

PE15-030

FLAT CHRYSLER

11-24-2015

ENCLOSURE 4

CAIR Backup



From: customerassist@chrysler.com

To: [REDACTED]

Date: Tue Apr 08 14:29:53 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 today to discuss this further however I was not able to reach you. At this time we are just seeking some more information in order to assist you further. I would need to know if you have brought your vehicle into an authorized dealership for this concern at all.

If you could please respond to this email and advise on if you have or not; if you have been into the dealership, please also include the dealership name and dates you went in. 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=KMM8535490V81793L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8535490V81793L0KM&)

Original Message Follows:

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

Brief Description:

Almost ran me over

Comments:

My 2014 Jeep Grand Cherokee Limited has almost run me over 7 times. I drive in the garage, put it in Park (but it only goes into Reverse), I push the off button, I think the car is off and I get out of the car. It starts in reverse and almost runs me over. I am not stupid, and this should never happen. It should either go into Park easier, or turn off in Reverse BUT THIS IS DANGEROUS

VIN:

EC [REDACTED]

Mileage:

11150

Servicing Dealer:

Dick Scott Motor Mall

Title:

First Name:

[REDACTED]  
[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Address 2:

City:

Bath Springs

State:

TN

Zip:

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]



byBhbiAKYXV0aG9yaXplZCBkZWFsZXJzaGlwIGZvciB0aGlzIGNvbmNlcm4gYXQgYWxsLiAKCkl  
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YXRpdmUgCkplZXAgQ3VzdG9tZXIgaXNzaXN0YW5jZSBkZWFsZXIKCgpGb3lgYW55IGZ1dHV  
yZSBj  
b21tdW5pY2F0aW9ucyByZWxhdGVkIHRvIHRoaXMgaW5mb3JtYXRpb24sIHdlCndpbGwgYmUg  
aGUK  
Zm9sbG93aW5nIGluZm9ybWF0aW9uOiAKUkVGRVJFTkNFIE5VTUJFUjogMjQ4NDc3MzQKRU1  
BSUwg  
Q0FTRSB0VU1CRVI6wqAgMjk1NDMzMzMiAKUkVQTFkgTEIOSzogaHR0cDovL3d3dy5jaHJ5c2xlc  
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b20vd2Njcy9icmFuZGF9mb3JtYXRpb24sIHdlCndpbGwgYmUgYmV0dGVyIHRoZSBkZWFsZXIK  
CgpGb3lgYW55IGZ1dHVyZSBj  
MEtNJgoKCgpPcmllnaW5hbCBNZNzYWdlIEZvbGxvd3M6Ci0tLS0tLS0tLS0tLS0tLS0tLS0t  
LQpVUyBDdXN0b21lciBTZXJ2aWNlIC0gSmVlcCBCcmFuZCBTaXRlckJyaWVmlERlc2NyaXB0a  
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ZWUgTGItaXRIZCB0YXMGYmV0dGVyIHRoZSBkZWFsZXIKCgpGb3lgYW55IGZ1dHVyZSBj  
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IEkgcHVzaCAkdGhlc2UgcmVzcG9uZCB0byB0aGlzIGVtYWlsIGFuZCBhZHZpc2UgcmVzcG9uZCB0  
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wqDC  
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wqDC  
oMKgwqAgMjQ4LjIzMi41MDA3Cg==

From: customerassist@chrysler.com

To: [REDACTED]

Date: Tue Apr 08 15:36:02 EDT 2014

Subject: Re: Chrysler Group LLC Customer Assistance (KMM8535490V81793L0KM)

Dear [REDACTED],

Unfortunately, we are unable to diagnose your vehicle's problem via email to advise as to why this would be occurring. We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair.

Thank you again for your email. Should you require additional assistance once the diagnosis has been completed, 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=KMM8535684V85762L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8535684V85762L0KM&)

Original Message Follows:

-----  
Sarah,

I have not taken this into my dealer because I guess I was assuming this was a design flaw. My dealership is Dick Scott Motor Mall in Fowlerville, Michigan.

I have c driven two other 2014 Jeep Grand Cherokee ' s and I have reproduced the situation consistently on all three vehicles.

I am working in Michigan this week so I can be reached by cell phone at 517 290 1202.

[REDACTED]

[REDACTED]

----- Original message -----

From: customerassist

Date:04/08/2014 1:30 PM (GMT-06:00)

To: [REDACTED]

Subject: Re: Chrysler Group LLC Customer Assistance (KMM8535490V81793L0KM)

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 today to discuss this further however I was not able to reach you. At this time

we are just seeking some more information in order to assist you further. I would need to know if you have brought your vehicle into an authorized dealership for this concern at all.

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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: 2 [REDACTED]

REPLY LINK:

[http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?trk\\_ID=KMM8535490V81793L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8535490V81793L0KM&)

Original Message Follows:

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US Customer Service - Jeep Brand Site

Brief Description:

Almost ran me over

Comments:

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in the garage, put it in Park (but it only goes into Reverse), I push the

off button, I think the car is off and I get out of the car. It starts in

reverse and almost runs me over. I am not stupid, and this should never happen. It should either go into Park easier, or turn off in Reverse

BUT

THIS IS DANGEROUS

VIN:

EC [REDACTED]

Mileage:

11150

Servicing Dealer:

Dick Scott Motor Mall

Title:

First Name:

[REDACTED]  
[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Address 2:

City:

Bath Springs

State:

TN

Zip:

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

PE15-030

FLAT CHRYSLER

11-24-2015

ENCLOSURE 4

CAIR Backup



**Document Recieved from Customer**

**Cair Number:** [REDACTED]

**Date Received: 2014-06-24 12:21:05.711571**

**Files Not Recieved: 0**

The loan is with USAA and the amount is \$391.41, if you need another information please let me know. Thank you. [REDACTED]







[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

---

[REDACTED]

**Document Recieved from Customer**

**Cair Number: [REDACTED] 3**

**Date Received: 2014-07-02 22:50:45.258811**

**Files Not Recieved: 0**



Log Off

My Home

My Messages

My Recent Items

Combined Display

Account

Account ID



Get Products

Service Center

Why Join USAA

My Accounts

My Account Tools

Options

My Home

### My Accounts / Account Summary

Reach a Representative



View Another Account

June 30, 2014 | Print

#### My Auto Loan [Change Nickname](#)

Account Number



Current Balance

\$20,117.56\*

Address

OAK HARBOR WA

Interest This Year

\$420.10

Transit/Routing#

Interest Last Year

\$560.92

#### Member Rating

★★★★☆ 4.6

[Read Reviews](#) ( 756 Reviews )

[Write a Review](#)

#### I WANT TO...

[Obtain a Payoff Quote](#)

[Pay My Bill](#)

[Modify or Cancel Automatic Payments](#)

[Change My Account Nickname](#)

[View More Services](#)

\*This is your payoff amount for today only. [Get a future payoff quote for this loan](#)

#### Loan Details

Original Loan Date

Jun 11, 2013

Last Payment Date

Jun 2, 2014

Scheduled Payoff Date

Jun 22, 2018

Last Payment Amount

\$391.41

Original Loan Amount

\$24,636.00

Total Past Due

\$0.00

#### LEARN MORE

[Having trouble paying USAA credit cards or loans?](#)

[Wire Transfer Instructions](#)

[View Extended Vehicle Protection FAQs](#)

[Extended Vehicle](#)

6/30/2014

Interest Rate 4.49%  
Payments Remain 80

USAA / My Accounts / Account Summary

Late Charges Due 90.00  
Next Payment Date Jul 22, 2014  
Next Payment Amount \$391.41

Protection Contact Info

Explore My Car Online Tools

### Collateral Details

Collateral ID

1C4RJFAG6E

Collateral Description

Jeep Grand Cherokee 2014



SWITCH TO USAA SECURE CHECKING

Free checking, no monthly fees, free nationwide ATMs and the security features you need.

[Learn More](#)

### Transactions Jan 01, 2014 to Jun 30, 2014

From 01/01/2014  
MM/DD/YYYY

To 06/30/2014  
MM/DD/YYYY

Display All

Date	Description	Amount	Previous Balance
06/02/2014	PRINCIPAL	\$313.12	\$20,048.50
06/02/2014	INTEREST	\$78.29	\$20,048.50
05/22/2014	PRINCIPAL	\$260.00	\$20,361.62
05/02/2014	PRINCIPAL	\$314.15	\$20,621.62
05/02/2014	INTEREST	\$77.26	\$20,621.62
04/02/2014	PRINCIPAL	\$221.92	\$20,935.77
04/02/2014	INTEREST	\$52.05	\$20,935.77
03/13/2014	PRINCIPAL	\$146.99	\$21,157.69
03/13/2014	INTEREST	\$153.01	\$21,157.69
02/20/2014	PRINCIPAL	\$220.00	\$21,304.68
01/14/2014	PRINCIPAL	\$281.49	\$21,524.68
01/14/2014	INTEREST	\$18.77	\$21,524.68

PE15-030

FLAT CHRYSLER

11-24-2015

ENCLOSURE 4

CAIR Backup



From: [REDACTED]  
To: customerassist@chrysler.com  
Date: Tue May 27 12:53:05 EDT 2014  
Subject: Chrysler Group LLC Customer Assistance  
Form Selected:

-----  
Category: US Customer Service

Brief Description:  
-----

electronic shift

Comments:  
-----

I find the electronic shift in my 2014 Jeep to be very dangerous. There have been many times where I feel I have shifted the vehicle into park only to discover as I'm getting out of the Jeep it is actually in reverse (yesterday I was completely out of the Jeep when the person I was speaking to noticed it moving in reverse). Also, there have been times where I feel I've put the Jeep into drive and find it's still in Neutral.

Please let me know if this is something Jeep is aware of.

Thank you.

Sender Information:  
-----

Title: [REDACTED]

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

From: customerassist@chrysler.com

To: [REDACTED]

Date: Fri May 30 02:31:05 EDT 2014

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED],

Thank you for contacting the Jeep Customer Assistance Center.

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

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

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

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,

Carol

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=KMM8616485V31465L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8616485V31465L0KM&)

Original Message Follows:

-----

US Customer Service - Jeep Brand Site

Brief Description:

electronic shift

Comments:

I find the electronic shift in my 2014 Jeep to be very dangerous. There have been many times where I feel I have shifted the vehicle into park only to discover as I am getting out of the Jeep it is actually in reverse (yesterday I was completely out of the Jeep when the person I was speaking to noticed it moving in reverse). Also, there have been times where I feel I have put the Jeep into drive and find it is still in Neutral. Please let me know if this is something Jeep is aware of. Thank you.

VIN:

EC [REDACTED]

Mileage:

17400

Servicing Dealer:

Title:

First Name:

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

City:

Naples

State:

ME

Zip:

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

PE15-030

FLAT CHRYSLER

11-24-2015

ENCLOSURE 4

CAIR Backup



RECEIVED DATE:

07/08/14

POSTED DATE:

6-30-14

VIN ( FIRST 9 DIGITS)

1C4RJFBG9

VIN ( LAST 8 DIGITS)

FC

FIRST NAME:

LAST NAME :

CAIR :

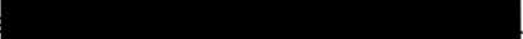

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NON - SCANABLE ITEMS : CIRCLE ONE

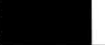
NO

YES

**NOTIFICATION TO CHRYSLER GROUP LLC CUSTOMER CENTER**

Customer   
Address  Prose NY   
(Street) (City) (State) (Zip)

Daytime Telephone 

VIN Number 1C4RTFB69EC 

Date of Purchase 8/22/13 Mileage 9875

Servicing Dealer Garden City Jeep

Number of days vehicle has been Out-of-Service \_\_\_\_\_

Number of repair attempts to repair same condition 6

Description of Concern: Safety: Navigation does not work -  
freezes & shows wrong location. All Error msg. on  
Screen -> "Vehicle phone requires service".

PLACE  
STAMP  
HERE

Street Address

Bellerose NY

City, State, ZIP

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

Wellerose, 101



JUL 08

Chrysler Group LLC

Customer Center

PO Box 21-8004

Auburn Hills MI 48321-8004



**Document Recieved from Customer**

**Cair Number:** [REDACTED]

**Date Received: 2014-06-13 15:38:57.780034**

**Files Not Recieved: 0**

Case #

Attn: MM 2137

FAP-NY-45 (12/09)



NEW YORK - MOTOR VEHICLE LEASE AGREEMENT

LEASE NUMBER

PARTIES

VEHICLE INFORMATION

Lease Date, No. of Months in Lease, Lessor (Dealer), Address, Lessee, Billing Address

New Used VIN, Year Make Model Body Style Kilometer Reading, Optional Factory Equipment, Primary intended use

Unless otherwise specified, "Lease" refers to this Motor Vehicle Lease Agreement, "vehicle" refers to the vehicle described above; "you" and "your" refer to the Lessee, and "we," "us", and "our" refer to the Lessor and, after the Lease is assigned, to Fusio Auto Finance LLC and/or Credit Union, or its successors, assigns, or servicing agent.

CONSUMER LEASING ACT DISCLOSURES

1. Amount Due at Lease Signing or Delivery, 2. Monthly Payments, 3. Other Charges, 4. Total of Payments, 5. Itemization of Amount Due at Lease Signing or Delivery, 6. Your monthly payment is determined as shown below, 7. Early Termination, 8. Excessive Wear and Use, 9. Purchase Option at End of Lease Term, 10. Other Important Terms

11. Itemization of Gross Capitalized Cost

- a. Price of Vehicle \$ \_\_\_\_\_
- b. Approved Dealer Installed Equipment -\$ \_\_\_\_\_
- c. Acquisition Fee (if capitalized) -\$ \_\_\_\_\_
- d. Optional Warranty / Service Contract +\$ \_\_\_\_\_
- e. Sales / Use Tax +\$ \_\_\_\_\_
- f. Other Tax (describe) \_\_\_\_\_ -\$ \_\_\_\_\_
- g. \_\_\_\_\_ +\$ \_\_\_\_\_
- h. \_\_\_\_\_ +\$ \_\_\_\_\_
- i. Gross Capitalized Cost \_\_\_\_\_ -\$ \_\_\_\_\_

12. Estimated Official Fees and Taxes

The total estimated amount you will pay for official fees, license, title and registration fees, and taxes over the term of your Lease, whether included with your Monthly Payment or assessed otherwise is \$ \_\_\_\_\_. This is an estimate and the actual total of Official Fees and Taxes may be higher or lower than this estimate. The actual total of Official Fees and Taxes depends on the rates in effect, the value of the vehicle, and the garage location of the vehicle at the time the fees and taxes are assessed.

13. Mileage Allowance

The Base Monthly Payment and Residual Value for this Lease have been calculated, in part, using the Mileage Allowance entered for the term of this Lease.

Enter mileage allowance \_\_\_\_\_ Mileage Allowance for the term of this Lease.

14. Additional Disclosures Required by New York Law

Capitalized Cost - this is the sum of the Adjusted Capitalized Cost and any Capitalized Cost Reduction. The Capitalized Cost and the amount of the Monthly Payment may be negotiable. \$ \_\_\_\_\_

Adjusted Capitalized Cost - this is the amount which is capitalized in connection with the lease and is used in determining the amount of your Monthly Payment. This amount will be used in determining your Early Termination Liability. The Adjusted Capitalized Cost may be used to compare the early termination provisions of competing lessors. \$ \_\_\_\_\_

15. New and Used Vehicle Warranty

If the vehicle is new, it is covered by a standard new vehicle warranty from the manufacturer.

If the vehicle is used, it is not covered by a warranty unless identified below:

\_\_\_\_\_ Remainder of standard new vehicle warranty from manufacturer

Please note:

\_\_\_\_\_ Used vehicle warranty from manufacturer

Please note:

\_\_\_\_\_ Used vehicle warranty from other third-party provider

Please note:

We lease the vehicle to you "AS IS". EXCEPT AS EXPRESSLY PROVIDED UNDER THIS LEASE, AND UNLESS PROHIBITED BY LAW, WE MAKE NO WARRANTIES OR REPRESENTATIONS, EITHER EXPRESS OR IMPLIED, AS TO THE VEHICLE'S (OR ANY PART OR ACCESSORY THEREOF) CONDITION, MERCHANTABILITY, OR FITNESS FOR ANY PARTICULAR PURPOSE AND WE MAKE NO OTHER REPRESENTATION OR WARRANTY WHATSOEVER.

16. Optional Extended Warranty / Service Plans

\_\_\_\_\_ You choose the optional coverage(s) for the price(s) indicated, below:

Please note:

Coverage will be for \_\_\_\_\_ months or \_\_\_\_\_ miles, whichever happens first. This coverage is not provided by the Lessor. You must pursue all matters related to this coverage, including refunds, through the provider. The terms and conditions for this coverage are in a separate contract, which you have received and read.

If the price of this coverage is also included in the itemization of Gross Capitalized Cost, line 11d, it will be included in the Base Monthly Payments. If not, you have paid for the coverage in full upon signing this Lease.

Service Agreement \$ \_\_\_\_\_ Extended Warranty Agreement \$ \_\_\_\_\_

Coverage Provider(s): \_\_\_\_\_

Arth: mm2/37

NOTICES / SIGNATURES

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

NOTICE TO LESSEE: (1) DO NOT SIGN THIS AGREEMENT BEFORE YOU READ IT OR IF IT CONTAINS ANY BLANK SPACES. (2) YOU ARE ENTITLED TO A COMPLETELY FILLED IN COPY OF THIS AGREEMENT WHEN YOU SIGN IT.

LESSEE

By signing below, you acknowledge that:

- This Lease is completely filled out;
- You have read this entire Lease carefully and agree to all of its terms, INCLUDING THE IMPORTANT ARBITRATION DISCLOSURES AND PRIVACY POLICY ON THE FOLLOWING PAGES;
- You have received a completed copy of this Lease; and the Lessor may assign all right, title and interest in this Lease, vehicle and Guaranty to anyone.

MOTOR VEHICLE LEASE AGREEMENT

X \_\_\_\_\_ X \_\_\_\_\_  
 Lessor Lessee

By \_\_\_\_\_ By \_\_\_\_\_  
 Title Title

Driver's license number / State \_\_\_\_\_ Driver's license number / State \_\_\_\_\_

GUARANTY

The Guarantor(s) named below absolutely and unconditionally guarantee(s) payment of all amounts owed under this Lease, including attorney's fees that the Lessor incurs in enforcing this Lease or Guaranty. Guarantor(s) shall be jointly and severally liable and agree that this Guaranty shall not be affected by any changes to this Lease. Guarantor(s) has/have received a completed copy of this Lease and Guaranty at the time of signing.

X \_\_\_\_\_ X \_\_\_\_\_  
 Guarantor Guarantor

Print Name \_\_\_\_\_ Print Name \_\_\_\_\_

Address \_\_\_\_\_ Address \_\_\_\_\_

Address \_\_\_\_\_ Address \_\_\_\_\_

Insurance Verification

Lessor (or Dealer) has verified that the Insurance coverage described in Section 19 is in force on the date of this Lease. All matters regarding insurance should be sent to: Fusion Auto Finance LLC, 8701 Bedford Eules Rd. Ste. 610, Hurst, TX, 76053.

My insurance company \_\_\_\_\_ Policy No. \_\_\_\_\_ Insurer written by (sales or employee of Lessor/Dealer)

No. insurance agent \_\_\_\_\_ Phone number \_\_\_\_\_

Address \_\_\_\_\_

LESSOR SIGNATURE AND ASSIGNMENT

By signing below, the Lessor accepts the terms and conditions of this Lease:

\_\_\_\_\_  
 Title

NOTICE - SEE OTHER SIDE FOR IMPORTANT INFORMATION. THE ADDITIONAL TERMS AND CONDITIONS ON THE REVERSE SIDE ARE A PART OF THIS LEASE.

STATEMENT OF ACCOUNTS

AAAn: MM 2137



Main Office: 56-18 79th St. Maspeth, NY 11378



Other Locations:

440 N. 2nd St. East Troy, NY 11734 • (716) 234-5400
100-012 42nd Ave. Astoria, NY 11107 • (718) 226-2800
10001 10th Blvd East Hempstead, NY 11540 • (718) 297-2800
225 N. Howard St. West Nyack, NY 10994 • (914) 353-6143
80-100 42nd Ave. Queens, NY 11375 • (718) 497-5000
Larchmont, NY 10538 • (914) 837-1375 • (914) 661-7885
Website: www.maspethfederal.com

5982

BELLROSE NY

PAGE: 1 of 2
Statement Date: 05/23/14
Account Number:

Statement Date: 05/23/14 Account Number:

\*\*\*\*\* NOW ACCOUNT \*\*\*\*\*

All Transactions by Date

Table with columns: Date, Description, Amount, Balance. Rows include dates from 04/25 to 05/15.

05/16 ... number:
05/16 Check Number:

Handwritten bracket and number 125.55-

Continued on next page



**Document Recieved from Customer**

**Cair Number:** [REDACTED]

**Date Received: 2014-07-03 14:58:29.425030**

**Files Not Recieved: 0**



Please see attached.



# ▶ Fax

Re-send

7/2/2014

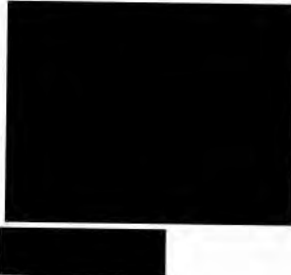
From:

Cell Phone:

To:

Fax:

Case #:



Comments:

ATTN: MM2137

CASE #:



I believe I am missing paperwork from 2/14 when they replaced the glove box, and I mentioned a nav issue as well.

On 12/12/13 I mentioned about nav freezing – they did “flash updates” which caused the nav issues further documented.

Thanks,



- Urgent     For Review     Please Comment     Please Reply     Please Recycle



CUSTOMER #:

GARDEN CITY JEEP CHRYSLER DODGE LLC

283 N. FRANKLIN ST.  
HEMPSTEAD, NY 11550-1310

PHONE: (516) 483-2700 FAX: (516) 483-1474

\*INVOICE\*

PAGE 1

BELLEROSE, NY

HOME

BUS:

SERVICE ADVISOR: 7431 VICTOR ANZALONE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
GY	14	JEEP GRAND CHEROKEE	1C4RJFGB9EC		3783/3784	T5007	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22AUG13 DD			17:00 12DEC13		0.00	CASH	12DEC13

R.O. OPENED	READY	OPTIONS:	SOLD-STK	DLR:60227
08:03 12DEC13	14:11 12DEC13	TRN:DPL 8-SPD AUTO 845RE TRANS (MAKE)	ENG:ERB 3.6L V6 24V VVT Engine	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							

A \$8.00 OIL AND FILTER CHANGE ONLY - NOT A FULL A SERVICE. REGULARLY \$24.95  
 CAUSE: INCLUDES ENGINE OIL REPLACEMENT (UP TO 5 QUARTS), NEW MOPAR OIL FILTER. ADDITIONAL CHARGES MAY BE APPLIED FOR DIESEL, V10, HEMI, V8 AND FLUID\FILTER DISPOSAL  
 800CF \$8.00 OIL AND FILTER CHANGE ONLY - NOT A FULL A SERVICE. REGULARLY \$24.95  
 800 CPEX 1.90 1.90  
 HFD Hazardous Oil Filter Disposal Fee 1.00 1.00  
 1 68191349AA FILTER-ENGINE OIL 8.85 6.10 6.10  
 999 MISC REPAIR  
 800ICUP (N/C)  
 6 68055890AA \*OIL-5W20 (N/C)

PARTS: 6.10 LABOR: 1.90 OTHER: 1.00 TOTAL LINE A: 9.00  
 \*\*\*\*\*  
 B C/S CK FOR RATTLE COMING FROM GLOVE BOX  
 DONE RE ALIGN AND SECURE GLOVE BOX  
 1222 ISP (N/C)  
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00  
 \*\*\*\*\*

C C/S TRANS WONT GO INTO PARK , CUST HAS TO TRY MORE THEN ONCE  
 999 NO FAULT FOUND . ALL SYSTEMS OPERATING AS DESIGNED  
 1222 ISP (N/C)  
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00  
 \*\*\*\*\*

D SUPPLIED CUST WITH RENTAL AS PER TRANSPORTAION AGREEMENT COVERED FOR A MAXIMUM OF 5 DAYS ONLY, AS PER SERVICE CONTRACT GUIDE LINE, ANYTHING OVER 5 DAYS WILL BECOME CUSTOMERS RESPONSIBILITY  
 CAUSE: F  
 RENTAL SUPPLIED CUST WITH RENTAL AS PER TRANSPORTAION AGREEMENT COVERED FOR A MAXIMUM OF 5 DAYS ONLY, AS PER SERVICE CONTRACT GUIDE LINE, ANYTHING OVER 5 DAYS

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

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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

STATEMENT OF DISCLAIMER  
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CUSTOMER SIGNATURE



CUSTOMER #: [REDACTED]

GARDEN CITY JEEP CHRYSLER DODGE LLC

283 N. FRANKLIN ST.

HEMPSTEAD, NY 11550-1310

PHONE: (516) 483-2700 FAX: (516) 483-1474

\*INVOICE\*

BELLEROSE, NY

PAGE 3

HOME: [REDACTED]

SERVICE ADVISOR: 7431 VICTOR ANZALONE

BUS: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
GY	14	JEEP GRAND CHEROKEE	1C4RJFBG9EC [REDACTED]		3783/3784	T5007	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22AUG13 DD			17:00 12DEC13		0.00	CASH	12DEC13

R.O. OPENED	READY	OPTIONS:	SOLD-STK:	DLR:		
08:03 12DEC13	14:11 12DEC13	ENG:ERB_3.6L V6 24V VVT Engine		60227		
LINE OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

THANK YOU FOR YOUR PATRONAGE.FOR ANY CONCERNS  
PLEASE CONTACT JIM LENNON 483-5777 OR EMAIL @  
SERVICE@GARDENCITYCARDEALS.COM NY ID#7100746  
PLEASE FILL OUT THE MANUFACTURER'S SURVEY.  
NEXT ITEM DUE \_\_\_\_\_  
WHEN \_\_\_\_\_  
APPOINTMENT SET Y \ N

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DESCRIPTION	TOTALS
LABOR AMOUNT	1.90
PARTS AMOUNT	6.10
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	1.00
TOTAL CHARGES	9.00
LESS INSURANCE	0.00
SALES TAX	0.78
PLEASE PAY THIS AMOUNT	9.78

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

CUSTOMER SIGNATURE

CUSTOMER #: [REDACTED]

GARDEN CITY JEEP CHRYSLER DODGE LLC  
283 N. FRANKLIN ST.  
HEMPSTEAD, NY 11550-1310  
PHONE: (516) 483-2700 FAX: (516) 483-1474

INVOICE

PAGE 1

BELLEROSE, NY [REDACTED]

HOME: [REDACTED]

BUS: [REDACTED]

SERVICE ADVISOR: 4673 VICTOR J PEREZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
GY	14	JEEP GRAND CHEROKEE	1C4RJFBG9EC [REDACTED]		5681/5681	T1788	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
22AUG13 DE			17:00 19FEB14		0.00	CASH	19FEB14
R.O. OPENED	READY	OPTIONS:	SOLD-ST	DLR:			
08:23 19FEB14	15:29 19FEB14	ENG:ERB 3.6L V6 24V VVT Engine	[REDACTED]	DLR:60227			
LINE OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL	
A	C/S	HORN IS NOT AS LOUND AS IT USE TO BE. SNICE VISIT ON FRIDAY.					

CHECK AND ADVISE

CAUSE:

SOP SPECIAL ORDERED PARTS PRESCHUDULE

APPOINTMENT

4071 WP

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00  
 check wi tech no bcm codes. check horn button works and sends  
 signal.check voltage to horns correct. check ground to horns correct.  
 order new horns

\*\*\*\*\*

B VEHICLE INSPECTION CHECK

VC VEHICLE INSPECTION CHECK

800 CP

0.00

0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

\*\*\*\*\*

C\*\* C/S RADIO NAV DOESN NOT WORK SNICE LAST UPDATE TO CAR.

CAUSE:

SOP SPECIAL ORDERED PARTS PRESCHUDULE

APPOINTMENT

4071 WP

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

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

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

CUSTOMER SIGNATURE

CUSTOMER #

GARDEN CITY JEEP CHRYSLER DODGE LLC

INVOICE

283 N. FRANKLIN ST.  
HEMPSTEAD, NY 11550-1310  
PHONE: (516) 483-2700 FAX: (516) 483-1474

PAGE 2

BELLEROSE, NY

HOME

BUS:

SERVICE ADVISOR: 4673 VICTOR J PEREZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
GY	14	JEEP GRAND CHEROKEE	1C4RJFBG9EC		5681/5681	T1788

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22AUG13 DD			17:00 19FEB14		0.00	CASH	19FEB14

R.C. OPENED	READY	OPTIONS	SOLD-STK	DLR:60227
08:23 19FEB14	15:29 19FEB14	TRN:DFL 8-SPD AUTO 845RE	TRANS (MAKE)	

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

check wi tech no codes. remove radio and check all connections for antenna, powers and gn ds. all ok. remove headliner and check connection at antenna. order new radio w sirius id VLN0348Z.

\*\*\*\*\*

D\*\* RATTLE IN GLOVE BLOX.

CAUSE: GLOVE BOX ASSEMBLY NOISY

23113501 Glove box - Replace Door assembly (0 - Low Skilled)

4071 WP

1 1TG15DX9AC GLOVE BOX-OPENING

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

(N/C)  
(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

REMOVE GLOVE BOX DOOR AND SHELF. REMOVE GLOVE BOX ASSEMBLY AND REPLACE WITH FACTORY NEW ONE. INSTALL SHELF AND DOOR. ROAD TEST. QUIET NOW.

\*\*\*\*\*

THANK YOU FOR YOUR PATRONAGE.FOR ANY CONCERNS PLEASE CONTACT ED COLLURA 483-5777 OR EMAIL @ SERVICE@GARDENCITYCARDEALS.COM NY ID#7100746 PLEASE FILL OUT THE MANUFACTURER'S SURVEY. NEXT ITEM DUE \_\_\_\_\_ WHEN \_\_\_\_\_ APPOINTMENT SET Y \ N

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person in connection with the sale of this item/items.	LABOR AMOUNT	0.00
		PARTS AMOUNT	0.00
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	0.00
		TOTAL CHARGES	0.00
		LESS INSURANCE	0.00
		SALES TAX	0.00
		PLEASE PAY THIS AMOUNT	0.00
		CUSTOMER SIGNATURE	

CUSTOMER #:

GARDEN CITY JEEP CHRYSLER DODGE LLC

283 N. FRANKLIN ST.  
HEMPSTEAD, NY 11550-1310

PHONE: (516) 483-2700 FAX: (516) 483-1474

\*INVOICE\*

PAGE 1

BELLEROSE, NY

HOME

BUS:

SERVICE ADVISOR: 7431 VICTOR ANZALONE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
GY	14	JEEP GRAND CHEROKEE	1C4RJFBG9EC		6732/6733	T3709	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22AUG13 DL			17:00 11MAR14		0.00	CASH	11MAR14

R.O. OPENED	READY	OPTIONS:	SOLD-STR	DLR:60227
08:58 11MAR14	14:53 11MAR14	ENG:ERB 3.6L V6 24V VVI Engine		
LINE OPCODE TECH TYPE HOURS		TRN:DFL 8-SPD AUTO 845RE TRANS (MAKE)		
			LIST	NET TOTAL

A C/S HORN DOES NOT SOUND RIGHT

CAUSE: OPEN IN HORN , REPLACE HORN AND VERIFY REPAIR

08400101 Horn - Test and replace One or more (1 -  
Semi-Skilled)  
7078 WP

1 68214401AA HORN  
1 68214406AA HORN

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

FC: PART#: COUNT:  
CLAIM TYPE: W  
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00  
replaced horn

\*\*\*\*\*

B C/S NAVI FREEZES UP .

CAUSE: open in radio , replace and program . verify repair

08600270 Radio / telematics gateway module - Test  
and replace Replace with exchange unit (0 -  
Low Skilled)  
7078 WP

1 Z8224525AG RADIO

(N/C)  
(N/C)

FC: PART#: COUNT:  
CLAIM TYPE: W  
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00  
did rrt

\*\*\*\*\*

C PERFORM RRT

CAUSE: PERFORM RADIO FLASH AS PER RRT

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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

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

CUSTOMER SIGNATURE

CUSTOMER #:

GARDEN CITY JEEP CHRYSLER DODGE LLC

283 N. FRANKLIN ST.  
HEMPSTEAD, NY 11550-1310

PHONE: (516) 483-2700 FAX: (516) 483-1474

\*INVOICE\*

PAGE 2

BELLEROSE, NY

HOME:

BUS:

SERVICE ADVISOR: 7431 VICTOR ANZALONE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GY	14	JEEP GRAND CHEROKEE	1C4RJFBG9EC		6732/6733	T3709

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22AUG13 DD			17:00 11MAR14		0.00	CASH	11MAR14

R.O. OPENED	READY	OPTIONS:	SOLD-STK:	DLR:
08:58 11MAR14	14:53 11MAR14	ENG:ERB_3.6L V6 24V VVT Engine		60227
		TRN:DFL_8-SPD AUTO 845RE TRANS (MAKE)		

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

186002AL Radio - Reprogram Radio, Software -  
Create USB Jump Drive From CD or Uconnect  
Website (One Time Only) (0 - Low Skilled)

7078 WP  
FC: PART#: COUNT:  
CLAIM TYPE: W  
AUTH CODE:

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00  
18-60-02-AL .2

\*\*\*\*\*

THANK YOU FOR YOUR PATRONAGE. FOR ANY CONCERNS  
PLEASE CONTACT ED COLLURA 483-5777 OR EMAIL @  
SERVICE@GARDENCITYCARDEALS.COM NY ID#7100746  
PLEASE FILL OUT THE MANUFACTURER'S SURVEY.  
NEXT ITEM DUE \_\_\_\_\_  
WHEN \_\_\_\_\_  
APPOINTMENT SET Y \ N

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

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

CUSTOMER SIGNATURE





CUSTOMER #:

GARDEN CITY JEEP CHRYSLER DODGE LLC

283 N. FRANKLIN ST.  
HEMPSTEAD, NY 11550-1310

PHONE: (516) 483-2700 FAX: (516) 483-1474

\*INVOICE\*

BELLEROSE, NY  
HOME  
BUS:

PAGE 1

SERVICE ADVISOR: 8489 CHARLES ANZALONE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
GY	14	JEEP GRAND CHEROKEE	1C4RJFBG9EC		8794/8794	T5967	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22AUG13 DE			17:00 12MAY14		0.00	CASH	12MAY14

R.O. OPENED	READY	OPTIONS:	SOLD-STK	DLR:60227
08:57 12MAY14	16:36 12MAY14	ENG:ERB_3.6L_V6_24V_VVT_Engine	TRN:DFL_8-SPD_AUTO_845RE_TRANS (MAKE)	

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

A VEHICLE INSPECTION CHECK  
VC VEHICLE INSPECTION CHECK

800 ISP (N/C)  
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00  
\*\*\*\*\*

B Lube Oil Filter

8000F \$8.00 OIL AND FILTER CHANGE ONLY - NOT A FULL A SERVICE. REGULARLY \$24.95

1004 CPEX 1.90 1.90  
HFD Hazardous Oil Filter Disposal Fee 1.00 1.00  
1 68191349AA FILTER-ENGINE OIL 8.95 6.10 6.10

999 MISC REPAIR 1004ICOU (N/C)  
6 68055890AA \*OIL-5W20 (N/C)

PARTS: 6.10 LABOR: 1.90 OTHER: 1.00 TOTAL LINE B: 9.00  
LUBE OIL AND FILTER SERVICE, SET TIRE PSI, TOP WASHER FLUID.

C C/S AIR VENTS PUSHED IN AFTER RADIO REPLACEMENT PLS CHECK AND ADVISE  
999 SECURED VENTS AS NEEDED

1004 ISP (N/C)  
1 4467709 \*GLUE-GLUE (N/C)  
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

SECURED IT

D C/S THE RADIO SCRREN SAYS VEH PHONE REQUIRES SERVICE PLS CONTACT  
DEALER / /

SOP SPECIAL ORDERED ANTENNA BASE WILL CALL WHEN IN STOCK

1004 ISP (N/C)  
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

B1560-13-CELLULAR ANTENNA 1 - CIRCUIT OPEN

Case Number: [REDACTED] If the concern is a message ?phone requires service?, first perform a radio update to the latest SW check

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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

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

CUSTOMER SIGNATURE

CUSTOMER #: [REDACTED]

GARDEN CITY JEEP CHRYSLER DODGE LLC  
283 N. FRANKLIN ST.  
HEMPSTEAD, NY 11550-1310  
PHONE: (516) 483-2700 FAX: (516) 483-1474

\*INVOICE\*

BELLEROSE, NY [REDACTED]  
HOME: [REDACTED]  
BUS: [REDACTED]

PAGE 2

SERVICE ADVISOR: 8489 CHARLES ANZALONE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
GY	14	JEEP GRAND CHEROKEE	1C4RJFBG9EC [REDACTED]		8794/8794	T5967	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22AUG13 DD			17:00 12MAY14		0.00	CASH	12MAY14
R.O. OPENED	READY	OPTIONS: SOLD-STK: [REDACTED]		DLR:60227			
08:57 12MAY14	16:36 12MAY14	ENG:ERB 3.6L V6 24V VVT Engine		TRN:DFL 8-SPD AUTO 845RE TRANS (MAKE)			

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

coax cable and antenna resistance on customer vehicle  
 diagnostic test 9977-6-CELL-UPD 10K OHM jumper is connected to the  
 9977?6 test antenna. Connect the appropriate 9977 6 to the Antenna cable  
 at the back of the Radio. Connect the appropriate 9977 6 to the Antenna  
 cable at the Antenna base. Is the resistance above 52.5 Ohms 51.0  
 Replace the Antenna base in accordance with the Service Information  
 THE ANTENA NEED TO ORDER

\*\*\*\*\*

E ROTATE TIRES

RT ROTATE TIRES

1004 C800

24.95

24.95

PARTS:	0.00	LABOR:	24.95	OTHER:	0.00	TOTAL LINE E:	24.95
--------	------	--------	-------	--------	------	---------------	-------

ROTATED TIRES.

\*\*\*\*\*

F C/S AFTER RADIO REPLACEMENT THE BACK UP CAMERA WILL FLICKER OR BE IN  
 BLACK AND WHITE. CUST PUT VEH PACK INTO PARK THE REVERSE AND IT  
 STOPS PLS CHECK AND ADVISE

999 PERFORMED UPDATE REFER TO LINE H

999 ISP

(N/C)

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE F:	0.00
--------	------	--------	------	--------	------	---------------	------

\*\*\*\*\*

G SUPPLIED CUST WITH RENTAL AS PER TRANSPORTATION AGREEMENT COVERED FOR  
 A MAXIMUM OF 5 DAYS ONLY, AS PER SERVICE CONTRACT GUIDE LINE,  
 ANYTHING OVER 5 DAYS WILL BECOME CUSTOMERS RESPONSIBILITY

CAUSE: 1 DAY GARDEN CITY LOANER

LOANER SUPPLIED CUST WITH RENTAL AS PER

TRANSPORTATION AGREEMENT COVERED FOR A  
 MAXIMUM OF 5 DAYS ONLY, AS PER SERVICE  
 CONTRACT GUIDE LINE, ANYTHING OVER 5 DAYS  
 WILL BECOME CUSTOMERS RESPONSIBILITY

999 WS

(N/C)

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE  
 INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE  
 SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO  
 OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE  
 VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED  
 UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY  
 ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS  
 CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT  
 NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY  
 MANUFACTURER'S REPRESENTATIVE.

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 implied, including any implied  
 warranty of merchantability or  
 fitness for a particular purpose.  
 Seller neither assumes nor  
 authorizes any other person to  
 assume for it any liability in  
 connection with the sale of this  
 item/items

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

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

CUSTOMER SIGNATURE

CUSTOMER #:

GARDEN CITY JEEP CHRYSLER DODGE LLC

283 N. FRANKLIN ST  
HEMPSTEAD, NY 11550-1310

PHONE: (516) 483-2700 FAX: (516) 483-1474

\*INVOICE\*

BELLEROSE, NY

PAGE 3

HOME:

BUS:

SERVICE ADVISOR: 8489 CHARLES ANZALONE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GY	14	JEEP GRAND CHEROKEE	1C4RJFBG9EC		8794/8794	T5967

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22AUG13 DD			17:00 12MAY14		0.00	CASH	12MAY14

R.O. OPENED	READY	OPTIONS:	SOLD-STK:	DLR:
08:57 12MAY14	16:36 12MAY14	ENG:ERB 3.6L V6 24V VVT Engine		60227
LINE OPCODE TECH TYPE HOURS		TRN:DPL 8-SPD AUTO 845RE TRANS (MAKE)		

LIST	NET	TOTAL
------	-----	-------

SUBL 1 DAY GARDEN CITY LOANER

WS (N/C)  
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE G: 0.00  
 \*\*\*\*\*

H\*\* WITECH UPDATES

CAUSE: PERFORMED UPDATES AS PER TSB'S

1860079B Amplifier - Reprogram Module, Amplifier  
 - Inspect and Reprogram (1 - Semi-Skilled)  
 1004 WP (N/C)

FC: PART#: COUNT:  
 CLAIM TYPE: W  
 AUTH CODE:

18196299 Module, Automatic Temperature Control  
 (ATC) - Reprogram Module, Automatic  
 Temperature Control (ATC) - Reprogram (1 -  
 Semi-Skilled)  
 1004 WP (N/C)

1819059D Module, Transmission Control (TCM) -  
 Reprogram Module, Transmission Control (TCM)  
 - Reprogram / Drive Train Control (DTCM) -  
 Reprogram (1  
 1004 WP (N/C)

181906Y8 Module, Powertrain Control (PCM) -  
 Reprogram Module, Powertrain Control (PCM) -  
 Reprogram (1 - Semi-Skilled)  
 1004 WP (N/C)

18523490 Module, Heated Seat - Reprogram Module,  
 Heated Seat (HSM) - Reprogram (1 -  
 Semi-Skilled)  
 1004 WP (N/C)

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	The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	LABOR AMOUNT		
		PARTS AMOUNT		
		GAS, OIL, LUBE		
		SUBLET AMOUNT		
		MISC. CHARGES		
		TOTAL CHARGES		
		LESS INSURANCE		
		SALES TAX		
		(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT

CUSTOMER #: [REDACTED]

GARDEN CITY JEEP CHRYSLER DODGE LLC

283 N. FRANKLIN ST.  
HEMPSTEAD, NY 11550-1310

PHONE: (516) 483-2700 FAX: (516) 483-1474

\*INVOICE\*

PAGE 4

BELLEROSE, NY

HOME

BUS: [REDACTED]

SERVICE ADVISOR: 8489 CHARLES ANZALONE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GY	14	JEEP GRAND CHEROKEE	1C4RJFBG9E[REDACTED]		8794/8794	T5967

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22AUG13 DD			17:00 12MAY14		0.00	CASH	12MAY14

R.O. OPENED	READY	OPTIONS:	SOLD-STK	DLR:60227			
08:57 12MAY14	16:36 12MAY14	ENG:ERB 3.6L V6 24V VVT Engine					
TRN:DFL 8-SPD AUTO 845RE		TRANS (MAKE)					
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE H: 0.00

TSB'S

AMP 08-020-14, HVAC 24-003-14, TCM 21-007-13, PCM 18-008-14, HSM 08-002-14

\*\*\*\*\*

THANK YOU FOR YOUR PATRONAGE. FOR ANY CONCERNS PLEASE CONTACT ED COLLURA 483-5777 OR EMAIL @ SERVICE@GARDENCITYCARDEALS.COM NY ID#7100746 PLEASE FILL OUT THE MANUFACTURER'S SURVEY. NEXT ITEM DUE \_\_\_\_\_ WHEN \_\_\_\_\_ APPOINTMENT SET Y \ N

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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DESCRIPTION	TOTALS
LABOR AMOUNT	26.85
PARTS AMOUNT	6.10
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	1.00
TOTAL CHARGES	33.95
LESS INSURANCE	0.00
SALES TAX	2.93
PLEASE PAY THIS AMOUNT	36.88

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

CUSTOMER SIGNATURE





CUSTOMER #: [REDACTED]

GARDEN CITY JEEP CHRYSLER DODGE LLC

283 N. FRANKLIN ST.  
HEMPSTEAD, NY 11550-1310

PHONE: (516) 483-2700 FAX: (516) 483-1474

\*INVOICE\*

BELLEROSE, NY

PAGE 1

HOME: [REDACTED]  
BUS: [REDACTED]

SERVICE ADVISOR: 4280 TOM BOLGER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GY	14	JEEP GRAND CHEROKEE	1C4RJFBG9EC [REDACTED]		9596/9597	T1217

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
22AUG13 DD			17:00 10JUN14		0.00	CASH	11JUN14

R.O. OPENED	READY	OPTIONS: SOLD-STK [REDACTED] DLR:60227
08:06 10JUN14	16:15 11JUN14	ENG:ERB_3.6L V6 24V VVT Engine TRN:DFL_8-SPD AUTO 845RE TRANS (MAKE)

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

A VEHICLE INSPECTION CHECK  
 VC VEHICLE INSPECTION CHECK  
 8021 ISP (N/C)  
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00  
 \*\*\*\*\*

B C/S THE BLUE TOOTH KEEPS READING SERVICE (SOP PARTS ARE IN FOR THIS CONCERN)  
 CAUSE: install sop  
 01 RECOMMENDED MAINT  
 8021 WS (N/C)  
 FC: PART#: COUNT:  
 CLAIM TYPE: W  
 AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00  
 bluetooth inop sending no service message , install parts ordered  
 .remove rear part of headliner to access antenna remove and replaced antenna  
 \*\*\*\*\*

C C/S THE GPS KEEPS FREEZING UP (RADIO STATIONS DONT CHANGE INTERMITTLY)  
 CAUSE: check radio  
 01 REPLACE ANTANNA BASE  
 8021 WS (N/C)  
 1 5091352AC ANTENNA-BASE CABLE AND BRACKET (N/C)  
 FC: PART#: COUNT:  
 CLAIM TYPE: W  
 AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

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		LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
		SIGNED: DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE

CUSTOMER #: [REDACTED]

GARDEN CITY JEEP CHRYSLER DODGE LLC  
283 N. FRANKLIN ST.  
HEMPSTEAD, NY 11550-1310  
PHONE: (516) 483 2700 FAX: (516) 483-1474

\*INVOICE\*

BELLEROSE, NY  
HOME [REDACTED]  
BUS: [REDACTED]

PAGE 3

SERVICE ADVISOR: 4280 TOM BOLGER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
GY	14	JEEP GRAND CHEROKEE	1C4RJFEBG9EC [REDACTED]		9596/9597	T1217	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22AUG13 DD			17:00 10JUN14		0.00	CASH	11JUN14

R.O. OPENED	READY	OPTIONS:	SOLD-STK:	DLR:			
08:06 10JUN14	16:15 11JUN14	ENG:ERB 3.6L V6 24V VVT Engine	TRN:DFL 8-SPD AUTO 845RE TRANS (MAKE)	60227			
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

01	ORDERED PARTS						(N/C)
PARTS:	8021	ISP					0.00
	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE F:	0.00

\*\*\*\*\*  
 THANK YOU FOR YOUR PATRONAGE. FOR ANY CONCERNS  
 CONTACT THOMMY HERBER 516-483-5777 OR EMAIL @  
 SERVICE@GARDENCITYCARDEALS.COM NY ID#7100746  
 PLEASE FILL OUT THE MANUFACTURER'S SURVEY.  
 NEXT ITEM DUE \_\_\_\_\_  
 WHEN \_\_\_\_\_  
 APPOINTMENT SET Y \ N

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

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

CUSTOMER SIGNATURE





Shea Room

CUSTOMER #: [REDACTED]

GARDEN CITY JEEP CHRYSLER DODGE LLC  
283 N. FRANKLIN ST.  
HEMPSTEAD, NY 11550-1310  
PHONE: (516) 483-2700 FAX: (516) 483-1474

INVOICE

PAGE 1

BELLEROSE, NY  
HOME [REDACTED]  
BUS: [REDACTED]

SERVICE ADVISOR: 8338 THOMMY HERBER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
GY	14	JEEP GRAND CHEROKEE	1C4RJFBG9EC [REDACTED]		9868/9869	T1978	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22AUG13 DD			17:00 26JUN14		0.00	CASH	27JUN14
R.O. OPENED	READY	OPTIONS:	SOLD-STK#	DLR:			
		ENG:ERB 3.6L V6 24V VVI Engine	[REDACTED]	60227			
17:04 25JUN14	17:59 27JUN14	TRN:DFL 8-SPD AUTO	845RE	TRANS (MAKE)			

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

A SUPPLIED CUST WITH RENTAL AS PER TRANSPORTATION AGREEMENT COVERED FOR A MAXIMUM OF 5 DAYS ONLY, AS PER SERVICE CONTRACT GUIDE LINE, ANYTHING OVER 5 DAYS WILL BECOME CUSTOMERS RESPONSIBILITY

RENTAL SUPPLIED CUST WITH RENTAL AS PER TRANSPORTATION AGREEMENT COVERED FOR A MAXIMUM OF 5 DAYS ONLY, AS PER SERVICE CONTRACT GUIDE LINE, ANYTHING OVER 5 DAYS WILL BECOME CUSTOMERS RESPONSIBILITY

2235 WS (N/C)

SUBL RENTAL WS (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

\*\*\*\*\*

B CUSTOMER STATES NAVIGATION AT TIME FREEZES AND HAS YOU GOING OFF THE ROAD. SEE ATTACHED STAR CASE. / /

CAUSE: RADIO OPERATION CONCERN

99 REPAIRED AS PER STAR CASE

2235 WP (N/C)

1 J8126688 \*LUBRICANT-DIELECTRIC (N/C)

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

DIAGNOSED AND TESTED RADIO MODULE AND COMPONENTS; PERFORMED TEST PROCEDURES; INSTALLED DI-ELECTRIC GREASE ON ALL ELECTRICAL AND FAKRA CONNECTORS, AS PER STAR, CASE 693049; TESTED RADIO OPERATIONS; TEST DROVE, USING NAVIGATION SYSTEM; NO FURTHER PROBLEMS RE-PRODUCED POST REPAIRS; AS PER STAR CASE, IF PROBLEMS PERSIST, A NEW SOFTWARE UPDATE COMING OUT MAY REPAIR LIKE ISSUES

\*\*\*\*\*

C CUSTOMER STATES THE VEHICLE PHONE REQUIRES SERVICE WARNING COMES ON.

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER, THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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

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

CUSTOMER SIGNATURE

CUSTOMER #:

GARDEN CITY JEEP CHRYSLER DODGE LLC

283 N. FRANKLIN ST.
HEMPSTEAD, NY 11550-1310
PHONE: (516) 483-2700 FAX: (516) 483-1474

INVOICE

PAGE 2

SERVICE ADVISOR: 8338 THOMMY HERBER

BELLEROSE, NY

HOME

BUS:

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN / OUT, TAG. Row 1: GY, 14, JEEP GRAND CHEROKEE, 1C4RJFBG9EC, [REDACTED], 9868/9869, T1978

Table with columns: DEL. DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., RATE, PAYMENT, INV. DATE. Row 1: 22AUG13 DD, [REDACTED], [REDACTED], 17:00 26JUN14, [REDACTED], 0.00, CASH, 27JUN14

Table with columns: R.O. OPENED, READY, OPTIONS, SOLD-STK, DLR, ENG, TRN. Row 1: 17:04 25JUN14, 17:59 27JUN14, TRN:DFL\_8-SPD\_AUTO\_845RE TRANS (MAKE)

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL

CHECK AND REPORT.

SOP ORDERED SDAR CABLE AS PER CLINT AT ENHANCED SATISFACTION.

2235 CP

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

\*\*\*\*\*

D CUSTOMER STATES AT TIMES THE RADIO FREEZES. CHECK AND REPORT.

999 SEE LINE C

2235 CP

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

\*\*\*\*\*

E CUSTOMER STATES THE BACKUP CAMERA AT TIME FLICKERS AND THE PICTURE IS JUMPY AND UNCLEAR. CHECK AND REPORT.

NWP SEE LINE C.

2235 CP

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

\*\*\*\*\*

F VEHICLE INSPECTION CHECK

VC VEHICLE INSPECTION CHECK

2235 CP

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00

\*\*\*\*\*

THANK YOU FOR YOUR PATRONAGE. FOR ANY CONCERNS CONTACT THOMMY HERBER 516-483-5777 OR EMAIL @ SERVICE@GARDENCITYCARDEALS.COM NY ID#7100746 PLEASE FILL OUT THE MANUFACTURER'S SURVEY.

NEXT ITEM DUE WHEN APPOINTMENT SET Y \ N

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REMAINED OR REPLACED

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to this vehicle. The Seller hereby expressly disclaims all

Table with columns: DESCRIPTION, TOTALS. Rows: LABOR AMOUNT (0.00), PARTS AMOUNT (0.00), TOTAL CHARGES (0.00)

... AUTHORIZATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

PE15-030

FLAT CHRYSLER

11-24-2015

ENCLOSURE 4

CAIR Backup





Current  
0MPG

82°F



RPM  
1500

E





P R N D



**V6**

**Chrysler Group LLC** | **VEHICLE EMISSION CONTROL INFORMATION**

GROUP: ECRXT63.85PA

EVAP: ECRXR0100RKA

NO ADJUSTMENTS NEEDED

TWC / HD2S / SF1

CONFORMS TO REGULATIONS 2014 BY 119

ENGINE - 3.6L

U.S. EPA: 12 84 L01 - DRG: CA DRG II - FUEL: GASOLINE / ETHANOL  
CERTIFIED TO OPTIONAL USEFUL LIFE PER EPA 06.1005 - 0400



47480 030AA

CALIFORNIA: DRG: CA DRG II - FUEL: GASOLINE / ETHANOL  
CERTIFIED TO OPTIONAL USEFUL LIFE PER CARB 1901 (4 / 0)  
CERTIFIED FOR SALE ULEV II QUALIFIED.







PHS-26

87

# Multi VIN Summary Report

Dealer: 88428 - THOMSON MOTOR CENTRE

VIN: 1C4RDHDD00E0

Dealer Entered Name: CHRY

Date: July 23, 2014 Time: 13:12:00

Dealer Entered Odometer: 12,833 miles

STRICTLY CONFIDENTIAL. This information is provided to DEALER, in accordance with Section 4 of DEALER'S Software License, Data Exchange and Electronic Contracts Agreement, with Chrysler Group LLC. All information provided is based on entries provided by DEALER.

## Warning Messages

RAPID RESPONSE TRANSMITTAL (RRT) 1-855 MUST BE PERFORMED, REFER TO THE RRT DOCUMENT FOR REPAIR PROCEDURES.

## Vehicle Restrictions - No Vehicle Restriction

## Vehicle Service Information

Year/Model:	2014 00000 DURANGO LIMITED RWD SPORT 4T4	Last Odometer:	12 miles on December 26, 2013
Body Style:	NOGHTS	In-Service Date:	December 16, 2013
Engine:	CRN3.6L V6 HX VVT Engine	in-Service Odometer:	12 miles
Transmission:		Transmission Type:	Auto
Color 1:	PRR Maroon Steel Met. Clear Coat	Car Life:	W
Color 2:	QAT Maroon Steel Met. Clear Coat	Build Date:	December 5, 2013
Current Market Region:	U	Year:	2014
Book:	U		

## Vehicle Owner Information

Name:	BUSINESS INTER-ENTERPRISE FLEET SERVICES	Preferred Name:	
Address:	500 CORPORATE PARK DRIVE	City:	WT LISIUS
State/Province:	MO	Postal Code:	67128
Country:		Language Preference:	
Telephone-Home:	(417) 870-0788	Telephone-Business:	
Fax:		Original Owner:	BUSINESS ENTERPRISE FLEET SERVICES

## Recall Information - No Recall Information Available

## Warranty Information

REFER TO SPECIFIC LOSP FOR ADDITIONAL COVERAGE AND LIMITS

PLEASE CONTACT CROSS COUNTRY MOTOR CLUB FOR TOWING ASSISTANCE 800-821-2778

Type of Warranty	Original	Deductible	Expiration	Remaining
BASIC	36 Months or 50,000 miles	0	December 16, 2015	28 Months or 31,960 miles
POWERTRAIN	60 Months or 100,000 miles	0	December 16, 2019	52 Months or 87,960 miles
PERFORMANCE	60 Months or 100,000 miles	0	December 16, 2019	52 Months or 87,960 miles
EMISSIONS	24 Months or 36,000 miles	0	December 16, 2015	20 Months or 23,960 miles
ADJUSTMENT	36 Months or 50,000 miles	0	December 16, 2015	28 Months or 31,960 miles
AIR CONDITIONING	36 Months or 50,000 miles	0	December 16, 2015	28 Months or 31,960 miles
EXTENDED FEDERAL EMISSIONS	60 Months or 100,000 miles	0	December 16, 2019	52 Months or 87,960 miles

WCC Roadside Assistance Towing Assistance Motor Club Telephone-Powertrain Warranty

## Multi VIN Summary Report

Dealer: 88426 - THOMSON MOTOR CENTRE

Date: July 22, 2014 Time: 13:12:05

VIN: 1C4RDHDG0E0 [REDACTED]

Dealer Entered Name: ENTE

Dealer Entered Odometer: 12,835 miles

STRICTLY CONFIDENTIAL: This information is provided to DEALER, in accordance with Section 4 of DEALER's Software License, Data Exchange and Electronic Commerce Agreement with Chrysler Group LLC. All information provided is based on entries provided by DEALER.

ECB	Yes	Yes	N/A	Yes	
<b>Service Contract - No Service Contracts Available</b>					
<b>Service History (24 Month)</b>					
Repair Date	Dealer/Payee	Claim Number	Repair Odometer	List Date	Transaction Type
December 26, 2013	X1640 - VANGUARD CAR RENTAL - Jackson 8520040 - Road Ready-Basic Prep	PREP#	0 Miles	2013120	PREPARATION
<b>Vehicle Sale Information</b>					
Selling Dealer:	48883 - CHAMPION CLEAN HOLDINGS LLC	Sales Type:	7 - RENTAL INDEPENDENT CO		
City:	INDIANAPOLIS	State/Province:	IN		
Country:	USA	Telephone:	(317)612-9000		
<b>CAIR - No Open CAIR Information Available</b>					



















L → Fender

MICHELIN











MISSISSIPPI  
VEHICLE INSPECTION

20 15

EXPRES IN MONTHS PUNCHED

0017503

JAN FEB MAR APR MAY JUN  
JUL

A rectangular white sticker with a calendar grid for the months of the year. The months are arranged in a grid: JAN, FEB, MAR, APR, MAY, JUN, JUL. A red outline of the state of Mississippi is centered on the sticker, with the number '20' to its left and '15' to its right. The text 'MISSISSIPPI VEHICLE INSPECTION' is at the top, and 'EXPRES IN MONTHS PUNCHED' is above a box containing the number '0017503'. The sticker is being held by a hand, and a bright light source is visible in the background, creating a lens flare effect.



Current  
-MPG

82°F



Press OK to  
Change to lowth

P

12636 mi



Manual













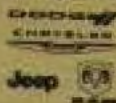






# Thomson Chrysler Dodge Jeep

2150 Washington Road, NE  
 P.O. Box 847  
 Tallahassee, GA 32304  
 (904) 995-5500  
 Toll Free (888) 305-0243  
 Fax (904) 297-0124



**SERVICE DEPARTMENT HOURS**  
 8:00 a.m. to 6:00 p.m.  
 Monday - Friday  
 8:00 a.m. to 2:00 p.m. Saturday

R/O Given Date	7/22/14
Time Received	13:50
Current Mileage	12624
Service Advisor / Rep Tag #	Val W/

Customer Name: [REDACTED]  
 Address: [REDACTED]  
 City: [REDACTED]  
 State: [REDACTED]  
 Zip: [REDACTED]  
 Phone: [REDACTED]  
 Email: [REDACTED]  
 Vehicle Identification: 1C4RDHDG0RE  
 Delivery Date: [REDACTED]

Year	Make	Model	Body	Color	License Number
2014	DODGE	DURANGO	2WD 4DR LIMITED	BLU/E	

Job Number	Description of Work	Code
1.	*CHECK ENGINE LIGHT CUSTOMER REQUESTS SCANNING OF PCM	10CH806 Customer Pay Customer Pay

Job Number	Description of Work	Code
2.	*BRAKES CUSTOMER REQUESTS BRAKE INSPECTION, INSPECTOR TO B E HERE ALONG WITH ENTERPRISE EMPLOYER, CLAIMS AGAI	40CH2 Customer Pay

Job Number	Description of Work	Code
3.		

Job Number	Description of Work	Code
4.		

Job Number	Description of Work	Code
5.		

**TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE**  
 I hereby authorize the repair work shown to be done using the materials included and agree that you are not responsible for loss or damage to vehicle or contents in the vehicle or loss of the work or any other items beyond your control or for any delay caused by unavailability of parts or delay in parts shipment by the supplier of components. I understand you do not warrant performance. It is your policy to accept no responsibility for claims, litigation, or otherwise for injury or other expenses. An invoice reflecting a copy of vehicle information is provided to you for your records.

**DISCLAIMER OF WARRANTIES:**  
 Any warranties on the products used herein and those made by the manufacturer. The dealer hereby expressly disclaims all warranties other than those on vehicles, including any implied warranty of merchantability or fitness for a particular use and that the dealer neither assumes nor authorizes any other person to act on its behalf for any liability in connection with the sale of such products. Any written warranties herein made are hereby disclaimed by us.

X \_\_\_\_\_

LO

FM 105.7

1:53

NE 82° out.

69°



Settings > System Information



Software Version: 13.43.7

NaviServer: 9.10.2.337961

Map Database:

CMCVP4NA;NQNA2012Q4;20130328

Request Code:

KKBK-NAQW-F2EX-LEZW-5NTC~JD

6 Items in list



Radio



Media



Controls



Climate



Nav



Phone



Apps









WEAR 720

TRACTION A

TEMPERATURE B

12265/60 R18



17PK1K5F70K5E711

736



P04800735AH

AH



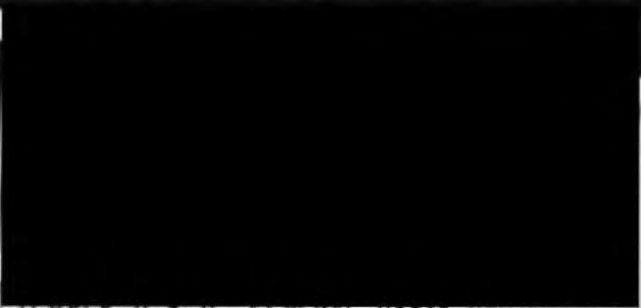
6500 LB

3 109T TIRES

36 PSI) COLD

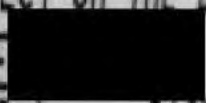
3 109T TIRES

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: 1C4RDHGG0E



TYPE:

MPV

MDH: 120608 030AA

VEHICLE MADE IN U.S.A.

PAINT: PAR

TRIM: CLX9

MFD BY CHRYSLER GROUP LLC

DATE OF MFR(BUILT): 12-13

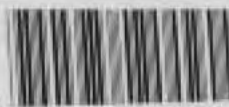
GWR: 2949 KG 6500 LB

GAWR FRONT: 1452 KG 3200 LB WITH  
18X8.0 RIMS AT

P265/60R18 109T TIRES  
250 KPA ( 36 PSI) COLD

GAWR REAR: 1770 KG 3900 LB WITH  
18X8.0 RIMS AT

P265/60R18 109T TIRES  
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: 1C4RCMD [REDACTED] TYPE: TPV MSN: 128688 8300A  
VEHICLE MADE IN U.S.A. FRONT: 948 TRIM: 0216

6-5  
NEXT  
PM

NEXT  
PM DUE

GM, Ford, Lincoln, Mercury,  
Volvo, Nissan, Kia, Hyundai,  
Suzuki  
5,000 Miles  
Chrysler, Dodge, Jeep, Saturn  
5,000 Miles  
Mazda, Toyota, Volkswagen  
5,000 Miles  
Other



**▲ WARNING**

**EVEN WITH ADVANCED AIRBAGS**

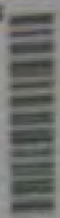
- CHILDREN CAN BE KILLED OR SERIOUSLY INJURED BY THE AIRBAG.
- THE BACK SEAT IS THE SAFEST PLACE FOR CHILDREN.
- NEVER PUT A CHILD OR ANIMAL INTO SEAT IN THE FRONT.
- ALWAYS USE SEATBELT AND CHILD RESTRAINTS.
- SEE OWNER'S MANUAL FOR MORE INFORMATION ABOUT AIRBAGS.



**▲ MISE EN GARDE**

**MÊME AVEC DES SACS GONFLABLES PERFECTIONNÉS**

- LES ENFANTS PEUVENT ÊTRE TUÉS OU GRAVEMENT BLESSÉS PAR UN SAC GONFLABLE.
- LA BANQUETTE AVANTÈRE EST LA PLACE LA PLUS SÛRE POUR LES ENFANTS.
- NE JAMAIS PLACER UN ENFANT POUR ENFANT DROITE AVEC SANS À L'AVANT DU VÉHICULE.
- TOUJOURS UTILISER LES SÉCURITÉS DE SÛRETÉ ET LES SYSTÈMES DE RETENUE POUR ENFANT.
- CONSULTER LE MANUEL DE L'UTILISATEUR POUR OBTENIR PLUS D'INFORMATIONS SUR LES SACS GONFLABLES.



001217444



4866 RH >GJSK< 3283

00315

172





Search  
Service information

Enter search information

Wi-Fi

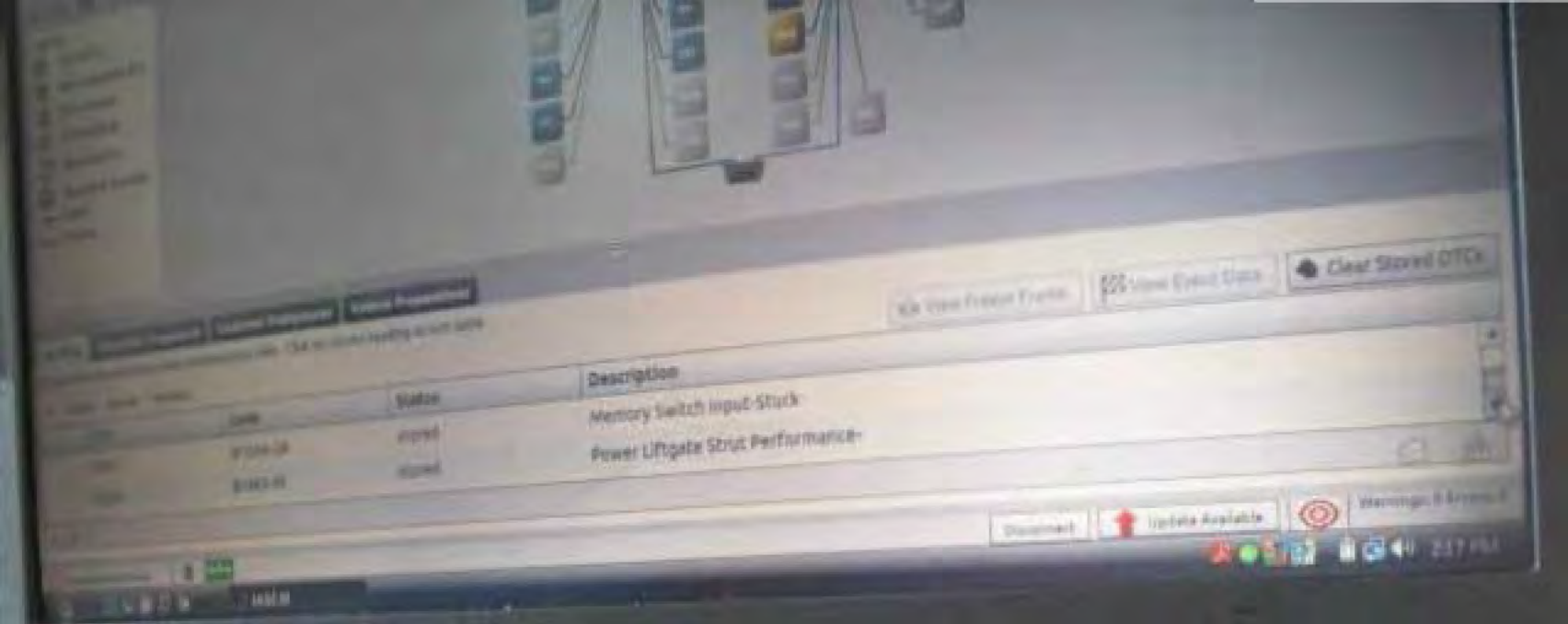
6.0.0.0

View the status of the system and the status of the components. Click on status heading to view details.

Item name	State	Description
System	OK	2014 MOTOR BODY CONTROL MODULE ENHANCEMENT FLASH

DELL

System tray area containing icons for network, volume, and other system utilities.



DELL





View Freeze Frame    View Event Data    Clear Stored

View Freeze Frame    View Event Data    Clear Stored

Item	Status	Description
------	--------	-------------

There are no DTCs present

Disconnect    Update Available    Warning

DELL



# TCM View

Current ECM Part Number: 4822342142

Instructions: For details on how to update ECM, click on column heading to sort table

Part Number: 4822342142

Description: 2714 WD 1 SL AUTO 8 SPD RWD NAFTA

**Error**

Lost connection to device. Check power and/or network connection to device and try again. If you continue to see this issue, contact support.



Flash **ECU** **Accessories** **Software Tools** **Misc Functions** **ECU Details**

Current ECU Flash Number: 60225421AC

Part No: 15111-0002

Please click the selection or flag or appropriate button to update ECU. Click on column heading to sort table.

New Part Number	Description
60225421AC	2014 WD 3.6L AUTO 8 SPD RWD NAFTA

Note: Always review all available service documents (e.g. DS's, RRT's, Recall's) to ensure the available flash applies to the connected vehicle. If a flash is not applicable to the connected vehicle, it must be removed from the ECU or cause the vehicle system to halt function properly.







P R N D



63103  
035A  
08172

# NEXT PM DUE

GM, Ford, Lincoln, Mercury,  
Volvo, Nissan, Kia, Hyundai,  
Suzuki  
6,500 Miles

Chrysler, Dodge, Jeep, Saturn  
5,000 Miles

Mazda, Toyota, Volkswagen  
4,000 Miles

Other  
Miles

Form 3107 4/09

DO NOT REMOVE THIS LABEL FROM THE DATE OF MANUFACTURE SHOWN ABOVE.  
MPV  
VIN: 6V19  
MNI: 120508 0300A

6.5  
NEXT  
PM  
DUE

16,987

Form 3107 08/12







P R N D







T87C  
6/15

DODGE

DURANGO

4.0MPI

SE



PE15-030

FLAT CHRYSLER

11-24-2015

ENCLOSURE 4

CAIR Backup



**Document Recieved from Customer**

**Cair Number:** [REDACTED]

**Date Received: 2014-07-25 11:04:49.983102**

**Files Not Recieved: 0**

**RETAIL INSTALLMENT SALE CONTRACT  
SIMPLE FINANCE CHARGE**

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

Buyer Name and Address (Including County and Zip Code) [REDACTED] BRUNSWICK GA GLYNN	Co-Buyer Name and Address (Including County and Zip Code) N/A	Creditor-Seller (Name and Address) CARL GREGORY CD OF BRUNSWICK INC. 5400 ALTAMA AVE BRUNSWICK GA 31525
--	---	--

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

New/Used	Year	Make and Model	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2014	DODGE TR DURANGO	1C4RDHDG7E0 [REDACTED]	Personal, family, or household unless otherwise indicated below <input type="checkbox"/> business <input type="checkbox"/> agricultural <input type="checkbox"/> N/A

**FEDERAL TRUTH-IN-LENDING DISCLOSURES**

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate.	The dollar amount the credit will cost you.	The amount of credit provided to you or on your behalf.	The amount you will have paid after you have made all payments as scheduled.	The total cost of your purchase on credit, including your down payment of
2.90 %	\$ 1847.91	\$ 24504.69	\$ 26352.60	\$ 19500.00 is \$ 45852.60

**Your Payment Schedule Will Be:**

Number of Payments	Amount of Payments	When Payments Are Due
60	439.21	Monthly beginning 04/15/2014
Or As Follows: N/A		
N/A		
N/A		

**Late Charge.** If payment is not received in full within 10 days after it is due, you will pay a late charge of \$ 50.00 or 5 % of the part of the payment that is late, whichever is less.

**Prepayment.** If you pay off all your debt early, you will not have to pay a penalty.

**Security interest.** You are giving a security interest in the vehicle being purchased.

**Additional Information:** See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date and security interest.

**ITEMIZATION OF AMOUNT FINANCED**

1 Cash Price (including taxes of \$ <u>2080.69</u> )	\$ <u>42006.69</u> (1)
2 Total Downpayment =	
Trade-in <u>2007 HONDA ODYSSEY</u>	
(Year) (Make) (Model)	
Gross Trade-In Allowance	\$ <u>8500.00</u>
Less Pay Off Made By Seller	\$ <u>N/A</u>
Equals Net Trade In.	\$ <u>8500.00</u>
+ Cash	\$ <u>10000.00</u>
+ Other <u>MFG REBATES</u>	\$ <u>1000.00</u>
(If total downpayment is negative, enter "0" and see 41 below)	\$ <u>19500.00</u> (2)
3 Unpaid Balance of Cash Price (1 minus 2)	\$ <u>22506.69</u> (3)
4 Other Charges Including Amounts Paid to Others on Your Behalf	
(Seller may keep part of these amounts):	
A Cost of Optional Credit Insurance Paid to Insurance Company	
Company or Companies:	
Life	\$ <u>N/A</u>
Disability	\$ <u>N/A</u>
B Vendor's Single Interest Insurance Paid to Insurance Company	\$ <u>79.00</u>
C Other Optional Insurance Paid to Insurance Company or Companies	\$ <u>N/A</u>
D Optional Gap Contract	\$ <u>N/A</u>
E Official Fees Paid to Government Agencies	\$ <u>3.00</u>

**Insurance.** You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is authorized to sell such insurance in Georgia. You are not required to buy any other insurance to obtain credit unless the box indicating Vendor's Single Interest Insurance is required is checked below.

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

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

**Optional Credit Insurance**

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

Premium:

Credit Life \$ N/A

Credit Disability \$ N/A

Insurance Company Name N/A

N/A

Home Office Address N/A

N/A

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

**Other Optional Insurance**

- N/A N/A  
 Type of Insurance Term

Premium \$ N/A

Insurance Company Name N/A

N/A

Home Office Address N/A

N/A

- N/A N/A  
 Type of Insurance Term

Premium \$ N/A

Insurance Company Name N/A

N/A

Home Office Address N/A

PE15-030

FLAT CHRYSLER

11-24-2015

ENCLOSURE 4

CAIR Backup



From: [REDACTED]  
To: customerassist@chrysler.com  
Date: Mon Jun 30 14:06:33 EDT 2014  
Subject: Chrysler Group LLC Customer Assistance  
Form Selected:

-----  
Category: US Customer Service

Brief Description:  
-----

VEHICLE NOT STAYING IN PARK

Comments:  
-----

We just recently purchased a 2014 Jeep Gr Cherokee and parked it in a parking space and locked it and walked away and found the vehicle rolled out of parked position and hit an island/light post. We have concerns as to whether the vehicle is staying in park. The shifter is very sensitive when putting it in gear and sometimes you can be unsure of what gear you are actually in. Could you please make a note of this and let us know if there are any recalls on this. Thank you, [REDACTED]

Sender Information:  
-----

Title:

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

From: customerassist@chrysler.com

To: [REDACTED]

Date: Wed Jul 02 05:00:20 EDT 2014

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]:

Thank you for contacting the Jeep Customer Assistance Center.

We regret the problem you have experienced with your vehicle not staying in park and appreciate the time and effort you took to bring this matter to my attention.

A review of our records indicates that your vehicle does not currently require service for any recall campaigns. If your vehicle is involved in a future recall campaign, you will be notified promptly by U.S. mail. Please keep us informed of any change of address.

You may also access the self-service recall site on the internet to check on your vehicle's involvement in any future recalls that are published. Simply go to your brand website Owners page: <http://www.Jeep.com/en/owners> and enter your Vehicle Identification Number (VIN) where appropriate.

If you are experiencing any problems with an issue you feel deserves attention, we certainly recommend that you contact your local dealer to arrange an appointment so that they can inspect the vehicle and determine an appropriate course of action.

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,

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]9

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

[http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?trk\\_ID=KMM8668655V91620L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8668655V91620L0KM&)

Original Message Follows:

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

Brief Description:

VEHICLE NOT STAYING IN PARK

Comments:

We just recently purchased a 2014 Jeep Gr Cherokee and parked it in a parking space and locked it and walked away and found the vehicle rolled out of parked position and hit an island/light post. We have concerns as to whether the vehicle is staying in park. The shifter is very sensitive when putting it in gear and sometimes you can be unsure of what gear you

are actually in. Could you please make a note of this and let us know if there are any recalls on this. Thank you, [REDACTED]

VIN:

EC [REDACTED]

Mileage:

1750

Servicing Dealer:

QUIRK

Title:

First Name:

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

Address 2:

City:

CHELMSFORD

State:

MA

Zip:

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