

PE15-030

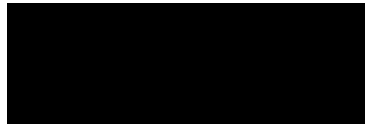
FLAT CHRYSLER

11-24-2015

ENCLOSURE 4

Legal Backup

SUBJECT



PREMIER LEGAL CENTER, A.P.C.

STEVEN L. MARCHBANKS
steve@premierlegalcenter.com
Licensed in CA

RECEIVED

DEC 23 2014

MILLER, CANFIELD, PADDOCK
AND STONE, P.L.C.

December 15, 2014

Chrysler Group, LLC
7700 Irvine Center Drive, Suite 400
Irvine, CA 92618

www.PremierLegalCenter.com
501 W. Broadway, Suite 1095
San Diego, CA 92101
Toll Free Number: (877) 441-4441
Fax: (619) 235-3300

RECEIVED

Legal Dept.

DEC 22 2014

Chrysler Group LLC
West Business Center

Re: 2014 Jeep Grand Cherokee, VIN: 1C4RJEBG8EC [REDACTED] (the "Vehicle")

Dear Chrysler Group, LLC:

NOTICE LETTER

My firm has been retained to represent [REDACTED] with respect to claims against Chrysler. Please direct all communications concerning this matter to me.

On May 14, 2013 my client purchased the vehicle new from Jeep Chrysler Dodge of Ontario in Ontario, California for approximately \$39,300. The Vehicle has experienced an excessive number of defects and Chrysler and its dealers have been unable to repair the Vehicle in accordance with Chrysler's express warranty.

With less than 19,000 miles driven, the Vehicle has been repaired at least nine times, plus routine services and recalls, spent at least 20 days in the shop, and still has recurring, unresolved, defects. The Vehicle's repair history includes multiple service calls for recurring HVAC defects, coolant loss (water pump replaced), several electrical issues including replacement of the alternator, front end and transmission repairs, plus other operational problems.

In addition to loss of vehicle availability, my client has expended in excess of \$1,000. in direct out of pocket repair costs for a vehicle with less than 19,000 miles driven.

The service history of the vehicle is summarized in the attached Vehicle Repair History and supported by copies of repair invoices, also attached.

It is my contention that Chrysler failed to tender the Vehicle free of defects and failed to repair the Vehicle in accordance with its warranties. I believe that this conduct constitutes a breach of the express and implied warranties covering the Vehicle and violates the Magnuson Moss Warranty Act (the "MMWA") and the State Lemon Law.

As a direct and proximate result of Chrysler's violation of state and federal law, my client has suffered the following damages:

- A. Cost of repair;
- B. Diminished value of the Vehicle;
- C. Out of pocket expenses;
- D. Loss of profits;
- E. Attorney's fees.

Based on the foregoing, my client demands that Chrysler repurchase the Vehicle for the full purchase price, less a reasonable charge for his use of the Vehicle. Alternatively, my client will accept \$25,000 in full and final satisfaction of its claim.

My client has also incurred reasonable and necessary attorney's fees in the pursuit of this claim stated in this letter. The amount of fees incurred as of the date of this letter is \$3,500.00, to be paid in addition to any repurchase or cash settlement.

The purpose of this letter is to encourage you to resolve my client's claim in a fair and equitable manner without the need for further legal action. In the event you fail to take advantage of this offer of settlement, I will have no alternative but to recommend to my client that a lawsuit be filed against you under the State Lemon Law and the MMWA. In this lawsuit, rather than seeking only the amount of compensation I am asking of you at this time, I will seek to recover the full measure of damages to which our client is legally entitled as well as our client's expenses and attorney's fees as allowed by law.

If you are interested in resolving this matter without the necessity of litigation, please contact me with sufficient time to resolve the dispute within thirty (30) days of your receipt of this letter. Thank you for your attention to this letter.

Very truly yours,

Steven L. Marchbanks, Esq.

VEHICLE REPAIR HISTORY

Client: [REDACTED]	Vehicle: 2014 Jeep Grand Cherokee VIN: 1C4RJEBG8EC [REDACTED]
--------------------	--

Date	Mileage	Shop Days	Invoice	Complaint - Remedy
12/2/14	18385		[REDACTED]	HVAC operation, mechanical repairs
10/20/14	17463	5	[REDACTED]	HVAC noise, replace fan motor power loss, update PCM & TCM mechanical & body repairs
3/18/14	10443	4	[REDACTED]	engine noise, replace water pump and alternator HVAC operation, unresolved power loss, update PCM
1/27/14	8258	2	[REDACTED]	HVAC operation, unresolved power loss, electrical repairs
1/16/14	7847	2	[REDACTED]	HVAC inoperative, replace sun load sensor hard shifting, update IPC module mechanical repairs
11/15/13	5446	1	[REDACTED]	mechanical repairs
11/8/13	5158	1	[REDACTED]	front end & mechanical repairs
7/19/13	2684	4	[REDACTED]	check engine light, electrical repairs
6/26/13	1958	1	[REDACTED]	mechanical repairs

AUTO REGISTRATION VALID FROM TYPE LICENSE NUMBER
05/16/2014 TO 05/16/2015 69 [REDACTED]

VEHICLE IDENTIFICATION NUMBER	1C4RJEBG8EC [REDACTED]	DATE FIRST SOLD	00/00/2013	CLASS	KJ	MAKE	JEEP	Yr. Model	2014					
BODY TYPE MODEL	4W	TYPE VEH.	120	MP	G	AX		WC		UNLADEN WG/CGW		TOTAL FEES PAID	\$352	3000
DATE ISSUED	05/19/2014													

REGISTERED
OWNER
LIE NHOLDER
0

[REDACTED]
ANAHEIM CA [REDACTED]

JPMORGAN CHASE BK
PO BX 901033
FT WORTH

R0070
L0216



STATE OF CALIFORNIA
DEPARTMENT OF MOTOR VEHICLES
VALIDATED REGISTRATION CA
READ REVERSE SIDE - IMPORTANT INSTRUCTIONS

[REDACTED]

Customer Number: [REDACTED] Invoice No: [REDACTED]

JEEP CHRYSLER DODGE OF ONTARIO

1202 AUTO CENTER DR.
(ONTARIO AUTO CENTER)
ONTARIO, CALIFORNIA 91761
(909) 390-9898
CAD # 983596552 ARD # AE166885

INVOICE

ANAHEIM, CA

Home

Email: [REDACTED]

SERVICE ADVISOR: 701 BRITTNEY ADAMS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BRIGHT_WHI	14	JEEP GRAND CHEROKEE	1C4RJEBG8EC [REDACTED]		18385 18387	T9547	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14MAY13			16:00 04DEC14			CASH	09DEC14
R.O. OPENED	READY	OPTIONS: SOLD-STK:14J085					
13:28 02DEC14	14:59 09DEC14						

SECTION	OPCODE	TECH	TYPE	LIST	NET	TOTAL
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00				TOTAL LINE I: \$ 0.00		
....18387 INSPECT. TEST USING WI TECH. NO DTCS DETECTED. UNABLE TODUPLICATE ANY ABNORMAL CONDITIONS AT THIS TIME.						

J	REPLACE AIR FILTER AND CABIN FILTER					
	8-100 REPLACED AIR FILTER AND CABIN FILTERS					
	273	CPEJ	hrs.		0.00	0.00
	1	4861756AA	FILTER-AIR	28.00	25.63	25.63
	1	68079487AA	FILTER-CABIN AIR	44.60	29.43	29.43
PARTS: 55.06 LABOR: 0.00 OTHER: 0.00				TOTAL LINE J: \$ 55.06		
....18387 REPLACE AIR FILTER AND CABIN FILTER						

K	CUSTOMER STATES THAT THE RIGHT SIDE MIRROR DOES NOT MOVE BACK UP AFTER BEING IN REVERSE. PLEASE CHECK AND ADVISE					
	30-100 ROAD TEST AND INSPECT. VEHICLE OPERATING TO SPECIFICATIONS, UNABLE TO VERIFY CUSTOMER'S CONCERN, CHECKED BY SERVICE ADVISOR.					
	273	WZ	hrs.			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00				TOTAL LINE K: \$ 0.00		
....18387 INSPECT. TEST USING WI TECH. NO DTCS DETECTED. VERIFYOPERATION OF AUTO TILT MIRRORS. SYSTEM WORKING AS DESIGNED. UNABLE TODUPLICATE ANY ABNORMAL CONDITIONS AT THIS TIME.						

L	ENTERPRISE RENTAL CAR (NO RENTALS WITHOUT P.O.'S NO EXCEPTIONS)					
	RENTAL ENTERPRISE RENTAL CAR (NO RENTALS WITHOUT P.O.'S NO EXCEPTIONS)					
	273	WCSC	hrs.			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00				TOTAL LINE L: \$ 0.00		

PART

BY: NA DOT

THANK YOU FOR CHOOSING JEEP CHRYSLER DODGE OF ONTARIO, WE KNOW YOU HAVE MANY CHOICES FOR SERVICING YOUR VEHICLE. WE TRULY APPRECIATE YOUR BUSINESS.....
 SERVICE AND PARTS OPEN MON-FRI 7AM-MIDNIGHT
 SATURDAY 8AM-4PM, SUNDAY CLOSED
 ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED

Customer Copy

NO VEHICLES RELEASED AFTER CLOSING HOURS

NOTICE:
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SERVICE DEPARTMENT HOURS
 MONDAY THROUGH FRIDAY
 7:00 A.M. TO MIDNIGHT
 SATURDAYS & SUNDAYS
 8:00 A.M. TO 4:00 P.M., BY APPT. ONLY

SERVICE CASHIER HOURS
 MONDAY THROUGH FRIDAY
 7:00 A.M. TO MIDNIGHT
 SATURDAYS & SUNDAYS
 8:00 A.M. TO 4:00 P.M., BY APPT. ONLY

ORIGINAL ESTIMATE	AUTHORIZED REVISED ESTIMATE
\$	\$
LABOR CHARGES ARE \$ _____ PER	
FLAT RATE HOUR.	
I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increase in the original estimated price. I also	

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	55.06
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	55.06
DISC./EXTEND. WARRANTY	0.00
SALES TAX	4.40
PLEASE PAY AMOUNT	59.46

Customer Number [REDACTED] Invoice No [REDACTED]

JEEP CHRYSLER DODGE OF ONTARIO

1202 AUTO CENTER DR.
(ONTARIO AUTO CENTER)
ONTARIO, CALIFORNIA 91761
(909) 390-9898

CAD # 983596552 ARD # AE166885

ANAHEIM, CA [REDACTED]

Home: [REDACTED]

Email: [REDACTED]

SERVICE ADVISOR: 701 BRITTNEY ADAMS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BRIGHT_WHI	14	JEEP GRAND CHEROKEE	1C4RJEBG8EC [REDACTED]		18385 18387	T9547	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14MAY13			16:00 04DEC14			CASH	09DEC14
R.O. OPENED	READY	OPTIONS: SOLD-STK:14J085					
13:28 02DEC14	14:59 09DEC14						

SECTION	OPCODE	TECH	TYPE	LIST	NET	TOTAL
A	TIRE PRESSURE CHECK, IN COMPLIANCE WITH THE CARB (CALIFORNIA AIR RESOURCES BOARD) RULE SERVICE PROVIDERS MUST CHECK AND INFLATE TIRES TO THE PROPER PSI. TP TIRE PRESSURE CHECK, IN COMPLIANCE WITH THE CARB (CALIFORNIA AIR RESOURCES BOARD) RULE SERVICE PROVIDERS MUST CHECK AND INFLATE TIRES TO THE PROPER PSI.					
	273	CPJ	hrs.		0.00	0.00
	1-110A BALANCE TIRES					
	273	CPJ	hrs.		0.00	0.00
	PARTS: 0.00	LABOR: 0.00	OTHER: 0.00		TOTAL LINE A: \$ 0.00	
B	CUSTOMER STATES THAT THE HEAT WILL START OFF BLOWING WARM AND THEN START BLOWING COLD. PLEASE CHECK AND ADVISE 30-101 ROAD TEST AND INSPECT VEHICLE OPERATING TO SPECIFICATIONS, UNABLE TO VERIFY CUSTOMER'S COMPLAINT, CHECKED BY SERVICE ADVISOR.					
	273	WZ	hrs.			(N/C)
	PARTS: 0.00	LABOR: 0.00	OTHER: 0.00		TOTAL LINE B: \$ 0.00	
	18387 UNABLE TO DUPLICATE ANY ABNORMAL CONDITIONS AT THIS TIME.					
C	CUSTOMER STATES THAT THE LEFT FRONT SEAT BACK IS WARPED. PLEASE CHECK AND ADVISE 8-100 REPLACED LEFT FRONT SEATBACK					
	273	WZ	hrs.			(N/C)
	1	68175311AC ADJUSTER-POWER SEAT				(N/C)
	1	1XN97DX9AA SHIELD-SEAT ADJUSTER				(N/C)
	1	1UPO5DX9AC PANEL-FRONT SEAT BACK				(N/C)
	PARTS: 0.00	LABOR: 0.00	OTHER: 0.00		TOTAL LINE C: \$ 0.00	
	18387 FOUND LEFT FRT SEAT BACK COVER WARPED AND WOULD NOT FIT CORRECTLY. REPLACE COVER AND VERIFY OPERATION.					
D	CUSTOMER STATES THE THE LUMBAR MAKES A POPPING NOISE WHEN PUSHED IN ON ON LEFT FRONT SEAT. PLEASE CHECK AND ADVISE 30-107 REPAIRED PROBLEM, N/C					
	273	WZ	hrs.			(N/C)
	PARTS: 0.00	LABOR: 0.00	OTHER: 0.00		TOTAL LINE D: \$ 0.00	
	18387 FOUND LUMBAR SUPPORT PAD NOT CLIPPED INTO BRACKET ON OUTBOARD SIDE. REINSTALL AND VERIFY OPERATION.					
E	REPLACED LEFT SUNVISOR PER RECALL P36					


Customer Copy

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SERVICE DEPARTMENT HOURS
MONDAY THROUGH FRIDAY
7:00 A.M. TO MIDNIGHT
SATURDAYS & SUNDAYS
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SERVICE CASHIER HOURS
MONDAY THROUGH FRIDAY
7:00 A.M. TO MIDNIGHT
SATURDAYS & SUNDAYS
8:00 A.M. TO 4:00 P.M., BY APPT. ONLY

	
ORIGINAL ESTIMATE	AUTHORIZED REVISED ESTIMATE
\$	\$
LABOR CHARGES ARE \$ _____ PER FLAT RATE HOUR.	
I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increase in the original estimated price. I also acknowledge and approve all repairs as itemized and/or receipt of vehicle.	
CUSTOMER SIGNATURE	
X	

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
DISC./EXTEND. WARRANTY	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Customer Number: [REDACTED]

Invoice No [REDACTED]

JEEP CHRYSLER DODGE OF ONTARIO

1202 AUTO CENTER DR.
(ONTARIO AUTO CENTER)
ONTARIO, CALIFORNIA 91761
(909) 390-9898
CAD # 983596552 ARD # AE166885

INVOICE

ANAHEIM, CA

Home: [REDACTED]

Email: [REDACTED]

SERVICE ADVISOR: 701 BRITTNEY ADAMS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BRIGHT_WHI	14	JEEP GRAND CHEROKEE	1C4RJEBG8EC [REDACTED]		18385 18387	T9547	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14MAY13			16:00 04DEC14			CASH	09DEC14
R.O. OPENED	READY	OPTIONS: SOLD-STK:14J085					
13:28 02DEC14	14:59 09DEC14						

SECTION	OPCODE	TECH	TYPE	LIST	NET	TOTAL
	8-100	REPLACED VISOR				
		273	WZ hrs.			(N/C)
		1	1LS25DX9AF VISOR-ILLUMINATED			(N/C)
		PARTS: 0.00	LABOR: 0.00	OTHER: 0.00		TOTAL LINE E: \$ 0.00

....18386 REPLACE LEFT SIDE SUN VISOR AS PER P36 CAMPAIGN. PART WAS ON
....BACK ORDER WHEN RECALL WAS PERFORMED

F CUSTOMER STATES THAT THE SEAT TRACK IS MAKING NOISE. PLEASE INSTALL SO PART

	23-100	REPAIRED SEAT BOTTOM				
		273	WZ hrs.			(N/C)
		PARTS: 0.00	LABOR: 0.00	OTHER: 0.00		TOTAL LINE F: \$ 0.00

....18387 FOUND DRIVERS SEAT BOTTOM TO SQUEAK WHEN GOING OVER BUMPS.
....REPLACE DRIVERS SEAT BOTTOM AND TRANSFER PARTS. REINSTALL AND VERIFY
....OPERATION. NO ABNORMAL NOISE DETECTED AT THIS TIME.

G CUSTOMER STATES THAT THE VEHICLE SURGES WHEN TAKING OFF FROM A STOP. HAPPENS MORE WITH ECO ON. PLEASE CHECK AND ADVISE

	30-100	ROAD TEST AND INSPECT, VEHICLE OPERATING TO SPECIFICATIONS, UNABLE TO VERIFY CUSTOMER'S CONCERN, CHECKED BY SERVICE ADVISOR.				
		273	WZ hrs.			(N/C)
		PARTS: 0.00	LABOR: 0.00	OTHER: 0.00		TOTAL LINE G: \$ 0.00

....18387 TEST USING W/ TECH. NO DTCS DETECTED. ROAD TEST. UNABLE TO
....DUPLICATE ANY ABNORMAL CONDITIONS AT THIS TIME.

H CUSTOMER STATES THAT THE E-BRAKE RELEASE SEEMS TO BE STICKING. PLEASE CHECK AND ADVISE

	30-100	ROAD TEST AND INSPECT, VEHICLE OPERATING TO SPECIFICATIONS, UNABLE TO VERIFY CUSTOMER'S CONCERN, CHECKED BY SERVICE ADVISOR.				
		273	WZ hrs.			(N/C)
		PARTS: 0.00	LABOR: 0.00	OTHER: 0.00		TOTAL LINE H: \$ 0.00

....18387 UNABLE TO DUPLICATE ANY ABNORMAL CONDITIONS AT THIS TIME.

I Fact catch - halfway UP when releasing E-Brake slowly

12/9/14

I CUSTOMER STATES THAT THE VEHICLE HAS A HIGH IDLE. PLEASE CHECK AND ADVISE

	30-100	ROAD TEST AND INSPECT, VEHICLE OPERATING TO SPECIFICATIONS, UNABLE TO VERIFY CUSTOMER'S CONCERN, CHECKED BY SERVICE ADVISOR.				
		273	WZ hrs.			(N/C)

Customer Copy

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SERVICE DEPARTMENT HOURS

MONDAY THROUGH FRIDAY
7:00 A.M. TO MIDNIGHT
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ORIGINAL ESTIMATE	AUTHORIZED REVISED ESTIMATE
\$	\$
LABOR CHARGES ARE \$ PER FLAT RATE HOUR.	
I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increase in the original estimated price. I also acknowledge and approve all repairs as itemized and/or receipt of vehicle.	
CUSTOMER SIGNATURE	
X	

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
DISC./EXTEND. WARRANTY	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Customer Number: [REDACTED]

Invoice No [REDACTED]

JEEP CHRYSLER DODGE OF ONTARIO

1202 AUTO CENTER DR.
(ONTARIO AUTO CENTER)
ONTARIO, CALIFORNIA 91761
(909) 390-9898
CAD # 983596552 ARD # AE166885

INVOICE
DUPLICATE 1

ANAHEIM, CA

Home: [REDACTED] Bus: [REDACTED]
Email: [REDACTED]

Cell [REDACTED]


SERVICE ADVISOR: 172 CARL MILLS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BRIGHT WHI	14	JEEP GRAND CHEROKEE	1C4RJE8G8EC [REDACTED]		1958 1958	T2344	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14MAY13			12:00 26JUN13			CASH	26JUN13
R.O. OPENED	READY	OPTIONS: ST [REDACTED]					
09:45 26JUN13	15:33 26JUN13						

SECTION	OPCODE	TECH	TYPE	LIST	NET	TOTAL	
A	CUSTOMER AWARE VEHICLE COMPLETED BY 5						
	S10 GENERAL CONCERN						
		99	CPJ	hrs.	0.00	0.00	
	PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	
						TOTAL LINE A:	\$ 0.00
B	AS PER DUE BILL:ADD PERMA PLATE COMPLETE PKG. (W069)						
	PERMA AS PER DUE BILL:ADD PERMA PLATE COMPLETE PKG. (W069)						
		99	IJ	hrs.		(N/C)	
	PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	
						TOTAL LINE B:	\$ 0.00
C	RENTAL PER SALES DEPARTMENT						
	RENTAL ENTERPRISE RENTAL CAR (NO RENTALS WITHOUT P.O.'S NO EXCEPTIONS)						
		99	IJ	hrs.		(N/C)	
	PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	
						TOTAL LINE C:	\$ 0.00
D	TIRE PRESSURE CHECK, IN COMPLIANCE WITH THE CARB (CALIFORNIA AIR RESOURCES BOARD) RULE SERVICE PROVIDERS MUST CHECK AND INFLATE TIRES TO THE PROPER PSI.						
	TP TIRE PRESSURE CHECK, IN COMPLIANCE WITH THE CARB (CALIFORNIA AIR RESOURCES BOARD) RULE SERVICE PROVIDERS MUST CHECK AND INFLATE TIRES TO THE PROPER PSI.						
		159	IJ	hrs.		(N/C)	
	PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	
	,,,,,1958 TIRE PRESSURE ASJUST TIRE PRESSURE					TOTAL LINE D:	\$ 0.00
E**	CUSTOMER STATES WINDOW RUNS ON RIGHT FRONT AND REAR DOOR SCRATCHES AND RIGHT REAR TRIM BLACK SEAL DAMAGED.						
	23-100 REPLACE RIGHT FRONT AND ROGHT REAR WINDOW RUN..DAMAGED,SCRATCHED. OK						
		159	IJ	hrs.		(N/C)	
		1	55399292AD	W/STRIP-REAR DOOR BELT OUTER		(N/C)	
		1	55399290AD	W/STRIP-FRONT DOOR BELT OUTER		(N/C)	
	PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	
	,,,,,1958 MOLDINGS DAMAGED REPLACE RIGHT FRONT AND RIGHT REAR DOOR OUTER					TOTAL LINE E:	\$ 0.00
	,,,,,BELT MOLDINGS.						

THANK YOU FOR CHOOSING JEEP CHRYSLER DODGE OF ONTARIO, WE KNOW YOU HAVE MANY CHOICES FOR SERVICING YOUR VEHICLE. WE TRULY APPRECIATE

Customer Copy

NO VEHICLES RELEASED AFTER CLOSING HOURS NOTICE: VEHICLES NOT PICKED UP WITHIN TWO DAYS AFTER REPAIRS ARE COMPLETED WILL BE SUBJECT TO A STORAGE FEE. SERVICE DEPARTMENT HOURS MONDAY THROUGH FRIDAY 7:00 A.M. TO MIDNIGHT SATURDAYS & SUNDAYS 8:00 A.M. TO 4:00 P.M., BY APPT. ONLY SERVICE CASHIER HOURS MONDAY THROUGH FRIDAY 7:00 A.M. TO MIDNIGHT SATURDAYS & SUNDAYS 8:00 A.M. TO 4:00 P.M., BY APPT. ONLY	 ORIGINAL ESTIMATE \$ _____ AUTHORIZED REVISED ESTIMATE \$ _____ LABOR CHARGES ARE \$ _____ PER FLAT RATE HOUR. I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increase in the original estimated price. I also acknowledge and approve all repairs as itemized and/or receipt of vehicle. CUSTOMER SIGNATURE _____ X	DESCRIPTION	TOTALS
		LABOR AMOUNT	
PARTS AMOUNT			
GAS, OIL, LUBE			
SUBLET AMOUNT			
MISC. CHARGES			
TOTAL CHARGES			
DISC./EXTEND. WARRANTY			
SALES TAX			
PLEASE PAY THIS AMOUNT			

Customer Number: [REDACTED] Invoice No: [REDACTED]

JEEP CHRYSLER DODGE OF ONTARIO

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CAD # 983596552 ARD # AE166885

INVOICE
DUPLICATE 1

ANAHEIM, CA [REDACTED]
Home: [REDACTED] Bus: [REDACTED] Cell: [REDACTED]
Email: [REDACTED]


SERVICE ADVISOR: 172 CARL MILLS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
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14MAY13			12:00 26JUN13			CASH	26JUN13
R.O. OPENED		READY		OPTIONS: [REDACTED]			
09:45 26JUN13		15:33 26JUN13					

SECTION	OPCODE	TECH	TYPE	LIST	NET	TOTAL
---------	--------	------	------	------	-----	-------

YOUR BUSINESS.....
SERVICE AND PARTS OPEN MON-FRI 7AM-MIDNIGHT
SATURDAY 8AM-4PM, SUNDAY CLOSED
ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED

Customer Copy

<p style="text-align: center;">NO VEHICLES RELEASED AFTER CLOSING HOURS</p> <p style="text-align: center;">NOTICE: VEHICLES NOT PICKED UP WITHIN TWO DAYS AFTER REPAIRS ARE COMPLETED WILL BE SUBJECT TO A STORAGE FEE.</p> <p>SERVICE DEPARTMENT HOURS MONDAY THROUGH FRIDAY 7:00 A.M. TO MIDNIGHT SATURDAYS & SUNDAYS 8:00 A.M. TO 4:00 P.M., BY APPT. ONLY</p> <p>SERVICE CASHIER HOURS MONDAY THROUGH FRIDAY 7:00 A.M. TO MIDNIGHT SATURDAYS & SUNDAYS 8:00 A.M. TO 4:00 P.M., BY APPT. ONLY</p>		<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 70%;">DESCRIPTION</th> <th style="width: 30%;">TOTALS</th> </tr> </thead> <tbody> <tr><td>LABOR AMOUNT</td><td style="text-align: right;">0.00</td></tr> <tr><td>PARTS AMOUNT</td><td style="text-align: right;">0.00</td></tr> <tr><td>GAS, OIL, LUBE</td><td style="text-align: right;">0.00</td></tr> <tr><td>SUBLET AMOUNT</td><td style="text-align: right;">0.00</td></tr> <tr><td>MISC. CHARGES</td><td style="text-align: right;">0.00</td></tr> <tr><td>TOTAL CHARGES</td><td style="text-align: right;">0.00</td></tr> <tr><td>DISC./EXTEND. WARRANTY</td><td style="text-align: right;">0.00</td></tr> <tr><td>SALES TAX</td><td style="text-align: right;">0.00</td></tr> <tr><td>PLEASE PAY THIS AMOUNT</td><td style="text-align: right;">0.00</td></tr> </tbody> </table>	DESCRIPTION	TOTALS	LABOR AMOUNT	0.00	PARTS AMOUNT	0.00	GAS, OIL, LUBE	0.00	SUBLET AMOUNT	0.00	MISC. CHARGES	0.00	TOTAL CHARGES	0.00	DISC./EXTEND. WARRANTY	0.00	SALES TAX	0.00	PLEASE PAY THIS AMOUNT	0.00
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<p>ORIGINAL ESTIMATE \$ _____</p> <p>AUTHORIZED REVISED ESTIMATE \$ _____</p> <p>LABOR CHARGES ARE \$ _____ PER FLAT RATE HOUR.</p> <p>I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increase in the original estimated price. I also acknowledge and approve all repairs as itemized and/or receipt of vehicle.</p> <p>CUSTOMER SIGNATURE _____</p>																						

Customer Number: [REDACTED] Invoice N [REDACTED]

JEEP CHRYSLER DODGE OF ONTARIO

1202 AUTO CENTER DR.
(ONTARIO AUTO CENTER)
ONTARIO, CALIFORNIA 91761
(909) 390-9898

CAD # 983596552 ARD # AE166885

INVOICE
DUPLICATE 1

ANAHEIM, CA
Home [REDACTED] Bus: [REDACTED]
Email: [REDACTED]

Cell: [REDACTED]

SERVICE ADVISOR: 625 KIRK IRVINE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BRIGHT WHI	14	JEEP GRAND CHEROKEE	1C4RJEBG8EC [REDACTED]		2684 2688	T3567	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14MAY13			16:00 19JUL13			CASH	22JUL13
R.O. OPENED		READY		OPTIONS: STK [REDACTED]			
12:44 19JUL13		13:49 22JUL13					


SECTION	OPCODE	TECH	TYPE	LIST	NET	TOTAL
---------	--------	------	------	------	-----	-------

A CUSTOMER STATES THAT THE CHECK ENGINE LIGHT IS ON, PRIOR TO THIS SPEEDOMETER DID NOT WORK AND VARIOUS WARNING LIGHTS WERE ON.
8-960 TRACE AND REPAIR BAD CONNECTION AT BODY CONTROL MODULE IN FRONT OF LOWER CENTER CONSOLE.
642 WZ hrs.
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: \$ 0.00 (N/C)
2688 FOUND THE FOLLOWING CODES, U0416, P1C4E, U1418, U1417, I1412, U0415, P0C86-14, U0422, U1110. CODES WERE STORED. CONTACTED CHRYSLER TECHNICAL AVISOR, REMOVE LOWER CENTER CONSOLE ACCESS PANELS ON BOTH SIDE, CHECK STAR CONNECTOR ON R/SIDE, REMOVED CONNECTOR FROM BODY CONTROL MODULE. CHECKED ALL PINS FOR TIGHTNES AND PROPER CONNECTIVITY. REASSEMBLE CONNECTORS.INSPECT UNDER HOOD GROUNDS. CLEAR CODES, TEST DRIVE. VEHICLE PASSES ALL TESTS.

B ENTERPRISE RENTAL CAR (NO RENTALS WITHOUT P.O.'S NO EXCEPTIONS)**
RENTAL ENTERPRISE RENTAL CAR (NO RENTALS WITHOUT P.O.'S NO EXCEPTIONS)
642 WZ hrs.
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: \$ 0.00 (N/C)

THANK YOU FOR CHOOSING JEEP CHRYSLER DODGE OF ONTARIO, WE KNOW YOU HAVE MANY CHOICES FOR SERVICING YOUR VEHICLE. WE TRULY APPRECIATE YOUR BUSINESS.....
SERVICE AND PARTS OPEN MON-FRI 7AM-MIDNIGHT SATURDAY 8AM-4PM, SUNDAY CLOSED
ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED

Customer Copy

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Customer Number: [REDACTED]

Invoice No: [REDACTED]

JEEP CHRYSLER DODGE OF ONTARIO

1202 AUTO CENTER DR.
(ONTARIO AUTO CENTER)
ONTARIO, CALIFORNIA 91761
(909) 390-9898
CAD # 983596552 ARD # AE166885

INVOICE

SERVICE ADVISOR: 172 CARL MILLS

ANAHEIM, CA [REDACTED]


Home: [REDACTED]

Email: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BRIGHT WHI	14	JEEP GRAND CHEROKEE	1C4RJEBG8EC [REDACTED]		5158 5160	T3363	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14MAY13			16:00 11NOV13			NEWCARV	08NOV13
R.O. OPENED	READY	OPTIONS: ST [REDACTED]					
09:52 08NOV13	15:12 08NOV13						

SECTION	OPCODE	TECH	TYPE	LIST	NET	TOTAL
A	TIRE PRESSURE CHECK, IN COMPLIANCE WITH THE CARB (CALIFORNIA AIR RESOURCES BOARD) RULE SERVICE PROVIDERS MUST CHECK AND INFLATE TIRES TO THE PROPER PSI.					
	TP TIRE PRESSURE CHECK, IN COMPLIANCE WITH THE CARB (CALIFORNIA AIR RESOURCES BOARD) RULE SERVICE PROVIDERS MUST CHECK AND INFLATE TIRES TO THE PROPER PSI.					
	992	CPJ	hrs.		0.00	0.00
	PARTS: 0.00	LABOR: 0.00	OTHER: 0.00		TOTAL LINE A:	\$ 0.00
,,,5158 TIRE PRESSURES 38 PSI X 4						
B	CUSTOMER STATES TO REPLACE RIGHT FRONT TIRE AN WHEEL S.O.P. HERE					
	2-100 REPLACED R/F WHEEL AND TIRE					
	992	CPEJ	hrs.		22.00	22.00
	1	Y151093203 P26550R20 FORTERA		160.31	128.25	128.25
C	1 STATE TIRE FEE					
	1	1WQ09CDMAB WHEEL-ALUMINUM		1.75	1.75	1.75
	PARTS: 481.00	LABOR: 22.00	OTHER: 0.00		TOTAL LINE B:	\$ 503.00
,,,5160 REPLACE RIGHT FRONT TIRE AND WHEEL 0.40 MOUNTED AND BALANCED						
,,,NEW RIGHT FRONT TIRE AND WHEEL. REPLACED VALVE STEM FOR SENSOR						
C	CUSTOMER STATES TO REPLACE AIRDAM DAMAGED SCUFFED..					
	30-102 NEC TO SPECIAL ORDER PART FOR THIS REPAIR					
	992	CPJ	hrs.		0.00	0.00
	PARTS: 0.00	LABOR: 0.00	OTHER: 0.00		TOTAL LINE C:	\$ 0.00
,,,5160 AIR DAM DAMAGED NEC TO S/O/P/ AIR DAM						
D	CUSTOMER STATES LEFT FRONT TIRE SCUFFED DAMAGED. REPLACE TIRE..					
	30-107 REPLACED L/F TIRE					
	992	IOIL	hrs.			(N/C)
	1	Y151093203 P26550R20 FORTERA				(N/C)
	PARTS: 0.00	LABOR: 0.00	OTHER: 0.00		TOTAL LINE D:	\$ 0.00
,,,5160 LEFT FRONT TIRE SCUFFED 0.40 REPLACED AND BALANCED NEW TIRE						
E	CUSTOMER REQUEST RIGHT FROM THE START LUBE OIL AND FILTER CHANGE.					
	RFTS CUSTOMER REQUEST RIGHT FROM THE START LUBE OIL AND FILTER CHANGE.					
	992	IOIL	hrs.			(N/C)
	6	68055891AA OIL				(N/C)
	1	68191349AA FILTER-ENGINE OIL				(N/C)

Customer Copy

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	LABOR CHARGES ARE \$ PER FLAT RATE HOUR. I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increase in the original estimated price. I also acknowledge and approve all repairs as itemized and/or receipt of vehicle. CUSTOMER SIGNATURE X	

Customer Number: [REDACTED] Invoice No: [REDACTED]

JEEP CHRYSLER DODGE OF ONTARIO

1202 AUTO CENTER DR.
(ONTARIO AUTO CENTER)
ONTARIO, CALIFORNIA 91761
(909) 390-9898

CAD # 983596552 ARD # AE166885

INVOICE

ANAHEIM, CA [REDACTED]
Home [REDACTED]
Email [REDACTED]

SERVICE ADVISOR: 172 CARL MILLS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BRIGHT WHI	14	JEEP GRAND CHEROKEE	1C4RJEBG8EC [REDACTED]		5158 5160	T3363	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14MAY13			16:00 11NOV13			NEWCARV	08NOV13
R.O. OPENED	READY	OPTIONS: STK: [REDACTED]					
09:52 08NOV13	15:12 08NOV13						

SECTION	OPCODE	TECH	TYPE	LIST	NET	TOTAL
	PARTS: 0.00	LABOR: 0.00	OTHER: 0.00	TOTAL LINE E:		\$ 0.00
,,,5158 L.O.F 0.30 PERFORMED L.O.F						

F CUSTOMER REQUEST ROTATE TIRES, CHECK AND INFLATE TO PROPER PRESSURE, INSPECT BRAKES, LIGHTS, BELTS AND HOSES.
 1-110 CUSTOMER REQUEST ROTATE TIRES, CHECK AND INFLATE TO PROPER PRESSURE, INSPECT BRAKES, LIGHTS, BELTS AND HOSES.
 992 CPJ hrs. 0.00
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: \$ 0.00
 ,,5158 ROTATE TIRES 0.40 ROTATED TIRES AND ADJUSTED AIR PRESSURES

G INSP FRONT END SPEC'S & RE-ALIGN IF NEC
 2-101 INSP FRONT END SPEC'S & RE-ALIGN IF NEC
 992 IOIL hrs.
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE G: \$ 0.00 (N/C)
 ,,5160 FRONT END ALIGNMENT 1.00 PERFORMED FOUR WHEEL ALIGNMENT TO ,,SPECS

H RECALL #N58
 RECALL CUSTOMER REQUEST TO PERFORM OPEN RECALL(S)
 992 WZ hrs.
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE H: \$ 0.00 (N/C)
 ,,5158 RECALL PERFORMED FLASH AS PER RECALL #N58

I RRT-13-066
 8-100 PERFORM RRT
 992 WZ hrs.
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE I: \$ 0.00 (N/C)
 ,,5158 RRT PERFORMED FLASH AS PER RRT -13-066

J RRT-13-071
 8-100 PERFORM RRT
 992 WZ hrs.
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE J: \$ 0.00 (N/C)
 ,,5158 RRT PERFORMED FLASH AS PER RRT -13-071

K ENTERPRISE RENTAL CAR (NO RENTALS WITHOUT P.O.'S NO EXCEPTIONS)
 RENTAL ENTERPRISE RENTAL CAR (NO RENTALS WITHOUT P.O.'S NO EXCEPTIONS)
 99 WZ hrs. (N/C)


Customer Copy

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SERVICE DEPARTMENT HOURS
 MONDAY THROUGH FRIDAY
 7:00 A.M. TO MIDNIGHT
 SATURDAYS & SUNDAYS
 8:00 A.M. TO 4:00 P.M., BY APPT. ONLY

SERVICE CASHIER HOURS
 MONDAY THROUGH FRIDAY
 7:00 A.M. TO MIDNIGHT
 SATURDAYS & SUNDAYS
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ORIGINAL ESTIMATE	AUTHORIZED REVISED ESTIMATE
\$	\$
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DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
DISC./EXTEND. WARRANTY	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Customer Number: [REDACTED]

Invoice No: [REDACTED]

JEEP CHRYSLER DODGE OF ONTARIO

1202 AUTO CENTER DR.
(ONTARIO AUTO CENTER)
ONTARIO, CALIFORNIA 91761
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CAD # 983596552 ARD # AE166885

INVOICE

ANAHEIM, CA [REDACTED]

Home [REDACTED]

Email [REDACTED]

SERVICE ADVISOR: 172 CARL MILLS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BRIGHT WHI	14	JEEP GRAND CHEROKEE	1C4RJEBG8EC [REDACTED]		5158 5160	T3363	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14MAY13			16:00 11NOV13			NEWCARV	08NOV13
R.O. OPENED	READY	OPTIONS: STR [REDACTED]					
09:52 08NOV13	15:12 08NOV13						

SECTION	OPCODE	TECH	TYPE	LIST	NET	TOTAL
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE K: \$ 0.00

THANK YOU FOR CHOOSING JEEP CHRYSLER DODGE OF ONTARIO, WE KNOW YOU HAVE MANY CHOICES FOR SERVICING YOUR VEHICLE. WE TRULY APPRECIATE YOUR BUSINESS.....

SERVICE AND PARTS OPEN MON-FRI 7AM-MIDNIGHT
SATURDAY 8AM-4PM, SUNDAY CLOSED
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SERVICE DEPARTMENT HOURS



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7:00 A.M. TO MIDNIGHT
SATURDAYS & SUNDAYS

8:00 A.M. TO 4:00 P.M., BY APPT. ONLY

SERVICE CASHIER HOURS

MONDAY THROUGH FRIDAY
7:00 A.M. TO MIDNIGHT
SATURDAYS & SUNDAYS

8:00 A.M. TO 4:00 P.M., BY APPT. ONLY

 	
ORIGINAL ESTIMATE	AUTHORIZED REVISED ESTIMATE
\$	\$
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CUSTOMER SIGNATURE	
X	

DESCRIPTION	TOTALS
LABOR AMOUNT	22.00
PARTS AMOUNT	481.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	503.00
DISC/EXTEND. WARRANTY	141.48
SALES TAX	38.48
PLEASE PAY THIS AMOUNT	400.00

Customer Number: [REDACTED] Invoice No: [REDACTED]

JEEP CHRYSLER DODGE OF ONTARIO

1202 AUTO CENTER DR.
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ONTARIO, CALIFORNIA 91761
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CAD # 983596552 ARD # AE166885

[REDACTED]

INVOICE

ANAHEIM, CA [REDACTED]

Home: [REDACTED]
Email: [REDACTED]


SERVICE ADVISOR: 172 CARL MILLS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BRIGHT WHI	14	JEEP GRAND CHEROKEE	1C4RJEBG8EC [REDACTED]		5446 5448	T3830	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14MAY13			WAIT 12DEC13			CASH	15NOV13
R.O. OPENED		READY		OPTIONS: STK:1 [REDACTED]			
12:43 15NOV13		13:53 15NOV13					

SECTION	OPCODE	TECH	TYPE	LIST	NET	TOTAL
A	TIRE PRESSURE CHECK, IN COMPLIANCE WITH THE CARB (CALIFORNIA AIR RESOURCES BOARD) RULE SERVICE PROVIDERS MUST CHECK AND INFLATE TIRES TO THE PROPER PSI. TP TIRE PRESSURE CHECK, IN COMPLIANCE WITH THE CARB (CALIFORNIA AIR RESOURCES BOARD) RULE SERVICE PROVIDERS MUST CHECK AND INFLATE TIRES TO THE PROPER PSI.					
	992	CPJ	hrs.		0.00	0.00
	PARTS: 0.00	LABOR: 0.00	OTHER: 0.00			TOTAL LINE A: \$ 0.00
	,,,5446 TIRE PRESSURES 38 PSI X 4					
B	CUSTOMER STATES STEERING WHEEL IS OFF CENTER .. 2-100 CENTER STEERING WHEEL.					
	992	IOIL	hrs.			(N/C)
	PARTS: 0.00	LABOR: 0.00	OTHER: 0.00			TOTAL LINE B: \$ 0.00
	,,,5448 STEERING WHEEL IS OFF CENTER RE-CENTERED WHEEL AS REQUESTED					
C	REPLACE DAMAGED AIR DAM S.O.P. ON OEDER 2-100 REPLACED LEFT AIR DAM.					
	992	IJ	hrs.			(N/C)
	1	68143097AB SPAT-FRONT FASCIA				(N/C)
	PARTS: 0.00	LABOR: 0.00	OTHER: 0.00			TOTAL LINE C: \$ 0.00
	,,,5448 REPLACE LEFT AIR DAM. 0.20 INSTALLED LEFT SIDE AIR DAM					

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	<p>LABOR CHARGES ARE \$</p> <p>FLAT RATE HOUR.</p> <p>I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increase in the original estimated price. I also acknowledge and approve all repairs as itemized and/or receipt of vehicle.</p> <p>CUSTOMER SIGNATURE</p>																					
	<p>X</p>																					

Customer Number: [REDACTED]

Invoice No [REDACTED]

JEEP CHRYSLER DODGE OF ONTARIO

1202 AUTO CENTER DR.
(ONTARIO AUTO CENTER)
ONTARIO, CALIFORNIA 91761
(909) 390-9898

CAD # 983596552 ARD # AE166885

INVOICE

ANAHEIM, CA

Home [REDACTED]

Email [REDACTED]

SERVICE ADVISOR: 625 KIRK IRVINE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BRIGHT WHI	14	JEEP GRAND CHEROKEE	1C4RJE8G8EC [REDACTED]		7847 7851	T3902	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14MAY13			15:00 17JAN14			CASH	17JAN14
R.O. OPENED		READY		OPTIONS: STK: [REDACTED]			
10:13 16JAN14		15:02 17JAN14					

SECTION	OPCODE	TECH	TYPE	LIST	NET	TOTAL
---------	--------	------	------	------	-----	-------

A CUSTOMER STATES THAT THE STEERING WHEEL IS OFF CENTER, SEE SERVICE MANAGER.

30-107 CENTERED STEERING WHEEL.

761 WZ hrs.

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00

TOTAL LINE A: \$ 0.00 (N/C)

7847 ROAD TEST. STEERING WHEEL IS HIGH ON LEFT. CENTER STEERING WHEEL

B CUSTOMER STATES THAT THE CLIMATE CONTROL SYSTEM DOES NOT BLOW HARD ON FULL FAN POSITION, THE TEMPERATURE ALSO DOES NOT BLOW CORRECT TEMPERATURE OUT OF OUTLETS.

08450301 REPALCED SUN SENSOR

761 WZ hrs.

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00

TOTAL LINE B: \$ 0.00 (N/C)

7847 CHECK CLIMATE CONTROL SYSTEM. NO CODES AND NO UPDATES FOR SOFTWARE. FOUND STAR CASE S1424000003. REPLACED SUN LOAD SENSOR. TEST VEHICLE OEPRATING TO SPECIFICATIONS AFTER REPAIR.

C CUSTOMER STATES THAT THE POWER LIFTGATE FROM THE OUTER HNADE DOES NOT OPERATE AT TIMES.

S10 PERFORMED SOFTWARE UPDATE.

761 WZ hrs.

MAT REPLACED FRONT MATS.

761 IOIL hrs.

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00

TOTAL LINE C: \$ 0.00 (N/C)

7847 OPEN REAR HATCH SEVERAL TIMES. CANNOT DUPLICATE CONCERN. FOUND UPDATE TO IPC, BCM AND RADIO. REPROGRAM IPC, BCM AND RADIO.

D CUSTOMER STATES THAT WHEN TAKE OFF FROM A STOP THAT AT TIMES THE TRANSMISSION JERKS OR SHIFTS REALLY HARD.

S10 PERFORM SOFTWARE UPDATE FOR TRANSMISISON SHIFT QUALITY.

761 WZ hrs.

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00

TOTAL LINE D: \$ 0.00 (N/C)

7847 FOUND FLASH FOR TCM. REPROGRAM TRANSMISSION CONTROL MODULE FOR SHIFT ENHANCMENTS


SOFTWARE UPDATE FOR IPC

THANK YOU FOR CHOOSING JEEP CHRYSLER DODGE OF

Customer Copy

NO VEHICLES RELEASED AFTER CLOSING HOURS
NOTICE:
VEHICLES NOT PICKED UP WITHIN TWO DAYS AFTER REPAIRS ARE COMPLETED WILL BE SUBJECT TO A STORAGE FEE.

SERVICE DEPARTMENT HOURS
MONDAY THROUGH FRIDAY
7:00 A.M. TO MIDNIGHT
SATURDAYS & SUNDAYS
8:00 A.M. TO 4:00 P.M., BY APPT. ONLY
SERVICE CASHIER HOURS
MONDAY THROUGH FRIDAY
7:00 A.M. TO MIDNIGHT
SATURDAYS & SUNDAYS
8:00 A.M. TO 4:00 P.M., BY APPT. ONLY

	
ORIGINAL ESTIMATE	AUTHORIZED REVISED ESTIMATE
\$	\$
LABOR CHARGES ARE \$	
FLAT RATE HOUR.	
I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increase in the original estimated price. I also acknowledge and approve all repairs as itemized and/or receipt of vehicle.	
CUSTOMER SIGNATURE	
X	

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
DISC./EXTEND. WARRANTY	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Customer Number: [REDACTED] Invoice No [REDACTED]

JEEP CHRYSLER DODGE OF ONTARIO

1202 AUTO CENTER DR.
(ONTARIO AUTO CENTER)
ONTARIO, CALIFORNIA 91761
(909) 390-9898

CAD # 983596552 ARD # AE166885

INVOICE

ANAHEIM, CA

Home

Email

SERVICE ADVISOR: 625 KIRK IRVINE



COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BRIGHT WHI	14	JEEP GRAND CHEROKEE	1C4RJEBG8EC [REDACTED]		7847 7851	T3902	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14MAY13			15:00 17JAN14			CASH	17JAN14
R.O. OPENED		READY	OPTIONS: ST [REDACTED]				
10:13 16JAN14		15:02 17JAN14					

SECTION	OPCODE	TECH	TYPE	LIST	NET	TOTAL
---------	--------	------	------	------	-----	-------

RESOLVED CONCERN WITH SIDE MIRRORS NO RESETTING AFTER BACKING UP.

ONTARIO, WE KNOW YOU HAVE MANY CHOICES FOR SERVICING YOUR VEHICLE. WE TRULY APPRECIATE YOUR BUSINESS.....
SERVICE AND PARTS OPEN MON-FRI 7AM-MIDNIGHT SATURDAY 8AM-4PM, SUNDAY CLOSED
ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED

Customer Copy

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PLEASE PAY THIS AMOUNT	0.00																					
<p>ORIGINAL ESTIMATE \$ _____</p> <p>AUTHORIZED REVISED ESTIMATE \$ _____</p> <p>LABOR CHARGES ARE \$ _____ PER FLAT RATE HOUR.</p> <p>I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increase in the original estimated price. I also acknowledge and approve all repairs as itemized and/or receipt of vehicle.</p> <p>CUSTOMER SIGNATURE _____</p>																						

Customer Number: [REDACTED] Invoice No: [REDACTED]

JEEP CHRYSLER DODGE OF ONTARIO

1202 AUTO CENTER DR.
 (ONTARIO AUTO CENTER)
 ONTARIO, CALIFORNIA 91761
 (909) 390-9898
 CAD # 983596552 ARD # AE166885

INVOICE

ANAHEIM, CA


Home [REDACTED]
 Email: Service [REDACTED]

SERVICE ADVISOR: 701 BRITTNEY ADAMS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BRIGHT WHI	14	JEEP GRAND CHEROKEE	1C4RJEBG8EC [REDACTED]		8358 8368	T4462	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14MAY13			16:00 28JAN14			CASH	28JAN14
R.O. OPENED	READY	OPTIONS: STK					
09:24 27JAN14	17:03 28JAN14	[REDACTED]					

SECTION	OPCODE	TECH	TYPE	LIST	NET	TOTAL
A	TIRE PRESSURE CHECK, IN COMPLIANCE WITH THE CARB (CALIFORNIA AIR RESOURCES BOARD) RULE SERVICE PROVIDERS MUST CHECK AND INFLATE TIRES TO THE PROPER PSI. TP TIRE PRESSURE CHECK, IN COMPLIANCE WITH THE CARB (CALIFORNIA AIR RESOURCES BOARD) RULE SERVICE PROVIDERS MUST CHECK AND INFLATE TIRES TO THE PROPER PSI. 99 CPJ hrs.					0.00
	PARTS: 0.00	LABOR: 0.00	OTHER: 0.00	TOTAL LINE A:		\$ 0.00
B	CUSTOMER STATES THAT WITH THE HEATER SET AT 79-80 DEGREES, IT WILL BLOW HOT AND THEM START BLOWING COLD. PLEASE CHECK AND ADVISE 30-100 CHRYSLER TECH ADVISOR INSPECTED AND COMPARED READINGS TO TWO OTHER LIKE VEHICLES, VEHICLE IS OPERATING AS DESIGNED. 99 WZ hrs.					(N/C)
	PARTS: 0.00	LABOR: 0.00	OTHER: 0.00	TOTAL LINE B:		\$ 0.00
C	CUSTOMER STATES THAT THE AC/HEATER AIR FLOW IS VERY WEAK. PLEASE CHECK AND ADVISE 30-100 CHRYSLER TECH ADVISOR TEST DROVE AND COMPARED READINGS WITH TWO OTHER LIKE VEHICLES, VEHICLE IS OPERATING AS DESIGNED. 99 WZ hrs.					(N/C)
	PARTS: 0.00	LABOR: 0.00	OTHER: 0.00	TOTAL LINE C:		\$ 0.00
D	CUSTOMER STATES THAT WHEN THE AC IS ON THE VEHICLE HAS A ROUGHER IDLE. PLEASE CHECK AND ADVISE 30-100 CHRYSLER TECHNICAL ADVISOR INSPECTED VEHICLE AND COMPARED READINGS WITH TWO OTHER LIKE EQUIPPED VEHICLES, VEHICLE IS OPERATING AS DESIGNED. 99 WZ hrs.					(N/C)
	PARTS: 0.00	LABOR: 0.00	OTHER: 0.00	TOTAL LINE D:		\$ 0.00
E	CUSTOMER STATES THAT WHEN OPENING THE REAR HATCH THE HAZARD FLASHERS FLASH TWICE. PLEASE CHECK AND ADVISE 30-100 THIS IS A SAFETY FEATURE THAT THE LIGHTS FLASH WHEN THE POWER LIFTGATE OPERATES. 99 WZ hrs.					(N/C)
	PARTS: 0.00	LABOR: 0.00	OTHER: 0.00	TOTAL LINE E:		\$ 0.00
F	ENTERPRISE RENTAL CAR (NO RENTALS WITHOUT P.O.'S NO EXCEPTIONS) RENTAL ENTERPRISE RENTAL CAR (NO RENTALS WITHOUT P.O.'S NO EXCEPTIONS)					

Customer Copy

NO VEHICLES RELEASED AFTER CLOSING HOURS NOTICE: VEHICLES NOT PICKED UP WITHIN TWO DAYS AFTER REPAIRS ARE COMPLETED WILL BE SUBJECT TO A STORAGE FEE. SERVICE DEPARTMENT HOURS MONDAY THROUGH FRIDAY 7:00 A.M. TO MIDNIGHT SATURDAYS & SUNDAYS 8:00 A.M. TO 4:00 P.M., BY APPT. ONLY SERVICE CASHIER HOURS MONDAY THROUGH FRIDAY 7:00 A.M. TO MIDNIGHT SATURDAYS & SUNDAYS 8:00 A.M. TO 4:00 P.M., BY APPT. ONLY			DESCRIPTION LABOR AMOUNT PARTS AMOUNT GAS, OIL, LUBE SUBLET AMOUNT MISC. CHARGES TOTAL CHARGES DISC./EXTEND. WARRANTY SALES TAX PLEASE PAY THIS AMOUNT	TOTALS
	ORIGINAL ESTIMATE \$ AUTHORIZED REVISED ESTIMATE \$	LABOR CHARGES ARE \$ PER HOUR. I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increase in the original estimated price. I also acknowledge and approve all repairs as itemized and/or receipt of vehicle. CUSTOMER SIGNATURE X		

Customer Number [REDACTED]

Invoice No [REDACTED]

JEEP CHRYSLER DODGE OF ONTARIO

1202 AUTO CENTER DR.
(ONTARIO AUTO CENTER)
ONTARIO, CALIFORNIA 91761
(909) 390-9898

CAD # 983596552 ARD # AE166885

INVOICE

ANAHEIM, CA [REDACTED]

Home: [REDACTED]

Email: [REDACTED]

SERVICE ADVISOR: 701 BRITTNEY ADAMS



COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BRIGHT WHI	14	JEEP GRAND CHEROKEE	1C4RJEBG8EC [REDACTED]		8358 8368	T4462	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14MAY13			16:00 28JAN14			CASH	28JAN14
R.O. OPENED		READY		OPTIONS: ST [REDACTED]			
09:24 27JAN14		17:03 28JAN14					

SECTION	OPCODE	TECH	TYPE	LIST	NET	TOTAL
		99	WCSC	hrs.		(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE F: \$ 0.00

G**	CUSTOMER STATES THAT THE VEHICLE IS SLUGGISH WHEN ACCELERATING. PLEASE CHECK AND ADVISE 8-100 ELECTRICAL REPAIRS					
		99	WZ	hrs.		(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE G: \$ 0.00

THANK YOU FOR CHOOSING JEEP CHRYSLER DODGE OF ONTARIO, WE KNOW YOU HAVE MANY CHOICES FOR SERVICING YOUR VEHICLE. WE TRULY APPRECIATE YOUR BUSINESS.....
SERVICE AND PARTS OPEN MON-FRI 7AM-MIDNIGHT
SATURDAY 8AM-4PM, SUNDAY CLOSED
ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED

Customer Copy

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	<p>ORIGINAL ESTIMATE \$</p> <p>AUTHORIZED REVISED ESTIMATE \$</p> <p>LABOR CHARGES ARE \$ PER</p> <p>FLAT RATE HOUR.</p> <p>I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increase in the original estimated price. I also acknowledge and approve all repairs as itemized and/or receipt of vehicle.</p> <p>CUSTOMER SIGNATURE</p> <p>X</p>	<p>LABOR AMOUNT 0.00</p> <p>PARTS AMOUNT 0.00</p> <p>GAS, OIL, LUBE 0.00</p> <p>SUBLET AMOUNT 0.00</p> <p>MISC. CHARGES 0.00</p> <p>TOTAL CHARGES 0.00</p> <p>DISC./EXTEND. WARRANTY 0.00</p> <p>SALES TAX 0.00</p> <p>PLEASE PAY THIS AMOUNT 0.00</p>		

Customer Number: [REDACTED]

Invoice No: [REDACTED]

JEEP CHRYSLER DODGE OF ONTARIO

1202 AUTO CENTER DR.
(ONTARIO AUTO CENTER)
ONTARIO, CALIFORNIA 91761
(909) 390-9898

CAD # 983596552 ARD # AE166885

INVOICE

ANAHEIM, CA [REDACTED]

Home: [REDACTED]

Email: ORIGIN APPLICATION FOR LINE A IS Service|ORIGIN APP

SERVICE ADVISOR: 625 KIRK IRVINE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BRIGHT WHI	14	JEEP GRAND CHEROKEE	1C4RJEBG8EC [REDACTED]		10443 10455	T3799	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14MAY13			15:00 19MAR14			CASH	21MAR14
R.O. OPENED	READY	OPTIONS: st [REDACTED]					
11:27 18MAR14	10:28 21MAR14						


SECTION	OPCODE	TECH	TYPE	LIST	NET	TOTAL	
A	CUSTOMER REQUEST FREE LUBE OIL AND FILTER CHANGE						
	102Z CUSTOMER REQUEST FREE LUBE OIL AND FILTER CHANGE						
	761	IOIL	hrs.			(N/C)	
	1	68191349AA	FILTER-ENGINE OIL			(N/C)	
	7	68055890AA	OIL			(N/C)	
	PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	
	,,,10443 0.20 LOF					TOTAL LINE A:	\$ 0.00

B	CUSTOMER STATES THAT THERE IS A WHISTLING NOISE FROM THE ENGINE.						
	075001P1 Pump, Water - Pressure test and replace 3.6 liter engine (2 - Skilled)						
	761	WZ	hrs.			(N/C)	
	1	5184498AI	PUMP-WATER			(N/C)	
	1	68087340AA	GASKET-WATER PUMP			(N/C)	
	1	68163848AA	*ANTIFREEZ-COOLANT			(N/C)	
	08050105 Generator - Test and replace 3.6 liter						
	761	WZ	hrs.			(N/C)	
	1	4801778AF	ALTERNATO-ENGINE			(N/C)	
	PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	
	,,,10443 HEAR WHISTLE FROM RADIATOR AND WATER PUMP CHIRPS WHEN HOT.					TOTAL LINE B:	\$ 0.00
	,,,REPLACE ALTINATOR AND WATER PUMP.						

C	CUSTOMER STATES THAT THE A/C DOES NOT SEEM TO BLOW AS HARD AS IT SHOULD.						
	30-100 ROAD TEST AND INSPECT. VEHICLE OPERATING TO SPECIFICATIONS, UNABLE TO VERIFY CUSTOMER'S CONCERN, CHECKED BY SERVICE ADVISOR.						
	761	WZ	hrs.			(N/C)	
	PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	
	,,,10443 SYSTEM OPERATES AS DESIGNED					TOTAL LINE C:	\$ 0.00

D	CUSTOMER STATES WHEN DRIVING WITH THE HEATER ON AT 74 DEGREE'S THAT IT WILL BLOW HOT AND THE COLD THAT YOU MUST TUNR UP HEAT TO 80 TO BE HOT AIR COMING OUT.						
	30-100 ROAD TEST AND INSPECT. VEHICLE OPERATING TO SPECIFICATIONS, UNABLE TO VERIFY CUSTOMER'S CONCERN, CHECKED BY SERVICE ADVISOR.						
	761	WZ	hrs.			(N/C)	
	PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	
	,,,10443 TEST SYSTEM. NO CODES FOUND IN HVAC SYSTEM. SYSTEM WORKING AS DESIGNED AT THIS TIME					TOTAL LINE D:	\$ 0.00

Customer Copy

NO VEHICLES RELEASED AFTER CLOSING HOURS NOTICE: VEHICLES NOT PICKED UP WITHIN TWO DAYS AFTER REPAIRS ARE COMPLETED WILL BE SUBJECT TO A STORAGE FEE. SERVICE DEPARTMENT HOURS MONDAY THROUGH FRIDAY 7:00 A.M. TO MIDNIGHT SATURDAYS & SUNDAYS 8:00 A.M. TO 4:00 P.M., BY APPT. ONLY SERVICE CASHIER HOURS MONDAY THROUGH FRIDAY 7:00 A.M. TO MIDNIGHT SATURDAYS & SUNDAYS 8:00 A.M. TO 4:00 P.M., BY APPT. ONLY	 ORIGINAL ESTIMATE \$ _____ AUTHORIZED REVISED ESTIMATE \$ _____ LABOR CHARGES ARE \$ _____ PER FLAT RATE HOUR. I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increase in the original estimated price. I also acknowledge and approve all repairs as itemized and/or receipt of vehicle. CUSTOMER SIGNATURE _____ X	DESCRIPTION	TOTALS
		LABOR AMOUNT	
PARTS AMOUNT			
GAS, OIL, LUBE			
SUBLET AMOUNT			
MISC. CHARGES			
TOTAL CHARGES			
DISC./EXTEND. WARRANTY			
SALES TAX			
PLEASE PAY THIS AMOUNT			

Customer Number: [REDACTED]

Invoice No: [REDACTED]

JEEP CHRYSLER DODGE OF ONTARIO

1202 AUTO CENTER DR.
(ONTARIO AUTO CENTER)
ONTARIO, CALIFORNIA 91761
(909) 390-9898

CAD # 983596552 ARD # AE166885

INVOICE

ANAHEIM, CA

Home [REDACTED]

Email [REDACTED]

SERVICE ADVISOR: 625 KIRK IRVINE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BRIGHT WHI	14	JEEP GRAND CHEROKEE	1C4RJEBG8EC [REDACTED]		10443 10455	T3799	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
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R.O. OPENED	READY	OPTIONS: STK [REDACTED]					
11:27 18MAR14	10:28 21MAR14						

SECTION	OPCODE	TECH	TYPE	LIST	NET	TOTAL
---------	--------	------	------	------	-----	-------

E CUSTOMER STATES THAT THE ENGINE SURGES WHEN SLOWING DOWN.
 30-100 ROAD TEST AND INSPECT VEHICLE OPERATING TO SPECIFICATIONS, UNABLE TO VERIFY CUSTOMER'S CONCERN, CHECKED BY SERVICE ADVISOR.


761 WZ hrs. (N/C)
 FLASH FOUND AND PERFORMED POWERTRAIN CONTROL MODULE UPDATE.
 761 WZ hrs. (N/C)

1 4275086AD LABEL-GENERAL INFORMATION (N/C)
PARTS: 0.00 **LABOR:** 0.00 **OTHER:** 0.00 **TOTAL LINE E:** \$ 0.00

....10443 ROAD TEST. CAN NOT DUPLICATE AT THIS TIME. FOUND FLASH FOR
PCM. REPROGRAM PCM.

 THANK YOU FOR CHOOSING JEEP CHRYSLER DODGE OF ONTARIO, WE KNOW YOU HAVE MANY CHOICES FOR SERVICING YOUR VEHICLE. WE TRULY APPRECIATE YOUR BUSINESS.....
 SERVICE AND PARTS OPEN MON-FRI 7AM-MIDNIGHT
 SATURDAY 8AM-4PM, SUNDAY CLOSED
 ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED

Customer Copy

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Invoice No:

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1202 AUTO CENTER DR.
(ONTARIO AUTO CENTER)
ONTARIO, CALIFORNIA 91761
(909) 390-9898
CAD # 983596552 ARD # AE166885

INVOICE

SERVICE ADVISOR: 701 BRITTNEY ADAMS

ANAHEIM, CA

Home:

Email:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BRIGHT_WHI	14	JEEP GRAND CHEROKEE	1C4RJEBG8EC		17463 17464	T6206	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14MAY13			16:00 21OCT14			CASH	24OCT14
R.O. OPENED	READY	OPTIONS: SOLD-STK:					
10:07 20OCT14	11:09 24OCT14						

SECTION	OPCODE	TECH	TYPE	LIST	NET	TOTAL
A	TIRE PRESSURE CHECK, IN COMPLIANCE WITH THE CARB (CALIFORNIA AIR RESOURCES BOARD) RULE SERVICE PROVIDERS MUST CHECK AND INFLATE TIRES TO THE PROPER PSI. TP TIRE PRESSURE CHECK, IN COMPLIANCE WITH THE CARB (CALIFORNIA AIR RESOURCES BOARD) RULE SERVICE PROVIDERS MUST CHECK AND INFLATE TIRES TO THE PROPER PSI.					
	273	CPJ	hrs.		0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A: \$ 0.00
B	CUSTOMER STATES THAT LEFT FRONT DOOR OUT DOOR HANDLE RUBBER PIECE CAME OFF. PLEASE CHECK AND ADVISE 8-100 REPLACED LEFT FRONT OUTER DOOR HANDLE					
	273	WZ	hrs.			(N/C)
	1	4589881AH	HANDLE-EXTERIOR DOOR			(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B: \$ 0.00
....	17464 FOUND LEFT FRT OUTSIDE DOOR HANDLE MISSING THE RUBBER INSULATOR ON CHROME HANDLE STOP. REPLACE DOOR HANDLE AND VERIFY OPERATION.					
C	CUSTOMER STATES THAT THE DRIVERS SEAT BOTTOM SQUEAKS WHEN DRIVING. GOING OVER BUMPS. PLEASE CHECK AND ADVISE 30-102 NEC TO SPECIAL ORDER PART FOR THIS REPAIR					
	273	WZ	hrs.			(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C: \$ 0.00
....	17464 SOP DRIVERS SEAT TRACK					
D	CUSTOMER STATES THAT THE REAR HATCH WILL NOT OPEN AT TIMES WITH REMOTE. PLEASE CHECK AND ADVISE 8-100 PERFORMED SOFTWARE UPDATES					
	273	WZ	hrs.			(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE D: \$ 0.00
....	17464 PERFORM RA4 RADIO UPDATE USING USB STICK. FLASHED NEEDED MODULES WITH UPDATED SOFTWARE. UNABLE TO DUPLICATE BEFORE OR AFTER REPAIRS. NORMAL OPERATION AT THIS TIME.					
E	CUSTOMER STATES THAT AFTER HAVIN GHTE VEHICLE IN REVERSE AND PUTTING INTO DRIVE THE SIDE MIRRORS WILL NOT MOVE BACK UP. PLEASE CHECK AND ADVISE 8-100 PERFORMED UPDATE TO TRANSMISSON CONTROL MODULE					

Customer Copy

NO VEHICLES RELEASED
AFTER CLOSING HOURS

NOTICE:

VEHICLES NOT PICKED UP WITHIN TWO DAYS AFTER REPAIRS
ARE COMPLETED WILL BE SUBJECT TO A STORAGE FEE.

SERVICE DEPARTMENT HOURS

MONDAY THROUGH FRIDAY

7:00 A.M. TO MIDNIGHT

SATURDAYS & SUNDAYS

8:00 A.M. TO 4:00 P.M., BY APPT. ONLY



SERVICE CASHIER HOURS

MONDAY THROUGH FRIDAY

7:00 A.M. TO MIDNIGHT

SATURDAYS & SUNDAYS

8:00 A.M. TO 4:00 P.M., BY APPT. ONLY

 	
ORIGINAL ESTIMATE	AUTHORIZED REVISED ESTIMATE
\$	\$
LABOR CHARGES ARE \$ _____ PER	
FLAT RATE HOUR.	
I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increase in the original estimated price. I also acknowledge and approve all repairs as itemized and/or receipt of vehicle.	
CUSTOMER SIGNATURE	
X	

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
DISC./EXTEND. WARRANTY	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Customer Number

Invoice N

JEEP CHRYSLER DODGE OF ONTARIO

1202 AUTO CENTER DR.
(ONTARIO AUTO CENTER)
ONTARIO, CALIFORNIA 91761
(909) 390-9898
CAD # 983596552 ARD # AE166885

INVOICE

SERVICE ADVISOR: 701 BRITTNEY ADAMS

ANAHEIM, CA

Home

Email:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BRIGHT_WHI	14	JEEP GRAND CHEROKEE	1C4RJEBG8EC		17463 17464	T6206	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14MAY13			16:00 21OCT14			CASH	24OCT14
R.O. OPENED	READY	OPTIONS: SOLD-STK					
10:07 20OCT14	11:09 24OCT14						

SECTION	OPCODE	TECH	TYPE	LIST	NET	TOTAL
		273	WZ hrs.			(N/C)
	PARTS: 0.00	LABOR: 0.00	OTHER: 0.00			
TOTAL LINE E:						\$ 0.00

F CUSTOMER STATES THAT THE AC MAKES A WHISTLE NOISE ON LOW FAN SPEEDS PLEASE CHECK AND ADVISE

8-100 REPLACED BLOWER MOTORS

273 WZ hrs.

1 68224166AA MOTOR-BLOWER WITH WHEEL

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00

TOTAL LINE F: \$ 0.00

G CUSTOMER STATES THAT THE VEHICLE SURGES WHEN GOING TO TAKE OFF. FEELS SLUGGISH. PLEASE CHECK AND ADVISE

8-100 PERFORMED UPDATE TO POWERTRAIN CONTROL MODULE

273 WZ hrs.

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00

TOTAL LINE G: \$ 0.00

H CUSTOMER STATES THAT THE RIGHT FRONT TIRE HAS A SLIT ON THE SIDEWALL. PLEASE CHECK AND ADVISE

30-111 RECOMMEND TO REPLACE TIRE

273 CPJ hrs.

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00

TOTAL LINE H: \$ 0.00

I LUBE, CHANGE OIL & FILTER & CHECK ALL FLUID LEVELS

102 LUBE, CHANGE OIL & FILTER & CHECK ALL FLUID LEVELS

273 WCSC hrs.

6 68055890AA OIL

1 68191349AA FILTER-ENGINE OIL


PARTS: 0.00 LABOR: 0.00 OTHER: 0.00

TOTAL LINE I: \$ 0.00

Did not decline! Decline tire, not air filters.

Was told By Kirk it was cosmetic.

Customer Copy

NO VEHICLES RELEASED AFTER CLOSING HOURS NOTICE: VEHICLES NOT PICKED UP WITHIN TWO DAYS AFTER REPAIRS ARE COMPLETED WILL BE SUBJECT TO A STORAGE FEE. SERVICE DEPARTMENT HOURS MONDAY THROUGH FRIDAY 7:00 A.M. TO MIDNIGHT SATURDAYS & SUNDAYS 8:00 A.M. TO 4:00 P.M., BY APPT. ONLY SERVICE CASHIER HOURS MONDAY THROUGH FRIDAY 7:00 A.M. TO MIDNIGHT SATURDAYS & SUNDAYS 8:00 A.M. TO 4:00 P.M., BY APPT. ONLY	 ORIGINAL ESTIMATE \$ _____ AUTHORIZED REVISED ESTIMATE \$ _____ LABOR CHARGES ARE \$ _____ PER _____ FLAT RATE HOUR. I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increase in the original estimated price. I also acknowledge and approve all repairs as itemized and/or receipt of vehicle. CUSTOMER SIGNATURE _____	DESCRIPTION	TOTALS
		LABOR AMOUNT	
PARTS AMOUNT			
GAS, OIL, LUBE			
SUBLET AMOUNT			
MISC. CHARGES			
TOTAL CHARGES			
DISC./EXTEND. WARRANTY			
SALES TAX			
PLEASE PAY THIS AMOUNT			

Customer Number: [REDACTED]

Invoice No [REDACTED]

JEEP CHRYSLER DODGE OF ONTARIO

1202 AUTO CENTER DR.
(ONTARIO AUTO CENTER)
ONTARIO, CALIFORNIA 91761
(909) 390-9898
CAD # 983596552 ARD # AE166885

INVOICE

ANAHEIM, CA [REDACTED]

Home: [REDACTED]


Email: [REDACTED]

SERVICE ADVISOR: 701 BRITNEY ADAMS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BRIGHT_WHI	14	JEEP GRAND CHEROKEE	1C4RJE8G8EC [REDACTED]		17463 17464	T6206	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14MAY13			16:00 21OCT14			CASH	24OCT14
R.O. OPENED	READY	OPTIONS: SOLD- [REDACTED]					
10:07 20OCT14	11:09 24OCT14						

SECTION	OPCODE	TECH	TYPE	LIST	NET	TOTAL
J	CUSTOMER REQUEST ROTATE TIRES, CHECK AND INFLATE TO PROPER PRESSURE, INSPECT BRAKES, LIGHTS, BELTS AND HOSES.					
	1-110 CUSTOMER REQUEST ROTATE TIRES, CHECK AND INFLATE TO PROPER PRESSURE, INSPECT BRAKES, LIGHTS, BELTS AND HOSES.					
		273	CPJ hrs.		0.00	0.00
	PARTS:	0.00	LABOR: 0.00	OTHER: 0.00		
	...17463 0.50 ROTATE TIRES AND SET PSI			TOTAL LINE J:	\$	0.00
K	PERFORM RECALL P14					
	05P14182 Safety Recall P14 - Brake Booster - Test Protective Brake Booster Shield (2 - Skilled)					
		273	WZ hrs.			(N/C)
		1	CBXNP143AA KIT-BOOSTER			(N/C)
	PARTS:	0.00	LABOR: 0.00	OTHER: 0.00		
	...17464 PERFORM P14 CAMPAIGN			TOTAL LINE K:	\$	0.00
L	PERFORM RECALL P36					
	08P36182 Safety Recall P36 - Sun Visor Wiring - Replace Replace Right and Left Sun Visor Wire Guide (0 - Low Skilled)					
		273	WZ hrs.			(N/C)
		1	CBXDP361AA SPACER-VISOR			(N/C)
	PARTS:	0.00	LABOR: 0.00	OTHER: 0.00		
	...17464 PERFORM P36 CAMPAIGN, SPECIAL ORDER DRIVERS SUNVISOR: PART ON BACK ORDER. LEFT UNPLUGGED SO LIGHT WILL NOT WORK			TOTAL LINE L:	\$	0.00
M	PERFORM RECALL 14-050					
	RRT PERFORMED RRT 14-050					
		273	WZ hrs.			(N/C)
	PARTS:	0.00	LABOR: 0.00	OTHER: 0.00		
	...17464 PERFORM RRT 14-050. FLASH BCM,TCM AND PCM			TOTAL LINE M:	\$	0.00
N	CUSTOMER REQUEST FREE MULTI-POINT INSPECTION, CHECK TIRE PRESSURE, INSPECT BRAKES, LIGHTS, BELTS AND HOSES.					
	1-111 CUSTOMER REQUEST FREE MULTI-POINT INSPECTION, CHECK TIRE PRESSURE, INSPECT BRAKES, LIGHTS, BELTS AND HOSES.					
		273	CPJ hrs.		0.00	0.00
	PARTS:	0.00	LABOR: 0.00	OTHER: 0.00		
	...17464 PERFORM RRT 14-050. FLASH BCM,TCM AND PCM			TOTAL LINE N:	\$	0.00
O	ENTERPRISE RENTAL CAR (NO RENTALS WITHOUT P.O.'S NO EXCEPTIONS)					
	RENTAL ENTERPRISE RENTAL CAR (NO RENTALS WITHOUT P.O.'S NO EXCEPTIONS)					

Customer Copy

NO VEHICLES RELEASED AFTER CLOSING HOURS NOTICE: VEHICLES NOT PICKED UP WITHIN TWO DAYS AFTER REPAIRS ARE COMPLETED WILL BE SUBJECT TO A STORAGE FEE. SERVICE DEPARTMENT HOURS MONDAY THROUGH FRIDAY 7:00 A.M. TO MIDNIGHT SATURDAYS & SUNDAYS 8:00 A.M. TO 4:00 P.M., BY APPT. ONLY SERVICE CASHIER HOURS MONDAY THROUGH FRIDAY 7:00 A.M. TO MIDNIGHT SATURDAYS & SUNDAYS 8:00 A.M. TO 4:00 P.M., BY APPT. ONLY	 ORIGINAL ESTIMATE \$ _____ AUTHORIZED REVISED ESTIMATE \$ _____ LABOR CHARGES ARE \$ _____ PER FLAT RATE HOUR. I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increase in the original estimated price. I also acknowledge and approve all repairs as itemized and/or receipt of vehicle. CUSTOMER SIGNATURE X	DESCRIPTION	TOTALS
		LABOR AMOUNT	
PARTS AMOUNT			
GAS, OIL, LUBE			
SUBLET AMOUNT			
MISC. CHARGES			
TOTAL CHARGES			
DISC./EXTEND. WARRANTY			
SALES TAX			
PLEASE PAY THIS AMOUNT			

Customer Number: [REDACTED]

Invoice No [REDACTED]

INVOICE

JEEP CHRYSLER DODGE OF ONTARIO

1202 AUTO CENTER DR.
(ONTARIO AUTO CENTER)
ONTARIO, CALIFORNIA 91761
(909) 390-9898
CAD # 983596552 ARD # AE166885

ANAHEIM, CA

Home: [REDACTED]

Email: EMAIL [REDACTED]

SERVICE ADVISOR: 701 BRITTNEY ADAMS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BRIGHT_WHI	14	JEEP GRAND CHEROKEE	1C4RJEBG8EC [REDACTED]		17463 17464	T6206	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14MAY13			16:00 21OCT14			CASH	24OCT14
R.O. OPENED	READY	OPTIONS: SOLD-STK [REDACTED]					
10:07 20OCT14	11:09 24OCT14						

SECTION	OPCODE	TECH	TYPE	LIST	NET	TOTAL
		273	WCSC	hrs.		(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE O: \$ 0.00

P** CUSTOMER STATES THAT THE VEHICLE WILL READ KEY NOT DETECTED AT TIMES PLEASE CHECK AND ADVISE

RM REFER LINE "M"


		273	WZ	hrs.		(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE P: \$ 0.00

17464 REFER TO RRT FOR REPAIRS.
ORDERED LEFT SUNVISOR. PART IS
ON BACK ORDER. SUNVISOR IS
DISCONNECT LIGHTS WILL NOT
WORK. PLE

THANK YOU FOR CHOOSING JEEP CHRYSLER DODGE OF
ONTARIO, WE KNOW YOU HAVE MANY CHOICES FOR
SERVICING YOUR VEHICLE. WE TRULY APPRECIATE
YOUR BUSINESS.....
SERVICE AND PARTS OPEN MON-FRI 7AM-MIDNIGHT
SATURDAY 8AM-4PM, SUNDAY CLOSED
ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED

10/23
108

Customer Copy

NO VEHICLES RELEASED AFTER CLOSING HOURS NOTICE: VEHICLES NOT PICKED UP WITHIN TWO DAYS AFTER REPAIRS ARE COMPLETED WILL BE SUBJECT TO A STORAGE FEE. SERVICE DEPARTMENT HOURS MONDAY THROUGH FRIDAY 7:00 A.M. TO MIDNIGHT SATURDAYS & SUNDAYS 8:00 A.M. TO 4:00 P.M., BY APPT. ONLY SERVICE CASHIER HOURS MONDAY THROUGH FRIDAY 7:00 A.M. TO MIDNIGHT SATURDAYS & SUNDAYS 8:00 A.M. TO 4:00 P.M., BY APPT. ONLY			DESCRIPTION	TOTALS
	ORIGINAL ESTIMATE \$ _____	AUTHORIZED REVISED ESTIMATE \$ _____	LABOR AMOUNT	0.00
LABOR CHARGES ARE \$ _____ PER FLAT RATE HOUR.		PARTS AMOUNT	0.00	
I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increase in the original estimated price. I also		GAS, OIL, LUBE	0.00	
		SUBLET AMOUNT	0.00	
		MISC. CHARGES	0.00	
		TOTAL CHARGES	0.00	
		DISC./EXTEND. WARRANTY	0.00	
		SALES TAX	0.00	
		PLEASE PAY THIS AMOUNT	0.00	

1202 AUTO CENTER DR. (ONTARIO AUTO CENTER) ONTARIO, CALIFORNIA 91761 (909) 390-9898 CAD # 983596552 ARD # AE166885

ANAHEIM, CA

HOME: [REDACTED] EMAIL: [REDACTED]

SERVICE ADVISOR: 701 ADAMS, BRITNEY

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG, DEL DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., RATE, PAYMENT, INV. DATE. Includes data for BRIGHT WHI, 14, JEEP GRAND CHEROKEE, 1C4RJEBG8EC, 18385, T9547, 14MAY13 D, 16:00 04DEC14, CASH.

Table with columns: LINE, OP CODE, TECH., TYPE, DESCRIPTIONS/INSTRUCTIONS. Includes items # A (TIRE PRESSURE CHECK), # B (CUSTOMER STATES THAT THE HEAT WILL START OFF BLOWING WARM AND THEN START BLOWING COLD), # C (CUSTOMER STATES THAT THE LEFT FRONT SEAT BACK IS WARPED), # D (CUSTOMER STATES THE THE LUMBAR MAKES A POPPING NOISE), # E (REPLACED LEFT SUNVISOR PER RECALL P36).

RO# [REDACTED] VIN# 1C4RJEBG8EC [REDACTED]

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...

PRELIMINARY ESTIMATE \$ _____

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control...

AUTHORIZED BY X

Table with columns: REVISED ESTIMATE (1), REVISED ESTIMATE (2), REVISED ESTIMATE (3), DATE, TIME, BY.

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X

CUSTOMER SIGNATURE

JEEP CHRYSLER OF ONTARIO

1202 AUTO CENTER DR. (ONTARIO AUTO CENTER) ONTARIO, CALIFORNIA 91761 (909) 390-9898 CAD # 983596552 ARD # AE166885

ANAHEIM, CA

HOME: [REDACTED] EMAIL: [REDACTED]

SERVICE ADVISOR: 701 ADAMS, BRITTNEY

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG, DEL DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., RATE, PAYMENT, INV. DATE, R.O. OPENED, READY, OPTIONS: SOLD-ST.

Table with columns: LINE OF CODE, TECH... TYPE, DESCRIPTIONS/INSTRUCTIONS. Contains items # F, # G, # H, # I, # J with descriptions of seat track noise, surges, e-brake sticking, and air filter replacement.

RO# [REDACTED] VIN# 1C4RJEBG8EC [REDACTED]

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...

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control...

PRELIMINARY ESTIMATE \$ _____

AUTHORIZED BY X

Table with columns: REVISED ESTIMATE (1), REVISED ESTIMATE (2), REVISED ESTIMATE (3), DATE, TIME, BY

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X

CUSTOMER SIGNATURE

JEEP CHRYSLER OF ONTARIO

1202 AUTO CENTER DR. (ONTARIO AUTO CENTER) ONTARIO, CALIFORNIA 91761 (909) 390-9898

CAD # 983596552 ARD # AE166885

ANAHEIM, CA

HOME: [REDACTED]

EMAIL: [REDACTED]

SERVICE ADVISOR: 701 ADAMS, BRITTNEY

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG, DEL DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., RATE, PAYMENT, INV. DATE. Includes data for BRIGHT WHI, 14, JEEP GRAND CHEROKEE, 1C4RJEBG8EC, 18385, T9547, 14MAY13 D, 16:00 04DEC14, CASH.

LINE OP CODE TECH... TYPE DESCRIPTIONS/INSTRUCTIONS # K 8-100 WZ CUSTOMER STATES THAT THE RIGHT SIDE MIRROR DOES NOT MOVE BACK UP AFTER BEING IN REVERSE. PLEASE CHECK AND ADVISE |CC:

L RENTAL WZSC ENTERPRISE RENTAL CAR (NO RENTALS WITHOUT P.O.'S NO EXCEPTIONS) |CC:

MON-FRI 7AM-MIDNITE SAT 8-4, SUNDAY CLOSED

RO# [REDACTED] VIN# 1C4RJEBG8EC [REDACTED]

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...

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control...

PRELIMINARY ESTIMATE \$

AUTHORIZED BY X

Table with columns: REVISED ESTIMATE (1), REVISED ESTIMATE (2), REVISED ESTIMATE (3), DATE, TIME, BY

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X

CUSTOMER SIGNATURE

**RETAIL INSTALLMENT SALE CONTRACT - SIMPLE FINANCE CHARGE
(WITH ARBITRATION PROVISION)**

Dealer Number 11-24105 Contract Number _____ R.O.S. Number _____ Stock Number 143782

Buyer Name and Address [REDACTED]	Co-Buyer Name and Address (Including County and Zip Code) [REDACTED]	Creditor-Seller (Name and Address) CHRYSLER DOCK OF AMERICA 2025 AUTO CENTER DR ANTARIO, LA 70424
--------------------------------------	--	--

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

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2014	FORD OTHER LIMIT 240		104FJ58G66 [REDACTED]	<input type="checkbox"/> Personal, family or household unless otherwise indicated below. <input type="checkbox"/> business or commercial

FEDERAL TRUTH-IN-LENDING DISCLOSURES				
ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of
2.99 %	\$ 2381.05 (e)	\$ 26281.87	\$ 28863.84 (e)	\$ 13500.00 is \$ 22157.87 (e)
(e) means an estimate				

YOUR PAYMENT SCHEDULE WILL BE:		
Number of Payments:	Amount of Payments:	When Payments Are Due:
One Payment of	N/A	N/A
One Payment of	N/A	N/A
72 Payments	398.11	Monthly, Beginning 08/13/2014
N/A Payments	N/A	Monthly, Beginning N/A
One Final Payment	398.11	05/13/2015

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.
Prepayment. If you pay off all your debt early, you may be charged a minimum finance charge.
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, minimum finance charges, and security interest.

ITEMIZATION OF THE AMOUNT FINANCED (Seller may keep part of the amounts paid to others.)

1. Total Cash Price

A. Cash Price of Motor Vehicle and Accessories	\$ 35500.00 (A)
1. Cash Price Vehicle	\$ 35000.00
2. Cash Price Accessories	\$ N/A
3. Other (Nontaxable)	
Describe	\$ N/A
Describe	\$ N/A
B. Document Processing Charge (not a governmental fee)	\$ 50.00 (B)
C. Emissions Testing Charge (not a governmental fee)	\$ N/A (C)
D. (Optional) Theft Deterrent Device (to whom paid)	\$ N/A (D)
E. (Optional) Theft Deterrent Device (to whom paid)	\$ N/A (E)
F. (Optional) Theft Deterrent Device (to whom paid)	\$ N/A (F)
G. (Optional) Surface Protection Product (to whom paid)	\$ 739.00 (G)
H. (Optional) Surface Protection Product (to whom paid)	\$ N/A (H)
I. Sales Tax (on taxable items in A through H)	\$ 2012.22 (I)
J. Electronic Vehicle Registration or Transfer Charge (not a governmental fee) (to whom paid)	\$ 23.00 (J)
K. (Optional) Service Contract (to whom paid)	\$ N/A (K)
L. (Optional) Service Contract (to whom paid)	\$ N/A (L)
M. (Optional) Service Contract (to whom paid)	\$ N/A (M)
N. (Optional) Service Contract (to whom paid)	\$ N/A (N)
O. (Optional) Service Contract (to whom paid)	\$ N/A (O)

STATEMENT OF INSURANCE
 NOTICE: No person is required as a condition of financing the purchase of a motor vehicle to purchase or negotiate any insurance through a particular insurance company, agent or broker. You are not required to buy any other insurance to obtain credit. Your decision to buy or not buy other insurance will not be a factor in the credit approval process.

Vehicle Insurance		
	Term	Premium
\$ Ded. Comp., Fire & Theft	Mos.	\$ N/A
\$ Ded. Collision	Mos.	\$ N/A
Bodily Injury \$ N/A Limits	Mos.	\$ N/A
Property Damage \$ N/A Limits	Mos.	\$ N/A
Medical \$ N/A	Mos.	\$ N/A
Total Vehicle Insurance Premiums		\$ N/A (a)

UNLESS A CHARGE IS INCLUDED IN THIS AGREEMENT FOR PUBLIC LIABILITY OR PROPERTY DAMAGE INSURANCE, PAYMENT FOR SUCH COVERAGE IS NOT PROVIDED BY THIS AGREEMENT.

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.

Buyer _____
 Co-Buyer _____
 Seller _____

If any insurance is checked below, policies or certificates from the named insurance companies will describe the terms and conditions.

Application for Optional Credit Insurance

Credit Life: Buyer Co-Buyer Both
 Credit Disability (Buyer Only)

	Term	Exp.	Premium
Credit Life	N/A	Mos.	\$ N/A
Credit Disability	N/A	Mos.	\$ N/A
Total Credit Insurance Premiums			\$ N/A (b)
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 buy credit life 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. 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 above.

You are applying for the credit insurance marked

P. Prior Credit or Lease Balance paid by Seller to _____ (e) \$ _____ (P)
 (see downpayment and trade-in calculation)

Q. (Optional) Gap Contract (to whom paid) _____ \$ _____ (Q)

R. (Optional) Used Vehicle Contract Cancellation Option Agreement _____ \$ _____ (R)

S. Other (to whom paid) _____ \$ _____ (S)
 For _____

Total Cash Price (A through S) \$ _____ (1)

2. Amounts Paid to Public Officials

A. Vehicle License Fees \$ _____ (A)

B. Registration/Transfer/Titling Fees \$ _____ (B)

C. California Tire Fees \$ _____ (C)

D. Other _____ \$ _____ (D)

Total Official Fees (A through D) \$ _____ (2)

3. Amount Paid to Insurance Companies
 (Total premiums from Statement of Insurance column a + b) \$ _____ (3)

4. State Emissions Certification Fee or State Emissions Exemption Fee \$ _____ (4)

5. Subtotal (1 through 4) \$ _____ (5)

6. Total Downpayment

A. Agreed Trade-In Value Yr _____ Make _____ Model _____ Odом _____ VIN _____ \$ _____ (A)

B. Less Prior Credit or Lease Balance (e) \$ _____ (B)

C. Net Trade-In (A less B) (indicate if a negative number) \$ _____ (C)

D. Deferred Downpayment \$ _____ (D)

E. Manufacturer's Rebate \$ _____ (E)

F. Other _____ \$ _____ (F)

G. Cash \$ _____ (G)

Total Downpayment (C through G) \$ _____ (6)
 (If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 1P above)

7. Amount Financed (5 less 6) \$ _____ (7)

SELLER ASSISTED LOAN
 BUYER MAY BE REQUIRED TO PLEDGE SECURITY FOR THE LOAN, AND WILL BE OBLIGATED FOR THE INSTALLMENT PAYMENTS ON BOTH THIS RETAIL INSTALLMENT SALE CONTRACT AND THE LOAN.

Proceeds of Loan From: _____

Amount \$ _____ Finance Charge \$ _____

Total \$ _____ Payable in _____

installments of \$ _____ \$ _____

from this Loan is shown in item 6D.

AUTO BROKER FEE DISCLOSURE
 If this contract reflects the retail sale of a new motor vehicle, the sale is not subject to a fee received by an autobroker from us unless the following box is checked:

Name of autobroker receiving fee, if applicable: _____

SELLER'S RIGHT TO CANCEL If Buyer and Co-Buyer sign here, the provisions of the Seller's Right to Cancel section on the back giving the Seller the right to cancel if Seller is unable to assign this contract to a financial institution will apply.

Agreement to Arbitrate: By signing below, you agree that, pursuant to the Arbitration Provision on the reverse side of this contract, you or we may elect to resolve any dispute by neutral, binding arbitration and not by a court action. See the Arbitration Provision for additional information concerning the agreement to arbitrate.

Buyer Signs X _____

Co-Buyer Signs _____

OPTION: You pay no finance charge if the Amount Financed, item 7, is paid in full on or before _____, Year _____, SELLER'S INITIALS _____

THE MINIMUM PUBLIC LIABILITY INSURANCE LIMITS PROVIDED IN LAW MUST BE MET BY EVERY PERSON WHO PURCHASES A VEHICLE. IF YOU ARE UNSURE WHETHER OR NOT YOUR CURRENT INSURANCE POLICY WILL COVER YOUR NEWLY ACQUIRED VEHICLE IN THE EVENT OF AN ACCIDENT, YOU SHOULD CONTACT YOUR INSURANCE AGENT.

WARNING:
 YOUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHICLE BEING PURCHASED. IF YOU DO NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE SELLING DEALER. HOWEVER, UNLESS OTHERWISE SPECIFIED, THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD.

FOR ADVICE ON FULL COVERAGE THAT WILL PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT.

THE BUYER SHALL SIGN TO ACKNOWLEDGE THAT HE/SHE UNDERSTANDS THESE PUBLIC LIABILITY TERMS AND CONDITIONS.

S/S/N _____ X _____

Payoff Agreement: Seller relied on information from you and/or the lienholder or lessor of your trade-in vehicle to arrive at the payoff amount shown in item 6B of the Itemization of Amount Financed as the "Prior Credit or Lease Balance." You understand that the amount quoted is an estimate.

Seller agrees to pay the payoff amount shown in 6B to the lienholder or lessor of the trade-in vehicle, or its designee. If the actual payoff amount is more than the amount shown in 6B, you must pay the Seller the excess on demand. If the actual payoff amount is less than the amount shown in 6B, Seller will refund to you any overage Seller receives from your prior lienholder or lessor. Except as stated in the "NOTICE"

above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have reached your 65th birthday. (2) You are eligible for disability insurance only if you are working for wages or profit 30 hours a week or more on the Effective Date. (3) Only the Primary Buyer is eligible for disability insurance. **DISABILITY INSURANCE MAY NOT COVER CONDITIONS FOR WHICH YOU HAVE SEEN A DOCTOR OR CHIROPRACTOR IN THE LAST 6 MONTHS** (Refer to "Total Disabilities Not Covered" in your policy for details).
 You want to buy the credit insurance.

Date _____

Date _____ Co-Buyer Signature _____ Age _____

OPTIONAL GAP CONTRACT A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in item 1Q of the Itemization of Amount Financed. See your gap contract for details on the terms and conditions it provides. It is a part of this contract.

Term _____ Mos. _____

Name of Gap Contract _____

I want to buy a gap contract _____

Buyer Signs X _____

OPTIONAL SERVICE CONTRACT(S) You want to purchase the service contract(s) written with the following company(ies) for the term(s) shown below for the charge(s) shown in item 1K, 1L, 1M, 1N, and/or 1O.

1K Company _____

Term _____ Mos. or _____ Miles

1L Company _____

Term _____ Mos. or _____ Miles

1M Company _____

Term _____ Mos. or _____ Miles

1N Company _____

Term _____ Mos. or _____ Miles

1O Company _____

Term _____ Mos. or _____ Miles

Buyer Signs _____

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between you and us relating to this contract. Any change to the contract must be in writing and both you and we must sign it. No oral changes are binding.

Buyer Signs X _____

Co-Buyer Signs _____

THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD.
FOR ADVICE ON FULL COVERAGE THAT WILL PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT.
THE BUYER SHALL SIGN TO ACKNOWLEDGE THAT HE/SHE UNDERSTANDS THESE PUBLIC LIEN RIGHTS AND CONDITIONS.

S/S X _____ X _____

Payoff Agreement: Seller relied on information from you and/or the lienholder or lessor of your trade-in vehicle to arrive at the payoff amount shown in item 6B of the Itemization of Amount Financed as the "Prior Credit or Lease Balance." You understand that the amount quoted is an estimate.

Seller agrees to pay the payoff amount shown in 6B to the lienholder or lessor of the trade-in vehicle, or its designee. If the actual payoff amount is more than the amount shown in 6B, you must pay the Seller the excess on demand. If the actual payoff amount is less than the amount shown in 6B, Seller will refund to you any overage Seller receives from your prior lienholder or lessor. Except as stated in the "NOTICE" on the back of this contract, any assignee of this contract will not be obligated to pay the Prior Credit or Lease Balance shown in 6B or any refund.

Buyer Signature X _____ Co-Buyer Signature X _____

Notice to buyer: (1) Do not sign this agreement before you read it or if it contains any blank spaces to be filled in. (2) You are entitled to a complete copy of this agreement. (3) You can prepay the full amount due under this agreement at any time. (4) If you default in the performance of your obligations under this agreement, the vehicle may be repossessed and you may be subject to suit and liability for the unpaid indebtedness evidenced by this agreement.

If you have a complaint concerning this sale, you should try to resolve it with the seller. Complaints concerning unfair or deceptive practices or methods by the seller may be referred to the city attorney, the district attorney, or an investigator for the Department of Motor Vehicles, or any combination thereof.

After this contract is signed, the seller may not change the financing or payment terms unless you agree in writing to the change. You do not have to agree to any change, and it is an unfair or deceptive practice for the seller to make a unilateral change.

Buyer Signature X _____ Co-Buyer Signature X _____

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

THERE IS NO COOLING-OFF PERIOD UNLESS YOU OBTAIN A CONTRACT CANCELLATION OPTION

California law does not provide for a "cooling-off" or other cancellation period for vehicle sales. Therefore, you cannot later cancel this contract simply because you change your mind, decide the vehicle costs too much, or wish you had acquired a different vehicle. After you sign below, you may only cancel this contract with the agreement of the seller or for legal cause, such as fraud. However, California law does require a seller to offer a 2-day contract cancellation option on used vehicles with a purchase price of less than \$40,000, subject to certain statutory conditions. This contract cancellation option requirement does not apply to the sale of a recreational vehicle, a motorcycle, or an off-highway motor vehicle subject to identification under California law. See the vehicle contract cancellation option agreement for details.

YOU AGREE TO THE TERMS OF THIS CONTRACT. YOU CONFIRM THAT BEFORE YOU SIGNED THIS CONTRACT, WE GAVE IT TO YOU, AND YOU WERE FREE TO TAKE IT AND REVIEW IT. YOU ACKNOWLEDGE THAT YOU HAVE READ BOTH SIDES OF THIS CONTRACT, INCLUDING THE ARBITRATION PROVISION ON THE REVERSE SIDE, BEFORE SIGNING BELOW. YOU CONFIRM THAT YOU RECEIVED A COMPLETELY FILLED-IN COPY WHEN YOU SIGNED IT.

Buyer Signature X _____ Date _____ Co-Buyer Signature X _____ Date _____

Co-Buyers and Other Owners — A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other Owner Signature X _____ Address _____

GUARANTY: To induce us to sell the vehicle to Buyer, each person who signs as a Guarantor individually guarantees the payment of this contract. If Buyer fails to pay any money owing on this contract, each Guarantor must pay it when asked. Each Guarantor will be liable for the total amount owing even if other persons also sign as Guarantor, and even if Buyer has a complete defense to Guarantor's demand for reimbursement. Each Guarantor agrees to be liable even if we do one or more of the following: (1) give the Buyer more time to pay one or more payments; (2) give a full or partial release to any other Guarantor; (3) release any security; (4) accept less from the Buyer than the total amount owing; or (5) otherwise reach a settlement relating to this contract or extend the contract. Each Guarantor acknowledges receipt of a completed copy of this contract and guaranty at the time of signing.

Guarantor waives notice of acceptance of this Guaranty, notice of the Buyer's non-payment, non-performance, and default; and notices of the amount owing at any time, and of any demands upon the Buyer.

Guarantor X _____ Date _____ Guarantor X _____ Date _____
Address _____ Address _____

Seller Signs _____ Date _____ By X _____ Title _____

PE15-030

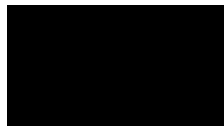
FLAT CHRYSLER

11-24-2015

ENCLOSURE 4

Legal Backup

SUBJECT





KIMMEL & SILVERMAN

P.C.

1-800-LEMON LAW

www.lemonlaw.com

CORPORATE HEADQUARTERS

30 E. Butler Pike
Ambler, PA 19002
P (215) 540-8888
F (215) 540-8817

WESTERN PA OFFICE, 100 Ross Street, Suite 330, Pittsburgh, PA 15219, P (412) 566-1001, F (412) 566-1005

NEW JERSEY OFFICE, Executive Quarters, 1930 E. Marlton Pike, Suite Q29, Cherry Hill, NJ 08003, P (856) 429-8334, F (856) 216-7344

DELAWARE OFFICE, 501 Silverside Road, Suite 118, Wilmington, DE 19809, P (302) 791-9373, F (302) 791-9476

CONNECTICUT OFFICE, 136 Main Street, Suite 301, Danielson, CT 06239, P (860) 866-4380, F (860) 263-0919

NEW YORK OFFICE, 1001 Avenue of the Americas, 12th Floor, New York, NY 10018, P (212) 719-7543, F (877) 617-2515

BUFFALO, NY OFFICE, 1207 Delaware Avenue, Suite 440, Buffalo, NY 14209, P (716) 332-6112, F (800) 863-1689

PLEASE REMIT ALL CORRESPONDENCE TO THE AMBLER OFFICE

February 12, 2015

JACQUELINE C. HERRITTTM
ROBERT A. RAPKINTM
ANGELA K. TROCCOLITM
AMY L. BENNECOFF GINSBURGTM
TARA L. PATTERSONTM
W. CHRISTOPHER COMPONOVOTM
ZACHARY S. KAPPELTM
JASON L. GRESHESTM
DAIVY P. DAMBREVILLETM
JOHN A. DINGLETM
ROBERT E. WILLIAMSTM
STEVEN MEDINATM
SHANNON R. HARKINSTM

ROBERT M. SILVERMANTM
CRAIG THOR KIMMELTM

TM Member, PA Bar
TM Member, NJ Bar
TM Member, DE Bar
TM Member, NY Bar
TM Member, MA Bar
TM Member, MD Bar
TM Member, OH Bar
TM Member, MI Bar
TM Member, NH Bar
TM Member, CT Bar
TM Member, TN Bar
TM Member, WY Bar
TM Member, DC Bar
TM Member, CA Bar
TM Member, WI Bar
TM Member, TX Bar
TM Member, WV Bar
TM Member, CO Bar
TM Member, FL Bar

FCA US LLC
1000 Chrysler Drive
Auburn Hills, MI 48226
Fax: 518-869-3334

Re: Mr. [REDACTED]
2014 Jeep Cherokee eco diesel
VIN: 1C4RJFBM7EC [REDACTED]

RECEIVED

FEB 16 2015

MILLER, CANFIELD, PADDOCK
AND STONE, P.L.C.

Dear Sir/Madam:

As you know, this office represents the above-referenced individual for problems encountered with the 2014 Jeep Cherokee eco diesel. I am enclosing the repair slips. As you can see, my client has returned to the dealership for problems with the check engine light, transmission and the gear shift module. The vehicle is currently at the dealership for the replacement of the transmission and shifter module. Also, the fluid gauge does not read accurately and the radio screen displays "service phone".

Please let me know if FCA US LLC is interested in attempting an early resolution in this matter. I will refrain from filing suit in this matter for 30 days while you evaluate my client's claim. If I do not hear from you within the next 30 days, suit will be prepared and filed.

I look forward to hearing from you.

Very truly yours,

Jacqueline C. Herritt

JCH/em
Attachments

FCAUS LLC
Office of the General Counsel

FEB 13 2015

By HE FedEx Mail/Reg. Agent/
Sec. of State/Proc. Server

CUSTOMER #:



INVOICE

POSITIVELY DIFFERENT

TOWNE CHRYSLER DODGE JEEP, INC.
5130 Camp Road - Hamburg, NY 14075-2788
(716) 646-5200 - Fax (716) 648-6974
www.towneauto.com

WAKE FOREST, NC

PAGE 2

HOME:

CONT. N/A

BUS:

CELL

SERVICE ADVISOR: 9600 SHANNA GRIFFIN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BILLET	14	JEEP GRAND CHEROKEE	1C4RJFBM7EC		17134/17726		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02JAN14 DD			16:30 02FEB15		98.95	CASH	05FEB15
R.O. OPENED	READY	OPTIONS: DLR:68669 ENG:3.0_Liter_Turbo					
09:53 06JAN15	15:30 05FEB15						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
			2851	WP			(N/C)
	85410000		DIAGNOSTIC TIME				
			2851	WP			(N/C)

VEHICLE ORIGINALLY TOWED IN FOR NO START CONERN, CUST NOTED CHECK ENGINE LIGHT CAME ON AND THEN CUSTOMER NOTICED THAT INSTURMENT CLUSTER BACKLIGHT CAME ON AND WOULD NOT SHUT OFF, CUSTOMER WENT TO START THE VEHICLE THE NEXT MORNING AND THE VEHICLE WOULD NOT START, CUSTOMER CALLED ROAD SIDE ASSISTANCE AND HAD VEHICLE TOWED IN, TECH CHECKED VEHICLE FOR NO START CONCERN, FOUND BATTERY DEAD, PUSHED INTO SHOP AND CHARGE BATTERY, WYTECH TEST FOUND LOTS OF CODES AND INSTURMENT CLUSTER INOP, DISCONNECTED BATTERY AND RECONFIGURED VEHICLE CLEARED CODES, RECHECKED AND FOUND CLUSTER IS WORKING AND NO FAULT CODES IN SYSTEM AT THIS TIME, TEST DROVE VEHICLE 2X AND CHECK ENGINE LIGHT DID NOT RETURN, INSTURMENT CLUSTER DID NOT BLACK OUT ONCE, CUSTOMER CAME TO PICK UP VEHICLE AND CHECK ENGINE LIGHT CAME ON ONCE HE REMOTE STARTED VEHICLE. SCANNED FOR FAULT CODE FOUND CODE P1DCA-00 STORED IN TCM (PARK SENSE CIRCUIT OPEN), CODE WAS STORED, TECH PERFORMED TEST AND SHOWED INTERMITTENT CONDITON, TEST DROVE VEHICLE AGAIN MULTIPLES TIMES AND CHECK ENGINE LIGHT RETURNED WITH SAME STORED FAULT P1DCA-00 FOUND CODE WAS NORMALLY TRIGGERED BY REMOTE STARTED, LOAD TESTED CIRCUIT T824 PARK CIRCUIT BETWEEN TRANSMISSION HARNESS CONNECTOR AND RF HUB C1 HARNESS CONNECTOR, ALL CIRUCITS TESTED OK, PER STAR, INSTALL DIELECTRIC GREASE IN TCM CONNECTOR AND RE TEST, REPLACED RF HUB (RADIO FREQUENCY HUB) DUE TO CHECK ENGINE LIGH SEEMED TO BE TRIGGED BY REMOTE START, INSTALLED NEW RF HUB AND ROAD TESTED VEHICLE, CHECK ENGINE LIGHT RETURNED, AS PER STAR CENTER HARDWIRED CIRCUIT T824 AND PUT DIELECTRIC GREASE IN CONNECTORS, AS PER STAR CENTER IF FAULT CODE RETURNED REPLACE INTERNAL TRANSMISSION VALVE BODY ASSEMBLY, INSTALLED NEW VALVE BODY ASSEMBLY AND TEST DROVE VEHICLE, RETURNED VEHICLE TO CUSTOMER AT THIS POINT DUE TO CUSTOMER MOVING OUT OF STATE DOWN TO NC, ADVISED CUSTOMER WOULD NEED FURTHER DIAGNOSIS AT ANOTHER CHRYSLER DEALER, CUSTOMER CALLED 1 HOUR AFTER PICKING UP VEHICLE AND STATED THAT TRANSMISSION WOULD NOT GO INTO

IF YOU HAVE ANY QUESTIONS PLEASE CONTACT
YOUR PERSONAL SERVICE ADVISOR
(716) 646-5200



Service & Parts: Monday thru Saturday 8AM - 5PM
Bodyshop: Monday thru Friday 8AM - 5PM

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 mechanics lien is hereby acknowledged on below vehicle to secure the amount of repairs thereto.

REPLACED PARTS REQUESTED YES NO

CUSTOMER SIGNATURE

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 neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

Our prices are preset on a per job basis. All customers will be given a quote prior to repairs.

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

CUSTOMER #:



towne
AUTO

INVOICE

POSITIVELY DIFFERENT

TOWNE CHRYSLER DODGE JEEP, INC.
5130 Camp Road · Hamburg, NY 14075-2788
(716) 646-5200 · Fax (716) 648-6974
www.towneauto.com

WAKE FOREST, NC

PAGE 1

HOME: CONT:N/A

BUS: CELL

SERVICE ADVISOR: 9600 SHANNA GRIFFIN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BILLET	14	JEEP GRAND CHEROKEE	1C4RJFBM7E0		17134/17726	

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02JAN14 DD			16:30 02FEB15		98.95	CASH	05FEB15

R.O. OPENED READY OPTIONS: DLR:68669 ENG:3.0_Liter_Turbo

09:53 06JAN15 15:30 05FEB15

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

A C/S CHECK ENGINE LIGHT IS ON SOLID, PLEASE ADVISE

CAUSE: CK ENGINELIGHT

08197701 REPLACE ELECTRONIC GEAR SHIFTER MODULE
(SHIFTER ASSEMBLY)

2851 WP

1 68166105AE SHIFTER-TRANSMISSION

1 1Y69DX9AB KNOB-GEARSHIFT

FC: ML PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

(N/C)
(N/C)
(N/C)

08197301 TEST AND REPLACE RADIO FRQUENCY HUB
MODULE

2851 WP

1 68217462AB RECEIVER-HUB

0891CFH4 TRANSMISSION WIRING REPAIR

2851 WP

21550231 REMOVE AND INSTALL TRANSMISSION PAN

2851 WP

2195015B REPLACE 8 SPEED TRANSMISSION VALVE BODY
ASSEMBLY

2851 WP

1 RL227332AA VALVE BOD

8 68218925AA *FLUID-AUTOMATIC TRANSMISSION

21006002 REPLACE TRANSMISSION ASSEMBLY 8HP70 3.0
DIESEL ENGINE

2851 WP

1 RL224875AG TRANS-WITH TORQUE CONVERTER

21006060 REPLACE TRANSMISSION SKID PLATE EQUIPPED

2851 WP

21006066 REPLACE TRANSMISSION 4X4 EQUIPPED

2851 WP

21000051 PERFORMED TCM - TRANSMISSION ADAPTION
PROCEDURE

(N/C)
(N/C)
(N/C)
(N/C)
(N/C)
(N/C)
(N/C)
(N/C)
(N/C)

IF YOU HAVE ANY QUESTIONS PLEASE CONTACT
YOUR PERSONAL SERVICE ADVISOR
(716) 646-5200



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 mechanics lien is hereby acknowledged on below vehicle to secure the amount of repairs thereto.

REPLACED PARTS REQUESTED YES NO

CUSTOMER SIGNATURE

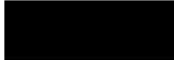
Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to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

Our prices are preset on a per job basis. All customers will be given a quote prior to repairs.

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

Service & Parts: Monday thru Saturday 8AM - 5PM
Bodyshop: Monday thru Friday 8AM - 5PM

CUSTOMER #:



towne

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INVOICE

PAGE 3

WAKE FOREST, NC

HOME:

CONT: N/A

BUS:

CELL:

SERVICE ADVISOR: 9600 SHANNA GRIFFIN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BILLET	14	JEEP GRAND CHEROKEE	1C4RJFBM7EC		17134/17726	

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02JAN14 DD			16:30	02FEB15	98.95	CASH	05FEB15

R.O. OPENED	READY	OPTIONS:	DLR:68669 ENG:3.0_Liter_Turbo				
09:53	06JAN15	15:30	05FEB15				

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

REV (CUST WOULD PUT IN ANY GEAR AND VEHICLE WOULD AUTOMATICALLY SHIFT INTO PARK) CUSTOMER BROUGHT VEHICLE BACK TO DEALERSHIP AND PICKED UP RENTAL VEHICLE TO MOVE DOWN TO NC WITH (RENTAL NOTES PUT ON FILE BY DISTRICT MANAGER) TECH SCANNED FAULT CODES FOR TRANSMISSION NOT SHIFTING PROPERLY FOUND NEW FAULT CODES P0850, P1B14 ARE SETTING NOW ALONG WITH P1DCA-00 AND TRANSMISSION WOULD NOT ENGAGE INTO REV (AFTER ABOUT 15 MINS OF TRYING TO GET INTO REV, WOULD EVENTUALLY GO INTO REV, AS PER STAR CENTER APPEARED FAULTY VALVE BODY WAS INSTALLED, ORDERED NEW VALVE BODY WHEN INSTALLING NEW VALVE BODY, TECH DROPPED DOWN TRANSMISSION PAN AND FOUND METAL PARTICLES IN PAN, ORDERED AND INSTALLED NEW 8HP70 TRANSMISSION ASSEMBLY, TEST DROVE VEHICLE TO RECHECK FOR ORIGINAL FAULT CODE, NO CHECK ENGINE LIGHT RETURNED, SCANNED VEHICLE FOR CODES AND FOUND P1DCA-00 PARK SENSOR CIRCUIT STORED WAS STORED IN VEHICLE DATA SHOWING FAULT OCCURED 2X SINCE TRANSMISSION REPLACEMENT, CALLED AND SPOKE TO BRIAN AT STAR CENTER, BRIAN STATED TO REPLACE SHIFTER WITH A KNOWN GOOD SHIFTER ASSEMBLY WITH ELECTRONIC SHIFTER MOUDLE, AFTER INSTALLING SHIFTER ASSEMBLY OUT OF A NEW LOT VEHICLE AND DRIVING VEHICLE 300 MILES, CHECK ENGINE LIGHT OR FAULT CODE DID NOT RETURN, REMOVED HARDWARE FOR CIRCUIT T824, VEHICLE OPERATING AS DESIGNED AT THIS TIME. TECH FILLED DEF FLUID AND FILLED VEHICLE WITH DIESEL FUEL TO BE DELIVERED DOWN TO CUSTOMER IN NC.

B C/S INSTURMENT CLUSTER BACKLIGHTING STAYED LIT ON VEHICLE AND CUST COULD HEAR A BUZZING NOISE, NOW THIS MORNING THE VEH WILL NOT START OR TAKE A JUMP

CAUSE: F5

85419001 NO TROUBLE FOUND INSTURMENT CLUSTER LIGHTING STAYING ON

2851 WP

FC: UC PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

(N/C)

IF YOU HAVE ANY QUESTIONS PLEASE CONTACT
YOUR PERSONAL SERVICE ADVISOR
(716) 646-5200



Service & Parts: Monday thru Saturday 8AM - 5PM
Bodyshop: Monday thru Friday 8AM - 5PM

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REPLACED PARTS REQUESTED YES NO

X _____ CUSTOMER SIGNATURE

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

CUSTOMER #:



towne
AUTO

POSITIVELY DIFFERENT

TOWNE CHRYSLER DODGE JEEP, INC.
5130 Camp Road · Hamburg, NY 14075-2788
(716) 646-5200 · Fax (716) 648-6974
www.towneauto.com

INVOICE

PAGE 1

LAKE VIEW, NY

HOME:

CONT:N/A

BUS:

CELL:716-262-6926

SERVICE ADVISOR: 9600 SHANNA GRIFFIN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BILLET	14	JEEP GRAND CHEROKEE	1C4RJFBM7EC		16057/16057		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02JAN14 DD			WAIT 18DEC14		98.95	CASH	18DEC14
R.O. OPENED		READY	OPTIONS: DLR:68669 ENG:3.0_Liter_Turbo				
08:23	18DEC14	09:35	18DEC14				

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

A C/R PERFORM OPEN RECALL P26- INSPECT AND INSTALL SUN VISOR WIRING
RETAINERS

CAUSE: recallp36
08P36182 REPLACE LEFT AND RIGHT SIDE SUN VIOR
WIRE GUIDE
2851 WP (N/C)
1 CBXDP361AA SPACER-VISOR (N/C)
08P36160 DUAL PANE SUNROOF EQUIPPED: (N/C)
2851 WP (N/C)

B PERFORM RRT 14-087- FLASH UPDATE HVAC
CAUSE: RRT 14-087
1819629G REPROGRAM AUTO TEMP MODULE
2851 WP (N/C)
FC: FM PART#: COUNT:
CLAIM TYPE: W
AUTH CODE:

C PERFORM RRT 14-075- SECURE DEF INJECTOR LINE
C26 NECC TO ORDER PARTS FOR RRT 14-075 TO REROUTE
AND SECURE DEF FLUID LINE
2851 CP 0.00 0.00

D C/S RADIO SCREEN WILL READ "SERVICE PHONE- SEE DEALER"
CAUSE: FLASH UPDATE AVAIL
186002CF CHECK SOFTWARE LEVEL FOR RADIO AND
PERFORM SYSTEM UDPATE
2851 WP (N/C)
FC: FM PART#: COUNT:
CLAIM TYPE: W
AUTH CODE:

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

CUSTOMER #: [REDACTED]



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INVOICE

PAGE 2

LAKE VIEW, NY [REDACTED]

HOME: CONT: N/A

BUS: CELL: [REDACTED]

SERVICE ADVISOR: 9600 SHANNA GRIFFIN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BILLET	14	JEEP GRAND CHEROKEE	1C4RJFBM7EC [REDACTED]	[REDACTED]	16057/16057		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02JAN14 DD			WAIT 18DEC14		98.95	CASH	18DEC14
R.O. OPENED	READY	OPTIONS: DLR:68669 ENG:3.0 Liter Turbo					
08:23 18DEC14	09:35 18DEC14						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

 E CHECK AND PERFORM ANY AVAILABLE FLASH UPDATES
 CAUSE: FLASH UPDATE AVAILABLE
 181905E9 FLASH UPDATE TRANSMISSIO CONTROL MODULE
 2851 WP (N/C)
 1 4275086AD LABEL-GENERAL INFORMATION (N/C)
 FC: FM PART#: COUNT:
 CLAIM TYPE: W
 AUTH CODE:
 181904AZ FLASH UPDATE PCM
 2851 WP (N/C)

Thank you for choosing Towne Chrysler Dodge Jeep for your service work!

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

CUSTOMER #:



towne

AUTO

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INVOICE

PAGE 5

WAKE FOREST, NC

HOME:

CONT:N/A

BUS:

CELL:

SERVICE ADVISOR: 9600 SHANNA GRIFFIN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BILLET	14	JEEP GRAND CHEROKEE	1C4RJFBM7EC		17134/17726		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02JAN14 DD			16:30 02FEB15		98.95	CASH	05FEB15
R.O. OPENED	READY	OPTIONS: DLR:68669 ENG:3.0_Liter_Turbo					
09:53 06JAN15	15:30 05FEB15						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

Thank you for choosing Towne
Chrysler Dodge Jeep
for your service work!



LINCOLN



CHRYSLER



HYUNDAI



MAZDA

MAZDA

ACCESSORY CHARGE

TOWNE AUTO

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

CUSTOMER #: [REDACTED]

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LAKE VIEW, NY [REDACTED]

PAGE 1

HOME: CONT: N/A

BUS: CELL: [REDACTED]

SERVICE ADVISOR: 9600 SHANNA GRIFFIN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
-------	------	------------	-----	---------	------------------	-----

BILLET	14	JEEP GRAND CHEROKEE	1C4RJFBM7EC [REDACTED]		16551/16551	
--------	----	---------------------	------------------------	--	-------------	--

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
-----------	------------	------------	----------	--------	------	---------	-----------

02JAN14 DD			WAIT 31DEC14		98.95	CASH	31DEC14
------------	--	--	--------------	--	-------	------	---------

R.O. OPENED	READY	OPTIONS:
-------------	-------	----------

09:51 31DEC14	10:17 31DEC14	
---------------	---------------	--

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

B C/R PERFORM RRT 14-075- RE ROUTE AND SECURE DEF FLUID LINE PER RRT

14-075- SOP PARTS ARE HERE

CAUSE: RRT 14-075

25080490 RE- ROUTE AND SECURE DEF FLUID AS PER

RRT 14-075

2851 WP

1 68257352AA KIT-TIE STRAP

FC: ZZ PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

(N/C)

(N/C)

Thank you for choosing Towne
Chrysler Dodge Jeep
for your service work!

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

CUSTOMER #:



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WAKE FOREST, NC

PAGE 4

HOME: CONT:N/A

BUS: CELL:

SERVICE ADVISOR: 9600 SHANNA GRIFFIN

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG. Includes rows for BILLET, DEL. DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., RATE, PAYMENT, INV. DATE, and options: DLR:68669 ENG:3.0_Liter_Turbo.

C** C/S DEF FLUID GAUGE DOES NOT SEEM TO READ ACCURATELY PLEASE ADVISE
CAUSE: NO TROUBLE FOUND DEF FLUID GAUGE
85418502 NO TROUBLE FOUNE DEF FLUID GAUGE- FOUND
SYSTEM HOLD 8 GALLONS, FOUND STAR CASE
S1425000010 STATING GAUGE MAY TAKE TIME TO
UPDATE WHEN COLD
2851 WP (N/C)
C8 ADDED 5 GALLONS OF DEF FLUID TO SYSTEM GAUGE
WENT FROM 1/4 TO 3/4 READING- VEHICLE OPER
AS DESIGNED AT THIS TIME
2851 IVIP (N/C)
7 68035704AB *FLUID-DIESELEXHAUST (N/C)

D** CHECK AND PERFORM ANY AVAILABLE FLASH UPDATES
CAUSE: FLASH UPDATE AVAILABLE
181904B1 FLASH UPDATE PCM
2851 WP (N/C)
FC: FM PART#: COUNT:
CLAIM TYPE: W
AUTH CODE:

SUBL RENTAL VEHICLE 1/9/15-2/5/15
PO#200946
WP (N/C)
FC: 200946

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CUSTOMER SIGNATURE
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said products.
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quote prior to repairs.

Table with columns: DESCRIPTION, TOTALS. Rows include: LABOR AMOUNT, PARTS AMOUNT, GAS, OIL, LUBE, SUBLET AMOUNT, MISC. CHARGES, TOTAL CHARGES, LESS INSURANCE, SALES TAX, PLEASE PAY THIS AMOUNT.

SSE

From: (215) 540-8888
Sharon Slarynski
Kimmel & Silverman, P.C.
30 East Butler Pike

Origin ID: QFWA

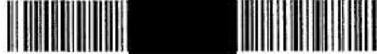


J15 1015011400uv

Ambler, PA 19002

Ship Date: 12FEB15
ActWgt: 1.0 LB
CAD: 100586475/NET3610

Delivery Address Bar Code



SHIP TO: (215) 540-8888

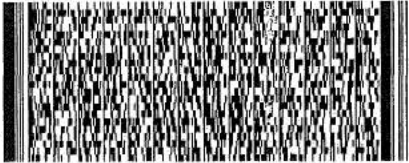
BILL SENDER

FCA US LLC
Warranty Litigation Department
1000 Chrysler Drive
CIMS 485-13-62
AUBURN HILLS, MI 48326

Ref #
Invoice #
PO #
Dept #

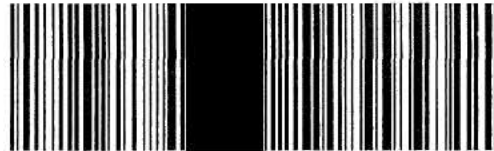
FRI - 13 FEB AA
STANDARD OVERNIGHT

TRK#
0201



ET MTCA

48326
MI-US
DTW



E37J1A1B3EE45

467
L16

3
15:00
B
9411
0213

II Pa

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1. Use the 'Print' button on this page to print your label to your laser or inkjet printer.
2. Fold the printed page along the horizontal line.
3. Place label in shipping pouch and attach it to your shipment so that the barcode portion of the label can be read and scanned.

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PE15-030

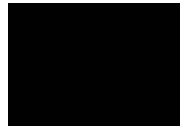
FLAT CHRYSLER

11-24-2015

ENCLOSURE 4

Legal Backup

SUBJECT



ART GAMBLIN MOTORS
1047 ROOSEVELT AVE E, ENUMCLAW, WA 98022
Phone: (360) 825-3567 x130
FAX: (360) 825-5190

Workfile ID: 5bab966f
Federal ID: 200883879

Preliminary Estimate

Customer: [REDACTED]

Job Number:

Written By: Jason Kelley
Adjuster: MALMQUIST, ERIC

Insured: [REDACTED]
Type of Loss: COLL-Collision
Point of Impact: 14 Unknown

Policy #: [REDACTED]
Date of Loss: 2/23/2015 3:25:00 PM

Claim #: [REDACTED]
Days to Repair: 0

Owner:
[REDACTED]
ENUMCLAW, WA [REDACTED]
[REDACTED] Business
[REDACTED] Evening

Inspection Location:
Home
[REDACTED]

Insurance Company:
SAFECO INSURANCE COMPANY OF ILLINOIS
Northwest Region
P.O BOX 515097
LOS ANGELES, CA 90051-5097

VEHICLE

Year: 2014
Make: JEEP
Model: GRAND CHEROKEE 4X4
OVERLAND
Color: silver Int: grey

Body Style: 4D UTV
Engine: 6-3.6L-FI
Production Date: 1/2014
Condition:

VIN: 1C4RJFCG1EC [REDACTED]
License: [REDACTED]
State: WA
Job #:

Mileage In: 7167
Mileage Out:
Vehicle Out:

TRANSMISSION

Automatic Transmission
4 Wheel Drive

POWER

Power Steering
Power Brakes
Power Windows
Power Locks
Power Mirrors
Heated Mirrors
Power Driver Seat
Power Passenger Seat
Memory Package

DECOR

Dual Mirrors
Privacy Glass
Console/Storage
Overhead Console
Wood Interior Trim

Air Conditioning

Intermittent Wipers
Tilt Wheel
Cruise Control
Rear Defogger
Keyless Entry
Alarm
Message Center
Steering Wheel Touch Controls
Rear Window Wiper
Telescopic Wheel

Climate Control
Navigation System
Backup Camera w/Parking Sensors
Remote Starter
Home Link

RADIO

AM Radio
FM Radio

Search/Seek

Auxiliary Audio Connection
Satellite Radio
Equalizer

SAFETY

Drivers Side Air Bag
Passenger Air Bag
Anti-Lock Brakes (4)
4 Wheel Disc Brakes
Traction Control
Stability Control

Front Side Impact Air Bags
Head/Curtain Air Bags
Hands Free Device
Xenon Headlamps
ROOF
Luggage/Roof Rack
Electric Glass Sunroof
Skyview Roof

Bucket Seats

Reclining/Lounge Seats
Leather Seats
Heated Seats
Rear Heated Seats
Ventilated Seats

WHEELS

20" Or Larger Wheels

PAINT

Clear Coat Paint

OTHER

Fog Lamps
Rear Spoiler
Signal Integrated Mirrors

TRUCK

Rear Step Bumper
Trailer Hitch
Trailer Package
Power Trunk/Gate Release

Preliminary Estimate

Customer: [REDACTED]

Job Number:

Vehicle: 2014 JEEP GRAND CHEROKEE 4X4 OVERLAND 4D UTV 6-3.6L-FI silver

CONVENIENCE

Stereo

SEATS

Preliminary Estimate

Customer: XXXXXXXXXX

Job Number:

Vehicle: 2014 JEEP GRAND CHEROKEE 4X4 OVERLAND 4D UTV 6-3.6L-FI silver

Line	Oper	Description	Part Number	Qty	Extended Price \$	Labor	Paint
1		FRONT BUMPER					
2	R&I	R&I bumper cover				1.4	
3		FRONT LAMPS					
4	R&I	LT Headlamp assy w/o black bezel				0.3	
5		FENDER					
6	*	Rpr LT Fender				5.5	2.2
7	R&I	LT Fender liner w/o SRT8				0.4	
8	R&I	LT Wheel flare Overland & Sum				0.4	
9	*	Rpr LT Wheel flare Overland & Sum				1.0	1.1
10		Overlap Major Non-Adj. Panel					-0.2
11	Repl	Wheel flare rivet	6500911	3	18.60		
12		HOOD					
13	*	Blnd Hood w/o SRT8 (ALU)					1.0
14	Repl	Nameplate "Jeep"	5182390AB	1	56.45	0.3	
15	R&I	Insulator w/o SRT8				0.3	
16		WINDSHIELD					
17	R&I	RT Washer nozzle				0.2	
18	R&I	LT Washer nozzle				0.2	
19	*	Rpr Windshield Jeep - back tape rt/lt side				0.4	
20		FRONT DOOR					
21	*	Rpr LT Outer panel				6.0	2.2
22		Overlap Major Adj. Panel					-0.4
23	R&I	LT Belt w/strip				Incl.	
24	Repl	LT Nameplate "GRAND CHEROKEE"	68110321AC	1	70.10	0.2	
25	R&I	LT Corner molding				Incl.	
26	R&I	LT Upper molding				0.9	
27	Repl	LT Power mirror code GUQ, painted, w/o blindspot textured	57010705AI	1	459.00	0.3	
28	Repl	LT Handle, outside chrome	4589881AH	1	136.00	0.4	
29	R&I	LT R&I trim panel				0.5	
30	R&I	LT Carrier				1.3	
31		REAR DOOR					
32	*	Rpr LT Outer panel				1.0	2.2
33		Overlap Major Adj. Panel					-0.4
34	R&I	LT Belt w/strip				Incl.	
35	R&I	LT Rear seal				0.2	
36	Repl	LT Stone guard door	68071575AB	1	27.75	0.2	
37	R&I	LT Upper molding				0.8	
38	R&I	LT Carrier				1.2	
39	R&I	LT R&I outside handle				0.4	

Preliminary Estimate

Customer: XXXXXXXXXX

Job Number:

Vehicle: 2014 JEEP GRAND CHEROKEE 4X4 OVERLAND 4D UTV 6-3.6L-FI silver

40	R&I	LT R&I trim panel				0.5	
41	R&I	LT Flare extn Overland				0.3	
42	*	Rpr	LT Flare extn Overland			<u>1.0</u>	0.9
43	*	Blnd	RT Outer panel				<u>1.0</u>
44		R&I	RT Belt w'strip			0.2	
45		R&I	RT Body w'strip			0.3	
46		R&I	RT Door w'strip			0.6	
47		Repl	RT Stone guard door	68071574AB	1	27.75	0.2
48		R&I	RT Flare extn Overland			0.3	
49		R&I	RT R&I outside handle			0.4	
50		R&I	RT Carrier			1.2	
51		R&I	RT R&I trim panel			0.5	
52		R&I	RT Upper molding			0.2	
53		R&I	RT Inner w'strip			0.1	
54		QUARTER PANEL					
55	*	Rpr	LT Quarter panel			<u>8.0</u>	2.4
56			Overlap Major Adj. Panel				-0.4
57		R&I	LT Wheelhouse liner w/o Summit & SRT8			0.3	
58		Repl	LT Wheelhouse liner rivet	6500911	6	37.20	
59		Repl	LT Wheel flare Overland	5QJ79TZAA	1	63.35	0.4
60		Repl	LT Wheel flare rivet	6500911	2	12.40	
61	*	Repl	LT Qtr glass Jeep w/o antenna	68213835AB	1	270.00	<u>0.0</u>
62	*	Subl	LT Qtr glass Jeep w/o antenna		1	<u>93.75</u>	
63		R&I	LT Rear qtr trim black			0.8	
64	*	Rpr	RT Quarter panel			<u>7.5</u>	2.4
65			Overlap Major Non-Adj. Panel				-0.2
66	#		partial paint		1		-0.4
67		R&I	RT Wheelhouse liner w/o Summit & SRT8			0.3	
68	*	Rpr	RT Outer wheelhouse rear			<u>1.0</u>	<u>0.0</u>
69		Blnd	Fuel door				0.2
70		R&I	Fuel door			0.3	
71		Repl	RT Wheel flare Overland	5QJ80TZAA	1	63.35	0.4
72		Repl	RT Wheel flare rivet	6500911	2	12.40	
73	*	Subl	RT Qtr glass Jeep w/o antenna		1	<u>93.75</u>	
74		R&I	RT Rear qtr trim black			0.8	
75		R&I	RT Pillar panel black			Incl.	
76		R&I	RT Rear trim panel w/o sub woofer black			Incl.	
77	#	Rpr	set up floor pull			1.0	
78	#	Rpr	pull rt qtr / wheel house			2.0	
79		FUEL SYSTEM					
80		Repl	Fuel tank gasoline	68214447AB	1	842.00 m	2.1 M
81	*	Repl	LT Skid plate	68061321AE	1	207.00	<u>0.2</u>
82	*	Repl	Lower shield	4578791AC	1	68.50	<u>0.3</u>

Preliminary Estimate

Customer: XXXXXXXXXX

Job Number:

Vehicle: 2014 JEEP GRAND CHEROKEE 4X4 OVERLAND 4D UTV 6-3.6L-FI silver

83	*	Repl	Front shield	68140487AA	1	70.70		<u>0.1</u>	
84	PILLARS, ROCKER & FLOOR								
85		R&I	LT Rocker molding Overland					1.1	
86		Repl	LT Rocker molding rivet	6500911	6	37.20			
87		R&I	Carpet rear black					0.2	
88		R&I	LT Carpet front black					0.2	
89		R&I	RT Carpet front black					0.2	
90	*	Rpr	LT Rocker molding Overland					<u>1.0</u>	2.2
91			Overlap Major Non-Adj. Panel						-0.2
92			Clear Coat						2.5
93		R&I	RT Rocker molding Overland					1.1	
94		Repl	RT Rocker molding rivet	6500911	6	37.20			
95	*	Blnd	<u>RT Aperture panel - rt sail panel</u>						<u>0.6</u>
96	*	Sect	Floor pan	68146603AE	1	1,430.00		<u>8.0</u>	1.0
97			Overlap Minor Panel						-0.2
98			Add for Clear Coat						0.2
99	ROOF								
100		R&I	LT Side rail					0.4	
101		R&I	RT Roof w'strip					0.5	
102		R&I	LT Roof w'strip					0.5	
103	EXHAUST SYSTEM								
104		Repl	Muffler & pipe	52022398AF	1	1,510.00	m		1.2 M
105	SEATS & TRACKS								
106		R&I	RT R&I front seat					0.5	
107		R&I	LT R&I front seat					0.5	
108		R&I	R&I rear seat as an assy					0.8	
109	RESTRAINT SYSTEMS								
110		R&I	RT Retractor assy black					0.6	
111		R&I	LT Retractor assy black					0.6	
112		R&I	Control module				m	0.4	
113	#	Subl	re-set srs and engine codes		1	108.00			
114	#		per invoice		1				
115	CONSOLE								
116		R&I	R&I console assy center					0.8	
117	REAR LAMPS								
118		R&I	LT Tail lamp assy Overland & Summit					0.3	
119			O/H bumper assy					3.1	
120		Repl	LT Reflector	57010721AC	1	44.70			Incl.
121	*	R&I	RT Reflector						Incl.
122	REAR BUMPER								
123	*	Rpr	Bumper cover w/insert, w/o blind spot chrome					<u>3.0</u>	2.8
124			Add for Clear Coat						1.1
125	#		partial paint		1				-0.5

Preliminary Estimate

Customer: [REDACTED]

Job Number:

Vehicle: 2014 JEEP GRAND CHEROKEE 4X4 OVERLAND 4D UTV 6-3.6L-FI silver

126	Repl	Add for reverse sens	1	0.4
SUBTOTALS			5,797.15	80.5

NOTES

Estimate Notes:
 It fit suspension - greese leaking,
 possible replace fuel and brake lines

ESTIMATE TOTALS

Category	Basis	Rate	Cost \$
Parts			5,797.15
Body Labor	77.2 hrs @	\$ 48.00 /hr	3,705.60
Paint Labor	24.5 hrs @	\$ 48.00 /hr	1,176.00
Mechanical Labor	3.3 hrs @	\$ 58.00 /hr	191.40
Paint Supplies			450.00
Subtotal			11,320.15
Sales Tax	\$ 11,320.15 @	8.6000 %	973.53
Grand Total			12,293.68
Deductible			250.00
CUSTOMER PAY			250.00
INSURANCE PAY			12,043.68

THIS IS A PRELIMINARY ESTIMATE . ADDITIONAL CHANGES MAY BE REQUIRED FOR THE ACTUAL REPAIR.

THIS IS NOT AN ORDER TO REPAIR. NO SUPPLEMENTS WILL BE HONORED WITHOUT PRIOR AUTHORIZATION. WE RESERVE THE RIGHT TO OBTAIN ALL INVOICES FOR PARTS USED TO REPAIR THIS VEHICLE. THE UNDERSIGNED REPAIRER AGREES TO COMPLETE AND GUARANTEE REPAIRS AT A TOTAL PRICE OF \$ _____, AS SHOWN ON THIS ESTIMATE, INCLUDING ALL TOWING AND STORAGE CHARGES INCIDENTAL THERETO. THE REGISTERED OWNER WILL PAY\$_____. NO ADDITIONAL RENTAL (IF APPLICABLE) WILL BE HONORED WITHOUT PRIOR APPROVAL.

FOR SUPPLEMENT REQUEST PLEASE CONTACT: DOUG KUEHNE 206-369-4032

IT IS A CRIME TO KNOWINGLY PROVIDE FALSE, INCOMPLETE, OR MISLEADING INFORMATION TO AN INSURANCE COMPANY FOR THE PURPOSE OF DEFRAUDING THE COMPANY. PENALTIES INCLUDE IMPRISONMENT, FINES, AND DENIAL OF INSURANCE BENEFITS.

Estimate calculated using a preset user threshold amount for the paint and material cost.

PE15-030

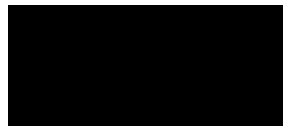
FLAT CHRYSLER

11-24-2015

ENCLOSURE 4

Legal Backup

SUBJECT



ROMANO STANCROFF PC

Consumer Protection Attorneys

Mark P. Romano
Steven G. Stancroff
Karl P. Heil
Gary L. Hermanson
Adam E. Handy

801 West Ann Arbor Trail
Suite 232
Plymouth, MI 48170
Telephone (734)207-3377
Facsimile (734)207-3630
sstancroff@rslemonlaw.com

January 20, 2015

FCA US LLC
1000 Chrysler Dr.
CIMS: 485-13-32
Auburn Hills, MI 48326

Re: [REDACTED]
2014 Jeep Grand Cherokee
VIN 1C4RJFBG6FC [REDACTED]

Dear Sir/Madam:

Please be advised that this office represents the above named individual regarding claims against FCA US LLC concerning defects with the above listed vehicle. This letter shall serve as notice of Mr. [REDACTED] claim. At this time, we have been authorized to attempt to resolve this matter without filing a lawsuit by submitting this claim to you.

Mr. [REDACTED] has experienced numerous problems with this vehicle. The limited written warranty provides that FCA US LLC or its authorized dealerships will repair or replace all parts found to be defective in factory-supplied materials or workmanship. It is my client's position that FCA US LLC's inability to repair this vehicle is a violation of the Michigan Lemon Law and Magnuson-Moss Warranty Act. As such, Mr. [REDACTED] respectfully requests that FCA US LLC **comply with the above statutes and pay all attorney fees and costs.**

Additionally, please consider this letter your notice the above vehicle is still defective and in need of a final repair pursuant to the Michigan Lemon Law. MCL 257.1403.

Please be further advised that all communication regarding this matter must be directed to my office. This offer and all of its contents are for settlement purposes only. Thank you for your time and attention. I look forward to hearing from you.

Very truly yours

Romano Stancroff PC


Steven Stancroff

RECEIVED

JAN 26 2015

MILLER, CANFIELD, PADDOCK
AND STONE, P.L.C.

PE15-030

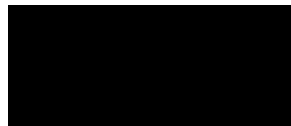
FLAT CHRYSLER

11-24-2015

ENCLOSURE 4

Legal Backup

SUBJECT



ALEX SIMANOVSKY & ASSOCIATES, LLC

CONSUMER PROTECTION ATTORNEYS

BENNY GEORGE, ESQ.
LICENSED IN LOUISIANA
EXTENSION: 1063
E-MAIL: BGEORGE@LEMONLAWINFO.COM

1010 COMMON STREET, SUITE 1740
NEW ORLEANS, LA 70112

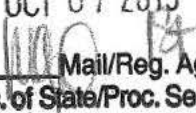
CORPORATE OFFICE:
2300 HENDERSON MILL ROAD, SUITE 300
ATLANTA, GA 30345
770-414-1002 1-866-865-3666
FACSIMILE: 770-414-9891 1-877-216-0365

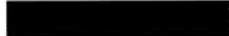
PLEASE DIRECT ALL CORRESPONDENCE TO
CORPORATE OFFICE

Chrysler Group LLC
Office of the General Counsel


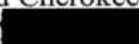

September 26, 2013

Chrysler Group, LLC
CIMS 485-13-32
1000 Chrysler Drive
Auburn Hills, MI 48326-2766

OCT 07 2013
By  Mail/Reg. Agent/
Sec. of State/Proc. Server

RE:  v. Chrysler Group, LLC

NOTICE OF CONSUMER WARRANTY LAW VIOLATION

Our Client: 
Vehicle: 2014 Jeep Grand Cherokee
VIN: 1C4RJEAG2EC 
Date of purchase: 07/27/13
Our File No.: 

RECEIVED

OCT - 8 2013

MILLER, CANFIELD, PADDOCK
AND STONE, P.L.C.

To Whom It May Concern:

Please be advised that this office represents the above-named individual regarding claims pursuant to the federal Magnuson-Moss Warranty Act and the Uniform Commercial Code ("U.C.C.") with regard to the above-listed vehicle. Please direct all future contacts and correspondence to the office listed above.

There were numerous non-conformities with my client's automobile for which relief is sought, and numerous attempts to repair the vehicle have been unsuccessful. There were also numerous violations of both federal and state law in connection with the delivery and/or repair of the aforementioned vehicle. The primary non-conformities and violations include, but are not limited to:

1. **Transmission;**
2. **Wouldn't shift from stop.**

The non-conformities listed above constitute a substantial impairment of the use, value and safety of the subject vehicle. Because of the inordinate amount of repairs my client has justifiably lost confidence in the vehicle.

My client's repair history clearly shows there was a breach of the written warranty and/or implied warranties of merchantability and fitness for a particular purpose, *see* U.C.C. §§ 2-314 and 2-315, based upon the generally accepted rule that an unsuccessful effort to remedy defects found to exist renders the warrantor liable; the buyer is not

bound to allow him the opportunity or permit him to tinker with the article indefinitely in the hope that it may ultimately be made to comply with the warranty.

Therefore, you are hereby notified that my client is revoking acceptance of the vehicle, pursuant to the provisions of U.C.C. § 2-608. Our client has directed us to demand the return of all funds paid towards this vehicle, the cancellation of the contracts, and compensation for all damages and attorneys' fees.

Please be advised that under U.C.C. § 2-711(3) my client has a security interest in the car for return of the total purchase price, plus expenses in handling and inspecting the car. Until you pay this amount, my client will hold the car and use it to the extent necessary to preserve it, to protect its security interest, and to minimize your damages. Moreover, my client demands return of the purchase price before substitute goods can be acquired. In addition, any attempt by you or your agents to repossess the car will be wrongful and will subject you to liability for conversion and for wrongful repossession under U.C.C. §§ 9-503 and 9-507 as well as other applicable Consumer Fraud remedies.

If the seller [or, if applicable the assignee, or any creditor subject to the FTC Holder Rule] has filed a financing statement covering the goods, we demand, pursuant to U.C.C. § 9-404, that you file a termination statement within ten days to terminate your security interest and forward a copy to this office. Since my client has revoked acceptance, there is no outstanding secured obligation. If you do not file a termination statement within ten days and cooperate in removing the lien, you will be liable under U.C.C. § 9-404(1) in the amount of \$100.00 plus any loss caused my client by your failure.

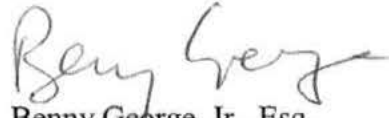
HAVING BEEN FORMALLY NOTIFIED OF OUR REPRESENTATION, YOU ARE INSTRUCTED NOT TO CONTACT OUR CLIENT UNDER ANY CIRCUMSTANCES. DIRECT ALL INQUIRIES TO THIS OFFICE. IF YOU FAIL TO ACT IN CONFORMITY WITH THIS DIRECTIVE, INJUNCTIVE RELIEF WILL BE SOUGHT AGAINST YOU. IN ADDITION, YOU ARE HEREBY NOTIFIED OF OUR ATTORNEYS' LIEN.

To avoid any further litigation, my client merely requests a refund for the defective product and will waive any incidental and consequential damages at this point. Our attorneys' fees are minimal at this stage and we would prefer to resolve this matter without the need for any more needless effort and expense spent on our part and on the part of your attorneys. Time, money and effort would be saved by both sides with a quick resolution of this claim.

Accordingly, if you wish to resolve this matter amicably, please feel free to contact my office within fourteen (14) days. If the matter has not been resolved within that time, a complaint will be filed.

Sincerely,

ALEX SIMANOVSKY & ASSOCIATES, LLC

A handwritten signature in cursive script that reads "Benny George".

Benny George, Jr., Esq.
Attorney at Law

CC:



P
PREMIER CHRYSLER JEEP, DODGE



13000 I-10 Service Road • New Orleans, Louisiana 70128
 (504) 218-1580 • Fax (504) 218-1588

DEAL NO: 7747

Salesman GROSZ, WILLIAM

Date 07/27/2013

Purchaser [REDACTED] Business [REDACTED]
 Address [REDACTED] Phone [REDACTED]
 City LAROSE Parish _____ State LA Zip [REDACTED]
 Date of Birth _____ Driver's License No. _____ Social Security No. _____
 Spouse N/A D.O.B. N/A License No. N/A S.S.# N/A
 Email _____ Cell _____

PLEASE ENTER MY ORDER IN FOR ONE

New Used Demo Car Truck Stock No. [REDACTED]
 Engine N/A To Be Delivered On or About 07/27/2013

YEAR	MAKE	MODEL	TYPE	COLOR	TRIM	SERIAL NO.	ODOMETER
2014	JEEP	GRAND CHEROKEE N/A		GRANITE	N/A	1C4RJEAG2E0 [REDACTED]	10
CASH SALES PRICE							\$ 28987.00
TOTAL SELLING PRICE							\$ 28987.00
TRADE-IN ALLOWANCE							\$ N/A
REBATE ASSIGNED TO DEALER							\$ N/A
TRADE IN DIFFERENCE OR CASH PRICE							\$ 28987.00
PROCESSING FEE							\$ N/A
ANTI-THEFT ETCHING: <u>N/A</u>							
ANTI-THEFT ETCHING (OPTIONAL)							\$ N/A
SUB-TOTAL							\$ 28987.00
SALES & LOCAL TAX % 9.0000							\$ 2608.83
DOCUMENTATION AND NOTARY FEE							\$ 115.00
LIC 40.00 TITLE 18.50 TEMP TAG 4.00							62.50
REG. 10.00 HANDLING 8.00 OTHER 26.00							44.00
TOTAL DELIVERY PRICE							\$ 31817.33
BALANCE DUE ON TRADE							\$ N/A
PARTIAL PAYMENT							\$ N/A
CASH ON DELIVERY							\$ 3000.00
TOTAL DOWN PAYMENT							\$ 3000.00
BALANCE DUE							\$ 28817.33

DISCLAIMER WARRANTY

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

It is specifically understood between the buyer and the seller that this sale is made without a warranty whatsoever, expressed or implied, except to title, and the buyer herein specifically waives the implied warranty provided for by Louisiana law, including all warranties against vice or defects of fitness for any particular purpose. This expressed waiver shall be considered a material and integral part of any sale which may hereafter be entered into between the parties covering the automobiles herein described. There are no exceptions to the foregoing provisions except as may be expressed in writing by the seller.

Any down payment of cash or equity in vehicle trade-in tendered to Seller by Purchaser is considered earnest money such partial payment as tendered to the Seller, with the understanding on the part of the purchaser, that the Seller has the right to retain such partial payment should Purchaser not accept delivery of the designated vehicle. Because of said partial payment, Seller agrees to hold the designated vehicle for the three (3) days after the execution of this agreement.

I have read the matter on the back hereof and agree to it as part of this order the same as if it were printed above my signature. I acknowledge that the front and back hereof comprise the entire agreement affecting this order and no other agreement or understanding of any nature concerning sale has been entered into. I further acknowledge receipt of a copy of the order.

THIS ORDER IS NOT BINDING ON COMPANY UNTIL ACCEPTED BY MANAGEMENT

ACCEPTED BY: PREMIER Chrysler Jeep Dodge

PURCHASER'S SIGNATURE

07/27/2013

BY:

DATE:

A new motor vehicle may have been subject to a National Highway Traffic Safety Administration required recall which would be repaired in accordance with manufacturer standards approved by the National Highway Safety Administration. If such a recall is a concern before you purchase, please ask for a copy of the recall notice, if applicable, to the vehicle being sold.

Buyer _____
 Buyer _____

Dealer/Seller
 The vast majority of new vehicles are not subject to recall. However, I understand my rights under this law. Initial _____

Documentation and Compliance Fee. This fee is authorized by 6:908.16(A)(2). It is not a mandatory state fee. The seller, who may also be an extender of credit, may charge the fee for credit investigation, compliance with federal and state law, preparation of documents necessary to perfect or satisfy a lien upon the objects sold, and any other functions incidental to the titling of the retail sale.

PE15-030

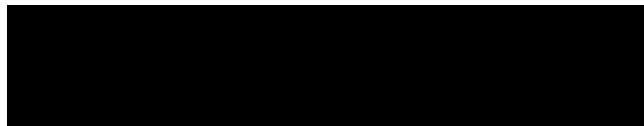
FLAT CHRYSLER

11-24-2015

ENCLOSURE 4

Legal Backup

SUBJECT



CHEVROLET
BUICK
GMC
NISSAN
HONDA

CABRERA
SERVICIOS COMPLETOS • PIEZAS GENUINAS
LO QUIERES... LO TENEMOS
TEL. 787-560-8080 / 787-890-8082 / 787-890-8080
FAX PIEZAS 787-878-0452 FAX SERVICIO 787-878-0452

RAM
CHRYSLER
DODGE
Jeep
MITSUBISHI
MAZDA
SUZUKI

NUMERO FACTURA 121755
NUM. CLIENTE 4177315
FECHA 11 DEC 2013

COMPRADOR [REDACTED]
DIRECCION POSTAL [REDACTED] SAN JUAN [REDACTED]
DIRECCION RESIDENCIA [REDACTED] SAN JUAN [REDACTED]
TEL. RESIDENCIA [REDACTED]
SEGURO SOCIAL [REDACTED] NUM. LICENCIA [REDACTED] FECHA NACIMIENTO 08 JUN 1980

MARCA JEEP AÑO 2014 MODELO GRAND COLOR GRIS REGISTRO [REDACTED]
SERIE 1C4RJEDJ8EC [REDACTED] TABLILLA [REDACTED] MARBETE 3406718
NUEVO USADO MILLAJE [REDACTED] STOCK [REDACTED]
FECHA DE ENTREGA 11 DEC 2013

MARCA JEEP AÑO 14 MODELO GRAND-CHE COLOR BLANCO REGISTRO [REDACTED]
SERIE 1C4RJFJG3EC [REDACTED] TABLILLA IDY-940 MARBETE [REDACTED]
MILLAJE 11909 FINANCIERA FFSB NUM. CUENTA [REDACTED] BALANCE 66175.02

EQUIPOS ADICIONALES	PRECIO DE VENTA DEL VEHICULO		89,995.00
	TOTAL ACCESSORIOS		
	VALOR DEL VEHICULO USADO TOMADO	\$ 66,175.02	0.00
	DEUDA DEL VEHICULO TOMADO	\$ 66,175.02	
	VALOR NETO DEL VEHICULO TOMADO	\$	
	RECIBO NUMERO	PRONTO PAGO \$	
	PRODUCTOS-STATE-TAX		\$
BALANCE ADEUDADO FIRST LEASING		\$	89,995.00

OBSERVACIONES COMPRADOR [REDACTED] VENDEDOR [REDACTED] APROBADO POR CABRERA CABRERA GRUPO DT	SEGURO DE CUENTA (SENCILLA)	\$	N/A
	SEGURO DE CUENTA (DOBLE)	\$	N/A
	SEGURO DE VIDA	\$	N/A
	REGISTRO Y TRASPASO	\$	N/A
	CARGOS POR FINANCIAMIENTO	\$	N/A
	TOTAL DE PAGOS	\$	
	TASA PORCIENTO ANUAL		93,176.00%
	FECHA DEL PRIMER PAGO	10 JAN 2014	
	MONTERO DE PAGOS		66
	IMPORTE DE PAGO	\$	

BLANCA - BANCO • AMARILLA - CLIENTE • ROSA - FILE/CLIENTE

PE15-030

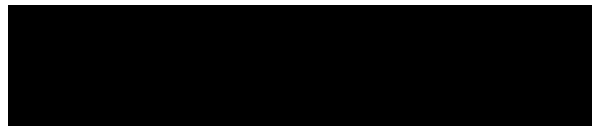
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11-24-2015

ENCLOSURE 4

Legal Backup

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LemonJustice
A Service of Lemberg & Associates

June 2, 2015

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JUN 10 2015

MILLER, CANFIELD, PADDOCK
AND STONE, P.L.C.

VIA FIRST CLASS MAIL

FCA US LLC
1000 Chrysler Drive
Auburn Hills, Michigan 48326

Make and Model:	2014 Jeep Grand Cherokee Limited
VIN #	1C4RJFBG4EC [REDACTED]
Record Owner	[REDACTED]
State of Purchase or Lease	New York

Dear Sir or Madam:

Lemberg Law, LLC, is writing on behalf of the above client with regard to the above vehicle purchased in New York State. We will file a lawsuit in this case unless it is settled **within 30 days of the date of this letter**. We will seek relief on our client's behalf under New York Lemon Law, the Magnuson Moss Act, breach of warranty statutes and other laws protecting New York consumers. Upon receipt of this notice please direct all inquiries regarding the above vehicle to this office, rather than to the client.

Since the purchase date and during the lemon law period, this vehicle has been out of service at least thirty days and subject to numerous repairs due to a defective transmission and defective center stack infotainment system.

The defects in the vehicle meet the requirements of New York Lemon Law, in that they substantially impair its use, value, and safety to our client, and constitute a breach of warranty. Because of the incurable problems outlined above, our client revokes acceptance of the vehicle under U.C.C. § 2-608. Our client demands a return of all money paid so far, including the down payment, amount of payments thus far, finance charges, other fees, incidental and consequential damages, costs, and attorney's fees. We have been instructed to seek all legal recourse available under the law.

Please be advised that under U.C.C. § 2-711(3), our client has a security interest in the car until the purchase price is returned, plus expenses in handling and inspecting the car. Until you pay this amount, our client will hold the car and use it to the extent necessary to preserve it, to protect the security interest, and to minimize your damages. Moreover, our client demands the return of the purchase price before substitute goods can be acquired. In addition, any attempt by you or your agents to repossess the car will be deemed wrongful and will subject you to liability for conversion and for wrongful repossession under U.C.C. §§ 9-503 and 9-507. If the seller or any creditor subject to the FTC Holder Rule has filed a financing statement covering the above vehicle, we demand, pursuant to U.C.C. § 9-404, that you file a termination statement within 10 days to terminate such security interest. Failure to do so subjects you to liability under U.C.C. § 9-404(1).

Our client understands that sometimes the failures of the manufacturer simply cannot be corrected by any dealer. We hope to bring this matter to an end through an amicable settlement. Thank you for your time and consideration in this matter, and I look forward to hearing from you.

Sincerely,

Vlad Hirnyk, Esq.
(203) 653-2250 Ext. 5503
vhirnyk@leberglaw.com

RECEIVED

September 1, 2015

SEP 15 2015

VIA FIRST CLASS MAIL & ELECTRONIC DELIVERY

FCA US LLC
1000 Chrysler Drive
Auburn Hills, Michigan 48326

**MILLER, CANFIELD, PADDOCK
AND STONE, P.L.C.**

Make and Model:	2014 Jeep Grand Cherokee Limited
VIN #	1C4RJFBG4EC [REDACTED]
Purchaser	[REDACTED]
Owners	[REDACTED]
State of Purchase or Lease	New York

Dear Sir or Madam:

Lemberg Law, LLC, is writing on behalf of the above clients with regard to the above vehicle purchased in New York State. We will file a lawsuit in this case unless it is settled **within 30 days of the date of this letter**. We will seek relief on our clients' behalf under New York Lemon Law, the Magnuson Moss Act, breach of warranty statutes and other laws protecting New York consumers. Upon receipt of this notice please direct all inquiries regarding the above vehicle to this office, rather than to the client.

Since the purchase date and during the lemon law period, this vehicle has been out of service at least thirty days and subject to numerous repairs due to a defective transmission and defective center stack infotainment system.

The defects in the vehicle meet the requirements of New York Lemon Law, in that they substantially impair its use, value, and safety to our clients, and constitute a breach of warranty. Because of the incurable problems outlined above, our clients revoke acceptance of the vehicle under U.C.C. § 2-608. Our clients demand a return of all money paid so far, including the down payment, amount of payments thus far, finance charges, other fees, incidental and consequential damages, costs, and attorney's fees. We have been instructed to seek all legal recourse available under the law.

Please be advised that under U.C.C. § 2-711(3), our clients have a security interest in the car until the purchase price is returned, plus expenses in handling and inspecting the car. Until you pay this amount, our clients will hold the car and use it to the extent necessary to preserve it, to protect the security interest, and to minimize your damages. Moreover, our clients demand the return of the purchase price before substitute goods can be acquired. In addition, any attempt by you or your agents to repossess the car will be deemed wrongful and will subject you to liability for conversion and for wrongful repossession under U.C.C. §§ 9-503 and 9-507. If the seller or any creditor subject to the FTC Holder Rule has filed a financing statement covering the above vehicle, we demand, pursuant to U.C.C. § 9-404, that you file a termination statement within 10 days to terminate such security interest. Failure to do so subjects you to liability under U.C.C. § 9-404(1).

Our clients understand that sometimes the failures of the manufacturer simply cannot be corrected by any dealer. We hope to bring this matter to an end through an amicable settlement. Thank you for your time and consideration in this matter, and I look forward to hearing from you.

Sincerely,

/s/ Vlad Hirnyk

Vlad Hirnyk, Esq.
(203) 653-2250 Ext. 5503
vhirnyk@leberglaw.com

PE15-030

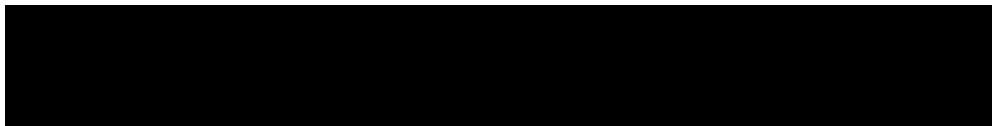
FLAT CHRYSLER

11-24-2015

ENCLOSURE 4

Legal Backup

SUBJECT



Plaintiff's Claim and ORDER to Go to Small Claims Court

Clerk stamps date here when form is filed.

ORIGINAL FILED
OCT 30 2014
LOS ANGELES SUPERIOR COURT

Notice to the person being sued:

- You are the Defendant if your name is listed in (2) on page 2 of this form. The person suing you is the Plaintiff, listed in (1) on page 2.
You and the Plaintiff must go to court on the trial date listed below. If you do not go to court, you may lose the case.
If you lose, the court can order that your wages, money, or property be taken to pay this claim.
Bring witnesses, receipts, and any evidence you need to prove your case.
Read this form and all pages attached to understand the claim against you and to protect your rights.

Aviso al Demandado:

- Usted es el Demandado si su nombre figura en (2) de la página 2 de este formulario. La persona que lo demanda es el Demandante, la que figura en (1) de la página 2.
Usted y el Demandante tienen que presentarse en la corte en la fecha del juicio indicada a continuación. Si no se presenta, puede perder el caso.
Si pierde el caso la corte podría ordenar que le quiten de su sueldo, dinero u otros bienes para pagar este reclamo.
Lleve testigos, recibos y cualquier otra prueba que necesite para probar su caso.
Lea este formulario y todas las páginas adjuntas para entender la demanda en su contra y para proteger sus derechos.

Fill in court name and street address:

Superior Court of California, County of
LOS ANGELES SUPERIOR COURT
NORTHWEST DISTRICT - EAST BLDG
6230 SYLMAR AVENUE
VAN NUYS CA, 91401

Clerk fills in case number:

Case Number:



Order to Go to Court

The people in (1) and (2) must go to court: (Clerk fills out section below.)

Form with fields for Trial Date (DEC 17 2014), Time (8:30 AM), Department (DEPT NW P), Room (300), and Clerk signature.

Instructions for the person suing:

- You are the Plaintiff. The person you are suing is the Defendant.
Before you fill out this form, read Form SC-100-INFO, Information for the Plaintiff, to know your rights.
Fill out pages 2 and 3 of this form. Then make copies of all pages of this form.
You must have someone at least 18—not you or anyone else listed in this case—give each Defendant a court-stamped copy of all 5 pages of this form and any pages this form tells you to attach.
Go to court on your trial date listed above. Bring witnesses, receipts, and any evidence you need to prove your case.



Plaintiff (list names)

1 The Plaintiff (the person, business, or public entity that is suing) is:

Name: Phone:

Street address: Sherman Oaks CA
Street City State Zip

Mailing address (if different): _____
Street City State Zip

If more than one Plaintiff, list next Plaintiff here:

Name: _____ Phone: () _____

Street address: _____
Street City State Zip

Mailing address (if different): _____
Street City State Zip

Check here if more than 2 Plaintiffs and attach Form SC-100A.

Check here if either Plaintiff listed above is doing business under a fictitious name. If so, attach Form SC-103.

2 The Defendant (the person, business, or public entity being sued) is:

Name: CHRYSLER GROUP SERVICE CONTRACTS LLC Phone: (213)627-8252

Street address: 818 West Seventh Street Los Angeles CA 90017
Street City State Zip

Mailing address (if different): _____
Street City State Zip

If more than one Defendant, list next Defendant here:

Name: _____ Phone: () _____

Street address: _____
Street City State Zip

Mailing address (if different): _____
Street City State Zip

Check here if more than 2 Defendants and attach Form SC-100A.

Check here if any Defendant is on active military duty, and write his or her name here: _____

3 The Plaintiff claims the Defendant owes \$ 3,908.57 . (Explain below):

a. Why does the Defendant owe the Plaintiff money? Faulty automobile switched from park to neutral and rolled into another customer's vehicle causing damage to 2 cars. In effort to satisfy customers we paid for damage & car rental and wrote Chrysler for reimbursement which they declined.

b. When did this happen? (Date): June 8, 2013
 If no specific date, give the time period: Date started: _____ Through: _____

c. How did you calculate the money owed to you? (Do not include court costs or fees for service.) Receipts

Check here if you need more space. Attach one sheet of paper or Form MC-031 and write "SC-100, Item 3" at the top.



Plaintiff (list names):

4 You must ask the Defendant (in person, in writing, or by phone) to pay you before you sue. Have you done this? Yes No

If no, explain why not:

5 Why are you filing your claim at this courthouse?

This courthouse covers the area (check the one that applies):

- a. (1) Where the Defendant lives or does business. (2) Where the Plaintiff's property was damaged. (3) Where the Plaintiff was injured. (4) Where a contract (written or spoken) was made, signed, performed, or broken by the Defendant or where the Defendant lived or did business when the Defendant made the contract. b. Where the buyer or lessee signed the contract, lives now, or lived when the contract was made, if this claim is about an offer or contract for personal, family, or household goods, services, or loans. (Code Civ. Proc., § 395(b).) c. Where the buyer signed the contract, lives now, or lived when the contract was made, if this claim is about a retail installment contract (like a credit card). (Civil Code, § 1812.10.) d. Where the buyer signed the contract, lives now, or lived when the contract was made, or where the vehicle is permanently garaged, if this claim is about a vehicle finance sale. (Civil Code, § 2984.4.) e. Other (specify):

6 List the zip code of the place checked in 5 above (if you know):

7 Is your claim about an attorney-client fee dispute? Yes No

If yes, and if you have had arbitration, fill out Form SC-101, attach it to this form, and check here:

8 Are you suing a public entity? Yes No

If yes, you must file a written claim with the entity first. A claim was filed on (date): August 13, 2013

If the public entity denies your claim or does not answer within the time allowed by law, you can file this form.

9 Have you filed more than 12 other small claims within the last 12 months in California?

Yes No If yes, the filing fee for this case will be higher.

10 I understand that by filing a claim in small claims court, I have no right to appeal this claim.

11 I have not filed, and understand that I cannot file, more than two small claims cases for more than \$2,500 in California during this calendar year.

I declare, under penalty of perjury under California State law, that the information above and on any attachments to this form is true and

Date: 10/22/14

Plaintiff types or prints name here INC

Plaintiff signs here

Date:

Second Plaintiff types or prints name here

Second Plaintiff signs here



Requests for Accommodations

Assistive listening systems, computer-assisted, real-time captioning, or sign language interpreter services are available if you ask at least 5 days before the trial. Contact the clerk's office for Form MC-410, Request for Accommodations by Persons With Disabilities and Response. (Civil Code, § 54.8.)



“Small claims court” is a special court where claims for \$5,000 or less are decided. A “natural person” (not a business or public entity) may generally claim up to \$10,000, including a sole proprietor. (*See below for exceptions.) The process is quick and cheap. The rules are simple and informal.

You are the Defendant—the person being sued. The person who is suing you is the Plaintiff.

Do I need a lawyer?

You may talk to a lawyer before or after the case. But you *may not* have a lawyer represent you in court (unless this is an appeal from a small claims case).

How do I get ready for court?

You don’t have to file any papers before your trial, unless you think this is the wrong court for your case. But bring to your trial any witnesses, receipts, and evidence that supports your case. And read “Be Prepared for Your Trial” at www.courts.ca.gov/smallclaims/prepare.

What if I need an accommodation?

If you have a disability or are hearing impaired, fill out Form MC-410, *Request for Accommodations*. Give the form to your court clerk or the ADA/Access Coordinator.

What if I don’t speak English well?

Bring an adult who is not a witness to interpret for you, or ask the court clerk for an interpreter at least five days before your court date. A court-provided interpreter may not be available or there may be a fee for using a court interpreter unless you qualify for a fee waiver. You may ask the court for a list of interpreters and also the *Application for Waiver of Court Fees and Costs* (form FW-001).

Where can I get the court forms I need?

Go to any courthouse or your county law library, or print forms at: www.courts.ca.gov/smallclaims/forms.

What happens at the trial?

The judge will listen to both sides. The judge may make a decision at your trial or mail the decision to you later.

What if I lose the case?

If you lose, you can appeal. You’ll have to pay a fee. (Plaintiffs cannot appeal their own claims.)

- If you were at the trial, file Form SC-140, *Notice of Appeal*. You must file within 30 days after the judge’s decision.
- If you were *not* at the trial, fill out and file Form SC-135, *Notice of Motion to Vacate Judgment and Declaration*, to ask the judge to cancel the judgment (decision). If the judge does not give you a new trial, you have 10 days to appeal the decision. File Form SC-140.

For more information on appeals, see: www.courts.ca.gov/smallclaims/appeals.

*Exceptions: Different limits apply in an action against a defendant who is a guarantor. (See Code Civ. Proc. § 116.220(c).) In an action brought by a natural person for damages for bodily injuries resulting from an automobile accident, a \$7,500 limit applies if a defendant is covered by an automobile insurance policy that includes a duty to defend. (See Code Civ. Proc. § 116.221.)

Do I have options?

Yes. If you are being sued, you can:

- **Settle your case before the trial.** If you and the Plaintiff agree on how to settle the case, both of you must notify the court. Ask the Small Claims Advisor for help.
- **Prove this is the wrong court.** Send a letter to the court *before* your trial, explaining why you think this is the wrong court. Ask the court to dismiss the claim. You must serve (give) a copy of your letter (by mail or in person) to all parties. (Your letter to the court must say you have done this.)
- **Go to the trial and try to win your case.** Bring witnesses, receipts, and any evidence you need to prove your case. To make sure the witnesses go to the trial, fill out Form SC-107, and the clerk will subpoena (order) them to go.
- **Sue the person who is suing you.** File Form SC-120, *Defendant’s Claim*. There are strict filing deadlines you must follow.
- **Agree with the Plaintiff’s claim and pay the money.** Or, if you can’t pay the money now, go to your trial and say you want to make payments.
- **Let the case “default.”** If you don’t settle and do not go to the trial (default), the judge may give the Plaintiff what he or she is asking for plus court costs. If this happens, the Plaintiff can legally take your money, wages, and property to pay the judgment.

What if I need more time?

You can change the trial date if:

- You cannot go to court on the scheduled date (you will have to pay a fee to postpone the trial) *or*
- You did not get served (receive this order to go to court) at least 15 days before the trial (or 20 days if you live outside the county) *or*
- You need more time to get an interpreter. One postponement is allowed, and you will not have to pay a fee to delay the trial.

Ask the Small Claims Clerk about the rules and fees for postponing a trial. Or fill out Form SC-150 (or write a letter) and mail it to the court *and* to all other people listed on your court papers before the deadline. Enclose a check for your court fees, unless a fee waiver was granted.



Need help?

Your county’s Small Claims Advisor can help for free.

Or go to www.courts.ca.gov/smallclaims/advisor.



La "Corte de Reclamos Menores" es una corte especial donde se deciden casos por \$5,000 ó menos. Una "persona natural" (que no sea un negocio ni una entidad pública) puede reclamar hasta \$10,000. Una "persona natural" (que no sea un negocio ni una entidad pública), que incluye un dueño único, generalmente puede reclamar hasta \$10,000. (* Vea abajo para las excepciones.) El proceso es rápido y barato. Las reglas son sencillas e informales.

Usted es el Demandado — la persona que se está demandando. La persona que lo está demandando es el Demandante.

¿Necesito un abogado?

Puede hablar con un abogado antes o después del caso. Pero *no puede* tener a un abogado que lo represente ante la corte (a menos que se trate de una apelación de un caso de reclamos menores).

¿Cómo me preparo para ir a la corte?

No tiene que presentar ningunos papeles antes del juicio, a menos que piense que ésta es la corte equivocada para su caso. Pero lleve al juicio cualquier testigos, recibos, y cualquier pruebas que apoyan su caso. Y lea "Esté preparado para su juicio" en:

www.courts.ca.gov/reclamosmenores/preparesse.

¿Qué hago si necesito una adaptación?

Si tiene una discapacidad o tiene impedimentos de audición, llene el formulario MC-410, *Request for Accommodations*. Entregue el formulario al secretario de la corte o al Coordinador de Acceso/ADA de su corte.

¿Qué pasa si no hablo inglés bien?

Traiga a un adulto que no sea testigo para que le sirva de intérprete. O pida al secretario de la corte que le asigne uno. Si quiere que la corte le asigne un intérprete, lo tiene que pedir como mínimo menos cinco días antes de la fecha en que tenga que ir a la corte. Es posible que no haya disponible un intérprete proporcionado por la corte o que tenga que pagar una cuota por emplear un intérprete de la corte, a menos que tenga una exención de cuotas. Puede pedir a la corte una lista de intérpretes y la Solicitud de exención de cuotas y costos de la corte (formulario FW-001).

¿Dónde puedo obtener los formularios de la corte que necesito?

Vaya a cualquier edificio de la corte, la biblioteca legal de su condado, o imprima los formularios en: www.courts.ca.gov/smallclaims/forms (página está en inglés).

¿Qué pasa en el juicio?

El juez escuchará a ambas partes. El juez puede tomar su decisión durante la audiencia o enviársela por correo después.

¿Qué pasa si pierdo el caso?

Si pierde, puede apelar. Tendrá que pagar una cuota. (El Demandante no puede apelar su propio reclamo.)

- Si estuvo presente en el juicio, llene el formulario SC-140, *Aviso de apelación*. Tiene que presentarlo dentro de 30 días después de la decisión del juez.
- Si *no* estuvo en el juicio, llene y presente el formulario SC-135, *Aviso de petición para anular el fallo y Declaración* para pedirle al juez que anule el fallo (decisión). Si la corte no le otorga un nuevo juicio, tiene 10 días para apelar la decisión. Presente el formulario SC-140.

Para obtener más información sobre las apelaciones, vea: www.courts.ca.gov/reclamosmenores/apelaciones.

¿Tengo otras opciones?

Sí. Si lo están demandando, puede:

- **Resolver su caso antes del juicio.** Si usted y el Demandante se ponen de acuerdo en resolver el caso, ambos tienen que notificar a la corte. Pídale al Asesor de Reclamos Menores que lo ayude.
- **Probar que es la corte equivocada.** Envíe una carta a la corte *antes* del juicio explicando por qué cree que es la corte equivocada. Pídale a la corte que despida el reclamo. Tiene que entregar (dar) una copia de su carta (por correo o en persona) a todas las partes. (Su carta a la corte tiene que decir que hizo la entrega.)
- **Ir al juicio y tratar de ganar el caso.** Lleve testigos, recibos y cualquier prueba que necesite para probar su caso. Para asegurarse que los testigos vayan al juicio, llene el formulario SC-107, y el secretario emitirá una orden de comparecencia ordenándoles que se presenten.
- **Demandar a la persona que lo demandó.** Presente el formulario SC-120, *Reclamo del demandado*. Hay fechas límite estrictas que debe seguir.
- **Aceptar el reclamo del Demandante y pagar el dinero.** O, si no puede pagar en ese momento, vaya al juicio y diga que quiere hacer los pagos.
- **No ir al juicio y aceptar el fallo por falta de comparecencia.** Si no llega a un acuerdo con el Demandante y no va al juicio (fallo por falta de comparecencia), el juez le puede otorgar al Demandante lo que está reclamando más los costos de la corte. En ese caso, el Demandante legalmente puede tomar su dinero, su sueldo o sus bienes para cobrar el fallo.

¿Qué hago si necesito más tiempo?

Puede cambiar la fecha del juicio si:

- No puede ir a la corte en la fecha programada (tendrá que pagar una cuota para aplazar el juicio) o
- No le entregaron los documentos legalmente (no recibió la orden para ir a la corte) por lo menos 15 días antes del juicio (ó 20 días si vive fuera del condado) o
- Necesita más tiempo para conseguir intérprete. (Se permite un solo aplazamiento sin tener que pagar cuota para aplazar el juicio).

Pregúntele al secretario de reclamos menores sobre las reglas y las cuotas para aplazar un juicio. O llene el formulario SC-150 (o escriba una carta) y envíelo antes del plazo a la corte y a todas las otras personas que figuran en sus papeles de la corte. Adjunte un cheque para pagar los costos de la corte, a menos que le hayan dado una exención.



¿Necesita ayuda? El Asesor de Reclamos Menores de su condado le puede ayudar sin cargo.

O vea "Información por condado" en:

www.courts.ca.gov/reclamosmenores/asesores.

*Excepciones: Existen diferentes límites en un reclamo contra un garante. (Vea el Código de Procedimiento Civil, sección 116.220 (c).) En un caso presentado por una persona natural por daños debido a lesiones físicas en un accidente automovilístico, existe un límite de \$7,500 si el demandado tiene cobertura bajo una póliza de seguro de vehículo que incluye la obligación de defender. (Vea el Código de Procedimiento Civil, sección 116.221.)

PE15-030

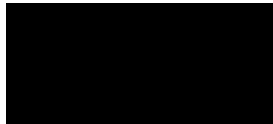
FLAT CHRYSLER

11-24-2015

ENCLOSURE 4

Legal Backup

SUBJECT



ALEX SIMANOVSKY & ASSOCIATES, LLC

CONSUMER PROTECTION ATTORNEYS

MICHAEL L. COHEN, ESQ.
LICENSED IN FLORIDA
EXTENSION: 1060
E-MAIL: MIKE@LEMONLAWINFO.COM

1803 S. AUSTRALIAN AVENUE, SUITE A
SUITE A, BIG OAK PROF. BLDG.
WEST PALM BEACH, FLORIDA 33409

CORPORATE OFFICE:
2300 HENDERSON MILL ROAD, SUITE 300
ATLANTA, GA 30345
770-414-1002 1-866-865-3666
FACSIMILE: 770-414-9891 1-877-216-0365

PLEASE DIRECT ALL CORRESPONDENCE
TO CORPORATE OFFICE

November 15, 2013

Chrysler Group, LLC
CIMS 485-13-32
1000 Chrysler Drive
Auburn Hills, MI 48326-2766

RE: [REDACTED] v. Chrysler Group, LLC

NOTICE OF CONSUMER WARRANTY LAW VIOLATION

Our Client: [REDACTED]
Vehicle: 2013 Jeep Grand Cherokee
VIN: 1C4RJEBT1EC [REDACTED]
Date of purchase: 08/17/13
Our File No.: [REDACTED]

Chrysler Group LLC
Office of the General Counsel
NOV 27 2013
By: [Signature]
Mail/Reg. Agent/
Sec. of State/Proc. Server

To Whom It May Concern:

Please be advised that this office represents the above-named individual regarding claims pursuant to the federal Magnuson-Moss Warranty Act and the Uniform Commercial Code ("U.C.C.") with regard to the above-listed vehicle. Please direct all future contacts and correspondence to the office listed above.

There were numerous non-conformities with my client's automobile for which relief is sought, and numerous attempts to repair the vehicle have been unsuccessful. There were also numerous violations of both federal and state law in connection with the delivery and/or repair of the aforementioned vehicle. The primary non-conformities and violations include, but are not limited to:

1. **Engine;**
2. **Transmission;**
3. **Electrical;**
4. **Excessive repair attempts.**

RECEIVED

DEC - 2 2013

MILLER, CANFIELD, PADDOCK
AND STONE, P.L.C.

The non-conformities listed above constitute a substantial impairment of the use, value and safety of the subject vehicle. Because of the inordinate amount of repairs my client has justifiably lost confidence in the vehicle.

My client's repair history clearly shows there was a breach of the written warranty and/or implied warranties of merchantability and fitness for a particular purpose, *see* U.C.C. §§ 2-314 and 2-315, based upon the generally accepted rule that an unsuccessful effort to remedy defects found to exist renders the warrantor liable; the buyer is not bound to allow him the opportunity or permit him to tinker with the article indefinitely in the hope that it may ultimately be made to comply with the warranty.

Therefore, you are hereby notified that my client is revoking acceptance of the vehicle, pursuant to the provisions of U.C.C. § 2-608. Our client has directed us to demand the return of all funds paid towards this vehicle, the cancellation of the contracts, and compensation for all damages and attorneys' fees.

Please be advised that under U.C.C. § 2-711(3) my client has a security interest in the car for return of the total purchase price, plus expenses in handling and inspecting the car. Until you pay this amount, my client will hold the car and use it to the extent necessary to preserve it, to protect its security interest, and to minimize your damages. Moreover, my client demands return of the purchase price before substitute goods can be acquired. In addition, any attempt by you or your agents to repossess the car will be wrongful and will subject you to liability for conversion and for wrongful repossession under U.C.C. §§ 9-503 and 9-507 as well as other applicable Consumer Fraud remedies.

If the seller [or, if applicable the assignee, or any creditor subject to the FTC Holder Rule] has filed a financing statement covering the goods, we demand, pursuant to U.C.C. § 9-404, that you file a termination statement within ten days to terminate your security interest and forward a copy to this office. Since my client has revoked acceptance, there is no outstanding secured obligation. If you do not file a termination statement within ten days and cooperate in removing the lien, you will be liable under U.C.C. § 9-404(1) in the amount of \$100.00 plus any loss caused my client by your failure.

HAVING BEEN FORMALLY NOTIFIED OF OUR REPRESENTATION, YOU ARE INSTRUCTED NOT TO CONTACT OUR CLIENT UNDER ANY CIRCUMSTANCES. DIRECT ALL INQUIRIES TO THIS OFFICE. IF YOU FAIL TO ACT IN CONFORMITY WITH THIS DIRECTIVE, INJUNCTIVE RELIEF WILL BE SOUGHT AGAINST YOU. IN ADDITION, YOU ARE HEREBY NOTIFIED OF OUR ATTORNEYS' LIEN.

To avoid any further litigation, my client merely requests a refund for the defective product and will waive any incidental and consequential damages at this point. Our attorneys' fees are minimal at this stage and we would prefer to resolve this matter without the need for any more needless effort and expense spent on our part and on the part of your attorneys. Time, money and effort would be saved by both sides with a quick resolution of this claim.

Accordingly, if you wish to resolve this matter amicably, please feel free to contact my office within fourteen (14) days. If the matter has not been resolved within that time, a complaint will be filed.

Sincerely,

A handwritten signature in black ink that reads "Mike Cohen". The signature is written in a cursive, slightly slanted style.

Mike Cohen, Esq.
Attorney at Law

CC:





Lee Chrysler - Dodge Jeep
 541 Mary Esther Cutoff
 Ft. Walton beach, FL 32548
 (850) 244-7611
 Motor Vehicle Repair
 Registration # MV 20231

RO: [REDACTED]
 Cashier: 09:24-2
 Date Out: 09/13/2013

OPEN
 IN: 0845OUT: 0924

>>>> CONTINUED FROM PREVIOUS PAGE <<<<

Customer: [REDACTED]
 [REDACTED]
 CHIPLEY FL
 Home: [REDACTED] Work: N/A
 Advisor: 002564-SAMANTHA SHEFFIELD

TAG: [REDACTED]
 VIN: 1C4RJEBT1EC [REDACTED]
 2014 JEEP GRAND CHER
 Miles-In: 2003 Out: 2016
 Delivered: 08/29/2013
 Hat: 4982 Date In: 09/12/2013

OP	Acct	Tech	Hours	Complaint/Cause/Correction	Per Unit	Extended Price
[WARRANTY]						
*E	SFW	000099W		CUSTOMER STATES HERTZ RENTAL PO. Labor Op:	Condition Code:	Fail Code:

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

ALL REPAIRS SUBJECT TO A MINIMUM OF .5 HOUR DIAGNOSTIC TIME.

DISCLAIMER OF WARRANTIES: All warranties on this product are the manufacturer's. Lee Chrysler Dodge hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and Lee Chrysler Dodge Subaru neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the product. This disclaimer by Lee Chrysler Dodge in no way affects the terms of the manufacturer's warranty.

All parts installed are new/salvaged or reconditioned parts.
 TERMS: STRICTLY CASH unless arrangements made.

Signature: _____

Thank you for allowing us to serve you!



Lee Chrysler - Dodge Jeep
 541 Mary Esther Cutoff
 Ft. Walton beach, FL 32548
 (850) 244-7611
 Motor Vehicle Repair
 Registration # MV 20231

RO: [REDACTED]
 Cashier: 09:24-2
 Date Out: 09/13/2013

Customer: [REDACTED]

CHIPLEY FL [REDACTED]

Home: [REDACTED] Work: N/A
 Advisor: 002564-SAMANTHA SHEFFIELD

TAG: OPEN
 VIN: 1C4RJEBT1EC [REDACTED] IN: 0845OUT: 0924
 2014 JEEP GRAND CHER
 Miles-In: 2003 Out: 2016
 Delivered: 08/29/2013
 Hat: 4982 Date In: 09/12/2013

OP	Acct	Tech	Hours	Complaint/Cause/Correction	Per Unit	Extended Price
[WARRANTY]						
A	SFW	002020W		CUSTOMER STATES CRUISE CONTROL INOP (SOP) STEERING WHEEL WIRING HAS AN OPEN CIRCUIT, FOR CRUSE SWITCH. REPLACE STEERING WHEEL WIRING. RETESTED. FOUND WORKING AS DESIGNED.		
	Parts: 1		Labor Op: 68222852AB	Condition Code: WIRING-STEERING WHEEL	Fail Code:	
[WARRANTY]						
B	SFW	002020W		CUSTOMER STATES CHECK FOR HARD DOWNSHIFTING. STORED TCM DTC FOR IMPLAUSIBLE VEHICLE SPEED SIGNAL RECEIVED .CLEARED DTC AND TEST DROVE 13 MILES. DTC DID NOT RETURN. TRANS IS SHIFTING AS DEASIGNED.		
			Labor Op:	Condition Code:	Fail Code:	
[CUSTOMER PAY]						
C	SCP	002020	27PT	CUSTOMER STATES PERFORM FREE 27PT MAINTENANCE/SERVICE INSPEC		
[WARRANTY]						
D	SFW	002020W		UPDATE CUSTOMER STATES OWNER REQUEST VEHICLE MODULE SCAN AND INSTAL L ANY AVAILABLE UPDATES FLASH UPDATYE PCM		
	Parts: 1		HRS 0.2 Labor Op: 4275086AD	Condition Code: LABEL-GENERAL INFORMATION	Fail Code: FM	

>>>> CONTINUED ON NEXT PAGE <<<<

IMPORTANT_INFORMATION

SECTION 320.0605, Florida Statutes, requires this registration certificate or an official copy or a true copy of a rental or lease agreement issued for the motor vehicle described be in possession of the operator or carried in the vehicle while the vehicle is being used or operated on the highways or streets of this state.

SECTION 316.613, Florida Statutes, requires every operator of a motor vehicle while transporting a child in a passenger car, van or pickup truck registered in this state and operated on the highways of this state, shall, if the child is 5 years of age or younger, provide for protection of the child by properly using a crash-tested, federally approved child restraint device. For children aged through 3 years, such restraint device must be a separate carrier or a vehicle manufacturer's integrated child seat, for children aged 4 through 5 years, a separate carrier or seat belt may be used.

SECTION 627.733, Florida Statutes, requires mandatory Florida No-Fault Insurance to be maintained continuously throughout the entire registration period; failure to maintain the required coverage could result in suspension of your driver license and registration.

Mail To:

[Redacted]

CHIPLEY, FL [Redacted]

Important note: If you cancel the insurance for this vehicle, immediately return the license plate from this registration to a Florida driver license or tax collector office or mail it to: Dept. of Highway Safety, Return Tags, 2900 Apalachee Parkway, Tallahassee, FL 32399. Surrendering the plate will prevent your driving privilege from being suspended.

CO/AGY 50 / 1

T# [Redacted]
B# [Redacted]

FLORIDA VEHICLE REGISTRATION

PLATE [Redacted] DECAL [Redacted] Expires **Midnight Sat 7/5/2014**

YR/MK 2014/JEEP BODY UT
VIN 1C4RJEBT1EC [Redacted]
Plate Type RMR NET WT 4915
DL/FEID [Redacted]
Date Issued 9/13/2013 Plate Issued 7/8/2009

COLOR DBL
TITLE [Redacted]
2ND DL# [Redacted]
TRANSFER: X

Reg. Tax 4.85 Class Code 1
Init. Reg. Tax Months 10
County Fee 2.50 Back Tax Mos
Mail Fee Credit Class 1
Sales Tax Credit Months 10
Voluntary Fees
Grand Total 7.35

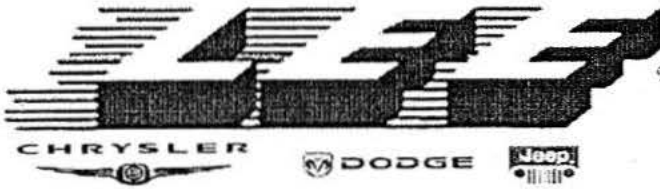
[Redacted]

CHIPLEY, FL [Redacted]

IMPORTANT INFORMATION

- 1. The Florida license plate must remain with the registrant upon sale of vehicle.
- 2. The registration must be delivered to a Tax Collector or Tag Agent for transfer to a replacement vehicle.
- 3. Your registration must be updated to your new address within 20 days of moving.
- 4. Registration renewals are the responsibility of the registrant and shall occur during the 30-day period prior to the expiration date shown on this registration. Renewal notices are provided as a courtesy and are not required for renewal purposes.

RMR - STATE MOTTO



Lee Chrysler - Dodge Jeep
 541 Mary Estlier Cutoff
 Ft. Walton beach, FL 32548
 (850) 244-7611
 Motor Vehicle Repair
 Registration # MV20231

RO: [REDACTED]
 Cashier: 12:30-2
 Date Out: 08/29/2013

Customer: [REDACTED]

OPEN
 TAG: IN-0814OUT:1224
 VIN:1C4RJEBT1EC [REDACTED]
 2014 JEEP GRAND CHER
 Miles-In: 918 Out: 919

Home: [REDACTED] Work: N/A
 Advisor: 002564-SAMANTHA SHEFFIELD Hat: 6830 Date In: 08/29/2013

OP	Acct	Tech	Hours	Complaint/Cause/Correction	Per Unit	Extended Price
[WARRANTY]						
A	SFW	002509W		CUSTOMER STATES CRUISE CONTROL INOP SPECIAL ORDER CRUISE SWITCH		
	Parts:	0	SO 68159638AC	Labor Op: Condition Code: Fail Code: SWITCH-SPEED CONTROL		
[CUSTOMER PAY]						
B	SCP	002509C	27PT	CUSTOMER STATES PERFORM FREE 27PT MAINTENANCE/SERVICE INSPEC COMPLETE MPV INSPECTION		
[WARRANTY]						
C	SFW	002509W		UPDATE CUSTOMER STATES OWNER REQUEST VEHICLE MODULE SCAN AND INSTAL L ANY AVAILABLE UPDATES UPDATE MODULE TCM CHRYSLER UPDATE FLASH MODULE 0.2		
				Labor Op: Condition Code: Fail Code:		
[WARRANTY]						
D	SFW	002509W		CUSTOMER STATES NOISE WHEN SHIFTING FROM 4TH TO 5TH NO PROBLEM FOUND UPDATE TCM LINE C RELATED TO C		
				Labor Op: Condition Code: Fail Code:		

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

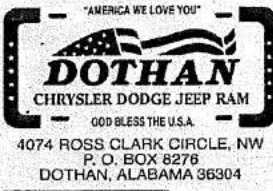
ALL REPAIRS SUBJECT TO A MINIMUM OF .5 HOUR DIAGNOSTIC TIME.

DISCLAIMER OF WARRANTIES: All warranties on this product are the manufacturer's. Lee Chrysler Dodge hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and Lee Chrysler Dodge Subaru neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the product. This disclaimer by Lee Chrysler Dodge in no way affects the terms of the manufacturer's warranty.

All parts installed are new/salvaged or reconditioned parts.
 TERMS: STRICTLY CASH unless arrangements made.

Signature: _____

Thank you for allowing us to serve you!



VEHICLE BUYER'S ORDER INCLUDING BINDING ARBITRATION AGREEMENT

DATE 08/17/13
 I HEREBY ORDER FROM YOU, SUBJECT TO ALL TERMS, CONDITIONS AND AGREEMENTS CONTAINED HEREIN, AND THE ADDITIONAL CONDITIONS PRINTED ON THE REVERSE SIDE HEREOF, THE FOLLOWING: NEW USED

_____ MILEAGE 24

SALESMAN ADAMS CHASEN

BUYER	YEAR <u>2013</u>	MAKE <u>JEFF</u>	MODEL <u>CHRYSLER</u>
ADDRESS	TYPE <u>SU</u>	COLOR <u>MAXTRON</u>	
CITY <u>CHIPLEY</u> STATE <u>FL</u> ZIP _____	STOCK NO. <u>6016267</u>		
PHONE _____ COUNTY <u>WASHINGTON</u>	SER. NO. <u>1C3B4JCT1FC</u>		

DRIVER'S LIC. _____ D.O.B. _____ LIST PRICE: 45864.75

EQUIPPED WITH (OPTIONS): (Check Each) ENGINE SIZE _____

Radio: AM AM-FM AM-FM Stereo AM-FM Cassette

Factory A/C Trans: Auto 3 spd 4 spd 5 spd

Cruise Tilt Power Steering Power Brakes

Power Windows Power Seat Reclining Seat

Mats Other, (List): _____

DEALER INSTALLED EQUIPMENT:	
TOTAL SELLING PRICE	<u>45864.75</u>
TOTAL ALLOWANCE	<u>16003.00</u>
TRADE DIFFERENCE	<u>29861.75</u>
SALES TAX	<u>1813.63</u>
ADMINISTRATIVE FEE	<u>379.00</u>
TITLE FEE	

Buyer agrees to pay Dothan Chrysler Dodge, Inc. reasonable attorneys' fees and court costs should it become necessary to bring civil action to enforce the terms of this agreement.

I warrant that my trade-in has NOT been reconstructed, rebuilt, or suffered major damage that would cause the restructuring of the vehicle. I also warrant that the balance owed on my trade-in (if any) is correct as listed below, and that if the actual amount is greater, I will reimburse Dothan Chrysler Jeep Ram, Inc. I understand that if the amount is less, Dothan Chrysler Jeep Ram, Inc. will refund the difference to me.

Signature _____

PAYOFF VERIFIED BY:	
\$ _____ PER _____	TOTAL CASH PRICE <u>32054.32</u>
GOOD UNTIL _____	
COMPANY: _____	PAY OFF ON TRADE-IN <u>14001.00</u>
TITLE IN FILE? _____	TOTAL DELIVERED PRICE <u>46055.38</u>
PARTIAL Rec. PAYMENT # _____ \$ _____	
CASH Rec. DEL # _____ \$ _____	
TOTAL CASH	
BALANCE DUE	<u>46055.38</u>

BILL OF SALE CONTRACT:
 Known To All Men These Presents: That in consideration of One Dollar (\$1.00) and other good and valuable consideration, the receipt which is hereby acknowledged to do grant, sell, transfer and deliver to DOTHAN CHRYSLER JEEP RAM, INC. its executors and assigns the following vehicle:

One 2008 HONDA ACCORD 2/3 SU
 Year 2008 Make HONDA Model ACCORD Type SU
 car/truck with 0.31 miles Serial No. _____ License No. _____
 State _____ to have and to hold, all and singular the said motor vehicle forever. And the said guarantor hereby covenants with the said grantee that he/she is the lawful owner of said vehicle, that it is free from all encumbrances (except \$ _____ owed to _____ Lien Holder _____ Address _____)

COPIES LIMITED
 Warranty on this Vehicle is _____
 ANY NON-CHRYSLER OR NON-MOPAR PARTS/ACCESSORIES OR SERVICE CONTRACTS ARE NOT WARRANTED BY/MOR IS THE RESPONSIBILITY OF CHRYSLER CORPORATION. VERSION PACKAGES AND ACCESSORIES AS NOTED.

that he has good right to sell same as aforesaid, and that he will warrant and defend the same against the lawful claims and demands of all persons whomsoever. We further agree to furnish dealer with clear title and tag _____ pay off is involved.

Order not valid unless Accepted by manager _____ chaser certified that he is of legal age or older and acknowledges that he has read these terms and conditions and has received a true copy. Buyer agrees that this order includes all of the terms and conditions on both the face and reverse side hereof, that this order cancels and supersedes any prior agreement, and as of the date hereof, comprises the complete and exclusive statement of the terms of the agreement relating to the subject matters covered hereby.

THIS ORDER IS A BINDING CONTRACT. HOWEVER, DEALER SHALL NOT BE OBLIGATED TO SELL UNTIL APPROVAL OF THE TERMS HEREOF IS GIVEN BY A BANK OR FINANCE COMPANY WILLING TO PURCHASE A RETAIL INSTALLMENT CONTRACT BETWEEN THE PARTIES HERETO BASED ON SUCH TERMS

A. Buyer Signs _____ X _____
 B. Co-Buyer Signs _____ X _____

PE15-030

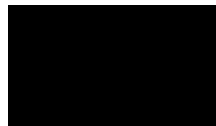
FLAT CHRYSLER

11-24-2015

ENCLOSURE 4

Legal Backup

SUBJECT



ROMANO STANCROFF PC

Consumer Protection Attorneys

Mark P. Romano
Steven G. Stancroff
Karl P. Heil
Gary L. Hermanson
Adam E. Handy

801 West Ann Arbor Trail
Suite 232
Plymouth, MI 48170
Telephone (734)207-3377
Facsimile (734)207-3630
sstancroff@rslemonlaw.com

May 13, 2015

FCA US LLC
1000 Chrysler Dr.
CIMS: 485-13-32
Auburn Hills, MI 48326

RECEIVED

MAY 18 2015

Re: [REDACTED]
2014 Jeep Grand Cherokee Diesel
VIN 1C4RJFBM9EC [REDACTED]

MILLER, CANFIELD, PADDOCK
AND STONE, P.L.C.

Dear Sir/Madam:

Please be advised that this office represents the above named individual regarding claims against FCA US LLC concerning defects with the above listed vehicle. This letter shall serve as notice of Mr. Graw's claim. At this time, we have been authorized to attempt to resolve this matter without filing a lawsuit by submitting this claim to you.

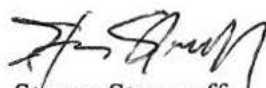
Mr. [REDACTED] has experienced numerous problems with this vehicle. The limited written warranty provides that FCA US LLC or its authorized dealerships will repair or replace all parts found to be defective in factory-supplied materials or workmanship. It is my client's position that FCA US LLC's inability to repair this vehicle is a violation of the Michigan Lemon Law and Magnuson-Moss Warranty Act. As such, Mr. [REDACTED] respectfully requests that FCA US LLC **comply with the above statutes and pay all attorney fees and costs.**

Additionally, please consider this letter your notice the above vehicle is still defective and in need of a final repair pursuant to the Michigan Lemon Law. MCL 257.1403.

Please be further advised that all communication regarding this matter must be directed to my office. This offer and all of its contents are for settlement purposes only. Thank you for your time and attention. I look forward to hearing from you.

Very truly yours

Romano Stancroff PC


Steven Stancroff

PE15-030

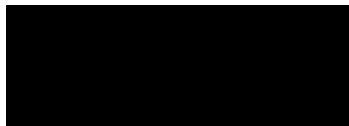
FLAT CHRYSLER

11-24-2015

ENCLOSURE 4

Legal Backup

SUBJECT



ROBERT M. SILVERMAN^{1*}
CRAIG THOR KIMMEL^{2*}

¹ Member, PA Bar
² Member, NJ Bar
³ Member, DE Bar
⁴ Member, NY Bar
⁵ Member, MA Bar
⁶ Member, MD Bar
⁷ Member, OH Bar
⁸ Member, MI Bar
⁹ Member, NH Bar
¹⁰ Member, CT Bar
¹¹ Member, TN Bar
¹² Member, WY Bar
¹³ Member, DC Bar
¹⁴ Member, CA Bar
¹⁵ Member, WI Bar
¹⁶ Member, TX Bar
¹⁷ Member, WV Bar
¹⁸ Member, CO Bar
¹⁹ Member, FL Bar



KIMMEL & SILVERMAN

P.C.

1-800-LEMON LAW
www.lemonlaw.com

CORPORATE HEADQUARTERS
30 E. Butler Pike
Ambler, PA 19002
P (215) 540-8888
F (215) 540-8817

WESTERN PA OFFICE, 100 Ross Street, Suite 330, Pittsburgh, PA 15219, P (412) 566-1001, F (412) 566-1005

NEW JERSEY OFFICE, Executive Quarters, 1930 E. Marlton Pike, Suite Q29, Cherry Hill, NJ 08003, P (856) 429-8334, F (856) 216-7344

DELAWARE OFFICE, 501 Silverside Road, Suite 118, Wilmington, DE 19809, P (302) 791-9373, F (302) 791-9476

CONNECTICUT OFFICE, 136 Main Street, Suite 301, Danielson, CT 06239, P (860) 866-4380, F (860) 263-0919

NEW YORK OFFICE, 1001 Avenue of the Americas, 12th Floor, New York, NY 10018, P (212) 719-7543, F (877) 617-2515

BUFFALO, NY OFFICE, 1207 Delaware Avenue, Suite 440, Buffalo, NY 14209, P (716) 332-6112, F (800) 863-1689

PLEASE REMIT ALL CORRESPONDENCE TO THE AMBLER OFFICE

January 8, 2015

FCA US LLC
1000 Chrysler Drive
Auburn Hills, MI 48226
Fax: 518-869-3334

Re: Mr. [REDACTED]
2014 Jeep Cherokee
VIN: 1C4RJFBM5EC [REDACTED]

Dear Sir/Madam:

As you know, this office represents the above-referenced individual for problems encountered with the 2014 Jeep Cherokee. I am enclosing the registration, contract and repair slips. As you can see, my client has returned to the dealership for problems with the jeep having vibrations into the steering wheel at highway speeds. The steering wheel is also off center and drifts to the left. The TPMS light is on. The tires are out of balance. While driving the vehicle it stalled on client. The screen stated key not detected. While pushing the brake and pushing start the vehicle would not start, this happened twice. While putting the vehicle in park and back into drive the jeep would not shift.

Please let me know if FCA US LLC is interested in attempting an early resolution in this matter. I will refrain from filing suit in this matter for 30 days while you evaluate my client's claim. If I do not hear from you within the next 30 days, suit will be prepared and filed.

I look forward to hearing from you.

Very truly yours,

Jacqueline C. Herritt

JCH/em
Attachments

RECEIVED

JAN 12 2015

MILLER, CANFIELD, PADDOCK
AND STONE, P.L.C.

FCA US LLC
Office of the General Counsel

JAN 09 2015
By *[Signature]* Mail/Reg. Agent/
Sec. of State/Proc. Server



LEASED VEHICLE REGISTRATION

[REDACTED]
 [REDACTED]
 [REDACTED] GOOD THRU 08/2017
 VIN: 1C4RJFBM5EQ
 JEE 2014 4 DR. GY G C WC: 8
 [REDACTED] PASSENGER
 PO BOX [REDACTED] FT WORTH TX 76161 INITIAL [REDACTED] PT: PA
 EQ: 8 FEE: 239.50 RP [REDACTED]

MOTOR VEHICLE LEASE AGREEMENT Closed End CHRYSLER

Monthly Payment Lease Single Payment Lease

Lessor (Dealer Name and Address) ROCKLAND CHRYSLER JEEP DODGE 50 ROUTE 304 NANUET NY 10954	Lessee(s) (and Co-Lessee) Name(s) and Address(es) [REDACTED] MARLAPAN NJ [REDACTED]	Lessee's Garaging Address (where the Vehicle will be principally located) N/A
---	---	--

No. _____ County _____
 Date 07/31/2014 Refer to the attached addendum for additional Lessees and their signatures.

Description of the Leased Property (Vehicle)

Year	Make	Model	Style	Vehicle Identification Number	Odometer Mileage
2014	JEEP	GR. CHEROKEE	4DR	1C4RJFBM5EC [REDACTED]	18

Equipped With: _____
 New
 Used
 Demo

You acknowledge that you have received and examined the Vehicle described above, that the Vehicle is equipped as described and is in good operating order and condition. You accept the Vehicle for all purposes of this Lease.

Trade-in Vehicle and its Allowance

Year	Make	Model	Gross Amount of Trade-in Allowance
N/A	N/A	N/A	\$ N/A

Prior Credit or Lease Balance - \$ N/A **Net Trade-in Allowance = \$ 0.00 (if less than zero, enter zero).

Federal Consumer Leasing Act Disclosures

1. Amount Due at Lease Signing or Delivery (Itemized below) * \$ 1554.00	2. Payments a. Monthly Payments. Your first monthly payment of \$ 558.00 is due on <u>07/31/2014</u> followed by <u>35</u> payments of \$ 558.00 due on the <u>30th</u> of each month. The total of your monthly payments is \$ 20088.00. b. Single Payment. Your payment of \$ N/A is due on N/A.	3. Other Charges (Not part of your monthly or single payment) Disposition fee (if you do not purchase the Vehicle) \$ 395.00 N/A \$ N/A N/A \$ N/A N/A \$ N/A N/A \$ N/A N/A \$ N/A Total \$ 395.00	4. Total of Payments (The amount you will have paid by the end of the Lease) \$ 21479.00 (Section 1 plus Section 2 total plus Section 3 total minus 5(b) and 5(d))
---	---	---	--

5. Amount due at Lease signing or delivery:	* Itemization of Amount Due at Lease Signing or Delivery	
a. Capitalized Cost Reduction	\$ 996.00	N/A
b. First Monthly Payment	+\$ 558.00	N/A
c. Single Payment	+\$ N/A	N/A
d. Refundable Security Deposit(s)	+\$ N/A	N/A
e. Registration fees	+\$ N/A	N/A
f. Title fees	+\$ N/A	N/A
g. Acquisition fee	+\$ N/A	N/A
h. Documentation fees	+\$ N/A	N/A
i. Waste tire fee	+\$ N/A	N/A
	Total	= \$ 1554.00

How the amount due at Lease signing or delivery will be paid:
 Net Trade-in allowance** \$ N/A
 Rebates and non-cash credits + \$ 1000.00
 Amount to be paid in cash + \$ 554.00
 Total = \$ 1554.00

Your Payment is Determined as Shown Below:

Gross capitalized cost. The agreed upon value of the Vehicle (\$ 47768.75) and any items you pay over the Lease Term (such as service contracts, insurance, and any outstanding prior credit or lease balance).	\$ 49797.27	Rent charge. The amount charged in addition to the depreciation and any amortized amounts.	+\$ 392.73
Capitalized cost reduction. The amount of any net trade-in allowance, rebate, non-cash credit, or cash you pay that reduces the gross capitalized cost.	- \$ 996.00	Total of base payments. The depreciation and any amortized amounts plus the rent charge.	= \$ 20088.00
Adjusted capitalized cost. The amount used in calculating your base payment.	= \$ 48801.27	Lease Term. The number of months in your Lease.	36
Residual Value. The value of the Vehicle at the end of the Lease used in calculating your base payment.	+ \$ 29106.00	Lease payments. The number of payments in your Lease.	+ 36
Depreciation and any amortized amounts. The amount charged for the Vehicle's decline in value through normal wear and for other items paid over the Lease Term.	= \$ 19695.27	Base Payment	= \$ 558.00
		Sales/use tax	+ \$ N/A
		N/A	+ \$ N/A
		Total payment	= \$ 558.00

Early Termination. You may have to pay a substantial charge if you end this Lease early. The charge may be up to several thousand dollars. The actual charge will depend on when the Lease is terminated. The earlier you end the Lease, the greater this charge is likely to be.

Excessive Wear and Use. You may be charged for excessive wear based on our standards for normal use and mileage in excess of 15000 miles per year at the rate of \$ 0.25 per mile. (Excess Mileage Charge)

Purchase Option at End of Lease Term. If the box in this line is checked, you have the option to purchase the Vehicle at the end of the Lease Term for \$ 29106.00 and a purchase option fee of \$ 350.00. The purchase option price does not include official fees such as those for taxes, tags, license and registration which you will also be required to pay.

Other Important Terms. See Lease documents for additional information on early termination, purchase options and maintenance responsibilities, warranties, late and default charges, insurance, and any security interest, if applicable.

Itemization of Gross Capitalized Cost

Agreed upon value of the Vehicle	\$ 47768.75	Extended Warranty and Service Contract	\$ N/A	Acquisition fee	\$ N/A
Sales or Use Tax and any other	1330.44	Documentation fee	\$ N/A		

Capitalized cost reduction. The amount of any net trade-in allowance, rebate, non-cash credit, or cash you pay that reduces the gross capitalized cost.	\$ 996.00	Lease Term. The number of months in your Lease.	36
Adjusted capitalized cost. The amount used in calculating your base payment.	\$ 48801.27	Lease payments. The number of payments in your Lease.	+ 36
Residual Value. The value of the Vehicle at the end of the Lease used in calculating your base payment.	\$ 29106.00	Base Payment	= \$ 558.00
Depreciation and any amortized amounts. The amount charged for the Vehicle's decline in value through normal wear and for other items paid over the Lease Term.	\$ 19695.27	Sales/use tax	= \$ N/A
		N/A	+ \$ N/A
		Total payment	= \$ 558.00

Early Termination. You may have to pay a substantial charge if you end this Lease early. The charge may be up to several thousand dollars. The actual charge will depend on when the Lease is terminated. The earlier you end the Lease, the greater this charge is likely to be.

Excessive Wear and Use. You may be charged for excessive wear based on our standards for normal use and mileage in excess of 15000 miles per year at the rate of \$ 0.25 per mile. (Excess Mileage Charge)

Purchase Option at End of Lease Term. If the box in this line is checked, you have the option to purchase the Vehicle at the end of the Lease Term for \$ 29106.00 and a purchase option fee of \$ 350.00. The purchase option price does not include official fees such as those for taxes, tags, license and registration which you will also be required to pay.

Other Important Terms. See Lease documents for additional information on early termination, purchase options and maintenance responsibilities, warranties, late and default charges, insurance, and any security interest, if applicable.

Itemization of Gross Capitalized Cost

Agreed upon value of the Vehicle	\$ 47768.75	Extended Warranty and Service Contract	\$ N/A	Acquisition fee	\$ N/A
Sales or Use Tax and any other applicable taxes	\$ 1338.44	Documentation fee	\$ 75.00	N/A	\$ N/A
Title, License and Registration fees	\$ 615.08	Outstanding Prior Credit or Lease Balance and Negative Equity	\$ N/A	N/A	\$ N/A
					\$ N/A
					\$ 49797.27
					\$ Total

Additional Protections

You may buy any of the following voluntary protection plans. They are not required as part of this Lease and will not be a factor in our decision to lease the Vehicle to you.

Your signature below means that you want the described item and that you have received and reviewed a copy of the contract(s) for the product(s). If no coverage or charge is given for an item, you have declined any such coverage we offered.

- Service Contract**
Term: N/A
Price: \$ N/A
Coverage: N/A
- Gap Waiver**
Term: N/A
Gap Waiver Fee: \$ N/A
Coverage: N/A
- Mechanical Breakdown Protection (MBP)**
Term: N/A
Price: \$ N/A
Coverage: N/A
- Extended Warranty**
Term: N/A
Price: \$ N/A
Coverage: N/A

N/A

Name: _____ Date: _____
N/A

Name: _____ Date: _____

Additional Terms

Additional Fees and Charges. Information about a Security Deposit and a Late Charge can be found in the Additional Lease Terms section. In addition to the other amounts promised in this Lease, you agree to pay the following:

- **Disposition Fee.** You will pay us a Disposition Fee of \$ 395.00 when you return the Vehicle at the end of the scheduled Lease Term. This Fee will not apply if the Lease ends early or if you buy the Vehicle at the end of the Lease Term (if you have that option).
- **Official Fees and Taxes.** The estimated total amount you will pay for official and license fees, registration, title and taxes over the term of your Lease, whether included with your monthly (or single) payment or assessed otherwise: \$ 2751.52. The actual total of fees and taxes may be higher or lower, depending on the tax rates in effect or the value of the leased property at the time a fee or tax is assessed. **THE AMOUNT INDICATED ON THIS SALES CONTRACT OR LEASE AGREEMENT FOR REGISTRATION AND TITLE FEES IS AN ESTIMATE. IN SOME INSTANCES, IT MAY EXCEED THE ACTUAL FEES DUE THE COMMISSIONER OF MOTOR VEHICLES. THE DEALER WILL AUTOMATICALLY, AND WITHIN SIXTY DAYS OF SECURING SUCH REGISTRATION AND TITLE, REFUND ANY AMOUNT OVERPAID FOR SUCH FEES.**

Service Charge for Unclaimed Security Deposit Refunds. Unless prohibited, if we send you a check after this Lease ends to refund the remaining portion of any Security Deposit and you do not collect that check within six months, you agree that we may

Disclosures Required by New York Law

Capitalized Cost. \$ 49797.27 The sum of the Adjusted Capitalized Cost and any capitalized cost reduction. The Capitalized Cost and the amount of the rental payment may be negotiable.

Adjusted Capitalized Cost. \$ 48801.27 The agreed upon amount that we capitalized in connection with the Lease and used in determining the amount of your periodic payment.

This amount plus the additional early termination charge will be used in determining your early termination liability. The Adjusted Capitalized Cost and the Additional Early Termination Charge may be used to compare the early termination provisions of competing lessors. (This Lease provides for an Additional Early Termination Charge.)

This amount will be used in determining your early termination liability. The Adjusted Capitalized Cost may be used to compare the early termination provisions of competing lessors. (This Lease does not provide for an Additional Early Termination Charge.)

Additional Early Termination Charge. This charge is an additional amount, the unamortized portion of which will be used in determining your Early Termination liability. If this Lease terminates early, you agree to pay us as part of the charges due an Additional Early Termination Charge of \$ 495.00.

Estimated Residual Value. The estimated value of the Vehicle at the end of the scheduled Lease Term that we use to determine your Base Monthly Payment is \$ 29106.00.

Primary Use of Vehicle. By initiaing below, you represent (each Lessee must initial) the primary purpose for this Lease. You understand that we are relying upon this statement to create the terms of this Lease.

WARNING: Important consumer protections may not apply if this agreement indicates that you are leasing the Vehicle primarily for agricultural, business or commercial use.

You are leasing the Vehicle primarily for personal, family or household use.

Lessee Initials: _____
N/A

You are leasing the Vehicle primarily for agricultural, business or commercial use. The nature of your business is as follows:
N/A

If this Lease is primarily for agricultural, business or commercial use, then you and we agree it is NOT governed by the New York Motor Vehicle Retail Leasing Act unless otherwise required by law.

Signatures

Entire Agreement. Your and our entire agreement is contained in: (a) this Lease; and (b) any related agreement between you and us about conditions that must be satisfied after delivery of the Vehicle. There are no unwritten agreements regarding this Lease. Any changes to this Lease must be in writing and signed by you and by us.

Date: 07/31/2014

Date: 07/31/2014

Notice to Lessee. By signing below, you agree to the terms on pages 1 and 2 of this Lease. You received a copy of this Lease and had a chance to read and review it before you signed it.

Notice to Lessee. (1) Do not sign this agreement before reading it or if it contains any blank space. (2) You are entitled to a completely filled in copy of this agreement when you sign it. (3) This is a Lease agreement and not a purchase agreement. Please seek independent professional

Coverage N/A
 Mechanical Breakdown Protection (MBP)
 Term N/A
 Price N/A
 Coverage N/A
 Extended Warranty
 Term N/A
 Price N/A
 Coverage N/A

N/A N/A
 Name Date
 N/A N/A
 Name Date

Additional Terms

Additional Fees and Charges. Information about a Security Deposit and a Late Charge can be found in the Additional Lease Terms section. In addition to the other amounts promised in this Lease, you agree to pay the following:

- **Disposition Fee.** You will pay us a Disposition Fee of \$ 395.00 when you return the Vehicle at the end of the scheduled Lease Term. This Fee will not apply if the Lease ends early or if you buy the Vehicle at the end of the Lease Term (if you have that option).
- **Official Fees and Taxes.** The estimated total amount you will pay for official and license fees, registration, title and taxes over the term of your Lease, whether included with your monthly (or single) payment or assessed otherwise: \$ 2751.52. The actual total of fees and taxes may be higher or lower, depending on the tax rates in effect on the value of the leased property at the time a fee or tax is assessed. **THE AMOUNT INDICATED ON THIS SALES CONTRACT OR LEASE AGREEMENT FOR REGISTRATION AND TITLE FEES IS AN ESTIMATE. IN SOME INSTANCES, IT MAY EXCEED THE ACTUAL FEES DUE THE COMMISSIONER OF MOTOR VEHICLES. THE DEALER WILL AUTOMATICALLY, AND WITHIN SIXTY DAYS OF SECURING SUCH REGISTRATION AND TITLE, REFUND ANY AMOUNT OVERPAID FOR SUCH FEES.**

- Service Charge for Unclaimed Security Deposit Refunds.** Unless prohibited, if we send you a check after this Lease ends to refund the remaining portion of any Security Deposit and you do not collect that check within six months, you agree that we may deduct a monthly service charge of \$ N/A from the remaining portion of any Security Deposit until it is gone or otherwise refunded to you. This charge will not apply if the original amount of the Security Deposit is \$750 or more.

- The standard written manufacturer's warranty. This warranty is made by the manufacturer and NOT by the Lessor.
- N/A

By signing this Lease, you acknowledge receiving a copy of the above written warranties. You understand that we (the Lessor) make no express or implied warranties other than those described above (if any). Except as required by law, the Lessor makes no implied warranty of merchantability and no warranty that the Vehicle is fit for a particular purpose. Except as provided above, you will take the Vehicle as is and with all faults. If we make a written warranty covering the Vehicle, this disclaimer will not affect any implied warranties during the term of any written warranty.

Other Terms

N/A

Notices

THIS IS A LEASE AGREEMENT. THIS IS NOT A PURCHASE AGREEMENT. PLEASE REVIEW THESE MATTERS CAREFULLY AND SEEK INDEPENDENT PROFESSIONAL ADVICE IF YOU HAVE ANY QUESTIONS CONCERNING THIS TRANSACTION. YOU ARE ENTITLED TO AN EXACT COPY OF THE AGREEMENT YOU SIGN.

Notice. You have no ownership rights in the Vehicle unless and until you exercise your option to purchase the Vehicle.

Arbitration. This Lease contains an Arbitration Agreement that affects your rights. By signing this Lease, you agree to the terms of the Arbitration Agreement.

Early Termination Charge.)
Additional Early Termination Charge. This charge is an additional amount, the unamortized portion of which will be used in determining your Early Termination liability. If this Lease terminates early, you agree to pay us as part of the charges due an Additional Early Termination Charge of \$ 495.00

Estimated Residual Value. The estimated value of the Vehicle at the end of the scheduled Lease Term that we use to determine your Base Monthly Payment is \$ 29106.00

Primary Use of Vehicle. By initialing below, you represent (each Lessee must initial) the primary purpose for this Lease. You understand that we are relying upon this statement to create the terms of this Lease.

WARNING: Important consumer protections may not apply if this agreement indicates that you are leasing the Vehicle primarily for agricultural, business or commercial use.

You are leasing the Vehicle primarily for personal, family or household use.
 Lessee Initials N/A Date N/A

You are leasing the Vehicle primarily for agricultural, business or commercial use. The nature of your business is as follows:
N/A

If this Lease is primarily for agricultural, business or commercial use, then you and we agree it is NOT governed by the New York Motor Vehicle Retail Leasing Act unless otherwise required by law.

Signatures

Entire Agreement. Your and our entire agreement is contained in: (a) this Lease; and (b) any related agreement between you and us about conditions that must be satisfied after delivery of the Vehicle. There are no unwritten agreements regarding this Lease. Any changes to this Lease must be in writing and signed by you and by us.

Name [Redacted] Date 07/31/2014
 Name [Redacted] Date 07/31/2014
 Name [Redacted] Date [Redacted]

Notice to Lessees. By signing below, you agree to the terms on pages 1 and 2 of this Lease. You received a copy of this Lease and had a chance to read and review it before you signed it.

Notice to Lessor. (1) Do not sign this agreement before reading it or if it contains any blank space. (2) You are entitled to a completely filled in copy of this agreement when you sign it. (3) This is a Lease agreement and not a purchase agreement. Please seek independent professional advice if you have any questions concerning this transaction.

By signing, you also acknowledge that you have received a completed copy of this agreement signed by Lessor.

MOTOR VEHICLE LEASE AGREEMENT

Date 07/31/2014
 Name [Redacted] Date [Redacted]
 Title [Redacted] Date 07/31/2014
 Name [Redacted] Date [Redacted]
 Title [Redacted]

Lessor's acceptance. By signing below, Lessor agrees to the terms and conditions of this Lease.

- **Lessee DL Inspection.** The Lessor inspected each Lessee's driver's license and compared and verified the signature on each license with a signature of each Lessee, written in Lessor's presence. Lessor believes that each Lessee providing such information is currently licensed to drive by the state of his/her residence.

- **Assignment.** Lessor assigns this Lease and all rights and title to the Vehicle to the Assignee identified below (if any). This assignment is subject to any separate Assignment Agreement between the Lessor and Assignee.

Assignee: **CCAP AUTO LEASE LTD**
 P.O. BOX 961272
 Address: **F WORTH TX 76161**

Phone: **(855) 563-5636**

Date 07/31/2014
 Name [Redacted] Date [Redacted]
 Title [Redacted]

Lessee Accepts Delivery. You received the above-described Vehicle on today's date and have had a reasonable opportunity to inspect it. You acknowledge that it is in good condition and operating on a party section.

Date 07/31/2014
 Date 07/31/2014
 Date [Redacted]



MAIN: (973) 467-2900
 SERVICE: (973) 467-6244
 PARTS: (973) 467-6115

170 ROUTE 22 EAST, SPRINGFIELD, NEW JERSEY 07081



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

Adv: 279 ALAN ROSENBERG - CHRYSLER SERVIC	Tag: 7951	License: [REDACTED]	1C4RJFBM5 EC [REDACTED]	Page: 1	Invoice [REDACTED]	
Invoice to			Driver/Owner Information			
[REDACTED] ENGLISHTOWN, NJ [REDACTED] Cell: [REDACTED]			[REDACTED] ENGLISHTOWN, NJ [REDACTED] Cell: [REDACTED]			
For Office Use			Vehicle Information			
Odometer in: 91	Out: 92	WAR W	Final	14 JEEP G CHEROKEE LTD 4WD 4DR SUV		
Begin: 08/04/14	Done: 08/04/14	Invoiced: 08/04/14 18:29 DE				
Customer Concern						
Concern 51	CUSTOMER STATES STEERING WHEEL IS OFF CENTER TO THE RIGHT			Operation	Tech Units	Amount
Cause	FRONT TOE IS OFF			02000240	144 0.7	70.42
Correction	TOE ADJUSTMENT/CENTER STEERING WHEEL - ADJUST FRONT TOE					
	Tech 144 KARTASHEFF, DAN					
	FAIL CODE : 99					
Type: W				Subtotal		
				LAB-MECHANICAL 70.42		
				TOTAL CHARGE FOR CONCERN 70.42		
Concern 52	CUSTOMER STATES JEEP HAS VIBRATIONS INTO THE STEERING WHEEL			Operation	Tech Units	Amount
Cause	AT HIGHWAY SPEEDS			22400240	143 0.3	30.18
Correction	FRONT WHEELS OUT OF BALANCE					
	WHEEL BALANCE - BALANCE FRONT - BOTH - EXCLUDES DUAL REAR					
	WHEEL EQUIPPED VEHICLES					
	Tech 143 SOLCMON, DARREL					
	FAIL CODE : 99					
Type: W				Subtotal		
				LAB-MECHANICAL 30.18		
				TOTAL CHARGE FOR CONCERN 30.18		
Summary of Charges for Invoice W86869				Payment Distribution for Invoice W86869		
LAB-MECHANICAL		100.60		TOTAL CHARGE		100.60
TOTAL CHARGE		100.60		WARRANTY		100.60



Jeep



BAY RIDGE

*Bay Ridge Chrysler Jeep Dodge Ram

8635 18TH AVENUE
BROOKLYN, NEW YORK 11214
TEL (718) 236-2600 • FAX (718) 232-8580



RAM

CELL [REDACTED]

Customer information form including fields for Customer No., Advisor (Edward Diaz), Tag No. (15309 2958), Invoice Date (09/02/14), Labor Rate (125.00), Mileage (224), Year/Make/Model (14/JEEP/GRAND CHEROKEE/4DR 4WD LIMIT), Vehicle I.D. No. (1C4RJFBM5EC), and Comments.

MO: 224

LABOR & PARTS
J# 1 00CHZ00 28 POINT INSPECTION HOURS: 0.00 TECH(S):1018 INTERNAL
PERFORM FREE 28 POINT COURTESY INSPECTION
PERFORMED 28 POINT COURTESY INSPECTION.

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 00CHZ4WALIGH 4 WHEEL ALIGNMENT HOURS: TECH(S):1018 INTERNAL
C/S PERFORM 4 WHEEL ALIGNMENT
CUST STATES STEERING WHEEL IS OFF
TECH PERFORMED DIAG ROAD TESTED AND CHKED ON HOIST EVERYTING
IS FINE AT THIS TIME COULD NOT DUPLICATE CONCERN
TECH AND SHOP FOREMAN ROAD TESTED VEHICLE CHKED VEHICLE

JOB # 2 TOTAL LABOR & PARTS 0.00

COMMENTS:
WHEEL ALIGNMENT/BAL&ROT ALL TIRES
PLEASE FOLLOW UP WITH MICHAEL MCDONALD FROM CHRYSLER AT
586-274-8085. AFTER DIAGNOSIS IS DONE.

TOTALS

M/C AMEX DISCOVER VISA CARCARE CHECK #

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

TOTAL INVOICE \$ 0.00

DEAR VALUED CUSTOMER,
IN A FEW DAYS YOU WILL BE RECEIVING A SURVEY FROM CHRYSLER
CORPORATION RATING US ON YOUR SERVICE VISIT. COMPLETE
CUSTOMER SATISFACTION IS OUR GOAL. IF YOU CANNOT RATE US AN
EXCELLENT, PLEASE CONTACT OUR CUSTOMER SERVICE DEPARTMENT AT
1(855)314-9514. ALSO AS A REMINDER YOUR NEXT SERVICE
APPOINTMENT WAS MADE FOR 3 MONTHS FROM NOW. WITH THIS LETTER
YOU WILL RECEIVE A 15% DISCOUNT OFF ANY SERVICE.

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 PUR-
POSE, AND NEITHER ASSUMES NOR
AUTHORIZES ANY OTHER PERSON TO
ASSUME FOR IT ANY LIABILITY IN
CONNECTION WITH THE SALE OF SAID
PRODUCTS.

ON BEHALF OF SERVICING DEALER, I
HEREBY CERTIFY THAT THE INFORMA-
TION CONTAINED HEREON IS ACCURATE
UNLESS OTHERWISE SHOWN. SERVI-
CES DESCRIBED WERE PERFORMED
AT NO CHARGE TO OWNER. THERE WAS
NO INDICATION FROM THE APPEAR-
ANCE OF THE VEHICLE OR OTHER-
WISE, THAT ANY PART REPAIRED OR
REPLACED UNDER THIS CLAIM HAD
BEEN CONNECTED IN ANY WAY WITH
ANY ACCIDENT, NEGLIGENCE OR MIS-
USE. RECORDS SUPPORTING THIS
CLAIM ARE AVAILABLE FOR (1) YEAR
FROM THE DATE OF PAYMENT NOTIFI-
CATION AT THE SERVICING DEALER
FOR INSPECTION BY MANUFACTURER'S
REPRESENTATIVE.

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

CUSTOMER SIGNATURE

DUPLICATE INVOICE

The Reynolds and Reynolds Company, PHAMTS14E, CC703890 Q (11/13)

FREEHOLD CHRYSLER JEEP

4204 Route 9 South
 FREEHOLD, NJ 07728
 732-780-2900

www.freeholdchryslerjeep.com

SERVICE ADVISOR **KEVIN SPIZZIRRI**

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CLST. NO.	TAC. NO.	P.G. NO.	INVOICE PRINTED	INVOICE NO.
13DEC14	13DEC14		1C4RJFBM5E [REDACTED]		T5067		13DEC14	[REDACTED]
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CLST. LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
10:59	12:02	14	JEEP GRAND CHEROKEE		0.00	20NOV14	3788	3788
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
591	597							

A CUSTOMER STATES THE STEERING WHEEL IS NOT CENTERED AND DRIFTS TO THE LEFT
 CAUSE: F
 02000140 Wheel Allignment - Alignment
 Front wheel alignment (2 - Skilled)
 3JWARSJ (N/C)
 FC: PART#: COUNT:
 CLBIN TYPE: W
 AUTH CODE:



NO CARS RELEASED AFTER _____ P.M.
 STORAGE CHARGE - \$20.00 PER DAY, 24
 HOURS AFTER WORK COMPLETION OR IF NO
 WORK IS DONE THEN FROM DATE OF RECEIPT

*Thank You
 For Your
 Business!*

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

**** PRE-INVOICE ****

A Service Charge will apply if a balance is not paid within 30 days of billing. Said charges are computed by a periodic rate of 1.5% per month which is an annual percentage rate of 18% applied to the unpaid balance after deducting current payments and/or credits appearing on each statement from the previous balance. The undersigned further agrees and understands that they will be held responsible for any collection fees and reasonable attorney's fees in the event that payments are not maintained in accordance with this agreement such action would be deemed necessary to remedy a default of credit terms.

OUR CUSTOMER SERVICE DEPT IS HERE FOR YOU. PLEASE CONTACT YOUR SERVICE ADVISOR IF YOU HAVE ANY QUESTIONS OR CONCERNS. THANK YOU AGAIN FOR YOUR BUSINESS!!!

THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY. LABOR AND PARTS FOR 90 DAYS OR 4000 MILES, WHICHEVER COMES FIRST. WARRANTY REPAIRS TO BE PERFORMED AT SELLER'S PLACE OF BUSINESS. SELLER LIMITS IMPLIED WARRANTIES TO THE PERIOD STATED. WARRANTY DETAILS AVAILABLE. ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE.

PAYMENT IN CASH ONLY SERVICE * PARTS * COLLISION REPAIRS

I HEREBY AUTHORIZE THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIAL. I ALSO AGREE THAT YOU WERE 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 WARRANT 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 WAS HEREBY ACKNOWLEDGED ON VEHICLE TO SECURE THE AMOUNT OF REPAIRS THEREON.

CUSTOMER SIGNATURE

CUSTOMER COPY



Jeep



BAY RIDGE

*Bay Ridge Chrysler Jeep Dodge Ram
8635 18TH AVENUE
BROOKLYN, NEW YORK 11214
TEL (718) 236-2600 • FAX (718) 232-8580



RAM

Customer information form including fields for CUSTOMER NO., ADVISOR (WILLIAM RAMOS), TAG NO. (2226), INVOICE DATE (08/02/14), LABOR RATE (125.00), MILEAGE (63), YEAR / MAKE / MODEL (14/JEEP/GRAND CHEROKEE/4DR 4WD LIMIT), and VEHICLE I.D. NO. (1C4RJFBM5EC).

MO: 64

Table with 4 columns: LABOR & PARTS, QTY, FP-NUMBER, DESCRIPTION, UNIT PRICE. Includes entries for labor (62.50) and parts (23.25) for a fluid die.

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 NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

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.

TOTALS: M/C AMEX DISCOVER VISA CARCARE CHECK #. DEAR VALUED CUSTOMER, IN A FEW DAYS YOU WILL BE RECEIVING A SURVEY FROM CHRYSLER CORPORATION RATING US ON YOUR SERVICE VISIT. COMPLETE CUSTOMER SATISFACTION IS OUR GOAL. IF YOU CANNOT RATE US AN EXCELLENT, PLEASE CONTACT OUR CUSTOMER SERVICE DEPARTMENT AT 1(855)314-9514. ALSO AS A REMINDER YOUR NEXT SERVICE APPOINTMENT WAS MADE FOR 3 MONTHS FROM NOW. WITH THIS LETTER YOU WILL RECEIVE A 15% DISCOUNT OFF ANY SERVICE.

TOTAL INVOICE \$ 93.37

CUSTOMER SIGNATURE

DUPLICATE INVOICE

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



MAIN: (973) 467-2900
 SERVICE: (973) 467-6244
 PARTS: (973) 467-6115

170 ROUTE 22 EAST, SPRINGFIELD, NEW JERSEY 07081



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

Adv: 279 ALAN ROSENBERG - CHRYSLER SERVIC	Tag: 7951	License: [REDACTED]	1C4RJFBM5 EC [REDACTED]	Page: 2	Invoice [REDACTED]
Invoice to [REDACTED]			Driver/Owner: GUREVICH, VLADISLAV		
Invoiced: 08/04/14 10:29:03 DE			14 JEEP G CHEROKEE LTD 4WD 4DR SUV		
*** RECOMMENDED MAINTENANCE REQUIRED BUT NOT PERFORMED ***					
Operation	Description	Operation	Description		
PREPAID	PREPAID MAIN.				
*** PROJECTED RECOMMENDED MAINTENANCE DATES ***					
Operation	Description	Due On	Based On		
5K	INTERNET 5K	12/31/14	Based on Last Service Mileage		
10K	INTERNET 10K	05/31/15	Based on Last Service Mileage		
103	REG LOF	10/01/14	Based on Last Service Mileage		
104	SYN LOF \$49.95	12/31/14	Based on Last Service Mileage		
105	TIRE ROTATION	10/01/14	Based on Last Service Mileage		
SIGNATURE _____					
<p>If you have any questions - please see ALAN ROSENBERG - CHRYSLER SERVICE IT HAS BEEN OUR PLEASURE AND PRIVILEGE TO SERVE YOU TODAY. SAVE 10%, MAKE YOUR NEXT APPOINTMENT ONLINE AT www.1800AUTOLAND.COM REMEMBER ALL REPAIRS ARE GUARANTEED FOR 12 MONTHS OR 12,000 MILES!</p>					
					Last Page



MAIN: (973) 467-2900
 SERVICE: (973) 467-6244
 PARTS: (973) 467-6115

170 ROUTE 22 EAST, SPRINGFIELD, NEW JERSEY 07081



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

Adv: 268	CHRYSLER SERVICE	Tag: 8508	License: C4RJFBM5 EC	Page: 1	Invoice	
Invoice to			Driver/Owner Information			
ENGLISHTOWN, NJ			ENGLISHTOWN, NJ			
Cell			Cell:			
For Office Use			Vehicle Information			
Odometer in: 300	Out: 301	WAR W	Final	14 JEEP G CHEROKEE LTD 4WD 4DR SUV		
Begin: 12/08/14	Done: 12/08/14	Invoiced: 12/08/14 17:17 DE				
Customer Concern						
Concern 51	CUSTOMER STATES TPMS LIGHT IS ON			Operation	Tech Units	Amount
Cause	VERIFIED CONCERN FOUND ALL TIRE PRESSURE LOW EVENLY			000	143 0.0	0.00
Correction	RESET TIRE PRESSURES					
	Tech 143 SOLOMON, DARREL					
	FAIL CODE : 99					
Type: W				Subtotal		
				TOTAL CHARGE FOR CONCERN		0.00
Concern 52	CUSTOMER STATES STEERING WHEEL OFF CENTER			Operation	Tech Units	Amount
Cause	COULD NOT VERIFY CONCERN AT THIS TIME PUT VEHICLE ON			000	143 0.0	0.00
Correction	ALIGNMENT MACHINE ALL SPEC ARE READING TO MANUFACTURER SPECS					
	NO PROBLEM FOUND AT THIS TIME					
	Tech 143 SOLOMON, DARREL					
	FAIL CODE : 99					
	Line Auth: GOMEZALB 12/08/14 13:34					
Type: W				Subtotal		
				TOTAL CHARGE FOR CONCERN		0.00
Concern 53	CUSTOMER STATES TO PERFORM ANY SOFTWARE ENHANCEMENTS AND			Operation	Tech Units	Amount
Cause	UPDATES VEHICLE MAY HAVE AVAILABLE			181905E9	143 0.2	20.12
Correction	SOFTWARE ENHANCEMENTS AND UPDATES					
	TCM REFLASH					
	53-1 PCM REPROGRAM			181904AZ	143 0.3	30.18
	Tech 143 SOLOMON, DARREL					
	FAIL CODE : 99					
Type: W				Subtotal		
				LAB-MECHANICAL		50.30
				TOTAL CHARGE FOR CONCERN		50.30



MAIN: (973) 467-2900
 SERVICE: (973) 467-6244
 PARTS: (973) 467-6115

170 ROUTE 22 EAST, SPRINGFIELD, NEW JERSEY 07081



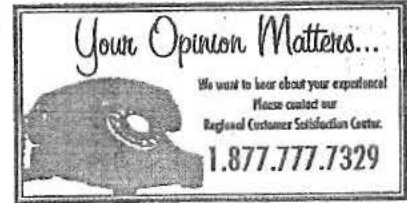
(SIGNED) _____ DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE) _____

Adv: 268 ALBERTO GOMEZ - CHRYSLER SERVICE	Tag: 8508	License: [REDACTED]	1C4RJFBM5 EC [REDACTED]	Page: 2	Invoice: [REDACTED]
Invoice to: [REDACTED]		Driver/Owner: GUREVICH, VI DEFLAY			
Invoiced: 12/08/14 17:17:09 DE		14 JEEP G CHEROKEE LTD 4WD 4DR SUV			
Summary of Charges for Invoice W14229			Payment Distribution for Invoice W14229		
LAB-MECHANICAL	50.30	TOTAL CHARGE	50.30		
TOTAL CHARGE	50.30	WARRANTY	50.30		
*** RECOMMENDED MAINTENANCE REQUIRED BUT NOT PERFORMED ***					
Operation	Description	Operation	Description		
PREPAID	PREPAID MAIN.				
SIGNATURE _____					
<p> If you have any questions - please see ALBERTO GOMEZ - CHRYSLER SERVICE IT HAS BEEN OUR PLEASURE AND PRIVILEGE TO SERVE YOU TODAY. SAVE 10%, MAKE YOUR NEXT APPOINTMENT ONLINE AT WWW.1800AUTOLAND.COM REMEMBER ALL REPAIRS ARE GUARANTEED FOR 12 MONTHS OR 12,000 MILES! </p>					
					Last Page



MAIN: (973) 467-2900
 SERVICE: (973) 467-6244
 PARTS: (973) 467-6115

170 ROUTE 22 EAST, SPRINGFIELD, NEW JERSEY 07081



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

Adv: 235 STALIN CABALLERO - CHRYSLER SERV Tag: 8187 License: [REDACTED] 1C4RJFBM5 EC [REDACTED] Page: 1 Invoice: [REDACTED]

Invoice to		Driver/Owner Information	
[REDACTED] ENGLISHTOWN, NJ [REDACTED] [REDACTED]		[REDACTED] ENGLISHTOWN, NJ [REDACTED] Cell: [REDACTED]	

For Office Use		Vehicle Information	
Odometer in: 976	Out: 976	CUS C	Final
		14 JEEP G CHEROKEE LTD 4WD 4DR SUV	
Begin: 12/20/14	Done: 12/20/14	Invoiced: 12/20/14 15:45 JL	

Customer Concern			
Concern - 51	CUSTOMER STATES TIRES ARE OUT OF BALANCE VIBRATION AT HIGHWAY SPEEDS REQUEST ORIGINAL WHEEL WEIGHTS LEFT ON WHEELS NO OWRK PERFORMED Tech 143 SOLOMON, DARREL	Operation	Tech
Correction		99	143
Type: C		Subtotal	
TOTAL CHARGE FOR CONCERN			0.00

Summary of Charges for Invoice C15921		Payment Distribution for Invoice C15921	
TOTAL CHARGE	0.00	CASH DUE	0.00
		TOTAL CHARGE	0.00

If you have any questions - please see STALIN CABALLERO - CHRYSLER SERVICE
 IT HAS BEEN OUR PLEASURE AND PRIVILEGE TO SERVE YOU TODAY.
 SAVE 10%, MAKE YOUR NEXT APPOINTMENT ONLINE AT WWW.1800AUTOLAND.COM
 REMEMBER ALL REPAIRS ARE GUARANTEED FOR 12 MONTHS OR 12,000 MILES!

Last Page



MAIN: (973) 467-2900
 SERVICE: (973) 467-6244
 PARTS: (973) 467-6115

170 ROUTE 22 EAST, SPRINGFIELD, NEW JERSEY 07081



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

Adv: 269 ALBERTO GOMEZ - CHRYSLER SERVICE		Tag: 1128	License: [REDACTED]	1C4RJFBM5 EC [REDACTED]	Page: 1	Invoice: [REDACTED]
Invoice to			Driver/Owner Information			
[REDACTED] ENGLISHTOWN, NJ [REDACTED] Cell: [REDACTED]			[REDACTED] ENGLISHTOWN, NJ [REDACTED] Cell: [REDACTED]			
For Office Use			Vehicle Information			
Odometer in: 1347	Out: 1348	WAR W	Prelim	14 JEEP G CHEROKEE LTD 4WD 4DR SUV		
Begin: 12/29/14	Done: 12/29/14	Invoiced: 12/29/14 11:36 AG				
Customer Concern						
Concern 51	CUSTOMER STATES WHILE DRIVING ON HWY VEHICLE STALLED OUT			Operation	Tech Units	Amount
Cause	REFER TO LN 52			000	136	0.0
Correction	REFER TO LN 52 Tech 136 CHOLLETTE, RICH					
	Line Auth: GOMEZALB 12/29/14 11:36			FAIL CODE : 99		
Concern 52	CUSTOMER STATES CUSTOMER STATES VEHICLE WOULD NOT START, ON SCREEN STATED KEY FOB NOT DETECTED, REMOTE STARTED VEHICLE AND IT TURNED ON, BUT WHEN PUSHING BRAKE AND PUSH START TO START VEHICLE WILL NOT START ISSUE OCCURRED TWICE ALREADY, HAVE TO DISCONNECT BATTERY TO RESET SYS FOR VEHICLE TO START			Operation	Tech Units	Amount
Cause	CHECK SYS OUT NO DTCS FOUND DUE TO PCM RESET FROM BATTERY BEING DISCONNECTED, ADVISE CUSTOMER TO TOW VEHICLE IN NEXT TIME WITHOUT TOUCHING BATTERY			181904B1	136	0.4
Correction	PERFORMED PCM SOFTWARE LEVEL UPDATE Tech 136 CHOLLETTE, RICH					
	Line Auth: GOMEZALB 12/29/14 11:36			FAIL CODE : 99		
Concern 53	CUSTOMER STATES PUT VEHICLE IN PARK AND WHEN TRYING TO PUT BACK IN DRIVE VEHICLE WOULD NOT SHIFT			Operation	Tech Units	Amount
Cause	REFER TO LN 52			000	136	0.0
Correction	REFER TO LN 52 Tech 136 CHOLLETTE, RICH					
	Line Auth: GOMEZALB 12/29/14 11:36			FAIL CODE : 99		

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.

X



MAIN: (973) 467-2900
 SERVICE: (973) 467-6244
 PARTS: (973) 467-6115

170 ROUTE 22 EAST, SPRINGFIELD, NEW JERSEY 07081



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

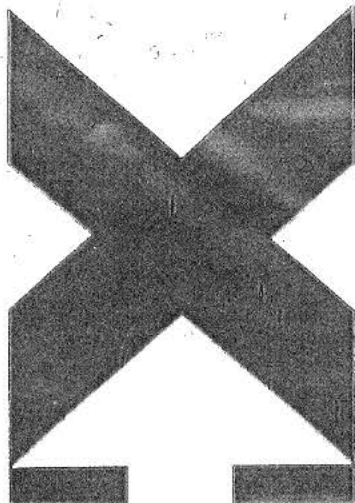
Adv: 268 ALBERTO GOMEZ - CHRYSLER SERVICE	Tag: 1128	License: [REDACTED]	1C4RJFBM5 EC [REDACTED]	Page: 2	Invoice: [REDACTED]
Invoice to: [REDACTED]			Driver/Owner: GUREVICH, VLADISLAV		
Invoiced: 12/29/14 11:36:43 AG			14 JEEP G CHEROKEE LTD 4WD 4DR SUV		
Summary of Charges for Invoice W16726			Payment Distribution for Invoice W16726		
*** RECOMMENDED MAINTENANCE REQUIRED BUT NOT PERFORMED ***					
Operation	Description	Operation	Description		
PREPAID	PREPAID MAIN.				
*** PROJECTED RECOMMENDED MAINTENANCE DATES ***					
Operation	Description	Due On	Based On		
103	REG LOF	06/10/15	Based on Last Service Mileage		
105	TIRE ROTATION	06/10/15	Based on Last Service Mileage		
SIGNATURE _____					
If you have any questions - please see [REDACTED] - CHRYSLER SERVICE IT HAS BEEN OUR PLEASURE AND PRIVILEGE TO SERVE YOU TODAY. SAVE 10%, MAKE YOUR NEXT APPOINTMENT ONLINE AT WWW.1800AUTOLAND.COM REMEMBER ALL REPAIRS ARE GUARANTEED FOR 12 MONTHS OR 12,000 MILES!					
					Last Page

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X





ESS

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ST L17
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5171
01:09

Page 1 of 2

From: (215) 540-8888
Sharon Starynski
Kimmel & Silveiman, P.C.
30 East Butler Pike

Origin ID: OFWA



J142214092303uv

Ambler, PA 19002

Ship Date: 08JAN15
ActWgt: 1.0 LB
CAD: 100586475/INET3550

Delivery Address Bar Code



SHIP TO: (215) 540-8888

BILL SENDER

FCA US LLC
Warranty Litigation Department
1000 Chrysler Drive
CIMS 485-13-62
AUBURN HILLS, MI 48326

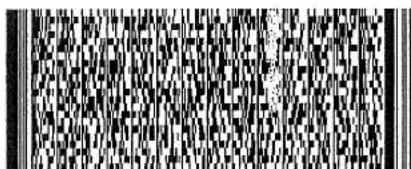
Ref #
Invoice #
PO #
Dept #

FRI - 09 JAN AA
STANDARD OVERNIGHT

TRK#
0201

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48326
MI-US
DTW



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SUMMONS

Attorney(s) JACQUELINE C. HERRITT, ESQUIRE
Office Address Executive Quarters
1930 E. Marlton Pike, Suite Q29
Town, State, Zip Code Cherry Hill, NJ 08003
Telephone Number 856-429-8334
Attorney(s) for Plaintiff

Superior Court of
New Jersey

MONMOUTH COUNTY COUNTY
LAW DIVISION

Docket No: [REDACTED]



Vs.

CIVIL ACTION
SUMMONS

FCA US LLC

Defendant(s)

From The State of New Jersey To The Defendant(s) Named Above:

The plaintiff, named above, has filed a lawsuit against you in the Superior Court of New Jersey. The complaint attached to this summons states the basis for this lawsuit. If you dispute this complaint, you or your attorney must file a written answer or motion and proof of service with the deputy clerk of the Superior Court in the county listed above within 35 days from the date you received this summons, not counting the date you received it. (A directory of the addresses of each deputy clerk of the Superior Court is available in the Civil Division Management Office in the county listed above and online at [http://www.judiciary.state.nj.us/pro se/10153 deptyclerklawref.pdf](http://www.judiciary.state.nj.us/prose/10153_deptyclerklawref.pdf).) If the complaint is one in foreclosure, then you must file your written answer or motion and proof of service with the Clerk of the Superior Court, Hughes Justice Complex, P.O. Box 971, Trenton, NJ 08625-0971. A filing fee payable to the Treasurer, State of New Jersey and a completed Case Information Statement (available from the deputy clerk of the Superior Court) must accompany your answer or motion when it is filed. You must also send a copy of your answer or motion to plaintiff's attorney whose name and address appear above, or to plaintiff, if no attorney is named above. A telephone call will not protect your rights; you must file and serve a written answer or motion (with fee of \$175.00 and completed Case Information Statement) if you want the court to hear your defense.

If you do not file and serve a written answer or motion within 35 days, the court may enter a judgment against you for the relief plaintiff demands, plus interest and costs of suit. If judgment is entered against you, the Sheriff may seize your money, wages or property to pay all or part of the judgment.

If you cannot afford an attorney, you may call the Legal Services office in the county where you live or the Legal Services of New Jersey Statewide Hotline at 1-888-LSNJ-LAW (1-888-576-5529). If you do not have an attorney and are not eligible for free legal assistance, you may obtain a referral to an attorney by calling one of the Lawyer Referral Services. A directory with contact information for local Legal Services Offices and Lawyer Referral Services is available in the Civil Division Management Office in the county listed above and online at [http://www.judiciary.state.nj.us/prose/10153 deptyclerklawref.pdf](http://www.judiciary.state.nj.us/prose/10153_deptyclerklawref.pdf).

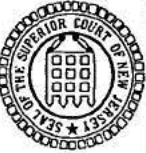

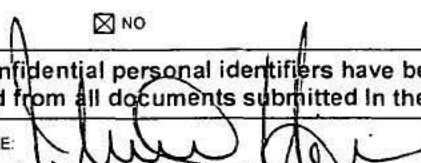
MS
Michelle M. Smith
Clerk of the Superior Court

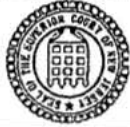
DATED: May 1, 2015

Name of Defendant to Be Served: FCA US LLC

Address of Defendant to Be Served: 820 Bear Tavern Road, Suite 305, West Trenton, NJ 08628.

Appendix XII-BI

	<h2 style="margin:0;">CIVIL CASE INFORMATION STATEMENT (CIS)</h2> <p style="margin:0;">Use for initial Law Division Civil Part pleadings (not motions) under Rule 4:5-1. Pleading will be rejected for filing, under Rule 1:5-6(c), if information above the black bar is not completed or if attorney's signature is not affixed.</p>		FOR USE BY CLERKS OFFICE ONLY
			PAYMENT TYPE: <input type="checkbox"/> CK <input type="checkbox"/> CG <input type="checkbox"/> CA
			CHG/ CK NO.
			AMOUNT:
			OVERPAYMENT:
		BATCH NUMBER:	
ATTORNEY/ PRO SE NAME Jacqueline C. Herritt, Esq.		TELEPHONE NUMBER (856) 429-8334	COUNTY OF VENUE Monmouth County
FIRM NAME (if applicable) Kimmel & Silverman, P.C.		DOCKET NUMBER (When available)	
OFFICE ADDRESS Executive Quarters 1930 E. Marlton Pike, Suite Q29 Cherry Hill, NJ 08003		DOCUMENT TYPE Complaint	
		JURY DEMAND <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
NAME OF PARTY (e.g. John Doe, Plaintiff) Mr. [REDACTED], Plaintiff	CAPTION [REDACTED] V. FCA US LLC		
CASE TYPE NUMBER (See reverse side for listing) 512 – Lemon Law	HURRICANE SANDY RELATED? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	IS THIS A PROFESSIONAL MALPRACTICE CASE? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO IF YOU HAVE CHECKED "YES," SEE N.J.S.A. 2A:53A-27 AND APPLICABLE CASE LAW REGARDING YOUR OBLIGATION TO FILE AN AFFIDAVIT OF MERIT.	
RELATED CASES PENDING? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		IF YES, LIST DOCKET NUMBERS	
DO YOU ANTICIPATE ADDING ANY PARTIES (arising out of same transaction or occurrence)? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		NAME OF DEFENDANT'S PRIMARY INSURANCE COMPANY, IF KNOWN <input type="checkbox"/> NONE <input checked="" type="checkbox"/> UNKNOWN	
THE INFORMATION PROVIDED ON THIS FORM CANNOT BE INTRODUCED INTO EVIDENCE.			
CASE CHARACTERISTICS FOR PURPOSES OF DETERMINING IF CASE IS APPROPRIATE FOR MEDIATION			
DO PARTIES HAVE A CURRENT, PAST OR RECURRENT RELATIONSHIP? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		IF YES, IS THAT RELATIONSHIP: <input type="checkbox"/> EMPLOYER-EMPLOYEE <input type="checkbox"/> FRIEND/NEIGHBOR <input type="checkbox"/> OTHER (explain) <input type="checkbox"/> FAMILIAL <input type="checkbox"/> BUSINESS	
DOES THE STATUTE GOVERNING THIS CASE PROVIDE FOR PAYMENT OF FEES BY THE LOSING PARTY? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
USE THIS SPACE TO ALERT THE COURT TO ANY SPECIAL CASE CHARACTERISTICS THAT MAY WARRANT INDIVIDUAL MANAGEMENT OR ACCELERATED DISPOSITION:			
 DO YOU OR YOUR CLIENT HAVE ANY NEEDS UNDER THE AMERICANS WITH DISABILITIES ACT? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		IF YES, PLEASE IDENTIFY THE REQUESTED ACCOMODATION	
WILL AN INTERPRETER BE NEEDED? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		IF YES, FOR WHAT LANGUAGE?	
I certify that confidential personal identifiers have been redacted from documents now submitted to the court, and will be redacted from all documents submitted in the future in accordance with Rule 1:38-7(b).			
ATTORNEY SIGNATURE: 			



**CIVIL CASE INFORMATION STATEMENT
(CIS)**

Use for initial pleadings (not motions) under *Rule 4:5-1*

CASE TYPES (Choose one and enter number of case type in appropriate space on the reverse side.)

Track I — 150 days' discovery

- 151 NAME CHANGE
- 175 FORFEITURE
- 302 TENANCY
- 399 REAL PROPERTY (other than Tenancy, Contract, Condemnation, Complex Commercial or Construction)
- 502 BOOK ACCOUNT (debt collection matters only)
- 505 OTHER INSURANCE CLAIM (INCLUDING DECLARATORY JUDGMENT ACTIONS)
- 506 PIP COVERAGE
- 510 UM or UIM CLAIM
- 511 ACTION ON NEGOTIABLE INSTRUMENT
- 512 LEMON LAW
- 801 SUMMARY ACTION
- 802 OPEN PUBLIC RECORDS ACT (SUMMARY ACTION)
- 999 OTHER (Briefly describe nature of action)

Track II — 300 days' discovery

- 305 CONSTRUCTION
- 509 EMPLOYMENT (other than CEPA or LAD)
- 599 CONTRACT/COMMERCIAL TRANSACTION
- 603N AUTO NEGLIGENCE – PERSONAL INJURY (non-verbal threshold)
- 603Y AUTO NEGLIGENCE – PERSONAL INJURY (verbal threshold)
- 605 PERSONAL INJURY
- 610 AUTO NEGLIGENCE – PROPERTY DAMAGE
- 621 UM or UIM CLAIM (included bodily injury)
- 699 TORT – OTHER

Track III — 450 days' discovery

- 005 CIVIL RIGHTS
- 301 CONDEMNATION
- 602 ASSAULT AND BATTERY
- 604 MEDICAL MALPRACTICE
- 606 PRODUCT LIABILITY
- 607 PROFESSIONAL MALPRACTICE
- 608 TOXIC TORT
- 609 DEFAMATION
- 616 WHISTLEBLOWER / CONSCIENTIOUS EMPLOYEE PROTECTION ACT (CEPA) CASES
- 617 INVERSE CONDEMNATION
- 618 LAW AGAINST DISCRIMINATION (LAD) CASES

Track IV – Active Case Management by Individual Judge / 450 days' discovery

- 156 ENVIRONMENTAL/ENVIRONMENTAL COVERAGE LITIGATION
- 303 MT. LAUREL
- 508 COMPLEX COMMERCIAL
- 513 COMPLEX CONSTRUCTION
- 514 INSURANCE FRAUD
- 620 FALSE CLAIMS ACT
- 701 ACTIONS IN LIEU OF PEROGATIVE WRITS

Multicounty Litigation (Track IV)

- | | |
|--|---|
| 266 HORMONE REPLACEMENT THERAPY (HRT) | 288 PRUDENT TORT LITIGATION |
| 271 ACCUTANE/ISOTRETINOIN | 289 REGLAN |
| 274 RISPERDAL/SEROQUEL/ZYPREXA | 290 POMPTON LAKES ENVIRONMENTAL LITIGATION |
| 278 ZOMETA/AREXIA | 291 PELVIC MESH/GYNECARE |
| 279 GADOLINIUM | 292 PELVIC MESH/BARD |
| 281 BRISTOL-MYERS SQUIBB ENVIRONMENTAL | 293 DEPUY ASR HIP IMPLANT LITIGATION |
| 282 FOSAMAX | 295 ALLODERM REGENERATIVE TISSUE MATRIX |
| 284 NUVARING | 296 STRYKER REJUVENATING/ABG II MODULAR HIP STEM COMPONENTS |
| 285 STRYKER TRIDENT HIP IMPLANTS | 297 MIRENA CONTRACEPTIVE DEVICE |
| 286 LEVAQUIN | 601 ASBESTOS |
| 287 YAZ/YASMIN/OCELLA | 623 PROPECIA |

If you believe this case requires a track other than that provided above, please indicate the reason on Side 1, in the space under "Case Characteristics."

Please check off each applicable category

Putative Class Action

Title 59

Jacqueline C. Herritt, Esquire
Identification No. 009131997
KIMMEL & SILVERMAN, P.C.
Executive Quarters
1930 E. Marlton Pike, Suite Q29
Cherry Hill, NJ 08003
(856) 429-8334

ATTORNEYS FOR PLAINTIFFS

Manalapan, NJ

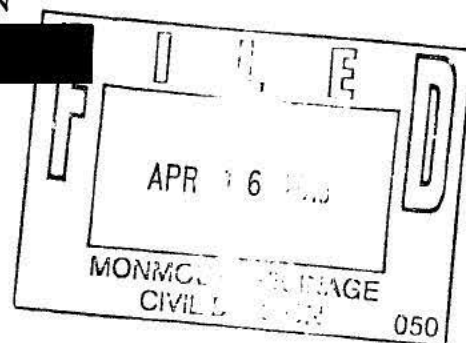
v.

FCA US LLC
c/o CT Corporation
820 Bear Tavern Road
Suite 305
West Trenton, NJ 08628

SUPERIOR COURT OF NEW JERSEY
MONMOUTH COUNTY

CIVIL ACTION

NO. [REDACTED]



COMPLAINT

1. Plaintiffs, [REDACTED] are adult individual citizens and legal residents of the State of New Jersey, [REDACTED], Manalapan, NJ [REDACTED].

2. Defendant, FCA US LLC, is a corporation qualified to do and regularly conduct business in the State of New Jersey, with its address and principal place of business located at 12000 Chrysler Drive, Highland Park, Michigan 48288-1919, and can be served at c/o CT-Corporation, 820 Bear Tavern Road, Suite 305, West Trenton, NJ 08628.

BACKGROUND

3. On or about July 31, 2014, Plaintiffs leased a new 2014 Jeep Grand Cherokee, manufactured and warranted by Defendant, bearing the Vehicle Identification Number 1C4RJFBM5EC [REDACTED]

4. The vehicle was leased in the State of New York and is registered in the State of New Jersey.

5. The lease price of the vehicle, including registration charges, document fees, sales tax, finance and bank charges, but excluding other collateral charges not specified, yet defined by the

Lemon Law, totaled more than \$21,479.00. A true and correct copy of the contract is attached hereto, made a part hereof, and marked Exhibit "A".

6. In consideration for the purchase of said vehicle, Defendant issued to Plaintiffs several warranties, guarantees, affirmations or undertakings with respect to the material or workmanship of the vehicle and/or remedial action in the event the vehicle fails to meet the promised specifications.

7. The above-referenced warranties, guarantees, affirmations or undertakings are/were part of the basis of the bargain between Defendant and Plaintiffs.

8. The parties' bargain includes an express 3-year / 36,000 mile warranty, as well as other guarantees, affirmations and undertakings as stated in Defendant's warranty materials and owner's manual.

9. However, as a result of the ineffective repair attempts made by Defendant through its authorized dealer(s), the vehicle is rendered substantially impaired, unable to be utilized for its intended purposes, and is worthless to Plaintiffs.

10. The first documented warranty repair attempt is believed to have occurred on or before August 4, 2014, when the vehicle odometer showed 91 miles. On that date, repair attempts were made to the steering wheel and abnormal vibration. A true and correct copy of the repair invoice is attached hereto, made a part hereof and marked Exhibit "B".

11. The second documented warranty repair attempt is believed to have occurred on or before September 2, 2014, when the vehicle odometer showed 224 miles. On that date, repair attempts were made to the steering wheel. A true and correct copy of the repair invoice is attached hereto, made a part hereof and marked Exhibit "C".

12. The third documented warranty repair attempt is believed to have occurred on or before December 8, 2014, when the vehicle odometer showed 300 miles. On that date, repair attempts were made to the TPMS; steering wheel and software enhancements. A true and correct copy of the repair invoice is attached hereto, made a part hereof and marked Exhibit "D".

13. The vehicle continues to exhibit defects and nonconformities which substantially impair its use, value and/or safety. A true and correct copy of the repair invoice is attached hereto, made a part hereof and marked Exhibit "E".

COUNT I
NEW JERSEY MOTOR VEHICLE WARRANTY ACT

14. Plaintiffs hereby incorporate all facts and allegations set forth in this Complaint by reference as if fully set forth at length herein.

15. Plaintiffs are "Consumers" as defined by N.J.S.A. 56:12-30.

16. Defendant is a "Manufacturer" as defined by N.J.S.A. 56:12-30.

17. Rockland Center Jeep, Rockland, is and/or was at the time of sale a "Dealer or Motor Vehicle Dealer" in the business of buying, selling, and/or exchanging vehicles as defined by N.J.S.A. 56:12-30.

18. On or about July 31, 2014, Plaintiffs took possession of the above mentioned vehicle and experienced nonconformities as defined by N.J.S.A. 56:12-29 et seq., which substantially impair the use, value and/or safety of the vehicle.

19. Defendant through its authorized dealer failed to provide written notification that the vehicle was covered by the New Jersey Motor Vehicle Warranty Act as provided in N.J.S.A. 56:12-34(c). Plaintiffs believe and therefore aver said failure is a per se violation of the New Jersey Consumer Fraud Act, N.J.S.A. 56:8-1 et seq., as well as a violation of the New Jersey Motor Vehicle Warranty Act.

20. The nonconformities described violate the express written warranties issued to Plaintiffs by Defendant.

21. Section 56:12-32 of the New Jersey Motor Vehicle Warranty Act provides:

- a. If, during the period specified in section 3 of this act, the manufacturer or its dealer is unable to repair or correct a nonconformity within a reasonable time, the manufacturer shall accept return of the motor vehicle from the consumer. The manufacturer shall provide the consumer with a full refund of the purchase price of the original motor vehicle including any stated credit or allowance for the consumer's used motor vehicle, the cost of any options or other modifications arranged, installed, or made by the manufacturer or its dealer within 30 days after the date of original delivery, and any other charges or

fees including, but not limited to, sales tax, license and registration fees, finance charges, reimbursement for towing and reimbursement for actual expenses incurred by the consumer for the rental of a motor vehicle equivalent to the consumer's motor vehicle and limited to the period during which the consumer's motor vehicle was out of service due to a nonconformity, less a reasonable allowance for vehicle use.

22. Section 56:12-33 of the New Jersey Motor Vehicle Warranty Act provides a presumption of a reasonable number of repair attempts:

- a. It is presumed that a manufacturer or its dealer is unable to repair or correct a nonconformity within a reasonable time if, within the first 24,000 miles of operation or during the period of two years following the date of original delivery of the motor vehicle to a consumer, whichever is the earlier date:
 - (1) Substantially the same nonconformity has been subject to repair three or more times by the manufacturer or its dealer and the nonconformity continues to exist; or
 - (2) The motor vehicle is out of service by reason of repair for one or more nonconformities for a cumulative total of 20 or more calendar days since the original delivery of the motor vehicle and a nonconformity continues to exist.
- b. The presumption contained in sub-section a. of this section shall apply against a manufacturer only if the manufacturer has received written notification, by or on behalf of the consumer, by certified mail return receipt requested, of a potential claim pursuant to the provisions of this act and has had one opportunity to repair or correct the defect or condition within 10 calendar days following receipt of the notification. Notification by the consumer shall take place any time after the motor vehicle has had substantially the same nonconformity subject to repair two or more times or has been out of service by reason of repair for a cumulative total of 20 or more calendar days.

23. Plaintiffs have satisfied the above definition as the vehicle has been subject to repair more than three (3) times for the same nonconformity, and the nonconformity remained uncorrected.

24. In addition, the above vehicle has or will be out of service by reason of the nonconformities complained of for a cumulative total of twenty (20) or more calendar days.

25. Plaintiffs have delivered the nonconforming vehicle to an authorized service and repair facility of the Defendant on numerous occasions as outlined below.

26. After a reasonable number of attempts, Defendant was unable to repair the nonconformities.

27. Plaintiffs have been and will continue to be financially damaged due to Defendant's intentional, reckless, wanton, and negligent failure to comply with the provisions of N.J.S.A.

56:12-29 et seq.

28. Plaintiffs have provided Defendant with a final repair opportunity prior to filing the within Complaint.

29. Pursuant to N.J.S.A. 56:12-29 et seq, Plaintiffs seek relief for losses due to the nonconformities and defects in the above-mentioned vehicle in addition to reasonable attorney fees and all court costs.

WHEREFORE, Plaintiffs respectfully demand judgment against Defendant in an amount equal to the price of the subject vehicle, plus all collateral charges, attorneys' fees, and court costs.

COUNT II
MAGNUSON-MOSS (FTC) WARRANTY IMPROVEMENT ACT

30. Plaintiffs hereby incorporate all facts and allegations set forth in this Complaint by reference as if fully set forth at length herein.

31. Plaintiffs have or may have resorted to Defendant's informal dispute settlement procedure, to the extent said procedure complies with 16 CFR 703.

32. Plaintiffs aver that the Federal Trade Commission (FTC) has determined that no automobile manufacturer complies with 16 CFR 703. See, Fed. Reg. 15636, Vol: 62, No. 63 (Apr. 2, 1997).

33. Plaintiffs are "Consumers" as defined by 15 U.S.C. §2301(3).

34. Defendant is a "supplier", "warrantor", and a "service contractor" as defined by 15 U.S.C. § 2301 (4),(5) and (8).

35. The subject vehicle is a "consumer product" as defined by 15 U.S.C. § 2301(1).

36. By the terms of its written warranties, affirmations, promises, or service contracts, Defendant agreed to perform effective repairs at no charge for parts and/or labor.

37. The Magnuson-Moss Warranty Improvement Act requires Defendant to be bound by all warranties implied by state law. Said warranties are imposed on all transactions in the state in which the vehicle was delivered.

38. Defendant has made attempts on several occasions to comply with the terms of its express warranties; however, such repair attempts have been ineffective.

39. The Magnuson-Moss Warranty Improvement Act, 15 U.S.C. §2310(d)(2) provides:

If a consumer finally prevails on an action brought under paragraph (1) of this subsection, he may be allowed by the court to recover as part of the judgment a sum equal to the amount of aggregate amount of costs and expenses (including attorney fees based upon actual time expended), determined by the court to have been reasonably incurred by the Plaintiff for, or in connection with the commencement and prosecution of such action, unless the court, in its discretion shall determine that such an award of attorney's fees would be inappropriate.

40. Plaintiffs have afforded Defendant a reasonable number of opportunities to conform the vehicle to the aforementioned express warranties, implied warranties and contracts.

41. As a direct and proximate result of Defendant's failure to comply with the express written warranties, Plaintiffs have suffered damages and, in accordance with 15 U.S.C. §2310(d)(1), Plaintiffs are entitled to bring suit for such damages and other legal and equitable relief.

42. Defendant's failure is a breach of Defendant's contractual and statutory obligations constituting a violation of the Magnuson-Moss Warranty Improvement Act, including but not limited to: breach of express warranties; breach of implied warranty of merchantability; breach of implied warranty of fitness for a particular purpose; breach of contract; and constitutes an Unfair Trade Practice.

43. Plaintiffs aver that Defendant's warranty was not provided to Plaintiff until after the vehicle was delivered, making any and all limitations, disclaimers and/or alternative dispute provisions ineffective for a failure of consideration.

44. Plaintiffs aver Defendant's Dispute Resolution Program was not in compliance with 16 CFR 703 for the model year of the subject vehicle.

45. Plaintiffs aver that Defendant's warranty did not require Plaintiffs to first resort to a Dispute Resolution Program before filing suit.

46. Plaintiffs aver that upon successfully prevailing upon the Magnuson-Moss claim herein, all attorney fees are recoverable and are demanded against Defendant.

WHEREFORE, Plaintiffs respectfully demand judgment against Defendant in an amount equal to the price of the subject vehicle, plus all collateral charges, incidental and consequential damages, reasonable attorneys' fees, and all court costs.

COUNT III
UNIFORM COMMERCIAL CODE

47. Plaintiffs hereby incorporate all facts and allegations set forth in this Complaint by reference as if fully set forth at length herein.

48. The defects and nonconformities existing within the vehicle constitute a breach of contractual and statutory obligations of Defendant, including but not limited to the following:

- a. Express Warranty;
- b. Implied Warranty Of Merchantability; and
- c. Implied Warranty Of Fitness For A Particular Purpose.

49. At the time of obtaining possession of the vehicle and at all times subsequent thereto, Plaintiffs have justifiably relied upon Defendant's express warranties and implied warranties of fitness for a particular purpose and implied warranties of merchantability.

50. At the time of obtaining possession of the vehicle and at all times subsequent thereto, Defendant was aware Plaintiffs were relying upon Defendant's express and implied warranties, obligations, and representations with regard to the subject vehicle.

51. Plaintiffs have incurred damages as a direct and proximate result of the breach and failure of Defendant to honor its express and implied warranties.

52. Such damages include, but are not limited to, the contract price of the vehicle plus all collateral charges, including attorney fees and costs, as well as other expenses, the full extent of which are not yet known.

WHEREFORE, Plaintiffs respectfully demand judgment against Defendant in an amount equal to the contract price of the vehicle, plus all collateral charges and attorneys' fees.

KIMMEL & SILVERMAN, P.C.

By: 

JACQUELINE C. HERRITT, ESQUIRE

Attorney for Plaintiffs

Executive Quarters

1930 E. Marlton Pike, Suite Q29


Cherry Hill, NJ 08003

(856) 429-8334

JURY-DEMAND

Plaintiffs hereby demand a trial by jury as to all the issues


KIMMEL & SILVERMAN, P.C.

By: 
JACQUELINE C. HERRITT, ESQUIRE
Attorney for Plaintiffs

CERTIFICATION PURSUANT TO R.4:15-1

Upon knowledge and belief I hereby certify that there are no other actions or arbitrations related to this suit pending or presently contemplated.


KIMMEL & SILVERMAN, P.C.

By: 
JACQUELINE C. HERRITT, ESQUIRE
Attorney for Plaintiffs

CERTIFICATION OF NOTICE

Pursuant to N.J.S.A. 56:8-20 Plaintiffs are mailing a copy of this Complaint to the Office of the Attorney General, Richard J. Hughes Justice Complex, 25 West Market Street in the City of Trenton, County of Mercer, in the state of New Jersey on

KIMMEL & SILVERMAN, P.C.

By: 

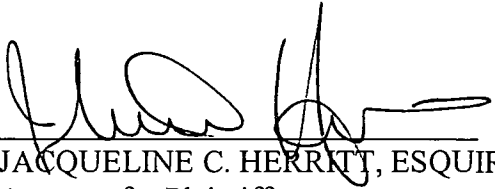
JACQUELINE C. HERRITT, ESQUIRE
Attorney for Plaintiffs

DESIGNATION OF TRIAL COUNSEL

PLEASE TAKE NOTICE that pursuant to Rule 4:25-4, Jason L. Greshes is designated as trial counsel for plaintiff, Vladislav Gurevich, in this case.

KIMMEL & SILVERMAN, P.C.

By: _____


JACQUELINE C. HERRITT, ESQUIRE
Attorney for Plaintiffs

MOTOR VEHICLE LEASE AGREEMENT - Closed End - CHRYSLER

Monthly Payment Lease Single Payment Lease

Lessor (Dealer Name and Address) ROCKLAND CHRYSLER JEEP DODGE 50 ROUTE 304	Lessee's Billing Address (where the Vehicle will be primarily located) N/A
--	---

No. _____ Country _____
Date 07/31/2014 Refer to the attached addendum for additional Lessees and their signatures.

Description of the Leased Property (Vehicle)

Year	Make	Model	Style	Vehicle Identification Number	Odometer Mileage
2014	JEEP	GR. CHEROKEE	4DR	1C4RJFBM5E	18

Equipped With: _____

New
 Used
 Demo

You acknowledge that you have received and examined the Vehicle described above, that the Vehicle is equipped as described and is in good operating order and condition. You accept the Vehicle for all purposes of this Lease.

Trade-In Vehicle and Its Allowance

Year	Make	Model	Gross Amount of Trade-In Allowance
N/A	N/A	N/A	N/A

Prior Credit or Lease Balance = \$ N/A Net Trade-In Allowance = \$ 0.00 (if less than zero, enter zero)

Federal Consumer Leasing Act Disclosures

1. Amount Due at Lease Signing or Delivery (Itemized below) \$ 1554.00	2. Payments a. Monthly Payments. Your first monthly payment of \$ 558.00 is due on <u>07/31/2014</u> followed by <u>35</u> payments of \$ 558.00 due on the <u>30th</u> of each month. The total of your monthly payments is \$ 20088.00 b. Single Payment. Your payment of \$ N/A is due on N/A	3. Other Charges (Not part of your monthly or single payment) Disposition fee (if you do not purchase the Vehicle) \$ 395.00 N/A \$ N/A N/A \$ N/A N/A \$ N/A N/A \$ N/A N/A \$ N/A Total \$ 395.00	4. Total of Payments (The amount you will have paid by the end of the Lease) \$ 21479.00 (Section 1 plus Section 2 total plus Section 3 total minus 5(b) and 5(d))
---	---	---	--

5. Amount due at Lease signing or delivery:	* Itemization of Amount Due at Lease Signing or Delivery	
a. Capitalized Cost Reduction	\$ 996.00	N/A
b. First Monthly Payment	+\$ 558.00	N/A
c. Single Payment	+\$ N/A	N/A
d. Refundable Security Deposit(s)	+\$ N/A	N/A
e. Registration fees	+\$ N/A	N/A
f. Title fees	+\$ N/A	N/A
g. Acquisition fee	+\$ N/A	N/A
h. Documentation fees	+\$ N/A	N/A
i. Waste tire fee	+\$ N/A	N/A
	Total	= \$ 1554.00

How the amount due at Lease signing or delivery will be paid:
Net Trade-In allowance \$ N/A
Rebates and non-cash credits \$ 1000.00
Amount to be paid in cash \$ 554.00
Total \$ 1554.00

Your Payment is Determined as Shown Below:

Gross capitalized cost. The agreed upon value of the Vehicle (\$ 47768.75) and any items you pay over the Lease Term (such as service contracts, insurance, and any outstanding prior credit or lease balance).	\$ 49797.27	Rent charge. The amount charged in addition to the depreciation and any amortized amounts.	+\$ 392.73
Capitalized cost reduction. The amount of any net trade-in allowance, rebate, non-cash credit, or cash you pay that reduces the gross capitalized cost.	\$ 996.00	Total of base payments. The depreciation and any amortized amounts plus the rent charge.	= \$ 20088.00
Adjusted capitalized cost. The amount used in calculating your base payment.	= \$ 48801.27	Lease Term. The number of months in your Lease.	36
Residual Value. The value of the Vehicle at the end of the Lease used in calculating your base payment.	\$ 29106.00	Base payments. The number of payments in your Lease.	+ 36
Depreciation and any amortized amounts. The amount charged for the Vehicle's decline in value through normal wear and for other items paid over the Lease Term.	= \$ 19695.27	Base Payment	= \$ 558.00
		Sales/use tax	+\$ N/A
			+\$ N/A
		Total payment	= \$ 558.00

Early Termination. You may have to pay a substantial charge if you end this Lease early. The charge may be up to several thousand dollars. The actual charge will depend on when the Lease is terminated. The earlier you end the Lease, the greater this charge is likely to be.

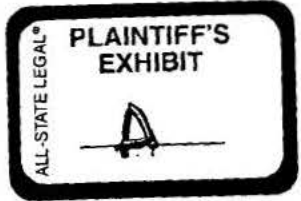
Excessive Wear and Use. You may be charged for excessive wear based on our standards for normal use and mileage in excess of 15000 miles per year at the rate of \$ 0.25 per mile. (Excess Mileage Charge)

Purchase Option at End of Lease Term. If the box in this line is checked, you have the option to purchase the Vehicle at the end of the Lease Term for \$ 29106.00 and a purchase option fee of \$ 350.00. The purchase option price does not include official fees such as those for taxes, tags, license and registration which you will also be required to pay.

Other Important Terms. See Lease documents for additional information on early termination, purchase options and maintenance responsibilities, warranties, title and default charges, insurance, and any security interest, if applicable.

Itemization of Gross Capitalized Cost

Agreed upon value of the Vehicle	\$ 47768.75	Extended Warranty and Service Contract	\$ N/A	Acquisition fee	\$ N/A
Sales or Use Tax and any other	1729.02	Documentation fee	\$ N/A		



Capitalized cost reduction. The amount of any net trade-in allowance, rebate, non-cash credit, or cash you pay that reduces the gross capitalized cost.	\$ 996.00	Lease Term. The number of months in your Lease.	36
Adjusted capitalized cost. The amount used in calculating your base payment.	\$ 48801.27	Lease payments. The number of payments in your Lease.	+ 36
Residual Value. The value of the Vehicle at the end of the Lease used in calculating your base payment.	\$ 29106.00	Base Payment	= \$ 558.00
Depreciation and any amortized amounts. The amount charged for the Vehicle's decline in value through normal wear and for other items paid over the Lease Term.	\$ 19695.27	Sales/use tax	+ \$ N/A
		N/A	+ \$ N/A
		Total payment	= \$ 558.00

Early Termination. You may have to pay a substantial charge if you end this Lease early. The charge may be up to several thousand dollars. The actual charge will depend on when the Lease is terminated. The earlier you end the Lease, the greater this charge is likely to be.

Excessive Wear and Use. You may be charged for excessive wear based on our standards for normal use and mileage in excess of 15000 miles per year at the rate of \$ 0.25 per mile. (Excess Mileage Charge)

Purchase Option at End of Lease Term. If the box in this line is checked, you have the option to purchase the Vehicle at the end of the Lease Term for \$ 29106.00 and a purchase option fee of \$ 350.00. The purchase option price does not include official fees such as those for taxes, tags, license and registration which you will also be required to pay.

Other Important Terms. See Lease documents for additional information on early termination, purchase options and maintenance responsibilities, warranties, late and default charges, insurance, and any security interest, if applicable.

Itemization of Gross Capitalized Cost

Agreed upon value of the Vehicle	\$ 47768.75	Extended Warranty and Service Contract	\$ N/A	Acquisition fee	\$ N/A
Sales or Use Tax and any other applicable taxes	\$ 1338.44	Documentation fee	\$ 75.00	N/A	\$ N/A
Title, License and Registration fees	\$ 615.08	Outstanding Prior Credit or Lease Balance and Negative Equity	\$ N/A	N/A	\$ N/A
				Total	\$ 49797.27

Additional Protections

You may buy any of the following voluntary protection plans. They are not required as part of this Lease and will not be a factor in our decision to lease the Vehicle to you.

Your signature below means that you want the described item and that you have received and reviewed a copy of the contract(s) for the product(s). If no coverage or charge is given for an item, you have declined any such coverage we offered.

- Service Contract

Term	N/A
Price	\$ N/A
Coverage	N/A
- Gap Waiver

Term	N/A
Gap Waiver Fee	\$ N/A
Coverage	N/A
- Mechanical Breakdown Protection (MBP)

Term	N/A
Price	\$ N/A
Coverage	N/A
- Extended Warranty

Term	N/A
Price	\$ N/A
Coverage	N/A

N/A N/A
 Name _____ Date _____
 N/A N/A
 Name _____ Date _____

Additional Terms

Additional Fees and Charges. Information about a Security Deposit and a Late Charge can be found in the Additional Lease Terms section. In addition to the other amounts promised in this Lease, you agree to pay the following.

- Disposition Fee. You will pay us a Disposition Fee of \$ 395.00 when you return the Vehicle at the end of the scheduled Lease Term. This Fee will not apply if the Lease ends early or if you buy the Vehicle at the end of the Lease Term (if you have that option).
- Official Fees and Taxes. The estimated total amount you will pay for official and license fees, registration, title and taxes over the term of your Lease, whether included with your monthly (or single) payment or assessed otherwise is \$ 2751.52. The actual total of fees and taxes may be higher or lower depending on the tax rates in effect or the value of the leased property at the time a fee or tax is assessed. THE AMOUNT INDICATED ON THIS SALES CONTRACT OR LEASE AGREEMENT FOR REGISTRATION AND TITLE FEES IS AN ESTIMATE. IN SOME INSTANCES, IT MAY EXCEED THE ACTUAL FEES DUE THE COMMISSIONER OF MOTOR VEHICLES. THE DEALER WILL AUTOMATICALLY, AND WITHIN SIXTY DAYS OF SECURING SUCH REGISTRATION AND TITLE, REFUND ANY AMOUNT OVERPAID FOR SUCH FEES.

Service Charge for Unclaimed Security Deposit Refunds. Unless prohibited, if we send you a check after this Lease ends to refund the remaining portion of any Security Deposit and you do not collect that check within six months, you agree that we may

Disclosures Required by New York Law

Capitalized Cost \$ 49797.27. The sum of the Adjusted Capitalized Cost and any capitalized cost reduction. The Capitalized Cost and the amount of the rental payment may be negotiable.

Adjusted Capitalized Cost \$ 48801.27. The agreed upon amount that we capitalized in connection with the Lease and used in determining the amount of your periodic payment.

- This amount plus the additional early termination charge will be used in determining your early termination liability. The Adjusted Capitalized Cost and the Additional Early Termination Charge may be used to compare the early termination provisions of competing lessors. (This Lease provides for an Additional Early Termination Charge.)
- This amount will be used in determining your early termination liability. The Adjusted Capitalized Cost may be used to compare the early termination provisions of competing lessors. (This Lease does not provide for an Additional Early Termination Charge.)

Additional Early Termination Charge. This charge is an additional amount, the unamortized portion of which will be used in determining your Early Termination liability. If this Lease terminates early, you agree to pay us as part of the charges due an Additional Early Termination Charge of \$ 495.00.

Estimated Residual Value. The estimated value of the Vehicle at the end of the scheduled Lease Term that we use to determine your Base Monthly Payment is \$ 29106.00.

Primary Use of Vehicle. By signing below, you represent (each Lessee must initial) the primary purpose for the Lease. You understand that we are relying upon this statement to create the terms of this Lease.

WARNING: Important consumer protections may not apply if this agreement indicates that you are leasing the Vehicle primarily for agricultural, business or commercial use.

Lessee Initials
 N/A N/A

You are leasing the Vehicle primarily for agricultural, business or commercial use. The nature of your business is as follows.
 N/A

If the Lease is primarily for agricultural, business or commercial use, then you and we agree it is NOT governed by the New York Motor Vehicle Retail Leasing Act unless otherwise required by law.

Signatures

Entire Agreement. Your and our entire agreement is contained in: (a) this Lease; and (b) any related agreement between you and us about conditions that must be satisfied after delivery of the Vehicle. There are no unwritten agreements regarding this Lease. Any changes to this Lease must be in writing and signed by you and by us.

Name _____ Date 07/31/2014
 Name _____ Date 07/31/2014

Notice to Lessee. By signing below, you agree to the terms on pages 1 and 2 of this Lease. You received a copy of this Lease and had a chance to read and review it before you signed it.

Notice to Lessee. (1) Do not sign this agreement before reading it or if it contains any blank space. (2) You are entitled to a completely filled in copy of this agreement when you sign it. (3) This is a Lease agreement and not a purchase agreement. Please seek independent professional

Coverage N/A

Mechanical Breakdown Protection (MBP)

Term N/A

Price N/A N/A

Coverage N/A

Extended Warranty

Term N/A

Price N/A N/A

Coverage N/A

Name _____ Date _____

N/A N/A

Name _____ Date _____

Additional Terms

Additional Fees and Charges: Information about a Security Deposit and a Late Charge can be found in the Additional Lease Terms section. In addition to the other amounts promised in this Lease, you agree to pay the following:

- Disposition Fee: You will pay us a Disposition Fee of \$ 395.00 when you return the Vehicle at the end of the scheduled Lease Term. This Fee will not apply if the Lease ends early or if you buy the Vehicle at the end of the Lease Term (if you have that option).
- Official Fees and Taxes: The estimated total amount you will pay for official and license fees, registration, title and taxes over the term of your Lease, whether included with your monthly (or single) payment or assessed otherwise is: \$ 2751.52. The actual total of fees and taxes may be higher or lower, depending on the tax rates in effect on the value of the leased property at the time a fee or tax is assessed. THE AMOUNT INDICATED ON THIS SALES CONTRACT OR LEASE AGREEMENT FOR REGISTRATION AND TITLE FEES IS AN ESTIMATE. IN SOME INSTANCES, IT MAY EXCEED THE ACTUAL FEES DUE THE COMMISSIONER OF MOTOR VEHICLES. THE DEALER WILL AUTOMATICALLY, AND WITHIN SIXTY DAYS OF SECURING SUCH REGISTRATION AND TITLE, REFUND ANY AMOUNT OVERPAID FOR SUCH FEES.

Service Charge for Unclaimed Security Deposit Refunds. Unless prohibited, if we send you a check after this Lease ends to refund the remaining portion of any Security Deposit and you do not collect that check within six months, you agree that we may deduct a monthly service charge of \$ N/A from the remaining portion of any Security Deposit until it is gone or otherwise refunded to you. This charge will not apply if the original amount of the Security Deposit is \$750 or more.

Warranties: The Vehicle is subject to the following express warranties that apply to this Lease:

The standard written manufacturer's warranty. This warranty is made by the manufacturer and NOT by the Lessor.

N/A

By signing this Lease, you acknowledge receiving a copy of the above written warranties. You understand that we (the Lessor) make no express or implied warranties other than those described above (if any). Except as required by law, the Lessor makes no implied warranty of merchantability and no warranty that the Vehicle is fit for a particular purpose. Except as provided above, you will take the Vehicle as is and with all faults. If we make a written warranty covering the Vehicle, this disclaimer will not affect any implied warranties during the term of any written warranty.

Other Terms

N/A

Early Termination Charge

Additional Early Termination Charge: This charge is an additional amount, the unamortized portion of which will be used in determining your Early Termination liability. If this Lease terminates early, you agree to pay us as part of the charges due an Additional Early Termination Charge of \$ 495.00

Estimated Residual Value: The estimated value of the Vehicle at the end of the scheduled Lease Term that we use to determine your Base Monthly Payment is \$ 29106.00

Primary Use of Vehicle: By entering below, you represent (each Lessee must initial) the primary purpose for this Lease. You understand that we are relying upon this statement to create the terms of this Lease.

WARNING: Important consumer protections may not apply if this agreement indicates that you are leasing the Vehicle primarily for agricultural, business or commercial use.

Lessee Initials: _____

You are leasing the Vehicle primarily for personal, family or household use.

Lessee Initials: N/A N/A

You are leasing the Vehicle primarily for agricultural, business or commercial use. The nature of your business is as follows:

N/A

If this Lease is primarily for agricultural, business or commercial use, then you and we agree it is NOT governed by the New York Motor Vehicle Retail Leasing Act unless otherwise required by law.

Signatures

Entire Agreement: Your and our entire agreement is contained in: (a) this Lease; and (b) any related agreement between you and us about conditions that must be satisfied after delivery of the Vehicle. There are no unwritten agreements regarding this Lease. Any change to this Lease must be in writing and signed by you and by us.

Notice to Lessor: By signing below, you agree to the terms on pages 1 and 2 of this Lease. You received a copy of this Lease and had a chance to read and review it before you signed it.

Notice to Lessee: (1) Do not sign this agreement before reading it or if it contains any blank space. (2) You are entitled to a completely filled in copy of this agreement when you sign it. (3) This is a Lease agreement and not a purchase agreement. Please seek independent professional advice if you have any questions concerning this transaction.

By signing, you also acknowledge that you have received a completed copy of this agreement signed by Lessor.

Name _____ Date _____

Title _____

Lessor's Acceptance: By signing below, Lessor agrees to the terms and conditions of this Lease.

• Lessee DL Inspection: The Lessor inspected each Lessee's driver's license and compared and verified the signature on each license with a signature of each Lessee, written in Lessor's presence. Lessor believes that each Lessee providing such information is currently licensed to drive by the state of N/A residence.

• Assignment: Lessor assigns this Lease and all rights and title to the Vehicle to the Assignee identified below (if any). This assignment is subject to any separate Assignment Agreement between the Lessor and Assignee.

Assigned to: CCAP AUTO LEASE LTD
BOX 961272
FT WORTH TX 76161

Phone: (855)563-5635

Date: 07/31/2014

Name _____ Date _____

Title _____

Lessee Accepts Delivery: You received the above-described Vehicle on today's date and have had a reasonable opportunity to inspect it. You acknowledge that it is in good condition and you accept it as is, with all the original equipment and accessories.

Notices

THIS IS A LEASE AGREEMENT. THIS IS NOT A PURCHASE AGREEMENT. PLEASE REVIEW THESE MATTERS CAREFULLY AND SEEK INDEPENDENT PROFESSIONAL ADVICE IF YOU HAVE ANY QUESTIONS CONCERNING THIS TRANSACTION. YOU ARE ENTITLED TO AN EXACT COPY OF THE AGREEMENT YOU SIGN.

Notice: You have no ownership rights in the Vehicle unless and until you exercise your option to purchase the Vehicle.

Arbitration: This Lease contains an Arbitration Agreement that affects your rights. By signing this Lease, you agree to the terms of the Arbitration Agreement.



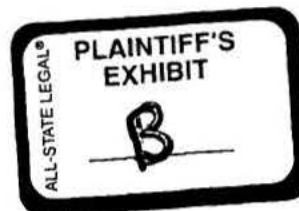
MAIN: (973) 467-2900
 SERVICE: (973) 467-6244
 PARTS: (973) 467-6115

170 ROUTE 22 EAST, SPRINGFIELD, NEW JERSEY 07081



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

Adv: 279 ALAN ROSENBERG - CHRYSLER SERVIC		Tag: 7951	License: T2G	1C4RJFBM5 EC	Page: 1	Invoice:
Invoice to			Driver/Owner Information			
ENGLISHTOWN, NJ			Cell:			
For Office Use			Vehicle Information			
Odometer In: 91	Out: 92	WAR W	Final	14 JEEP G CHEROKEE LTD 4WD 4DR SUV		
Begin: 08/04/14	Done: 08/04/14	Invoiced: 08/04/14 13:29 DE				
Customer Concern						
Concern 51	CUSTOMER STATES STEERING WHEEL IS OFF CENTER TO THE RIGHT			Operation	Tech Units	Amount
Cause	FRONT TOE IS OFF			02000240	144 0.7	70.42
Correction	TOE ADJUSTMENT/CENTER STEERING WHEEL - ADJUST FRONT TOE					
	Tech 144 KARTASHEFF, DAN					
	FAIL CODE : 99					
Type: W				Subtotal		
				LAB-MECHANICAL 70.42		
				TOTAL CHARGE FOR CONCERN 70.42		
Concern 52	CUSTOMER STATES JEEP HAS VIBRATIONS INTO THE STEERING WHEEL			Operation	Tech Units	Amount
Cause	AT HIGHWAY SPEEDS			22400240	143 0.3	30.18
Correction	FRONT WHEELS OUT OF BALANCE					
	WHEEL BALANCE - BALANCE FRONT - BOTH - EXCLUDES DUAL REAR					
	WHEEL EQUIPPED VEHICLES					
	Tech 143 SOLCMON, DARREL					
	FAIL CODE : 99					
Type: W				Subtotal		
				LAB-MECHANICAL 30.18		
				TOTAL CHARGE FOR CONCERN 30.18		
Summary of Charges for Invoice W86869				Payment Distribution for Invoice W86869		
LAB-MECHANICAL		100.60		TOTAL CHARGE		100.60
TOTAL CHARGE		100.60		WARRANTY		100.60





Jeep



BAY RIDGE

Bay Ridge Chrysler Jeep Dodge Ram
8635 18TH AVENUE
BROOKLYN, NEW YORK 11214
TEL (718) 236-2600 • FAX (718) 232-8580



CELL

Form with fields: CUSTOMER NO., ADVISOR (EDWARD DIAZ), TAG # (15309), INVOICE DATE (09/02/14), LABOR RATE (125.00), LICENSE NO., MILEAGE (224), COLOR (GRY/), YEAR/MAKE/MODEL (14/JEEP/GRAND CHEROKEE/4DR 4WD LIMIT), VEHICLE I.D. # (1C4RJFBM5EC), SELLING DEALER NO., R.O. DATE (09/02/14)

RESIDENCE PHONE

LABOR & PARTS
J# 1 00CHZ00 28 POINT INSPECTION HOURS: 0:00 TECH(S):1018 INTERNAL
PERFORM FREE 28 POINT COURTESY INSPECTION
PERFORMED 28 POINT COURTESY INSPECTION.
JOB # 1 TOTAL LABOR & PARTS 0.00
J# 2 00CHZ4WALIGH 4 WHEEL ALIGNMENT HOURS: TECH(S):1018 INTERNAL
C/S PERFORM 4 WHEEL ALIGNMENT
C/S STATES STEERING WHEEL IS OFF
TECH PERFORMED DIAG ROAD TESTED AND CHKED ON HDIST EVERYTING
IS FINE AT THIS TIME COULD NOT DUPLICATE CONCERN
TECH AND SHOP FOREMAN ROAD TESTED VEHICLE CHKED VEHICLE
JOB # 2 TOTAL LABOR & PARTS 0.00

COMMENTS
WHEEL ALIGNMENT/BAL&ROT ALL TIRES
PLEASE FOLLOW UP WITH MICHAEL McDONALD FROM CHRYSLER AT
586-274-8085. AFTER DIAGNOSIS IS DONE.

TOTALS
H/C AMEX DISCOVER VISA CARCARE CHECK #
TOTAL LABOR... 0.00
TOTAL PARTS... 0.00
TOTAL SUBLET... 0.00
TOTAL G.O.G... 0.00
TOTAL MISC CHG... 0.00
TOTAL MISC DISC... 0.00
TOTAL TAX... 0.00
TOTAL INVOICE \$ 0.00

DEAR VALUED CUSTOMER,
IN A FEW DAYS YOU WILL BE RECEIVING A SURVEY FROM CHRYSLER
CORPORATION RATING US ON YOUR SERVICE VISIT. COMPLETE
CUSTOMER SATISFACTION IS OUR GOAL. IF YOU CANNOT RATE US AN
EXCELLENT, PLEASE CONTACT OUR CUSTOMER SERVICE DEPARTMENT AT
1(855)314-9514. ALSO AS A REMINDER YOUR NEXT SERVICE
APPOINTMENT WAS MADE FOR 3 MONTHS FROM NOW. WITH THIS LETTER
YOU WILL RECEIVE A 15% DISCOUNT OFF ANY SERVICE.

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

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 PUR-
POSE, AND NEITHER ASSUMES NOR
AUTHORIZES ANY OTHER PERSON TO
ASSUME FOR IT ANY LIABILITY IN
CONNECTION WITH THE SALE OF SAID
PRODUCTS.

ON BEHALF OF SERVICING DEALER, I
HEREBY CERTIFY THAT THE INFORMA-
TION CONTAINED HEREON IS ACCURATE
UNLESS OTHERWISE SHOWN. SERVI-
CES DESCRIBED WERE PERFORMED
AT NO CHARGE TO OWNER. THERE WAS
NO INDICATION FROM THE APPEAR-
ANCE OF THE VEHICLE OR OTHER-
WISE, THAT ANY PART REPAIRED OR
REPLACED UNDER THIS CLAIM HAD
BEEN CONNECTED IN ANY WAY WITH
ANY ACCIDENT, NEGLIGENCE OR MIS-
USE. RECORDS SUPPORTING THIS
CLAIM ARE AVAILABLE FOR (1) YEAR
FROM THE DATE OF PAYMENT NOTIFI-
CATION AT THE SERVICING DEALER
FOR INSPECTION BY MANUFACTURER'S
REPRESENTATIVE.

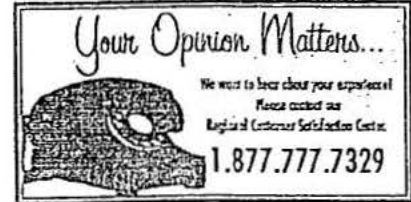


The Reynolds and Reynolds Company, ITEM15146, C52103880 Q, (1/1/13)



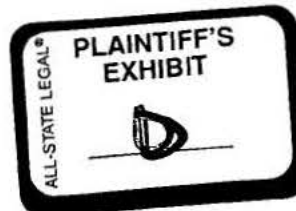
MAIN: (973) 467-2900
 SERVICE: (973) 467-6244
 PARTS: (973) 467-6115

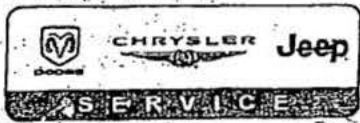
170 ROUTE 22 EAST, SPRINGFIELD, NEW JERSEY 07081



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

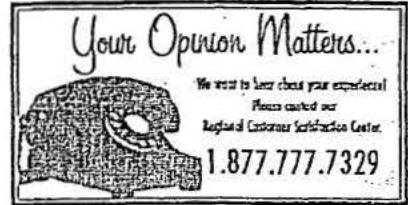
Adv: 268 ALBERTO GOMEZ - CHRYSLER SERVICE	Tag: 8508	Licensa: [REDACTED]	1C4RJFBM5E [REDACTED]	Page: 1	Invoice [REDACTED]
Invoice to [REDACTED] [REDACTED] ENGLISHTOWN, NJ [REDACTED] [REDACTED]			Driver/Owner Information [REDACTED] [REDACTED] [REDACTED]		
Odometer In: 300 Out: 301		WAR W Final	14 JEEP G CHEROKEE LTD 4WD 4DR SUV		
Begin: 12/08/14	Done: 12/08/14	Invoiced: 12/08/14 17:17 DE			
Customer Concern					
Concern 51	CUSTOMER STATES TPMS LIGHT IS ON	Operation 000	Tech Units 143	0.0	Amount 0.00
Cause	VERIFIED CONCERN FOUND ALL TIRE PRESSURE LOW EVENLY				
Correction	RESET TIRE PRESSURES				
	Tech 143 SOLOMON, DARREL				
	FAIL CODE : 99				
Type: W		Subtotal			
		TOTAL CHARGE FOR CONCERN			0.00
Concern 52	CUSTOMER STATES STEERING WHEEL OFF CENTER	Operation 000	Tech Units 143	0.0	Amount 0.00
Cause	COULD NOT VERIFY CONCERN AT THIS TIME PUT VEHICLE ON				
Correction	ALIGNMENT MACHINE ALL SPEC ARE READING TO MANUFACTURER SPECS				
	NO PROBLEM FOUND AT THIS TIME				
	Tech 143 SOLOMON, DARREL				
	FAIL CODE : 99				
	Line Auth: GOMEZALB 12/08/14 13:34				
Type: W		Subtotal			
		TOTAL CHARGE FOR CONCERN			0.00
Concern 53	CUSTOMER STATES TO PERFORM ANY SOFTWARE ENHANCEMENTS AND	Operation 181905E9	Tech Units 143	0.2	Amount 20.12
Cause	UPDATES VEHICLE MAY HAVE AVAILABLE				
Correction	SOFTWARE ENHANCEMENTS AND UPDATES				
	TCH REFLASH				
	53-1 PCM REPROGRAM				
	Tech 143 SOLOMON, DARREL				
	FAIL CODE : 99				
Type: W		Subtotal			
		LAB-MECHANICAL			50.30
		TOTAL CHARGE FOR CONCERN			50.30





MAIN: (973) 467-2900
 SERVICE: (973) 467-6244
 PARTS: (973) 467-6115

170 ROUTE 22 EAST, SPRINGFIELD, NEW JERSEY 07081



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

Adv: 268 ALBERTO GOMEZ - CHRYSLER SERVICE	Tag: 8508	License: [REDACTED]	1C4RJFBM5 EC [REDACTED]	Page: 2	Invoice: [REDACTED]
Invoice to: GUREVICH, VLADISLAV			Driver/Owner: GUREVICH, VLADISLAV		
Invoiced: 12/08/14 17:17:09 DE			14 JEEP G CHEROKEE LTD 4WD 4DR SUV		
Summary of Charges for Invoice W14229			Payment Distribution for Invoice W14229		
LAB-MECHANICAL	50.30	TOTAL CHARGE	50.30		
TOTAL CHARGE	50.30	WARRANTY	50.30		
*** RECOMMENDED MAINTENANCE REQUIRED BUT NOT PERFORMED ***					
Operation	Description	Operation	Description		
PREPAID	PREPAID MAIN.				
SIGNATURE _____					
<p> If you have any questions - please see ALBERTO GOMEZ - CHRYSLER SERVICE IT HAS BEEN OUR PLEASURE AND PRIVILEGE TO SERVE YOU TODAY. SAVE 10%, MAKE YOUR NEXT APPOINTMENT ONLINE AT WWW.1800AUTOLAND.COM REMEMBER ALL REPAIRS ARE GUARANTEED FOR 12 MONTHS OR 12,000 MILES! </p>					
					Last Page

VLAD GUREVICH

FREEHOLD CHRYSLER JEEP

4304 Route 9 South
 FREEHOLD, NJ 07728
 732-780-2900
 www.freeholdchryslerjeep.com

SERVICE ADVISOR **KEVIN SPIZZIRRI**

ORDER NO.	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CITY NO.	TAX NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
13DEC14	13DEC14		1C4RJFBM5E		T5067		13DEC14	
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	EST. LABOR RATE	DELIVERY DATE	PREPARED BY	SA
10:55	12:02	14	JEEP GRAND CHEROKEE		0.00	20NOV14	3788	3788
VEHICLE IN	VEHICLE OUT	LICENSE NO.						
591	597							

A CUSTOMER STATES THE STEERING WHEEL IS NOT CENTERED AND DRIFTS TO THE LEFT
 CAUSE: F
 02000140 Wheel Alignment - Alignment
 Front wheel alignment (2 - Skilled)
 JJWASJ (N/C)
 FC: PART#: COUNT:
 CLAIM TYPE: N
 AUTH CODE:

Jeep

NO CARS RELEASED AFTER _____ P.M.
 STORAGE CHARGE - \$20.00 PER DAY, 24
 HOURS AFTER WORK COMPLETION OR IF NO
 WORK IS DONE THEN FROM DATE OF RECEIPT

*Thank You
 For Your
 Business!*

**** PRE-INVOICE ****

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

A Service Charge will apply if a balance is not paid within 30 days of billing. Said charges are computed by a periodic rate of 1.5% per month which is an annual percentage rate of 18% applied to the unpaid balance after deducting current payments and/or credits appearing on each statement from the previous balance. The undersigned further agrees and understands that they will be held responsible for any collection fees and reasonable attorney's fees in the event that payments are not maintained in accordance with this agreement such action would be deemed necessary to remedy a default of credit terms.

OUR CUSTOMER SERVICE DEPT IS HERE FOR YOU. PLEASE CONTACT YOUR SERVICE ADVISOR IF YOU HAVE ANY QUESTIONS OR CONCERNS. THANK YOU AGAIN FOR YOUR BUSINESS!!!

THESE REPAIRS ARE GUARANTEED FOR 90 DAYS OR 1000 MILES. ALL PARTS ARE GUARANTEED FOR 1 YEAR OR 100,000 MILES. PAYMENT IS DUE UPON SERVICE. CUSTOMER

I HEREBY AUTHORIZE THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIAL. I ALSO AGREE THAT YOU WERE 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 AGREE TO PAY YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON FREIGHT, HIGHWAYS OR OTHERWISE FOR THE PURPOSE OF TESTING AND/OR INSPECTION. AN EXPRESS MECHANIC'S LIEN WAS HEREBY ACKNOWLEDGED ON VEHICLE TO SECURE THE AMOUNT OF REPAIRS THEREON.

CUSTOMER SIGNATURE

LABOR AND PARTS FOR 90 DAYS OR 1000 MILES PERFORMED AT DEALER'S PLACE OF BUSINESS. COLLATERAL WARRANTY DETAILS AVAILABLE. WARRANTY RESULT UNLESS SPECIFIED OTHERWISE.

SERVICE * PARTS * COLLISION REPAIRS

ALL-STATE LEGAL
PLAINTIFF'S EXHIBIT
E



MAIN: (973) 467-2900
 SERVICE: (973) 467-6244
 PARTS: (973) 467-6115

170 ROUTE 22 EAST, SPRINGFIELD, NEW JERSEY 07081



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

Adv: 235 STALIN CABALLERO - CHRYSLER SERV	Tag: 8187	License: [REDACTED]	1C4RJFBM5 EC [REDACTED]	Page: 1	Invoice: C [REDACTED]	
Invoice to [REDACTED] ENGLISHTOWN, NJ [REDACTED]			Driver/Owner Information [REDACTED] ENGLISHTOWN, NJ [REDACTED] [REDACTED] Cell: [REDACTED]			
For Office Use			Vehicle Information			
Odometer in: 976	Out: 976	CUS C	Final	14 JEEP G CHEROKEE LTD 4WD 4DR SUV		
Begin: 12/20/14	Done: 12/20/14	Invoiced: 12/20/14 15:45 JL				
Customer Concern						
Concern - 51	CUSTOMER STATES TIRES ARE OUT OF BALANCE VIBRATION AT HIGHWAY SPEEDS REQUEST ORIGINAL WHEEL WEIGHTS LEFT ON WHEELS NO OWRK PERFORMED Tech 143 SOLOMON, DAPPEL			Operation	Tech	Amount
Correction				99	143	0.00
Type: C				Subtotal		
			TOTAL CHARGE FOR CONCERN			0.00
Summary of Charges for Invoice C15921			Payment Distribution for Invoice C15921			
TOTAL CHARGE 0.00			CASH DUE 0.00			
			TOTAL CHARGE 0.00			
<p>If you have any questions - please see STALIN CABALLERO - CHRYSLER SERVICE! IT HAS BEEN OUR PLEASURE AND PRIVILEGE TO SERVE YOU TODAY. SAVE 10%, MAKE YOUR NEXT APPOINTMENT ONLINE AT WWW.1800AUTOLAND.COM REMEMBER ALL REPAIRS ARE GUARANTEED FOR 12 MONTHS OR 12,000 MILES!</p>						
					Last Page	



MAIN: (973) 467-2900
 SERVICE: (973) 467-6244
 PARTS: (973) 467-6115

170 ROUTE 22 EAST, SPRINGFIELD, NEW JERSEY 07081



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

Adv: 268 ALBERTO GOMEZ - CHRYSLER SERVICE	Tag: 1128	License: [REDACTED]	1C4RJEBM5 [REDACTED]	Page: 1	Invoice	
Invoice to [REDACTED] ENGLISH TOWN, NJ [REDACTED] Cell: [REDACTED]			Driver/Owner Information [REDACTED] ENGLISH TOWN, NJ [REDACTED] Cell: [REDACTED]			
For Office Use			Vehicle Information			
Odometer In: 1347	Out: 1348	WAS W	Prelim	14 JEEP G CHEROKEE LTD 4WD 4DR SUV		
Begin: 12/29/14	Done: 12/29/14	Invoiced: 12/29/14 11:36 AG				
Customer Concern						
Concern 51	CUSTOMER STATES WHILE DRIVING ON HWY VEHICLE STALLED OUT REFER TO LN 52			Operation	Tech Units	Amount
Cause	REFER TO LN 52			000	136	0.0
Correction	Tech 136 CHOLLETTE, RICH FAIL CODE : 99 Line Auth: GOMEZALS 12/29/14 11:36					
Concern 52	CUSTOMER STATES CUSTOMER STATES VEHICLE WOULD NOT START, ON SCREEN STATED KEY FOB NOT DETECTED, REMOTE STARTED VEHICLE AND IT TURNED ON, BUT WHEN PUSHING BRAKE AND PUSH START TO START VEHICLE WILL NOT START ISSUE OCCURRED TWICE ALREADY, HAVE TO DISCONNECT BATTERY TO RESET SYS FOR VEHICLE TO START			Operation	Tech Units	Amount
Cause	CHECK SYS OUT NO DTCS FOUND DUE TO PCM RESET FROM BATTERY BEING DISCONNECTED, ADVISE CUSTOMER TO TOW VEHICLE IN NEXT TIME WITHOUT TOUCHING BATTERY			18190481	136	0.4
Correction	PERFORMED PCM SOFTWARE LEVEL UPDATE Tech 136 CHOLLETTE, RICH FAIL CODE : 99					
Concern 53	CUSTOMER STATES PUT VEHICLE IN PARK AND WHEN TRYING TO PUT BACK IN DRIVE VEHICLE WOULD NOT SHIFT REFER TO LN 52			Operation	Tech Units	Amount
Cause	REFER TO LN 52			000	136	0.0
Correction	Tech 136 CHOLLETTE, RICH FAIL CODE : 99 Line Auth: GOMEZALS 12/29/14 11:36					

STATEMENT OF DISCLAIMER

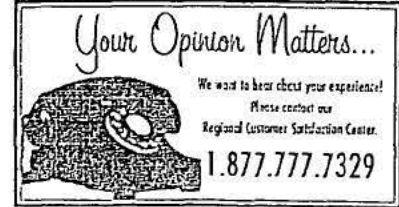
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X



MAIN: (973) 467-2900
 SERVICE: (973) 467-6244
 PARTS: (973) 467-6115

170 ROUTE 22 EAST, SPRINGFIELD, NEW JERSEY 07081



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

Adv: 268 ALBERTO GOMEZ - CHRYSLER SERVICE	Tag: 1128	License: [REDACTED]	1C4RJFUM5 EC [REDACTED]	Page: 2	Invoice: [REDACTED]
Invoice to: GUREVICH, VLADISLAV			Driver/Owner: GUREVICH, VLADISLAV		
Invoiced: 12/29/14 11:36:43 AG			14 JEEP G CHEPOKEE LTD 4WD 4DR SUV		
Summary of Charges for Invoice W16726			Payment Distribution for Invoice W16726		
*** RECOMMENDED MAINTENANCE REQUIRED BUT NOT PERFORMED ***					
Operation	Description	Operation	Description		
PREPAID	PREPAID MAIN.				
*** PROJECTED RECOMMENDED MAINTENANCE DATES ***					
Operation	Description	Due On	Based On		
103	REG LOF	06/10/15	Based on Last Service Mileage		
105	TIRE ROTATION	06/10/15	Based on Last Service Mileage		
SIGNATURE _____					
<p>If you have any questions - please see ALBERTO GOMEZ - CHRYSLER SERVICE IT HAS BEEN OUR PLEASURE AND PRIVILEGE TO SERVE YOU TODAY. SAVE 10%, MAKE YOUR NEXT APPOINTMENT ONLINE AT WWW.1800AUTOLAND.COM REMEMBER ALL REPAIRS ARE GUARANTEED FOR 12 MONTHS OR 12,000 MILES!</p>					

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MAIN: (973) 467-2900
 SERVICE: (973) 467-6244
 PARTS: (973) 467-6115

170 ROUTE 22 EAST, SPRINGFIELD, NEW JERSEY 07081



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

Adv: 268 ALBERTO GOMEZ - CHRYSLER SERVICE	Tag: 1807	License: [REDACTED]	1C4RJFEM5 EC4 [REDACTED]	Page: 1	Invoice: [REDACTED]	
Invoice Co: [REDACTED]			Driver/Owner Information: [REDACTED]			
ENGLISHTOWN, NJ [REDACTED]			ENGLISHTOWN, NJ [REDACTED]			
Odometer in: 2085	Out: 2085	WAR W	Prelim	14 JEEP G CHEROKEE LTD 4WD 4DR SUV		
Begin: 01/12/15	Done: 01/15/15	Invoiced: 01/15/15 13:14 AG				
Customer Concern						
Concern 24	CUSTOMER STATES RENTAL VEHICLE SUPPLIED			Operation	Tech Units	Amount
Cause	RA 10972 VIN 2T313FREV3EW179038 RAV4 CAR OUT 1/12/15 DUE BACK 1/14/15 CHARGED 2 DAYS RENTAL 2 DSF			RENTAL	999 0.0	
Correction	SUPPLY RENTAL VEHICLE					
Parts	Part Number	PO#	Note Description	Qty	List	Sell
			RENTAL RA 10972	2		
			DSFTAX DSF	2		
	Tech 999 SUBLET,		Cert#: 5444			
			FAIL CODE : 0			
Type: W	Line Flags: NOS					
Concern 51	CUSTOMER STATES VEHICLE WILL NOT START AT TIMES WHEN PUTTING FOOT ON BRAKE AND PRESSING START..STATES FOB NOT DETECTED..WILL START WITH REMOTE START BUT WHEN TRY TO ACTIVATE VEHICLE SHUTS OFF, WHEN THIS OCCURS HAVE TO DISCONNECT BATTERY FOR VEHICLE TO RESET AND DETECT FOB AGAIN RAN SCAN REPORT NO PROBLEM FOUND AT THIS TIME, PERFORMED SEVERAL START UPS AND ALL WERE SUCCESSFUL NO PROBLEM FOUND AT THIS TIME			Operation	Tech Units	Amount
Cause				00	126 0.0	
Correction	NO PROBLEM FOUND AT THIS TIME					
	Tech 126 HILL, DOUGLAS S		Cert#: 1611			
			FAIL CODE : 99			
Concern 52	CUSTOMER STATES OVER EXCESSIVE SMELL OF DIESEL INSIDE CABIN WHILE DRIVING AND COMING TO A COMPLETE STOP			Operation	Tech Units	Amount
Cause	CHECK SYS OUT NO PROBLEM FOUND			000	126 0.0	
Correction	RECOMMEND WHEN FILLING UP DEF TRY NOT TO SPILL OR OVERFILL					
	Tech 126 HILL, DOUGLAS S		Cert#: 1611			
			FAIL CODE : 99			
	Line Auth: GOMEZALB 01/15/15 13:12					

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MAIN: (973) 467-2900
 SERVICE: (973) 467-6244
 PARTS: (973) 467-6115

170 ROUTE 22 EAST, SPRINGFIELD, NEW JERSEY 07081



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

Adv: 268 ALBERTO GOMEZ - CHRYSLER SERVICE Tag: 1807 License: [REDACTED] 1C4RJFBM5 EC [REDACTED] Page: 2 Invoice [REDACTED]

Invoice to: GUREVICH, VLADISLAV Driver/Owner: GUREVICH, VLADISLAV

Invoiced: 01/15/15 13:14:36 AG 14 JEEP G CHEROKEE LTD 4WD 4DR SUV

Concern	Cause	Correction	Operation	Tech Units	Amount
53	CUSTOMER STATES VEHICLE DRIFTS TO THE LEFT HAVE TO TURN STEERING WHEEL MAYBE 5 DEGREES TO THE RIGHT TO COMPENSATE VERIFIED CONCERN FOUND REAR TOE OFF ACCORDING TO SPECS	CORRECTED ALIGNMENT TO FACTORY SPECS Tech 126 HILL, DOUGLAS S Cert#: 1611 FAIL CODE : 99	02000241	126 0.6	
54	CUSTOMER STATES WHEN GOING UP TO 70 MPH FEELS VEHICLE VIBRATING COMING FROM FRONT END CHECK SYS OUT FOUND FLAT SPOTS ON TIRES	MUST BREAK IN VEHICLES TIRES FOR CONCERN TO GO AWAY Tech 126 HILL, DOUGLAS S Cert#: 1611 FAIL CODE : 99	000	126 0.0	
55	CUSTOMER STATES NAVIGATION GOES BLANK DOESN'T SHOW MAP ON SCREEN WITH ARROWS OR DIRECTION FOUND SERVICE BULLETIN 08-036-14 TO REPROGRAM RADIO SOFTWARE	PERFORMED RADIO SOFTWARE UPDATE Tech 132 HERNANDEZ, ROSE FAIL CODE : 99	186002CF	132 0.4	

Summary of Charges for Invoice #18629 Payment Distribution for Invoice #18629

RECOMMENDED MAINTENANCE REQUIRED BUT NOT PERFORMED

Operation	Description	Operation	Description
PREPAID	PREPAID MAIN.	103	REG LOF
105	TIRE ROTATION		

SIGNATURE _____

If you have any questions - please see ALBERTO GOMEZ - CHRYSLER SERVICE
 IT HAS BEEN OUR PLEASURE AND PRIVILEGE TO SERVE YOU TODAY.
 SAVE 10%, MAKE YOUR NEXT APPOINTMENT ONLINE AT WWW.1800AUTOLAND.COM
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PE15-030

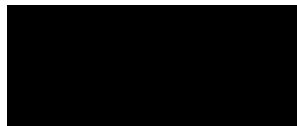
FLAT CHRYSLER

11-24-2015

ENCLOSURE 4

Legal Backup

SUBJECT



ROBERT M. SILVERMAN**
CRAIG THOR KIMMEL**



KIMMEL & SILVERMAN
P.C.

JACQUELINE C. HERRITT**
ROBERT A. RAPKIN*
ANGELA K. TROCCOLI**
AMY L. BENNECOFF GINSBURG**
TARA L. PATTERSON*
W. CHRISTOPHER COMPONOVO**
JASON L. GRESHES**
DAIVY P. DAMBREVILLE**
JOHN A. DINGLE**
ROBERT E. WILLIAMS*
SHANNON R. HARKINS*

1-800-LEMON LAW
www.lemonlaw.com

CORPORATE HEADQUARTERS
30 E. Butler Pike
Ambler, PA 19002
P (215) 540-8888
F (215) 540-8817

WESTERN PA OFFICE, 100 Ross Street, Suite 330, Pittsburgh, PA 15219, P (412) 566-1001, F (412) 566-1005

NEW JERSEY OFFICE, Executive Quarters, 1930 E. Marlton Pike, Suite Q29, Cherry Hill, NJ 08003, P (856) 429-8334, F (856) 216-7344

DELAWARE OFFICE, 501 Silverside Road, Suite 118, Wilmington, DE 19809, P (302) 791-9373, F (302) 791-9476

CONNECTICUT OFFICE, 136 Main Street, Suite 301, Danielson, CT 06239, P (860) 866-4380, F (860) 263-0919

NEW YORK OFFICE, 1001 Avenue of the Americas, 12th Floor, New York, NY 10018, P (212) 719-7543, F (877) 617-2515

BUFFALO, NY OFFICE, 1207 Delaware Avenue, Suite 440, Buffalo, NY 14209, P (716) 332-6112, F (800) 863-1689

PLEASE REMIT ALL CORRESPONDENCE TO THE AMBLER OFFICE

April 2, 2015

FCA US LLC
1000 Chrysler Drive
Auburn Hills, MI 48226
Fax: 518-869-3334

RECEIVED

FCA US LLC
Office of the General Counsel

Re: Mr. [REDACTED] APR - 7 2015
2014 Jeep Cherokee
VIN: 1C4RJFBG2ECRG [REDACTED] MILLER, CANFIELD, PADDOCK
AND STONE, P.L.C.

APR 06 2015
By HF FedEx
Mail/Reg. Agent/
Sec. of State/Proc. Server

Dear Sir/Madam:

As you know, this office represents the above-referenced individual for problems encountered with the 2014 Jeep Cherokee. I am enclosing the registration, contract and repair slips. As you can see, my client has returned to the dealership for problems with the transmission and check engine light.

Please let me know if FCA US LLC is interested in attempting an early resolution in this matter. I will refrain from filing suit in this matter for 30 days while you evaluate my client's claim. If I do not hear from you within the next 30 days, suit will be prepared and filed.

I look forward to hearing from you.

Very truly yours,

Jacqueline C. Herritt

JCH/em
Attachments

ROBERT M. SILVERMAN
CRAIG THOR KIMMEL

Member, PA Bar
Member, NJ Bar
Member, DE Bar
Member, NY Bar
Member, MA Bar
Member, MD Bar
Member, OH Bar
Member, MI Bar
Member, NH Bar
Member, CT Bar
Member, TN Bar
Member, WY Bar
Member, DC Bar
Member, CA Bar
Member, WI Bar
Member, TX Bar
Member, WY Bar
Member, CO Bar
Member, FL Bar



KIMMEL & SILVERMAN
P.C.

1-800-LEMON LAW
www.lemonlaw.com

CORPORATE HEADQUARTERS
30 E. Butler Pike
Ambler, PA 19002
P (215) 540-8888
F (215) 540-8817

WESTERN PA OFFICE, 100 Ross Street, Suite 330, Pittsburgh, PA 15219, P (412) 566-1001, F (412) 566-1005

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DELAWARE OFFICE, 501 Silverside Road, Suite 118, Wilmington, DE 19809, P (302) 791-9373, F (302) 791-9476

CONNECTICUT OFFICE, 136 Main Street, Suite 301, Danielson, CT 06239, P (860) 866-4380, F (860) 263-0919

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BUFFALO, NY OFFICE, 1207 Delaware Avenue, Suite 440, Buffalo, NY 14209, P (716) 332-6112, F (800) 863-1689

PLEASE REMIT ALL CORRESPONDENCE TO THE AMBLER OFFICE

March 30, 2015

VIA FAX ONLY
518-869-3334

FCA US LLC
1000 Chrysler Drive
CIMS 485-14-78
Auburn Hills, MI 48326-2766

Re: Mr. [REDACTED] v. FCA US LLC
Vehicle: 2014 Jeep Grand Cherokee
Date of Purchase: 12/31/2014
Place of Purchase: Nemar Chrysler/Dodge
VIN: 1C4RJFBG2ECRC [REDACTED]

Dear Sir/Madam:

Please be advised that this office represents the above individual against FCA US LLC pursuant to the MA Lemon Law, Uniform Commercial Code, Unfair Trade Practices Act, and Magnuson-Moss Warranty Claim. Kindly acknowledge our firm's representation and direct any and all correspondence to this office.

DO NOT HAVE ANY FURTHER CONTACT WITH OUR CLIENT WITH THE EXCEPTION OF COMMUNICATION NECESSARY TO EFFECTUATE CURRENT REPAIRS.

Thank you for your attention to this matter. If you have any questions, please do not hesitate to contact the undersigned.

Very truly yours,

JCH
Jacqueline C. Herritt
KIMMEL & SILVERMAN, PC

JCH\em
cc: [REDACTED]

JACQUELINE C. HERRITT
ROBERT A. RAPKIN
ANGELA K. TROCCELLI
AMY L. BENNECOFF GINSBURG
TARA L. PATTERSON
W. CHRISTOPHER COMPOVONO
JASON L. GRESHES
DAIVY P. DAMBREVILLE
JOHN A. DINGLE
ROBERT E. WILLIAMS
SHANNON R. HARKINS



CERTIFICATE OF REGISTRATION

M.G.L. Chapter 90 Section 24B makes it a crime to alter this Certificate

RMV Division

PLATE TYPE P&N	REGISTRATION NUMBER [REDACTED]	REGISTRATION TYPE PASSENGER	EFFECTIVE DATE 01/30/15	EXPIRES LAST DAY OF 10	MONTH 15	YEAR 15	TRANSACTION NUMBER [REDACTED]										
MFIS (MODEL YEAR) 2014	MAKE JEEP	MODEL GRACHE	BODY STYLE/TYPE UTIL	COLOR GRAY	Not valid without official signature of Registrar		IF VEHICLE CARRYING PASSENGERS FOR HIRE: MAXIMUM NUMBER OF PASSENGERS THAT CAN BE SEATED.										
VEHICLE IDENTIFICATION NUMBER 1C4RJFBG2E0		INSURANCE COMPANY ALLSTATE INSURANCE		TITLE NUMBER	REGISTRAR [REDACTED]		TOTAL REGISTERED WEIGHT FOR A COMMERCIAL VEHICLE OR TRAILER										
RESIDENTIAL ADDRESS (IF DIFFERENT) [REDACTED]				FEES													
NUMBER OF OWNERS AND MAILING ADDRESS [REDACTED] SHEFFIELD, MA [REDACTED]				<table border="0"> <tr><td>REGISTRATION</td><td>25.00</td></tr> <tr><td>TITLE</td><td>75.00</td></tr> <tr><td>SPECIAL PLATES</td><td>0.00</td></tr> <tr><td>SALES TAX</td><td>1461.45</td></tr> <tr><td>TOTAL</td><td>1561.45</td></tr> </table>				REGISTRATION	25.00	TITLE	75.00	SPECIAL PLATES	0.00	SALES TAX	1461.45	TOTAL	1561.45
REGISTRATION	25.00																
TITLE	75.00																
SPECIAL PLATES	0.00																
SALES TAX	1461.45																
TOTAL	1561.45																
MASSACHUSETTS DEPARTMENT OF TRANSPORTATION REGISTRY OF MOTOR VEHICLES DIVISION The records of the RMV database constitute the official status of the vehicle registration.																	

SPECIAL MESSAGE IF THIS VEHICLE IS NEWLY ACQUIRED, IT MUST BE INSPECTED WITHIN SEVEN (7) DAYS OF REGISTRATION.	CHANGE OF ADDRESS STREET ADDRESS CITY, STATE, ZIP CODE
---	--

Important Information for Vehicle Owners

- Every person operating a motor vehicle shall have the Certificate of Registration for the motor vehicle and for the trailer, if any, and his/her license to operate, upon his/her person or in the vehicle, in some easily accessible place.
- By law, you must report any change of address to the RMV within 30 days in writing. Address changes can be made on the RMV website: www.massrmv.com or by mail to: RMV, P.O. Box 55889, Boston, MA 02205-5889. Once you have reported the address change to the RMV, please write corrected address in box provided above.
- Return the registration plates to the RMV immediately if:
 - The vehicle has been sold or junked and the registration is not going to be transferred to another vehicle. Keep a copy of the *Bill of Sale*, *Title*, and completed *Reassignment of Title* for your records to document the transfer.
 - You move to another state and you register the vehicle in that state.
 - The insurance policy is not renewed or is cancelled and there is no plan to obtain a new policy.

Transferring Your Plates: Massachusetts law (M.G.L. Chapter 90, Section 2) allows you to transfer valid registration plates from this vehicle to a newly acquired new or used motor vehicle or trailer while you obtain insurance and a new registration. All of the following must be met: 1. You are at least 18 years of age and you own the motor vehicle or trailer identified on this *Registration Certificate*; 2. You transfer ownership of this vehicle to another person or permanently lose possession of it (such as through repossession, etc.); 3. The newly acquired vehicle is of the same vehicle type (passenger vehicle to passenger vehicle, trailer to trailer, etc.); the same registration type (passenger to passenger, commercial to commercial); and has the same number of wheels; and, 4. The seller and buyer properly complete the Assignment of the Certificate of Title (for the newly acquired "used" vehicle) or Certificate of Origin (if a "new" vehicle). If all of the above are met, you may operate the newly acquired vehicle with the transferred plates up to 5:00 pm of the 7th calendar day following the date of transfer (or loss of possession). The day of transfer or loss is day #1. During those 7 days, you must carry the *Bill of Sale* (or the dealer's *Purchase Contract*) for the newly acquired vehicle and this *Registration Certificate* when operating the vehicle. See *FAQs About the Seven-Day Registration Transfer Law* on the RMV's website at www.massrmv.com.

No Insurance Card Required: Massachusetts's law does not require an insurance card. The law, M.G.L. Chapter 90, Section 34A and Chapter 175, Section 113A requires the vehicle's owner to maintain a compulsory motor vehicle liability insurance policy or bond for bodily injury coverage and property damage insurance. If an insurer is identified on the face of this *Registration Certificate*, it is required by law to electronically notify the RMV (Registry of Motor Vehicles) if coverage lapses. The vehicle owner is then notified by the RMV to obtain new insurance within 10 days or the registration will be revoked. Bonds are filed with the State Treasurer's office.

Be first in line by going online at www.massrmv.com

- | | |
|---------------------------------|----------------------------------|
| Schedule a Road Test | Request a Duplicate Title |
| Renew Your Driver's License | Request a Duplicate Registration |
| Renew Your Registration | Change Your Address |
| Pay Citations/Court Hearing Fee | Cancel My Plate/Registration |
| Replace Your Driver's License | Order a Special Plate |

NEED TO VISIT AN RMV OFFICE?
SAVE TIME
Complete Your
Application Online!

VISIT OUR WEBSITE FOR A FULL LIST OF AVAILABLE TRANSACTIONS

NEMER

MOTOH GROUP

DEAL# 91229

Quaker Ford Inc
 DBA Nemer Ford
 323 QUAKER ROAD
 QUEENSBURY, N.Y. 12804
 TEL: 518-798-8834
 FAX: 518-798-0166
 FC# 7022101

Martin Nemer Volkswagen Corp
 550 TROY-SCHENECTADY RD.
 LATHAM, N.Y. 12110
 TEL: 518-785-5581
 FAX: 518-785-3631
 FC# 3010160

Nemer Transportation Corp
 DBA Nemer Chrysler Jeep Dodge
 728 QUAKER ROAD
 QUEENSBURY, N.Y. 12804
 TEL: 518-793-2571
 FAX: 518-793-1466
 FC# 7046846

DRIVER'S NAME (FIRST, MIDDLE, LAST)		DATE	CO-BUYER (FIRST, MIDDLE, LAST)	
[REDACTED]		12/31/14	[REDACTED]	
SALESPERSON				
LEVESQUE, TRA				
CITY	STATE	ZIP	CITY	STATE
CASTLETON VT	[REDACTED]	[REDACTED]	SHEFFIELD MA	[REDACTED]
RIVER'S CENSE	COUNTY		DRIVER'S LICENSE	
[REDACTED]	[REDACTED]		[REDACTED]	[REDACTED]
HOME PHONE	BUSINESS PHONE		HOME PHONE	BUSINESS PHONE
([REDACTED])	([REDACTED])		([REDACTED])	([REDACTED])

THE TRANSACTION

ORDER AND AGREE TO PURCHASE FROM YOU, ON THE TERMS CONTAINED ON BOTH SIDES OF THIS AGREEMENT, THE FOLLOWING VEHICLE. READ OTHER SIDE.

NEW USED THE VEHICLE DEMO LOCATE

YEAR	MAKE	MODEL NO.	STOCK NUMBER
2014	JEEP	GR CHEROKEE	3207P
ODM TYPE	BODY COLOR	TRIM COLOR	DELIVERY DATE
SUBN	SILVER		12/31/14
VIN	MILEAGE		
1C4ABJF8G2EC [REDACTED]	27273		

IF YOU AGREE TO ASSIST ME IN OBTAINING FINANCING FOR ANY PART OF THE PURCHASE PRICE, THIS ORDER SHALL NOT BE BINDING UPON YOU OR ME UNTIL ALL OF THE CREDIT TERMS ARE PRESENTED TO ME IN ACCORDANCE WITH REGULATION "Z" (TRUTH-IN-LENDING) AND ARE ACCEPTED BY ME. IF I DO NOT ACCEPT THE CREDIT TERMS WHEN PRESENTED, I MAY CANCEL THIS ORDER AND MY DEPOSIT WILL BE REFUNDED.

PRIOR USE CERTIFICATION (Required by Vehicle and Traffic Law 417a if the principal use of the vehicle was as a police vehicle, taxi-cab, driver education vehicle, or rental vehicle). The principal prior use of this vehicle was as a police vehicle taxi-cab driver education vehicle rental vehicle

SIGNATURE _____

PLATE NO.	EXP. DATE	VEH WEIGHT	REG. FEE	RE-REG. <input checked="" type="checkbox"/>
			\$ 400.00	<input type="checkbox"/> NEW PLATES

INSURANCE

INSURANCE COMPANY: ALLSTATE

AGENCY: _____

ADDRESS: _____

PERSON CONTACTED	COMP. DED.	500
PHONE NO.	COLL. DED.	500
DATE CALLED	LIABILITY COVERAGE	
EFF. DATE	EXP. DATE	POLICY NO.
12/30/2014		

NOTICE TO USED VEHICLE BUYER: If you should be entitled to a refund pursuant to section 198-b of the NYS General Business Law, instead of returning your trade-in, the dealer may pay to you its wholesale value as determined by reference to the National Automobile Dealers Association Used Car Guide, or such other guide as may be approved by the Commissioner of Motor Vehicles, as adjusted for mileage, improvements, and any major physical or mechanical defects, rather than the value listed in this agreement.

THE INFORMATION YOU SEE ON THE WINDOW FORM FOR THIS VEHICLE IS PART OF THIS CONTRACT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE.

Delivery Date 12/31/14 / Delivery Time _____

If the new motor vehicle has not been delivered in accordance with this contract within 30 days following the estimated delivery date, the buyer has the right to cancel this contract and to receive a full refund.

THE TRADE-IN

YEAR	MAKE	MODEL	BODY STYLE	COLOR
2008	INFINITI		SD	
VIN	MILEAGE			
JNKAY01F98M [REDACTED]	110183			
<input type="checkbox"/> AIR COND.	<input type="checkbox"/> 6 WAY SEAT	<input type="checkbox"/> TILT WHEEL	<input type="checkbox"/> AIR/FM STEREO	<input type="checkbox"/> VINYL TOP
<input type="checkbox"/> DOOR LOCKS	<input type="checkbox"/> LEA. INTCH.	<input type="checkbox"/> CRUISE CONT.	<input type="checkbox"/> POWER WINDOWS	<input type="checkbox"/> SUN ROOF
<input type="checkbox"/> ELEC. DEFROST	<input type="checkbox"/> PWR. STEER.	<input type="checkbox"/> RWR. BRAKES	<input type="checkbox"/> SPORT WHEELS	<input type="checkbox"/> RUSTPROOF
<input type="checkbox"/> WIRE WHEELS	<input type="checkbox"/> TRANS 5VC CONTRACT	<input type="checkbox"/> AUTO TRANS.		
4 CYL	6 CYL	8 CYL		

BALANCE OWING TO: BANK OF AMERICA GOOD UNTIL: _____ AMOUNT: \$ 9048.57

ACCT. NO. _____ BANK REPRESENTATIVE _____

BANK ADDRESS: _____

PLATE NO. _____ EXP. DATE _____ VEH WEIGHT _____ RE-REG NEW PLATES

I CERTIFY THAT THE EMISSION CONTROL DEVICES HAVE NOT BEEN REMOVED OR TAMPERED WITH AND TAKE FULL RESPONSIBILITY FOR ANY ALTERATIONS AS OUTLINED IN PAR. #2 ON THE BACK OF THIS CONTRACT. X

THE PRICE

VEHICLE BASE PRICE	32900.00
GAP	132.00

AFTERMARKETS

DEALER INSTALLED EQUIPMENT

SUB-TOTAL	\$ N/A
RECOMMENDED PROTECTION ITEMS	

TAXES AND OTHER FEES

SUBTOTAL OF VEHICLE AND OPTIONS	\$ 33032.00
TRADE-IN ALLOWANCE AND DISCOUNT	10000.00
WASTE TIRE MGMT FEE \$2.50X _____ TIRES \$ _____	N/A
NET DIFFERENCE	22900.00
COUNTY TAXES @ 6.2500 %	1431.25
Inspection Fee	10.00

MAY CANCEL THIS ORDER AND MY DEPOSIT WILL BE REFUNDED.

PRIOR-USE CERTIFICATION (Required by Vehicle and Traffic Law 417a if the principal use of the vehicle was as a police vehicle, taxi-cab, driver education vehicle, or rental vehicle). The principal prior use of this vehicle was as a police vehicle taxi-cab driver education vehicle rental vehicle
 SIGNATURE _____

PLATE NO. _____ EXP. DATE _____ VEH. WEIGHT _____ REG. FEE \$ 400.00 NO-REG. NEW PLATES

INSURANCE
 INSURANCE COMPANY ALLSTATE
 AGENCY _____
 ADDRESS _____

PERSON CONTACTED _____ COMP. DED. 500
 PHONE NO. _____ COLL. DED. 500
 DATE CALLED _____ LIABILITY COVERAGE
 EFF. DATE 12/30/2014 EXP. DATE _____ POLICY NO. _____

***NOTICE TO USED VEHICLE BUYER:** If you should be entitled to a refund pursuant to section 198-b of the NYS General Business Law, instead of returning your trade-in, the dealer may pay to you its wholesale value as determined by reference to the National Automobile Dealers Association Used Car Guide, or such other guide as may be approved by the Commissioner of Motor Vehicles, as adjusted for mileage, improvements, and any major physical or mechanical defects, rather than the value listed in this agreement.
THE INFORMATION YOU SEE ON THE WINDOW FORM FOR THIS VEHICLE IS PART OF THIS CONTRACT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE.

Delivery Date 12/31/14 / Delivery Time _____
 If the new motor vehicle has not been delivered in accordance with this contract within 30 days following the estimated delivery date, the buyer has the right to cancel this contract and to receive a full refund, unless the delay in delivery is attributable to the buyer.

NEVER MOTOR GROUP WILL REFUND ALL DEPOSITS IF WE ARE UNABLE TO OBTAIN FINANCING OF YOUR PURCHASE. CHECK WILL BE REFUNDED AFTER 10 WORKING DAYS AND CASH - 24 HRS. AFTER REQUEST FOR REFUND.
 DEPOSITS ON ALL SPECIAL ORDERED UNITS ARE NON-REFUNDABLE. IF YOU CANCEL YOUR PURCHASE AND WE HAVE ALTERED OR ADDED OPTIONS AT YOUR REQUEST, YOUR DEPOSIT WILL BE NON-REFUNDABLE.

*THE OPTIONAL DEALER REGISTRATION OR TITLE APPLICATION PROCESSING FEE (\$75.00 MAXIMUM) AND SPECIAL PLATE PROCESSING FEE (\$5.00 MAXIMUM) ARE NOT NEW YORK STATE OR DEPARTMENT OF MOTOR VEHICLES FEES. UNLESS A LIEN IS BEING RECORDED ON THE DEALER ISSUED NUMBER PLATES, YOU MAY SUBMIT YOUR OWN APPLICATION FOR REGISTRATION AND/OR CERTIFICATE OF TITLE OR FOR A SPECIAL OR DISTINCTIVE PLATE TO ANY MOTOR VEHICLE ISSUING OFFICE.

I HAVE READ THE TERMS ON THE FRONT AND BACK OF THIS AGREEMENT AND HAVE RECEIVED A COMPLETED COPY OF THIS AGREEMENT, AND I UNDERSTAND THAT THE FINAL PAYMENT MUST BE MADE PRIOR TO ANY MOTOR VEHICLE TRANSACTIONS AND MUST BE IN CASH, OR CERTIFIED CHECK ONLY.

BUYER'S SIG. X _____ DATE 12/31/14
 M G T _____ DATE 12/31/14
 APP. X _____

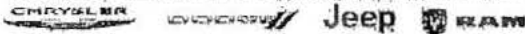
NO. _____	
BANK ADDRESS _____	
PLATE NO. _____	EXP. DATE _____
VEH. WEIGHT _____	RE-REG <input type="checkbox"/> NEW PLATES <input type="checkbox"/>
I CERTIFY THAT THE EMISSION CONTROL DEVICES HAVE NOT BEEN REMOVED OR TAMPERED WITH AND TAKE FULL RESPONSIBILITY FOR ANY ALTERATIONS AS OUTLINED IN PAR. #2 ON THE BACK OF THIS CONTRACT. X	
THE PRICE	
VEHICLE BASE PRICE	32900.00
GAP	132.00
AFTERMARKETS	
DEALER INSTALLED EQUIPMENT	
SUB-TOTAL \$ N/A	
RECOMMENDED PROTECTION ITEMS	
TOTAL PROTECTION ITEMS \$ N/A	
TAXES AND OTHER FEES	
SUBTOTAL OF VEHICLE AND OPTIONS	\$ 33032.00
TRADE-IN ALLOWANCE AND DISCOUNT	10000.00
WASTE TIRE MGMT FEE \$2.50X TRES \$	N/A
NET DIFFERENCE	22900.00
COUNTY <u>Perkins</u> TAXES @ 6.2500 %	1431.25
Inspection Fee	10.00
Dealer's optional fee for processing application for registration and/or certificate of title, and for securing special or distinctive plates (if applicable). THIS IS NOT A DMV FEE. *\$ _____ +	75.00
ESTIMATED REGISTRATION/TITLE FEE	400.00
TOTAL SELLING PRICE	24948.25
PLUS BALANCE OWING ON TRADE-IN	9048.57
LIEN HOLD BANK OF AMERICA NET	951.43
LESS REBATE	N/A
REBATE PROGRAM NO. _____	
LESS DEPOSIT'S SUBMITTED CUST. NO. _____	N/A
C.O.D. AMOUNT DUE	
CASH OR CERTIFIED FUNDS ONLY	\$ 2000.00
<input type="checkbox"/> CASH <input type="checkbox"/> CHECK <input type="checkbox"/> OTHER	CRA
FINANCED AMOUNT	\$ 32086.82

"THE AMOUNT INDICATED ON THIS SALES CONTRACT OR LEASE AGREEMENT FOR REGISTRATION AND TITLE FEES IS AN ESTIMATE. IN SOME INSTANCES, IT MAY EXCEED THE ACTUAL FEES DUE THE COMMISSIONER OF MOTOR VEHICLES. THE DEALER WILL AUTOMATICALLY, AND WITHIN SIXTY DAYS OF SECURING SUCH REGISTRATION AND TITLE, REFUND ANY AMOUNT OVERPAID FOR SUCH FEES."

Jim's CANAAN

ESTABLISHED 1990

CHRYSLER • DODGE • JEEP • RAM



32 Railroad Street, P.O. Box 836

N. Canaan, CT 06018

Phone: (860) 824-5174

www.CanaanChryslerJeepDodgeRam.com

VIN 37978 1C4RJEFG2FC [REDACTED]		DATE IN 02/11/15	
YEAR 2014	MAKE JEEP	MODEL GRAND CHER	TIME IN 09-11
MILES IN 29557	MILES OUT 29557	FIRST USE 00/00/00	CLOSED 13:25
SEE ALSO	LIC. MA [REDACTED]	WRITER 5851	

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

(1) CUSTOMER STATES CHECK ENGINE LIGHT IS ILLUMINATED TECHNICIAN COULD NOT CONFIRM LIGHT, LIGHT WAS OFF. TECHNICIAN SCANNED CONTROLLER AND FOUND A LIST OF CODES INCLUDING, P1B14-00, U0002-00, U0121, U0002-88, B224F-54, U0199, U0121-00, U0140, B1298-25, B1295-25, B1297-25, B1296-25, U0001, U1175-00, ALL STORED CODES, NONE ARE ACTIVE. TECHNICIAN CLEARED CODES AND ROAD TESTED VEHICLE, NO CODES HAVE RETURNED. (11-8676 M.G.-)	A	Warranty Claim 85418901	T11 8	
(2) MULTI-POINT INSPECTION EVERYTHING CHECKS OUT WELL (11-8676 M.G.-)	A	Labor Total Repair (Customer)	T1100 .00

Next Service MAY '15 Lube-Oil-Filter	W/C	INT.	CUSTOMER
DISCLAIMER OF WARRANTIES <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>			Labor .00 Parts .00 Sublet .00 Shop Supplies .00 Oil/Grease .00 Sub Total .00 Tax .00 Total .00
X Page 1 of 1	CUSTOMER SIGNATURE Job 37978		.00
Customer Copy			

Jim's CANAAN

ESTABLISHED 1960

CHRYSLER • DODGE • JEEP • RAM

CHRYSLER DODGE JEEP RAM

32 Railroad Street, P.O. Box 836
 N. Canaan, CT 06018
 Phone: (860) 824-5174
 www.CanaanChryslerJeepDodgeRam.com

RO	VIN	DATE IN
38001	1C4RJFBG2E	02/13/15
YEAR	MODEL	CLOSED
2014	JEEP	15:13
MILES IN	FIRST USE	16:01
29667	GRAND CHRR	02/13/15
29667	00/00/00	5851
SEE ALSO	00/00/00	JUN '22
	MA 482N30	
	SHEFFIELD MA	

(1) CUSTOMER STATES CHECK ENGINE LIGHT HAS COME BACK ON SINCE LAST VISIT. TECHNICIAN SCANNED CONTROLLER AND FOUND P1B14-00 PARK BY WIRE UNINTENDED PARK POSITION, STORE IN MEMORY. TECHNICIAN RESEARCHED CONCERN AND FOUND AN AVAILABLE FLASH # 68225560AF. CURRENT FLASH IS # 68225560AG. TECHNICIAN PERFORMED FLASH AND CLEARED CODES.
 (09- L.A.-) A

Warranty Claim
 Labor T09
(Warranty).....

(2) CUSTOMER STATES THEY ATTEMPTED TO TAKE VEHICLE OUT OF PARK AND INTO PARK, VEHICLE APPEARED TO ENGAGE INTO REVERSE FOR A SECOND BEFORE RETURNING TO PARK. SEE REPAIR 1.
 (09- L.A.-) A

Warranty Claim
 Labor T09
(Warranty).....

Next Service MAY '15 Lube-Oil-Filter	W/C	INT	CUSTOMER
DISCLAIMER OF WARRANTIES			
Any warranties on the product sold hereby use 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 authorizes no one 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			
Page 1 of 1 Job 38001		.00	
Customer Copy			
			Labor .00 Parts .00 Sublet .00 Shop Supplies .00 Oil/Grease .00 Sub Total .00 Tax .00 Total .00



2033 East Main Street
Torrington, CT 06790

(860) 482-0700
Fax (860) 482-2969
nwhcars.com

[REDACTED]		VEHICLE IDENTIFICATION		MILEAGE OUT		DATE OUT		INVOICE NO.	
SHEFFIELD MA [REDACTED]		1C4RJFBG2EC [REDACTED]		31502		03/24/15		[REDACTED]	
YEAR		MAKE		MODEL		COLOR		TAG NO.	
14		JEEP		GRAND CHER				00000	
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS		
051885		[REDACTED]	-		00/00/00	RM	CASH		
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV. DATE				
	00/00/00		31498	03/20/15	00/00/00				

IF YOU ARE NOT COMPLETELY SATISFIED WITH YOUR SERVICE EXPERIENCE FOR ANY REASON, CONTACT DUANE BLACK (860) 201-0344 OR EMAIL DUANE@NWHCARS.COM

YOU MAY RECEIVE A SURVEY IN THE MAIL FROM CHRYSLER REGARDING THIS SERVICE VISIT. PLEASE TAKE THE TIME TO COMPLETE AND RETURN IT - THANK YOU!

LINE	OP. CODE	FAIL-CD	TECH	HOURS/QT	TYPE	AMOUNT
TOTAL-CUSTOMER						NoCharge

CUSTOMER COPY - PAGE 02

Printed: 03/24/2015 @ 16:42

STATEMENT OF DISCLAIMER
 ALL REPAIRS PERFORMED WITH MOPAR PARTS CARRY A 12 MONTH / 12000 MILE NATIONWIDE LIMITED WARRANTY FROM CHRYSLER.
 SEE WWW.MOPAR.COM FOR WARRANTY DETAILS

REPAIRS PERFORMED WITH AFTERMARKET (NON-MOPAR) PARTS ARE NOT COVERED BY THIS WARRANTY.

 CUSTOMER SIGNATURE

YOU SHOULD HAVE RECEIVED A "KNOW YOUR VEHICLE" REPORT ATTACHED TO THIS INVOICE THAT INCLUDES INFORMATION ABOUT CHECKS AND INSPECTIONS PERFORMED ON YOUR VEHICLE DURING THIS SERVICE VISIT, AS WELL AS MAINTENANCE RECOMMENDATIONS AND PREVIOUSLY UNCLINICED RECOMMENDATIONS. IF YOU DID NOT RECEIVE THIS REPORT OR IF YOU HAVE ANY QUESTIONS, PLEASE CONTACT YOUR SERVICE ADVISOR AT (860)201-0344, RALPH: EXT. 644 OR AARON: EXT. 645

REMEMBER, OUR GOAL IS YOUR COMPLETE SATISFACTION!

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



2033 East Main Street
Torrington, CT 06790

(860) 482-0700
Fax (860) 482-2969
nwhcars.com

[REDACTED]		VEHICLE IDENTIFICATION		MILEAGE, CUR	DATE, OUT	INVOICE NO.	
SHEFFIELD		1C4RJFBG2EC [REDACTED]		31502	03/24/15	[REDACTED]	
MA [REDACTED]		YEAR	MAKE	MODEL	COLOR	TAG NO.	
		14	JEEP	GRAND CHER		00000	
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
051885		[REDACTED]	-		00/00/00	RM	CASH
CUST. LABOR RATE	DELY. DATE	DELY. MILES	MILEAGE IN	DATE IN	IN-SERV DATE		
	00/00/00		31498	03/20/15	00/00/00		

IF YOU ARE NOT COMPLETELY SATISFIED WITH YOUR SERVICE EXPERIENCE FOR ANY REASON, CONTACT DUANE BLACK (860) 201-0344 OR EMAIL DUANE@NWHCARS.COM

YOU MAY RECEIVE A SURVEY IN THE MAIL FROM CHRYSLER REGARDING THIS SERVICE VISIT. PLEASE TAKE THE TIME TO COMPLETE AND RETURN IT - THANK YOU!

LINE	OP. CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
A *						
Com Automatic Transmission Concern: Customer states: CHECK TRANSMISSION CONCERN; AFTER STARTING VEHICLE & SHIFTING INTO REVERSE THE TRANSMISSION SHIFTS BACK INTO PARK & THEN YOU CANNOT SHIFT OUT OF PARK FOR AT LEAST 1/2 HOUR. THE CHECK ENGINE LIGHT WAS ON BUT ANOTHER DEALER MAY HAVE CLEARED THE CODE (P1B14). PERFORM DIAGNOSIS & ADVISE.						
Cau PERFORMED DIAGNOSIS; TROUBLE CODE P1B14-00; CHECKED OIL LEVEL-GOOD; REMOVED TRANSMISSION OIL PAN-CHECKED FOR DEBRIS. REMOVED VALVE BODY & FOUND IT TO BE FAULTY.						
Cor REPLACED VALVE BODY & REINSTALLED PAN; FILLED WITH FRESH FLUID & ROAD TESTED: GOOD						
	0 A/TRANS		A82		W	
			RL259301AA VALVE BODNONE	1	W	
			68218925AA FLUID AUTOM	9	W	
Line Total.....						

C *						
Com Multi-point inspection						
Cor SEE ATTACHED KNOW YOUR VEHICLE REPORT FOR INSPECTION RESULTS						
	INSP		A82			
Line Total.....						

Warranty Claim Type: W Authorization Code:

CUSTOMER COPY - PAGE 01

Printed: 03/24/2015 @ 16:42

STATEMENT OF DISCLAIMER
ALL REPAIRS PERFORMED WITH MOBAR PARTS CARRY A 12 MONTH / 12500 MILE
NATIONWIDE LIMITED WARRANTY FROM CHRYSLER.
SEE WWW.MOBAR.COM FOR WARRANTY DETAILS

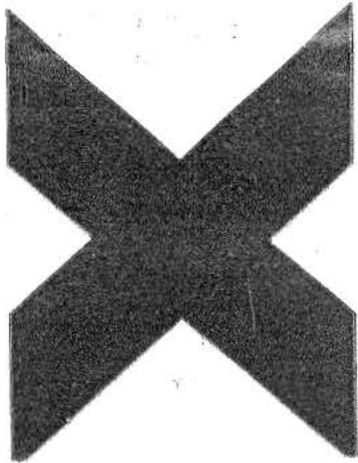
REPAIRS PERFORMED WITH AFTERMARKET (NON-MOBAR) PARTS ARE NOT COVERED BY
THIS WARRANTY.

CUSTOMER SIGNATURE _____

YOU SHOULD HAVE RECEIVED A "KNOW YOUR VEHICLE" REPORT ATTACHED TO THIS INVOICE THAT INCLUDES INFORMATION ABOUT CHECKS AND INSPECTIONS PERFORMED ON YOUR VEHICLE DURING THIS SERVICE VISIT, AS WELL AS MAINTENANCE RECOMMENDATIONS AND PREVIOUSLY DECLINED RECOMMENDATIONS. IF YOU DID NOT RECEIVE THIS REPORT OR IF YOU HAVE ANY QUESTIONS, PLEASE CONTACT YOUR SERVICE ADVISOR AT (860) 201-0344, RALPH: EXT. 644 OR AARON: EXT. 645

REMEMBER, OUR GOAL IS YOUR COMPLETE SATISFACTION:

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



SS

From: (215) 540-8888
Sharon Starynski
Kimmel & Silverman, P.C.
30 East Butler Pike
Ambler, PA 19002

Origin ID: QFWA



Ship Date: 02APR15
ActWgt: 1.0 LB
CAD: 100586475/NET3610

Delivery Address Bar Code



SHIP TO: (215) 540-8888

BILL SENDER

FCA US LLC
Warranty Litigation Department
1000 Chrysler Drive
CIMS 485-13-62
AUBURN HILLS, MI 48326

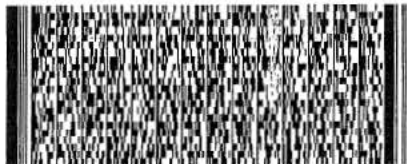
Ref #
Invoice #
PO #
Dept #

FRI - 03 APR AA
STANDARD OVERNIGHT

TRK#
0281

ET MTCA

48326
MI-US
DTW



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027 15
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ST L17

After printing this label:

1. Use the "Print" button on this page to print your label to your laser or inkjet printer.
2. Fold the printed page along the horizontal line.
3. Place label in shipping pouch and affix it to your shipment so that the barcode portion of the label can be read and scanned.

Warning: Use only the printed original label for shipping. Using a photocopy of this label for shipping purposes is fraudulent and could result in additional billing charges, along with the cancellation of your FedEx account number.

Use of this system constitutes your agreement to the service conditions in the current FedEx Service Guide, available on fedex.com. FedEx will not be responsible for any claim in excess of \$100 per package, whether the result of loss, damage, delay, non-delivery, misdelivery or misinformation, unless you declare a higher value, pay an additional charge, document your actual loss and file a timely claim. Limitations found in the current FedEx Service Guide apply. Your debt to FedEx for any FedEx service is limited to the amount of the shipping charge.

PE15-030

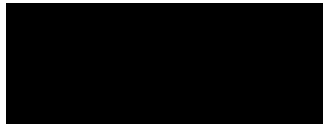
FLAT CHRYSLER

11-24-2015

ENCLOSURE 4

Legal Backup

SUBJECT



Date: 1/16/2015 11:00 AM
 Estimate ID: 8050
 Estimate Version: 0
 Committed
 Profile ID: Mitchell

Billion Collision Center

3401 WEST 41 ST, SIOUX FALLS, SD 57106
 (605) 362-3420
 Fax: (605) 362-3495

Damage Assessed By: DAVID LING

Condition Code: Excellent
 Deductible: 500.00
 Claim Number: [REDACTED]

Owner: [REDACTED]

Mitchell Service: 911593

Description: 2015 Jeep GrandCherokee Limited
 Body Style: 4D Ut
 VIN: 1C4RJFBGXFC [REDACTED]
 Mileage: 2,118
 OEM/ALT: O
 Color: black
 Options: PASSENGER AIRBAG, DRIVER AIRBAG, POWER DRIVER SEAT, POWER LOCK, POWER WINDOW
 REAR WINDOW DEFOGGER, CRUISE CONTROL, TILT STEERING COLUMN, LEATHER SEAT
 POWER PASSENGER SEAT, TELESCOPIC STEERING COLUMN, ANTI-LOCK BRAKE SYS.
 TRACTION CONTROL, FOG LIGHTS, ALUM/ALLOY WHEELS, REMOTE IGNITION
 AUXILIARY INPUT, 4WD OR AWD, TINTED GLASS, AUTO AIR CONDITION, TRIP COMPUTER
 UNIVERSAL GARAGE DOOR OPENER, SIDE AIRBAGS, ANTI-THEFT SYSTEM
 AUTOMATIC HEADLIGHTS, INTERIOR AUTOMATIC DAY/NIGHT OR ELECTROCHROMATIC MIRROR
 SIDE HEAD CURTAIN AIRBAGS, VEHICLE THEFT TRACKING/NOTIFICATION
 HEATED STEERING WHEEL, DAYTIME RUNNING LIGHTS, ELECTRONIC PARKING AID
 ELECTRONIC STABILITY CONTROL, FRONT HEATED SEATS
 FRONT SEATS WITH POWER LUMBAR SUPPORT, INTERIOR AIR FILTER, KEYLESS ENTRY SYSTEM
 POWER DISC BRAKES, POWER LIFTGATE/TRUNK, REAR SPOILER, REAR WINDOW WIPER
 STEERING WHEEL AUDIO CONTROLS

Drive Train: 3.6L Inl 6 Cyl 4WD

License: [REDACTED]

Search Code: None

Line Item	Entry Number	Labor Type	Operation	Line Item Description	Part Type/ Part Number	Dollar Amount	Labor Units
1	100262	BDY	REMOVE/REPLACE	L Fender Panel	55369597AC	259.00	1.9 #
2	AUTO	BDY	REMOVE/INSTALL	Frt Bumper Cover			1.7 #
3	AUTO	REF	REFINISH	L Fender Outside			C 2.0
4	AUTO	REF	REFINISH	L Add To Edge Fender			C 0.5
5	AUTO	BDY	REMOVE/INSTALL	L Front Combination Lamp			0.3 #
6	100958	BDY	REMOVE/INSTALL	L Fender Liner	Existing		INC r
7	100311	BDY	REPAIR	Alloy Wheel	Sublet	129.95	* 0.0*
8	101355	REF	BLEND	L Roof Rail			C 0.6 #
9	101357	BDY	REPAIR	L Section Hinge Pillar			4.0*
10	AUTO	REF	REFINISH	L Hinge Pillar			C 1.5
11	101516	BDY	REMOVE/REPLACE	L Frt Door Shell	55113639AO	634.00	5.2 #
12	AUTO	REF	REFINISH	L Frt Door Outside			C 2.0
13	AUTO	REF	REFINISH	L Frt Add For Jamb & Interior			C 1.0
14	101558	BDY	REMOVE/INSTALL	L Frt Rear View Mirror			INC #
15	101560	BDY	REMOVE/INSTALL	L Frt Upr Door Moulding			INC #
16	101562	BDY	REMOVE/INSTALL	L Frt Door Frt Window Frame Mldg			INC #
17	101556	BDY	REMOVE/INSTALL	L Frt Otr Belt Moulding			INC

ESTIMATE RECALL NUMBER: 01/05/2015 11:54:55 8050

Mitchell Data Version: OEM: NOV_14_V

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Software Version: 7.0.487

Page 1 of 3

Date: 1/16/2015 11:00 AM
 Estimate ID: 8050
 Estimate Version: 0
 Committed
 Profile ID: Mitchell

18	101589	BDY	REMOVE/REPLACE	L Frt Door Blackout Tape	5182137AB	1.45	0.3	#
19	101595	BDY	REMOVE/REPLACE	L Frt Door Adhesive Applique	57010445AG	84.25	0.1	#
20	101601	BDY	REMOVE/REPLACE	L Frt Door Adhesive Nameplate	68110321AC	66.70	0.1	
21	102535	BDY	REMOVE/REPLACE	L Frt Door Trim Panel Assy	ORDER FROM DEALER	1,320.00	0.2	
22	101262	BDY	REMOVE/INSTALL	L Frt Otr Door Handle				INC #
23	AUTO	BDY	REMOVE/INSTALL	L Frt Door Carrier Module				INC #
24	101828	BDY	REMOVE/REPLACE	L Frt Upr Door Hinge	55113661AC	46.75	0.3	#
25	AUTO	REF	REFINISH	L Frt Upr Hinge				C 0.5
26	AUTO	BDY	REMOVE/INSTALL	L Frt Door Assembly				INC
27	101830	BDY	REMOVE/REPLACE	L Frt Lwr Door Hinge	55113665AG	49.75	0.3	#
28	AUTO	REF	REFINISH	L Frt Lwr Hinge				C 0.5
29	101832	BDY	REMOVE/INSTALL	L Frt Door Weatherstrip	Existing			INC r
30	900500	BDY *	REPAIR	ROPE W/SHIELD	Existing			0.5*
31	102057	REF	BLEND	L Rear Door Outside				C 1.0
32	102071	BDY	REMOVE/INSTALL	L Rear Otr Belt Moulding				0.4
33	102073	BDY	REMOVE/INSTALL	R Rear Wheel Opening Moulding				0.4
34	102087	BDY	REMOVE/REPLACE	L Rear Door Moulding	1MP37RXFAE	93.85	0.4	
35	AUTO	REF	REFINISH	L Rear Wheel Opening Moulding				C 0.5
36	102093	BDY	REMOVE/REPLACE	L Rear Upr Door Protector	68071575AB	27.20	0.2	#
37	102077	BDY	REMOVE/REPLACE	L Rear Lwr Door Protector	68172489AA	34.25	0.2	#
38	102095	BDY	REMOVE/INSTALL	L Rear Door Trim Panel				INC
39	102141	BDY	REMOVE/INSTALL	L Rear Otr Door Handle				0.3 #
40	AUTO	BDY	REMOVE/INSTALL	L Rear Door Carrier Module				2.0 #
41	102204	BDY	REMOVE/INSTALL	L Rear Lwr Door Weatherstrip	Existing			0.2 r
42	101877	BDY	REMOVE/REPLACE	L Roof Moulding	65079291AD	26.45	0.4	
43	101961	REF	BLEND	L Fuel Door				INC #
44	102012	BDY	REMOVE/REPLACE	L Quarter Outer Panel	68214167AB	759.00	19.7	
45	AUTO	REF	REFINISH	L Quarter Panel Outside				C 2.1
46	AUTO	REF	REFINISH	L Quarter Panel Edge				C 0.5
47	AUTO	REF	REFINISH	L Add For Pillar				C 0.5
48	AUTO	MCH	REMOVE/REPLACE	L Add To R&I/R&R Side Curtain Air Bags-M				0.8 #
49	102016	BDY	REPAIR	L Quarter Inner Panel (HSS) -S	Existing			1.0*
50	102034	BDY	REMOVE/INSTALL	L Quarter Wheelhouse Liner	Existing			INC r
51	931125	BDY	REPAIR	Mount & Balance Tire	Sublet	15.00	* 0.0*	
52	900500	BDY *	REPAIR	WHEEL ALIGNMENT	Sublet	59.95	* 0.0*	
53	102038	BDY	REMOVE/INSTALL	L Quarter Exhauster	Existing			INC #r
54	AUTO	BDY	REMOVE/INSTALL	Rear Bumper Cover				INC #
55	102032	BDY	REMOVE/REPLACE	L Frt Quarter Wheel Opening Mldg	1MZ77RXFAB	78.70	INC	
56	AUTO	REF	REFINISH	L Frt Quarter Wheel Opening Mldg				C 0.8
57	101990	GLS	REMOVE/INSTALL	L Quarter Glass				0.3 #
58	102437	BDY	REPAIR	Rear Body Panel	Existing			1.0*#
59		REF	REFINISH/REPAIR	Rear Body Panel				C 1.5*
60				MODIFIED REFINISH WITH FULL CLEAR COAT				
61	102480	BDY	REMOVE/REPLACE	L Rear Combination Lamp Assembly	68110017AC	317.00	INC	
62	101766	BDY	OVERHAUL	Rear Bumper Cover Assy				1.2 #
63	101770	BDY	REMOVE/REPLACE	Rear Bumper Cover	1VQ66TZZAA	357.00	INC	#
64	AUTO	REF	REFINISH	Rear Bumper Cover				C 2.4
65	AUTO	BDY	REMOVE/REPLACE	Rear Add w/Parking Sensor				0.6 #
66	101775	BDY	REMOVE/REPLACE	Rear Lwr Bumper Cover Bezel	68157471AB	330.00	INC	#
67	101789	BDY	REMOVE/REPLACE	L Rear Bumper Bracket	55079223AG	12.85	INC	#
68	101786	BDY	REMOVE/REPLACE	L Rear Bumper Reflector	57010721AC	43.75	INC	
69	101810	BDY	REMOVE/REPLACE	Rear Wiring Harness	ORDER FROM DEALER	92.50		#
70	936012		ADD'L COST	Hazardous Waste Disposal				
71	936014		ADD'L COST	Flex Additive		5.00	*	
72	933006	FRM	ADD'L OPR	Frame/Rack Set Up				1.0*
73				TIE DOWN FOR PULL				

ESTIMATE RECALL NUMBER: 01/05/2015 11:54:55 8050
 Mitchell Data Version: OEM: NOV_14_V

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Page 2 of 3

Software Version: 7.0.487

74	900500	BDY *	REPAIR	SQUARE AND ALIGN	Existing	1.5*
75	AUTO	REF	ADD'L OPR	Clear Coat		4.2
76	933005	BDY	ADD'L OPR	Restore Corrosion Protection		8.00 * 0.3*
77	933018	REF	ADD'L OPR	Mask For Overspray		5.00 * 0.2*
78	AUTO		ADD'L COST	Paint/Materials		884.00 *

* - Judgment Item
 # - Labor Note Applies
 C - Included in Clear Coat Calc
 r - CEG R&R Time Used For This Labor Operation

Estimate Totals

<table border="0" style="width: 100%;"> <tr> <td style="width: 10%;">I. Labor Subtotals</td> <td style="width: 10%;"></td> <td style="width: 10%;"><u>Units</u></td> <td style="width: 10%;"><u>Rate</u></td> <td style="width: 10%;"><u>Add'l Labor Amount</u></td> <td style="width: 10%;"><u>Sublet Amount</u></td> <td style="width: 10%;"><u>Totals</u></td> <td style="width: 10%;"></td> </tr> <tr> <td>Body</td> <td>44.7</td> <td>60.00</td> <td>8.00</td> <td>204.90</td> <td>2,894.90</td> <td>T</td> <td></td> </tr> <tr> <td>Refinish</td> <td>22.3</td> <td>60.00</td> <td>5.00</td> <td>0.00</td> <td>1,343.00</td> <td>T</td> <td></td> </tr> <tr> <td>Glass</td> <td>0.3</td> <td>80.00</td> <td>0.00</td> <td>0.00</td> <td>18.00</td> <td>T</td> <td></td> </tr> <tr> <td>Frame</td> <td>1.0</td> <td>75.00</td> <td>0.00</td> <td>0.00</td> <td>75.00</td> <td>T</td> <td></td> </tr> <tr> <td>Mechanical</td> <td>0.8</td> <td>90.00</td> <td>0.00</td> <td>0.00</td> <td>72.00</td> <td>T</td> <td></td> </tr> <tr> <td></td> <td></td> <td>Taxable Labor</td> <td></td> <td></td> <td>4,402.90</td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td>Labor Tax</td> <td>@ 6.000%</td> <td></td> <td>264.17</td> <td></td> <td></td> </tr> <tr> <td>Labor Summary</td> <td>69.1</td> <td></td> <td></td> <td></td> <td>4,667.07</td> <td></td> <td></td> </tr> </table>	I. Labor Subtotals		<u>Units</u>	<u>Rate</u>	<u>Add'l Labor Amount</u>	<u>Sublet Amount</u>	<u>Totals</u>		Body	44.7	60.00	8.00	204.90	2,894.90	T		Refinish	22.3	60.00	5.00	0.00	1,343.00	T		Glass	0.3	80.00	0.00	0.00	18.00	T		Frame	1.0	75.00	0.00	0.00	75.00	T		Mechanical	0.8	90.00	0.00	0.00	72.00	T				Taxable Labor			4,402.90					Labor Tax	@ 6.000%		264.17			Labor Summary	69.1				4,667.07			<table border="0" style="width: 100%;"> <tr> <td style="width: 10%;">II. Part Replacement Summary</td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> <td style="width: 10%;"><u>Amount</u></td> </tr> <tr> <td>Taxable Parts</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>4,636.45</td> </tr> <tr> <td>Sales Tax</td> <td>@</td> <td>6.000%</td> <td></td> <td></td> <td></td> <td>278.19</td> </tr> <tr> <td>Total Replacement Parts Amount</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>4,914.64</td> </tr> </table> <table border="0" style="width: 100%;"> <tr> <td style="width: 10%;">III. Additional Costs</td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> <td style="width: 10%;"><u>Amount</u></td> </tr> <tr> <td>Taxable Costs</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>889.00</td> </tr> <tr> <td>Sales Tax</td> <td>@</td> <td>6.000%</td> <td></td> <td></td> <td></td> <td>53.34</td> </tr> <tr> <td>Total Additional Costs</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>942.34</td> </tr> </table> <p>Paint Material Method: Rates Init Rate = 40.00 , Init Max Hours = 99.9, Addl Rate = 0.00</p>	II. Part Replacement Summary						<u>Amount</u>	Taxable Parts						4,636.45	Sales Tax	@	6.000%				278.19	Total Replacement Parts Amount						4,914.64	III. Additional Costs						<u>Amount</u>	Taxable Costs						889.00	Sales Tax	@	6.000%				53.34	Total Additional Costs						942.34
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II.	Total Replacement Parts:					4,914.64	
III.	Total Additional Costs:					942.34	
	Gross Total:					10,524.05	
IV.	Total Adjustments:					500.00-	
	Net Total:					10,024.05	

Point(s) of Impact
 10 Left Front Side (P)

PE15-030

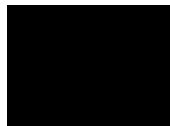
FLAT CHRYSLER

11-24-2015

ENCLOSURE 4

Legal Backup

SUBJECT



PREMIER LEGAL CENTER, A.P.C.

STEVEN L. MARCHBANKS
steve@premierlegalcenter.com
Licensed in CA

www.PremierLegalCenter.com
501 W. Broadway, Suite 1095
San Diego, CA 92101
Toll-Free Number: (877) 441-4441
Fax: (619) 235-3300

RECEIVED

June 12, 2015

JUN 23 2015

Chrysler Group, LLC
1000 Chrysler Drive
CIMS 485-13-32
Auburn Hills, MI 48326

MILLER, CANFIELD, PADDOCK
AND STONE, P.L.C.

Re: 2014 Jeep Grand Cherokee, VIN: 1C4RJFBG4EC [REDACTED] (the "Vehicle")

Dear Chrysler Group, LLC:

NOTICE LETTER

My firm has been retained to represent [REDACTED] with respect to claims against Chrysler. Please direct all communications concerning this matter to me.

On November 13, 2013 my client purchased the vehicle new from Davis-Moore Automotive, Inc in Wichita, Kansas for approximately \$41,200. The Vehicle has experienced an excessive number of defects and Chrysler and its dealers have been unable to repair the Vehicle in accordance with Chrysler's express warranty.

With less than 16,000 miles driven, the Vehicle was repaired at least three times, plus routine services and recalls, spent over 15 days in the shop, and still has defects. The vehicle's repair history includes recurring major transmission defects (replaced), electronics and module history, plus other operational problems.

The repair history of the vehicle is summarized in the attached vehicle repair history, and supported by copies of repair invoices, also attached.

It is my contention that Chrysler failed to tender the Vehicle free of design defects and failed to repair the Vehicle in accordance with its warranties. I believe that this conduct constitutes a breach of the express and implied warranties covering the Vehicle and violates the Magnuson Moss Warranty Act (the "MMWA") and the State Lemon Law.

As a direct and proximate result of Chrysler's violation of state and federal law, my client has suffered the following damages:

- A. Cost of repair;
- B. Civil Penalties;
- C. Diminished value of the Vehicle;
- D. Out of pocket expenses;
- E. Loss of profits;
- F. Attorney's fees.

Based on the foregoing, my client demands that Chrysler provide a complete replacement, or repurchase the Vehicle for the full purchase price, less a reasonable charge for his use of the Vehicle. Alternatively, my client will accept \$25,000 in full and final satisfaction of its claim.

My client has also incurred reasonable and necessary attorney's fees in the pursuit of this claim stated in this letter. The amount of fees incurred as of the date of this letter is \$5,000.00, to be paid in addition to any repurchase or cash settlement. Civil Penalties may be waived upon the meeting of our demand.

The purpose of this letter is to encourage you to resolve my client's claim in a fair and equitable manner without the need for further legal action. In the event you fail to take advantage of this offer of settlement, I will have no alternative but to recommend to my client that a lawsuit be filed against you under the State Lemon Law and the MMWA. In this lawsuit, rather than seeking only the amount of compensation I am asking of you at this time, I will seek to recover the full measure of damages to which our client is legally entitled as well as our client's expenses and attorney's fees as allowed by law.

If you are interested in resolving this matter without the necessity of litigation, please contact me with sufficient time to resolve the dispute within thirty (30) days of your receipt of this letter. Thank you for your attention to this letter.

Very truly yours,



Steven L. Marchbanks, Esq.

PREMIER LEGAL CENTER, A.P.C.

STEVEN L. MARCHBANKS
steve@premierlegalcenter.com

www.PremierLegalCenter.com
501 W. Broadway, Suite 1095 Licensed in CA
San Diego, CA 92101
Toll Free Number: (877) 441-4441
Fax: (619) 235-3300

VEHICLE REPAIR HISTORY

Client: [REDACTED]	Vehicle: 2014 Jeep Grand Cherokee VIN: 1C4RJFBG4EC [REDACTED]
--------------------	--

Date	Mileage	Shop Days	Invoice	Complaint - Remedy
3/23/15	14439	2	[REDACTED]	transmission shift issues, update TCM
3/31/14	4034	10	[REDACTED]	transmission shift delay and surge, replace transmission assembly
3/25/14	3981	4	[REDACTED]	check engine light, transmission shift issues, replace valve body, update TCM, PCM, AMP

VIN# EC [REDACTED]

Invoice # [REDACTED]

DAVIS MOORE

INVOICE

Tag #: T917

DUPLICATE 1



ANDOVER, KS
HOME: [REDACTED] BUS:
EMAIL: [REDACTED]

CELL: [REDACTED]

Customer #: [REDACTED]

Service
Advisor: 8461 TIMOTHY ENGLE

AUTOMOTIVE INC.
CHRYSLER DODGE JEEP RAM
7675 EAST KELLOGG, P.O. Box 780047
WICHITA, KANSAS 67278-0047
LOCAL 316-618-2268 www.davis-moore.com

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT			
DEEP CHERR	14	JEEP GRAND CHEROKEE	1C4RJFBG4E0 [REDACTED]		14349	14349			
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
13NOV13			11:18 25MAR15		0.00	CASH	24MAR15	16:48 23MAR15	11:18 24MAR15

OPTIONS: SOLD-STK-A214399 ENG:3.6 Liter

OPEN FOR YOUR CONVENIENCE

6 DAYS A WEEK
MONDAY -FRIDAY
7:00 AM - 6:00 PM
SATURDAY
7:00 AM - 2:00 PM

APPOINTMENTS: 316-618-2000

Thank You!

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	C/S	THE VEHICLE WILL NOT SHIFT INTO 8TH GEAR WHEN DRIVING WITH THE CRUISE CONTROL ON EVEN IF ON A DOWNHILL, BUT CAN GET TO GO INTO 8TH GEAR MANUALLY					
		200	ELECTRICIAL				
			8302	WC40			(N/C)
PARTS:		0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A: 0.00
14349 FOUND NO TCM STORED OR ACTIVE CODES AT THIS TIME							
181905A3/ZZ/0.5HRS SCANNED JEEP AND FOUND NO ACTIVE OR STORED TCM CODES AT THIS TIME, DID FIND A TCM UPDATE AVAILBLE, PERFORMED UPDATE AND FOUND NORMAL TRANS OPERATION AT THIS TIME							
B	P36	RECALL					
		300	GENERAL				
			8302	WC40			(N/C)
		1	CBXDP361AA	SPACER-VISCR			(N/C)
PARTS:		0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B: 0.00
14349 RECALL 08P36182/1.3HRS PERFORMED RECALL							
C	COURTESY	INSPECTION					
		23	COURTESY	INSPECTION			
			8302	INSP			(N/C)
PARTS:		0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C: 0.00
D	RENTAL						
		906	RENTAL				
			99	WC40			(N/C)
PARTS:		0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE D: 0.00
E	P64	RECALL					
		300	GENERAL				
			8302	WC40			(N/C)
PARTS:		0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE E: 0.00
14349 RECALL 18P64182/0.2HRS PERFORMED RECALL							

WE SELL TIRES



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 or 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	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

VIN# EC309641

DAVIS MOORE

INVOICE

Invoice #

DUPLICATE 1

Tag #: T917



AUTOMOTIVE, INC.

CHRYSLER DODGE JEEP RAM

7675 EAST KELLOGG, P.O. Box 780047

WICHITA, KANSAS 67278-0047

LOCAL 316-618-2268 www.davis-moore.com

Customer #:

Service

Advisor: 8461 TIMOTHY ENGLE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT			
DEEP CHERR	14	JEEP GRAND CHEROKEE	1C4RJFBG4E0		14349	14349			
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
13NOV13			11:18 25MAR15		0.00	CASH	24MAR15	16:48 23MAR15	11:18 24MAR15

OPTIONS: SOLD-STK:A214399 ENG.3.6 Liter

OPEN FOR YOUR CONVENIENCE

6 DAYS A WEEK

MONDAY -FRIDAY

7:00 AM - 6:00 PM

SATURDAY

7:00 AM - 2:00 PM

APPOINTMENTS: 316-618-2000

Thank You!

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
F	RRT-14-050						
	300	GENERAL					
		8302	WC40				(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE F:	0.00
14349	RRT	181902P9/FM/0.2HRS	PERFORMED	RRT			

G	RRT-14-087						
	300	GENERAL					
		8302	WC40				(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE G:	0.00
14349	RRT	1819629G/FM/0.2HRS	PERFORMED	RRT			

H	LUBE OIL FILTER CHANGE - RESET OIL CHANGE REMINDER LIGHT IF REQUIRED						
1	LUBE OIL FILTER CHANGE - RESET OIL CHANGE REMINDER LIGHT IF REQUIRED						
		8302	COF		8.59	8.59	
	1	68191349AB	FILTER-ENGINE OIL	10.50	7.56	7.56	
	5	5W20	UNIVERSAL API SN GF5	4.10	2.76	13.80	
	1	5W20	UNIVERSAL API SN GF5	4.10	2.76	2.76	
PARTS:	24.12	LABOR:	8.59	OTHER:	0.00	TOTAL LINE H:	32.71
14349	MAINT	00030	PERFORMED	LOF			

I	TIRE ROTATION ONLY						
10R	TIRE ROTATION ONLY						
		8302	CCL		24.95	24.95	
PARTS:	0.00	LABOR:	24.95	OTHER:	0.00	TOTAL LINE I:	24.95
14349	TIRE ROT	00040	PERFORMED	TIRE ROT			

J**	PCM UPDATE						
	300	GENERAL					
		8302	WC40				(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE J:	0.00
14349	UPDATE	181906Y8/FM/0.2HRS	PERFORMED	UPDATE			

<p>WE SELL TIRES</p> <p>GOOD YEAR Goodrich</p> <p>MICHELIN UNIROYAL</p> <p>GENERAL TIRE Continental</p> <p>BRIDGESTONE Firestone</p>		<p>STATEMENT OF DISCLAIMER</p> <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, including any implied warranty or 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>	<p>LABOR AMOUNT</p> <p>PARTS AMOUNT</p> <p>GAS, OIL, LUBE</p> <p>SUBLET AMOUNT</p> <p>MISC. CHARGES</p> <p>TOTAL CHARGES</p> <p>ADJUSTMENTS</p> <p>SALES TAX</p> <p>PLEASE PAY THIS AMOUNT</p>
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Customer Copy

Page 2 of 3

THANK YOU!

VIN# EC [REDACTED]

Invoice [REDACTED]

DAVIS MOORE

INVOICE

Tag #: **T917**

DUPLICATE 1



AUTOMOTIVE, INC.
CHRYSLER DODGE JEEP RAM
7675 EAST KELLOGG, P.O. Box 780047
WICHITA, KANSAS 67278-0047
LOCAL 316-618-2268 www.davis-moore.com

Customer #: [REDACTED]

Service

Advisor: **8461 TIMOTHY ENGLE**

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT			
DEEP CHERR	14	JEEP GRAND CHEROKEE	1C4RJFBG4E0 [REDACTED]		14349	14349			
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
13NOV13			11:18 25MAR15		0.00	CASH	24MAR15	16:48 23MAR15	11:18 24MAR15

OPTIONS: SOLD-STK:A214399 ENG:3.6 Liter

OPEN FOR YOUR CONVENIENCE

6 DAYS A WEEK
MONDAY -FRIDAY
7:00 AM - 6:00 PM
SATURDAY
7:00 AM - 2:00 PM

APPOINTMENTS: 316-618-2000

Thank You!

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL
K** C/S THAT THE SERVICE PHONE SYSTEM WARNING IS ON
300 GENERAL

8302 WC40 (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE K: 0.00
14349 PERFORMED AVAILIBLE RADIO UPDATE 186002CF/ZZ/0.4HRS PERFORMED
AVAILIBLE RADIO UPDATE

SHOP SUPPLIES 2.52

CHRYSLER
THANK YOU FOR YOUR BUSINESS. PLEASE RATE YOUR SERVICE BY GOING TO DEALER RATER.
<http://www.dealerrater.com/dealer/Davis-Moore-Chrysler-Dodge-Jeep-RAM-review-4097/> and
CLICK ON RATE THIS DEALER. THANK YOU.

WWW.DAVIS-MOORE.COM

Jeep



RAM

WE SELL TIRES

GOOD YEAR

BF Goodrich

MICHELIN

UNIROYAL

GENERAL TIRE

Continental

BRIDGESTONE

Firestone

STATEMENT OF DISCLAIMER

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DESCRIPTION	TOTALS
LABOR AMOUNT	33.54
PARTS AMOUNT	24.12
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	2.52
TOTAL CHARGES	60.18
ADJUSTMENTS	0.00
SALES TAX	4.32
PLEASE PAY THIS AMOUNT	64.50

VIN# EC [REDACTED]

INVOICE

Invoice [REDACTED]

Tag #: T502

DAVIS MOORE



AUTOMOTIVE, INC.
CHRYSLER DODGE JEEP RAM
6205 EAST KELLOGG, P.O. Box 780047
WICHITA, KANSAS 67278-0047
LOCAL 316-618-2288 www.davis-moore.com

ANDOVER KS [REDACTED]
HOME: [REDACTED] BUS: [REDACTED]
EMAIL: [REDACTED]

CELL [REDACTED]

Customer #: [REDACTED]
Service [REDACTED]
Advisor: 8908 TRAVIS SONKA

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN, MILEAGE OUT, DEL DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., RATE, PAYMENT, INV. DATE, R.O. OPENED, READY. Includes values like 14, JEEP GRAND CHEROKEE, 1C4RJFBG4EC, 4034, 4038, 13NOV13, 11:00 01APR14, 0.00, CASH, 09APR14, 17:03 31MAR14, 11:15 09APR14.

OPTIONS: SOLD-STK:A214399 ENG:3.6 Liter

OPEN FOR YOUR CONVENIENCE

6 DAYS A WEEK
MONDAY -FRIDAY
7:00 AM - 6:00 PM
SATURDAY
7:00 AM - 2:00 PM

APPOINTMENTS: 316-618-2000

Thank You!

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUSTOMER STATES THAT THE CHECK ENGINE AND TRANSMISSION WARNING MESSAGE IS BACK ON AND VEHICLE FEELS TO HAVE A POSSIBLE DELAYED SHIFT. VEHICLE ALSO WILL INTERMITTANTLY NOT SHIFT INTO PARK, WILL NOT GO PAST NEUTRAL, IF YOU LET OFF THE BRAKE TO SEE IF VEHICLE IS MOVING IT MAY GO INTO PARK

700 TRANSMISSION 8302 WC40 (N/C)
1 RL220733AI TRANS-WITH TORQUE CONVERTER (N/C)
D RECALL M38 8302 WC40 (N/C)
D RECALL M38 8302 WC40 (N/C)
D RECALL M38 8302 WC40 (N/C)
21344158 Reverse flush and flow check cooler (Using Miller 6906 flushing unit) 8302 WC40 (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
4038 REPLACED TRANSMISSION PER CUSTOMER SATISFACTION PER RICK PLAM
21006201/ML/4 4HRS 21006260/0.2HRS 21006266/0.9HRS 21000051/1.0HRS
21344158/0.4HRS JEEP HAD P0850 AND WAS DELAYING SHIFTING TALKED WITH STAR AND RICK PALM AND WAS ADVISED TO REPLACE TRANS ASSY PER CUSTOMER SATISFACTION INSTALLED NEW TRANS PROGRAMMED AND TEST DROVE AND FOUND NORMAL OPERATION AT THIS TIME

B RENTAL
906 RENTAL 99 WC40 (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

C CUSTOMER STATES WHEN COMING UP ON A STOP AND BRAKING HARD, THEN LETTING OFF THE BRAKE TO MAKE THE STOP MORE GENTLE, THE VEHICLE FEELS TO LUNGE FORWARD
100 DRIVEABILITY

WE SELL TIRES



STATEMENT OF DISCLAIMER

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Table with columns: LABOR AMOUNT, PARTS AMOUNT, GAS, OIL, LUBE, SUBLET AMOUNT, MISC. CHARGES, TOTAL CHARGES, ADJUSTMENTS, SALES TAX, PLEASE PAY THIS AMOUNT. Includes a vertical 'DISCRIPTION' label on the left.

VIN# EC [REDACTED]

INVOICE

Invoice #:

Tag #: T502

DAVIS MOORE



AUTOMOTIVE, INC.
CHRYSLER DODGE JEEP RAM
6205 EAST KELLOGG, P.O. Box 780047
WICHITA, KANSAS 67278-0047
LOCAL 316-618-2288 www.davis-moore.com

ANDOVER, KS

HOME:

BUS:

CELL:

Customer #:

Service

Advisor: 8908 TRAVIS SONKA

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN, MILEAGE OUT. Row 1: DEEP CHERR, 14, JEEP GRAND CHEROKEE, 1C4RJFBG4EC, [REDACTED], 4034, 4038. Row 2: DEL DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., RATE, PAYMENT, INV. DATE, R.O. OPENED, READY. Row 3: 13NOV13, [REDACTED], [REDACTED], 11:00 01APR14, [REDACTED], 0.00, CASH, 09APR14, 17:03 31MAR14, 11:15 09APR14

OPTIONS: SOLD-STK:A214399 ENG:3.6 Liter

OPEN FOR YOUR CONVENIENCE

6 DAYS A WEEK

MONDAY -FRIDAY

7:00 AM - 6:00 PM

SATURDAY

7:00 AM - 2:00 PM

APPOINTMENTS: 316-618-2000

Thank You!

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL (N/C). Row 1: 8302 WC40. Row 2: PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00. Row 3: 4038 RELATED TO LINE A 00000

THANK YOU FOR YOUR BUSINESS. PLEASE RATE YOUR SERVICE BY GOING TO DEALER RATER. http://www.dealerrater.com/dealer/Davis-Moore -Chrysler-Dodge-Jeep-RAM-review-4097/ and CLICK ON RATE THIS DEALER. THANK YOU.



WWW.DAVIS-MOORE.COM



Table with 3 main sections: WE SELL TIRES (listing brands like Goodyear, Michelin, General Tire, Bridgestone, Goodrich, Uniroyal, Continental, Firestone), STATEMENT OF DISCLAIMER, and a summary table with columns: LABOR AMOUNT, PARTS AMOUNT, GAS, OIL, LUBE, SUBLET AMOUNT, MISC. CHARGES, TOTAL CHARGES, ADJUSTMENTS, SALES TAX, PLEASE PAY THIS AMOUNT. Total amount: 0.00.

Customer Copy

Page 2 of 2

THANK YOU!



VIN# EC [REDACTED]
 INVOICE

Invoice # [REDACTED]
 Tag #: T931

DAVIS MOORE



AUTOMOTIVE, INC.
 CHRYSLER DODGE JEEP RAM
 6205 EAST KELLOGG, P.O. Box 780047
 WICHITA, KANSAS 67278-0047
 LOCAL 316-618-2268 · www.davis-moore.com

ANDOVER, KS [REDACTED]
 HOME: [REDACTED] BUS: [REDACTED]
 EMAIL: [REDACTED] CELL: [REDACTED]

Customer #: [REDACTED]
 Service [REDACTED]
 Advisor: 8461 TIMOTHY ENGLE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT			
DEEP CHERR	14	JEEP GRAND CHEROKEE	1C4RJFBG4EC [REDACTED]		3981	3986			
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
13NOV13			07:36 27MAR14		0.00	CASH	28MAR14	17:13 25MAR14	15:55 28MAR14

OPTIONS: SOLD-STK:A214399 ENG:3.6 Liter

OPEN FOR YOUR CONVENIENCE

6 DAYS A WEEK
 MONDAY -FRIDAY
 7:00 AM - 6:00 PM
 SATURDAY
 7:00 AM - 2:00 PM

APPOINTMENTS: 316-618-2000

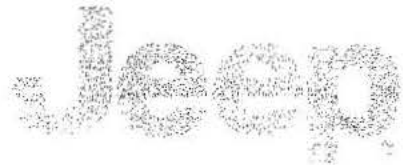
Thank You!

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

3981 UPDATE 1819059F/FM/0.2HRS PERFORMED UPDATE

THANK YOU FOR YOUR BUSINESS. PLEASE RATE YOUR SERVICE BY GOING TO DEALER RATER.
<http://www.dealerrater.com/dealer/Davis-Moore-Chrysler-Dodge-Jeep-RAM-review-4097/> and
 CLICK ON RATE THIS DEALER. THANK YOU.

WWW.DAVIS-MOORE.COM

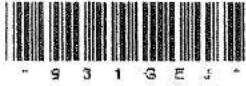


WE SELL TIRES		STATEMENT OF DISCLAIMER	LABOR AMOUNT		
GOODYEAR	BF Goodrich		DESCR	PARTS AMOUNT	0.00
MICHELIN	UNIROYAL		RIP	GAS, OIL, LUBE	0.00
GENERAL TIRE	Continental		TION	SUBLET AMOUNT	0.00
BRIDGESTONE	Firestone			MISC. CHARGES	0.00
				TOTAL CHARGES	0.00
			ADJUSTMENTS	0.00	
			SALES TAX	0.00	
			PLEASE PAY THIS AMOUNT	0.00	
				0.00	

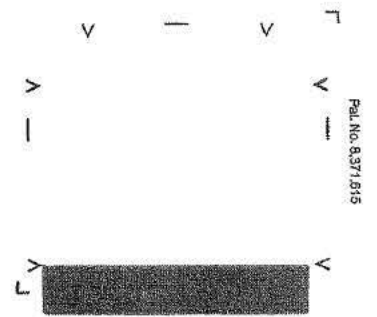
Customer Copy

Page 2 of 2

THANK YOU!



Kansas Department of Revenue
 Division of Vehicles
 Topeka, KS 66626-0001



REGISTRATION RENEWAL RECEIPT

Title Held Electronically

[Redacted]
 Andover, KS [Redacted]

Renew by last day of June
 Enforcement Date 1st Day of July

Butler County

PLATE TYPE: Standard

PLATE#: [Redacted]

DATE: 05/27/2015

VEHICLE TYPE: Truck

REGISTRATION EXPIRES: 6/30/2016

OWNER NAME

[Redacted]
 Andover, KS [Redacted]

VIN: 1C4RJFBG4EC [Redacted]
MAKE: JEEP
MODEL: Grand Cherokee
STYLE: UT
Purchase/Rec'd Date: 11/13/2013
Usage: Regular
Mileage Status: Actual

Year: 2014
EMPTY WT: 4743
DECLARED WT: 12000
MILEAGE: 345

FEE SUMMARY

Current Reg./Srvc.	\$45.00
Property Tax	\$672.15
Mod. Fee	\$4.00
Special Plate Fee(s)	\$0.00

Chrysler Capital
 PO BOX 961272
 Ft Worth, TX 76161

I hereby affirm and certify that I am a resident/ have a bona fide place of business in this county, am an owner of and have in effect financial security for the above vehicle as required by law, have disclosed/verified any/all liens for, am entitled to the license plate issued, and that the information listed on this application is true and correct. FALSE CERTIFICATION CAN RESULT IN CRIMINAL PROSECUTION UNDER PENALTY OF LAW.

OWNER'S SIGNATURE(S) _____

INSURANCE: ALLSTATE FIRE AND CASUALTY INSURANCE COM

Policy #: [Redacted]
Expiration: 12/16/2015

Situs: Butler		Property Tax Statement		Prior Year(s) Tax		Current Year	
Tax Unit	001	Prev Tax Value	\$0.00	Tax	\$0.00	Tax	\$672.15
Class Code:	026	New Tax Value	\$23,842.50	Penalty	\$0.00	Penalty	\$0.00
				Credit	\$0.00	Credit	\$0.00
				Total	\$0.00	Total	\$672.15

Tax Refund: Prior Yr.(s): \$0.00 Current Yr.: \$0.00 Total Refund: \$0.00

Customer No. 1100428

DAVIS MOORE

AUTO COMPLEX
WICHITA, KANSAS
(316) 618-2000
www.davis-moore.com

F&I Manager : JOHNSON, TYREE

Invoice No.: _____

Title Mailed: _____

Date: 11/13/2013

Title To:		Sold To:	
Address		Address	
City	State	City	State
Lienholder Name CHRYSLER CAPITAL		Phone-Res. N/A	
Lienholder Address PO BOX 961272		Work N/A	
Salesman SHEEL, CARL G		E-Mail	

YEAR 2014	MAKE JEEP	MODEL GRAND CHEROKEE	COLOR DEEP CHERRY RED	STOCK NO [REDACTED]
VIN NO. 1C4RJFBG4E		ODOMETER READING 345	THE VEHICLE IS: <input checked="" type="checkbox"/> NEW <input type="checkbox"/> USED	

KANSAS TITLE SEARCH DISCLOSURE: We have <u>not</u> performed a title search for the vehicle you are purchasing to determine the accuracy of the mileage or use of the vehicle shown on the Odometer Statement.		BASE PRICE & OPTIONS	38151	96
Purchaser(s): _____		Added or Deleted Equipment	N/A	
STK #		Total Purchase Price	38151	96
TRADE-IN VEHICLE INFORMATION		Trade In Allowance	N/A	
Year:	Make:	Sub Total	38151	96
Model:	Color:	Manufacturer's Rebate	N/A	
VIN No:	VIN No:	Investment	38151	96
Odometer Reading:	Odometer Reading:	Administrative Fee	299	00

WARRANTY STATEMENT		Optional Equipment (Factory & Dealer Instl)	Add'l Items	N/A	
Pursuant to Kansas Law, this vehicle is sold by us with the implied warranties of merchantability and fitness for a particular purpose, except with regard to particular defects that are disclosed to you unless in writing. No express warranties are given by the Dealership. Any warranties by a manufacturer or supplier other than our Dealership are theirs, <u>not</u> ours, and only such manufacturer or supplier shall be liable for performance under such warranties. We neither assume nor authorize any other person to assume for us any liability in connection with the sale of the vehicle and the related goods and services. CONTRACTUAL DISCLOSURE STATEMENT (USED VEHICLES ONLY) The information you see on the window form for this vehicle is part of this Contract. Information on the window form overrides any contrary provisions in the contract of sale.		Extended Serv. Contract		N/A	
				N/A	
		Tire-Wheel/Appearance Protection		N/A	
		WalkAway		N/A	
		Sales Tax		2749	24
		Kansas Tire Excise Tax		N/A	
		GAP		N/A	
		Sub Total		41200	20
		Balance Owed on Trade In		N/A	
		TOTAL CASH PRICE		41200	20
Balance Owed On Trade In \$ N/A Date Due		Partial Payment-See Reverse Side	N/A		
Lienholder		BALANCE DUE	41200	20	
Address		OTHER MATERIAL UNDERSTANDINGS AND INTEGRATED DOCUMENTS			
Paid by Check No. _____ Date 11/13/2013		PLEASE SEE ATTACHED DELIVERY CONFIRMATION, SPOT DELIVERY AGREEMENT, AGREEMENT TO ARBITRATE, CUSTOMER DISCLOSURE ACKNOWLEDGEMENT, AND RETAIL INSTALLMENT CONTRACT (IF FINANCED).			

By signing below, you represent that you are at least 18 years of age and have authority to enter into this Agreement. I have read the terms and conditions of this Agreement, including the terms and conditions that appear on the reverse side, and I hereby acknowledge that this Agreement is complete and accurately reflects the agreements between the Dealership and myself. I further acknowledge receipt of a copy of this Agreement. This Agreement shall not become binding until accepted by an Authorized Representative of the Dealership.

Purchaser _____ Date 11/13/2013	Accepted by Authorized Dealership Representative _____ Date 11/13/2013
Purchaser _____ Date 11/13/2013	

ADDITIONAL AGREEMENTS BETWEEN THE DEALERSHIP AND PURCHASER(S)

Terms Used In This Agreement: This Retail Purchase Agreement contains the following words and phrases that appear throughout this Agreement and have particular meanings:

- **Agreement** - Means this Retail Purchase Agreement together with any documents incorporated into this Agreement by reference, whether such reference is made in this Agreement or the document itself.
- **You, Your** - Means the Purchaser identified on the front side of this Agreement.
- **We, Us, Our** - Means the Dealership that is identified on the front side of this Agreement and its Authorized Representatives.
- **Manufacturer** - Means the company that manufactured the vehicle.
- **Vehicle** - Means the vehicle that you are purchasing from us as described on the front of this Agreement.
- **Trade-in Vehicle** - Means the vehicle you are delivering to us as part of this transaction as identified on the front side of this Agreement.

Our Right to Increase the Price: We may increase the price of the Vehicle after we accept this Agreement if the Trade-in Vehicle is reappraised, new equipment is required by state or federal law, or the increase is caused by state or federal tax rate changes. If the price is increased, you may cancel this Agreement with full refund of any Partial Payment, provided that the cancellation occurs prior to you taking delivery of the purchased Vehicle.

Manufacturer's Design Changes: In the event the Manufacturer changes or modifies the design of or any part or accessory of the Vehicle after your order for the Vehicle has been entered by us, you will not have any claim or right against us if the Vehicle does not contain such changes or modifications, nor shall we be required to effect such changes or modifications to the Vehicle.

Remedies Upon Cancellation for Our Failure to Deliver: You agree that we are not liable for any damages resulting from our failure to deliver the Vehicle in accordance with this Agreement if the failure is caused by an accident, fire, act of nature or any other causes beyond our control. This Agreement may be renegotiated or canceled (with full refund of any Partial Payment) if the Vehicle is not delivered to you as specified on the front side of this Agreement. If you have delivered a Trade-In Vehicle to us, the Trade-In Vehicle will be returned to you if we have not already sold it. If we have already sold the Trade-In Vehicle, we will refund the agreed upon Trade-In Allowance, less the Balance Owed on the Trade-In Vehicle if we have paid the Balance Owed to the Lienholder. Regardless of whether we return the Trade-In Vehicle to you or have already sold it, you shall be responsible for paying to us the Balance Owed on the Trade-In Vehicle to the extent it exceeds the Trade-In Allowance (if we have paid the Balance Owed to the Lienholder) and we may keep any portion of the amount you have paid to us as a Partial Payment to offset against the amount you owe us. If the amount you owe to us is greater than the amount of the Partial Payment, you agree to pay the difference to us. If the actual amount you owe is less than the amount of the Partial Payment, we will pay the difference to you.

Your Representations Regarding the Trade-In Vehicle: Any Trade-In Vehicle delivered by you to us in connection with this transaction shall be accompanied by a Certificate of Title or documents sufficient to enable us to obtain a Certificate of Title to the Trade-In Vehicle in accordance with applicable state law. You warrant that the Trade-In Vehicle delivered to us is properly titled to you, has never been titled as or declared a salvage, junk, rebuilt or lemon buyback vehicle; that you have the right to sell or otherwise convey such vehicle; that such vehicle is free and clear of liens or encumbrances, except as may be noted on the front side of this Agreement; that all air pollution control equipment is on the vehicle and appears properly connected and undamaged; and, unless you have told us otherwise, that you have not removed equipment from the vehicle subsequent to our appraisal and that the odometer reading shown is accurate.

Trade-In Vehicle Payoff: If you are delivering a Trade-In Vehicle in connection with this transaction you understand that the Balance Owed on the Trade-In Vehicle listed on the front of this Agreement is only an estimate. If the actual balance owed is greater than the estimated figure, you agree to pay the difference. If the Balance owed is less than the estimated figure, you will receive the difference if it is less than \$100.00 and, if the difference is greater than \$100.00, it will be refunded directly to the Lender that provided financing for your purchase/lease transaction to reduce the amount you owe under the Finance Contract or Lease Contract.

Our Appraisal of Your Trade-In Vehicle: If you are delivering a Trade-In Vehicle to us in connection with this transaction and the delivery will not be made until delivery of the Vehicle being purchased from us, we shall have the right to reappraise your Trade-In Vehicle at the time of delivery. The reappraised amount shall be the amount allowed for the Trade-In Vehicle in this transaction. If you are dissatisfied with the reappraisal, you may cancel this Agreement with full refund of any Partial Payment, provided that the cancellation occurs prior to you taking delivery of the purchased Vehicle.

Your Failure to Perform Obligations: In the event of any failure by you to perform your obligations under this Agreement, including but not limited to, any failure to take delivery of or to pay the agreed upon price for the Vehicle, you shall be liable to us to the extent permitted by law and in addition to all other available remedies, for reasonable attorney fees, court costs, and all other expenses incurred by us as a result of the breach. In addition, we shall be permitted to retain an amount equal to any actual damages we incur due to your default. If you have delivered a Trade-In Vehicle to us as part of this transaction, we will return the Trade-In Vehicle to you if we have not already sold it. If we have already sold the Trade-In Vehicle, we will refund the agreed upon Trade-In Allowance, less the Balance Owed on the Trade-In Vehicle if we have paid the Balance Owed to the Lienholder. Regardless of whether we return the Trade-In Vehicle to you or have already sold it, you shall be responsible for paying to us the Balance Owed on the Trade-In Vehicle to the extent it exceeds the Trade-In Allowance (if we have paid the Balance Owed to the Lienholder) and any reasonable expenses incurred by us in connection with preparing or reconditioning the Trade-In Vehicle for sale. We may keep any portion of the amount you have paid to us as a Partial Payment to offset against the amount you owe us. If the amount you owe to us is greater than the amount of the Partial Payment, you agree to pay the difference to us. If the actual amount you owe is less than the amount of the Partial Payment, we will pay the difference to you.

Other Products and Lending Sources: You are not required to purchase any other goods or services from us, nor are you required to finance the Unpaid Balance Due under this Agreement with a particular lending source. In the event this Agreement includes a charge for other goods or services for which you must complete an application for coverage, and for any reason such coverage cannot be provided, you will receive a credit for the amount charged. If the cost of other goods or services was included in the amount to be financed in connection with this transaction, then this credit will be applied to the outstanding balance you owe to the lender.

Entire Agreement and Signing Other Documents: The front and back of this Agreement and any documents incorporated by reference comprise the entire agreement affecting this transaction. No other agreement or understanding of any nature has been made. You agree to sign any and all documents necessary to complete the terms of this transaction.

PE15-030

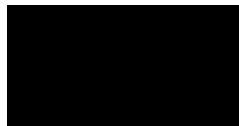
FLAT CHRYSLER

11-24-2015

ENCLOSURE 4

Legal Backup

SUBJECT



Jonathan D'Agostino, Esq.
Frank J. DiBari, Esq.
Glen Devora, Esq.
Edward J. Pavia Jr., Esq.
Jaclyn E. Howe, Esq.
Jon Ryan D'Agostino, Esq.
Robert Antonelli, LP
(Offices throughout NY & NJ)

THE LAW TEAM OF
**Jonathan D'Agostino
& Associates, P.C.**



MAIN OFFICE
3309 Richmond Avenue
Staten Island, NY 10312
(718) 967-1600
Fax (718) 967-8677
www.DAGlawteam.com



No Fault Department
Laura Leanza (Administrator)

Legal Department
Regina DeJesus (Administrator)

Calendar Clerk
Christine Tucker

Social Security Disability Department
Julia Zimmerman (Office Manager)

Medicare Department
Irma Cruz
Direct Dial 718-948-7400

September 17, 2015

Chrysler Group LLC
1000 Chrysler Drive
Auburn Hills, MI 48326-2766

RE: Our Client: [REDACTED]
Place of Occ: Red Hill Road, Middletown, New Jersey
Date of Occurrence: June 19, 2015
Our file #: [REDACTED]
Model: 2015 Jeep Grand Cherokee
Vin#: 1C4RJBGXFC [REDACTED]


Dear Sir/Madam:

This office represents the above named claimant for injuries and damages sustained in the above mentioned accident as a result of your negligence.

Kindly complete and return the enclosed post card advising us of the name and address of your insurance company and also forward this letter to them so that we may deal with them directly.

Please forward this letter immediately to your liability Insurance Company. If you are not insured, please let us hear from you or your legal representative immediately. Failure to report this incident to your Insurance Company in a reasonable and timely manner may lead the Company to disclaim coverage, thus leaving you personally liable for the accident.

Very truly yours,
D'Agostino & Associates

By: 
Andrea Machnach

JD/am

RECEIVED

SEP 28 2015

CCRG
Office of the General Counsel

Defendant - Chrysler Group LLC

Claimant - Elaine Imbro

Insurance Company -

Insured -

Policy # -

Address -

PE15-030

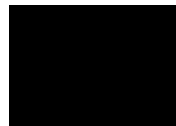
FLAT CHRYSLER

11-24-2015

ENCLOSURE 4

Legal Backup

SUBJECT





KIMMEL & SILVERMAN

P.C.

1-800-LEMON LAW

www.lemonlaw.com

CORPORATE HEADQUARTERS

30 E. Butler Pike
Ambler, PA 19002
P (215) 540-8888
F (215) 540-8817

WESTERN PA OFFICE, 100 Ross Street, Suite 330, Pittsburgh, PA 15219, P (412) 566-1001, F (412) 566-1005

NEW JERSEY OFFICE, Executive Quarters, 1930 E. Marlton Pike, Suite Q29, Cherry Hill, NJ 08003, P (856) 429-8334, F (856) 216-7344

DELAWARE OFFICE, 501 Silverside Road, Suite 118, Wilmington, DE 19809, P (302) 791-9373, F (302) 791-9476

CONNECTICUT OFFICE, 136 Main Street, Suite 301, Danielson, CT 06239, P (860) 866-4380, F (860) 263-0919

NEW YORK OFFICE, 1001 Avenue of the Americas, 12th Floor, New York, NY 10018, P (212) 719-7543, F (877) 617-2515

BUFFALO, NY OFFICE, 1207 Delaware Avenue, Suite 440, Buffalo, NY 14209, P (716) 332-6112, F (800) 863-1689

PLEASE REMIT ALL CORRESPONDENCE TO THE AMBLER OFFICE

JACQUELINE C. HERRITT
ROBERT A. RAPKIN
ANGELA K. TROCCOLI
AMY L. BENNECOFF
TARA L. PATTERSON
W. CHRISTOPHER COMPONOV
ALFRED J. TUMOLO III
ZACHARY S. KAPPEL
JASON L. GRESHES
CHRISTINA GILL ROSEMAN

ROBERT M. SILVERMAN
CRAIG THOR KIMMEL

Member, PA Bar
Member, NJ Bar
Member, DE Bar
Member, NY Bar
Member, MA Bar
Member, MD Bar
Member, OH Bar
Member, MI Bar
Member, NH Bar
Member, CT Bar
Member, TN Bar
Member, WY Bar
Member, DC Bar
Member, CA Bar
Member, WI Bar
Member, TX Bar
Member, WV Bar
Member, CO Bar
Of Counsel, PA & WY
Certified by the New Jersey
Supreme Court as a Civil Trial
Attorney

April 3, 2014

Chrysler Group LLC
1000 Chrysler Drive
Auburn Hills, MI 48326
Rose Fax- (518) 869-3334
Sent to Chrysler via FedEx!

Re: Ms. [REDACTED]
2014 Jeep Cherokee Ltd
VIN: 1C4RJFBG5EC [REDACTED]

Dear Sir/Madam:

As you know, this office represents the above-referenced individual for problems encountered with the 2014 Jeep Cherokee Ltd. I am enclosing the contract, registration, and repair slips. As you can see, my client has returned to the dealership for problems with the vehicle.

Please let me know if Chrysler Group LLC is interested in attempting an early resolution in this matter. I will refrain from filing suit in this matter for 30 days while you evaluate my client's claim. If I do not hear from you within the next 30 days, suit will be prepared and filed.

I look forward to hearing from you.

Very truly yours,

Jacqueline C. Herritt

RECEIVED

APR - 7 2014

MILLER, CANFIELD, PADDOCK
AND STONE, P.L.C.

Chrysler Group LLC
Office of the General Counsel

APR 04 2014

By *[Signature]* Mail/Reg. Agent/
Sec. of State/Proc. Server

JCH/as
Attachments

GLOBAL AUTOMALL

[REDACTED]

[REDACTED]

VAUX HALL NO [REDACTED]
 VIN: 1C4RJFBG5EC [REDACTED] MAKE: JEE
 MODEL: GRA [REDACTED] YEAR: 2014
 PLATE NO: [REDACTED] GOOD THRU: 11/2017
 REG Initial: 311.00
 FD REG:
 POST AUDIT:
 PLATE FEE: 85.00
 TITLE FEE: 396.00
 TOTAL: [REDACTED]
 T9

NEW JERSEY
Motor Vehicle Commission

VEHICLE REGISTRATION

PLATE NO: [REDACTED] GOOD THRU: 11/2017
 VIN: 1C4RJFBG5EC [REDACTED]
 2014 WAGON GY GRA WC: 8
 [REDACTED] PASSENGER 08
 VAUX HALL NJ [REDACTED]
 EQ-8 FEE: 311.00

LIEN1: [REDACTED] ALLY FINANCIAL INC

Motor Vehicle
Retail Order
 New Used
 Demo Lease

GLOBAL AUTOMALL

Route 22 West
N. Plainfield, N.J. 07060
(908) 757-4000

CHEVROLET Jeep HYUNDAI KIA

www.GlobalAutoMall.com

NO VERBAL COMMITMENTS WERE MADE TO ME OTHER THAN WHAT WAS WRITTEN ON THE ORDER OK

STOCK NO. 1134800

SALESPERSON
VINCE FLORES

DATE

CUSTOMER

ADDRESS

E-MAIL

HOME PHONE

CELL #

YEAR & MAKE

MODEL

BODY TYPE

COLOR

MILES

SERIAL NO.

INTERIOR TRIM COLOR

Prior to Delivery of the vehicle listed above, customer shall elect one of the following and so advise dealership:
* Cash Purchase * Finance Purchase * Lease

IF A CREDIT SALE REQUIRED INFORMATION CONTAINED ON A SEPARATE DISCLOSURE STATEMENT IS MADE A PART OF THIS ORDER

IF A LEASE, COMPLETE DISCLOSURE OF ALL LEASE TERMS AND CONDITIONS IS CONTAINED ON A SEPARATE LEASE CONTRACT

TO BE DELIVERED ON OR ABOUT

Price of Unit

Additional Equipment (options)

INS. CD # / 1

POLICY # / 1

AGENT / 1

AGENCY

PHONE

FAX

IF A NEW VEHICLE SALE OR LEASE

The only warranties applying to this vehicle are those offered by the manufacturer. Dealer sells/leases this vehicle "as is" and hereby disclaims all warranties, either express or implied, including any implied warranties of merchantability and fitness for a particular purpose. Any liability of dealer with respect to defects or malfunctions of this vehicle including, without limitation, those which pertain to performance or safety, (whether by way of "strict liability" based upon dealer's negligence or otherwise) is expressly excluded and customer hereby assumes any such risks. The manufacturer's warranty is not affected by this disclaimer of warranties by dealer.

IF USED VEHICLE SALE OR LEASE CHECK APPROPRIATE BOX

This vehicle is sold/leased "as is" and dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability and fitness for a particular purpose. Any liability of dealer with respect to defects or malfunctions of this vehicle including, without limitation, those which pertain to performance or safety, (whether by way of "strict liability" based upon dealer's negligence or otherwise) is expressly excluded and customer hereby assumes any such risks.

The only dealer warranty on this vehicle is the limited warranty which is issued with and made a part of this order form.

ALL USED VEHICLE SALES DEALER'S OBLIGATION

The laws of New Jersey require Motor Vehicle Dealers to make all necessary repairs, without charge, or return the full purchase price (if a sale) to the customer in the event a used vehicle sold and intended to be registered in this State fails to meet State Inspection Standards for the issuance of a certificate of approval due to a defect that is not the result of the customer's own act. The undersigned, before entering into this contract, has been informed of dealer's obligation above and agrees to have the used vehicle inspected within 14 days from the issuance of the permanent registration for such vehicle.

WAIVER OF DEALER'S OBLIGATION (USED VEHICLE SALE)

The undersigned has read and understood the above Dealer's Obligation, and does hereby WAIVE AND RELEASE the DEALER'S OBLIGATION to make repairs without charge or return the full purchase price if the vehicle fails to meet State Inspection Standards for the issuance of a certificate of approval, unless the cause for the vehicle's rejection is an item which is "covered" by New Jersey's Used Car Lemon Warranty Law (P.L. 1995, Chpt. 373).

IF A LEASE, THE FOLLOWING APPLY:

MONTHLY PAYMENT AMOUNT \$

TERM MONTHS

MILEAGE PER YEAR

CASH DUE AT DELIVERY \$

*Subject To Primary Lender's Rate & Approval.

IF A PURCHASE, THE FOLLOWING APPLY:

TOTAL PRICE OF VEHICLE

Less Trade-In Allowance

Vehicle Theft Protection Warranty Optional (\$2,500.00 theft guarantee and may qualify) \$239.00

TOTAL TAXABLE AMOUNT

Plus State Sales Tax

Motor Vehicle Tire Fee - \$1.50 per New Tire \$7.50

Title and Registration Fees (Estimated) (See Paragraph 15 on Reverse Side)

Supplemental Tinting Fee

Documentary Fee Clerical Expense \$219.00 Document Delivery Service \$129.00 (See Paragraph 16 on Reverse Side) \$348.00

PLUS: PAYOFF ON TRADE-IN

LESS CONSUMER CASH ALLOWANCE

TOTAL BALANCE DUE

NON-REFUNDABLE DEPOSIT (ASK SALESPERSON FOR A SEPARATE GLOBAL AUTO MALL RECEIPT)

BALANCE IN CASH, CERTIFIED CHECK DUE ON DELIVERY

TRADE-IN DESCRIPTION AND ALLOWANCE

Year Make Model

Serial No. Mileage

Trade-in Value Date of

Less Balance Owed

Net Trade-in Allowance

Balance Owed to

Address

Account No.

Info. From Good Thru

Customer certifies that the frame on the trade-in vehicle has never sustained any damage or been repaired. All airbags are of original equipment and have never been deployed. Also, that the vehicle has never been in a flood or had the emission control system tampered with or altered. Customer certifies the above mileage of trade-in vehicle is accurate.

BALANCE IN CASH, CERTIFIED CHECK
DUE ON DELIVERY

the emission control system tampered with or altered. Customer certifies the above mileage of trade-in vehicle is accurate

X

All Rebates And Incentives Are Assigned to Dealer X

Customer's Signature

Date

AGREEMENT TO ARBITRATE ANY CLAIMS. READ THE FOLLOWING ARBITRATION PROVISION CAREFULLY. IT LIMITS YOUR RIGHTS, INCLUDING THE RIGHT TO MAINTAIN A COURT ACTION.

The parties to this agreement agree to arbitrate any claim, dispute, or controversy, including all statutory claims and any state or federal claims, that may arise out of or relating to the sale or lease identified in this agreement. By agreeing to arbitration, the parties understand and agree that they are waiving their rights to maintain other available resolution processes, such as a court action or administrative proceeding, to settle their disputes. Consumer Fraud, Used Car Lemon Law, and Truth-in-Lending claims are just three examples of the various types of claims, subject to arbitration under this agreement. The parties also agree to waive any right (i) to pursue any claims arising under this agreement including statutory, state or federal claims, as a class action arbitration, or (ii) to have an arbitration under this agreement consolidated with any other arbitration or proceeding. The arbitration shall be administered by the American Arbitration Association under its Commercial Arbitration Rules, and the Consumer-Related Disputes Supplementary Procedures to the extent applicable, before a single arbitrator who shall be a retired judge or an attorney. Dealership shall advance both party's filing, service, administration, arbitrator, hearing, or other fees, subject to reimbursement by decision of the arbitrator. Each party shall bear his or her own attorney, expert, and other fees and costs, except when awarded by the arbitrator under applicable law. The arbitration shall take place in New Jersey at a mutually convenient place agreed upon by the parties or selected by the arbitrator. The decision of the arbitrator shall be binding upon the parties. Any further relief sought by either party will be subject to the decision of the arbitrator. If any part of this arbitration clause, other than waivers of class action rights, is found to be unenforceable for any reason, the remaining provisions shall remain enforceable. If a waiver of class action and consolidation rights is found unenforceable in any action in which class action remedies have been sought, this entire arbitration clause shall be deemed unenforceable, it being the intention and agreement of the parties not to arbitrate class actions or in consolidated proceedings. In the event that any subsequent lease, finance, or other agreement between the parties contains a provision for arbitration of claims which conflicts with or is inconsistent with this arbitration provision, the terms of such subsequent arbitration provision shall govern and control to the extent of such conflict or inconsistency. **THIS ARBITRATION PROVISION IS GOVERNED BY THE FEDERAL ARBITRATION ACT. THIS ARBITRATION PROVISION LIMITS YOUR RIGHTS, INCLUDING YOUR RIGHT TO MAINTAIN A COURT ACTION. PLEASE READ IT CAREFULLY BEFORE SIGNING.**

Accepted By:

X

Date

Customer's Signature

Date

Dealer or His Authorized Representative

Date

Customer's Signature

Customer agrees that this Order on the face and on the reverse side and any attachments to it includes all the terms and conditions, if a sale. Customer further agrees this Order cancels and supersedes any prior agreements and as of the date signed by Dealer or authorized agent, comprises the complete and exclusive statement of the terms of the agreement between Customer and Dealer. If Customer, prior to delivery, elects to lease the vehicle described above, Customer and Dealer agree to execute a lease contract which shall contain full disclosure of all lease information. **THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE.** Customer by execution of this Order acknowledges that they have read the terms and conditions and have received a true copy of the order. I am 18 years of age or older and of full legal capacity to enter into this agreement.

Accepted By:

X

Date

Customer's Signature

Date

Dealer or His Authorized Representative

Date

Customer's Signature

THIS ORDER NOT SUBJECT TO CANCELLATION - DEPOSIT NON-REFUNDABLE

IMPORTANT: READ THE TERMS AND CONDITIONS ON THE BACK OF THIS ORDER BEFORE SIGNING.

ADDITIONAL TERMS AND CONDITIONS

RETAIL INSTALLMENT SALE CONTRACT SIMPLE FINANCE CHARGE

Dealer Number _____ Contract Number _____

Buyer Name and Address (Including County and Zip Code) [REDACTED] PATTERSON, NJ	Co-Buyer Name and Address (Including County and Zip Code)	Creditor-Seller (Name and Address) GLOBAL MOTORS CORP 1099 RT 27 N Plainfield, NJ 07060
--	--	--

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

New/Used/Demo	Year	Make and Model	Vehicle Identification Number	Primary Use For Which Purchased:
NEW	2014	GRAND CHEROKEE	[REDACTED]	<input checked="" type="checkbox"/> personal, family or household <input type="checkbox"/> business <input type="checkbox"/> agricultural

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE <small>The cost of your credit as a yearly rate.</small>	FINANCE CHARGE <small>The dollar amount the credit will cost you.</small>	Amount Financed <small>The amount of credit provided to you or on your behalf.</small>	Total of Payments <small>The amount you will have paid after you have made all payments as scheduled.</small>	Total Sale Price <small>The total cost of your purchase on credit, including your down payment of</small>
5.99%	\$ 16,588.71	\$ 45,848.04	\$ 63,437.25	\$ 67,242.25

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. If any insurance is checked below, policies or certificates from the named insurance companies will describe the terms and conditions.

Check the insurance you want and sign below:

Optional Credit Insurance

Credit Life: Buyer Co-Buyer Both
 Credit Disability (Buyer 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 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 pays the unpaid part of the amount financed if you die. This insurance pays only the amount you would owe if you paid all your payments on time. Credit disability insurance pays the scheduled payments due under this contract while you are disabled. This insurance does not cover any increase in your payment or in the number of payments. The policies or certificates issued by the named insurance companies may further limit the coverage that credit life or credit disability insurance provides. See the policies or certificates for coverage limits and other terms and conditions. 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
 Insurance Company Name _____
 Home Office Address _____

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due
78	\$458.95	Monthly beginning 04/15/14

Or As Follows: _____

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, or household use and the cash price is \$ 10,000 or less, the charge for each late payment will be \$ 10.

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 \$ 3,200.00 sales tax) \$ 47,120.00 (1)

2. Total Downpayment =

Trade-In <u>2011 Jeep Grand Cherokee</u>	
(Year) (Make) (Model)	
Gross Trade-In Allowance	\$ <u>2450.00</u>
Less Pay Off Made By Seller	\$ <u>N/A</u>
Equals Net Trade In	\$ <u>2450.00</u>
+ Cash	\$ <u>3000.00</u>
+ Other	\$ <u>N/A</u>
(If total downpayment is negative, enter "0" and see 4J below)	\$ <u>7,900.00</u> (2)

3. Unpaid Balance of Cash Price (1 minus 2) \$ 39,220.00 (3)

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

A. Cost of Optional Credit Insurance Paid to Insurance Company or Companies:

Life	\$ <u>N/A</u>
Disability	\$ <u>N/A</u>

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

C. Official Fees Paid to Government Agencies:

to _____ for _____	\$ <u>N/A</u>
to _____ for _____	\$ <u>N/A</u>
to _____ for _____	\$ <u>N/A</u>

D. Optional Gap Contract \$ 1,800.00

F. Vehicle Tire Fee	\$	N/A
G. Government Taxes Not Included in Cash Price	\$	N/A
H. Government License and/or Registration Fees	\$	N/A
I. Government Certificate of Title Fees	\$	N/A
J. Other Charges (Seller must identify who is paid and describe purpose)	\$	N/A
to _____ for Prior Credit or Lease Balance	\$	N/A
to GLOBAL MOTORS CORP for Equipment Fee	\$	348.00
to ROYAL GUARD MAINT for MAINTENANCE	\$	749.00
to FLEET EXTENDED INC for SERVICE CONTRACT	\$	3,597.00
to _____ for _____	\$	N/A
to _____ for _____	\$	N/A
to _____ for _____	\$	N/A
to _____ for _____	\$	N/A
to _____ for _____	\$	N/A
to _____ for _____	\$	N/A
Total Other Charges and Amounts Paid to Others on Your Behalf	\$	7,013.74
5. Amount Financed (3 + 4)	\$	41,348.06

Other optional insurance is not required to obtain credit. Your decision to buy or not buy other optional insurance will not be a factor in the credit approval process. It will not be provided unless you sign and agree to pay the extra cost.

I want the insurance checked above.

Buyer Signature _____ Date _____

Co-Buyer Signature _____ Date _____

THIS DOES NOT INCLUDE INSURANCE ON YOUR LIABILITY FOR BODILY INJURY OR PROPERTY DAMAGE. WITHOUT SUCH INSURANCE, YOU MAY NOT OPERATE THIS VEHICLE ON PUBLIC HIGHWAYS.

OPTION: You pay no finance charge if the Amount Financed, Item 5, is paid in full on or before _____ Year _____ SELLER'S INITIALS _____

Returned Check Charge: You agree to pay a charge of \$ 20. If any check you give us is dishonored and the law allows it.

If this box is checked, the following late charge applies to vehicles purchased primarily for business or agricultural use. If a payment is not received in full within _____ days after it is due, you will pay a late charge of \$ _____ or _____ % of the part of the payment that is late, whichever is less. If this box is not checked, the late charge in the "Federal Truth-in-Lending Disclosures" still applies.

OPTIONAL GAP CONTRACT. A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in Item 4D of the Itemization of Amount Financed. See your gap contract for details on the terms and conditions it provides. It is a part of this contract.

Term _____ Name of Gap Contract _____
 I want to buy a _____
 Buyer Signs X _____

NO COOLING OFF PERIOD
 State law does not provide for a "cooling off" or cancellation period for this sale. After you sign this contract, you may only cancel it if the seller agrees or for legal cause. You cannot cancel this contract simply because you change your mind. This notice does not apply to home solicitation sales.

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

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between you and us relating to this contract. Any change to this contract must be in writing and we must sign it. No oral changes are binding. Buyer Signs X _____ Co-Buyer Signs X _____
 If any part of this contract is not valid, all other parts stay valid. We may delay or refrain from enforcing any of our rights under this contract without losing them. For example, we may extend the time for making some payments without extending the time for making others.
 See back for other important agreements.

NOTICE TO RETAIL BUYER
 Do not sign this contract in blank.
 You are entitled to a copy of the contract at the time you sign.
 Keep it to protect your legal rights.

You agree to the terms of this contract. You confirm that before you signed this contract, we gave it to you, and you were free to take it and review it. You confirm that you received a completely filled-in copy when you signed it.

Buyer Signs X _____ Date 3/29/14 / Co-Buyer Signs X _____ Date _____

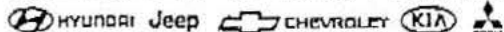
Co-Buyers and Other Owners _____ responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other owner signs here _____ Address _____
 Seller signs _____ Date 3/29/14 By _____ Title _____

Seller assigns its interest in this contract to _____ (Assignee) under the terms of Seller's agreement(s) with Assignee.
 Assigned with recourse Assigned without recourse Assigned with limited recourse

Seller _____ By _____ Title _____

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SERVICE DEPARTMENT HOURS
 7:00 a.m. to 6:00 p.m.
 Monday - Friday
 8:00 a.m. to 5:00 p.m. Saturday

R/O Open Date	R/O Number
12/19/13	
R/O Close Date	Status
12/31/13	Reprint
Mileage In	Mileage Out
622	627
Service Advisor / Tech #	
Gregory Terracciano	
Vehicle Identification Number	
1C4RJFBG5EC	
Delivery Date	In-Service Date
11/29/13	11/29/13
Color	License Number
MAXIMUM ST	

Year		Make		Model		Body		Color		License Number	
2014		JEEP		GRAND CHEROKE		4WD 4DR LIMITED		MAXIMUM ST			

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Corrected by 85410000: Work performed by Carlos Muccillo(301) PERFORM DIAGNOSTIC TEST PROCEDURES REPROGRAM RADIO TO LATEST SOFTWARE ENHANCEMENT 13-38-52 TEST NOW OPERATING AS DESIGNED	Warranty
#6 - JR RENTALJEEP: SUPPLIED JEEP RENTAL VEHICLE RENTAL D272JE INV # [REDACTED] 484-226-3268 CELL OR HOME 862-264-1901 Work performed by House Tech(999)	SRV GM
***** * THANK YOU FOR SERVICING YOUR VEHICLE WITH US AT * * GLOBAL...FROM OUR SERVICE FAMILY TO YOURS, WE HOPE YOU * * HAVE A WONDERFUL AND SAFE NEW YEARS!!!!!! * *****	
Please Note: CALLED UNABLE TO REACH OWNER ON CELL STATED VOICE MAIL FULL NOT ACCEPTING CALLS CALLED HOME # NO ANS WER 12/23/13 AFTERNOON MADE SEVERAL ATTEMPTS TO RE ACH OWNER.AMANDA FROM CHRYSLER 214-583-2130 TRIED ALSO TO CONTACT CUSTOMER.CAR REPAIRS WERE CO MPLETED ON 12/23/13 AWAITING OWNER TO PICK UP CAR.	

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 .00 PARTS .00 DEDUCTIBLE .00 SUBLET .00 SHOP SUPPLIES .00 HAZARDOUS MATERIALS .00 SALES TAX OR TAX I.D. .00 SPECIAL ORDER DEPOSIT .00 DISCOUNTS .00 TOTAL DUE .00
NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.	
X	

LOT LOCATION:

CUSTOMER #:

ROUTE 46 CHRYSLER JEEP DODGE



INVOICE

1655 ROUTE 46 EAST · LITTLE FALLS, NJ 07424

PH: (973) 774-1000

VAUXHALL, NJ

PAGE 1

HOME:

BUS:

SERVICE ADVISOR: 7384 WILLIAM TEGETHOFF

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	14	JEEP GRAND CHEROKEE	1C4RJFBG5EC		1857/1860	T9575A	
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN14 DD			17:00 18MAR14		115.00	CASH	19MAR14
R.O. OPENED:	READY	OPTIONS:					
08:25 18MAR14	09:56 19MAR14						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	FREE-46	POINT	CK UP				

CAUSE: OK
 46 FREE-46 POINT CK UP
 513 W (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
 1857 46 point inspection Performed 46 point inspection.

B CUSTOMER STATES WHEN REVERSING OUT OF PARKING SPOT, WHEN PUT INTO DRIVE VEHICLE WOULD NOT MOVE FORWARD. CUSTOMER SHUT OFF VEHICLE AND RESTARTED. PUT INTO DRIVE AND VEHICLE WOULD MOVE FORWARD. CHECK AND ADVISE

CAUSE: OK
 DIAG PRELIMINARY DIAGNOSTIC CHARGE IF NOT A WARRANTIABLE REPAIR
 513 W (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

1860 Vehicle operating as designed Road tested vehicle. Performed numerous parking lot maneuvers and was not able to duplicate customers concern. Checked for DTCs and none found. Found no STAR cases relating to concern. Found update for TCM. Reprogrammed TCM.

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 ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE WARRANTIES, IF ANY, MADE BY THE MANUFACTURER, THE SELLER, ROUTE 46 CHRYSLER JEEP DODGE. HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND ROUTE 46 CHRYSLER JEEP DODGE NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCT.

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

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE
 X _____

CUSTOMER COPY

Thank You!

LOT LOCATION: [REDACTED]
CUSTOMER #: [REDACTED]

ROUTE 46 CHRYSLER JEEP DODGE



INVOICE

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PH: (973) 774-1000

VAUXHALL, NJ [REDACTED]
HOME: [REDACTED]
BUS: [REDACTED]

PAGE 1

SERVICE ADVISOR: 7384 WILLIAM TEGETHOFF

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	14	JEEP GRAND CHEROKEE	1C4RJFBG5EC [REDACTED]		1549/1550	T9166	
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN14 DD			17:00 25FEB14		115.00	CASH	04MAR14
R.O. OPENED	READY	OPTIONS:					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	FREE-46	POINT	CK UP				
	46	FREE-46	POINT	CK UP			
		3705	ISP				(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00

B CUSTOMER STATES CHECK ENGINE LAMP IS ON AND CLUSTER LIGHTS FLASH, VEHICLE JERKS BACK AND FORTH AND RADIO GOES OUT. RADIO CAME BACK ON BUT WITH NO SOUND.

CAUSE: OK

DIAG PRELIMINARY DIAGNOSTIC CHARGE IF NOT A WARRANTIABLE REPAIR

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

1549 road test vehicle for drive ability complaint/check for engine dtcs/none stored or active. Perform diag for radio /amp has no communication/remove power from module and reapply to see if module woke up/it didnt /replace amp /verify repair

C SEE AND CONTACT 866-275-1420 FOR ENHANCED SATISFACTION

CAUSE: OK

DIAG PRELIMINARY DIAGNOSTIC CHARGE IF NOT A WARRANTIABLE REPAIR

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

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I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE

X

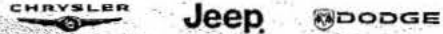
DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

Thank You!

LOT LOCATION: [REDACTED]
CUSTOMER #: [REDACTED]

ROUTE 46 CHRYSLER JEEP DODGE



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DUPLICATE 1
PAGE 1

VAUXHALL, NJ [REDACTED]

SERVICE ADVISOR: 7384 WILLIAM TEGETHOFF

HOME: [REDACTED]
BUS: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	14	JEEP GRAND CHEROKEE	1C4RJFBG5EC [REDACTED]		1549/1550	T9166	
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PD NO.	RATE	PAYMENT	INV. DATE
01JAN14 DD			17:00 15MAR14		115.00	CASH	05MAR14
R.O. OPENED	READY	OPTIONS:					
17:01 24FEB14	14:49 05MAR14						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	FREE-46	POINT	CK UP				
	46	FREE-46	POINT	CK UP			
		3705	ISP				(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00

B CUSTOMER STATES CHECK ENGINE LAMP IS ON AND CLUSTER LIGHTS FLASH, VEHICLE JERKS BACK AND FORTH AND RADIO GOES OUT. RADIO CAME BACK ON BUT WITH NO SOUND.
CAUSE: OK
DIAG PRELIMINARY DIAGNOSTIC CHARGE IF NOT A WARRANTIABLE REPAIR
3705 W (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

1549 road test vehicle for drive ability complaint/check for engine dtcs/none stored or active. Perform diag for radio /amp has no communication/remove power from module and reapply to see if module woke up/it didnt /replace amp /verify repair

C SEE AND CONTACT 866-275-1420 FOR ENHANCED SATISFACTION
CAUSE: OK
DIAG PRELIMINARY DIAGNOSTIC CHARGE IF NOT A WARRANTIABLE REPAIR
3705 W (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

D** SUPPLIED RENTAL
RENTAL SUPPLIED RENTAL
99 W (N/C)
SUBL RENTAL
W (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00
1550 PROVIDED RENTAL VEHICLE FROM 2.24.14

E** CHECK KEYLESS TOUCH HANDLE ENTRY FEATURE INOPERATIVE.
DISCLAIMER OF WARRANTIES

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

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I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE
X

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Thank You!

LOT LOCATION
CUSTOMER #:

ROUTE 46 CHRYSLER JEEP DODGE



INVOICE

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PH: (973) 774-1000

DUPLICATE 1
PAGE 2

VAUXHALL, NJ
HOME
BUS:

SERVICE ADVISOR: 7384 WILLIAM TEGETHOFF

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	14	JEEP GRAND CHEROKEE	1C4RJFBG5EC		1549/1550	T9166	
IN-SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN14 DD			17:00 15MAR14		115.00	CASH	05MAR14
R.O. OPENED	READY	OPTIONS:					
17:01 24FEB14	14:49 05MAR14						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL	
DIAG PRELIMINARY DIAGNOSTIC CHARGE IF NOT A WARRANTIABLE REPAIR								
				3705	W		(N/C)	
PARTS:				0.00	LABOR:	0.00	OTHER:	0.00
1550 RESET SYSTEM FOR PROPER OPERATION							TOTAL LINE E:	0.00

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I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE

X

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

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Thank You!

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SERVICE DEPARTMENT HOURS
7:00 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 5:00 p.m. Saturday

R/O Open Date	R/O Number				
12/19/13	6				
R/O Close Date					
12/31/13	Reprint				
Mileage In	Mileage Out				
622	627				
Service Advisor / Tag #					
Gregory Terracciano					
Vehicle Identification Number					
1C4RJFBG5EC					
Delivery Date	In-Service Date				
11/29/13	11/29/13				
Year	Make	Model	Body	Color	License Number
2014	JEEP	GRAND CHEROKE	4WD 4DR LIMITED	MAXIMUM ST	

PATERSON, NJ		Work Phone	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - JR 01CVZWC1: PERFORM WORLD CLASS VEHICLE WALK AROUND Sub Total: Labor: .00 Parts: .00 Total: .00	
#3 - JR 49CVZ0JEEP: CK FOR RECALLS-JEEP Sub Total: Labor: .00 Parts: .00 Total: .00	
#4 - JR 27CVZCKENG: CK ENGINE LITE ON CUSTOMER STATES WHILE DRIVING JUMPED THUMPED AND LOST TRACTION AS IF NOT IN GEAR ALSO WOULD NOT GO INTO DRIVE FROM IDLE AFTER TURNING CAR OFF AND ON NOW OK Caused by CODE P076F-00 GEAR 7 INCORRECT RATIO Corrected by 08190505: (ML) Work performed by Carlos Muccillo(301) Corrected by 85410000: Work performed by Carlos Muccillo(301) PERFORM DIAGNOSTIC TEST PROCEDURES WITH WITECH REPROGRAM TCM MODULE TO LATEST SOFTWARE VERSION ROADTEST VEHICLE NOW OPERATING AS DESIGNED	Warranty Warranty
#5 - JR 29CVZ: *RADIO/ANT/SPEAK DIAG CUSTOMER STATES RADIO LOST VOLUME FLUCTUATES WHEN TURNING KNOB WONT CONTROL VOLUMN, AFTER TURNING CAR OFF IT IS OK Caused by FAULTY RADIO SOFTWARE Corrected by 08197301: (UC) Work performed by Carlos Muccillo(301)	Warranty

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.

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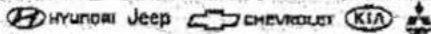
LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

2014-01-02 13:48 GLOBAL AUTO MALL 19088769500 >> 17325095015 P 1/2

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Monday - Friday
8:00 a.m. to 6:00 p.m. Saturday

R/O Open Date	R/O Number
12/19/13	
R/O Close Date	Status
12/31/13	Reprint
Mileage In	Mileage Out
622	627
Service Advisor / Tan #	
Gregory Terracciano	
Vehicle Identification Number	
1C4RJFBG5EC	
Delivery Date	In-Service Date
11/29/13	11/29/13
Color	License Number
MAXIMUM ST	

PATERSON, NJ		Work Phone	
Year	Make	Model	Body
2014	JEEP	GRAND CHEROKE	4WD 4DR LIMITED

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
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#3 - JR 49CVZ0JEEP: CK FOR RECALLS-JEEP Sub Total: Labor: .00 Parts: .00 Total: .00	
#4 - JR 27CVZCKENG: CK ENGINE LITE ON CUSTOMER STATES WHILE DRIVING JUMPED THUMPED AND LOST TRACTION AS IF NOT IN GEAR ALSO WOULD NOT GO INTO DRIVE FROM IDLE AFTER TURNING CAR OFF AND ON NOW OK Caused by CODE P076F-00 GEAR 7 INCORRECT RATIO Corrected by 08190505: (ML) Work performed by Carlos Muccillo(301) Corrected by 85410000: Work performed by Carlos Muccillo(301) PERFORM DIAGNOSTIC TEST PROCEDURES WITH WITECH REPROGRAM TCM MODULE TO LATEST SOFTWARE VERSION ROADTEST VEHICLE NOW OPERATING AS DESIGNED	Warranty Warranty
#5 - JR 29CVZ: *RADIO/ANT/SPEAK DIAG CUSTOMER STATES RADIO LOST VOLUME FLUCTUATES WHEN TURNING KNOB WONT CONTROL VOLUMN, AFTER TURNING CAR OFF IT IS OK Caused by FAULTY RADIO SOFTWARE Corrected by 08197301: (UC) Work performed by Carlos Muccillo(301)	Warranty

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 employee 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.

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NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS

X

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

2014-01-02 13:48

GLOBAL AUTO MALL

19088769500 >>

17325095015 P 2/2

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 Monday - Friday
 8:00 a.m. to 9:00 p.m. Saturday

R/O Open Date	R/O Number				
12/19/13					
R/O Close Date	Status				
12/31/13	Reprint				
Mileage In	Mileage Out				
622	627				
Service Advisor / Tech #					
Gregory Terracciano					
Vehicle Identification Number					
1C4RJFBG5EC					
Delivery Date	In-Service Date				
11/29/13	11/29/13				
Year	Make	Model	Body	Color	License Number
2014	JEEP	GRAND CHEROKEE	4WD 4DR LIMITED	MAXIMUM ST	

PATERSON, NJ		Work Phone	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Corrected by 85410000: Work performed by Carlos Muccillo(301) PERFORM DIAGNOSTIC TEST PROCEDURES REPROGRAM RADIO TO LATEST SOFTWARE ENHANCEMENT 13-38-52 TEST NOW OPERATING AS DESIGNED	Warranty
#6 - JR RENTALJEEP: SUPPLIED JEEP RENTAL VEHICLE RENTAL D272JE INV # 40716 484-226-3268 CELL OR HOME Work performed by House Tech(999)	SRV GM
***** * THANK YOU FOR SERVICING YOUR VEHICLE WITH US AT * * GLOBAL...FROM OUR SERVICE FAMILY TO YOURS, WE HOPE YOU * * HAVE A WONDERFUL AND SAFE NEW YEARS!!!!!! * *****	
Please Note: CALLED UNABLE TO REACH OWNER ON CELL STATED VOICE MAIL FULL NOT ACCEPTING CALLS CALLED HOME # NO ANS WER 12/23/13 AFTERNOON MADE SEVERAL ATTEMPTS TO RE ACH OWNER AMANDA FROM CHRYSLER 214-583-2130 TRIED ALSO TO CONTACT CUSTOMER. CAR REPAIRS WERE CO MPLETED ON 12/23/13 AWAITING OWNER TO PICK UP CAR.	

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

1876
04.04
B
3
467
L15
ST

SS

From: (215) 540-8888
Patricia Boyle
Kimmel & Silverman, P.C.
30 East Butler Pike
Ambler, PA 19002

Origin ID: QFWA



J14101402070326

Ship Date: 03APR14
ActWgt: 1.0 LB
CAD: 100586475/INET3490

Delivery Address Bar Code



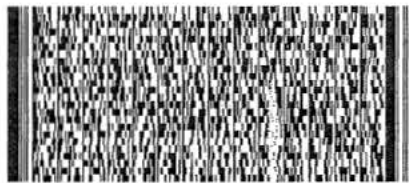
SHIP TO: (215) 540-8888
Chrysler Group LLC
Warranty Litigation Department
1000 Chrysler Drive
CIMS 485-13-62
AUBURN HILLS, MI 48326

BILL SENDER

Ref #
Invoice #
PO #
Dept #

FRI - 04 APR AA
STANDARD OVERNIGHT

TRK#
0201



XH MTCA

48326
MI-US
DTW



522G1/7809/P220

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2. Fold the printed page along the horizontal line.
3. Place label in shipping pouch and affix it to your shipment so that the barcode portion of the label can be read and scanned.

Warning: Use only the printed original label for shipping. Using a photocopy of this label for shipping purposes is fraudulent and could result in additional billing charges, along with the cancellation of your FedEx account number.

Use of this system constitutes your agreement to the service conditions in the current FedEx Service Guide, available on fedex.com. FedEx will not be responsible for any claim in excess of \$100 per package, whether the result of loss, damage, delay, non-delivery, misdelivery, or misinformation, unless you declare a higher value, pay an additional charge, document your actual loss, and file a timely claim. Limitations found in the current FedEx Service Guide apply. Your right to recover from FedEx for any loss, including intrinsic value...

IF

APPENDIX XII. SUMMONS AND CIVIL CASE INFORMATION STATEMENT (CIS)

APPENDIX XII- A. SUMMONS

Attorney(s): JACQUELINE C. HERRITT, ESQUIRE
Address: Executive Quarters
1930 E. Marlton Pike, Suite Q29
Cherry Hill, NJ 08003
Telephone No.: 856-429-8334
Attorney(s) for Plaintiff(s)

	vs.	Plaintiff(s)
Chrysler Group LLC		Defendant(s)

SUPERIOR COURT OF NEW JERSEY
LAW DIVISION
PASSAIC COUNTY

DOCKET NO. [REDACTED]
CIVIL ACTION

Summons

From The State of New Jersey To the Defendant(s) Named Above:

The plaintiff, named above, has filed a lawsuit against you in the Superior Court of New Jersey. The complaint attached to this summons states the basis for this lawsuit. If you dispute this complaint, you or your attorney must file a written answer or motion and proof of service with the deputy clerk of the Superior Court in the county listed above within 35 days from the date you received this summons, not counting the date you received it. (The address of each deputy clerk of the Superior Court is provided.) If the complaint is one in foreclosure, then you must file your written answer or motion and proof of service with the Clerk of the Superior Court, Hughes Justice Complex, CN-971, Trenton, NJ 08625. A filing fee payable to the Treasurer, State of New Jersey and a completed Case Information Statement (available from the deputy clerk of the Superior Court) must accompany your answer or motion when it is filed. You must also send a copy of your answer or motion to plaintiff's attorney whose name and address appear above, or to plaintiff, if no attorney is named above. A telephone call will not protect your rights; you must file and serve a written answer or motion (with fee of \$135.00 and completed Case Information Statement) if you want the court to hear your defense.

If you do not file and serve a written answer or motion within 35 days, the court may enter a judgment against you for the relief plaintiff demands, plus interest and costs of suit. If judgment is entered against you, the Sheriff may seize your money, wages or property to pay all or part of the judgment.

If you cannot afford an attorney, you may call the Legal Services office in the county where you live. A list of these offices is provided. If you do not have an attorney and are not eligible for free legal assistance, you may obtain a referral to an attorney by calling one of the Lawyer Referral Services. A list of these numbers is also provided. Lawyer Referral Service

Jennifer M. Perez
Acting Clerk of the Superior Court Clerk

Dated: July 23, 2014
Name of Defendant to be Served: Chrysler Group LLC
Address of the Defendant to be Served:

ATLANTIC COUNTY:
Deputy Clerk of the Superior
Court Civil Division, Direct Filing
1201 Bacharach Blvd., First
Fl. Atlantic City, NJ 08401

LA WYER REFERRAL
(609) 345-3444
LEGAL SERVICES
(609) 348-4200

BERGEN COUNTY:
Deputy Clerk of the Superior Court
Case Processing Section, Room
119 Justice Center, 10 Main St.
Hackensack, NJ 07601-0769

LAWYER REFERRAL
(201) 488-0044
LEGAL SERVICES
(201) 487-2166

BURLINGTON COUNTY:
Deputy Clerk of the Superior
Court Central Processing Office
Attn: Judicial Intake
First Fl., Courts Facility
49 Rancocas Rd.
Mt. Holly, NJ 08060

LA WYER REFERRAL
(609) 261-4862
LEGAL SERVICES
(609) 261-1088

CAMDEN COUNTY:
Deputy Clerk of the Superior
Court Civil Processing Office
1st Fl., Hall of Records
101 S. Fifth St.
Camden, NJ 08103

LA WYER REFERRAL
(856) 964-4520
LEGAL SERVICES
(856) 964-2010

CAPE MAY COUNTY:
Deputy Clerk of the Superior
Court 9 N. Main Street
Box DN-209
Cape May Court House, NJ 08210

LAWYER REFERRAL
(609) 463-03 13
LEGAL SERVICES
(609) 465-3001

CUMBERLAND COUNTY:
Deputy Clerk of the Superior
Court Civil Case Management
Office Broad & Fayette Sts., P.O.
Box 615 Bridgeton, NJ 08302

LA WYER REFERRAL
(856) 692-6207
LEGAL SERVICES
(856) 451-0003

ESSEX COUNTY:
Deputy Clerk of the Superior
Court 50 West Market Street
Room 131
Newark, NJ 07102

LA WYER REFERRAL
(973) 622-6207
LEGAL SERVICES
(973) 624-4500

GLOUCESTER COUNTY:
Députy Clerk of the Superior
Court Civil Case Management
Office Attn: Intake
First Fl., Court House
I North Broad Street, P.O. Box
129 Woodbury, NJ 08096

LA WYER REFERRAL
(856) 848-4589
LEGAL SERVICES
(856) 848-5360

HUDSON COUNTY:
Deputy Clerk of the Superior
Court Superior Court, Civil
Records Dept. Brennan Court
House] st Floor 583 Newark Ave.
Jersey City, NJ 07306

LAWYER REFERRAL
(201) 798-2727
LEGAL SERVICES
(201) 792-6363

HUNTERDON COUNTY:
Deputy Clerk of the Superior Court
Civil Division
65 Park Avenue
Flemington, NJ 08822

LA WYER REFERRAL
(908) 735-2611
LEGAL SERVICES
(908) 782-7979

MERCER COUNTY:
Deputy Clerk of the Superior Court
Local Filing Office, Courthouse 175
S. Broad Street, P.O. Box 8068
Trenton, NJ 08650

LA WYER REFERRAL
(609) 585-6200
LEGAL SERVICES
(609) 695-6249

MIDDLESEX COUNTY:
Deputy Clerk of the Superior Court
Administration Building
Third Floor
1 Kennedy Sq., P.O. Box 2633
New Brunswick, NJ 08903-2633

LA WYER REFERRAL
(732) 828-0053
LEGAL SERVICES
(732) 249-7600

MONMOUTH COUNTY:
Deputy Clerk of the Superior Court
Court House
71 Monument Park
P.O. Box 1269
Freehold, NJ 07728-1269

LA WYER REFERRAL
(732) 431-5544
LEGAL SERVICES
(732) 866-0020

MORRIS COUNTY:
Deputy Clerk of the Superior Court
Civil Division
30 Schuyler Pl., P.O. Box 910
Morristown, NJ 07960-0910

LA WYER REFERRAL
(973) 267-5882
LEGAL SERVICES
(973) 285-6911

OCEAN COUNTY:
Deputy Clerk of the Superior Court
Court House, Room 119
118 Washington Street
Toms River, NJ 08754

LAWYER REFERRAL
(732) 240-3666
LEGAL SERVICES
(732) 341-2727

PASSAIC COUNTY:
Deputy Clerk of the Superior Court
Civil Division
Court House
77 Hamilton St.
Paterson, NJ 07505

LA WYER REFERRAL
(973) 278-9223
LEGAL SERVICES
(973) 345-7171

SALEM COUNTY:
Deputy Clerk of the Superior Court
92 Market St., P.O. Box 18
Salem, NJ 08079

LA WYER REFERRAL
(856) 935-5628
LEGAL SERVICES
(856) 451-0003

SOMERSET COUNTY:

Deputy Clerk of the Superior Court Civil
Division Office
New Court House, 3rd Fl.
P.O. Box 3000
Somerville, NJ 08876

LAWYER REFERRAL
(908) 685-2323
LEGAL SERVICES
(908) 231-0840

SUSSEX COUNTY:

Deputy Clerk of the Superior Court
Sussex County Judicial Center 43-47
High Street
Newton, NJ 07860

LAWYER REFERRAL
(973) 267-5882
LEGAL SERVICES
(973) 383-7400

UNION COUNTY:



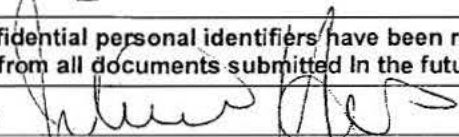
Deputy Clerk of the Superior Court 1st
Fl., Court House
2 Broad Street
Elizabeth, NJ 07207-6073

LA WYER REFERRAL
(908) 353-4715
LEGAL SERVICES
(908) 354-4340

WARREN COUNTY:

Deputy Clerk of the Superior Court Civil
Division Office
Court House
413 Second Street Belvidere,
NJ 07823-1500

LA WYER REFERRAL
(908) 267-5882
LEGAL SERVICES
(908) 475-2010

	<h2 style="margin:0;">CIVIL CASE INFORMATION STATEMENT (CIS)</h2> <p style="margin:0;">Use for initial Law Division Civil Part pleadings (not motions) under Rule 4:5-1. Pleading will be rejected for filing, under Rule 1:5-6(c), if information above the black bar is not completed or if attorney's signature is not affixed.</p>		FOR USE BY CLERKS OFFICE ONLY PAYMENT TYPE: <input type="checkbox"/> CK <input type="checkbox"/> CG <input type="checkbox"/> CA CHG/ CK NO: AMOUNT: OVERPAYMENT: BATCH NUMBER:	
	ATTORNEY/ PRO SE NAME Jacqueline C. Herritt, Esq.	TELEPHONE NUMBER (856) 429-8334	COUNTY OF VENUE Passaic County	
	FIRM NAME (if applicable) Kimmel & Silverman, P.C.		DOCKET NUMBER (Wh) [REDACTED]	
	OFFICE ADDRESS Executive Quarters 1930 E. Marlton Pike, Suite Q29 Cherry Hill, NJ 08003		DOCUMENT TYPE Complaint	
			JURY DEMAND <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
NAME OF PARTY (e.g. John Doe, Plaintiff) Ms. [REDACTED], Plaintiff		CAPTION [REDACTED] v Chrysler Group LLC		
CASE TYPE NUMBER (See reverse side for listing) 512 - Lemon Law	HURRICANE SANDY RELATED? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	IS THIS A PROFESSIONAL MALPRACTICE CASE? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO IF YOU HAVE CHECKED "YES," SEE N.J.S.A. 2A:53A-27 AND APPLICABLE CASE LAW REGARDING YOUR OBLIGATION TO FILE AN AFFIDAVIT OF MERIT.		
RELATED CASES PENDING? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		IF YES, LIST DOCKET NUMBERS		
DO YOU ANTICIPATE ADDING ANY PARTIES (arising out of same transaction or occurrence)? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		NAME OF DEFENDANT'S PRIMARY INSURANCE COMPANY, IF KNOWN <input type="checkbox"/> NONE <input checked="" type="checkbox"/> UNKNOWN		
THE INFORMATION PROVIDED ON THIS FORM CANNOT BE INTRODUCED INTO EVIDENCE.				
CASE CHARACTERISTICS FOR PURPOSES OF DETERMINING IF CASE IS APPROPRIATE FOR MEDIATION				
DO PARTIES HAVE A CURRENT, PAST OR RECURRENT RELATIONSHIP? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		IF YES, IS THAT RELATIONSHIP: <input type="checkbox"/> EMPLOYER-EMPLOYEE <input type="checkbox"/> FRIEND/NEIGHBOR <input type="checkbox"/> OTHER (explain) <input type="checkbox"/> FAMILIAL <input type="checkbox"/> BUSINESS		
DOES THE STATUTE GOVERNING THIS CASE PROVIDE FOR PAYMENT OF FEES BY THE LOSING PARTY? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO				
USE THIS SPACE TO ALERT THE COURT TO ANY SPECIAL CASE CHARACTERISTICS THAT MAY WARRANT INDIVIDUAL MANAGEMENT OR ACCELERATED DISPOSITION:				
 DO YOU OR YOUR CLIENT HAVE ANY NEEDS UNDER THE AMERICANS WITH DISABILITIES ACT? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		IF YES, PLEASE IDENTIFY THE REQUESTED ACCOMODATION PASSAIC COUNTY		
WILL AN INTERPRETER BE NEEDED? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		IF YES, FOR WHAT LANGUAGE?		
I certify that confidential personal identifiers have been redacted from documents now submitted to the court, and will be redacted from all documents submitted in the future in accordance with Rule 1:38-7(b).				
ATTORNEY SIGNATURE: 				

RECEIVED and FILED
 SUPERIOR COURT OF NEW JERSEY
 JUL 09 2014



**CIVIL CASE INFORMATION STATEMENT
(CIS)**

Use for initial pleadings (not motions) under *Rule 4:5-1*

CASE TYPES (Choose one and enter number of case type in appropriate space on the reverse side.)

Track I — 150 days' discovery

- 151 NAME CHANGE
- 175 FORFEITURE
- 302 TENANCY
- 399 REAL PROPERTY (other than Tenancy, Contract, Condemnation, Complex Commercial or Construction)
- 502 BOOK ACCOUNT (debt collection matters only)
- 505 OTHER INSURANCE CLAIM (INCLUDING DECLARATORY JUDGMENT ACTIONS)
- 506 PIP COVERAGE
- 510 UM or UIM CLAIM
- 511 ACTION ON NEGOTIABLE INSTRUMENT
- 512 LEMON LAW
- 801 SUMMARY ACTION
- 802 OPEN PUBLIC RECORDS ACT (SUMMARY ACTION)
- 999 OTHER (Briefly describe nature of action)

Track II — 300 days' discovery

- 305 CONSTRUCTION
- 509 EMPLOYMENT (other than CEPA or LAD)
- 599 CONTRACT/COMMERCIAL TRANSACTION
- 603N AUTO NEGLIGENCE – PERSONAL INJURY (non-verbal threshold)
- 603Y AUTO NEGLIGENCE – PERSONAL INJURY (verbal threshold)
- 605 PERSONAL INJURY
- 610 AUTO NEGLIGENCE – PROPERTY DAMAGE
- 621 UM or UIM CLAIM (included bodily injury)
- 699 TORT – OTHER

Track III — 450 days' discovery

- 005 CIVIL RIGHTS
- 301 CONDEMNATION
- 602 ASSAULT AND BATTERY
- 604 MEDICAL MALPRACTICE
- 606 PRODUCT LIABILITY
- 607 PROFESSIONAL MALPRACTICE
- 608 TOXIC TORT
- 609 DEFAMATION
- 616 WHISTLEBLOWER / CONSCIENTIOUS EMPLOYEE PROTECTION ACT (CEPA) CASES
- 617 INVERSE CONDEMNATION
- 618 LAW AGAINST DISCRIMINATION (LAD) CASES

Track IV – Active Case Management by Individual Judge / 450 days' discovery

- 156 ENVIRONMENTAL/ENVIRONMENTAL COVERAGE LITIGATION
- 303 MT. LAUREL
- 508 COMPLEX COMMERCIAL
- 513 COMPLEX CONSTRUCTION
- 514 INSURANCE FRAUD
- 620 FALSE CLAIMS ACT
- 701 ACTIONS IN LIEU OF PEROGATIVE WRITS

Multicounty Litigation (Track IV)

- | | |
|--|---|
| 266 HORMONE REPLACEMENT THERAPY (HRT) | 288 PRUDENT TORT LITIGATION |
| 271 ACCUTANE/ISOTRETINOIN | 289 REGLAN |
| 274 RISPERDAL/SEROQUEL/ZYPREXA | 290 POMPTON LAKES ENVIRONMENTAL LITIGATION |
| 278 ZOMETA/AREXIA | 291 PELVIC MESH/GYNECARE |
| 279 GADOLINIUM | 292 PELVIC MESH/BARD |
| 281 BRISTOL-MYERS SQUIBB ENVIRONMENTAL | 293 DEPUY ASR HIP IMPLANT LITIGATION |
| 282 FOSAMAX | 295 ALLODERM REGENERATIVE TISSUE MATRIX |
| 284 NUVARING | 296 STRYKER REJUVENATING/ABG II MODULAR HIP STEM COMPONENTS |
| 285 STRYKER TRIDENT HIP IMPLANTS | 297 MIRENA CONTRACEPTIVE DEVICE |
| 286 LEVAQUIN | 601 ASBESTOS |
| 287 YAZ/YASMIN/OCELLA | 623 PROPECIA |

If you believe this case requires a track other than that provided above, please indicate the reason on Side 1, in the space under "Case Characteristics."

Please check off each applicable category

Putative Class Action

Title 59

Jacqueline C. Herritt, Esquire
Identification No. 009131997
Alfred J. Tumolo, Esquire
Identification No. 019332007
KIMMEL & SILVERMAN, P.C.
Executive Quarters
1930 E. Marlton Pike, Suite Q29
Cherry Hill, NJ 08003

ATTORNEYS FOR PLAINTIFF

RECEIVED and FILED
SUPERIOR COURT OF NEW JERSEY

JUL 09 2014

PASSAIC COUNTY

[REDACTED]
Patterson, NJ [REDACTED]

v.

CHRYSLER GROUP LLC
c/o CT Corporation
820 Bear Tavern Road
Suite 305
West Trenton, NJ 08628

SUPERIOR COURT OF NEW JERSEY
PASSAIC COUNTY

CIVIL ACTION

NO. [REDACTED]

COMPLAINT

1. Plaintiff, [REDACTED] is an adult individual citizen and legal resident of the State of New Jersey, [REDACTED], Patterson, NJ [REDACTED].
2. Defendant, Chrysler Group LLC, is a corporation qualified to do and regularly conduct business in the State of New Jersey, with its address and principal place of business located at 12000 Chrysler Drive, Highland Park, Michigan 48288-1919, and can be served at c/o CT Corporation, 820 Bear Tavern Road, Suite 305, West Trenton, NJ 08628.

BACKGROUND

3. On or about November 29, 2013, Plaintiff purchased a new 2014 Jeep Cherokee Ltd, manufactured and warranted by Defendant, bearing the Vehicle Identification Number 1C4RJFBG5EC [REDACTED].
4. The vehicle was purchased in the State of New Jersey and is registered in the State of New Jersey.
5. The contract price of the vehicle, including registration charges, document fees, sales tax, finance and bank charges, but excluding other collateral charges not specified, yet defined by the

Lemon Law, totaled more than \$67,237.25. A true and correct copy of the contract is attached hereto, made a part hereof, and marked Exhibit "A".

6. In consideration for the purchase of said vehicle, Defendant issued to Plaintiff several warranties, guarantees, affirmations or undertakings with respect to the material or workmanship of the vehicle and/or remedial action in the event the vehicle fails to meet the promised specifications.

7. The above-referenced warranties, guarantees, affirmations or undertakings are/were part of the basis of the bargain between Defendant and Plaintiff.

8. The parties' bargain includes an express 3-year / 36,000 mile warranty, as well as other guarantees, affirmations and undertakings as stated in Defendant's warranty materials and owner's manual.

9. However, as a result of the ineffective repair attempts made by Defendant through its authorized dealer(s), the vehicle is rendered substantially impaired, unable to be utilized for its intended purposes, and is worthless to Plaintiff.

10. The first documented warranty repair attempt is believed to have occurred on or before December 19, 2013, when the vehicle odometer showed 622 miles. On that date, repair attempts were made to the engine; TCM update and radio. The repairs took over 12 days to complete. A true and correct copy of the repair invoice is attached hereto, made a part hereof and marked Exhibit "B".

11. The second documented warranty repair attempt is believed to have occurred on or before February 24, 2014, when the vehicle odometer showed 1,549 miles. On that date, repair attempts were made to the engine; radio and abnormal jerking condition. The repairs took over 9 days to complete. A true and correct copy of the repair invoice is attached hereto, made a part hereof and marked Exhibit "C".

12. The third documented warranty repair attempt is believed to have occurred on or before March 18, 2014, when the vehicle odometer showed 1,857 miles. On that date, repair attempts

were made to the engine and transmission. A true and correct copy of the repair invoice is attached hereto, made a part hereof and marked Exhibit "D".

13. The vehicle continues to exhibit defects and nonconformities which substantially impair its use, value and/or safety.

COUNT I
NEW JERSEY MOTOR VEHICLE WARRANTY ACT

14. Plaintiff hereby incorporates all facts and allegations set forth in this Complaint by reference as if fully set forth at length herein.

15. Plaintiff is a "Consumer" as defined by N.J.S.A. 56:12-30.

16. Defendant is a "Manufacturer" as defined by N.J.S.A. 56:12-30.

17. Global Auto, North Plainfield, NJ, is and/or was at the time of sale a "Dealer or Motor Vehicle Dealer" in the business of buying, selling, and/or exchanging vehicles as defined by N.J.S.A. 56:12-30.

18. On or about November 29, 2013, Plaintiff took possession of the above mentioned vehicle and experienced nonconformities as defined by N.J.S.A. 56:12-29 et seq., which substantially impair the use, value and/or safety of the vehicle.

19. Defendant through its authorized dealer failed to provide written notification that the vehicle was covered by the New Jersey Motor Vehicle Warranty Act as provided in N.J.S.A. 56:12-34(c). Plaintiff believes and therefore avers said failure is a per se violation of the New Jersey Consumer Fraud Act, N.J.S.A. 56:8-1 et seq., as well as a violation of the New Jersey Motor Vehicle Warranty Act.

20. The nonconformities described violate the express written warranties issued to Plaintiff by Defendant.

21. Section 56:12-32 of the New Jersey Motor Vehicle Warranty Act provides:

- a. If, during the period specified in section 3 of this act, the manufacturer or its dealer is unable to repair or correct a nonconformity within a reasonable time, the manufacturer shall accept return of the motor vehicle from the consumer. The manufacturer shall provide the consumer with a full refund of the purchase price of the original motor vehicle including any stated credit or allowance for the consumer's

used motor vehicle, the cost of any options or other modifications arranged, installed, or made by the manufacturer or its dealer within 30 days after the date of original delivery, and any other charges or fees including, but not limited to, sales tax, license and registration fees, finance charges, reimbursement for towing and reimbursement for actual expenses incurred by the consumer for the rental of a motor vehicle equivalent to the consumer's motor vehicle and limited to the period during which the consumer's motor vehicle was out of service due to a nonconformity, less a reasonable allowance for vehicle use.

22. Section 56:12-33 of the New Jersey Motor Vehicle Warranty Act provides a presumption of a reasonable number of repair attempts:

- a. It is presumed that a manufacturer or its dealer is unable to repair or correct a nonconformity within a reasonable time if, within the first 24,000 miles of operation or during the period of two years following the date of original delivery of the motor vehicle to a consumer, whichever is the earlier date:
 - (1) Substantially the same nonconformity has been subject to repair three or more times by the manufacturer or its dealer and the nonconformity continues to exist; or
 - (2) The motor vehicle is out of service by reason of repair for one or more nonconformities for a cumulative total of 20 or more calendar days since the original delivery of the motor vehicle and a nonconformity continues to exist.
- b. The presumption contained in sub-section a. of this section shall apply against a manufacturer only if the manufacturer has received written notification, by or on behalf of the consumer, by certified mail return receipt requested, of a potential claim pursuant to the provisions of this act and has had one opportunity to repair or correct the defect or condition within 10 calendar days following receipt of the notification. Notification by the consumer shall take place any time after the motor vehicle has had substantially the same nonconformity subject to repair two or more times or has been out of service by reason of repair for a cumulative total of 20 or more calendar days.

23. Plaintiff has satisfied the above definition as the vehicle has been subject to repair more than three (3) times for the same nonconformity, and the nonconformity remained uncorrected.

24. In addition, the above vehicle has or will be out of service by reason of the nonconformities complained of for a cumulative total of twenty (20) or more calendar days.

25. Plaintiff has delivered the nonconforming vehicle to an authorized service and repair facility of the Defendant on numerous occasions as outlined below.

26. After a reasonable number of attempts, Defendant was unable to repair the nonconformities.

27. Plaintiff has been and will continue to be financially damaged due to Defendant's intentional, reckless, wanton, and negligent failure to comply with the provisions of N.J.S.A. 56:12-29 et seq.

28. Plaintiff has provided Defendant with a final repair opportunity prior to filing the within Complaint.

29. Pursuant to N.J.S.A. 56:12-29 et seq., Plaintiff seeks relief for losses due to the nonconformities and defects in the above-mentioned vehicle in addition to reasonable attorney fees and all court costs.

WHEREFORE, Plaintiff respectfully demands judgment against Defendant in an amount equal to the price of the subject vehicle, plus all collateral charges, attorneys' fees, and court costs.

COUNT II
MAGNUSON-MOSS (FTC) WARRANTY IMPROVEMENT ACT

30. Plaintiff hereby incorporates all facts and allegations set forth in this Complaint by reference as if fully set forth at length herein.

31. Plaintiff has or may have resorted to Defendant's informal dispute settlement procedure, to the extent said procedure complies with 16 CFR 703.

32. Plaintiff avers that the Federal Trade Commission (FTC) has determined that no automobile manufacturer complies with 16 CFR 703. See, Fed. Reg. 15636, Vol. 62, No. 63 (Apr. 2, 1997).

33. Plaintiff is a "Consumer" as defined by 15 U.S.C. §2301(3).

34. Defendant is a "supplier", "warrantor", and a "service contractor" as defined by 15 U.S.C. § 2301 (4),(5) and (8).

35. The subject vehicle is a "consumer product" as defined by 15 U.S.C. § 2301(1).

36. By the terms of its written warranties, affirmations, promises, or service contracts, Defendant agreed to perform effective repairs at no charge for parts and/or labor.

37. The Magnuson-Moss Warranty Improvement Act requires Defendant to be bound by all warranties implied by state law. Said warranties are imposed on all transactions in the state in which the vehicle was delivered.

38. Defendant has made attempts on several occasions to comply with the terms of its express warranties; however, such repair attempts have been ineffective.

39. The Magnuson-Moss Warranty Improvement Act, 15 U.S.C. §2310(d)(2) provides:

If a consumer finally prevails on an action brought under paragraph (1) of this subsection, he may be allowed by the court to recover as part of the judgment a sum equal to the amount of aggregate amount of costs and expenses (including attorney fees based upon actual time expended), determined by the court to have been reasonably incurred by the Plaintiff for, or in connection with the commencement and prosecution of such action, unless the court, in its discretion shall determine that such an award of attorney's fees would be inappropriate.

40. Plaintiff has afforded Defendant a reasonable number of opportunities to conform the vehicle to the aforementioned express warranties, implied warranties and contracts.

41. As a direct and proximate result of Defendant's failure to comply with the express written warranties, Plaintiff has suffered damages and, in accordance with 15 U.S.C. §2310(d)(1), Plaintiff is entitled to bring suit for such damages and other legal and equitable relief.

42. Defendant's failure is a breach of Defendant's contractual and statutory obligations constituting a violation of the Magnuson-Moss Warranty Improvement Act, including but not limited to: breach of express warranties; breach of implied warranty of merchantability; breach of implied warranty of fitness for a particular purpose; breach of contract; and constitutes an Unfair Trade Practice.

43. Plaintiff avers that Defendant's warranty was not provided to Plaintiff until after the vehicle was delivered, making any and all limitations, disclaimers and/or alternative dispute provisions ineffective for a failure of consideration.

44. Plaintiff avers Defendant's Dispute Resolution Program was not in compliance with 16 CFR 703 for the model year of the subject vehicle.

45. Plaintiff avers that Defendant's warranty did not require Plaintiff to first resort to a Dispute Resolution Program before filing suit.

46. Plaintiff avers that upon successfully prevailing upon the Magnuson-Moss claim herein, all attorney fees are recoverable and are demanded against Defendant.

WHEREFORE, Plaintiff respectfully demands judgment against Defendant in an amount equal to the price of the subject vehicle, plus all collateral charges, incidental and consequential damages, reasonable attorneys' fees, and all court costs.

COUNT III
UNIFORM COMMERCIAL CODE

47. Plaintiff hereby incorporates all facts and allegations set forth in this Complaint by reference as if fully set forth at length herein.

48. The defects and nonconformities existing within the vehicle constitute a breach of contractual and statutory obligations of Defendant, including but not limited to the following:

- a. Express Warranty;
- b. Implied Warranty Of Merchantability; and
- c. Implied Warranty Of Fitness For A Particular Purpose.

49. At the time of obtaining possession of the vehicle and at all times subsequent thereto, Plaintiff has justifiably relied upon Defendant's express warranties and implied warranties of fitness for a particular purpose and implied warranties of merchantability.

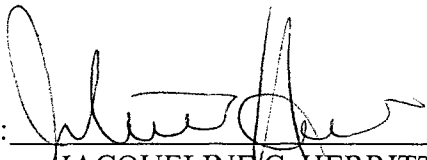
50. At the time of obtaining possession of the vehicle and at all times subsequent thereto, Defendant was aware Plaintiff was relying upon Defendant's express and implied warranties, obligations, and representations with regard to the subject vehicle.

51. Plaintiff has incurred damages as a direct and proximate result of the breach and failure of Defendant to honor its express and implied warranties.

52. Such damages include, but are not limited to, the contract price of the vehicle plus all collateral charges, including attorney fees and costs, as well as other expenses, the full extent of which are not yet known.

WHEREFORE, Plaintiff respectfully demands judgment against Defendant in an amount equal to the contract price of the vehicle, plus all collateral charges and attorneys' fees.

KIMMEL & SILVERMAN, P.C.

By: 
JACQUELINE C. HERRITT, ESQUIRE
Attorney for Plaintiff
Executive Quarters
1930 E. Marlton Pike, Suite Q29
Cherry Hill, NJ 08003
(856) 429-8334

JURY-DEMAND

Plaintiff hereby demands a trial by jury as to all the issues

KIMMEL & SILVERMAN, P.C.

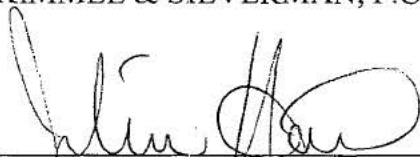
By: 

JACQUELINE C. HERRITT, ESQUIRE
Attorney for Plaintiff

CERTIFICATION PURSUANT TO R.4:15-1

Upon knowledge and belief I hereby certify that there are no other actions or arbitrations related to this suit pending or presently contemplated.

KIMMEL & SILVERMAN, P.C.


By: 

JACQUELINE C. HERRITT, ESQUIRE
Attorney for Plaintiff

CERTIFICATION OF NOTICE

Pursuant to N.J.S.A. 56:8-20 Plaintiff is mailing a copy of this Complaint to the Office of the Attorney General, Richard J. Hughes Justice Complex, 25 West Market Street in the City of Trenton, County of Mercer, in the state of New Jersey on

KIMMEL & SILVERMAN, P.C.


By: 

JACQUELINE C. HERRITT, ESQUIRE
Attorney for Plaintiff

DESIGNATION OF TRIAL COUNSEL

PLEASE TAKE NOTICE that pursuant to Rule 4:25-4, Alfred J. Tumolo is designated as trial counsel for plaintiff, Desiree Kalo, in this case.

KIMMEL & SILVERMAN, P.C.

By: 
JACQUELINE C. HERRITT, ESQUIRE
Attorney for Plaintiff

Motor Vehicle
Retail Order

New Used

Demo Lease

GLOBAL AUTOMALL

Route 22 West
N. Plainfield, N.J. 07060
(908) 757-4000

www.GlobalAutoMall.com

NO VERBAL COMMITMENTS WERE
MADE TO ME OTHER THAN WHAT
WAS WRITTEN ON THE ORDER.
OK/

STOCK
NO

SALESPERSON

YEAR & MAKE _____ MODEL _____ CAR
TRUCK

BODY TYPE _____ COLOR _____ MILES _____ SERIAL NO. _____

INTERIOR TRIM COLOR _____

Prior to Delivery of the vehicle listed above, customer shall elect one of the following and so advise dealership:
* Cash Purchase * Finance Purchase * Lease

IF A CREDIT SALE, REQUIRED INFORMATION CONTAINED ON A SEPARATE DISCLOSURE STATEMENT IS MADE A PART OF THIS ORDER.

IF A LEASE, COMPLETE DISCLOSURE OF ALL LEASE TERMS AND CONDITIONS IS CONTAINED ON A SEPARATE LEASE CONTRACT.

TO BE DELIVERED ON OR ABOUT _____

Price of Unit	
Additional Equipment (options)	

IF A LEASE, THE FOLLOWING APPLY:

MONTHLY PAYMENT AMOUNT \$ _____

TERM _____ MONTHS

MILEAGE PER YEAR _____

CASH DUE AT DELIVERY \$ _____

*Subject To Primary Lender's Rate & Approval.

IF A PURCHASE, THE FOLLOWING APPLY:

TOTAL PRICE OF VEHICLE _____

Less Trade-in Allowance _____

Vehicle Theft Protection Warranty-Optional
(\$2,500.00 theft guarantee and may qualify for reimbursement on vehicle compromise) \$239.00

TOTAL TAXABLE AMOUNT _____

Plus State Sales Tax _____

Motor Vehicle Tire Fee - \$1.50 per New Tire \$7.50

Title and Registration Fees (Estimated)
(See Paragraph 15 on Reverse Side) _____

Supplemental Titling Fee _____

Documentary Fee: Clerical Expense \$219.00
Document Delivery Service \$129.00
(See Paragraph 16 on Reverse Side) \$348.00

PLUS: PAYOFF ON TRADE-IN _____

LESS CONSUMER CASH ALLOWANCE _____

TOTAL BALANCE DUE _____

NON-REFUNDABLE DEPOSIT _____

(ASK SALESPERSON FOR A SEPARATE GLOBAL AUTO MALL RECEIPT)

BALANCE IN CASH, CERTIFIED CHECK _____

DUE ON DELIVERY _____

INS. CO. _____ POLICY # _____

AGENT _____ AGENCY _____

PHONE _____ FAX _____

IF A NEW VEHICLE SALE OR LEASE

The only warranties applying to this vehicle are those offered by the manufacturer. Dealer sells/leases this vehicle "as is" and hereby disclaims all warranties, either express or implied, including any implied warranties of merchantability and fitness for a particular purpose. Any liability of dealer with respect to defects or malfunctions of this vehicle including, without limitation, those which pertain to performance or safety, (whether by way of "strict liability," based upon dealer's negligence, or otherwise), is expressly excluded and customer hereby assumes any such risks. The manufacturer's warranty is not affected by this disclaimer of warranties by dealer.

IF USED VEHICLE SALE OR LEASE-CHECK APPROPRIATE BOX

This vehicle is sold/leased "as is" and dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability and fitness for a particular purpose. Any liability of dealer with respect to defects or malfunctions of this vehicle including, without limitation, those which pertain to performance or safety, (whether by way of "strict liability," based upon dealer's negligence, or otherwise), is expressly excluded and customer hereby assumes any such risks.

OR

The only dealer warranty on this vehicle is the limited warranty which is issued with and made a part of this order form.

ALL USED VEHICLE SALES-DEALER'S OBLIGATION

The laws of New Jersey require Motor Vehicle Dealers to make all necessary repairs, without charge, or return the full purchase price (if a sale) to the customer in the event a used vehicle sold and intended to be registered in this State fails to meet State Inspection Standards for the issuance of a certificate of approval due to a defect that is not the result of the customer's own act. The undersigned, before entering into this contract, has been informed of dealer's obligation above and agrees to have the used vehicle inspected within 14 days from the issuance of the permanent registration for such vehicle.

WAIVER OF DEALER'S OBLIGATION (USED VEHICLE SALE)

I, the undersigned, hereby certify and acknowledge that I have read, understood, and agree to WAIVE AND RELEASE the DEALER'S OBLIGATION to make repairs without charge or return the full purchase price if the vehicle fails to meet State Inspection Standards for the issuance of a certificate of approval, which the cause for the vehicle's registration is an item which is covered by New Jersey's Used Car Lemon/Law (P.L. 1995, Chp. 373).

TRADE-IN DESCRIPTION AND ALLOWANCE

Year _____ Make _____ Model _____

Serial No. _____ Mileage _____

Trade-in Value _____ Date of _____

Less Balance Owed _____

Net Trade-in Allowance _____

Balance Owed to: _____

Address: _____

Account No.: _____

Info. From _____

Customer certifies that the frame on the above mileage of trade-in vehicle is accurate and has never been repaired. All airbags never been deployed. Also, that the vehicle's emission control system tampered with.



RETAIL INSTALLMENT SALE CONTRACT SIMPLE FINANCE CHARGE

Dealer Number _____ Contract Number _____

Buyer Name and Address [REDACTED]	Co-Buyer Name and Address (Including County and Zip Code)	Creditor-Seller (Name and Address) GENERAL HOLDINGS CORP 1000 RT 27 N Plainfield, NJ 07060
--------------------------------------	--	---

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

New/Used/Demo	Year	Make and Model	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2014	JEEP GRAND CHEROKEE	[REDACTED]	<input checked="" type="checkbox"/> personal, family or household <input type="checkbox"/> business <input type="checkbox"/> agricultural

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of
5.99%	\$ 16,534.21	\$ 46,848.00	\$ 63,437.25	\$ 67,272.21

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due
78	\$ 826.34	Monthly beginning 04/22/14

Or As Follows:

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, or household use and the cash price is \$ 10,000 or less, the charge for each late payment will be \$ 10.

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.

1. Cash Price (including \$ <u>3,210.34</u> sales tax)	\$ <u>43,628.34</u> (1)
2. Total Downpayment =	
Trade-In	2011 JEEP GRAND CHEROKEE
(Year) (Make) (Model)	
Gross Trade-In Allowance	\$ _____
Less Pay Off Made By Seller	\$ _____
Equals Net Trade In	\$ _____
+ Cash	\$ <u>3,600.00</u>
+ Other	\$ _____
(If total downpayment is negative, enter "0" and see 4J below)	\$ <u>3,600.00</u> (2)
3. Unpaid Balance of Cash Price (1 minus 2)	\$ <u>39,928.34</u> (3)
4. Other Charges Including Amounts Paid to Others on Your Behalf (Seller may keep part of these amounts):	
A. Cost of Optional Credit Insurance Paid to Insurance Company or Companies:	
Life	\$ _____
Disability	\$ _____
B. Other Optional Insurance Paid to Insurance Company or Companies	\$ _____
C. Official Fees Paid to Government Agencies	
to _____ for _____	\$ _____
to _____ for _____	\$ _____
to _____ for _____	\$ _____
D. Optional Gap Contract	\$ _____

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.

If any insurance is checked below, policies or certificates from the named insurance company will describe the terms and conditions.

Check the Insurance you want and sign below:

Optional Credit Insurance

Credit Life: Buyer Co-Buyer Both

Credit Disability (Buyer 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 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 pays the unpaid part of the amount financed if you die. This insurance pays only the amount you would owe if you paid all your payments on time. Credit disability insurance pays the scheduled payments due under this contract while you are disabled. This insurance does not cover any increase in your payment or in the number of payments. The policies or certificates issued by the named insurance companies may further limit the coverage that credit life or credit disability insurance provides. See the policies or certificates for coverage limits and other terms and conditions. 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

Insurance Company Name _____

Home Office Address _____

F. Vehicle Title Fee	\$	N/A
G. Government Taxes Not Included in Cash Price	\$	N/A
H. Government License and/or Registration Fees	\$	N/A
I. Government Certificate of Title Fees	\$	N/A
J. Other Charges (Seller must identify who is paid and describe purpose)	\$	N/A
to _____ for Prior Credit or Lease Balance	\$	N/A
to GLOBAL MOTORS CORP for DOCUMENT FEE	\$	348.00
to Royal Guard Maintenance for MAINTENANCE	\$	749.00
to FINEST EXTENDED WARRANTY for SERVICE CONTRACT	\$	1,997.00
to _____ for _____	\$	N/A
to _____ for _____	\$	N/A
to _____ for _____	\$	N/A
to _____ for _____	\$	N/A
to _____ for _____	\$	N/A
to _____ for _____	\$	N/A
to _____ for _____	\$	N/A
to _____ for _____	\$	N/A
Total Other Charges and Amounts Paid to Others on Your Behalf	\$	2,094.00 (4)
5. Amount Financed (3 + 4)	\$	11,749.00 (5)

Other optional insurance is not required to obtain credit. Your decision to buy or not buy other optional insurance will not be a factor in the credit approval process. It will not be provided unless you sign and agree to pay the extra cost.

I want the insurance checked above.



Date _____

Date _____

THIS DOES NOT INCLUDE INSURANCE ON YOUR LIABILITY FOR BODILY INJURY OR PROPERTY DAMAGE. WITHOUT SUCH INSURANCE, YOU MAY NOT OPERATE THIS VEHICLE ON PUBLIC HIGHWAYS.

OPTION: You pay no finance charge if the Amount Financed, Item 5, is paid in full on or before _____ Year. SELLER'S INITIALS _____

Returned Check Charge: You agree to pay a charge of \$ 20 if any check you give us is dishonored and the law allows it.

If this box is checked, the following late charge applies to vehicles purchased primarily for business or agricultural use. If a payment is not received in full within _____ days after it is due, you will pay a late charge of \$ _____ or _____ % of the payment that is late, whichever is less. If this box is not checked, the late charge in the "Federal Truth-In-Lending Disclosures" still applies.

OPTIONAL GAP CONTRACT. A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in Item 4D of the Itemization of Amount Financed. See your gap contract for details on the terms and conditions it provides. It is a part of this contract.

Term _____ Mos. Name of Gap Contract _____

NO COOLING OFF PERIOD
State law does not provide for a "cooling off" or cancellation period for this sale. After you sign this contract, you may only cancel it if the seller agrees or for legal cause. You cannot cancel this contract simply because you change your mind. This notice does not apply to home solicitation sales.

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

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between you and us relating to this contract. Any change to this contract must be in writing and we must sign it. No oral changes are binding. Buyer Signs Co-Buyer Signs
If any part of this contract is not valid, all other parts stay valid. We may delay or refrain from enforcing any of our rights under this contract without losing them. For example, we may extend the time for making some payments without extending the time for making others.
See back for other important agreements.

NOTICE TO RETAIL BUYER

Do not sign this contract in blank.
You are entitled to a copy of the contract at the time you sign.
Keep it to protect your legal rights.

You agree to the terms of this contract. You confirm that before you signed this contract, we gave it to you, and you were free to take it and review it. You confirm that you received a completely filled-in copy when you signed it.

Buyer Signs Date 11/20/14 Co-Buyer Signs Date _____

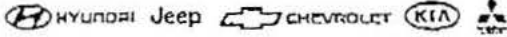
Co-Buyers and Other Owners — A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other owner signs here Address _____
Seller signs _____ Date 11/20/14 By Title _____

Seller assigns its interest in this contract to _____ (Assignee) under the terms of Seller's agreement(s) with Assignee.
 Assigned with recourse Assigned without recourse Assigned with limited recourse

Seller _____ By _____ Title _____

GLOBAL AUTOMALL



Route 22 West • N. PLAINFIELD, NJ • 908.767.4000 • Service: 908.767.8000

globalautomall.com

SERVICE DEPARTMENT HOURS

7:00 a.m. to 8:00 p.m.
Monday - Friday
8:00 a.m. to 5:00 p.m. Saturday

R/O Open Date	R/O Number
12/19/13	
R/O Close Date	Status
12/31/13	Reprint
Mileage In	Mileage Out
622	627
Service Advisor / Tag #	
Gregory Terracciano	
Vehicle Identification Number	
1C4RJFBGSEC	
Delivery Date	In-Service Date
11/29/13	11/29/13
Color	License Number
MAXIMUM ST	

[REDACTED]			Work Phone
[REDACTED]			[REDACTED]
[REDACTED]			Home Phone
[REDACTED]			[REDACTED]
Year	Make	Model	Body
2014	JEEP	GRAND CHEROKE	4WD 4DR LIMITED

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - JR 01CVZWCI: PERFORM WORLD CLASS VEHICLE WALK AROUND Sub Total: Labor: .00 Parts: .00 Total: .00	
#3 - JR 49CVZ0JEEP: CK FOR RECALLS-JEEP Sub Total: Labor: .00 Parts: .00 Total: .00	
#4 - JR 27CVZCKENG: CK ENGINE LITE ON CUSTOMER STATES WHILE DRIVING JUMPED THUMPED AND LOST TRACTION AS IF NOT IN GEAR ALSO WOULD NOT GO INTO DRIVE FROM IDLE AFTER TURNING CAR OFF AND ON NOW OK Caused by CODE P076F-00 GEAR 7 INCORRECT RATIO Corrected by 08190505: (ML) Work performed by Carlos Muccillo(301) Corrected by 85410000: Work performed by Carlos Muccillo(301) PERFORM DIAGNOSTIC TEST PROCEDURES WITH WITECH REPROGRAM TCM MODULE TO LATEST SOFTWARE VERSION ROADTEST VEHICLE NOW OPERATING AS DESIGNED	Warranty Warranty
#5 - JR 29CVZ: *RADIO/ANT/SPEAK DIAG CUSTOMER STATES RADIO LOST VOLUME FLUCTUATES WHEN TURNING KNOB WONT CONTROL VOLUMN, AFTER TURNING CAR OFF IT IS OK Caused by FAULTY RADIO SOFTWARE Corrected by 08197301: (UC) Work performed by Carlos Muccillo(301)	Warranty

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

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.
X



GLOBAL AUTOMALL



Route 22 West • N. PLAINFIELD, NJ • 908.757.4000 • Service: 908.757.5000
globalautomall.com

SERVICE DEPARTMENT HOURS
7:00 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 5:00 p.m. Saturday

R/O Open Date	R/O Number
12/19/13	
R/O Close Date	STATUS
12/31/13	Reprint
Mileage In	Mileage Out
622	627
Service Advisor / Tag #	
Gregory Terracciano	
Vehicle Identification Number	
1C4RJFBG5EC	
Delivery Date	In-Service Date
11/29/13	11/29/13
Color	License Number
MAXIMUM ST	

PATRICKSON, NJ			
Year	Make	Model	Body
2014	JEEP	GRAND CHEROKE	4WD 4DR LIMITED

Work Phone	Home Phone

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Corrected by 85410000: Work performed by Carlos Muccillo(301) PERFORM DIAGNOSTIC TEST PROCEDURES REPROGRAM RADIO TO LATEST SOFTWARE ENHANCEMENT 13-38-52 TEST NOW OPERATING AS DESIGNED	Warranty
#6 - JR RENTALJEEP: SUPPLIED JEEP RENTAL VEHICLE RENTAL D272JE INV # 40716 484-226-3268 CELL OR HOME Work performed by House Tech(999)	SRV GM
***** * THANK YOU FOR SERVICING YOUR VEHICLE WITH US AT * * GLOBAL...FROM OUR SERVICE FAMILY TO YOURS, WE HOPE YOU * * HAVE A WONDERFUL AND SAFE NEW YEARS!!!!!! * *****	
Please Note: CALLED UNABLE TO REACH OWNER ON CELL STATED VOICE MAIL FULL NOT ACCEPTING CALLS CALLED HOME # NO ANS WER 12/23/13 AFTERNOON MADE SEVERAL ATTEMPTS TO RE ACH OWNER.AMANDA FROM CHRYSLER 214-583-2130 TRIED ALSO TO CONTACT CUSTOMER.CAR REPAIRS WERE CO MPLETED ON 12/23/13 AWAITING OWNER TO PICK UP CAR.	

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	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

LOT LOCATION:

CUSTOMER #:

ROUTE 46 CHRYSLER JEEP DODGE



INVOICE

1655 ROUTE 46 EAST · LITTLE FALLS, NJ 07424

PH: (973) 774-1000

VAUXHALL, NJ

PAGE 1

HOME: CONT:N/A

BUS: CELL:

SERVICE ADVISOR: 7384 WILLIAM TEGETHOFF

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	14	JEEP GRAND CHEROKEE	1C4RJFEG5EC		1549/1550	T9166	
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN14 DE			17:00 25FEB14		115.00	CASH	04MAR14

R.O. OPENED	READY	OPTIONS:
17:01 24FEB14	16:05 04MAR14	

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

A FREE-46 POINT CK UP
 46 FREE-46 POINT CK UP
 3705 ISP (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

B CUSTOMER STATES CHECK ENGINE LAMP IS ON AND CLUSTER LIGHTS FLASH,
 VEHICLE JERKS BACK AND FORTH AND RADIO GOES OUT. RADIO CAME
 BACK ON BUT WITH NO SOUND.
 CAUSE: OK
 DIAG PRELIMINARY DIAGNOSTIC CHARGE IF NOT A
 WARRANTIABLE REPAIR
 3705 W (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

1549 road test vehicle for drive ability complaint/check for engine
 dtcs/none stored or active. Perform diag for radio /amp has no
 communication/remove power from module and reapply to see if module
 woke up/it didnt /replace amp /verify repair
 C SEE AND CONTACT 866-275-1420 FOR ENHANCED SATISFACTION
 CAUSE: OK
 DIAG PRELIMINARY DIAGNOSTIC CHARGE IF NOT A
 WARRANTIABLE REPAIR
 3705 W (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

LOANER

DISCLAIMER OF WARRANTIES
 ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE WARRANTIES, IF ANY,
 MADE BY THE MANUFACTURER. THE SELLER, ROUTE 46 CHRYSLER JEEP DODGE, HEREBY
 EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY
 IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND
 ROUTE 46 CHRYSLER JEEP DODGE NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON
 TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCT.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE

X

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

CUSTOMER COPY

Thank You!



LOT LOCATION: [REDACTED]
CUSTOMER #: [REDACTED]

ROUTE 46 CHRYSLER JEEP DODGE



INVOICE

1655 ROUTE 46 EAST · LITTLE FALLS, NJ 07424
PH: (973) 774-1000

DUPLICATE 1
PAGE 1

VAUXHALL, NJ [REDACTED]

SERVICE ADVISOR: 7384 WILLIAM TEGETHOFF

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
	14	JEEP GRAND CHEROKEE	1C4RJFBG5EC [REDACTED]		1549/1550	T9166

IN SERVICE DATE	PROG DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
01JAN14 DE			17:00 15MAR14		115.00	CASH	05MAR14

R.O. OPENED	READY	OPTIONS
17:01 24FEB14	14:49 05MAR14	

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

A FREE-46 POINT CK UP
46 FREE-46 POINT CK UP
3705 ISP (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

B CUSTOMER STATES CHECK ENGINE LAMP IS ON AND CLUSTER LIGHTS FLASH,
VEHICLE JERKS BACK AND FORTH AND RADIO GOES OUT. RADIO CAME
BACK ON BUT WITH NO SOUND.

CAUSE: OK
DIAG PRELIMINARY DIAGNOSTIC CHARGE IF NOT A
WARRANTIABLE REPAIR
3705 W (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

1549 road test vehicle for drive ability complaint/check for engine
dtes/none stored or active. Perform diag for radio /amp has no
communication/remove power from module and reapply to see if module
woke up/it didnt /replace amp /verify repair

C SEE AND CONTACT 866-275-1420 FOR ENHANCED SATISFACTION
CAUSE: OK
DIAG PRELIMINARY DIAGNOSTIC CHARGE IF NOT A
WARRANTIABLE REPAIR
3705 W (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

D** SUPPLIED RENTAL
RENTAL SUPPLIED RENTAL
99 W (N/C)
SUBL RENTAL
W (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00
1550 PROVIDED RENTAL VEHICLE FROM 2.24.14

E** CHECK KEYLESS TOUCH HANDLE ENTRY FEATURE INOPERATIVE

DISCLAIMER OF WARRANTIES
ANY WARRANTIES ON THE PRODUCTS SOLO HEREBY ARE THOSE WARRANTIES, IF ANY,
MAOE BY THE MANUFACTURER. THE SELLER, ROUTE 46 CHRYSLER JEEP OODGE, HEREBY
EXPRESSLY OISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY
IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND
ROUTE 46 CHRYSLER JEEP OODGE NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON
TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAIO PRODUCT.

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

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE

X

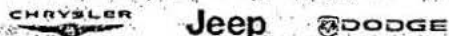
CUSTOMER COPY

Thank You!

LOT LOCATION:

CUSTOMER #:

ROUTE 46 CHRYSLER JEEP DODGE



INVOICE

1655 ROUTE 46 EAST · LITTLE FALLS, NJ 07424

PH: (973) 774-1000

DUPLICATE 1
PAGE 2

VAUXHALL, NJ

SERVICE ADVISOR: 7384 WILLIAM TEGETHOFF

YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG		
14	JEEP GRAND CHEROKEE	1C4RJFBG5EC		1549/1550	T9166		
IN SERVICE DATE	PROD. DATE	WARR. EXP	PROMISED	PO NO	RATE	PAYMENT	INV. DATE
01JAN14 DD			17:00 15MAR14		115.00	CASH	05MAR14

R.O. OPENED	READY	OPTIONS
17:01 24FEB14	14:49 05MAR14	

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

DIAG PRELIMINARY DIAGNOSTIC CHARGE IF NOT A WARRANTIABLE REPAIR

3705 W (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

1550 RESET SYSTEM FOR PROPER OPERATION

LOANER

DISCLAIMER OF WARRANTIES

ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE WARRANTIES, IF ANY, MADE BY THE MANUFACTURER. THE SELLER, ROUTE 46 CHRYSLER JEEP DODGE, HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND ROUTE 46 CHRYSLER JEEP DODGE NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCT.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE

X

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

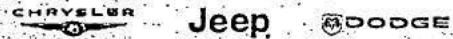
CUSTOMER COPY

Thank You!

LOT LOCATION:

CUSTOMER #

ROUTE 46 CHRYSLER JEEP DODGE



INVOICE

1655 ROUTE 46 EAST LITTLE FALLS, NJ 07424

PH: (973) 774-1000

VAUXHALL NJ

PAGE 1

SERVICE ADVISOR: 7384 WILLIAM TEGETHOFF

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
	14	JEEP GRAND CHEROKEE	1C4RJFBG5EC		1857/1860	T9575A

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
01JAN14 DD			17:00 18MAR14		115.00	CASH	19MAR14

R.O. OPENED	READY	OPTIONS
08:25 18MAR14	09:56 19MAR14	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	FREE-46	POINT	CK UP				

CAUSE: OK

46 FREE-46 POINT CK UP

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

1857 46 point inspection Performed 46 point inspection.

B CUSTOMER STATES WHEN REVERSING OUT OF PARKING SPOT, WHEN PUT INTO DRIVE VEHICLE WOULD NOT MOVE FORWARD CUSTOMER SHUT OFF VEHICLE AND RESTARTED. PUT INTO DRIVE AND VEHICLE WOULD MOVE FORWARD. CHECK AND ADVISE

CAUSE: OK

DIAG PRELIMINARY DIAGNOSTIC CHARGE IF NOT A WARRANTIABLE REPAIR

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

1860 Vehicle operating as designed Road tested vehicle. Performed numerous parking lot maneuvers and was not able to duplicate customers concern. Checked for DTCs and none found. Found no STAR cases relating to concern. Found update for TCM. Reprogrammed TCM.

DISCLAIMER OF WARRANTIES ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE WARRANTIES, IF ANY, MADE BY THE MANUFACTURER. THE SELLER, ROUTE 46 CHRYSLER JEEP DODGE, HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND ROUTE 46 CHRYSLER JEEP DODGE NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCT.

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

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE X _____

CUSTOMER COPY

Thank You!



PE15-030

FLAT CHRYSLER

11-24-2015

ENCLOSURE 4

Legal Backup

SUBJECT





KIMMEL & SILVERMAN

P.C.

1-800-LEMON LAW
www.lemonlaw.com

CORPORATE HEADQUARTERS
30 E. Butler Pike
Ambler, PA 19002
P (215) 540-8888
F (215) 540-8817

WESTERN PA OFFICE, 100 Ross Street, Suite 330, Pittsburgh, PA 15219, P (412) 566-1001, F (412) 566-1005

NEW JERSEY OFFICE, Executive Quarters, 1930 E. Marlton Pike, Suite Q29, Cherry Hill, NJ 08003, P (856) 429-8334, F (856) 216-7344

DELAWARE OFFICE, 501 Silverside Road, Suite 118, Wilmington, DE 19809, P (302) 791-9373, F (302) 791-9476

CONNECTICUT OFFICE, 136 Main Street, Suite 301, Danielson, CT 06239, P (860) 866-4380, F (860) 263-0919

NEW YORK OFFICE, 1001 Avenue of the Americas, 12th Floor, New York, NY 10018, P (212) 719-7543, F (877) 617-2515

BUFFALO, NY OFFICE, 1207 Delaware Avenue, Suite 440, Buffalo, NY 14209, P (716) 332-6112, F (800) 863-1689

PLEASE REMIT ALL CORRESPONDENCE TO THE AMBLER OFFICE

January 12, 2015

JACQUELINE C. HERRITT
ROBERT A. RAPKIN
ANGELA K. TROCCOLI
AMY L. BENNECOFF GINSBURG
TARA L. PATTERSON
W. CHRISTOPHER COMPONOV
ZACHARY S. KAPPEL
JASON L. GRESHES
DAIVY P. DAMBREVILLE
JOHN A. DINGLE
ROBERT E. WILLIAMS
STEVEN MEDINA
SHANNON R. HARKINS

ROBERT M. SILVERMAN
CRAIG THOR KIMMEL

* Member, PA Bar
* Member, NJ Bar
* Member, DE Bar
* Member, NY Bar
* Member, MA Bar
* Member, MD Bar
* Member, OH Bar
* Member, MI Bar
* Member, NH Bar
* Member, CT Bar
* Member, TN Bar
* Member, WY Bar
* Member, DC Bar
* Member, CA Bar
* Member, WI Bar
* Member, TX Bar
* Member, WV Bar
* Member, CO Bar
* Member, FL Bar

FCA USA LLC
1000 Chrysler Drive
Auburn Hills, Detroit, MI 48226
Fax: 518-869-3334

Re: Mr. [REDACTED]
204 Jeep Grand Cherokee
VIN: 1C4RJFCT4EC [REDACTED]

Dear Sir/Madam:

As you know, this office represents the above-referenced individual for problems encountered with the 2014 Jeep Grand Cherokee. I am enclosing registration, the contract and repair slips. As you can see, my client has returned to the dealership for problems with messages were being displayed on the dash board saying service shift, service transmission, warning lights come on such as check engine, ABS, seatbelt, hazards, brakes, etc. The instrument cluster goes black and the client cannot see MPH, RPM's or engine temp. The exterior lights go out at in the a.m. when it is dark out. Transmission goes from 8th gear to 4th and the engine starts revving really high. Even if pulled over the car will not shift out of 4th gear or out of drive into neutral. Client has been stuck on the side of a highway and the car would not turn off or come out of drive. The client had to put the wheels up against a curb and put the emergency brake on, get out of the car pull the fuel pump fuse to shut the engine off. After the engine was off the car would not restart and he had it towed to the dealership.

Please let me know if FCA US LLC is interested in attempting an early resolution in this matter. I will refrain from filing suit in this matter for 30 days while you evaluate my client's claim. If I do not hear from you within the next 30 days, suit will be prepared and filed.

I look forward to hearing from you.

Very truly yours,

Jacqueline C. Herritt

JCH/em
Attachments

FCA US LLC
Office of the General Counsel

JAN 14 2015

By [Signature] Mail/Reg. Agent/
Sec. of State/Proc. Server

RECEIVED

JAN 15 2015

MILLER, CANFIELD, PADDOCK
AND STONE, P.L.C.

APPRECIATE THE OPPORTUNITY TO SERVE YOU.

 **Motor Vehicle
Commission**



NEW JERSEY

CHIEF ADMINISTRATOR
MOTOR VEHICLE COMMISSION

VEHICLE REGISTRATION

PLATE NO: [REDACTED] GOOD THRU: 04/2015

VIN: 1C4RJFCT4E [REDACTED]

JEE 2014 4 DR RD GRA WC: 8

[REDACTED] PASSENGER 08

SPARTA NJ [REDACTED] RENEWAL PT:PA

FEE: 84.00 [REDACTED]

[REDACTED]

Motor Vehicle
Retail Order:

New Used
 Demo



CHRYSLER • DODGE • JEEP

ROUTE 23 • BOX 347
SUSSEX, N.J. 07461
TEL (973) 875-3188
FAX (973) 875-9547
DEAL #: 135853
CUST #: LL2193

CHRYSLER



CUSTOMER	DATE 05/28/13	STOCK NO.
ADDRESS	SPARTA NJ	SALES REPRESENTATIVE
HOME PHONE	WORK PHONE	CELL #

PLEASE ENTER MY ORDER FOR ONE 2014 JEEP MODEL GRAND CHEROKEE
 BODY TYPE 4DR 4WD 0 COLOR DEEP CHERR 126 (YEAR AND MAKE) SERIAL NO. C4P J F C T 4 E C

INTERIOR TRIM COLOR OVERLAND
 IF A CREDIT SALE, REQUIRED INFORMATION CONTAINED ON A SEPARATE DISCLOSURE STATEMENT IS MADE A PART OF THIS ORDER.
 IF A LEASE, COMPLETE DISCLOSURE OF ALL LEASE TERMS AND CONDITIONS IS CONTAINED ON A SEPARATE LEASE CONTRACT.

Price of Unit	49518.15
Additional Equipment (options)	
TIRE AND WHEEL	209.00

IF A NEW VEHICLE SALE OR LEASE...
 The only warranties applying to this vehicle are those offered by the manufacturer. Dealer sells/leases this vehicle "as is" and hereby disclaims all warranties, either express or implied, including any implied warranties of merchantability and fitness for a particular purpose. Any liability of dealer with respect to defects or malfunctions of this vehicle including, without limitation, those which pertain to performance or safety, (whether by way of "strict liability," based upon dealer's negligence, or otherwise), is expressly excluded and customer hereby assumes any such risks. The manufacturer's warranty is not affected by this disclaimer of warranties by dealer.

IF USED VEHICLE SALE OR LEASE-CHECK APPROPRIATE BOX
 This vehicle is sold/leased "as is" and dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability and fitness for a particular purpose. Any liability of dealer with respect to defects or malfunctions of this vehicle including, without limitation, those which pertain to performance or safety, (whether by way of "strict liability," based upon dealer's negligence, or otherwise), is expressly excluded and customer hereby assumes any such risks.
 OR
 The only dealer warranty on this vehicle is the limited warranty which is issued with and made a part of this order form.

ALL USED VEHICLE SALES-DEALER'S OBLIGATION
 The laws of New Jersey require Motor Vehicle Dealers to make all necessary repairs, without charge, or return the full purchase price (if a sale) to the customer in the event a used vehicle sold and intended to be registered in this State fails to meet State Inspection Standards for the issuance of a certificate of approval due to a defect that is not the result of the customer's own act. The undersigned, before entering into this contract, has been informed of dealer's obligation above and agrees to have the used vehicle inspected within 14 days from the issuance of the permanent registration for such vehicle.

WAIVER OF DEALER'S OBLIGATION (IF USED VEHICLE SALE)
 The undersigned, has read and understood the above Dealer's Obligation, and does hereby WAIVE AND RELEASE the DEALER'S OBLIGATION to make repairs without charge or return the full purchase price (if a sale) if the vehicle fails to meet State Inspection Standards for the issuance of a certificate of approval, unless the cause for the vehicle's rejection is an item which is "covered" by New Jersey's Used Car Lemon/Warranty Law (P.L. 1995, Chpt. 373).

THE FOLLOWING ARE NON-CHRYSLER OR MOPAR ITEMS AND ARE NOT SUBJECT TO ANY CHRYSLER WARRANTIES

PRICE INCLUDES TAX ON FIRST	
DELIVERY CHARGE	X
TOTAL PRICE OF VEHICLE	49718.15
Less Trade-in	12900.00
TOTAL TAXABLE AMOUNT	36818.15
State Sales Tax	2577.21
NJ Supplemental Tinting Fee	195.87
Motor Vehicle Tire Fee - \$1.50 Per New Tire	7.50
Registration/Title Fee (Estimated)	375.00
(See Paragraph 16 On Reverse Side)	
Documentary Clerical Fee \$156.00	
Fee: Document Delivery Fee \$82.00	\$238.00
(See Paragraph 18 On Reverse Side)	
NET PAY-OFF ON TRADE-IN	N/A
TOTAL	48214.80
FACTORY REBATE TO DEALER	N/A
Deposit (Minimum Required 10%)	500.00
BALANCE IN CASH, CERTIFIED CHECK OR OTHER ACCEPTABLE FORM OF PAYMENT, DUE ON DELIVERY.	39714.80

TRADE-IN DESCRIPTION AND ALLOWANCE

Vehicle #1	Year 2008	Make NISSAN	Model MAXIMA
Serial No.	IN4BA4LE1B	Mileage 84878	
Trade-In Value	12900.00	Date of	05/28/13

Vehicle #2

Year _____ Make _____ Model _____

Serial No. _____ Mileage _____

Trade-In Value _____ Date of _____

Customer certifies that the frame on the trade-in vehicle has never sustained any damage or been repaired. All airbags are of original equipment and have never been deployed. Also, that the vehicle has never been in a flood or had the emission control system tampered with or altered. Customer certifies the above information is true to the best of their knowledge.

AGREEMENT TO ARBITRATE ALL CLAIMS. READ THE FOLLOWING ARBITRATION PROVISION CAREFULLY, IT LIMITS YOUR RIGHTS, INCLUDING THE RIGHT TO MAINTAIN A COURT ACTION.

The parties to this agreement agree to arbitrate any claim, dispute, or controversy, including all statutory claims and any state or federal claims, that may arise out of or relating to the sale or lease identified in this agreement. By agreeing to arbitration, the parties understand and agree that they are waiving their rights to maintain or available resolution processes, such as a court action or administrative proceeding, to settle their disputes. Consumer Fraud, Used Car Lemon Law, and Truth-in-Lending claims are just three examples of the various types of claims subject to arbitration under this agreement. The parties also agree to (i) waive any right to pursue any claims arising under this agreement including statutory, state or federal claims, as a class action arbitration, or (ii) to have an arbitration under this agreement consolidated with any other arbitration or proceeding. The arbitration shall be conducted in accordance with the rules of the American Arbitration Association before a single arbitrator, who shall be a retired judge or an attorney. Dealership shall advance both party's filing, service, administration, arbitrator, hearing, or other fees, subject to reimbursement by decision of the arbitrator. Each party shall bear his or her own attorney, expert, and other fees and costs, except when awarded by the arbitrator under applicable law. The arbitration shall take place in New Jersey at a mutually convenient place agreed upon by the parties or selected by the arbitrator. The decision of the arbitrator shall be binding upon the parties. Any further relief sought by either party will be subject to the decision of the arbitrator. If any part of this arbitration clause,

other than waivers of class action rights, is found to be unenforceable for any reason, the remaining provisions shall remain enforceable. If a waiver of class action and consolidation rights is found unenforceable in any action in which class action remedies have been sought, this entire arbitration clause shall be deemed unenforceable, it being the intention and agreement of the parties not to arbitrate class actions or in consolidated proceedings. In the event that any subsequent lease, finance, or other agreement between the parties contains a provision for arbitration of claims which conflicts with or is inconsistent with this arbitration provision, the terms of such subsequent arbitration provision shall govern and control to the extent of such conflict or inconsistency. THIS ARBITRATION PROVISION LIMITS YOUR RIGHTS, INCLUDING YOUR RIGHT TO MAINTAIN A COURT ACTION. PLEASE READ THIS CAREFULLY BEFORE SIGNING.

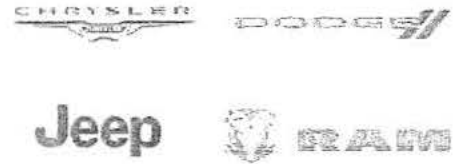
Accepted By: 05/28/13 Date X Dealer or 1st Authorized Representative Date X Customer's Signature

Customer agrees that this Order on the face and on the reverse side and any attachments to it includes all the terms and conditions, if a sale. Customer further agrees this Order cancels and supersedes any prior agreements and as of the date signed by Dealer or authorized agent, comprises the complete and exclusive statement of the terms of the agreement between Customer and Dealer. If Customer, prior to delivery, elects to lease the vehicle described above, Customer and Dealer agree to execute a lease contract which shall contain full disclosure of all lease information. THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE. Customer by execution of this Order acknowledges that they have read the terms and conditions and have received a true copy of this order. YOU HAVE A RIGHT TO A WRITTEN ITEMIZED PRICE FOR EACH SPECIFIC PRE-DELIVERY SERVICE.



CHRYSLER • JEEP • DODGE • RAM

ROUTE 23 • BOX 347
 SUSSEX, N.J. 07461
 TEL (973) 875-2188
 FAX (973) 875-9517



CELL: [REDACTED]

CUSTOMER ID	[REDACTED]	ADVISOR SCOTT	02473	TAG NO 4068	INVOICE DATE 12/24/14	[REDACTED]
[REDACTED]	[REDACTED]	LABOR RATE	LIC/CFE NO	MILEAGE 35,397	COLOR DP CHR RED	[REDACTED]
[REDACTED]	[REDACTED]	YEAR/MAKE/MODEL 14/JEEP/GRAND CHEROKEE/4DR 4WD OVERL		DELIVERY DATE 05/28/13	DELIVERY MILES 126	
SPARTA, NJ	[REDACTED]	VEHICLE ID NO 1C4RJFCT4EC	[REDACTED]	SELLING DEALER NO	PRODUCTION DATE	
[REDACTED]	[REDACTED]	F.T.E. PRS	P.O. NO	R.O. DATE 11/10/14		
[REDACTED]	[REDACTED]	BUSINESS PHONE	CUSTOMERS		RELEASE UNIT MO: 35805	

TOTALS

WE HAVE RECEIVED DMCC HIGHEST AWARD "FIVE STAR" WE ARE BETTER AND WE WILL PROVE IT THANKS TO ALL OF OUR CUSTOMERS FOR HELPING US TO BE THE BEST WE CAN YOUR SERVICE TEAM	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

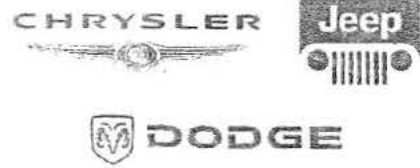
 * CASH () CHECK ()#..... VISA () *
 * *
 * MASTERCARD () AMEX () DISC () CHARGE () *

TOTAL INVOICE \$ 0.00

CUSTOMER SIGNATURE



60 Route 304 Nanuet, NY 10954
 Phone (845) 623-7873
 N.Y.S. M.V. R/S REG. NO. 7000539
 www.rocklandcjd.com



CELL [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR BETH HICKS	3569	TAG NO 5268	INVOICE DATE 10/14/14	[REDACTED]
[REDACTED]	LABOR RATE 115.00	LIC/FRSE NO.	MILEAGE 35,174	COLOR	STOCK NO.
SPARTA, NJ [REDACTED]	YEAR/MAKE/MODEL 14/JEEP/GRAND CHEROKEE/4DR 4WD OVERL	VEHICLE I.D. NO. 1C4RJFCT4EC [REDACTED]		DELIVERY DATE	DELIVERY MILES
	F.T.E. NO.	P.O. NO.	R.O. DATE 10/10/14	SELLING DEALER NO.	PRODUCTION DATE
RE [REDACTED]	BUSINESS PHONE	COMMENTS			MO: 35183

LABOR & PARTS
 J# 1 18CHZZNOSTART CHECK NO START HOURS: TECH(S):1631 INTERNAL
 CAR TOWED TO SHOP-NO START
 COULD NOT DUPLICATE. CAR STARTED EVERY TIME IN SHOP. STARTED
 AT COLD AND HOT. NO PROBLEMS FOUND.

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

J# 2 35CHZ RECALL HOURS: 1.50 TECH(S):1631 WARRANTY
 PERFORM RECALL #P36
 REPLACED SUN VISOR WIRE GUIDES AS PER RECALL P36 LOP
 08-P3-61-60

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-	
JOB # 2 1 PKP36 RECALL P36	WARRANTY
JOB # 2 1 CBXDP361-AA SPACER VI 18050069	WARRANTY
JOB # 2 TOTAL PARTS	0.00
JOB # 2 TOTAL LABOR & PARTS	0.00

TECHNICIAN CERTIFICATION-----
 1631 CHARLES PAUYO 1631

TOTALS-----

THANK YOU FOR THE OPPORTUNITY TO SERVICE YOUR VEHICLE
 WE EXPECT AND HOPE THAT YOUR SERVICE VISIT HAS BEEN PLEASANT
 PLEASE TAKE A MOMENT TO TELL US HOW WE PERFORMED.

I WAS GREETED PROMPTLY AND COURTEOUSLY	YES	NO	TOTAL LABOR....	0.00
MY CAR WAS READY WHEN YOU PROMISED IT WOULD BE	YES	NO	TOTAL PARTS....	0.00
I PLAN TO RETURN FOR FUTURE SERVICE	YES	NO	TOTAL SUBLET...	0.00
MY SERVICE ADVISOR WAS HELPFUL AND COURTEOUS	YES	NO	TOTAL G.O.G....	0.00
			TOTAL MISC CHG.	0.00
			TOTAL MISC DISC	0.00
			TOTAL TAX.....	0.00
			TOTAL INVOICE \$	0.00

***** FOR YOUR CONVENIENCE*****

MONDAY - FRIDAY 7:30 AM TO 6:00 PM
 SATURDAY 8:00 AM TO 4:00 PM

Beth
Ext 394

CUSTOMER SIGNATURE _____

S

From: (215) 540-8888
Sharon Starynski
Kimmel & Silberman, P.C.
30 East Butler Pike

Origin ID: GFWA



J142214092303uv

Ambler, PA 19002

Ship Date: 13JAN15
ActWgt: 1.0 LB
CAD: 100586475/NET3550

Delivery Address Bar Code



Ref #
Invoice #
PO #
Dept #

SHIP TO: (215) 540-8888

BILL SENDER

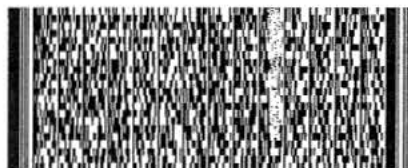
FCA US LLC
Warranty Litigation Department
1000 Chrysler Drive
CIMS 485-13-62
AUBURN HILLS, MI 48326

WED - 14 JAN AA
STANDARD OVERNIGHT

TRK#
0201

ET MTCA

48326
MI-US
DTW



522G LRF 158AC3

After printing this label:

1. Use the 'Print' button on this page to print your label to your laser or inkjet printer.
2. Fold the printed page along the horizontal line.
3. Place label in shipping pouch and affix it to your shipment so that the barcode portion of the label can be read and scanned.

Warning: Use only the printed original label for shipping. Using a photocopy of this label for shipping purposes is fraudulent and could result in additional billing charges, along with the cancellation of your FedEx account number.

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RT 467
ST L11

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15:00 B
2916

all F



60 Route 304 Nanuet, NY 10626
Phone (845) 229-4373
N.Y.S. M.V. REG. NO. 7000899
www.rocklandofd.com



ATTN: Chrysler Customer Assistance Center

CUSTOMER ID	ROBERT BERKOWITZ	1735	2355	06/22/15
RESIDENCE PHONE	BUSINESS PHONE	115.00	40,811 /	
SPARTA, NJ		14/JEEP/GRAND CHEROKEE/4DR 4WD OVERL		
		1 C 4 R J F C T 4 E C		
		06/22/15 REPRINT# 1		
		MO: 4081		

LABOR & PARTS
J# 1 51CHZZROT ROTATE TIRES ONLY HOURS: TECH(S): 2031 29.95
 (Rotate tires)
 MAINTENANCE
 PERFORMED TIRE ROTATION AND SET TIRE PRESSURES TO SPEC

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-
 JOB # 1 TOTAL PARTS 0.00
 JOB # 1 TOTAL LABOR & PARTS 29.95

J# 2 00CHZ ~~MAINTENANCE~~ HOURS: TECH(S): 2031 0.00
 Customer requests FULL SYNTHETIC OIL SERVICE HAS COUPON FOR
 3000 LOF AGREES TO PAY 3900 (Change engine oil and filter)
 MAINTENANCE
 CUST. PROVIDED COUPON FOR FREE OIL AT 30.00 CUST PAY 39.95
 Oil & Filter Change W/ Lube 5.7L 2014

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-
 JOB # 2 1 4884899-AC FILTER EN 09057006 8.35 6.00 6.00
 JOB # 2 7 68218897-AA OIL 5W20 01081090 8.70 6.24 43.68
 HEMI !! NO COUPONS !!
 JOB # 2 TOTAL PARTS 49.68
 JOB # 2 TOTAL LABOR & PARTS 49.68

The entire oil change should have been covered with coupon from Chrysler.

Case # 27213719

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)
 TECHNICIAN CERTIFICATION
 2031 BAIRO COLLISHAW 2031

TOTALS-----
 THANK YOU FOR THE OPPORTUNITY TO SERVICE YOUR VEHICLE
 WE EXPECT AND HOPE THAT YOUR SERVICE VISIT HAS BEEN PLEASANT
 PLEASE TAKE A MOMENT TO TELL US HOW WE PERFORMED.
 I WAS GREETED PROMPTLY AND COURTEOUSLY YES NO
 MY CAR WAS READY WHEN YOU PROMISED IT WOULD BE YES NO
 I PLAN TO RETURN FOR FUTURE SERVICE YES NO
 MY SERVICE ADVISOR WAS HELPFUL AND COURTEOUS YES NO
 TOTAL LABOR.... 29.95
 TOTAL PARTS.... 49.68
 TOTAL SUBLET... 0.00
 TOTAL G.O.G.... 0.00
 TOTAL MISC CHG. 0.00
 TOTAL MISC DISC 0.00
 TOTAL TAX..... 6.67
TOTAL INVOICE \$ 86.30

RECEIVED

JUN 23 2015

CCRG Office of the General Counsel

***** FOR YOUR CONVENIENCE *****
 MONDAY - FRIDAY 7:30 AM TO 6:00 PM
 SATURDAY 8:00 AM TO 4:00 PM

CUSTOMER SIGNATURE RECEIVED

PAID
 CASH CHECK #
 AMEX
 DINERS
 DATE
 VISA MC
 DISCOVER
 END OF INVOICE
 INIT

RECEIVED

JUN 23 2015

CCRG Office of the General Counsel

APPENDIX XII. SUMMONS AND CIVIL CASE INFORMATION STATEMENT (CIS)

APPENDIX XII- A. SUMMONS

Attorney(s): JACQUELINE C. HERRITT, ESQUIRE
Address: Executive Quarters
1930 E. Marlton Pike, Suite Q29
Cherry Hill, NJ 08003
Telephone No.: 856-429-8334
Attorney(s) for Plaintiff(s)

		Plaintiff(s)
	vs.	
FCA US LLC		Defendant(s)

SUPERIOR COURT OF NEW JERSEY
LAW DIVISION
SUSSEX COUNTY

DOCKET NO. [REDACTED]
CIVIL ACTION

Summons

From The State of New Jersey To the Defendant(s) Named Above:

The plaintiff, named above, has filed a lawsuit against you in the Superior Court of New Jersey. The complaint attached to this summons states the basis for this lawsuit. If you dispute this complaint, you or your attorney must file a written answer or motion and proof of service with the deputy clerk of the Superior Court in the county listed above within 35 days from the date you received this summons, not counting the date you received it. (The address of each deputy clerk of the Superior Court is provided.) If the complaint is one in foreclosure, then you must file your written answer or motion and proof of service with the Clerk of the Superior Court, Hughes Justice Complex, CN-971, Trenton, NJ 08625. A filing fee payable to the Treasurer, State of New Jersey and a completed Case Information Statement (available from the deputy clerk of the Superior Court) must accompany your answer or motion when it is filed. You must also send a copy of your answer or motion to plaintiff's attorney whose name and address appear above, or to plaintiff, if no attorney is named above. A telephone call will not protect your rights; you must file and serve a written answer or motion (with fee of \$175.00 and completed Case Information Statement) if you want the court to hear your defense.

If you do not file and serve a written answer or motion within 35 days, the court may enter a judgment against you for the relief plaintiff demands, plus interest and costs of suit. If judgment is entered against you, the Sheriff may seize your money, wages or property to pay all or part of the judgment.

If you cannot afford an attorney, you may call the Legal Services office in the county where you live. A list of these offices is provided. If you do not have an attorney and are not eligible for free legal assistance, you may obtain a referral to an attorney by calling one of the Lawyer Referral Services. A list of these numbers is also provided. Lawyer Referral Service

Jennifer M. Perez
Acting Clerk of the Superior Court Clerk

Dated: April 16, 2015
Name of Defendant to be Served: FCA US LLC
Address of the Defendant to be Served: 820 Bear Tavern Road, West Trenton, NJ 08628

ATLANTIC COUNTY:
Deputy Clerk of the Superior
Court Civil Division, Direct Filing
1201 Bacharach Blvd., First
Fl. Atlantic City, NJ 08401

LA WYER REFERRAL
(609) 345-3444
LEGAL SERVICES
(609) 348-4200

BERGEN COUNTY:
Deputy Clerk of the Superior Court
Case Processing Section, Room
119 Justice Center, 10 Main St.
Hackensack, NJ 07601-0769

LAWYER REFERRAL
(201) 488-0044
LEGAL SERVICES
(201) 487-2166

BURLINGTON COUNTY:
Deputy Clerk of the Superior
Court Central Processing Office
Attn: Judicial Intake
First Fl., Courts Facility
49 Rancocas Rd.
Mt. Holly, NJ 08060

LA WYER REFERRAL
(609) 261-4862
LEGAL SERVICES
(609) 261-1088

CAMDEN COUNTY:
Deputy Clerk of the Superior
Court Civil Processing Office
1st Fl., Hall of Records
101 S. Fifth St.
Camden, NJ 08103

LA WYER REFERRAL
(856) 964-4520
LEGAL SERVICES
(856) 964-2010

CAPE MAY COUNTY:
Deputy Clerk of the Superior
Court 9 N. Main Street
Box DN-209
Cape May Court House, NJ 08210

LAWYER REFERRAL
(609) 463-0313
LEGAL SERVICES
(609) 465-3001

CUMBERLAND COUNTY:
Deputy Clerk of the Superior
Court Civil Case Management
Office Broad & Fayette Sts., P.O.
Box 615 Bridgeton, NJ 08302

LA WYER REFERRAL
(856) 692-6207
LEGAL SERVICES
(856) 451-0003

ESSEX COUNTY:
Deputy Clerk of the Superior
Court 50 West Market Street
Room 131
Newark, NJ 07102

LA WYER REFERRAL
(973) 622-6207
LEGAL SERVICES
(973) 624-4500

GLOUCESTER COUNTY:
Deputy Clerk of the Superior
Court Civil Case Management
Office Attn: Intake
First Fl., Court House
1 North Broad Street, P.O. Box
129 Woodbury, NJ 08096

LA WYER REFERRAL
(856) 848-4589
LEGAL SERVICES
(856) 848-5360

HUDSON COUNTY:
Deputy Clerk of the Superior
Court Superior Court, Civil
Records Dept. Brennan Court
House"] st Floor 583 Newark Ave.
Jersey City, NJ 07306

LAWYER REFERRAL
(201) 798-2727
LEGAL SERVICES
(201) 792-6363

HUNTERDON COUNTY:
Deputy Clerk of the Superior Court
Civil Division
65 Park Avenue
Flemington, NJ 08822

LA WYER REFERRAL
(908) 735-2611
LEGAL SERVICES
(908) 782-7979

MERCER COUNTY:
Deputy Clerk of the Superior Court
Local Filing Office, Courthouse 175
S. Broad Street, P.O. Box 8068
Trenton, NJ 08650

LA WYER REFERRAL
(609) 585-6200
LEGAL SERVICES
(609) 695-6249

MIDDLESEX COUNTY:
Deputy Clerk of the Superior Court
Administration Building
Third Floor
1 Kennedy Sq., P.O. Box 2633
New Brunswick, NJ 08903-2633

LA WYER REFERRAL
(732) 828-0053
LEGAL SERVICES
(732) 249-7600

MONMOUTH COUNTY:
Deputy Clerk of the Superior Court
Court House
71 Monument Park
P.O. Box 1269
Freehold, NJ 07728-1269

LA WYER REFERRAL
(732) 431-5544
LEGAL SERVICES
(732) 866-0020

MORRIS COUNTY:
Deputy Clerk of the Superior Court
Civil Division
30 Schuyler Pl., P.O. Box 910
Morristown, NJ 07960-0910

LA WYER REFERRAL
(973) 267-5882
LEGAL SERVICES
(973) 285-6911

OCEAN COUNTY:
Deputy Clerk of the Superior Court
Court House, Room 119
118 Washington Street
Toms River, NJ 08754

LAWYER REFERRAL
(732) 240-3666
LEGAL SERVICES
(732) 341-2727

PASSAIC COUNTY:
Deputy Clerk of the Superior Court
Civil Division
Court House
77 Hamilton St.
Paterson, NJ 07505

LA WYER REFERRAL
(973) 278-9223
LEGAL SERVICES
(973) 345-7171

SALEM COUNTY:
Deputy Clerk of the Superior Court
92 Market St., P.O. Box 18
Salem, NJ 08079

LA WYER REFERRAL
(856) 935-5628
LEGAL SERVICES
(856) 451-0003

SOMERSET COUNTY:
Deputy Clerk of the Superior Court Civil
Division Office
New Court House, 3rd Fl.
P.O. Box 3000
Somerville, NJ 08876

LAWYER REFERRAL
(908) 685-2323
LEGAL SERVICES
(908) 231-0840

SUSSEX COUNTY:
Deputy Clerk of the Superior Court
Sussex County Judicial Center 43-47
High Street
Newton, NJ 07860



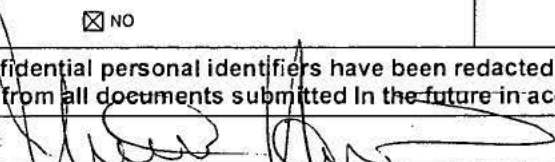
LAWYER REFERRAL
(973) 267-5882
LEGAL SERVICES
(973) 383-7400

UNION COUNTY:
Deputy Clerk of the Superior Court 1st
Fl., Court House
2 Broad Street
Elizabeth, NJ 07207-6073

LAWYER REFERRAL
(908) 353-4715
LEGAL SERVICES
(908) 354-4340

WARREN COUNTY:
Deputy Clerk of the Superior Court Civil
Division Office
Court House
413 Second Street Belvidere,
NJ 07823-1500

LAWYER REFERRAL
(908) 267-5882
LEGAL SERVICES
(908) 475-2010

	CIVIL CASE INFORMATION STATEMENT (CIS)		Use for initial Law Division Civil Part pleadings (not motions) under Rule 4:5-1. Pleading will be rejected for filing, under Rule 1:5-6(c), if information above the black bar is not completed or if attorney's signature is not affixed.		FOR USE BY CLERK'S OFFICE ONLY	
	PAYMENT TYPE: <input type="checkbox"/> CK <input type="checkbox"/> CG <input type="checkbox"/> CA		CHG/ CK NO.		AMOUNT:	
	OVERPAYMENT:		BATCH NUMBER:			
	ATTORNEY/ PRO SE NAME Jacqueline C. Herritt, Esq.		TELEPHONE NUMBER (856) 429-8334		COUNTY OF VENUE Sussex County	
	FIRM NAME (if applicable) Kimmel & Silverman, P.C.		DOCKET # [REDACTED]		DOCUMENT TYPE Complaint	
OFFICE ADDRESS Executive Quarters 1930 E. Marlton Pike, Suite Q29 Cherry Hill, NJ 08003		APR 08 2015 Sussex County LAW Division		JURY DEMAND <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO		
NAME OF PARTY (e.g. John Doe, Plaintiff) Mr. [REDACTED], Plaintiff		CAPTION [REDACTED] v FCA US LLC				
CASE TYPE NUMBER (See reverse side for listing) 512 - Lemon Law	HURRICANE SANDY RELATED? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	IS THIS A PROFESSIONAL MALPRACTICE CASE? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO IF YOU HAVE CHECKED "YES," SEE N.J.S.A. 2A:53A-27 AND APPLICABLE CASE LAW REGARDING YOUR OBLIGATION TO FILE AN AFFIDAVIT OF MERIT.				
RELATED CASES PENDING? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		IF YES, LIST DOCKET NUMBERS				
DO YOU ANTICIPATE ADDING ANY PARTIES (arising out of same transaction or occurrence)? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		NAME OF DEFENDANT'S PRIMARY INSURANCE COMPANY, IF KNOWN <input type="checkbox"/> NONE <input checked="" type="checkbox"/> UNKNOWN				
THE INFORMATION PROVIDED ON THIS FORM CANNOT BE INTRODUCED INTO EVIDENCE.						
CASE CHARACTERISTICS FOR PURPOSES OF DETERMINING IF CASE IS APPROPRIATE FOR MEDIATION						
DO PARTIES HAVE A CURRENT, PAST OR RECURRENT RELATIONSHIP? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		IF YES, IS THAT RELATIONSHIP: <input type="checkbox"/> EMPLOYER-EMPLOYEE <input type="checkbox"/> FRIEND/NEIGHBOR <input type="checkbox"/> OTHER (explain) <input type="checkbox"/> FAMILIAL <input type="checkbox"/> BUSINESS				
DOES THE STATUTE GOVERNING THIS CASE PROVIDE FOR PAYMENT OF FEES BY THE LOSING PARTY? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO						
USE THIS SPACE TO ALERT THE COURT TO ANY SPECIAL CASE CHARACTERISTICS THAT MAY WARRANT INDIVIDUAL MANAGEMENT OR ACCELERATED DISPOSITION:						
 DO YOU OR YOUR CLIENT HAVE ANY NEEDS UNDER THE AMERICANS WITH DISABILITIES ACT? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		IF YES, PLEASE IDENTIFY THE REQUESTED ACCOMODATION				
WILL AN INTERPRETER BE NEEDED? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		IF YES, FOR WHAT LANGUAGE?				
I certify that confidential personal identifiers have been redacted from documents now submitted to the court, and will be redacted from all documents submitted in the future in accordance with Rule 1:38-7(b).						
ATTORNEY SIGNATURE: 						



**CIVIL CASE INFORMATION STATEMENT
(CIS)**

Use for initial pleadings (not motions) under *Rule 4:5-1*

CASE TYPES (Choose one and enter number of case type in appropriate space on the reverse side.)

Track I — 150 days' discovery

- 151 NAME CHANGE
- 175 FORFEITURE
- 302 TENANCY
- 399 REAL PROPERTY (other than Tenancy, Contract, Condemnation, Complex Commercial or Construction)
- 502 BOOK ACCOUNT (debt collection matters only)
- 505 OTHER INSURANCE CLAIM (INCLUDING DECLARATORY JUDGMENT ACTIONS)
- 506 PIP COVERAGE
- 510 UM or UIM CLAIM
- 511 ACTION ON NEGOTIABLE INSTRUMENT
- 512 LEMON LAW
- 801 SUMMARY ACTION
- 802 OPEN PUBLIC RECORDS ACT (SUMMARY ACTION)
- 999 OTHER (Briefly describe nature of action)

Track II — 300 days' discovery

- 305 CONSTRUCTION
- 509 EMPLOYMENT (other than CEPA or LAD)
- 599 CONTRACT/COMMERCIAL TRANSACTION
- 603N AUTO NEGLIGENCE – PERSONAL INJURY (non-verbal threshold)
- 603Y AUTO NEGLIGENCE – PERSONAL INJURY (verbal threshold)
- 605 PERSONAL INJURY
- 610 AUTO NEGLIGENCE – PROPERTY DAMAGE
- 621 UM or UIM CLAIM (included bodily injury)
- 699 TORT – OTHER

Track III — 450 days' discovery

- 005 CIVIL RIGHTS
- 301 CONDEMNATION
- 602 ASSAULT AND BATTERY
- 604 MEDICAL MALPRACTICE
- 606 PRODUCT LIABILITY
- 607 PROFESSIONAL MALPRACTICE
- 608 TOXIC TORT
- 609 DEFAMATION
- 616 WHISTLEBLOWER / CONSCIENTIOUS EMPLOYEE PROTECTION ACT (CEPA) CASES
- 617 INVERSE CONDEMNATION
- 618 LAW AGAINST DISCRIMINATION (LAD) CASES

Track IV – Active Case Management by Individual Judge / 450 days' discovery

- 156 ENVIRONMENTAL/ENVIRONMENTAL COVERAGE LITIGATION
- 303 MT. LAUREL
- 508 COMPLEX COMMERCIAL
- 513 COMPLEX CONSTRUCTION
- 514 INSURANCE FRAUD
- 620 FALSE CLAIMS ACT
- 701 ACTIONS IN LIEU OF PEROGATIVE WRITS

Multicounty Litigation (Track IV)

- | | |
|--|---|
| 266 HORMONE REPLACEMENT THERAPY (HRT) | 288 PRUDENT TORT LITIGATION |
| 271 ACCUTANE/ISOTRETINOIN | 289 REGLAN |
| 274 RISPERDAL/SEROQUEL/ZYPREXA | 290 POMPTON LAKES ENVIRONMENTAL LITIGATION |
| 278 ZOMETHA/AREXIA | 291 PELVIC MESH/GYNECARE |
| 279 GADOLINIUM | 292 PELVIC MESH/BARD |
| 281 BRISTOL-MYERS SQUIBB ENVIRONMENTAL | 293 DEPUY ASR HIP IMPLANT LITIGATION |
| 282 FOSAMAX | 295 ALLODERM REGENERATIVE TISSUE MATRIX |
| 284 NUVARING | 296 STRYKER REJUVENATING/ABG II MODULAR HIP STEM COMPONENTS |
| 285 STRYKER TRIDENT HIP IMPLANTS | 297 MIRENA CONTRACEPTIVE DEVICE |
| 286 LEVAQUIN | 601 ASBESTOS |
| 287 YAZ/YASMIN/OCELLA | 623 PROPECIA |

If you believe this case requires a track other than that provided above, please indicate the reason on Side 1, in the space under "Case Characteristics."

Please check off each applicable category

Putative Class Action

Title 59

Jacqueline C. Herritt, Esquire
Identification No. 009131997
Jason L. Greshes, Esquire
Identification No. 037512001
KIMMEL & SILVERMAN, P.C.
Executive Quarters
1930 E. Marlton Pike, Suite Q29
Cherry Hill, NJ 08003
(856) 429-8334

ATTORNEYS FOR PLAINTIFF

[REDACTED]
Sparta, NJ [REDACTED]

v.

FCA US LLC
c/o CT Corporation
820 Bear Tavern Road
Suite 305
West Trenton, NJ 08628

SUPERIOR COURT OF NEW JERSEY
SUSSEX COUNTY

CIVIL ACTION

[REDACTED] - [REDACTED]

COMPLAINT

1. Plaintiff, [REDACTED] is an adult individual citizen and legal resident of the State of New Jersey, [REDACTED], Sparta, NJ [REDACTED].
2. Defendant, FCA US LLC, is a corporation qualified to do and regularly conduct business in the State of New Jersey, with its address and principal place of business located at 12000 Chrysler Drive, Highland Park, Michigan 48288-1919, and can be served at c/o CT Corporation, 820 Bear Tavern Road, Suite 305, West Trenton, NJ 08628.

BACKGROUND

3. On or about May 28, 2013, Plaintiff purchased a new 2014 Jeep Grand Cherokee, manufactured and warranted by Defendant, bearing the Vehicle Identification Number 1C4RJFCT4EC [REDACTED].
4. The vehicle was purchased in the State of New Jersey and is registered in the State of New Jersey.
5. The contract price of the vehicle, including registration charges, document fees, sales tax, finance and bank charges, but excluding other collateral charges not specified, yet defined by the

Lemon Law, totaled more than \$49,718.15. A true and correct copy of the contract is attached hereto, made a part hereof, and marked Exhibit "A".

6. In consideration for the purchase of said vehicle, Defendant issued to Plaintiff several warranties, guarantees, affirmations or undertakings with respect to the material or workmanship of the vehicle and/or remedial action in the event the vehicle fails to meet the promised specifications.

7. The above-referenced warranties, guarantees, affirmations or undertakings are/were part of the basis of the bargain between Defendant and Plaintiff.

8. The parties' bargain includes an express 3-year / 36,000 mile warranty, as well as other guarantees, affirmations and undertakings as stated in Defendant's warranty materials and owner's manual.

9. However, as a result of the ineffective repair attempts made by Defendant through its authorized dealer(s), the vehicle is rendered substantially impaired, unable to be utilized for its intended purposes, and is worthless to Plaintiff.

10. During the first 24 months and/or 24,000 miles, Plaintiff complained on at least three (3) occasions about defects and or non-conformities to the following vehicle components: no start condition and transmission. The vehicle was out of service for over 48 days. True and correct copies of all invoices in Plaintiff possession are attached hereto, made a part hereof, and marked Exhibit "B".

COUNT I
MAGNUSON-MOSS (FTC) WARRANTY IMPROVEMENT ACT

11. Plaintiff hereby incorporates all facts and allegations set forth in this Complaint by reference as if fully set forth at length herein.

12. Plaintiff has or may have resorted to Defendant's informal dispute settlement procedure, to the extent said procedure complies with 16 CFR 703.

13. Plaintiff avers that the Federal Trade Commission (FTC) has determined that no automobile manufacturer complies with 16 CFR 703. See, Fed. Reg. 15636, Vol. 62, No. 63 (Apr. 2, 1997).

14. Plaintiff is a "Consumer" as defined by 15 U.S.C. §2301(3).

15. Defendant is a "supplier", "warrantor", and a "service contractor" as defined by 15 U.S.C. § 2301 (4),(5) and (8).

16. The subject vehicle is a "consumer product" as defined by 15 U.S.C. § 2301(1).

17. By the terms of its written warranties, affirmations, promises, or service contracts, Defendant agreed to perform effective repairs at no charge for parts and/or labor.

18. The Magnuson-Moss Warranty Improvement Act requires Defendant to be bound by all warranties implied by state law. Said warranties are imposed on all transactions in the state in which the vehicle was delivered.

19. Defendant has made attempts on several occasions to comply with the terms of its express warranties; however, such repair attempts have been ineffective.

20. The Magnuson-Moss Warranty Improvement Act, 15 U.S.C. §2310(d)(2) provides:

If a consumer finally prevails on an action brought under paragraph (1) of this subsection, he may be allowed by the court to recover as part of the judgment a sum equal to the amount of aggregate amount of costs and expenses (including attorney fees based upon actual time expended), determined by the court to have been reasonably incurred by the Plaintiff for, or in connection with the commencement and prosecution of such action, unless the court, in its discretion shall determine that such an award of attorney's fees would be inappropriate.

21. Plaintiff has afforded Defendant a reasonable number of opportunities to conform the vehicle to the aforementioned express warranties, implied warranties and contracts.

22. As a direct and proximate result of Defendant's failure to comply with the express written warranties, Plaintiff has suffered damages and, in accordance with 15 U.S.C. §2310(d)(1), Plaintiff is entitled to bring suit for such damages and other legal and equitable relief.

23. Defendant's failure is a breach of Defendant's contractual and statutory obligations constituting a violation of the Magnuson-Moss Warranty Improvement Act, including but not limited to: breach of express warranties; breach of implied warranty of merchantability; breach

of implied warranty of fitness for a particular purpose; breach of contract; and constitutes an Unfair Trade Practice.

24. Plaintiff avers that Defendant's warranty was not provided to Plaintiff until after the vehicle was delivered, making any and all limitations, disclaimers and/or alternative dispute provisions ineffective for a failure of consideration.

25. Plaintiff avers Defendant's Dispute Resolution Program was not in compliance with 16 CFR 703 for the model year of the subject vehicle.

26. Plaintiff avers that Defendant's warranty did not require Plaintiff to first resort to a Dispute Resolution Program before filing suit.

27. Plaintiff avers that upon successfully prevailing upon the Magnuson-Moss claim herein, all attorney fees are recoverable and are demanded against Defendant.

WHEREFORE, Plaintiff respectfully demands judgment against Defendant in an amount equal to the price of the subject vehicle, plus all collateral charges, incidental and consequential damages, reasonable attorneys' fees, and all court costs.

COUNT II **UNIFORM COMMERCIAL CODE**

28. Plaintiff hereby incorporates all facts and allegations set forth in this Complaint by reference as if fully set forth at length herein.

29. The defects and nonconformities existing within the vehicle constitute a breach of contractual and statutory obligations of Defendant, including but not limited to the following:

- a. Express Warranty;
- b. Implied Warranty Of Merchantability; and
- c. Implied Warranty Of Fitness For A Particular Purpose.

30. At the time of obtaining possession of the vehicle and at all times subsequent thereto, Plaintiff has justifiably relied upon Defendant's express warranties and implied warranties of fitness for a particular purpose and implied warranties of merchantability.

31. At the time of obtaining possession of the vehicle and at all times subsequent thereto, Defendant was aware Plaintiff was relying upon Defendant's express and implied warranties, obligations, and representations with regard to the subject vehicle.

32. Plaintiff has incurred damages as a direct and proximate result of the breach and failure of Defendant to honor its express and implied warranties.

33. Such damages include, but are not limited to, the contract price of the vehicle plus all collateral charges, including attorney fees and costs, as well as other expenses, the full extent of which are not yet known.

WHEREFORE, Plaintiff respectfully demands judgment against Defendant in an amount equal to the contract price of the vehicle, plus all collateral charges and attorneys' fees.

KIMMEL & SILVERMAN, P.C.

By: 

JACQUELINE C. HERRITT, ESQUIRE

Attorney for Plaintiff

Executive Quarters

1930 E. Marlton Pike, Suite Q29


Cherry Hill, NJ 08003

(856) 429-8334

JURY-DEMAND

Plaintiff hereby demands a trial by jury as to all the issues

KIMMEL & SILVERMAN, P.C.

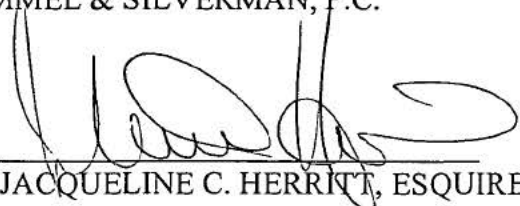
By: 

JACQUELINE C. HERRITT, ESQUIRE
Attorney for Plaintiff

CERTIFICATION PURSUANT TO R.4:15-1

Upon knowledge and belief I hereby certify that there are no other actions or arbitrations related to this suit pending or presently contemplated.

KIMMEL & SILVERMAN, P.C.


By: 

JACQUELINE C. HERRITT, ESQUIRE
Attorney for Plaintiff

CERTIFICATION OF NOTICE

Pursuant to N.J.S.A. 56:8-20 Plaintiff is mailing a copy of this Complaint to the Office of the Attorney General, Richard J. Hughes Justice Complex, 25 West Market Street in the City of Trenton, County of Mercer, in the state of New Jersey on

KIMMEL & SILVERMAN, P.C.

By: 
JACQUELINE C. HERRITT, ESQUIRE
Attorney for Plaintiff

DESIGNATION OF TRIAL COUNSEL

PLEASE TAKE NOTICE that pursuant to Rule 4:25-4, Jason L. Greshes is designated as trial counsel for plaintiff, [REDACTED] in this case.

KIMMEL & SILVERMAN, P.C.

By: _____

A handwritten signature in black ink, appearing to read 'Jacqueline C. Herritt', written over a horizontal line.

JACQUELINE C. HERRITT, ESQUIRE
Attorney for Plaintiff

Motor Vehicle
Retail Order:
 New Used



ROUTE 23 • BOX 347
SUSSEX, N.J. 07461
TEL (973) 875-3188
FAX (973) 875-9547
DEAL #: 135853
CUST #: 112193

CHRYSLER



ONLY IN A
Jeep

CHRYSLER • DODGE • JEEP

DATE 05/28/13
STOCK NO.
SALES PERSONAL D. BICCI
SPARTA NJ
WORK PHONE CELL #

PLEASE ENTER MY ORDER FOR ONE 2014 JEEP

MODEL GRAND CHEROKEE

BODY TYPE 4DR 4WD 0 COLOR DEEP CHERR 125 MILES (YEAR AND MAKE)

SERIAL NO. 44R3FCT4E0

INTERIOR TRIM COLOR OVERLAND

IF A CREDIT SALE, REQUIRED INFORMATION CONTAINED ON A SEPARATE DISCLOSURE STATEMENT IS MADE A PART OF THIS ORDER.

IF A LEASE, COMPLETE DISCLOSURE OF ALL LEASE TERMS AND CONDITIONS IS CONTAINED ON A SEPARATE LEASE CONTRACT.

Price of Unit 49518.15

Additional Equipment (options) TIRE AND WHEEL 2670.00

THE FOLLOWING ARE NON-CHRYSLER OR MOPAR ITEMS AND ARE NOT SUBJECT TO ANY CHRYSLER WARRANTIES

PRICE INCLUDES TAX ON FIRST

DEL CHARGE X

TOTAL PRICE OF VEHICLE 49718.15

Less Trade-In 12900.00

TOTAL TAXABLE AMOUNT 36818.15

State Sales Tax 2577.27

NJ Supplemental Tiling Fee 198.87

Motor Vehicle Tire Fee - \$1.50 Per New Tire 7.50

Registration/Title Fee (Estimated) 375.00

(See Paragraph 15 On Reverse Side)

Documentary Clerical Fee \$156.00

Fee: Document Delivery Fee \$82.00 238.00

(See Paragraph 16 On Reverse Side)

NET PAY-OFF ON TRADE-IN N/A

TOTAL 42214.87

FACTORY REBATE TO DEALER N/A

Deposit (Minimum Required 10%) 500.00

BALANCE IN CASH, CERTIFIED CHECK OR OTHER ACCEPTABLE FORM OF PAYMENT, DUE ON DELIVERY. 39714.87

IF A NEW VEHICLE SALE OR LEASE... The only warranties applying to this vehicle are those offered by the manufacturer. Dealer sells/leases this vehicle "as is" and hereby disclaims all warranties, either express or implied, including any implied warranties of merchantability and fitness for a particular purpose. Any liability of dealer with respect to defects or malfunctions of this vehicle including, without limitation, those which pertain to performance or safety, (whether by way of "strict liability," based upon dealer's negligence, or otherwise), is expressly excluded and customer hereby assumes any such risks. The manufacturer's warranty is not affected by this disclaimer of warranties by dealer.

IF USED VEHICLE SALE OR LEASE-CHECK APPROPRIATE BOX
 This vehicle is sold/leased "as is" and dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability and fitness for a particular purpose. Any liability of dealer with respect to defects or malfunctions of this vehicle including, without limitation, those which pertain to performance or safety, (whether by way of "strict liability," based upon dealer's negligence, or otherwise), is expressly excluded and customer hereby assumes any such risks.
OR
 The only dealer warranty on this vehicle is the limited warranty which is issued with and made a part of this order form.

ALL USED VEHICLE SALES-DEALER'S OBLIGATION
The laws of New Jersey require Motor Vehicle Dealers to make all necessary repairs, without charge, or return the full purchase price (if a sale) to the customer in the event a used vehicle sold and intended to be registered in this State fails to meet State Inspection Standards for the issuance of a certificate of approval due to a defect that is not the result of the customer's own act. The undersigned, before entering into this contract, has been informed of dealer's obligation above and agrees to have the used vehicle inspected within 14 days from the issuance of the permanent registration for such vehicle.

WAVES OF DEALER'S OBLIGATION (USED VEHICLE SALE)
The undersigned, has read and understood the above Dealer's Obligation, and does hereby WAIVE AND RELEASE the DEALER'S OBLIGATION to make repairs without charge or return the full purchase price (if a sale) if the vehicle fails to meet State Inspection Standards for the issuance of a certificate of approval, unless the cause for the vehicle's rejection is an item which is "covered" by New Jersey's Used Car Lemon/Warranty Law (P.L. 1995, Chpt. 373).

TRADE-IN DESCRIPTION AND ALLOWANCE
Vehicle #1
Year 2008 Make NISSAN Model MAXIMA
Serial No. N1BA1E1E120 Mileage 84078
Trade-In Value 12900.00 Date of 05/28/13
Vehicle #2
Year _____ Make _____ Model _____
Serial No. _____ Mileage _____
Trade-In Value _____ Date of _____

Customer certifies that the frame on the trade-in vehicle has never sustained any damage or been repaired. All airbags are of original equipment and have never been deployed. Also, that the vehicle has never been in a flood or had the emission control system tampered with or altered. Customer certifies the above.
X

AGREEMENT TO ARBITRATE ANY CLAIMS. READ THE FOLLOWING ARBITRATION PROVISION CAREFULLY, IT LIMITS YOUR RIGHTS, INCLUDING THE RIGHT TO MAINTAIN A COURT ACTION.

The parties to this agreement agree to arbitrate any claim, dispute, or controversy, including all statutory claims and any state or federal claims, that may arise out of or relating to the sale or lease identified in this agreement. By agreeing to arbitration, the parties understand and agree that they are waiving their rights to maintain other available resolution processes, such as a court action or administrative proceeding, to settle their disputes. Consumer Fraud, Used Car Lemon Law, and Truth-in-Lending claims are just three examples of the various types of claims subject to arbitration under this agreement. The parties also agree to (i) waive any right to pursue any claims arising under this agreement including statutory, state or federal claims, as a class action arbitration, or (ii) to have an arbitration under this agreement consolidated with any other arbitration or proceeding. The arbitration shall be conducted in accordance with the rules of the American Arbitration Association before a single arbitrator, who shall be a retired judge or an attorney. Dealership shall advance both party's filing, service, administration, arbitrator, hearing, or other fees, subject to reimbursement by decision of the arbitrator. Each party shall bear his or her own attorney, expert, and other fees and costs, except when awarded by the arbitrator under applicable law. The arbitration shall take place in New Jersey at a mutually convenient place agreed upon by the parties or selected by the arbitrator. The decision of the arbitrator shall be binding upon the parties. Any further relief sought by either party will be subject to the decision of the arbitrator. If any part of this arbitration clause,

other than waivers of class action rights, is found to be unenforceable for any reason, the remaining provisions shall remain enforceable. If a waiver of class action and consolidation rights is found unenforceable in any action in which class action remedies have been sought, this entire arbitration clause shall be deemed unenforceable, it being the intention and agreement of the parties not to arbitrate class actions or in consolidated proceedings. In the event that any subsequent lease, finance, or other agreement between the parties contains a provision for arbitration of claims which conflicts with or is inconsistent with this arbitration provision, the terms of such subsequent arbitration provision shall govern and control to the extent of such conflict or inconsistency. THIS ARBITRATION PROVISION LIMITS YOUR RIGHTS, INCLUDING YOUR RIGHT TO MAINTAIN A COURT ACTION. PLEASE READ CAREFULLY PRIOR TO SIGNING.

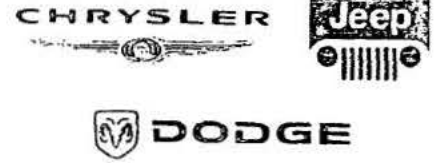
Accepted By: 05/28/13 Date: 05/28/13 X

Customer agrees that this Order on the face and on the reverse side and any attachments to it includes all the terms and conditions, if a sale. Customer further agrees this Order cancels and supersedes any prior agreements and as of the date signed by Dealer or authorized agent, comprises the complete and exclusive statement of the terms of the agreement between Customer and Dealer. If Customer, prior to delivery, elects to lease the vehicle described above, Customer and Dealer agree to execute a lease contract which shall contain full disclosure of all lease information. THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE. Customer by execution of this Order acknowledges that they have read the terms and conditions and have received a true copy of the order. YOU HAVE A RIGHT TO A WRITTEN ITEMIZED PRICE FOR EACH SPECIFIC PRE-DELIVERY SERVICE, WHICH IS TO BE PERFORMED. THE AUTOMOTIVE DEALER MAY NOT CHARGE FOR PRE-DELIVERY SERVICES FOR





60 Route 304 Nanuet, NY 10954
 Phone (845) 623-7873
 N.Y.S. M.V. R/S REG. NO. 7000539
 www.rocklandcjd.com



CELL: [REDACTED]

CUSTOMER NO	[REDACTED]	ADVISOR	BETH HICKS	3569	FAG NO	5268	INVOICE DATE	10/14/14	[REDACTED]	
[REDACTED]	[REDACTED]	LABOR RATE	115.00	LICENSE NO		MILEAGE	35,174	COLOR	7	
SPARTA, NJ	[REDACTED]	YEAR / MAKE / MODEL	14/JEEP/GRAND CHEROKEE/4DR 4WD OVERL				DELIVERY DATE		DELIVERY MILES	
		VEHICLE ID NO	1C4RJFCT4EC [REDACTED]				SELLING DEALER NO		PRODUCTION DATE	
		F.T.E. NO		P.O. NO		R.O. DATE	10/10/14			
RESIDENCE PHONE	[REDACTED]	COMMENTS								

MO: 35183

LABOR & PARTS
 J# 1 18CHZZNOSTART CHECK NO START HOURS TECH(S) 1631 INTERNAL
 CAR TOWED TO SHOP-NO START
 COULD NOT DUPLICATE. CAR STARTED EVERY TIME IN SHOP. STARTED
 AT COLD AND HOT. NO PROBLEMS FOUND.

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

J# 2 35CHZ RECALL HOURS 1.50 TECH(S) 1631 WARRANTY
 PERFORM RECALL #P36
 REPLACED SUN VISOR WIRE GUIDES AS PER RECALL P36 LOP
 08-P3-61-60

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 2	1	PKP36	RECALL P36			
JOB # 2	1	CBXDP361-AA	SPACER VI 18050069			
JOB # 2 TOTAL PARTS 0.00						
JOB # 2 TOTAL LABOR & PARTS 0.00						

TECHNICIAN CERTIFICATION
 1631 CHARLES PAUYO 1631

TOTALS

THANK YOU FOR THE OPPORTUNITY TO SERVICE YOUR VEHICLE	TOTAL LABOR....	0.00
WE EXPECT AND HOPE THAT YOUR SERVICE VISIT HAS BEEN PLEASANT	TOTAL PARTS....	0.00
PLEASE TAKE A MOMENT TO TELL US HOW WE PERFORMED.	TOTAL SUBLET....	0.00
I WAS GREETED PROMPTLY AND COURTEOUSLY	TOTAL G.O.G....	0.00
MY CAR WAS READY WHEN YOU PROMISED IT WOULD BE	TOTAL MISC CHG.	0.00
I PLAN TO RETURN FOR FUTURE SERVICE	TOTAL MISC DISC	0.00
MY SERVICE ADVISOR WAS HELPFUL AND COURTEOUS	TOTAL TAX.....	0.00
	TOTAL INVOICE \$	0.00

***** FOR YOUR CONVENIENCE*****

MONDAY - FRIDAY 7:30 AM TO 6:00 PM
 SATURDAY 8:00 AM TO 4:00 PM

Leth
Ext 394

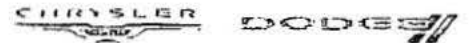
CUSTOMER SIGNATURE _____





CHRYSLER • JEEP • DODGE • RAM

ROUTE 23 • BOX 347
 SUSSEX, N.J. 07461
 TEL (973) 875-8153
 FAX (973) 875-9517



CELL: [REDACTED]

CUSTOMER NO:	ADVISOR SCOTT	02473	TAG NO 4068	INVOICE DATE 12/24/14
[REDACTED]	LABOR RATE	LICEN SF NO	MILEAGE 35,397	GROUP DP CHR RED
SPARTA, NJ	YEAR MAKE / MODEL 14/JEEP/GRAND CHEROKEE/4DR 4WD OVERL			DELIVERY DATE 05/28/13
	VEHICLE ID NO 1C4RJFCT4EC			DELIVERY MILES 126
	DATE	BY	DATE	PRODUCTION DATE
			11/10/14	
	BUYER PHONE	COMMENTS		MO: 35805

LABOR & PARTS # 1 21CHZ TRANSMISSION HOURS: TECH(S):30500 WARRANTY:

CUST STATES MESSAGE ON DASH READS SERVICE SHIFTER-VEHICLE GOES INTO LIMP MODE AND WONT SHIFT INTO ANY GEAR CHRYSLER CASE # 25798105. INSPECTED. AT FIRST UNABLE TO DUPLICATE CONCERN.VERY SPORATIC.MADE SCAN REPORT.OVER 5 PAGES OF CODES.CHECKED GROUNDS.DID FIND NEGATIVE BATTERY CABLE VERY LOOSE.DRIVE VEHICLE.STILL NO GOOD AFTER DRIVING OVER 1/2 HOUR HAPPENED AGAIN AND THIS TIME STUCK IN JEEP.COULD NOT PUT IN PARK OR SHUT OFF.ENGINE RPM WAS GOING UP AND DOWN.STARTED STAR CASE #784804. ALSO SENT FREEZE FRAME DATA TO STAR. REQUESTED HELP FROM FIELD ENGINEER. TOOK OUT R/F WHEEL INNER WHEEL WELL,CENTER CONSOLE,R/S KICK PANEL,R/S LOWER DASH BEZEL,INSTRUMENT CLUSTER,DRIVER SIDE KNEE AIR BAG TO ACCESS WIRING.WIGGLED ALL HARNESS ON CAN C BUS AND STAR CONNECTORS ON CAN C AND IHS BUS. STILL OK.REMOVED AIR BOX TO ACCESS ABS MODULE HARNESS.DISCONNECT AND INSPECT.OK. REMOVED AND INSPECTED ALL CONNECTORS AS PER STAR CASES(SEE ATTACHED) ALL CHECK OK. REMOVE UNDER ENGINE COMPARTMENT GROUNDS AND CLEAN AND RETIGHTEN.DROVE JEEP. AFTER 1 HOUR JEEP DID IT AGAIN. CAN C- VOLTAGE AT .75 AND CAN C+ VOLTAGE AT .25 AS PER STAR REPLACE ABS AND TRY DRIVING AGAIN. REPLACED ABS MODULE AND HAD LOT ATTENDANT DRIVE AGAIN.AFTER 1.5 HRS JEEP CAN C BUS SHORTED AGAIN AND THIS HAS BEEN A MAJOR ISSUE FINDING AN INTERMITTENT CAN C BUS SHORT. BOTH STAR AND THE FIELD ENGINEER ARE AWARE OF THIS AND CUSTOMER WAS ALSO SHOWN AND MADE AWARE. SEE ATTACHED PRINT OUTS OF CODES AND WIRING DIAGRAMS USED. FINAL OUTCOME WAS DISCONNECTING STAR CONNECTOR FOR RADIO ON CAN C BUS. STAR CONNECTOR L/S J.P CONNECTOR #C6 NOTE WIRING DIAGRAM SHOWS RADID AND ELECTRONIC SHIFT MODULE HAS BOTH HAVING A YELLOW WIRE AND A GREY WIRE. TIME FIGURING WHICH ONE WAS RADIO. LOT PERSON DROVE VEHICLE ON AND OFF FOR 2 DAYS/WAS OK. STILL OK ON DAY 3 AND 4. ORDERED RADIO AND INSTALLED.PUT JEEP BACK TOGETHER AND ERASED DTC'S. DROVE FOR 2 MORE DAYS. OK.

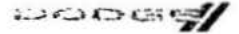
PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	68199237-AG	MODULE AN 08035030		
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

TECHNICIAN CERTIFICATION: 30500 MIKE 3050



CHRYSLER • JEEP • DODGE • RAM

ROUTE 23 • BOX 347
 SUSSEX, N.J. 07461
 TEL (973) 875-3188
 FAX (973) 875-9517



CELL: [REDACTED]

CUSTOMER NO	NEWBO	02473	TAG NO	4068	INVOICE DATE	12/24/14
[REDACTED]	SCOTT			35,397	COLOR	DP CHR RED
[REDACTED]	YEAR MAKE MODEL	14/JEEP/GRAND CHEROKEE/4DR 4WD OVERL			DELIVERY DATE	05/28/13
SPARTA, NJ	VEHICLE ID	1 C 4 R J F C T 4 E C [REDACTED]			DELIVERY MILES	126
[REDACTED]	PRICE				SELLING DEALER NO	PRODUCTION DATE
[REDACTED]					INVOICE DATE	11/10/14
[REDACTED]						MO: 35805

TOTALS

WE HAVE RECEIVED DMCC HIGHEST AWARD "FIVE STAR" WE ARE BETTER AND WE WILL PROVE IT THANKS TO ALL OF OUR CUSTOMERS FOR HELPING US TO BE THE BEST WE CAN YOUR SERVICE TEAM	TOTAL LABOR.... 0.00
	TOTAL PARTS.... 0.00
	TOTAL SUBLET.... 0.00
	TOTAL G.O.G.... 0.00
	TOTAL MISC CHG. 0.00
	TOTAL MISC DISC 0.00
	TOTAL TAX..... 0.00
	TOTAL INVOICE \$ 0.00

 * CASH () CHECK ()#..... VISA () *
 * *
 * MASTERCARD () AMEX () DISC () CHARGE () *

CUSTOMER SIGNATURE _____