:20 AM  
 Priority: 5

R509 Version MPK2.75.002

Customer	Vehicle	Service History
[Redacted] Danielsville, GA Wo [Redacted] Ho [Redacted]	2008 Jeep WRANGLER X 4X4 RHD SPORT UTIL Color Stone White Clear Coat VIN 1J4FZ24198 [Redacted] Mileage In: 70664 Out: 70679 Tag Number 741 Plate No. In-Service 11/10/07 Engine EGT-3.8L V6 SMPI Engine Coverage 336 Build Date 09/29/07 Comments	109287 02/22/13 138380 Transmission 109287 02/22/13 138380 FREE 23 POINT INS 107148 08/25/12 123000 Transmission 107148 08/25/12 123000 FREE 23 POINT INS 105382 04/02/12 109734 Electrical 104812 02/20/12 105849 Oil Change 104812 02/20/12 105849 Enviromental Dispos 103577 09/30/11 95272 oil change-ayc!!!! 103577 09/30/11 95272 Body 103577 09/30/11 95272 Enviromental Dispos

Task Opcode	Description	Part or Technician	Qty	Pay Type	Unit Price	Price
10900	Engine					
	Technician: Zane Monroe		2.5	CP		190.00
	customer states esp light come on when driving & also has loss of power					
	CLKSPRING-STEERING COLUMN CONT	05156106AA	1	CP		278.00
	cause; p0132 02 sensor 1of1 cir high ; p1128 closed loop not acheived bank one ; tech replaced clock spring due to orc code; b1b02 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
<b>Total:</b>	<b>\$468.00</b>



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  
 Completed: 10/25/10 10:20 AM  
 Priority: 5

R509 Version MPK2.75.002

Customer	Vehicle	Service History		
[Redacted]	2008 Jeep WRANGLER X 4X4 RHD SPORT UTIL	109364	03/06/13	138855 Transmission
Danielsville, GA	Color Stone White Clear Coat	109364	03/06/13	138855 FREE 23 POINT INS
Work: [Redacted]	VIN 1J4FZ24193L [Redacted]	109287	02/22/13	138380 Transmission
Home: [Redacted]	Mileage In: 70664 Out: 70679	109287	02/22/13	138380 FREE 23 POINT INS
	Tag Number 741 Plate No.	107148	08/25/12	123000 Transmission
	In-Service 11/10/07	107148	08/25/12	123000 FREE 23 POINT INS
	Engine EGT-3.8L V6 SMPI Engine	105382	04/02/12	109734 Electrical
	Coverage 336	104812	02/20/12	105849 Oil Change
	Build Date 09/29/07	104812	02/20/12	105849 Enviromental Dispos
	Comments	103577	09/30/11	95272 oil change-ayc!!!!

Task Opcode	Description	Part or Technician	Qty	Pay Type	Unit Price	Price
1 0900	Engine	Technician: Zane Monroe	2.5	CP		190.00
	customer-states esp light come on when driving & also has loss of power					
	CLKSPRING-STEERING COLUMN CONT	05156106AA	1	CP		278.00
	cause; p0132 02 sensor 1of1 cir high ; p1128 closed loop not achedved bank one ; tech replaced clock spring due to orc code; b1b02 drivers air bag & steering angle sensor squib 1 circuit open					

Chrysler Customer Service  
 (800) 992-1997

July 07  
 October 2011

L37 recall

recall April 2012

Labor:	\$225.00
Parts:	\$278.00
Misc:	\$0.00
Discounts:	-\$35.00
Subtotal:	\$468.00
Sales Tax:	19.46 \$0.00
Total:	\$487.46





Commerce, GA.



INLAND LETTER SERVICE

15 MAR 2013



Chrysler Recall Center

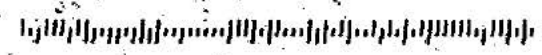
P.O. Box 21 - 8007

Auburn Hills Michigan

48321 - 8007



48321800707



Customer Escalation 3/11/13

3/12

**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.

**Contact Information:**

Name- [REDACTED]

VIN- 1J4FA24158 [REDACTED]

Email- [REDACTED]

Phone- [REDACTED]

**Details:**



[REDACTED]  
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 [REDACTED]



[REDACTED]  
Hey Ross, thanks for the speedy reply! My phone number is [REDACTED] And my e-mail is [REDACTED] 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 - [REDACTED]



[REDACTED]  
vin# = 1J4FA24158L [REDACTED]

Please Paperclip Documents to CAIR number:



VIN number:

8L



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 3/13/13 fax no. 586-447-2112

attention MARVIN YACOUB phone 586-274-8174

from [REDACTED] phone [REDACTED]

e-mail [REDACTED]

# of pages transmitted (including this page) 3

notes

Reference #: [REDACTED]  
  
Thank you so much for all your help! 😊

URGENT     FOR REVIEW     PLEASE COMMENT     PLEASE RECYCLE

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.

**We can help. PostNet. Your Neighborhood Business Center.**

DESIGN • PRINT • COPY • SHIP

CUSTOMER #:

\*INVOICE\*



7242 San Pedro · San Antonio, TX 78216  
Phone (210) 249-7500  
Fax (210) 249-7555

DUPLICATE 1  
PAGE 1

SA, TX  
HOME:  
BUS:

CONT:N/A  
CELL:

SERVICE ADVISOR: 3220 EDWARD ALLEN EATON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
GREEN	08	JEEP WRANGLER	1J4FA241581		42343/42343	T5422	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
19JAN08 DD		19JAN2008	19:00 08MAR13			COUPS	08MAR13
R.G. OPENED		READY	OPTIONS: DLR:45448 ENG:3.8 Liter				

07:29 08MAR13 11:43 08MAR13

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A 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				
		NOD			271.95	244.75	244.75
42343 AIRBAG LIGHT ON 2.50 CHECKED FOR CODES AND REPLACED							
CLOCKSPRING AND PROGRAMED--CLEARED CODES							
*****							
B IF THERE IS TIME TODAY, CHECK THE TOP FOR LEAKS.							
	23	TRIM REPAIR				0.00	0.00
		4543	CP				
*****							
C 27 POINT VEHICLE INSPECTION							
	019	27 POINT VEHICLE INSPECTION				0.00	0.00
		4543	CP				
*****							



PAID

MAR 08

*u*

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

STATEMENT OF DISCLAIMER

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

DESCRIPTION	TOTALS
LABOR AMOUNT	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	20.58
PLEASE PAY THIS AMOUNT	451.87

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

CUSTOMER SIGNATURE

N STAR DODGE CHRYSLER JEEP  
7242 SAN PEDRO AVE  
SAN ANTONIO, TX 78216  
210-249-7500

Merchant ID: 1346

Ref #: 0013

**Sale**

XXXXXXXXXX

VISA

Entry Method: Swiped

Total: \$ 451.67

03/08/13 11:46:32

Inv # [REDACTED] Appr Code: 174657

Apprvd: Online Batch#: 000249

Customer Copy

THANK YOU!  
PLEASE COME AGAIN!

Job/User :T5631MA  
 Report Name :ZGRFI\_GAP\_CANCEL\_PAY  
 Source Area : SU - SU - C.A.I.R. United States

Page #: 1  
 Date :04/03/2013  
 Time : 07:44:35

PAYMENT MTHD CURR	ORIGINAL PYMT #	VENDOR ID	VENDOR NAME	VENDOR ADDRESS	PAYMENT AMOUNT	VOID DATE	VOID CODE	NEW CHECK # / REVERSAL DOCUMENT #
C USD		SU00000001	MS ELLA BALL	2289 KERN ST SAN BERNARDINO CA 92407-621US	597.10-	04/02/2013	17	NO P
C USD		SU00000001	MR WENDELL R DERRICK	101 WOOD CREEK DR PIEDMONT SC 29673 US	1,028.00-	04/02/2013	17	NO P
C USD		SU00000001	MR KENNETH E JENKINS	PO BOX 391 CORTEZ FL 34215-039US	774.93-	04/02/2013	17	NO P
C USD		SU00000001	MR JOSHUA BELL	13130 BLANCO RD APT 504 SAN ANTONIO TX 78216-	451.87-	04/02/2013	17	NO P
C USD		SU00000002	DONIQUE MARIE WALLS	6787 SILVER MAPLE DR REX GA 30273 US	2,449.00-	04/02/2013	17	NO P
***** TOTAL FOR source SU in USD:				5,300.90-				
***** Number of invoices ==>				5				

[REDACTED]

From: [REDACTED]  
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 been deployed as far as I know.

Can anyone tell me what is going on with my Jeep?

V/r,

[REDACTED]

Sender Information:  
-----

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



From: Reply\_By\_Link\_Only@chrysler.com  
To: [REDACTED]  
Date: Mon Mar 18 15:56:42 EDT 2013  
Subject: Re: Chrysler Group LLC Customer Assistance  
Dear [REDACTED]

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: [REDACTED]  
EMAIL CASE NUMBER: [REDACTED]  
REPLY LINK: [http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?trk\\_ID=KMM8055465V36602L0KM&](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 [REDACTED]

VIN:

7L

Mileage:

38200

Servicing Dealer:

Donovan Dodge

Title:

Ms.

First Name:

Middle Initial:

Last Name:

Address 1:

Address 2:

City:

Sierra Vista

State:

AZ

Zip:

Email:

Home Phone:

From: [REDACTED]  
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 [REDACTED] is listed as the 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 and made my last payment Nov, or Dec last year. The last address associated with my Jeep was Probably [REDACTED] Austin Tx [REDACTED] and before that it was [REDACTED] Houston Tx [REDACTED] My new and current address is [REDACTED] Austin Tx [REDACTED] I have proof of insurance since December of 07. Let me know what else you need to know. Thanks

From: customerassist@chrysler.com  
To: [REDACTED]  
Date: Wed Apr 03 16:00:02 EDT 2013  
Subject: Re: Reply to Chrysler Group LLC (KMM8073923V34259L0KM)  
Dear [REDACTED]

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		
X47	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 aid the process.

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,

Colleen

Customer Service Representative  
Jeep Customer Assistance Center

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

REFERENCE NUMBER: [REDACTED]  
EMAIL CASE NUMBER: [REDACTED]  
REPLY LINK: [http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?trk\\_ID=KMM8075546V19202L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8075546V19202L0KM&)

Original Message Follows:

-----  
Comments:

I am verifying ownership. My grandmother [REDACTED] is listed as the 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 and made my last payment Nov, or Dec last year. The last address associated with my Jeep was Probably [REDACTED], Austin Tx [REDACTED] and before that it was [REDACTED] Houston Tx [REDACTED]. My new and current address is [REDACTED] Austin Tx [REDACTED]. I have proof of insurance since December of 07. Let me know what else you need to know. Thanks

From: [REDACTED]  
To: customerassist@chrysler.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 it looks like there is an extended warranty for the clock spring. As 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: [REDACTED]  
Middle Initial: [REDACTED]  
Last Name: [REDACTED]

From: customerassist@chrysler.com  
To: [REDACTED]  
Date: Tue Apr 02 16:24:19 EDT 2013  
Subject: Re: Chrysler Group LLC Customer Assistance  
Dear [REDACTED]

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: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK: [http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?trk\\_ID=KMM8073923V34259L0KM&](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 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

VIN:

7L [REDACTED]

Mileage:

95000

Servicing Dealer:

Title:

Mr.

First Name:

Middle Initial:

Last Name:

Address 1:

Address 2:

City:

Austin

State:

TX

Zip:

Email:

Home Phone:



From: [REDACTED]  
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 JK models. My question is Will Jeep do anything to resolve my clock spring problem?

Sender Information:  
-----

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

From: customerassist@chrysler.com  
To: [REDACTED]  
Date: Wed Apr 03 16:33:13 EDT 2013  
Subject: Re: Chrysler Group LLC Customer Assistance  
Dear [REDACTED]

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: [REDACTED]  
EMAIL CASE NUMBER: [REDACTED]  
REPLY LINK: [http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?trk\\_ID=KMM8075638V21193L0KM&](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 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 JK models. My

question is Will Jeep do anything to resolve my clock spring problem?

VIN:

AL

Mileage:

62000

Servicing Dealer:

Title:

Mr.

First Name:

Middle Initial:

Last Name:

Address:

Address 2:

City:

Henderson

State:

NV

Zip:

Email:

Home Phone:

**Document Recieved from Customer**

**Cair Number:** [REDACTED]

**Date Received: 2013-04-23 11:08:59.712963**

**Files Not Recieved: 0**

Here is the invoice

CUSTOMER #: [REDACTED]

[REDACTED]



\*INVOICE\*

7980 W. Tufts Ave., Littleton, CO 80123  
(303) 269-7800  
www.gocarsandtrucks.com

[REDACTED]  
lakewood, CO [REDACTED]

PAGE 1

HOME 303-610-7419 CONT [REDACTED]  
BUS: [REDACTED] CELL [REDACTED]

SERVICE ADVISOR: 6280 HENRY KHU

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
DARK CHARC	10	JEEP WRANGLER	1J4BA3H19A [REDACTED]		55490/55490	T5059

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14APR10 DD			11:00 19APR13			CASH	19APR13

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  
6413 CD 0.00 0.00  
1 5156106AC CLKSPRING-STEERING COLUMN CONTROL  
MOD 297.85 297.85 297.85  
260 LABOR 6413 CD 265.00 265.00  
PARTS: 297.85 LABOR: 265.00 OTHER: 0.00 TOTAL LINE A: 562.85  
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  
6413 CD 0.00 0.00  
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

SHOP SUPPLIES AND/OR HAZARDOUS WASTE REM. FEE 33.13  
SHUTTLE WEB created 2013-04-17 IT IS NORMAL TO GENERATE MANY WASTE BYPRODUCT  
02:12:22pm taken by Joe S THAT REQUIRE SPECIAL DISPOSAL AND ALSO NEEDED  
Dabbert S SARY TO UTILIZE MANY ITEMS THAT ARE SUPPLIED  
IN BULK.THESE ITEMS DO NOT LEND THEMSELVES TO  
BE BILLED INDIVIDUALLY.THESE ITEMS ARE ACCOUNTED FOR AS SHOP SUPPLY CHARGES ON YOUR INVOICE

<p><i>Thank You For Your Business!</i></p> <p>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</p>	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
	<p>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.</p>	LABOR AMOUNT	265.00
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PARTS AMOUNT	297.85
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	33.13
		TOTAL CHARGES	595.98
		LESS INSURANCE	0.00
		SALES TAX	25.22
		PLEASE PAY THIS AMOUNT	621.20

Customer Copy

686247032488  
GO CHRYSL DUG JP RAM SW  
1988 WEST TUFTS AVENUE  
LITTLETON, CO 80123  
303-210-7800

Term ID: 001

Ref #: 018

### Sale

XXXXXXXXXX

VISA

Entry Method: Swiped

04/19/13

16:49:24

Inv #:

Appr Code: 717500

Apprvd: Online

Batch#: 109002

Total:

\$ 621.20

Customer Copy



R/O# \_\_\_\_\_

Customer Name \_\_\_\_\_

ASM

Henry

/# \_\_\_\_\_

Mileage \_\_\_\_\_

Vehicle Description \_\_\_\_\_

Tech

6413

/# \_\_\_\_\_

N/A	Checks O.K.	Needs Attention	Needs Immediate Attention	N/A	Checks O.K.	Needs Attention	Needs Immediate Attention	TIRE AND BRAKE INSPECTION:	
								LF	RF
								<input type="checkbox"/> <input type="checkbox"/> Brake Lining ___ mm	<input type="checkbox"/> <input type="checkbox"/> Brake Lining ___ mm
								<input type="checkbox"/> <input type="checkbox"/> Tire Tread ___ 32nds	<input type="checkbox"/> <input type="checkbox"/> Tire Tread ___ 32nds
								<input type="checkbox"/> <input type="checkbox"/> Wear Pattern _____	<input type="checkbox"/> <input type="checkbox"/> Wear Pattern _____
								<input type="checkbox"/> <input type="checkbox"/> Tire Pressure ___ psi	<input type="checkbox"/> <input type="checkbox"/> Tire Pressure ___ psi
								Lowest Brake Lining - mm: _____ BK_(2,3,4,5,6,8,10,12)	
								Lowest Tread Depth - 32nds: _____ TRT_(1,2,3,4,5,6,7,8,10,12)	
								Tires Dry Rot: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	
								LR	RR
								<input type="checkbox"/> <input type="checkbox"/> Brake Lining ___ mm	<input type="checkbox"/> <input type="checkbox"/> Brake Lining ___ mm
								<input type="checkbox"/> <input type="checkbox"/> Tire Tread ___ 32nds	<input type="checkbox"/> <input type="checkbox"/> Tire Tread ___ 32nds
								<input type="checkbox"/> <input type="checkbox"/> Wear Pattern _____	<input type="checkbox"/> <input type="checkbox"/> Wear Pattern _____
								<input type="checkbox"/> <input type="checkbox"/> Tire Pressure ___ psi	<input type="checkbox"/> <input type="checkbox"/> Tire Pressure ___ psi

**PRIMARY ITEM CONCERNS**

Item, Description & Part Number	Total \$\$	SOP	Authorized	
Diag & Clockspring (open squib circuit)	617 <sup>00</sup>		Y	N
			Y	N
			Y	N
			Y	N
			Y	N
			Y	N
			Y	N

**ADDITIONAL SERVICE RECOMMENDED**

Safety	Driveability	Reliability	Item, Description & Part Number	Total \$\$	SOP	Authorized	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				Y	N
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				Y	N
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				Y	N
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				Y	N
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				Y	N
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				Y	N
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				Y	N
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				Y	N
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<b>TOTALS</b>			Y	N

Method of Customer Approval:		Est. Tax & Misc.
Time and Date of Approval:		<b>GRAND TOTAL:</b>



From: [REDACTED]  
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 there is a NTSB recall and extended warranty on this system. What must I do to get this problem resolved?

[REDACTED] [REDACTED]  
[REDACTED] r

Sender Information:  
-----

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

From: customerassist@chrysler.com  
To: [REDACTED]  
Date: Sat May 04 13:42:38 EDT 2013  
Subject: Re: Chrysler Group LLC Customer Assistance  
Dear [REDACTED]

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: [REDACTED]  
EMAIL CASE NUMBER: [REDACTED]  
REPLY LINK: [http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?trk\\_ID=KMM8111950V89358L0KM&](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 do to

get this problem resolved? [REDACTED] or [REDACTED]

VIN: 8L6 [REDACTED]  
Mileage: 98000  
Servicing Dealer: Manhattan Jeep NYC  
Title: Mr.  
First Name: [REDACTED]  
Middle Initial: [REDACTED]  
Last Name: [REDACTED]  
Address 1: [REDACTED]  
Address 2:  
City: Brooklyn  
State: NY  
Zip: [REDACTED]  
Email: [REDACTED]  
Home Phone: [REDACTED]

RECEIVED DATE:

5/17/13

POSTED DATE :

5-11-13

VIN ( FIRST 9 DIGITS)

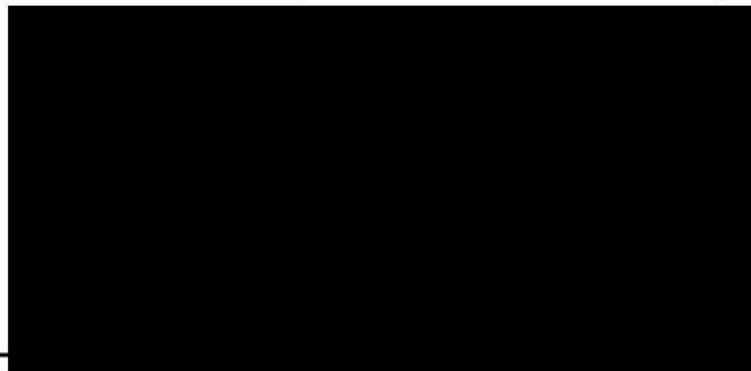
1J4FA54120

VIN ( LAST 8 DIGITS)

8L



FIRST NAME:



LAST NAME :

CAIR :

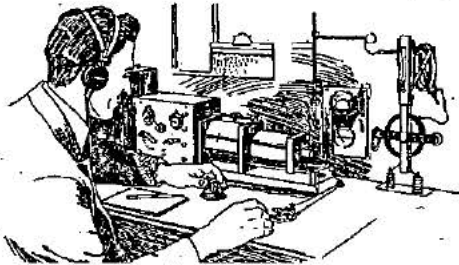
000 000 00-

NON - SCANABLE ITEMS : CIRCLE ONE

NO

YES

[REDACTED]  
1000 East 66 Street  
Brooklyn, New York  
[REDACTED]



Amateur Radio Emergency Communications  
Saves Lives!

**To: The National Highway Traffic Safety Administration**

**Re: 2008 Jeep Wrangler Air Bag System Problems**

Dear Friends,

On April 12<sup>th</sup>, 2013 I was driving my 2008 Jeep Wrangler Sahara, 2 door Manual Transmission: (Vin# 1J4fA54128 [REDACTED]) 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 9<sup>th</sup> 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 had failed requiring a service costing almost \$800.00 to repair.

Since I had just invested almost \$2,000.00 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 full warranty recall and repair by the Chrysler-Jeep group.

Sincerely,

[REDACTED]  
May 9, 2013  
[REDACTED]

**cc: Chrysler Group LLC**  
Auburn Hills, Mi 48321

# MANHATTAN JEEP • CHRYSLER • DODGE



CHRYSLER



629 W. 54<sup>th</sup> STREET  
NEW YORK, NEW YORK 10019

212 • 765-6634

CHRYSLER



NYC • DCA LIC. NUMBER 654628

NYS • MV - R/S  
REG. NO.  
7098343

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 NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID 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.

CELL - [REDACTED]

CUSTOMER NO.	ADVISOR <b>BRIAN BOYD</b>	TAG NO. <b>680 1635</b>	INVOICE DATE <b>05/09/13</b>	INVOICE NO.
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE <b>99,335</b>	COLOR <b>JEEP GRN ME</b>
[REDACTED]	YEAR / MAKE / MODEL <b>08/JEEP/WRANGLER/2DR 4WD SAHARA</b>	DELIVERY DATE <b>04/16/08</b>	DELIVERY MILES <b>10</b>	STOCK NO.
<b>BROOKLYN, NY</b>	VEHICLE I.D. NO. <b>1 J 4 F A 5 4 1 2 8 L</b>	SELLING DEALER NO.	PRODUCTION DATE	
[REDACTED]	R.T.E. NO.	P.O. NO. <b>925</b>	R.O. DATE <b>05/09/13</b>	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

MO: 99335

LABOR & PARTS  
JOB # 1: 23 JEZ BODY, COMPONENTS HOURS: TECH(S): 925 799.95

C/S STARTING BUCKING AFTER A FILL UP--SOP FUEL TANK, CANISTER, ESIM VALVE IN FUEL TANK FAILED STUCK OPEN CAUSING FUEL TO DUMP INTO ESIM AND CANISTER REMOVED AND REPLACED FEUL TANK, CANISTER AND ESIM MODULE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	52129436-AA	SEAL VAPO 14039051	4.03	4.03
				JOB # 1 TOTAL PARTS	4.03
				JOB # 1 TOTAL LABOR & PARTS	803.98

JOB # 2: 23 JEZ BODY, COMPONENTS HOURS: TECH(S): 925 WARRANTY

C/S STARTING BUCKING AFTER A FILL UP--X47 FILLER NECK FILLER NECK FAILED REPLACED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 2	1	CNNX321-AC	TUBE FUEL 14086002		0.00
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00

JOB # 3: 25 JEZ TERRA TERRA CLEAN HOURS: TECH(S): 913 219.95

PERFORM COMPLETE FUEL AND EMISSIONS SYSTEM SERVICE FUEL INJECTION AND EMISSIONS SYSTEM MAINTENANCE PRESSURE CLEANED FUEL INJECTION AND EMISSIONS

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 3	1	BG9801	INTAKE SE	52.00	
JOB # 3	1	BG9231	FUEL INJ	55.00	
				JOB # 3 TOTAL PARTS	107.00
				JOB # 3 TOTAL LABOR & PARTS	326.95

JOB # 4: 08 JEZ ELECTRICAL HOURS: TECH(S): 925 INTERNAL

C/S AIRBAG LIGHT IS ON

CLOCK SPRING FAILED NEEDS NEW INSTALLED COST WOULD BE \$755.50

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

MISC	CODE	DESCRIPTION	CONTROL NO		
JOB # A	WASTE	WASTE REMOVAL		3.00	
				TOTAL - MISC	3.00

**IMPORTANT**  
YOU MAY RECEIVE A QUESTIONNAIRE FROM CHRYSLER CORPORATION IN THE NEXT FEW DAYS. IF FOR ANY REASON YOU CANNOT GRADE US COMPLETELY SATISFIED, AND "EXCELLENT" PLEASE CONTACT JOHN MCHUGH (SERVICE DIRECTOR) IN THE SERVICE DEPARTMENT. THANK YOU MANHATTAN JEEP-CHRYSLER-DODGE 212-765-6634

*clock spring*

**THANK YOU FOR YOUR PATRONAGE**

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# MANHATTAN JEEP • CHRYSLER • DODGE

**Jeep**

**CHRYSLER**

629 W. 54<sup>th</sup> STREET

NEW YORK, NEW YORK 10019

**212 • 765-6634**

**CHRYSLER**



NYC • DCA LIC. NUMBER 854528

NYS • MV • R/S REG. NO. 7088343

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 NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID 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.

CUSTOMER NO.	ADVISOR <b>BRIAN BOYD</b>	TAG NO. <b>680 1635</b>	INVOICE DATE <b>05/09/13</b>	STOCK NO.
	LABOR RATE	LICENSE NO.	MILEAGE <b>99,335</b>	COLOR <b>JEEP GRN ME</b>
	YEAR / MAKE / MODEL <b>08/JEEP/WRANGLER/2DR 4WD SAHARA</b>	DELIVERY DATE <b>04/16/08</b>	DELIVERY MILES <b>110</b>	
BROOKLYN, NY	VEHICLE I.D. NO. <b>1 J 4 F A 5 4 1 2 8 L</b>	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO. <b>925</b>	R.O. DATE <b>05/09/13</b>	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

MO: 99335

ESTIMATE  
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$1792.65 (+TAX)

TOTALS  
VISA [ ] MASTER [ ] AMEX [ ] DINERS [ ] CHECK # [ ]

!!! WE ARE MOVING TO 54TH AND 12TH THIS APRIL 2013 !!!!!!  
\*\*\*\*\* COME SEE OUR NEW HOME \*\*\*\*\*  
SERVICE DEPARTMENT HOURS OF OPERATION  
MONDAY THRU FRIDAY 7:30AM TO 8:00 PM  
SATURDAY'S 8:30 TO 5:00 PM  
SERVICE TELEPHONE (212)765-6634

THANK YOU FOR YOUR PATRONAGE YOUR OPINION IS VALUABLE TO US.  
QUESTIONS OR COMMENTS PLEASE CALL OUR SERVICE DIRECTOR  
JOHN MC HUGH

THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY, LABOR AND PARTS FOR 12 MONTHS/12000 MILES WHICH EVER COMES FIRST. WARRANTY REPAIRS TO BE PERFORMED AT SELLERS PLACE OF BUSINESS. SELLER HEREBY LIMITS IMPLIES WARR TO PERIOD STATED

TOTAL LABOR	1019.90
TOTAL PARTS	111.03
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG.	3.00
TOTAL MISC DISC.	0.00
TOTAL TAX	100.64
<b>TOTAL INVOICE \$</b>	<b>1234.57</b>

**IMPORTANT**  
YOU MAY RECEIVE A QUESTIONNAIRE FROM CHRYSLER CORPORATION IN THE NEXT FEW DAYS. IF FOR ANY REASON YOU CANNOT GRADE US "COMPLETELY SATISFIED" AND "EXCELLENT" PLEASE CONTACT JOHN MCHUGH (SERVICE DIRECTOR) IN THE SERVICE DEPARTMENT. THANK YOU MANHATTAN JEEP-CHRYSLER-DODGE 212-765-6634

CUSTOMER SIGNATURE

MAY 09 PAID

**THANK YOU FOR YOUR PATRONAGE**

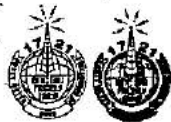
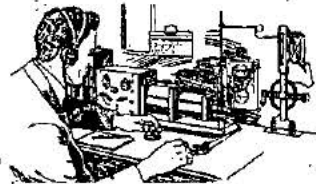
CUSTOMER COPY

[ END OF INVOICE ] 01:54pm

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BROOKLYN, NEW YORK

Amateur Radio Emergency  
Communications Saves Lives!



1914-2014  
CELEBRATING  
THE 100TH  
ANNIVERSARY  
OF THE  
AMERICAN  
RADIO RELAY  
LEAGUE



To: **CHRYSLER Group LLC**  
Customer Service - Safety Recall

PO Box 21-8004  
Auburn Hills, MI  
48321-8004



NHTSA: JEEP Air Bag Safety Investigation

48321800404





**Document Recieved from Customer**

**Cair Number:** [REDACTED]


**Date Received: 2013-05-21 11:43:39.223377**

**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: 5/20/13

Number of faxed pages, following this cover sheet: 2

Message

Case # 

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**Document Recieved from Customer**

**Cair** [REDACTED]


**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

Number of faxed pages, following this cover sheet: 2

*Message*

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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[REDACTED]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

photo.JPG - Gmail

engrenur at [redacted]  
Ann: Christine #CR913

Page 1 of 1

IPad 6:29 PM 58%

servicing.capitalone.com/C1/Accounts/Activity Search

Capital One Online Banking | Transactions & Details

Capital One

Accounts Payments Messages & Alerts Deals My Info Services

Summary Transactions & Details Statements & Documents Downloads Rewards Summary Modify Your Features

What's New | Alerts | Log Out | Last Login: 4/4/2013 04:27 PM ET | Log Out

### Transactions & Details

Click any transaction for details.

Account name: **Platinum MasterCard** 9668

Account Details: **Balance** \$1,365.47 (as of 04/22/2013) **Available Credit** \$2,637.53 **Minimum Payment** \$16.00 **Payment Due Date** 05/18/2013 [View Pending Payment](#)

Transaction History (180 days available)

Recent Activity  Last 90 Days  Date Range  to   [View Your Year End Summary](#)

Date	Description	Amount
There are no transactions to display. Please update your search criteria, and try again.		
Posted Transactions		
06/20/2013	[redacted] Interest Charge	\$22.77
06/18/2013	[redacted] Merchandise	\$56.16
06/15/2013	[redacted] Merchandise	\$136.36
06/10/2013	[redacted] Insurance	\$132.25
06/16/2013	[redacted] Merchandise	\$10.69
06/13/2013	[redacted] Merchandise	\$3.20
06/05/2013	[redacted] Payment	(\$671.15)
03/28/2013	[redacted] Merchandise	\$120.60
03/21/2013	[redacted] Interest Charge	\$23.17
03/18/2013	[redacted] Other Services	\$139.00
03/08/2013	[redacted] Gas/Automotive	\$10.00
03/05/2013	[redacted] Gas/Automotive	\$37.11
03/05/2013	[redacted] Payment	(\$600.00)

Englenard [Redacted]  
ATTN: Kristine #CR 913

Checkin [Redacted]  
Jan 22 - Apr 22, 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.



Englenardt / Christine #CR913



Chrysler Update Case#: [Redacted]

CAC\_Case\_Manager@chrysler.com <CAC\_Case\_Manager@chrysler.com>

Fri, Apr 19, 2013 at 10:42 AM

To: [Redacted]

Dear Customer:

Case # [Redacted]

VIN: 1J4PN2GK7B [Redacted]

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 [Redacted]. Please note that if 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

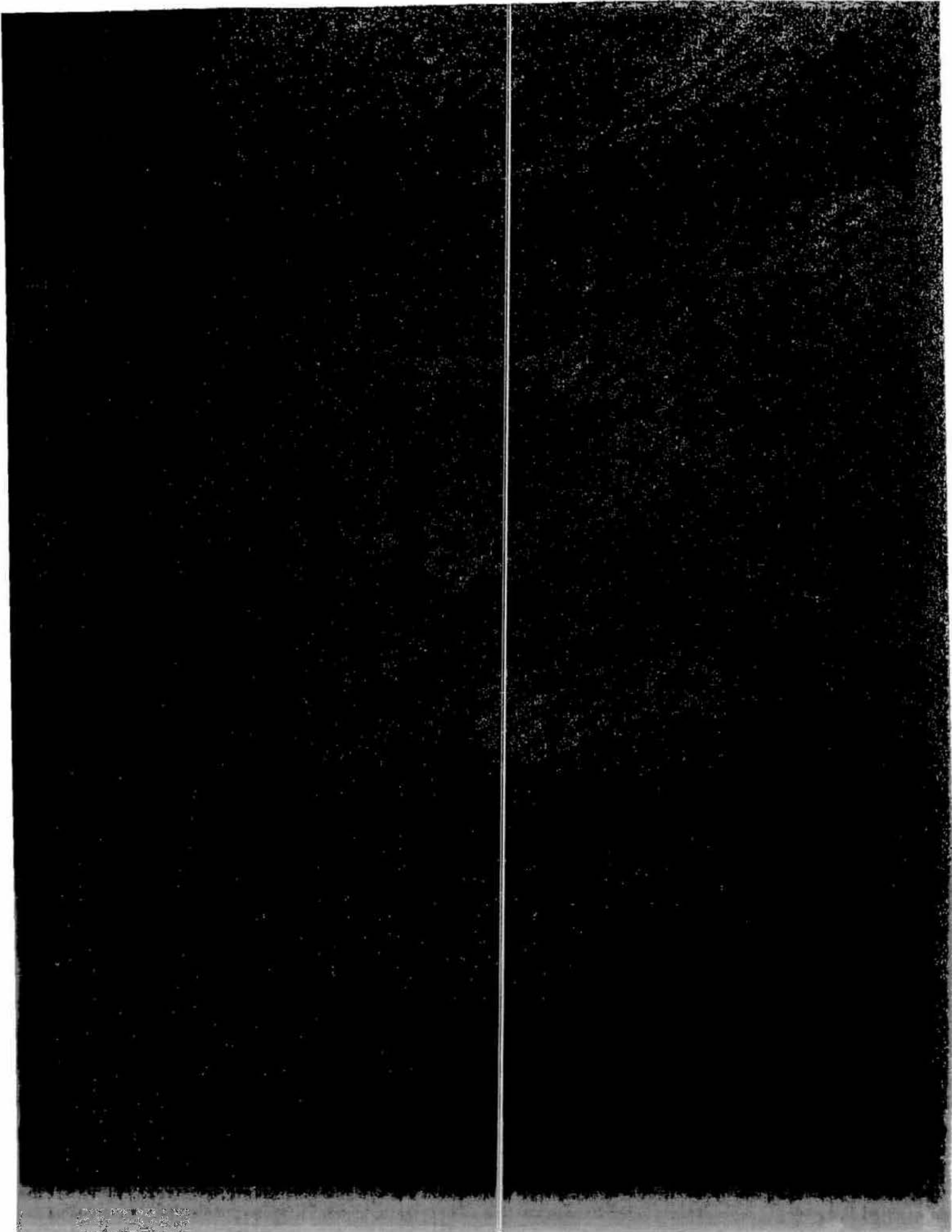
**Document Recieved from Customer**

**Cair Number: 2** [REDACTED]

**Date Received: 2013-06-14 15:01:01.494528**

**Files Not Recieved: 0**





**Document Recieved from Customer**

**Cair Number:** [REDACTED]

**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

FAX IS FOR: Attn case # [REDACTED]  
FAX NUMBER: 801-736-3929  
FAX IS FROM: [REDACTED]  
DATE: 6/18/13

Number of faxed pages, following this cover sheet: 2

### Message

For case # [REDACTED]  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Case # [REDACTED]

PAGE 04

VERMONT AGENCY OF TRANSPORTATION, DEPARTMENT OF MOTOR VEHICLES  
120 STATE STREET, MONTPELIER, VERMONT 05603-0001

REGISTRATION CERTIFICATE				
MAKE JEEP	MODEL WRG	IDENTIFICATION NUMBER 1J4HA5H14E [REDACTED]		
YEAR 11	BODY UT	COLOR ONG	FUEL GAS	REGISTERED WGT
MISCELLANEOUS		BRAKE TYPE	TITLE ISSUED	UNLADEN WGT

Expires Last Day Of  SEP 13
PLATE NUMBER [REDACTED]

RECEIPT LINE VALIDATES THIS CERTIFICATE  
OCT-15 12 25-0029 FPX663 A/GT 70.00

PASSENGER CAR  
OR SCHOOL BUS

[REDACTED]  
DANVILLE VT [REDACTED]

SPAULDING HIGH SC

06/18/2013 07:40 8024754535

**Document Recieved from Customer**

**Cair Number:** [REDACTED]

**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  
FAX NUMBER: 802-736-3929  
FAX IS FROM: [REDACTED]  
DATE: 7/3/13

Number of faxed pages, following this cover sheet: 2

### *Message*

Case # [REDACTED]  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
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\_\_\_\_\_  
\_\_\_\_\_



CHRYSLER ■ DODGE ■ HYUNDAI  
 1365 US ROUTE 302  
 BARRE, VT 05641  
 802-476-4724  
 www.midstatedodge.com



Stick with the Specialists<sup>SM</sup>



Stick with the Specialists<sup>SM</sup>

[REDACTED]			VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.
[REDACTED]			1J4HA5H14BL [REDACTED]		41465	07/01/13	[REDACTED]
DANVILLE VT [REDACTED]			YEAR	MAKE	MODEL	COLOR	TAG NO.
[REDACTED]			11	JEEP	WRANGLER U		00225
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
		[REDACTED]	-		00/00/00	019	CASH
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV DATE		
VARI	00/00/00		41463	07/01/13	00/00/00		

LINE	OP. CODE	FAIL-CD	TECH	HOURS/QTY	TYPE	AMOUNT
A	Com Customer states INSTALL CLOCK SPRING- IN PARTS- S.O.P. APPROX. \$525.00 Cau VERIFIED AIRBAG LGT ON AT PREVIOUS VISIT. AFTER USING AIRBAG TESTER, F OUND CLOCK SPRING WAS INTERNALLY OPENED Cor REPLACED CLOCK SPRING, CLEARED CODES AND VERIFIED AIRBAG LGT OFF AT TH IS TIME.					
			ABT		C	160.20
			5156106AD CLKSPRINGSTEER	1	C	323.75
					Line Total.....	483.95

Parts	323.75
MISC SHOP SUP	18.84
Sales Tax	20.56
Labor	160.20
Haz. Waste DF	.49
TOTAL-CUST-CASH	523.84

CUSTOMER COPY - PAGE 01

Printed: 07/01/2013 @ 10:06

STATEMENT OF DISCLAIMER

PARTS USED IN YOUR VEHICLE'S REPAIR WHERE THE PART NUMBER STARTS WITH A LETTER OTHER THAN H, ON HYUNDAI PRODUCTS, OR ANY LETTER ON A CHRYSLER GROUP PRODUCT MAY NOT HAVE BEEN SUPPLIED BY YOUR VEHICLE MANUFACTURER, AND AS SUCH ARE NOT WARRANTED BY THEM.

WE SERVICE MOST ALL MAKES OF VEHICLES AND CARRY A BROAD RANGE OF TIRES IN STOCK. OUR SERVICE AND PARTS DEPARTMENTS ARE OPEN 6 DAYS A WEEK. PLEASE DROP BY OR GIVE US A CALL AND WE WOULD BE HAPPY TO ASSIST YOU WITH ALL YOUR VEHICLE MAINTENANCE NEEDS.

THANK YOU  
 FROM THE ENTIRE STAFF AT  
 MT STATE

From: [REDACTED]  
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 where a proper airbag deployment has decreased the

incidence of major injury...I am also old enough to have worked many an

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, since

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!

Sender Information:  
-----

Title: Mr.

First Name: [REDACTED]

Middle Initial: [REDACTED]

Last Name: [REDACTED]

From: customerassist@chrysler.com  
To: [REDACTED]  
Date: Wed May 08 20:28:18 EDT 2013  
Subject: Re: Chrysler Group LLC Customer Assistance  
Dear [REDACTED]

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: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK: [http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?trk\\_ID=KMM8117118V59298L0KM&](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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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: [REDACTED]  
Mileage: 81 [REDACTED]  
59366  
Servicing Dealer:  
Olathe (KS) Dodge Chrysler Jeep  
Title:  
Mr.  
First Name: [REDACTED]  
Middle Initial: [REDACTED]  
Last Name: [REDACTED]  
Address 1: [REDACTED]  
Address 2: [REDACTED]  
City: Gardner  
State: KS  
Zip: [REDACTED]  
Email: [REDACTED]  
Home Phone: [REDACTED]

From: [REDACTED]  
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 this Jeep five years ago, that has less than 60K miles, and now, I have to replace a part (to keep a very important safety function working) that the dealer 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 Chrysler 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 original tires yet!

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

From: customerassist  
Sent: 05/09/13 10:41 AM  
To: [REDACTED]  
Subject: Re: Chrysler Group LLC Customer Assistance  
(KMM8117118V59298L0KM)

Dear [REDACTED] 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: [REDACTED] EMAIL CASE NUMBER: [REDACTED]  
[REDACTED] REPLY !

LINK: <http://www.chrysler.com/wccs/brand=5Fforms/us/reply.jsp?trk=5FID=3DK=MM8117118V59298L0KM&OriginalMessageFollows>

----- US -----  
Customer Service - Jeep Brand Site Brief Description: Clockspring issue with my 2008 Wrangler Comments: Hello, I recently started having my airbag light

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  
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in the Kansas City area and have seen numerous times were a proper  
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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: 8 [REDACTED]  
Mileage: 59=  
366 Servicing Dealer: Olathe (KS) Dodge Chrysler Jeep Title: Mr.  
First Name=  
: [REDACTED] Middle Initial: [REDACTED] Last Name: [REDACTED] Address 1: [REDACTED]  
[REDACTED] A=  
ddress 2: City: Gardner State: KS Zip: [REDACTED] Email: [REDACTED]  
Home P=  
hone: [REDACTED]

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.eastermichiganbbb.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 [REDACTED]. The complaint was filed by [REDACTED]. 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,

A handwritten signature in black ink, appearing to read "Danae Hanes".

Better Business Bureau  
Danae Hanes  
Trade Practices Consultant  
Fax: 248-356-5156



**COMPLAINT INFORMATION:****BBB Case** [REDACTED] - Chrysler Group, LLC**Customer Information:**[REDACTED]  
[REDACTED]  
Draper, UT [REDACTED]

Daytime Phone: [REDACTED]

E-mail: [REDACTED]

**The details of this matter are as follows:****Complaint Involves:**

Repair Issues

**Customer's Statement of the Problem:**

I have a 2008 Jeep Wrangler X, Last 8 of the VIN(8L[REDACTED]) 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.: [REDACTED]  
Our File No. [REDACTED]

Dear Ms. Hanes:

Thank you for forwarding the complaint from Mr. [REDACTED] and his 2008 Jeep Wrangler.

Mr. [REDACTED] is 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:** [REDACTED]

**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*

CELL [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISEE <b>PATTY PHILLIPS</b>	4415	TAG NO. <b>8764</b>	INVOICE DATE <b>05/21/13</b>
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE <b>28,356</b>	COLOR <b>BLUE/</b>
NOVI, MI [REDACTED]	YEAR / MAKE / MODEL <b>10/JEEP/WRANGLER UNLIMI/4DR 4WD X</b>			STOCK NO.
[REDACTED]	VEHICLE I.D. NO. <b>1J4BA3H15AL [REDACTED]</b>			DELIVERY DATE
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE <b>05/20/13</b>	
[REDACTED]	COMMENTS			REPAIRS PROPERLY COMPLETED & CHECKED BY <b>X</b>
				MILEAGE OUT <b>MO: 28359</b>

LABOR & PARTS		TECH(S):4690		228.00
J# 1 11JZABD	AIR BAG SYS DIAG	CUSTOMER STATES THAT THE AIRBAG LIGHT IS ON INSP AIR BAG LAMP ON CODE FOR MODULE INTERNAL INSP POWERS AND GROUNDS ALL OK REPLACED AND PROGRAMED MODULE NO LAMP		
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	68046001-AD	MODULE OC 8035034	139.19
			JOB # 1 TOTAL PARTS	139.19
			JOB # 1 TOTAL LABOR & PARTS	367.19
MISC	CODE	DESCRIPTION	CONTROL NO.	
JOB # A	SS	MISCELLANEOUS SUPPLIES		22.80
			TOTAL - MISC	22.80

**LIMITED WARRANTY**

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 it free of charge during normal business hours - parts and labor.

**ATTENTION**

"This repair facility charges for labor 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 repairs. Therefore, the flat rate hours charged may be either more or less than the actual clock time in any given instance."

ESTIMATE  
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
 ORIGINAL ESTIMATE OF \$95.00 (+TAX)  
 APPROVED REVISED ESTIMATE (# 1) OF \$402.57 (+TAX) ON 05/20/13 AT 12:34pm  
 BY RON COMMENTS AUTH PER PHONE  
 COMMENTS LEFT VOICEMAIL THAT THE VEH IS DONE 5-21-13 9:49

TECHNICIAN CERTIFICATION  
 4690 MIKE RODLER M161192

TOTALS	TOTAL LABOR	228.00
	TOTAL PARTS	139.19
	TOTAL SUBLET	0.00
	TOTAL G.O.G.	0.00
	TOTAL MISC CHG.	22.80
	TOTAL MISC DISC	0.00
	TOTAL TAX	9.72
	<b>TOTAL INVOICE \$</b>	<b>399.71</b>

STATEMENT OF DISCLAIMER

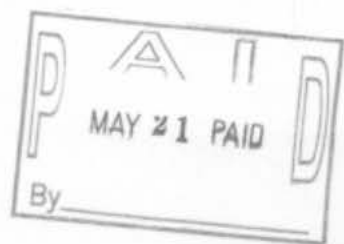
The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes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

THANK YOU FOR YOUR BUSINESS!!

ORIGINAL ESTIMATE HAS BEEN REVISED

CUSTOMER SIGNATURE \_\_\_\_\_

CUSTOMER SIGNATURE  
**X**



The Reynolds and Reynolds Company ERM11314E CC5608129 Q (03/12)

SUBURBAN CHRYSLER JEEP DODGE  
24315 HAGGERTY RD  
NOVI, MI 48375  
(248) 476-7900  
MID: 46788290290931

Merchant ID: 08829028093104

**Sale**

XXXXXX

MASTERCARD

Entry Method: Swiped

Total: \$ 399.71

05/21/13 16:51:45

Inv# [REDACTED] Appr Code: 09379P

Apprvd: Online Batch#: 000161

Customer Copy  
THANK YOU!  
COME AGAIN!

*Payment  
Receipt*

**LAIRD'S**  
AUTO GLASS & TRIM, INC.

*Jeep*

*800 992.1997*

*CASE #*

[REDACTED]

40850 Grand River • Novi, MI 48375  
(248) 615-3812  
Fax (248) 615-3826

**S. 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*



**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*

CELL [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR <b>PATTY PHILLIPS</b>	4415	TAG NO. <b>8911</b>	INVOICE DATE <b>12/31/12</b>
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE <b>26,626</b>	COLOR <b>BLUE/</b>
NOVI, MI [REDACTED]	YEAR / MAKE / MODEL <b>10/JEEP/WRANGLER UNLIMI/4DR 4WD X</b>			STOCK NO.
[REDACTED]	VEHICLE I.D. NO. <b>I J 4 B A 3 H 1 5 A L [REDACTED]</b>			DELIVERY DATE
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE <b>12/31/12</b>	DELIVERY MILES
[REDACTED]	COMMENTS		REPAIRS PROPERLY COMPLETED & CHECKED BY <b>X</b>	PRODUCTION DATE
[REDACTED]				MILEAGE OUT <b>MO: 26630</b>

LABOR & PARTS  
**J# 1 11JEZABD** AIR BAG SYS DIAG TECH(S):4690 267.05  
 CUSTOMER STATES THAT THE AIRBAG LIGHT IS ON  
 INSP AIR BAG LAMP ON CODE FOR LEFT SEAT SENSOR PERFORMED  
 DAIG TRACED TO CHEW WIRING LEFT SEAT REPAIRED AND RESET

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----  
 JOB # 1 TOTAL PARTS 0.00  
 JOB # 1 TOTAL LABOR & PARTS 267.05

**J# 2 20JEZ** RECALL TECH(S):4690 WARRANTY  
 PERFORM RECALL #M22 TRANSMISSION SKID PLATE  
 RECALL M22 PERFORMED  
 RECALL M22

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----  
 JOB # 2 1 CBL2M221-AA SKID PLAT 21003028 WARRANTY 0.00  
 JOB # 2 TOTAL PARTS 0.00  
 JOB # 2 TOTAL LABOR & PARTS 0.00

**J# 3 11JEZACHK** FLASH CK FOR FLASHES TECH(S):4690 WARRANTY  
 CHECK VEHICLE WITH WY-TECH FOR FLASH UPDATES.  
 PERFORM AS NEEDED.  
 FLASHED TIPM PER TSB 08-061-11  
 .02  
 FLASHED TIPM

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

ESTIMATE  
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)  
 APPROVED REVISED ESTIMATE (# 1) OF \$270.00 (+TAX) ON 12/31/12 AT 03:06pm  
 BY RON COMMENTS

**LIMITED WARRANTY**  
 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 it free of charge during normal business hours - parts and labor.

**ATTENTION**  
 "This repair facility charges for labor 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 repairs. Therefore, the flat rate hours charged may be either more or less than the actual clock time in any given instance."

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

CUSTOMER SIGNATURE  
**X**



The Reynolds and Reynolds Company ERMW1814E CC608129 Q (03/12)

# SUBURBAN

**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*

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR <b>PATTY PHILLIPS</b>	4415	TAG NO. <b>8911</b>	INVOICE DATE <b>12/31/12</b>	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE <b>26,626</b>	COLOR <b>BLUE/</b>	STOCK NO.
NOVI, MI [REDACTED]	YEAR / MAKE / MODEL <b>10/JEEP/WRANGLER UNLIMI/4DR 4WD X</b>			DELIVERY DATE	DELIVERY MILES
[REDACTED]	VEHICLE I.D. NO. <b>I J 4 B A 3 H 1 5 A L</b>			SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	R.O. NO.	R.O. DATE <b>12/31/12</b>		
[REDACTED]	COMMENTS			REPAIR PROPERLY COMPLETED & CHECKED BY <i>[Signature]</i>	MILEAGE OUT <b>MO: 26630</b>

NOW OPEN FOR SERVICE ON SATURDAYS FROM 8:00 AM UNTIL 1:00 PM  
 CALL FOR AN APPOINTMENT 248-476-7900.

TOTAL LABOR....	267.05
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
<b>TOTAL INVOICE \$</b>	<b>267.05</b>

**LIMITED WARRANTY**

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 it free of charge during normal business hours - parts and labor.

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THANK YOU FOR YOUR BUSINESS!!

ORIGINAL ESTIMATE  
 HAS BEEN REVISED

CUSTOMER SIGNATURE

member of the



DEC 31 2012  
 By [Signature]

CUSTOMER SIGNATURE

X

The Reynolds and Reynolds Company ERMNT514E CC608129 Q (03/12)

From:

[REDACTED]

Case #

[REDACTED]

I would appreciate if you  
Take this AirBAG Problem under  
WARRANTY Repair since this AUTO  
ALREADY HAD 3 TRANSMISSION  
Problems & MANY OTHER WARRANTY  
Repairs. It's been a demon  
since DAY ONE.

Thank you,





CUSTOMER # [REDACTED]  
 UNIT# 80601  
 [REDACTED]  
 SKOKIE, IL  
 HOME: [REDACTED]  
 BUS: [REDACTED]

[REDACTED]  
 \*INVOICE\*



208 W. Golf Rd.  
 Schaumburg, IL 60195  
 (847) 882-8400  
 www.zdodge.com

PAGE 2

SERVICE ADVISOR: 238 ANDY PURVIN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
GREEN	08	JEEP WRANGLER	1J4GA39168L [REDACTED]		63719/63719	T3313	
IN SERVICE DATE	PROQ. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05MAY08 DD			WAIT 05JUN13		0.00	CASH	06JUN13

DATE VEHICLE RECEIVED FOR REPAIR	DATE CUSTOMER NOTIFIED OF COMPLETION	OPTIONS:					
13:21 05JUN13	18:17 06JUN13	STK:80601 DLR:23576 ENG:EGT 3.8L V6 SMPI Engine TRN: DGV 4-Spd. Automatic VLP 42RL Trans					
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

C\*\* DURING INSP FOUND TRANSFER CASE LEAKING  
 CAUSE: LEAKS

S10 RESEAL TRANSFER CASE  
 1611 WP (N/C)  
 85410000 MISC DIAGNOSIS TIME (WITH A REPAIR)  
 1611 WP (N/C)

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

63719 TRANSFER CASE LEAKING AT SEAM/ BOLTS BROKEN OFF IN CASE R&I DRIVESHAFTS, SKID PLATE AND TRANSFER CASE. WHILE DISASSEMBLING TRANSFER CASE 4 BOLTS BROKE OFF IN CASE. DRILLED OUT 2 LOWEST ONES AND PUT SMALLER NUTS AND BOLTS IN TO SECURE CASE HALVES. CLEANED AND RESEALED TRANSFER CASE HALVES. REASSEMBLED. REFILLED T-CASE. ROAD TESTED OK.

D\*\* DURING INSP FOUND R/F U-JOINT WORN  
 CAUSE: BINDING

02130610 Universal joint, front axle shaft -  
 Replace Dana 30/44-Right (2 - Skilled)  
 1611 WP (N/C)  
 1 4137757 U/JOINT (N/C)  
 FC: 07  
 PART#: 4137757  
 COUNT: 1  
 CLAIM TYPE: W  
 AUTH CODE:

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

63719 RF U JOINT NOISY-BINDING REPLACED RF AXLE U-JOINT. R&I WHEEL, CALIPER, ROTOR, HUB AND AXLE.

E\*\* AIRBAG INDICATOR ON DASH

*Thank you for your business. If you have any questions or problems, please feel free to call.*



SCHAUMBURG JEEP

STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS	
The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	LABOR AMOUNT		
	PARTS AMOUNT		
	GAS, OIL, LUBE		
	SUBLET AMOUNT		
	MISC. CHARGES		
	TOTAL CHARGES		
	LESS INSURANCE		
	SALES TAX		
	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	

# ZEIGLER

OF SCHAUMBURG

FOR A GREAT EXPERIENCE!

CHRYSLER DODGE Jeep SPRINTER

208 W. Golf Rd.  
Schaumburg, IL 60195  
(847) 882-8400  
www.zdodge.com

CUSTOMER #:

UNIT# 80601

\*INVOICE\*

PAGE 1

SERVICE ADVISOR: 238 ANDY PURVIN

SKOKIE, IL

HOME:

CONT:

BUS:

CELL:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
GREEN	08	JEEP WRANGLER	1J4GA391681		63719/63719	T3313	
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05MAY08 DD			WAIT 05JUN13		0.00	CASH	06JUN13

DATE VEHICLE RECEIVED FOR REPAIR	DATE CUSTOMER NOTIFIED OF COMPLETION	OPTIONS:					
13:21 05JUN13	18:17 06JUN13	STK:80601 DLR:23576 ENG:EGT 3.8L V6 SMPI Engine TRN: DGV 4-Spd. Automatic VLP 42RLE Trans					
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A PERFORM THE LIFETIME POWER TRAIN WARRANTY FIVE YEAR INSPECTION.  
CAUSE: FIVE YEAR POWER TRAIN WARRANTY INSPECTION.

LIFETIME PERFORM THE LIFETIME POWER TRAIN WARRANTY FIVE YEAR INSPECTION.  
1611 WP  
FC: 19 PART#: COUNT:  
CLAIM TYPE: F  
AUTH CODE:

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00  
63719 0.20 PERFORMED POWERTRAIN INSPECTION

B\*\* DURING INSP FOUND R/R AXLE SEAL LEAKING  
CAUSE: LEAKS

03202610 Seal, axle shaft oil - Replace All other axles-Right (2 - Skilled)  
1611 WP  
1 68003270AA SEAL-AXLE DRIVE SHAFT  
1 83503064 BEARING-AXLE SHAFT  
1 83503077 RING-AXLE SHAFT  
FC: 65  
PART#: 68003270AA  
COUNT: 1  
CLAIM TYPE: W  
AUTH CODE:

(N/C)  
(N/C)  
(N/C)  
(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00  
63719 LEAKING REPLACED RIGHT REAR AXLE SEAL, BEARING AND RING.  
TOPPED OFF FLUID.

*Thank you for your business. If you have any questions or problems, please feel free to call.*



SCHAUMBURG JEEP

STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS	
The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	LABOR AMOUNT		
	PARTS AMOUNT		
	GAS, OIL, LUBE		
	SUBLET AMOUNT		
	MISC. CHARGES		
	TOTAL CHARGES		
	LESS INSURANCE		
	SALES TAX		
	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	