

PE15-030

FLAT CHRYSLER

11-24-2015

ENCLOSURE 4

CAIR Backup



**Document Recieved from Customer**

**Cair Number:** [REDACTED]

**Date Received: 2014-01-13 17:42:08.558617**

**Files Not Recieved: 0**

CASE # [REDACTED]

[REDACTED]

RENTAL AGREEMENT REF#  
77471 6F08PC

RENTER  
[REDACTED]

ADDITIONAL DRIVER  
[REDACTED]

1st month

DATE & TIME OUT  
11/25/2013 10:46 AM  
DATE & TIME IN  
12/27/2013 10:01 AM

BILLING CYCLE  
CALENDAR DAY

VEH #2 2012 VOLK JETT S  
VIN# JN8AZ1J6CM [REDACTED]  
LIC# [REDACTED]  
MILES DRIVEN 52

VEH #1 2013 NISSAN MURA S4WD  
VIN# JN8AZ1MW3D [REDACTED]  
LIC# [REDACTED]  
MILES DRIVEN 539

BILL TO ACCOUNT  
AMICA-HARTFORD-(03)\*\*  
ATTN: KIZER, JANET  
P. O. BOX 3000  
GLASTONBURY, CT 06033

CLAIM INFO  
[REDACTED]

LOSS DATE: 11/24/2013  
INSURED  
SHOP: MITCHELL BODY SHOP  
PHONE: (860) 408-6095  
ATTN: UNKNOWN

SUMMARY OF CHARGES

Charge Description	Date	Quantity	Per	Rate	Total
TIME & DISTANCE	11/25 - 12/20	26	DAY	\$47.49	\$1,234.74
TIME & DISTANCE	12/21 - 12/27	7	DAY	\$25.00	\$175.00
DW	11/25 - 12/24	1	MONTH	\$449.99	\$449.99
DW	12/25 - 12/27	3	DAY	\$19.99	\$59.97
REFUELING CHARGE	11/25 - 12/27				\$0.00
YOUNG DRIVER FEE (18-99)	11/25 - 12/27			WAIVED	
				<b>Subtotal:</b>	<b>\$1,919.70</b>

Taxes & Surcharges					
SALES TAX	11/25 - 12/27			6.35%	\$89.52
				<b>Total Charges:</b>	<b>\$2,009.22</b>

Bill-To / Deposits					
AMICA-HARTFORD-(03)**					
TIME & DISTANCE	11/25 - 12/24	26	DAY		
SALES TAX	11/25 - 12/24	1	PERCENT	6.35%	
				<b>Subtotal:</b>	<b>(\$886.35)</b>
				<b>DEPOSITS</b>	<b>(\$1,122.87)</b>

Total Amount Due \$0.00

PAYMENT INFORMATION

AMOUNT PAID	TYPE	CREDIT CARD NUMBER
\$1,122.87	Mastercard	[REDACTED]

1/2/14

P2 ATTN: DEBBIE EXT 66266  
CASE# [REDACTED]

RENTAL AGREEMENT REF#  
77784 6LVX0G

RENTER  
[REDACTED]

DATE & TIME OUT  
12/27/2013 10:24 AM  
DATE & TIME IN  
01/09/2014 03:14 PM

BILLING CYCLE  
CALENDAR DAY

VEH #1 2012 VOLKSWAGEN  
VIN# 3VW2K7A16CM [REDACTED]  
LIC# [REDACTED]  
MILES 264  
DRIVEN

BILL TO ACCOUNT  
AMICA-HARTFORD-(03)\*\*  
ATTN: [REDACTED]

GLASTONBURY, CT [REDACTED]

CLAIM INFO

INSURED: SAME  
LOSS DATE: 11/24/2013  
INSURED  
SHOP: MITCHELL BODY SHOP  
PHONE: (860) 408-6095  
ATTN: UNKNOWN

SUMMARY OF CHARGES

Charge Description	Date	Quantity	Per	Rate	Total
TIME & DISTANCE	12/28 - 01/09	13	DAY	\$30.49	\$395.37
DW	12/28 - 01/09	2	WEEK	\$99.99	\$199.98
REFUELING CHARGE	12/28 - 01/09				\$0.00
YOUNG DRIVER FEE (18-99)	12/28 - 01/09			WAIVED	
				<b>Subtotal:</b>	<b>\$596.35</b>
<b>Miscellaneous Charges/Refunds</b>					
GASOLINE REFUND					(\$15.00)
<b>Taxes &amp; Surcharges</b>					
MOTOR VEHICLE RENTAL SURCHARGE	12/28 - 01/09			3%	\$11.89
SALES TAX	12/28 - 01/09			9.35%	\$38.17
TOURISM TAX	12/28 - 01/09	13	DAY	\$1.00	\$13.00
				<b>Total Charges:</b>	<b>\$644.41</b>

Total Amount Due \$0.00

PAYMENT INFORMATION

AMOUNT PAID TYPE  
\$644.41 Mastercard

CREDIT CARD NUMBER  
[REDACTED]

21.13/14

P3 ATTN DEMIC EX 1. 66266  
CASE

# MITCHELL AUTO GROUP, Inc.

## VOLVO

384 Hopmeadow St. P.O. Box 127  
SIMSBURY, CT. 06070

## VOLVO

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADAM LAWLOR	596	TAG NO. 8922	INVOICE DATE 01/08/14	[REDACTED]
[REDACTED]	LABOR RATE 48.00	LICENSE NO.	MILEAGE 2,097	COLOR WHITE/	STOCK NO.
AVON, CT [REDACTED]	14/CHRYSLER/GR CHEROKEE			DELIVERY DATE	DELIVERY MILES
[REDACTED]	VEHICLE ID NO. IC4R JFCG4EC [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	R.O. NO.	R.O. DATE 11/25/13		
COMMENTS					MO: 2097

007 1 CHARGES

LABOR

01 9500Z BODY SHOP COLLISION HOURS: 13.60 TEL(S): 701 707.20

DROP OFF 11/25

AMICA- RT FRT END

REPAIRED FRONT END DAMAGE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE		
	1	5182390-AB	NAMEPLATE 23054011	54.45		54.45
	1	5182021-AB	LAMP FRON 8014001	70.60		70.60
	1	1WL27TZZ-AC	FASCIA FR 23034007	295.00		295.00
	1	1WL30TZZ-AC	FASCIA FR 23034007	264.00		264.00
	1	55369587-AD	HOOD HOOD 23034034	675.00		675.00
	1	55369596-AC	PANEL FEN 23034031	259.00		259.00
	1	5QJ76TZZ-AA	MOLDING W 23023035	69.00		69.00
	1	5RM46TZZ-AA	GRILLE RA 23033041	532.00		532.00
	1	68111000-AC	HEADLAMP 8034001	1120.00		1120.00
	1	68143096-AB	SPAT FRON 23019020	32.10		32.10
	1	68143102-AC	GRILLE LO 23033041	45.75		45.75
	1	68143105-AC	APPLIQUE 23034006	19.35		19.35
	1	68144375-AB	PANEL CLD 23051006	25.60		25.60
	1	68145739-AD	WIRING HE 8015002	815.00		815.00
	1	68188246-AB	SILENCER 23031137	52.00		52.00
	1	68194236-AB	PANEL CLD 23034009	27.50		27.50
	1	68223400-AA	BRACKET H 23092003	167.00		167.00
	1	68227139-AA	BEAM FRON 23034003	224.00		224.00
	1	68143107-AB	BEZEL ADA 23108027	14.95		14.95
	1	68223550-AA	BAFFLE AI 7011003	33.60		33.60
	1	68143078-AB	BEZEL FOG 23023021	22.25		22.25
	1	68144218-AC	BRACKET B 23043005	5.00		5.00
	1	68070493-AA	SEAL HOOD 23043024	39.45		39.45
	1	68223471-AA	ABSORBER 23034004	45.75		45.75
	1	68223470-AA	BRACKET F 23092003	40.95		40.95
	1	68084597-AB	SEAL HOOD 23043024	29.45		29.45
	1	68204730-AB	COMPRESSO 17023037	1545.00		1545.00
	2	68034329-AA	RETAINER 23043014	0.75		1.50
	7	4878883-AA	RETAINER 23043014	6.20		43.40
	2	6035201	RIVET NON 18050043	5.85		11.70
	6	6500911	RIVET NON 23043014	6.00		36.00
	4	6508863-AA	PUSH PIN 14089002	2.50		10.00
	1	68110321-AC	NAMEPLATE 23054011	67.60		67.60
				TOTAL - PARTS		6693.95

### DEALER CODE

3291

### SALES

(860) 408-6065

### SERVICE

(860) 408-6080

### PARTS

(860) 408-6090

### BODY SHOP

(860) 408-6095

### TOLL FREE

(800) 541-4621

*We commit to  
delivering  
excellence*

SUBLET	PO# 230859	VEND INV#	INV. DATE 01/08/14	DESCRIPTION INSTALL HARNESS/PUNPRO42919		1444.35
					TOTAL - SUBLET	1444.35
MISC	CODE	DESCRIPTION	CONTROL NO			
		BSIM BODY SHOP AUTO DETAIL				40.00
					TOTAL - MISC	40.00

The Reynolds and Reynolds Company, ELLIOTTWOOD, COLUMBIA, SC

FIRST COPY

01/13/14

PH ATTN: DEBORAH EX: 66266  
CASE # [REDACTED]

# MITCHELL AUTO GROUP, Inc.

## VOLVO

384 Hopmeadow St. P.O. Box 127

## VOLVO

SIMSBURY, CT. 06070

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADRESOR ADAM LAWLOR	596	TAG NO. 8922	INVOICE DATE 01/08/14	NOTES [REDACTED]
[REDACTED]	LABOR RATE 48.00	LICENSE NO.	MILEAGE 2,097	COLOR WHITE/	STOCK NO.
AVON, CT [REDACTED]	YEAR MAKE MODEL 14/CHRYSLER/GR CHEROKEE			DELIVERY DATE	DELIVERY MILES
[REDACTED]	VEHICLE ID. NO. 1C4RJFCG4EC [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	R.T. E. NO.	P.O. NO.	R.O. DATE 11/25/13		
COMMENTS					MO: 2097

JOB# 1 TOTALS

LABOR	707.20
PARTS	6693.95
SUBLET	1444.35
MISC	40.00
<b>JOB# 1 TOTAL</b>	<b>8885.50</b>

JOB# 2 CHARGES

LABOR  
#12+9500ZPAINT PAINT WORK HOURS: 16.30 TECH(S): 1005 588 847.60

PAINT  
REFINISHED FRT BUMPER RT FENDER, HOOD AND BLENDED INTO RT  
FRONT DOOR

G.O.G. & SUPPLIES

1.0 PAINT/MATERIALS @	473.340 /UNIT	473.34
1.0 HAZ WASTE REMOVAL @	3.500 /UNIT	3.50
<b>TOTAL - GOG</b>		<b>476.84</b>

JOB# 2 TOTALS

LABOR	847.60
G.O.G.	476.84
<b>JOB# 2 TOTAL</b>	<b>1324.44</b>

ESTIMATE  
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$10858.28 (+TAX)

TOTALS

TOTAL LABOR....	1554.80
TOTAL PARTS....	6693.95
TOTAL SUBLET....	1444.35
TOTAL G.O.G....	476.84
TOTAL MISC CHG.	40.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	648.34
<b>TOTAL INVOICE \$</b>	<b>10858.28</b>

PROTECT YOUR INVESTMENT-CONSIDER AN EXTENDED SERVICE CONTRACT TODAY! PRESENT THIS MESSAGE FOR A SPECIAL PRICE.

DEALER CODES: SUBARU 010108  
VOLVO 3291, SAAB 0046  
DODGE 43-709, VW 408092  
LAND ROVER 00297

**DEALER CODE**  
3291

**SALES**  
(860) 408-6065

**SERVICE**  
(860) 408-6080

**PARTS**  
(860) 408-6090

**BODY SHOP**  
(860) 408-6095

**TOLL FREE**  
(800) 541-4621

*We commit to  
delivering  
excellence*

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

The Reynolds and Reynolds Company, LINCOLN, NE 68502

PE15-030

FLAT CHRYSLER

11-24-2015

ENCLOSURE 4

CAIR Backup



**Document Recieved from Customer**

**Cair Number:** [REDACTED]

**Date Received: 2014-02-12 12:37:21.360236**

**Files Not Recieved: 0**

**SIMPLE FINANCE CHARGE**

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

\* page 4 of 6

Buyer Name and Address (Including County and Zip Code)  ABINGDON VA	Co-Buyer Name and Address (Including County and Zip Code)  ABINGDON VA	Creditor-Seller (Name and Address) 27992 GOV. G. C. PEERY HWY NORTH TAZEWELL VA 24630 TAZEWELL
--	---	--

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	Purpose for Which Purchased
NEW	2014	JEEP GRAND CH	1C4RJFBG9EC	<input type="checkbox"/> Personal, Family or Household <input type="checkbox"/> business <input type="checkbox"/> agricultural

**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
4.84 %	\$ 6170.49	\$ 37807.25	\$ 43977.75	\$ 6576.78 50556.83

Insurance: You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is authorized to sell such insurance in Virginia. Your choice will not affect our decision to extend credit or the terms of this contract. You are not required to buy any other insurance to obtain credit unless the box indicating Vendor's Single Interest insurance is required is checked below.

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

**Your Payment Schedule Will Be:**

Number of Payments	Amount of Payments	When Payments Are Due
75	586.37	Monthly beginning 08/15/2013

**Check the insurance you want and sign below:**

**Optional Credit Insurance**

Credit Life:  Buyer  Co-Buyer  Both  
 Credit Disability:  Buyer  Co-Buyer  Both

Premium:

Credit Life \$ N/A

Credit Disability \$ N/A

Insurance Company Name \_\_\_\_\_

Home Office Address N/A

**Late Charge.** If payment is not received in full within 7 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 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.

Credit life insurance and credit disability insurance are not required to obtain credit (see back). You have the right to use alternate coverage or buy such insurance elsewhere. Your choice of insurer will not affect our decision to extend credit or the terms of this contract. Your decision to buy or not to buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. If you choose this insurance, the cost is shown in item 4A of the Itemization of Amount Financed. Credit life insurance is based on your original payment schedule. This insurance may not pay all you owe on this contract if you make late payments. Credit Disability Insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown below.

**ITEMIZATION OF AMOUNT FINANCED**

1 Cash Price (including \$ <u>1290.54</u> sales tax)	\$ <u>43565.54(1)</u>
2 Total Downpayment = <u>2009 NISSAN 370Z</u> Trade-In <u>2001 JEEP</u> (Year) (Make) (Model)	
Gross Trade-In Allowance	\$ <u>23100.00</u>
Less Pay Off Made By Seller	\$ <u>17021.22</u>
Equals Net Trade In	\$ <u>6078.78</u>
+ Cash	\$ <u>N/A</u>
+ Other <u>MPG REBATES</u>	\$ <u>500.00</u>
(If total downpayment is negative, enter "0" and see 4I below)	\$ <u>6578.78(2)</u>
3 Unpaid Balance of Cash Price (1 minus 2)	\$ <u>36986.76(3)</u>
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>	\$ <u>N/A</u>
Disability \$ <u>N/A</u>	\$ <u>N/A</u>
B Vendor's Single Interest Insurance Paid to Insurance Company(ies).	\$ <u>N/A</u>
C Other Optional Insurance Paid to Insurance Company or Companies	\$ <u>N/A</u>
D Optional Gap Contract	\$ <u>399.00</u>
F Official Fees Paid to Government Agencies	\$ <u>N/A</u>

**Other Optional Insurance**

N/A N/A

Type of Insurance Term

Premium \$ N/A

Insurance Company Name N/A

Home Office Address N/A

N/A N/A

<b>A</b> Cost of Optional Credit Insurance Paid to Insurance Company or Companies.			
Life	\$	N/A	
Disability	\$	N/A	N/A
<b>B</b> Vendor's Single Interest Insurance Paid to Insurance Company(ies).	\$		N/A
<b>C</b> Other Optional Insurance Paid to Insurance Company or Companies	\$		N/A
<b>D</b> Optional Gap Contract	\$		348.00
<b>E</b> Official Fees Paid to Government Agencies	\$		N/A
1) to N/A for N/A	\$		N/A
2) to N/A for N/A	\$		N/A
3) to N/A for N/A	\$		N/A
<b>F</b> Government Taxes Not Included in Cash Price	\$		N/A
<b>G</b> Government License and/or Registration Fees	\$		N/A
<b>H</b> Government Certificate of Title Fees	\$		12.00
<b>I</b> Other Charges (Seller must identify who is paid and describe purpose.)	\$		
1) to N/A for Prior Credit or Lease Balance	\$		N/A
2) to N/A for N/A	\$		N/A
3) to SHELLED for PROCESSING FEE	\$		309.50
4) to N/A for N/A	\$		N/A
5) to N/A for N/A	\$		N/A
6) to N/A for N/A	\$		N/A
7) to N/A for N/A	\$		N/A
8) to N/A for N/A	\$		N/A
Total Other Charges and Amounts Paid to Others on Your Behalf	\$		820.50
<b>5</b> Amount Financed (3 + 4)	\$		37807.25

**Other Optional Insurance**

N/A N/A

Type of Insurance \_\_\_\_\_ Term \_\_\_\_\_

Premium \$ \_\_\_\_\_ N/A

Insurance Company Name \_\_\_\_\_

Home Office Address \_\_\_\_\_ N/A

N/A N/A

Type of Insurance \_\_\_\_\_ Term \_\_\_\_\_

Premium \$ \_\_\_\_\_ N/A

Insurance Company Name \_\_\_\_\_

Other optional insurance is not required to obtain credit. Your decision to buy or not buy other optional insurance will not affect our decision to approve or not approve your application. It will not be provided unless you sign and agree to pay the extra cost. Your choice of insurer will not affect our decision to extend credit or the terms of this contract.

I want the insurance checked above.

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

Co-Buyer Signature \_\_\_\_\_ Date \_\_\_\_\_

**THIS INSURANCE DOES NOT INCLUDE INSURANCE ON YOUR LIABILITY FOR BODILY INJURY OR PROPERTY DAMAGE.**

**OPTION:**  You pay no finance charge if the Amount Financed, item 5, is paid in full on or before \_\_\_\_\_ N/A, Year \_\_\_\_\_, SELLER'S INITIALS \_\_\_\_\_

**Returned Check Charge:** If any check you give us is dishonored, we may, at our option, charge you \$ \_\_\_\_\_

**VENDOR'S SINGLE INTEREST INSURANCE (VSI insurance):** If the preceding box is checked, the Creditor requires VSI insurance for the initial term of the contract to protect the Creditor for loss or damage to the vehicle (collision, fire, theft). VSI insurance is for the Creditor's sole protection. This insurance does not protect your interest in the vehicle. You may choose the insurance company through which the VSI insurance is obtained. If you elect to purchase VSI insurance through the Creditor, the cost of this insurance is \$ \_\_\_\_\_ N/A and is also shown in Item 4B of the Itemization of Amount Financed. The coverage is for the initial term of the contract. See back of this contract for more information.

\* page 5 of 6  
2th: Shannell

**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. \_\_\_\_\_

OWNER'S NAME \_\_\_\_\_

Name of Gap Contract \_\_\_\_\_

I want to buy a gap \_\_\_\_\_

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, along with all other documents signed by you in connection with the purchase of the vehicle, comprise the entire agreement between you and us affecting this purchase. No oral agreements or understandings are binding. Upon assignment of this contract: (i) only this contract and addenda to this contract comprise the entire agreement between you and the assignee relating to this contract; (ii) any change to this contract must be in writing and the assignee must sign it; and (iii) no oral changes are binding. 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.

**NO LIABILITY INSURANCE INCLUDED**

**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.

PE15-030

FLAT CHRYSLER

11-24-2015

ENCLOSURE 4

CAIR Backup



RECEIVED DATE:

01/23/14

POSTED DATE:

1-16-14

VIN ( FIRST 9 DIGITS)

1C4RJEBGX

VIN ( LAST 8 DIGITS)

EC

FIRST NAME:

LAST NAME :

CAIR :

000 60000

NON - SCANABLE ITEMS : CIRCLE ONE

NO

YES

To Whom It May Concern,

I am reporting my 2014 Jeep Grand Cherokee as a LEMON in the state of South Carolina. According to the law in my handbook I was given at the time of purchase, this vehicle is in fact defective. I have filed two claims already with Chrysler and my request for a replacement vehicle was denied. There was no way to dispute the decision. I am taking further action and reporting the vehicle as a LEMON. Chrysler was given the opportunity to repair my vehicle and it was not successful, as the same issue happened just a week ago. I would like a replacement vehicle or reimbursement for the full purchase price. Please contact me as soon as possible, as the vehicle has major safety concerns and I do not know how long it will be fore the issue happens again. The vehicle, according to the Jeep technician, was "breaking on its own". I feel this issue would have been taken more seriously had I and my two year old daughter been in an accident because of this defect. Something must be done, not a repair but a replacement. Repairing the vehicle is not guaranteed to fix the issue as it has not fixed it in the previous try. Please contact me as soon as possible.

Thanks

  
VIN #: 1C4RJEBGXEC 

NOTIFICATION TO CHRYSLER GROUP LLC CUSTOMER CENTER

Customer

Address

Daytime



Lawrens SC

(State)

(Zip)



VIN Number 1C4RJEBGXEC

Date of Purchase July 2013 Mileage 12,900

Servicing Dealer Big O' Dodge

Number of days vehicle has been Out-of-Service 4 days / 6 days

Number of repair attempts to repair same condition 2

Description of Concern: Vehicle has major safety concerns. Vehicle is braking on its own while driving down the road.

Case # [Redacted] Repbcement was denied.

[REDACTED]  
Street Address

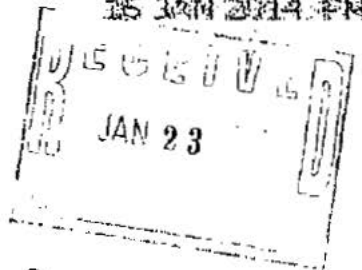
Lawrens SC  
City, State, Z

PLACE  
STAMP  
HERE

Chrysler Group LLC  
Customer Center  
P.O. Box 21-8004  
Auburn Hills, MI 48321-8004

GREENVILLE, NC

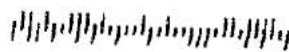
15 JAN 2014 PM 2



GREENVILLE SC

Chrysler Group LLC  
Customer Care  
P.O. Box 21-8004  
Auburn Hills, MI 483

48321800404



**Document Recieved from Customer**

**Cair Number:** [REDACTED]

**Date Received: 2014-02-01 20:10:13.542625**

**Files Not Recieved: 0**

Rental car reimbursement

RENTAL AGREEMENT NUMBER [REDACTED]

YOUR INFORMATION  
 Customer Name: [REDACTED]  
 Avis Worldwide Disc: VERIZON COMMUNICATIONS, INC  
 Methods Of Payment: VISA [REDACTED]

RECEIPT

YOUR VEHICLE INFORMATION  
 Avis Car Number: [REDACTED]  
 Plate Number: [REDACTED]  
 Veh Grp Charged: Mini-Van  
 Veh Grp Rented: Mini-Van  
 Veh Description: GRV CHRYSLER TOWN AND COUNTRY  
 Total Driven: 1391 MIs Udometer In: 10573 MIs  
 Fuel Gauge Reading: Full

YOUR RENTAL  
 Pickup Date/Time: JAN 22, 2014@12:40 PM  
 Pickup Location: 700 HAYWOOD MALL  
 GREENVILLE, SC, 29607, US

Return Date/Time: JAN 27, 2014@02:11 PM  
 Return Location: 700 HAYWOOD MALL  
 GREENVILLE, SC, 29607, US

YOUR VEHICLE CHARGES:

MIN	1 DAY	RATE CHART	TIME AND MILEAGE
MIS	: Unlimited		
HRLY	: 30.76		
DAILY	: 49.00		
WEEKLY	: 245.00		
MONTHLY	: 1078.00		
Time & Mileage:			Time 245.00= 245.00
TAXABLE FEES			245.00
ENERGY RECOVERY FEE	.00 /DY		
6.00% Concession Recovery Fee		+	3.00
Optional Products/Services Taxable		+	25.35
Subtotal Charges:			173.35
Sales Tax 6.000%		+	447.89
NON TAXABLE ITEMS			26.87
*SC 5% SURCHARGE		+	22.39
Your Total Charges Paid:			497.15
Prepayment:			.00
NET CHARGES:			497.15
Your Total Due:		USD	497.15
Fuel service: .5470/MI 9.299/Gal			0.00
*5% NON TAXABLE STATE OF SOUTH CAROLINA SURCHARGE			

YOUR OPTIONAL PRODUCTS/SERVICES  
 Loss Damage Waiver 28.99/Day Accepted  
 Optional Services Total Taxable = 173.94

NOTICES AVIS NOTICES AVIS NOTICES AVIS NOTICES AVIS NOTICES

I agree to the rental charges above. I acknowledge additional charges could be added based on tolls, tickets, fines administrative charges and other fees which may be applicable. X  
 Thank you for renting with Avis.  
 If you have questions regarding this rental, call us at 864-254-6377  
 This vehicle was rented to you by OERYK  
 This vehicle was checked in for you by JOYCE

**Document Recieved from Customer**

**Cair Number:** [REDACTED]

**Date Received: 2014-02-05 16:08:23.354804**

**Files Not Recieved: 0**



To: \_\_\_\_\_ From: \_\_\_\_\_  
 Fax: \_\_\_\_\_ Pages: \_\_\_\_\_  
 Phone: (864) 833-0841 Date: 2-4-14  
 Re: \_\_\_\_\_ CC: \_\_\_\_\_

Urgent  For Review  Please Comment  Please Reply

A#: Shay.

Info requested on [REDACTED]  
 2014 Jeep Grand Cherokee  
 24 [REDACTED]

# BIG "O" DODGE OF GREENVILLE, INC.

2645 LAURENS ROAD - POST OFFICE DRAWER 5575

GREENVILLE, SOUTH CAROLINA 29606

(864) 288-5000 • (800) 922-4211

www.bigododge.com



Attn: Kristina

30 Days  
DO'S

CUSTOMER NO.	ADVISOR MICHAEL	TAG NO. 13292	465	INVOICE DATE 11/15/13	INVOICE NO.
LAURENS, SC	LABOR RATE	LICENSE NO.	MILEAGE 9,680	COLOR MAXIMUM STE	STOCK NO.
	YEAR / MAKE / MODEL 14/JEEP/GRAND CHEROKEE/4DR RWD LIMIT			DELIVERY DATE	DELIVERY MILES 78
	VEHICLE I.D. NO. 1C4RJEBGXEC			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		R.O. DATE 11/15/13	
COMMENTS					NO: 9680

JOB# 1 CHARGES

LABOR

# 1 1000Z18 DRIVEABILITY RECALL TECH(S) 10938 WARRANTY

C/S N58 RECALL IS OPEN  
08-H5-81-84  
COMPLETED

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX JECS JOB# 1 TOTAL 0.00

COMMENTS

DROP OFF

DELETED OPERATION(S)

5100Z \*BODY ELECTRICAL

TOTALS

* [ ] CASH	[ ] CHECK	CK NO. [ ]	* [ ] DISCOVER	TOTAL LABOR....	0.00
* [ ] VISA	[ ] MASTERCARD	[ ]	* [ ] AMEX	TOTAL PARTS....	0.00
* [ ] OTHER	[ ] CHARGE	[ ]		TOTAL SUBLET...	0.00
*****				TOTAL G.O.G....	0.00
				TOTAL MISC CHG.	0.00
				TOTAL MISC DISC	0.00
				TOTAL TAX.....	0.00
				<b>TOTAL INVOICE \$</b>	<b>0.00</b>

PLEASE ACCEPT OUR SINCERE APPRICIATION FOR PLACING YOUR TRUST IN THE SERVICE AND PARTS TEAM AT BIG "O" AND ALLOWING US TO EARN YOUR CONTINUED CONFIDENCE. WE STRIVE TO PROVIDE 100% CUSTOMER SATISFACTION. IT IS OUR INTENTION TO BECOME YOUR ONLY SOURCE. TO SERVE ALL OF YOUR AUTOMOTIVE NEEDS. IF IN ANY WAY WE HAVE "MISSED THE MARK" IN PROVIDING YOU "TRULY EXCEPTIONAL SERVICE" PLEASE CONTACT RON HOLLAND AT 864-679-2818 OR EMAIL ronholland@bigododge.com

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

\*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*

ZONE NO. 67 DEALER NO. 43084

**DISCLAIMER OF WARRANTIES**

The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby disclaims all warranties, either express or implied including any implied warranties of merchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages. See reverse side for Warranty coverage detail.

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

**THANK YOU FOR YOUR BUSINESS!**

LAURENS SC [REDACTED]

2

90 Days  
Dots  
&  
8



**LYNN COOPER, INC.**  
305 E. Main Street · P.O. Box 688  
CLINTON, SC 29325 · (864) 833-1741



\*\*\* REPRINT \*\*\*

CUSTOMER COPY PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
12/02/13	14	JEEP	GRAND CHER	1C4RJEBGKEC	[REDACTED]	66289	10692	
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE	TIME	LICENSE	RATE	PAYMENT	INV. DATE
	12/06/13	05		00:00			00	12/09/13
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE					
[REDACTED]				3				

UDB Customer Type: R

===== REPAIR LINE 001 =====  
CHECK ENGINE LIGHT ON  
PERFORMED DIAGNOSTICS RETRIEVED CODE B0007-2B. REPLACED AIR BAG. TEST DROVE AND VERIFIED REPAIR

Bill Code - W

UDB Repair Type: C

UDB Serv Dept: S

19851201	R&R AIR BAG	36 M A
85410000	DIAGNOSTIC ALLOWANCE	36 M A
85434343		36 M A

Total Labor

CH	LWE131X9AD	AIR BAG	1
----	------------	---------	---

Total Parts

MISCELLANEOUS:

SERVICE LOANER

Bill Code - W PO Number

Total Misc

Total Line

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

REPLACE OIL FILTER AND LUBRICATE.

LOF

CHANGED OIL & FILTER, CHECKED & TOPPED OFF ALL FLUIDS, ADJUSTED ALL TIRE PRESSURES PER FACTORY SPECS.

Bill Code - W

UDB Repair Type: C

UDB Serv Dept: S

LOF	TUBE/OIL/FILTER \$29.95	30 M A
-----	-------------------------	--------

Total Labor

YY	5W20	OIL	1
----	------	-----	---

YY	5W20	OIL	5
----	------	-----	---

CH	68191349AA	FILTER	1
----	------------	--------	---

Total Parts

MISCELLANEOUS:

We appreciate you at LYNN COOPER, Inc.

**Service & Parts**

8:00 am to 1:00

2:00 pm to 6:00 pm

Monday thru Friday

**SALES**

8:00 am to 6:30 pm

Monday thru Friday

9:00 am to 4:00 pm

Saturday

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

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

CUSTOMER SIGNATURE

2a



LYNN COOPER, INC.  
305 E. Main Street · P.O. Box 888  
CLINTON, SC 29326 · (864) 833-1741  
CHRYSLER



LAURENS

SC



\*\*\* REPRINT \*\*\*

CUSTOMER COPY PAGE 2

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
12/02/13	14	JEEP	GRAND CHER	1C4RJEBGKEC		66283	10692	
SERVICE DATE	NOTIFIED	SVC ADVY	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE	
	12/06/13	05	00:00			00	12/09/13	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE					

3

SHOP SUPPLIES

Bill Code - W PO Number -

Total Misc

Total Line

REPAIR LINE 003

UPDATES

UPDATE PCM PER TSB 18-041-13 FOR ERRONEOUS DTCS AND UPDATE HVAC FOR ENHANCEMENTS DURING REMOTE START OPERATION

Bill Code - W

UDE Repair Type: C

UDE Serv Dept: S

181906N7

35 M A

18196295

36 M A

Total Labor

Total Line

REPAIR LINE 004

RRT#13-066

PERFORMED RRT. TRANSFER CASE SHIFT ENHANCEMENTS

Bill Code - W

UDE Repair Type: C

UDE Serv Dept: S

18-19-05-9F RRT13-066

35 M A

Total Labor

Total Line

REPAIR LINE 005

RRT#13-041

PERFORMED RRT

Bill Code - W

UDE Repair Type: C

UDE Serv Dept: S

19-20-67-9I RRT13-041

35 M A

Total Labor

Total Line

REPAIR LINE 006

We appreciate you at LYNN COOPER, Inc.  
**Service & Parts**  
8:00 am to 1:00  
2:00 pm to 6:00 pm  
Monday thru Friday

**SALES**

8:00 am to 6:30 pm  
Monday thru Friday  
9:00 am to 4:00 pm  
Saturday

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

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

CUSTOMER SIGNATURE

25



**LYNN COOPER, INC.**

305 E. Main Street • P.O. Box 688  
CLINTON, SC 29325 • (864) 893-1741



CHRYSLER



LAURENS

SC

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CUSTOMER COPY PAGE 3

DATE	YEAR	MAKE	MODEL	VIN	SER/CUS	MILES IN	MILES OUT	TAG
12/02/13	14	JEEP	GRAND CHER	1C4RJEBGXEC		66283	10692	
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE	
	12/06/13	05	00:00			00	12/09/13	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE					
								3

RRT#13-071

PERFORMED RRT

Bill Code - W

UDE Repair Type: C

UDE Serv Dept: S

18-50-02-AB RRT#13-071

36 M A

Total Labor

Total Line

===== REPAIR LINE 007 =====

C/S RADIO RESETS AND CLEARS INTERMITTENTLY  
REPLACED RADIO ASSEMBLY AND PROGRAMMED

Bill Code - W

UDE Repair Type: C

UDE Serv Dept: S

08600270 R&R RADIO

36 M A

08600251 DIAGNOSTICS

36 M A

Total Labor

Total Line

We appreciate you at LYNN COOPER, Inc.  
**Service & Parts**  
8:00 am to 1:00  
2:00 pm to 6:00 pm  
Monday thru Friday

**SALES**

8:00 am to 6:30 pm  
Monday thru Friday  
9:00 am to 4:00 pm  
Saturday

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

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

CUSTOMER SIGNATURE

2c



**LYNN COOPER, INC.**

305 E. Main Street • P.O. Box 688  
CLINTON, SC 29325 • (864) 833-1741



LAURENS

SC

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CUSTOMER COPY PAGE 3

DATE	YEAR	MAKE	MODEL	VIN	SIR/CUS	MILES IN	MILES OUT	TAG
12/02/13	14	JEEP	GRAND CHER	1C4RJEBGXEC		66283	10692	
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE	TIME	LICENCE	RATE	PAYMENT	INV. DATE
	12/06/13	05		00:00			00	12/09/13
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE					
				3				

RRT#13-071  
 PERFORMED RRT  
 Bill Code - W  
 UDB Repair Type: C  
 UDB Serv Dept: S  
 18-60-02-AB RRT13-071

36 M A  
 Total Labor  
 Total Line

===== REPAIR LINE 007 =====  
 C/S RADIO RESETS AND CLEARS INTERMITTANTLY  
 REPLACED RADIO ASSEMBLY AND PROGRAMMED

Bill Code - W  
 UDB Repair Type: C  
 UDB Serv Dept: S  
 08600270 R&R RADIO  
 08600251 DIAGNOSTICS

36 M A  
 36 M A  
 Total Labor  
 Total Line

We appreciate you at LYNN COOPER, Inc. <b>Service &amp; Parts</b> 8:00 am to 1:00 2:00 pm to 6:00 pm Monday thru Friday	<b>SALES</b> 8:00 am to 6:30 pm Monday thru Friday 9:00 am to 4:00 pm Saturday	LABOR AMOUNT	
		PARTS AMOUNT	
		MISC SALES	
		MATERIALS	
		TOTAL CHARGE	
		DEDUCTIBLE	
		SALES TAX	
		OTHER PAY	
		CUSTOMER PAY	
(SIGN) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE		

# BIG "O" DODGE OF GREENVILLE, INC



2645 LAURENS ROAD - POST OFFICE DRAWER 5575

GREENVILLE, SOUTH CAROLINA 29606

(864) 288-5000 • (800) 922-4211

www.bigododge.com

*20 Days  
+  
POS  
2*

Attn: Kristina

*3*

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR PHIL	TAG NO. 37241	909	INVOICE DATE 01/10/14	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 12,604	COLOR MAXIMUM STE	STOCK NO. J14065
LAURENS, SC [REDACTED]	YEAR / MAKE / MODEL 14/JEEP/GRAND CHEROKEE/4DR RWD LIMIT			DELIVERY DATE	DELIVERY MILES 78
[REDACTED]	VEHICLE I.D. NO. 1C4RJEBGXEC [REDACTED]		SELLING DEALER NO.	PRODUCTION DATE	
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 01/09/14		
COMMENTS					

MO: 12680

JOB# 1 CHARGES-----

LABOR-----

# 1 1000203 DRIVEABILITY CONCERN TECH(S) 10900 WARRANTY

C/S TRANSMISSION GOES FROM DRIVE TO NUTRAL WHILE DRIVING. SERVICE BRAKE SYSTEM LIGHT IS FLASHING OFF AND ON. FLASHED TCM. TEST DROVE OK.

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX JECS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----

LABOR-----

# 2 700203 RENTAL TECH(S) 150 WARRANTY

RENTAL CAR ELITE OKD THROUGH CHRYSLER

SUBLET----- PO#----- VEND INV#-INV DATE-DESCRIPTION-----

135404 89212 01/10/14 RENTAL

TOTAL - SUBLET WARRANTY 0.00

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX JECS JOB# 2 TOTAL 0.00

COMMENTS-----

NEEDS BY 200

TOTALS-----

\*\*\*\*\*

* [ ] CASH	[ ] CHECK	CK NO. [ ]	DISCOVER	*
* [ ] VISA	[ ] MASTERCARD	[ ]	AMEX	*
* [ ] OTHER	[ ] CHARGE	[ ]		

\*\*\*\*\*

PLEASE ACCEPT OUR SINCERE APPRICIATION FOR PLACING YOUR TRUST IN THE SERVICE AND PARTS TEAM AT BIG "O" AND ALLOWING US TO EARN YOUR CONTINUED CONFIDENCE. WE STRIVE TO PROVIDE 100% CUSTOMER SATISFACTION. IT IS OUR INTENTION TO BECOME YOUR ONLY SOURCE. TO SERVE ALL OF YOUR AUTOMOTIVE NEEDS. IF IN ANY WAY WE HAVE "MISSED THE MARK" IN PROVIDING YOU "TRULY EXCEPTIONAL SERVICE" PLEASE CONTACT RON HOLLAND AT 864-679-2818 OR EMAIL ronholland@bigododge.com

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**

ZONE NO. 67 DEALER NO. 43084

**DISCLAIMER OF WARRANTIES**

The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby disclaims all warranties, either express or implied including any implied warranties of merchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages. See reverse side for Warranty coverage detail.

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

## THANK YOU FOR YOUR BUSINESS!

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

\*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*

4  
16  
DOS  
G  
- confirmed

LYNN COOPER, INC.  
305 E. Main Street • P.O. Box 685  
CLINTON, SC 29325 • (864) 833-1741



CHRYSLER

DODGE

CUSTOMER COPY PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	S/PK/CUS	MILES IN	MILES OUT	TAG
01/20/14	14	JEEP	GRAND CHER	1C4RJEBGXE		66283	13116	
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE	
	02/04/14	25	00:00			00	02/04/14	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE					

REPAIR LINE 001

CHECK ENGINE LIGHT ON - CHECK TRANS - SHIFTER STUCK IN DRIVE AT TIMES

Bill Code - C

No Repairs  
Dealer unable to duplicate

We appreciate you at LYNN COOPER, Inc.  
**Service & Parts**  
 8:00 am to 1:00  
 2:00 pm to 6:00 pm  
 Monday thru Friday

### SALES

8:00 am to 6:30 pm  
 Monday thru Friday  
 9:00 am to 4:00 pm  
 Saturday

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

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

CUSTOMER SIGNATURE

**Document Recieved from Customer**

**Cair Number:** [REDACTED]

**Date Received: 2014-02-19 14:40:37.946777**

**Files Not Recieved: 0**

# CHRYSLER CAPITAL

## ACCOUNT INFORMATION

Account Number [REDACTED]  
 Account Status Current  
 Statement Date 12/09/2013  
 Payment Due Date 12/26/2013  
 Payment Amount \$803.33  
 Payments Made 0  
 Maturity Date 11/26/2019  
 Past Due Amount \$0.00  
 Principal \$47,882.02  
 Accrued Interest \$232.87  
 Unpaid Fees & Charges \$0.00  
 Estimated Payoff\* \$48,114.89

004600



LOUDON, TN

## TOTAL AMOUNT DUE

**\$803.33** By **12/26/2013**

\*Balance including principal, accrued interest, and unpaid fees and charges as of the Statement Date.

## ACCOUNT ALERTS & IMPORTANT MESSAGES

No valid work phone number, please update online

## ACCOUNT ACTIVITY SINCE LAST STATEMENT

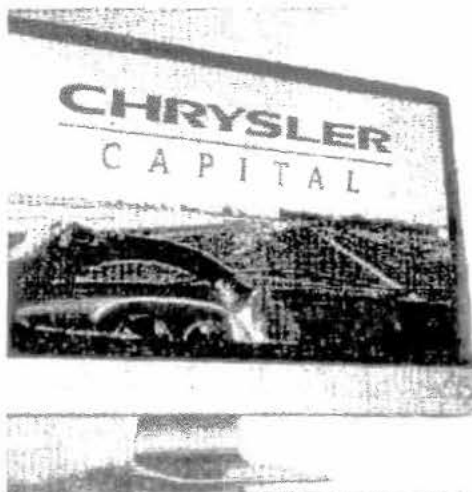
Description	Date	Amount

- Pay Online at [MyAccount.ChryslerCapital.com](http://MyAccount.ChryslerCapital.com).
- Pay by Phone at 1-855-563-5635.
- MoneyGram or Western Union.

*See reverse for additional payment options.*

Questions? Go to [MyAccount.ChryslerCapital.com](http://MyAccount.ChryslerCapital.com) or call Toll-Free 1-855-563-5635.

## SPECIAL OFFERS



### With Chrysler Capital, you're behind the wheel.

Manage your account online :

- » Pay your bills online
- » Get payment history
- » Decrease probability of mail fraud and ID theft
- » Find answers to your frequently asked questions

Visit us online at [myaccount.chryslercapital.com](http://myaccount.chryslercapital.com)  
and enroll today!

02/18/2014

Account Number: [REDACTED]

Share 07 VALUE CHECKING

[REDACTED]  
 [REDACTED]  
 Madisonville, TN [REDACTED]

ORAL FEDERAL CREDIT UNION

Eff Date	Description	Amount	Balance
12/23/13	Card 15 #2146 Date 12/22/13 [REDACTED] KFC D231002 43650092 LOUDON TN Debit Withdrawal	9.94-	1,450.24
12/23/13	Card 15 #2146 BP WU Chrysler Cap Dallas TX Withdrawal #129677	807.08-	1,460.18
12/23/13	Card 15 #2146 POS 72 MARKET AND DELI LOUDON TN POS Withdrawal #072222	31.52-	2,267.26
12/23/13	ACH Trace 091000012112042 TYPE: SafePay DATA: 1058 CO: uShip Inc ACH Deposit uShip Inc	460.00	2,298.78
12/23/13	Card 15 #2146 Date 12/23/13 [REDACTED] REDBOX *DVD RENTAL 866-733-2693 IL Debit Withdrawal	2.63-	1,838.78
12/23/13	Card 15 #2146 Date 12/21/13 [REDACTED] BIMBO'S LENOIR CITY TN Debit Withdrawal	30.01-	1,841.41
12/23/13	Card 15 #2146 Date 12/21/13 [REDACTED] MCDONALD'S F7755 CLINTON TN Debit Withdrawal	19.03-	1,947.75

**Document Recieved from Customer**

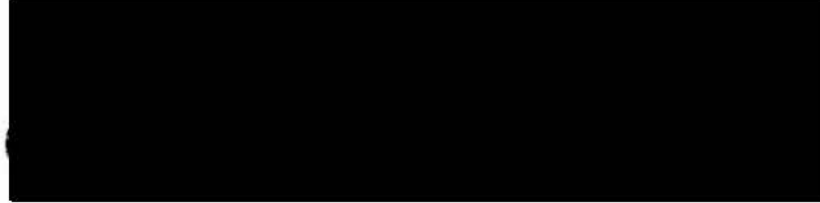
**Cair Number:** [REDACTED]

**Date Received: 2014-02-20 13:54:12.616900**

**Files Not Recieved: 0**

Attention :

Case #



Case Manager:  
Penny

# of pages 7

Penny,

2

There should be a car  
payment for the month of  
December & January reimbursed  
since the vehicle was in the shop  
twice in those months.

Thanks,



3

ACE US 4415 , 00000143966  
825 SE MAIN ST  
SIMPSONVILLE , SC

02/14/2014 04:05:07 PM 262500261

9673 DEBIT

INVOICE  
AUTH 00-014542  
REF 990180214141604

PUMP# 1  
REGULAR CA 8.4580  
PRICE/GAL 2.979  
FUEL TOTAL \$ 25.20

-----  
Subtotal = \$ 25.20  
Tax = \$ 0.00  
-----  
Total = \$ 25.20

DEBIT \$ 25.20  
Term Seq 992979  
Batch: 99 Seq Num: 18

Gas for rental  
exchange, due to  
expired tag.

4



**RENTAL AGREEMENT**

REF#  
6W1WNL



**DATE & TIME OUT**  
02/10/2014 03:32 PM  
**DATE & TIME IN**  
02/18/2014 01:57 PM

**BILLING CYCLE**  
24-HOUR

**VEH #2 2014 CHRY TC TOUX**  
VIN# 2C4RC1BGXE[REDACTED]  
LIC# [REDACTED]  
MILES DRIVEN 557

**VEH #1 2014 CHRY TC TOUX**  
VIN# 2C4RC1BG0E[REDACTED]  
LIC# [REDACTED]  
MILES DRIVEN 77

**CLAIM INFO**  
TYPE CAR: GRAND CHEROKEE

**SUMMARY OF CHARGES**

Charge Description	Date	Quantity	Per	Rate	Total
TIME & DISTANCE	02/10 - 02/18	8	DAY	\$35.00	\$280.00
DW	02/10 - 02/18	8	DAY	\$14.99	\$119.92
REFUELING CHARGE	02/10 - 02/18				50.00
				<b>Subtotal:</b>	<b>\$399.92</b>
<b>Taxes &amp; Surcharges</b>					
SALES TAX	02/10 - 02/18			6%	\$23.99
SC RENTAL SURCHARGE	02/10 - 02/18			5%	\$20.00
				<b>Total Charges:</b>	<b>\$443.91</b>
<b>Bill-To / Deposits</b>					
	02/10 - 02/18	1	RENTAL		
				<b>Subtotal:</b>	<b>(\$310.80)</b>

Amount paid for  
rental car insurance.



ACCOUNT  
XXXXXXX73

FROM  
01/01/14

THROUGH  
01/31/14

PAGE  
1 of 3

737 Plantation Road  
Lancaster, SC 29720  
1-800-845-1614  
www.foundersfcu.com

[REDACTED]  
LAURENS, SC [REDACTED]



Balance Transfer Rates as low as  
**1.75% APR**

Click here to transfer today!



Federally insured by NCUA.

Rate reduction only applies to balances transferred from January 1, 2014 to March 31, 2014. Special "promo" rates will apply and remain in effect as to these specific balance transfers for 12 months from the date of the transaction. After 12 months from the date of the transaction, the special "promo" rate will revert to the regular rate of interest in force on your account. Minimum Payments on your account will be applied first to pay balances incurred during the lowest APR still in effect on your account. Payment amounts above your minimum payment will be applied first to the highest APR still in effect on your account. This promotion and special rate do not apply to purchases or cash advances, or any transaction involving any payment to an existing loan at Founders. If, during the life of this promotional balance, the Founders Visa or MasterCard account becomes sixty (60) days delinquent, the promotional balance will revert to the normal rate of interest. Except as specifically provided, all terms and conditions of your existing agreements with the credit union remain in full force and effect. Rates, terms and conditions determined by an evaluation of credit history and underwriting factors and are subject to change.

SUMMARY OF ACCOUNTS

SUFFIX DESCRIPTION	SUFFIX	BEGINNING BALANCE	TOTAL CREDITS*	TOTAL DEBITS	ENDING BALANCE
REGULAR SHARES	00	100.18	460.02	485.00	74.20
CHECKING ACCOUNT	70	273.15	1,176.97	721.82	728.30

\* Please note: Loan credits reflect only the principal portion of your payment.

STATEMENT OF ACCOUNT

REGULAR SHARES		
SUFFIX		
BEGINNING BALANCE		100.18
ENDING BALANCE		74.20

DATE	DESCRIPTION	AMOUNT	BALANCE
01/01	DIVIDEND	0.02	100.20
01/10	DEPOSIT	360.00	460.20
01/21	DEPOSIT	100.00	560.20
01/28	TFR TO LOAN [REDACTED]	-486.00	74.20

TRUTH IN SAVINGS INFORMATION  
ANNUAL PERCENTAGE YIELD EARNED 0.1070%  
FOR THE PERIOD 12/01/13 THROUGH 12/31/13  
A 0.1000 DIVIDEND OF .03 WILL BE POSTED TO YOUR ACCOUNT ON 02/01/14  
Y-T-D DIVIDENDS 0.02

	THIS STATEMENT PERIOD	YEAR TO DATE
TOTAL OVERDRAFT FEES	0.00	0.00
TOTAL NSF FEES	0.00	0.00



737 Plantation Road  
Lancaster, SC 29720  
1-800-845-1614  
www.foundersfcu.com

[REDACTED]  
LAURENS, SC [REDACTED]

ACCOUNT  
XXXXXXX73

FROM  
12/01/13

THROUGH  
12/31/13

PAGE  
1 of 3

Increase your  
**Loyalty Dividend**  
in 2014!

The more Founders products and services you use, the higher your Loyalty Dividend could be! Transfer your checking and savings accounts, auto loans and mortgage to Founders to increase your Loyalty Dividend payout.



**RELAX.**

Make yourself at home.  
Get rates as low as

**3.25% APR**

on a  
7/1 ADJUSTABLE RATE MORTGAGE  
**NO ORIGATION FEE**  
**NO APPRAISAL FEE**

Click here for more information.  
Federally insured by NCUA.

SUMMARY OF ACCOUNTS

SUFFIX DESCRIPTION	SUFFIX	BEGINNING BALANCE	TOTAL CREDITS*	TOTAL DEBITS	ENDING BALANCE
REGULAR SHARES	00	98.40	527.78	526.00	100.18
CHECKING ACCOUNT	70	473.88	1,089.02	1,289.75	273.15

\* Please note: Loan credits reflect only the principal portion of your payment.

STATEMENT OF ACCOUNT

DATE	DESCRIPTION	AMOUNT	BALANCE
	REGULAR SHARES		
	SUFFIX 00		
	BEGINNING BALANCE		98.40
	ENDING BALANCE		100.18
12/01	LOYALTY DIVIDEND	16.78	115.18
12/01	DIVIDEND	0.02	115.18
12/03	WITHDRAWAL	15.00	100.18
12/12	DEPOSIT	100.00	205.18
12/23	DEPOSIT	120.00	325.18
12/23	TFR FROM SHARES [REDACTED]	261.00	586.18
12/28	TFR TO [REDACTED]	485.00	100.18

ADIN 462653

12/23/13 02:33 PM BR:0038

BD: [REDACTED]

PR: .00

PH: [REDACTED]

WK: [REDACTED]

LAURENS

SC [REDACTED]

HOUSEHOLD:

0

Sfx	Loan Description	Coll	Payment	Balance
35D 14	JEEP 23791	60	486.00	36320.61

Avail	Cr-Lmt	Lst-In	Nx-Due
.00	0	112813	122813

Proof of loan payment amount!

FOUNDERS FEDERAL CREDIT UNION

*[Signature]*

12/23/13

**Document Recieved from Customer**

**Cair Number:** [REDACTED]

**Date Received: 2014-02-24 11:45:56.245053**

**Files Not Recieved: 0**

Attention :

Case #



Case Manager:

Penny

# of pages ~~3~~ 2

2

Transactions



Active Account

[Redacted]

Account Summary

[Redacted]

[View Electronic Statements](#)

Statement Summary

Payment Due	03/12/2014
Min. Pmt. Due**	\$56.00
Past Due Amt.	\$0.00
Last Statement	02/15/2014
Last Payment	02/11/2014

[Pay Online](#)

Awards Summary

Total Cash Earned \$38.52

Text Alerts

[Manage Alerts](#)

My Profile

[Redacted]

LAURENS, SC

[Change Address](#)

[Review Transactions](#) [Pay Bill](#) [Account Maintenance](#) [Profile/Alerts](#) [Account Services](#) [Forms](#)

Transactions

[Sign Off](#)

Select period to review:

Current

To download these transactions, select format or click button:

.qif (Quicken and MS Money)

[View Electronic Statements](#)

Transactions below will appear on your next statement. Click the Transaction Description to view details. "To request a copy of your specific Credit Card Agreement, select the Account Maintenance tab above".

Trans Date	Post Date	Transaction Description	Debits	Credits
02/20/2014	02/20/2014	<a href="#">Amazon Digital Svcs</a>	\$9.49	
02/18/2014	02/19/2014	<a href="#">ENTERPRISE RENT-A-CAR</a>	\$133.11	
02/14/2014	02/17/2014	<a href="#">JWJ*R H SHUMWAY</a>	\$52.89	

5

[Redacted]

payment

[FAQs](#) | [Terms and Conditions- Personal](#) | [Privacy Policy](#) | [Terms and Conditions- Business](#) | [Contact Us](#)

CASE #

[Redacted]

PE15-030

FLAT CHRYSLER

11-24-2015

ENCLOSURE 4

CAIR Backup



Chrysler Customer Assistance Center  
Attention: Typist/Transcriber  
P.O. Box 21-8004  
Auburn Hills, MI 48321-8004

Fax: 586-497-2112

**Image Document Request**

Customer Name: 

Requestor NIC: TMT

CAIR Number: 

BC #: 71-CA Business Center

Date: 7/11, 2014  
(3/10/14)

**Tina Tarnosky-Dietrich**

---

**From:** Tina Tarnosky-Dietrich  
**Sent:** Monday, March 10, 2014 3:58 PM  
**To:** Jackie Grassinger (jgrassinger@nmbv.ca.gov)  
**Subject:** [REDACTED] C121263

My sincere apologies for our delay in responding.

After a careful review of the documents currently in the file, we are unable to conclude that Chrysler Group LLC has the responsibility to accommodate the Dunlap's request for a replacement or repurchase at this time, however, in the interest of customer satisfaction, ISG will be contacting the customer within 3-5 business days to extend a goodwill offer to repurchase the vehicle.

Thank you for the opportunity to review this matter with you.

Sincerely,

Tina Dietrich  
CA Business Center  
Customer Relations Specialist  
949-450-5140 Phone  
949-450-5157 Fax

### Retention Analysis

Owner's Name: [REDACTED] Year/Make/Model: 2014 Jeep Grand Cherokee

VIN: 1C4RJFBG0EC[REDACTED] Dealer Name/Code: Napa Chrysler Jeep Dodge / 68574 ISD: 03/01/2013

Warranty: 3/36 5/100 CSC: 37664054 Active WMX8100N 8 YEARS / 100,000 MILES - \$0 DEDUCTIBLE

Used: No  If Yes,                      date of purchase                      mileage at purchase                      purchased from                     

Corporate Involvement?  If yes,                      Other                     

ROFs	Date In	Date Out	Days Down	Miles In	Miles Out	Warranty (W) Customer Pay (CP) Service Contract (SC) Independent (I)	Alleged Nonconformity	Work Performed
<span style="background-color: black; color: black;">[REDACTED]</span>	2/28/2013	2/28/2013	0	2	2	I	PDI	Performed PDI
<span style="background-color: black; color: black;">[REDACTED]</span>	4/17/2013	4/29/2013	13	88	0	-	shifting issues	Shifter, automatic transmission-
<span style="background-color: black; color: black;">[REDACTED]</span>	4/17/2013	4/29/2013	13	86	86	W	1. Customer states the shifter will not work causing vehicle not to shut off. All indicator lights came on while running. 2. Rental vehicle.	1. While in shop had to disconnect battery for vehicle would not power down due to it thinks its still in drive and shift indicator on dash is going haywire. P1B13-00 park by wire - unintended out of park position. Reinstalled manual park release and cleared DTC. Unable to duplicate concern at this time. Test drove could not get shifter to malfunction. Checked park/neutral circuit T824 per STAR checked connectors at gateway. Shifter, TCM, and connector at transmission. No push outs or spread terminals. Test drove 15 miles and started vehicle daily for a week. Vehicle did not malfunction at all. Could not duplicate concern. Replaced shifter assembly/module as per area manager's instructions. Checked operation. Shifter works properly through all gears. -2. Provided rental vehicle.
<span style="background-color: black; color: black;">[REDACTED]</span>	6/25/2013	6/26/2013	2	2908	2908	W	1. There is a clicking noise coming from the left front door.-2. RRT #13-041	1. Verified snapping noise coming from driver door, lower hinge, internal spring

	7/26/2013	7/31/2013	12	4510	4510	W	<p>1. Vehicle cranks, starts and will not go into gear. Also the engine will not turn off, continued to run. Had to remove relay. -2. Intermittently shifter shows park but vehicle is not in park, rolls away. -3. Customer states LF lower door hinge installed by another dealer was not painted. -4. Customer request rental.</p>	<p>is binding. Ordered new hinge. Removed and installed new drivers door lower hinge. Tested and no more snapping noise occurs when opening or closing door.-2. Performed RRT #13-041</p> <p>1. Checked for concern, vehicle shifting and starting at this time. Checked for codes, found P1C86-14. Also found case number [REDACTED] and it advises not to replace any parts for this code. Concern seems to be before NAPA Chrysler replaced shifter operation is now within factory spec at this time.-2. Vehicle not exhibiting concern at this time, need to contact STAR. Performed multiple drive cycles and did not duplicate concern. Note motor will not turn off until vehicle is in park. Inspected park brake operation, within factory spec at this time.-3. Perform digital imaging for lower L/F door hinge. Sublet for hinge to be painted and reinstalled. Sublet to body shop - repairs completed.-4. Provided rental vehicle.</p>
	1/8/2014	1/8/2014	1	8774	8774	CP	<p>1. Recall N58-2. RRT #13-066-3. Customer states steering wheel control cover missing on R/T side of steering wheel control.-4. LOF (Customer pay)</p>	<p>1. Performed N58 - flash and ABS Update.-2. Performed RRT # 13-066 - Updated TCM and DTCM.-3. Verified customer complaint, shift paddle bezel missing. Ordered part, ETA 3-5 days. -4. Performed LOF (Customer pay)</p>

Preparer: Kim Anderson

Title: CARE Analyst

Comments: \_\_\_\_\_

# NAPA CHRYSLER, INC.

333 SOSCOL AVENUE • NAPA, CA 94559  
(707) 224-3166

BAR# AC182689  
EPA# CAD028725927



CUSTOMER NO.	ADDRESS MELISSA HALL	18978	TRK NO. 445	BUYER DATE 04/29/13	BUYER NO.
	LABOR RATE	LICENSE NO.	MILEAGE 86	COLOR	STOCK NO.
NAPA, CA	YEAR / MAKE / MODEL 14/JEEP/GRAND CHEROKEE/4DR 4WD LIMIT			DELIVERY DATE	DELIVERY MILE
	VEHICLE ID NO. 1C4RJFBG0EC			SELLING DEALER NO.	PRELIMINARY DATE
	ST. NO.			P. O. BOX 04/17/13	
COMMENTS					MO: 1011

**JOB# 1 CHARGES**

**LABOR**

CUSTOMER STATES THAT SHIFTER WILL NOT WORK CAUSING VEHICLE NOT TO SHUT OFF ALL INDICATOR LIGHTS CAME ON WHILE RUNNING WHILE IN SHOP HAD TO DISCONNECT BATTERY FOR VEHICLE WOULD NOT POWER DOWN DUE TO IT THINKS ITS STILL IN DRIVE AND SHIFTER INDICATOR ON DASH IS GOING AWAY  
P1813-00 PARK BY WIRE -UNINTENDED OUT OF PARK POSITION REINSTALLED MANUAL PARK RELEASE CLEARED DTC UNABLE TO DUPLICATE CONCERN AT THIS TIME TEST DRIVE COULD NOT GET SHIFTER TO MALFUNCTION CKD PARK/NEUTRAL CIRCUIT T824 PER STAR CKD CONNECTORS AT GATEWAY, SHIFTER, TCM, AND CONNECTOR AT TRANS. NO PUSH CUTS OR SPREAD TERMINALS  
TEST DRIVE 15 MILES AND STARTED VEHICLE DAILY FOR OVER A WEEK. VEHICLE DID NOT MALFUNCTION AT ALL. COULD NOT DUPLICATE CONCERN.  
REPLACED SHIFTER ASSEMBLY/MODULE AS PER AREA MANAGERS INSTRUCTIONS. CHECKED OPERATION. SHIFTER WORKS PROPERLY THROUGH ALL GEARS.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	88166105-AL	SHIFTER T 21030407		0.00
TOTAL - PARTS					0.00

**JOB# 1 TOTALS**

JOB# 1 JOURNAL PREFIX CHCS JOB# 1 TOTAL 0.00

**JOB# 2 CHARGES**

**LABOR**

SET TIRES TO SPECS ON DOOR STICKER  
LF  
RF  
LR  
RR  
TIRE PSI ADJUSTMENT  
ALL TIRES AT 35PSI  
REAR TIRES

**JOB# 2 TOTALS**

JOB# 2 JOURNAL PREFIX CHCS JOB# 2 TOTAL 0.00

**JOB# 3 CHARGES**

**LABOR**

PER FACTORY REP / AUTH RENTAL  
FOR SHIFTER FAILER  
FACTORY REP AUTH 12 DAYS RENTAL # 747781  
VIN 1C3CCBC62DN53747

# NAPA CHRYSLER, INC.

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(707) 224-3186

BAR# AG182699  
EPA# CAD028726527

**FIVE STAR**



**FIVE STAR**



*NOI*

CLIENT NO.	ADVISOR <b>MELISSA HALL</b>	18978	445	INVOICE DATE <b>04/29/13</b>
	LABOR RATE	LIBSSE NO.	MILEAGE <b>86</b>	COLOR
	YEAR/MANUF/MODEL <b>14/JEEP/GRAND CHEROKEE/4DR 4WD LIMIT</b>			STOCK NO.
<b>NAPA, CA</b>	VEHICLE I.D. NO. <b>1C4RJFBG0EC</b>			DELIVERY DATE
	E.P.C. NO.	P.O. NO.		SELLING DEALER NO.
				PRODUCTION DATE
				R.O. DATE <b>04/17/13</b>
COMMENTS				NO: 1011

SUBLET	PO#	VENO INVT	INV. DATE	DESCRIPTION	TOTAL - SUBLET	WARRANTY
	37823	747781	04/29/13	RENT CAR		0.00
<b>JOB# 3 TOTALS</b>						
JOB# 3 JOURNAL PREFIX CHCS JOB# 3 TOTAL						0.00
<b>TOTALS</b>						
Service Advisor: Leo Williams 707-261-8813						TOTAL LABOR.... 0.00
Service Advisor: Melissa Hall 707-261-8812						TOTAL PARTS.... 0.00
Service Manager: Ryan Ritter 707-261-8833						TOTAL SUBLET... 0.00
						TOTAL G.O.B.... 0.00
						TOTAL MISC CHG. 0.00
						TOTAL MISC DISC 0.00
						TOTAL TAX..... 0.00
						<b>TOTAL INVOICE \$ 0.00</b>

Visit our website at [www.napaauto dealer.com](http://www.napaauto dealer.com) to request your next service appointment online!!

ALL PARTS ARE NEW UNLESS OTHERWISE NOTED.  
EXPRESS LANE COMING SOON ASK YOUR ADVISOR ABOUT DETAILS!!  
I acknowledge notice and oral approval of an increase in the original estimated price.

Ask for our buy 1 and get 3 free Oil and Filter change special.

[Redacted]



**NAPA CHRYSLER, INC.**  
 333 SOSCOL AVENUE • NAPA, CA 94559  
 (707) 224-3166

BAR # ARD182699

EPA # CAD028726927

RECOMMENDED SERVICES *Mike-Hill top-925-937-5060*

OPERATION	OPERATION DESCRIPTION	MOOD	TOTAL	OPERATION	OPERATION DESCRIPTION	MOOD	TOTAL
46CHZPRESSURE	TIRE PRESSURE	MI	0.00				

**SERVICE HISTORY**

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO. **S E R V I C E** STATE REG# AC182699

ALL PARTS REMOVED WILL BE DISCARDED UNLESS INSTRUCTED OTHERWISE

VEHICLE NO. **1C4RJFBGOEC** YEAR/MAKE/MODEL **14/JEEP/GRAND CHEROKEE/4DR 4WD LIM** PRODUCTION DATE STOCK NO. LICENSE NO. **04/27/13**

VEHICLE REGISTRATION STATE **NAPA, CA** CUSTOMER NO. SERVICE CONTRACT DELIVERY DATE DELIVERY MILES BILLING ORDER NO. TAG NO. **445**

TURNED IN **N** MAINT **CHZZ** AIR COND. **Y** P.S. **Y** TRAILER **A** MILEAGE **1023** ADVISOR NO. **18978** ADVISOR **MELISSA HALL**

REPAIR AUTHORIZATION & VEHICLE PURCHASE AGREEMENT (AP 400) **APPROVED**

TIME RECEIVED **06:25pm** ESTIMATE PROMISED **04/18/13 06:00pm** PRIORITY **40**

APPOINTMENT  No  Yes

ORIGINAL CUSTOMER ESTIMATE:

*TOTAL \$ 21813.00  
 PAID BY WIRE - UNPAID  
 JUST PARK POSITION*

DATE	TIME	CONTACTED AT	PERSON CONTACTED

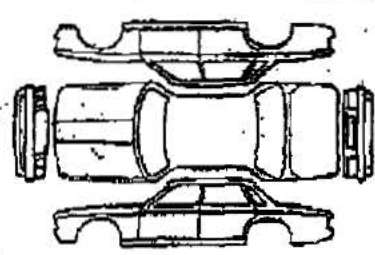
CUSTOMER STATES THAT SHIFTER WILL NOT WORK CAUSING VEHICLE NOT TO SHUT OFF ALL INDICATOR LIGHTS CAME ON WHILE RUNNING WHILE IN SHOP HAD TO DISCONNECT BATTERY FOR VEHICLE WOULD NOT POWER DOWN DUE TO IT THINKS ITS STILL IN DRIVE AND SHIFT INDICATOR ON DASH IS GOING HAYWIRE

*7 Battery disconnected*

SET TIRES TO SPECS ON DOOR STICKER  
 LF  
 RF  
 LR  
 RR

PER FACTORY REP / AUTH RENTAL *part 37823*

*LOOK AT ASAP.  
 C.S.I.*



QUALITY CONTROL INSPECTION

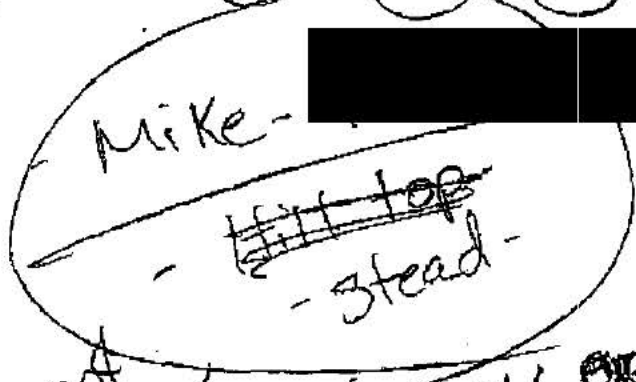
BY LAW YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIR OR ADJUSTMENTS THAT THE SMOG CHECK TEST INDICATES ARE NECESSARY.

THANK YOU

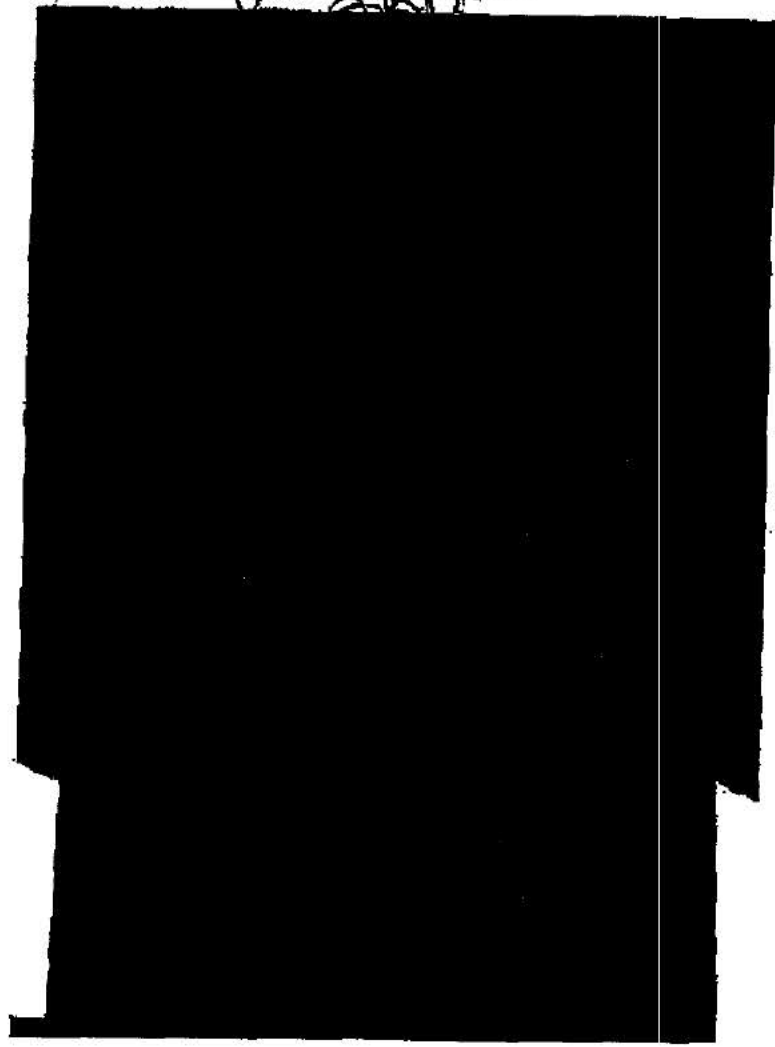
HOLD BUTTER  
NO SEE  
SHORT OFF



EC 12 12 63



NEUTRAL CIRCUT



NO. ON REQ. NO.	EMPL. NO.	MECH. RW	PLATE NO. TIME	W. TIME	REPAIR ORDER TIME	DATE
117313				DAGI	3.5	APR 25 17:12

CAUSE: \_\_\_\_\_

**A** CORRECTION: \_\_\_\_\_

MIKE WILSON

866-799-1692 x 1292

NO. ON REQ. NO.	EMPL. NO.	MECH. RW	PLATE NO. TIME	W. TIME	REPAIR ORDER TIME	DATE
117313				check 3/27/13	2	APR 27 13

CAUSE: \_\_\_\_\_

**B** CORRECTION: \_\_\_\_\_

7824 CMCUT

RADIO RW 2

Y/BW

CAUSE: \_\_\_\_\_

**C** CORRECTION: \_\_\_\_\_

TOM RW 15

UNUSUAL

I 9050

CAUSE: \_\_\_\_\_

**D** CORRECTION: \_\_\_\_\_

PASSAGE SIDE

FEEDBACK WELL

16 WAY CONNECTOR

HEAD LIGHT ASSEMBLY

CAUSE: \_\_\_\_\_

**D** CORRECTION: \_\_\_\_\_

7824

TR9

CAUSE: \_\_\_\_\_

**D** CORRECTION: \_\_\_\_\_

RADIO HUB TO TOM

BRAKE CONDITION	
FRONT _____ %	REAR _____ %

FUEL GAUGE		
_____ %	_____ %	FULL

QUALITY \_\_\_\_\_ TECH \_\_\_\_\_

CONTROL \_\_\_\_\_ ASM \_\_\_\_\_



PRIOR DAMAGE

RF  RR

R  RL

LF  LR

# NAPA CHRYSLER, INC.

393 BOSCOL AVENUE • NAPA, CA 94559  
(707) 224-3166

BAR# AC182699  
EPA# CAD026725827

**FIVE STAR**



**FIVE STAR**



CUSTOMER NO. [REDACTED]	ADDRESS RYAN RITTER	233	DATE NO. 767	INVOICE DATE 06/26/13	[REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MESSAGE 2,908	ORDER	[REDACTED]
NAPA, CA [REDACTED]	YEAR / MAKE / MODEL 14/JEEP/GRAND CHEROKEE/4DR 4WD LIMIT	DELIVERY DATE	DELIVERY MILE		
[REDACTED]	VEHICLE ID NO. 1C4RJFBGDEC	SELLING DEALER NO.	PRODUCTION DATE		
[REDACTED]	R.T.E. NO.	P.O. NO.	R.I. DATE 06/25/13		
COMMENTS					MO: 3909

**JOB# 1 CHARGES**

**LABOR**

SET TIRES TO SPECS ON DOOR STICKER  
LF  
RF  
LR  
RR  
TIRE PSI ADJUSTMENT  
TECH-SET ALL TIRES TO SPECS FROM DOOR STICKER  
ALL TIRES SET TO 35 PSI

**JOB# 1 TOTALS**

JOB# 1 JOURNAL PREFIX CHCS JOB# 1 TOTAL 0.00

**JOB# 2 CHARGES**

**LABOR**

CUSTOMER STATES THERE IS A CLICKING NOISE COMING FROM THE LEFT FRONT DOOR PLEASE CHECK AND ADVISE  
VERIFIED SNAPPING NOISE COMING FROM DRIVER DOOR LOWER HINGE INTERNAL SPRING IS BINDING. ORDERED NEW HINGE  
REMOVED & INSTALLED NEW DRIVERS DOOR LOWER HINGE, TESTED AND NO MORE SNAPPING NOISE OCCURS WHEN OPENING OR CLOSING DOOR

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	85113665-AG	HINGE DOO 23015003		0.00
TOTAL - PARTS					0.00

**JOB# 2 TOTALS**

JOB# 2 JOURNAL PREFIX CHCS JOB# 2 TOTAL 0.00

**JOB# 3 CHARGES**

**LABOR**

PERFORM RRT 13-041  
FACTORY CAMPAIGN  
INSPECTED AND NO NOISES HEARD. NO FURTHER ACTION REQUIRED

**JOB# 3 TOTALS**

JOB# 3 JOURNAL PREFIX CHCS JOB# 3 TOTAL 0.00

# NAPA CHRYSLER, INC.

333 SOSCOL AVENUE • NAPA, CA 94559  
(707) 224-3168

BAR# ACT82899  
EPA# CAD028725927



*WARRANT*

CUSTOMER NO.	ADVISOR <b>RYAN RITTER</b>	233	DISC NO. <b>767</b>	INVOICE DATE <b>06/26/13</b>	INVOICE NO.
	LABOR RATE	LICENSE NO.	MESSAGE <b>2,908</b>	COLOR	STOCK NO.
<b>NAPA, CA</b>	YEAR/MAKE/MODEL <b>14/JEEP/GRAND CHEROKEE/4DR 4WD LIMIT</b>			DELIVERY DATE	DELIVERY MILE
	VEHICLE ID NO. <b>1C4RJFBG0EC</b>			DEALER DEMO NO.	PRODUCTION DATE
	P.Y. END	R.O. NO.		R.O. DATE <b>06/25/13</b>	
	COMMENTS				

MO: 3909

**TOTALS**

Service Advisor: Leo Williams 707-261-8813  
Service Advisor: Malissa Hall 707-261-8812  
Service Manager: Ryan Ritter 707-261-8833

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

**TOTAL INVOICE \$ 0.00**

Visit our website at [www.napaautodealer.com](http://www.napaautodealer.com) to request your next service appointment online!!

ALL PARTS ARE NEW UNLESS OTHERWISE NOTED.  
EXPRESS LANE COMING SOON ASK YOUR ADVISOR ABOUT DETAILS!!  
I acknowledge notice and oral approval of an increase to the original estimated price.

Ask for our buy 1 and get 3 free Oil and Filter change special.

CUSTOMER SIGNATURE



**NAPA CHRYSLER, INC.**  
 333 SOSCOL AVENUE • NAPA, CA 94559  
 (707) 224-3166

BAR # ARD182699  
 RECOMMENDED SERVICES

EPA # CAD028726927

*Tag # 767*

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CHZ003750	8750 MXLE SERVICE	MI	0.00	06CHZPRESSURE	TIRE PRESSURE	MI	0.00

**SERVICE HISTORY**

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
04/17/13		86	18978	1322 1322 1322	W I W	30CHZ 48CHZPRESSURE 70CHZ13	AUTOMATIC TRANS TIRE PRESSURE RENTAL CAR

SALESPERSON NO. \_\_\_\_\_ SERVICE STATE REG# AC182699

ALL PARTS REMOVED WILL BE DISCARDED UNLESS INSTRUCTED OTHERWISE

VEHICLE ID NO. **1C4RJFBG0EC** YEAR/MAKE/MODEL **14/JEEP/GRAND CHEROKEE/4DR 4WD LIMITI** PRODUCTION DATE \_\_\_\_\_ STOCK NO. \_\_\_\_\_ LICENSE NO. \_\_\_\_\_

CUSTOMER NO. \_\_\_\_\_ SERVICE CONTRACT \_\_\_\_\_ DELIVERY DATE \_\_\_\_\_ DELIVERY MILES \_\_\_\_\_ BILLING CENTER NO. \_\_\_\_\_ R.G. DATE **06/25/13**

NAME **NAPA, CA** CONTRACT NO. \_\_\_\_\_ MILEAGE IN \_\_\_\_\_ MILEAGE OUT \_\_\_\_\_ EXPIRATION DATE \_\_\_\_\_ EXPIRATION MILES \_\_\_\_\_

TURBO **N** M/MO **CHZZ** AIR COND. **Y** P.R. **Y** TRANS **A** MILEAGE **2,908** ADVISOR NO. **233** ADVISOR **RYAN RITTER**

REPAIR AUTHORIZATION & VEHICLE DEPOSITARY RECEIPT (See all agreements on file)  
 I hereby authorize the repair work to be done along with necessary materials. You and your employees may operate vehicle for purposes of testing, inspection or delivery of any part. All expenses made for this vehicle are subject to repair. In the event legal action is necessary to collect on this contract, I will pay reasonable attorney's fees and court costs. I acknowledge this document property is not returned or presented to the amount of total cash value shown by the dealer and is not controlled by this, the and conditions of this contract. I, the depositor, I also acknowledge an article of personal property have been left in the vehicle and the dealer is not responsible for inspection items. Vehicle will over 3 days will be subject to \$20.00 per day storage charges.

APPOINTMENT:  Yes  No LABOR PRICE \_\_\_\_\_

TIME RECEIVED **11:50am** DATE TIME PROMISED **06/25/13 06:00pm** PRIORITY **30**

SIGNATURE \_\_\_\_\_

ORIGINAL CUSTOMER ESTIMATE: TOTAL

*1884*

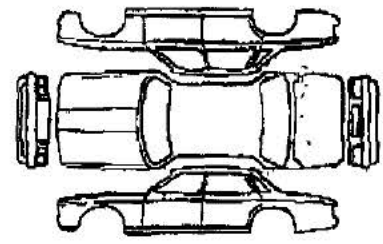
SET TIRES TO SPECS ON DOOR STICKER  
 LF *11*  
 RF *11*  
 LR *11*  
 RR *11*

CUSTOMER STATES THERE IS A CLICKING NOISE COMING FROM THE LEFT FRONT DOOR PLEASE CHECK AND ADVISE

DATE	TIME	CONTACTED AT	HOW CONTACTED
191 REV. EST.	ADD. COST	PERSON CONTACTED	
DATE	TIME	CONTACTED AT	HOW CONTACTED
DATE	TIME	CONTACTED AT	HOW CONTACTED

WE ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CAR OR CONTENTS LEFT IN CAR BY CARE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL. PLEASE REMOVE ALL PERSONAL BELONGINGS FROM VEHICLE.

ALL PERSONAL ITEMS HAVE BEEN REMOVED FROM VEHICLE



QUALITY CONTROL INSPECTION

INSPECTED BY \_\_\_\_\_

\*BY LAW, YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIR OR ADJUSTMENTS THAT THE SMOG CHECK TEST INDICATES ARE NECESSARY.

THANK YOU

PERFORM RRT 13-041

WARRANTY RETURN

DATE **6-1-26-13**

SIGNATURE *[Signature]*

DESCRIPTION *[Signature]*

*Ordered 6/25/13 @ 11:52am Change plate 6/25/13*

**WALNUT CREEK CHRYSLER JEEP DODGE RAM**



2404 N. WALNUT CREEK  
 WALNUT CREEK, CALIFORNIA 94596  
 (925) 937-5060



U.S. EPA ID # CAD 882414153  
 BAR # AA-170622

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR KEVIN BURTON	0162	TAG NO. 7616	INVOICE DATE 07/31/13	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO. APPLY	MILEAGE 4,510	COLOR BRILL BLK C	[REDACTED]
[REDACTED]	YEAR / MAKE / MODEL 14/JEEP/GRAND CHEROKEE/4DR 4WD LIMIT	DELIVERY DATE 03/01/13		DELIVERY MILES 29	
NAPA, CA [REDACTED]	VEHICLE ID NO. 1C4RJFBG0EC [REDACTED]	SELLING DEALER NO.		PRODUCTION DATE	
[REDACTED]	P.T.E. NO.	P.O. NO.	R.O. DATE 07/20/13		
COMMENTS					MO: 4553

**LABOR & PARTS**

CUST STATES VEHICLE CRANKS-STARTS AND WILL NOT GO INTO GEAR-ALSO THE ENGINE WILL NOT TURN OFF-CONTINUED TO RUN. HAD TO REMOVE RELAY CK/ADV CHECKED FOR CONCERN VEHICLE SHIFTING AND STARTING AT THIS TIME CHECKED FOR CODES FOUND P1C06-14 ALSO FOUND CASE NUMBER S130800035 AND IT ADVISES NOT TO REPLACE ANY PARTS FOR THIS CODE? CONCERN SEEM TO BEFORE NAPA CHRYSLER REPALED SHIFTER OPERATION IS NOW WITHIN FACTORY SPEC. AT THIS TIME.

*300.25  
175.00*

JOB # 1 TOTAL LABOR & PARTS 0.00

---

CUST STATES INTERMITTENTLY SHIFTER SHOWS PARK-BUT VEHICLE IS NOT IN PARK-ROLLS AWAY-VEHICLE NOT EXHIBITING CONCERN AT THIS TIME NEED TO CONTACT STAR (150) PERFORMED MULTIPLE DRIVE CYCLES DID NOT DUPLICATE CONCERN. NOTE MOTOR WILL NOT TURN OFF UNTIL VEHICLE IS IN PARK INSPECTED PARK BRAKE OPERATION, WITHIN FACTORY SPEC AT THIS TIME.

*(Signature)*

JOB # 2 TOTAL LABOR & PARTS 0.00

---

STATE MANDATED TIRE INFLATION CHECK. SET TIRE PRESSURES TO MANUFACTURER'S RECOMMENDATIONS LF 38 RF 38 RR 38 LR 38

JOB # 3 TOTAL LABOR & PARTS 0.00

---

CUSTOMER REQUEST RENTAL

JOB # 4 TOTAL LABOR & PARTS 0.00

---

CUST STATES LF LOWER DOOR HINGE INSTALLED BY ANOTHER DEALER WAS NOT PAINTED. PERFORM DIGITAL IMAGING FOR LOWER L/F DOOR HINGE SUBLET FOR HINGE TO BE PAINTED AND REINSTALLED. SUBLET TO BODYSHOP-REPAIRS COMPLETED.

*261.51*

JOB # 5 TOTAL LABOR & PARTS 0.00

*831/2105*  
*UC 7*  
*(Signature)*

*23706303*  
*2370 0101*  
*2340 2005*  
*85883333*  
*3*

SUBLET	PO#	VEND	INVT	INV. DATE	DESCRIPTION	WARRANTY
JOB # 4	55925	H39610315	07/31/13	35.00	CHRYSLER RENTAL	WARRANTY
JOB # 5	55962	1774	07/26/13		PAINT HINGE	WARRANTY
TOTAL - SUBLET						0.00

# WALNUT CREEK CHRYSLER JEEP DODGE RAM



2404 N. MAIN STREET



**Jeep**

WALNUT CREEK, CALIFORNIA 94596



(925) 937-5060

U.S. EPA ID # CAD 982414153  
BAR # AA-170652

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR KEVIN BURTON 0162	TRIG NO. 194	INVOICE DATE 01/08/14
[REDACTED]	LABOR RATE	LICENSE NO. APPLY	RELEASE 8,774
[REDACTED]	YEAR / MAKE / MODEL 14/JEEP/GRAND CHEROKEE/4DR 4WD LIMIT	DELIVERY DATE 03/01/13	DELIVERED MILES 29
NAPA, CA [REDACTED]	VEHICLE I.D. NO. 1C4RJFBG0EC [REDACTED]	SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 01/08/14
COMMENTS			MO: 8774

**LABOR & PARTS**

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
0253	01/08/14	10.70	10.90	0.20	0.00	FINISHED
0253	01/08/14	0.00	0.00	0.00	0.20	VERRIDE IN INVOICING
0253	01/08/14	0.00	0.00	0.00	0.50	ENTERED IN INVOICING
TOTAL TECH TIME				0.20	0.70	

RECALL N58

PERFORMED N58 FLASH UPDATE AND ABS UPDATE

JOB # 1 TOTAL LABOR & PARTS 92.06

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
0253	01/08/14	10.60	10.70	0.10	0.00	FINISHED
0253	01/08/14	0.00	0.00	0.00	0.20	VERRIDE IN INVOICING
TOTAL TECH TIME				0.10	0.20	

RRT 13-066

PERFORMED RRT 13-066 UPDATED TCM AND DTCM

JOB # 4 TOTAL LABOR & PARTS 26.30

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
0253	01/08/14	10.90	11.30	0.40	0.00	FINISHED
0253	01/08/14	0.00	0.00	0.00	0.40	VERRIDE IN INVOICING
TOTAL TECH TIME				0.40	0.40	

RRT 13-071

PERFORMED RRT 13-071 RADIO UPDATE

JOB # 5 TOTAL LABOR & PARTS 52.60

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
0253	01/08/14	10.40	10.50	0.10	0.00	FINISHED
0253	01/08/14	0.00	0.00	0.00	0.00	FINISHED
TOTAL TECH TIME				0.10	0.00	

CUST STATES STEERING WHEEL CONTROL COVER MISSING ON R/T SIDE OF STEERING WHEEL CONTROL CK/ADV  
VERIFY CUSTOMER COMPLAINT SHIFT PADDLE BAZALE MISSING  
ORDER PART- ETA 3-5 DAYS.

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE
JOB # 6	0	1ZV36DX9-AC	BEZEL PADDLE SWITC	0.95	0.00	1.33
** QUANTITY 1 IS SPECIAL ORDERED **						
JOB # 6 TOTAL PARTS						0.00
JOB # 6 TOTAL LABOR & PARTS						0.00

COMMENTS: WAITING IN AREA- SEE KEVIN

# WALNUT CREEK CHRYSLER JEEP DODGE RAM



2404 N MAIN STREET

WALNUT CREEK, CALIFORNIA 94596

(925) 937-5060



**Jeep**



U.S. EPA ID # CAD 882414153

BAR # AA-170632

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

CUSTOMER NO. [REDACTED]		ADVISOR KEVIN BURTON	0162	TAG NO. 194	INVOICE DATE 01/08/14	SALES NO. [REDACTED]
[REDACTED]		LABOR RATE	LEAD TIME NO. APPLY	MILEAGE 8,774	COLOR BRILL BLK C	[REDACTED]
NAPA, CA [REDACTED]		YEAR / MAKE / MODEL 14/JEEP/GRAND CHEROKEE/4DR 4WD LIMIT			DELIVERY DATE 03/01/13	DELIVERY MILES 29
[REDACTED]		VEHICLE I.D. NO. 1C4RJFBG0EC		SELLING DEALER NO.	PRODUCTION DATE	
[REDACTED]		P.T.C. NO.	P.O. NO.	R.O. DATE 01/08/14		[REDACTED]
COMMENTS						MO: 8774

LABOR & PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
CHANGE OIL & OIL FILTER: CHECK UNDER-HOOD FLUID LEVELS, ADD AS NEEDED (HAZARDOUS WASTE CHARGE \$1.52) CHECK/TOP OFF UNDER HOOD FLUIDS, CHECK TIRE PRESSURE (D) PERFORM QUICK LUBE SERVICE COMPLETED ENGINE OIL & FILTER CHANGE AND MULTI-POINT INSPECTION PER ATTACHED CHECKLIST.					
JOB # 2	1	68191349-AA	FILTER ENGINE OIL 90	5.83	5.83
JOB # 2	6	68055890-AA	OIL 5W20 10	2.32	13.92
				JOB # 2 TOTAL PARTS	19.75
				JOB # 2 TOTAL LABOR & PARTS	27.75
STATE MANDATED TIRE INFLATION CHECK. SET TIRE PRESSURES TO MANUFACTURER'S RECOMMENDATIONS AIR SET TO RF38,RR38,LF38,LR38-PSI					
				JOB # 7 TOTAL LABOR & PARTS	0.00
WASH					
				JOB # 8 TOTAL LABOR & PARTS	0.00
MISC	CODE	DESCRIPTION	CONTROL NO		
JOB # 2	HWC-OIL	HAZARDOUS WASTE REMOVAL-OIL			1.55
				TOTAL - MISC	1.55
COMMENTS WAITING IN AREA- SEE KEVIN					
TOTALS					
CONTROL#	ACCOUNT NUMBER	AMOUNT			
	955T	29.30			
				TOTAL LABOR....	8.00
				TOTAL PARTS....	19.75
				TOTAL SUBLET....	0.00
				TOTAL G.O.G....	0.00
				TOTAL MISC.CHG....	1.55
				TOTAL MISC.DISC....	0.00
				TOTAL TAX.....	0.00
				<b>TOTAL INVOICE \$</b>	<b>29.30</b>

APPROVED BY SIGNATURE



# NEW MOTOR VEHICLE BOARD

1507 21<sup>ST</sup> Street, Suite 330, Sacramento, California 95811

Telephone: (916) 445-1888 Legal Fax: (916) 323-1632 Mediation Fax (916) 323-1631  
Legal E-mail: [nmrvb@nmrvb.ca.gov](mailto:nmrvb@nmrvb.ca.gov) Mediation E-mail: [nmrvbmediation@nmrvb.ca.gov](mailto:nmrvbmediation@nmrvb.ca.gov)  
Website: [www.nmrvb.ca.gov](http://www.nmrvb.ca.gov)

Edmund G. Brown Jr., Governor  
State of California

Brian P. Kelly, Secretary  
California State Transportation Agency

Bismarck Obando, President

Ramon Alvarez C. • Anthony A. Batarse Jr. • Ryan L. Brooks • Kathryn E. Doi  
Rahim Hassanally • David C. Lizárraga • Victoria R. Rusnak • Glenn E. Stevens

January 9, 2014

Chrysler Group, LLC  
Attn: Tina Dietrich  
7700 Irvine Center Drive, Suite 300  
Irvine, CA 92618-2924

Re Complaint Of:

[REDACTED]

Napa, CA [REDACTED]  
VIN #1C4RJFBG0EC [REDACTED]

Case # [REDACTED]

Enclosed is a copy of a complaint filed with the New Motor Vehicle Board concerning a vehicle purchased from and serviced by Stead Walnut Creek Jeep.

Section 3050 of the California Vehicle Code requires that the New Motor Vehicle Board receive and mediate complaints from any member of the public involving vehicles purchased from or serviced by any new vehicle dealer or manufacturer licensed in California. Although participation in mediation on your part is voluntary, I encourage you to participate due to the fact that resolving disputes at this level can help preserve customer satisfaction and potentially avoid costly litigation.

I ask that you review the complaint and respond within 10 business days, from the date of this letter, with your version of the situation, including any action you have taken or are willing to take to remedy the alleged problem. You may fax, mail or e-mail your response. My e-mail address is [nmrvbmediation@nmrvb.ca.gov](mailto:nmrvbmediation@nmrvb.ca.gov). When corresponding via e-mail, please reference the above case number in the subject line. Please provide any available documentation to substantiate your response. Your response will be forwarded to the consumer.

Your cooperation is appreciated.

Sincerely,

Jackie Grassinger  
Mediator

Enclosure

cc: [REDACTED]

State of California *Edmund G. Brown Jr.*,  
Governor

Business, Transportation and Housing Agency *Brian P. Kelly*, Acting  
Secretary



## NEW MOTOR VEHICLE BOARD

### Consumer Mediation Services Program

1507 21st Street, Suite 330  
Sacramento, California 95811  
Office: (916)445-1888, Fax:323-1631  
[nmvbmediation@nmvb.ca.gov](mailto:nmvbmediation@nmvb.ca.gov)  
<http://www.nmvb.ca.gov>

### Mediation Request Form

Case #:  
Assigned To:

First Name: [REDACTED]	MI: [REDACTED]	Last Name: [REDACTED]
Address: [REDACTED]		
City: Napa	State: California	Zip Code: [REDACTED]
Phone: [REDACTED] (Best number to contact you between 8:00 AM and 5:00 PM.)		
Email: [REDACTED] m		
How you heard about us: internet serach		
Please fill out all sections completely.		
<b>Selling Dealer</b>	<b>Servicing Dealer</b>	<b>Manufacturer/Distributor</b>
Name: Stead Walnut Creek Jeep	Name: Stead Walnut Creek Jeep	Name: Chrysler Group
Address: 2404 N Main St	Address: 2404 N Main Street	Address: PO Box 21 8004
City: Walnut Creek	City: Walnut Creek	City: Auburn Hills
State: California Zip: 94596	State: California Zip: 94596	State: Michigan Zip: 48321
Telephone: (888)551-8603	Telephone: (888)551-8603	Telephone: (800)992-1997
Vehicle(make): Jeep	Model: Grand Cherokee	Year: 2014

<b>Date of Purchase/Lease:</b> 3-1-2013	<b>Vehicle License#:</b>	<b>Current Mileage:</b> 29
<b>This was a:</b> Purchase	<b>Mileage at Purchase/Lease:</b>	<b>Vehicle I.D. NO.:</b> 1C4RJFBG0EC [REDACTED]
<b>The vehicle was:</b> New	<b>Type of Warranty on Vehicle:</b> Manufacturer	
Have you given written notice of defects to manufacturer? Yes Has manufacturer (or designated agent) attempted repairs? Yes If yes, list repair dates: 7/20 - 7/31/13, 4/17-4/29/13, 6/25-6/26/13, 1/8/13		
<b>IMPORTANT NOTICE:</b> I voluntarily consent to the New Motor Vehicle Board's release of personal information contained in this form to the dealer(s), manufacturer, distributor, or other parties named herein for the purposes of mediating this dispute and until such time as the complaint is resolved or I withdraw my consent.  Section 20 and 3000 of the California Vehicle Code make it unlawful to use a false or fictitious name or knowingly make false statements or knowingly conceal any material fact in any document filed with the New Motor Vehicle Board.		
<b>Basis Of Complaint</b>		
Electrical System		
<b>Details Of Complaint</b>		
<p>Explain your complaint. This statement is in regards to multiple mechanical issues I have incurred with my new 2014 Jeep Grand Cherokee Limited. On April 16th, I started my vehicle while in a shopping center, the vehicle would not shift into gear nor would the engine turn off. I called Walnut Creek Jeep and spoke with them, they told me to go into the engine and pull the relay switch to turn off the engine. I had to do this multiple times without the vehicle ever going into gear. I was told to call for a tow truck, which I did. I was then asked to disconnect the battery. I walked several blocks to find someone with a 10mm wrench to disconnect the battery, I did and cut my hands up in doing so. This did however "reset" the vehicle and was able to drive it home three hours after the initial problem started. The following day, April 17th, the exact same issue occurred. This time I waited 3 hours again to be towed to the local Napa Jeep dealership. The vehicle was at the Napa Jeep dealership from April 17-29. I also incurred the towing charges. On June 25th, the vehicle was taken back to the Napa Jeep dealership to have a new hinge put on the front driver side door that had been malfunctioning from the purchase date. The hinge was replaced, but not painted to match the color of the car. I was given a ride home, but not offered a rental car. The vehicle was at the Napa Jeep dealership from June 25-26. My</p>		

wife was then driving the car on July 6th, when a new issue occurred. My wife had parked the car, turned off the ignition, and exited the vehicle. Witnesses standing by notice the vehicle rolling backwards. My sister in-law jumped into the car and pressed the parking brake. I immediately contacted Walnut Creek Jeep, and was told to make an appointment. We did so for July 20th. While on vacation in Santa Barbara, the car again would not shut of, nor engage into gear. I pulled the relay and let it sit overnight, I was able to restart in the morning and drive back to Napa. We then dropped off the vehicle to Walnut Creek Jeep on July 20th, they repainted the previously installed door hinge, but stated they could not recreated our previous issues with the vehicle. I picked the vehicle up on July 31st, to find it filthy, bird feces on it and 45 miles added to the odometer. Today, as we where taking our daughter to the UCSF Children's Hospital, the Emergency 411 phone lit up and stated there was a problem with the service and the Navigation system went blank for 5 minutes. I did have my wife take a picture if needed. We purchased the car in hope it was a new, reliable vehicle since we need to transport our 9 year old daughter to San Francisco and Oakland frequently as she has a terminal Autoimmune disorder and needs monthly medical visits. We are asking for full restitution in the amount equal to the actual price paid or payable by the buyer, including any charges for transportation, sales tax, licensing fees, registration fees, and other official fees, plus any incidental damages to which we may have incurred. I have included all service documents and email messages I have had within the Chrysler Jeep family.

**Tina Tarnosky-Dietrich**

---

**From:** Grassinger, Jackie@NMVB <Jackie.Grassinger@dmv.ca.gov>  
**Sent:** Thursday, January 09, 2014 1:32 PM  
**To:** Tina Tarnosky-Dietrich  
**Subject:** New case, 1-9-14  
**Attachments:** 04 M.doc; MRF.docx

*Jackie Grassinger  
Mediator/Analyst  
New Motor Vehicle Board  
1507 21st Street, Suite 330  
Sacramento, CA 95811  
email - [jgrassinger@nmvb.ca.gov](mailto:jgrassinger@nmvb.ca.gov)  
Phone 916-323-7205  
Fax - 916-323-1631*

THE INFORMATION CONTAINED IN THIS E-MAIL MESSAGE IS PRIVILEGED AND CONFIDENTIAL. ANYONE WHO RECEIVES THIS E-MAIL IN ERROR, SHOULD NOTIFY THE SENDER BY TELEPHONE AND/OR REPLY MESSAGE IMMEDIATELY AND DESTROY THE ORIGINAL MESSAGE IN HIS OR HER POSSESSION. THANK-YOU.

PE15-030

FLAT CHRYSLER

11-24-2015

ENCLOSURE 4

CAIR Backup



**Document Recieved from Customer**

**Cair Number:** [REDACTED]

**Date Received: 2014-01-30 22:14:10.488297**

**Files Not Recieved: 0**

Tammy,

Attached is the \$135 invoice for towing my Jeep Grand Cherokee which was out of your network.

Please reimburse to [REDACTED], Otterbein, IN [REDACTED]

# BEEDLES TOWING

1658 E. US Hwy. 41, Attica, Indiana 47918  
(765) 764-4728 • Night Service (765) 762-3977

# Road Service

DATE	7-10-14	TIME	7:00 P.M.	REQUESTED BY		P.O. NO.	
NAME	[REDACTED]				PHONE	[REDACTED]	
ADDRESS	[REDACTED]						
CITY	West LAGAY				STATE	IN	
LOCATION OF VEHICLE							
YEAR, MAKE, MODEL				COLOR		DRIVER	
2014 GMC Acadia				RED			
STATE	LIC. PLATE NO.	VEHICLE ID. NO.		RED OWNER			
		ICR JF869EC		[REDACTED]			
<b>MILEAGE</b>		<b>SERVICE TIME</b>		<b>EXTRA PERSON</b>			
FINISH		FINISH		FINISH			
START		START		START			
TOTAL		TOTAL		TOTAL			
<b>REASON FOR TOW</b>				<b>SPECIAL EQUIPMENT</b>			
<input type="checkbox"/> ACCIDENT <input type="checkbox"/> ABANDONED <input type="checkbox"/> FLAT TIRE <input type="checkbox"/> ARREST <input type="checkbox"/> STOLEN CAR <input type="checkbox"/> OUT OF GAS <input type="checkbox"/> UNREGISTERED <input type="checkbox"/> BREAK DOWN <input type="checkbox"/> IMPOUNDED <input type="checkbox"/> TOW ZONE <input type="checkbox"/> LOCK OUT <input type="checkbox"/> <input type="checkbox"/> SNOW REMOVAL <input type="checkbox"/> START <input type="checkbox"/>				<input type="checkbox"/> SINGLE LINE WINCHING <input type="checkbox"/> DUAL LINE WINCHING <input type="checkbox"/> SNATCH BLOCKS <input type="checkbox"/> SCOTCH BLOCKS <input type="checkbox"/> DOLLY			
<b>TYPE OF TOW</b>		<b>TOWED PER ORDER OF</b>		<b>VEHICLE TOWED TO</b>			
<input type="checkbox"/> SLING/HOIST TOW <input type="checkbox"/> FLAT BED/RAMP <input type="checkbox"/> WHEEL LIFT <input type="checkbox"/>		<input type="checkbox"/> STATE POLICE <input type="checkbox"/> LOCAL POLICE <input type="checkbox"/> OWNER <input type="checkbox"/> DEALER		FIRST TOW Twin City Dodge SECOND TOW			
<b>STORAGE FROM</b> 4423-1301-0337-4050				TOWING CHARGE			
TO _____ DAYS @ \$ 14/10				MILEAGE CHARGE			
<b>PAID BY</b>				EXTRA PERSON			
<input type="checkbox"/> CASH <input checked="" type="checkbox"/> CHECK      DRIVERS LIC. NO. 362 <input type="checkbox"/> CREDIT CARD <input checked="" type="checkbox"/> MC <input type="checkbox"/> VISA <input type="checkbox"/> AMEX      EXP. DATE _____				SPECIAL EQUIPMENT			
CC. NO. _____				LABOR CHARGE			
OPERATOR'S SIGNATURE				STORAGE			
TRUCK NO.				SUB-TOTAL			
AUTHORIZED SIGNATURE				TAX			
VEHICLE RELEASED TO				TOTAL		135.00	

10750

Not responsible for loss or damage to vehicle in case of fire, theft, or any other cause beyond our control.

Thank You

PE15-030

FLAT CHRYSLER

11-24-2015

ENCLOSURE 4

CAIR Backup



From: [REDACTED]  
To: customerassist@chrysler.com  
Date: Mon Jan 20 22:20:09 EST 2014  
Subject: Chrysler Group LLC Customer Assistance  
Form Selected:

-----  
Category: US Customer Service

Brief Description:  
-----

My New Jeep Grand Cherokee

Comments:  
-----

Dear Jeep,

I just wanted to give you a few simple comments on my new 2014 Jeep Grand Cherokee. I purchased the vehicle in May 2013. I traveled from New Jersey to South Dakota and thoroughly enjoyed the ride. However there are some problems with the new vehicle. The gearshift is not what one would expect in a Jeep. There is no feel to it and you cannot know what gear you're in unless you directly look at the shifter. This is difficult especially going into reverse. Also when parking the shifter does not give any feel that the vehicle is in park and I have often accidentally left it in neutral. This has resulted in the car slipping backwards at times which can potentially be fatal.

Also the software for the gearing is very jerky at lower speeds and occasionally the vehicle seems to be stuck in a lower gear. I would not purchase this vehicle again unless these issues were resolved. I just wanted to give you a heads up as this is now the sixth Jeep I've purchased and I hate to switch to a different vehicle when it's time. Sincerely [REDACTED]

Sender Information:  
-----

Title:

First Name: [REDACTED]  
[REDACTED]  
[REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Tue Jan 21 13:39:31 EST 2014

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED],

Thank you for contacting the Jeep Customer Assistance Center.

We appreciate your feedback regarding the 2014 Jeep Grand Cherokee. Your opinion is important and provides valuable insight in determining what types of products will be created in the future. We understand your concern with this product and appreciate the time you took to let us know. Your concerns will be reviewed by our product development groups and your concerns will be taken under consideration.

We would like to advise you of a recall that is on the vehicle along with two software updates.

They are as follows:

Recall N58 - REPROGRAM INSTRUMENT CLUSTER & ABS / ALT. GROUND

Software update: 13-071 - 2013-2014 RA3 RA4 RJ3 RJ4 RG3 RG4 RADIO FLASH

Software update: 13-066 - 2014 WK 3.6L TRANS/TRANSFER CASE SHIFT ENHANCEMENT

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

Thanks again for your email.

Sincerely,

Tyler

Customer Service Representative

Jeep Customer Assistance Center

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

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

[http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?trk\\_ID=KMM8428453V29571L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8428453V29571L0KM&)

Original Message Follows:

-----

US Customer Service - Jeep Brand Site

Brief Description:

My New Jeep Grand Cherokee

Comments:

Dear Jeep, I just wanted to give you a few simple comments on my new 2014 Jeep Grand Cherokee. I purchased the vehicle in May 2013. I traveled from New Jersey to South Dakota and thoroughly enjoyed the ride. However there are some problems with the new vehicle. The gearshift is not what one would expect in a Jeep. There is no feel to it and you cannot know what gear you're in unless you directly look at the shifter. This is difficult especially going into reverse. Also when parking the shifter does not give

any feel that the vehicle is in park and I have often accidentally left it in neutral. This has resulted in the car slipping backwards at times which can potentially be fatal. Also the software for the gearing is very jerky at lower speeds and occasionally the vehicle seems to be stuck in a lower gear. I would not purchase this vehicle again unless these issues were resolved. I just wanted to give you a heads up as this is now the sixth Jeep I've purchased and I hate to switch to a different vehicle when it's time. Sincerely [REDACTED]

VIN:

1 [REDACTED]

Mileage:

24000

Servicing Dealer:

GLOBAL AUTO MALL

Title:

First Name:

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Address 2:

City:

basking ridge

State:

NJ

Zip:

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

PE15-030

FLAT CHRYSLER

11-24-2015

ENCLOSURE 4

CAIR Backup



From: [REDACTED]  
To: customerassist@chrysler.com  
Date: Fri Jan 24 16:49:37 EST 2014  
Subject: Chrysler Group LLC Customer Assistance  
Form Selected:

-----  
Category: US Customer Service

Brief Description:  
-----

Serious safety issue

Comments:  
-----

I purchased this vehicle at the beginning of this month. Wednesday 22 January 2013 when I got home, I pulled into my driveway like I always do. I stopped at the end of the driveway as usual, and I put the vehicle in park to check my mail. As I was checking my mail, the vehicle started backing up on its own. Luckily, I had left the driver's door opened. I reached into the vehicle and put it back into park. It did not stop. The gear shifter just flashed like it was telling me there was an error. I put my hand on the brake and tried to switch it into park, but it still didn't work. I had to put the emergency brake on, get into the vehicle, turn it off, and turn it back on for it to successfully be in park. My vehicle was completely out of my driveway, sideways in the road, almost in the woods across the street from my house. Had my door not been opened, it would have been in the woods. This was one day of few that my children were not in the vehicle with me, thankfully. I know I put the vehicle in park because the doors do not unlock unless the vehicle is in park. Furthermore, there is an audible alarm if the vehicle door is opened and the vehicle is in any gear besides park (in no particular order). Also, there was acceleration behind the reversal of the vehicle. The vehicle reversed UP hill and then on a flat surface. This is not possible without acceleration. On 23 January 2014, the dealership hooked the vehicle up to computers and could not find any errors. On 24 January 2014, I turned the vehicle off and opened the door to get out of the vehicle. It immediately turned itself back on.

I don't know what is going on, but I am scared.

Thank you.

Sender Information:

-----

Title:

First Name:

[REDACTED]

[REDACTED]

[REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Sat Jan 25 00:37:12 EST 2014

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

Thank you for contacting the Dodge Assistance Center.

We regret the dissatisfaction you are experiencing and appreciate the time and effort you took to bring this matter to our attention.

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

Due to the nature of your email, your concerns have been escalated. A case manager will contact you by phone in one business day at the phone number provided with your email message. If you wish to be contacted at an alternate number please advise.

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

Thanks again for your email.

Sincerely,

Sierra

Customer Service Representative

Dodge Customer Assistance Center

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

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

[http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?trk\\_ID=KMM8434408V28232L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8434408V28232L0KM&)

Original Message Follows:

-----

US Customer Service - Dodge Brand Site

Brief Description:

Serious safety issue

Comments:

I purchased this vehicle at the beginning of this month. Wednesday 22 January 2013 when I got home, I pulled into my driveway like I always do. I stopped at the end of the driveway as usual, and I put the vehicle in park to check my mail. As I was checking my mail, the vehicle started backing up on its own. Luckily, I had left the driver's door opened. I reached into the vehicle and put it back into park. It did not stop. The gear shifter just flashed like it was telling me there was an error. I put my hand on the brake and tried to switch it into park, but it still didn't work. I had to put the emergency brake on, get into the vehicle, turn it off, and turn it back on for it to successfully be in park. My vehicle was completely out of my driveway, sideways in the road, almost in the woods

across the street from my house. Had my door not been opened, it would have been in the woods. This was one day of few that my children were not in the vehicle with me, thankfully. I know i put the vehicle in park because the doors do not unlock unless the vehicle is in park. Furthermore, there is an audible alarm if the vehicle door is opened and the vehicle is in any gear besides park (in no particular order). Also, there was acceleration behind the reversal of the vehicle. The vehicle reversed UP hill and then on a flat surface. This is not possible without acceleration. On 23 January 2014, the dealership hooked the vehicle up to computers and could not find any errors. On 24 January 2014, I turned the vehicle off and opened the door to get out of the vehicle. It immediately turned itself back on. I dont know what is going on, but I am scared. Thank you.

VIN:

EC [REDACTED]

Mileage:

1100

Servicing Dealer:

Humboldt Chrysler Dodge Jeep

Title:

First Name:

[REDACTED]  
[REDACTED]

[REDACTED]

[REDACTED]  
[REDACTED]

[REDACTED]

Address 2:

City:

Finger

State:

TN

Zip:

[REDACTED]  
[REDACTED]  
[REDACTED]

Work Phone:



PE15-030

FLAT CHRYSLER

11-24-2015

ENCLOSURE 4

CAIR Backup



# CHRYSLER

---

February 6, 2014

[REDACTED]  
PUNTA GORDA FL [REDACTED]

Cair: [REDACTED]  
VIN: 1C4RJFBG5EC [REDACTED]

Dear Mrs. [REDACTED]

This is in regard to the inspection that was performed on your 2014 Jeep Grand Cherokee by a representative of Engineering Analysis Associates.

The inspection revealed that there was no evidence of a malfunction which would cause the vehicle to move by itself. The transmission, linkage, parking pawl, parking brake, and all other related systems were checked very carefully. All systems were found to be operating properly, and as designed. In addition, your vehicle was tested with an electronic scanning tool, and no stored or active fault codes were found relating to this incident.

As stated in your owner's manual, Chrysler Group LLC recommends that the gear selector be placed in park, the parking brake set, the ignition turned off, and the keys removed whenever the driver exits the vehicle. It is our understanding that these conditions were not met. Therefore, we must respectfully decline participation with any costs associated with this incident.

Based on this information, we can only suggest that you refer this matter to your insurance carrier. Should they feel a manufacturing responsibility exists, they have full subrogation rights under the terms of your policy.

Thank you for allowing us the opportunity in reviewing this matter with you.

Sincerely,

J. S. Susalla  
Special Investigations  
586-274-8171

JSS/sk

















PUSH TO  
RELEASE

We just oil, P  
TM









3475

3475

Jeep

1ST

**⚠ WARNING**

**EVEN WITH ADVANCED AIRBAGS**

- CHILDREN CAN BE KILLED OR SERIOUSLY INJURED BY THE AIRBAG.
- THE BACK SEAT IS THE SAFEST PLACE FOR CHILDREN.
- NEVER PUT A REAR-SEATING CHILD SEAT IN THE FRONT.
- ALWAYS USE SEATBELTS AND CHILD RESTRAINTS.
- SEE OWNER'S MANUAL FOR MORE INFORMATION ABOUT AIRBAGS.



0YCR7444

**⚠ RISQUE EN GARDE**

**MÊME AVEC DES AIRS AVANCÉS, LES ENFANTS PEUVENT ÊTRE TUÉS OU BLESSÉS GRAVEMENT.**

- LES ENFANTS PEUVENT ÊTRE TUÉS OU BLESSÉS GRAVEMENT PAR LES AIRS AVANCÉS.
- LE SIÈGE D'UN ENFANT DOIT ÊTRE PLACÉ À L'ARRIÈRE DU VÉHICULE.
- NE METTEZ JAMAIS UN SIÈGE D'UN ENFANT À L'AVANT D'UN VÉHICULE.
- TOUJOURS PORTER SA CEINTURE DE SÉCURITÉ.
- VOUS POUVEZ ÊTRE TUÉS OU BLESSÉS GRAVEMENT SI VOUS NE PORTEZ PAS VOTRE CEINTURE DE SÉCURITÉ.
- VOUS POUVEZ ÊTRE TUÉS OU BLESSÉS GRAVEMENT SI VOUS NE PORTEZ PAS VOTRE CEINTURE DE SÉCURITÉ ET QUE VOUS VOUS LEVEZ EN COURSE.
- VOUS POUVEZ ÊTRE TUÉS OU BLESSÉS GRAVEMENT SI VOUS VOUS LEVEZ EN COURSE.
- VOUS POUVEZ ÊTRE TUÉS OU BLESSÉS GRAVEMENT SI VOUS VOUS LEVEZ EN COURSE.

0YCR7444



3475  
3475





ESTIMATE - Auto Garage

2000 Highway 200, Palm Beach, FL 33480  
Tel: 561-833-1111  
Fax: 561-833-1112

www.palmbeachauto.com  
Palm Beach Auto Garage, Inc.

DATE: [REDACTED]

BY: [REDACTED]

FOR: [REDACTED]

MAKE: [REDACTED]

MODEL: [REDACTED]

YEAR: [REDACTED]

VIN: [REDACTED]

PLATE: [REDACTED]

OWNER: [REDACTED]

ADDRESS: [REDACTED]

CITY: [REDACTED]

STATE: [REDACTED]

ZIP: [REDACTED]

PHONE: [REDACTED]

FAX: [REDACTED]

EMAIL: [REDACTED]

DATE OF SERVICE: [REDACTED]

TIME OF SERVICE: [REDACTED]

ESTIMATE NO: [REDACTED]

WORK ORDER NO: [REDACTED]

SALES TAX: [REDACTED]

TOTAL: [REDACTED]

PAID: [REDACTED]

BALANCE: [REDACTED]

TERMS: [REDACTED]

WARRANTY: [REDACTED]

REMARKS: [REDACTED]

APPROVED BY: [REDACTED]

DATE: [REDACTED]

ESTIMATE NO: [REDACTED]

WORK ORDER NO: [REDACTED]

SALES TAX: [REDACTED]

TOTAL: [REDACTED]

PAID: [REDACTED]

BALANCE: [REDACTED]

TERMS: [REDACTED]

WARRANTY: [REDACTED]

REMARKS: [REDACTED]

APPROVED BY: [REDACTED]

DATE: [REDACTED]

ESTIMATE NO: [REDACTED]

WORK ORDER NO: [REDACTED]

SALES TAX: [REDACTED]

TOTAL: [REDACTED]

PAID: [REDACTED]

BALANCE: [REDACTED]

TERMS: [REDACTED]

WARRANTY: [REDACTED]

REMARKS: [REDACTED]

APPROVED BY: [REDACTED]

DATE: [REDACTED]

PLEASE READ CAREFULLY. CHECK ONE OF THE STATEMENTS BELOW AND SIGN UNDERSTANDING THAT UNDER FLORIDA LAWS I AM ENTITLED TO A WRITTEN ESTIMATE IF MY FINAL BILL WILL EXCEED \$100.  
I REQUEST A WRITTEN ESTIMATE.  
I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$ [REDACTED] THE SHOP.  
IF NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.  
I DO NOT REQUEST A WRITTEN ESTIMATE.

DATE: [REDACTED]

ESTIMATE NO: [REDACTED]

WORK ORDER NO: [REDACTED]

SALES TAX: [REDACTED]

TOTAL: [REDACTED]

PAID: [REDACTED]

BALANCE: [REDACTED]

TERMS: [REDACTED]

WARRANTY: [REDACTED]

REMARKS: [REDACTED]

APPROVED BY: [REDACTED]

DATE: [REDACTED]

ESTIMATE NO: [REDACTED]

WORK ORDER NO: [REDACTED]

SALES TAX: [REDACTED]

TOTAL: [REDACTED]

PAID: [REDACTED]

BALANCE: [REDACTED]

TERMS: [REDACTED]

WARRANTY: [REDACTED]

REMARKS: [REDACTED]

APPROVED BY: [REDACTED]

DATE: [REDACTED]

ESTIMATE NO: [REDACTED]

WORK ORDER NO: [REDACTED]

SALES TAX: [REDACTED]

TOTAL: [REDACTED]

PAID: [REDACTED]

BALANCE: [REDACTED]

TERMS: [REDACTED]

WARRANTY: [REDACTED]

REMARKS: [REDACTED]

APPROVED BY: [REDACTED]

DATE: [REDACTED]



# Palm Chrysler Jeep Dodge

## Walk Around Inspection

2075 Torrance Rd, Torrance, CA 90505  
 Phone: 310.456.1700  
 Email: palm@palmchrysler.com



Mon: 7:00 a.m. to 6:00 p.m.  
 Tue: 7:00 a.m. to 6:00 p.m.  
 Wed: 7:00 a.m. to 6:00 p.m.  
 Thu: 7:00 a.m. to 6:00 p.m.  
 Fri: 7:00 a.m. to 6:00 p.m.  
 Sat: 7:00 a.m. to 6:00 p.m.  
 Sun: Closed

Description	Details
Left Front Tire Pressure	
Left Front Tire Tread Depth	34 PSI
Left Front Tire Wear	Unchecked
Right Front Tire Pressure	Unchecked
Right Front Tire Tread Depth	34 PSI
Right Front Tire Wear	Unchecked
Right Rear Tire Pressure	Unchecked
Right Rear Tire Tread Depth	33 PSI
Right Rear Tire Wear	Unchecked
Left Rear Tire Pressure	Unchecked
Left Rear Tire Tread Depth	34 PSI
Left Rear Tire Wear	Unchecked

Description	Details
Vehicle Damage - Left Front	None
Vehicle Damage - Front	None
Vehicle Damage - Right Front	None
Vehicle Damage - Right Side	None
Vehicle Damage - Right Rear	None
Vehicle Damage - Rear	None
Vehicle Damage - Left Rear	None
Vehicle Damage - Left Side	None

#	Description	Details
1	Windshield Damage	None
2	Left Windshield Wiper	OK
3	Right Windshield Wiper	OK
4	Rear Windshield Wiper	OK

#	Description	Details
1	Technical Inspection Comments	None
2	License Plate	PL
3	Inspection due date / Tag Expiration Date	None

INQUIRY: 4874 [REDACTED]  
 CR: 11/11/2018

RECEIVED: 4874 [REDACTED] 11/08/2018  
 Status: [REDACTED] [REDACTED]

\*\*\* BIRTH RECORD \*\*\*  
 Name: [REDACTED]  
 Date of Birth: [REDACTED]  
 Place of Birth: [REDACTED]  
 Sex: [REDACTED]  
 Race: [REDACTED]  
 Religion: [REDACTED]  
 Education: [REDACTED]  
 Occupation: [REDACTED]  
 Social Security Number: [REDACTED]

\*\*\* MARRIAGE RECORD \*\*\*  
 Date of Marriage: [REDACTED]  
 Place of Marriage: [REDACTED]

\*\*\* SOCIAL SECURITY RECORD \*\*\*  
 Social Security Number: [REDACTED]  
 Date of Birth: [REDACTED]  
 Name: [REDACTED]

\*\*\* SOCIAL SECURITY RECORD \*\*\*  
 Name: [REDACTED]  
 Date of Birth: [REDACTED]  
 Social Security Number: [REDACTED]

\*\*\* SERVICE RECORD \*\*\*  
 Description: [REDACTED]  
 Date of Birth: [REDACTED]  
 Service Number: [REDACTED]  
 Date of Entry: [REDACTED]  
 Date of Discharge: [REDACTED]

\*\*\* ALLIANCE RECORD \*\*\*  
 Name: [REDACTED]  
 Date of Birth: [REDACTED]  
 Alliance Number: [REDACTED]  
 Date of Entry: [REDACTED]  
 Date of Discharge: [REDACTED]

\*\*\* SERVICE OVERSIGHT INFORMATION \*\*\*  
 Monthly Code / Type

Original	Debitable	Expiration	Remaining Months/Overdue
100,000	0	05/07/2018	37,276
100,000	0	05/07/2018	37,276
100,000	0	05/07/2018	37,276
100,000	0	05/07/2018	37,276

Dealer: 81044 [REDACTED]  
MCB 1004/2014

Registration and License Unit (State Office)  
Date of Issue: Complete Date: 01/28/2014 (Copy File: 01/28/14)

\*\*\* APPROVED LICENSES (APPROVAL) \*\*\*

License Code / Type	Age/Exp	Expiration	Registration	Renewal Date/Amount
LA - OPERATOR	20,000	0 01/07/2014		***01/07/14**
LA - ADULTMENT	20,000	0 01/07/2014		***01/07/14**
DR - AGE RESTRICTION	10,000	4 01/07/2014		***01/07/14**
DR - EXTENDED FEDERAL PRIVILEGE	40,000	0 01/07/2014		1,238

Vehicle Description:

Plate: 01A4 8870422-Model: Dodge Transmission: 4-1100-700/4x4 (Power): 10000000000

Doc Fee

\*\*\* SERVICE HISTORY \*\*\*

MO	DATE	REGISTRATION	EXPIRES	DEALER NAME	AMOUNT	TRANSACTION TYPE	WORK DESCRIPTION
	02/26/2013			DALM CHRYSLER JEEP DODGE	4,630	REGISTRATION	REGISTRATION
	02/26/2013			DALM CHRYSLER JEEP DODGE	3,700	WARRANTY	REGISTRATION
	10/24/2013			DALM CHRYSLER JEEP DODGE	1,400	WARRANTY	REGISTRATION
	10/24/2013			DALM CHRYSLER JEEP DODGE	5,900	SERVICE CONTRACT	REGISTRATION
	04/05/2013			DALM CHRYSLER JEEP DODGE	174	WARRANTY	REGISTRATION
	01/23/2013			DALM CHRYSLER JEEP DODGE	0	WARRANTY	REGISTRATION

\*\*\* GOOD CAR INFORMATION \*\*\*

Owner: [REDACTED] Open Date: 01/28/2014 Reason Code / Narrative

\*\*\* RECOMMENDED MAINTENANCE \*\*\*

Change front differential fluid at 75000  
Change rear axle fluid at 70000  
Change engine oil every 5000  
Change all filters every 5000  
Change wheels & tires every 8000









10084

**▲ WARNING**

**EVEN WITH ADVANCED AIRBAGS**

- CHILDREN CAN BE KILLED OR SERIOUSLY INJURED BY THE AIRBAG.
- THE BACK SEAT IS THE SAFEST PLACE FOR CHILDREN.
- NEVER PUT A REAR-FACING CHILD SEAT IN THE FRONT.
- ALWAYS USE SEATBELTS AND CHILD RESTRAINTS.
- SEE OWNER'S MANUAL FOR MORE INFORMATION ABOUT AIRBAGS.

05108 114AA



**▲ MISE EN GARDE**

**MÊME AVEC DES SACS GONFLABLES**

- LES ENFANTS PEUVENT ÊTRE TUÉS OU GRAVEMENT BLESSÉS PAR UN SAC GONFLABLE.
- LA BANQUETTE ARRIÈRE EST LA PLACE LA PLUS SÛRE POUR LES ENFANTS.
- NE JAMAIS PLACER UN SIÈGE POUR ENFANT DANS LE SIÈGE AVANT DU VÉHICULE.
- TOUJOURS UTILISER LES CEINTURES DE SÉCURITÉ ET LES SIÈGES POUR ENFANTS.
- CONSULTER LE GUIDE DE L'AUTOMOBILISTE POUR PLUS DE RENSEIGNEMENTS SUR LES SACS GONFLABLES.













DOT AVON 110512 9.0 mm VL DOT AVON 110512 9.0 mm VL



9.0 mm  
VL  
DOT AVON



Handwritten signature or mark in the bottom left corner.











DATE CODE 32612  
6508

The image shows a close-up of a vehicle's engine compartment. A blue date code label is attached to a component, likely a valve cover or timing cover. The label contains the text "DATE CODE 32612" and "6508" above a barcode. The component is connected to a black corrugated hose. In the background, a black pulley with a silver center is visible, along with various other engine parts and hoses.







A close-up photograph of a vehicle's interior floor area. The floor is covered with dark blue or black carpeting. A metal pedal mechanism is visible, featuring a cylindrical, ribbed footplate. A black plastic strap is attached to the side of the pedal. To the left of the pedal, a black rectangular button is partially visible, with the white text "PUSH TO RELEASE" printed on it. The surrounding area includes light-colored plastic trim and a metal fastener or bolt on the floor plate.

PUSH TO  
RELEASE







**GM**

SMARTBOX™ BRAKING CONTROL

M

1.1.15

SMARTBOX™ BRAKING CONTROL

SMT



A close-up photograph of a metallic pedal assembly, likely a brake pedal, featuring the GM logo and the text "SMARTBOX™ BRAKING CONTROL". The pedal is cylindrical and has a textured surface. It is mounted on a metal bracket with a bolt. The background is a light-colored, textured surface, possibly a car's interior floor.

SMARTBOX™ BRAKING CONTROL

GM







P  
R  
N  
D/S

MAP  
AUTO  
CAND







P  
R  
N  
D/S



S  
D  
S  
D  
R  
P





4WD  
LOW



SNOW

SAND

AUTO

MUD

LOCK

N



Press Brake  
and  
Push Button  
to Shift  
into Gear

7774 mi





4WD  
LOW



SAND

4WD AUTO

SNOW

4WD LOCK



64° F

4WD  
LOW



7774 mi

E







USE ONLY APPROVED OILS (SAE 5W-30) FOR BEST OIL LIFE  
FOR SERVICE INTERVALS. SEE OIL SERVICE INTERVALS  
TABLES TO DETERMINE OIL SERVICE INTERVALS.  
ONLY CHECK OIL LEVELS AT 1500 RPM OR 2000 RPM.  
OIL SERVICE INTERVALS ARE 10000 KM (6200 MILES).







A close-up photograph of a cardboard box with a white barcode sticker. The sticker features a standard 1D barcode and the alphanumeric code 'P52853641AD' printed below it. The box is brown and shows some signs of wear and dust. Below the box, a dark metal grate is visible, and further down, a horizontal metal rod and a curved metal pipe are partially seen.

P52853641AD









200113











MFD BY CHRYSLER GROUP LLC

DATE OF MFR: 01/11/11 FEB 13

GRAND FRONT: 1452 KGS 3200 LB WITH 204G.0 4114 KI

GRAND FRONT: 1579 KG 3700 LB WITH 204G.0 4114 KI

2949 KGE 6500 LB

265/50R20 (P83)

250 DIA 1 30 PSI (M)

265/50R20 (T83)

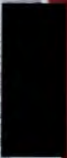
250 DIA 1 30 PSI (M)



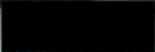
THIS VEHICLE CONTAINS 11.4L BATTERY ELECTROLYTE. SEE OWNER'S MANUAL FOR INFORMATION ON THE SAFE USE OF BATTERY ELECTROLYTE. 60-122294-0004

WGT: 1.58L (35.0 LB) 700L 194 30% D.V.

EXCEL 5000 8.0L (17.0 LB) 100L 100 30% D.V.



04037000000



















Jeep

3.6L  
4x4

LIMITED























S

P  
R  
N  
D  
S





Press Brake  
and  
Push Button  
to Shift  
into Gear

7772 mi

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4WD  
LOW

SAND

AUTO

MUD

SNOW

LOCK



▶ ○ ◀



64°F



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4WD  
LOW

SAND

AUTO

MUD

SNOW

LOCK

N>



4WD  
LOW

SAND

AUTO

MUD

SNOW

ROCK



N▶

4WD  
LOW



SNOW

SAND

AUTO

MUD

ROCK

N▶