

PE15-030

FLAT CHRYSLER

11-24-2015

ENCLOSURE 4

CAIR Backup



Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2014-02-06 13:57:29.331855

Files Not Recieved: 0

Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2014-02-04 12:04:23.869351

Files Not Recieved: 0

Hi Gabby, this is my 3rd try to send you these attachment. They are for the pre-approved U-hall truck rental and one payment for the storage facility. I would appreciate if you could expedite my reimbursement check. Thank you!

Lackland Self Storage Wayne
77 Willowbrook Blvd
Wayne, NJ 07470

973-812-2242

Payment Receipt

Tenant [REDACTED]
Company [REDACTED]
Address [REDACTED]
City, State, Zip Ceder Grove NJ [REDACTED]

Date Printed December 30, 2013
Payment Date December 30, 2013 5:45 PM
Unit 237
Available Credit 0.00
Current Balance 0.00
Paid Thru January 31, 2014
Receipt Number 63242

By RD

Date	Unit	Description	Charge	Discount	Tax	Total	Payment	Method
01/01/14	237	Insurance 1/1-1/31	10.00	0.00	0.00	10.00	10.00	AMEX
01/01/14	237	Rent 1/1-1/31	149.99	75.00	5.25	80.24	80.24	AMEX
							Taxes	5.25
							Payment (less tax)	84.99
							Payment Subtotal	90.24
							Credits Applied	0.00
							Refunds Applied	0.00
							Total Applied to Account	90.24
							Current Account Balance	0.00
							Paid By	AMEX *****3000
							Paid Thru Date	January 31, 2014

Transaction Type Sale
Authorization 505769
Reference 1

I agree to pay the above amount according to the card issuer statement.

x _____

YOU'RE IN STORE
— FOR A GREAT —
DEAL
CHECK OUT
OUR OFFERS ON FOURSQUARE
AND FACEBOOK TODAY!


U-HAUL EQUIPMENT CONTRACT **In-Town Return (IN)**

Contract No.: 89255215 Lackland Self Storage 77 Willowbrook Blvd (973)890-8684
 Saturday 2/1/2014 9:38 AM (011523) WAYNE, NJ, 07470

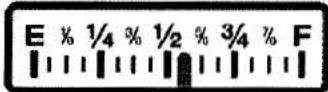
Customer Name: Cust Ph - Email:
[REDACTED] 973-390-1741
 Hewitt, NJ capuseytwo@gmail.com

Rental Date/Time: 1/31/2014 12:15 PM
 Return Date/Time: 2/1/2014 9:38 AM

Chargeable Rental Periods: 1

Equipment	MI Out	MI In	MI Rate	MI Charge	Coverage	Missing or Damage Charge	Rental Rate	Rental Charge	Actual Charges
TM - 10' Truck TM 1919H Plate: AE98227 State: AZ	582.0	646.0	\$1.99 X 64.0	\$127.36	SafeMove \$14.00	\$0.00	\$19.95	\$19.95	\$161.31

FUEL TANK CAPACITY: 33 GALLONS



Environmental Fee: \$1.00
SubTotal: \$162.31
Rental Tax: \$11.37
Motor Vehicle Tax: \$5.00
Rental Charges: \$178.68
Previous Paid: \$0.00

Card Type: AMERICAN EXPRESS Account: [REDACTED]
 Card Type: AMERICAN EXPRESS [REDACTED]

Credit Card Payment: \$106.28
Credit Card Payment: \$72.40
Net Paid Today: \$178.68

I confirm that during the term of my rental there was not an accident involving the rented U-Haul equipment and no incidence where this equipment struck or otherwise caused damage to any person or property either while on a public road or private property. There was no injury or damage sustained by me or any other drivers or passengers of this equipment.

X _____
 Customer Signature - (Claudette Pusey)

X _____
 Agent Signature - (JPWAY)

How are we doing? Please go to <http://www.uhaul.com/review> and let us know if you received the level of quality and service you expect from this U-Haul location.

178.68
 + 90.24

 \$ 268.92

In-Town Rental (OUT) - Friday, 1/31/2014 12:15 PM **Contract No.:** 89255215
ROADSIDE ASSISTANCE: myuhaul.com or 1-800-528-0355- TM 1919H
Dispatched From: 011523 - **Safe-Protection:**(YES)

Customer: [REDACTED] 973-390-1741 **Add D/L:** [REDACTED] **Renting Location:**
 DL: [REDACTED] Lackland Self Storage - (011523)
 1016 [REDACTED] 77 Willowbrook Blvd
 Hewitt, NJ [REDACTED] WAYNE, NJ 07470 (973)890-8684

Towing Vehicle:

• I agree that only the "Towing Vehicle" listed on this contract will be used to tow U-Haul Equipment.

Rental Out Date/Time: 1/31/2014 12:15 PM

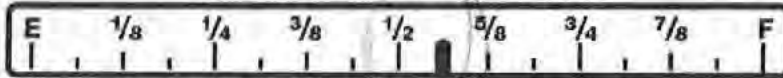
Rental Due Date/Time: 1/31/2014 6:00 PM

• Failure to return the equipment by the Rental Due time may result in additional charges.

Equipment	MI Out	MI Rate	MI Charge	Coverage	Rental Rate	Rental Charge	Estimated Charges
TM 1919H	582.0	\$1.99 X 30.0	\$59.70	SafeMove \$14.00	\$19.95	\$19.95	\$93.65
AF98227 AZ							

REGULAR CHECK-IN - EMAIL ON FILE

FUEL TANK CAPACITY: 33 GALLONS



15.5 14 12.5 10.5 8.5 7 4.5 3 1.5

Estimated gallons needed to return to dispatched level of 9/16

Estimated Environmental Fee: \$1.00
Estimated Subtotal: \$94.65
Estimated Rental Tax: \$6.63
Estimated Motor Vehicle Tax: \$5.00
Estimated Charges Paid: \$0.00
Estimated Total Charges: \$106.28

Card Type: AMERICAN EXPRESS **Account:** [REDACTED] **Auth-:** [REDACTED]

The bank has placed a HOLD for \$106.28 on your account. This hold may appear on your statement. U-Haul will not charge/credit your card until you return the equipment and your rental charges are calculated.

Net Paid Today: \$0.00

- I agree to verify my truck's fuel level is 9/16 before leaving the premises. I agree to return this truck with this amount of fuel or pay a \$30.00 fueling fee and a minimum of \$5.00 per gallon for fuel used. U-Haul does not reimburse if this truck is returned with more fuel than when it was dispatched. U-Haul pays for oil (save receipts).
- U-Haul provides the Customer with minimum limits of protection required by that state or province where arises any claim, suit or cause of action. This provided protection is in excess or secondary to any insurance coverage(s) of the Customer. Customer assumes Sole Responsibility for any and all liability that exceeds the applicable minimum limits of protection for that state or province.
- I understand that this equipment must be returned to the same U-Haul location where it was rented. I understand that the minimum rental charge for equipment returned to a different location is twice the amount of the current One Way rate from this U-Haul location to the actual drop-off location.
- I understand that the equipment rented is water resistant and not water proof.
- I acknowledge that I have received the appropriate User Instructions and acknowledge my responsibility to fully read and understand these User Instructions before operating the equipment.
- I agree to submit all claims against U-Haul in accordance with the U-Haul Arbitration Agreement, incorporated by reference, and available at uhaul.com/arbitration or from your local U-Haul representative.
- Watch for overhead objects and lock-up the cargo box. I understand that a collision with an overhead object and theft of my cargo are just two specific exclusions not covered by Safemove or Safetow protection.
- I agree that distracted driving is dangerous and that driving while distracted is likely to lead to an **accident/crash** causing serious injury or death. I agree not to use a hand held mobile phone (other than for an emergency call) and not to text while driving any U-Haul truck or towing any U-Haul Trailer, Tow Dolly or Auto Transport. My agreement not to do so is material to U-Haul's decision to enter into this Agreement. My failure to comply is material breach of this Agreement.
- The following shall be admissible as evidence of negligence and breach of contract in any lawsuit or arbitration: 1) that the driver of the U-Haul truck, or vehicle towing any U-Haul Trailer, Tow Dolly or Auto Transport was texting while driving; 2) that the driver of the U-Haul truck, or vehicle towing any U-Haul Trailer, Tow Dolly or Auto Transport, was using any mobile phone (other than hands free or for an emergency call) while driving.
- I acknowledge [REDACTED] and agree to the terms and conditions of this Rental Contract and the Rental Contract Addendum.

X [REDACTED] Customer Signature [REDACTED]

X *[Handwritten Signature]*
 Agent Signature - (MEJAWAY)

Questions or need help? Call me.

(973)890-8684

PE15-030

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11-24-2015

ENCLOSURE 4

CAIR Backup





TCM View

Click on tabs to access various ECU operations and information for the selected ECU.

- Flash
- Data
- DTCs
- Actuators
- System Tests**
- Misc Functions
- ECU Details



Overview

Name: Transmission Control Module
Flash Part Number: 68225631AC
Bus Type: CAN-C
Hardware Version: GA.3.1F
Software Version: 40.13.52.00 (F1.11.32.00)
Spare Part Number: N/A
ISO Code:
Software Number: N/A
Hardware Number: N/A
Original VIN: TCM0HECPC1 [REDACTED]

Double-click row selection to launch system test. Click on column heading to sort table.

Name
NO RESULTS TO DISPLAY



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Overview

Name: Transmission Control Module
Flash Part Number: 6R225A11AC
Bus Type: CAN-C
Hardware Version: 5A.3.13
Software Version: 80: 13.32.00 #1: 13.32.00
Spice Part Number: N/A
ISO Code:
Software Number: N/A
Hardware Number: N/A
Original VIN: 1EWDK8E01[REDACTED]

Double-click row selection to show actuator start options. Click on column heading to sort table.

Actuator Name
No Actuators available for TCM

Disconnect

Winlogon (EPP) 1

1:07 AM
2/28/2014

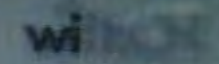
DOLBY ADVANCED AUDIO

TOSHIBA

harman/kardon

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Double-click row selection to graph data element, or check multiple elements and press "Show Graph". Click on column heading to sort table. Drag and drop row or multiple row selections to re-order table elements.

Show Graph

Graph	Name	Value	Unit	Type
<input type="checkbox"/>	Voltage Ignition	14.474	Volts	Sensors
<input type="checkbox"/>	Status Ignition	Ignition Run		Sensors
<input type="checkbox"/>	TCU chip temperature	97	°F	Sensors
<input type="checkbox"/>	Transmission Oil Temperature	100	°F	Sensors
<input type="checkbox"/>	Engine in Limp Home Mode	NOT Active		Sensors
<input type="checkbox"/>	Maximum Engine Torque Requested By Transmission	409.29	Ft-Lbs	Sensors
<input type="checkbox"/>	Shift Solenoid A Current	850.0	mA	Sensors
<input type="checkbox"/>	Shift Solenoid B Current	381.1	mA	Sensors
<input type="checkbox"/>	Shift Solenoid C Current	850.0	mA	Sensors
<input type="checkbox"/>	Shift Solenoid D Current	850.0	mA	Sensors
<input type="checkbox"/>	Shift Solenoid E Current	850.0	mA	Sensors
<input type="checkbox"/>	Torque Converter Clutch Current	50.0	mA	Sensors
<input type="checkbox"/>	Pressure Control Solenoid Current	702.2	mA	Sensors
<input type="checkbox"/>	Average Wheel Speed	0	MPH	Sensors
<input type="checkbox"/>	Park Sense Solenoid	0%		Sensors

Overview
 Name: Transmission Control Module
 Flash Part Number: 68225631AC
 Bus Type: CAN-C
 Hardware Version: NA.3.1F
 Software Version: SW: 13.22.00 EP: 13.22.00
 Spare Part Number: N/A
 ISG Code:
 Software Number: N/A
 Hardware Number: N/A
 Original VIN: [REDACTED]
 CAPS/ECM: [REDACTED]

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Overview

Name: Transmission Control Module
 ECU Part Number: 68221611AC
 Bus Type: CAN-C
 Hardware Version: 0A.1.1P
 Software Version: SW: 18.27.00 (P): 18.02.00
 Spare Part Number: 682
 ISO Code: [REDACTED]
 Software Number: [REDACTED]
 Hardware Number: [REDACTED]
 Original VIN: [REDACTED]

Double-click row selection to graph data element, or check multiple elements and press "Show Graph". Click on column heading to sort table. Drag and drop row or multiple row selections to reorder table elements.

Graph	Name	Value	Unit	Type
<input type="checkbox"/>	Parking Pawl Solenoid	Off		Sensors
<input type="checkbox"/>	Park Solenoid Current	0.0	mA	Sensors
<input type="checkbox"/>	Transmission Turbine Speed	625.00	rpm	Sensors
<input type="checkbox"/>	Transmission Outputshaft Speed	0.00	rpm	Sensors
<input type="checkbox"/>	Vehicle Speed Calculated by Output Shaft Speed	0.00	MPH	Sensors
<input type="checkbox"/>	Park Sensor Input 1	Active		Sensors
<input type="checkbox"/>	Park Sensor Input 2	Not Active		Sensors
<input type="checkbox"/>	State of Kickdown Switch	No Kick down		Sensors
<input type="checkbox"/>	Clutch A - Filling Pressure	-3	PSI	Sensors
<input type="checkbox"/>	Clutch A - Filling Counter	10	Counts	Sensors
<input type="checkbox"/>	Clutch A - Filling Time	6	ms	Sensors
<input type="checkbox"/>	Clutch A - Fast Filling Counter	3	Counts	Sensors
<input type="checkbox"/>	Clutch B - Filling Pressure	-2	PSI	Sensors
<input type="checkbox"/>	Clutch B - Filling Counter	10	Counts	Sensors
<input type="checkbox"/>	Clutch B - Filling Time	0	ms	Sensors

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transfer
Join Calls
settings
Apps

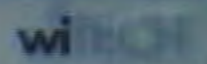
UTILITIES Reports Monitors Preferences About Help

Search Service Information



TCM View

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Flash Data DTCs Actuators System Tests Misc Functions ECU Details

Double-click row selector to graph data element, or check multiple elements and press "Show Graph". Click on column heading to sort table. Drag and drop row or multiple row selections to re-order table elements.

Show Graph

Graph	Name	Value	Unit	Type
<input type="checkbox"/>	Clutch B - Filling Time	0	ms	Sensors
<input type="checkbox"/>	Clutch B - Fast Filling Counter	0	Counts	Sensors
<input type="checkbox"/>	Clutch C - Filling Pressure	1	PSI	Sensors
<input type="checkbox"/>	Clutch C - Filling Counter	10	Counts	Sensors
<input type="checkbox"/>	Clutch C - Filling Time	0	ms	Sensors
<input type="checkbox"/>	Clutch C - Fast Filling Counter	10	Counts	Sensors
<input type="checkbox"/>	Clutch D - Filling Pressure	0	PSI	Sensors
<input type="checkbox"/>	Clutch D - Filling Counter	10	Counts	Sensors
<input type="checkbox"/>	Clutch D - Filling Time	0	ms	Sensors
<input type="checkbox"/>	Clutch D - Fast Filling Counter	0	Counts	Sensors
<input type="checkbox"/>	Clutch E - Filling Pressure	3	PSI	Sensors
<input type="checkbox"/>	Clutch E - Filling Counter	10	Counts	Sensors
<input type="checkbox"/>	Clutch E - Filling Time	0	ms	Sensors
<input type="checkbox"/>	Clutch E - Fast Filling Counter	1	Counts	Sensors
<input type="checkbox"/>	Vehicle Power Supply Of Values	14.203	V	Sensors

Overview
Name: Transmission Control Module
Flash Part Number: 1622N11AC
Bus Type: CAN-C
Hardware Version: NA.1.11
Software Version: 05.11.01.01.11.01.01
ECU Part Number: NA
ECU Class:
Software Number: NA
Hardware Number: NA
Display VIN: [REDACTED]

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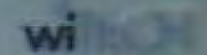
harman/kardon





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Show Graph

Graph	Name	Value	Unit	Type
<input type="checkbox"/>	Voltage Power Supply Of Valves	14.301	V	Sensors
<input type="checkbox"/>	Allow TRANS Torque Request	True		Sensors
<input type="checkbox"/>	Cruise System is Controlling Speed	False		Sensors
<input type="checkbox"/>	Brake Pedal Stroke	Pedal Upstopped		Sensors
<input type="checkbox"/>	Brake Intervention by ESP Active	False		Sensors
<input type="checkbox"/>	Brake Intervention by assistance system active	False		Sensors
<input type="checkbox"/>	Master cylinder pressure	0	psi	Sensors
<input type="checkbox"/>	Wheel RPM Front Left	0.0	rpm	Sensors
<input type="checkbox"/>	Wheel RPM Front Right	0.0	rpm	Sensors
<input type="checkbox"/>	Wheel RPM Rear Left	0.0	rpm	Sensors
<input type="checkbox"/>	Wheel RPM Rear Right	0.0	rpm	Sensors
<input type="checkbox"/>	Transfer Case Status	Shift in Progress		Sensors
<input type="checkbox"/>	Oil Temperature	102	°F	Sensors
<input type="checkbox"/>	Current Gear	Current Gear "P"		Sensors
<input type="checkbox"/>	Trans & C Converter Clutch Slipping	False		Sensors

Overview

Name: Transmission Control Module
 Flash Part Number: 8E225A31AC
 Bus Type: CAN-C
 Hardware Version: 10.3.17
 Software Version: 40.11.32.00-41.13.32.00
 Spare Part Number: N/A
 ISO Code:
 Software Number: N/A
 Hardware Number: N/A
 Original VIN: [REDACTED]

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TCM View

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Show Graph



Component
 Name: Transmission Control Module
 Flash Part Number: 6A22511AC
 Bus Type: CAN-C
 Hardware Version: 10.1.0
 Software Version: 30.12.12.00.01.13.14.00
 Approx Part Number: 30A
 ISO Code:
 Software Module:
 Hardware Module:
 Part Number:

Graph	Name	Value	Unit	Type
<input type="checkbox"/>	Trans A/C Converter Clutch Slipping	False		Sensors
<input type="checkbox"/>	PRND Status	Lever in position "P"		Sensors
<input type="checkbox"/>	Engine Coolant Temperature	216	°F	Sensors
<input type="checkbox"/>	Vehicle Speed	0	MPH	Sensors
<input type="checkbox"/>	Battery Voltage	14.234	V	Sensors
<input type="checkbox"/>	Throttle Position	9.2353	%	Sensors
<input type="checkbox"/>	Driving Program Display Code	Economy Mode (PRNDL Dsp)		Sensors
<input type="checkbox"/>	Paddle Shift	Switches Not Active		Sensors
<input type="checkbox"/>	Transmission A/C Converter Clutch Slip Request	No		Sensors
<input type="checkbox"/>	Bus Signal Paddle Shifter	Switches Not Active		Sensors
<input type="checkbox"/>	ERS/ACC Steering Wheel Switch	Switches Not Active		Sensors
<input type="checkbox"/>	Paddle Shift Switches Equipped Signal from Bus	Present		Sensors
<input type="checkbox"/>	White Confg Status Signal	Request For Data / REQUEST		Sensors
<input type="checkbox"/>	Drive Mode Request	Normal		Sensors
<input type="checkbox"/>	Shift Type Signal	3 Pos E-Shift		Sensors

DOLBY ADVANCED AUDIO

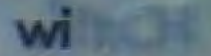
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Show Graph

Graph	Name	Value	Unit	Type
<input type="checkbox"/>	Transmission AC Converter Clutch Slip Request	No		Sensors
<input type="checkbox"/>	Bus Signal Peddle Shifter	Switches Not Active		Sensors
<input type="checkbox"/>	ERS/ACC Steering Wheel Switch	Switches Not Active		Sensors
<input type="checkbox"/>	Paddle Shift Switches Equipped Signal From Bus	Present		Sensors
<input type="checkbox"/>	Vehicle Config Status Signal	Request For Data / REQUEST		Sensors
<input type="checkbox"/>	Drive Mode Request	Normal		Sensors
<input type="checkbox"/>	Shifter Type Signal	5 Pos E Shifter		Sensors
<input type="checkbox"/>	Vehicle Config Status Signal	4 Pos Autostick		Sensors
<input type="checkbox"/>	Actual Crankshaft Torque	0.74	Ft-Lbs	Sensors
<input type="checkbox"/>	SEMI Engine Torque - Trans Torque Request	0.74	Ft-Lbs	Sensors
<input type="checkbox"/>	Trans in Limp Home Mode	False		Sensors
<input type="checkbox"/>	Torque Control Mode Request	None		Sensors
<input type="checkbox"/>	Requested Engine Torque	1141.22	Ft-Lbs	Sensors
<input type="checkbox"/>	Torque Converter Slip	48	rpm	Sensors
<input type="checkbox"/>	ERS/ACC Steering Wheel Switch	-		Sensors

Overview

Name:
Transmission Control Module
Flash Part Number:
0E23671AC
Bus Type:
CAN/C
Hardware Version:
04.1.07
Software Version:
04.1.07.01.01.01.01.01
Type Part Number:
TNA
DID Code:
Software Number:
000
Hardware Number:
000
Original ID:

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10:10 AM
2/18/2014



P R N D



P R N D



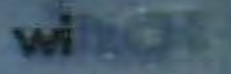


P R N D



TCM View

Click on table to access various ECU operations and information for the selected ECU.



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Double-click row selection to graph data element, or check multiple elements and press "Show Graph". Click on column heading to sort table. Drag and drop row or multiple row selections to reorder table elements.

Show Graph

Graph	Name	Value	Unit	Type
<input type="checkbox"/>	Trans A/C Converter Clutch Slipping	False		Sensors
<input type="checkbox"/>	PRND Status	Lever in position "D"		Sensors
<input type="checkbox"/>	Engine Coolant Temperature	214	°F	Sensors
<input type="checkbox"/>	Vehicle Speed	0	MPH	Sensors
<input type="checkbox"/>	Battery Voltage	14.367	V	Sensors
<input type="checkbox"/>	Throttle Position	8.2353	%	Sensors
<input type="checkbox"/>	Driving Program Display Code	Economy Mode (PRNDL Disp		Sensors
<input type="checkbox"/>	Paddle Shift	Switches Not Active		Sensors
<input type="checkbox"/>	Transmission AC Converter Clutch Slip Request	No		Sensors
<input type="checkbox"/>	Bus Signal Paddle Shifter	Switches Not Active		Sensors
<input type="checkbox"/>	ERS/ACC Steering Wheel Switch	Switches Not Active		Sensors
<input type="checkbox"/>	Paddle Shift Switches Equipped Signal from Bus	Present		Sensors
<input type="checkbox"/>	Vehicle Config Status Signal	Request For Data / REQUEST		Sensors
<input type="checkbox"/>	Drive Mode Request	Normal		Sensors
<input type="checkbox"/>	Shifter Type Manual	5 Plus E Shifter		Sensors

Overview
 Name
 Transmission Control Module
 Flash Part Number:
 44225671AC
 Bus Type:
 CAN-C
 Hardware Version:
 RA.1.1F
 Software Version:
 06.03.11... 11/13/10
 Spare Part Number:
 N/A
 DSG Code:
 Software Number:
 N/A
 Hardware Number:
 N/A
 Drive VIN
 11AC110001

Disconnected | Warning: 0 Errors

10:15 AM
 2/18/2014

DOLBY ADVANCED AUDIO

TOSHIBA

harman/interton



TCM View

Click on icons to access various ECU operations and information for the selected ECU.



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Show Graph



Overview
 Name: Transmission Control Module
 Flash Part Number: 6822631AC
 Bus Type: CAN-C
 Hardware Version: 0A.5.11
 Software Version: 1.0.00.00 13.12.00
 Spare Part Number: 7AP
 ISO Code:
 Software Number:
 Hardware Number:
 Original Mfr:
 Original O/CAC: [REDACTED]

Graph	Name	Value	Unit	Type
<input type="checkbox"/>	Trans A/C Converter Clutch Slipping	False		Sensors
<input type="checkbox"/>	PRND Status	Lever in Position "R"		Sensors
<input type="checkbox"/>	Engine Coolant Temperature	214	°F	Sensors
<input type="checkbox"/>	Vehicle Speed	0	MPH	Sensors
<input type="checkbox"/>	Battery Voltage	14.208	V	Sensors
<input type="checkbox"/>	Throttle Position	8.2353	%	Sensors
<input type="checkbox"/>	Driving Program Display Code	Economy Mode (PRNDL Disp)		Sensors
<input type="checkbox"/>	Paddle Shift	Switches Not Active		Sensors
<input type="checkbox"/>	Transmission AC Converter Clutch Slip Request	No		Sensors
<input type="checkbox"/>	Bus Signal Paddle Shifter	Switches Not Active		Sensors
<input type="checkbox"/>	Ek's/ACC Steering Wheel Switch	Switches Not Active		Sensors
<input type="checkbox"/>	Paddle Shift Switches Equipped Signal from Bus	Present		Sensors
<input type="checkbox"/>	Vehicle Coming Status Signal	Request For Data / REQUEST		Sensors
<input type="checkbox"/>	Drive Mode Request	Normal		Sensors
<input type="checkbox"/>	Shifter Type Signal	5 Pos E Shifter		Sensors



TCM View

Click on tabs to access various ECU operations and information for the selected ECU.



- Flash
- Data
- DTCs
- Actuators
- System Tests
- Misc Functions
- ECU Details

Double-click row selection to graph data element, or check multiple elements and press "Show Graph". Click on column heading to sort table. Drag and drop row or multiple row selections to reorder table elements.

Show Graph



Overview

Name: Transmission Control Module
 Flash Part Number: 64225631AC
 Bus Type: CAN1
 Hardware Version: 1.1.1
 Software Version: 4.1.1.2010.01.14.12.00
 Spare Part Number: [redacted]
 ID3 Code: [redacted]
 J2534 Number: [redacted]
 Hardware Revision: [redacted]
 Original VIN: [redacted]

Graph	Name	Value	Unit	Type
<input type="checkbox"/>	Trans A/C Converter Clutch Slipping	False		Sensors
<input type="checkbox"/>	PRND Status	Lever in Position "N"		Sensors
<input type="checkbox"/>	Engine Coolant Temperature	216	°F	Sensors
<input type="checkbox"/>	Vehicle Speed	0	MPH	Sensors
<input type="checkbox"/>	Battery Voltage	14.273	V	Sensors
<input type="checkbox"/>	Throttle Position	8.2353	%	Sensors
<input type="checkbox"/>	Driving Program Display Code	Economy Mode (PRNDL Disp		Sensors
<input type="checkbox"/>	Paddle Shift	Switches Not Active		Sensors
<input type="checkbox"/>	Transmission A/C Converter Clutch Slip Request	No		Sensors
<input type="checkbox"/>	Bus Signal Paddle Shifter	Switches Not Active		Sensors
<input type="checkbox"/>	ERS/ACC Steering Wheel Switch	Switches Not Active		Sensors
<input type="checkbox"/>	Paddle Shift Switch Equipped Signal from Bus	Present		Sensors
<input type="checkbox"/>	Vehicle Config Status Signal	Request For Data/ REQUEST		Sensors
<input type="checkbox"/>	Drive Mode Request	Normal		Sensors
<input type="checkbox"/>	Shifter Type Signal	3 Pos E Shifter		Sensors

TCM View
 Click on data to access various ECU operators and information for the selected ECU

- Flash Data DTCs Actuators System Tests Misc Functions ECU Details

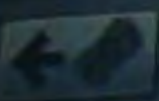


Double-click row selection to graph data element, or check multiple elements and press "Show Graph". Click on column heading to sort table. Drag and drop row or multiple row selections to re-order table elements.

Name: Transmission Control Module
Flash Part Number: 6R2256114C
Bus Type: CAN-C
Hardware Version: 1.0
Software Version: 1.00 00 11.01.00
Serial Part Number: N/A
ECU Code: N/A
Software Number: N/A
Hardware Footprint: N/A
Original VMI: [REDACTED]

Graph	Name	Value	Unit	Type
<input type="checkbox"/>	Trans A/C Converter Clutch Slipping	False		Sensors
<input type="checkbox"/>	PRND Status	Level in position "D"		Sensors
<input type="checkbox"/>	Engine Coolant Temperature	216	°F	Sensors
<input type="checkbox"/>	Vehicle Speed	0	MPH	Sensors
<input type="checkbox"/>	Battery Voltage	14.280	V	Sensors
<input type="checkbox"/>	Throttle Position	8.2353	%	Sensors
<input type="checkbox"/>	Driving Program Display Code	Economy Mode (PRND) Disp		Sensors
<input type="checkbox"/>	Paddle Shift	Switches Not Active		Sensors
<input type="checkbox"/>	Transmission - AC Converter Clutch Slip Request	No		Sensors
<input type="checkbox"/>	Bus Signal-Paddle Shifter	Switches Not Active		Sensors
<input type="checkbox"/>	ERS/ACC Steering Wheel Switch	Switches Not Active		Sensors
<input type="checkbox"/>	Paddle Shift Switches-Equipped Signal from Bus	Present		Sensors
<input type="checkbox"/>	Vehicle Config Status Signal	Request For Data /REQUEST		Sensors
<input type="checkbox"/>	Drive Mode Request	Normal		Sensors
<input type="checkbox"/>	Shifter Type Signal	5 Pos E Shifter		Sensors

Show Graph



ABS View

Click on icons to access various ECU operations and information for the selected ECU.

- Flash
- Data
- DTCs
- Actuators
- System Tests
- Misc Functions
- ECU Details

Double-click row selection to graph data element, or check multiple elements and press "Show Graph". Click on column heading to sort table. Drag and drop row or multiple row selections to re-order table elements.

Show Graph

Graph	Name	Value	Unit	Type
<input type="checkbox"/>	Longitudinal Acceleration	-0.03	m/s^2	Sensors
<input type="checkbox"/>	Lateral Acceleration	0.19	m/s^2	Sensors
<input type="checkbox"/>	Yaw Rate	0.0	°/s	Sensors
<input type="checkbox"/>	Primary Circuit Pressure	-2	psi	Sensors
<input type="checkbox"/>	Pressure Left Front	0	psi	Sensors
<input type="checkbox"/>	Pressure Left Rear	0	psi	Sensors
<input type="checkbox"/>	Wheel Speed Left Front	54.351	MPH	Sensors
<input type="checkbox"/>	Wheel Speed Right Front	54.316	MPH	Sensors
<input type="checkbox"/>	Wheel Speed Left Rear	54.560	MPH	Sensors
<input type="checkbox"/>	Wheel Speed Right Rear	54.560	MPH	Sensors
<input type="checkbox"/>	Rotation Direction Left Front	SNV		Sensors
<input type="checkbox"/>	Rotation Direction Right Front	SNV		Sensors
<input type="checkbox"/>	Rotation Direction Left Rear	SNV		Sensors
<input type="checkbox"/>	Rotation Direction Right Rear	SNV		Sensors
<input type="checkbox"/>	Air Gap Left Front	SNV		Sensors

Overview

Name:

Anti Lock Brake

Flash Part Number:

W10792047

Bus Type:

CAN C

Hardware Version:

13.0000 Valve DO

Software Version:

W13.00.01

Spore Part Number:

N/A

DO Code:

Software Number:

N/A

Hardware Number:

N/A

Original VIN:

1C8ZD0H0C41 [REDACTED]

Disconnect Warnings: 0 Errors

ABS View

Click on tabs to access various ECU operations and information for the selected ECU.

- Flash
- Data
- DTCs
- Actuators
- System Tests
- Misc Functions
- ECU Details

Double-click row selection to graph data element, or check multiple elements and press "Show Graph". Click on column heading to sort table. Drag and drop row or multiple row selections to re-order table elements.

Show Graph



Overview

Name:
Anti Lock Brakes

Flash Part Number:
6B207925AF

Bus Type:
CAN-C

Hardware Version:
13.Invalid Value.00

Software Version:
80-13.00.01

Spare Part Number:
N/A

ISO Code:

Software Number:
N/A

Hardware Number:
N/A

Original VIN:
1C4RDH222K

Graph	Name	Value	Unit	Type
<input type="checkbox"/>	Air Gap Left Front	SNV		Sensors
<input type="checkbox"/>	Air Gap Right Front	SNV		Sensors
<input type="checkbox"/>	Air Gap Left Rear	SNV		Sensors
<input type="checkbox"/>	Air Gap Right Rear	SNV		Sensors
<input type="checkbox"/>	Brake Pedal Status	Released		Sensors
<input type="checkbox"/>	Brake Pedal Travel Sensor	1.84	V	Sensors
<input type="checkbox"/>	Status ESP-Off	No		Sensors
<input type="checkbox"/>	Initialization Complete	Passed		Sensors
<input type="checkbox"/>	Halls Complete	Passed		Sensors
<input type="checkbox"/>	Sensor Calibration Complete	Passed		Sensors
<input type="checkbox"/>	Supply Voltage Valves	14.7	V	Sensors
<input type="checkbox"/>	Valve Relay Voltage	14.6	V	Sensors
<input type="checkbox"/>	Supply Voltage Pump	14.6	V	Sensors
<input type="checkbox"/>	Brake Pedal Travel Sensor	1.84	V	Sensors
<input type="checkbox"/>	Vacuum Sensor	-10	PSI	Sensors

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ABS View

Real-time data across various ECU subsystems and information for the selected ECU.

- Flash
- Data
- DTCs
- Actuators
- System Tests
- Misc Functions
- ECU Details

Double-click row selection to graph data element, or check multiple elements and press "Show Graph". Click on column heading to sort table. Drag and drop row or multiple row selections to reorder table elements.

Show Graph

Graph	Name	Value	Unit	Type
<input type="checkbox"/>	Initialization Complete	Passed		Sensors
<input type="checkbox"/>	Rolls Complete	Passed		Sensors
<input type="checkbox"/>	Sensor Calibration Complete	Passed		Sensors
<input type="checkbox"/>	Supply Voltage Valves	14.7	V	Sensors
<input type="checkbox"/>	Valve Relay Voltage	14.6	V	Sensors
<input type="checkbox"/>	Supply voltage Pump	14.6	V	Sensors
<input type="checkbox"/>	Brake Pedal Travel Sensor	1.84	V	Sensors
<input type="checkbox"/>	Vacuum Sensor	-10	PSI	Sensors
<input type="checkbox"/>	Ignition Counter	145		Sensors
<input type="checkbox"/>	Vehicle Speed	55.93	MPH	Bussed Outputs
<input type="checkbox"/>	Distance Traveled by Left Wheel	36916	inch	Bussed Outputs
<input type="checkbox"/>	Distance Traveled by Right Wheel	37231	inch	Bussed Outputs
<input type="checkbox"/>	Accelerator Pedal Position	9.6	%	Bussed Inputs
<input type="checkbox"/>	Drive Configuration	2WD Rear		Bussed Inputs
<input type="checkbox"/>	Engine Displacement	24	No Unit	Bussed Inputs

Overview

Name: Anti-Lock Brakes

Wash Part Number: 4821702047

Bus Type: CAN [

Hardware Version: Threshold Value 30

Software Version: 05.12.00.01

Wash Part Number: [REDACTED]

Hardware Number: [REDACTED]

Wash Part Number: [REDACTED]

Original ID: [REDACTED]

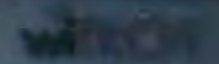
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ORC View

Track vehicle diagnostics, view ECU operations and information for the selected ECU



- Flash
- Data
- DTCs**
- Actuators
- System Tests
- Misc Functions
- ECU Details

Double-click row selection to graph data element, or check multiple elements and press "Show Graph". Click on column heading to sort table. Drag and drop row or multiple row selections to re-order table elements.

Show Graph

Graph	Name	Value	Unit	Type
<input type="checkbox"/>	1st Row Left Side Window Curtain Airbag Squib#1 Resistance	2.5	Ohms	Sensors
<input type="checkbox"/>	1st Row Right Side Window Curtain Airbag Squib#1 Resistance	2.5	Ohms	Sensors
<input type="checkbox"/>	1st Row Driver Seatbelt Buckle Pretensioner (SBP) Resistance	0.0	Ohms	Sensors
<input type="checkbox"/>	1st Row Passenger Seatbelt Buckle Pretensioner (SBP) Resistance	0.0	Ohms	Sensors
<input type="checkbox"/>	1st Row Right Side Seat Mounted Airbag Squib#1 Resistance	2.3	Ohms	Sensors
<input type="checkbox"/>	1st Row Left Side Seat Mounted Airbag Squib#1 Resistance	2.3	Ohms	Sensors
<input type="checkbox"/>	1st Row Driver Seatbelt Retractor Pretensioner (SRP) Resistance	2.2	Ohms	Sensors
<input type="checkbox"/>	1st Row Passenger Seatbelt Retractor Pretensioner (SRP) Resistance	2.1	Ohms	Sensors
<input type="checkbox"/>	1st Row Driver Seatbelt Buckle Switch (SBS) State	Fastened		Sensors
<input type="checkbox"/>	1st Row Passenger Seatbelt Buckle Switch (SBS) State	Fastened		Sensors
<input type="checkbox"/>	Driver Seat Track Position Sensor (STPS) Presence	True		Sensors
<input type="checkbox"/>	Driver Seat Track Position Sensor (STPS) State	Not in Frontal Zone		Sensors
<input type="checkbox"/>	Driver STPS Polarity: Low Current State When Seat is in Frontal Zone	True		Sensors
<input type="checkbox"/>	Driver Seat Track Position Sensor (STPS) Output Current	13.13	mA	Sensors
<input type="checkbox"/>	Part Number: Left Side Side-Scrub Sensor #1	3605408508		Sensors

Overview

APAC

Processor Assembly

Flash Part Number: 76054076A8

ECU Type: CAN-C

Hardware Version: 12.43.4

Software Version: RL: 11.14.03 #1; 11.14.07 #2; 00.00.4

Serial Part Number: 103

SD Code:

Effort Number: 11A

Hardware Number: 10A

Original VIN:

Disconnected

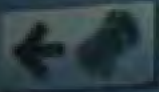
Warranty: 3 Years / 50,000 Miles

10:35 AM
3/18/2014

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ORC View

ORC module to access vehicle ECU operation and information for the selected ECU

- Flash
- Data
- DTCs
- Actuators
- System Tests
- Misc Functions
- ECU Details

Double-click row selection to graph data element, or check multiple elements and press "Show Graph". Click on column heading to sort table. Drag and drop row or multiple row selections to re-order table elements.

Show Graph

Graph	Name	Value	Unit	Type
<input type="checkbox"/>	Driver Seat Track Position Sensor (STPS) Output Current	15.00	mA	Sensors
<input type="checkbox"/>	Part Number: Left Side Satellite Sensor #1	56054085AR		Sensors
<input type="checkbox"/>	Part Number: Left Side Satellite Sensor #2	56054085AB		Sensors
<input type="checkbox"/>	Part Number: Left Side Satellite Sensor #4	56054085AB		Sensors
<input type="checkbox"/>	Part Number: Right Side Satellite Sensor #1	56054085AB		Sensors
<input type="checkbox"/>	Part Number: Right Side Satellite Sensor #2	56054085AB		Sensors
<input type="checkbox"/>	Front Passenger Buckle Switch Status	Fastened		Bussed Outputs
<input type="checkbox"/>	Driver Buckle Switch Status	Fastened		Bussed Outputs
<input type="checkbox"/>	SRS indicator lamp request	Off		Bussed Outputs
<input type="checkbox"/>	Driver Seat Belt Switch Status	Fastened		Bussed Outputs
<input type="checkbox"/>	Passenger Seat Belt Switch Status	Fastened		Bussed Outputs
<input type="checkbox"/>	System Battery Voltage Signal	14.5	Volts	Bussed Inputs
<input type="checkbox"/>	IOD Fuse Status Signal	Fuse N		Bussed Inputs
<input type="checkbox"/>	Vehicle Speed Signal	0.00	MPH	Bussed Inputs
<input type="checkbox"/>	Odometer signal	1678.0	miles	Bussed Inputs

Overview

Name:

Control Module:

Part Part Number:

16054716AB

Bus Type:

CAN-C

Hardware Version:

12.6.1.1

Software Version:

01 11 16.00 01 13 14.01 02 00 00

Spare Part Number:

N/A

IOD Code:

Software Number:

N/A

Hardware Number:

N/A

Original VIN:

Disconnect

Warnings & Errors



ECM View

Click on left column to view ECU conditions and information for the selected ECU

- Flash
- Data
- DTCs
- Actuators
- System Tests
- Misc Functions
- ECU Details

Double-click row selection to graph data element, or check multiple elements and press "Show Graph". Click on column heading to sort table. Drag and drop row or multiple row selections to re-order table elements.

Show Graph

Graph	Name	Value	Unit	Type
<input type="checkbox"/>	Current Display Status	00		Sensors
<input type="checkbox"/>	Park LED	0.0000000000	Volts	Sensors
<input type="checkbox"/>	Reverse LED	0.0000000000	Volts	Sensors
<input type="checkbox"/>	Drive LED	0.0000000000	Volts	Sensors
<input type="checkbox"/>	Neutral LED	0.0000000000	Volts	Sensors
<input type="checkbox"/>	L/S LED	0.0000000000	Volts	Sensors
<input type="checkbox"/>	Park Letter Indicator LED	3.7450980392	Volts	Sensors
<input type="checkbox"/>	Reverse Letter Indicator LED	0.0000000000	Volts	Sensors
<input type="checkbox"/>	Drive Letter Indicator LED	0.0000000000	Volts	Sensors
<input type="checkbox"/>	L/S Letter Indicator LED	0.0000000000	Volts	Sensors
<input type="checkbox"/>	Neutral Letter Indicator LED	0.0000000000	Volts	Sensors
<input type="checkbox"/>	Position Park	Set		Sensors
<input type="checkbox"/>	Position Reverse	Not Set		Sensors
<input type="checkbox"/>	Position Drive	Not Set		Sensors
<input type="checkbox"/>	Position Neutral	Not Set		Sensors

Overview

Name: **Transmission Shifter**

ECU Part Number: **360544304C**

ECU Type: **CAN-C**

Hardware Version: **10.16.00**

Software Version: **10.13.21.00**

Spare Part Number: **N/A**

ISO Code:

Software Number: **N/A**

Hardware Number: **N/A**

Original VIN: **1KRD1E104C**

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Utilities

ABOUT HELP

Search
Service Information

Enter search phrase here

WILSON

Check out the extensive ECU questions and information for the selected ECU.

Flash Data DTCs Actuators System Tests Misc Functions ECU Details

Double-click row selection to graph data element, or check multiple elements and press "Show Graph". Click on column heading to sort table. Drag and drop row or multiple row selections to re-order table elements.

Show Graph

Graph	Name	Value	Unit	Type
<input type="checkbox"/>	Reverse LED	0.000000000	Volts	Sensors
<input type="checkbox"/>	Drive LED	0.000000000	Volts	Sensors
<input type="checkbox"/>	Neutral LED	0.000000000	Volts	Sensors
<input type="checkbox"/>	L/S LED	0.000000000	Volts	Sensors
<input type="checkbox"/>	Park Letter Indicator LED	3.7450950392	Volts	Sensors
<input type="checkbox"/>	Reverse Letter Indicator LED	0.000000000	Volts	Sensors
<input type="checkbox"/>	Drive Letter Indicator LED	0.000000000	Volts	Sensors
<input type="checkbox"/>	L/S Letter Indicator LED	0.000000000	Volts	Sensors
<input type="checkbox"/>	Neutral Letter Indicator LED	0.000000000	Volts	Sensors
<input type="checkbox"/>	Position Park	Set		Sensors
<input type="checkbox"/>	Position Reverse	Not Set		Sensors
<input type="checkbox"/>	Position Drive	Not Set		Sensors
<input type="checkbox"/>	Position Neutral	Not Set		Sensors
<input type="checkbox"/>	Position L/S	Not Set		Sensors
<input type="checkbox"/>	Vehicle Battery Voltage	14.8	Volts	Sensors

Overview

Name:
 Electronic: 2483r
 Mask Part Number:
 2483477AC
 Bus Type:
 CAN-C
 Hardware Version:
 10.11.00
 Software Version:
 10.12.00
 Spare Part Number:
 N/A
 ISO Code:
 Software Number:
 N/A
 Hardware Number:
 N/A
 Original VIN:
 1C6P018000 [REDACTED]

Disconnect

Warnings: 0 Errors: 0

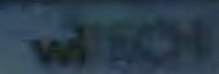
10:47 AM
2/18/2014

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Service Information Search



Home | Vehicle | Modules | Preferences | About | Help

Click on the icon to view the ECU specifications and information for the selected ECU.

Flash Data DTCs Actuators System Tests Misc Functions ECU Details

Double-click row selection to graph data element, or check multiple elements and press "Show Graph". Click on column heading to sort table. Drag and drop row or multiple row selections to reorder table elements.

Show Graph

Graph	Name	Value	Unit	Type
<input type="checkbox"/>	Reverse LED	0.000000000	Volts	Sensors
<input type="checkbox"/>	Drive LED	0.000000000	Volts	Sensors
<input type="checkbox"/>	Neutral LED	0.000000000	Volts	Sensors
<input type="checkbox"/>	L/S LED	0.080000000	Volts	Sensors
<input type="checkbox"/>	Park Letter Indicator LED	3.7450980392	Volts	Sensors
<input type="checkbox"/>	Reverse Letter Indicator LED	0.000000000	Volts	Sensors
<input type="checkbox"/>	Drive Letter Indicator LED	0.000000000	Volts	Sensors
<input type="checkbox"/>	L/S Letter Indicator LED	0.000000000	Volts	Sensors
<input type="checkbox"/>	Neutral Letter Indicator LED	0.000000000	Volts	Sensors
<input type="checkbox"/>	Position Park	Set		Sensors
<input type="checkbox"/>	Position Reverse	Not Set		Sensors
<input type="checkbox"/>	Position Drive	Not Set		Sensors
<input type="checkbox"/>	Position Neutral	Not Set		Sensors
<input type="checkbox"/>	Position L/S	Not Set		Sensors
<input type="checkbox"/>	Vehicle Battery Voltage	14.7	Volts	Sensors

View Data
 Name: Electronic 3001af
 Part Number: 147443304C
 Part Type: CRUISE
 Hardware Version: 03.06.00
 Software Version: 00.03.23.00
 Spare Part Number: N/A
 I/D Code: N/A
 Software Number: N/A
 Hardware Number: N/A
 Original VIN: 12M1B15041

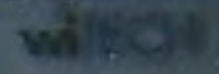
Disconnected Warnings: 4 Errors: 0

10:48 AM 2/18/2014

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ECM
 Choose device to view the data, ECU location and information for the selected ECU.

- Flash
- Data
- DTCs
- Actuators
- System Tests
- Misc Functions
- ECU Details

Double-click row selection to graph data element, or check multiple elements and press "Show Graph". Click on column heading to sort table. Drag and drop row or multiple row selections to re-order table elements.

Show Graph

Graph	Name	Value	Unit	Type
<input type="checkbox"/>	Current Display Status	00		Sensors
<input type="checkbox"/>	Park LED	0.0000000000	Volts	Sensors
<input type="checkbox"/>	Reverse LED	0.0000000000	Volts	Sensors
<input type="checkbox"/>	Drive LED	0.0000000000	Volts	Sensors
<input type="checkbox"/>	Neutral LED	0.0000000000	Volts	Sensors
<input type="checkbox"/>	L/S LED	0.0000000000	Volts	Sensors
<input type="checkbox"/>	Park Letter Indicator LED	3.7450900392	Volts	Sensors
<input type="checkbox"/>	Reverse Letter Indicator LED	0.0000000000	Volts	Sensors
<input type="checkbox"/>	Drive Letter Indicator LED	0.0000000000	Volts	Sensors
<input type="checkbox"/>	L/S Letter Indicator LED	0.0000000000	Volts	Sensors
<input type="checkbox"/>	Neutral Letter Indicator LED	0.0000000000	Volts	Sensors
<input type="checkbox"/>	Position Park	Set		Sensors
<input type="checkbox"/>	Position Reverse	Not Set		Sensors
<input type="checkbox"/>	Position Drive	Not Set		Sensors
<input type="checkbox"/>	Position Neutral	Not Set		Sensors

Overview

Name:

Electronics Shifts:

Flash Part Number:

1004430AC

Box Type:

200-C

Hardware Version:

001000

Software Version:

00111200

Serial Part Number:

000

EO Code:

00

Software Number:

000

Hardware Number:

000

Original code:

1004430AC

Disconnect

Warnings: 0 Errors: 0



TPKTK318363536
2018080736AH



3183A555 [REDACTED]




















BRAKE + 

Press Brake
and
Push Button
to Start

1682 mi





DODGE

OK

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☎

⏻

SET+

MC

⏪

SET-

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⏻

⏩





Show | Hide

VIN:

1C4RDHEG9E

Submit

Year:

2014

Model:

WD - DODGE DURANGO

- 00 - Vehicle Data
- 02 - Front Suspension
- 03 - Differential and Driveline
- 04 - Vehicle Quick Reference
- 05 - Brakes
- 07 - Cooling
- 08 - Electrical
- 09 - Engine, 3.6L
- 10 - Restraints
- 11 - Exhaust System
- 13 - Frame and Bumpers
- 14 - Fuel System
- 17 - Rear Suspension
- 19 - Steering
- 21 - **Transmission and Transfer Case**
 - Automatic - 8HP45/845RE
 - Transfer Case, MP2010
 - Transfer Case, MP3023
- 22 - Tires and Wheels
- 23 - Body
- 24 - Heating and Air Conditioning
- 25 - Emissions Control
- 28 - DTC-Based Diagnostics
- 29 - Non-DTC Diagnostics

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46 xL Backspin
Speed Dr...

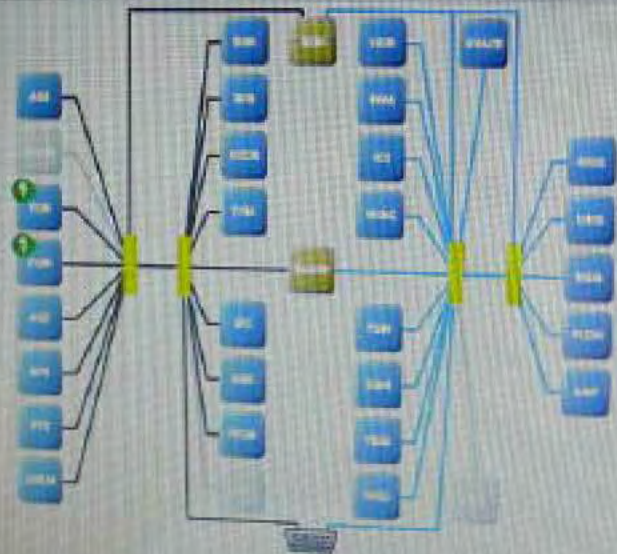


Vehicle View

Click on an ECU to see full name. Click on an ECU for complete details.

2014 WD-3.6L
VIN 1C4RDHEC9
Battery 14.581 volts

- Legend
- Active DTC
- Not Registered ECU
- DTC Address
- DTC Not Built
- Learning ECU
- Not Hub Available
- ECU
- Chassis



All DTCs

Proprietary information and confidential data. Click on column heading to sort table.

Active	Ignite	Passive	Code	Status	Description
			B100F03	Stored	Left DR, Lamp Control-Circuit Short to Battery or Open
			B100F02	Stored	Right DR, Lamp Control-Circuit Short to Battery or Open
			B100F04	Stored	Left DR, Lamp Control-Circuit Short to Battery or Open

TCM View

Click on tabs to access various ECU operations and information for the selected ECU.



- Flash
- Data
- DTCs
- Actuators
- System Tests
- Misc Functions
- ECU Details

Current ECU Flash Number: 68225631AC

Battery: 14.536 volts

Double-click row selection or click on appropriate button to update ECU. Click on column heading to sort table.

New Part Number	Description
68225631AD	2014 WD 3.6L AUTO 8 SPD RWD NAFTA

Overview

Name: Transmission Control Module

Flash Part Number: 68225631AC

Bus Type: CAN-C

Hardware Version: HA.3.1F

Software Version: #0: 13.32.00 #1: 13.32.00

Spare Part Number: N/A

ISO Code:

Software Number: N/A

Hardware Number: N/A

Original VIN: 1C4RDHE9 [REDACTED]

Note: Please review all available service documentation (SB's, ART's, Recall'd) to ensure the available flash applies to the connected vehicle. If a flash is not applicable to the connected vehicle, it could damage the ECU or cause the vehicle system to NOT function properly.

Windows taskbar showing icons for Internet Explorer, Firefox, and other applications. System tray shows the time as 9:33 AM on 2/16/2014.

DOLBY ADVANCED AUDIO

TOSHIBA

harman/kardon

46 xL Backspin
Bone Thugs-N-Harmony



Utilities Reports Monitors Preferences About Help

Search Service Information Enter search phrase here

TCM View

Click on tabs to access various ECU operations and information for the selected ECU.



Flash Data **DTCs** Actuators System Tests Misc Functions ECU Details

Double-click row selection to view environmental data. Click on column heading to sort table.

All Active Stored Pending

View Freeze Frame View Event Data Clear Stored DTCs

ECU	Code	Status	Description
There are no DTCs present			

Overview

Name:
Transmission Control Module

Flash Part Number:
98325631AC

Bus Type:
CAN-C

Hardware Version:
NA.1.11

Software Version:
#0: 13.32.00 #1: 13.32.00

Spoke Part Number:
N/A

ISO Code:

Software Number:
N/A

Hardware Number:
N/A

Original VIN:
CSFH1E03 [REDACTED]

View Component Data of Data



Documents My Recent Places

System tray icons: volume, network, battery, clock

8:54 AM 2/18/2014

DOLBY ADVANCED AUDIO

TOSHIBA

harman/kardon

46 xL Backspin
Dance Thugs-N-Harmony



Utilities Reports Monitors Preferences About Help

Search Service Information Enter search phrase here



PCM View

Click on tabs to access various ECU operations and information for the selected ECU.



Flash Data DTCs Actuators System Tests Misc Functions ECU Details

Double-click row selection to view environmental data. Click on column heading to sort table.

All Active Stored Pending

View Freeze Frame View Event Data Clear Stored DTC

ECU	Code	Status	Description
There are no DTCs present			

Overview
Name: Powertrain Control Module
Flash Part Number: 6817203TAD
Bus Type: CAN-C
Hardware Version: 124T
Software Version: 08.08.02
Spare Part Number: N/A
ISO Code:
Software Number: N/A
Hardware Number: N/A
Original VIN: [REDACTED]

Windows taskbar with icons for Start, Internet Explorer, and other applications. System tray shows 'Disconnected' status and date/time: 9:55 AM 2/18/2014.

DOLBY ADVANCED AUDIO

TOSHIBA

harman/kardon

20 on

Hip-Hop/R&B

map

AM



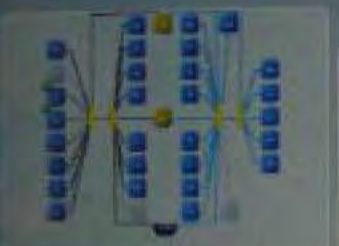
Utilities Reports Monitors Preferences About Help

Search Service Information Enter search phrase here



PCM View

Click on tabs to access various ECU operations and information for the selected ECU.



Flash Data DTCs Actuators System Tests Misc Functions ECU Details

Current ECU Flash Number: 6B172037AD

Battery: 14.581 volts

Double-click row selection or click on appropriate button to update ECU. Click on column heading to sort table.

New Part Number	Description
6B172037AE	2014 WD 3.6L 50 STATE FFV HD-COOL

Overview

Name: Powertrain Control Module

Flash Part Number: 6B172037AD

Bus Type: CAN-C

Hardware Version: 1347

Software Version: 08.04.02

Spec Part Number: 6B1

ECU Code:

Software Number: 6B1

Hardware Number: 6B1

Original URL: [Redacted]

Note: Please review all available service documentation (SB's, RKT's, Recall's) to ensure the available flash applies to the connected vehicle. If a flash is not applicable to the connected vehicle, it could damage the ECU or cause the vehicle system to NOT function properly.

Windows taskbar with icons for Start, Internet Explorer, and other applications. System tray shows time as 8:58 AM and date as 3/15/2014.

DOLBY ADVANCED AUDIO

TOSHIBA

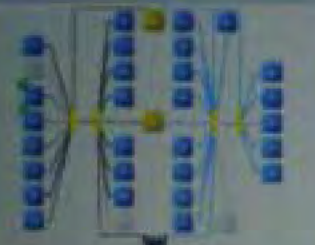
harman/kardon



ORC View

Click on tabs to access various ECU operations and information for the selected ECU.

Search Service Information



- Flash
- Data
- DTCs**
- Actuators
- System Tests
- Misc Functions
- ECU Details

Double-click row selection to view environmental data. Click on column heading to sort table.

All Active Stored Pending

View Filter Name | Show Legend Data | Clear Stored DTCs

ECU	Code	Status	Description
There are no DTCs present			

Overview

Name: Occupant Restraint
 Flash Part Number: 1605427528
 Bus Type: CAN-C
 Hardware Version: 12.41.0
 Software Version: 85.11.14.00 #1 13.14.01 #2 86.004
 Spare Part Number: N/A
 ISO Code:
 Software Number: N/A
 Hardware Number: N/A
 Original VIN:



DOLBY ADVANCED AUDIO

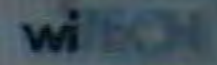
TOSHIBA

harman/kardon



BCM View

Click on tabs to access various ECU operations and information for the selected ECU.



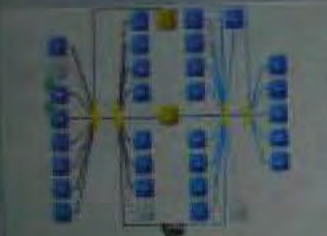
- Flash
- Data
- DTCs**
- Actuators
- System Tests
- Misc Functions
- ECU Details

Double-click row selection to view environmental data. Click on column heading to sort table.

All Active Stored Pending

ECU View Freeze Frame View/Eject Data Clear Stored DTCs

ECU	Code	Status	Description
BCM	B16CF-15	stored	Left DRL Lamp Control-Circuit Short to Battery or Open
BCM	B16D3-15	stored	Right DRL Lamp Control-Circuit Short to Battery or Open



Overview

Name:
Body Controller

Flash Part Number:
68192738AD

Bus Type:
CAN C

Hardware Version:
10.20.0

Software Version:
40.12.21.43

Spice Part Number:
N/A

IGD Code:

Software Number:
N/A

Hardware Number:
N/A

Original VIN:
[REDACTED]



RADIO View

Click on tabs to access various ECU operations and information for the selected ECU.

- Flash
- Data
- OTCs
- Actuators
- System Tests
- Misc Functions
- ECU Details

Double-click row selection to view environmental data. Click on column heading to sort table.

All Active Stored Pending

View Freeze Frame View Event Data

ECU	Code	Status	Description
RADIO	B1560-13	stored	Cellular Antenna 1-Circuit Open

Overview

Name: Radio

Flash Part Number: 6151661AE

Bus Type: CAN-POWERNET

Hardware Version:

Software version: 13.48.03

Spice Part Number: N/A

ISO Code:

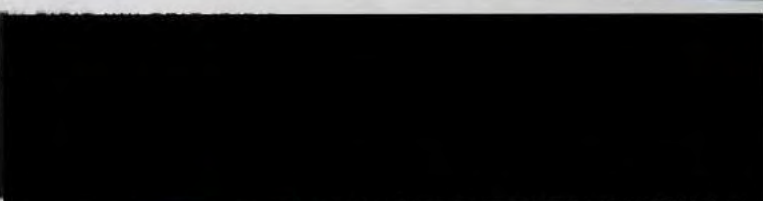
Software Product: N/A

Hardware Number: N/A

Original VIN: [REDACTED]

C

CUR: 2949 KG 6500 LB
 WITH 265/50R20 TIRES
 AT 250 KPA (36 PSI) COLD
 WITH 265/50R20 TIRES
 AT 250 KPA (36 PSI) COLD



THIS VEHICLE CONFORMS TO ALL APPLICABLE U.S.A. FEDERAL MOTOR VEHICLE SAFETY STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.

VIN: 1C4RDHEG9EC [REDACTED] TYPE: MPV MDH:112310 030AA
 VEHICLE MADE IN U.S.A. PAINT: PSC TRIM: TLXL

50°F

0

MPH

10:03



89°F

Trans. Temp.

1664 mi

MPLI



P



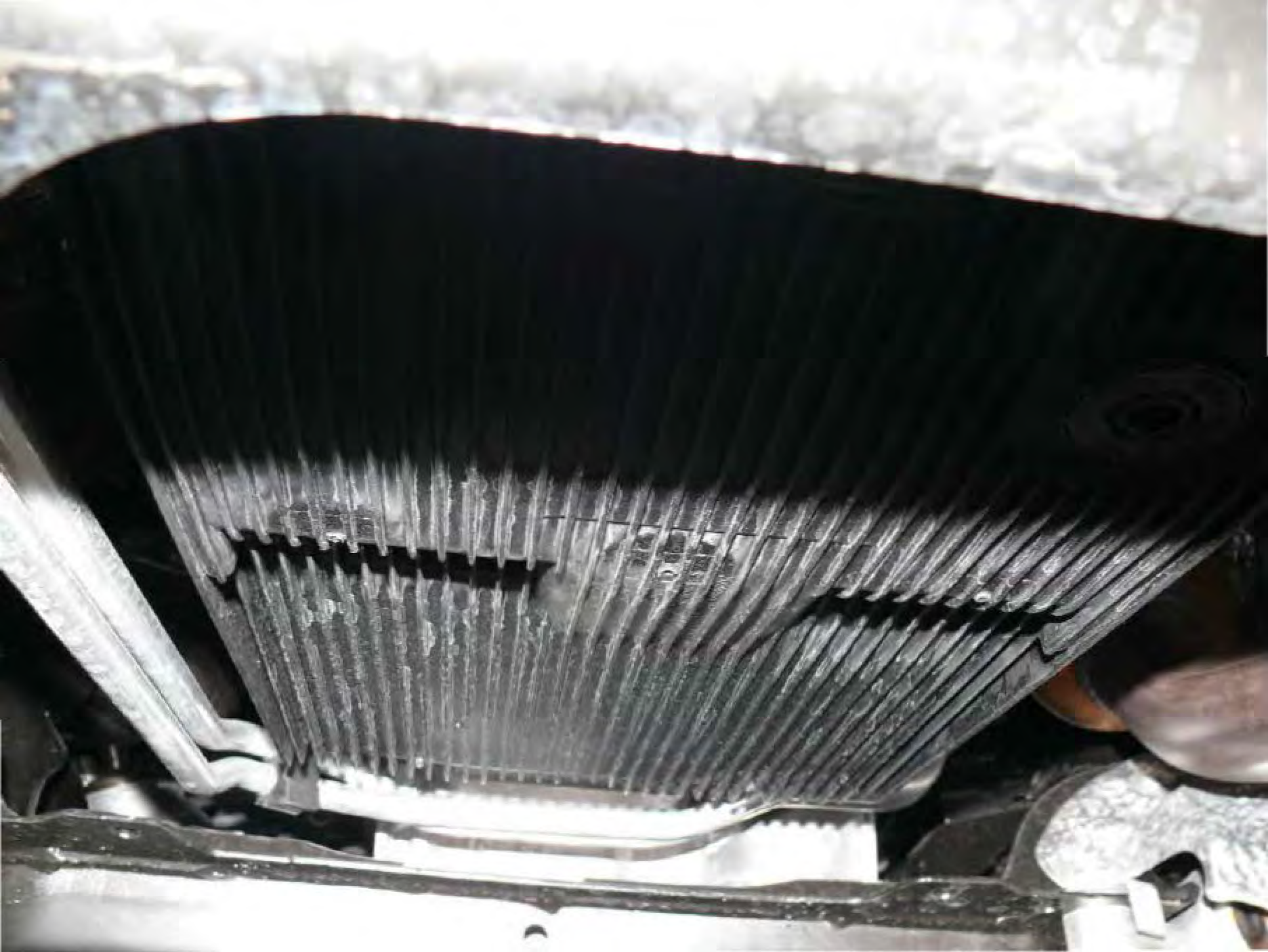
RPM
x1000

P04800736AH

736
AH

USE ONLY CHRYSLER 8-SPEED-TRANS FLUID 68157995AA
PER SERVICE MANUAL, USE DIAGNOSTIC TOOL TO DETERMINE
TRANS FLUID TEMPERATURE
ONLY CHECK FILL LEVEL AT FLUID TEMP 86-122°F/30-50 °C
OTHERWISE DO NOT OPEN!

















PE15-030

FLAT CHRYSLER

11-24-2015

ENCLOSURE 4

CAIR Backup



Document Recieved from Customer

Cair Number: [REDACTED] 2

Date Received: 2014-04-01 17:46:59.136212

Files Not Recieved: 0

RETAIL CUSTOMER CLAIM FORM

Chrysler LLC

(FOR USE WITH ALL CONSUMER INCENTIVE PROGRAMS INCLUDING CASH ALLOWANCE AND/OR SPECIAL A.P.R. FINANCING.)

VEHICLE INFORMATION

ELIGIBLE NEW MODEL VEHICLE I D	1	C	4	R	J	F	B	T	2	E	C
RETAIL DELIVERY DATE	MONTH	DAY	YEAR	BODY MODEL CODE							
	0	3	0	1	3	4	W	D	L	I	

CLAIM FORM NUMBER

ELIGIBLE PROGRAM INFORMATION

INDICATE THE ELIGIBLE PROGRAM(S) AS LISTED IN THE OFFICIAL PROGRAM RULES BY CHECKING THE BOX(ES) BELOW AND FILLING IN THE REQUIRED INFORMATION:

<input type="checkbox"/>	PROGRAM NAME										
	PROGRAM I D NUMBER	CASH ALLOWANCE		CUSTOMER CERTIFICATE # (IF APPLICABLE)							
		\$									
<input type="checkbox"/>	PROGRAM NAME										
	PROGRAM I D NUMBER	CASH ALLOWANCE		CUSTOMER CERTIFICATE # (IF APPLICABLE)							
		\$									
<input type="checkbox"/>	PROGRAM NAME										
	PROGRAM I D NUMBER	CASH ALLOWANCE		CUSTOMER CERTIFICATE # (IF APPLICABLE)							
		\$									

It is understood that benefits are being paid under the Special A PR Financing or Gold Key Lease/Plus Program and that cash allowance benefits may not be available

<input type="checkbox"/>	SPECIAL A PR FINANCING OR GOLD KEY LEASE/PLUS PROGRAM NAME	AMOUNT FINANCED (WHOLE DOLLARS ONLY)
		\$
	LENGTH OF CONTRACT	SPECIAL RATE
		0 %
		SERVICE CHARGE FACTOR

DEALER VALIDATION

DEALER NAME	L A F O N T A I N E S A L I N E , I N C .										
ZONE	DEALER CODE	AREA CODE	PHONE NUMBER								
		7 3 4	4 2 9 9 4 3 1								

CUSTOMER VALIDATION

CUSTOMER FIRST INITIAL	J M	CUSTOMER MIDDLE INITIAL	P M	CUSTOMER LAST NAME							
STREET ADDRESS											
CITY											
R O C H E S T E R H I L L S								STATE	ZIP CODE		
								M I			

CUSTOMER: THOROUGHLY READ THE FRONT AND BACK OF THIS FORM BEFORE SIGNING.

I, the customer, acknowledge by my signature on this Retail Customer Claim Form, that the program benefit(s) described above has been applied to the purchase/lease of this vehicle. I release DaimlerChrysler Motors Corporation from any further claim or obligation for payment to me for this vehicle.

DATE	AUTHORIZED DEALER SIGNATURE	DATE
03/30/13	<i>Chrysler</i>	03/30/13

COPIES OF THE FOLLOWING DOCUMENTS MUST BE ATTACHED TO THE ORIGINAL WHITE COPY AND RETAINED BY THE DEALERSHIP:

- Cash Receipt(s) (if applicable)
- Registration or Application for Title/Registration
- Finance Contract (if applicable)
- Factory Invoice
- Original Certificate (if applicable)
- Retail Buyer's Order
- Retail Lease Agreement (if applicable)
- Printout of NVDR acceptance

**Chrysler Group LLC - Employee Advantage (EP) Purchase / Lease
Pricing & Acknowledgement Form**

THIS CONTRACT CONTAINS A BINDING ARBITRATION PROVISION WHICH MAY BE ENFORCED BY THE PARTIES

LA FONTAINE C-D-J-R **45400** **09/30/13**

Dealership Name: _____ Dealership Code: _____ Delivery Date: _____ Customer Initials: _____

Price of Vehicle (listed as EP on Factory Invoice)	\$	<u>40397</u>	<input checked="" type="checkbox"/>
Trade-In Allowance (must match Buyer's Order)	\$	_____	
Dealer Wholesale Book Value/Actual Cash Value (ACV)	\$	_____	
Over-Allowance on Trade (Trade-In Allowance - ACV)	+ \$	<u>0</u>	<input checked="" type="checkbox"/>
(Use of an over-allowance to increase the EP price is only permissible when the customer has negative equity in the trade-in vehicle)			
Starting Price on Buyer's Order	= \$	<u>40397</u>	<input checked="" type="checkbox"/>

Non-Factory Installed Options, Service Contracts, or Conversion Packages are negotiated. (Prices determined between the dealer and the customer, and are in addition to the above Starting Price on Buyer's Order.)

All dealer "Adds" and Non-Factory Installed Options are in addition to the Starting Price and must be individually listed and priced on the Buyer's Order / Purchase Agreement in the pricing computation.

The following must be completed for Leases:

Description	Price	
<u>DEALER PARTICIPATION</u>	<u>- 1000</u>	
_____	_____	
_____	_____	
_____	_____	
_____	_____	
Total "Adds" and Non-Factory Installed Options	+ \$	<u>- 1000</u> <input checked="" type="checkbox"/>

Gross Capitalized Cost for Leases (must match amount shown on lease contract) = \$ 39397

The Chrysler Group LLC - Employee Advantage (EP) Purchase/Lease Program allows employees, retirees and eligible family members to obtain a new vehicle at a substantial discount. Eligible family members include the employee's or retiree's spouse/some sex domestic partner (must have affidavit on file with Benefits Express), parents, stepparents, spouse's parents, sons, daughters, stepsons, stepdaughters, brothers, sisters, stepbrothers, stepsisters, brothers-in-law, sisters-in-law, sons-in-law, daughters-in-law, half brothers, half sisters, grandparents, and grandchildren. (Nieces, nephews, cousins, aunts, uncles, neighbors and friends are not eligible.)

I understand that, in consideration for the discount received, I will not be able to bring a lawsuit for any disputes relating to this vehicle. Instead, I agree to submit any and all disputes through the Chrysler Group LLC Vehicle Resolution Process, which includes mandatory arbitration that is binding on both Chrysler Group LLC and me. Before initiating this binding arbitration, I will first attempt to resolve the dispute (1) at the dealership, (2) through the customer assistance center, and (3) if I so choose, by non-binding arbitration. I acknowledge that this Form evidences a transaction involving interstate commerce, and, therefore, the Federal Arbitration Act (FAA) (9 U.S.C. § 2 et. seq.) shall govern the interpretation, enforcement, and proceedings of arbitration.

I represent to Chrysler Group LLC that, before purchasing or leasing a vehicle under the Program, I received and read the Program Rules and Provisions (Rules), specifically including a copy of the document entitled Vehicle Resolution Process - Binding Arbitration. I hereby acknowledge that (1) I understand the Rules, (2) I agree to be bound by them and will comply with them, (3) I am eligible to participate in the Program, and (4) any non-compliance with the Rules may result in recovery of any sales fees paid to the dealer by Chrysler Group LLC under the Program; termination of me or the Employee from participation in the Program, and/or other disciplinary action against the Employee. Chrysler Group LLC, however, will not discharge the Employee solely because he or she or the eligible purchaser has filed a warranty lawsuit against Chrysler Group LLC instead of an arbitration proceeding. Rather, Chrysler Group LLC will ask the court to compel mandatory binding arbitration of the lawsuit consistent with these Program Rules and Provisions.

Do Not Sign This Form Unless Completely Filled Out

Customer Name (print) _____ Signature _____ Date _____
 Sponsoring Employee/Retiree/Supervising Spouse Name (print) _____ Relationship MOTHER
 Contract _____ VIN Number _____

The selling dealership through the signature of its authorized representative below, represents to Chrysler Group LLC that (1) it has provided a copy of the Program Rules and Provisions (Rules) to the Customer, specifically including a copy of the document entitled Vehicle Resolution Process - Binding Arbitration; (2) it has read, understood and agrees to comply with the Rules; (3) any non-compliance with the Rules by the dealership or anyone acting on its behalf may result in (a) the recovery by charge-back or otherwise of sales fees paid to the dealership, or incurred as an obligation to the dealership by Chrysler Group LLC, and (b) the termination or suspension of the dealership from participation in the Program.

Dealership Representative (print) _____ Signature _____ Date _____



4000 W Highland Rd
Highland, MI 48357
Phone (248) 887-4747
Fax (248) 887-5293



CHEVROLET

7120 Dexter-Ann Arbor Rd.
Dexter, MI 48130
Phone (734) 426-4677
Fax (734) 426-5540

CHRYSLER



Jeep RAM

900 W Michigan Ave
Saline, MI 48176
Phone (734) 429-9431
Fax (734) 429-5030



HONDA

2245 S. Telegraph Rd
Dearborn, MI 48124
Phone (313) 565-5100
Fax (313) 563-2719



TOYOTA



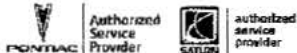
2027 S. Telegraph Rd
Dearborn, MI 48124
Phone (313) 561-6600
Fax (313) 561-5707



2530 E Highland Rd
Highland, MI 48356
Phone (248) 887-8900
Fax (248) 748-0300



GMC



500 Auto Mall Drive
Ann Arbor, MI 48103
Phone (734) 769-1200
Fax (734) 769-4991



Volkswagen

2200 S. Telegraph Rd
Dearborn, MI 48124
Phone (855) Family Deal



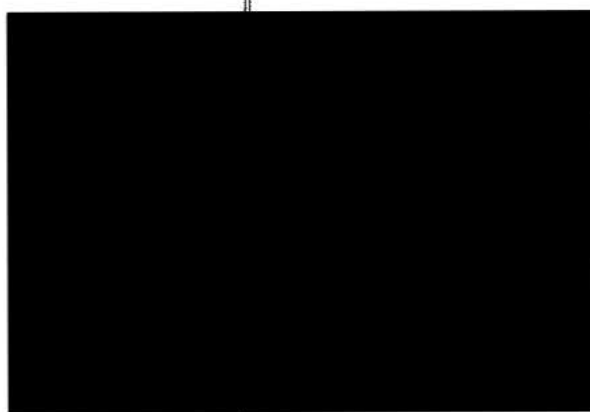
9990 E. Highland Rd
Howell, MI 48843
Phone (810) 632-0600
Fax (810) 632-0261

LaFontaine Automotive Group

CUSTOMER ACKNOWLEDGEMENT REGARDING INFORMATION CONTAINED ON CREDIT APPLICATION



I, [Redacted], Acknowledge and represent that *all the information* contained On my credit application that I have submitted to the dealer is Accurate and correct and that I have not made any Misrepresentations or misstatements regarding my address, The amount of my mortgage or rent payments, income, Employer, employment history, or current employment status. Nor have I filed bankruptcy or plan on filing bankruptcy in the Next 60 days. By signing below I also acknowledge that I Have Not financed a vehicle in the last 60-days.



30 MAR 13

Chepuse

Dealer Representative

3-30-13

Date

**Michigan Department of State
Notice of Assignment of Secured Interest in a Vehicle**

Vehicle Information			
2014 Year	JEPP Make	1C4RJFBT2E0 VIN	[REDACTED]

Vehicle Owner Shown on RD-108 Title Application			
[REDACTED]			
City COCKEYSVILLE		State MD	[REDACTED]

Secured Interest Shown on RD-108 Title Application			
Name ALLY FINANCIAL INC.		Street Address PO BOX 8118	
City COCKEYSVILLE	State MD	Zip code 21030	Date of Original Lien 03/30/2013

Secured Interest To Be Assumed By			
Dealership Name LAFONTAINE SALINE, INC.		Street Address 000 W MICHIGAN AVE	
City SALINE	State MI	Zip code 48176	Date Lien Transferred / /

As the purchaser of this vehicle, if the first secured interest listed on the RD-108 is not accepted (the loan is not approved), I authorize the dealer listed above to assume the loan and finance the vehicle as provided under MCL 257 238. I understand a corrected title will be issued showing the dealer named above as the new secured interest

[REDACTED]	Printed Name	Date
		03/30/2013

- Attach copy of original RD-108 title application.
- The lienholder shown on the RD-108 must submit a Notice of Rejection of Vehicle Financing, (Secretary of State form TR-209)
- The dealership assumes the loan and applies for a corrected title by submitting this form with new title application, a copy of the original RD-108 title application, standard title fee, and the outstanding title (if available).
- A corrected title showing the dealer as the new secured interest will be mailed to the vehicle owner



BUICK Bmw CHEVROLET DODGE FORD HONDA HYUNDAI JEEP KIA MAZDA NISSAN PLYMOUTH RAM SUBARU TOYOTA VOLVO

ARBITRATION AGREEMENT

The parties to this transaction agree and understand that any claim or dispute between them or against any agent, employee, successor, or assign of the other, whether related to this Agreement or otherwise, or regarding the relationship or duties contemplated under this Contract, including the validity of this Arbitration Clause, shall be resolved by binding arbitration through the American Arbitration Association, under the Code of Procedure then in effect. This Agreement is freely and voluntarily entered into and shall be legal and binding to the effect enforceable by law.

Any award of the arbitrator(s) may be entered as a judgement in a court of competent jurisdiction. Information may be obtained and claims may be filed at any office of the American Arbitration Association or at American Center Building, 27777 Franklin Rd., Suite 1150, Southfield, MI 48034. This Agreement shall be interpreted under the Federal Arbitration Act.

The parties have read, understand, and fully enter into this Agreement and understand that it is incorporated within and included as a part of sales and financing documents being entered into at the time of this transaction.

03/30/2013

Dated:

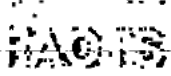


Customer Signature

03/30/2013

Dated:

Dealer Representative Signature



WHAT DOES LaFontaine Chrysler-Dodge-Jeep-RAM DO WITH YOUR PERSONAL INFORMATION?

Financial companies choose how they share your personal information. Federal law gives consumers the right to limit some but not all sharing. Federal law also requires us to tell you how we collect, share, and protect your personal information. Please read this notice carefully to understand what we do.

The types of personal information we collect and share depend on the product or service you have with us. This information can include:

- Social Security number and Credit Score
- Credit History and Income
- Employment and Account Balances

All financial companies need to share customers' personal information to run their everyday business. In the section below, we list the reasons financial companies can share their customers' personal information; the reasons LaFontaine Chrysler-Dodge-Jeep-RAM chooses to share; and whether you can limit this sharing.

For our everyday business purposes— such as to process your transactions, maintain your account(s), respond to court orders and legal investigations, or report to credit bureaus	Yes	No
For our marketing purposes— to offer our products and services to you	Yes	No
For joint marketing with other financial companies	Yes	No
For our affiliates' everyday business purposes— information about your transactions and experiences	Yes	Yes
For our affiliates' everyday business purposes— information about your creditworthiness	Yes	Yes
For our affiliates to market to you	Yes	Yes
For nonaffiliates to market to you	Yes	Yes

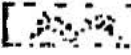
- Call 734-429-9431 —our menu will prompt you through your choice(s) or
- Visit us online: www.thefamilydeal.com

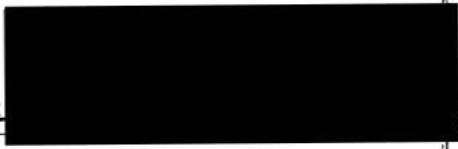
Please note:

If you are a *new* customer, we can begin sharing your information 30 days from the date we sent this notice. When you are *no longer* our customer, we continue to share your information as described in this notice.

However, you can contact us at any time to limit our sharing.

Call 734-429-9431 or go to www.thefamilydeal.com

		
Who is providing this notice?	LaFontaine Chrysler-Dodge-Jeep-RAM	
How does LaFontaine C-D-J-RAM protect my personal information?	To protect your personal information from unauthorized access and use, we use security measures that comply with federal law. These measures include computer safeguards and secured files and buildings.	
How does LaFontaine C-D-J-RAM collect my personal information?	We collect your personal information, for example, when you <ul style="list-style-type: none"> ■ Apply for a loan or Purchase a vehicle ■ Apply for a lease or Service a vehicle ■ Purchase a Vehicle Service Contract 	
Why can't I limit all sharing?	Federal law gives you the right to limit only <ul style="list-style-type: none"> ■ sharing for affiliates' everyday business purposes—information about your creditworthiness ■ affiliates from using your information to market to you ■ sharing for nonaffiliates to market to you State laws and individual companies may give you additional rights to limit sharing.	
What happens when I limit sharing for an account I hold jointly with someone else?	Your choices will apply to everyone on your account; unless you tell us otherwise.	
Affiliates	Companies related by common ownership or control. They can be financial and nonfinancial companies. <ul style="list-style-type: none"> ■ <i>LaFontaine Buick-GMC-Cadillac, LaFontaine Honda, LaFontaine Nissan, LaFontaine Chevrolet, LaFontaine Toyota, Kia, Hyundai, Suzuki</i> 	
Nonaffiliates	Companies not related by common ownership or control. They can be financial and nonfinancial companies. <ul style="list-style-type: none"> ■ <i>Chrysler, Chrysler finance</i> 	
Joint marketing	A formal agreement between nonaffiliated financial companies that together market financial products or services to you. <ul style="list-style-type: none"> ■ <i>Chrysler</i> 	

x 

EXPORT ACKNOWLEDGMENT

On the 30th day of MARCH, 2013, the undersigned purchased from
LaFontaine Chrysler Dodge Jeep Ram (the "Dealership") a motor vehicle 1C4RJF8T2EC
Dealership Vehicle Identification Number

(hereinafter referred to as the "Described Vehicle").

The undersigned acknowledges and represents:

- (i) That my residence is located in the United States and I have the authority to execute this Acknowledgment on behalf of my residence.
- (ii) That I have been advised by the Dealership that it is a violation of Chrysler's policy to sell the described vehicle for resale or principal use outside the United States. This information was disclosed to the undersigned prior to the purchase/lease of the Described Vehicle.
- (iii) That the Described Vehicle has been purchased/leased by the undersigned for personal or primary residence use in the United States and not for resale.
- (iv) That I have been advised by the Dealership that vehicles resold into Canada or other countries are not eligible for warranty coverage until after the vehicle has been in service for six (6) months from the date of delivery and has accumulated 7,500 miles (12,000 km). I have further been advised by the Dealership and I understand that if I violate Chrysler's policy against selling new motor vehicles for resale or principal use outside the United States, the Dealership may have any rebates, refunds, credits, incentives, allowances, discounts or payments of any kind by Chrysler with respect to the Described Vehicle debited back by Chrysler. If such debit occurs, I agree to reimburse the Dealership for the amount so debited.
- (v) That the Dealership is transferring the Described Vehicle based on the representations in this Export Acknowledgment. In the event this information is inaccurate, the undersigned agrees to indemnify and hold the Dealership harmless from any liability it may incur as a result of its reliance on said representations.



Printed Name

Its:

Date: 03/30/2013

CUSTOMER'S NAME

STOCK NO

ODOMETER DISCLOSURE STATEMENT

Federal law (and State law, if applicable) requires that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in a fine and/or imprisonment.

I, _____ (transferor's name; Print)

state that the odometer now reads 103039 (no tenths) miles and to the best of my knowledge that it reflects the actual mileage of the vehicle described below, unless one of the following statements is checked.

(1) I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limits.

(2) I hereby certify that the odometer reading is NOT the actual mileage.
WARNING - ODOMETER DISCREPANCY.

MAKE JEEP	MODEL GRAND CHEROK	BODY TYPE 4WD LIMITED
VEHICLE IDENTIFICATION 1J4HR58N55C6	YEAR 2005	

TRANSFEROR'S ADDRESS (STREET) ROCHESTER HILLS	MI	ZIP CODE
CITY	STATE	ZIP CODE
03/30/2013		

DATE OF STATEMENT
X <i>Paul G. Hellden</i>
TRANSFEREE'S SIGNATURE
LAFONTAINE SALINE, INC.

PRINTED NAME
LAFONTAINE SALINE, INC.

TRANSFEREE'S NAME
900 W MICHIGAN AVE

TRANSFEREE'S ADDRESS (STREET)	MI	48176
CITY	STATE	ZIP CODE
SALINE		

CERTIFICATE OF TITLE

THIS IS A DUPLICATE CERTIFICATE AND MAY BE SUBJECT TO THE RIGHTS OF A PERSON UNDER THE ORIGINAL CERTIFICATE ODOMETER MILEAGE FROM ORIGINAL CERTIFICATE

VEHICLE IDENTIFICATION NUMBER 1J4HR58N55G YEAR 2005 MAKE JEEP MODEL BODY STYLE STA-WAGON

TITLE NUMBER ISSUE DATE 02/22/2010 ODOMETER 065120 BRAND/LEGEND

WEIGHT/FEE CATEGORY 34 ODOMETER BRAND *ACTUAL MILEAGE*

OWNER(S) NAME AND ADDRESS TROY MI



First Secured Party MICHIGAN CATHOLIC CU 255 MAPLE RD TROY MI 48083 Filing Date 05-22-2010 Release of First Lien: X Signature of Agent: Date:

Title Assignment by Seller

State and federal laws require the seller(s) to indicate mileage when ownership is transferred. Failure to complete or providing false information may result in civil liability, fines and/or imprisonment. ANY ALTERATION, ERASURE, FALSE STATEMENT, FORGERY OR FRAUD VOIDS THIS TITLE AND IS A CRIME.

I warrant that the ownership of the vehicle described on Certificate of Title has been transferred to the following purchaser(s) and is free of all previous liens. Printed Name of Purchaser(s) LAFontaine Chrysler Dodge Jeep Date of Sale 3-20-13 Selling Price Purchaser's Street Address 900 W Michigan Ave City Saline State MI Zip 48176 Odometer reading is 103039 and that to the best of my knowledge the odometer mileage is not actual mileage. WARNING ODOMETER DISCREPANCY Printed Name of Seller(s) Seller's Street Address 3150 LIVERMERE #102 TROY MI 48083 City TROY State MI Zip 48083 Signature of Purchaser X NEW LIENHOLDER INFORMATION: The information below must be on an application for title and presented to the Michigan Department of State Secured Party: Address:

The State of Michigan, Michigan Department of State certifies that this certificate of title is issued in compliance with the laws of Michigan and constitutes prima facie proof of ownership. Further, on the date of title issuance, the described vehicle was subject to the security interest(s) listed above.

MAILING ADDRESS TROY MI

NOTICE TO SELLERS Sellers must keep a receipt or photocopy of the reassigned title for their records for 18 months or accompany the purchaser to a Secretary of State Office.

For Dealer Use Only

First Reassignment
by Michigan Dealer

I (selling dealer) warrant that the title is free and clear of all liens and I have transferred ownership of this vehicle to the purchaser(s) listed below
 I further certify that the odometer reading is and that to the best of my knowledge the odometer mileage is
(No Tenths)
 actual mileage not actual mileage - **WARNING ODOMETER DISCREPANCY** exceeds mechanical limits of odometer

Information Below Completed by Selling Dealer:		Information Below Completed by Purchaser(s):
KEEP A PHOTOCOPY OF BOTH SIDES OF THIS SIGNED TITLE.		"I am aware of the above odometer certification made by the selling dealer"
Printed Name of Selling Dealer and Agent		Signature of Purchaser(s) X
Signature of Agent X		Printed Name of Purchaser(s)
Date of Sale	Selling Dealer's License Number	Purchaser's Address

Second Reassignment
by Michigan Dealer

I (selling dealer) warrant that the title is free and clear of all liens and I have transferred ownership of this vehicle to the purchaser(s) listed below
 I further certify that the odometer reading is and that to the best of my knowledge the odometer mileage is
(No Tenths)
 actual mileage not actual mileage - **WARNING ODOMETER DISCREPANCY** exceeds mechanical limits of odometer

Information Below Completed by Selling Dealer:		Information Below Completed by Purchaser(s):
KEEP A PHOTOCOPY OF BOTH SIDES OF THIS SIGNED TITLE.		"I am aware of the above odometer certification made by the selling dealer."
Printed Name of Selling Dealer and Agent		Signature of Purchaser(s) X
Signature of Agent X		Printed Name of Purchaser(s)
Date of Sale	Selling Dealer's License Number	Purchaser's Address

Third Reassignment
by Michigan Dealer

I (selling dealer) warrant that the title is free and clear of all liens and I have transferred ownership of this vehicle to the purchaser(s) listed below
 I further certify that the odometer reading is and that to the best of my knowledge the odometer mileage is
(No Tenths)
 actual mileage not actual mileage - **WARNING ODOMETER DISCREPANCY** exceeds mechanical limits of odometer

Information Below Completed by Selling Dealer:		Information Below Completed by Purchaser(s):
KEEP A PHOTOCOPY OF BOTH SIDES OF THIS SIGNED TITLE.		"I am aware of the above odometer certification made by the selling dealer"
Printed Name of Selling Dealer and Agent		Signature of Purchaser(s) X
Signature of Agent X		Printed Name of Purchaser(s)
Date of Sale	Selling Dealer's License Number	Purchaser's Address

Fourth Reassignment
by Michigan Dealer

I (selling dealer) warrant that the title is free and clear of all liens and I have transferred ownership of this vehicle to the purchaser(s) listed below
 I further certify that the odometer reading is and that to the best of my knowledge the odometer mileage is
(No Tenths)
 actual mileage not actual mileage - **WARNING ODOMETER DISCREPANCY** exceeds mechanical limits of odometer

Information Below Completed by Selling Dealer:		Information Below Completed by Purchaser(s):
KEEP A PHOTOCOPY OF BOTH SIDES OF THIS SIGNED TITLE.		"I am aware of the above odometer certification made by the selling dealer"
Printed Name of Selling Dealer and Agent		Signature of Purchaser(s) X
Signature of Agent X		Printed Name of Purchaser(s)
Date of Sale	Selling Dealer's License Number	Purchaser's Address

No Further Reassignments Permitted

CUSTOMER'S NAME

STOCK NO

ODOMETER DISCLOSURE STATEMENT

Federal law (and State law, if applicable) requires that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

[REDACTED] (transferor's name, Print)

397

state that the odometer now reads _____ (no tenths) miles and to the best of my knowledge that it reflects the actual mileage of the vehicle described below, unless one of the following statements is checked.

(1) I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limits.

(2) I hereby certify that the odometer reading is NOT the actual mileage.
WARNING - ODOMETER DISCREPANCY.

MAKE JEEP	MODEL GRAND CHEROK	BODY TYPE 4WD LIMITED
VEHICLE IDENTIFICATION NUMBER 1C4RJFBT2EC [REDACTED]		YEAR 2014

TRANSFEROR'S ADDRESS (STREET):
SALINE MI [REDACTED]

CITY: 03/30/2013 [REDACTED] ZIP CODE

PRINTED NAME:
[REDACTED]

TRANSFeree'S ADDRESS (STREET):
ROCHESTER HILLS MI [REDACTED]

CITY STATE ZIP CODE

Lessee and Go Leased (You) Lessor

Lease Agreement (If Different)
Lease Agreement (If Different)
Lease Agreement (If Different)

This is an agreement to lease a vehicle. This is a lease purchase agreement. You are not buying the vehicle. By signing this lease, you are transferring an interest in the vehicle to the lessor.

The Vehicle You Are Leasing
Make & Model: 2011 JEEP GRAND CHEROKEE
Body Style: 4WD LTR 4DR
Year: 2011
MSRP: \$27,111
Destination Charge: \$750
Dealer Installed Options: N/A

Table with 4 columns: 1. Amount Due at Lease Signing or Delivery, 2. Monthly Scheduled Payments, 3. Other Charges, 4. Total of Payments.

Table with 2 columns: a. Amount Due at Lease Signing or Delivery, b. Total of Payments.

Table with 2 columns: 1. Gross capitalized cost, 2. Capitalized cost reduction, 3. Adjusted capitalized cost, 4. Residual value, 5. Depreciation and any residual amounts, 6. Fleet charge, 7. Total of base scheduled payments, 8. Lease payments, 9. Total scheduled payments.

Early Termination. You may have to pay a fee if you end the lease early. The fee may be up to 30% of the amount you have paid for the lease. The amount you have paid for the lease is the amount you have paid for the lease.

Table with 2 columns: 1. Total amount of interest, 2. Total amount of interest.

12. DUES, FEES AND TAXES. You will pay all government license, title, registration, sales, and excise taxes for the vehicle. You will also pay for the cost of the lease, including the cost of the lease, including the cost of the lease.

13. DISPOSITION FEE. We will charge a disposition fee at the end of the lease. The fee is \$350.00. This fee is in addition to the cost of the lease, including the cost of the lease.

Table with 2 columns: 1. Optional insurance, 2. Other optional products or services.

TOTAL LOSS NOTICE. If the total loss of the vehicle occurs within the term of the lease, you will be notified by the lessor. You will be notified by the lessor.

THIS IS THE ENTIRE AGREEMENT. This document, including the front and back of the lease, contains the entire agreement between you and the lessor. You agree to the terms of the lease.

LESSOR: ALLY FINANCIAL SERVICES CORPORATION
LESSEE: [Name]
Signature: [Signature]
Date: [Date]

Ally Financial Services Corporation
Ally Financial Services Corporation
Ally Financial Services Corporation

CONFIRMATION OF ACCIDENTAL PHYSICAL DAMAGE INSURANCE

To provide protection against serious financial loss should an accident or damage occur, I understand that my installment contract requires that the vehicle be continuously covered with insurance against the risks of fire, theft and collision. Accordingly, I have arranged for the required insurance through the insurance company shown below and have requested that the policy contain a loss payable endorsement in favor of the holder of my contract located at:

**P.O. Box 674
Minneapolis, MN 55440-0674**

BR # _____

NAMED INSURED:		MIDDLE	LAST
ADDRESS	CITY	STATE	ZIP CODE
TEL. NO.	ROCHESTER HILLS MI		
	DRIVERS LICENSE #		

GMAC ACCOUNT NUMBER

NAMED PURCHASER:		FIRST	MIDDLE	LAST
ADDRESS	NUMB	STATE	ZIP CODE	
TEL. NO.	ROCHESTER HILLS MI			

VEHICLE INSURED:

YEAR	MAKE	BODY	MODEL	VEHICLE IDENTIFICATION NUMBER
2014	JEEP	4WD LIMITED	GRAND CHEROKE	1C4RJF8T2E0

VEHICLE USE: Private Passenger, Commercial Auto and Trailer

INSURANCE AGENT PLEASE PRINT CLEARLY FULL AND EXACT ADDRESS TO APPEAR IN WINDOW ENVELOPE

NAME	STEVE ELLIS		
MAILING ADDRESS			
CITY	STATE	ZIP CODE	
AGENT'S TELEPHONE NUMBER	248 889-6100		

INSURANCE CARRIER PLEASE PRINT CLEARLY FULL AND EXACT NAME OF INSURANCE CARRIER

NAME	FARM BUREAU		
POLICY NUMBER			
DATE THIS VEHICLE COVERED	FROM	TO	
	11/29/13	02/29/13	
	COVERAGE		
<input checked="" type="checkbox"/> Collision \$ 500.00 Deductible			
Type: <input type="checkbox"/> BROAD FORM OR STANDARD			
<input type="checkbox"/> LIMITED (NOT ACCEPTABLE)			
<input checked="" type="checkbox"/> Comprehensive \$ 500.00 Deductible			
<input type="checkbox"/> Fire-Theft			

AGENTS COMMENT

--

NAMED INSURER SIGNATURE

03/30/2013
DATE

DEALER CONFIRMATION:

() AGENCY () INSURANCE CARRIER	NAME OF PERSON CONTACTED	LOSS PAYEE
Confirmed By	03/30/2013 DATE	LOSS PAYEE CONFIRMED () Yes () No
		<input type="checkbox"/> GMAC, <input type="checkbox"/> GMACAB
		<input type="checkbox"/> _____ and in each case its successors and assigns

DEALER SIGNATURE

DEALER

LAFONTAINE SALINE, INC.



LaFontaine
AUTOMOTIVE GROUP

900 WEST MICHIGAN AVE
SALINE, MI 48176
TOLL FREE 1-866-LAFONTAINE
www.thefamilydeal.com

NEW USED	YEAR	MAKE	MODEL	STYLE
	2014	JEEP	GRAND CHEROKEE	
VEHICLE IDENTIFICATION NUMBER		4WD POWER		
1C4RJFBT2E0				
COLOR	STOCK NUMBER	WEIGHT / FEE	DELIVERY DATE	
BRIGHT	14S23	37	03/30/2013	

AUTHORIZATION INFORMATION

LEASE LOYALTY NUMBER / CREDIT CARD AUTH #

EMPLOYEE AUTHORIZATION

APPR CODE

LIEN PLACEMENT

LIEN HOLDER

V.A.U.I. TRUST

ADDRESS

PO BOX 8118

CITY

COCKEYSVILLE

STATE

MD

ZIP

81330

DESCRIPTION OF TRADE IN 1

YEAR	MAKE	MODEL	STYLE
2005	JEEP	GRAND CHEROK	4WD LIMITED
VEHICLE IDENTIFICATION NUMBER		APPRAISAL	
1J4HR58N550		8000.00	
CURRENT ODOMETER		EXP DATE	

PAYOFF INFORMATION / LIEN HOLDER

PAYOFF FOR TRADE

FINANCE - C. U.

GOOD TILL (10 DAYS)

PER

3273.00

04/09/2013

ACCOUNT NUMBER

INSURANCE INFORMATION

AGENT

INSURANCE COMPANY

STEVE ELLIS

FARM BUREAU

ADDRESS

CITY

STATE

ZIP

PHONE

POLICY NUMBER

COMP

ER

IMPORTANT BUYER INFORMATION

- Any warranties from a Manufacturer or supplier, including warranties on any Dealer-installed Non-Manufacturer accessories are theirs, not Dealers, and only such Manufacturer or other supplier will be liable for performance under those warranties. All goods, services and Vehicles sold by Dealer are sold "AS IS." (SEE PARAGRAPH 10 ON REVERSE SIDE.) This disclaimer in no way affects the manufacturer's Vehicle Warranty.
- If this is a credit sale or lease, this Order is not binding on the Buyer and the Buyer can cancel it and recover the deposit until Buyer receives a document containing the required financial or lease disclosures.
- The annual percentage rate for a credit sale may be negotiable with the Dealer. The Dealer may assign this contract and retain its right to receive a part of the finance charge.
- The salesperson has no authority to make and dealer shall not be bound by any promises or representations unless they are written on this order and approved by dealer's authorized representative.
- Unless otherwise noted, the Buyer listed as Buyer "A" will be the registered owner/lessee of the Vehicle.
- The installment contract, lease or other document signed by the Buyer may require the Buyer to submit claims arising from or related to the purchase, lease or financing of the vehicle to binding arbitration.
- Any claim or lawsuit arising out of the purchase or lease of the vehicle against the dealer by the Buyer must be filed no more than 365 days after the date of the delivery of the vehicle. (SEE PARAGRAPH 15 ON THE REVERSE SIDE)

BUYER'S REPRESENTATIONS

I have read the material printed on the back and I understand and agree to it as part of this Order as if it were printed above my signature. I understand that the front and back of this order comprises the entire agreement affecting this purchase/lease and no other agreement or understanding of any nature concerning same has been made or entered into, or will be recognized. I also certify that no credit has been either extended by Dealer or arranged by Dealer for the cash down payment unless it appears in writing on the face of this Order. I certify that I am at least 18 years old, and acknowledge receipt of a copy of this Order.

Buyer (A) Signed: _____ Date: 03/30/13

Buyer (B) Signed: _____ Date: 03/30/13

This Order is not binding until Dealer's authorized representative signs here.

Dealer Signed: *Paul Edward Herda* Date: 03/30/13

NAME(A)	DATE
	03/30/13
CUSTOMER NO	
DEAL NO	47799
CITY	STATE
ROCHESTER HILLS	MT
COUNTY	DAKLAND
HOME PHONE (A)	BUSINESS PHONE (A)
E-MAIL ADDRESS (A)	
DRIVERS LICENSE (A)	STATE
	MI
	STATE
	MI
SALESPERSON	
PAUL EDWARD HERDA	

IMPORTANT NOTICE CONCERNING INSURANCE

Buyer(s) must have insurance for liability for injury to person or damage to property of others (PL & PD) in order to take title to the Vehicle. Buyer(s) Note: Neither accident and health insurance nor credit life insurance provide PL & PD coverage. If a credit sale or lease, Buyer is required to maintain collision insurance on the Vehicle during the term of the finance contract or lease. A Buyer may not be eligible for either credit life insurance or accident and health insurance. Buyer is not required to obtain either accident and health insurance or credit life insurance. Buyer may choose the agent from which said insurance will be obtained.

1	Price of Vehicle	1	39397.00
2	Aftermarket Accessories		N/A
A		2A	
B		2B	
C		2C	
3	Other Taxable Charges	3	
4	Documentation Fee	4	75.00
5	CVR Electronic Filing Fee	5	
6	Total Taxable Price	6	N/A
7	a.) Sales Tax	7a	39472.00
	b.) License Fee (Mos.	7b	235.52
	c.) Title Fee	7c	274.00
8	Svc. Contract	8	N/A
9	Subtotal	9	40294.52

TERMS OF SALE FOR FINANCED/CASH DEALS

10	Deposit	10	
11	Rebates	11	
A	CODE	11A	
B	CODE	11B	
C	CODE	11C	
D	CODE	11D	
E	CODE	11E	
F	CODE	11F	
G	Total Rebates	11G	N/A

12	C.O.D.	12	N/A
13	Trade-In Allowance	13	8000.00
14	Less Lien	14	3273.00
15	Total Down Payment	15	4727.00
16	Balance	16	N/A
17	Finance Charge	17	40294.52
18	Insurance Charge	18	N/A
19	Total Amount of Agreement	19	40294.52

STATE OF MICHIGAN

APPLICATION FOR MICHIGAN TITLE & REGISTRATION STATEMENT OF VEHICLE SALE

DEPARTMENT OF STATE

Purchase Date 03/30/2013

DEAL # 47799 CUST #

Delivery Date 03/30/2013

Dealer LAFONTAINE SALINE, INC. DBA LAFONTAINE CHRYSLER DODGE JEEP 800 WEST MICHIGAN AVE. SALINE

County WASHTENAW State MICHIGAN Zip Code 48176

Expires on Month 07 Day 29 Year 2014 Months 12 NEW PLATE RENEWAL TRANSFER

Vehicle Sold New Used Demo Trade-in Yes No 2005 JEEP 1J4HR58N550

TEMPORARY VEHICLE REGISTRATION USED TO TRANSFER PLATES Expires 15 days after delivery date Plate transferred from Year Make Vehicle No Plate No Temp Expiration Date

VEHICLE USE AND HISTORY DISCLOSURE: POLICE VEHICLE GOVERNMENT VEHICLE TAXI VEHICLE HAS BEEN FLOOD-DAMAGED SALVAGE TITLE HAS PREVIOUSLY BEEN ISSUED

ODOMETER MILEAGE The following section must be completed when odometer disclosure is required. The odometer mileage reading must match the mileage reading disclosed to the purchaser on the title and/or mileage statement. 397 NO TENTHS actual mileage not actual mileage exceeds mechanical limits of odometer

I have selected and agree to pay the OPTIONAL \$24 CVR electronic filing fee Customer Initials

Factory Installed Accessories Factory List Affixed to Vehicle GMAC LEASE

REMARKS The Dealer, LAFONTAINE SALINE, Inc. DBA LAFONTAINE CHRYSLER DODGE JEEP, hereby warrants that the vehicle is as described in the advertisement and is free from any liens or other claims...

Temporary Registration No Temporary Fee Charged Yes No Salesperson PAUL EDWARD HEBDA

CONTRACTUAL DISCLOSURE STATEMENT FOR USED VEHICLES ONLY The information you see on the window form for this vehicle is part of this contract. Information on the window form overrides any contrary provisions in the contract of sale.

I CERTIFY I SOLD THIS VEHICLE TO THE PURCHASER NAMED IN THIS FORM I WARRANT THE TITLE TO THE VEHICLE AND CERTIFY THAT THE VEHICLE IS SUBJECT ONLY TO THE SECURITY INTERESTS NAMED ABOVE. [Signature] AGENT

PURCHASER WARNING: DO NOT SIGN BLANK FORM I am purchasing or leasing this vehicle and am applying for a Michigan certificate of title and registration or, if the lessee, applying for a registration. I certify that my driver license is not suspended, revoked, or denied, as a repeat offender and I am eligible to purchase or register the vehicle. I further certify that if a tax exemption is claimed, I am eligible to claim it. 03/30/13 Date 03/30/13 Date 03/30/13 Date X Purchaser's/Lessee's Signature(s) Date X Lessee's Signature(s)

Year 2014 Make JEEP Body Style 4WD LIMITED 1 License Fee 274.00 Title 15.00 County of Residence OAKLAND Tax N/A Reg Transfer Fee N/A Total - Transfer to #4 289.00 Full Rights to Survivor Yes No

Insurance Company FARM BUREAU Policy or Binder First Secured Interest ALLY FINANCIAL INC. Filing Date 03/30/2013 Address PO BOX 8118 City-State Zip COCKEYSVILLE MD 21030

Table with 2 columns: Description and Amount. 1. PURCHASE PRICE OF VEHICLE (including Freight & Accessories) 39397.00 2. OTHER TAXABLE CHARGES (Documentary Fee, Service Fee, Temp Reg Fee, Etc.) 75.00 2 A. OPTIONAL \$24 ELECTRONIC FILING FEE 24.00 3. TOTAL TAXABLE PRICE 39496.00 4. (Above total) SALES TAX - LICENSE - TITLE 289.00 5. NON-TAXABLE CHARGES (Labor, Service Contract, Etc.) N/A 6. TOTAL DELIVERED PRICE 39785.00 7. CASH ON DEPOSIT N/A 8. CASH DUE ON DELIVERY N/A 9. TRADE-IN \$ 8000.00 10. LESS LIEN \$ 3273.00 3826.35 11. TOTAL DOWN PAYMENT 3826.35 12. UNPAID BALANCE TO BE FINANCED 35058.65 13. INSURANCE SURCHARGE* N/A 14. TOTAL AMOUNT OF FINANCE CONTRACT N/A

* TYPE OF INSURANCE WARNING: This insurance is not PL/PD No Fault Insurance required by Michigan law CREDIT LIFE HEALTH & ACCIDENT GAP INSURANCE

ADDITIONAL TERMS AND CONDITIONS

The Order on the reverse side includes the following terms and conditions:

1. **DEFINITIONS AND RELATIONSHIP:** As used in this Order, the term "Manufacturer" means the Company that manufactured the Vehicle or chassis. The Dealer is not the agent of Manufacturer. Dealer and Buyer are the only parties to this Order. Reference to Manufacturer is for the purpose of explaining generally certain contractual relationships between Dealer and Manufacturer regarding new vehicles.
2. **PRICE CHANGES:** Manufacturer has reserved the right to change the price to Dealer of new vehicles without notice. In the event the price to Dealer of new vehicles of the series and body type ordered here is changed by manufacturer prior to delivery of the Vehicle ordered by Buyer, Dealer reserves the right to change the total delivered price of the Vehicle to Buyer or lease terms accordingly. If such total delivered price or lease term is increased by Dealer, Buyer may, if dissatisfied, cancel this Order. In which event, if a Vehicle has been traded in as a part of the consideration for the new Vehicle, it shall be returned to Buyer upon payment of a reasonable charge for storage and repairs (if any) or, if the trade-in Vehicle has been previously sold by Dealer, the amount received from the sale, less a selling commission of 1.5% and any expenses incurred in storing, insuring, conditioning or advertising the trade-in Vehicle for sale will be returned to Buyer.
3. **TRADE-IN REAPPRAISAL:** If a Vehicle to be traded in as a part of the down payment for the Vehicle ordered by Buyer is not delivered to Dealer until delivery to Buyer of the ordered Vehicle, the trade-in Vehicle will be reappraised at that time and such reappraised value will determine the allowance made for the trade-in Vehicle. If the reappraised value is lower than the original trade-in allowance shown on the front of this Order, Buyer may, if dissatisfied, cancel this Order, provided, however, that the right to cancel must be exercised prior to both the delivery to Buyer of the Vehicle ordered and the surrender of the trade-in Vehicle to Dealer.
4. **EVIDENCE OF TITLE FOR TRADE-IN:** Buyer agrees to deliver to Dealer evidence of unrestricted title to any Vehicle traded in as a part of the down payment for the Vehicle ordered. Buyer warrants and represents that any trade-in Vehicle to be Buyer's property free and clear of all liens and encumbrances except as otherwise noted on the front of this Order. Buyer warrants and represents that the vehicle is not a municipal, salvage, damaged, rebuilt or flood vehicle. The Buyer further warrants and represents that the odometer of the Vehicle traded in as part of the vehicle order was not altered or tampered with prior to its transfer to the Dealer.
5. **BUYER DEFAULT:** Unless this Order is cancelled by Buyer in accordance with the provisions of Paragraph 2 or 3 above, Dealer has the right, upon failure or refusal of Buyer to accept delivery of the Vehicle ordered and to comply with the terms of this Order, to retain, as liquidated damages, any cash deposit made by Buyer and, in the event a vehicle has been traded in as a part of the down payment for the Vehicle ordered, to sell such trade-in vehicle and reimburse itself from the proceeds of such sale for the expenses specified in Paragraph 2 above and for such other expenses and losses as Dealer may incur or suffer as a result of such failure or refusal by Buyer.
6. **DESIGN CHANGES:** Manufacturer has reserved the right to change the design of any new Vehicle, chassis, accessory or part at any time without notice and without obligation to make the same or any similar change upon any Vehicle, chassis, accessory or part previously purchased by or shipped to Dealer or being manufactured or sold in accordance with Dealer's orders. In the event of any such change by Manufacturer, Dealer has no obligation to Buyer to make the same or any similar change in any Vehicle, chassis, accessory or part covered by this Order, either before or after delivery to Buyer.
7. **DELIVERY LIABILITY LIMITATION:** Dealer will not be liable for failure to deliver or delay in delivering the Vehicle where such failure or delay is due, in whole or in part, to any cause beyond the control or without the fault or negligence of Dealer. Buyer agrees that Buyer is not entitled to recover from Dealer any consequential damages, damages to property, damages for the loss of use of the Vehicle, loss of time, loss of profits or income, or any other incidental damages which may result from failure to deliver or delay in delivery of the Vehicle where such failure or delay is due, in whole or in part, to any cause beyond the control or without the fault or negligence of Dealer including, but not limited to, Manufacturer's failure to produce or deliver the Vehicle.
8. **TAXES:** The Total Taxable Price for the Vehicle ordered does not include sales, use, excise or other taxes (Federal, State or Local). Buyer assumes and agrees to pay, unless prohibited by law, any such taxes imposed on or applicable to the transaction covered by this Order, regardless of which party may have primary tax liability.
9. **INSURANCE UNAVAILABILITY:** If a charge for either credit life or accident and health insurance is included in any installment sales contract signed by the parties in conjunction with this Order, and if such insurance is either wholly or partially unavailable to Buyer, the charge or applicable portion for such wholly or partially unavailable insurance will be deducted from the Total Time Balance and credited to Buyer. However, such whole or partial unavailability will not affect the rest of this Order, this Order and any installment sales contract or lease executed in conjunction with this Order remaining in full force and effect.
10. **WARRANTY DISCLAIMER:**
 - A. **IN THE EVENT THE VEHICLE IS EITHER A NEW VEHICLE, DEMONSTRATOR OR A USED VEHICLE STILL SUBJECT TO A MANUFACTURER'S WARRANTY, DEALER EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED (INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE) ON THE VEHICLE. FURTHER, DEALER NEITHER MAKES NOR AUTHORIZES ANY OTHER PERSON TO MAKE ON DEALER'S BEHALF, ANY WARRANTY IN CONJUNCTION WITH THE SALE OF THE VEHICLE. AS TO ANY MANUFACTURER'S WARRANTY EXTENDED TO BUYER BY MANUFACTURER, DEALER SPECIFICALLY DISCLAIMS ANY LIABILITY THEREUNDER. SUCH MANUFACTURER'S WARRANTY BEING BETWEEN BUYER AND MANUFACTURER ONLY.**
 - B. **UNLESS A SEPARATE WRITTEN INSTRUMENT SHOWING THE TERMS OF ANY DEALER WARRANTY OR SERVICE CONTRACT IS FURNISHED BY DEALER TO BUYER, THIS VEHICLE IS SOLD OR LEASED "AS IS", AND THE DEALER DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.**
 - C. **IN THE EVENT THE VEHICLE IS A USED VEHICLE, THE INFORMATION YOU SEE ON THE WINDOW FORM FOR THIS VEHICLE IS PART OF THIS CONTRACT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THIS ORDER.**
11. **DAMAGE DISCLOSURE:**
 - A. **NEW VEHICLE, DEMONSTRATOR, EXECUTIVE OR MANUFACTURER'S VEHICLE OR PROGRAM VEHICLE:** Damage to a new vehicle (including to all mechanical components, electrical components, sheet metal, paint, trim, or other appearance items) may occur either at the factory during assembly, while the vehicle is being transported to Dealer, or while in Dealer's possession awaiting sale. Normally, any damage which occurs during assembly is detected and corrected at the factory during the inspection process. Damage which has been repaired by the Manufacturer prior to delivery to Dealer since generally unknown to Dealer will not be disclosed. This Dealer follows the Michigan law which sets forth the following damage disclosure for a new motor vehicle, demonstrator, executive or manufacturer's vehicle or program vehicle:
Any damage which Dealer has corrected by replacing glass, tires, wheels, bumpers, audio equipment and in-dash components with the original Manufacturer's parts and material will not be disclosed. All other repairs made after delivery by the Manufacturer of the Vehicle, known by the dealer, which exceed in the aggregate five (5%) percent of the Manufacturer's Suggested Retail Price of the Vehicle (as measured by a claim reimbursement, if any, made by the Dealer to the Manufacturer for repairs) will be disclosed to Buyer. Further, any damage or repair of Seven Hundred Fifty (\$750.00) Dollars or more in surface coating repairs or corrosion protection restoration, or the combination thereof, will be disclosed to the Buyer.
 - B. **USED VEHICLES:** Since a used Vehicle has been subject to use and possibly to body and mechanical damages, the Vehicle may have been subject to repairs for mechanical reasons or to enhance appearance for sale. Such repairs may include body bumping and painting of the Vehicle. Since (i) Buyer has the right to inspect the Vehicle, (ii) Dealer generally lacks knowledge of all prior repairs, and (iii) there is uncertainty as to what may be deemed material to Buyer, Dealer makes no representations as to former damage, if any.
12. **ODOMETER DISCLAIMER:** The mileage shown on the odometer of the Vehicle sold or leased is believed by Dealer to be the actual mileage of the Vehicle unless otherwise disclosed. However, Dealer makes no warranties or representations as to the actual mileage that the Vehicle has been driven, and expressly disclaims any liability for damages which may be asserted by Buyer or Buyer's transferees or assigns in the event the mileage shown is incorrect.
13. **COLOR OR EQUIPMENT CHANGE:** If the Vehicle ordered is received by Dealer with a different color or equipment, Buyer will be notified. If Dealer and Buyer reach an agreement as to purchase or lease of the Vehicle, a new Order shall be completed by Dealer and Buyer covering the Vehicle received and the new Order will take the place of this Order and this Order will be null and void.
14. **OTHER DOCUMENTS:** The Buyer, before or at the time of delivery of the Vehicle, will sign such other documents as may be required by the terms and conditions of payment indicated on the front of this Order.
15. **LIMITATIONS ON TIME PERIOD IN WHICH BUYER CAN FILE A LAWSUIT AGAINST THE DEALER:** Buyer agrees that any claim or lawsuit arising out of the purchase or lease of a vehicle against the Dealer must be filed no more than 365 days after the date of the delivery of the vehicle. While Buyer understands that the statute of limitations for claims arising out of the purchase or lease of the vehicle may be longer than 365 days, Buyer agrees to be bound by the 365 period of limitations as set forth herein, and BUYER WAIVES ANY STATUTE OF LIMITATIONS TO THE CONTRARY.
16. **SAVINGS CLAUSE, GOVERNING LAW AND VENUE:** Any provisions of this Order prohibited by Michigan or Federal Law will be ineffective to the extent of such prohibition but shall not invalidate the remaining provisions of this Order. This Order shall be governed by the laws of the state of Michigan and Buyer agrees that the state court of the county in which the Dealer is located shall be the court of exclusive jurisdiction and venue with respect to any disputes arising from or related to this Order.

PE15-030

FLAT CHRYSLER

11-24-2015

ENCLOSURE 4

CAIR Backup



Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2014-03-19 15:11:56.219470

Files Not Recieved: 0

FROM

(TUE) MAR 18 2014 11:43/ST. 11:42/No

DATE: 3-18-14

JOB: _____

TO: Jeon

COMPANY: Jeep Customer Care

FROM

No. Pages Incl. Cover 4

MESSAGE: 2014 Jeep is my vehicle, 2003
Ford Taurus is the vehicle it hit.

FROM

(TUE) MAR 18 2014 11:43/ST. 11:42/No.



603 South 8th Street
Medford, WI 54451
Phone (715) 748-5300
Fax (715) 748-6093

www.mertensgarage.com

Full service body shop - FREE ESTIMATES

NO	VIN	DATE IN	
41304	1C4RJFBG7EC	02/28/14	
YEAR	MAKE	MODEL	COLOR
2014	JEEP	LIMITED	RED
MILES IN	MILES OUT	FIRST USE	LOC
24151	24151	04/11/13	WI
REF ALSO	H:		WRITER
			KEN

(1) BODY REPAIR PER ESTIMATE

Waiting to hear from Jeep!

Labor	TOS	421.21
68111470AA (PASCIA)	1	184.00
1VQ66TZZAA (PASCIA)	1	330.00
Paint & Material	1	179.00
Total Repair (Customer)		1114.21

(05-2733 KYLE-)

A

CHARGE

THIS RECEIPT IS NOT VALID UNTIL CHECK HAS CLEARED ALL BANKS

<p>TERMS</p> <p>No return on stock. No stock to be returned. No return on stock after 15 days or without this invoice. Late fee of 1% per month (12% per year) may be charged after 30 days.</p> <p>DISCLAIMER OF WARRANTIES</p> <p>Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose. And neither assumes, nor authorizes any person to assume for it any liability in connection with the sale of products. Any limitation contained herein does not apply where prohibited by law.</p>	<p>RENTAL/LEASED VEHICLES INSURANCE</p> <p>Lessor does NOT provide any insurance coverage for persons using the vehicle and no charges are to be collected under this agreement for such insurance coverage in consideration of the use of the Vehicle. Customer agrees to pay for all loss and damage to the Vehicle during the term of this agreement and to hold Lessor harmless from any liability as a result of Customer usage thereof.</p>	<table border="1"> <tr> <td>Labor</td> <td>421.21</td> </tr> <tr> <td>Parts</td> <td>514.00</td> </tr> <tr> <td>Sublet</td> <td>.00</td> </tr> <tr> <td>Paint/Mat.</td> <td>179.00</td> </tr> <tr> <td>Oil/Grease</td> <td>.00</td> </tr> <tr> <td>Sub Total</td> <td>1114.21</td> </tr> <tr> <td>Tax</td> <td>61.28</td> </tr> <tr> <td>Total (check)</td> <td>1175.49</td> </tr> </table>	Labor	421.21	Parts	514.00	Sublet	.00	Paint/Mat.	179.00	Oil/Grease	.00	Sub Total	1114.21	Tax	61.28	Total (check)	1175.49
Labor	421.21																	
Parts	514.00																	
Sublet	.00																	
Paint/Mat.	179.00																	
Oil/Grease	.00																	
Sub Total	1114.21																	
Tax	61.28																	
Total (check)	1175.49																	

Page 1 of 1 Job 41304

Customer Copy

MERTEN'S CHRYSLER JEEP DODGE
603 SOUTH 8TH STREET
MEDFORD, WI 54451
PHONE: (715)748-5300 FAX: (715)748-6093

CD LOG NO 142-1 DATE 01/21/14

SHOP:
ADDRESS:
CITY STATE: MEDFORD, WI
ZIP:

INSP DATE: 01/21/14
PHONE 1:
FAX:

OWNER: MERTENS

POINT OF IMPACT: 0

LIC#: STATE: VIN: 1FAPP55U63G
BODY COLOR: MILEAGE:
CONDITION: ACCTNG CTL#:

*=USER-ENTERED VALUE
EC=REPLACE ECONOMY
UM=REMAN/REBUILT PRT
OE=REPLACE PXM OE SRPLS
TE=PARTL REPL PRICE
I=REPAIR
TT=TWO-TONE
N=ADDITIONAL LABOR
AA=APPEAR ALLOWANCE
E=REPLACE OEM
UE=REPLACE OE SURPLUS
EU=REPLACE SALVAGE
PC=PXM RECONDITIONED
ET=PARTL REPL LABOR
L=REFINISH
CG=CHIPGUARD
RI=R&I ASSEMBLY
RP=RELATED PRIOR
NG=REPLACE NAGS
UG=RECONDITIONED PRT
EP=REPLACE PXM
PM=PXM REMAN/REBUILT
IT=PARTIAL REPAIR
BR=BLEND REFINISH
SB=SUELET
P=CHECK
UP=UNRELATED PRIOR

2003 FORD TAURUS SE 4DOOR SEDAN 6CYL GASOLINE 3.0
CODE: P3533C/D OPTNS B/24DMQ

OPTIONS:
TWO-STAGE - EXTERIOR SURFACES TWO-STAGE - INTERIOR SURFACES
POWER DOOR LOCKS ALARM SYSTEM
CRUISE CONTROL

Table with columns: OP, GDE, MC, DESCRIPTION, MFG. PART NO., PRICE, AJ% B%, HOURS R. Contains repair items like DOOR SHELL, FRONT and MIRROR, OUTER R/C.

2003 FORD TAURUS SE 4DOOR SEDAN
 CD LOG NO 142-1

L 0227	HANDLE, FRONT DOOR O LT REFINISH			0.4 4
		0.3 SURFACE		
		0.1 TWO STAGE		
I 0288	DOOR SHELL, REAR	RT REPAIR		2.0*1
L 0288	DOOR SHELL, REAR	RT REFINISH		2.2 4
		1.8 SURFACE		
		0.4 TWO STAGE		
L M60	HAZARD. WSTE. REM.	REFINISH	15.00*	1
I M69	GLASS CLEANUP	REPAIR		1.0*1

12 ITEMS

MC MESSAGE(S)

13 INCLUDES 0.6 HOURS FIRST PANEL TWO-STAGE ALLOWANCE

FINAL CALCULATIONS & ENTRIES

GROSS PARTS				2,037.82
OTHER PARTS				15.00
PAINT MATERIAL				312.00
PARTS & MATERIAL TOTAL				2,364.82
TAX ON PARTS & MATERIAL @			5.500%	130.07
LABOR	RATE	REPLACE HRS	REPAIR HRS	
1-SHEET METAL	54.00	7.0	4.0	594.00
2-MECH/ELEC	79.00			
3-FRAME	75.00			
4-REFINISH	54.00	7.8		421.20
5-PAINT MATERIAL	40.00			
LABOR TOTAL				1,015.20
TAX ON LABOR @			5.500%	55.84
SUBLET REPAIRS				
TOWING				
STORAGE				
GROSS TOTAL				3,565.93
NET TOTAL				3,565.93

SHOPLINK UN958 ES CD LOG 142-1 DATE 01/21/14 09:48:55AM R6.37 CD 03/14
 HOST LOG

(C) 1998 - 2008 AUDATEX NORTH AMERICA, INC.

1.8 HRS WERE ADDED TO THIS EST. BASED ON AUDATEX TWO-STAGE REFINISH FORMULA.

PE15-030

FLAT CHRYSLER

11-24-2015

ENCLOSURE 4

CAIR Backup



From: [REDACTED]
To: customerassist@chrysler.com
Date: Thu Mar 06 09:12:35 EST 2014
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Safety concern

Comments:

Shifter is very fussy. After you think you have it in park and get out, the car starts rolling. Car is not in park. I've done this several times. Even after pushing shifter all the way up, it's not in park at times. Very dangerous. Shifter needs a recall. Please pass on to engineering and upper management.

Sender Information:

Title:

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

From: customerassist@chrysler.com

To: [REDACTED]

Date: Sat Mar 08 00:23:21 EST 2014

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

Thank you for contacting the Jeep Assistance Center.

I regret the problem your vehicle has experienced and appreciate the time and effort you took to bring this matter to our attention.

Unfortunately, we are unable to diagnose your vehicle's problem via email. We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair. Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with our vehicles. Should your dealer require factory assistance they may contact our Technical Operations Resource Group or contact their regional Business Center.

Thanks again for your email.

Sincerely,

Melissa

Customer Service Representative

Jeep Customer Assistance Center

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

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8493210V56201L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

Safety concern

Comments:

Shifter is very fussy. After you think you have it in park and get out, the car starts rolling. Car is not in park. I've done this several times. Even after pushing shifter all the way up, it's not in park at times. Very dangerous. Shifter needs a recall. Please pass on to engineering and upper management.

VIN:

[REDACTED]

Mileage:

3000

Servicing Dealer:

North Point CJD

Title:

First Name:

[REDACTED]
[REDACTED]

[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]

Address 2:

City:

Winston Salem

State:

NC

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 Mar 21 16:44:25 EDT 2014
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Comments about my 2014 JEEP GRAND CHEROKEE

Comments:

I feel I need to comment about my 2014 JEEP GRAND CHEROKEE (VIN: 1C4RJFCG0EC[REDACTED]). =20

First off, I do have to say, the 2014 is by far the best looking Grand Cherokee EVER! The exterior and interior are fantastic =E2=80=A6 BUT =E2=80=A6 there are 3 items that prevent me from recommending= the 2014;

items 1 and 2 make it dangerous to own.=20

This is my 9th Grand Cherokee new purchase and it has some SERIOUS flaws! They are as follows:
=20

1)=09The

shifter is the WORST design EVER and it will be (or has been) the cause of several accidents/injuries! Trying to get this Jeep into 'Reverse' is insane. In the past conventional shifter, moving the shifter to 'Reverse' was a "no brainer", it's 1 notch below 'Park'; you don't have to take your eyes off the road to search for it. This current shifter, you have to keep messing with it, because it's so easy to overshoot/undershoot getting it into 'R' =E2=80=A6 it consumes time, forces you to take your eyes off the r=oad

while you waste time playing 'hunt and peck' trying to accomplish the simplest of tasks. As an example, I back into my driveway, off a somewhat busy street, to park every day =E2=80=A6 instead of quickly being able to p=ut the

Jeep in 'Reverse' and get out of traffic =E2=80=A6 most of the time, I end =up

overshooting 'Reverse' and put it in 'Park', then in haste, it goes past 'Reverse' into 'Neutral' or 'Drive' =E2=80=A6 then I sit there holding up t=raffic

trying to get the poorly designed shifter into 'Reverse' =E2=80=A6 it was N=

EVER

an issue prior to this 2014. I have no doubt there are several accidents related to the inability of drivers to get the Jeep in 'Reverse' in a timely manner to get out of a dangerous situation. My wife drove my car once and her frustration of trying to simply get it in reverse has caused her to vow never to drive it again =E2=80=A6 I totally understand her frustration. It amazes me that a 'team' of individuals created this dangerous design and Jeep signed off on it!

2)=09My 2nd complaint is from a standstill (ex: Stop sign) or slow rolling speed, there is a horrendous hesitation from when you press on the gas pedal and the Jeep actually responds =E2=80=A6 extremely annoying and EXTREMELY dangerous! From a complete stop, I can literally floor the gas pedal and count almost 2 seconds before something happens. To lesson this unacceptable, anemic performance, I have to put it in 'Sport' mode or turn off 'ECO' after I start the Jeep; defeats trying to achieve an acceptable fuel economy. One dealership says it's performing as designed. This lag is dangerous and I cannot count on my Jeep's throttle to rapidly get me out of hazardous situation =E2=80=A6 I have no confidence in the years design.

3)=09My 3rd complaint is doing away with the manual flip up liftgate window for 2014. In my previous Jeeps, I constantly used it to put small items in the cargo area =E2=80=A6 in this Jeep, it is a major inconvenience to have to wait for the liftgate to open.

Thank you for your time,

J [REDACTED]

Sender Information:

Title: =20

First Name: [REDACTED]

[REDACTED]

[REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Fri Mar 21 21:05:54 EDT 2014

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]:

Thank you for contacting the Jeep Customer Assistance Center.

I was sorry to learn of your dissatisfaction with your 2014 Jeep Grand Cherokee Overland. I understand how these issues might cause you inconvenience or concern and appreciate the time and effort you took to bring this matter to my attention. We have documented your comments and will provide them to our product development team for review.

Thank you again for your email. We appreciate your business. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).

Sincerely,

Bree

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=KMM8512443V50354L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

Comments about my 2014 JEEP GRAND CHEROKEE

Comments:

I feel I need to comment about my 2014 JEEP GRAND CHEROKEE (VIN: 1C4RJFCG0EC[REDACTED]). First off, I do have to say, the 2014 is by far the best looking Grand Cherokee EVER! The exterior and interior are fantastic â€¦ BUT â€¦ there are 3 items that prevent me from recommending the 2014; items 1 and 2 make it dangerous to own. This is my 9th Grand Cherokee new purchase and it has some SERIOUS flaws! They are as follows: 1) The shifter is the WORST design EVER and it will be (or has been) the cause of several accidents/injuries! Trying to get this Jeep into 'Reverse' is insane. In the past conventional shifter, moving the shifter to 'Reverse' was a "no brainer", it's 1 notch below 'Park'; you don't have to take your eyes off the road to search for it. This current shifter, you have to keep messing with it, because it's so easy to overshoot/undershoot getting it into 'R' â€¦ it consumes time, forces you to take your eyes off the road

while you waste time playing 'hunt and peck' trying to accomplish the simplest of tasks. As an example, I back into my driveway, off a somewhat busy street, to park every day â€” instead of quickly being able to put the Jeep in 'Reverse' and get out of traffic â€” most of the time, I end up overshooting 'Reverse' and put it in 'Park', then in haste, it goes past 'Reverse' into 'Neutral' or 'Drive' â€” then I sit there holding up traffic trying to get the poorly designed shifter into 'Reverse' â€” it was NEVER an issue prior to this 2014. I have no doubt there are several accidents related to the inability of drivers to get the Jeep in 'Reverse' in a timely manner to get out of a dangerous situation. My wife drove my car once and her frustration of trying to simply get it in reverse has caused her to vow never to drive it again â€” I totally understand her frustration. It amazes me that a 'team' of individuals created this dangerous design and Jeep signed off on it! 2) My 2nd complaint is from a standstill (ex: Stop sign) or slow rolling speed, there is a horrendous hesitation from when you press on the gas pedal and the Jeep actually responds â€” extremely annoying and EXTREMELY dangerous! From a complete stop, I can literally floor the gas pedal and count almost 2 seconds before something happens. To lesson this unacceptable, anemic performance, I have to put it in 'Sport' mode or turn off 'ECO' after I start the Jeep; defeats trying to achieve an acceptable fuel economy. One dealership says it's performing as designed. This lag is dangerous and I cannot count on my Jeep's throttle to rapidly get me out of hazardous situation â€” I have no confidence in the years design. 3) My 3rd complaint is doing away with the manual flip up liftgate window for 2014. In my previous Jeeps, I constantly used it to put small items in the cargo area â€” in this Jeep, it is a major inconvenience to have to wait for the liftgate to open. Thank you for your time, [REDACTED]

VIN:

EC [REDACTED]

Mileage:

4400

Servicing Dealer:

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]
[REDACTED]
[REDACTED]

Address 2:

City:

GILBERT

State:

AZ

Zip:

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

PE15-030

FLAT CHRYSLER

11-24-2015

ENCLOSURE 4

CAIR Backup



From: [REDACTED]
To: customerassist@chrysler.com
Date: Wed Apr 02 13:43:36 EDT 2014
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

shifter problem caused accident

Comments:

I purchased my 14' jeep a year ago I love it EXCEPT one major issue. there has been several times that I thought I was in park and while getting out of the vehicle it started to go backwards. I have jumped in and caught it every time but one. it is very startling when it happens. a few weeks ago this very thing happened but I did not catch it and the jeep backed into another car causing damage. and now my insurance has dropped me due to the accident. every time I get out of the vehicle I have to now do so with caution in fear it will take off backwards.

Sender Information:

Title:

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

From: customerassist@chrysler.com

To: [REDACTED]

Date: Fri Apr 04 15:28:30 EDT 2014

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED],

Thank you for contacting the Jeep Customer Assistance Center.

I am truly sorry that you experienced this issue with your vehicle and appreciate the time and effort you took to bring this matter to our attention. I have attempted to contact you via telephone to discuss your concerns further however I was not able to reach you but a voice mail was left. We would like to look into your concern further however in order to do that I would need some more information from you.

If you could please respond to this email and advise on if you have had your vehicle to the dealership for this concern? If so, please advise which dealership and when this took place.

Once we have this information, we will be better able to address your concerns.

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).

Sincerely,

Sarah

Customer Service Representative

Jeep Customer Assistance Center

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

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8530536V39710L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

shifter problem caused accident

Comments:

I purchased my 14' jeep a year ago I love it EXCEPT one major issue. there has been several times that I thought I was in park and while getting out of the vehicle it started to go backwards. I have jumped in and caught it every time but one. it is very startling when it happens. a few weeks ago this very thing happened but I did not catch it and the jeep backed into another car causing damage. and now my insurance has dropped me due to the accident. every time I get out of the vehicle I have to now do so with caution in fear it will take off backwards.

VIN:

EC [REDACTED]

Mileage:

34495

Servicing Dealer:

huffines

Title:

First Name:

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Address 2:

City:

farmrs branch

State:

TX

Zip:

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

From: [REDACTED]

To: customerassist@chrysler.com

Date: Fri Apr 04 16:45:05 EDT 2014

Subject: Re: Chrysler Group LLC Customer Assistance (KMM8530536V39710L0KM)

I have only mentioned to my dealership about the issue while getting serviced.

I have caught it every time except the last which caused the accident.

[REDACTED]

[REDACTED]

[REDACTED]

> On Apr 4, 2014, at 2:29 PM, customerassist <customerassist@chrysler.com> wrote:

>

> Dear [REDACTED]

>

> Thank you for contacting the Jeep Customer Assistance Center.

>

> I am truly sorry that you experienced this issue with your vehicle and
> appreciate the time and effort you took to bring this matter to our
> attention. I have attempted to contact you via telephone to discuss your
> concerns further however I was not able to reach you but a voice mail
> was left. We would like to look into your concern further however in
> order to do that I would need some more information from you.

>

> If you could please respond to this email and advise on if you have had
> your vehicle to the dealership for this concern? If so, please advise
> which dealership and when this took place.

>

> Once we have this information, we will be better able to address your
> concerns.

>

> Thank you again for your email. Should you require additional
> assistance, or have any new information to provide, please reply to this
> email message or call 1-877-I-AM-JEEP (1-877-426-5337).

>

> Sincerely,

>

> Sarah

>

> Customer Service Representative

> Jeep Customer Assistance Center

>

> For any future communications related to this email, please refer to the

> following information:

> REFERENCE NUMBER: [REDACTED]

> EMAIL CASE NUMBER: [REDACTED]

> REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8530536V39710L0KM&

>

>

>

> Original Message Follows:

> -----

> US Customer Service - Jeep Brand Site

> Brief Description:

> shifter problem caused accident

> Comments:

> I purchased my 14' jeep a year ago I love it EXCEPT one major issue.

> there

> has been several times that I thought I was in park and while getting

> out

> of the vehicle it started to go backwards. I have jumped in and caught

> it

> every time but one. it is very startling when it happens. a few weeks

> ago

> this very thing happened but I did not catch it and the jeep backed

> into

> another car causing damage. and now my insurance has dropped me due to

> the

> accident. every time I get out of the vehicle I have to now do so with

> caution in fear it will take off backwards.

>

>

>

> VIN:

> EC [REDACTED]

> Mileage:

> 34495

> Servicing Dealer:

> huffines

> Title:

>

> First Name:

>

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

> Address 2:

>

> City:

> farmrs branch

> State:

> TX

> Zip:

>

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Fri Apr 04 18:47:28 EDT 2014

Subject: Re: Chrysler Group LLC Customer Assistance (KMM8530536V39710L0KM)

Dear [REDACTED]

I do apologize that you are experiencing this issue with your vehicle. Unfortunately, given the many variables involved, we are not able to diagnose the issue or advise to why this is occurring via email. The best thing that I can recommend is to contact your local authorized dealership and arrange to have a diagnosis completed on your vehicle, that way they can find out why this occurring and look into repair options that are available.

If you still require assistance after the vehicle has been diagnosed, please feel free to contact us back at that time.

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).

Sincerely,

Sarah

Customer Service Representative

Jeep Customer Assistance Center

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

REFERENCE NUMBER:

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8530895V51648L0KM&

Original Message Follows:

I have only mentioned to my dealership about the issue while getting serviced.

I have caught it every time except the last which caused the accident.

[REDACTED]

[REDACTED]

[REDACTED]

> On Apr 4, 2014, at 2:29 PM, customerassist <customerassist@chrysler.com> wrote:

>

> Dear [REDACTED]

>

> Thank you for contacting the Jeep Customer Assistance Center.

>

> I am truly sorry that you experienced this issue with your vehicle and

> appreciate the time and effort you took to bring this matter to our

> attention. I have attempted to contact you via telephone to discuss your

> concerns further however I was not able to reach you but a voice mail

> was left. We would like to look into your concern further however in
> order to do that I would need some more information from you.
>
> If you could please respond to this email and advise on if you have had
> your vehicle to the dealership for this concern? If so, please advise
> which dealership and when this took place.
>
> Once we have this information, we will be better able to address your
> concerns.
>
> Thank you again for your email. Should you require additional
> assistance, or have any new information to provide, please reply to this
> email message or call 1-877-I-AM-JEEP (1-877-426-5337).

> Sincerely,

> Sarah

> Customer Service Representative
> Jeep Customer Assistance Center

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

> REFERENCE NUMBER: [REDACTED]

> EMAIL CASE NUMBER: [REDACTED]

> REPLY LINK:

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[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

> Address 2:

>

> City:

> farmrs branch

> State:

> TX

> Zip:

> [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]