

PE15-021

FLAT CHRYSLER

10-22-2015

ENCLOSURE 4

Legal Backup Documents

1255635  
Rose

ROBERT M. SILVERMAN  
CRAIG THOR KIMMEL



# KIMMEL & SILVERMAN

P.C.

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

1-800-LEMON LAW  
[www.lemonlaw.com](http://www.lemonlaw.com)

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

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

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

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

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

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

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

PLEASE REMIT ALL CORRESPONDENCE TO THE AMBLER OFFICE

December 2, 2014

JACQUELINE C. HERRITT  
ROBERT A. RAPKIN  
ANGELA K. TROCCOLI  
AMY L. BENNECOFF  
TARA L. PATTERSON  
W. CHRISTOPHER COMPOUNO  
ZACHARY S. KAPPEL  
JASON L. GRESHES  
DAIVY P. DAMBREVILLE  
JOHN A. DINGLE  
ROBERT E. WILLIAMS  
STEVEN MEDINA  
SHANNON R. HARKINS

Chrysler Group, LLC  
1000 Chrysler Drive  
Auburn Hills, MI 48326  
Fax: 518-869-3334

RECEIVED

DEC - 4 2014

Re: Ms. [REDACTED]  
2014 Jeep Grand Cherokee  
VIN: 1C4RJFCT3EC1 [REDACTED]

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

Dear Sir/Madam:

As you know, this office represents the above-referenced individual for problems encountered with the 2014 Jeep Grand Cherokee. I am enclosing the repair slips. As you can see, my client has returned to the dealership for problems with the check engine light is on, a/c problems, navigation froze, recall N58, N42, repaint & refinish front cover, fender molding, alarm, hood latch, headlamps, locks, mirror and brakes.

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

I look forward to hearing from you.

Very truly yours,

Jacqueline C. Herritt

JCH/em  
Attachments

Chrysler Group LLC  
Office of the General Counsel

DEC 03 2014  
By WA Mail/Reg. Agent/  
Sec. of State/Proc. Server

CUSTOMER #: [REDACTED]



INVOICE

PAGE 1

9975 NW 12 Street  
Miami, FL 33172  
(305) 470-8000  
Fax (786) 336-1646  
www.planetdodge.com  
MVR 07463 MV 49138

HOME: CONT:N/A  
BUS: CELL: SERVICE ADVISOR: 3886 MARLEEN MARY GARCIA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	14	JEEP GRAND CHEROKEE	1C4RJFCT3EC [REDACTED]		2918/2918	T1812	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
01JAN13 DD			17:00 26AUG13		109.95	CASH	26AUG13
R.O. OPENED	READY	OPTIONS: DLR:NONE ENG:5.7 Liter					
07:41 26AUG13	10:35 26AUG13						

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

A CUSTOMER STATES NAVIGATION FROZE

UTD AT THIS TIME WE ARE UNABLE TO DUPLICATE YOUR CONCERN. IF YOUR CONCERN SHOULD REPRODUCE AGAIN PLEASE BRING YOUR VEHICLE BACK TO THE DEALERSHIP SO WE MAY DIAGNOSE IT.

3760 CD 0.00

0.00 0.00

2918 FINE AT THIS TIME

\*\*\*\*\*

B RRT 13-041

CAUSE:

19206790 RRT 13-041

3760 WD 0.20

(N/C)

2918 DONE

\*\*\*\*\*

C RRT 13-056

CAUSE:

18600249 RRT 13-056

3760 WD 0.30

(N/C)

2918 DONE

\*\*\*\*\*

D POTAMKIN PLANET DODGE CHRYSLER JEEP WORLD CLASS INSPECTION

16P POTAMKIN PLANET DODGE CHRYSLER JEEP WORLD

CLASS INSPECTION

3760 CD 0.00

0.00 0.00

\*\*\*\*\*

MV-08474

THE FINDINGS AND ACTIONS TAKEN TO ADDRESS MY CONCERN(S) HAVE BEEN REVIEWED WITH ME.

Miscellaneous charges represent costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. It is based on 7.5% of the total repair bill or \$25.00, whichever is less.

FS403.718 mandates a \$1.00 fee for each new tire sold in the State of Florida.

FS403.7185 mandates a \$1.50 fee for new or remanufactured battery sold in the State of Florida.

PROPER CAR REPAIR AND YOUR SATISFACTION ARE BOTH IMPORTANT TO US. THE WORK WE PERFORMED IS IN ACCORDANCE WITH THE MANUFACTURER'S SPECIFICATIONS, GOVERNMENT REGULATIONS AND OUR PRIDE OF WORKMANSHIP. PREVENTATIVE MAINTENANCE IS THE LEAST EXPENSIVE COST OF OPERATING YOUR CAR. LET US SERVICE YOUR CAR REGULARLY TO PREVENT AS MANY MECHANICAL FAILURES AS POSSIBLE.

Thank you for giving our Service Department this opportunity to service your automotive needs. If you have any question about your bill or are not completely satisfied with the repairs as performed, please contact your service advisor or our customer relations representative.

LIMITED WARRANTY: The only warranties applying to the parts installed in accordance with this estimate are those offered by the manufacturer. 12 months or 10,000 miles, whichever occurs first, on manufacturer parts and labor have no implied, including any implied warranty of merchantability, or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products or services sold under the terms of this estimate. Dealer does not guarantee that the work performed in accordance with this estimate will correct any problems specified on the description of the condition. We use published Standard Times. Standard Times are average times to perform repairs; actual times may be more or less than Standard Times. Our total labor rates are \$115.00 per hour. (Does not apply in all states).

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
	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

Customer hereby acknowledges receipt of above mentioned vehicle, and receipt of invoice copy hereof.

X CUSTOMER SIGNATURE (DATE)

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED R=REMANUFACTURED PART

CUSTOMER COPY

CUSTOMER #:



INVOICE

9975 NW 12 Street
Miami, FL 33172
(305) 470-8000
Fax (786) 336-1646
www.planetdodge.com
MVR 07463 MV 49138

PAGE 1

HOME: CONT:N/A
BUS: CELL:

SERVICE ADVISOR: 3886 MARLEEN MARY GARCIA

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG, DEL. DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., RATE, PAYMENT, INV. DATE. Includes data for 2014 JEEP GRAND CHEROKEE.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Includes data for 11:15 26AUG13 and 12:23 30AUG13.

A CUSTOMER STATES NAVIGATION STUCK ON IMAGE
CAUSE:

1860029Z RADIO CHECK SOFTWARE LEVEL AND PERFORM
SOFTWARE UPDATE
3776 WD 0.60
2921 PERFORM SOFTWARE UPDATE AVAILBLE.

(N/C)

B POTAMKIN PLANET DODGE CHRYSLER JEEP WORLD CLASS INSPECTION
16P POTAMKIN PLANET DODGE CHRYSLER JEEP WORLD
CLASS INSPECTION
3776 CD 0.00

0.00 0.00

MV-08474

THE FINDINGS AND ACTIONS TAKEN TO ADDRESS MY
CONCERN(S) HAVE BEEN REVIEWED WITH ME

08 04 2014

Miscellaneous charges represents costs and profits to the motor vehicle repair
facility for miscellaneous shop supplies or waste disposal. It is based on 7.5% of
the total repair bill or \$25.00, whichever is less.
FS403.718 mandates a \$1.00 fee for each new tire sold in the State of Florida.
FS403.7185 mandates a \$1.50 fee for new or remanufactured battery sold in the
State of Florida.
PROPER CAR REPAIR AND YOUR SATISFACTION ARE BOTH IMPORTANT TO US. THE
WORK WE PERFORMED IS IN ACCORDANCE WITH THE MANUFACTURER'S
SPECIFICATIONS, GOVERNMENT REGULATIONS AND OUR PRIDE OF WORKMANSHIP.
PREVENTATIVE MAINTENANCE IS THE LEAST EXPENSIVE COST OF OPERATING YOUR
CAR. LET US SERVICE YOUR CAR REGULARLY TO PREVENT AS MANY MECHANICAL
FAILURES AS POSSIBLE.
Thank you for giving our Service Department this opportunity to service your automotive
needs. If you have any question about your bill or are not completely satisfied with the
repairs as performed, please contact your service advisor or our customer relations
representative.

LIMITED WARRANTY: The only warranty covering the period
indicated in accordance with the vehicle are those offered by the
manufacturer 12 months or 12,000 miles whichever occurs first. All
remanufactured parts and labor have no implied, including any
transfer warranty of merchantability or fitness for a particular purpose
and neither assumes nor authorizes any other person to assume for it
any liability in connection with the sale of products or services sold
under the name of this business. Seller does not guarantee that the
work performed in accordance with this estimate will correct any
problems specified on the description of the complaint. We use
published Standard Trade Standard Terms and average rates to
perform repairs; actual rates may be more or less than Standard
rates. Our retail labor rates are \$109.95 per hour. (Does not apply
to dealer repairs)

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

Customer hereby acknowledges receipt of above mentioned
vehicle, and receipt of invoice copy hereof.

CUSTOMER SIGNATURE (DATE)

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED R=REMANUFACTURED PART
CUSTOMER COPY



CUSTOMER #: [REDACTED]



INVOICE

PAGE 1

9975 NW 12 Street  
Miami, FL 33172  
(305) 470-8000  
Fax (786) 336-1846  
www.planetdodge.com  
MVR 07463 MV 49138

HOME: CONT:N/A  
BUS: CELL:

SERVICE ADVISOR: 3931 IBRAHIM ABDALA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	14	JEEP GRAND CHEROKEE	1C4RJFCT3E0 [REDACTED]		3063/3063	T294	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN13 DD			17:00 03SEP13		109.95	DPT	03SEP13
R.O. OPENED		READY	OPTIONS: DLR:NONE ENG:5.7 Liter				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	ESSENTAIL CARE 2 YEAR 4 LOFS				\$65.00		
	EC24N ESSENTAIL CARE 2 YEAR 4 LOFS						\$65.00
			99 CDEX	0.00		0.00	0.00
MISC	EC24N		CSC			65.00	65.00

B OIL AND FILTER CHANGE/16 PT INSPECTION-CHRYSLER SERVICE CONTRACT  
CAUSE: .

26860303 OIL AND FILTER CHANGE/16 PT  
INSPECTION-CHRYSLER SERVICE CONTRACT  
99 WSCD 0.30  
1 4884899AB FILTER-ENGINE OIL  
7 68055890AA \*OIL-5W20  
PC: PART#: COUNT:

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

CLAIM TYPE:  
AUTH CODE:



C POTAMKIN PLANET DODGE CHRYSLER JEEP WORLD CLASS INSPECTION  
16P POTAMKIN PLANET DODGE CHRYSLER JEEP WORLD  
CLASS INSPECTION

99 CD 0.00 0.00 0.00

D SET TIRE PRESSURES TO PROPER SPECS  
SET SET TIRE PRESSURES TO PROPER SPECS

99 CD 0.00 0.00 0.00

MV-08474

THE FINDINGS AND ACTIONS TAKEN TO ADDRESS MY  
CONCERN(S) HAVE BEEN REVIEWED WITH ME.

Miscellaneous charges represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. It is based on 7.5% of the total repair bill or \$25.00, whichever is less.  
FS403.718 mandates a \$1.00 fee for each new tire sold in the State of Florida.  
FS403.7185 mandates a \$1.50 fee for new or remanufactured battery sold in the State of Florida.  
PROPER CAR REPAIR AND YOUR SATISFACTION ARE BOTH IMPORTANT TO US. THE WORK WE PERFORMED IS IN ACCORDANCE WITH THE MANUFACTURER'S SPECIFICATIONS, GOVERNMENT REGULATIONS AND OUR PRIDE OF WORKMANSHIP. PREVENTATIVE MAINTENANCE IS THE LEAST EXPENSIVE COST OF OPERATING YOUR CAR. LET US SERVICE YOUR CAR REGULARLY TO PREVENT AS MANY MECHANICAL FAILURES AS POSSIBLE.  
Thank you for giving our Service Department this opportunity to service your automotive needs. If you have any question about your bill or are not completely satisfied with the repairs as performed, please contact your service advisor or our customer relations representative.

LIMITED WARRANTY: The only warranty applying to the parts included in accordance with this estimate are those offered by the manufacturer 12 months or 10,000 miles whichever occurs first. All comprehensive parts and labor have no implied warranty. Any implied warranty of merchantability or fitness for a particular purpose and other statutory warranties are hereby disclaimed. We do not assume any liability in connection with the sale of parts or labor sold under the terms of this estimate. Dealer does not guarantee that the work performed in accordance with this estimate will correct any problems specified on the description of the complaint. We use published standard times. Standard Times are average times to perform repairs; actual times may be more or less than Standard times. Our retail labor rates are \$109.95 per hour. (Does not apply to sublet repairs)

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	65.00
TOTAL CHARGES	65.00
	0.00
SALES TAX	4.55
PLEASE PAY THIS AMOUNT	69.55

Customer hereby acknowledges receipt of above mentioned vehicle, and receipt of invoice copy hereof.

CUSTOMER SIGNATURE (DATE)

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED R=REMANUFACTURED PART  
CUSTOMER COPY



www.KingsChrysler.com

2286 Flatbush Avenue  
Brooklyn, N.Y. 11234

ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURERS. THE SELLER HEREBY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS. THOSE PARTS AND ACCESSORIES THAT ARE NOT SUPPLIED OR MARKETED BY CHRYSLER DODGE JEEP RAM ARE NOT WARRANTED BY CHRYSLER DODGE JEEP RAM NOR ARE THEY WARRANTED BY THE SELLING DEALER. ASK YOUR SERVICE REPRESENTATIVE FOR SPECIFIC WARRANTY INFORMATION ON THESE PRODUCTS.

CUSTOMER NO.	ADVISOR ANDREW	TAG NO. 106	4434	INVOICE DATE 12/10/13	INVOICE NO.
	LABOR RATE	LICENSE NO.	MILEAGE 5,563	COLOR WHITE/	STOCK NO.
BRONX, NY	YEAR/MAKE/MODEL 14/JEEP/GRAND CHEROKEE			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1C4RJFCT3EC			SELLING DEALER NO.	PRODUCTION DATE
	E.T.E. NO.	P.O. NO.		I.D. DATE 12/09/13	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			MO: 5564

CHZ	DRIVEABILITY	TECH(S)	WARRANTY																																			
1	CUSTOMER STATED PERFORMED OPEN RECALL N58 OPEN RECALL N58 PERFORMED OPEN RECALL N58	107																																				
<table border="0"> <tr> <td>PARTS</td> <td>QTY</td> <td>FP-NUMBER</td> <td>DESCRIPTION</td> <td>LIST PRICE</td> <td>UNIT PRICE</td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td>JOB # 1 TOTAL PARTS</td> <td></td> <td></td> <td>0.00</td> </tr> <tr> <td></td> <td></td> <td></td> <td>JOB # 1 TOTAL LABOR &amp; PARTS</td> <td></td> <td></td> <td>0.00</td> </tr> </table>				PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE					JOB # 1 TOTAL PARTS			0.00				JOB # 1 TOTAL LABOR & PARTS			0.00														
PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE																																	
			JOB # 1 TOTAL PARTS			0.00																																
			JOB # 1 TOTAL LABOR & PARTS			0.00																																
2	CUSTOMER STATED PERFORMED OPEN RECALL N42 BODYCONTROL MODULE OPEN RECALL N42 PERFORMED OPEN RECALL N42	107																																				
<table border="0"> <tr> <td>PARTS</td> <td>QTY</td> <td>FP-NUMBER</td> <td>DESCRIPTION</td> <td>LIST PRICE</td> <td>UNIT PRICE</td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td>JOB # 2 TOTAL PARTS</td> <td></td> <td></td> <td>0.00</td> </tr> <tr> <td></td> <td></td> <td></td> <td>JOB # 2 TOTAL LABOR &amp; PARTS</td> <td></td> <td></td> <td>0.00</td> </tr> </table>				PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE					JOB # 2 TOTAL PARTS			0.00				JOB # 2 TOTAL LABOR & PARTS			0.00														
PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE																																	
			JOB # 2 TOTAL PARTS			0.00																																
			JOB # 2 TOTAL LABOR & PARTS			0.00																																
3	CUSTOMER STATED PERFORMED RRT 13-071 OPEN RRT 13-071 PERFORMED OPEN RRT 13-071	107																																				
<table border="0"> <tr> <td>PARTS</td> <td>QTY</td> <td>FP-NUMBER</td> <td>DESCRIPTION</td> <td>LIST PRICE</td> <td>UNIT PRICE</td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td>JOB # 3 TOTAL PARTS</td> <td></td> <td></td> <td>0.00</td> </tr> <tr> <td></td> <td></td> <td></td> <td>JOB # 3 TOTAL LABOR &amp; PARTS</td> <td></td> <td></td> <td>0.00</td> </tr> </table>				PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE					JOB # 3 TOTAL PARTS			0.00				JOB # 3 TOTAL LABOR & PARTS			0.00														
PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE																																	
			JOB # 3 TOTAL PARTS			0.00																																
			JOB # 3 TOTAL LABOR & PARTS			0.00																																
4	CUSTOMER STATED PERFORMED OIL AND FILTER CHG ONLY \$20.00 ALLOWANCE PERFORMED OIL AND FILTER CHG	107																																				
<table border="0"> <tr> <td>PARTS</td> <td>QTY</td> <td>FP-NUMBER</td> <td>DESCRIPTION</td> <td>LIST PRICE</td> <td>UNIT PRICE</td> <td></td> </tr> <tr> <td>JOB # 4</td> <td>1</td> <td>4834899-AB</td> <td>FILTER EN 9057006</td> <td></td> <td></td> <td>WARRANTY</td> </tr> <tr> <td>JOB # 4</td> <td>8</td> <td>69055890-AA</td> <td>OIL 5W20 1081090</td> <td></td> <td></td> <td>WARRANTY</td> </tr> <tr> <td></td> <td></td> <td></td> <td>JOB # 4 TOTAL PARTS</td> <td></td> <td></td> <td>0.00</td> </tr> <tr> <td></td> <td></td> <td></td> <td>JOB # 4 TOTAL LABOR &amp; PARTS</td> <td></td> <td></td> <td>0.00</td> </tr> </table>				PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE		JOB # 4	1	4834899-AB	FILTER EN 9057006			WARRANTY	JOB # 4	8	69055890-AA	OIL 5W20 1081090			WARRANTY				JOB # 4 TOTAL PARTS			0.00				JOB # 4 TOTAL LABOR & PARTS			0.00
PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE																																	
JOB # 4	1	4834899-AB	FILTER EN 9057006			WARRANTY																																
JOB # 4	8	69055890-AA	OIL 5W20 1081090			WARRANTY																																
			JOB # 4 TOTAL PARTS			0.00																																
			JOB # 4 TOTAL LABOR & PARTS			0.00																																
5	CUSTOMER PAID CUSTOMER ONLY HAVE \$20.00 ALLOWANCE ON OIL CHANGE SEE JOB 4	107	15.00																																			
<table border="0"> <tr> <td>PARTS</td> <td>QTY</td> <td>FP-NUMBER</td> <td>DESCRIPTION</td> <td>LIST PRICE</td> <td>UNIT PRICE</td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td>JOB # 5 TOTAL PARTS</td> <td></td> <td></td> <td>0.00</td> </tr> <tr> <td></td> <td></td> <td></td> <td>JOB # 5 TOTAL LABOR &amp; PARTS</td> <td></td> <td></td> <td>15.00</td> </tr> </table>				PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE					JOB # 5 TOTAL PARTS			0.00				JOB # 5 TOTAL LABOR & PARTS			15.00														
PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE																																	
			JOB # 5 TOTAL PARTS			0.00																																
			JOB # 5 TOTAL LABOR & PARTS			15.00																																
6	SHOP DAMAGE	106	INTERNAL																																			



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CUSTOMER NO.	ADVISOR ANDREW	TAG NO. 106	4434	INVOICE DATE 12/10/13	INVOICE NO.
LABOR RATE	LEASING NO.	MILEAGE	5,563	COLOR WHITE/	STOCK NO.
YEAR / MAKE / MODEL 14/JEEP/GRAND CHEROKEE	VEHICLE I.D. NO. 1C4RJFCT3EC		DELIVERY DATE	DELIVERY MILES	PRODUCTION DATE
RESIDENCE PHONE	BUSINESS PHONE	F.T.E. NO.	P.O. NO.	H.O. DATE 12/09/13	
COMMENTS					MO: 5564

REPAIRED, REPAINT & REFINISH FRONT COVER

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
				JOB # 6 TOTAL PARTS	0.00
				JOB # 6 TOTAL LABOR & PARTS	0.00

SUBLET	PO#	VEND INV#	INV. DATE	DESCRIPTION	INTERNAL
JOB # 2	1297		12/31/13	RENTAL VEHICLE	INTERNAL
JOB # 6	1279		12/31/13	BODYWORK-FRT COVER	INTERNAL
				TOTAL - SUBLET	0.00

COMMENTS  
VEHICLE DAMAGED IN SHOP  
AS PER JIM C

TOTALS-----

TOTAL LABOR....	15.00
TOTAL PARTS....	0.00
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	1.33
<b>TOTAL INVOICE \$</b>	<b>16.33</b>

THANK YOU FOR YOUR BUSINESS!!



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

718-713-3000



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Brooklyn, N.Y. 11234

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CUSTOMER NO.	ADVISOR <b>ANDREW</b>	TAG NO. <b>106 4434</b>	INVOICE DATE <b>12/16/13</b>	INVOICE NO.
	LABOR RATE	LICENSE NO.	MILEAGE <b>5,745</b>	COLOR <b>WHITE/</b>
BRONX, NY	YEAR / MAKE / MODEL <b>14/JEEP/GRAND CHEROKEE</b>	DELIVERY DATE	DELIVERY MILES	
	VEHICLE I.D. NO. <b>1 C 4 R J F C T 3 E C</b>	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE <b>12/16/13</b>	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	MO: 5746	

LABOR & PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
<p>CUSTOMER STATED VEHICLE CHECK ENGINE LIGHT ON SWITCH OIL PREEURE REPLACED OIL PRESSURE SWITCH</p>						
JOB # 1	1	5149062-AA	SWITCH OI 8058060			0.00
				JOB # 1 TOTAL PARTS		0.00
				JOB # 1 TOTAL LABOR & PARTS		0.00
<p>CUSTOMER STATED TIRE LIGHT ON L/S REAR TIRE ADD AIR TO ALL FOUR TIRES CUSTOMER NEED TO DRIVE VEHICLE TO RESET</p>						
JOB # 2						0.00
				JOB # 2 TOTAL PARTS		0.00
				JOB # 2 TOTAL LABOR & PARTS		0.00
<b>TOTALS</b>						
				TOTAL LABOR		0.00
				TOTAL PARTS		0.00
				TOTAL SUBLET		0.00
				TOTAL G.O.G.		0.00
				TOTAL MISC CHG.		0.00
				TOTAL MISC DISC		0.00
				TOTAL TAX		0.00
				<b>TOTAL INVOICE \$</b>		<b>0.00</b>

THANK YOU FOR YOUR BUSINESS!!

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

KINGS AUTOMOTIVE HOLDINGS LLC \*DBA

718-713-3000



www.KingsChrysler.com

2286 Flatbush Avenue  
Brooklyn, N.Y. 11234

RECOMMENDED SERVICES

Table with 8 columns: OPERATION, OPERATION DESCRIPTION, MO/MI, TOTAL, OPERATION, OPERATION DESCRIPTION, MO/MI, TOTAL

SERVICE HISTORY

Table with 8 columns: DATE, REPAIR ORDER, MILEAGE, ADVISOR, TECHNICIAN, TYPE, OPERATION, OPERATION DESCRIPTION

SALESPERSON NO. SERVICE STATE REG# 7114167

Vehicle information form including VIN (1C4RJFCT3E0...), Year/Make/Model (14/JEEP/CHER), Customer No (30215), Mileage (5,745), and Advisor (ANDREW).

Main service order form with handwritten notes: 'L/S front bumper upper & lower damage in shop... Kings Chrysler will repair cost vehicle approx \$1000... L/S wheel mounting'. Includes checkboxes for 'ENGINE ELECTRICAL' and 'QUICK SERVICE', and a signature section.



718-713-3000

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2286 Flatbush Avenue  
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CUSTOMER NO.	ADVISOR <b>ANDREW</b>	TAG NO. <b>106 5032</b>	INVOICE DATE <b>01/29/14</b>	INVOICE NO.
	LABOR RATE	LICENSE NO.	MILEAGE <b>6,154</b>	COLOR <b>WHITE/</b>
BRONX, NY	YEAR / MAKE / MODEL <b>14 / JEEP / GRAND CHEROKEE</b>	VEHICLE I.D. NO. <b>1C4RJFCT3EC</b>	DELIVERY DATE	DELIVERY MILES
	F.T.E. NO.	P.O. NO.	R.O. DATE <b>01/29/14</b>	PRODUCTION DATE
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

MO: 6155

LABOR & PARTS  
 CUSTOMER STATED L/S FRONT FENDER MOLDING COMING OFF  
 SECURED L/S FRONT FENDER MOLDING

JOB # 1 TOTAL LABOR & PARTS 0.00

TOTALS

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

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE \_\_\_\_\_  
 \*\*\*\*\*  
 DUPLICATE INVOICE \*\*\*\*\*  
 KINGS CHRYSLER DODGE JEEP RAM



718-713-3000



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CUSTOMER NO. [REDACTED]	ADVISOR ANDREW	TAG NO. 106	5448	INVOICE DATE 02/22/14	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO. [REDACTED]	MILEAGE 6,207	COLOR WHITE/	STOCK NO.
BRONX, NY	YEAR / MAKE / MODEL 14 / JEEP / GRAND CHEROKEE			DELIVERY DATE	DELIVERY MILES
[REDACTED]	VEHICLE I.D. NO. 1C4RJFCT3EC [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	F.P.E. NO.	P.O. NO.		R.O. DATE 02/22/14	
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS			

MO: 6208

CHRYSLER ENGINE ELECTRICAL TECH(S): 107 WARRANTY  
 CUSTOMER STATED VEHICLE ALARM KEEP GOING OFF  
 HOOD LATCH SWITCH  
 REPLACED COMPLETE HOOD LATCH AND RECHECK SYSTEM  
 OK

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 1	1	4589688-AD	LATCH HOO 23018005			
				JOB # 1 TOTAL PARTS		0.00
				JOB # 1 TOTAL LABOR & PARTS		0.00
TOTALS						
				TOTAL LABOR...		0.00
				TOTAL PARTS...		0.00
				TOTAL SUBLET...		0.00
				TOTAL G.O.G...		0.00
				TOTAL MISC CHG.		0.00
				TOTAL MISC DISC		0.00
				TOTAL TAX.....		0.00
				<b>TOTAL INVOICE \$</b>		<b>0.00</b>

THANK YOU FOR YOUR BUSINESS!!

KINGS CHRYSLER DODGE JEEP RAM

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



718-713-3000



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2286 Flatbush Avenue  
Brooklyn, N.Y. 11234

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CHZ005	5000 MILE SERVICE	MI					

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
01/29/14		6154	106	107	C	61CHZ	EXTERIOR TRIM
12/16/13		5745	106	110	W	50CHZ	ENGINE ELECTRICAL
				110	C	00CHZ	QUICK SERVICE
12/09/13		5563	106	107	W	10CHZ	DRIVEABILITY
				107	W	10CHZ14	DRIVEABILITY RECALL
				107	W	10CHZ01	DRIVEABILITY CONCERN

SALESPERSON NO.

S E R V I C E

STATE REG# 7114167

VEHICLE I.D. NO. <b>1CARJFCT3EC</b>	YEAR/MAKE/MODEL <b>14/JEEP/CHER</b>	PRODUCTION DATE	STOCK NO.	LICENSE NO.	F.L.C. NO.
CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	F.L.C. DATE
COLOR <b>WH/</b>	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.	<b>5448</b>
TURBO	MAX <b>CHZZ</b>	AIR COND.	P.S.	TRANS	MILEAGE <b>6,207</b>
ADVISOR NO. <b>106</b>	ADVISOR <b>ANDREW</b>	I HEREBY AUTHORIZE THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIALS AND AGREE THAT YOU ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND YOUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER. I HEREBY GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION. AN EXPRESS MECHANIC'S LIEN IS HEREBY ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THEREIN. ANY WARRANTIES ON THE PRODUCT SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS. ANY LIMITATION CONTAINED HEREIN DOES NOT APPLY WHERE PROHIBITED BY LAW.			
DATE RECEIVED <b>12:18pm</b>	DATE/TIME PROMISED <b>02/22/14 04:00pm</b>	PRIORITY	LABOR RATE	THERE IS A MINIMUM CHARGE FOR ESTIMATES OF 1 X THE HOURLY LABOR RATE. THIS WILL BE APPLIED TO REPAIRS DONE PER ESTIMATE WITHIN 30 DAYS.	
APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	CUSTOMER LABOR RATE \$ _____ PER HR.				

**ENGINE ELECTRICAL**

**CUSTOMER STATED VEHICLE ALARM KEEP GOING OFF**

REPAIRS: [REDACTED]

LABOR: [REDACTED]

ESTIMATE TOTAL: [REDACTED]

DATE COMPLETED: [REDACTED]

TECHNICIAN: [REDACTED]

ADVISOR: [REDACTED]

(CHECK [X] APPROPRIATE BOX)

CLAIMS REVIEW  AUTHORIZATION TO SUBMIT CLAIM  PARTS BACKUP OUT

\$ PARTS \$ LABOR \$ TOTAL

ALL PARTS REMOVED WILL BE DISCARDED UNLESS SPECIFIED. SAVE

MILEAGE OUT: \_\_\_\_\_ DATE COMPLETED: \_\_\_\_\_

THIS ESTIMATE IS BASED ON OUR INITIAL INSPECTION AND DOES NOT INCLUDE ANY ADDITIONAL PARTS OR LABOR WHICH MAY BE REQUIRED AFTER THE WORK HAS BEEN OPENED UP.

ORIGINAL ESTIMATE \$ \_\_\_\_\_ AUTHORIZED ADD'L REPAIRS \$ \_\_\_\_\_ TOTAL \$ \_\_\_\_\_

ADD'L REPAIRS OK'D BY: [REDACTED] X

DATE: \_\_\_\_\_ TIME: \_\_\_\_\_

P & A CODE: 04013-7

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

CUSTOMER SIGNATURE: [REDACTED] \$ PARTS, MAT'L & LABOR

REPLACED PARTS WILL BE DISCARDED UNLESS SPECIFIED. SAVE PARTS  INITIALS: \_\_\_\_\_

ADD'L WORK APPROVED: \$ \_\_\_\_\_

OK'D BY: \_\_\_\_\_ DATE: \_\_\_\_\_ A P

CALLED BY: \_\_\_\_\_ PHONE CALLED: \_\_\_\_\_

TEAR DOWN FOR ESTIMATE ONLY: \$ \_\_\_\_\_ RE-INSPECTION ESTIMATE PARTS & LABOR: \$ \_\_\_\_\_

X INITIALS \$ AMOUNT \$

718-713-3000



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CUSTOMER NO.	ADVISOR ELAINE	24830	TAG NO. 7384	INVOICE DATE 05/28/14	INVOICE NO.
	LABOR RATE	LICENSE NO.	MILEAGE 10,615	COLOR WHITE/	STOCK NO.
BRONX, NY	YEAR / MAKE / MODEL 14 / JEEP / GRAND CHEROKEE			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1C4RJFCT3EC			SELLING DEALER NO.	PRODUCTION DATE
	R.T.E. NO.	P.O. NO.		R.O. DATE 05/28/14	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			MO: 10615

LABOR & PARTS  
 #100CHZ OIL AND FILTER CHG. TECH(S):107 WARRANTY  
 CUST ST CHANGE OIL & FILTER  
 CHANGED OIL & FILTER

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 1	1	48B4899-BA	FILTER EH 090570G6			WARRANTY
JOB # 1	8	68055890-AA	OIL 5W20 0108109C			WARRANTY
JOB # 1	1	WH				WARRANTY
JOB # 1 TOTAL PARTS					0.00	
JOB # 1 TOTAL LABOR & PARTS					0.00	

#200CHZ QUICK SERVICE TECH(S):107 0.00  
 PERFORM MULTI-PT

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

#300CHZ DRIVEABILITY TECH(S):107 39.95  
 BALANCE ON OIL CHANGE  
 WARRANTY ONLY PAID \$20

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 3 TOTAL PARTS					0.00	RAM
JOB # 3 TOTAL LABOR & PARTS					39.95	

TOTALS

TOTAL LABOR....	39.95
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	3.55
<b>TOTAL INVOICE \$</b>	<b>43.50</b>

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

PAID  
100

The Remedy and Remedies Clause, C-270208 D, (08/12)

ALWAYS COMPLETE REMEDIATION FORM

# Potamkin's Planet Dodge Chrysler Jeep

CUSTOMER #: [REDACTED]

INVOICE

9975 NW 12 Street  
Miami, FL 33172  
(305) 470-8000  
Fax (786) 336-1646  
www.planetdodge.com  
MVR 07463 MV 49138

BRONX, NY [REDACTED]

PAGE 1

HOME: [REDACTED]

CONT: [REDACTED]

BUS: [REDACTED]

CELL: [REDACTED]

SERVICE ADVISOR: 4039 EDUARDO JOSE MERINO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	14	JEEP GRAND CHEROKEE	1C4RJFCT3EC [REDACTED]		13325/13325	T7291	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN13 DD			17:00 16SEP14		109.95	VISA	19SEP14

R.O. OPENED READY OPTIONS: DLR:NONE ENG:5.7 Liter  
1)-----RUSSELL KROSS

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

A CUST STATES A/C JUST STOPPED BLOWING - ADVISE CAUSE:

- 08951525 Fuse - Test and replace HVAC Systems (0 - Low Skilled) 3732 WD 0.20 (N/C)
- 1 68144445AA FUSE-J CASE 0892BJC3 REPAIR A/C CIRCUIT 3732 WD 0.90 (N/C)
- 13325 FOUND LOOSE CONNECTOR AT THE BLOWER MOTOR RESISTOR AND A BLOWN F13 FUSE . CHECKED CONNECTOR AND REPLACED FUSE TESTED AC SYSTEM PROBLEM GONE

B CUST TO RESCHEDULE FOR RECALL WORK RS RESCHEDULED FOR LATER DATE

3732 CD 0.00	0.00	0.00
--------------	------	------

C ALTERNATE TRANSPORTATION 2YEARS/UNLIMITED MILES \$160.00 AT2N ALTERNATE TRANSPORTATION 2YEARS/UNLIMITED MILES \$160.00

3732 CD 0.00	0.00	0.00
MISC AT2N CSC	160.00	160.00

D CUSTOMER IN A RENTAL AT THEIR OWN RESPONSIBILITY WITH THE POSSIBILITY OF BEING COVERED BY THEIR SERVICE CONTRACT UP TO 5 DAYS. CUSTOMER MUST RETURN WITHIN 24 HOURS UPON NOTIFICATION OR BE SUBJECT TO RENTAL CHARGES AND EXPENSES.

RENT CUSTOMER IN A RENTAL AT THEIR OWN RESPONSIBILITY WITH THE POSSIBILITY OF BEING COVERED BY THEIR SERVICE CONTRACT UP TO 5 DAYS. CUSTOMER MUST RETURN WITHIN 24 HOURS UPON NOTIFICATION OR BE SUBJECT TO RENTAL CHARGES AND EXPENSES.

3732 CD 0.00	0.00	0.00
--------------	------	------

Miscellaneous charges represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. It is based on 10% of the total repair bill or \$59.95, whichever is less.

FS403.718 mandates a \$1.00 fee for each new tire sold in the State of Florida. FS403.7185 mandates a \$1.50 fee for new or remanufactured battery sold in the State of Florida.

PROPER CAR REPAIR AND YOUR SATISFACTION ARE BOTH IMPORTANT TO US. THE WORK WE PERFORMED IS IN ACCORDANCE WITH THE MANUFACTURER'S SPECIFICATIONS, GOVERNMENT REGULATIONS AND OUR PRIDE OF WORKMANSHIP. PREVENTATIVE MAINTENANCE IS THE LEAST EXPENSIVE COST OF OPERATING YOUR CAR. LET US SERVICE YOUR CAR REGULARLY TO PREVENT AS MANY MECHANICAL FAILURES AS POSSIBLE.

Thank you for giving our Service Department this opportunity to service your automotive needs. If you have any question about your bill or are not completely satisfied with the results as performed, please contact your service advisor or our customer relations representative.

Customer hereby acknowledges receipt of above mentioned vehicle, and receipt of invoice copy hereof.

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

CUSTOMER SIGNATURE (DATE)

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED R=REMANUFACTURED PART  
CUSTOMER COPY

CUSTOMER #:

# Potamkin's Planet Dodge Chrysler Jeep

INVOICE

9975 NW 12 Street  
Miami, FL 33172  
(305) 470-8000  
Fax (786) 336-1646  
www.planetdodge.com  
MVR 07463 MV 49138

PAGE 2

BRONX, NY

HOME: CONT  
BUS: CELL:

SERVICE ADVISOR: 4039 EDUARDO JOSE MERINO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	14	JEEP GRAND CHEROKEE	1C4RJFCT3E		13325/13325	T7291	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN13 DE			17:00 16SEP14		109.95	VISA	19SEP14
R.O. OPENED		READY		OPTIONS: DLR:NONE ENG:5.7 Liter			
15:42 16SEP14		14:10 19SEP14		1)-----RUSSELL KROSS			
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
E 16							
16P 16 POINT INSPECTION							
3732 CD 0.00						0.00	0.00

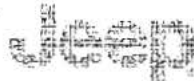
SUBL ENT RAC PO#119496  
WSCD

MV-08474

(N/C)

THE FINDINGS AND ACTIONS TAKEN TO ADDRESS MY CONCERN(S) HAVE BEEN REVIEWED WITH ME.

REPAIR ORDER



CHRYSLER



FOR ALL NEEDS

Miscellaneous charges represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. It is based on 10% of the total repair bill or \$59.95, whichever is less.

FS403.718 mandates a \$1.00 fee for each new tire sold in the State of Florida. FS403.718b mandates a \$1.50 fee for new or remanufactured battery sold in the State of Florida.

PROPER CAR REPAIR AND YOUR SATISFACTION ARE BOTH IMPORTANT TO US. THE WORK WE PERFORMED IS IN ACCORDANCE WITH THE MANUFACTURER'S SPECIFICATIONS, GOVERNMENT REGULATIONS AND OUR PRIDE OF WORKMANSHIP. PREVENTATIVE MAINTENANCE IS THE LEAST EXPENSIVE COST OF OPERATING YOUR CAR. LET US SERVICE YOUR CAR REGULARLY TO PREVENT AS MANY MECHANICAL FAILURES AS POSSIBLE.

Thank you for using our Service Department this opportunity to service your automotive needs. If you have any question about your bill or are not completely satisfied with the repairs as performed, please contact your service advisor or our customer relations representative.

**LIMITED WARRANTY:** The only warranties applying to the parts installed in accordance with this estimate are those offered by the manufacturer 12 months or 12,000 miles whichever occurs first. All manufacturer parts and labor have no warranty. Holding any implied warranty of merchantability or fitness for a particular purpose and none of them nor authorizes any other person to assume for it any liability in connection with the sale of products or service sold under the name of this company. Seller does not guarantee that the work performed in accordance with this estimate will correct any problems specified on the description of the complaint. We use personnel licensed Technicians. Standard times are average times to perform repairs; actual times may be more or less than standard times. Our retail labor rates are \$109.95 per hour. (Does not apply to public repairs)

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	160.00
TOTAL CHARGES	160.00
	0.00
SALES TAX	11.20
PLEASE PAY THIS AMOUNT	171.20

Customer hereby acknowledges receipt of above mentioned vehicle, and receipt of invoice copy hereof.

CUSTOMER SIGNATURE (DATE)

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED R=REMANUFACTURED PART  
CUSTOMER COPY

CUSTOMER #:

# Potamkin's Planet Dodge Chrysler Jeep

\*INVOICE\*

9975 NW 12 Street  
Miami, FL 33172  
(305) 470-8000  
Fax (786) 336-1646  
www.planetdodge.com  
MVR 07463 MV 49138

PAGE 1

SERVICE ADVISOR: 4039 EDUARDO JOSE MERTINO

BRONX, NY

HOME: [REDACTED] CONT [REDACTED]  
BUS: [REDACTED] CELL [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	14	JEEP GRAND CHEROKEE	1C4RJFCT3EC		13325/13325	T7291	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PCNO	RATE	PAYMENT	INV DATE
01JAN13	DD		17:00	16SEP14	109.95	CASH	19SEP14
A.O. OPENED	READY	OPTIONS: DLR:NONE ENG:5.7 Liter					
15:42	16SEP14	19:22	18SEP14	1) -----RUSSELL KROSS			

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

A CUST STATES A/C JUST STOPPED BLOWING ADVISE CAUSE:

06951525 Fuse - test and replace HVAC systems (0 - low skilled)  
3732 WD 0.20 (N/C)

1 68144445AA FUSE-J CASE (N/C)

0892BJC3 REPAIR A/C CIRCUIT  
3732 WD 0.90 (N/C)

13325 FOUND LOOSE CONNECTOR AT THE BLOWER MOTOR RESISTOR AND A BLOWN F13 FUSE CHECKED CONNECTOR AND REPLACED FUSE TESTED AC SYSTEM PROBLEM GONE

B CUST TO RESCHEDULE FOR RECALL WORK  
RS RESCHEDULED FOR LATER DATE

3732 CD 0.00	0.00	0.00
C ALTERNATE TRANSPORTATION 2YEARS/UNLIMITED MILES \$160.00		
AT2N ALTERNATE TRANSPORTATION 2YEARS/UNLIMITED MILES \$160.00		
3732 CD 0.00	0.00	0.00

MISC AT2N CSC	160.00	160.00
---------------	--------	--------

D CUSTOMER IN A RENTAL AT THEIR OWN RESPONSIBILITY WITH THE POSSIBILITY OF BEING COVERED BY THEIR SERVICE CONTRACT UP TO 5 DAYS  
CUSTOMER MUST RETURN WITHIN 24 HOURS UPON NOTIFICATION OR BE SUBJECT TO RENTAL CHARGES AND EXPENSES

RENT CUSTOMER IN A RENTAL AT THEIR OWN RESPONSIBILITY WITH THE POSSIBILITY OF BEING COVERED BY THEIR SERVICE CONTRACT UP TO 5 DAYS  
CUSTOMER MUST RETURN WITHIN 24 HOURS UPON NOTIFICATION OR BE SUBJECT TO RENTAL CHARGES AND EXPENSES

3732 CD 0.00	0.00	0.00
--------------	------	------

Miscellaneous charges (repairs) other than parts to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal, it is based on 10% of the total repair bill or \$39.95, whichever is less.

FS403.718 Interstate's \$1.00 fee for each new tire sold in the State of Florida.

FS403.718 Interstate's \$1.50 fee for new or remanufactured battery sold in the State of Florida.

PROPER CAR REPAIR AND YOUR SATISFACTION ARE BOTH IMPORTANT TO US. THE WORK WE PERFORMED IS IN ACCORDANCE WITH THE MANUFACTURER'S SPECIFICATIONS, GOVERNMENT REGULATIONS AND OUR PRIDE OF WORKMANSHIP. PREVENTATIVE MAINTENANCE IS THE LEAST EXPENSIVE COST OF OPERATING YOUR CAR. LET US SERVICE YOUR CAR REGULARLY TO PREVENT AS MANY MECHANICAL FAILURES AS POSSIBLE.

Thank you for giving our Service Department the opportunity to service your automotive needs. If you have any question about your bill or are not completely satisfied with the repairs as performed, please contact your service advisor or our customer relations representative.

LIMITED WARRANTY: The only warranty applying to this vehicle is in accordance with the estimate you were offered by the manufacturer 12 months or 12,000 miles whichever occurs first. All non-structure parts and labor have no implied warranty and neither assumes nor authorizes any other person to provide for any liability in connection with the sale of products or services and under the terms of this estimate. Dealer does not guarantee that the work performed in accordance with this estimate will correct any problems specified on the description of the work performed. We are authorized Chevrolet Trucks, GM Trucks and Chevrolet Trucks to perform repairs; except those may be made or less than Standard Work. Our retail labor rates are \$129.95 per hour. (Does not apply to sublet repairs).

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

Customer hereby acknowledges receipt of above mentioned vehicle, and receipt of invoice copy hereof.

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED R=REMANUFACTURED PART  
CUSTOMER SIGNATURE (DATE)  
CUSTOMER COPY

# Potamkin's Planet Dodge Chrysler Jeep

\*INVOICE\*

8975 NW 12 Street  
Miami, FL 33172  
(305) 470-8000  
Fax (786) 336-1646  
www.planatdodge.com  
MVR 07463 MV 49138

PAGE 2

SERVICE ADVISOR: 4039 EDUARDO JOSE MERINO

BRONX, NY

HOME: [REDACTED] CONT: [REDACTED]  
BUS: [REDACTED] CELL: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MPG/IN/OUT	TAG
	14	JEEP GRAND CHEROKEE	1C4RJFCT3E0		13325/13325	T7291

DEC DATE	PROD DATE	WARR/EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
01JAN13 DD			17.00 16SEP14		109.95	CASH	19SEP14

HO OPENED	READY	OPTIONS
15:42 16SEP14	19:22 18SEP14	DLR:NONE ENG:5.7 Liter 1)-----RUSSELL KROSS

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
E 16			POINT INSPECTION				
			16P 16-POINT INSPECTION				
			17.00	0.00		0.00	0.00

SUBLET ENT FAC PO#119456  
WSCD (N/C)  
MV-08474

THE FINDINGS AND ACTIONS TAKEN TO ADDRESS MY CONCERN(S) HAVE BEEN REVIEWED WITH ME.

CHRYSLER

Jeep

DODGE



RAM

**PAID**  
SEP 18 2014  
BY: [Signature]

Miscellaneous charges, replacement costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. It is based on 10% of the total repair bill or \$59.95, whichever is less.

FS403.718 mandates a \$1.00 fee for each new tire sold in the State of Florida. FS403.718 mandates a \$1.00 fee for new or reconditioned battery sold in the State of Florida.

PROPER CAR REPAIR AND YOUR SATISFACTION ARE BOTH IMPORTANT TO US. THE WORK WE PERFORMED IS IN ACCORDANCE WITH THE MANUFACTURER'S SPECIFICATIONS, GOVERNMENT REGULATIONS AND OUR PRIDE OF WORKMANSHIP. PREVENTATIVE MAINTENANCE IS THE LEAST EXPENSIVE COST OF OPERATING YOUR CAR. LET US SERVICE YOUR CAR REGULARLY TO PREVENT AS MANY MECHANICAL FAILURES AS POSSIBLE.

Thank you for giving our Service Department the opportunity to service your automotive needs. If you have any question about your car or are not completely satisfied with the repairs we performed, please contact your service advisor or our customer relations representative.

Customer hereby acknowledges receipt of above mentioned vehicle, and receipt of invoice copy hereof.

LIMITED WARRANTY: The only warranties applying to this vehicle are those offered by the manufacturer. We do not warrant the work performed by our technicians. All parts and labor are warranted for 12 months or 12,000 miles, whichever comes first. All parts and labor are warranted for 12 months or 12,000 miles, whichever comes first. All parts and labor are warranted for 12 months or 12,000 miles, whichever comes first.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	160.00
TOTAL CHARGES	160.00
	0.00
SALES TAX	11.20
PLEASE PAY THIS AMOUNT	171.20

CUSTOMER SIGNATURE (DATE)

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED R = REMANUFACTURED PART

# Potamkin's Planet Dodge Chrysler Jeep

\*INVOICE\*

9975 NW 12 Street  
Miami, FL 33172  
(305) 470-8000  
Fax (786) 336-1646  
www.planetdodge.com  
MVR 07463 MV 40138

PAGE 2

SERVICE ADVISOR: 4039 EDUARDO JOSE MERINO

HOME	CONF	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BUS	CEFL	14	JEEP GRAND CHEROKEE	1C4RJCT3EC		13325/13325	T7291
DATE	PROB DATE	WARR EXP	PROMISED	PLNO	DATE	PAYMENT	INV DATE
01 JAN 14			17:00 16 SEP 14		109.95	CASH	19 SEP 14
READY		OPTIONS: DLR: NONE ENG: 5.7 Liter					
1564316 SEP 14		17-----RUSSELL KROSS					
LINE	MODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
E 16 POINT INSPECTION							
E 16 POINT INSPECTION							
						0.00	0.00
SUBLET FAC 10/1/14 96							
(N/C)							
MV 06474							

THE FINDINGS AND ACTIONS TAKEN TO ADDRESS MY CONCERN(S) HAVE BEEN REVIEWED WITH ME.

POTAMKIN PLANET DODGE  
9975 NW 12TH ST  
MIAMI, FL 33172

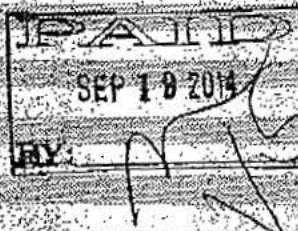
09/19/2014 11:54:19  
Merchant ID: 00000000650640  
Terminal ID: 02663916  
221022526992

CREDIT CARD  
SALE

CARD # XXXXXXXXXXXX  
INVOICE  
Batch #: 000851  
Approval Code: 115742  
Entry Method: Swiped  
Mode: Online

SALE AMOUNT \$171.20

CUSTOMER COPY



PROPER CARE AND YOUR SATISFACTION ARE BOTH IMPORTANT TO US. THE WORK WE PERFORMED IS IN ACCORDANCE WITH THE MANUFACTURER'S SPECIFICATIONS, GOVERNMENT REGULATIONS AND OUR PRIDE OF WORKMANSHIP. IT PREVENTS MAINTENANCE TO THE MASS PERSPECTIVE COST OF OPERATING YOUR CAR. GENUINE SERVICE YOU CAN RELY UPON TO PREVENT AS MANY MECHANICAL PROBLEMS AS POSSIBLE.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	160.00
TOTAL CHARGES	160.00
	0.00
SALES TAX	11.20
PLEASE PAY THIS AMOUNT	171.20

CUSTOMER SIGNATURE (DATE)

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED R = REMANUFACTURED PART

CUSTOMER COPY



718-713-3000



www.KingsChrysler.com

2286 Flatbush Avenue  
Brooklyn, N.Y. 11234

ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURERS. THE SELLER HEREBY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR HIM/HER LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS. THOSE PARTS AND ACCESSORIES THAT ARE NOT SUPPLIED OR MARKETED BY CHRYSLER DODGE JEEP RAM ARE NOT WARRANTED BY CHRYSLER DODGE JEEP RAM NOR ARE THEY WARRANTED BY THE SELLING DEALER. ASK YOUR SERVICE REPRESENTATIVE FOR SPECIFIC WARRANTY INFORMATION ON THESE PRODUCTS.

CUSTOMER NO.	ADVISOR SCOTT LEVINE	TAG NO. 3211	INVOICE DATE 10/29/14	NO. OF NO.
	LABOR RATE	LICENSE NO.	14,918	WHITE/
	YEAR-MAKE-MODEL 14/JEEP/GRAND CHEROKEE	VEHICLE I.D. NO. 1C4RJFCT3EC	DELIVER DATE	DELIVER MILES
BRONX, NY			10/24/14	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		MO: 14978

LABOR & PARTS	TECH(S):	WARRANTY
#1 85CHZ ACCESSORIES CUSTOMER STATES NAVIGATION READS ALL OVER THE PLACE SOFTWARE PERFORM UPDATE	:110	
JOB # 1 TOTAL LABOR & PARTS		0.00
#2 85CHZ13 SOUND SYSTEM CUSTOMER STATES RADIO HAS FLUCUATION AND LOSES PRE- SETS AFTER A FEW DAYS SEE LINE 2	:110	
JOB # 2 TOTAL LABOR & PARTS		0.00
#3 51CHZ BODY ELECTRICAL CUSTOMER STATES HEADLAMPS FOG UP NO EVIDENSE	:110	
JOB # 3 TOTAL LABOR & PARTS		0.00
#4 40CHZ BRAKES CUSTOMER STATES - ADATIVE BRAKING SLOWS CAR EVEN WHEN THERE IS NOTHING IN RANGE	:110	
JOB # 4 TOTAL LABOR & PARTS		0.00
#5 51CHZ09 POWER LOCKS CUSTOMER STATES CAR WILL UNLOCK BEFORE DOOR HANDLE TOUCHED NPF COULD NOT VERIFY NOR DUPLICATE	:110	
JOB # 5 TOTAL LABOR & PARTS		0.00
#6 52CHZ TRIM ELECTRICAL CUSTOMER STATES - WHEN DRIVERS SIDE MIRROR FOLDS IN THERE IS A POPPING NOISE NPF COULD NOT VERIFY CONCERN A	:110	
JOB # 6 TOTAL LABOR & PARTS		0.00
#7 85CHZ18 DEALER ACCESSORIES CUSTOMER STATES - MEDIA CENTER DISPLAY WILL GO INTO PHONE SETUP MODE AT RANDOM NPF COULD NOT VERIFY	:110	
JOB # 7 TOTAL LABOR & PARTS		0.00

This Keyword and Myradio Company, EVANSVILLE, IN 47712

VIN: 1C4RJFCT3EC140000000

718-715-3000



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Brooklyn, N.Y. 11234

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CUSTOMER NO.	ADVISOR	TAG NO	INVOICE DATE	INVOICE NO.
[REDACTED]	SCOTT LEVINE	3211 1607	10/29/14	[REDACTED]
[REDACTED]	LABOR RATE	MILEAGE	COLOR	STOCK NO.
[REDACTED]	[REDACTED]	14,918	WHITE/	[REDACTED]
BRONX, NY	YEAR / MAKE / MODEL	DELIVERY DATE	DELIVER MILE	
[REDACTED]	14/JEEP/GRAND CHEROKEE			
[REDACTED]	VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE	
[REDACTED]	1 C 4 R J F C T 3 E C	[REDACTED]		
[REDACTED]	R.T.E. NO.	R.O. DATE		
[REDACTED]	[REDACTED]	10/24/14		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		
718-416-8888	[REDACTED]			MO: 14978

TOTALS

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

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

The Reynolds and Reynolds Company, 2000115111, CCT08020, 0, (06/12)

MR. LEONARDI - 10/29/14



www.KingsChrysler.com

2286 Flatbush Avenue  
Brooklyn, N.Y. 11234

18-11-2014

ALL INFORMATION CONTAINED HEREIN IS THE PROPERTY OF THE MANUFACTURERS. THE SELLER HEREBY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THESE PRODUCTS. PARTS AND ACCESSORIES THAT ARE NOT SUPPLIED OR MARKETED BY CHRYSLER DODGE JEEP RAM ARE NOT WARRANTED BY CHRYSLER DODGE JEEP RAM. PLEASE CONTACT THE SELLING DEALER OR YOUR SERVICE REPRESENTATIVE FOR SPECIFIC WARRANTY INFORMATION ON THESE PRODUCTS.

STAFF NAME	SCOTT LEVINE	AD. REP	3211	TAG NO.	3369	INVOICE DATE	11/20/14	INVOICE NO.
		ABSORB RATE		LICENSE NO.		MILEAGE	15,033	COLOR
								WHITE/
YEAR MAKE / MODEL	14/JEEP/GRAND CHEROKEE					DELIVERY DATE		DELIVERY MILES
VEHICLE NO.	1C4RJFCT3EC					SELLING DEALER NO.		PRODUCTION DATE
PHONE NO.		P.O. NO.				R.O. DATE	11/17/14	
FREE SERVICE PHONE		FREE SERVICE PHONE				COMMENTS		
								MO: 15039

LABOR & PARTS  
 JOB # 1 46CHZ WHEELS/TIRES TECH(S):110 INTERNAL  
 CUSTOMER STATES - TIRE WARNING LIGHTS ON FOR ALL TIRES  
 PRESSURES READ CORRECT PRESSURES WITHIN RANGE  
 CORRECT PRESSURE

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

JOB # 2 30CHZ AUTO TRANSMISSION TECH(S):110 WARRANTY  
 CUSTOMER STATES - NOISE WHEN ENGAGING INTO DRIVE - CLUNK TYPE  
 NOISE - DOES NOT OCCUR ALL THE TIME  
 COULD NOT VERIFY NOR DUPLICATE  
 ROAD TEST AND ATTEMPT TO VERIFY  
 NO PROBLEM FOUND

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

JOB # 3 51CHZ BODY ELECTRICAL TECH(S):110 WARRANTY  
 CUSTOMER STATES = ADAPTIVE BRAKE WILL ENGAGING WITHOUT  
 ANY OBSTACLE IN RANGE  
 COULD NOT VERIFY NOR DUPLICATE  
 ROAD TEST - COULD NOT VERIFY CUSTOMER CONCERN

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

JOB # 4 85CHZ13 SOUND SYSTEM TECH(S):110 WARRANTY  
 CUSTOMER STATES = NAVI DOES NOT INDICATE CORRECT LOCATIONS  
 AND SYSTEM WILL FREEZE INTERMITTANT  
 NPF  
 COULD NOT DUPLICATE

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 4	1	68100731-AA	FUSE MICR 08015009			WARRANTY
				JOB # 4 TOTAL PARTS		0.00
				JOB # 4 TOTAL LABOR & PARTS		0.00



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Brooklyn, N.Y. 11234

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CUSTOMER NO.	ADVISOR <b>SCOTT LEVINE</b>	TAG NO. <b>3211</b>	INVOICE DATE <b>11/20/14</b>	INVOICE NO.
	LABOR RATE	LICENSE NO.	MILEAGE <b>15,033</b>	COLOR <b>WHITE/</b>
<b>BRONX, NY</b>	YEAR / MAKE / MODEL <b>14/JEEP/GRAND CHEROKEE</b>	VEHICLE ID NO. <b>1C4RJFCT3EC</b>	DELIVERY DATE	DELIVERY MILES
	SELLING DEALER NO.	PRODUCTION DATE		
	P.O. NO.	R.O. DATE <b>11/17/14</b>		
BUSINESS PHONE	COMMENTS			MO: 15039

TOTALS.....

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

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

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

Origin ID: QFWA



J142214092303uv

Ambler, PA 19002

Ship Date: 02DEC14  
ActWgt: 1.0 LB  
CAD: 100588475/INET3550

Delivery Address Bar Code



SHIP TO: (215) 540-8888

BILL SENDER

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

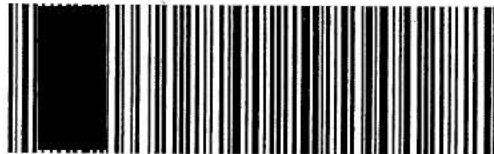
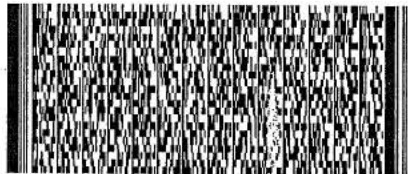
Ref #  
Invoice #  
PO #  
Dept #

WED - 03 DEC AA  
STANDARD OVERNIGHT

TRK#  
0201

ET MTCA

48326  
MI-US  
DTW



622G210076RAC9

all F

RT 467  
ST L13

4  
15:00  
B  
4600  
12.03

After printing this label:

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

Warning: Use only the printed original label for shipping. Using a photocopy of this label for shipping purposes is fraudulent and could result in additional billing charges, along with the cancellation of your FedEx account number.

Use of this system constitutes your agreement to the service conditions in the current FedEx Service Guide, available on fedex.com. FedEx will not be responsible for any claim in excess of \$100 per package, whether the result of loss, damage, delay, non-delivery, misdelivery, or misinformation, unless you declare a higher value, pay an additional charge, document your actual loss, and file a timely claim. Limitations found in the current FedEx Service Guide apply. Your data is transmitted to FedEx.

PE15-021

FLAT CHRYSLER

10-22-2015

ENCLOSURE 4

Legal Backup Documents

Marshall

Attorneys

Eric J. Liblang  
Dani K. Liblang  
Michael L. Rowady\*

\* Also Admitted in California

Of Counsel

Susan M. Martin

— ♦ —

Legal Assistants

Eileen A. Wheeler  
Krista E. Muskovin  
Stephanie D. Ahmad

June 11, 2014

**CERTIFIED MAIL - RETURN RECEIPT REQUESTED**

Chrysler Group, LLC  
Warranty Litigation Department  
CLMS 485-13-32  
1000 Chrysler Drive  
Auburn Hills, MI 48326-2766

**CONFIDENTIAL - FOR SETTLEMENT PURPOSES ONLY (MRE 408)**

Re:	Our Client:	██████████
	Vehicle:	2014 Jeep Cherokee
	VIN:	1C4RJFCG5EC ██████████
	Delivery Date:	October 26, 2013
	Selling/Repairing Dealer:	Suburban Troy, LLC
	Repairing Dealer:	Suburban Troy, LLC
	Delivered Miles:	98
	Current Miles:	6539

**RECEIVED**

JUN 19 2014

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

Dear Sir or Madam:

We have been retained by J ██████████ with respect to the problems he has experienced with the above referenced vehicle. He has previously attempted to resolve this matter directly with Chrysler and has given Chrysler a "last chance" repair attempt pursuant to MCL 257.1403, to no avail. There have been more than (10) repair attempts on the vehicle spanning more than 30 days out of service during the first year of ownership. Despite these repair efforts, the vehicle continues to exhibit multiple electronic and transmission problems per the attached repair orders. The vehicle meets lemon law criteria for repurchase and/or replacement.

In the interest of resolving this case without the need to resort to litigation, my client has authorized me make the following repurchase settlement offer:

346 Park Street, Birmingham, Michigan 48009  
Telephone: 248-540-9270 ♦ Fax: 248-433-1989  
www.lemonlawlawyers.com

**Chrysler Group LLC**  
Office of the General Counsel

JUN 17 2014

By MEG COFF Mail/Reg. Agent/  
Sec. of State/Proc. Server



Down payment .....	\$1,100.00
Payments on contract through June 11, 2014 (\$774.78 x 7) .....	5,423.46
Less Statutory Offset for Use .....	(113.99)
Attorney Fees and Costs .....	\$4,000.00
Total .....	\$10,409.47

The foregoing demand assumes that Chrysler would pay off the lien held by Michigan Schools & Government Credit Union, that the subject vehicle would be returned to the selling dealership in an undamaged condition, excepting the issues giving rise to this claim and normal wear and tear, and that the repurchase could be completed within 21 days. My client would, of course, sign such documents as necessary to transfer title to the vehicle back to Chrysler and/or the selling dealership, as well as a release of all claims.

Please advise as to whether your client is willing to resolve this matter as outlined. If there is any additional information or documentation that is needed in order to consider this claim, please let me know immediately.

I will diary my file for 14 days from the date of this letter before advising my client with respect to further legal action.

Thank you for your prompt attention.

Sincerely,

Michael L. Rowady  
 Direct E-Mail: [michaelrowady@lemonlawlawyers.com](mailto:michaelrowady@lemonlawlawyers.com)

MLR/sda

cc: Mr. [REDACTED]  
 Michigan Schools & Government Credit Union  
 40400 Garfield Rd. Clinton Twp, MI 48038







## Evolve Grand Cherokee - Final Repair Attempt

Tue, Jun 10, 2014 at 3:55 PM

To: "gtoubassi@suburbancollection.com" <gtoubassi@suburbancollection.com>

Cc: Jim Grove <jgrove@suburbancollection.com>

Transmission whistling noise. Audible during deceleration in both drive and sport drive modes 6/7-6/8

Transmission faults intermittently during shifting from park to reverse and or to drive when going in and out of drive way. Requires shut down and restart of car 6/1, 5/27 & 5/28

ACC/FCW Sensor Unavailable Error 1-3 times weekly

FCW phantom braking without obstacles, traffic clean car and clear daytime visibility, even when turned 'off' according to the dash switch. 6/7

Navigation randomly reboots 6/9

Navigation has errors and freezes in time/distance calculation during longer drives 5/4 & 5/22

Air suspension faults - reads 'lowering' without actually lowering the vehicle, froze at that point until the car was power cycled. 6/4

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
03/24/14		4322	12088	12106	I	08CHZ	ELECTRICAL
				12106	I	24CHZ	HEATING & A/C
				12106	I	19CHZRENTSC	RENTAL S/CONTRACT
03/20/14		4171	12088	12106	W	08CHZ1	ELECTRICAL
				12106	W	18CHZ	DRIVEABILITY
				12106	W	19CHZRENTW	RENTAL WARRANTY

SALESPERSON NO. \_\_\_\_\_

S E R V I C E

STATE REG# F162115

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.	VEHICLE I.D. NO. <b>1C4RJFCG5E0</b>		YEAR/MAKE/MODEL <b>14/CHRYSLER/GRAND CHEROKEE/STA-WAGO</b>		PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO. <b>1</b>
	BIRMINGHAM, MI		CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE <b>06/10/14</b>
	BUSINESS PHONE		COLOR <b>BLACK/BLACK LEATH</b>		CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO. <b>06</b>
	CALL WHEN READY <input type="checkbox"/> YES <input type="checkbox"/> NO		TIME RECEIVED <b>04:03pm</b>	DATE/TIME PROMISED <b>06/10/14 04:30pm</b>	PRIORITY <b>3</b>	TURBO <input type="checkbox"/> M/MC <input type="checkbox"/> AIR COND. <input type="checkbox"/> P. S. <input type="checkbox"/> TRANS <input type="checkbox"/>	MILEAGE <b>6,721</b>	ADVISOR NO. <b>12088</b>
APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	LABOR RATE		INSURANCE COMPANY		APPROVED BY		CLAIM NUMBER	

ORIGINAL CUSTOMER ESTIMATE: TOTAL 0.00

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

PRELIMINARY ESTIMATE \$ \_\_\_\_\_

AUTHORIZED BY: **X**

REVISED ESTIMATE (1) \$	DATE	TIME	BY
REVISED ESTIMATE (2) \$			
REVISED ESTIMATE (3) \$			

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

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

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

DATE: \_\_\_\_\_ SIGNED: **X**

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

All repairs and parts listed were furnished in compliance with the Michigan Motor Vehicle Service and Repair Act.

**X**

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

- X** \_\_\_\_\_
- 1** **W 21CHZ TRANSMISSION**  
**TRANSMISSION WHISTLING NOISE. AUDIBLE DURING DECELERATION AND BOTH DROVE MODES 677 678**
- 2** **W 21CHZ1 AUTO TRANSMISSION**  
**TRANS FAULTS INTERMITTENTLY DURING SHIFTING FROM PARK TO REVERSE AND OR TO DRIVE WHEN GOING IN AND OUT OF DRIVE WAY.**
- 3** **W \*08CHZ ELECTRICAL**  
**ACC/FCW SENSOR UNAVAILABLE ERROR 1-3 TIMES WEEKLY**
- 4** **W \*08CHZ1 ELECTRICAL**  
**FCW PHANTOM BRAKING WITHOUT OBSTACLES, TRAFFIC CLEAN CAR AND CLEAR DAYTIME VISIBILITY, EVEN WHEN TURNED 'OFF' ACCORDING TO THE DASH SWITCH**

SUBURBAN COLLECTION  
 11800 WOODBINE  
 TROY, MI 48068  
 TEL: 248-585-8800  
 FAX: 248-519-9431  
 WWW.SUBURBANCOLLECTION.COM





1790 MAPLELAWN DRIVE - TROY, MI 48084

PHONE: (248) 585-8800

**SERVICE DEPARTMENT HOURS**  
 7:00 a.m. to 9:00 p.m. Mon & Thurs  
 7:00 a.m. to 6:00 p.m. Tues, Wed & Fri  
 8:00 a.m. to 3:00 p.m. Sat

R/O Open Date	10/30/13	R/O Number	
R/O Close Date	10/30/13	Status	Pre-Invoice
Mileage In	244	Mileage Out	244
Service Advisor / Tag #			
ALLAN MARTICH/265W*W*			
Vehicle Identification Number			
1C4RJFCG5EC			
Delivery Date	10/26/13	In-Service Date	10/26/13
Color	BLACK	License Number	

State ID #: 271688123

BIRMINGHAM, MI		Work Phone	
		Home Phone	
Year	Make	Model	Body
2014	JEEP	GRAND CHEROKE	STA-WAGON
11E01294			

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - ENGINE: ENGINE DIAGNOSTICS CUSTOMER STATES YESTERDAY AFTER DRIVING THERE WAS SMOKE FROM UNDER HOOD AND BURNING SMELL Work performed by D SURKOVICH M195447 (126) CHECK FOR LEAKS NO LEAKS FOUND ENGINE, TROUBLE NOT FOUND ENGINE LEAKS 85410902 UC 0.2	Warranty
#2 - RRT: PERFORM RRT RRT 13-066 Work performed by D SURKOVICH M195447 (126) PERFORM SOFTWARE UPDATE 18-60-02-AB FM 0.2	Warranty
#3 - RRT: PERFORM RRT RRT 13-071 Work performed by D SURKOVICH M195447 (126) MODULE, TRANSMISSION CONTROL 18-19-05-9C FM 0.2	Warranty
#4 * MODULES: PERFORM SOFTWARE UPDATES TO VEHICLE MODULES ASDIRECTED BY CHRYSLER. Work performed by D SURKOVICH M195447 (126) MODULE, AIR SUSPENSION CONTROL 18-19-36-92 FM 0.2 MODULE, POWERTRAIN CONTROL (PCM) 18-19-06-W7 FM 0.2 MODULE, AUTOMATIC TEMPERATURE	Warranty

**LIMITED WARRANTY**  
 We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement fails in normal service within that period, we'll fix it free of charge during normal business hours - parts and labor.

**ATTENTION**  
 "This repair facility charges for labor utilizing the flat rate hours published either by the manufacturer in its labor time study guide or by a recognized industry time study guide which reflects an average time requirement for the performance of specific vehicle repairs. Therefore, the flat rate hours charged may be either more or less than the actual clock time in any given instance."

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

LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	
REPAIRS PROPERLY COMPLETED & CHECKED BY:	
Authorized Signature:	Date:

X  
 CUSTOMER SIGNATURE  
 (C) 2008 DEALERTRAC SYSTEMS, Inc. - Dealership Application Group 1800J545-1028

# SUBURBAN

## CHRYSLER JEEP DODGE OF TROY

1790 MAPLELAWN DRIVE - TROY, MI 48084

PHONE: (248) 585-8800

**SERVICE DEPARTMENT HOURS**  
 7:00 a.m. to 9:00 p.m. Mon & Thurs  
 7:00 a.m. to 6:00 p.m. Tues, Wed & Fri  
 8:00 a.m. to 3:00 p.m. Sat

12/03/13	
R/O Close Date	
12/06/13	Pre-Invoice
Mileage In	Mileage Out
1476	1476
Service Advisor / Tag #	
ALLAN MARTICH/3126A*W*	
Vehicle Identification Number	
1C4RJFCG5EC	
Delivery Date	In-Service Date
10/26/13	10/26/13
Color	License Number
BLACK	

Slate ID #: 271688123

BIRMINGHAM, MI		Work Phone	Vehicle Identification Number	
		Home Phone	1C4RJFCG5EC	
Year	Make	Model	Body	Color
2014	JEEP	GRAND CHEROKE	STA-WAGON	BLACK
11E01294				

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - RECALL: PERFORM RECALL CLUSTER N58 Work performed by D SURKOVICH M195447 (126) M195447 REPROGRAM INSTRUMENT CLUSTER AND ABS 08-N5-81-84 2.2 HOURS	Warranty

<b>LIMITED WARRANTY</b> We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement falls in normal service within that period, we'll fix it free of charge during normal business hours - parts and labor.	LABOR	.00
<b>ATTENTION</b> "This repair facility charges for labor utilizing the flat rate hours published either by the manufacturer in its labor time study guide or by a recognized industry time study guide which reflects an average time requirement for the performance of specific vehicle repairs. Therefore, the flat rate hours charged may be either more or less than the actual clock time in any given instance."	PARTS	.00
	DEDUCTIBLE	.00
<b>STATEMENT OF DISCLAIMER</b> 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.	SUBLET	.00
	SHOP SUPPLIES	.00
X CUSTOMER SIGNATURE (Signature area)	HAZARDOUS MATERIALS	.00
	SALES TAX OR TAX I.D.	.00
	SPECIAL ORDER DEPOSIT	.00
	DISCOUNTS	.00
	TOTAL DUE	.00

REPAIRS PROPERLY COMPLETED & CHECKED BY:  
 Authorized Signature: \_\_\_\_\_ Date: \_\_\_\_\_

# SUBURBAN CHRYSLER JEEP DODGE OF TROY

1790 MAPLELAWN DRIVE - TROY, MI 48084

PHONE: (248) 585-8800

**SERVICE DEPARTMENT HOURS**  
 7:00 a.m. to 9:00 p.m. Mon & Thurs  
 7:00 a.m. to 6:00 p.m. Tues, Wed & Fri  
 8:00 a.m. to 3:00 p.m. Sat

R/O Open Date	R/O Number
1/03/14	
Time Received	Time Promised
8:27	Waiting
Current Mileage	Mileage Out
1954	
Estimate of Repairs	Service Advisor / Key Tag #
	GEORGE TOUBASSI/5768A

State ID #: 271688123

BIRMINGHAM, MI		Work Phone	Vehicle Identification Number	
		Home Phone	1C4RJFCG5EC	
Year	Make	Model	Body	Color
2014	JEEP	GRAND CHEROKE	STA-WAGON	BLACK
11E01294 CHRYSLER SERVICE 85098 or 10/26/20 Ded 100		Delivery Date	In-Service Date	
		10/26/13	10/26/13	
		License Number		

Job Number	Description of Work	Code
1.	BODY DIAGNOSTICS FRONT FASCIA BLEMISH. PARTS IN. NEW CAR DEPT. SWAP FOG LAMP BULB BURNED FASCIA, OK PER JIM G	BODY WARR-CHRYSLER

Job Number	Description of Work	Code
2.	DRIVEABILITY DIAGNOSTICS FLUTTER NOISE ON ACCELERATION AT 20 MPH FROM ENGINE AREA	DRIVEABILI WARR-CHRYSLER

Job Number	Description of Work	Code
3.	DRIVEABILITY DIAGNOSTICS WHISTLING NOISE WHEN DEACCELERATING , SOUNDS LIKE A ENGINE LEAK, SEE JIM G	DRIVEABILI WARR-CHRYSLER

Job Number	Description of Work	Code
4.	BODY DIAGNOSTICS REAR LIFT GATE HANDLE IS NOT FLUSH	BODY WARR-CHRYSLER WARR-CHRYSLER

Job Number	Description of Work	Code
5.	CUSTOMER REQUEST RENTAL	RENTAL SVC-CHRYSLER

1) Auth. Add \$	Date:	Time:	2) Auth. Add \$	Date:	Time:	3) Auth. Add \$	Date:	Time:
\$	By:		\$	By:		\$	By:	
ID #			ID #			ID #		

TERMS: STRICTLY CASH-UNLESS ARRANGEMENTS MADE I hereby authorize the repair work herein set forth to be done along with the necessary materials and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your or control or for any delays caused by unavailability of parts or delay in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's garage keeper's lien is hereby acknowledged on above vehicle to secure the amount above vehicle until the repairs thereto have been paid in full or until you and/or your employees have voluntarily released the vehicle to me. BOTH ESTIMATE OF REPAIRS AND DIAGNOSIS OF VEHICLE PROBLEMS ARE SUBJECT TO AN APPLICABLE FEE OR CHARGES FOR WORK PERFORMED IN THIS REGARD.

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those of the manufacturer. As between this retail seller and buyer, the product is to be sold "AS IS" and the entire risk as to the quality and performance of the product is with the buyer. The seller, Suburban Chrysler Jeep Dodge of Troy, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Suburban Chrysler Jeep Dodge of Troy, neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. This disclaimer by the seller in no way affects the terms of the manufacturers warranty. The buyer acknowledges being so informed prior to the sale.

This Dealership charges for labor utilizing the flat rate hours published either by the manufacturer in its labor time study guide or by a recognized industry time study guide, which reflects an average time for the performance of specific vehicle repairs. Therefore, the flat rate hours charged may be either more or less than the actual clock time in any given instance.

\* Shop supplies, 15% of the total labor charged is included for shop supplies used on your vehicle. Applicable supply items may include nuts, bolts, washers, tape, pins, aerosol sprays/cleaners, solvents, rags, etc.

**All Repairs and parts listed were furnished in compliance with Michigan Auto Repair Act (P.A. 300)**

**All parts installed will be returned upon request.**

YOU ARE ENTITLED BY LAW TO THE RETURN OF ALL PARTS REPLACED EXCEPT THOSE WHICH ARE TOO HEAVY OR LARGE AND THOSE REQUIRED TO BE SENT BACK TO THE MANUFACTURER OR DISTRIBUTOR BECAUSE OF WARRANTY WORK OR AN EXCHANGE AGREEMENT. YOU ARE ENTITLED TO INSPECT THE PARTS WHICH CANNOT BE RETURNED TO YOU.

K  
 Customer Signature \_\_\_\_\_  
 REPAIRS PROPERLY COMPLETED & CHECKED BY: \_\_\_\_\_  
 Authorized Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
 Save:  (Check Box) Discard:  (Check Box) Customer Initials \_\_\_\_\_

# SUBURBAN

## CHRYSLER JEEP DODGE OF TROY

1790 MAPLELAWN DRIVE - TROY, MI 48084  
PHONE: (248) 585-8800

**SERVICE DEPARTMENT HOURS**  
7:00 a.m. to 9:00 p.m. Mon & Thurs  
7:00 a.m. to 6:00 p.m. Tues, Wed & Fri  
8:00 a.m. to 3:00 p.m. Sat

R/O Open Date	1/03/14	R/O Number	
R/O Close Date	1/20/14	Pre-Invoice	
Mileage In	1954	Mileage Out	1955
Service Advisor / Tag #			
GEORGE TOUBASSI/5768A*W			
Vehicle Identification Number			
1C4RJFCG5EC			
Delivery Date	10/26/13	In-Service Date	10/26/13
Color	BLACK	License Number	
11E01294 CHRYSLER SERVICE Exp: 850000 or 10/26/20 Ded: 100 Plan: WM785N			

State ID #: 271688122

BIRMINGHAM, MI		Work Phone	Vehicle Identification Number	
		Home Phone	1C4RJFCG5EC	
Year	Make	Model	Body	Color
2014	JEEP	GRAND CHEROKEE	STA-WAGON	BLACK
11E01294 CHRYSLER SERVICE Exp: 850000 or 10/26/20 Ded: 100 Plan: WM785N				

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Work performed by DARYL SAVAGE M127298(332) M127298	Warranty
Work performed by DARYL SAVAGE M127298(332) M127298	Warranty
SEE LINE ABOVE NPF	
-----	
#4 - BODY: BODY DIAGNOSTICS REAR LIFT GATE HANDLE IS NOT FLUSH Caused by BENT Work performed by DARYL SAVAGE M127298(332) M127298	Warranty
Installed 1YK38AXRAB :HANDLE: LIFTGATE 1YK Qty: 1	Warranty
Installed 5149265AB :SENSOR: AMBIENT TEMPERATURE Qty: 1	Warranty
Installed 5113136AA :RETAINER: FASCIA Qty: 1	Warranty
Installed 5113137AA :RETAINER: FASCIA Qty: 1	Warranty
Installed 68023326AE :PANEL: RADIATOR CLOSURE Qty: 1	Warranty
Installed 5113336AE :HEADLAMP: HEADLAMP PARK AND T Qty: 1	Warranty
REPLACE HATCH OUTSIDE HANDLE FROM DONOR VEHICLE	
23425701 .3 06	
23425701 .3 DONOR CAR	
.6 TOTAL	
-----	
#5 - RENTAL: CUSTOMER REQUEST RENTAL Work performed by 1100160 : 116107971 Labor::	Serv Contr
Work performed by 1100160 : Parts:	Serv Contr
-----	
#6 * BODY: BODY DIAGNOSTICS SWAP BUMPERS Work performed by BRAIN KACZOR M128200(322) M128200	Internal

<b>LIMITED WARRANTY</b> We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement fails in normal service within that period, we'll fix it free of charge during normal business hours - parts and labor.		LABOR	.00
		PARTS	.00
		DEDUCTIBLE	.00
		SUBLET	.00
		SHOP SUPPLIES	.00
		HAZARDOUS MATERIALS	.00
		SALES TAX OR TAX I.D.	.00
		SPECIAL ORDER DEPOSIT	.00
		DISCOUNTS	.00
		TOTAL DUE	.00
		REPAIRS PROPERLY COMPLETED & CHECKED BY:	
<b>ATTENTION</b> *This repair facility charges for labor utilizing the flat rate hours published either by the manufacturer in its labor time study guide or by a recognized industry time study guide which reflects an average time requirement for the performance of specific vehicle repairs. Therefore, the flat rate hours charged may be either more or less than the actual clock time in any given instance.*		Authorized Signature: _____ Date: _____	
<b>STATEMENT OF DISCLAIMER</b> 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.			

# SUBURBAN

## CHRYSLER JEEP DODGE OF TROY

1790 MAPLELAWN DRIVE - TROY, MI 48084

PHONE: (248) 585-8800

### SERVICE DEPARTMENT HOURS

7:00 a.m. to 9:00 p.m. Mon & Thurs  
7:00 a.m. to 6:00 p.m. Tues, Wed & Fri  
8:00 a.m. to 3:00 p.m. Sat

R/O Open Date	R/O Number
1/03/14	
R/O Close Date	
1/20/14	Pre-Invoice
Mileage In	Mileage Out
1954	1955
Service Advisor / Tag #	
GEORGE TOUBASSI/5768A*W	
Vehicle Identification Number	
1C4RJFCG5EC	
Delivery Date	In-Service Date
10/26/13	10/26/13
Color	License Number
BLACK	

State ID #: 271688123

BIRMINGHAM, MI		Work Phone	
		Home Phone	
Year	Make	Model	Body
2014	JEEP	GRAND CHEROKE	STA-WAGON
11E01294 CHRYSLER SERVICE		Exp: 850000 or 10/26/20	Ded: 100 Plan: WM785N

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
<p>#1 - BODY: BODY DIAGNOSTICS FRONT FASCIA BLEMISH. PARTS IN. NEW CAR DEPT. SWAP FOG LAMP BULB BURNED FASCIA, OK PER JIM G PARTS ON ORDER Work performed by BRAIN KACZOR M128200(322) M128200 Work performed by 1100128 : 116107971 Installed 1WL27TZZAC :FASCIA: FRONT UPPER Qty: 1 SWAP FRONT BUMPER FACIAS APPLIQUE, FRONT FASCIA - REPLACE 23027901 51 0.3</p>	<p>Warranty Warranty Warranty</p>
<p>#2 - DRIVEABILI: DRIVEABILITY DIAGNOSTICS FLUTTER NOISE ON ACCELERATION AT 20 MPH FROM ENGINE AREA SEE JIM G Caused by NPF Work performed by DARYL SAVAGE M127298(332) M127298 DIAG TESTS NO DTCS NO BULLETINS OR STAR CASES ROAD TESTED AND Q.C. D BY JIM G 85410901 .6 UC UNABLE TO VERIFY OR DUPLICATE CUSTOMER COMPLAINT A T THIS TIME</p>	<p>Warranty</p>
<p>#3 - DRIVEABILI: DRIVEABILITY DIAGNOSTICS WHISTLING NOISE WHEN DEACCELERATING , SOUNDS LIKE A ENGINE LEAK, SEE JIM G Caused by NPF</p>	

#### LIMITED WARRANTY

We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement fails in normal service within that period, we'll fix it free of charge during normal business hours - parts and labor.

#### ATTENTION

\*This repair facility charges for labor utilizing the flat rate hours published either by the manufacturer in its labor time study guide or by a recognized industry time study guide which reflects an average time requirement for the performance of specific vehicle repairs. Therefore, the flat rate hours charged may be either more or less than the actual clock time in any given instance.\*

#### STATEMENT OF DISCLAIMER

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

#### LABOR

#### PARTS

#### DEDUCTIBLE

#### SUBLET

#### SHOP SUPPLIES

#### HAZARDOUS MATERIALS

#### SALES TAX OR TAX I.D.

#### SPECIAL ORDER DEPOSIT

#### DISCOUNTS

#### TOTAL DUE

REPAIRS PROPERLY COMPLETED & CHECKED BY:

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

Authorized Signature:

Date:

# SUBURBAN

## CHRYSLER JEEP DODGE OF TROY

1790 MAPLELAWN DRIVE - TROY, MI 48084

PHONE: (248) 585-8800

### SERVICE DEPARTMENT HOURS

7:00 a.m. to 9:00 p.m. Mon & Thurs  
7:00 a.m. to 6:00 p.m. Tues, Wed & Fri  
8:00 a.m. to 3:00 p.m. Sat

R/O Open Date	R/O Number
1/27/14	11
R/O Close Date	
1/27/14	Pre-Invoice
Mileage In	Mileage Out
2601	2601
Service Advisor / Tag #	
MICHEAL SORBILL/7730W*W	
Vehicle Identification Number	
1C4RJFCG5EC	
Delivery Date	In-Service Date
10/26/13	10/26/13
Color	License Number
BLACK	

State ID #: 271688123

BIRMINGHAM, MI			Work Phone	Vehicle Identification Number	
			Home Phone	1C4RJFCG5EC	
Year	Make	Model	Body	Color	License Number
2014	JEEP	GRAND CHEROKE	STA-WAGON	BLACK	
11E01294					

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Email: [REDACTED]	
#1 - PLUG: INSPECT TIRE AND PLUG LEAK DRIVERS REAR TIRE FOUND OBJECT IN TIRE Work performed by LEO TEJERO (98 ) Sub Total: 12.95	12.95

<b>LIMITED WARRANTY</b> We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement fails in normal service within that period, we'll fix it free of charge during normal business hours - parts and labor.	<b>LABOR</b>	12.95
<b>ATTENTION</b> "This repair facility charges for labor utilizing the flat rate hours published either by the manufacturer in its labor time study guide or by a recognized industry time study guide which reflects an average time requirement for the performance of specific vehicle repairs. Therefore, the flat rate hours charged may be either more or less than the actual clock time in any given instance."	<b>PARTS</b>	.00
<b>STATEMENT OF DISCLAIMER</b> 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.	<b>DEDUCTIBLE</b>	.00
	<b>SUBLET</b>	.00
	<b>SHOP SUPPLIES</b>	1.04
	<b>HAZARDOUS MATERIALS</b>	.00
	<b>SALES TAX OR TAX I.D.</b>	.06
	<b>SPECIAL ORDER DEPOSIT</b>	.00
	<b>DISCOUNTS</b>	.00
	<b>TOTAL DUE</b>	14.05
REPAIRS PROPERLY COMPLETED & CHECKED BY:		
Authorized Signature:		Date:

X

CUSTOMER SIGNATURE

CJ 2009 DEALERTRAC SYSTEMS, INC. - Dealership Application Group 1800/045-1028

# SUBURBAN CHRYSLER JEEP DODGE OF TROY

1790 MAPLELAWN DRIVE - TROY, MI 48084  
PHONE: (248) 585-8800

**SERVICE DEPARTMENT HOURS**  
7:00 a.m. to 9:00 p.m. Mon & Thurs  
7:00 a.m. to 6:00 p.m. Tues, Wed & Fri  
8:00 a.m. to 3:00 p.m. Sat

R/O Open Date	
1/27/14	
Time Received	Time Promised
17:52	Waiting
Current Mileage	Mileage Out
2601	
Estimate of Repairs	Service Advisor / Key Tag #
12.95	MICHEAL SORBILL/7730W

State ID #: 271688123

BIRMINGHAM, MI		Work Phone	Vehicle Identification Number	
		Home Phone	1C4RJFCG5EC	
Year	Make	Model	Body	Color
2014	JEEP	GRAND CHEROKE	STA-WAGON	BLACK
11E01294				

Job Number	Description of Work	Code
1.	INSPECT TIRE AND PLUG LEAK DRIVERS REAR TIRE FOUND OBJECT IN TIRE	PLUG Customer Pay Customer Pay

Job Number	Description of Work	Code
2.	TAS TIRE/WHEEL CONTRACT	

Job Number	Description of Work	Code
3.		

Job Number	Description of Work	Code
4.		

Job Number	Description of Work	Code
5.		

1) Auth. Add \$	Date:	Time:	2) Auth. Add \$	Date:	Time:	3) Auth. Add \$	Date:	Time:
\$	By:		\$	By:		\$	By:	
	ID#			ID#			ID#	

TERMS: STRICTLY CASH-UNLESS ARRANGEMENTS MADE I hereby authorize the repair work herein set forth to be done along with the necessary materials and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delay in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's garage keeper's lien is hereby acknowledged on above vehicle to secure the amount above vehicle until the repairs thereto have been paid in full or until you and/or your employees have voluntarily released the vehicle to me. BOTH ESTIMATE OF REPAIRS AND DIAGNOSIS OF VEHICLE PROBLEMS ARE SUBJECT TO AN APPLICABLE FEE OR CHARGES FOR WORK PERFORMED IN THIS REGARD.

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those of the manufacturer. As between this retail seller and buyer, the product is to be sold "AS IS" and the entire risk as to the quality and performance of the product is with the buyer. The seller, Suburban Chrysler Jeep Dodge of Troy, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Suburban Chrysler Jeep Dodge of Troy, neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. This disclaimer by the seller in no way affects the terms of the manufacturer's warranty. The buyer acknowledges being so informed prior to the sale.

This Dealership charges for labor utilizing the flat rate hours published either by the manufacturer in its labor time study guide or by a recognized industry time study guide, which reflects an average time for the performance of specific vehicle repairs. Therefore, the flat rate hours charged may be either more or less than the actual clock time in any given instance.

\* Shop supplies, 15% of the total labor charged is included for shop supplies used on your vehicle. Applicable supply items may include nuts, bolts, washers, tape, pins, aerosol sprays/cleaners, solvents, rags, etc.

All Repairs and parts listed were furnished in compliance with Michigan Auto Repair Act (P.A. 300)

All parts installed will be returned upon request.

YOU ARE ENTITLED BY LAW TO THE RETURN OF ALL PARTS REPLACED EXCEPT THOSE WHICH ARE TOO HEAVY OR LARGE AND THOSE REQUIRED TO BE SENT BACK TO THE MANUFACTURER OR DISTRIBUTOR BECAUSE OF WARRANTY WORK OR AN EXCHANGE AGREEMENT. YOU ARE ENTITLED TO INSPECT THE PARTS WHICH CANNOT BE RETURNED TO YOU.

Customer Signature: \_\_\_\_\_

REPAIRS PROPERLY COMPLETED & CHECKED BY: \_\_\_\_\_

Authorized Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Save:  Discard:  Customer Initials: \_\_\_\_\_

R.O. NO'S. \_\_\_\_\_

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
87CH2003	3,000 MILE SERVICE	MI	9.75				

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
01/31/14		1954	094	322	W	BODYCH	
				332	W	DRIVEABILICH	
				332	W	DRIVEABILICH	
				332	W	BODYCH	
				99	C	RENTALCH	
				322	I	BODYCH	

SALESPERSON NO. \_\_\_\_\_

QUICK SERVICE

STATE REG# F162115

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.	VIN	1C4RJFCG5EC	YEAR/MAKE/MODEL	14/CHRYSLER/GRAND CHEROKEE/STA-WAGO	PRODUCTION DATE	STOCK NO.	LICENSE NO.			
	CUSTOMER	[REDACTED]	SERVICE CONTRACT	1475	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.			
	ADDRESS	BIRMINGHAM, MI	COLOR	BLACK/BLACK LEATH	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES			
	TURBO	CHZZ	AIR COND.	P.S.	TRANS	MILEAGE	3,973	ADVISOR	12077	ADVISOR
CALL WHEN	READY	10:15am	DATE TIME PROMISED	05/13/14	10:45am	PRIORITY				
APPOINTMENT	Yes		LABOR RATE		APPROVED BY		CLAIM NUMBER			

**JOB**

ORIGINAL CUSTOMER ESTIMATE: TOTAL 20.00

X \_\_\_\_\_

1 C 50CHZ6 SERVICE CONTRACT LOF  
\$20 SERVICE CONTRACT OIL CHANGE  
MXOFCM Express OEM Oil & Filter Change  
CUSTOMER REQUEST CHRYSLER SERVICE CONTRACT LUBE, OIL AND FILTER CHANGE. CONVENTIONAL OIL UP TO SIX QUARTS.

2 C 50CHZINSP MULTI-POINT INSPECT  
PERFORM MULTI-POINT INSPECTION

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

PRELIMINARY ESTIMATE \$ \_\_\_\_\_

AUTHORIZED BY: X

REVISED ESTIMATE (1) \$	DATE	TIME	BY
REVISED ESTIMATE (2) \$			
REVISED ESTIMATE (3) \$			

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

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

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

DATE: SIGNED: X \_\_\_\_\_

**ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE**

All repairs and parts listed were furnished in compliance with the Michigan Motor Vehicle Service and Repair Act.

X \_\_\_\_\_

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

SF675358 Q (02/14)

**At Every Oil Change Interval As Indicated By Oil Change Indicator System:**

- Change oil and filter.
- Rotate the tires. **Rotate at the first sign of irregular wear, even if it occurs before the oil indicator system turns on.**
- Inspect battery and clean and tighten terminals as required.
- Inspect automatic transmission fluid if equipped with dipstick.
- Inspect brake pads, shoes, rotors, drums, hoses and park brake.
- Inspect engine cooling system protection and hoses.
- Inspect exhaust system.
- Inspect engine air cleaner



# SUBURBAN

make the choice

Suburban Chrysler Dodge Jeep Ram of Troy  
1790 Maplelawn  
Troy, MI 48084  
Phone: 248.585.8800  
Fax: 248.519.9431  
www.suburbancollection.com  
Facility Code F-162115

CUSTOMER NO.	ADVISOR <b>MICHAEL SORBILLI</b>	12077	TAG NO. <b>1824</b>	INVOICE DATE <b>03/13/14</b>	INVOICE NO.
	LABOR RATE	LICENSE NO.	MILEAGE <b>3,973</b>	COLOR <b>BLACK/BLACK</b>	STOCK NO.
	YEAR / MAKE / MODEL <b>14/CHRYSLER/GRAND CHEROKEE/STA-WAGON</b>			DELIVERY DATE	DELIVERY MILES
BIRMINGHAM, MI	VEHICLE I.D. NO. <b>1 C 4 R J F C G 5 E C</b>			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE <b>03/13/14</b>		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	REPAIRS PROPERLY COMPLETED & CHECKED BY <b>X</b>	MILEAGE OUT <b>MO: 3973</b>	

JOB# 1 CHARGES-----

LABOR-----				WARRANTY	
J# 1 50CHZ6	SERVICE CONTRACT LOF	TECH(S):12081			
	CUSTOMER REQUEST CHRYSLER SERVICE CONTRACT LUBE, OIL AND FILTER CHANGE. CONVENTIONAL OIL UP TO SIX QUARTS. PERFORM MAINTENANCE. PERFORMED LUBE, OIL AND FILTER SERVICE				
PARTS-----				WARRANTY	
QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE		
1	68191349-AA	FILTER EN 9057006			
6	5W20	OIL			
TOTAL - PARTS					0.00

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX CHCQ JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----

LABOR-----				WARRANTY	
J# 2 50CHZINSP	MULTI-POINT INSPECT	TECH(S):12081			
	PERFORM MULTI-POINT INSPECTION COURTESY VEHICLE CHECK UP. PERFORMED MULTI-POINT INSPECTION				

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX CHCQ JOB# 2 TOTAL 0.00

ESTIMATE-----

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$20.00 (+TAX)

TOTALS-----

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

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

### LIMITED WARRANTY

We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement fails in normal service within that period, we'll fix it free of charge during normal business hours - parts and labor.

### ATTENTION

"This repair facility charges for labor utilizing the flat rate hours published either by the manufacturer in its labor time study guide or by a recognized industry time study guide which reflects an average time requirement for the performance of specific vehicle repairs. Therefore, the flat rate hours charged may be either more or less than the actual clock time in any given instance."

### STATEMENT OF DISCLAIMER

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

CUSTOMER SIGNATURE  
**X**

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
87CHZ003	3,000 MILE SERVICE	MI	9.75				

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
01/31/14		1954	094	322	W	BODYCH	
				332	W	DRIVEABILICH	
				332	W	DRIVEABILICH	
				332	W	BODYCH	
				99	C	RENTALCH	
				322	I	BODYCH	

SALESPERSON NO. SERVICE STATE REG# F162115

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.	VEHICLE I.D. NO. <b>1C4RJFCG5EC</b>	YEAR/MAKE/MODEL <b>14/CHRYSLER/GRAND CHEROKEE/STA-WAGO</b>	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO. <b>1</b>
	CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R. D. DATE <b>03/20/14</b>
	COLOR <b>BLACK/BLACK LEATH</b>	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO. <b>1824</b>	
	TURBO <b>CHZZ</b>	M/MC	AIR COND.	P. S.	TRANS	MILEAGE <b>4,171</b>
BIRMINGHAM, MI	RESIDENCE PHONE	BUSINESS PHONE	INSURANCE COMPANY		ADVISOR <b>GEORGE TOUBASSI</b>	
CALL WHEN READY <input type="checkbox"/> YES <input type="checkbox"/> NO	TIME RECEIVED <b>08:41am</b>	DATE/TIME PROMISED <b>03/20/14 10:45am</b>	PRIORITY <b>5</b>	APPROVED BY		CLAIM NUMBER
APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	LABOR RATE					

<p>ORIGINAL CUSTOMER ESTIMATE: TOTAL</p> <p><b>X</b></p> <p><b>1 W 18CHZ DRIVEABILITY</b> WHISTLING NOISE AFTER THEY ACCELERATE AND THEY LET GO OFF THE ACCELERATOR, AROUND 20MPH AND FASTER</p> <p><b>2 W 19CHZRENTW RENTAL WARRANTY</b> CUSTOMER REQUEST RENTAL VEHICLE FROM ENTERPRISE OR EQUIVALENT COMPANY.</p> <p><b>3 W 08CHZ ELECTRICAL</b> COLLISION WARNING LIGHT IS COMING ON, EVEN WITH NOTHING AROUND THEM SOMETIMES WHILE DRIVING, THE VEHICLE STARTS BRAKING</p> <p><b>4 W 08CHZMODULES UPDATE MODULES</b> UPDATE MODULE SOFTWARE</p>	<p>I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. Not responsible for damage from freezing due to lack of antifreeze.</p> <p>PRELIMINARY ESTIMATE \$ _____</p> <p>AUTHORIZED BY: <b>X</b></p> <table border="1"> <tr> <th>REVISED ESTIMATE (1) \$</th> <th>DATE</th> <th>TIME</th> <th>BY</th> </tr> <tr> <td>REVISED ESTIMATE (2) \$</td> <td></td> <td></td> <td></td> </tr> <tr> <td>REVISED ESTIMATE (3) \$</td> <td></td> <td></td> <td></td> </tr> </table> <p>I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED &amp; GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:</p> <p><b>X</b> CUSTOMER SIGNATURE</p> <p><b>EXCLUSION OF WARRANTIES</b> Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that seller makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased, and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by seller include, but are not limited to, any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.</p> <p>DATE: _____ SIGNED: <b>X</b></p> <p>ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE</p> <p>All repairs and parts listed were furnished in compliance with the Michigan Motor Vehicle Service and Repair Act.</p> <p><b>X</b></p> <p>THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME OR ANY OTHER INCIDENTAL DAMAGES.</p>	REVISED ESTIMATE (1) \$	DATE	TIME	BY	REVISED ESTIMATE (2) \$				REVISED ESTIMATE (3) \$			
REVISED ESTIMATE (1) \$	DATE	TIME	BY										
REVISED ESTIMATE (2) \$													
REVISED ESTIMATE (3) \$													

SF675358 Q (02/14)

### RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
87CHZ003	3,000 MILE SERVICE	MI	9.75				

### SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
01/31/14		1954	094	322	W	BODYCH	
				332	W	DRIVEABILICH	
				332	W	DRIVEABILICH	
				332	W	BODYCH	
				99	C	RENTALCH	
				322	I	BODYCH	

SALESPERSON NO. \_\_\_\_\_ SERVICE STATE REG# F162115

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.	VEHICLE I.D. NO. <b>1C4RJFCG5EC</b>	YEAR/MAKE/MODEL <b>14/CHRYSLER/GRAND CHEROKEE/STA-WAGO</b>	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R. O. NO.		
	BIRMINGHAM, MI	CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R. O. DATE <b>03/20/14</b>	
		COLOR <b>BLACK/BLACK LEATH</b>	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO. <b>1824</b>		
		TURBO	M/MC <b>CHZZ</b>	AIR COND.	P. S.	TRANS	MILEAGE <b>4,171</b>	ADVISOR NO. <b>12088</b>
RESIDENCE PHONE	BUSINESS PHONE	INSURANCE COMPANY						
CALL WHEN READY <input type="checkbox"/> YES <input type="checkbox"/> NO	TIME RECEIVED <b>08:41am</b>	DATE/TIME PROMISED <b>03/20/14 10:45am</b>	PRIORITY <b>5</b>					
APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	LABOR RATE	APPROVED BY	CLAIM NUMBER					

JOB	<b>W 08CHZ1 ELECTRICAL</b> <b>OIL MONITORING SYSTEM SHOWING 61 PERCENT, JUST GOT OIL CHANGE, JUST CHANGED LAST WEEK</b>	I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. Not responsible for damage from freezing due to lack of antifreeze.  PRELIMINARY ESTIMATE \$ _____  AUTHORIZED BY: <b>X</b>																
		<table border="1"> <tr> <th>REVISED ESTIMATE (1) \$</th> <th>DATE</th> <th>TIME</th> <th>BY</th> </tr> <tr> <td> </td> <td> </td> <td> </td> <td> </td> </tr> <tr> <th>REVISED ESTIMATE (2) \$</th> <td> </td> <td> </td> <td> </td> </tr> <tr> <th>REVISED ESTIMATE (3) \$</th> <td> </td> <td> </td> <td> </td> </tr> </table>	REVISED ESTIMATE (1) \$	DATE	TIME	BY					REVISED ESTIMATE (2) \$				REVISED ESTIMATE (3) \$			
	REVISED ESTIMATE (1) \$	DATE	TIME	BY														
	REVISED ESTIMATE (2) \$																	
	REVISED ESTIMATE (3) \$																	
		I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:  <b>X</b> CUSTOMER SIGNATURE																
		<b>EXCLUSION OF WARRANTIES</b> Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that seller makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased, and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by seller include, but are not limited to, any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.  DATE: SIGNED: <b>X</b>																
		<b>ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE</b>  All repairs and parts listed were furnished in compliance with the Michigan Motor Vehicle Service and Repair Act.  <b>X</b>																
		THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME OR ANY OTHER INCIDENTAL DAMAGES.																



# SUBURBAN

make the choice

Chrysler Dodge Jeep Ram of Troy  
 1790 Maplelawn  
 Troy, MI 48084  
 Phone: 248.585.8800  
 Fax: 248.519.9431  
 www.suburbancollection.com  
 Facility Code F-162115

CUSTOMER NO. [REDACTED]	ADVISOR <b>GEORGE TOUBASSI</b>	12088	TAG NO. <b>1824</b>	INVOICE DATE <b>03/21/14</b>	INVOICE NO. [REDACTED]
BIRMINGHAM, MI [REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE <b>4,171</b>	COLOR <b>BLACK/BLACK</b>	
	YEAR / MAKE / MODEL <b>14/CHRYSLER/GRAND CHEROKEE/STA-WAGON</b>			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. <b>1 C 4 R J F C G 5 E C</b>			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE <b>03/20/14</b>		
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS	REPAIRS PROPERLY COMPLETED & CHECKED BY <b>X</b>	MILEAGE OUT <b>MO: 4172</b>	

LABOR # 5 08CHZ1      **ELECTRICAL**      TECH(S):12106      **WARRANTY**  
 OIL MONITORING SYSTEM SHOWING 61 PERCENT, JUST GOT OIL CHANGE. JUST CHANGED LAST WEEK

JOB# 5 TOTALS.....

JOB# 5 JOURNAL PREFIX CHCS      JOB# 5 TOTAL      0.00

TECHNICIAN CERTIFICATION.....  
 12106      DAVID SURKOVICH      M195447

TOTALS.....

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

**LIMITED WARRANTY**

We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement fails in normal service within that period, we'll fix it free of charge during normal business hours - parts and labor.

**ATTENTION**

"This repair facility charges for labor utilizing the flat rate hours published either by the manufacturer in its labor time study guide or by a recognized industry time study guide which reflects an average time requirement for the performance of specific vehicle repairs. Therefore, the flat rate hours charged may be either more or less than the actual clock time in any given instance."

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THANK YOU FOR YOUR BUSINESS!!

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

CUSTOMER SIGNATURE  
**X**



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 Troy, MI 48084  
 Phone: 248.585.8800  
 Fax: 248.519.9431  
 www.suburbancollection.com  
 Facility Code F-162115

CUSTOMER NO.	ADVISOR <b>GEORGE TOUBASSI</b>	12088	TAG NO. <b>1824</b>	INVOICE DATE <b>03/21/14</b>	INVOICE NO.
BIRMINGHAM, MI	LABOR RATE	LICENSE NO.	MILEAGE <b>4,171</b>	COLOR <b>BLACK/BLACK</b>	STOCK NO.
	YEAR / MAKE / MODEL <b>14/CHRYSLER/GRAND CHEROKEE/STA-WAGON</b>			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. <b>1 C 4 R J F C G 5 E C</b>			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE <b>03/20/14</b>		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	REPAIRS PROPERLY COMPLETED & CHECKED BY <b>X</b>	MILEAGE OUT <b>MO: 4172</b>	

JOB# 1 CHARGES			
LABOR			
J# 1 18CHZ	DRIVEABILITY WHISTLING NOISE AFTER THEY ACCELERATE AND THE ACCELERATOR, AROUND 20MPH AND FASTER mirror cover (driver side) coming loose reinstall mirror cover properly 0.2	TECH(S):12106 THEY LET GO OFF	WARRANTY
JOB# 1 TOTALS			
		JOB# 1 JOURNAL PREFIX CHCS	JOB# 1 TOTAL 0.00
JOB# 2 CHARGES			
LABOR			
J# 2 19CHZRENTW	RENTAL WARRANTY CUSTOMER REQUEST RENTAL VEHICLE FROM ENTERPRISE OR EQUIVALENT COMPANY. ----SERVICE ADVISORS, CREATE SUBLET AND ENTER VIN# HERE----- CUSTOMER USED AND RETURNED RENTAL VEHICLE TO APPROPRIATE COMPANY. CUSTOMER IS RESPONSIBLE FOR ANY DAMAGES, GASOLINE, AND ANY ADDITIONAL CHARGES ABOVE AND BEYOND APPROVAL AMOUNT.	TECH(S):12106	WARRANTY
JOB# 2 TOTALS			
		JOB# 2 JOURNAL PREFIX CHCS	JOB# 2 TOTAL 0.00
JOB# 3 CHARGES			
LABOR			
J# 3 08CHZ	ELECTRICAL COLLISION WARNING LIGHT IS COMING ON, EVEN WITH NOTHING AROUND THEM SOMETIMES WHILE DRIVING, THE VEHICLE STARTS BRAKING loose monitor eye found eye had come loose from mount, resecure...make sure aligned properly and roadtest to verify function 0.9 diag	TECH(S):12106	WARRANTY
JOB# 3 TOTALS			
		JOB# 3 JOURNAL PREFIX CHCS	JOB# 3 TOTAL 0.00
JOB# 4 CHARGES			
LABOR			
J# 4 08CHZMODULES	UPDATE MODULES UPDATE MODULE SOFTWARE SOFTWARE UPDATE Radio, Check Software Level 18 - 60 - 02 -AZ fm 0.2 Module, Amplifier - Inspect 18-60-07-9B fm 0.2	TECH(S):12106	WARRANTY
JOB# 4 TOTALS			
		JOB# 4 JOURNAL PREFIX CHCS	JOB# 4 TOTAL 0.00
JOB# 5 CHARGES			
LABOR			

**LIMITED WARRANTY**  
 We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement fails in normal service within that period, we'll fix it free of charge during normal business hours - parts and labor.

**ATTENTION**  
 "This repair facility charges for labor utilizing the flat rate hours published either by the manufacturer in its labor time study guide or by a recognized industry time study guide which reflects an average time requirement for the performance of specific vehicle repairs. Therefore, the flat rate hours charged may be either more or less than the actual clock time in any given instance."

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

CUSTOMER SIGNATURE  
**X**

**SERVICE INVOICE**

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
	3,000 MILE SERVICE	MI	9.75				

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
03/20/14	102377	4171	12088	12106 12106 12106 12106	W W W W	18CHZ 19CHZRENTW 08CHZ 08CHZMODULES	DRIVEABILITY RENTAL WARRANTY ELECTRICAL UPDATE MODULES
03/13/14	101738	3973	12077	12106 12081	W W	08CHZ1 50CHZ6	ELECTRICAL SERVICE CONTRACT LOF

SALESPERSON NO. SERVICE STATE REG# F162115

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.	VEHICLE I.D. NO. <b>1C4RJFCG5EC</b>	YEAR/MAKE/MODEL <b>14/CHRYSLER/GRAND CHEROKEE/STA-WAGO</b>	PRODUCTION DATE	STOCK NO.	LICENSE NO.
	CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.
	COLOR <b>BLACK/BLACK LEATH</b>	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	R. O. DATE <b>03/24/14</b>
	TURBO <b>CHZZ</b>	AIR COND.	P. S.	TRANS	MILEAGE <b>4,322</b>
BIRMINGHAM, MI	RESIDENCE PHONE	BUSINESS PHONE	INSURANCE COMPANY	ADVISOR <b>GEORGE TOUBASSI</b>	TAG NO. <b>6206</b>
CALL WHEN READY <input type="checkbox"/> YES <input type="checkbox"/> NO	TIME RECEIVED <b>02:12pm</b>	DATE/TIME PROMISED <b>03/24/14 08:00pm</b>	PRIORITY <b>5</b>	APPROVED BY	CLAIM NUMBER
APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	LABOR RATE				

1. **W\*24CHZ** **ELECTRICAL**  
cruise on, while driving says sensor usually happens right away.

2. **W\*19CHZRENTSC** **HEATING & A/C**  
can smell something burning, heat was on auto. can smell it at low speeds

3. **W\*19CHZRENTSC** **RENTAL S/CONTRACT**  
CUSTOMER REQUEST RENTAL VEHICLE FROM ENTERPRISE OR EQUIVALENT COMPANY.

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

PRELIMINARY ESTIMATE \$ \_\_\_\_\_

AUTHORIZED BY: **X**

REVISED ESTIMATE (1) \$	DATE	TIME	BY
REVISED ESTIMATE (2) \$			
REVISED ESTIMATE (3) \$			

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

**X**  
CUSTOMER SIGNATURE

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

DATE: \_\_\_\_\_ SIGNED: **X**

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

All repairs and parts listed were furnished in compliance with the Michigan Motor Vehicle Service and Repair Act.

**X**

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

SF675308 Q (02/14)

### RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
	3,000 MILE SERVICE	MI	9.75				

### SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
03/24/14	102723	4322	12088	12106 12106 12106	I I I	08CHZ 24CHZ 19CHZRENTSC	ELECTRICAL HEATING & A/C RENTAL S/CONTRACT
03/20/14	102377	4171	12088	12106 12106 12106	W W W	08CHZ1 18CHZ 19CHZRENTW	ELECTRICAL DRIVEABILITY RENTAL WARRANTY

SALESPERSON NO. \_\_\_\_\_

## S E R V I C E

STATE REG# F162115

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.	VEHICLE I.D. NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.			
	1C4RJFCG5EC	14/CHRYSLER/GRAND CHEROKEE/STA-WAGO						
	CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO. R.O. DATE			
	BIRMINGHAM, MI	BLACK/BLACK LEATH			04/28/14			
	TURBO	M/MC	AIR COND.	P. S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
		CHZZ				5,065	12088	GEORGE TOUBASSI
RESIDENCE PHONE	BUSINESS PHONE	INSURANCE COMPANY						
CALL WHEN READY	TIME RECEIVED	DATE/TIME PROMISED	PRIORITY					
<input type="checkbox"/> YES <input type="checkbox"/> NO	05:14pm	04/29/14 03:06pm	5					
APPOINTMENT	LABOR RATE		APPROVED BY	CLAIM NUMBER				
<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No								

JOB	DESCRIPTION	ESTIMATE
	ORIGINAL CUSTOMER ESTIMATE: TOTAL	0.00
X		
1	W *08CHZ ELECTRICAL cruise senses obstruction when none is there....sop in	
2	W 23CHZZ TRIM whistle noise from driver side	
3	W 21CHZ TRANSMISSION check trans light came on a couple times. when changing gears from drive to park	

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

PRELIMINARY ESTIMATE \$ \_\_\_\_\_

AUTHORIZED BY: X \_\_\_\_\_

REVISED ESTIMATE (1) \$	DATE	TIME	BY

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

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

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

DATE: \_\_\_\_\_ SIGNED: X \_\_\_\_\_

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X \_\_\_\_\_

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CUSTOMER NO.	ADVISOR <b>GEORGE TOUBASSI</b>	12088	TAG NO. <b>6206</b>	INVOICE DATE <b>05/01/14</b>
BIRMINGHAM, MI	LABOR RATE	LICENSE NO.	MILEAGE <b>5,065</b>	COLOR <b>BLACK/BLACK</b>
	YEAR / MAKE / MODEL <b>14/CHRYSLER/GRAND CHEROKEE/STA-WAGON</b>			STOCK NO.
	VEHICLE I.D. NO. <b>1 C 4 R J F C G 5 E C</b>			DELIVERY DATE
	F.T.E. NO.			DELIVERY MILES
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	REPAIRS PROPERLY COMPLETED & CHECKED BY <b>X</b>	PRODUCTION DATE <b>04/28/14</b>
			MILEAGE OUT <b>MO: 5066</b>	

**JOB# 1 CHARGES**

LABOR  
**J# 1 08CHZ** ELECTRICAL TECH(S):12106 WARRANTY  
 cruise senses obstruction when none is there...sop in internal defect  
 Cruise control - Test and replace Sensor/module and bracket  
 08202701 58 0.8

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	68109355-AF	SENSOR AD 08037155		0.00
				TOTAL - PARTS	0.00

**JOB# 1 TOTALS**

**JOB# 2 CHARGES**

LABOR  
**J# 2 23CHZ2** TRIM TECH(S):12106 WARRANTY  
 whistle noise from driver side  
 ORDERED MIRROR ASSEMBLY

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	68110613-AB	MIRROR OU 23021003		0.00
				TOTAL - PARTS	0.00

**JOB# 2 TOTALS**

**JOB# 3 CHARGES**

LABOR  
**J# 3 21CHZ** TRANSMISSION TECH(S):12106 WARRANTY  
 check trans light came on a couple times. when changing gears from drive to park  
 Adaptation Drive Learn - Repair BAdaptation for Specific Shift Quality  
 Concerns - Drive Learn Two Clutches  
 08-19-05-9B zz 1.9

**JOB# 3 TOTALS**

ESTIMATE  
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)  
 TECHNICIAN CERTIFICATION  
 12106 DAVID SURKOVICH M195447

**LIMITED WARRANTY**

We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement fails in normal service within that period, we'll fix it free of charge during normal business hours - parts and labor.

**ATTENTION**

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CUSTOMER SIGNATURE  
**X**



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Troy, MI 48084  
Phone: 248.585.8800  
Fax: 248.519.9431  
www.suburbancollection.com  
Facility Code F-162115

CUSTOMER NO.	ADVISOR <b>GEORGE TOUBASSI</b>	12088	TAG NO. <b>6206</b>	INVOICE DATE <b>05/01/14</b>	INVOICE NO.
BIRMINGHAM, MI	LABOR RATE	LICENSE NO.	MILEAGE <b>5,065</b>	COLOR <b>BLACK/BLACK</b>	STOCK NO.
	YEAR / MAKE / MODEL <b>14/CHRYSLER/GRAND CHEROKEE/STA-WAGON</b>			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. <b>1 C 4 R J F C G 5 E C</b>			SELLING DEALER NO.	PRODUCTION DATE
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	P. O. NO.	R. O. DATE <b>04/28/14</b>	
			REPAIRS PROPERLY COMPLETED & CHECKED BY <b>X</b>		MILEAGE OUT <b>MO: 5066</b>

TOTALS-----

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

**LIMITED WARRANTY**  
We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement fails in normal service within that period, we'll fix it free of charge during normal business hours - parts and labor.

THANK YOU FOR YOUR BUSINESS!!

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CUSTOMER SIGNATURE  
**X**

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
	3,000 MILE SERVICE	MO	9.75				

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
03/24/14		4322	12088	12106	I	08CHZ	ELECTRICAL
				12106	I	24CHZ	HEATING & A/C
				12106	I	19CHZRENTSC	RENTAL S/CONTRACT
03/20/14		4171	12088	12106	W	08CHZ1	ELECTRICAL
				12106	W	18CHZ	DRIVEABILITY
				12106	W	19CHZRENTW	RENTAL WARRANTY

SALESPERSON NO.

S E R V I C E

STATE REG# F162115

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL	VEHICLE I.D. NO.	1C4RJFCG5EC	YEAR/MAKE/MODEL	14/CHRYSLER/GRAND CHEROKEE/STA-WAGO			PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO.	
	CUSTOMER NO.		SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE	05/14/14			
	COLOR	BLACK/BLACK LEATH			CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.	206		
	TURBO	MM	CHZZ	AIR COND.	P. S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR	GEORGE TOUBASSI	
	MILEAGE	5,895			ADVISOR NO.	12088		ADVISOR	GEORGE TOUBASSI		
	RESIDENCE ADDRESS	BIRMINGHAM, MI			BUSINESS PHONE						
	INSURANCE COMPANY										
	CALL WHEN READY	TIME RECEIVED	DATE/TIME PROMISED	PRIORITY							
	<input type="checkbox"/> YES <input type="checkbox"/> NO	09:25am	05/14/14 09:30am	3							
	APPOINTMENT	LABOR RATE	APPROVED BY		CLAIM NUMBER						

ORIGINAL CUSTOMER ESTIMATE: TOTAL 0.00

X \_\_\_\_\_

1. W 23CHZ BODY  
CAN HEAR WIND NOISE WHILE DRIVING, FROM DRIVERS WINDOW AREA  
PART ON ORDER

2. W \*08CHZ ELECTRICAL  
SAYS THE ADAPTIVE CRUISE CONTROL NOT AVAILABLE, WHEN IT ON  
SAYS ITS UNAVAILABLE.

**COMEBACK**

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

PRELIMINARY ESTIMATE \$ \_\_\_\_\_

AUTHORIZED BY: X

REVISED ESTIMATE (1) \$	DATE	TIME	BY

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

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

**EXCLUSION OF WARRANTIES**  
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DATE: \_\_\_\_\_ SIGNED: X \_\_\_\_\_

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X \_\_\_\_\_

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CUSTOMER NO. [REDACTED]	ADVISOR <b>GEORGE TOUBASSI</b>	TAG NO. <b>12088</b>	INVOICE DATE <b>05/16/14</b>	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE <b>5,895</b>	COLOR <b>BLACK/BLACK</b>
<b>BIRMINGHAM, MI</b>	YEAR / MAKE / MODEL <b>14/CHRYSLER/GRAND CHEROKEE/STA-WAGON</b>	DELIVERY DATE	DELIVERY MILES	
	VEHICLE I.D. NO. <b>1 C 4 R J F C G 5 E C</b>	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE <b>05/14/14</b>	
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS	REPAIRS PROPERLY COMPLETED & CHECKED BY <b>X</b>	MILEAGE OUT <b>MO: 5907</b>

**JOB# 1 CHARGES**

LABOR  
**J# 1 23CHZ** BODY TECH(S):12106 WARRANTY  
 CAN HEAR WIND NOISE WHILE DRIVING, FROM DRIVERS WINDOW AREA.  
 PART ON ORDER  
 wind noise  
 Mirror, outside rearview (power) - Replace Left 23042103 k4  
 0.3

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	68110613-AB	MIRROR OU 23021003		0.00
				TOTAL - PARTS	

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CHCS JOB# 1 TOTAL 0.00

**JOB# 2 CHARGES**

LABOR  
**J# 2 08CHZ** ELECTRICAL TECH(S):12106 WARRANTY  
 SAYS THE ADAPTIVE CRUISE CONTROL NOT AVAILABLE, WHEN IT ON  
 SAYS ITS UNAVAILABLE.  
 no fault codes in system TEST DROVE 3 TIMES, TOTAL 12MILES

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CHCS JOB# 2 TOTAL 0.00

**ESTIMATE**

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)

TECHNICIAN CERTIFICATION  
 12106 DAVID SURKOVICH M195447

**TOTALS**

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

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

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CUSTOMER SIGNATURE

**X**

~~WARRANTY~~  
~~NO CHARGE~~

MAY 16 2014

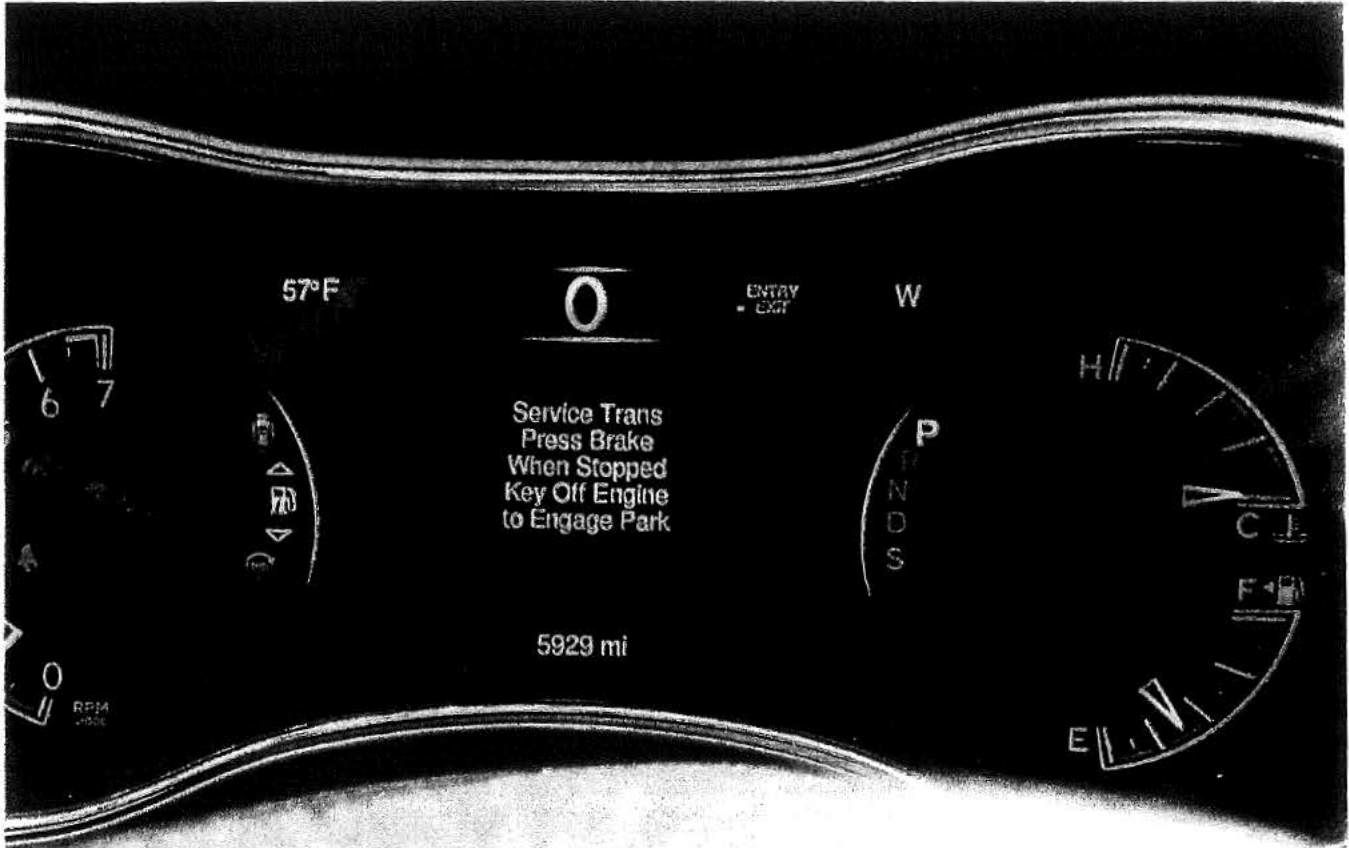
LINDSAY  
 CUSTOMER SERVICE

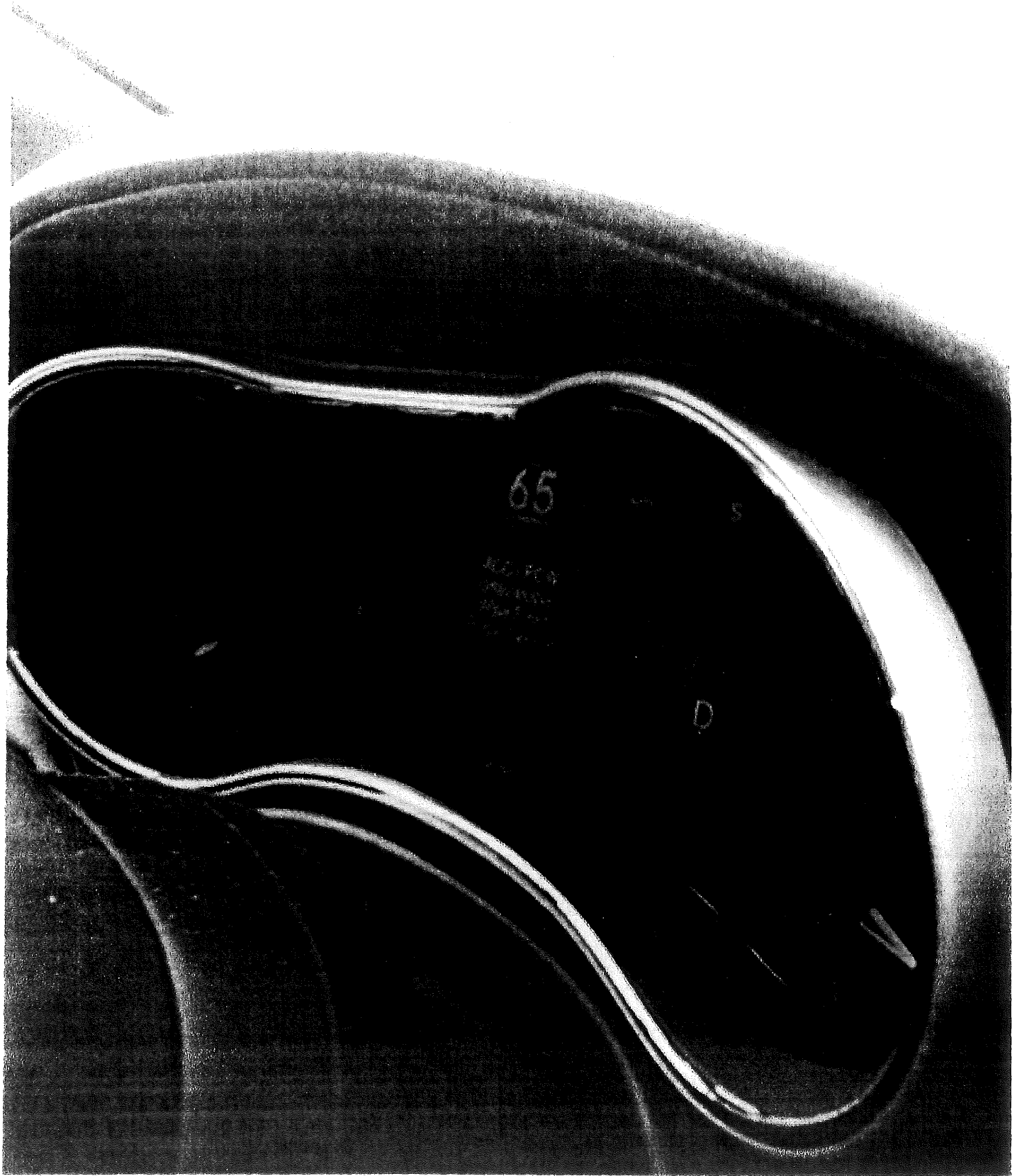
From: [REDACTED] <[REDACTED]>  
Subject: Jeep Transmission Fault  
Date: May 19, 2014 at 11:41 AM  
To: [REDACTED]  
Re: Sarah Evove <[REDACTED]>

Good morning Jim,

Yesterday (Sunday May 18th) we had another transmission error message. It was just once, and behaved normally during the days driving. I wanted to let you know earlier than later. If it shows up again or exhibits signs of slipping I'll bring it in. I'm going to test drive it again today after work.

Thank you,  
[REDACTED]





[REDACTED]@ [REDACTED]  
Fwd: photos of jeep  
December 7, 2013 at 2:13 PM

The RO for smoke and burning smell under the hood was from 10/30/13. We noticed it the first time she drove the car after work less than two days after delivery.

Thank you for your help,  
[REDACTED]

Begin forwarded message:

From: Andrew Austin <aaustin@fischerbody.com>  
Date: December 6, 2013 at 14:12:51 EST  
To: [REDACTED]  
Subject: photos of jeep

**Andrew Austin**

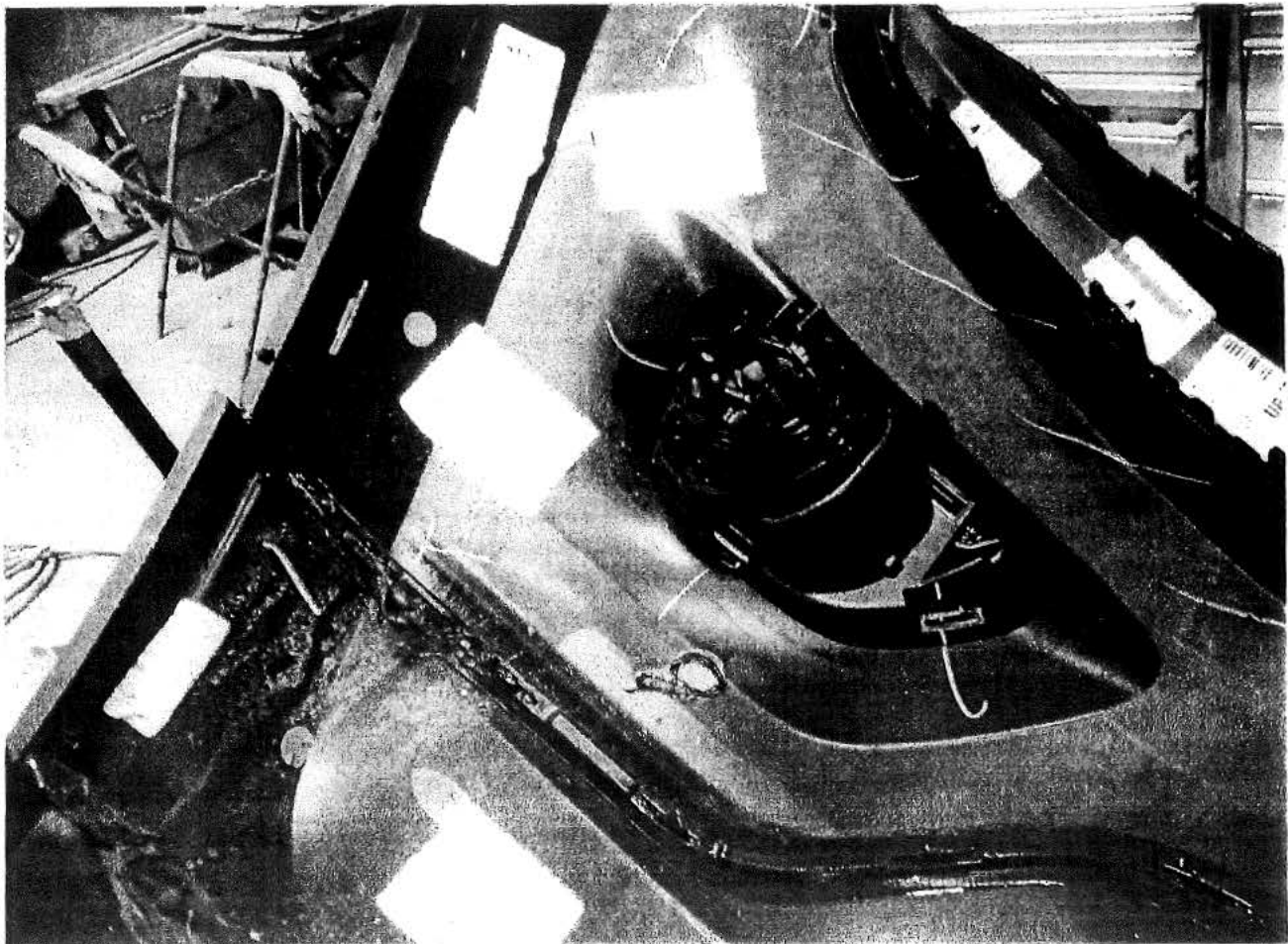
*Fischer Body Refinishing Troy*

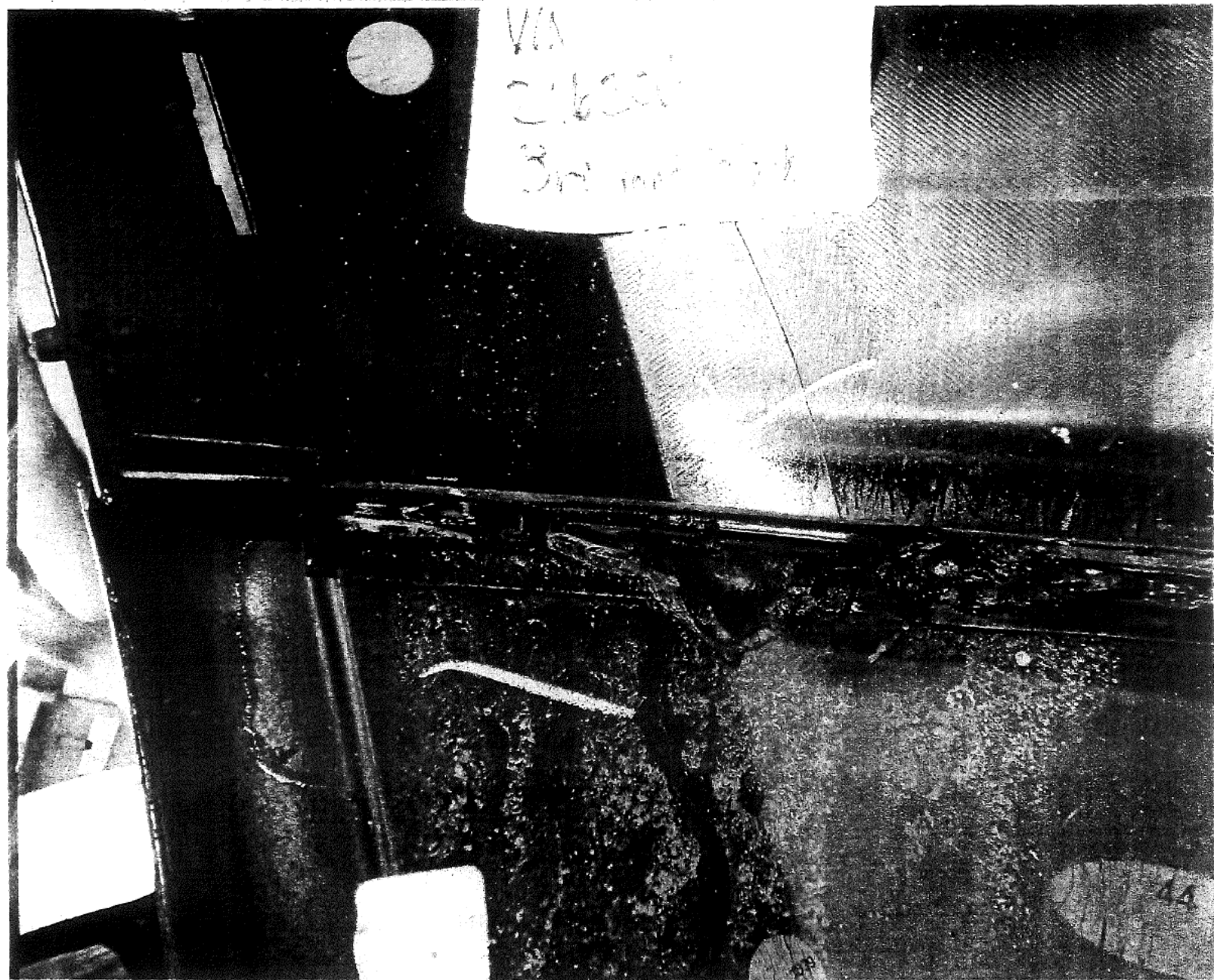
Damage Consultant

Phone: 248-498-5308

Fax: 248-649-6100

[aaustin@fischerbody.com](mailto:aaustin@fischerbody.com)





# 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.

I, SUBURBAN TROY, LLC state that the odometer now  
(TRANSFEROR'S NAME - PRINT)

reads 98 (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 CHEROKEE BODY TYPE STA-WAGON

VEHICLE IDENTIFICATION NUMBER 1C4RJFCG5EC

YEAR 2014

TRANSFEROR'S NAME SUBURBAN TROY, LLC  
(PRINTED NAME)

TRANSFEROR'S ADDRESS 1790 Maplelawn Drive  
(STREET)  
Troy, MI 48084  
(CITY) (STATE) (ZIP CODE)

TRANSFEROR'S NAME X (SIGNATURE)

DATE OF STATEMENT 10/26/13

TRANSFeree'S NAME

TRANSFeree'S ADDRESS BIRMINGHAM, MI  
(STREET) (STATE) (ZIP CODE)

TRANSFeree'S NAME X (SIGNATURE)

(PRINTED NAME)

FORM  
NB-65-2CF (3-89) 2 PART  
NB-65-3CP (3-89) 3 PART

# Jeep

# GRAND CHEROKEE OVERLAND 4X4

THIS VEHICLE IS MANUFACTURED TO MEET SPECIFIC UNITED STATES REQUIREMENTS. THIS VEHICLE IS NOT MANUFACTURED FOR SALE OR REGISTRATION OUTSIDE OF THE UNITED STATES.

### MANUFACTURER'S SUGGESTED RETAIL PRICE OF THIS MODEL INCLUDING DEALER PREPARATION

**Base Price: \$46,195**

### JEEP GRAND CHEROKEE OVERLAND 4X4

**Exterior Color:** Brilliant Black Crystal Pearl Coat Exterior Paint

**Interior Color:** Morocco Black Interior Color

**Interior:** Leather-Trimmed Seats with Edge Welting

**Engine:** 3.6-Liter V6 24-Valve VVT Engine

**Transmission:** 8-Speed Automatic 845RE Transmission

### STANDARD EQUIPMENT (UNLESS REPLACED BY OPTIONAL EQUIPMENT) FUNCTIONAL/SAFETY FEATURES

- Quadra-Trac II® 4WD System
- Selec-Terrain System
- Quadra-Lift Air Suspension
- Advanced Multistage Front Airbags
- Supplemental Side-Curtain Front and Rear Airbags
- Supplemental Front Seat-Mounted Side Airbags
- Driver Inflatable Knee-Bolster Airbag
- Child Seat Anchor System-LATCH Ready
- Electronic Stability Control
- ParkView™ Rear Back-up Camera
- ParkSense® Rear Park Assist System
- Keyless Enter-N-Go™
- Anti-Lock 4-Wheel Disc Brakes
- Hill Start Assist
- 4-Wheel Traction Control
- Trailer Sway Damping
- Remote Start System

### INTERIOR FEATURES

- Heated Front Seats
- Heated Second-Row Seats
- Ventilated Front Seats
- Pwr 8-Way Driver Seat w/Memory and 8-Way Pass Seat
- Driver / Passenger Power 4-Way Lumbar Adjust
- A/C Auto Temperature Control with Dual Zone Control
- 7-Inch Multi-View Display
- Uconnect® 8.4AN AM/FM/BT/ACCESS/NAV
- Integrated Voice Command with Bluetooth®
- SiriusXM Satellite Radio w/ 1-Yr Radio Subscription
- For More Information, Call 800-643-2112
- HD Radio
- 9 Amplified Speakers with Subwoofer
- 506-Watt Amplifier
- Heated Steering Wheel
- Wood / Leather-Wrapped Steering Wheel
- Power Tilt / Telescope Steering Column
- Memory for Radio, Driver Seat and Mirrors
- Steering Wheel Paddle Shift Control
- Leather-Wrapped Instrument Panel and Center Armrest

### EXTERIOR FEATURES

- 20-Inch x 8.0-Inch Aluminum Wheels
- 265/50R20 BSW All Season Tires

- Dual-Pane Panoramic Sunroof
- Power Liftgate
- Bi-Xenon HID Headlamps
- LED Daytime Running Headlamps
- LED Tail Lamps
- Power Folding Multi-Function Mirrors

### OPTIONAL EQUIPMENT

#### Customer Preferred Package 23P

- Advanced Technology Group \$1,795
- Adaptive Cruise Control
- Forward Collision Warning with Crash Mitigation
- Advanced Brake Assist
- Blind Spot and Rear Cross Path Detection
- Exterior Appearance Group by Mopar® \$895
- Black Tubular Side Steps by Mopar®
- Bright Pedal Kit by Mopar®
- Front and Rear Door Entry Guards by Mopar®

#### Off-Road Adventure II

- 18-Inch x 8-Inch Polished Aluminum Wheels
- P265/60R18 BSW All Season On/Off-Road Tires
- "Trail Rated" Badge
- Front Suspension Skid Plate
- Fuel Tank Skid Plate Shield
- Transfer Case Skid Plate Shield
- Underbody Skid Plate
- Flex Fuel Vehicle
- 99752B \$295

### DESTINATION CHARGE

**\$995**

**TOTAL PRICE: \* \$50,175**

### WARRANTY COVERAGE

5-year or 100,000-mile Powertrain Limited Warranty.  
 3-year or 36,000-mile Basic Limited Warranty.  
 24-hour towing assistance; certain restrictions apply.  
 Ask Dealer for a copy of the limited warranties or see your owner's manual for details.

**5 YEAR / 100,000 MILE**  
**POWERTRAIN WARRANTY**

Assembly Point/Port of Entry: DETROIT, MICHIGAN, U.S.A.

VIN: 1C4-RJFCG5EC-

L4-V0N: 7971

0718

SHIP TO: 60558 23  
 SUBURBAN CHRYSLER JEEP OF ANN  
 2060 W STADIUM BLVD  
 ANN ARBOR MI 48103-4558

SOLD TO: 42 50558  
 SUBURBAN CHRYSLER JEEP OF ANN  
 2060 W STADIUM BLVD  
 ANN ARBOR MI 48103-4558

THIS LABEL IS ADDED TO THIS VEHICLE TO COMPLY WITH FEDERAL LAW. THE LABEL CANNOT BE REMOVED OR ALTERED PRIOR TO DELIVERY TO THE ULTIMATE PURCHASER.

\* STATE AND/OR LOCAL TAXES IF ANY, LICENSE AND TITLE FEES AND DEALER SUPPLIED AND INSTALLED OPTIONS AND ACCESSORIES ARE NOT INCLUDED IN THIS PRICE. DISCOUNT, IF ANY, IS BASED ON PRICE OF OPTIONS IF PURCHASED SEPARATELY.



For more information visit: [www.jeep.com](http://www.jeep.com)  
or call 1-877-IAM-JEEP

Chrysler Group LLC

**EPA DOT Fuel Economy and Environment**

**E85 Flexible-Fuel Vehicle Gasoline-Ethanol (E85)**

**Fuel Economy**



**19** **MPG**

combined city/hwy

**17**  
city

**24**  
highway

**5.3**  
gallons per 100 miles

Standard SUV 4WD range from 12 to 28 MPG. The best vehicle rates 121 MPGe. Values are based on gasoline and do not reflect performance and ratings based on E85.

**You spend \$2,250**

**more in fuel costs over 5 years**  
compared to the average new vehicle.

**Driving Range**

Gasoline: **469** miles

Ethanol (E85): **370** miles



**Annual fuel cost \$2,750**

**Fuel Economy & Greenhouse Gas Rating (tailpipe only)**

**Smog Rating (tailpipe only)**



This vehicle emits 458 grams CO2 per mile. The best emits 0 grams per mile (tailpipe only). Producing and distributing fuel also create emissions; learn more at [fuel economy.gov](http://fuel economy.gov)

Actual results will vary for many reasons, including driving conditions and how you drive and maintain your vehicle. The average new vehicle gets 23 MPG and cost \$11,500 to fuel over 5 years. Cost estimates are based on 15,000 miles per year at \$3.50 per gallon. This is a dual fueled automobile. MPGe is miles per gasoline gallon equivalent. Vehicle emissions are a significant cause of climate change and smog.

**fuel economy.gov**

Calculate personalized estimates and compare vehicles



Smartphone QR Code™



**GOVERNMENT 5-STAR SAFETY RATINGS**

**Overall Vehicle Score**

**Not Rated**

Based on the combined ratings of frontal, side, and rollover.

Should **ONLY** be compared to other vehicles of similar size and weight.

▲ Safety concern: visit [www.safercar.gov](http://www.safercar.gov) or call 1-888-327-4236 for more details.

**Frontal Crash**

Driver  
Passenger

**Not Rated**  
**Not Rated**

Based on the risk of injury in a frontal impact.

Should **ONLY** be compared to other vehicles of similar size and weight.

**Side Crash**

Front seat  
Rear seat

★★★★★  
★★★★★

Based on the risk of injury in a side impact.

**Rollover**

★★★★

Based on the risk of rollover in a single-vehicle crash.

Star ratings range from 1 to 5 stars (★★★★★) with 5 being the highest.

Source: National Highway Traffic Safety Administration (NHTSA)

[www.safercar.gov](http://www.safercar.gov) or 1-888-327-4236

**PARTS CONTENT INFORMATION**

**FOR VEHICLES IN THIS CARLINE:**

**U.S./CANADIAN PARTS CONTENT: 68 %**  
NOTE: PARTS CONTENT DOES NOT INCLUDE FINAL ASSEMBLY, DISTRIBUTION, OR OTHER NON-PARTS COSTS.

**FOR THIS VEHICLE:**

**FINAL ASSEMBLY POINT:**  
**DETROIT, MICHIGAN, U.S.A.**

**COUNTRY OF ORIGIN:**

**ENGINE: MEXICO**  
**TRANSMISSION: UNITED STATES**

The safety ratings above are based on Federal Government tests of particular vehicles equipped with certain features and options. The performance of this vehicle may differ.

JBURBAN CHRYSLER JEEP DODGE U  
1790 MAPLELAWN  
TROY MI 48064  
(248) 585-8800  
MID #8788290269760

at ID: 08829026976002

## Sale

(XXXXX1414

CARD

Entry Method: Swiped

\$ 100.00

13

12:19:00

000017

Appr Code: 07058B

Mode: Online

Batch#: 000505

Customer Copy  
THANK YOU!  
COME AGAIN!

# SUBURBAN

CHRYSLER JEEP DODGE OF TROY

1790 MAPLELAWN DRIVE - TROY, MI 48084

PHONE: (248) 585-8800

RECEIPT

CUSTOMER
[REDACTED] BIRMINGHAM, MI [REDACTED]

RECEIPT #
[REDACTED]
DATE
10/25/13 12:20
AMOUNT
100.00

Payment Received:		
Visa/MC		
	Total Received:	100.00
		100.00
Payment Applied To:	[REDACTED]/ORDER-DEPOSIT/[REDACTED]	
11-201 : 8409886 : D.TAYLOR		
	Total Applied:	100.00
		100.00

**DEC 6, 2013**

**R.O.#**

CUSTOMER

BIRMINGHAM  
MI  
( ) - EXT:  
( ) - EXT:  
REFERRED BY: AAA DRP  
ESTIMATOR : VIKTOR PJETRI  
INDEPENDENT :  
INS. CONTACT:  
ADJUSTER :  
CLAIM No. :

2014 JEEP  
GRAND CHEROKEE 4X4 L B  
LICENSE:   
VIN No.: 1C4RJPCG5EC  
PR. DATE: /  
PT. CODE: PXR  
TM. CODE:  
BD STYL: 4D UTV  
MILEAGE: 1221  
P.O. No:  
UNIT No: 12/02/13

VEHICLE

AAA OF MICHIGAN  
X  
(586) 739-1189 FAX  
MI.  
POLICY No. :  
CLAIM No. :  
INSIDE ADJ. :  
OUTSIDE ADJ. :  
DEDUCTIBLE : 100.00  
DATE OF LOSS: 11/25/13  
PHONE No. : (586) 206-2398  
EXT. :

INSURANCE

ALL CRAFTSMANSHIP 100% GUARANTEED

ITEM NO	REPAIRS	PARTS PRICE	PAINT AND MISC BODY MATERIAL	SUBLET	BODY AND FRAME LABOR	PAINT LABOR	MECH LABOR
	Elements of this estimate preceded by 'C' are EZest Certified-based on MOTOR CRASH ESTIMATING GUIDE.						
	Parts Legend - OEM=New Part ECO-Economy part, SAL=Salvage part RC=Recond part, AF=Aftermarket part RM=Reman-Rebuilt part						
1	O/H FRONT BUMPER COVER				5.0		
2	REPAIR BUMPER COVER W/PARKSENSE [FRONT BUMPER]					2.6	
3	ADD FOR CLEAR COAT					1.0	
4	REFINISH LOWER COVER PAINTABLE [FRONT BUMPER]					1.5	
5	ADD FOR CLEAR COAT					0.6	
6	NEW-OVERHAUL O/H BUMPER ASSY [FRONT BUMPER]				2.3		
7	REMOVE/INSTALL RT WHEEL FLARE OVERLAND & SUM [FENDER]				0.4		
8	REMOVE/INSTALL LT WHEEL FLARE OVERLAND & SUM [FENDER]				0.4		
9	PAINT MATERIALS (AUTO)	136.80					
10	MISCELLANEOUS BODY MATERIALS (AUTO)	0.00					
*****REVISIONS*****							
1	O/H FRONT BUMPER COVER ( Body labor hour(s) decrease, orig. 5.0 rev. is 2.6)				-2.4		
11	REPLACE FRONT BUMPER COVER W/SENSOR A/M ( Part price increase, orig. 0.00 revised is 295.00)	295.00					
12	REPLACE FRT LOWER COVER 1WL30T2ZAC ( Part price increase, orig. 0.00 revised is 264.00)	264.00			1.8		
	( Body labor hour(s) increase, orig. 0.0 rev. is 1.8)						
13	REPLACE LT FOG LAMP BULB L0000H11 ( Part price increase, orig. 0.00 revised is 19.00)	19.00			0.1		
	( Body labor hour(s) increase, orig. 0.0 rev. is 0.1)						
14	PARTS DISCOUNT	-28.30					
CONTINUED PAGE # : 1		<b>TOTALS</b>					



A Member of the Suburban Collection



1759 MAPLELAWN • TROY, MI 48084  
P (248) 649-6100 • F (248) 649-6017

Repairs Inspected By:

- PARTS
- PAINT/MISC
- SUBLET
- BODY LABOR
- FRAME LABOR
- PAINT LABOR
- MECH LABOR
- TOW
- STORAGE
- DETAIL

- TAX
- TOTAL INV.
- DEDUCTIBLE
- INS. PAYS
- CUST PAYS

**DEC 6, 2013**

**R.O.#** [REDACTED]

CUSTOMER

BIRMINGHAM  
MI. [REDACTED]  
[REDACTED]  
( ) - EXT:  
( ) - EXT:  
REFERRED BY: AAA DRP  
ESTIMATOR : VIKTOR PJETRI  
INDEPENDENT :  
INS. CONTACT:  
ADJUSTER :  
CLAIM No. :

VEHICLE

2014 JEEP  
GRAND CHEROKEE 4X4 L B  
LICENSE: 216206  
VIN No.: 1C4RJPCG5EC216206  
PR. DATE: /  
PT. CODE: PXR  
TM. CODE:  
BD STYL: 4D UTV  
MILEAGE: 1221  
P.O. No:  
UNIT No: 12/02/13

INSURANCE

AAA OF MICHIGAN  
X  
(586) 739-1189 FAX  
MI.  
POLICY No. : [REDACTED]  
CLAIM No. : [REDACTED]  
INSIDE ADJ. :  
OUTSIDE ADJ. :  
DEDUCTIBLE : 100.00  
DATE OF LOSS: 11/25/13  
PHONE No. : (586) 206-2398  
EXT. :

ALL CRAFTSMANSHIP 100% GUARANTEED

ITEM NO	REPAIRS	PARTS PRICE	PAINT AND MISC BODY MATERIAL	SUBLET	BODY AND FRAME LABOR	PAINT LABOR	MECH LABOR
	( Part price decrease, orig. 0.00 revised is -28.30)						
<b>TOTALS →</b>		<b>549.70</b>	<b>136.80</b>	<b>0.00</b>	<b>7.6</b>	<b>5.7</b>	<b>0.0</b>

**Fischer Body Refinishing**  
A Member of the Suburban Collection  
**SUBURBAN COLLISION**  
1759 MAPLELAWN • TROY, MI 48064  
P (248) 649-6100 • F (248) 649-6017  
Repairs  
Inspected By: \_\_\_\_\_

	ESTIMATE	SUPPLEMENT	REVISED
PARTS	0.00	549.70	549.70
PAINT/MISC	136.80	0.00	136.80
SUBLET	0.00	0.00	0.00
BODY LABOR	291.60	-\$ 18.00	273.60
FRAME LABOR	0.00	0.00	0.00
PAINT LABOR	205.20	0.00	205.20
MECH LABOR	0.00	0.00	0.00
TOW	0.00	0.00	0.00
STORAGE	0.00	0.00	0.00
DETAIL	0.00	0.00	0.00
TAX	8.21	32.98	41.19
TOTAL INV	641.81	564.68	1206.49
DEDUCTIBLE	100.00	0.00	100.00
INS. PAYS	541.81	564.68	1106.49
CUST PAYS	100.00	0.00	100.00

# Fischer Body Refinishing

1759 Maplelawn  
TROY, MICHIGAN 48064  
Phone (248) 649-6100



RECEIPT NO.

AAA Curo

RECEIVED OF

12/6/13  
DATE

\$ 100.00

DETAIL	ACCOUNT	NOTE	HOW PAID
AMOUNT DUE			CASH
AMOUNT PAID			CHECK
			CREDIT CARD
			DRAFT
BALANCE DUE			MONEY ORDER

BY *Sue*  
Thank You

FORM CTM-139-NC (10/98)

Reynolds and Reynolds TO ORDER: www.reynolds.com; 1-800-544-0996 fax 1-800-531-9055

FISCHER BODY REFINISHING OF TR  
1759 MAPLELAWN  
TROY, MI 48064  
(248) 649-6100  
MID #8788290269815

Merchant ID: 088290269815

Sale

1414

MASTERCARD

Entry Method: Swiped

Total:

\$ 100.00

12/06/13

13:58:33

Inv#:

Appr Code: 05031B

Apprvd: Online

Batch#: 000612

Customer Copy  
THANK YOU!  
COME AGAIN!

**CERTIFIED MAIL™**

1000



1000



1000

*THE LIBLANG LAW FIRM, PC*

*Attorneys and Counselors At Law*

*346 Park Street, Suite 200*

*Birmingham, Michigan 48009*

**To:**

**CERTIFIED MAIL - RETURN RECEIPT  
REQUESTED**

Chrysler Group, LLC

Warranty Litigation Department

CLMS 485-13-32

1000 Chrysler Drive

Auburn Hills, MI 48326-2766

PE15-021

FLAT CHRYSLER

10-22-2015

ENCLOSURE 4

Legal Backup Documents

1260493  
Rose



# KIMMEL & SILVERMAN P.C.

1-800-LEMON LAW  
[www.lemonlaw.com](http://www.lemonlaw.com)

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

**WESTERN PA OFFICE**, 100 Ross Street, Suite 330, Pittsburgh, PA 15219, P (412) 566-1001, F (412) 566-1005  
**NEW JERSEY OFFICE**, Executive Quarters, 1930 E. Marlton Pike, Suite Q29, Cherry Hill, NJ 08003, P (856) 429-8334, F (856) 216-7344  
**DELAWARE OFFICE**, 501 Silverside Road, Suite 118, Wilmington, DE 19809, P (302) 791-9373, F (302) 791-9476  
**CONNECTICUT OFFICE**, 136 Main Street, Suite 301, Danielson, CT 06239, P (860) 866-4380, F (860) 263-0919  
**NEW YORK OFFICE**, 1001 Avenue of the Americas, 12th Floor, New York, NY 10018, P (212) 719-7543, F (877) 617-2515  
**BUFFALO, NY OFFICE**, 1207 Delaware Avenue, Suite 440, Buffalo, NY 14209, P (716) 332-6112, F (800) 863-1689  
**PLEASE REMIT ALL CORRESPONDENCE TO THE AMBLER OFFICE**

JACQUELINE C. HERRITT  
ROBERT A. RAPKIN  
ANGELA K. TROCCELLI  
AMY L. BENNECOFF GINSBURG  
TARA L. PATTERSON  
W. CHRISTOPHER COMPONOV  
JASON L. GRESHES  
JOHN A. DINGLE  
ROBERT E. WILLIAMS  
SHANNON R. HARKINS  
CHAD P. DOMAN

ROBERT M. SILVERMAN  
CRAIG THOR KIMMEL

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

April 7, 2015

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

Re: Mr. [REDACTED]  
2014 Jeep Grand Cherokee  
VIN: 1C4RJFBM6EC [REDACTED]

FCA US LLC  
Office of the General Counsel  
APR 08 2015  
By HF Feely  
Mail/Reg. Agent/  
Sec. of State/Proc. Server

Dear Sir/Madam:

As you know, this office represents the above-referenced individual for problems encountered with the 2014 Jeep Grand Cherokee. I am enclosing the registration, contract and repair slips. As you can see, my client has returned to the dealership for problems with the check engine light, transmission, front range cruise control sensor, accident prevention sensor, remote start inoperable, rear shocks, alignment, steering, suspension, catalytic convertor, SCR catalyst, high beam light on, flashed PCM, ECM, ATC, TCM, AMP and HVAC reprogrammed, camera mount installed and calibrated, Bluetooth, GPS inoperable, recalls on brake booster, sun visor wiring and occupant restraint control module.

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

I look forward to hearing from you.

Very truly yours,

Jacqueline C. Herritt

**RECEIVED**

APR - 9 2015

JCH/em  
Attachments

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



# KIMMEL & SILVERMAN

P.C.

1-800-LEMON LAW

[www.lemonlaw.com](http://www.lemonlaw.com)

CORPORATE HEADQUARTERS

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

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

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

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

PLEASE REMIT ALL CORRESPONDENCE TO THE AMBLER OFFICE

March 19, 2015

VIA FAX ONLY

518-869-3334

FCA US LLC

1000 Chrysler Drive

CIMS 485-13-32

Auburn Hills, MI 48326-2766

Re: [REDACTED] v. FCA US LLC

Vehicle: 2014 Jeep Grand Cherokee

Date of Purchase: 04/20/2014

Place of Purchase: Northwest Hills, Torrington, CT

VIN: .

Dear Sir/Madam:

Please be advised that this office represents the above individual against FCA US LLC pursuant to the NJ Lemon Law, Uniform Commercial Code, Unfair Trade Practices Act, and Magnuson-Moss Warranty Claim. Kindly acknowledge our firm's representation and direct any and all correspondence to this office.

**DO NOT HAVE ANY FURTHER CONTACT WITH OUR CLIENT WITH THE EXCEPTION OF COMMUNICATION NECESSARY TO EFFECTUATE CURRENT REPAIRS.**

Thank you for your attention to this matter. If you have any questions, please do not hesitate to contact the undersigned.

Very truly yours,

JCH  
Jacqueline C. Herritt

KIMMEL & SILVERMAN, PC

JCH\em

cc: James Fairclough

ROBERT M. SILVERMAN  
CRAIG THOR KIMMEL

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

JACQUELINE C. HERRITT  
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TARA L. PATTERSON  
W. CHRISTOPHER COMPONOVO  
JASON L. GRESHES  
DAIVY P. DAMBREVILLE  
JOHN A. DINGLE  
ROBERT E. WILLIAMS  
SHANNON R. HARKINS

144200621



VEHICLE REGISTRATION

PLATE NO: [REDACTED] GOOD THRU: 09/2014
VIN: 1C4RJFBM6EC [REDACTED]
JEE 2014 WAGON BLK CHE WC:8
PASSENGER 08
DL:F0194 38368 03866
NEWTON NJ [REDACTED] TRANSFER PT:PA
EQ:8 FEE: 4.50 KK EB20141070118

[REDACTED]
NEWTON NJ [REDACTED]

144200621

NEW JERSEY - MOTOR VEHICLE SERVICES
THIS IS A RECEIPT DOCUMENT ONLY

PLATE NO: [REDACTED] GOOD THRU: SEP 2014 VIN: 1C4RJFBM6EC [REDACTED]
F0194 38368 03866 MAKE:JEE REG T : 4.50
YEAR:2014 FD REG:
TYPE:WAGON POST AUDIT:
MODEL:CHE PLATE FEE:
COLOR:BLK TITLE I: 85.00
PT:PA SALES TAX: 2048.93
MILEAGE:000124 LFIS: 205.46
WC:8 TOTAL:(K) 2343.89
EQ:8 REGCD:08 KK EB20141070118

1 FAIRCLOUGH LANE
NEWTON NJ [REDACTED]

NORTHWEST HILLS CHRYSLER-JEEP, LLC  
 1033 EAST MAIN STREET  
 MIDDLETOWN CT 06790  
 860-482-0700 F

**SULLIVAN'S**  
 DEAL # 0006758  
 CUST [REDACTED]  
 SALES-SERVICE-CAR LEASING

RETAIL PURCHASE ORDER  
 FOR MOTOR VEHICLE

Date 04/03/2014  
 Salesperson WILLIAM HOGARTH

Purchaser's Name [REDACTED] Phone [REDACTED]  
 Address [REDACTED] City NEWTON State NJ Zip [REDACTED]

Base Enter  DEMONSTRATOR  USED  NEW 2014 JEEP BRAND CHEROKEE 6 Stock No. [REDACTED]  
 (YEAR & MAKE) (MODEL) (CYL)  
 Trim Color BLACK To Be Delivered On Or About 04/03/14  
 Unit No. 1C6R1E8MEEC [REDACTED] DATE OF BIRTH 03/05/86 THE MILEAGE AS SHOWN ON THE ODOMETER OF THE MOTOR VEHICLE TO BE PURCHASED IS: 124  
 WAGON 4 DOOR SOCIAL SECURITY # [REDACTED]

OUT THIS SECTION IF USED CAR OR TRUCK IS TO BE TRADED IN AS PART PAYMENT AND DO WARRANT THE TITLE THERETO TO BE FREE AND CLEAR, EXCEPT FOR THE UNPAID BALANCE, AS SHOWN, AND TO THE BEST OF MY KNOWLEDGE, I THE UNDERSIGNED, STATE THAT THE MILEAGE SHOWN ON THE ODOMETER, 59096 IS THE ACTUAL MILEAGE WHICH THE CAR HAS BEEN DRIVEN.

Make & Year of Used Car 2007 Truck BMW Reg. No. [REDACTED]  
 Model M5 Cyl. 10 Body Type SEDAN 4 DOOR Color BLACK Title No. [REDACTED]  
 Amount \$ 25366.29 Balance Owed \$ 25366.29  
 Whom Owed [REDACTED]  
 Net Allowance \$ NA

NO INSURANCE IS INCLUDED IN THIS ORDER  
 Enter My Order For Insurance as follows:  
 Fire and Theft \$ NA  Collision Amount Deductible \$ NA  Property Damage \$ NA  
 Life \$ NA  Accident and Health \$ NA  Auto Medical \$ NA  
 Insurance Company is: LIBERTY MUTUAL Address [REDACTED]  
 Insurance I.D. No. [REDACTED]  
 Purchaser's Signature [REDACTED]

**THIS MOTOR VEHICLE IS NOT GUARANTEED BY SULLIVAN'S NORTHWEST HILLS DEALERSHIP THIS VEHICLE IS SUBJECT TO A LIMITED WARRANTY OF . . . . . FOR 36K . . MILES OR 36 . . MONTHS, WHICHEVER OCCURS FIRST. COPY GIVEN CUSTOMER UPON DELIVERY OF VEHICLE.**

**\$3,000 OR MORE BUT LESS THAN \$5,000**  
 THIS MOTOR VEHICLE IS GUARANTEED TO BE MECHANICALLY OPERATIONAL AND SOUND FOR A PERIOD OF 30 DAYS OR 1,500 MILES WHICHEVER PERIOD ENDS FIRST. THIS GUARANTEE SHALL INCLUDE THE FULL COST OF BOTH PARTS AND LABOR. ALL LABOR MUST BE PERFORMED IN OUR SHOP. NO OUTSIDE INVOICE FOR REPAIRS CAN BE HONORED BY US.

**\$5,000 OR MORE**  
 THIS MOTOR VEHICLE IS GUARANTEED TO BE MECHANICALLY OPERATIONAL AND SOUND FOR A PERIOD OF 60 DAYS OR 3,000 MILES WHICHEVER PERIOD ENDS FIRST. THIS GUARANTEE SHALL INCLUDE THE FULL COST OF BOTH PARTS AND LABOR. ALL LABOR MUST BE PERFORMED IN OUR SHOP. NO OUTSIDE INVOICE FOR REPAIRS CAN BE HONORED BY US.

**"AS IS"**  
 THIS VEHICLE IS SOLD "AS IS" THIS MEANS THAT YOU WILL LOSE YOUR IM . . . . . FOR ANY REPAIRS . . . . . PROMISES TO YOU . . . . . WE SELL "AS IS" TO . . . . . PROMISES INTO WRIT . . . . .

INFORMATION YOU SEE ON THE WINDOW FORM FOR THIS VEHICLE IS OF THIS CONTRACT. INFORMATION ON THE WINDOW FORM OVERRIDES CONTRARY PROVISIONS IN THE CONTRACT OF SALE.

SELLING PRICE OF CAR OR TRUCK	51365.29
EXTRA OR OPTIONAL EQUIPMENT	
GLASSCOAT	549.99
TITANIUM PLUS	548.90
SERVICE CONTRACT - N	1975.45
GAP INSURANCE	675.76
VIN Etch Service (optional)	199.00
DEALER CONVEYANCE FEE	284.00
<b>Dealer Conveyance Fee is not payable to the State of CT.</b>	
CASH PRICE	53398.45
SALES TAX 7.000 % SUSSEX	2068.61
LIC. 86.00	REG. 150.00
TRANS. NA	TITLE 25.00
LIEN 10.00	271.00
1. TOTAL CASH PRICE DELIVERED	57938.26
2. CASH DOWN PAYMENT	
DEPOSIT/REBATE SUBMITTED WITH ORDER	NA
CASH ON DELIVERY	5000.00
REBATE	NA
<b>NO REFUND OF DEPOSIT</b>	
3. TRADE IN	25366.29
LESS BALANCE OWING TO	25366.29
4. TOTAL DOWN PAYMENT (2 + 3)	5000.00
5. UNPAID BALANCE OF CASH PRICE (1 - 4)	52938.26
6. OTHER CHARGES	
INSURANCE	NA
VENDOR'S SINGLE INTEREST FEE	NA
7. AMOUNT FINANCED (5 + 6)	52938.26
8. FINANCE CHARGE (THE DOLLAR)	

**THIS MOTOR VEHICLE IS NOT GUARANTEED**  
 BY SULLIVAN'S NORTHWEST HILLS DEALERSHIP  
 THIS VEHICLE IS SUBJECT TO A LIMITED WARRANTY OF  
 . . . . .  
 FOR .36K. . MILES OR 36 . . MONTHS, WHICHEVER  
 OCCURS FIRST. COPY GIVEN CUSTOMER UPON DELIVERY  
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 PARTS AND LABOR. ALL LABOR MUST BE PERFORMED IN OUR SHOP. NO  
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 AND SOUND FOR A PERIOD OF 60 DAYS OR 3,000 MILES WHICHEVER PERIOD  
 ENDS FIRST. THIS GUARANTEE SHALL INCLUDE THE FULL COST OF BOTH  
 PARTS AND LABOR. ALL LABOR MUST BE PERFORMED IN OUR SHOP. NO  
 OUTSIDE INVOICE FOR REPAIRS CAN BE HONORED BY US.

THIS [REDACTED] LOSE  
 YOUR [REDACTED] ANY  
 REPAIR [REDACTED] MISES  
 TO YOU [REDACTED] SELL  
 'AS IS' [REDACTED] MISES  
 INTO [REDACTED]

INFORMATION YOU SEE ON THE WINDOW FORM FOR THIS VEHICLE IS  
 PART OF THIS CONTRACT. INFORMATION ON THE WINDOW FORM OVERRIDES  
 CONTRARY PROVISIONS IN THE CONTRACT OF SALE.  
**LEASE FINANCE AS FOLLOWS:**

Bank of Co. BANK OF AMERICA NA  
 Contract { 75 At \$ 814.77  
 Payment Due May 18 YR 14

I have read the terms and conditions on the back hereof and agree to them as a part of this order the same as if they were printed  
 above my signature. The front and back hereof comprise the entire agreement and no other agreement or  
 understanding of any nature concerning same has been made. I hereby acknowledge receipt of a copy of this order,  
 and certify that I am of legal age. **THIS ORDER SHALL NOT BE VALID UNLESS IT IS ACCEPTED BY ITS  
 AUTHORIZED OFFICER AS SHOWN BY HIS SIGNATURE OR BY HIS SIGNATURE BELOW.**

chaser's Signature: And I have received a copy of this order  
 Accepted By: [Signature]  
 (Name and Title) Date 04/03/2014

**FINAL PAYMENT CASH OR CERTIFIED CHECK SEE OTHER SIDE FOR ADDITIONAL TERMS AND CONDITIONS**

SERVICE CONTRACT - N					1975.45
GAP INSURANCE					675.76
VIN Etch Service (optional)					199.00
DEALER CONVEYANCE FEE					284.00
Dealer Conveyance Fee is not payable to the State of CT.					
CASH PRICE					55598.45
SALES TAX 7.000 % SUSSEX					2068.61
LIC.	REG.	TRANS.	TITLE	LIEN	
86.00	150.00	NA	25.00	10.00	271.00
1. TOTAL CASH PRICE DELIVERED					57936.26
CASH DOWN PAYMENT	DEPOSIT/REBATE SUBMITTED WITH ORDER		NA		<del>5000.00</del>
	CASH ON DELIVERY		5000.00		5000.00
	REBATE		NA		<del>5000.00</del>
NO REFUND OF DEPOSIT					
3. TRADE IN			25366.29		<del>25366.29</del>
LESS BALANCE OWING TO			25366.29		NA
4. TOTAL DOWN PAYMENT (2 + 3)					5000.00
5. UNPAID BALANCE OF CASH PRICE (1 - 4)					52936.26
6. OTHER CHARGES	INSURANCE		NA		NA
	VENDOR'S SINGLE INTEREST FEE				NA
7. AMOUNT FINANCED (5 + 6)					52936.26
(The amount of credit provided to you or on your behalf.)					
8. FINANCE CHARGE * (THE DOLLAR AMOUNT THE CREDIT WILL COST YOU)					8171.49
9. TOTAL OF PAYMENTS (7 + 8)					61107.75
(The amount you will have paid after you have made all payments as scheduled)					
10. TOTAL SALE PRICE (1 + 6 + 8)					66107.75
(The total cost of your purchase on credit including your down payment of \$)					
11. ANNUAL PERCENTAGE RATE 4.590 %					

CUSTOMER #:

\*INVOICE\*



NEWTON, NJ

PAGE 1

6500 Okeechobee Blvd. West Palm Beach, FL 33411  
(561) 683-1511 Fax: (561) 471-3686  
Arrigopalmbeach.com

Registration No. MV-01348

HOME: [REDACTED] CONT: [REDACTED]  
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 6486 MICHAEL ALFANO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	14	JEEP GRAND CHEROKEE	1C4RJFBM6EC [REDACTED]		15893/15893	T8739	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
04APR14 DD			17:00 29JAN15		0.00	CASH	30JAN15
R.O. OPENED	READY	OPTIONS: DLR:43864 ENG:3.0_Liter_Turbo					

08:37 29JAN15	11:41 30JAN15						
LINE OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL	

A FLASH Flash Software 1 Software Flash for PCM  
CAUSE: FLASH ECM

181904B1 Module, Engine Control (ECM) - Reprogram  
Module, Engine Control (ECM) - Reprogram  
(Includes Voltage Verification) (1 -  
Semi-Skilled)

5493 WARR  
FC: ZZ PART#: COUNT:  
CLAIM TYPE: W  
AUTH CODE:

(N/C)

15893 FLASH PCM

\*\*\*\*\*

B RRT RRT 1 14107 2014 WK 3.0L MIL DIAGNOSTIC/SYSTEM IMPROVEMENTS  
99 REFER TO LINE A

5493 IADV

15893 SAME AS LINE A

\*\*\*\*\*

C RRT RRT 2 14087 2014 WD WK AUTO TEMP CONTROL TOO HIGH HVAC FLASH  
CAUSE: INSPECT SOFTWARE LEVEL

1819629G Module, Automatic Temperature Control  
(ATC) - Reprogram Module, Automatic  
Temperature Control (ATC) - Inspect and/or  
Reprogram (0 - Low Skilled)

5493 WARR  
FC: FM PART#: COUNT:  
CLAIM TYPE: W  
AUTH CODE:

(N/C)

15893 PERFORM

CASH [ ]	CHECK [ ]	MC/VS [ ]	AMEX [ ]	DISC [ ]	POL [ ]	FIDEL [ ]	CHARGE [ ]	CHRYSL [ ]	OTH [ ]	DESCRIPTION	TOTALS
										LABOR AMOUNT	
										PARTS AMOUNT	
										GAS, OIL, LUBE	
										SUBLET AMOUNT	
										MISC. CHARGES	
										TOTAL CHARGES	
										LESS INSURANCE	
										SALES TAX	
										PLEASE PAY THIS AMOUNT	

CUSTOMER SIGNATURE

Part number prefix: -/New, U/Used, R/Remanufactured/Rebuilt, A/Aftermarket NC/No Charge/No Recost



\*INVOICE\*

PAGE 3

6500 Okeechobee Blvd. West Palm Beach, FL 33411  
 (561) 683-1511 Fax: (561) 471-3686  
 Arrigopalmbeach.com

Registration No. MV-01348

NTON, NJ

4E:

3:

CELL:

SERVICE ADVISOR: 6486 MICHAEL ALFANO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	14	JEEP GRAND CHEROKEE	1C4RJFBM6EC		15893/15893	T8739	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
APR14 DD			17:00 29JAN15		0.00	CASH	30JAN15
R.O. OPENED	READY	OPTIONS: DLR:43864 ENG:3.0_Liter_Turbo					
:37 29JAN15	11:41 30JAN15						
NE OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL	

CLAIM TYPE: W  
 AUTH CODE:

5893 REPLACE NOISY REAR SHOCKS..

\*\*\*\*\*

09 Engine Performance Concern Customer states There is smell coming vehicle when turned on and exiting vehicle its a funky smell  
 CND COULD NOT DUPLICATE CUSTOMERS CONCERN AT THIS TIME WITH VEHICLE

5493 IADV

5893 NOT ABLE TO DUPLICATE AT THIS TIME..

\*\*\*\*\*

NOW ARRIGO DODGE CHRYSLER JEEP IS OPEN  
 MONDAY THRU FRIDAY 7:30AM TO 6:00PM  
 SATURDAY 8:00AM TO 5:00PM  
 THANK YOU AND COME AGAIN



CHRYSLER



RAM

				DESCRIPTION	TOTALS
CASH [ ]	CHECK [ ]	MC/VS [ ]	AMEX [ ]	LABOR AMOUNT	0.00
				PARTS AMOUNT	0.00
				GAS, OIL, LUBE	0.00
DISC [ ]	POL [ ]	FIDEL [ ]	CHARGE [ ]	SUBLET AMOUNT	0.00
				MISC. CHARGES	0.00
CHRYSL [ ]	OTH [ ]			TOTAL CHARGES	0.00
				LESS INSURANCE	0.00
				SALES TAX	0.00
				PLEASE PAY THIS AMOUNT	0.00

CUSTOMER SIGNATURE

Part number prefix: -/New, U/Used, R/Remanufactured/Rebuilt, A/Aftermarket, NC/No Charge/Warranty

NORTHEAST HILLS  
 CHRYSLER JEEP DODGE  
 2033 E. MAIN ST.  
 TORRINGTON, CT 06790  
 860-482-0700



2033 East Main Street  
 Torrington, CT 06790

(860) 482-0700  
 Fax (860) 482-2969  
 nwhcars.com

Merchant ID: 876651001068401

**Sale**

XXXXXXXXXX1002

AMEX Entry Method: Swiped

Total: \$ 134.04

10/30/14 16:44:54

Inv#: [REDACTED] Appr Code: 563029

Apprvd: Online Batch#: 000877

Customer Copy  
 THANK YOU!  
 COME AGAIN!

VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.
1C4RJFBM6EC [REDACTED]		10434	10/29/14	[REDACTED]
NJ 07860	YEAR	MAKE	MODEL	COLOR
.COM	14	JEEP	GRAND CHER	BLACK
NE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.
6-0203	-	[REDACTED]	00/00/00	RM
DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV DATE	
124	10434	10/29/14	04/03/14	

IED WITH YOUR SERVICE  
 CT DUANE BLACK  
 HCARS.COM

YOU MAY RECEIVE A SURVEY IN THE MAIL FROM CHRYSLER  
 REGARDING THIS SERVICE VISIT. PLEASE TAKE THE TIME TO  
 COMPLETE AND RETURN IT - THANK YOU!

LINE	OP. CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
D *						
Com COURTESY VEHICLE INSPECTION						
Cor SEE ATTACHED KNOW YOUR VEHICLE REPORT FOR INSPECTION RESULTS						
	INSP		A82			

Line Total.....

Warranty Claim Type: W

Authorization Code:

Labor	38.46
Parts	80.44
SHOP SUPPLIES	7.14
Sales Tax	8.00
<b>TOTAL-CUST-CASH</b>	<b>134.04</b>

PAID

CUSTOMER COPY - PAGE 02

Printed: 10/29/2014 @ 14:38

STATEMENT OF DISCLAIMER  
 ALL REPAIRS PERFORMED WITH MOPAR PARTS CARRY A 12 MONTH / 12000 MILE  
 NATIONWIDE LIMITED WARRANTY FROM CHRYSLER.  
 SEE WWW.MOPAR.COM FOR WARRANTY DETAILS

REPAIRS PERFORMED WITH AFTERMARKET (NON-MOPAR) PARTS ARE NOT COVERED BY  
 THIS WARRANTY.

YOU SHOULD HAVE RECEIVED A "KNOW YOUR VEHICLE" REPORT ATTACHED TO THIS INVOICE  
 THAT INCLUDES INFORMATION ABOUT CHECKS AND INSPECTIONS PERFORMED ON YOUR  
 VEHICLE DURING THIS SERVICE VISIT, AS WELL AS MAINTENANCE RECOMMENDATIONS AND  
 PREVIOUSLY DECLINED RECOMMENDATIONS. IF YOU DID NOT RECEIVE THIS REPORT OR IF  
 YOU HAVE ANY QUESTIONS, PLEASE CONTACT YOUR SERVICE ADVISOR AT

(860)201-0344. RALPH: EXT. 644 OR AARON: EXT. 645

REMEMBER, OUR GOAL IS YOUR COMPLETE SATISFACTION!

CUSTOMER SIGNATURE

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

**Duane's**  
**Northwest Hills Dealerships**  
**Chrysler | Jeep**

2033 East Main Street  
 Torrington, CT 06790

(860) 482-0700  
 Fax (860) 482-2969  
 nwhcars.com

[REDACTED]		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.	
[REDACTED]		1C4RJFBM6EC [REDACTED]		8799	10/30/14	[REDACTED]	
NEWTON NJ [REDACTED]		YEAR	MAKE	MODEL	COLOR	TAG NO.	
[REDACTED]		14	JEEP	GRAND CHER	BLACK	00000	
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
9048127		[REDACTED]	- -	[REDACTED]	00/00/00	AC	CASH
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV DATE		
	04/03/14	124	8799	09/15/14	04/03/14		

IF YOU ARE NOT COMPLETELY SATISFIED WITH YOUR SERVICE EXPERIENCE FOR ANY REASON, CONTACT DUANE BLACK (860) 201-0344 OR EMAIL DUANE@NWHCARS.COM

YOU MAY RECEIVE A SURVEY IN THE MAIL FROM CHRYSLER REGARDING THIS SERVICE VISIT. PLEASE TAKE THE TIME TO COMPLETE AND RETURN IT - THANK YOU!

LINE	OP. CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
A *						
Com Customer states the check engine light is on foud DEF faults in it last service will need to diagnose further.						
Cau Traced issue to a bad SCR catalystr. Has failure code for assembly.						
Cor Removed and repalced the SCR catalystr.						
0			A57		W	
	68243268AB		CONVERTERCATAL	1	W	
	68160679AB		GASKET EXHAU	1	W	
	68234976AA		GASKET DIESE	1	W	
	68232843AA		CLAMP NONE	1	W	
Line Total.....						

B +						
Com Customer states PCM update.						
Cor Performed PCM flash.						
0			A57		W	
Line Total.....						

C +						
Com Customer states Vehicle has a open TCM flash.						
Cor Performed TCM flash.						
0			A57		W	
Line Total.....						

CUSTOMER COPY - PAGE 01

Printed: 10/30/2014 @ 14:10

STATEMENT OF DISCLAIMER

ALL REPAIRS PERFORMED WITH MOPAR PARTS CARRY A 12 MONTH / 12000 MILE NATIONWIDE LIMITED WARRANTY FROM CHRYSLER. SEE WWW.MOPAR.COM FOR WARRANTY DETAILS

REPAIRS PERFORMED WITH AFTERMARKET (NON-MOPAR) PARTS ARE NOT COVERED BY THIS WARRANTY.

YOU SHOULD HAVE RECEIVED A "KNOW YOUR VEHICLE" REPORT ATTACHED TO THIS INVOICE THAT INCLUDES INFORMATION ABOUT CHECKS AND INSPECTIONS PERFORMED ON YOUR VEHICLE DURING THIS SERVICE VISIT, AS WELL AS MAINTENANCE RECOMMENDATIONS AND PREVIOUSLY DECLINED RECOMMENDATIONS. IF YOU DID NOT RECEIVE THIS REPORT OR IF YOU HAVE ANY QUESTIONS, PLEASE CONTACT YOUR SERVICE ADVISOR AT (860)201-0344, RALPH: EXT. 644 OR AARON: EXT. 645

REMEMBER, OUR GOAL IS YOUR COMPLETE SATISFACTION:

CUSTOMER SIGNATURE

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



2033 East Main Street  
Torrington, CT 06790

(860) 482-0700  
Fax (860) 482-2969  
nwhcars.com

[REDACTED]		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.	
NEWTON NJ [REDACTED]		1C4RJFBM6EC [REDACTED]		6513	08/15/14	[REDACTED]	
YEAR	MAKE	MODEL		COLOR	TAG NO.		
14	JEEP	GRAND CHER		BLACK	00000		
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
9048127		[REDACTED]	- -	[REDACTED]	00/00/00	AC	CASH
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV DATE		
	04/03/14	124	6513	08/15/14	04/03/14		

IF YOU ARE NOT COMPLETELY SATISFIED WITH YOUR SERVICE EXPERIENCE FOR ANY REASON, CONTACT RALPH MASTRIANNA (860) 201-0344 OR EMAIL DUANE@NWHCARS.COM

YOU MAY RECEIVE A SURVEY IN THE MAIL FROM CHRYSLER REGARDING THIS SERVICE VISIT. PLEASE TAKE THE TIME TO COMPLETE AND RETURN IT - THANK YOU!

LINE	OP. CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
A *						
Com Customer states the vehicle has a shutter from the transmission when shifting from 7 to 8 transmission light ans check engine light is on.						
Cau Vehicle has aseveral updates available for PCM codes stored including transmission shift updates.						
Cor Performed Pcm flash, TCM, BCM HVAC and AMp software updates.						
A57 W						
Line Total.....						
B *						
Com Customer states check phone pair.						
Cor No phone available to pair. Shop phone pairs and operates with car.						
A57						
Line Total.....						
TOTAL-CUSTOMER						NoCharge

CUSTOMER COPY - PAGE 01

Printed: 08/15/2014 @ 16:39

STATEMENT OF DISCLAIMER

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REMEMBER, OUR GOAL IS YOUR COMPLETE SATISFACTION!

CUSTOMER SIGNATURE

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



CUSTOMER #:

\*INVOICE\*



NEWTON, NJ

PAGE 1

6500 Okeechobee Blvd. - West Palm Beach, (561) 683-1511 - Fax: (561) 471-3686 Arrigopalmbeach.com

HOME: CONT SERVICE ADVISOR: 6486 MICHAEL ALFANO

BUS: CELL:

Registration No. MV-01348

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	14	JEEP GRAND CHEROKEE	1C4RJFBM6EC		17363/17368	T318M

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
04APR14 DD			17:00 17MAR15		0.00	CASH	17MAR15

R.O. OPENED READY OPTIONS: DLR:43864 ENG:3.0\_Liter\_Turbo

08:55 17MAR15 17:55 17MAR15

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CS VEHICLE KEEPS PULLING TO THE RIGHT HAS TO TURN STEERING WHEEL TO THE LEFT TO KEEP VEHICLE STRAIGHT CS HAS HAD 3 ALIGNMENT DONE ALREADY AND WANTS US TO LOOK DEPPER INTO ISSUE  
 CAUSE: ADJUST TO FACTORY SPECIFICATION AND TEST DRIVE  
 4WA PERFORMED WHEEL ALIGNMENT AND CROSSED ROTATED TIRES  
 902 CPS 129.95 129.95  
 17368 2.00 X FRONT TIRES 4 WHEEL ALIGNMENT

B PCM UPDATE DUE  
 CAUSE: FLASH ECM  
 181904BW Module, Engine Control (ECM) - Reprogram  
 Module, Engine Control (ECM) - Reprogram  
 (Includes Voltage Verification) (1 - Semi-Skilled)

902 WARR (N/C)  
 FC: FM PART#: COUNT:  
 CLAIM TYPE: W  
 AUTH CODE:

17363 0.04 FLASH

C PERFORM 23 POINT INSPECTION-CHECK BATTERY, BRAKES, TIRES AND VISUALLY INSPECT ALL COMPONENTS

9023 PERFORM 23 POINT INSPECTION-CHECK BATTERY, BRAKES, TIRES AND VISUALLY INSPECT ALL COMPONENTS

902ISVEH (N/C)

D\*\* TCM UPDATE IS DUE

CAUSE: FLASH TCM  
 181905AC Module, Transmission Control (TCM) -

						DESCRIPTION	TOTALS		
CASH	[ ]	CHECK	[ ]	MC/VS	[ ]	AMEX	[ ]	LABOR AMOUNT	
								PARTS AMOUNT	
								GAS, OIL, LUBE	
DISC	[ ]	POL	[ ]	FIDEL	[ ]	CHARGE	[ ]	SUBLET AMOUNT	
								MISC. CHARGES	
								TOTAL CHARGES	
								LESS INSURANCE	
								SALES TAX	
								PLEASE PAY THIS AMOUNT	
CHRYSL	[ ]	OTH	[ ]						

CUSTOMER SIGNATURE

Part number prefix: -/New, U/Used, R/Remanufactured/Rebuilt, A/Aftermarket, NC/No Charge/Warranty



2033 East Main Street  
Torrington, CT 06790

(860) 482-0700  
Fax (860) 482-2969  
nwhcars.com

NEWTON NJ		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.	
		1C4RJFBM6EC		4864	07/09/14		
YEAR		MAKE	MODEL	COLOR	TAG NO.		
14		JEEP	GRAND CHER	BLACK	01705		
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
			- -		00/00/00	AC	CASH
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV DATE		
	04/03/14	124	4864	07/09/14	04/03/14		

IF YOU ARE NOT COMPLETELY SATISFIED WITH YOUR SERVICE EXPERIENCE FOR ANY REASON, CONTACT RALPH MASTRIANNA (860) 201-0344 OR EMAIL DUANE@NWHCARS.COM

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LINE	OP. CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
D *	CONTINUED					
Cor buffed out scratches.						
			B74			
Line Total.....						

E +	Com Customer states topped off DEF fluid. as per customer request.					
	A57				C	9.95
	68035704AB	FLUID	DIES	3	C	33.48
	68056278AB	FLUID	DIES	1	C	27.90
Line Total.....						71.33

Warranty Claim Type: W

Authorization Code:

Labor	111.95
Parts	109.29
SHOP SUPPLIES	13.27
Sales Tax	14.89
<b>TOTAL-CUST-CASH</b>	<b>249.40</b>

CUSTOMER COPY - PAGE 02

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REMEMBER, OUR GOAL IS YOUR COMPLETE SATISFACTION!

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

#: [REDACTED]

\*INVOICE\*



NEWTON, NJ [REDACTED]

PAGE 2

6500 Okeechobee Blvd. • West Palm Beach, FL 33411  
(561) 683-1511 • Fax: (561) 471-3686  
Arrigopalmbeach.com  
Registration No. MV-01348

HOME [REDACTED] CONT: [REDACTED]  
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 6486 MICHAEL ALFANO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	14	JEEP GRAND CHEROKEE	1C4RJFBM6EC [REDACTED]		15893/15893	T8739	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
04APR14 DD			17:00 29JAN15		0.00	CASH	30JAN15
R.O. OPENED	READY	OPTIONS: DLR:43864 ENG:3.0_Liter_Turbo					
08:37 29JAN15	11:41 30JAN15						

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

D RRT RRT 3 14075 2014 WK 3.0L DIESEL DEF INJECTOR LINE RETENTION

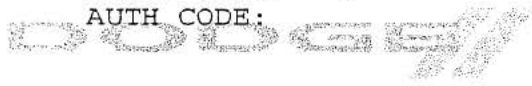
CAUSE: SECURE DEF LINE

25080490 Line, Pump to Injector - Replace Line,  
Pump to Injector - Replace Barbed Clip & Tie  
Strap (1 - Semi-Skilled)  
5493 WARR

(N/C)  
(N/C)

1 68257352AA KIT-TIE STRAP

FC: ZZ  
PART#: 68257352AA  
COUNT: 1  
CLAIM TYPE: W  
AUTH CODE:



15893 PERFORM

\*\*\*\*\*

E RECALL Recall / CSN 1 P67 SAFETY RECALL P67 OCCUPANT RESTRAINT CONTROL MODULE

NWP NO WORK PERFORMED AT THIS TIME

5493 IADV

15893 PARTS ARE NOT YET AVAILABLE

\*\*\*\*\*

F 19 Steering/Suspension/Steering Wheel Concern Customer states When going over speed right side makes a hollow thud type noise

CAUSE: REAR SHOCKS NOISY OVER BUMPS

02151517 Shock absorber, Rear - Replace Rear-Both sides - Air suspension equipped (1 - Semi-Skilled)

5493 WARR

2 68069680AF ABSORBER-SUSPENSION

FC: 56  
PART#: 68069680AF  
COUNT: 2

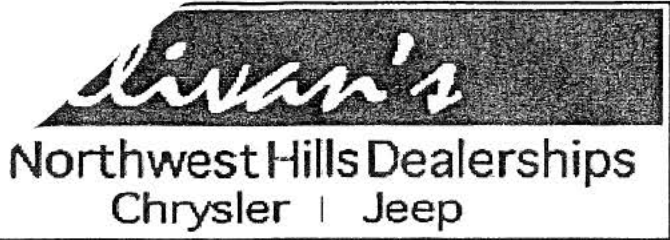
(N/C)  
(N/C)



CASH [ ]	CHECK [ ]	MC/VS [ ]	AMEX [ ]	DESCRIPTION	TOTALS
DISC [ ]	POL [ ]	FIDEL [ ]	CHARGE [ ]	LABOR AMOUNT	
CHRYSL [ ]	OTH [ ]			PARTS AMOUNT	
				GAS, OIL, LUBE	
				SUBLET AMOUNT	
				MISC. CHARGES	
				TOTAL CHARGES	
				LESS INSURANCE	
				SALES TAX	
				PLEASE PAY THIS AMOUNT	

CUSTOMER SIGNATURE

Part number prefix: -/New, U/Used, R/Remanufactured/Rebuilt, A/Aftermarket, NC/No Charge/Warranty



2033 East Main Street  
Torrington, CT 06790

(860) 482-0700  
Fax (860) 482-2969  
nwhcars.com

NEWTON NJ		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.
[REDACTED]		1C4RJFBM6EC		10434	10/29/14	[REDACTED]
YEAR	MAKE	MODEL	COLOR	TAG NO.		
14	JEEP	GRAND CHER	BLACK	00000		
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.
[REDACTED]	[REDACTED]	[REDACTED]	-	[REDACTED]	00/00/00	RM
TERMS	CASH					
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV DATE	
	04/03/14	124	10434	10/29/14	04/03/14	

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LINE	OP. CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
A *	Com Recall #: P36, Launch Date: 08/19/2014 - SUN VISOR WIRING					
	Cau verified open recall					
	Cor Replace right and left sun visor wire guide					
0			A82		W	
			CBXDP361AA SPACER	VISO	1 W	
						Line Total.....

B *	Com CUSTOMER REQUESTS: PERFORM OIL & FILTER CHANGE - DIESEL ENGINE.					
	Cor SERVICE COMPLETED					
	DSLLOF		A82		C	19.51
			KITLOF402 OIL CHANGE		1 C	
			68229402AA FILTER	ENGIN	1 C	36.20
			68001334PB OIL	5W30	8 C	44.24
						Line Total..... 99.95

C *	Com CUSTOMER STATES: ROTATE 4 TIRES , SET TIRE PRESSURE , CHECK FOR TIREWEAR AND CONDITION. rotate fronts to back rears crossed and to the front					
	Cor Service Completed					
	ROTATE		A82		C	18.95
						Line Total..... 18.95

CUSTOMER COPY - PAGE 01

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

*Divan's*

Northwest Hills Dealerships  
Chrysler | Jeep

2033 East Main Street  
Torrington, CT 06790

(860) 482-0700  
Fax (860) 482-2969  
nwhcars.com

[REDACTED]		VEHICLE IDENTIFICATION		MILEAGE OUT		DATE OUT		INVOICE NO.	
[REDACTED]		1C4RJFBM6E0 [REDACTED]		8799		10/30/14		[REDACTED]	
NEWTON		NJ [REDACTED]		YEAR	MAKE	MODEL	COLOR	TAG NO.	
[REDACTED]		[REDACTED]		14	JEEP	GRAND CHER	BLACK	00000	
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS		
[REDACTED]	[REDACTED]	[REDACTED]	- -	[REDACTED]	00/00/00	AC	CASH		
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV DATE				
	04/03/14	124	8799	09/15/14	04/03/14				

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LINE	OP. CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
	Warranty Claim Type: W				Authorization Code:	
				TOTAL-CUSTOMER		NoCharge

CUSTOMER COPY - PAGE 02

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CUSTOMER SIGNATURE

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

# Duane's

## Northwest Hills Dealerships

### Chrysler | Jeep

2033 East Main Street  
Torrington, CT 06790

(860) 482-0700  
Fax (860) 482-2969  
nwhcars.com

[REDACTED]		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.	
[REDACTED]		1C4RJFBM6EC [REDACTED]		4864	07/09/14	[REDACTED]	
NEWTON NJ [REDACTED]		YEAR	MAKE	MODEL	COLOR	[REDACTED]	
[REDACTED]		14	JEEP	GRAND CHER	BLACK	01705	
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
[REDACTED]	[REDACTED]	[REDACTED]	- -	[REDACTED]	00/00/00	AC	CASH
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV DATE		
	04/03/14	124	4864	07/09/14	04/03/14		

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LINE	OP.CODE	FAIL-CD	TECH.	HOURS/QUY	TYPE	AMOUNT
A *						
Com Customer states perform camera mount repair and calibration.						
Cau Installed sop ordered camera mount.						
Cor Calibrated camera after install.						
			A57		C	102.00
	68085813AA		CLIP	ADAP	3 C	47.91
Line Total.....						149.91
B *						
Com Customer states check chip on windshield.						
			A57			
Line Total.....						
C *						
Com Recall #: P14, Launch Date: 05/16/2014 - BRAKE BOOSTER						
Cor Performed the P14 recall installed booster shield.						
	0		A57		W	
	CBXNP143AA		KIT		1 W	
Line Total.....						
D *						
Com Customer states there are 2 scratches on the passenger side door towards the bottom and the right rear corner of the bumper						

CUSTOMER COPY - PAGE 01

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REMEMBER, OUR GOAL IS YOUR COMPLETE SATISFACTION!

CUSTOMER SIGNATURE

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



20.  
To  
Fa

[REDACTED]		VEHICLE IDENTIFICATION			MILEAGE OUN			
		1C4RJFBM6EC [REDACTED]			2420			
NEWTON		NJ		YEAR	MAKE	MODEL	COLOR	TAG NO.
[REDACTED]		[REDACTED]		14	JEEP	GRAND CHER	BLACK	00000
CUST.NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD.DATE	SERV.ADV.	TERMS	
[REDACTED]	[REDACTED]	[REDACTED]	-	[REDACTED]	00/00/00	AC	CASH	
CUST.LABOR RATE	DELIV.DATE	DELIV.MILES	MILEAGE IN	DATE IN	IN-SERV DATE			
	04/03/14	124	2420	05/12/14	04/03/14			

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LINE	OP.CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
					Labor	80.00
					Parts	291.16
					Sales Tax	23.57
					TOTAL-CUST-CASH	394.73

CUSTOMER COPY - PAGE 03

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2033 East Main Street  
Torrington, CT 06790

(860) 482-0700  
Fax (860) 482-2969  
nwhcars.com

VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.
1C4RJFBM6EC [REDACTED]		2420	05/13/14	[REDACTED]
YEAR	MAKE	MODEL	COLOR	TAG NO.
14	JEEP	GRAND CHER	BLACK	00000
JUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.
[REDACTED]	[REDACTED]	[REDACTED]	-	[REDACTED]
PROD. DATE		SERV. ADV.	TERMS	
00/00/00		AC	CASH	
JUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN
	04/03/14	124	2420	05/12/14
IN-SERV DATE				
04/03/14				

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LINE	OP. CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
0			A57		W	
Continued						
or Performed flash update.						
Line Total.....						

Customer states auto matic high beams come on durring the day will see the symbol in the cluster.

Inspected vehicle unable to duplicate concern checked vehicle for fuault codes none found tested light sensor and operation of Auto headlights. All systems operating as designed no shorts or issues found in system.

No correction made at this time could not duplicate concern no correction made.

0			A57		W	
Line Total.....						

COURTESY VEHICLE INSPECTION

SEE ATTACHED KNOW YOUR VEHICLE REPORT FOR INSPECTION RESULTS

			A57			
Line Total.....						

Warranty Claim Type: W      Authorization Code:

CUSTOMER COPY - PAGE 02

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Torrington, CT 06790

(860) 482-0700  
Fax (860) 482-2969  
rwhcars.com

[REDACTED]		VEHICLE IDENTIFICATION		MILEAGE OUT		DATE OUT		INVOICE NO.	
[REDACTED]		1C4RJFBM6EC [REDACTED]		2420		05/13/14		[REDACTED]	
NEWTON NJ [REDACTED]		YEAR		MAKE		MODEL		COLOR	
[REDACTED]		14		JEEP		GRAND CHER		BLACK	
CUST. NO.		LICENSE		HOME PHONE		WORK PHONE		STOCK NO.	
[REDACTED]		[REDACTED]		[REDACTED]		-		[REDACTED]	
CUST. LABOR RATE		DELIV. DATE		DELIV. MILES		MILEAGE IN		DATE IN	
[REDACTED]		04/03/14		124		2420		05/12/14	
PROD. DATE		SERV. ADV.		TERMS					
00/00/00		AC		CASH					

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LINE	OP.CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
A	Com Customer states install sop ordered front bumper parts.					
	Cau Installed sop ordered bumper parts> bumper damaged By water when vehicl went off road.					
		A57			C	80.00
	68143107AB	BEZEL	ADAP	1	C	24.57
	68143076AC	FASCIA	FRON	1	C	172.75
	68143096AB	SPAT	FRON	1	C	46.92
	68143097AB	SPAT	FRON	1	C	46.92
					Line Total.....	371.16

B	Com Customer states The front camera reads clean camera intermittently.					
	Cau Found the front camera loose repositioned and Re-aligned.					
	Cor Durring test drive camera kept moving out of position inspected assembly and found clips in rear broken. sop ordered clips will need to re-adjust after clips are installed.					
		A57				
					Line Total.....	

C  
Com Customer states Gps freezes resets. and goes to a different location.  
Cau Found software update for radio system.

CUSTOMER COPY - PAGE 01

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2033 East Main Street  
 Torrington, CT 06790

(860) 482-0700  
 Fax (860) 482-2969  
 nwhcars.com

[REDACTED]		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.	
[REDACTED]		1C4RJFBM6EC [REDACTED]		12917	12/15/14	[REDACTED]	
NEWTON, CT [REDACTED]		YEAR	MAKE	MODEL	COLOR	TAG NO.	
[REDACTED]		14	JEEP	GRAND CHER	BLACK	00000	
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
[REDACTED]	[REDACTED]	[REDACTED]	-	[REDACTED]	00/00/00	AC	CASH
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV DATE		
	04/03/14	124	12917	12/15/14	04/03/14		

IF YOU ARE NOT COMPLETELY SATISFIED WITH YOUR SERVICE EXPERIENCE FOR ANY REASON, CONTACT DUANE BLACK (860) 201-0344 OR EMAIL DUANE@NWHCARS.COM

YOU MAY RECEIVE A SURVEY IN THE MAIL FROM CHRYSLER REGARDING THIS SERVICE VISIT. PLEASE TAKE THE TIME TO COMPLETE AND RETURN IT - THANK YOU!

LINE	OP. CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
A *	Com CUSTOMER REQUESTS PERFORM 4 WHEEL ALIGNMENT Cor PERFORMED ALIGNMENT PRINTOUT ATTACHED					
	ALIGN		A57		C	89.95
Line Total.....						89.95

B *	Com Customer states FILL DEF FLUID.					
			A57			
	68056278AB	FLUID	DIES	2	C	53.24
	68035704AB	FLUID	DIES	1	C	11.16
Line Total.....						64.40

Labor	89.95
Parts	64.40
SHOP SUPPLIES	5.40
Sales Tax	10.14
<b>TOTAL-CUST-CASH</b>	<b>169.89</b>

CUSTOMER COPY - PAGE 01

Printed: 12/15/2014 @ 11:08

STATEMENT OF DISCLAIMER

ALL REPAIRS PERFORMED WITH MOPAR PARTS CARRY A 12 MONTH / 12000 MILE NATIONWIDE LIMITED WARRANTY FROM CHRYSLER.  
 SEE WWW.MOPAR.COM FOR WARRANTY DETAILS

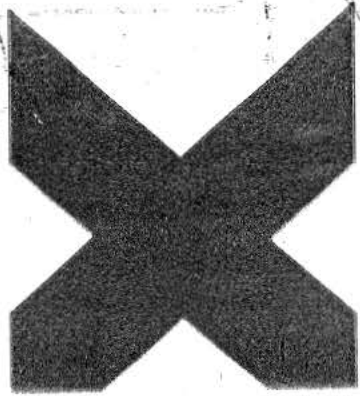
REPAIRS PERFORMED WITH AFTERMARKET (NON-MOPAR) PARTS ARE NOT COVERED BY THIS WARRANTY.

CUSTOMER SIGNATURE

YOU SHOULD HAVE RECEIVED A "KNOW YOUR VEHICLE" REPORT ATTACHED TO THIS INVOICE THAT INCLUDES INFORMATION ABOUT CHECKS AND INSPECTIONS PERFORMED ON YOUR VEHICLE DURING THIS SERVICE VISIT, AS WELL AS MAINTENANCE RECOMMENDATIONS AND PREVIOUSLY DECLINED RECOMMENDATIONS. IF YOU DID NOT RECEIVE THIS REPORT OR IF YOU HAVE ANY QUESTIONS, PLEASE CONTACT YOUR SERVICE ADVISOR AT (860)201-0344, RALPH: EXT. 644 OR AARON: EXT. 645  
 REMEMBER, OUR GOAL IS YOUR COMPLETE SATISFACTION!

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

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

Origin ID: QFWA

FedEx Express



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Ship Date: 07APR15  
ActWgt: 1.0 LB  
CAD: 100586475/NET3610

Ambler, PA 19002

Delivery Address Bar Code



SHIP TO: (215) 540-8888

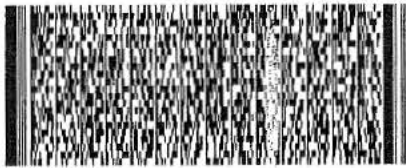
BILL SENDER

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

Ref #  
Invoice #  
PO #  
Dept #

WED - 08 APR AA  
STANDARD OVERNIGHT

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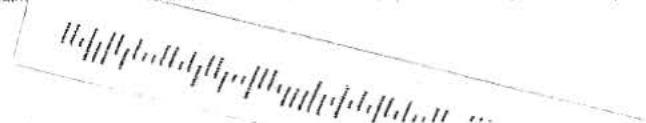
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After printing this label:

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

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Use of this system constitutes your agreement to the service conditions in the current FedEx Service Guide, available on fedex.com. FedEx will not be responsible for any claim in excess of \$100 per package, whether the result of damage, delay, non-delivery, misdelivery or misinformation, unless you declare a higher value, pay an additional charge, and in the current FedEx Service Guide apply. Your liability is limited to the actual value of the contents of the package.



**Service of Process  
Transmittal**

07/07/2015

CT Log Number 527425193

**TO:** Melissa Graylin  
FCA US LLC  
1000 Chrysler Dr Ofc of  
Auburn Hills, MI 48326-2766

**RE: Process Served in New Jersey**

**FOR:** FCA US LLC (Domestic State: DE)

**ENCLOSED ARE COPIES OF LEGAL PROCESS RECEIVED BY THE STATUTORY AGENT OF THE ABOVE COMPANY AS FOLLOWS:**

**TITLE OF ACTION:** [REDACTED], Pltf. vs. FCA US LLC, Dft.

**DOCUMENT(S) SERVED:** Summons, Case Information Statement(s), Complaint, Jury Demand, Certification, Designation, Exhibit(s)

**COURT/AGENCY:** Sussex County Superior Court - Law Division, NJ  
Case # L39115

**NATURE OF ACTION:** Product Liability Litigation - Lemon Law - New 2014 Jeep Grand Cherokee; VIN: 1C4RJFBM6EC2 [REDACTED]

**ON WHOM PROCESS WAS SERVED:** The Corporation Trust Company, West Trenton, NJ

**DATE AND HOUR OF SERVICE:** By Process Server on 07/07/2015 at 11:42

**JURISDICTION SERVED :** New Jersey

**APPEARANCE OR ANSWER DUE:** Within 35 days from the date you received this summons, not counting the day of receipt

**ATTORNEY(S) / SENDER(S):** Jacqueline C. Herritt, Esquire  
Kimmel & Silverman, P.C.  
Executive Quarters  
1930 E. Marlton Pike  
Suite Q29  
Cherry Hill, NJ 08003  
856-429-8334

**ACTION ITEMS:** CT has retained the current log, Retain Date: 07/08/2015, Expected Purge Date: 07/13/2015  
  
Image SOP

**SIGNED:** The Corporation Trust Company  
**ADDRESS:** 820 Bear Tavern Road  
3rd Floor  
West Trenton, NJ 08628  
**TELEPHONE:** 609-538-1818

**SUMMONS**

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

**Superior Court of  
New Jersey**

SUSSEX COUNTY COUNTY  
LAW DIVISION  
Docket No: **L-391-15**

Plaintiff(s)

**CIVIL ACTION  
SUMMONS**

Vs.

**FCA US LLC**

Defendant(s)

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

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

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



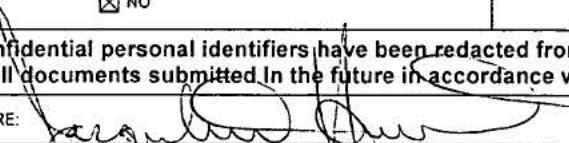
If you cannot afford an attorney, you may call the Legal Services office in the county where you live or the Legal Services of New Jersey Statewide Hotline at 1-888-LSNJ-LAW (1-888-576-5529). If you do not have an attorney and are not eligible for free legal assistance, you may obtain a referral to an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

Michelle M. Smith  
Clerk of the Superior Court

DATED: June 30, 2015

Name of Defendant to Be Served: **FCA US LLC**

Address of Defendant to Be Served: **820 Bear Tavern Road, West Trenton, NJ**

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



## CIVIL CASE INFORMATION STATEMENT (CIS)

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

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

### Track I — 150 days' discovery

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

### Track II — 300 days' discovery

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

### Track III — 450 days' discovery

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

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

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

### Multicounty Litigation (Track IV)

- |  |   |
|--|---|
| <ul style="list-style-type: none"> <li>271 ACCUTANE/ISOTRETINOIN</li> <li>274 RISPERDAL/SEROQUEL/ZYPREXA</li> <li>278 ZOMETA/AREDIA</li> <li>279 GADOLINIUM</li> <li>281 BRISTOL-MYERS SQUIBB ENVIRONMENTAL</li> <li>282 FOSAMAX</li> <li>285 STRYKER TRIDENT HIP IMPLANTS</li> <li>286 LEVAQUIN</li> <li>287 YAZ/YASMIN/OCELLA</li> <li>288 PRUDENTIAL TORT LITIGATION</li> </ul> | <ul style="list-style-type: none"> <li>289 REGLAN</li> <li>290 POMPTON LAKES ENVIRONMENTAL LITIGATION</li> <li>291 PELVIC MESH/GYNECARE</li> <li>292 PELVIC MESH/BARD</li> <li>293 DEPUY ASR HIP IMPLANT LITIGATION</li> <li>295 ALLODERM REGENERATIVE TISSUE MATRIX</li> <li>296 STRYKER REJUVENATING/ABG II MODULAR HIP STEM COMPONENTS</li> <li>297 MIRENA CONTRACEPTIVE DEVICE</li> <li>601 ASBESTOS</li> <li>623 PROPECIA</li> </ul> |
|--|---|

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

Please check off each applicable category

Putative Class Action

Title 59

Jacqueline C. Herritt, Esquire  
Identification No. 009131997  
Jason L. Greshes, Esquire  
Identification No. 037512001  
KIMMEL & SILVERMAN, P.C.  
Executive Quarters  
1930 E. Marlton Pike, Suite Q29  
Cherry Hill, NJ 08003  
(956) 429-8334

ATTORNEYS FOR PLAINTIFF

RECEIVED & FILED

JUN 22 2015

Sussex County LAW Division

Newton, NJ

v.

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

SUPERIOR COURT OF NEW JERSEY  
SUSSEX COUNTY

CIVIL ACTION

NO.

### COMPLAINT

1. Plaintiff, [REDACTED] is an adult individual citizen and legal resident of the State of New Jersey, 1 Fairclough Lane, Newton, NJ 07860.

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

### BACKGROUND

3. On or about April 3, 2014, Plaintiff purchased a new 2014 Jeep Grand Cherokee, manufactured and warranted by Defendant, bearing the Vehicle Identification Number 1C4RJFBM6EC [REDACTED]

4. The vehicle was purchased in the State of Connecticut and is registered in the State of New Jersey.

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

Lemon Law, totaled more than \$66,107.75. A true and correct copy of the contract is attached hereto, made a part hereof, and marked Exhibit "A".

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

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

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

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

10. The first documented warranty repair attempt is believed to have occurred on or before May 13, 2014, when the vehicle odometer showed 2,420 miles. On that date, repair attempts were made to the bumper; inoperable camera; GPS system and highbeams. A true and correct copy of the repair invoice is attached hereto, made a part hereof and marked Exhibit "B".

11. The second documented warranty repair attempt is believed to have occurred on or before July 09, 2014, when the vehicle odometer showed 4,864 miles. On that date, repair attempts were made to the camera and brake booster . A true and correct copy of the repair invoice is attached hereto, made a part hereof and marked Exhibit "C".

12. The third documented warranty repair attempt is believed to have occurred on or before August 15, 2014, when the vehicle odometer showed 6,513 miles. On that date, repair attempts were made to the transmission. A true and correct copy of the repair invoice is attached hereto, made a part hereof and marked Exhibit "D".

13. The vehicle continues to exhibit defects and nonconformities which substantially impair its use, value and/or safety. True and correct copies of the additional warranty invoices are attached hereto, made a part hereof and marked Exhibit "E".

**COUNT I**  
**NEW JERSEY MOTOR VEHICLE WARRANTY ACT**

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

15. Plaintiff is a "Consumer" as defined by N.J.S.A. 56:12-30.

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

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

18. On or about April 03, 2014, Plaintiff took possession of the above mentioned vehicle and experienced nonconformities as defined by N.J.S.A. 56:12-29 et seq., which substantially impair the use, value and/or safety of the vehicle.

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

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

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

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

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

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

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

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

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

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

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

27. Plaintiff has been and will continue to be financially damaged due to Defendant's intentional, reckless, wanton, and negligent failure to comply with the provisions of N.J.S.A. 56:12-29 et seq.

28. Plaintiff has provided Defendant with a final repair opportunity prior to filing the within Complaint.

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

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

**COUNT II**  
**MAGNUSON-MOSS (FTC) WARRANTY IMPROVEMENT ACT**

30. Plaintiff hereby incorporates all facts and allegations set forth in this Complaint by reference as if fully set forth at length herein.

31. Plaintiff has or may have resorted to Defendant's informal dispute settlement procedure, to the extent said procedure complies with 16 CFR 703.

32. Plaintiff avers that the Federal Trade Commission (FTC) has determined that no automobile manufacturer complies with 16 CFR 703. See, Fed. Reg. 15636, Vol. 62, No. 63 (Apr. 2, 1997).

33. Plaintiff is a "Consumer" as defined by 15 U.S.C. §2301(3).

34. Defendant is a "supplier", "warrantor", and a "service contractor" as defined by 15 U.S.C. § 2301 (4),(5) and (8).

---

~~35. The subject vehicle is a "consumer product" as defined by 15 U.S.C. § 2301(1).~~

36. By the terms of its written warranties, affirmations, promises, or service contracts, Defendant agreed to perform effective repairs at no charge for parts and/or labor.

37. The Magnuson-Moss Warranty Improvement Act requires Defendant to be bound by all warranties implied by state law. Said warranties are imposed on all transactions in the state in which the vehicle was delivered.

38. Defendant has made attempts on several occasions to comply with the terms of its express warranties; however, such repair attempts have been ineffective.

39. The Magnuson-Moss Warranty Improvement Act, 15 U.S.C. §2310(d)(2) provides:

If a consumer finally prevails on an action brought under paragraph (1) of this subsection, he may be allowed by the court to recover as part of the judgment a sum equal to the amount of aggregate amount of costs and expenses (including attorney fees based upon actual time expended), determined by the court to have been reasonably incurred by the Plaintiff for, or in connection with the commencement and prosecution of such action, unless the court, in its discretion shall determine that such an award of attorney's fees would be inappropriate.

40. Plaintiff has afforded Defendant a reasonable number of opportunities to conform the vehicle to the aforementioned express warranties, implied warranties and contracts.

41. As a direct and proximate result of Defendant's failure to comply with the express written warranties, Plaintiff has suffered damages and, in accordance with 15 U.S.C. §2310(d)(1), Plaintiff is entitled to bring suit for such damages and other legal and equitable relief.

42. Defendant's failure is a breach of Defendant's contractual and statutory obligations constituting a violation of the Magnuson-Moss Warranty Improvement Act, including but not limited to: breach of express warranties; breach of implied warranty of merchantability; breach of implied warranty of fitness for a particular purpose; breach of contract; and constitutes an Unfair Trade Practice.

43. Plaintiff avers that Defendant's warranty was not provided to Plaintiff until after the vehicle was delivered, making any and all limitations, disclaimers and/or alternative dispute provisions ineffective for a failure of consideration.

44. Plaintiff avers Defendant's Dispute Resolution Program was not in compliance with 16 CFR 703 for the model year of the subject vehicle.

45. Plaintiff avers that Defendant's warranty did not require Plaintiff to first resort to a Dispute Resolution Program before filing suit.

46. Plaintiff avers that upon successfully prevailing upon the Magnuson-Moss claim herein, all attorney fees are recoverable and are demanded against Defendant.

WHEREFORE, Plaintiff respectfully demands judgment against Defendant in an amount equal to the price of the subject vehicle, plus all collateral charges, incidental and consequential damages, reasonable attorneys' fees, and all court costs.

**COUNT III**  
**UNIFORM COMMERCIAL CODE**

47. Plaintiff hereby incorporates all facts and allegations set forth in this Complaint by reference as if fully set forth at length herein.

48. The defects and nonconformities existing within the vehicle constitute a breach of contractual and statutory obligations of Defendant, including but not limited to the following:

- a. Express Warranty;
- b. Implied Warranty Of Merchantability; and
- c. Implied Warranty Of Fitness For A Particular Purpose.

49. At the time of obtaining possession of the vehicle and at all times subsequent thereto, Plaintiff has justifiably relied upon Defendant's express warranties and implied warranties of fitness for a particular purpose and implied warranties of merchantability.

50. At the time of obtaining possession of the vehicle and at all times subsequent thereto, Defendant was aware Plaintiff was relying upon Defendant's express and implied warranties, obligations, and representations with regard to the subject vehicle.

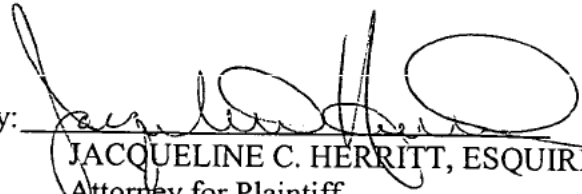
51. Plaintiff has incurred damages as a direct and proximate result of the breach and failure of Defendant to honor its express and implied warranties.

52. Such damages include, but are not limited to, the contract price of the vehicle plus all collateral charges, including attorney fees and costs, as well as other expenses, the full extent of which are not yet known.

WHEREFORE, Plaintiff respectfully demands judgment against Defendant in an amount equal to the contract price of the vehicle, plus all collateral charges and attorneys' fees.

KIMMEL & SILVERMAN, P.C.

By:



JACQUELINE C. HERRITT, ESQUIRE

Attorney for Plaintiff

Executive Quarters

1930 E. Marlton Pike, Suite Q29

Cherry Hill, NJ 08003


(856) 429-8334

**JURY-DEMAND**

Plaintiff hereby demands a trial by jury as to all the issues

KIMMEL & SILVERMAN, P.C.

By: \_\_\_\_\_

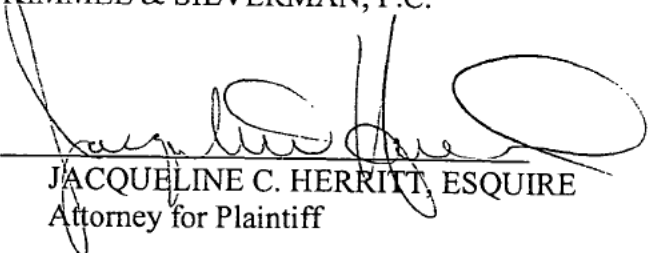
  
JACQUELINE C. HERRITT, ESQUIRE  
Attorney for Plaintiff

**CERTIFICATION PURSUANT TO R.4:15-1**

Upon knowledge and belief I hereby certify that there are no other actions or arbitrations related to this suit pending or presently contemplated.

KIMMEL & SILVERMAN, P.C.

By: \_\_\_\_\_

  
JACQUELINE C. HERRITT, ESQUIRE  
Attorney for Plaintiff

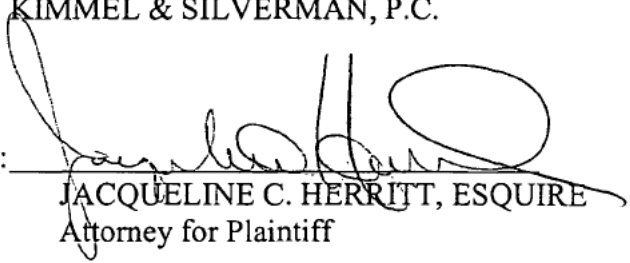
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CERTIFICATION OF NOTICE

Pursuant to N.J.S.A. 56:8-20 Plaintiff is mailing a copy of this Complaint to the Office of the Attorney General, Richard J. Hughes Justice Complex, 25 West Market Street in the City of Trenton, County of Mercer, in the state of New Jersey on

KIMMEL & SILVERMAN, P.C.

By: \_\_\_\_\_

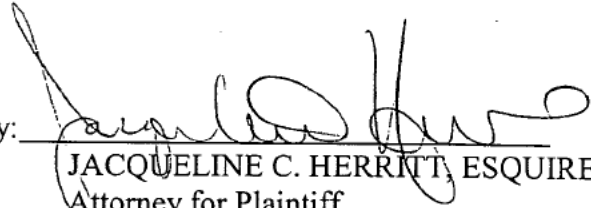
  
JACQUELINE C. HERRITT, ESQUIRE  
Attorney for Plaintiff

**DESIGNATION OF TRIAL COUNSEL**

PLEASE TAKE NOTICE that pursuant to Rule 4:25-4, Jason L. Greshes is designated as trial counsel for plaintiff, James Fairclough, in this case.

KIMMEL & SILVERMAN, P.C.

By:



JACQUELINE C. HERRITT, ESQUIRE  
Attorney for Plaintiff

NORTHWEST HILLS CHRYSLER-JEEP, LLC  
 1033 EAST MAIN STREET  
 BRIDGEWATER, NJ 07005  
 908-482-0700 F

**SULLIVAN'S**

DEAL # 0006758  
 CUST # [REDACTED]

SALES-SERVICE-CAR LEASING

RETAIL PURCHASE ORDER  
 FOR MOTOR VEHICLE

Date 04/03/2014  
 Salesperson WILLIAM HOGARTH

Bus. Phone [REDACTED]  
 Phone [REDACTED]

Buyer's Name [REDACTED] City NEWTON State NJ Zip [REDACTED]

Vehicle Order For  USED  DEMONSTRATOR  NEW Year 2014 Make Jeep Model GRAND CHEROKEE Cyl 6 Stock No. [REDACTED]

Trim 4 DOOR Color BLACK To Be Delivered On Or About 04/03/14  
 Mileage 124

WAGON 4 DOOR  
 Social Security # [REDACTED]  
 Date of Birth 03/05/86  
 18 Year Used 2005 Car/Truck Bill Reg. No. [REDACTED]  
 Mileage 59096 Cyl. 10 Body Type SEDAN 4 DOOR Color BLACK  
 Title No. [REDACTED]  
 Advance \$ 25366.29 Balance Owed \$ 25366.29  
 Net Allowance \$ NA  
 Insurance I.D. No. [REDACTED]

SELLING PRICE OF CAR OR TRUCK	51366.29
EXTRA OR OPTIONAL EQUIPMENT	
ALASSCOAT	549.99
TITANIUM PLUS	548.90
SERVICE CONTRACT - N	1975.45
GAP INSURANCE	675.76
VIN Etch Service (optional)	199.00
DEALER CONVEYANCE FEE	284.00
Dealer Conveyance Fee is not payable to the State of CT.	
CASH PRICE	53558.45
SALES TAX 7.000% SUSSEX	2068.61
LIC. 86.00	REG. 150.00
TRANS. NA	TITLE 25.00
LIEN 10.00	271.00
1. TOTAL CASH PRICE DELIVERED	57938.26
2. CASH DOWN PAYMENT	
DEPOSIT/REBATE SUBMITTED WITH ORDER	NA
CASH ON DELIVERY	5000.00
REBATE	NA
AMOUNT OF DEPOSIT	
BALANCE OWING TO	25366.29
DOWN PAYMENT (2 * 3)	5000.00
5. UNPAID BALANCE OF CASH PRICE (1 * 4)	52938.26

**THIS MOTOR VEHICLE IS NOT GUARANTEED BY SULLIVAN'S NORTHWEST HILLS DEALERSHIP. THIS VEHICLE IS SUBJECT TO A LIMITED WARRANTY OF 100,000 MILES OR 36 MONTHS, WHICHEVER OCCURS FIRST. COPY GIVEN CUSTOMER UPON DELIVERY OF VEHICLE.**

**\$3,000 OR MORE BUT LESS THAN \$5,000**  
 THIS MOTOR VEHICLE IS GUARANTEED TO BE MECHANICALLY OPERATIONAL AND SOUND FOR A PERIOD OF 30 DAYS OR 1,500 MILES WHICHEVER PERIOD IS FIRST. THIS GUARANTEE SHALL INCLUDE THE FULL COST OF BOTH PARTS AND LABOR. ALL LABOR MUST BE PERFORMED IN OUR SHOP. NO SIDE INVOICE FOR REPAIRS CAN BE HONORED BY US.

**\$5,000 OR MORE**  
 THIS MOTOR VEHICLE IS GUARANTEED TO BE MECHANICALLY OPERATIONAL AND SOUND FOR A PERIOD OF 60 DAYS OR 3,000 MILES WHICHEVER PERIOD IS FIRST. THIS GUARANTEE SHALL INCLUDE THE FULL COST OF BOTH PARTS AND LABOR. ALL LABOR MUST BE PERFORMED IN OUR SHOP. NO SIDE INVOICE FOR REPAIRS CAN BE HONORED BY US.



SVE  
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 PAIR  
 YOU  
 IS  
 OW

**THIS MOTOR VEHICLE IS NOT GUARANTEED**  
**BY SULLIVAN'S NORTHWEST HILLS DEALERSHIP**  
**THIS VEHICLE IS SUBJECT TO A LIMITED WARRANTY OF**

FOR 36K . MILES OR 36 . MONTHS, WHICHEVER  
 OCCURS FIRST. COPY GIVEN CUSTOMER UPON DELIVERY  
 OF VEHICLE.

**\$3,000 OR MORE BUT LESS THAN \$5,000**

THIS MOTOR VEHICLE IS GUARANTEED TO BE MECHANICALLY OPERATIONAL  
 AND SOUND FOR A PERIOD OF 30 DAYS OR 1,500 MILES WHICHEVER PERIOD  
 COMES FIRST. THIS GUARANTEE SHALL INCLUDE THE FULL COST OF BOTH  
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 OUTSIDE INVOICE FOR REPAIRS CAN BE HONORED BY US.

"AS IS"

LOS  
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 PA  
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 TO

LOSE  
 ANY  
 REPAIRS  
 SELL  
 REPAIRS

INFORMATION YOU SEE ON THE WINDOW FORM FOR THIS VEHICLE IS  
 PART OF THIS CONTRACT. INFORMATION ON THE WINDOW FORM OVERRIDES  
 ANY CONTRADICTORY PROVISIONS IN THE CONTRACT OF SALE.  
**FINANCE AS FOLLOWS:**

of Co. BANK OF AMERICA NA  
 it { 75 At S 814.77  
 it { At S NA  
 yment Due May 18 YR 14

I have read the terms and conditions on the back hereof and agree to them as a part of this order the same as if they were printed  
 above my signature. The front and back hereof comprise the entire agreement and no other agreement or  
 understanding of any nature concerning same has been made. I have received a copy of a copy of this order,  
 and certify that I am of legal age. **THIS ORDER SHALL NOT BE VALID UNLESS ACCEPTED BY ITS  
 AUTHORIZED OFFICER AS SHOWN BY HIS SIGNATURE OR**

ser's Signature: And I have received a copy of this order  
 ad By: [Signature]  
 (Name and Title) Date 04/23/2014

SERVICE CONTRACT - N		1975.45			
GAP INSURANCE		675.76			
VIN Etch Service (optional)		199.00			
DEALER CONVEYANCE FEE		284.00			
Dealer Conveyance Fee is not payable to the State of CT.					
CASH PRICE		55598.45			
SALES TAX 7.000 % SUSSEX		2068.61			
LIC.	REG.	TRANS.	TITLE	LIEN	
86.00	150.00	NA	25.00	10.00	271.00
1. TOTAL CASH PRICE DELIVERED		57936.26			
2. CASH DOWN PAYMENT	DEPOSIT/REBATE SUBMITTED WITH ORDER	NA			
	CASH ON DELIVERY	5000.00	5000.00		
	REBATE	NA			
NO REFUND OF DEPOSIT					
3. TRADE IN		25368.29			
LESS	BALANCE OWING TO	25368.29	NA		
4. TOTAL DOWN PAYMENT		(2 + 3)	5000.00		
5. UNPAID BALANCE OF CASH PRICE		(1 - 4)	52936.26		
6. OTHER CHARGES	INSURANCE	NA	NA		
	VENDOR'S SINGLE INTEREST FEE		NA		
7. AMOUNT FINANCED		(5 + 6)	52936.26		
8. FINANCE CHARGE *		(THE DOLLAR AMOUNT THE CREDIT WILL COST YOU)	817.49		
9. TOTAL OF PAYMENTS		(7 + 8)	61107.75		
10. TOTAL SALE PRICE		(1 + 6 + 8)	65107.75		
11. ANNUAL PERCENTAGE RATE		4.590 %			

FINAL PAYMENT CASH OR CERTIFIED CHECK

SEE OTHER SIDE FOR ADDITIONAL TERMS AND CONDITIONS



2033 East Main Street  
Torrington, CT 06790

(860) 482-0700  
Fax (860) 482-2969  
nwhcars.com

[REDACTED]		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.	
[REDACTED]		1C4RJFBM6E [REDACTED]		2420	05/13/14	[REDACTED]	
NEWTON NJ [REDACTED]		YEAR	MAKE	MODEL	COLOR	TAG NO.	
[REDACTED]		14	JEEP	GRAND CHER	BLACK	00000	
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
[REDACTED]	[REDACTED]	[REDACTED]	-	[REDACTED]	00/00/00	AC	CASH
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV DATE		
	04/03/14	124	2420	05/12/14	04/03/14		

IF YOU ARE NOT COMPLETELY SATISFIED WITH YOUR SERVICE EXPERIENCE FOR ANY REASON, CONTACT RALPH MASTRIANNA (860) 201-0344 OR EMAIL DUANE@NWHCARS.COM

YOU MAY RECEIVE A SURVEY IN THE MAIL FROM CHRYSLER REGARDING THIS SERVICE VISIT. PLEASE TAKE THE TIME TO COMPLETE AND RETURN IT - THANK YOU!

LINE	OP. CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
A						
Com Customer states install sop ordered front bumper parts.						
Cau Installed sop ordered bumper parts> bumper damaged By water when vehicl went off road.						
			A57		C	80.00
			68143107AB BEZEL	ADAP	1 C	24.57
			68143076AC FASCIA	FRON	1 C	172.75
			68143096AB SPAT	FRON	1 C	46.92
			68143097AB SPAT	FRON	1 C	46.92
Line Total.....						371.16

B						
<del>Com Customer states The front camera reads clean camera intermittently.</del>						
<del>Cau Found the front camera loose repositioned and Re-aligned.</del>						
<del>For Durring test drive camera kept moving out of position inspected assembly and found clips in rear broken. sop ordered clips will need to re-adjust after clips are installed.</del>						
			A57			
Line Total.....						

C  
Com Customer states Gps freezes resets. and goes to a diffrent location.  
Cau Found software update for radio system.

CUSTOMER COPY - PAGE 01

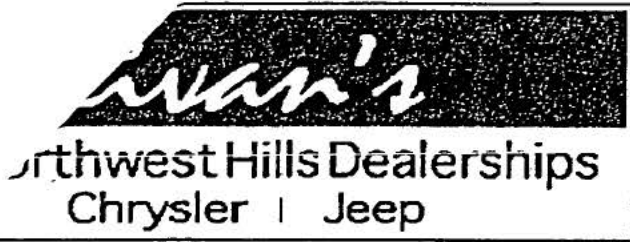
Printed: 05/13/14



STATEMENT OF DISCLAIMER  
ALL REPAIRS PERFORMED WITH MOPAR PARTS CARRY A 12 MONTH / 12000 MILE  
NATIONWIDE LIMITED WARRANTY FROM CHRYSLER.  
SEE WWW.MOPAR.COM FOR WARRANTY DETAILS

YOU SHOULD HAVE RECEIVED A REPORT THAT INCLUDES INFORMATION ABOUT THE VEHICLE DURING THIS SERVICE VISIT. IF YOU PREVIOUSLY DECLINED RECOMMENDATIONS, IF YOU DID NOT RECEIVE THIS REPORT OR IF YOU HAVE ANY QUESTIONS, PLEASE CONTACT YOUR SERVICE ADVISOR AT (860) 201-0344, RALPH: EXT. 644 OR AARON: EXT. 645  
REMEMBER, OUR GOAL IS YOUR COMPLETE SATISFACTION!

REPAIRS PERFORMED WITH AFTERMARKET (NON-MOPAR) PARTS ARE NOT COVERED BY THIS WARRANTY.



2033 East Main Street  
Torrington, CT 06790

(860) 482-0700  
Fax (860) 482-2969  
nwhcars.com

VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.	
1C4RJFBM6EC		2420	05/13/14		
YEAR	MAKE	MODEL	COLOR	TAG NO.	
14	JEEP	GRAND CHER	BLACK	00000	
ST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	
				00/00/00	
SERV. ADV.			TERMS		
AC			CASH		
L. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV DATE
	04/03/14	124	2420	05/12/14	04/03/14

YOU ARE NOT COMPLETELY SATISFIED WITH YOUR SERVICE EXPERIENCE FOR ANY REASON, CONTACT RALPH MASTRIANNA 601 201-0344 OR EMAIL DUANE@NWHCARS.COM

YOU MAY RECEIVE A SURVEY IN THE MAIL FROM CHRYSLER REGARDING THIS SERVICE VISIT. PLEASE TAKE THE TIME TO COMPLETE AND RETURN IT - THANK YOU!

OP. CODE	FAIL-CD	TECH.	HOURS/QT.	TYPE	AMOUNT
0		A57		W	
Line Total.....					

Customer states auto matic high beams come on durring the day will see the symbol in the cluster.  
Inspected vehicle unable to duplicate concern checked vehicle for fuault codes none found tested light sensor and operation of Auto headlights. All systems operating as designed no shorts or issues found in system.  
No correction made at this time could not duplicate concern no correction made.

0	A57	W
Line Total.....		

COURTESY VEHICLE INSPECTION  
SEE ATTACHED KNOW YOUR VEHICLE REPORT FOR INSPECTION RESULTS  
INSP A57

Line Total.....		
-----------------	--	--

Warranty Claim Type: W Authorization Code:

CUSTOMER COPY - PAGE 02

Printed: 05/13/2014 @ 15:59

STATEMENT OF DISCLAIMER

PAIRS PERFORMED WITH MOPAR PARTS CARRY A 12 MONTH / 12000 MILE WIDE LIMITED WARRANTY FROM CHRYSLER.  
W.MOPAR.COM FOR WARRANTY DETAILS

S PERFORMED WITH AFTERMARKET (NON-MOPAR) PARTS ARE NOT COVERED BY WARRANTY.

YOU SHOULD HAVE RECEIVED A \*KNOW YOUR VEHICLE\* REPORT ATTACHED TO THIS INVOICE THAT INCLUDES INFORMATION ABOUT CHECKS AND INSPECTIONS PERFORMED ON YOUR VEHICLE DURING THIS SERVICE VISIT, AS WELL AS MAINTENANCE RECOMMENDATIONS AND PREVIOUSLY DECLINED RECOMMENDATIONS. IF YOU DID NOT RECEIVE THIS REPORT OR IF YOU HAVE ANY QUESTIONS, PLEASE CONTACT YOUR SERVICE ADVISOR AT (860)201-0344, RALPH: EXT. 644 OR AARON: EXT. 645  
REMEMBER, OUR GOAL IS YOUR COMPLETE SATISFACTION!

# Duane's

## Northwest Hills Dealerships

### Chrysler | Jeep

2033 East Main Street  
Torrington, CT 06790

(860) 482-0700  
Fax (860) 482-2969  
nwhcars.com

[REDACTED]		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.	
[REDACTED]		1C4RJFBM6EC [REDACTED]		4864	07/09/14	[REDACTED]	
NEWTON NJ [REDACTED]		YEAR	MAKE	MODEL	COLOR	TAG NO.	
[REDACTED]		14	JEEP	GRAND CHER	BLACK	01705	
CUST.NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD.DATE	SERV.ADV.	TERMS
[REDACTED]	[REDACTED]	[REDACTED]	-	[REDACTED]	00/00/00	AC	CASH
CUST.LABOR RATE	DELIV.DATE	DELIV.MILES	MILEAGE IN	DATE IN	IN-SERV DATE		
	04/03/14	124	4864	07/09/14	04/03/14		

IF YOU ARE NOT COMPLETELY SATISFIED WITH YOUR SERVICE EXPERIENCE FOR ANY REASON, CONTACT RALPH MASTRIANNA (860) 201-0344 OR EMAIL DUANE@NWHCARS.COM

YOU MAY RECEIVE A SURVEY IN THE MAIL FROM CHRYSLER REGARDING THIS SERVICE VISIT. PLEASE TAKE THE TIME TO COMPLETE AND RETURN IT - THANK YOU!

LINE	OP.CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
A *	om Customer states perform camera mount repair and calibration.					
	au Installed sop ordered camera mount.					
	or Calibrated camera after install.					
			A57		C	102.00
	68085813AA	CLIP	ADAP	3	C	47.91
	Line Total.....					149.91

3 *	om Customer states check chip on windshield.					
			A57			
	Line Total.....					

2 *	om Recall #: P14, Launch Date: 05/16/2014 - BRAKE BOOSTER					
	or Performed the P14 recall installed booster shield.					
	0		A57		W	
		CBXNP143AA	KIT	1	W	
	Line Total.....					

\* om Customer states there are 2 scratches on the passenger side door towards the bottom and the right rear corner of the bumper

CUSTOMER COPY - PAGE 01

Printed: 07/09/2014



STATEMENT OF DISCLAIMER  
REPAIRS PERFORMED WITH MOPAR PARTS CARRY A 12 MONTH / 12000 MILE  
NATIONWIDE LIMITED WARRANTY FROM CHRYSLER.  
WWW.MOPAR.COM FOR WARRANTY DETAILS

YOU SHOULD HAVE RECEIVED A \*KHOV... THAT INCLUDES INFORMATION ABOUT... VEHICLE DURING THIS SERVICE VISIT... PREVIOUSLY DECLINED RECOMMENDATIONS... IF YOU DID NOT RECEIVE THIS REPORT OR IF YOU HAVE ANY QUESTIONS, PLEASE CONTACT YOUR SERVICE ADVISOR AT (860)201-0344. RALPH: EXT. 644 OR AARON: EXT. 645

REPAIRS PERFORMED WITH AFTERMARKET (NON-MOPAR) PARTS ARE NOT COVERED BY WARRANTY



2033 East Main Street  
Torrington, CT 06790

(860) 482-0700  
Fax (860) 482-2969  
nwhcars.com



[REDACTED]		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.
[REDACTED]		1C4RJFBM6EC [REDACTED]		4864	07/09/14	[REDACTED]
NEWTON	N.J.	YEAR	MAKE	MODEL	COLOR	TAG NO.
[REDACTED]	[REDACTED]	14	JEEP	GRAND CHER	BLACK	01705
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	PROD. DATE	SERV. ADV.	TERMS
[REDACTED]	[REDACTED]	[REDACTED]	-	00/00/00	AC	CASH
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV DATE	
	04/03/14	124	4864	07/09/14	04/03/14	

IF YOU ARE NOT COMPLETELY SATISFIED WITH YOUR SERVICE EXPERIENCE FOR ANY REASON, CONTACT RALPH MASTRIANNA (860) 201-0344 OR EMAIL DUANE@NWHCARS.COM

YOU MAY RECEIVE A SURVEY IN THE MAIL FROM CHRYSLER REGARDING THIS SERVICE VISIT. PLEASE TAKE THE TIME TO COMPLETE AND RETURN IT - THANK YOU!

LINE OP.CODE FAIL-CD TECH. HOURS/QTY TYPE AMOUNT

D \* CONTINUED  
or buffed out scratches.

B74

Line Total.....

E +  
om Customer states topped off DEF fluid. as per customer request.

A57	C	9.95
68035704AB FLUID	DIES 3 C	33.48
68056278AB FLUID	DIES 1 C	27.90
Line Total.....		71.33

Warranty Claim Type: W

Authorization Code:

Labor	111.95
Parts	109.29
SHOP SUPPLIES	13.27
Sales Tax	14.89
TOTAL-CUST-CASH	249.40

CUSTOMER COPY - PAGE 02

Printed: 07/09/2014 @ 16:52

STATEMENT OF DISCLAIMER  
REPAIRS PERFORMED WITH MOPAR PARTS CARRY A 12 MONTH / 12000 MILE  
INWIDE LIMITED WARRANTY FROM CHRYSLER.  
WWW.MOPAR.COM FOR WARRANTY DETAILS

REPAIRS PERFORMED WITH AFTERMARKET (NON-MOPAR) PARTS ARE NOT COVERED BY  
WARRANTY.

YOU SHOULD HAVE RECEIVED A "KNOW YOUR VEHICLE" REPORT ATTACHED TO THIS INVOICE  
THAT INCLUDES INFORMATION ABOUT CHECKS AND INSPECTIONS PERFORMED ON YOUR  
VEHICLE DURING THIS SERVICE VISIT. AS WELL AS MAINTENANCE RECOMMENDATIONS AND  
PREVIOUSLY DECLINED RECOMMENDATIONS. IF YOU DID NOT RECEIVE THIS REPORT OR IF  
YOU HAVE ANY QUESTIONS, PLEASE CONTACT YOUR SERVICE ADVISOR AT  
(860)201-0344, RALPH: EXT. 644 OR AARON: EXT. 645  
REMEMBER OUR GOAL IS YOUR



20  
To

Fa

[REDACTED]			VEHICLE IDENTIFICATION		MILEAGE OUT		
[REDACTED]			1C4RJFBM6EC2[REDACTED]		2420		
NEWTON		NJ		YEAR	MAKE	MODEL	
[REDACTED]		[REDACTED]		14	JEEP	GRAND CHER	
						COLOR	
						BLACK	
						TAG NO.	
						00000	
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
[REDACTED]	[REDACTED]	[REDACTED]	-	[REDACTED]	00/00/00	AC	CASH
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV DATE		
	04/03/14	124	2420	05/12/14	04/03/14		

IF YOU ARE NOT COMPLETELY SATISFIED WITH YOUR SERVICE EXPERIENCE FOR ANY REASON, CONTACT RALPH MASTRIANNA (860) 201-0344 OR EMAIL DUANE@NWHCARS.COM

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LINE	OP.CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
					Labor	80.00
					Parts	291.16
					Sales Tax	23.57
					TOTAL-CUST-CASH	394.73

STATEMENT OF DISCLAIMER  
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 VISIT WWW.MOPAR.COM FOR WARRANTY DETAILS

REPAIRS PERFORMED WITH AFTERMARKET (NON-MOPAR) PARTS ARE NOT COVERED BY  
 THIS WARRANTY

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 YOU HAVE ANY QUESTIONS, PLEASE CONTACT YOUR SERVICE ADVISOR AT  
 (860)201-0344, RALPH: EXT. 644 OR AARON: EXT. 645



2033 East Main Street  
Torrington, CT 06790

(860) 482-0700  
Fax (860) 482-2969  
rwhcars.com

PLAINTIFF'S EXHIBIT

[REDACTED]		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.	
[REDACTED]		1C4RJFBM6EC [REDACTED]		6513	08/15/14	[REDACTED]	
NEWTON [REDACTED] NJ [REDACTED]		YEAR	MAKE	MODEL	COLOR	TAG NO.	
[REDACTED]		14	JEEP	GRAND CHER	BLACK	00000	
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
[REDACTED]	[REDACTED]	[REDACTED]	-	[REDACTED]	00/00/00	AC	CASH
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV DATE		
	04/03/14	124	6513	08/15/14	04/03/14		

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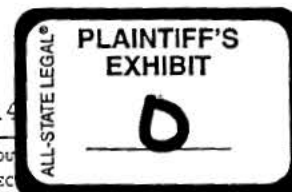
LINE	OP. CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
A *						
<p>Customer states the vehicle has a shutter from the transmission when shifting from 7 to 8 transmission light and check engine light is on. Vehicle has several updates available for PCM codes stored including transmission shift updates. Performed Pcm flash, TCM, BCM HVAC and AMP software updates.</p>						
			A57		W	
Line Total.....						
B *						
<p>Customer states check phone pair. No phone available to pair. Shop phone pairs and operates with car.</p>						
			A57			
Line Total.....						

TOTAL-CUSTOMER

NoCharge

CUSTOMER COPY - PAGE 01

Printed: 08/15/2014



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WIDE LIMITED WARRANTY FROM CHRYSLER.  
W.MOPAR.COM FOR WARRANTY DETAILS

S PERFORMED WITH AFTERMARKET (NON-MOPAR) PARTS ARE NOT COVERED BY  
ARRANTY.

YOU SHOULD HAVE RECEIVED A "KNOW YOUR VEHICLE" REPORT THAT INCLUDES INFORMATION ABOUT CHECK ENGINE LIGHT, OIL SERVICE VEHICLE DURING THIS SERVICE VISIT, AS WELL AS MAINTENANCE RECOMMENDATIONS AND PREVIOUSLY DECLINED RECOMMENDATIONS. IF YOU DID NOT RECEIVE THIS REPORT OR IF YOU HAVE ANY QUESTIONS, PLEASE CONTACT YOUR SERVICE ADVISOR AT (860) 201-0344, RALPH: EXT. 644 OR AARON: EXT. 645



2033 East Main Street  
Torrington, CT 06790

(860) 482-0700  
Fax (860) 482-2969  
nwhcars.com

VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.
1C4RJFBM6EC		10434	10/29/14	
YEAR	MAKE	MODEL	COLOR	TAG NO.
14	JEEP	GRAND CHER	BLACK	00000
CUST.NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.
			-	J14350
				PROD.DATE
				00/00/00
				SERV.ADV.
				RM
				TERMS
				CASH
CUST.LABOR RATE	DELIV.DATE	DELIV.MILES	MILEAGE IN	DATE IN
	04/03/14	124		10/29/14
				IN-SERV DATE
				04/03/14

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LINE	OP.CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
A *						
Om Recall #: P36, Launch Date: 08/19/2014 - SUN VISOR WIRING						
au verified open recall						
or Replace right and left sun visor wire guide						
	0		A82		W	
			CBXDP361AA SPACER	VISO	1	W
Line Total.....						

3. *	Om CUSTOMER REQUESTS: PERFORM OIL & FILTER CHANGE - DIESEL ENGINE.					
or SERVICE COMPLETED						
	DSLLOF		A82		C	19.51
			KITLOF402 OIL CHANGE	1	C	
			68229402AA FILTER	1	C	36.20
			68001334PB OIL	8	C	44.24
Line Total.....						99.95

4. *	Om CUSTOMER STATES: ROTATE 4 TIRES , SET TIRE PRESSURE , CHECK FOR TIREWEAR AND CONDITION.rotate fronts to back rears crossed and to the front					
or Service Completed						
	ROTATE		A82		C	18.95
Line Total.....						18.95

CUSTOMER COPY - PAGE 01

Printed: 10/2

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WARRANTY.

YOU SHOULD HAVE RECEIVED A REPORT THAT INCLUDES INFORMATION ON THE VEHICLE DURING THIS SERVICE VISIT. IF YOU PREVIOUSLY DECLINED RECOMMENDATIONS, IF YOU DID NOT RECEIVE THIS REPORT OR IF YOU HAVE ANY QUESTIONS, PLEASE CONTACT YOUR SERVICE ADVISOR AT (860) 201-0344. RALPH: EXT. 644 OR AARON: EXT. 645  
REMEMBER, OUR GOAL IS YOUR COMPLETE SATISFACTION



NORTHEAST HILLS  
 CHRYSLER JEEP DODGE  
 2032 E. MAIN ST.  
 TORRINGTON, CT 06790  
 (860) 482-0700



2033 East Main Street  
 Torrington, CT 06790

(860) 482-0700  
 Fax (860) 482-2969  
 nrwhcars.com

Merchant ID: 876851001068901

Sale

APEX Entry Method: Swiped  
 Total: \$ 134.04  
 10/30/14 16:44:54  
 Inv#: 034292 Appr Code: 563029  
 Apprvd: Online Batch#: 000877

Customer Copy  
 THANK YOU!  
 COME AGAIN!

VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.
1C4RJFBM6EC		10434	10/29/14	
YEAR	MAKE	MODEL	COLOR	TAG NO.
14	JEEP	GRAND CHER	BLACK	00000
WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
-	-	00/00/00	RM	CASH
DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV DATE	
124	10434	10/29/14	04/03/14	

IED WITH YOUR SERVICE  
 CT DUANE BLACK  
 HCARS.COM

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 REGARDING THIS SERVICE VISIT. PLEASE TAKE THE TIME TO  
 COMPLETE AND RETURN IT - THANK YOU!

LINE	OP.CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
D *						
Com COURTESY VEHICLE INSPECTION						
For SEE ATTACHED KNOW YOUR VEHICLE REPORT FOR INSPECTION RESULTS						
	INSP		A82			
Line Total.....						

Warranty Claim Type: W

Authorization Code:

Labor	38.46
Parts	80.44
SHOP SUPPLIES	7.14
Sales Tax	8.00
<b>TOTAL-CUST-CASH</b>	<b>134.04</b>

PAID

CUSTOMER COPY - PAGE 02

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YOU SHOULD HAVE RECEIVED A 'KNOW YOUR VEHICLE' REPORT ATTACHED TO THIS INVOICE  
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 VEHICLE DURING THIS SERVICE VISIT, AS WELL AS MAINTENANCE RECOMMENDATIONS AND  
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Fax (860) 482-2969  
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NEWTON		NJ		VEHICLE IDENTIFICATION		MILEAGE OUT		DATE OUT		INVOICE NO.	
				1C4RJFBM6EC		8799		10/30/14			
YEAR		MAKE		MODEL		COLOR		TAG NO.			
14		JEEP		GRAND CHER		BLACK		00000			
CUST. NO.		LICENSE		HOME PHONE		WORK PHONE		STOCK NO.		PROD. DATE	
										00/00/00	
										SERV. ADV.	
										AC	
										TERMS	
										CASH	
CUST. LABOR RATE		DELIV. DATE		DELIV. MILES		MILEAGE IN		DATE IN		IN-SERV DATE	
		04/03/14		124		8799		09/15/14		04/03/14	

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LINE	OP. CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
A *						
<p>Customer states the check engine light is on foud DEF faults in it last service will need to diagnose further.</p> <p>Traced issue to a bad SCR catalystr. Has failure code for assembly.</p> <p>Removed and repalced the SCR catalystr.</p>						
0			A57		W	
	68243268AB		CONVERTERCATAL	1	W	
	68160679AB		GASKET EXHAU	1	W	
	68234976AA		GASKET DIESE	1	W	
	68232843AA		CLAMP NONE	1	W	
				Line Total.....		

B +						
<p>Customer states PCM update.</p> <p>Performed pcm flash.</p>						
0			A57		W	
				Line Total.....		

C +						
<p>Customer states Vehicle has a open TCM flash.</p> <p>Performed TCM flash.</p>						
0			A57		W	
				Line Total.....		

CUSTOMER COPY - PAGE 01

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Fax (860) 482-2969  
nwhcars.com

[REDACTED]				VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.
[REDACTED]				1C4RJFBM6EC [REDACTED]		8799	10/30/14	[REDACTED]
NEWTON		NJ [REDACTED]		YEAR	MAKE	MODEL	COLOR	TAG NO.
[REDACTED]		[REDACTED]		14	JEEP	GRAND CHER	BLACK	00000
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS	
[REDACTED]	[REDACTED]	[REDACTED]	-	[REDACTED]	00/00/00	AC	CASH	
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV DATE			
	04/03/14	124	8799	09/15/14	04/03/14			

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LINE	OP. CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
	Warranty Claim Type: W			Authorization Code:		
				TOTAL-CUSTOMER		NoCharge

CUSTOMER COPY - PAGE 02

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VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.
1C4RJFBM6EC		12917	12/15/14	
YEAR	MAKE	MODEL	COLOR	TAG NO.
14	JEEP	GRAND CHER	BLACK	00000
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.
				50
				PROD. DATE
				00/00/00
				SERV. ADV.
				AC
				TERMS
				CASH
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN
	04/03/14	124	12917	12/15/14
				IN-SERV DATE
				04/03/14

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LINE	OP. CODE	FAIL-CD	TECH.	HOURS/QT	TYPE	AMOUNT
A *	Customer requests perform 4 wheel alignment or performed alignment printout attached					
	ALIGN		A57		C	89.95
Line Total.....						89.95

3 *	Customer states FILL DEF FLUID.					
			A57			
	68056278AB	FLUID	DIES	2	C	53.24
	68035704AB	FLUID	DIES	1	C	11.16
Line Total.....						64.40

Labor	89.95
Parts	64.40
SHOP SUPPLIES	5.40
Sales Tax	10.14
TOTAL-CUST-CASH	169.89

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REMEMBER, OUR GOAL IS YOUR COMPLETE SATISFACTION!

CUSTOMER #:

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PAGE 1

Registration No. MV-01348

NEWTON, NJ

HOME: [REDACTED] CONT: [REDACTED]  
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 6486 MICHAEL ALFANO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	14	JEEP GRAND CHEROKEE	1C4RJFBM6EC [REDACTED]		15893/15893	T8739	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
04APR14 DD			17:00 29JAN15		0.00	CASH	30JAN15
R.O. OPENED	READY	OPTIONS: DLR:43864 ENG:3.0_Liter_Turbo					

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

A FLASH Flash Software 1 Software Flash for PCM

CAUSE: FLASH ECM

181904B1 Module, Engine Control (ECM) - Reprogram  
Module, Engine Control (ECM) - Reprogram  
(Includes Voltage Verification) (1 -  
Semi-Skilled)

5493 WARR

(N/C)

FC: ZZ PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:



15893 FLASH PCM

\*\*\*\*\*

B RRT RRT 1 14107 2014 WK 3.0L MIL DIAGNOSTIC/SYSTEM IMPROVEMENTS

99 REFER TO LINE A

5493 IADV

(N/C)

15893 SAME AS LINE A

\*\*\*\*\*

C RRT RRT 2 14087 2014 WD WK AUTO TEMP CONTROL TOO HIGH HVAC FLASH

CAUSE: INSPECT SOFTWARE LEVEL

1819629G Module, Automatic Temperature Control  
(ATC) - Reprogram Module, Automatic  
Temperature Control (ATC) - Inspect and/or  
Reprogram (0 - Low Skilled)

5493 WARR

(N/C)

FC: FM PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

15893 PERFORM

CASH [ ]	CHECK [ ]	MC/VS [ ]	AMEX [ ]	DISC [ ]	POL [ ]	FIDEL [ ]	CHARGE [ ]	CHRYSL [ ]	OTH [ ]	DESCRIPTION	TOTALS
										LABOR AMOUNT	
										PARTS AMOUNT	
										GAS, OIL, LUBE	
										SUBLET AMOUNT	
										MISC. CHARGES	
										TOTAL CHARGES	
										LESS INSURANCE	

#:

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SWTON, NJ

PAGE 2

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Registration No. MV-01348

HOME: [REDACTED] CONT: [REDACTED]  
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 6486 MICHAEL ALFANO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	14	JEEP GRAND CHEROKEE	1C4RJFBM6EC		15893/15893	T8739	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
04APR14 DD			17:00 29JAN15		0.00	CASH	30JAN15
R.O. OPENED	READY	OPTIONS: DLR:43864 ENG:3.0 Liter Turbo					
08:37	29JAN15	11:41	30JAN15				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
1	RRT	RRT	3	14075	2014 WK 3.0L DIESEL DEF INJECTOR LINE RETENTION		

CAUSE: SECURE DEF LINE  
 25080490 Line, Pump to Injector - Replace Line,  
 Pump to Injector - Replace Barbed Clip & Tie  
 Strap (1 - Semi-Skilled)  
 5493 WARR (N/C)  
 1 68257352AA KIT-TIE STRAP (N/C)  
 FC: ZZ  
 PART#: 68257352AA  
 COUNT: 1  
 CLAIM TYPE: W  
 AUTH CODE:



15893 PERFORM

\*\*\*\*\*  
 RECALL Recall / CSN 1 P67 SAFETY RECALL P67 OCCUPANT RESTRAINT  
 CONTROL MODULE  
 NWP NO WORK PERFORMED AT THIS TIME  
 5493 IADV

15893 PARTS ARE NOT YET AVAILABLE

19 Steering/Suspension/Steering Wheel Concern Customer states When  
 going over speed right side makes a hollow thud type noise  
 CAUSE: REAR SHOCKS NOISY OVER BUMPS  
 02151517 Shock absorber, Rear - Replace Rear-Both  
 sides - Air suspension equipped (1 -  
 Semi-Skilled) 5493 WARR (N/C)  
 2 68069680AF ABSORBER-SUSPENSION (N/C)  
 FC: 56  
 PART#: 68069680AF  
 COUNT: 2

CASH [ ]	CHECK [ ]	MC/VS [ ]	AMEX [ ]	DISC [ ]	POL [ ]	FIDEL [ ]	CHARGE [ ]	CHRYSL [ ]	OTH [ ]	DESCRIPTION	TOTALS
										LABOR AMOUNT	
										PARTS AMOUNT	
										GAS, OIL, LUBE	
										SUBLET AMOUNT	
										MISC. CHARGES	
										TOTAL CHARGES	
										LESS INSURANCE	



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PAGE 3

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Registration No. MV-01348

SERVICE ADVISOR: 6486 MICHAEL ALFANO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	14	JEEP GRAND CHEROKEE	1C4RJFBM6E0		15893/15893	T8739	
DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
PR14 DD			17:00 29JAN15		0.00	CASH	30JAN15
R.O. OPENED	READY	OPTIONS: DLR:43864 ENG:3.0_Liter_Turbo					
37	29JAN15	11:41	30JAN15				
OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL	

CLAIM TYPE: W  
 AUTH CODE:

393 REPLACE NOISY REAR SHOCKS..

\*\*\*\*\*

9 Engine Performance Concern Customer states There is smell coming  
 vehicle when turned on and exiting vehicle its a funky smell  
 CND COULD NOT DUPLICATE CUSTOMERS CONCERN AT THIS  
 TIME WITH VEHICLE

5493 IADV

393 NOT ABLE TO DUPLICATE AT THIS TIME..

\*\*\*\*\*

NOW ARRIGO DODGE CHRYSLER JEEP IS OPEN  
 MONDAY THRU FRIDAY 7:30AM TO 6:00PM  
 SATURDAY 8:00AM TO 5:00PM  
 THANK YOU AND COME AGAIN



SH [ ]	CHECK [ ]	MC/VS [ ]	AMEX [ ]	DESCRIPTION	TOTALS
CC [ ]	POL [ ]	FIDEL [ ]	CHARGE [ ]	LABOR AMOUNT	0.00
RYSL [ ]	OTH [ ]			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

CUSTOMER #:

\*INVOICE\*



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NEWTON, NJ

PAGE 1

SERVICE ADVISOR: 6486 MICHAEL ALFANO

HOME: [REDACTED] CONT: [REDACTED]  
BUS: [REDACTED] CELL: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	14	JEEP GRAND CHEROKEE	1C4RJFBM6EC [REDACTED]		17363/17368	T318M	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
04APR14 DD			17:00 17MAR15		0.00	CASH	17MAR15
R.O: OPENED		READY	OPTIONS: DLR:43864 ENG:3.0_Liter_Turbo				
08:55 17MAR15	17:55 17MAR15						

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

A CS VEHICLE KEEPS PULLING TO THE RIGHT HAS TO TURN STEERING WHEEL TO THE LEFT TO KEEP VEHICLE STRAIGHT CS HAS HAD 3 ALIGNMENT DONE ALREADY AND WANTS US TO LOOK DEPPER INTO ISSUE  
 CAUSE: ADJUST TO FACTORY SPECIFICATION AND TEST DRIVE  
 4WA PERFORMED WHEEL ALIGNMENT AND CROSSED ROTATED TIRES  
 902 CPS 129.95 129.95  
 17368 2.00 X FRONT TIRES 4 WHEEL ALIGNMENT  
 \*\*\*\*\*

B PCM UPDATE DUE  
 CAUSE: FLASH ECM  
 181904BW Module, Engine Control (ECM) - Reprogram  
 Module, Engine Control (ECM) - Reprogram  
 (Includes Voltage Verification) (1 - Semi-Skilled)  
 902 WARR (N/C)  
 FC: FM PART#: COUNT:  
 CLAIM TYPE: W  
 AUTH CODE:

~~17363-0.04 FLASH  
 \*\*\*\*\*  
 PERFORM 23 POINT INSPECTION-CHECK BATTERY, BRAKES, TIRES AND VISUALLY INSPECT ALL COMPONENTS  
 9023 PERFORM 23 POINT INSPECTION-CHECK BATTERY, BRAKES, TIRES AND VISUALLY INSPECT ALL COMPONENTS  
 902ISVEH (N/C)  
 \*\*\*\*\*~~

\*\* TCM UPDATE IS DUE  
 AUSE: FLASH TCM  
 181905AC Module, Transmission Control (TCM) -

					DESCRIPTION	TOTALS			
CASH	[ ]	CHECK	[ ]	MC/VS	[ ]	AMEX	[ ]	LABOR AMOUNT	
DISC	[ ]	POL	[ ]	FIDEL	[ ]	CHARGE	[ ]	PARTS AMOUNT	
CHRYSL	[ ]	OTH	[ ]					GAS, OIL, LUBE	
								SUBLET AMOUNT	
								MISC. CHARGES	
								TOTAL CHARGES	
								LESS INSURANCE	

