

PE15-021

FLAT CHRYSLER

10-22-2015

ENCLOSURE 4

Legal Backup Documents

1263743

Trafton

RECEIVED
Legal Dept.

JUN 16 2015



The Law Offices of
William R. McGee

Bernardo Executive Center
16855 West Bernardo Drive, Su. 380, San Diego, CA 92127
(858)485-9140, Fax: (858)485-9961

E-mail: LemonAtty@aol.com

Chrysler Group LLC
West Business Center

June 11, 2015

RECEIVED

JUN 19 2015

FCA US, LLC
7700 Irvine Center Drive, Suite 400
Irvine CA 92718

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

Re: [REDACTED]
2014 Jeep Grand Cherokee
VIN: 1C4PJFCG3EC [REDACTED]

Dear Gentlemen:

Please be advised that this law firm has been retained by [REDACTED] to enforce his legal rights regarding the purchase of the above identified vehicle. The purpose of this letter is to set forth the facts of this case, cite the applicable law and attempt to resolve this matter as quickly and efficiently as possible.

[REDACTED] was understandably excited about his new 2014 Jeep Grand Cherokee, feeling that he had made a quality choice for his driving needs and enjoyment. (A copy of the purchase contract is enclosed for your reference.) Mr. [REDACTED]'s anticipation and excitement, however, have quickly turned to disappointment and frustration due to several unsuccessful repair attempts which have substantially impaired the vehicle to him. This is not what Mr. [REDACTED] was promised nor bargained-for when he purchased his new 2014 Jeep Grand Cherokee.

The subject vehicle has suffered from serious defects and nonconformities to warranty, including, but not limited to: five (5) separate repair attempts for radio system defects. Copies of the relevant repair orders in [REDACTED] possession are enclosed for your review.

As FCA US, LLC is aware [REDACTED] is not required to live with this problematic vehicle and he is herein demanding his entitlement under the Song-Beverly Consumer Warranty Act (the "Lemon Law"), California Civil Code sections 1790 et seq., which provides:

If the manufacturer or its representative in this state is unable to service or repair a new motor vehicle . . . to conform to the

applicable express warranties after a reasonable number of attempts, the manufacturer sScalzo either promptly replace the new motor vehicle . . . or promptly make restitution to the buyer . . . However, the buyer s [REDACTED] be free to elect restitution in lieu of replacement.

(B) In the case of restitution, the manufacturer [REDACTED] make restitution in the amount equal to the actual price paid or payable by the buyer, including any charges for transportation and manufacturer installed options . . . and including any collateral charges such as sales tax, license fees, registration fees and other official fees, plus any incidental damages . . . including but not limited to reasonable repairs, towing and rental car costs actually incurred by the buyer.

Civ. Code § 1793.2(d)(2) (emphasis added).

The Lemon Law goes on to state:

(a) Any buyer of consumer goods who is damaged by a failure to comply with any obligation under this chapter or under an implied or express warranty or service contract, may bring an action for recovery of damages and other legal and equitable relief. . . .

(c) If the buyer establishes that the failure to comply was willful, the judgment may include, in addition to the amounts recovered, a civil penalty which sScalzo not exceed two times the amount of actual damages. . . .

(d) If the buyer prevails in an action under this section, the buyer sScalzo be allowed by the court to recover as part of the judgment a sum equal to the aggregate amount of costs and expenses, including attorneys' fees, determined by the court to have been reasonably incurred by the buyer in connection with the commencement and prosecution of such action.

Civ. Code §1794 (emphasis added).

In light of the facts of this case as applied to the Lemon Law, there is no doubt that FCA US, LLC is obligated to make restitution to John Scalzo for the "lemon" which was sold to him. In light of the facts of this case where liability is clear, further denial of your

obligations under the Lemon Law can only be described as "willful," triggering the civil penalty provision quoted above.

[REDACTED] is willing to litigate this matter, however, he would prefer to resolve it short of filing a lawsuit. Furthermore, I believe it is also in FCA US, LLC's best interests to settle this dispute rather than defending a lawsuit which it will ultimately lose and face the concomitant penalties and expenses which that defense will necessarily entail, including interest and legal fees.

At this time, [REDACTED] is willing to return the subject vehicle to FCA US, LLC and settle this matter for a repurchase of the subject vehicle, including restitution in the following amount:

Down payment	\$15,000.00
Monthly payments (21 including 6/23/15)	13,447.08
2014/2015 registration renewal (prorated)	60.00
Less use of 2,257 miles	(839.50)
Attorney's fees	<u>3,500.00</u>

SUBTOTAL: \$31,167.58

In addition, it will be required that FCA US, LLC satisfy the outstanding balance owing to the lien holder of the subject vehicle. Please give this demand the serious consideration it deserves. If I do not hear from you by July 11, 2015, I sScalzo assume that FCA US, LLC is denying its obligations under the law and John Scalzo will be left with no choice but to initiate legal proceedings.

Thank you for your prompt attention to this matter.

Very truly yours,


WILLIAM R. McGEE

Enclosures

cc: [REDACTED]

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

Dealer Number 1807 Contract Number _____ R.O.S. Number _____ Stock Number _____

Buyer Name and Address (including County and Zip Code) PALMDALE, CA _____	Co-Buyer Name and Address (including County and Zip Code) PALMDALE, CA LOS ANGELES _____	Seller-Creditor (Name and Address) H.W. HUNTER INC. 1130 Auto Mall Drive Lancaster, CA 93534
---	--	---

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

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2014	JEEP GRAND CHEROKEE	397	1D4R3FCG3E _____	<input checked="" type="checkbox"/> Personal, family or household use otherwise indicated below <input type="checkbox"/> business or commercial

FEDERAL TRUTH-IN-LENDING DISCLOSURES				
ANNUAL PERCENTAGE RATE <small>The cost of your credit as a yearly rate.</small>	FINANCE CHARGE <small>The dollar amount the credit will cost you.</small>	Amount Financed <small>The amount of credit provided to you or on your behalf.</small>	Total of Payments <small>The amount you will have paid after you have made all payments as scheduled.</small>	Total Sale Price <small>The total cost of your purchase on credit, including your down payment of</small>
7.99 %	\$ 1,627.02 (a)	\$ 27,562.10	\$ 28,199.12 (a)	\$ 27,149.12 (a)
<small>(a) means an estimate</small>				
YOUR PAYMENT SCHEDULE WILL BE:				
Number of Payments:	Amount of Payments:	When Payments Are Due:		
One Payment of	N/A	N/A		
One Payment of	N/A	N/A		
One Payment of	N/A	N/A		
71	585.96	Monthly beginning 10/23/13		
N/A	N/A	N/A		
One final payment	585.96	09/23/14		

Life Charge: If payment is not received in full within 10 days after it's due, you will pay a late charge of 5% of the part of the payment that is late. Payment, if you pay off all your debt early, you may be charged a minimum finance charge.
Security Interest: You are giving a security interest in the vehicle being purchased.
Additional Information: See the contract for more information including information about nonpayment, default, any required payment in full before the scheduled date, minimum finance charges, and security interest.

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

1. Total Cash Price

A. Cash Price of Motor Vehicle and Accessories	\$ 26,275.00 (A)
1. Cash Price Vehicle	\$ 24,855.00
2. Cash Price Accessories	\$ N/A
B. Other (Non-taxable)	
Describe _____	\$ N/A
Describe _____	\$ N/A
B. Document Processing Charge (not a governmental fee)	\$ 80.00 (B)
C. Emissions Testing Charge (not a governmental fee)	\$ N/A (C)
D. (Optional) Theft Deterrent Device (to whom paid)	\$ N/A (D)
E. (Optional) Theft Deterrent Device (to whom paid)	\$ N/A (E)
F. (Optional) Theft Deterrent Device (to whom paid)	\$ N/A (F)
G. (Optional) Surface Protection Product (to whom paid)	\$ N/A (G)
H. (Optional) Surface Protection Product (to whom paid)	\$ N/A (H)
I. EV-Charging Station (to whom paid)	\$ N/A (I)
J. Sales Tax (on taxable items in A through I)	\$ 4,024.35 (J)
K. Electronic Vehicle Registration or Transfer Charge (not a governmental fee) (to whom paid)	\$ 20.00 (K)
L. (Optional) Service Contract (to whom paid)	\$ 895.00 (L)
M. (Optional) Service Contract (to whom paid)	\$ N/A (M)
N. (Optional) Service Contract (to whom paid)	\$ N/A (N)
O. (Optional) Service Contract (to whom paid)	\$ N/A (O)
P. (Optional) Service Contract (to whom paid)	\$ N/A (P)
Q. Prior Credit or Lease Balance paid by Seller to	

STATEMENT OF INSURANCE

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

Vehicle Insurance

Term	Premium
\$ N/A Ded. Comp. Pm & Theft	N/A Ins. \$ N/A
\$ N/A Ded. Collision	N/A Ins. \$ N/A
Bodily Injury	\$ N/A Limits N/A Ins. \$ N/A
Property Damage	\$ N/A Limits N/A Ins. \$ N/A
Medical	N/A Ins. \$ N/A
	N/A Ins. \$ N/A
Total Vehicle Insurance Premiums	\$ N/A

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

You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to obtain credit.

Buyer _____
 Co-Buyer _____
 Seller _____

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

Application for Optional Credit Insurance

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

Credit Life	Term N/A	Max. N/A	Premium N/A
Credit Disability	N/A	Max. N/A	\$ N/A
Total Credit Insurance Premiums	\$ N/A		
Insurance Company Name	N/A		
Home Office Address	N/A		
	N/A		

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

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

B. Document Processing Charge (not a governmental fee) \$ 80.00 (B)

C. Emissions Testing Charge (not a governmental fee) \$ N/A (C)

D. (Optional) Theft Deterrent Device (to whom paid) N/A \$ N/A (D)

E. (Optional) Theft Deterrent Device (to whom paid) N/A \$ N/A (E)

F. (Optional) Theft Deterrent Device (to whom paid) N/A \$ N/A (F)

G. (Optional) Surface Protection Product (to whom paid) N/A \$ N/A (G)

H. (Optional) Surface Protection Product (to whom paid) N/A \$ N/A (H)

I. EV Charging Station (to whom paid) N/A \$ N/A (I)

J. Sales Tax (on taxable items in A through I) \$ 4,024.35 (J)

K. Electronic Vehicle Registration or Transfer Charge (not a governmental fee) (to whom paid) CVR \$ 29.00 (K)

L. (Optional) Service Contract (to whom paid) Chrysler Service \$ 2,895.00 (L)

M. (Optional) Service Contract (to whom paid) N/A \$ N/A (M)

N. (Optional) Service Contract (to whom paid) N/A \$ N/A (N)

O. (Optional) Service Contract (to whom paid) N/A \$ N/A (O)

P. (Optional) Service Contract (to whom paid) N/A \$ N/A (P)

Q. Prior Credit or Lease Balance paid by Seller to N/A (e) \$ N/A (Q)

(see downpayment and trade-in calculation)

R. (Optional) Gap Contract (to whom paid) SAFE-GUARD \$ 500.00 (R)

S. (Optional) Used Vehicle Contract Cancellation Option Agreement \$ N/A (S)

T. Other (to whom paid) N/A \$ N/A (T)

For N/A \$ N/A (T)

Total Cash Price (A through T) \$ 52,163.35 (1)

2. Amounts Paid to Public Officials

A. Vehicle License Fees \$ 347.00 (A)

B. Registration/Transfer/Titling Fees \$ 43.00 (B)

C. California Tire Fees \$ 8.75 (C)

D. Other \$ N/A (D)

Total Official Fees (A through D) \$ 398.75 (2)

3. Amount Paid to Insurance Companies

(Total premiums from Statement of Insurance column a + b) \$ N/A (3)

4. State Emissions Certification Fee or State Emissions Exemption Fee \$ N/A (4)

5. Subtotal (1 through 4) \$ 52,562.10 (5)

6. Total Downpayment

A. Agreed Trade-In Value Yr N/A Make N/A \$ N/A (A)

Model N/A Odom N/A

VIN N/A

B. Less Prior Credit or Lease Balance (a) \$ N/A (B)

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

D. Deferred Downpayment \$ N/A (D)

E. Manufacturer's Rebate \$ N/A (E)

F. Other N/A \$ N/A (F)

G. Cash \$ 15,000.00 (G)

Total Downpayment (C through G) \$ 15,000.00 (6)

(If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 1Q above)

7. Amount Financed (5 less 6) \$ 37,562.10 (7)

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

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

You want _____.

Date _____ Age _____

Date _____ Age _____

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

Term 72 Mos. SAFE-GUARD
Name of Gap Contract _____

I want to buy _____
Buyer Signs _____

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

1L Company Chrysler Service Contract

Term N/A Mos. or 999,999 Miles

1M Company N/A Mos. or N/A Miles

Term N/A Mos. or N/A Miles

1N Company N/A Mos. or N/A Miles

Term N/A Mos. or N/A Miles

1O Company N/A Mos. or N/A Miles

Term N/A Mos. or N/A Miles

1P Company _____ Mos. or N/A Miles

Term _____ Mos. or N/A Miles

Buyer _____

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between you and us relating to the purchase of this vehicle. Any change to the contract must be in writing and signed by both you and we. We must sign it. _____

Buyer Signs _____
Co-Buyer Signs _____

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

Proceeds of Loan From: N/A

Amount \$ N/A Finance Charge \$ N/A

Total \$ N/A Payable in N/A

Installments of \$ N/A \$ N/A

from this Loan is shown in item 6D.

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

Name of autobroker receiving fee, if applicable: N/A

SELLER'S RIGHT TO CANCEL If Buyer and Co-Buyer sign here, the provisions of the Seller's Right to Cancel Policy will apply. _____

X _____ X _____

Buyer _____ Co-Buyer _____

Agreement to Arbitrate: By signing below, you agree that, pursuant to the Arbitration Provision on the reverse side of this contract, you or we may elect to resolve any dispute by neutral, binding arbitration. See the Arbitration Provision for additional information concerning the agreement.

Buyer Signs X _____ Co-Buyer Signs X _____

OPTION: You agree to pay no charge if the Amount Financed, item 7, is paid in full on or before N/A Year N/A. SELLER'S INITIALS _____

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

WARNING:
YOUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHICLE BEING PURCHASED. YOU SHOULD CONTACT YOUR INSURANCE AGENT FOR MORE INFORMATION. COVERAGE SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU.

Total Downpayment (3 through 6) **\$15,000.00** (8)
 (If negative, enter zero on line 9 and enter the amount less than zero as a positive number on line 10 above)
 7. Amount Financed (5 less 6) **\$27,562.18** (7)

SELLER ASSISTED LOAN
 BUYER MAY BE REQUIRED TO PLEDGE SECURITY FOR THE LOAN, AND WILL BE OBLIGATED FOR THE INSTALLMENT PAYMENTS ON BOTH THE RETAIL INSTALLMENT SALE CONTRACT AND THE LOAN.
 Proceeds of Loan From: **N/A**
 Amount \$ **N/A** Finance Charge \$ **N/A**
 Total \$ **N/A** Payable in **N/A**
 Installments of \$ **N/A** \$ **N/A**

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

NO OTHER TERMS CAN BE CHANGED. This contract contains the entire agreement between you and us relating to this contract. Any change to the contract must be signed by both you and us.
 Buyer Signature: _____
 Co-Buyer Signature: _____

SELLER'S INITIALS: _____
 If Buyer and Co-Buyer sign here, the provisions of the Seller's Right to Cancel will apply.
 Buyer
 Co-Buyer

Agreement: By signing below, you agree that, pursuant to the Arbitration Provision on the reverse side of this contract, you or we must first to resolve any dispute by neutral binding arbitration before any court action. See the Arbitration Provision for additional information concerning this agreement.
 Buyer Signature: _____ Co-Buyer Signature: _____

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

THE MINIMUM PUBLIC LIABILITY INSURANCE LIMITS PROVIDED IN LAW MUST BE MET BY EVERY PERSON WHO PURCHASES A VEHICLE. IF YOU ARE UNSURE WHETHER OR NOT YOUR CURRENT INSURANCE POLICY WILL COVER YOUR NEWLY ACQUIRED VEHICLE IN THE EVENT OF AN ACCIDENT, YOU SHOULD CONTACT YOUR INSURANCE AGENT.
WARNING:
 YOUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHICLE BEING PURCHASED. IF YOU DO NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE SELLING DEALER, HOWEVER, UNLESS OTHERWISE SPECIFIED, THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF THE UNPAID BALANCE OF THE LOAN AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD.
 FOR ADDITIONAL INFORMATION, YOU SHOULD CONTACT YOUR INSURANCE AGENT.
 THE BUYER ACKNOWLEDGES THAT HE/SHE UNDERSTANDS THESE PUBLIC LIABILITY INSURANCE LIMITS.
 S/S: _____

Trade-In Payment: Based on information from you and/or the lender or lessor of your Trade-In vehicle, the amount of your Trade-In is **\$_____** in item 6B of the itemization of Amount Financed. You understand that the amount quoted is an estimate.
 Seller agrees to pay the payoff amount shown in 6B to the lender or lessor of the trade-in vehicle, or its designee. If the actual payoff amount is less than the amount shown in 6B, Seller will refund to you any overage Seller receives. If the actual payoff amount is more than the amount shown in 6B, you must pay the Seller the excess on demand. If the actual payoff amount is less than the amount shown in 6B, Seller will refund to you any overage Seller receives. If the actual payoff amount is more than the amount shown in 6B, you must pay the Seller the excess on demand. If the actual payoff amount is less than the amount shown in 6B, Seller will refund to you any overage Seller receives. If the actual payoff amount is more than the amount shown in 6B, you must pay the Seller the excess on demand.
 Buyer Signature: _____ Co-Buyer Signature: _____

Notice to Buyer: (1) You can review this agreement before you read it or if it contains any blank spaces to be filled in. (2) You are entitled to a completely filled in copy of this agreement. (3) You can prepay the full amount due under this agreement at any time. (4) If you default in the performance of your obligations under this agreement, the vehicle may be repossessed and you may be subject to suit and liability for the unpaid indebtedness evidenced by this agreement.
 If you have a complaint concerning this sale, you should try to resolve it with the seller.
 Complaints concerning unfair or deceptive practices or methods by the seller may be referred to the city attorney, the district attorney, or an investigator for the Department of Motor Vehicles, or any combination thereof.
 After this contract is signed, the seller may not change the financing or payment terms unless you agree in writing to the change. You do not have to agree to any change, and it is an unfair practice for the seller to make a unilateral change.
 Buyer Signature: _____ Co-Buyer Signature: _____

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

THERE IS NO COOLING-OFF PERIOD UNLESS YOU OBTAIN A CONTRACT CANCELLATION OPTION
 California law does not provide for a "cooling-off" or other cancellation period for vehicle sales. Therefore, you cannot later cancel this contract simply because you change your mind, decide the vehicle costs too much, or wish you had acquired a different vehicle. After you sign below, you may only cancel this contract with the agreement of the seller or for legal cause, such as fraud. However, California law does require a seller to offer a two-day contract cancellation option on used vehicles with a purchase price of less than forty thousand dollars (\$40,000), subject to certain statutory conditions. This contract cancellation option requirement does not apply to the sale of a recreational vehicle, a motorcycle, or an off-highway motor vehicle. See the vehicle contract cancellation option agreement for details.
 YOU AGREE TO THE TERMS OF THIS CONTRACT. YOU CONFIRM THAT BEFORE YOU SIGNED THIS CONTRACT, YOU GAVE IT TO YOU, AND YOU WERE FREE TO TAKE IT AND REVIEW IT. YOU ACKNOWLEDGE THAT YOU HAVE READ BOTH SIDES OF THIS CONTRACT, INCLUDING THE ATTENTION PROVISION ON THE REVERSE SIDE. BEFORE SIGNING BELOW, YOU CONFIRM THAT YOU RECEIVED A COMPLETELY FILLED-IN COPY WHEN YOU SIGNED IT.

Buyer Signature: _____ Date: **09/23/13** Co-Buyer Signature: _____ Date: **09/23/13**
 Co-Buyer and Other Owner: A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.
 Other Owner Signature: _____ Address: _____

GUARANTEE: To induce us to sell the vehicle to Buyer, each person who signs as a Guarantor individually guarantees the payment of this contract. If Buyer fails to pay any money owing on the contract, each Guarantor must pay it when asked. Each Guarantor will be liable for the total amount owing even if other persons also sign as Guarantor, and even if Buyer has a complete defense to Guarantor's demand for reimbursement. Each Guarantor agrees to be liable even if we do one or more of the following: (1) give the Buyer more time to pay one or more payments; (2) give a full or partial release to any other Guarantor; (3) release any security; (4) accept less from the Buyer than the total amount owing; or (5) otherwise reach a settlement leading to the contract or extend the contract. Each Guarantor acknowledges receipt of a completed copy of this contract and guaranty at the time of signing.
 Guarantor waives notice of acceptance of this Guaranty, notice of the Buyer's non-payment, non-performance, and default and notices of the amount owing at any time, and of any demands upon the Buyer.
 Guarantor X: _____ Date: **09/23/13** Guarantor X: _____ Date: **09/23/13**
 Address: _____ Address: _____

Seller Signs: **H.H. HUNTER, INC** Date: **09/23/13** By: _____ Title: _____



MOPAR VEHICLE PROTECTION APPLICATION

A Chrysler Group LLC issued Plan

VEHICLE AND CONTRACT HOLDER INFORMATION			
VEHICLE ID NUMBER 1C4R3FD03E1	YEAR/MAKE/MODEL 2014 JEEP GRAND CHEROKEE	ODOMETER & TYPE MILES KM <input checked="" type="checkbox"/> <input type="checkbox"/>	IN-SERVICE DATE
PRIMARY CONTRACT HOLDER'S FIRST & LAST NAME OR COMPANY NAME <input checked="" type="checkbox"/> Mr. <input type="checkbox"/> Mrs. <input type="checkbox"/> Ms. <input type="checkbox"/> Other		OPTION SALE DATE	
SECONDARY CONTRACT HOLDER'S FIRST & LAST NAME OR COMPANY NAME <input type="checkbox"/> Mr. <input checked="" type="checkbox"/> Mrs. <input type="checkbox"/> Ms. <input type="checkbox"/> Other		PRIMARY E-MAIL ADDRESS	
PRIMARY CONTRACT HOLDER'S ADDRESS		STATE	ZIP
		PHONE NUMBER	<input type="checkbox"/> H <input type="checkbox"/> W <input type="checkbox"/> C
		PHONE NUMBER	<input type="checkbox"/> H <input type="checkbox"/> W <input type="checkbox"/> C

COVERAGE INFORMATION								
PROGRAM NAME / TERM	OPTION CODE / DEDUCTIBLE	CUSTOMER PAID AMOUNT	SALES TAX	TOTAL	N/C FLAG	PAYMENT METHOD	AMOUNT DOWN	AMOUNT FINANCED
LIFETIME MAX 100,000 MILES N/A MILES N/A MOS	N/A DED	N/A	N/A	N/A	N	B		
ESSENTIAL 999 999 MILES EMPLOYEE/DEALER NUMBER	100.00 DED	2,895.00	147.00	3,042.00				
EXCEPTION LAWMOWER	DED							
	DED							
TOTALS		2,895.00	147.00	3,042.00				

SURCHARGES: 12 MONTHS/12,000 MILES AWD/4WD
 DIESEL MODEL YEAR
 SPECIALITY CLASS: 1 2 3

CHECK BOX
 IF TAX EXEMPT

NO CHARGE FLAG:
 DI - Dir Incentive
 P - Part of Package

PAYMENT METHOD KEY:
 A - Dir Payment Plan R - Rapid Remit
 B - Financed w/vehicle C - Cash

EMPLOYEE PURCHASE YES NO

FINANCE SOURCE (COMPLETE ONLY IF CONTRACT IS FINANCED WITH VEHICLE)
 ALLY

IMPORTANT NOTICE TO CONTRACT HOLDER
 Your signature means the coverage and the actual plan indicated above has been reviewed by you, and if your application is approved by Chrysler Group, you accept its terms and conditions.
 This contract is NOT required to purchase or finance a motor vehicle.
 Consumers in the State of Florida: The rate charged for this agreement is not subject to Florida Office of Insurance Regulation.

DATE 09/22/13 CONTRACT HOLDER'S SIGNATURE X

DEALER INFORMATION			
DEALERSHIP NAME H.W. HUNTER INC	SELLING ID 333891	PHONE NUMBER	
STREET ADDRESS 1130 Auto Mall Dr. E	CITY, STATE & ZIP Lancaster, CA 93534	BC	DEALER CODE 52079

IMPORTANT NOTICE TO DEALER
 Your signature on this form signifies that: (1) This vehicle qualifies for the contract; (2) You have reviewed the coverage with the contract holder; (3) You have delivered a copy of this form to the contract holder for the amount you have recorded on the form; (4) You will provide service to the contract holder in accordance with the provisions of the contract Chrysler Group LLC will issue to the contract holder; (5) You have reviewed the Mopar Vehicle Protection Price and Eligibility Guide and agree to abide by the policies and procedures specified therein; (6) You MUST enter application information into DealerConnect within 30 days of contract holder purchase; (7) Chrysler Group LLC may set off any money it owes you to reimburse for any claim due to breach of the foregoing representations and/or your failure to perform your obligations as Chrysler Group LLC's agent with regard to this contract.

SALESPERSON NAME MARY GREENWALD

AUTHORIZED DEALER SIGNATURE X DATE 09/22/13

NOTE TO CONSUMER: Retain this form as evidence you have applied for the coverage(s) indicated above. The dealer will transmit this information to Chrysler Group LLC. Chrysler Group will notify you of acceptance by mailing your Plan Provisions defining plan coverage. IF YOU HAVE NOT RECEIVED YOUR PLAN PROVISIONS WITHIN 30 DAYS, CALL 1-800-521-9922. This document is an application for a Mopar Vehicle Protection plan and does not constitute a contract until accepted by Chrysler Group LLC.

H. W. HUNTER, INC.

1130 AUTO MALL DRIVE
LANCASTER, CALIFORNIA 93534
(661) 948-8411
www.hunteredjcs.com



SERVICE DEPARTMENT HOURS
7:00 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. - 4:00 p.m. - Saturday

R/O Open Date	R/O Number
10/15/13	[REDACTED]
Time Received	Time Released
8:15	10/15 17:30
Current Mileage	Mileage Out
1278	
Estimate of Repairs	Service Advisor / Key Tag #
	alfred ramirez/G795

BAR AR0018572 EPA CAR00007827

Work Phone	Vehicle Identification Number				
[REDACTED]	1C4RJFCG3EC [REDACTED]				
Home Phone	Delivery Date				
[REDACTED]	9/23/13				
	In-Service Date				
	9/23/13				
Year	Make	Model	Body	Color	License Number
2014	JEEP	GRAND CHEROKE	UT	MAXIMUM ST	
T017CHK4					

Job Number	Description of Work	Code
1.	ACCESSORY SIMONIZE GLASSCOAT PER DUE BILL	ACCESSORY1 Internal Internal

Job Number	Description of Work	Code
2.	ELECTRIC1 RRT 13.071	ELECTRIC1 WARR-Chrysler WARR-Chrysler

Job Number	Description of Work	Code
3.	H W HUNTER COURTESY VEHICLE INSPECTION CHECK AND ADJUST TIRE PRESSURE PER CARB S TIRE INFLATION REGULATION	INSPECTION Customer Pay

Job Number	Description of Work	Code
4.	[REDACTED]	

Job Number	Description of Work	Code
5.	[REDACTED]	

I hereby authorize the repair work to be done along with the necessary materials and 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. I acknowledge that you do NOT assume responsibility for loss or damage to the vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. In the event of a breakdown for inspection, I understand that my vehicle will be reimbursed within _____ days if the bill shown above if I choose not to authorize the services/repairs recommended, unless otherwise stated and withstanding. I acknowledge that I will be responsible for all diagnostic charges whether I choose to have the recommended services/repairs performed or not. I hereby agree to pay any portion of repairs that are determined by the manufacturer as circumstances conditions, i.e. damage due to an accident, abuse, neglect or misuse discrepancies, etc. Whether I choose to authorize the recommended services or not I agree to allow you to complete any factory authorized warranty repairs or services that are at no cost to me. I authorize any sublet repairs that you deem necessary.

ALL PARTS REMOVED WILL BE DISCARDED UNLESS INSTRUCTED OTHERWISE

SAVE _____ DISCARD _____

SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT.
PLEASE READ REVERSE SIDE OF THIS CONTRACT.

X

H. W. HUNTER, INC.

1135 AUTO MALL DRIVE
LANCASTER, CALIFORNIA 93534
(661) 946-8411
www.hunterfordga.com



SERVICE DEPARTMENT HOURS
7:00 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. - 4:30 p.m. - Saturday

R/O Open Date	R/O to Invoice
11/04/13	
R/O Close Date	Pre-Invoice
11/04/13	
Invoice In	Invoice Out
2257	2257
Service Advisor / Tag #	
ALEX KARWOWSKI/B466	
Vehicle Identification Number	
1C4RJPOG3EC	
Delivery Date	In-Service Date
9/23/13	9/23/13
Year	Make
2014	JEEP
Model	Color
GRAND CHEROKE	MAXIMUM ST
UT	
License Number	
T617CHK4	

Work Phone: [REDACTED]
Home Phone: [REDACTED]
Year: 2014 | Make: JEEP | Model: GRAND CHEROKE | Color: UT
License Number: T617CHK4

DESCRIPTION OF REPAIR AND PARTS	AMOUNT
Cell: [REDACTED] Email: [REDACTED]	
#1 - RECALL1: RECALL RRT 13-071 Work performed by David Porter (11) PERF RRT 13071 DONE CHECKED SOFTWARE LEVEL AND UPDATE RADIO	Warranty
#2 - INSPECTION: H W HUNTER COURTESY VEHICLE INSPECTION CHECK AND ADJUST TIRE PRESSURE PERCARR S TIRE INFLATION REGULATION LF RF LR RR DIGITAL PIC ON CLUSTER SCRATCH, SEAT, STEERING WHEEL Work performed by David Porter (11) Work performed by David Porter (11) PERF INSPECTION TIRE PRESSURE WAS LF 36 LR 36 RF36 RR36 TOOK PICTURES OF CUST CONCERN. Sub Total: .00	
TOTAL DUE	
0.00	
<p>LABOR .00 PARTS .00 DEDUCTIBLE .00 SUBLET .00 SHOP SUPPLIES .00 HAZARDOUS MATERIALS .00 SALES TAX OR TAX LD .00 SPECIAL ORDER DEPOSIT .00 DISCOUNTS .00 TOTAL DUE .00</p>	
<p>All parts are new except those with part numbers that begin with "R" (remanufactured) or "T" (remanufactured/recharge). I acknowledge and approve all repairs as depicted, together with a copy of repairs performed. I acknowledge and approve all repairs as depicted, together with a copy of repairs performed.</p>	
<p>Subject to conditions on reverse side of this contract Please read reverse side of this contract</p>	

I. W. HUNTER, INC.

130 AUTO-MALL DRIVE
 ANCASTER, CALIFORNIA 91534
 (91) 948-8411
 www.hunterodge.com



SERVICE DEPARTMENT HOURS
 7:00 a.m. to 6:00 p.m.
 Monday - Friday
 8:00 a.m. - 4:00 p.m. - Saturday

ROI Open Date	ROI Number				
12/17/13					
ROI Closed Date	State				
12/17/13	Pre-Invoice				
Message In	Message Out				
3958	3958				
Service Advisor / Tag #					
Leilani Chacon/Y661					
Vehicle Identification Number					
1C4RJFCG3EC					
Delivery Date	In-Service Date				
9/23/13	9/23/13				
Year	Make	Model	Body	Color	License Number
2014	JEEP	GRAND CHEROKEE	UT	MAXIMUM ST	
T017CHK4					

ISS: AR0619572 EPA: CAR00007827

PALMDALE, CA

DESCRIPTION OF SERVICE AND PARTS

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: [Redacted] Email: [Redacted]	
#1 - SUBLET1: SUBLET CUSTOMER RETURNING FOR SIMONIZE VEH HAS RAIN SPOTS Work performed by House Technician (97) Installed SS525 :SIMONIZ GLASSCOAT SIMONIZE COMPLETE	Internal Internal
#2 - RECALL1: RECALL N58 Work performed by Tommy Misklevitz (10) AS PER RECALL FLASHED IPC AND ABS TIGHTENED GROUND.	Warranty
#3 - ELECTRIC1: ELECTRIC1 CUSTOMER STATES INTER U-CONNECT POPS IN AND OUT WHILE DRIVING CHK AND ADV Caused by FOUND U-CONNECT FUNCTIONING NORMAL NOTICED 2 OF THE SAME PHONES PAIRED TO UCONNECT Work performed by Tommy Misklevitz (10) RECOMMEND DECTING ONE ALSO MAKE SURE PHONE IS AT LATEST SOFTWARE PLEASE	Warranty
#4 - INSPECTION: H W HUNTER COURTESY VEHICLE INSPECTIONCHECK AND ADJUST TIRE PRESSURE PER CARB S TIRE INFLATION REGULATIONLF RF LR RR	

All parts are new except those with part numbers that begin with "R" (remanufactured) or "T" (used/rebuilt/exchange).

I acknowledge notice and give approval of an increase in the original estimated price.

X _____

I acknowledge and approve all repairs as itemized, extent of my vehicle and a copy of report performed.

X _____

LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

Subject to conditions on reverse side of this contract
 Please read reverse side of this contract

X _____

H. W. HUNTER, INC.

1130 AUTO WALK DRIVE
LANCASTER, CALIFORNIA 93534
TEL: 848-8411
WWW.HUNTERCALIF.COM



SALES DEPARTMENT 1098
798 AM. ST. 1000
MONDAY - FRIDAY
8:00 AM - 4:00 PM (PACIFIC)

2/20/14
2/21/14 Pre-Invoice
8531 8933
Jarod Hayden/CS04
1048JPG3E
8/23/13 2/23/14

2014 JEEP GRAND CHEROKEE UT MAXIMUM ST
TC17CHK4

Cell: [REDACTED] Email: [REDACTED]

#1 - BODY: BODY
PER JASON AT LBF CUSTOMER HAS REAR LIFTGATE REPLACED AND NOW THE AUTOMATIC LIFTGATE IS NOT CLOSING BY PUSH OR BUTTON. BEFORE ANY REPAIRS ARE COMPLETED PLEASE CALL LBF SO THEY CAN GET THE APPROVAL FROM THE HARTFORD INSURANCE COMPANY.
Work performed by EVAN JOHNSON (14)
Unrealized 1XW82UC5AB PANEL LIFTGATE 1X 1043.92 Ordered 89.95
FOUND RIGHT REAR PINCH SENSOR NOT CONNECTED. REATTACHED. CONDITION CORRECTED. ALSO, FOUND ONE PANEL TO HAVE CLEBS ALREADY BROKEN ORDERED NEW PANEL. CUSTOMER TO BE NOTIFIED
Sub Total: 103.67

#2 - INSPECTION: B W HUNTER MONTHLY VEHICLE INSPECTION CHECK AND ADJUST TIRE PRESSURE PERCARS 3 TIRE INFLATION
REGISTRATION 3P LR RR
Work performed by EVAN JOHNSON (14)
VEHICLES IN FOR SERVICE LAST 30 DAYS
Sub Total: .00

#3 - ELECTRICAL: ELECTRICAL
CUSTOMER STATES THE NAVIGATION IS INACCURATE.
Work performed by EVAN JOHNSON (14)
PERFORMED RADIO SOFTWARE UPDATE FOR CUSTOMER. WARRANTY

LABOR	89.95
PARTS	.00
PRODUCTS	.00
TAXES	.00
SHOP SUPPLIES	.00
DISCOUNTS/PAYMENTS	.00
SALES TAX ON TAXES	.00
SPECIAL ORDER/SHIPPING	47.65
GRAND TOTAL	137.60

[REDACTED]

H. W. HUNTER, INC.

17900 HILL DRIVE
LANDASTER CALIFORNIA 95246
1661 946311
www.hwh.com

Phyllis Egan
805-992-1997

86 HUNTER HOURS
7:00 AM - 5:00 PM
Monday - Friday
8:00 AM - 4:30 PM - Saturday

3/27/14

3/31/14 Pre-Invoice

11112 11116

Jesse Hardan/3720

1C4R7F0G1E4

9/23/13 9/23/13

2014 JSEP GRAND CHEROKEE 01 MAXIMUM ST
T017CKK4

Call: [Redacted] Email: [Redacted]

#1 - ELECTRIC: ELECTRIC
CUSTOMER STATES INTERMITTENTLY WHEN DRIVING, THE
RADIO WILL BLACK OUT OR HAVE A CHECKERED SCREEN.
NO AUDIO OR HELP BUTTONS. THEN IT WILL COME BACK.
Caused by
COULD NOT VERIFY CUSTOMER'S CONCERN WITH RADIO.
ENGINEER YAMEN STATES THAT THERE IS A NEW SOFTWARE
E FOR VEHICLE JUST RELEASED ON 3/28. TSB 08-049-13
14.5 UPDATE. PERFORMED UPDATE ON RADIO
Work performed by EVAN JOHNSON 114 Warranty

#2 - INSPECTION: H.W. HUNTER COURTESY VEHICLE INSPECTION/CHECK
AND ADJUST TIRE PRESSURE PERCARS & TIRE INFLATION
REGULATION LF RF LR RR
Work performed by EVAN JOHNSON 114 Warranty
LP 36. RF 36. LR 36. RR 36

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
TAXES	.00
SHOP SUPPLIES	.00
HAZARDOUS WASTE/PLS	.00
SALES TAX ON TAGS LC	.00
SPECIAL ORDER DEPOSIT	.00
WARRANTY	.00
TOTAL DUE	.00

[Redacted Signature]

[Redacted Footer]

H. W. HUNTER, INC.

137 ALTOONA, OHIO
-ANALYST, CALIFORNIA 92318
9011948-011
www.huntercorp.com



STUCKE DEPARTMENT STORES
500 E. W. 4th St.
Windsor, Ohio
500 E. W. 4th St. Windsor, Ohio

7/23/14
8/01/14 Pre-Invoice
15454 1E028
jin.monroe/b582
1C4RUPCG38C
9/23/13 9/23/13

PALMDALE, CA

2014 CHRYSLER GRAND CHEROKEE 4WD MAXIMUM ST
T917CRK4

Cell:

- #1 - TRIM: TRIM
CUSTOMER STATES THE L/R GLASS HAS TRIM HAS SPOTS IN THE CHROME
Caused by
CHROME MOLDING DISCOLORED ON LEFT L/R GLASS AND LEFT REAR AND FRONT DOOR BELT MOLDINGS
Work performed by House Technician (97) | Warranty
Work performed by AVAD69 : 3221 | Warranty
Installed 6821383EAP :GLASS: QUARTER WINDOW Qty: 1 | Warranty
7/23/14 BEN
Installed 55399293AE :W/STRIP: FRONT DOOR BELT CUT Qty: 1 | Warranty
7/23/14 BEN
Installed 55399293AE :W/STRIP: REAR DOOR BELT CUT Qty: 1 | Warranty
7/23/14 BEN

- #2 - RENTAL V/P: FIRST DAY (24 EDUR) @ REA RD-04-26 RATE\$5
DAYS MAXIMUM WITH SERVICE MANAGERS PRIORAUTHORIZ
ION.
Work performed by House Technician (97) | Warranty
OK'D BY CHRYSLER

- #3 - S-UPDATE: CUSTOMER AUTHORIZED ANY AVAILABLE SOFTWARE
UPDATES
Work performed by House Technician (97) | Warranty

- #4 - ELECTRICAL: ELECTRICAL
RRT-355

PLEASE PRINT OR TYPE NAME OF THE CUSTOMER AND THE ADDRESS TO WHICH THE ORDER IS TO BE SHIPPED

NAME OF THE CUSTOMER AND THE ADDRESS TO WHICH THE ORDER IS TO BE SHIPPED

NAME OF THE CUSTOMER AND THE ADDRESS TO WHICH THE ORDER IS TO BE SHIPPED

NAME OF THE CUSTOMER AND THE ADDRESS TO WHICH THE ORDER IS TO BE SHIPPED

LABOR

PARTS

REWORK

SUBST

SHOP SUPPLIES

WARRANTY MATERIALS

TAXES AND FEES

SPECIAL ORDER CHARGE

DISCOUNTS

TOTAL DUE

H. W. HUNTER, INC.

1100 AUTO MALL DR
LAW CENTER, CALIFORNIA 92504
PH: 951-841-1111
www.hunterhodge.com



SERVICE DEPARTMENT HOURS
7:00 a.m. to 6:30 p.m.
Monday - Friday
8:00 a.m. to 5:00 p.m. Saturday

7/30/14
8/31/14
16484
16488
110 nonroe/B592
104R7FCG18C
9/23/13
9/23/13
2014 JEEP GRAND CHEROKEE WK MAXIMUM SE
7017CHR4

1100 AUTO MALL DR
LAW CENTER, CA

Work performed by robert kenny	184	Warranty
RRT COMPUTER SOFTWARE UPDATE		

65 * ELECTRIC1: ELECTRIC1		
D CONNECT UPDATE		
Work performed by robert kenny	184	Warranty
UPDATE D CONNECT		

65 * ELECTRIC1: ELECTRIC1		
TCM UPDATE		
Work performed by robert kenny	184	Warranty
UPDATE COMPLETED		

67 * ELECTRIC1: ELECTRIC1		
PCM UPDATE		
Work performed by robert kenny	184	Warranty
Installed 4275086AD LABEL: GENERAL INFORMATION Qty: 1		Warranty
UPDATE COMPLETED		

68 * ELECTRIC1: ELECTRIC1		
BCM UPDATE		
Work performed by robert kenny	184	Warranty
UPDATE COMPLETED		

69 * ELECTRIC1: ELECTRIC1		
BCM UPDATE		
Work performed by robert kenny	184	Warranty
UPDATE COMPLETED		

1. Work on this invoice is done under the factory warranty for the vehicle. Labor and parts are covered under the factory warranty.
2. Work on this invoice is done under the factory warranty for the vehicle. Labor and parts are covered under the factory warranty.
3. Work on this invoice is done under the factory warranty for the vehicle. Labor and parts are covered under the factory warranty.
4. Work on this invoice is done under the factory warranty for the vehicle. Labor and parts are covered under the factory warranty.

LABOR
PARTS
DEDUCTIBLE
SUBST
SHOP SUPPLIES
HAZARDOUS MATERIALS
SALES TAX OR TAXES
SPECIAL EQUIPMENT
DISCOUNTS
TOTAL DUE

1100 AUTO MALL DR
LAW CENTER, CA

X

I. W. HUNTER, INC.

31470 HWY 119 NVE
MCKEEVILLE, CALIFORNIA 92354
971-840-8611
www.iwhunter.com



SERVICE CENTER HOURS
1007 PM - 10:00 PM
Monday - Friday
9:00 AM - 4:00 PM - Saturday

8/02/14	
8/02/14	Final
16539	16539
Jackson Smith/R6884W	
1D4R1PC82BCL71959	
9/23/13	9/23/13
2014 JMBP	GRAND CHEVROE UT
10170WR4	MAXIMUM ST

FAINDALE, CA

Cell:

- #1 - ACCESSORY: ACCESSORY
INSTALL RUNNING BOARD
Work performed by Stanley Klascius (59)
TECH INSTALLED RUNNING BOARDS.
Sub Total: 89.00

- #2 - RECALL: RECALL
RECALL PARTS ARE NOT AVAILABLE YET
Work performed by House Technician (97) Warranty

- #3 - DECLINE: CUSTOMER DECLINED THE FOLLOWING DEALER RECOMMEN
DED SERVICES.
CUSTOMER DECLINED COURTESY INSPECTION/TIRE
PRESSURE CHECK.
Work performed by House Technician (97)
Sub Total: 00

LABOR	89.00
PARTS	.00
DISCOUNT	.00
TAXES	.00
SALES TAX	.00
HAZARDOUS WASTE FEE	.00
SALES TAX ON PARTS	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNT	.00
TOTAL DUE	89.00
Visa/Mastercard 466938	89.00

[Redacted Signature Line]

X _____

H. W. HUNTER, INC.

1130 AIRCRAFT DRIVE
 LANDS END, CALIFORNIA 90254
 (661) 940-5411
 www.hunterwedges.com



Service about 10:00 AM
 7:00 AM to 4:00 PM
 Monday - Friday
 411 E. 7th - 400 ft. - San Jose, CA

8/13/14
 8/19/14 Pre-Invoice
 16823 16825
 jim monroe/B635
 LCARJF003HC
 9/23/13 9/23/13

2014 JEEP GRAND CHEROKEE CT MAXIMUM ST
 001-CHK9

Comments: [Redacted]

- #1 - ELECTRICI: ELECTRICI
 CUSTOMER STATES THE RADIO LOCKS UP AND THE A/C SWITCH AND REC LIGHTNING LAMPS ARE FLASHING
 Work performed by Stanley Klascius 155 :
 REPROGRAMED BCM PER JEEP TECHNICAL ASSISTANCE
 Warranty

- #2 - ELECTRICI: ELECTRICI
 CUSTOMER STATES THE CLUSTER GAUGES GO BLANK INTERMITTENTLY
 Work performed by Stanley Klascius 155 :
 REPROGRAMED BCM SEE LINE #1
 Warranty

- #3 - RENTAL W/D: FIRST DAY 24 HOUR; 2 MPA 82-04-25 PATISS
 DAYS MAXIMUM WITH SERVICE MANAGERS PREDORAUTHORIZAT
 ION.
 Work performed by House Technician 197 :
 Warranty

- #4 - INSPECTION: R W HUNTER COURTESY VEHICLE INSPECTION CHECK
 AND ADJUST TIRE PRESSURE PER CARB S TIRE INFLATION
 REGULATIONS LF RF LR RR
 LESS THAN 30 DAYS
 Work performed by House Technician 197 :
 LF 36 RF 36 LR 36 RR 36
 Warranty

LABOR	.00
PARTS	.00
COLLECTIBLE	.00
TAXES	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX ON PARTS	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

[Redacted Signature Area]

X _____
 Signature of Service Manager

H. W. HUNTER, INC.

100 N. W. 10th St. Orlando, FL 32801
407-833-1111
www.hunterinc.com



SERVICE DEPARTMENT
700 N.W. 10th St.
Orlando, Florida
32801

10/02/14
10/20/14 Pre-Invoice
19703 19703
JIM Nonroe/B204
SC4RJC63EC
9/23/13 9/25/13

PALMDALE, CA

2014 JEEP GRAND CHEROKEE UT MAXIMUM ST

Call: Email:

- #1 RECALL: RECALL P14 RECALL
Work performed by matchew kildor (63) Qty: 1 Warranty
Installed CEKPT141AA (KIT) BOOSTER RECALL COMPLETE Warranty
- #2 ELECTRICAL: ELECTRICAL INSTRUMENT CLUSTER BLANKS OUT INTERMITTENTLY IT WILL USUALLY HAPPEN WHEN PUT INTO REVERSE
Work performed by matchew kildor (63) Qty: 1 Warranty
COULD NOT DUPLICATE CUSTOMER'S CONCERN PER TECHNICAL ASSISTANCE ASSISTANCE CHECKED ALL WIRING AND GROUNDS ALL GOOD
- #3 RENTAL A.P. FIRST DAY (24 HOUR) @ EPA 40-CR-26 RATES 5 DAYS MAXIMUM WITH SERVICE MANAGERS PRIOR AUTHORIZATION.
Work performed by House Technician (97) Qty: 1 Warranty
- #4 TRIM: TRIM CUSTOMER STATES THE REAR HATCH OPENING MOLDING IS WARPED
SEE JIM Work performed by matchew kildor (63) Qty: 1 Warranty
SOP TRIM
- #5 INSPECTION: H W HUNTER COURTESY VEHICLE INSPECTION CHECK

LABOR	
PAINT	
DEDUCTIBLE	
SALES TAX	
SALES TAX ON TAXES	
SPECIAL ORDER CHARGE	
DISCOUNTS	
TOTAL DUE	

[Redacted]

H. W. HUNTER, INC.

1100 AUTO HALL DRIVE
LANCASTER, CA 93534
TEL: 916-337-1100
FAX: 916-337-1101



SERVICE DEPARTMENT HOURS
7:00 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 4:00 p.m. Saturday

10/02/14	
10/20/14	Pre-Invoice
19703	19703
Jim Monroe/B204	
104RJFCG3EC	
9/23/13	9/23/13
2014 JBEP	BRAND CHERCHI UT
TC17CBKA	MAXIMUM ST

[REDACTED]
PACINDALE, CA

[REDACTED]

AND ADJUST FIRE PRESSURE PERCARE'S FIRE INFLATION
Work performed by robert kenny (84)
Sub Total: .00

as RECALL(1): RECALL

P36
Work performed by robert kenny (84)
Installed CRXDF381AA :SPACER: VISOR
RECALL COMPLETED

Qty: 1 Warranty
Warranty

I hereby authorize H.W. Hunter, Inc. to use the information provided herein for the purpose of providing service to me and my family.
I understand that this information will be used for the purpose of providing service to me and my family.
I understand that this information will be used for the purpose of providing service to me and my family.

LABOR	.00
PARTS	.00
COOPERATING	.00
Sublet	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX ON PARTS	.00
SPECIAL ORDER CHARGE	.00
DISCOUNTS	.00
TOTAL DUE	.00

[REDACTED]
X

H. W. HUNTER, INC.

1110 AUTO MALL DRIVE
 LAMARCA, CA 94040
 (415) 848-8111
 www.hwhunter.com



SERVICE DEPARTMENT HOURS
 7:00 AM TO 6:00 PM
 Monday - Friday
 8:30 AM - 4:00 PM - Saturdays

10/23/14
 10/24/14 Pre-Invoice
 19941 19941
 jim.morroa/B235
 1048JPC03EC
 9/23/13 9/23/13

PALMDALE, CA

2014 JEEP GRAND CHEROKE UT MAXIMUM ST
 T317CHK4

Call: [Redacted] Email: [Redacted]

- #1 - ELECTRICAL: ELECTRICAL
 CUSTOMER STATES THE RADIO TOUDE SCREEN FREEZES AND
 NO FUNCTIONS WILL WORK. NO RADIO VOLUME
 Caused by
 RADIO INTERNAL FAILURE
 Work performed by Stanley Klascius (95) Warranty
 SCP RADIO

- #2 - RENTAL M/E: FIRST DAY (24 HOUR) & WPA WD-04-26 RATES
 DAYS MAXIMUM WITH SERVICE MANAGERS PRIOR AUTHORIZATION
 Work performed by House Technician (97) Warranty

- #3 - INSPECTION: H W HUNTER COURTESY VEHICLE INSPECTION CHECK
 AND ADJUST TIRE PRESSURE PERCARE & TIRE INFLATION
 REGULATIONS RF LR RR
 LESS THAN 30 DAYS
 Work performed by Christopher Devila (132)
 LESS THAN 30 DAYS
 Sub Total: .00

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
BY SLET	.00
SHOP SUPPLIES	.00
NECESSARIES MATERIALS	.00
SALES TAX OR TAX ID	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

[Redacted Signature Area]

[REDACTED]		11/07/14		[REDACTED]			
PALMDALE, CA		11:32		11/07 17:30			
[REDACTED]		B511		19442			
2014	JESP	GRAND CHEROKEE	DT	HRB	JIM MORROW		
104RTPCG3E		MAXIMM ST		9/23/13	9/23/13		
Cell: [REDACTED]							
#1	ACCESSORY: ACCESSORY SOV RADIO				M M		
#2	RENTAL W/P: FIRST DAY (24 HOUR) & WPA NO-04-26 RATES 5 DAYS MAXIMUM WITH SERVICE MANAGERS PRIOR AUTHORIZATION.				M M M		
#3	INSPECTION: H W HUNTER COURTESY VEHICLE INSPECTION CHECK AND ADJUST TIRE PRESSURE PER CARS & TIRE INFLATION REGULATION LF RF LR RR LESS THAN 30 DAYS				C C C C C		
Estimate:				.00	.00		
Original Estimate:				.00	.00		
CO#	RD#	Date	Miles	Service Writer	Techn	Time	Total
DX1	6105285	10/23/14	19941	Jim Morrow			.00
				M ELECTRIC: ELECTRIC	55	.00	
				I RENTAL W/P: FIRST DAY (24 HOUR) & WPA NO-04-26 RATES		.00	
				M INSPECTION: H W HUNTER COURTESY VEHICLE INSPECTION	102	.00	
DX1	6124362	10/06/14	16825	*VOIDED REPAIR ORDER			.00
DX1	6124184	10/02/14	19703	Jim Morrow			.00
				M RECALL: RECALL	95	.00	
				M ELECTRIC: ELECTRIC	83	2.00	
				M RENTAL W/P: FIRST DAY (24 HOUR) & WPA NO-04-26 RATES		.00	
				M TRIM: TRIM	83	.00	
				M INSPECTION: H W HUNTER COURTESY VEHICLE INSPECTION	84	.00	
				M RECALL: RECALL	84	1.30	
DX1	6121216	8/13/14	16823	Jim Morrow			.00
				M ELECTRIC: ELECTRIC	55	.00	
				M ELECTRIC: ELECTRIC	55	.00	
				M RENTAL W/P: FIRST DAY (24 HOUR) & WPA NO-04-26 RATES		.00	
				M INSPECTION: H W HUNTER COURTESY VEHICLE INSPECTION	97	.00	
DX1	6120509	8/07/14	15539	Jackson Smith			89.00
				C ACCESSORY: ACCESSORY	55	1.00	
				M RECALL: RECALL		.00	
*** MORE HISTORY AVAILABLE ***							



H. W. HUNTER, INC.



1130 AUTO MALL DRIVE • LANCASTER, CA 92534 • (661) 948-6411 • www.hunteradodge.com

DATE	TIME	TECH	CELL
03/24/15	26:107	295 8793	
14/JEEP/GRAND CHEROKEE/WT		MAXIMUM 67/	
1 C 4 R 3 F C G J E C		03/23/13	
03/19/15			
NO: 25142			
JOB 1 CHARGES			
LABOR	CRUISE CONTROL	TECHS: 258	WARRANTY
JOB 1 TOTALS	CUSTOMER STATES THAT THE ADAPTIVE CRUISE CONTROL SYSTEM STATES THE BRAKING FUNCTION CAME ON WHEN A VEHICLE WAS PASSING ON THE SIDE. Sensor was out of calibration so forward sensor calibration procedure.		
JOB 2 CHARGES	JOB 1 JOURNAL PREFIX CHGS	JOB 1 TOTAL	1.00
LABOR	MULTIPOINT INSPECTION	TECHS: 258	WARRANTY
JOB 2 TOTALS	REMOVE MULTIPoint INSPECTION		
JOB 3 CHARGES	JOB 2 JOURNAL PREFIX CHGS	JOB 2 TOTAL	1.00
LABOR	TIRE PRESSURE	TECHS: 258	WARRANTY
JOB 3 TOTALS	PERFORM TIRE PRESSURE INSPECTION. TIRE M - 10 17-25 95PS 14 25 95-25		
JOB 4 CHARGES	JOB 3 JOURNAL PREFIX CHGS	JOB 3 TOTAL	0.00
LABOR	RECALL	TECHS: 258	WARRANTY
JOB 4 TOTALS	NO PARTS AVAILABLE AT THIS TIME		
JOB 5 CHARGES	JOB 4 JOURNAL PREFIX CHGS	JOB 4 TOTAL	0.00
LABOR	RECALLS	TECHS: 258	WARRANTY
JOB 5 TOTALS	NO PARTS AVAILABLE AT THIS TIME		
JOB 6 CHARGES	JOB 5 JOURNAL PREFIX CHGS	JOB 5 TOTAL	0.00
LABOR	RECALLS	TECHS: 258	WARRANTY
JOB 6 TOTALS	NO PARTS AVAILABLE AT THIS TIME		

H. W. HUNTER, INC.

3848 CARDPOINTEWAY
SANTA ANA, CA 92705

FOR YOUR CONVENIENCE
OUR SERVICE HOURS ARE:
MONDAY THRU FRIDAY
7:00 A.M. TO 6:00 P.M.
SATURDAY
8:00 A.M. TO 4:00 P.M.

ALL PARTS LISTED ARE NEW
UNLESS OTHERWISE INDICATED.

H. W. HUNTER, INC.



1130 AUTO MALL DRIVE • LANCASTER, CA 93334 • (661) 648-6411 • www.hunterdooge.com

DATE	01/22/15
TIME	8:33
TECHNICIAN	295
VEHICLE	26102
MAKE	MAXIMUM ST/
MODEL	09/29/13
YEAR	03/19/13
NO.	26812

NAME	JIM MORROE	ADDRESS	[REDACTED]
PHONE	[REDACTED]	CITY	[REDACTED]
STATE	CA	ZIP	[REDACTED]
VEHICLE	14/JEEP/GRAND CHEROKEE/4X4	YEAR	2014
MAKE	14/JEEP/GRAND CHEROKEE/4X4	MODEL	2014
YEAR	2014	NO.	26812

WORK ORDER	DESCRIPTION	CHARGE	AMOUNT
1	WASHER	WASHER	0.00
2	WASHER	WASHER	0.00
3	WASHER	WASHER	0.00
4	WASHER	WASHER	0.00
5	WASHER	WASHER	0.00
6	WASHER	WASHER	0.00
7	WASHER	WASHER	0.00
8	WASHER	WASHER	0.00
9	WASHER	WASHER	0.00
10	WASHER	WASHER	0.00
11	WASHER	WASHER	0.00
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98	WASHER	WASHER	0.00
99	WASHER	WASHER	0.00
100	WASHER	WASHER	0.00

H. W. HUNTER, INC.
 1130 AUTO MALL DRIVE • LANCASTER, CA 93334 • (661) 648-6411 • www.hunterdooge.com

SPIN CAR DETECT
 BARS AND BUSTE

FOR YOUR CONVENIENCE
 OUR SERVICE HOURS ARE:
 MONDAY THRU FRIDAY
 7:00 A.M. to 8:00 P.M.
 SATURDAY
 8:00 A.M. to 4:00 P.M.

ALL PARTS LISTED ARE NEW
 UNLESS OTHERWISE INDICATED

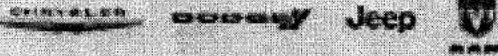
PRELIMINARY
 SUMMARY

NO PARTS AVAILABLE AT THIS TIME

PLEASE SEE APPROVAL & SIGNATURE OF SALES
 REPRESENTATIVE

TECHNICIAN SIGNATURE

H. W. HUNTER, INC.



1130 AUTO MALL DRIVE • LANDASTER, CA 91554 • (661) 948-8411 • www.hunterdodge.com

CELL:

SALES REP	SALES REP	DATE	SALES REP
[REDACTED]	STEVE MONROE	295 8793	03/24/15
ADDRESS	ADDRESS	ADDRESS	ADDRESS
[REDACTED]	[REDACTED]	26.102	MAXIMUM ST/
CITY, STATE, ZIP	VEHICLE MAKE	VEHICLE YEAR	VEHICLE MODEL
PALMDALE, CA	14 JEEP GRAND CHEROKEE/UT	09/23/13	
VEHICLE VIN	VEHICLE YEAR	VEHICLE MAKE	VEHICLE MODEL
1C4KJFCG1EE			
VEHICLE	VEHICLE	VEHICLE	VEHICLE
		03/19/15	
VEHICLE			
			NO: 26142

JOB 6 CHARGES

LABOR
 W/SAVING ACCESSORIES TECHS: 250
 CAPTURED FOR DATA TO REPLACE FLASHLIGHT MISSING
 REPLACED LAMP

WARRANTY

PARTS

QTY	APP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
1	662155-5A	LAMP FLAS 06244001			0.00
TOTAL - PARTS					0.00

JOB 6 TOTALS

JOB 6 JOURNAL PROFILE CHG JOB 6 TOTAL 0.00

JOB 7 CHARGES

LABOR
 W/SAVING SOFTWARE UPDATE TECHS: 250
 CUSTOMER AUTHORIZES ANY APPLICABLE SOFTWARE UPDATES
 SOFTWARE UPDATES COMPLETE
 UPDATED TRANSMISSION AND PERFORMED QUICK LUBE

WARRANTY

JOB 7 TOTALS

JOB 7 JOURNAL PROFILE CHG JOB 7 TOTAL 0.00

ESTIMATE

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

TOTALS

H. W. HUNTER, INC.

CHRYSLER DODGE JEEP RAM

EPMA 04000002827
 BARY A0014572

FOR YOUR CONVENIENCE
 OUR SERVICE HOURS ARE

MONDAY THRU FRIDAY
 7:00 A.M. TO 6:00 P.M.

SATURDAY
 8:00 A.M. TO 4:00 P.M.

* BEST MAINTENANCE SERVICE *

* OIL CHANGES & FLUIDS BY TECHNICIAN * * STAY WHILE SERVICE *

<input type="checkbox"/> CASH <input type="checkbox"/> CHECK CR. NO. () <input type="checkbox"/> VISA <input type="checkbox"/> MASTERCARD <input type="checkbox"/> DISCOVER <input type="checkbox"/> AMEX EXPRESS <input type="checkbox"/> OTHER <input type="checkbox"/> CHARGE	TOTAL LABOR... 0.00 TOTAL PARTS... 0.00 TOTAL TUBLET... 0.00 TOTAL S.O.S... 0.00 TOTAL WASH OIL... 0.00 TOTAL WAX MISC... 0.00 TOTAL TAX... 0.00 TOTAL INVOICE \$ 0.00
---	--

ALL PARTS LISTED ARE NEW
 UNLESS OTHERWISE INDICATED

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE _____

PLEASE SEE IMPORTANT INFORMATION ON BACK
 CUSTOMER COPY END OF INVOICE 03/24/15

PRELIMINARY
 INSTRUCTIONS

SALES REP: [REDACTED]
 SALES REP: [REDACTED]
 SALES REP: [REDACTED]

SALES REP: [REDACTED]

H. W. HUNTER, INC.

10340 MIDWAY DRIVE
LANCASTER, CALIFORNIA 92534
(818) 449-5411
www.huntercorp.com

SERVICE DEPARTMENT HOURS
7:00 A.M. - 6:00 P.M.
Monday - Friday
8:00 A.M. - 4:00 P.M. - Saturday

11/07/14	11/10/14
Pre-Invoice	19943
19943	19943
148. 800006/B511	1048100318
9/23/13	9/23/13

2014	JEEP	GRAND CHEROKEE	LT	MAXIMUM	ST
2017CH74					

<p>#1 - ACCESSORY: ACCESSORY SOP RADIO Work performed by Stanley Klascius (55) Installed 281902+0AG RADIO 11/10/14 BEN REPLACED RADIO OR B BY EOP ENGINEER DAN HARRIS 248-612-1428</p>	Qty: 1	Warranty Warranty
<p>#2 - RENTAL W/P, FIRST DAY (24 HOUR) @ WPA #D-04-28 RATES DAYS MAXIMUM WITH SERVICE MANAGERS PRICING/NORMIZAT ION. Work performed by House Technician (97)</p>		Warranty
<p>#3 - INSPECTION: H W HUNTER COURTESY VEHICLE INSPECTION/CHECK AND ADJUST TIRE PRESSURE PER CAR & TIRE INFLATION REGULATION. RP LR RR LESS THAN 30 DAYS Work performed by House Technician (97) Sub Total: .00</p>		

<p>LANOR .00 PARTS .00 REDUCIBLE .00 SUBLET .00 SHOP SUPPLIES .00 HAZARDOUS MATERIALS .00 SALES TAX ON TAX ID .00 SPECIAL ORDER INVOICE .00 DISCOUNTS .00 TOTAL DUE .00</p>	<p>2557 3/6</p>
---	---------------------

04/16/2015

CT Log Number 526949871

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

RE: **Process Served in Michigan**

FOR: Chrysler Group LLC (Former Name) (Domestic State: DE)
FCA US LLC (True Name)

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

TITLE OF ACTION: RE: [REDACTED] To: Chrysler Group, LLC
Name discrepancy noted.

DOCUMENT(S) SERVED: Letter

COURT/AGENCY: None Specified
Case # None Specified

NATURE OF ACTION: Letter of Intent - Threatening Litigation - Demand for repair of 2015 Jeep Grand Cherokee VIN: 1C4RJFJT6FC [REDACTED]

ON WHOM PROCESS WAS SERVED: The Corporation Company, Bingham Farms, MI

DATE AND HOUR OF SERVICE: By Certified Mail on 04/16/2015 postmarked: "Illegible"

JURISDICTION SERVED : Michigan

APPEARANCE OR ANSWER DUE: Within 7 business days of receipt

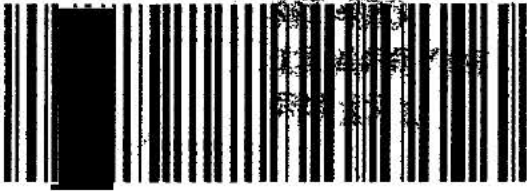
ATTORNEY(S) / SENDER(S): Justin G. Grove
Grove & Associates, P.C.
28000 Woodward Ave
Ste 201
Royal Oak, MI 48067
248-744-5005

ACTION ITEMS: CT has retained the current log, Retain Date: 04/16/2015, Expected Purge Date: 04/21/2015
Image SOP

SIGNED: The Corporation Company
ADDRESS: 30600 Telegraph Road
Suite 2345
Bingham Farms, MI 48025-5720
TELEPHONE: 248-646-9033

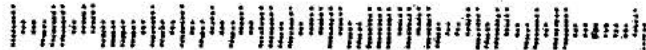
CERTIFIED MAIL

GROVE & ASSOCIATES
28000 Woodward Ave
Royal Oak, MI 48067



Chrysler Group, LLC
30600 Telegraph Rd. Ste. 2345
Bingham Farms MI ~~48025~~

48025572095



GROVE AND ASSOCIATES, P.C.
Attorneys at law

April 10, 2015

Via Certified Mail only

Chrysler Group, LLC
30600 Telegraph Rd. Ste. 2345
Bingham Farms MI 48025

Re: [REDACTED]
2015 Jeep Grand Cherokee
VIN 1C4RJFJT6FC [REDACTED]

Dear Sir/Madam:

I am writing to you regarding a defective 2015 Jeep Grand Cherokee under the Michigan Lemon law (MCL 257.1401). I am hereby making a written demand for relief under the Lemon Law and the Michigan Consumer Protection Act (MCL 445.901).

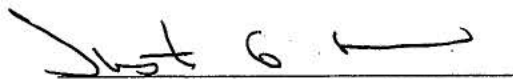
Currently, it suffers from driveability problems, electrical and assorted other problems. To date, the vehicle has been in the shop 30 days and has not been repaired properly.

CONSIDER THIS THE LAST CHANCE LETTER CALLED FOR BY MICHIGAN'S LEMON LAW. I am hereby allowing you one final repair opportunity. If these repairs are not completed within seven business days of receipt of this letter I am entitled to a replacement vehicle or a refund calculated in accordance with the Lemon Law.

You may contact me if you wish to avail yourself of the last chance repair.

Respectfully submitted,

GROVE & ASSOCIATES, P.C.


By: Justin G. Grove (P471253)
Attorney for Plaintiff
28000 Woodward Ave., Ste. 201
Royal Oak, MI 48067
(248) 744-5005

05/04/2015

CT Log Number 527050630

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

RE: **Process Served in Michigan**

FOR: Chrysler Group LLC (Former Name) (Domestic State: DE)
FCA US LLC (True Name)

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

TITLE OF ACTION: [REDACTED] Pltf. vs. Chrysler Group, LLC, etc. and GL Southfield, LLC,
etc., Dfts.
Name discrepancy noted.

DOCUMENT(S) SERVED: Letter, Summons, Proof of Service, Complaint

COURT/AGENCY: 6th Circuit Court, Oakland County, MI
Case # [REDACTED]

NATURE OF ACTION: Product Liability Litigation - Lemon Law - 2015 Jeep Grand Cherokee, VIN:
1C4RJF3T6F0 [REDACTED]

ON WHOM PROCESS WAS SERVED: The Corporation Company, Bingham Farms, MI

DATE AND HOUR OF SERVICE: By Certified Mail on 05/04/2015 postmarked: "Not Post Marked"

JURISDICTION SERVED : Michigan

APPEARANCE OR ANSWER DUE: Within 28 days

ATTORNEY(S) / SENDER(S): Justin G. Grove
Grove & Associates, P.C.
28000 Woodward Avenue
Suite 201
Royal Oak, MI 48067
248-744-5005

ACTION ITEMS: CT has retained the current log, Retain Date: 05/04/2015, Expected Purge Date:
05/09/2015
Image SOP

SIGNED: The Corporation Company
ADDRESS: 30600 Telegraph Road
Suite 2345
Bingham Farms, MI 48025-5720
TELEPHONE: 248-646-9033

GROVE & ASSOCIATES
28000 Woodward Ave
Royal Oak, MI 48067

CERTIFIED MAIL™



7811 7888 8888

Chrysler Group LLC
c/o FCA US LLC "FCA"
30600 Telegraph Rd. Ste. 2345
Bingham Farms MI 48025



48025#5725 0004

GROVE AND ASSOCIATES, P.C.
Attorneys at law

April 30, 2015

Via Certified Mail Only

Chrysler Group LLC
c/o FCA US LLC "FCA"
30600 Telegraph Rd. Ste. 2345
Bingham Farms MI 48025

Re: [REDACTED] v. Chrysler Group et al
Case No: [REDACTED]

Dear Sir/Madam:

Enclosed please find a copy of the following documents which were filed with the Oakland County Circuit Court:

1. Summons and Complaint
2. Complaint

Please review and retain for your records. Please be advised that you have (28) days to Respond to our Complaint. Should you have any questions or concerns, please do not hesitate to contact our office.

Very truly yours,

Grove & Associates, P.C.


Debbie Smith
Legal Assistant

Enclosure

This case has been designated as an eFiling case. To review a copy of the Notice of Mandatory eFiling visit www.oakgov.com/clerkrod/efiling.

Approved, SCAO

Original - Court
1st copy - Defendant

2nd copy - Plaintiff
3rd copy - Return

STATE OF MICHIGAN JUDICIAL DISTRICT 6th JUDICIAL CIRCUIT COUNTY PROBATE	SUMMONS AND COMPLAINT	CASE NO. [REDACTED]
--	------------------------------	------------------------

Court address: 1200 N. Telegraph Rd. Pontiac MI
 Court telephone no.: (248) 853-2510

Plaintiff's name(s), address(es), and telephone no(s). [REDACTED]	v	Defendant's name(s), address(es), and telephone no(s). Chrysler Group, LLC
Plaintiff's attorney, bar no., address, and telephone no. Grove & Associates, P.C. 28000 Woodward Avenue, Ste. 201 Royal Oak MI 48067 (248) 744-5005		

SUMMONS NOTICE TO THE DEFENDANT: In the name of the people of the State of Michigan you are notified:

- You are being sued.
- YOU HAVE 21 DAYS** after receiving this summons to file a written answer with the court and serve a copy on the other party or take other lawful action with the court (28 days if you were served by mail or you were served outside this state). (MCR 2.111(C))
- If you do not answer or take other action within the time allowed, judgment may be entered against you for the relief demanded in the complaint.

Issued APR 29 2015	This summons expires JUL 28 2015	Court clerk Lisa Brown
------------------------------	--	----------------------------------

*This summons is invalid unless served on or before its expiration date.
 This document must be sealed by the seal of the court.

COMPLAINT *Instruction: The following is information that is required to be in the caption of every complaint and is to be completed by the plaintiff. Actual allegations and the claim for relief must be stated on additional complaint pages and attached to this form.*

Family Division Cases

- There is no other pending or resolved action within the jurisdiction of the family division of circuit court involving the family or family members of the parties.
- An action within the jurisdiction of the family division of the circuit court involving the family or family members of the parties has been previously filed in _____ Court.
- The action remains is no longer pending. The docket number and the judge assigned to the action are:

Docket no.	Judge	Bar no.
------------	-------	---------

General Civil Cases

- There is no other pending or resolved civil action arising out of the same transaction or occurrence as alleged in the complaint.
- A civil action between these parties or other parties arising out of the transaction or occurrence alleged in the complaint has been previously filed in _____ Court.
- The action remains is no longer pending. The docket number and the judge assigned to the action are:

Docket no.	Judge	Bar no.
------------	-------	---------

VENUE

Plaintiff(s) residence (include city, township, or village) Madison Heights, MI	Defendant(s) residence (include city, township, or village) Bingham Farms, MI
Place where action arose or business conducted Oakland County	

4/29/15
Date

[Signature]
Signature of attorney/plaintiff

If you require special accommodations to use the court because of a disability or if you require a foreign language interpreter to help you fully participate in court proceedings, please contact the court immediately to make arrangements.

Received for Filing Oakland County Clerk 2015 APR 29 PM 02:04

PROOF OF SERVICE

SUMMONS AND COMPLAINT
Case No. XXXXXXXXXX

TO PROCESS SERVER: You are to serve the summons and complaint not later than 91 days from the date of filing or the date of expiration on the order for second summons. You must make and file your return with the court clerk. If you are unable to complete service you must return this original and all copies to the court clerk.

CERTIFICATE / AFFIDAVIT OF SERVICE / NONSERVICE

<input type="checkbox"/> OFFICER CERTIFICATE I certify that I am a sheriff, deputy sheriff, bailiff, appointed court officer, or attorney for a party (MCR 2.104[A][2]), and that: (notarization not required)	OR	<input type="checkbox"/> AFFIDAVIT OF PROCESS SERVER Being first duly sworn, I state that I am a legally competent adult who is not a party or an officer of a corporate party, and that: (notarization required)
--	-----------	---

- I served personally a copy of the summons and complaint,
 I served by registered or certified mail (copy of return receipt attached) a copy of the summons and complaint,
 together with _____
List all documents served with the Summons and Complaint

_____ on the defendant(s):

Defendant's name	Complete address(es) of service	Day, date, time

- I have personally attempted to serve the summons and complaint, together with any attachments, on the following defendant(s) and have been unable to complete service.

Defendant's name	Complete address(es) of service	Day, date, time

I declare that the statements above are true to the best of my information, knowledge, and belief.

Service fee	Miles traveled	Mileage fee	Total fee
\$		\$	\$

Signature _____
 Name (type or print) _____
 Title _____

Subscribed and sworn to before me on _____ Date _____ County, Michigan.

My commission expires: _____ Date _____ Signature: _____ Deputy court clerk/Notary public

Notary public, State of Michigan, County of _____

ACKNOWLEDGMENT OF SERVICE

I acknowledge that I have received service of the summons and complaint, together with _____ Attachments

_____ on _____ Day, date, time

_____ on behalf of _____ Signature

This case has been designated as an eFiling case. To review a copy of the Notice of Mandatory eFiling visit www.oakgov.com/clerkrod/efiling.

STATE OF MICHIGAN

IN THE CIRCUIT COURT FOR THE COUNTY OF OAKLAND

[REDACTED]

Plaintiff,

[REDACTED]

JUDGE D O'BRIEN

-vs-

No. 15 CP

CHRYSLER GROUP, LLC, a Delaware Corporation, and
GL SOUTHFIELD, LLC,
A Delaware corporation,
Jointly and Severally,

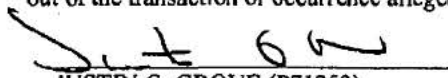
Defendants.

GROVE & ASSOCIATES, P.C.
JUSTIN G. GROVE (P71253)
28000 Woodward Avenue, Suite 201
Royal Oak, MI 48067
P:(248) 744-5005
F:(248) 744-4440

STEVE LEHTO (P45068)
Co-Counsel for Plaintiff
28000 Woodward Avenue, Suite 201
Royal Oak, MI 48067
P:(248) 744-5005
F:(248) 744-4440

COMPLAINT

There is no other pending or resolved civil action arising out of the transaction or occurrence alleged in the complaint.



JUSTIN G. GROVE (P71253)

Plaintiff, by his above attorneys, complains against the above named defendants as follows:

1. Plaintiff is a resident of Madison Heights, Macomb County, Michigan.

Received for Filing Oakland County Clerk 2015 APR 28 PM 02:43

2. Defendant, Chrysler Group, LLC, ("Manufacturer"), is a foreign Corporation authorized to do business in the State of Michigan and, at all times relevant hereto, was engaged in the manufacture, sale, distribution, and/or importing of Jeep motor vehicles and related equipment, with its principle place of business in Auburn Hills, Oakland County, Michigan.
3. Defendant, GL Southfield, LLC, ("Seller"), is a Michigan Corporation doing business as Southfield Chrysler Dodge Jeep Ram, and is authorized to do business in the State of Michigan and, at all times relevant hereto, was an authorized Chrysler dealer, engaged in the business of selling, leasing and servicing Jeep brand motor vehicles in Southfield, Oakland County, Michigan.
4. On or about November 20, 2014, Plaintiff leased a new 2015 Jeep Grand Cherokee automobile, VIN 1C4RJF3T6FC [REDACTED] from the Defendant Seller, which motor vehicle was manufactured, distributed and/or imported by the Defendant Manufacturer.
5. This cause arises out of the Defendants' negligence, misrepresentation, breaches of warranty and contract and violations of statutes, as hereinafter set forth.
6. Plaintiff seeks damages in excess of \$25,000 and/or equitable relief, and his claims are otherwise within the jurisdiction of this Court.

COUNT I
BREACH OF WARRANTIES

7. Plaintiff incorporates by reference all facts and allegations set forth in this complaint.
8. Defendants are merchants with respect to motor vehicles under MCL 440.2104.
9. The aforementioned motor vehicle purchased by Plaintiff was subject to implied warranties of merchantability under MCL 440.2314.
10. Defendants, to induce said sale, also made certain express warranties and representations to Plaintiff, both orally and in writing and through their advertising and conduct.
11. Said express and implied warranties and representations included, but were not limited to, the following:
 - (a) Said vehicle was of good, sound and merchantable quality;
 - (b) Said vehicle was free from defective parts and workmanship;
 - (c) Any defects or non-conformities would be cured within a reasonable

time;

- (d) In the event said vehicle was not free from defective parts or workmanship that Defendants would repair or replace same without cost to Plaintiff.

12. Said vehicle was not as warranted and represented and is patently defective due to defective parts and workmanship, including but not limited to: electrical problems, starter defective, engine problems, transmission defects, fuel leaks, transmission leaks, and a myriad of other defects as are outlined in the various repair orders in possession of the Defendants.

13. As a result of its defects, said vehicle cannot be reasonably used by Plaintiff as a brand new vehicle - which was bargained for but not provided.

14. Plaintiff has given Defendants reasonable opportunities to cure said defects and make the subject vehicle fit for its intended purpose but, Defendants have been unable to do so within a reasonable time and without cost to Plaintiff.

15. As a direct and proximate result of Defendants' various breaches of warranty, Plaintiff has suffered damages, including but not limited to: the cost of the vehicle including down payment repair costs, interest and sales tax, insurance, and in addition, Plaintiff will suffer future damages, including but not limited to, repair costs, car rental, aggravation and inconvenience, and diminished value of the subject vehicle, together with costs and attorney fees in attempting to obtain relief from Defendants' wrongful conduct.

WHEREFORE, Plaintiff prays for judgment against Defendants, jointly and severally, in whatever amount above \$25,000 Plaintiff is found to be entitled, plus interest, costs and reasonable attorney fees.

COUNT II
BREACH OF CONTRACT

16. Plaintiff incorporates by reference all facts and allegations set forth in this complaint.

17. Plaintiff and Defendants agreed that if Plaintiff signed the necessary paperwork, provided insurance for the subject vehicle, and made the requisite payments, he would be provided with a brand new vehicle as described in the purchase/lease agreement.

18. Plaintiff fulfilled all of the terms and obligations under the contract.

19. Defendants have breached said contract by not providing Plaintiff with the brand new transportation he was promised in exchange for his consideration.
20. Plaintiff has been harmed by the breach of the contract described above.
21. As a direct and proximate result of Defendants' breach of contract, Plaintiff has suffered the damages set forth in Count I above, as well as the cost of obtaining alternative transportation, and the cost of covering the contract elsewhere.

WHEREFORE, Plaintiff prays for judgment against Defendants, jointly and severally, in whatever amount above \$25,000 Plaintiff is found to be entitled, plus interest, costs and reasonable attorney fees.

COUNT III
LIABILITY UNDER MAGNUSON-MOSS
WARRANTY ACT (15 USC §2301 ET SEQ)

22. Plaintiff incorporates by reference all facts and allegations set forth in this complaint.
23. This Court has jurisdiction to decide claims brought under 15 USC §2301 et seq, by virtue of 15 USC §2301(d)-(a).
24. Plaintiff is a consumer as defined in 15 USC §2301(3).
25. Defendants are suppliers and warrantors as defined in 15 USC §2301(4)(5).
26. The aforescribed motor vehicle is a consumer product as defined in 15 USC §2301(6).
27. 15 USC §2301(a)(1), requires Defendants, as warrantors, to remedy any defect, malfunction or nonconformance of the subject vehicle within a reasonable time and without charge to Plaintiff, as defined in 15 USC §2304(d).
28. Despite repeated demands and despite the fact that Plaintiff has complied with all reasonable terms and conditions imposed on them by Defendants, Defendants have failed and refused to remedy within a reasonable time and without charge, the defects heretofore set forth in Count I of this Complaint.
29. As a result of Defendants' breaches of express and implied warranties as set forth in this complaint, and Defendants' failure to remedy same within a reasonable time and without charge to Plaintiff, Plaintiff has suffered the damages enumerated in Count I of this Complaint.

WHEREFORE, Plaintiff prays that this Honorable Court enter its Order requiring Defendants

to accept return of the subject vehicle and refund Plaintiff's purchase/lease price, together with taxes, insurance premiums, interest, costs and actual attorney fees as provided by 15 USC §2310(d)(2) or in the alternative, that Plaintiff be awarded damages in whatever amount above \$25,000 she is found to be entitled, plus interest, costs and actual attorney fees.

COUNT IV
MISREPRESENTATION and/or FRAUD

- 30. Plaintiff incorporates by reference all facts and allegations set forth in this complaint.
- 31. At all times relevant hereto, Defendant represented to Plaintiff that:
 - (a) The subject vehicle was fit for its intended purposes;
 - (b) The subject vehicle was brand new;
 - (c) The subject vehicle was being sold in a manner consistent with state law.
- 32. The foregoing representations were false.
- 33. Defendant made the aforesaid representations knowing the same to be false, or with reckless disregard as to whether they were true or false, or, alternatively, innocently, but with the intent that Plaintiff rely on same.
- 34. Defendant benefited from Plaintiff's reliance.
- 35. As a direct and proximate result of Defendant aforesaid fraud and/or misrepresentation, Plaintiff has suffered the damages set forth above, as well as mental distress, anxiety, humiliation and embarrassment.

WHEREFORE, Plaintiff prays for judgment against Defendant jointly and severally, in whatever amount above \$25,000 Plaintiff is found to be entitled, plus interest, costs and reasonable attorney fees.

COUNT V
VIOLATION OF MCL 445.901, ET. SEQ.
(MICHIGAN CONSUMER PROTECTION ACT)

- 36. Plaintiff incorporates by reference all facts and allegations set forth in this complaint.
- 37. Plaintiff is a "person" as defined in the Michigan Consumer Protection Act, MCL 445.902(b).
- 38. The transactions complained of herein constitute "trade or commerce" as defined in the

Michigan Consumer Protection Act, MCL 445.902(c).

39. In the course of the transactions which are the subject of this lawsuit, Defendants engaged in following conduct:

- (a) Making fraudulent and/or negligent representations, as hereinbefore alleged;
- (b) Represented the subject vehicle to be of good, merchantable quality, free of defects, when in fact it was not;
- (c) Failing to adequately and properly inform Plaintiff of his rights and remedies with respect to the transactions which are the subject of this Complaint;
- (d) Attempting to disclaim or limit the implied warranty of merchantability and fitness for use without clearly and conspicuously disclosing same;
- (e) Attempting to disclaim or limit the implied warranty of merchantability and fitness for use without obtaining Plaintiff's specific consent to the disclaimer or limitation;
- (f) Failing to reveal material facts including but not limited to the nature of the defects complained of herein;
- (g) Failing to offer a refund or replacement of the subject vehicle in accordance with the applicable warranties and applicable law;
- (h) Failing to provide promised benefits, including but not limited to, the warranties and purchase described above.

40. The above described conduct violated the Michigan Consumer Protection Act, specifically but not limited to the following sections: MCL 445.903(e),(m),(n),(p),(q),(s),(u),(y) and (z).

41. As a result of the Defendants' actions above Plaintiff has suffered the damages hereinbefore set forth and, also are entitled to statutory damages and attorney fees as provided in the Michigan Consumer Protection Act, specifically, MCL 445.911.

WHEREFORE, Plaintiff prays for Judgment against Defendants, jointly and severally, in whatever amount above \$25,000 he is found to be entitled, together with statutory damages, interest, costs and reasonable attorney fees as provided by statute.

COUNT VI

VIOLATION OF MCL 257.1401, ET SEQ (MICHIGAN LEMON LAW)
DEFENDANT MANUFACTURER

42. Plaintiff incorporates by reference all heretofore mentioned facts and allegations in this Complaint.

43. The subject vehicle has been out of service because of repairs for more than 30 days and/or more than four times for the same repair, with the first such repair being within one year of the date of delivery to Plaintiff and all 30 days out of service within the first year of ownership.

44. Plaintiff has given reasonable notice and opportunity cure as required by statute, and has otherwise complied with all other requirements of said statute so that the remedy may be afforded him; if any further notice is required, same is hereby given.

45. Despite demand, Defendant Manufacturer has refused to refund Plaintiff's purchase price, less the reasonable allowance for Plaintiff's use of the vehicle as required by MCL 257.1403(1), together with Plaintiff's out of pocket costs as required by statute.

WHEREFORE, Plaintiff prays that this Honorable Court enter its Order requiring Defendant to refund Plaintiff's purchase price, together with taxes, insurance premiums, interest, costs and actual attorney fees as provided by MCL 257.1401, *et seq.*, or in the alternative, that Plaintiff be awarded damages in whatever amount he is found to be entitled, plus interest, costs and actual attorney fees.

COUNT VII
REVOCAION OF ACCEPTANCE

46. Plaintiff incorporates by reference all facts and allegations set forth in this complaint.

47. Plaintiff reasonably assumed and Defendants represented that all of the aforesaid defects or non-conformities would be cured within a reasonable time.


48. After numerous attempts by Defendants to cure, it has become apparent that said non-conformities cannot be seasonably cured.

49. The non-conformities substantially impair the value of the vehicle to Plaintiff.

50. Plaintiff has previously notified Defendants of said non-conformities and Plaintiff hereby revokes acceptance pursuant to MCL 440.2608 and demands cancellation of the purchase contract as well as the return of any monies owed Plaintiff thereunder.

WHEREFORE, Plaintiff prays that this Honorable Court enter its Order requiring Defendants to accept return of the subject vehicle and refund Plaintiff's monies, together with incidental and consequential damages, interest, costs and reasonable attorney fees.

Respectfully submitted,
Grove & Associates, P.C.

By: 
JUSTIN G. GROVE (P71253)
Attorneys for Plaintiff
28000 Woodward Avenue, Suite 201
Royal Oak, MI 48067
(248) 744-5005

PE15-021

FLAT CHRYSLER

10-22-2015

ENCLOSURE 4

Legal Backup Documents



National Center for Dispute Settlement

July 17, 2014

43230 Garfield • Suite 130
Clinton Township, MI 48038
(800) 936-4303
(586) 226-2470
Fax: (586) 226-2559

[REDACTED]
Union, NJ

RE: CASE # [REDACTED]

Dear [REDACTED],

Your request for arbitration has been received. Your request appears to meet the Customer Arbitration Process requirements for jurisdiction and has been assigned the case number shown above.

You will receive a call from NCDS to confirm which process you have selected. If you selected a single decision maker and an oral hearing, you will receive additional information to let you know when and where your hearing will take place. If you do not appear at the scheduled hearing, Chrysler Group LLC (Chrysler) will still be entitled to make their presentation. If you do not want to make an oral presentation and you selected a 3-person panel, your dispute will be decided on the basis of documents submitted by all involved parties. You do not need to be present at a "documents only" decision process.

NCDS and/or Chrysler may contact you in an attempt to mediate the dispute prior to the arbitration hearing. If you agree to a settlement, the terms of the agreement will be put in writing and you will be asked to sign the settlement agreement. Your case will then be closed. If you do not agree to any settlement, a decision will be issued after your scheduled hearing or panel review. You will receive a written decision by the arbitrator within 10 days after the hearing or panel review. You may either accept or reject the decision. If you accept the decision, Chrysler will comply with the decision within the time stipulated. If you reject the decision, your case will be closed and you will be free to take any action you choose. If you need any information about your case, you may call NCDS at 866-662-4639.

Sincerely,

NCDS

Diane Kimbrough x.120
Case Administrator

Enclosures: as noted

cc: Customer Relations Manager, Chrysler Group LLC

Select One Below:

- Documents Only Hearing
- In Person Oral Hearing

Chrysler Customer Claim Form

FOR NCDS USE

CASE NUMBER: [REDACTED]

CUSTOMER NAME AND ADDRESS

Mr. First name [REDACTED]

Mrs. Street address [REDACTED]

Ms. [REDACTED]

City UNION State NJ Zip Code [REDACTED]

Day phone [REDACTED] Evening phone [REDACTED] Fax [REDACTED]

VEHICLE INFORMATION

Name(s) that appears on the vehicle title: [REDACTED]

Is this a leased vehicle: Yes No Delivery Date: 06/05/14

If yes, lessor's name and address: AUTOLAND - SPRINGFIELD, NJ [REDACTED]

Make: JEEP Model: OVERLAND Year: 14 Current mileage: 9,000

Vehicle Identification Number: 1C4RJECTOEL [REDACTED]

Selling dealer and address: AUTOLAND - SPRINGFIELD, NJ

Dominant Servicing Dealer: " "

VEHICLE PROBLEM(S) (Attach legible copies of applicable repair orders or other documents that support your complaint)

Problem	List dealer(s) which have repaired or attempted repair (include city & state).	List the date, mileage, and repair order number for each repair attempt.	Does the problem currently exist? (Check)
Example: A/C won't cool properly	Autoworld, Inc Anytown, VA	4/23/99 3,500 miles #873540	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<u>ACC / FCW ^{NOT AVAILABLE} WORN / BEEP</u>	<u>AUTOLAND</u>	<u>3,000 - CURRENT</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<u>BRAKE WARNING FLASH</u>	<u>"</u>	<u>"</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<u>AUTOMATIC BREAK ^{BY} TIE</u>	<u>"</u>	<u>"</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<u>ALARM GOES OFF WHEN ^{LOOKED} WIRE</u>	<u>"</u>	<u>HAPPENED 2 TIMES</u>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<u>WIRE ^{NOT WORKING} SIGNAL FLASH</u>	<u>"</u>	<u>"</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

Has the vehicle been involved in an accident? YES NO

If YES, give date of accident: NO

Specify damaged area: _____

Resolution Sought:

I WANT OUT OF MY LEASE WITH MY

DOWN PAYMENT RETURNED

X

[REDACTED]

E(S)

7/17

DATE

Return all copies of this form to:

National Center for Dispute Settlement
 PO Box 727
 Mt. Clemens, MI 48046



Re: Chrysler Customer Claim Form

to:

DKimbrough

07/17/2014 01:54 PM

Hide Details

From:

To: DKimbrough@ncdsusa.org,

1 Attachment



Jeep.pdf

Thank you Diane. I realize my handwriting is horrible so if you need clarification please let me know

On Thu, Jul 17, 2014 at 1:34 PM, <DKimbrough@ncdsusa.org> wrote:

Hello,

Attached is the Customer Claim Form that you requested today during your call.

Thank you

Diane Kimbrough
National Center for Dispute Settlement
Case Administrator
Ph: 1-800-936-4303 x120
Fax: 586-226-2559
dkimbrough@ncdsusa.org

--
Thank you,

PE15-021

FLAT CHRYSLER

10-22-2015

ENCLOSURE 4

Legal Backup Documents



Beauvais Law Firm, LLC

5291 NE Elam Young Pkwy Suite 140
Hillsboro, OR 97124
Phone 503-681-2008
Fax 503-681-2005

Danielle Beauvais, Attorney
Admitted in Oregon and Washington
Danielle@GolemonLaw.com

RECEIVED

1259574
Trafton

MAR 18 2015

March 9, 2015

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

VIA CERTIFIED MAIL

Fiat Chrysler Automobiles US LLC
1000 Chrysler Drive
CIMS: 485-13-32
Auburn Hills, MI 48326

FCA US LLC
Office of the General Counsel

MAR 17 2015

By HEO Mail/Reg. Agent/
Sec. of State/Proc. Server

RE: Client: [REDACTED]

Vehicle: 2014 Jeep Grand Cherokee Summit
 Vin #: 1CARJFJG0EC [REDACTED]
 Purchase Date: 7/18/13
 Dealership: Bought through AAA, delivered to dealer in OR

Dear Sir/Madam:

Please be advised that I am hereby putting you on notice regarding a potential claim under the Oregon Motor Vehicle Lemon Law, Oregon Revised Statutes 646.315-375 and the Magnuson Moss Warranty Act, US Code, Title 15, Chapter 50, Sections 2301-2312. Having been advised of my representation in this matter, please forward any and all correspondence directly to my office.

The subject vehicle exhibits a dangerous loss of power and surge, as well as a radio defect (and accompanying components). The vehicle has been out of service at the dealer for more than 53 days.

Based upon the above, my client is seeking a full refund of the purchase price or any other reasonable offer and \$2,000 for attorney's fees and costs. Please contact me to discuss this or any other offer to settle this matter. If I don't hear from you within thirty (30) days of this letter, I will file suit.

Very truly yours,

D Beauvais

Danielle R. Beauvais

Note: Purchase contract, title, registration and repair invoices from Bend, OR will be supplied soon. Client Travelling in California + got injured. *D Beauvais*

CASE: [REDACTED] v. Chrysler
Purchased in State of: OR
Type of Claim: OR LL

Vehicle Info

Vehicle: 2014 Jeep Grand Cherokee Summit

Vin #: 1CARJFJG0EC [REDACTED]

Purchase Date: 7/18/13

Dealership: Bought through AAA, delivered to dealer in OR

New or Used: New

Mileage at purchase: 237

Purchase or Lease? Purchase

Basic Cash Price: \$

Financed? No- paid in full

Personal Use: Yes

Warranty Info

Basic Warranty: 3/36

Powertrain Warranty:

Extended Warranty or Service K? Yes, bought through AAA. Essential Care Platinum

REPAIR HISTORY

Problems: Lost power, surged. Defective touch screen, replaced twice, still defective. Would prefer replacement. Car parked due to safety issues, not driven.

Notes

1. Aftermarkets? Car was set up to be towed behind motor home: \$1,468
2. Mileage: 17,492 mi on 3/9/15

Repairs

11/27/13 (3,626) Smolich Chrysler, Bend OR- RO to be supplied later

1. Radio: check software
2. Module transmission control

2/24/14 – 2/28/14 (6,449): 5 days Crystal Chrysler, Cathedral City, CA

1. Customer states the touch screen is inoperative at times. Verified concern. Then found radio in need of software update.

2. Customer states that when coming to a stop, transmission will down shift and then up shift. NPF but software update for shifting improvements.
3. Customer states at about 50 mph, the traction control light came on. NPF

4/3/14 – 4/11/14 (8,393): 9 days Crystal Chrysler, Cathedral City, CA

1. Customer states there is a clunking noise when coming to a stop. Verified the shifting. Opened a Star case, and per Star case, engineer found to be a normal condition.
2. Customer states the radio screen freezes and locks up. Verified concern. Per Star case, installed a new software in radio system.

4/12/14 – 4/28/14 (8,528): 17 days Crystal Chrysler, Cathedral City, CA

Customer states the radio screen will go blank at times but can still hear sound. Internal defect. Star advised to replace radio. Installed. New radio not loading. Star said to order another new radio. Installed

6/6/14 (9,907) Smolich Chrysler, Bend OR- RO to be supplied later
Modules: Automatic temperature and powertrain control

8/29/14 (10,624) Smolich Chrysler, Bend OR- RO to be supplied later
Sending unit

12/12/14 (14,321) Smolich Chrysler, Bend OR- RO to be supplied later
Module, park assist control module, transmission module

2/7/15 – 2/24/15 (17,442): 18 days Crystal Chrysler, Cathedral City, CA
(As of 3/9/15: still at dealer because C hurt his hip)

1. Customer reports while driving in town, lost power and would not go. After applying more gas, car surged and then bogged down again 3 times, then customer parked car.
2. Customer reports at freeway speed with adaptive cruise control on, car stopped rapidly with nothing in front of car.

Total Days Out of Service: At least 53 days

VIP Summary Report

Dealer: 60313 - CRYSTAL CHRYSLER, JEEP, DODGE CENTER

Date: February 23, 2015 Time: 14:27:44

VIN: 1C4RJFJG0EC [REDACTED]

Dealer Entered Name: WALT

Dealer Entered Odometer: 17,442 miles

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

Warning Messages

ATTN: Vehicle involved in the Enhanced Customer Satisfaction program. AFTER diagnosis or if assistance is needed during diagnosis, immediately call 866-275-1420 for repair instructions/authorization. RRTs and Recalls are excluded and do not require contact.

THIS VEHICLE HAS RETURNED FOR SERVICE WITHIN 90 DAYS

THIS VIN HAS AT LEAST ONE OPEN RECALL

THIS VIN HAS AT LEAST ONE OPEN CAIR

Vehicle Restrictions

Vehicle Restrictions	LOP(s) Restricted	Parts(s) Restricted	Part / LOP Description
1: ENHANCED SATISFACTION			

Vehicle Service Information

Year/Model:	2014 JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT	Last Odometer:	14,321 miles on December 12, 2014
Body Style:	WKJT74	In-Service Date:	July 18, 2013
Engine:	ERB-3.6L V6 24V VVT Engine	In-Service Odometer:	237 miles
Transmission:		Odometer Type:	miles
Color 1:	PEP-Deep Auburn Pearl Coat	Car Line:	W
Color 2:	QEP-Deep Auburn Pearl Coat	Build Date:	May 22, 2013
Current Market Register:	U	Hour:	08
Book:	R		

Vehicle Owner Information

Name:	[REDACTED]	Preferred Name:	[REDACTED]
Address:	[REDACTED]	City:	BEND
State/Province:	OR	Postal Code:	[REDACTED]
Country:	USA	Language Preference:	
Telephone-Home:	[REDACTED]	Telephone-Business:	
Fax:		Original Owner:	[REDACTED]

Recall Information

Incomplete Recall			
Recall Number	Description	Part Number	Launch Date
P67	OCCUPANT RESTRAINT CONTROL MODULE	SEE RECALL NOTICE	December 1, 2014
Complete Recall			

VIP Summary Report

Dealer: 60313 - CRYSTAL CHRYSLER, JEEP, DODGE CENTER

Date: February 23, 2015 Time: 14:27:44

VIN: 1C4RJFJG0E0 [REDACTED]

Dealer Entered Name: [REDACTED]

Dealer Entered Odometer: 17,442 miles

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

Recall Number	Description		Launch Date	Repair Date
N58	REPROGRAM INSTRUMENT CLUSTER	ABS / AL	November 8, 2013	November 27, 2013
P14	BRAKE BOOSTER		May 16, 2014	August 29, 2014
P36	SUN VISOR WIRING		August 19, 2014	December 12, 2014

Warranty Information

REFER TO SPECIFIC LOPS FOR ADDITIONAL COVERAGE AND LIMITS

PLEASE CONTACT CROSS COUNTRY MOTOR CLUB FOR TOWING ASSISTANCE 800-521-2779.

Type of Warranty	Original	Deductible	Expiration	Remaining
BASIC	36 Months or 36,000 miles	0	July 18, 2016	17 Months or 18,558 miles
POWERTRAIN	60 Months or 100,000 miles	0	July 18, 2018	41 Months or 82,558 miles
PERFORATION	60 Months or 100,000 miles	0	July 18, 2018	41 Months or 82,558 miles
EMISSIONS	36 Months or 50,000 miles	0	July 18, 2016	17 Months or 32,558 miles
ADJUSTMENT	36 Months or 36,000 miles	0	July 18, 2016	17 Months or 18,558 miles
AIR CONDITIONING	36 Months or 36,000 miles	0	July 18, 2016	17 Months or 18,558 miles
EXTENDED FEDERAL EMISSIONS	96 Months or 80,000 miles	0	July 18, 2021	76 Months or 62,558 miles
CALIFORNIA LONG TERM EMISSIONS	84 Months or 70,000 miles	0	July 18, 2020	64 Months or 52,558 miles

WCC	Roadside Assistance	Towing Assistance	Master Shield	Transferable-Powertrain Warranty
536	Yes	Yes	N/A	Yes

Service Contract Information

Service Contract(1 of 1)

THIS OPTION COVERS OIL AND FILTER CHANGES ONLY, ADDITIONAL MAINTENANCE SERVICES ARE NOT COVERED

THIS SERVICE CONTRACT OPTION IS NOT TRANSFERABLE.

Contract Number:	39222556	Name:	KENT WALTON
		Secondary Name:	
Option Code:	ECPS416N	Description:	ESSENTIAL CARE PLATINUM SYNTHETIC
Effective Date/Odometer:	September 11, 2014 @ 10,624 miles	Option Sale Date:	September 11, 2014
Expiration Date/Odometer:	September 10, 2018 @ 999,999 miles	Option Sale State:	MI
Contract Selling Dealer:	S0075 - CUSTOMER ASSISTANCE CTR		
Maximum Rental Amount per Day:	0.00	First Day Rental:	No
Maximum Rental Allowance per Visit:	0.00	Deductible:	0.00
Maximum Oil Change Allowance:	50.00	Towing Allowance:	0.00
Remaining Oil Changes:	15	Roadside Assistance:	No
		Road Hazard:	No

VIP Summary Report

Dealer: 60313 - CRYSTAL CHRYSLER, JEEP, DODGE CENTER

Date: February 23, 2015 Time: 14:27:44

VIN: 1C4RJFJG0EC [REDACTED]

Dealer Entered Name: WALT

Dealer Entered Odometer: 17,442 miles

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

	Trip Interruption: No
Reduce Warranty Deductible: No	
Transfer Fee: 0.00	Cancellation Fee: 75.00
Transferred: No	Status: 01 ACTIVE

Service History (All History)

Repair Date	Dealer/Payee	Claim Number	Repair Odometer	List Date	Transaction Type
December 12, 2014	24132 - SMOLICH CHRYSLER JEEP DODGE 18200594 - Module, Park Assist Control-Mo	67506A	14,321 Miles	2014124	WARRANTY
December 12, 2014	24132 - SMOLICH CHRYSLER JEEP DODGE 23332004 - Weatherstrip/Run, door glass-R 181902P9 - Module, Body Control (BCM)-Mod 181905A1 - Module, Transmission Control (067506	14,321 Miles	2014124	WARRANTY
December 12, 2014	24132 - SMOLICH CHRYSLER JEEP DODGE 08P36182 - Safety Recall P36 - Sun Visor	067506	14,321 Miles	2014124	RECALL REPAIR
December 12, 2014	24132 - SMOLICH CHRYSLER JEEP DODGE 26860303 - Maintenance-Lube, Oil, and Fil	067506	14,321 Miles	2014124	SERVICE CONTRACT
August 29, 2014	24132 - SMOLICH CHRYSLER JEEP DODGE 23020801 - Panel, cowl-Panel-One/both 08461093 - Sending unit or switch, oil pr 23026002 - Molding/Applique, wheel openin	060391	10,624 Miles	2014092	WARRANTY
August 29, 2014	24132 - SMOLICH CHRYSLER JEEP DODGE 05P14182 - Safety Recall P14 - Brake Boos	060391	10,624 Miles	2014092	RECALL REPAIR
June 6, 2014	24132 - SMOLICH CHRYSLER JEEP DODGE 18196295 - Module, Automatic Temperature	57963A	9,907 Miles	2014063	WARRANTY
June 6, 2014	24132 - SMOLICH CHRYSLER JEEP DODGE 09550101 - Filter, oil 075001P1 - Pump, water-3.6 liter engine 181906Y8 - Module, Powertrain Control (PC	057963	9,907 Miles	2014063	WARRANTY
April 8, 2014	60313 - CRYSTAL CHRYSLER, JEEP, DODGE 186002BK - Radio-Radio, Check Software Le	508758	8,393 Miles	2014043	WARRANTY
April 8, 2014	60313 - CRYSTAL CHRYSLER, JEEP, DODGE 186002BK - Radio-Radio, Check Software Le	R08758	8,393 Miles	2014044	WARRANTY
February 28, 2014	60313 - CRYSTAL CHRYSLER, JEEP, DODGE 186002AK - Radio-Radio, Check Software Le	R06749	6,449 Miles	2014034	WARRANTY
February 28, 2014	60313 - CRYSTAL CHRYSLER, JEEP, DODGE 186002AK - Radio-Radio, Check Software Le 1819059D - Module, Transmission Control (506749	6,449 Miles	2014032	WARRANTY
November 27, 2013	24132 - SMOLICH CHRYSLER JEEP DODGE 186002AB - Radio-Radio, Check Software Le 1819059F - Module, Transmission Control (049792	3,626 Miles	2013121	WARRANTY
November 27, 2013	24132 - SMOLICH CHRYSLER JEEP DODGE 08N58184 - Safety Recall N58 - Reprogram	049792	3,626 Miles	2013121	RECALL REPAIR

Customer Number: [REDACTED]

Invoice No: [REDACTED]

Crystal Chrysler Jeep Dodge Center

36444 Auto Park Dr.
Cathedral City, CA 92234
(760) 324-4557
Fax (760) 424-0228

INVOICE



Direct Service Line (760) 324-4559

PAGE 1

BAR # ARD 249974 EPA # CAD 983587379

BEND, OR [REDACTED]

Home: [REDACTED]

Bus: [REDACTED]

Email: [REDACTED]

SERVICE ADVISOR: **625 ALONZO G VIBANCO**

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
DEEPAUBURN	14	JEOP GRAND CHEROKEE	1C4RJFJG0EC [REDACTED]		6449 6449	3947	
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN14			17:30 24FEB14		0.00	CASH	28FEB14
R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: DLR:60313					
08:39 24FEB14	16:51 28FEB14						

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

A CUSTOMER STATES THE TOUCH SCREEN IS INOPERATIVE AT TIMES CHECK AND ADVISE

CAUSE:

08 ELECTRICAL
82 W

(N/C)

6449 PERFORMED INSPECTION AND VERIFIED CONCERN... THEN FOUND RADIO IN NEED OF UP TO DATE SOFT WEAR... THEN INSTALLED UP TO DATE SOFT WEAR AND VERIFIED OK NOW

B CUSTOMER STATES WHEN COMING TO A STOP THE TRANSMISSION WILL DOWN SHIFT AND THEN UP SHIFT CHECK AND ADVISE

CAUSE:

20 AUTO TRANS
82 W

(N/C)

6449 PERFORMED INSPECTION AND TEST DRIVE AND DID NOT VERIFY CONCERN. HOWEVER DID FINE A SOFT WEAR UP DATE FOR (SHIFTING IMPROVEMENTS) #21-007-13 ... THEN PERFORMED SOFT WEAR UP DATE AND VERIFIED OK NOW

C CUSTOMER STATES WHILL DRIVING ABOUT 50 MPH THE TRACTION CONTROL LIGHT CAME ON.... CHECK AND ADVISE

CAUSE:

08 ELECTRICAL
82 W

(N/C)

6449 PERFORMED INSPECTION AND DID NOT VERIFY CONCERN AT THIS TIME

D CUSTOMER STATES WHILL DRIVING AND USING THE PADEL SHIFTING AT 8TH GEAR AND THEN EXCELL NOTHING HAPPEN CHECK AND ADVISE

CAUSE:

20 AUTO TRANS
82 W

(N/C)

6449 PERFORMED INSPECTION AND FOUND SHIFTING OPERATING AS DESIGNED

E CUSTOMER STATES WHEN COMING TO A STOP THERS A CLUNKING NOISE CHECK

ORIGINAL ESTIMATE:	AUTHORIZED REVISED ESTIMATE:	DESCRIPTION	TOTALS
\$	\$	LABOR AMOUNT	
<small>"By law, you may choose another licensed 5mgog check facility to perform any needed repairs or adjustments that the 5mgog Check test indicates are necessary."</small>		PARTS AMOUNT	
		GAS, OIL, LUBE	
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.		SUBLET AMOUNT	
		MISC./HAZ. MAT. CHGS.	
I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.		TOTAL CHARGES	
		ADJUSTMENTS	
CUSTOMER SIGNATURE _____		SALES TAX	
		PLEASE PAY THIS AMOUNT	

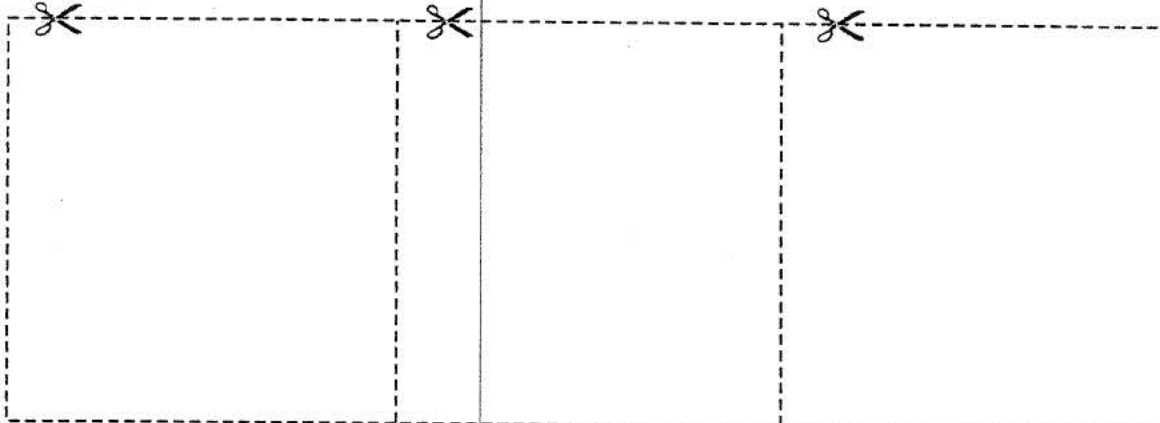
THANK YOU
FOR BRINGING YOUR CAR TO US FOR SERVICE

IF YOU ARE HAPPY LET YOUR NEIGHBOR KNOW. IF YOU ARE UNHAPPY CALL YOUR SERVICE ADVISOR AT ONCE.

CUSTOMER INITIAL: X

Customer Copy

Page 1 of 3



Customer Number: [REDACTED]

Invoice No: [REDACTED]

Crystal Chrysler Jeep Dodge Center

36444 Auto Park Dr.
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PAGE 2

BAR # ARD 249974 EPA # CAD 983587379

Home: [REDACTED]
Email: [REDACTED]

Bus: [REDACTED]

SERVICE ADVISOR: **625 ALONZO G VIBANCO**

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
DEEPAUBURN	14	JEEP GRAND CHEROKEE	1C4RJFJG0E[REDACTED]		6449 6449	3947	
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN14			17:30 24FEB14		0.00	CASH	28FEB14
R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: DLR:60313					
08:39 24FEB14	16:51 28FEB14						

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

AND ADVISE... NOTE: IT FEELS LIKE A HARSH DOWN SHIFT

CAUSE:
20 AUTO TRANS
82 W (N/C)
,,,6449 PERFORMED INSPECTION AND FOUND VEHICLE OPERATING AS DESIGNED

F RENT A CAR
CAUSE:
99 MISCELLANEOUS
82 W (N/C)
,,,6449 PROVIDED CUSTOMER WITH RENT A CAR PER CHRYSLER

G SET TIRE PRESSURES AND RECORD
CTP SET TIRE PRESSURES AND RECORD
82 C 0.00 0.00
,,,6449 SET 36 PSI

H PERFORM 23 POINT INSPECTION
23PI PERFORM 23 POINT INSPECTION
82 C 0.00 0.00
,,,6449 NO ADDITIONAL RECOMMENDATIONS AT THIS TIME

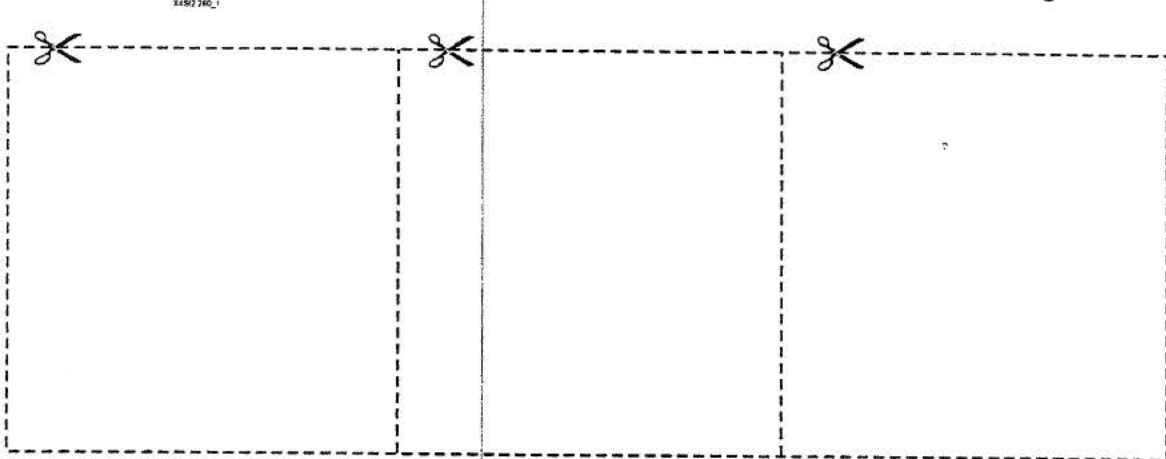
I BATTERY TEST, AS A COURTESY TO OUR CUSTOMER WE HAVE TESTED YOUR BATTERY AT NO CHARGE. OUR HOPE IS THAT WE WILL CATCH A PROBLEM BEFORE IT LEAVES YOU STRANDED.
BT BATTERY TEST, AS A COURTESY TO OUR CUSTOMER WE HAVE TESTED YOUR BATTERY AT NO CHARGE. OUR HOPE IS THAT WE WILL CATCH A PROBLEM BEFORE IT LEAVES YOU STRANDED.
82 C 0.00 0.00
,,,6449 PERFORMED BATTERY TEST AND BATTERY (PASS)

~|

THANK YOU	ORIGINAL ESTIMATE:	AUTHORIZED REVISED ESTIMATE:	DESCRIPTION	TOTALS
	\$	\$	LABOR AMOUNT	
FOR BRINGING YOUR CAR TO US FOR SERVICE	*By law, you may choose another licensed Smog check facility to perform any needed repairs or adjustments that the Smog Check test indicates are necessary.*		PARTS AMOUNT	
	I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.		GAS, OIL, LUBE	
IF YOU ARE HAPPY LET YOUR NEIGHBOR KNOW. IF YOU ARE UNHAPPY CALL YOUR SERVICE ADVISOR AT ONCE.	I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.		SUBLET AMOUNT	
	CUSTOMER SIGNATURE	X	MISC./HAZ. MAT. CHGS.	
			TOTAL CHARGES	
			ADJUSTMENTS	
			SALES TAX	
			PLEASE PAY THIS AMOUNT	

Customer Copy

Page 2 of 3



Customer Number: [REDACTED]

Invoice No: [REDACTED]

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INVOICE



Direct Service Line (760) 324-4559

PAGE 3

BAR # ARD 249974 EPA # CAD 983587379

BEND, O
Home:
Email:

Bus: [REDACTED]

SERVICE ADVISOR: **625 ALONZO G VIBANCO**

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
DEEPAUBURN	14	JEEP GRAND CHEROKEE	1C4RJFG0EC [REDACTED]		6449 6449	3947	
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN14			17:30 24FEB14		0.00	CASH	28FEB14
R.O. OPENED		DATE CUST. NOTIFIED	OPTIONS: DLR:60313				
08:39 24FEB14		16:51 28FEB14					
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
EST:	0.01		24FEB14	08:39	SA: 625		

SERVICE HOURS 7-5:30 M-F 7-2 SATURDAYS
CONVENIENT AFTER HOURS DELIVERY (SEE ADVISOR)
2 TRANSPORTATION OPTIONS SPECIAL RENTAL RATES
AND SHUTTLE SERVICE.

THANK YOU FOR BRINGING YOUR CAR TO US FOR SERVICE IF YOU ARE HAPPY LET YOUR NEIGHBOR KNOW. IF YOU ARE UNHAPPY CALL YOUR SERVICE ADVISOR AT ONCE.	ORIGINAL ESTIMATE:	AUTHORIZED REVISED ESTIMATE:	DESCRIPTION	TOTALS
	\$	\$	LABOR AMOUNT	\$ 0.00
<small>*By law, you may choose another licensed Smog check facility to perform any needed repairs or adjustments that the Smog Check test indicates are necessary.</small>			PARTS AMOUNT	\$ 0.00
<small>1. ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.</small>			GAS, OIL, LUBE	\$ 0.00
<small>2. ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.</small>			SUBLET AMOUNT	\$ 0.00
<small>CUSTOMER SIGNATURE</small>			MISC./HAZ. MAT. CHGS.	\$ 0.00
<small>CUSTOMER INITIAL</small>			TOTAL CHARGES	\$ 0.00
<small>X</small>			ADJUSTMENTS	\$ 0.00
<small>PLEASE PAY THIS AMOUNT</small>			SALES TAX	\$ 0.00
<small>PLEASE PAY THIS AMOUNT</small>			PLEASE PAY THIS AMOUNT	\$ 0.00

Customer Copy

Page 3 of 3

WILD CARD SPECIAL
10% OFF
ANY ONE REPAIR OF YOUR CHOICE!

Please present coupon at time of write up. Cannot be combined with any other special. MUST BE USED ON FUTURE VISIT. CANNOT BE COMBINED WITH ANY OTHER COUPONS OR SPECIAL PRICING..

www.crystalchrysler.com Invoice No. 606749
Coupon Expires: 27 Aug 2014

FREE LUBE OIL FILTER
UP TO 5 QTS WITH ANY TEST DRIVE.
SEE SALES MANAGER FOR DETAILS

X _____
Sales Mgr. Signature

Coupon Expires: 27 Aug 2014
www.crystalchrysler.com

MOPAR ACCESSORIES DISCOUNT!
10%

INCLUDES:
- Discount on available accessories for Chrysler Group LLC. Vehicles.
- Mopar accessories are covered by either the 3-year/36,000-mile New Vehicle Limited Warranty or the 12-month/12,000-mile Mopar Basic Limited Warranty whichever is more favorable to the customer. See dealer for details and a copy of the warranty.
- Percentage off may not be available on installation price.

MUST BE USED ON FUTURE VISIT. CANNOT BE COMBINED WITH ANY OTHER COUPONS OR SPECIAL PRICING.
Coupon Expires: 27 Aug 2014
www.crystalchrysler.com

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

Crystal Chrysler Jeep Dodge Center

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Direct Service Line (760) 324-4559

INVOICE
PAGE 1



BEND, OR [REDACTED]
Home: [REDACTED] Bus: [REDACTED]
Email: [REDACTED]

BAR # ARD 249974 EPA # CAD 983587379

SERVICE ADVISOR: **625 ALONZO G VIBANCO**

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
DEEPAUBURN	14	JEEP GRAND CHEROKEE	1C4RJFJG0E0 [REDACTED]		8393 8400	3396	
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN14			17:30 03APR14		0.00	CASH	11APR14
R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: DLR:80313					
08:57 03APR14	15:21 11APR14						

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

A CUSTOMER STATES THERE IS A CLUNKING NOISE WHEN COMING TO A STOP...
CUSTOMER TO TEST DRIVE WITH A TECHNICIAN
CAUSE:
04 DRIVEABILITY
82 W (N/C)
8393 PERFORMED TEST DRIVE AND VERIFIED THE SHIFTING HOWEVER OPENED
A STAR CASE AND PER STAR CASE ENGINEER FOUND TO BE A NORMAL CONDITION.
NO FURTHER REPAIRS NEEDED AT THIS TIME

B CUSTOMER STATES THE RADIO SCREEN FREEZES AND LOCKS UP. CHECK & ADVISE
CAUSE:
08 ELECTRICAL
82 W (N/C)
8393 PERFORMED INSPECTION AND VERIFIED CONCERN. THEN OPEN STAR CASE
AND PER STAR CASE INSTALLED A NEW SOFT WEAR IN RADIO SYSTEM 14.05.03
THEN RE TESTED AND FOUND OPERATING AS DESIGNED

C CUSTOMER STATES EXCESSIVE WIND NOISE ON PASSENGER SIDE (55-75 MPH)
CAUSE:
23 BODY INTERIOR-EXT.
82 W (N/C)
8393 PERFORMED TEST DRIVE ON FREEWAY AND WITH HEAD WIND AT 70-MPH
AND FOUND NO WIND NOISE OR ANY ABNORMAL NOISE AT THIS TIME

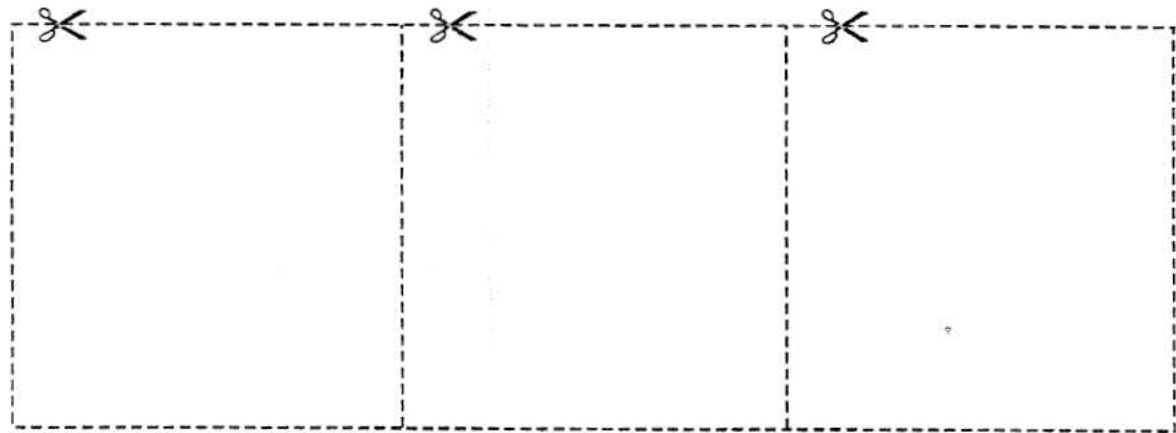
D CHRYSLER AUTHORIZED RENTAL... CARE # [REDACTED]... VEHICLE IS PART OF
THE ENHANCED CUSTOMER SATISFACTION PROGRAM.
RENT
82 W (N/C)
8393 PROVIDED CUSTOMER WITH RENT A CAR PER CARE #24551432

E Moved to: 508758C Line: A
SPO Moved to: 508758C Line: A
999 C 0.00 0.00

THANK YOU FOR BRINGING YOUR CAR TO US FOR SERVICE	ORIGINAL ESTIMATE:	AUTHORIZED REVISED ESTIMATE:	DESCRIPTION	TOTALS
	\$	\$		
IF YOU ARE HAPPY LET YOUR NEIGHBOR KNOW. IF YOU ARE UNHAPPY CALL YOUR SERVICE ADVISOR AT ONCE.	*By law, you may choose another licensed Smog check facility to perform any needed repairs or adjustments that the Smog Check test indicates are necessary.*		LABOR AMOUNT	
	I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.		PARTS AMOUNT	
	CUSTOMER INITIAL		GAS, OIL, LUBE	
	I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.		SUBLET AMOUNT	
	CUSTOMER SIGNATURE		MISC./HAZ. MAT. CHGS.	
			TOTAL CHARGES	
			ADJUSTMENTS	
			SALES TAX	
			PLEASE PAY THIS AMOUNT	

Customer Copy

Page 1 of 2



Customer Number: [REDACTED]

Invoice No: [REDACTED]

Crystal Chrysler Jeep Dodge Center

36444 Auto Park Dr.
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Direct Service Line (760) 324-4559

INVOICE



PAGE 2

BEND, OR [REDACTED]

Home: [REDACTED]

Email: [REDACTED]

Bus: [REDACTED]

BAR # ARD 249974 EPA # CAD 983587379

SERVICE ADVISOR: 625 ALONZO G VIBANCO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
DEEPAUBURN	14	JEEP GRAND CHEROKEE	1C4RJFJG0EC [REDACTED]		8393 8400	3396	
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN14			17:30 03APR14		0.00	CASH	11APR14
R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: DLR:60313					
08:57 03APR14	15:21 11APR14						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
F	Moved to:	508758C	Line:	B			
	SPO Moved to:	508758C	Line:	B			
		999	C			0.00	0.00

G	Moved to:	508758C	Line:	C			
	SPO Moved to:	508758C	Line:	C			
		999	C			0.00	0.00

H	Moved to:	508758C	Line:	D			
	SPO Moved to:	508758C	Line:	D			
		999	C			0.00	0.00

*** THE FOLLOWING WORK NOT DONE-TRANSFERRED TO RO#508758C ***

E Moved to: 508758C Line: A
F Moved to: 508758C Line: B
G Moved to: 508758C Line: C
H Moved to: 508758C Line: D

EST: 47.00 08APR14 10:10 SA: 625
CONTACT: KENT
LOF

SERVICE HOURS 7-5:30 M-F 7-2 SATURDAYS
CONVENIENT AFTER HOURS DELIVERY (SEE ADVISOR)
2 TRANSPORTATION OPTIONS SPECIAL RENTAL RATES
AND SHUTTLE SERVICE.

THANK YOU FOR BRINGING YOUR CAR TO US FOR SERVICE	ORIGINAL ESTIMATE:	AUTHORIZED REVISED ESTIMATE:	DESCRIPTION	TOTALS
	\$	\$		
IF YOU ARE HAPPY LET YOUR NEIGHBOR KNOW, IF YOU ARE UNHAPPY CALL YOUR SERVICE ADVISOR AT ONCE.			LABOR AMOUNT	\$ 0.00
			PARTS AMOUNT	\$ 0.00
			GAS, OIL, LUBE	\$ 0.00
			SUBLET AMOUNT	\$ 0.00
			MISC./HAZ. MAT. CHGS.	\$ 0.00
			TOTAL CHARGES	\$ 0.00
			ADJUSTMENTS	\$ 0.00
			SALES TAX	\$ 0.00
			PLEASE PAY THIS AMOUNT	\$ 0.00

By law, you may choose another licensed Smog check facility to perform any needed repairs or adjustments that the Smog Check test indicates are necessary.

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. CUSTOMER INITIAL: X

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE: _____

Customer Copy

Page 2 of 2

WILD CARD SPECIAL
10% OFF
ANY ONE REPAIR OF YOUR CHOICE!

Please present coupon at time of write up. Cannot be combined with any other special. MUST BE USED ON FUTURE VISIT. CANNOT BE COMBINED WITH ANY OTHER COUPONS OR SPECIAL PRICING..

www.crystalchrysler.com Invoice No. 508758
Coupon Expires: 08 Oct 2014

FREE LUBE OIL FILTER
UP TO 5 QTS WITH ANY TEST DRIVE.
SEE SALES MANAGER FOR DETAILS

X _____
Sales Mgr. Signature

Coupon Expires: 08 Oct 2014
www.crystalchrysler.com

MOPAR ACCESSORIES DISCOUNT!
10%

INCLUDES:
• Discount on available accessories for Chrysler Group LLC. Vehicles.
• Mopar accessories are covered by either the 3-year/36,000-mile New Vehicle Limited Warranty or the 12-month/12,000-mile Mopar Basic Limited Warranty whichever is more favorable to the customer. See dealer for details and a copy of the warranty.
• Percentage off may not be available on installation price.

MUST BE USED ON FUTURE VISIT. CANNOT BE COMBINED WITH ANY OTHER COUPONS OR SPECIAL PRICING.
Coupon Expires: 08 Oct 2014
www.crystalchrysler.com

Customer Number: [REDACTED]

Invoice No: [REDACTED]

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Fax (760) 424-0228

Direct Service Line (760) 324-4559

INVOICE



PAGE 1

BAR # ARD 249974 EPA # CAD 983587379

BEND. O [REDACTED]
Home: [REDACTED]
Email: [REDACTED]

Bus: [REDACTED]

SERVICE ADVISOR: 306 ANTHONY Q WELTY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
DEEPAUBURN	14	JEEP GRAND CHEROKEE	1C4RJFJG0EC [REDACTED]		8528 8530	2149	
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN14			17:30 29APR14		0.00	CASH	30APR14
R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: DLR:60313					
08:03 12APR14	14:42 30APR14						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							
A CUSTOMER STATES THE RADIO SCREEN WILL GO BLANK AT TIMES BUT CAN STILL HEAR SOUND CHECK AND REPORT CAUSE: INTERNAL DEFECT							
	08			VERIFIED REPAIRS			
				530 W			(N/C)
	1	68190240ZG		RADIO-MULTI MEDIA			(N/C)
***** 8530 PERFORMED DIAGNOSIS, VERIFIED COMPLAINT, POWER AND GROUND OK, HAS CURRENT SOFTWARE, CONTACTED STAR, AND THEY ADVISED TO REPLACE RADIO, INSTALLED NEW RADIO, NEW RADIO SHOWED ACQUIRING SIGNAL, PERFORMED RADIO CONFIGURING AND SHOWS, NOT LOADING, CONTACT STAR AGAIN, THEY SAID TO ORDER ANOTHER NEW RADIO, AS PER JEEP TECH SUPPORT, AND CODE R-A FOR DIAG 1.0 AND INSTALLED SECOND NEW RADIO AND IT WORKED CORRECTLY. VERIFIED IT HAS LATEST VERSION OF SOFTWARE. AND RENTAL IS COVERED ALSO AS PER R-A CODE. NOTIFIED CUSTOMER THAT THE VEHICLE IS COMPLETED AND READY FOR PICKUP 4-28-14 AT 10AM *****							
B				SET TIRE PRESSURES AND RECORD			
				CTP SET TIRE PRESSURES AND RECORD			
				530 C	0.00		0.00

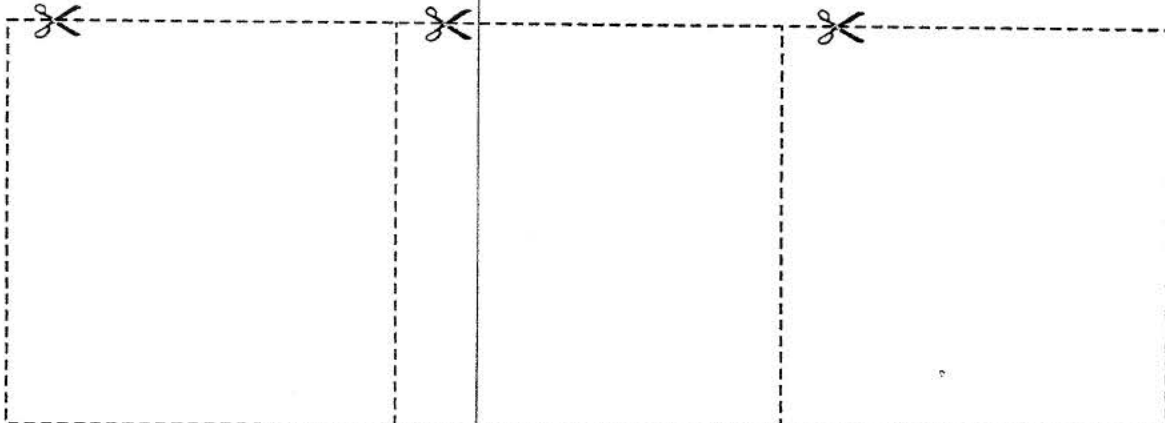
C				BATTERY TEST, AS A COURTESY TO OUR CUSTOMER WE HAVE TESTED YOUR BATTERY AT NO CHARGE. OUR HOPE IS THAT WE WILL CATCH A PROBLEM BEFORE IT LEAVES YOU STRANDED.			
				BT BATTERY TEST, AS A COURTESY TO OUR CUSTOMER WE HAVE TESTED YOUR BATTERY AT NO CHARGE. OUR HOPE IS THAT WE WILL CATCH A PROBLEM BEFORE IT LEAVES YOU STRANDED.			
				530 C	0.00		0.00

D				RENTAL AS PER CHRYSLER			
CAUSE: AS PER RA CODE FROM CHRYSLER TECH REP							
				01 CHZZ			
				530 W			(N/C)

THANK YOU FOR BRINGING YOUR CAR TO US FOR SERVICE	ORIGINAL ESTIMATE:	AUTHORIZED REVISED ESTIMATE:	DESCRIPTION	TOTALS
	\$	\$		LABOR AMOUNT
<small>"By law, you may choose another licensed Smog check facility to perform any needed repairs or adjustments that the Smog Check test indicates are necessary."</small>			PARTS AMOUNT	
			GAS, OIL, LUBE	
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.			SUBLET AMOUNT	
			MISC./HAZ. MAT. CHGS.	
I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.			TOTAL CHARGES	
			ADJUSTMENTS	
CUSTOMER SIGNATURE			SALES TAX	
			PLEASE PAY THIS AMOUNT	

Customer Copy

Page 1 of 2



Customer Number: [REDACTED]

Invoice No: [REDACTED]

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Cathedral City, CA 92234
(760) 324-4557
Fax (760) 424-0228
Direct Service Line (760) 324-4559

INVOICE



PAGE 2

BEND, O [REDACTED]
Home: [REDACTED]
Email: [REDACTED]

Bus: [REDACTED]

BAR # ARD 249974 EPA # CAD 983587379

SERVICE ADVISOR: 306 ANTHONY Q WELTY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
DEEPAUBURN	14	JEEP GRAND CHEROKEE	1C4RJFJG0EC [REDACTED]		8528 8530	2149	
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN14			17:30 29APR14		0.00	CASH	30APR14
R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: DLR-60313					
08:03 12APR14	14:42 30APR14						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
			W				(N/C)

8530 RENTAL COVERED THE CUSTOMER IS IN OUR CRYSTAL RENTAL

 E** AFTER RADIO INSTALLATION STILL WOULD NOT REPROGRAM AND WAS
 REQUESTED BY TECH LINE INSTALL ANOTHER NEW RADIO CASE # 245

CAUSE:

08 ELECTRICAL
530 W

(N/C)

EST: 0.00

12APR14 08:03 SA: 306

SERVICE HOURS 7-5:30 M-F 7-2 SATURDAYS
 CONVENIENT AFTER HOURS DELIVERY (SEE ADVISOR)
 2 TRANSPORTATION OPTIONS SPECIAL RENTAL RATES
 AND SHUTTLE SERVICE.

THANK YOU FOR BRINGING YOUR CAR TO US FOR SERVICE	ORIGINAL ESTIMATE:	AUTHORIZED REVISED ESTIMATE:	DESCRIPTION	TOTALS
	\$	\$		LABOR AMOUNT
IF YOU ARE HAPPY LET YOUR NEIGHBOR KNOW. IF YOU ARE UNHAPPY CALL YOUR SERVICE ADVISOR AT ONCE.	"By law, you may choose another licensed Smog check facility to perform any needed repairs or adjustments that the Smog Check test indicates are necessary."		PARTS AMOUNT	\$ 0.00
	I ACKNOWLEDGE NOTICE AND DRAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.		GAS, OIL, LUBE	\$ 0.00
	I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.		SUBLET AMOUNT	\$ 0.00
	CUSTOMER SIGNATURE _____		MISC./HAZ. MAT. CHGS.	\$ 0.00
			TOTAL CHARGES	\$ 0.00
			ADJUSTMENTS	\$ 0.00
			SALES TAX	\$ 0.00
			PLEASE PAY THIS AMOUNT	\$ 0.00

Customer Copy

Page 2 of 2

WILD CARD SPECIAL
10% OFF
ANY ONE REPAIR OF YOUR CHOICE!

Please present coupon at time of write up. Cannot be combined with any other special. MUST BE USED ON FUTURE VISIT. CANNOT BE COMBINED WITH ANY OTHER COUPONS OR SPECIAL PRICING.

www.crystalchrysler.com Invoice No. 509226
Coupon Expires: 27 Oct 2014

FREE LUBE OIL FILTER
UP TO 5 QTS WITH ANY TEST DRIVE.
SEE SALES MANAGER FOR DETAILS

X _____
Sales Mgr. Signature

Coupon Expires: 27 Oct 2014
www.crystalchrysler.com

MOPAR ACCESSORIES DISCOUNT!
10%

INCLUDES:
 - Discount on available accessories for Chrysler Group LLC. Vehicles.
 - Mopar accessories are covered by either the 3-year/36,000-mile New Vehicle Limited Warranty or the 12-month/12,000-mile Mopar Basic Limited Warranty whichever is more favorable to the customer. See dealer for details and a copy of the warranty.
 - Percentage off may not be available on installation price.

MUST BE USED ON FUTURE VISIT. CANNOT BE COMBINED WITH ANY OTHER COUPONS OR SPECIAL PRICING.
 Coupon Expires: 27 Oct 2014
 www.crystalchrysler.com

CUSTOMER #:

Crystal Chrysler Jeep Dodge Center

36444 Auto Park Dr.

Cathedral City, CA 92234

(760) 324-4557

Fax (760) 424-0228

Direct Service Line (760) 324-4559

PAGE 1

BEND, OR
HOME:

CONT :000-000-0000 CELL:

BAR # ARD 249974

EPA # CAD 983587379

EMAIL:

SERVICE ADVISOR: 834 AKKERMAN,DANI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
DEEPAUBURN	14	JEEP GRAND CHEROKEE	1C4RJFJG0EC	853GNK	17442 /	T2196

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN14			23:15 10FEB15		0.00	CASH	

R.O. OPENED	READY	OPTIONS: DLR:60313
07FEB201509:48	01JAN14	

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# B	14		W	CUSTOMER REPORTS WHILE DRIVING IN TOWN, LOST POWER AND WOULD NOT GO. AFTER APPLYING MORE GAS PEDAL CAR SURGED AND THEN BOGGED DOWN AGAIN. 3 TIMES AND CUSTOMER THEN PARKED CAR. CC:

# C	08		W	CUSTOMER REPORTS A FREEWAY SPEED WITH ADDAPTIVE CRUISE CONTROL ON CAR STOPPED RAPIDLY WITH NOTHING IN FRONT OF CAR. CC:
-----	----	--	---	--

# D	23		W	CUSTOMER REPORTS A OF THE HOOD SEALS IS MISSING, (ON EACH SIDE WITH OPEN HOOD) CC:
-----	----	--	---	---

# E	08		W	"911 SEE DEALER MESSAGE" ON CC:
-----	----	--	---	----------------------------------

# F	LOF		WCSC	FULL SYNTHETIC ENGINE OIL AND FILTER CHANGE CC:
-----	-----	--	------	--

EXCLUSION OF WARRANTIES

ny warranties on the parts and accessories sold hereby are made by the manufacturer. The redesign purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, 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 dealer, 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.

AUTHORIZATION FOR REPAIRS

hereby authorize the repair work herein set forth to be done along with the necessary material and I 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. The dealership is not responsible for damages from freezing due to lack of antifreeze.

PRELIMINARY ESTIMATE \$ _____

DATE OWNER NOTIFIED OF REPAIR COMPLETION

AUTHORIZED BY X

			DATE		TIME	
AUTHORIZED ADDITIONS	REVISED ESTIMATE	REASON	PERSON CONTACTED	BY PHONE <input type="checkbox"/>	DATE	TIME
				IN PERSON <input type="checkbox"/>		
AUTHORIZED ADDITIONS	REVISED ESTIMATE	REASON	PERSON CONTACTED	BY PHONE <input type="checkbox"/>	DATE	TIME
				IN PERSON <input type="checkbox"/>		
AUTHORIZED ADDITIONS	REVISED ESTIMATE	REASON	PERSON CONTACTED	BY PHONE <input type="checkbox"/>	DATE	TIME
				IN PERSON <input type="checkbox"/>		

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

X

CUSTOMER SIGNATURE

CUSTOMER #: [REDACTED]

Crystal Chrysler Jeep Dodge Center
36444 Auto Park Dr.
Cathedral City, CA 92234
(760) 324-4557
Fax (760) 424-0228
Direct Service Line (760) 324-4559

PAGE 2

SEND, OR
HOME:
EMAIL:

CONT :000-000-0000 CELL: 5413884749

BAR # ARD 249974 EPA # CAD 983587379

SERVICE ADVISOR: 834 AKKERMAN,DANI

RO # [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
DEEPAUBURN	14	JEEP GRAND CHEROKEE	1C4RJFJG0EC [REDACTED]	853GNK	17442 /	T2196

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN14			23:15 10FEB15		0.00	CASH	

R.O. OPENED	READY	OPTIONS: DLR:60313
07FEB201509:48	01JAN14	

LINE	OP	CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
#	G	99		W	FLASH UPDATE MODULES CC:

#	H	29		W	ENTERPRISE CAR RENTAL, ENHANCED PROGRAM CC:
---	---	----	--	---	---

#	I	23PI		W	PERFORM 23 POINT INSPECTION CC:
---	---	------	--	---	-----------------------------------

SERVICE HRS. 7-5:30 M-F
7-2 SATURDAYS. SPECIAL
RENTAL RATES, AVAILABLE
SHUTTLE SERVICE
AFTER HRS. DEL. OPTIONS

EXCLUSION OF WARRANTIES

PRELIMINARY ESTIMATE \$ _____

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, 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 dealer, 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 OWNER NOTIFIED OF REPAIR COMPLETION _____

AUTHORIZED BY X

AUTHORIZED ADDITIONS	REVISED ESTIMATE	REASON	PERSON CONTACTED	BY PHONE	DATE	TIME
				<input type="checkbox"/>		
				<input type="checkbox"/>		
				<input type="checkbox"/>		
				<input type="checkbox"/>		

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

X

CUSTOMER SIGNATURE

MARCH 9, 2015

DANIELLE -

GOOD NEWS. ~~AND~~ I HAVE INCLUDED THE WORK ORDER FOR THE TOW EQUIPMENT ADDED TO OUR JEEP.

WE PURCHASED THE JEEP ON JULY 22, 2013.

THE DATE ON WORK ORDER IS AUG 1, 2013

TOTAL BILL \$1468.00

THE ONLY PART THAT MIGHT NOT APPLY WOULD BE - RAISE BALL MOUNT \$110.00. THIS WAS DONE TO THE COACH.

Y96

Custom Welding & Fabrication Larry DeMan Welding



Hitches & Towbars • Fabrication • R.V. Parts & Repairs
Electrical • Electric Brakes • Fifth Wheels • Light Truck Accessories

2325 N.W. 36th
Redmond, Oregon 97756 Phone: (541) 548-0842

Name: [Redacted] [Redacted]

Address: [Redacted]

Date: July 01, 2013

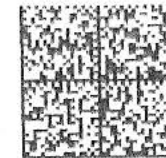
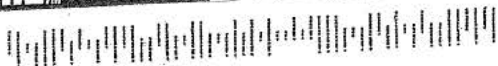
Odometer Reading: _____ Vin No. _____

QTY	PART NO.	NAME OF PART	SALE AMT.	MAKE AND MODEL	LICENSE NO. AND STATE	MOTOR NO.
1	52014/16	RDY BRACKET KIT	40.00			
2	5805	In-line fuse	19.90			
		Add Electrical accessories	40.00			
		ELECTRICAL MATERIAL - TUG				
		in-line fuse/wire & connectors AS REQD				
1	11841	4F-CABLE END	5.95			
1	11801	4F-CAP.	2.90			
		5/16" locking pin	16.95			
		3.0" RDY BRACKET BRACKET W/SCREW	19.50			
		1.5" SHOCK ELECTRICAL MOUNTING	9.50			
		STANDARD ELECTRICAL FOR TUG W/ WIRE	239.00			
		5/16" HOLES, COVERS & RIGID SUPPLY				
		1/2" ADD'L IN-BOARD 1" PIVOT POINT FOR BRK BUDDIE @ 3mm 1/2" hole	299.00			
		BRK-ARM SWITCH @ BRACKET				
		4F ELECTRICAL FOR ALX LOW LIGHTS				
		RAISE BALL JOINT EXTENSION	110.00			
TOTAL PARTS			528.30			
Gals. Gas	@					
Qts. Oil	@					
Lbs. Grease	@					
Total Gas-Oil-Grease				Total Accessories:		
I hereby authorize the above repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car, truck or 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 car, truck or vehicle to secure the amount of repairs thereto.						
Work Authorized by _____				Date Promised _____		Shop/Misc.
Delivered to _____				Date Delivered _____		TOTAL
						TAX
						TOTAL AMOUNT <u>1468.00</u>

REPAIR ORDER

ESTIMATES FOR LABOR ONLY - MATERIAL, ADDITIONAL

CERTIFIED MAIL



UNITED STATES POSTAL SERVICE
02 1P
000 13 14
MAILED FF



**Beauvais
Law Firm, LLC**

5291 NE Elam Young Pkwy., Suite 140, Hillsboro, OR 97124

TO:

Fiat Chrysler Automobiles US LLC
1000 Chrysler Drive
CIMS: 485-13-32
Auburn Hills, MI 48326

05/21/2015

CT Log Number 527164715

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

RE: Process Served in Oregon

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] Pltfs. vs. Fiat Chrysler Automobiles US, LLC, D/L. 77 10: FCA US, LLC
Name discrepancy noted.

DOCUMENT(S) SERVED: Summons, Complaint, Exhibits

COURT/AGENCY: Washington County Circuit Court, OR
Case # C152139CV

NATURE OF ACTION: Product Liability Litigation - Lemon Law - 2014 Jeep Grand Cherokee Summit, VIN: 1CARJFJG0EC183490 - Seeking \$54,198

ON WHOM PROCESS WAS SERVED: C T Corporation System, Salem, OR

DATE AND HOUR OF SERVICE: By Fax on 05/21/2015 at 15:37

JURISDICTION SERVED : Oregon

APPEARANCE OR ANSWER DUE: Within 30 days from the date of service

ATTORNEY(S) / SENDER(S): Danielle R Beauvais
5291 NE Elam Young Parkway
Suite 140
Hillsboro, OR 97124
503-681-2008

ACTION ITEMS: CT has retained the current log, Retain Date: 05/22/2015, Expected Purge Date: 05/27/2015
Image SOP

SIGNED: C T Corporation System
ADDRESS: 388 State St., Suite 420
Salem, OR 97301
TELEPHONE: 503-566-6883

IN THE CIRCUIT COURT OF THE STATE OF OREGON
FOR THE COUNTY OF WASHINGTON



Case No.

Plaintiffs,

SUMMONS

vs.

FCA US, LLC

Defendant.

To: FCA US, LLC
C/O CT Corporation Systems
388 State Street, Suite 420
Salem, OR 97301-3581

Defendant,

You are hereby required to appear and defend the complaint filed against you in the above entitled action within thirty (30) days from the date of service of this summons upon you, and in case of your failure to do so, for want thereof, plaintiff will apply to the court for the relief demanded in the complaint.

NOTICE TO THE DEFENDANT: READ THESE PAPERS.

CAREFULLY!

You must "appear" in this case or the other side will win automatically. To "appear" you must file with the court a legal paper called a "motion" or "answer." The "motion" or "answer" must be given to the court clerk or administrator within 30 days along with the required filing fee. It must be in proper form and have proof of service on the plaintiff's attorney or, if the plaintiff does not have an attorney, proof of service upon the plaintiff.

If you have any questions, you should see an attorney immediately. If you need help in finding an attorney, you may call the Oregon State Bar's Lawyer Referral Service at (503) 684-3753 or toll-free in Oregon at (800) 452-7636.

SIGNATURE OF ATTORNEY/AUTHOR FOR PLAINTIFF

Danielle R. Beauvais, Esq.

05198

ATTORNEY'S/ALTIHOY'S NAME (TYPED OR PRINTED): BAR NO. (FAX#)

5291 NE Elm Young Parkway, Suite 140

CITY ADDRESS
Hillsboro Oregon 97124 (503) 681-2008

CITY STATE ZIP PHONE

TRIAL ATTORNEY (OTHER THAN ABOVE) (TYPED OR PRINTED) BAR NO.

STATE OF OREGON, County of Washington.

I, the undersigned attorney of record for the plaintiff, certify that the foregoing is an exact and complete copy of the original summons and complaint in the above entitled action.

ATTORNEY OF RECORD FOR PLAINTIFF IS

CERTIFIED TRUE COPY

Beauvais

FILED
OREGON JUDICIAL DEPARTMENT
WASHINGTON COUNTY
2015 MAY 15 AM 9:03

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IN THE CIRCUIT COURT OF THE STATE OF OREGON
FOR THE COUNTY OF WASHINGTON

[Redacted]

Case [Redacted]

Plaintiffs,

COMPLAINT
Prayer amount: \$54,198
Fee Authority: ORS 21.160(1)(c)

vs.

FIAT CHRYSLER AUTOMOBILES US, LLC

First Claim for Relief- Breach of Settlement Agreement
Second Claim for Relief- Oregon Lemon Law;
Third Claim for Relief- Breach of Warranty (Magnuson Moss Warranty Act);

Defendant.

CLAIM SUBJECT TO MANDATORY ARBITRATION
Arbitration and Jury Trial Requested

1 - COMPLAINT

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5291 NE Elam Young Parkway
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Hillsboro, Oregon 97124
(503) 681-2008 Telephone
(503) 681-2005 Facsimile
Danielle@GoLemonLaw.com

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Plaintiffs allege as follows:

PARTIES

1.

Plaintiffs [REDACTED] (hereafter referred to as "Plaintiffs"), are adult residents of the State of Oregon, residing at [REDACTED], Bend, Oregon [REDACTED]

2.

Defendant Fiat Chrysler Automobiles US, LLC (hereafter referred to as "Fiat Chrysler"), is a business corporation authorized to do business in the State of Oregon; and, at all times relevant hereto, was engaged in the design, manufacture, sale, and distribution of Fiat Chrysler motor vehicles and related equipment; and at all times relevant hereto carried on a continuous and systematic portion of its business in the State of Oregon by way of, *inter alia*, the wholesale and delivery of its vehicles to Fiat Chrysler dealerships throughout the State of Oregon; with its principal place of business at 1000 Chrysler Drive, Auburn Hills, Michigan 48326, and which can be served at c/o CT Corporation System, Inc., 388 State Street, Suite 420, Salem, OR 97301-3581.

FACTUAL BACKGROUND

3.

On or about the 18th day of July, 2013, Plaintiffs purchased a new 2014 Jeep Grand Cherokee Summit (hereafter referred to as "the vehicle") from Fiat Chrysler, manufactured and warranted by Fiat Chrysler, bearing the Vehicle Identification Number 1CARJFJG0EC [REDACTED] and purchased in the State of Oregon. A copy of the Motor Vehicle Purchase Agreement is attached as Exhibit A.

4.

The basic cash price of the vehicle, including any option package and aftermarket

2 – COMPLAINT

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Danielle@GoLemonLaw.com

1
2 accessories, registration charges, document fees and related costs and fees, finance charges
3 and collateral expenses, totaled at least \$54,198. See Exhibit A.

4 5.

5 The vehicle was registered and insured in Oregon, which gave constructive notice to
6 Fiat Chrysler of a potential lawsuit in Oregon should the vehicle prove to be defective. A copy
7 of the vehicle's registration and insurance identification card are attached as Exhibit B.

8 6.

9 The vehicle was paid in full at the time of purchase. A copy of the vehicle's title is
10 attached as Exhibit C.

11 7.

12 Fiat Chrysler participated substantially and directly in the sales transaction, in that it
13 entered into an agreement with Plaintiffs pertaining to the transaction under which it
14 promised to repair defective items under the manufacturer warranty.

15 8.

16 As part of the basis of the bargain and built into the purchase price, Fiat Chrysler issued
17 to Plaintiffs several warranties, including a 3 year/36,000 miles bumper-to-bumper express
18 warranty and a 5 year/60,000 miles powertrain warranty. A copy of an overview of the
19 warranty coverage, from Defendant's own warranty manual, is attached as Exhibit D.

20 9.

21 At the time of purchase, Plaintiffs bought a Service Contract for the price of \$2,103. A
22 copy of the Service Contract Registration is attached as Exhibit E.

23 10.

24 Plaintiffs purchased the vehicle in reliance on the existence of these express warranties
25 from Fiat Chrysler, and at the time of sale, Plaintiffs believed Fiat Chrysler would honor said
warranties in a timely and proper manner and would not have bought the vehicle had it not

3 -COMPLAINT

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been warranted by Fiat Chrysler.

11.

Through their advertising and otherwise, Fiat Chrysler represented that the vehicle was fit for the purpose for which it was designed, safe, and suitable for its intended use.

12.

After taking possession the vehicle, Plaintiffs discovered that it did not conform to the applicable manufacturer's express warranties, inasmuch as the vehicle has been exhibiting many issues including touch screen and related defects, engine problems as well as a dangerous transmission surge.

13.

The vehicle has not been effectively repaired despite many visits to a Fiat Chrysler-authorized repair facility.

14.

At all times relevant, Fiat Chrysler delegated to its authorized dealerships the business of making warranty repairs and servicing new motor vehicles within the jurisdiction of this Court, and as per Fiat Chrysler's instructions, Plaintiffs brought the vehicle to such an authorized dealer for repairs.

15.

All the repairs were attempted at a Fiat Chrysler-authorized repair facility.

16.

Starting from one month after purchase, on August 28, 2013, when the vehicle had only 1,485 miles, Plaintiffs complained to the dealer that the touch screen does not always work, the center console was scratched, the transmission was making a clunking sound, and the rear wiper was not working properly. A copy of the repair invoice is attached as Exhibit F.

4 - COMPLAINT

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Hillsboro, Oregon 97124
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17.

The vehicle has been at a Fiat Chrysler for repair on 10 occasions and was out of service for a total of 106 days. The repair invoices are attached as Exhibit G, Pages 1 to 24.

18.

Plaintiffs have concluded that the vehicle is defective and unsafe.

19.

The defects and/or conditions of the vehicle substantially impair the use, value and/or the safety of the vehicle for Plaintiffs, and they violate the express written warranties issued to Plaintiffs by Fiat Chrysler.

20.

Plaintiffs provided Fiat Chrysler and/or one of its authorized dealers with a reasonable number of repair attempts to repair the vehicle, but the vehicle was not repaired within a reasonable amount of time or a reasonable number of repair attempts, such that Plaintiffs have lost faith in the safety of the vehicle.

THE RELATIONSHIP BETWEEN FIAT CHRYSLER AND ITS AUTHORIZED DEALER

21.

On information and belief, each Fiat Chrysler-authorized dealer involved in the vehicle history was an agent, or in the alternative, an apparent agent of Fiat Chrysler for purposes of selling Fiat Chrysler vehicles, such as the vehicle sold to Plaintiffs, and performing warranty repairs under Fiat Chrysler's new vehicle express written warranty.

22.

Fiat Chrysler consented to or knowingly acquiesced to a dealer's exercise of authority by allowing it or requiring it to do the following:

- a. The selling and/or repairing dealership represents itself as an "authorized dealer";

5-COMPLAINT

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- b. The authorized dealer is required to display Fiat Chrysler's logo and other Fiat Chrysler materials in its showrooms and official documents;
- c. The authorized dealer receives technical bulletins detailing potential vehicle problems from Fiat Chrysler;
- d. The authorized dealer is required to train its technicians with Fiat Chrysler and/or be supervised by Fiat Chrysler; and
- e. The authorized dealer is required to use only Fiat Chrysler-supervised technicians to repair and maintain vehicles under Fiat Chrysler's warranties, thereby representing that the authorized dealer sells and repairs vehicles for Fiat Chrysler.

23.

In advertisements, owner's manuals, websites and otherwise, Fiat Chrysler holds itself out as a manufacturer of motor vehicles which it sells to a consumer through a licensed dealer.

24.

The authorized dealer sells vehicles on Fiat Chrysler's behalf, uses Fiat Chrysler's logo in advertising and on its warranty repair orders, and posts its sign for the public to see.

25.

Fiat Chrysler requires the authorized dealer to follow the rules and policies of Fiat Chrysler in conducting the relevant aspects of its business, including the delivery of the Fiat Chrysler warranties and the servicing of defective vehicles, such as that of Plaintiffs'.

26.

The authorized dealer binds Fiat Chrysler with respect to warranty repairs on the vehicles the authorized dealer sells.

27.

Fiat Chrysler requires the authorized dealer to perform Fiat Chrysler's warranty diagnoses and repairs, and to do so according to the procedures and policies set forth in

6 - COMPLAINT

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writing by Fiat Chrysler.

28.

Fiat Chrysler provides the authorized dealer with, or requires it to obtain, computer programs that display the repair and title history of Fiat Chrysler's vehicles.

29.

Fiat Chrysler requires its customers, including Plaintiffs, to go to an authorized dealer to obtain warranty repairs.

30.

If Fiat Chrysler agrees to repurchase or replace a defective vehicle, customers are required to surrender the vehicle to Fiat Chrysler at an authorized dealership.

31.

Based on the above, a Fiat Chrysler dealership is a Fiat Chrysler agent for purposes of selling and/or repairing Fiat Chrysler vehicles and its components.

FIRST CLAIM FOR RELIEF
BREACH OF SETTLEMENT AGREEMENT

32.

Plaintiffs incorporate by reference all facts and allegations set forth in this Complaint as if alleged herein.

33.

On March 9, 2015, Plaintiffs, through their counsel, sent a notice of lawsuit and demand letter to Fiat Chrysler, via certified mail, asking for a repurchase according to the terms of the Oregon Lemon Law and advising that a lawsuit would be filed 30 days from the letter or by April 9, 2015. A copy of the letter is attached as Exhibit H.

34.

For goodwill reasons, Plaintiffs gave defendant extra time.

7-COMPLAINT

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Suite 140
Hillsboro, Oregon 97124
(503) 681-2008 Telephone
(503) 681-2005 Facsimile
Danielle@GoLemonLaw.com

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35.

On April 27, 2015, Fiat Chrysler made an offer to repurchase the vehicle. A copy of the offer is attached as Exhibit I.

36.

The next day, on April 28, 2015, plaintiffs notified defendant that aftermarket parts were bought within 20 days of the purchase of the vehicle, and forwarded the receipt. A copy of the correspondence is attached as Exhibit J.

37.

The said aftermarket parts consist of the apparatus to tow the subject vehicle behind plaintiffs' motor home when they travel south for the winter. The items were bought on August 01, 2013, 14 days after the vehicle's purchase, and cost \$1,468 including labor. A copy of the receipt is attached as Exhibit K.

38.

Defendant did not send the figures until 9 days later, on May 6, 2015, and they did not include the above-mentioned aftermarket parts. A copy of the repurchase figures is attached as Exhibit L.

39.

Plaintiffs aver that on May 12, 2015, defendant refused to honor the lemon law repurchase for the reason that Fiat Chrysler could not use the aftermarket parts and would have to discard them.

40.

The lemon law repurchase offer and acceptance formed an enforceable contract and settlement agreement.

41.

Fiat Chrysler breached the parties' settlement agreement.

8 -COMPLAINT

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1
2 WHEREFORE, Plaintiffs respectfully pray for judgment against the Defendant in the
3 amount of \$54,198, plus collateral charges, incidental costs, and attorney's fees and \$505 for
4 the cost of filing this lawsuit.

5
6 **SECOND CLAIM FOR RELIEF**

7 **OREGON LEMON LAW**

8 42.

9 Plaintiffs incorporate by reference all facts and allegations set forth in this Complaint as
10 if alleged herein.

11 43.

12 At all times relevant, Plaintiffs have been "Consumers" within the meaning of ORS
13 646A.400.

14 44.

15 The subject vehicle is a self-propelled passenger vehicle as defined in ORS 801.360, and
16 it was sold and/or registered in the State of Oregon.

17 45.

18 The subject vehicle experienced nonconformities with the first two years of purchase or
19 within the first twenty-four thousand (24,000) miles.

20 46.

21 Fiat Chrysler, through its agent authorized dealer, has had at least four opportunities to
22 correct the alleged defect, and was given direct written notification of the said defects and
23 potential legal action.

24 47.

25 Section 646A.404 of the Oregon Lemon Law provides:

(1) If the manufacturer or agents or authorized dealers of the manufacturer are

9-COMPLAINT

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2 unable to conform the motor vehicle to an applicable manufacturer's express
3 warranty by repairing or correcting a defect or condition that substantially
4 impairs the use, market value or safety of the motor vehicle to the consumer
5 after a reasonable number of attempts, the manufacturer shall:

- 6 (a) Replace the motor vehicle with a new motor vehicle; or,
7 (b) Accept return of the vehicle from the consumer and refund to the
8 consumer the full purchase or lease price and collateral charges paid, less a
9 reasonable allowance for the consumer's use of the motor vehicle.

10 48.

11 Fiat Chrysler or its agents or authorized dealers were unable to conform the vehicle to
12 the manufacturer's warranty by repairing or correcting the defects or conditions that
13 substantially impair the use, market value or safety of the vehicle after a reasonable number of
14 repair attempts and willfully failed to replace or repurchase the defective vehicle after
15 notification that the vehicle is presumed by law to be a "lemon".

16 49.

17 Plaintiffs have suffered actual, incidental and consequential damages as a result of Fiat
18 Chrysler's failure to repair, replace, or repurchase the vehicle.

19 50.

20 Therefore, *inter alia*, Fiat Chrysler has violated the Oregon Lemon Law to the injury of
21 Plaintiffs, and the rights and obligations of the parties have become fixed under the Lemon
22 Law, entitling Plaintiffs to a refund as allowed by law.

23 51.

24 Plaintiffs aver that the subject vehicle is so defective that a refund that includes all
25 collateral charges is warranted.

52.

Section 646A.404 of the Oregon Lemon Law provides:

- (1) 'Collateral charge' means a charge, fee or cost to the consumer related to
the sale or lease of a motor vehicle, such as:
(a) A sales, property or use tax;
(b) A license, registration or title fee;
(c) A finance charge;

10 -COMPLAINT

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- (d) A prepayment penalty;
- (e) A charge for undercoating, rustproofing or factory or dealer installed options; and
- (f) The cost of an aftermarket item purchased within 20 days after delivery of the motor vehicle (emphasis added).

53.

Plaintiffs bought the subject aftermarket components 14 days after the purchase of the vehicle (see Exhibit K); as such, they are refundable under the Oregon Lemon Law.

54.

Plaintiffs aver that whether defendant could use the aftermarket parts or discard them after repurchasing the vehicle is irrelevant, an invalid defense, and a bad faith argument given the recoverable costs clearly listed in the lemon law.

55.

Plaintiffs avers that Section 646A.412(2) provides that upon successfully prevailing upon the Lemon Law claim herein, all attorney's fees, arbitration fees, expert witness fees, and costs to a consumer who prevails are recoverable, and therefore are demanded against Fiat Chrysler.

56.

Furthermore, Section 646A.412(1) of the Oregon Lemon Law provides:

(2) If a consumer brings an action under ORS 646A.400 to 646A.418 against a manufacturer and the consumer is granted one of the remedies specified in ORS 646A.404(1) by the court, the consumer shall also be awarded three times the amount of any damages, not to exceed \$50,000 over and above the amount due the consumer under 646A.404(1), if the court finds that the manufacturer did not act in good faith.

57.

Plaintiffs aver that Fiat Chrysler did not act in good faith in refusing to refund the aftermarket parts for a trivial reason.

58.

Fiat Chrysler has failed to repurchase the vehicle within 30 days of plaintiffs' notice letter.

1
2 WHEREFORE, Plaintiffs respectfully pray for judgment against the Defendant in the
3 amount of \$54,198, plus collateral charges, incidental costs, and attorney's fees and \$505 for
4 the cost of filing this lawsuit, and three times the amount of the total purchase price.

5 **THIRD CLAIM FOR RELIEF**

6 **FEDERAL MAGNUSON-MOSS WARRANTY ACT**

7 59.

8 Plaintiffs incorporate by reference all facts and allegations set forth in this Complaint as
9 if alleged herein.

10 60.

11 Plaintiffs are "consumers" as defined by 15 U.S.C. §2301(3); Fiat Chrysler is a
12 "warrantor" as defined by 15 U.S.C. §2301(5); and the vehicle is a "consumer product" as
13 defined in 15 U.S.C. §2301(1).

14 61.

15 An express Limited Warranty and an implied warranty of merchantability were given to
16 Plaintiffs as a part of the purchase, as defined by 15 U.S.C. §2301(6) and (7).

17 62.

18 By the terms of the express written warranties referred to in this Complaint, Fiat
19 Chrysler agreed to perform effective warranty repairs at no charge for parts and/or labor
20 within a reasonable time but failed to make such effective repairs within a reasonable time.

21 63.

22 Section §2304 (a) of the Magnuson-Moss Warranty Act provides:

23 (4) if the product (or a component part thereof) contains a defect or
24 malfunction after a reasonable number of attempts by the warrantor to remedy
25 defects or malfunctions in such product, such warrantor must permit the
consumer to elect either a refund for, or replacement without charge of, such
product...

12 -COMPLAINT

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64.

The Limited Warranty has failed in its essential purpose, and Fiat Chrysler has violated the Act due to its inability to repair the nonconformities at all or within a reasonable time, and due to its refusal to provide Plaintiffs a refund or replacement. 15 U.S.C. §2304 (a)(1) and (4).

65.

Fiat Chrysler has also breached its implied warranty of merchantability because the vehicle is not fit for the ordinary purpose for which the vehicle is to be used. 15 U.S.C. §2308, 2310 (d).

66.

As a direct and proximate result of Fiat Chrysler's failure to comply with the express warranties, Plaintiffs have suffered damages and, in accordance with 15 U.S.C. §2310(d)(1), Plaintiffs are entitled to bring suit for such damages and other legal and equitable relief.

67.

Plaintiffs aver that upon successfully prevailing upon the Magnuson-Moss claim herein, all attorney fees are recoverable and are demanded against Fiat Chrysler:

Section §2310 (d) of the Magnuson-Moss Warranty Act provides:

(2) If a consumer finally prevails in any 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 attorneys' fees based on actual time expended) determined by the court to have been reasonably incurred by the Plaintiffs 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 attorneys' fees would be inappropriate.

WHEREFORE, Plaintiffs respectfully pray for judgment against the Defendant in the amount of \$54,198, plus collateral charges, incidental costs, and attorney's fees and \$505 for the cost of filing this lawsuit; or such other relief as the Court may deem appropriate, plus reasonable attorney's fees and costs.

13 - COMPLAINT

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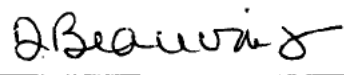
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PRAYER FOR RELIEF

WHEREFORE, Plaintiffs pray for judgment against Defendant as follows:

1. On the first claim, for breach of the settlement agreement, against Fiat Chrysler in the amount of \$54,198, plus collateral charges, incidental costs, plus attorney's fees and \$505 for the cost of filing this lawsuit.
2. On the second claim, for violation of the Oregon Lemon Law, against Fiat Chrysler in the amount of \$54,198, plus collateral charges, incidental costs, and attorney's fees and \$505 for the cost of filing this lawsuit, plus three times the amount of the total purchase price.
3. On the third claim, for violation of the Magnuson Moss Warranty Act, against Fiat Chrysler in the amount of \$54,198, plus incidental costs and reasonable attorney's fees; or such other relief as the Court may deem appropriate, plus reasonable attorney's fees and costs;
4. Plaintiffs' damages are continuing.
5. Plaintiffs seek prejudgment interest at 9%.
6. For such other relief that the court deems just and equitable, such as restitution, plus incidental costs and reasonable attorney's fees.

DATED this 12th day of May, 2015

By 
Danielle R. Beauvais, OSB#05198-Trial Attorney
Attorney for Plaintiffs

supplement

AAA OREGON AUTOSOURCE
20350 EMPIRE BLVD SUITE A5
BEND, OR 97701
541-598-3750

MOTOR VEHICLE PURCHASE AGREEMENT
(INCLUDES TERMS ON BACK OF PAGE)

EXPECTED DELIVERY DATE 07/22/2013 TODAY'S DATE 07/22/2013

PURCHASER'S NAME		RES	STOCK NO
ADDRESS		BUS	
CITY	BEND	STATE	OR
ZIP			

Subject to the terms and conditions set forth below and on reverse side, Purchaser agrees to purchase from Dealer the vehicle described below (the Vehicle). Delivery is to be made on the expected delivery date shown above or as soon thereafter as possible. HOWEVER, PURCHASER AGREES THAT NEITHER THE DEALER NOR THE MANUFACTURER WILL BE LIABLE FOR FAILURE TO EFFECT DELIVERY.

NEW OR USED	YEAR	CCYL	MAKE	BODY TYPE	MODEL	VEHICLE IDENTIFICATION NUMBER (VIN)
N	2014	6	JEEP	UT	GR CHERO	1CARJFJG0EC193490
COLOR	AUBURN	MILEAGE	237	LICENSE	TEMP	SALES REPRESENTATIVE
						BOB HOFFMAN

ALL DEPOSITS TAKEN ON NEW VEHICLE ORDERS ARE NON-REFUNDABLE EARNEST MONIES

DESCRIPTION OF TRADE-IN			
YEAR	MAKE	BODY TYPE	MODEL
2007	TOYOTA	UT	SEQUOIA
VEHICLE IDENTIFICATION NO. STD8T44A855			

ITEMIZATION OF PURCHASE	
Cash Price of Unit	\$ 58627.00

IMPORTANT WARRANTY INFORMATION

Unless Dealer furnishes Purchaser with a separate written warranty or service contract made by Dealer on its own behalf, DEALER HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ON ALL GOODS AND SERVICES SOLD BY DEALER. ALL USED VEHICLES ARE SOLD AS IS. Any warranty on any new vehicle or used vehicle still subject to a Manufacturer's warranty is that made by the Manufacturer only. All warranties, if any, by Manufacturers and suppliers are theirs, not Dealers, and only the Manufacturers and suppliers shall be liable for performance under such warranties.

LIMITATION OF DAMAGES. PURCHASER SHALL NOT BE ENTITLED TO RECOVER FROM DEALER ANY DAMAGES FOR LOSS TO PROPERTY OR PERSONS OR DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, LOSS OF INCOME, OR ANY OTHER CONSEQUENTIAL OR INCIDENTAL DAMAGES.

BINDING ARBITRATION

Purchaser acknowledges that Dealer and/or Purchaser shall have the right to require that any claim, controversy, or dispute between the parties, including but not limited to those arising out of or relating to the Agreement, the interpretation thereof, or the vehicle, shall be resolved in binding arbitration in accordance with paragraph 11 on the backside of the Agreement. Both parties are waiving their right to a jury trial.

PURCHASER

OPTIONAL ELECTRONIC FILING FEE

For a fee of \$ N/A this Dealership can electronically file your DMV forms. You will receive your standard Oregon license plates today, and your registration and ownership documents will arrive more quickly, but electronic filing is optional and not required by law. If you do not want to electronically file your DMV forms, you will receive your documents and plates in DMV's standard processing time.

ACCEPTS (INITIAL) DECLINES (INITIAL)

USED CAR BUYER'S GUIDE

A Buyers Guide has been posted on the window of each used vehicle. The information on the Buyers Guide for this vehicle is part of and overrides any contrary provisions in this Agreement. (La información que aparece en la ventanilla de este vehículo forma parte de este contrato. La información contenida en el formulario de la ventanilla anula cualquier provisión que establezca lo contrario y que aparezca en el contrato de venta.) Purchaser acknowledges receipt of Buyers Guide.

PURCHASER

1 Total Cash Sale Price	\$ 58627.00
2 Other Charges	
A. License/Registration Fee	\$ -77.00
B. Title Fee	\$ 77.00
C. DEQ Certification Fee	\$ N/A
D. Electronic Filing Fee	\$ N/A
E. Title & Registration Processing Fee	\$ N/A
F. Service Contract Fee	\$ 2183.00
G.	\$ N/A
H.	\$ N/A
Total Other Charges (Add 2A through 2H)	\$ 2183.00
3. Downpayment	
A. Cash Downpayment	\$ 0.00
B. One deferred downpayment (pickup pymt) due	\$ 0.00
C. Trade In: Value \$ 13288.00	
Less Owing \$ N/A	Net \$ 13288.00
Total Down (A + B + C)	\$ 13288.00
4 Unpaid balance of cash sale price (1 + 2 minus 3)	\$ 39538.00
To be paid	

TRADE-IN ALLOWANCE AND PAYOFF BALANCE

Purchaser agrees to deliver to Dealer the title(s) to the Trade-in and warrants that Purchaser holds title to the Trade-in free and clear of all liens and encumbrances except as noted below. Purchaser agrees to pay any lost title replacement fees. Subject to the terms set forth on the back of this Agreement, the Trade-in allowance shown on line 3C above is the amount Dealer agrees to credit to Purchaser's account, providing Purchaser accepts delivery of the Vehicle and completes the transaction in accordance with this Agreement. If the value of the Trade-in exceeds the amount owing on the Trade-in, the excess shall be included in Purchaser's down payment. If the payoff balance (amount owing) exceeds the amount shown on line 3C above, Purchaser shall pay the deficiency in cash on demand.

PAYOFF OWED TO

PURCHASER HAS READ ALL THE PROVISIONS PRINTED ON THE FRONT SIDE AND BACK SIDE OF THIS PAGE AND AGREES THAT THEY FORM A PART OF THIS CONTRACT

PURCHASER SIGNATURE

CO-PURCHASER SIGNATURE

DEALER

Purchaser agrees to obtain physical damage and liability insurance on the Vehicle. Delivery of the Vehicle to Purchaser is subject to credit approved by a financial institution of Dealer's choice (Lender). If Purchaser's credit is not approved by Lender, Purchaser will immediately return the Vehicle to Dealer. THE FRONT AND BACK OF THIS AGREEMENT COMPRISE THE ENTIRE AGREEMENT PERTAINING TO THIS TRANSACTION AND IT MAY ONLY BE AMENDED BY A WRITING SIGNED BY ALL OF THE PARTIES.

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DEALER'S COPY
PURCHASER'S COPY
EXHIBIT A
PAGE 1 OF 1

OREGON

PASSENGER REGISTRATION

PLATE NUMBER		TITLE NUMBER		ACCESS DATE	EXPIRATION DATE	FUEL TYPE	EQUIPMENT NO.
[REDACTED]		[REDACTED]		090413	JUL 18, 17	FLEXFUEL	
YEAR	MAKE	STYLE	MODEL	VEHICLE IDENTIFICATION NUMBER			WEIGHT/LENGTH
2014	JEEP	4W	GCH	1C4RJFJG0EC [REDACTED]			
TITLE BRANDS - NONE				ODOMETER READING	ODOMETER DATE		
				237	07/18/13		
OWNER / LESSEE				ODOMETER MESSAGE			
[REDACTED]							

BEND OR [REDACTED]

COUNTY OF RESIDENCE COUNTY OF USE
DESCHUTES

NEW ADDRESS

FACE OF THIS DOCUMENT HAS A SECURITY FEATURE

Safeco Insurance

OREGON INSURANCE IDENTIFICATION CARD COMPANY
SAFECO INSURANCE COMPANY OF OREGON

POLICY NUMBER	EFFECTIVE DATE	EXPIRATION DATE
[REDACTED]	OCT. 5 2014	APR. 5 2015
YEAR	MAKE/MODEL	VEHICLE IDENTIFICATION NUMBER
2014	JEEP	1C4RJFJG0EC [REDACTED]

AGENCY/COMPANY ISSUING CARD
MILLER INSURANCE AGENCY INC
 (503) 636-6347
 5805 WILLOW LN
 LAKE OSWEGO OR 97035-5342

INSURED
 [REDACTED]

BEND OR [REDACTED]

SEE IMPORTANT NOTICE ON REVERSE SIDE

CN-7028/EP 12/08

EXHIBIT B
PAGE 1 OF 1

OREGON VEHICLE CERTIFICATE OF TITLE

OWNER, DRIVER AND MOTOR VEHICLE SERVICES CERTIFIES THE PARTY IS LISTED AS OWNER OF THE VEHICLE. DOCUMENTS FILED WITH DMV SHOW THIS VEHICLE IS SUBJECT TO THE OWNERSHIP INTERESTS SPECIFIED.

CONTROL NUMBER
5517267

REGISTRATION NUMBER: [REDACTED] TITLE NUMBER: [REDACTED] PROCESS DATE: **090413** SURVIVOR: **V/N** REFERENCE NUMBER: [REDACTED]

YEAR: **2014** MAKE: **JEEP** STYLE: **4W** MODEL: **GCH** VEHICLE IDENTIFICATION NUMBER: **1C4RJPJG0EC1** [REDACTED] EQUIPMENT NO: [REDACTED]

ODOMETER READING: **237** ODOMETER DATE: **07/18/13**
ODOMETER MESSAGE:

TITLE BRANDS
The title "brand" names below indicate the brand, condition, or circumstances of the vehicle for which this title has been issued. Please see back of title for more information.
- NONE -

[REDACTED]

SEND OR [REDACTED]



THIS SECTION WHEN THE ONLY CHANGE IS RELEASE OF INTEREST FOR ANY OTHER CHANGE; SEE INSTRUCTIONS ON REVERSE.
If there is no change in owner as shown above AND the security interest holder has released interest, state so in the space below.
If the date here is not completing a security interest, state so in the space below.
If your address has changed, cross out your old address and print your new address and county of residence in the space below.
To release interest in the vehicle, complete the reassignment on back of the title.
DMV, 1000 Lane Ave NE, Salem, OR 97331, 503-325-4300

SIGNATURE AND COUNTY SIGNATURE OF SECURITY INTEREST HOLDER OR LESSOR RELEASING ALL INTEREST: [REDACTED] DATE: [REDACTED]
SIGNATURE AND COUNTY SIGNATURE OF SECURITY INTEREST HOLDER OR LESSOR RELEASING ALL INTEREST: [REDACTED] DATE: [REDACTED]

SEE REVERSE OF TITLE FOR APPLICATION INSTRUCTIONS.
VOID WITHOUT CHAIN LINK WATERMARK

735-410 (5-08) 853GNK 1C4RJPJG0EC [REDACTED] 1324789638 C
2765 070 10 V1 T1 03 57 M8 P5 E0 MO 09

EXHIBIT C
PAGE 1 OF 1

Jeep®

All Vehicles

2014

WARRANTY INFORMATION

EXHIBIT D
PAGE 1 OF 2

WARRANTY COVERAGE AT A GLANCE

DESCRIPTION	1 Yr/ 12,000	2 Yr/ 24,000	3 Yr/ 36,000	3 Yr/ 50,000	3 Yr/ Unlimited	5 Yr/ 50,000	5 Yr/ 100,000	7 Yr/ 70,000	8 Yr/ 80,000
Basic Limited Warranty Coverage									
Special Extended Warranty Coverage									
Anti-Corrosion Perforation Limited Warranty:									
All Panels									
Outer Panels									
Powertrain Limited Warranty									
Federal Emissions Warranty									
Federal Emissions Warranty Specified Comp.									

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EXHIBIT D
PAGE 2 OF 2



**VEHICLE SERVICE CONTRACT
PROOF OF REGISTRATION**

Today's Date **22-JUL-2013**

(CONTRACT SALE DATE)

Name of Purchaser				DEALER Code		Contract Number	
Address				31518		[REDACTED]	
City		State		Zip		CONTRACT SALE DATE	
BEND		OR		[REDACTED]		22-JUL-2013	
Seller				Telephone		CONTRACT SALE MILEAGE	
AAA OREGON - ID AUTOSOURCE LLC				503-517-8817		227	
Address				Expiration Date		Expiration Mileage	
1005 SOUTHEAST WASHINGTON ST		PORTLAND		22-JUL-2023		120000	
Year				Make			
2014				JEEP			

CHECK (✓) VEHICLE CYLINDERS

CYLINDERS (check one) 3 4 5 6 8 10

Factory Wrap+Plus CareSM

CHECK (✓) PROGRAM COVERAGE SELECTION

VEHICLE COVERAGE

NEW/REAR-NEW

Factory Wrap+Plus PreferredSM

Factory Wrap+Plus AdvantageSM

Factory Wrap+Plus ValueSM

* Basic factory warranty must be in place and original factory powertrain extensions must be transferred, if necessary.

Vehicle Identification Number (VIN)		
1C4RJFJG0EC [REDACTED]		
Contract Term	Model	Class
120 MONTHS/M 120000	GR CHEROKEE	G
VEHICLE Purchase Price	Service Contract Price	
\$ 50627	\$ 2103	
Covered Components/Parts	Deductible	
Per Contract Terms	\$ (See Section 4)	
Lienholder (if applicable)		

DEDUCTIBLE OPTIONS (applies per repair visit)

- \$100 Deductible
- \$100 Disappearing Deductible (applies if covered repair made at a AAA owned or approved repair facility)
- \$200 Deductible

If none of these boxes is checked, the deductible schedule applies (see Section 4, "Your Deductible").

SELECT (✓) OPTIONAL COVERAGE (Surcharge Required)

- SNOWPLOW for Personal Use SNOWPLOW for Business/Commercial Use
- CUSTOM SUSPENSION PACKAGE

The Snowplow and Custom Suspension Package Surcharge Options are available only if YOUR VEHICLE is eligible and if the box(es) is checked and the additional surcharge(s) is paid (see Section 3, "Surcharges and Options").

CONTRACT DEFINITIONS (see Section 11, "Definitions"): "WE," "US," and "OUR" refer to the obligor of this contract, which is Continental Service Provider, Inc., 4150 N. Drinkwater Blvd., Suite 400, Scottsdale, AZ 85251, 800-345-0181. If we do not settle YOUR claim within sixty (60) days of OUR receipt of YOUR proof of loss, YOU may make a claim under service contract reimbursement insurance policy number WNC0046002 against Continental Casualty Company, 333 S. Wabash Avenue, Chicago, IL 60604, 312-822-6000. OUR administrator is CNA National Warranty Corporation, P. O. Box 2840, Scottsdale, AZ 85252-2840, 855-627-2244. This contract is not an insurance policy.

The purchase of this contract is not required in order to purchase or obtain financing for a motor vehicle.

The PROGRAM COVERAGE SELECTION determines YOUR coverage. It is further understood that YOUR coverage begins on the CONTRACT SALE DATE. Expiration of coverage is determined by the Expiration Date or Expiration Mileage shown above, whichever occurs first. By signing below, YOU acknowledge that YOU have read and accept the provisions of the contract as a complete statement of YOUR coverage and rights and that YOU are not relying on any writings other than this contract nor any other representations or promises.

YOU are hereby advised that in the event of cancellation of YOUR contract for reasons other than repossession or a total loss of the VEHICLE, any resulting refund will be processed by the SELLER. Contact the SELLER if YOU wish to cancel this contract per the instructions in Section 9, "Your Right to Cancel."

Should YOU have any questions concerning coverage or benefits under this contract, YOU may call OUR SERVICE CENTER at 855-627-2244.

Purchaser's Signature: [REDACTED] Date: 7/22/13
 Seller's Signature: [Signature] Date: 7/22/13

CNA NATIONAL WARRANTY CORPORATION

EXHIBIT E
PAGE 1 OF 1



JIM DORAN AUTO CENTER, INC.
 3075 N. HIGHWAY 99 W. • P.O. BOX 598 • McMinnville, OR 97128
 McMinnville Phone: 472-3131 • (800) 348-9856
 FAX: (503) 434-1135



RO	VIN	DATE
LC4RJFJG0EC		08/28/13
YEAR	MAKE	MODEL
2014	JEOP	GRAND CHER
MILES IN	MILES OUT	FIRST USE
1485	1487	07/17/13
SEE ALSO	WARRANTY	TIME
		08:40
		PROMID: 13
		08/29/13
		WRIT: 683
		JERRY

DESCRIPTION	WARRANTY CLAIM	T13	3
(1) THE CUSTOMER STATES THAT THE TOUCH SCREEN DOESN'T ALWAYS WORK ALSO SOMETIMES THE VOICE ACTIVATION SYSTEM DOESN'T WORK UP DATED RADIO AS PER RET 13-056 (Tech:13) A	Warranty Claim 186002A9 ZZ	T13	3
(2) THE CUSTOMER STATES THAT THE CENTER CONSOLE HAS SOME SCRATCHES IN IT (SOP) (Tech:13) A	Warranty Claim 21751403 SM (F)1XR201SPAC (BSEEL)	T13	2
(3) THE CUSTOMER STATES THE TRANSMISSION IS MAKING A CLUNKING SOUND WHEN SHIFTING CHECKED FOR CODES, NO CODES TEST DROVE NO SHIFTING ISSUES AT THIS TIME (Tech:13) A	Labor	T13	.00
(4) THE CUSTOMER STATES THAT THE REAR WIPER ISN'T WORKING PROPERLY LEAVING MARKS ON THE WINDOW WILL HAVE TO ORDER WIPER BLADE (Tech:13) A	Labor	T13	.00
	Total Repair (Customer)		.00

www.doranauto.com

Next Service Due '13 Lube-Oil-Filter		CUSTOMER	
DISCLAIMER OF WARRANTIES		Labor	.00
Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose. And neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.		Parts	.00
X Page 1 of 1		Sublet	.00
CUSTOMER SIGNATURE		Shop. Sup.	.00
Job 0870		Oil/Grease	.00
Cu EXHIBIT F		Sub Total	.00
PAGE 1 OF 1		Tax	.00
		Total	.00

1888 Wind (871) 400-1400 - 1820788

SMOLICH motors

CHRYSLER • DODGE • JEEP • NISSAN • VOLVO • SUZUKI • HYUNDAI
1885 NE Highway 20 - Bend, OR 97701
(541) 389-1177 - Fax (541) 388-2442
www.smolichmotors.com

SERVICE DEPARTMENT HOURS
7:30 a.m. to 8:00 p.m.
Monday - Friday
8:00 a.m. to 4:00 p.m. Saturday

R/O Open Date	R/O Number
11/27/13	[REDACTED]
R/O Close Date	Status
11/27/13	Pre-Invoice
Mileage In	Mileage Out
200	3626
Service Advisor / Tag #	
Craig Fettig	

W [REDACTED]	Work Phone	Vehicle Identification Number			
	Home Phone	1C4RJFJG0EC [REDACTED]			
		Delivery Date			
		In-Service Date			
Year	Make	Model	Body	Color	License Number
2014	JEEP	GRAND CHEROKE	4WD 4DR SUMMIT	AUBURN	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - 801: RECALLS RECALL N58 SOFTWARE Caused by PERFORMED MULTIPLE SOFTWARE UPDATES TO ABS AND CHE CK GROUND Work performed by HAHN, JOHN (253)	Warranty
#2 - 880: WARRANTY CUSTOMER STATES RADIO SCREEN GOES BLANK AT TIMES DO ALL SOFTWARE Caused by PER RRT 13-071 UPDATED SOFTWARE FOR HOST OF COMMUN ICATION IMPROVEMENTS Work performed by HAHN, JOHN (253)	Warranty
#3 * 880: WARRANTY TCM SOFTWARE Caused by UPDATED TCM SOFTWARE PER BULLETIN FOR IMPROVEMENTS Work performed by HAHN, JOHN (253)	Warranty
#4 * 880: WARRANTY PCM SOFTWARE Caused by UPDATED PCM SOFTWARE Work performed by HAHN, JOHN (253)	Warranty
#5 * 880: WARRANTY HVAC SOFTWARE	

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

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of sold products. Any limitation contained herein does not apply where prohibited by law.

Customer Copy

LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX ID.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

EXHIBIT G
PAGE 1 OF 24

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

SMOLICH motors

CHRYSLER · DODGE · JEEP · NISSAN · VOLVO · SUZUKI · HYUNDAI
 1885 NE Highway 20 - Bend, OR 97701
 (541) 388-1177 - Fax (541) 388-2442
 www.smolichmotors.com

SERVICE DEPARTMENT HOURS
 7:30 a.m. to 6:00 p.m.
 Monday - Friday
 8:00 a.m. to 4:00 p.m. Saturday

R/O Open Date	R/O Number				
11/27/13					
R/O Close Date	Status				
11/27/13	Pre-Invoice				
Mileage In	Mileage Out				
200	3626				
Service Advisor / Tag #					
Craig Fetting					
Vehicle Identification Number					
1C4RJFJG0BC1					
Delivery Date	In-Service Date				
Year	Make	Model	Body	Color	License Number
2014	JEEP	GRAND CHEROKE	4WD 4DR SUMMIT	AUBURN	

WALTON, KENT			Work Phone		
			Home Phone		

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Caused by: UPDATED HVAC CONTROLS FOR IMPROVMENTS Work performed by HAHN, JOHN (253)	Warranty
#6 * 880: WARRANTY ASCM SOFTWARE Caused by: UPDATED ASCM SOFTWARE Work performed by HAHN, JOHN (253)	Warranty

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

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



EXHIBIT 6
 PAGE 2 OF 24

SMOLICH motors

CHRYSLER • DODGE • JEEP • NISSAN • VOLVO • SUZUKI • HYUNDAI
1885 NE Highway 20 - Bend, OR 97701
(541) 388-1177 - Fax: (541) 388-2442
www.smolichmotors.com

SERVICE DEPARTMENT HOURS
7:30 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 4:00 p.m. Saturday

R/O Open Date	R/O Number
12/12/13	
R/O Close Date	Status
12/12/13	Pre-Invoice
Mileage In	Mileage Out
3835	3835
Service Advisor / Tag #	
Keith Weisgerber	

WALTON, KENT			Work Phone	Vehicle Identification Number	
				1C4RJFJG0E1	
			Home Phone	Delivery Date	In-Service Date
Year	Make	Model	Body	Color	License Number
2014	JEEP	GRAND CHEROKE	4WD 4DR SUMMIT	AUBURN	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - 1018: EXPRESS OIL CHANGE & INSPECTION Work performed by JONES, SHANE (287) Installed 68191349AA :FILTER: ENGINE OIL 1@8.85 Installed 68055890AA :OIL: 5W20 6@3.55 Sub Total: 39.15	9.00 8.85 21.30
#2 - 9016: 16 POINT FREE VEHICLE INSPECTION RT RR LOWER THAN OTHERS, SET TIRES,GET PRICE ON CROSSBARS Work performed by JONES, SHANE (287) Installed 82212072AC :RACK KIT: MULTIPURPOSE 1@276.00 Sub Total: 276.00	276.00
LOF COUPON - CHRYSLER ***** * We are now taking 'Toys for Tots' donations. You may * * drop off your donation at any of our locations. Thank you* * and Happy Holidays! * *****	-9.20

PAID DEC 12 2013

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

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	9.00
PARTS	306.15
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	-9.20
TOTAL DUE	305.95

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

EXHIBIT G
PAGE 3 OF 24

Customer Number [REDACTED] Invoice No: [REDACTED]

Crystal Chrysler Jeep Dodge Center

36444 Auto Park Dr.
Cathedral City, CA 92234
(760) 324-4557
Fax (760) 424-0228
Direct Service Line (760) 324-4559

INVOICE



PAGE 1

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

BAR # ARD 249974 EPA # CAD 983587379

SERVICE ADVISOR: 625 ALONZO G VIBANCO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
DEEPAUBURN	14	JEEP GRAND CHEROKEE	1C4RJFJG0E[REDACTED]		6449 6449	3947	
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISEO	PONO.	RATE	PAYMENT	INV. DATE
01JAN14			17:30 24FEB14		0.00	CASH	28FEB14
R.O. OPENED	DATE CUST. NOTIFIED	DPTIONS: DLR60313					
08:39 24FEB14	16:51 28FEB14						

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

A CUSTOMER STATES THE TOUCH SCREEN IS INOPERATIVE AT TIMES CHECK AND ADVISE

CAUSE:
08 ELECTRICAL
82 W (N/C)
...6449 PERFORMED INSPECTION AND VERIFIED CONCERN... THEN FOUND RADIO
...IN NEED OF UP TO DATE SOFT WEAR... THEN INSTALLED UP TO DATE SOFT WEAR
...AND VERIFIED OK NOW

B CUSTOMER STATES WHEN COMING TO A STOP THE TRANSMISSION WILL DOWN SHIFT AND THEN UP SHIFT CHECK AND ADVISE

CAUSE:
20 AUTO TRANS
82 W (N/C)
...6449 PERFORMED INSPECTION AND TEST DRIVE AND DID NOT VERIFY
...CONCERN. HOWEVER DID FINE A SOFT WEAR UP DATE FOR (SHIFTING
...IMPROVEMENTS) #21-007-13 ... THEN PERFORMED SOFT WEAR UP DATE AND
...VERIFIED OK NOW

C CUSTOMER STATES WHILL DRIVING ABOUT 50 MPH THE TRACTION CONTROL LIGHT CAME ON... CHECK AND ADVISE

CAUSE:
08 ELECTRICAL
82 W (N/C)
...6449 PERFORMED INSPECTION AND DID NOT VERIFY CONCERN AT THIS TIME

D CUSTOMER STATES WHILL DRIVING AND USING THE PADEL SHIFTING AT 8TH GEAR AND THEN EXCELL NOTHING HAPPEN CHECK AND ADVISE

CAUSE:
20 AUTO TRANS
82 W (N/C)
...6449 PERFORMED INSPECTION AND FOUND SHIFTING OPERATING AS DESIGNED

E CUSTOMER STATES WHEN COMING TO A STOP THERS A CLUNKING NOISE CHECK

THANK YOU FOR BRINGING YOUR CAR TO US FOR SERVICE IF YOU ARE HAPPY LET YOUR NEIGHBOR KNOW. IF YOU ARE UNHAPPY CALL YOUR SERVICE ADVISOR AT ONCE.	ORIGINAL ESTIMATE:	AUTHORIZED REVISED ESTIMATE:	DESCRIPTION	TOTALS
	\$	\$		LABOR AMOUNT
			PARTS AMOUNT	
			GAS, OIL, LUBE	
			SUBLET AMOUNT	
			MISC /HAZ. MAT. CHGS.	
			TOTAL CHARGES	
			ADJUSTMENTS	
			SALES TAX	
			PLEASE PAY THIS AMOUNT	

Customer Copy

Page 1 of 3

64922901

EXHIBIT G

PAGE 4 OF 24

Customer Number: [REDACTED]

Invoice No: [REDACTED]

Crystal Chrysler Jeep Dodge Center

36444 Auto Park Dr.
Cathedral City, CA 92234
(760) 324-4557
Fax (760) 424-0228
Direct Service Line (760) 324-4559

INVOICE



PAGE 2

BEND, OR [REDACTED]

Home:

Email:

Bus: [REDACTED]

BAR # ARD 249974 EPA # CAD 983587379

SERVICE ADVISOR: 625 ALONZO G VIBANCO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MI/LEAGE IN/ OUT	TAG	
DEEPAUBURN	14	JEEP GRAND CHEROKEE	1C4RJFG0EC [REDACTED]		6449 6449	3947	
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN14			17:30 24FEB14		0.00	CASH	28FEB14
R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: DLR-80313					
08:39 24FEB14	16:51 28FEB14						

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

AND ADVISE... NOTE: IT FEELS LIKE A HARSH DOWN SHIFT

CAUSE:
20 AUTO TRANS
82 W (N/C)
...6449 PERFORMED INSPECTION AND FOUND VEHICLE OPERATING AS DESIGNED

F RENT A CAR
CAUSE:
99 MISCELLANEOUS
82 W (N/C)
...6449 PROVIDED CUSTOMER WITH RENT A CAR PER CHRYSLER

G SET TIRE PRESSURES AND RECORD
CTP SET TIRE PRESSURES AND RECORD
82 C 0.00 0.00
...6449 SET 36 PSI

H PERFORM 23 POINT INSPECTION
23PI PERFORM 23 POINT INSPECTION
82 C 0.00 0.00
...6449 NO ADDITIONAL RECOMMENDATIONS AT THIS TIME

I BATTERY TEST, AS A COURTESY TO OUR CUSTOMER WE HAVE TESTED YOUR BATTERY AT NO CHARGE. OUR HOPE IS THAT WE WILL CATCH A PROBLEM BEFORE IT LEAVES YOU STRANDED.
BT BATTERY TEST, AS A COURTESY TO OUR CUSTOMER WE HAVE TESTED YOUR BATTERY AT NO CHARGE. OUR HOPE IS THAT WE WILL CATCH A PROBLEM BEFORE IT LEAVES YOU STRANDED.
82 C 0.00 0.00
...6449 PERFORMED BATTERY TEST AND BATTERY (PASS)

THANK YOU

FOR BRINGING YOUR CAR TO US FOR SERVICE
IF YOU ARE HAPPY LET YOUR NEIGHBOR KNOW, IF YOU ARE UNHAPPY CALL YOUR SERVICE ADVISOR AT ONCE.

ORIGINAL ESTIMATE:	AUTHORIZED REVISED ESTIMATE:	DESCRIPTION	TOTALS
\$	\$	LABOR AMOUNT	
*By law, you may choose another licensed Smog check facility to perform any needed repairs or adjustments that the Smog Check test indicates are necessary.		PARTS AMOUNT	
		GAS, OIL, LUBE	
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.		SUBLET AMOUNT	
		MISC./HAZ. MAT. CHGS.	
I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.		TOTAL CHARGES	
		ADJUSTMENTS	
CUSTOMER SIGNATURE		SALES TAX	
		PLEASE PAY THIS AMOUNT	

Customer Copy

Page 2 of 3

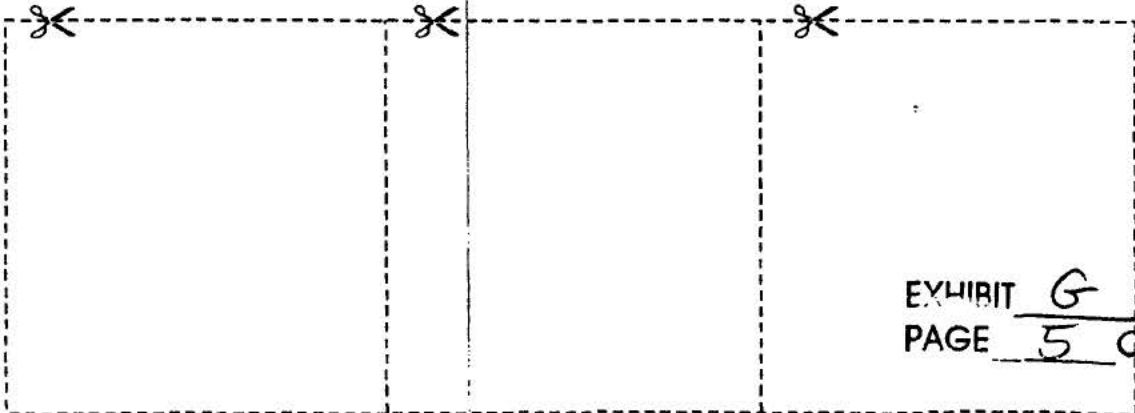


EXHIBIT G
PAGE 5 OF 24

Customer Number: [REDACTED]

Invoice No: [REDACTED]

Crystal Chrysler Jeep Dodge Center

36444 Auto Park Dr.
Cathedral City, CA 92234
(760) 324-4557
Fax (760) 424-0228

INVOICE



Direct Service Line (760) 324-4559

PAGE 3

BEND, OR [REDACTED]

Home: [REDACTED]

Bus: [REDACTED]

Email: [REDACTED]

BAR # ARD 249974 EPA # CAD 983567379

SERVICE ADVISOR: 625 ALONZO G VIBANCO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	OUT	TAG
DEEPAUBURN	14	JEEP GRAND CHEROKEE	1C4RJFJG0EC183490		6449	6449	3947
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN14			17:30 24FEB14		0.00	CASH	28FEB14
R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: DLR:60313					
08:39 24FEB14	16:51 28FEB14						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
EST: 0.01				24FEB14 08:39	SA: 625		

SERVICE HOURS 7-5:30 M-F 7-2 SATURDAYS
CONVENIENT AFTER HOURS DELIVERY (SEE ADVISOR)
2 TRANSPORTATION OPTIONS SPECIAL RENTAL RATES
AND SHUTTLE SERVICE.

THANK YOU	ORIGINAL ESTIMATE:	AUTHORIZED REVISED ESTIMATE:	DESCRIPTION	TOTALS
<p>FOR BRINGING YOUR CAR TO US FOR SERVICE</p> <p>IF YOU ARE HAPPY LET YOUR NEIGHBOR KNOW. IF YOU ARE UNHAPPY CALL YOUR SERVICE ADVISOR AT ONCE.</p>	\$	\$	LABOR AMOUNT	\$ 0.00
	<small>By law, you may choose another licensed Smog check facility to perform any needed repairs or adjustments that the Smog Check test indicates are necessary.</small>		PARTS AMOUNT	\$ 0.00
	<small>I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.</small>		GAS, OIL, LUBE	\$ 0.00
	<small>I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.</small>		SUBLET AMOUNT	\$ 0.00
	<small>CUSTOMER SIGNATURE</small>		MISC. HAZ. MAT. CHGS.	\$ 0.00
	<small>CUSTOMER INITIAL</small>		TOTAL CHARGES	\$ 0.00
	<small>X</small>		ADJUSTMENTS	\$ 0.00
	<small>I HAVE RECEIVED A COPY OF THIS INVOICE.</small>		SALES TAX	\$ 0.00
	<small>CUSTOMER SIGNATURE</small>		PLEASE PAY THIS AMOUNT	\$ 0.00

Customer Copy

Page 3 of 3

WILD CARD SPECIAL

10% OFF

ANY ONE REPAIR OF YOUR CHOICE!

Please present coupon at time of write up. Cannot be combined with any other special. MUST BE USED ON FUTURE VISIT. CANNOT BE COMBINED WITH ANY OTHER COUPONS OR SPECIAL PRICING.

www.crystalchrysler.com Invoice No. 506749
Coupon Expires: 27 Aug 2014

FREE LUBE OIL FILTER

UP TO 5 QTS WITH ANY TEST DRIVE.

SEE SALES MANAGER FOR DETAILS

X

Sales Mgr. Signature

Coupon Expires: 27 Aug 2014
www.crystalchrysler.com

MOPAR ACCESSORIES DISCOUNT!

10%

INCLUDES:

- Discount on available accessories for Chrysler Group LLC. Vehicles.
- Mopar accessories are covered by either the 3-year/38,000-mile New Vehicle Limited Warranty or the 12-month/12,000-mile Mopar Basic Limited Warranty whichever is more favorable to the customer. See dealer for details and a copy of the warranty.
- Percentage off may not be available on installation price.

MUST BE USED ON FUTURE VISIT. CANNOT BE COMBINED WITH ANY OTHER COUPONS OR SPECIAL PRICING.

Coupon Expires: 27 Aug 2014
www.crystalchrysler.com

EXHIBIT 5
PAGE 6 OF 24

Customer Number: [REDACTED] Invoice No [REDACTED]

Crystal Chrysler Jeep Dodge Center

36444 Auto Park Dr.
Cathedral City, CA 92234
(760) 324-4557
Fax (760) 424-0228
Direct Service Line (760) 324-4559

INVOICE



PAGE 1

BEND, OR [REDACTED]
Home: [REDACTED]
Email: [REDACTED]

Bus [REDACTED]

BAR # ARD 249974 EPA # CAD 983587379
625 ALONZO G VIBANCO

SERVICE ADVISOR:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
DEEPAUBURN	14	JEEP GRAND CHEROKEE	1C4RJFJG0E[REDACTED]		8393 8400	3396	
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN14			17:30 03APR14		0.00	CASH	11APR14
R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: OLR-50313					
08:57 03APR14	15:21 11APR14						

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

A CUSTOMER STATES THERE IS A CLUNKING NOISE WHEN COMING TO A STOP...
CUSTOMER TO TEST DRIVE WITH A TECHNICIAN

CAUSE:

04 DRIVEABILITY
82 W

(N/C)

....8393 PERFORMED TEST DRIVE AND VERIFIED THE SHIFTING HOWEVER OPENED
....A STAR CASE AND PER STAR CASE ENGINEER FOUND TO BE A NORMAL CONDITION.
....NO FURTHER REPAIRS NEEDED AT THIS TIME

B CUSTOMER STATES THE RADIO SCREEN FREEZES AND LOCKS UP. CHECK & ADVISE
CAUSE:

08 ELECTRICAL
82 W

(N/C)

....8393 PERFORMED INSPECTION AND VERIFIED CONCERN. THEN OPEN STAR CASE
....AND PER STAR CASE INSTALLED A NEW SOFT WEAR IN RADIO SYSTEM 14.05.03
....THEN RE TESTED AND FOUND OPERATING AS DESIGNED

C CUSTOMER STATES EXCESSIVE WIND NOISE ON PASSENGER SIDE (55-75 MPH)
CAUSE:

23 BODY INTERIOR-EXT.
82 W

(N/C)

....8393 PERFORMED TEST DRIVE ON FREEWAY AND WITH HEAD WIND AT 70-MPH
....AND FOUND NO WIND NOISE OR ANY ABNORMAL NOISE AT THIS TIME

D CHRYSLER AUTHORIZED RENTAL... CARE # [REDACTED]. VEHICLE IS PART OF
THE ENHANCED CUSTOMER SATISFACTION PROGRAM.
RENT .

82 W

(N/C)

....8393 PROVIDED CUSTOMER WITH RENT A CAR PER CARE # [REDACTED]

E Moved to: 508758C Line: A
SPO Moved to: 508758C Line: A
999 C

0.00 0.00

THANK YOU FOR BRINGING YOUR CAR TO US FOR SERVICE IF YOU ARE HAPPY LET YOUR NEIGHBOR KNOW. IF YOU ARE UNHAPPY CALL YOUR SERVICE ADVISOR AT ONCE.	ORIGINAL ESTIMATE:	AUTHORIZED REVISED ESTIMATE:	DESCRIPTION	TOTALS
	\$	\$		
<small>By law, you may choose another licensed Smog check facility to perform any needed repairs or adjustments that the Smog Check test indicates are necessary.</small> <input type="checkbox"/> I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. <input checked="" type="checkbox"/> I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE. CUSTOMER SIGNATURE _____			LABOR AMOUNT	
			PARTS AMOUNT	
			GAS OIL LUBE	
			SUBLET AMOUNT	
			MISC./HAZ. MAT. CHGS.	
			TOTAL CHARGES	
			ADJUSTMENTS	
			SALES TAX	
			PLEASE PAY THIS AMOUNT	

Customer Copy

Page 1 of 2

✂
✂
✂

EXHIBIT 6
PAGE 7 OF 24

Customer Number: [REDACTED]

Invoice No: [REDACTED]

Crystal Chrysler Jeep Dodge Center

36444 Auto Park Dr.

Cathedral City, CA 92234

(760) 324-4557

Fax (760) 424-0228

Direct Service Line (760) 324-4559

INVOICE



PAGE 2

BEND, OR [REDACTED]

Home: [REDACTED]

Email: [REDACTED]

Bus: [REDACTED]

BAR # ARD 248974 EPA # CAD 983587379

SERVICE ADVISOR: 625 ALONZO G VIBANCO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
DEEPAUBURN	14	JEEP GRAND CHEROKEE	1C4RJFJG0E[REDACTED]		8393 8400	3396	
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PONO.	RATE	PAYMENT	INV. DATE
01JAN14			17:30 03APR14		0.00	CASH	11APR14
R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: DLR80313					
08:57 03APR14	15:21 11APR14						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
F	Moved to:	508758C	Line: B				
	SPO Moved to:	508758C	Line: B				
		999	C			0.00	0.00
G	Moved to:	508758C	Line: C				
	SPO Moved to:	508758C	Line: C				
		999	C			0.00	0.00
H	Moved to:	508758C	Line: D				
	SPO Moved to:	508758C	Line: D				
		999	C			0.00	0.00

*** THE FOLLOWING WORK NOT DONE-TRANSFERRED TO RO#508758C ***
 E Moved to: 508758C Line: A
 F Moved to: 508758C Line: B
 G Moved to: 508758C Line: C
 H Moved to: 508758C Line: D

EST: 47.00

08APR14 10:10 SA: 625

CONTACT: KENT
LOF

SERVICE HOURS 7-5:30 M-F 7-2 SATURDAYS
 CONVENIENT AFTER HOURS DELIVERY (SEE ADVISOR)
 2 TRANSPORTATION OPTIONS SPECIAL RENTAL RATES
 AND SHUTTLE SERVICE.

THANK YOU FOR BRINGING YOUR CAR TO US FOR SERVICE IF YOU ARE HAPPY LET YOUR NEIGHBOR KNOW. IF YOU ARE UNHAPPY CALL YOUR SERVICE ADVISOR AT ONCE.	ORIGINAL ESTIMATE:	AUTHORIZED REVISED ESTIMATE:	DESCRIPTION	TOTALS
	\$	\$		
			LABOR AMOUNT	\$ 0.00
			PARTS AMOUNT	\$ 0.00
			GAS, OIL, LUBE	\$ 0.00
			SUBLET AMOUNT	\$ 0.00
			MISC./HAZ. MAT. CHGB.	\$ 0.00
			TOTAL CHARGES	\$ 0.00
			ADJUSTMENTS	\$ 0.00
			SALES TAX	\$ 0.00
			PLEASE PAY THIS AMOUNT	\$ 0.00

By law, you may choose another licensed Smog check facility to perform any needed repairs or adjustments that the Smog Check test indicates are necessary.
 I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. X
 I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.
 CUSTOMER INITIAL: X
 CUSTOMER SIGNATURE: _____

Customer Copy

Page 2 of 2

WILD CARD SPECIAL
10% OFF
 ANY ONE REPAIR OF YOUR CHOICE!

Please present coupon at time of write up. Cannot be combined with any other special. MUST BE USED ON FUTURE VISIT. CANNOT BE COMBINED WITH ANY OTHER COUPONS OR SPECIAL PRICING..

www.crystalchrysler.com Invoice No. 508758
 Coupon Expires: 08 Oct 2014

FREE LUBE OIL FILTER
 UP TO 5 QTS WITH ANY TEST DRIVE.
 SEE SALES MANAGER FOR DETAILS

X _____
 Sales Mgr. Signature

Coupon Expires: 08 Oct 2014
 www.crystalchrysler.com

MOPAR ACCESSORIES DISCOUNT!
10%

INCLUDES:
 • Discount on available accessories for Chrysler Group LLC. Vehicles.
 • Mopar accessories are covered by either the 3-year/36,000-mile New Vehicle Limited Warranty or the 12-month/12,000-mile Mopar Basic Limited Warranty whichever is more favorable to the customer. See dealer for details and a copy of the warranty.
 • Percentage off may not be available on installation price.

MUST BE USED ON FUTURE VISIT. CANNOT BE COMBINED WITH ANY OTHER COUPONS OR SPECIAL PRICING.
 Coupon Expires: 08 Oct 2014
 www.crystalchrysler.com

EXHIBIT 6
 PAGE 8 OF 24

Customer Number: [REDACTED]

Invoice No: [REDACTED]

Crystal Chrysler Jeep Dodge Center

36444 Auto Park Dr.
Cathedral City, CA 92234
(760) 324-4557
Fax (760) 424-0228

INVOICE



Direct Service Line (760) 324-4559

PAGE 1

BEND. OF [REDACTED]

Home: [REDACTED]

Bus: [REDACTED]

BAR # ARD 249974 EPA # CAD 983587379

Email: [REDACTED]

SERVICE ADVISOR: 306 ANTHONY Q WELTY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
DEEPAUBURN	14	JEEP GRAND CHEROKEE	1C4RJFJG0EC [REDACTED]		8528 8530	2149	
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PONO.	RATE	PAYMENT	INV. DATE
01JAN14			17:30 29APR14		0.00	CASH	30APR14
R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: OLR:90313					
08:03 12APR14	14:42 30APR14						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CUSTOMER STATES THE RADIO SCREEN WILL GO BLANK AT TIMES BUT CAN STILL HEAR SOUND CHECK AND REPORT CAUSE: INTERNAL DEFECT							
				08 VERIFIED REPAIRS			(N/C)
				530 W			(N/C)
				1 68190240ZG RADIO-MULTI MEDIA			
8530 PERFORMED DIAGNOSIS, VERIFIED COMPLAINT, POWER AND GROUND OK, HAS CURRENT SOFTWARE, CONTACTED STAR, AND THEY ADVISED TO REPLACE RADIO, INSTALLED NEW RADIO, NEW RADIO SHOWED ACQUIRING SIGNAL, PERFORMED RADIO CONFIGURING AND SHOWS, NOT LOADING, CONTACT STAR AGAIN, THEY SAID TO ORDER ANOTHER NEW RADIO, AS PER JEEP TECH SUPPORT, AND CODE R-A FOR DIAG 1.0 AND INSTALLED SECOND NEW RADIO AND IT WORKED CORRECTLY. VERIFIED IT HAS LATEST VERSION OF SOFTWARE. AND RENTAL IS COVERED ALSO AS PER R-A CODE. NOTIFIED CUSTOMER THAT THE VEHICLE IS COMPLETED AND READY FOR PICKUP 4-28-14 AT 10AM							

				B SET TIRE PRESSURES AND RECORD			
				CTP SET TIRE PRESSURES AND RECORD		0.00	0.00
				530 C			

				C BATTERY TEST, AS A COURTESY TO OUR CUSTOMER WE HAVE TESTED YOUR BATTERY AT NO CHARGE. OUR HOPE IS THAT WE WILL CATCH A PROBLEM BEFORE IT LEAVES YOU STRANDED.			
				BT BATTERY TEST, AS A COURTESY TO OUR CUSTOMER WE HAVE TESTED YOUR BATTERY AT NO CHARGE. OUR HOPE IS THAT WE WILL CATCH A PROBLEM BEFORE IT LEAVES YOU STRANDED.		0.00	0.00
				530 C			

				D RENTAL AS PER CHRYSLER			
				CAUSE: AS PER RA CODE FROM CHRYSLER TECH REP			
				01 CHZZ			
				530 W			(N/C)

ORIGINAL ESTIMATE:	AUTHORIZED REVISED ESTIMATE:	DESCRIPTION	TOTALS
\$	\$	LABOR AMOUNT	
By law, you may choose another licensed Smog check facility to perform any needed repairs or adjustments that the Smog Check test indicates are necessary.		PARTS AMOUNT	
I ACKNOWLEDGE NOTICE AND APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.		GAS, OIL, LUBE	
ORAL CUSTOMER INITIAL		SUBLET AMOUNT	
X		MISC/HAZ. MAT. CHGS.	
I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.		TOTAL CHARGES	
CUSTOMER SIGNATURE		ADJUSTMENTS	
		SALES TAX	
		PLEASE PAY THIS AMOUNT	

THANK YOU
FOR BRINGING YOUR CAR TO US FOR SERVICE
IF YOU ARE HAPPY LET YOUR NEIGHBOR KNOW IF YOU ARE UNHAPPY CALL YOUR SERVICE ADVISOR AT ONCE.

Customer Copy

Page 1 of 2

EXHIBIT 6
PAGE 9 OF 24

Customer Number: [REDACTED]

Invoice No: [REDACTED]

Crystal Chrysler Jeep Dodge Center

36444 Auto Park Dr.

Cathedral City, CA 92234

(760) 324-4557

Fax (760) 424-0228

Direct Service Line (760) 324-4559

INVOICE



PAGE 2

BEND, OR [REDACTED]

Home: [REDACTED]

Email: [REDACTED]

Bus: [REDACTED]

BAR # ARD 249974 EPA # CAD 963567379

SERVICE ADVISOR: 306 ANTHONY Q WELTY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
DEEPAUBURN	14	JEEP GRAND CHEROKEE	1C4RJFJG0EC		8528 8530	2149	
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN14			17:30 29APR14		0.00	CASH	30APR14

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: DLR:60313
08:03 12APR14	14:42 30APR14	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
			W				(N/C)

..... 8530 RENTAL COVERED THE CUSTOMER IS IN OUR CRYSTAL RENTAL

E** AFTER RADIO INSTALLATION STILL WOULD NOT REPROGRAM AND WAS REQUESTED BY TECH LINE INSTALL ANOTHER NEW RADIO CASE # 245

CAUSE:

08 ELECTRICAL

530

W

(N/C)

EST: 0.00

12APR14 08:03

SA: 306

SERVICE HOURS 7-5:30 M-F 7-2 SATURDAYS
CONVENIENT AFTER HOURS DELIVERY (SEE ADVISOR)
2 TRANSPORTATION OPTIONS SPECIAL RENTAL RATES
AND SHUTTLE SERVICE.

THANK YOU	ORIGINAL ESTIMATE:	AUTHORIZED REVISED ESTIMATE:	DESCRIPTION	TOTALS	
<p>FOR BRINGING YOUR CAR TO US FOR SERVICE</p> <p>IF YOU ARE HAPPY LET YOUR NEIGHBOR KNOW. IF YOU ARE UNHAPPY CALL YOUR SERVICE ADVISOR AT ONCE.</p>	\$	\$	LABOR AMOUNT	\$ 0.00	
	<small>By law, you may choose another licensed Smog check facility to perform any needed repairs or adjustments that the Smog Check test indicates are necessary.</small>			PARTS AMOUNT	\$ 0.00
	<small>I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.</small>			GAS, OIL, LUBE	\$ 0.00
	<small>I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.</small>			SUBLET AMOUNT	\$ 0.00
	<small>CUSTOMER INITIAL</small>			MISC./HAZ. MAT. CHGS.	\$ 0.00
	<small>CUSTOMER SIGNATURE</small>			TOTAL CHARGES	\$ 0.00
				ADJUSTMENTS	\$ 0.00
				SALES TAX	\$ 0.00
				PLEASE PAY THIS AMOUNT	\$ 0.00

Customer Copy

Page 2 of 2

WILD CARD SPECIAL

10% OFF

ANY ONE REPAIR OF YOUR CHOICE!

Please present coupon at time of write up. Cannot be combined with any other special. MUST BE USED ON FUTURE VISIT. CANNOT BE COMBINED WITH ANY OTHER COUPONS OR SPECIAL PRICING.

www.crystalchrysler.com Invoice No. 409228
Coupon Expires: 27 Oct 2014

FREE LUBE OIL FILTER

UP TO 5 QTS WITH ANY TEST DRIVE.

SEE SALES MANAGER FOR DETAILS

Sales Mgr. Signature

Coupon Expires: 27 Oct 2014
www.crystalchrysler.com

MOPAR ACCESSORIES DISCOUNT!

10%

INCLUDES:

- Discount on available accessories for Chrysler Group LLC Vehicles.
- Mopar accessories are covered by either the 3-year/36,000-mile New Vehicle Limited Warranty or the 12-month/12,000-mile Mopar Basic Limited Warranty whichever is more favorable to the customer. See dealer for details and a copy of the warranty.
- Percentage off may not be available on installation price.

MUST BE USED ON FUTURE VISIT. CANNOT BE COMBINED WITH ANY OTHER COUPONS OR SPECIAL PRICING.

Coupon Expires: 27 Oct 2014
www.crystalchrysler.com

EXHIBIT 5
PAGE 10 OF 24



CHRYSLER • DODGE • JEEP • NISSAN • VOLVO • SUZUKI • HYUNDAI
 1885 NE Highway 20 - Bend, OR 97701
 (541) 389-1177 - Fax (541) 388-2442
 www.smolichmotors.com

SERVICE DEPARTMENT HOURS
 7:30 a.m. to 6:00 p.m.
 Monday - Friday
 8:00 a.m. to 4:00 p.m. Saturday

R/O Open Date	R/O Number				
5/29/14					
R/O Close Date	Status				
6/06/14	Pre-Invoice				
Mileage In	Mileage Out				
9755	9755				
Service Advisor / Tag #					
Craig Pettig					
Vehicle Identification Number					
1C4RJFJG0EC					
Delivery Date	In-Service Date				
Year	Make	Model	Body	Color	License Number
2014	JEEP	GRAND CHEROKE	4WD 4DR SUMMIT	AUBURN	

BEND, OR

Work Phone

Home Phone

Craig Pettig

Vehicle Identification Number

1C4RJFJG0EC

Delivery Date

In-Service Date

Year	Make	Model	Body	Color	License Number
2014	JEEP	GRAND CHEROKE	4WD 4DR SUMMIT	AUBURN	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Caused by TEST DROVE WITH SCAN TOOL AND DROVE ANOTHER LIKE VEHICLE. SHIFT IS THE SAME. KAREBMS EXPLANATION IS THAT THE VEHICLE BY GOVERNMENT MANDATIONS IS BEING PUSHED TO ITS LIMIT FOR MILEAGE AND STAYS IN HIGHER GEAR AS ABSOLUTELY AS LONG AS IT CAN BEFORE SHIFT TO HIGHER RPM. NORMAL OPERATION Work performed by HAHN, JOHN (253)	Warranty
#4 - 880: WARRANTY OPENED LINE FOR PCM SOFTWARE UPDATE FOR PERFORMANCE IMPROVEMENTS Caused by UPDATED PCM SOFTWARE FOR IMPROVEMENTS Work performed by WHITTINGTON, DAKOTA (883)	Warranty
#5 - 880: WARRANTY OPENED LINE FOR HVAC CONTROL SOFTWARE UPDATE FOR IMPROVEMENTS Caused by UPDATED HVAC CONTROL SOFTWARE Work performed by WHITTINGTON, DAKOTA (883)	Warranty
***** * Safe driving from all of us at Smolich Motors! * *****	

WARRANTY

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

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	.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

EXHIBIT G
 PAGE 11 OF 24

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

SMOLICH
motors
CHRYSLER · DODGE · JEEP · NISSAN · VOLVO · SUZUKI · HYUNDAI
1885 NE Highway 20 - Bend, OR 97701
(541) 388-1177 - Fax (541) 388-2442
www.smolichmotors.com

SERVICE DEPARTMENT HOURS
7:30 a.m. to 8:00 p.m.
Monday - Friday
8:00 a.m. to 4:00 p.m. Saturday

R/O Open Date	R/O Number				
5/29/14					
R/O Close Date	Status				
6/06/14	Pre-Invoice				
Mileage In	Mileage Out				
9755	9755				
Service Advisor / Tag #					
Craig Pettig					
Vehicle Identification Number					
1C4RJFJG0EC					
Delivery Date	In-Service Date				
Year	Make	Model	Body	Color	License Number
2014	JEEP	GRAND CHEROKE	4WD 4DR SUMMIT	AUBURN	

[REDACTED]
BEND, OR [REDACTED]

Work Phone [REDACTED]
Home Phone [REDACTED]

Year	Make	Model	Body	Color	License Number
2014	JEEP	GRAND CHEROKE	4WD 4DR SUMMIT	AUBURN	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
<p>#1 - 100: ENGINE REPAIR AND MAINTENANCE CUSTOMER STATE CEL ON AND BELTS SQUEALING TODAY LIGHT OFF, ADVISE Work performed by WHITTINGTON, DAKOTA (883) Caused by ENGINE OIL CODES P06DD, CONFIRM CORRECT OIL. WAS D ONE AT DEALER 1500 MILES AGO. PER REC CHANGE OIL Work performed by WHITTINGTON, DAKOTA (883) Installed 68055890AA :OIL: 5W20 Qty: 6 Installed 68191349AA :FILTER: ENGINE OIL Qty: 1 CHANGED OIL AND RESET LIGHT, NO CODE NEXT TIME IN 150 MILES LATER</p>	<p>Warranty Warranty Warranty Warranty</p>
<p>#2 - 100: ENGINE REPAIR AND MAINTENANCE OPENED LINE FOR SOP WATERPUMP. SQUEALING PUMP Caused by NOISE IS THE WATERPUMP. WAITED ON APPROVAL FROM EC S KAREEM. Work performed by WHITTINGTON, DAKOTA (883) Installed 5184498AJ :PUMP: WATER Qty: 1 Installed 68087340AA :GASKET: WATER PUMP Qty: 1 Installed 68163849AA :ANTIFREEZ: COOLANT Qty: 1 REPLACED WATERPUMP AND GASKET AND FILLED, BLEED AI R FROM SYSTEM AND TEST DROVE</p>	<p>Warranty Warranty Warranty Warranty</p>
<p>#3 - 200: AUTO TRANS REPAIR AND MAINTENANCE CUSTOMER STATES ON SLOW STOP, JUST AS YOU STOP HAS REALLY HARSH BUMP STOP LIKE GETTING HIT FROM BEHI ND. FASTER STOP WONT DO IT.</p>	

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

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

EXHIBIT G
PAGE 12 OF 24

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



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 1885 NE Highway 20 - Bend, OR 97701
 (541) 389-1177 - Fax (541) 388-2442
 www.smolichmotors.com

SERVICE DEPARTMENT HOURS
 7:30 a.m. to 6:00 p.m.
 Monday - Friday
 8:00 a.m. to 4:00 p.m. Saturday

R/O Open Date	R/O Number				
7/18/14					
R/O Close Date	Status				
8/29/14	Pre-Invoice				
Mileage In	Mileage Out				
10460	10624				
Service Advisor / Tag #					
Craig Fettig					
Vehicle Identification Number					
1C4RJFJG0EC100450					
Delivery Date	In-Service Date				
Year	Make	Model	Body	Color	License Number
2014	JEEP	GRAND CHEROKE	4WD 4DR SUMMIT	AUBURN	

[Redacted]
 BEND, OR [Redacted]

Work Phone
 Home Phone

Year	Make	Model	Body	Color	License Number
2014	JEEP	GRAND CHEROKE	4WD 4DR SUMMIT	AUBURN	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - 880: WARRANTY ECS CUSTOMER. WINDSHIELD COWL IS LIFTING THE RUBBER SEAL FROM THE GLASS. TIGHT ON PASS SIDE AND 1 ABOVE IT ON DRIVERS Caused by REPLACED COWL AS WAS NOT FITTING TIGHTLY Work performed by PERRY, SKY (543) Work performed by ENTERPRISE RENT A CAR : 57006 Installed 55079197AH :GRILLE: COWL TOP Qty: 1	Warranty Warranty Warranty
#2 * 880: WARRANTY RRT 14-050 Caused by UPDATED SOFTWARE PER RRT Work performed by PERRY, SKY (543)	Warranty
#3 * 100: ENGINE REPAIR AND MAINTENANCE CEL ON AGAIN. ECS CUSTOMER DIAG AND CALL FOR APPROVAL Caused by CODE P0600 STORED CODE, CHECK OIL FILTER , HAS CORRECT FILTER, NEEDS OIL PSI SWITCH. THEN A BULLETIN CAME OUT TO REPALCE INTAKE GASKETS WITH REPAIR. ORDERED SECOND GTIME IN. Work performed by STEPHENSON, DANNY (695) Work performed by A1 AUTO RENTALS : 9812 Installed 5149062AA :SWITCH: OIL PRESSURE Qty: 1 Installed 5184562AC :GASKET: INTAKE PLENUM Qty: 6 Installed 5184331AC :GASKET: INTAKE MANIFOLD Qty: 6	Warranty Warranty Warranty Warranty Warranty

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

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties other express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.
 X

EXHIBIT G
 PAGE 13 OF 24

SMOLICH motors

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1885 NE Highway 20 - Bend, OR 97701
(541) 389-1177 - Fax (541) 388-2442
www.smolichmotors.com

SERVICE DEPARTMENT HOURS
7:30 a.m. to 8:00 p.m.
Monday - Friday
8:00 a.m. to 4:00 p.m. Saturday

R/O Open Date	R/O Number				
7/18/14					
R/O Close Date	Status				
8/29/14	Pre-Invoice				
Mileage In	Mileage Out				
10460	10624				
Service Advisor / Tag #					
Craig Pettig					
Vehicle Identification Number					
1C4RJFJG0EC					
Delivery Date	In-Service Date				
Year	Make	Model	Body	Color	License Number
2014	JEEP	GRAND CHEROKE	4WD 4DR SUMMIT	AUBURN	

[REDACTED]
BEND, OR [REDACTED]

Work Phone [REDACTED]
Home Phone [REDACTED]

Year	Make	Model	Body	Color	License Number
2014	JEEP	GRAND CHEROKE	4WD 4DR SUMMIT	AUBURN	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
<p>REMOVED INTAKE TO REPLACE OIL SENDER. REPLACED SENDER AND REPLACED UPPER AND LOWER INTAKE GASKETS PER TSB. CLEARED CODE</p> <hr/> <p>#4 * 880: WARRANTY OPNED LINE FOR BOTH FRONT FENDER FLARES FRONT EDGE & PEELING AWAY FROM METAL. LEADING EDGE Caused by BOTH LEADING EDGES ARE LOOSE ON FRONT FLARES ORDERED Work performed by STEPHENSON, DANNY (695) Work performed by PROFESSIONAL AUTO BODY : 25659 Installed 5QJ84TZZAB :MOLDING: WHEEL FLARE Qty: 1 Installed 5QJ83TZZAB :MOLDING: WHEEL FLARE Qty: 1 Installed 68172491AA :CLIP: TRIM Qty: 4 Installed 68172491AA :CLIP: TRIM Qty: 10 SUBLET PAINTING . INSTALLED ADHESIVE TAPE TO BOTH, REPLACED BROKEN CLIPS AND INSTALLED NEW FENDER FLARE. FIT IS MUCH BETTER NOW.</p>	<p>Warranty Warranty Warranty Warranty Warranty Warranty</p>
<p>#5 * 801: RECALLS P14 Caused by PERFORMED RECALL P14 INSPECTION ON BOOSTER AND INSTALLED PROTECTIVE SHIELD. Work performed by STEPHENSON, DANNY (695) Installed CBKNP143AA :KIT: BOOSTER Qty: 1</p>	<p>Warranty Warranty</p>

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

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

EXHIBIT G
PAGE 14 OF 24

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.
X

SMOLICH motors

CHRYSLER • DODGE • JEEP • NISSAN • VOLVO • SUZUKI • HYUNDAI
1865 NE Highway 20 - Bend, OR 97701
(541) 389-1177 - Fax: (541) 389-2442
www.smolichmotors.com

SERVICE DEPARTMENT HOURS
7:30 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 4:00 p.m. Saturday

R/O Open Date	R/O Number				
12/11/14					
R/O Close Date	Status				
12/12/14	Pre-Invoice				
Mileage In	Mileage Out				
14316	14321				
Service Advisor / Tag #					
Craig Fettig					
Vehicle Identification Number					
1C4RJFJG0E					
Delivery Date	In-Service Date				
Year	Make	Model	Body	Color	License Number
2014	JEEP	GRAND CHEROKE	4WD 4DR SUMMIT	AUBURN	

[REDACTED]
BEND, OR [REDACTED]

Work Phone

Home Phone

DESCRIPTION OF SERVICE AND PARTS

AMOUNT

#1 - 101E: EXPRESS OIL CHANGE & INSPECTION Caused by SERVICED, TOPPED FLUIDS, Work performed by FREY, CURTIS (209) Installed 68055890AA :OIL: 5W20 Qty: 6 Installed 68191349AA :FILTER: ENGINE OIL Qty: 1	Warranty Warranty Warranty
#2 - 801: RECALLS P36 ECS CUSTOMER Caused by INSPECTED VISOR WIRING AND INSTALLED GUIDES Work performed by HARRIS, DREW (247) Caused by INSPECTED WIRES TO VISORS, INSTALLED GUIDES Work performed by HARRIS, DREW (247) Work performed by ENTERPRISE RENT A CAR : Installed CBXDP361AA :SPACER: VISOR Qty: 1	Warranty Warranty Warranty Warranty
#3 - 880: WARRANTY CUSTOMER STATES THE PASSENGER DOOR HAS MORE WIND NOISE, CHECK SEAL AND FIT ALSO THE DOOR SEAL ON REAR DOOR DRIVER SIDE LOOKS CUT. Caused by SEALS LOOKS FINE. NO ABNORMAL NOISE FROM MIRRORS OR SEALS. THE CROSSBARS MAKE A BIT OF NOISE, NORMAL Work performed by HARRIS, DREW (247) Caused by	Warranty

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

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

EXHIBIT G
PAGE 15 OF 24

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



SERVICE DEPARTMENT HOURS
 7:30 a.m. to 6:00 p.m.
 Monday - Friday
 8:00 a.m. to 4:00 p.m. Saturday

R/O Open Date	R/O Number				
12/11/14					
R/O Close Date	Status				
12/12/14	Pre-Invoice				
Mileage In	Mileage Out				
14316	14321				
Service Advisor / Tag #					
Craig Fettig					
Vehicle Identification Number					
1C4RJFJG0EC					
Delivery Date	In-Service Date				
Year	Make	Model	Body	Color	License Number
2014	JEEP	GRAND CHEROKE	4WD 4DR SUMMIT	AUBURN	

BEND, OR

Work Phone
 Home Phone

Year	Make	Model	Body	Color	License Number
2014	JEEP	GRAND CHEROKE	4WD 4DR SUMMIT	AUBURN	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
LEFT REAR WINDOW CHANNEL GUIDE IS DEFORMED AT REAR EDGE. Work performed by HARRIS, DREW (247) Installed 55399189AG :W/STRIP: REAR DOOR GLASS RUN Qty: 1 REPLACED THE GUIDE CHANNEL	Warranty Warranty
#4 * 880: WARRANTY OPENED LINE FOR BCM SOFTWARE UPDATE Caused by OPENED LINE FOR SOFTWARE UPDATE TO BODY CONTROL MODULE Work performed by HARRIS, DREW (247)	Warranty
#5 * 880: WARRANTY OPENED LINE FOR TCM UPDATE Caused by OPENED LINE FOR TRANS CONTROL MODULE SOFTWARE Work performed by HARRIS, DREW (247)	Warranty
#6 * 880: WARRANTY OPENED LINE FOR PTS UPDATE Caused by UPDATED SOFTWARE FOR COMMUNICATION IMPROVEMNTS Work performed by HARRIS, DREW (247)	Warranty

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

LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

EM 1017 G
 PAGE 16 OF 24

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.
 X

Customer Number [REDACTED] Invoice No. [REDACTED]

Crystal Chrysler Jeep Dodge Center
 38444 Auto Park Dr.
 Cathedral City, CA 92234
 (760) 324-4557
 Fax (760) 424-0228
 Direct Service Line (760) 324-4558

BAR # ARD 24884 FAX # CAD 883887378

INVOICE
PAGE 1

SERVICE ADVISOR: 834 DAN ANKERMAN

DEFINITION	14	17442	17485	2196
MAKE	CHRYSLER	MODEL	GRAND CHEROKEE	YEAR
MAKE	CHRYSLER	MODEL	GRAND CHEROKEE	YEAR
DATE	01 JAN 14	TIME	15:00	DATE
DATE	02 FEB 15	TIME	15:00	DATE
DATE	03 FEB 15	TIME	13:51	DATE

LINE 00 CODE TECH TYPE HOURS LIST NET TOTAL

B CUSTOMER REPORTS WHILE DRIVING IN TOWN, LOST POWER AND WOULD NOT GO. AFTER APPLYING MORE GAS PEDAL CAR SURGED AND THEN BOGGED DOWN AGAIN. 3 TIMES AND CUSTOMER THEN PARKED CAR.

CRUSE:
 14 FUEL
 82 W (N/C)
 17495 ROAD TESTED VEHICLE FREEWAY AND SURFACE STREETS. UNABLE TO DUPLICATE COMPLAINT AT THIS TIME. NO CODES IN MEMORY. NO TSB'S APPLY. OPERATING AS OTHER LIKE VEHICLES

C CUSTOMER REPORTS A FREEWAY SPEED WITH ADAPTIVE CRUISE CONTROL ON CAR STOPPED RAPIDLY WITH NOTHING IN FRONT OF CAR.

CRUSE:
 08 ELECTRICAL MINOR
 82 W (N/C)
 17495 ROAD TEST AT FREEWAY SPEEDS WITH ADAPTIVE CRUISE ENGAGED. UNABLE TO DUPLICATE CONCERN AT THIS TIME. SENT EVENT DATA, FREEZE FRAME DATA AND VEHICLE SCAN REPORT TO CHRYSLER AS INSTRUCTED. NO CODES IN MEMORY. NO TSB'S APPLY. OPERATING AS OTHER LIKE VEHICLES.

D CUSTOMER REPORTS A OF THE HOOD SEALS IS MISSING, (ON EACH SIDE WITH OPEN HOOD)

CRUSE:
 23 BODY INTERIOR-EXT.
 82 W (N/C)
 FC PARTS COUNT:
 CLAIM TYPE: W
 AUTH CODE:

17442 NO SEAL MISSING ONLY 1 ON HOOD AIR FILTER SIDE AS BUILT

E "CALL SEE DEALER MESSAGE" ON



<p>THANK YOU</p> <p>FOR BRINGING YOUR CAR TO US FOR SERVICE</p> <p>IF YOU ARE HAPPY LET YOUR NEIGHBOR KNOW. IF YOU ARE UNHAPPY CALL YOUR SERVICE ADVISOR AT ONCE.</p>	<p>ORIGINAL ESTIMATE:</p>	<p>AUTHORIZED REVISED ESTIMATE:</p>	<p>DESCRIPTION</p> <p>LABOR AMOUNT</p> <p>PARTS AMOUNT</p> <p>GAS, OIL, LUBE</p> <p>SUBLET AMOUNT</p> <p>MISC./MAZ. MAT. CHGS.</p> <p>TOTAL CHARGES</p> <p>ADJUSTMENTS</p> <p>SALES TAX</p> <p>PLEASE PAY THIS AMOUNT</p>	<p>TOTALS</p>
	<p>I ACKNOWLEDGE NOTICE AND APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.</p> <p>I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.</p> <p>CUSTOMER SIGNATURE</p>	<p>ORAL CUSTOMER INITIAL</p> <p>X</p>	<p>EXHIBIT G</p> <p>PAGE 17 OF 24</p>	<p>Page 1 of 3</p>

Customer Copy

Customer Number

Invoice No.

Crystal Chrysler Jeep Dodge Center

38441 Auto Park Dr
Cathedral City, CA 92234
(760) 324-4557
Fax (760) 426-0228

Direct Service Line (760) 324-4558

BAR CARD 340674 FAX CARD 87388778

834 RAINBOW BLVD

SERVICE ADVISOR

BRAND OF

Model

Year

Color

Make

Model

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Customer Service Center

7801 S 222nd St

Fax (780) 424-0228

Direct Service Line (780) 324-4559

SAFETY AND SECURITY

EPA # 7CAP 45007378

SERVICE ADVISOR

334 DAWN ANKERMAN

SEND TO
Home
Email

INVOICE # 521708 PAGE 3

YEAR	MAKE/MODEL	VEHICLE IDENTIFICATION NUMBER	REGISTRATION	SALES TAX	TOTAL
2014	JEEP GRAND CHEROKEE	1CAR17G00EC	17442	17495	2196
DATE	DESCRIPTION	AMOUNT	DATE	DESCRIPTION	AMOUNT
01-AN14	15.00 25FEB15	0.00	CASH	25FEB15	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
I	PERFORM	23	POINT INSPECTION				
CAUSE: 23PTI PERFORM 23 POINT INSPECTION							
814 I23P (N/C)							

J	RECALL	P67	ORC MODULE, INTERIM STATUS NO PARTS AVAILABLE AT THIS TIME				
CAUSE: 99 MISCELLANEOUS							
999 W (N/C)							

EST: 0.01 25FEB15 13:02 SA: 834

SERVICE HOURS 7-5:30 M-F 7-2 SATURDAYS
 CONVENIENT AFTER HOURS DELIVERY (SEE ADVISOR)
 2 TRANSPORTATION OPTIONS SPECIAL RENTAL RATES
 AND SHUTTLE SERVICE



ORIGINAL ESTIMATE:	AUTHORIZED REVISED ESTIMATE:	DESCRIPTION	TOTALS
		LABOR AMOUNT	\$ 0.00
		PARTS AMOUNT	\$ 0.00
		GAS, OIL, LUBE	\$ 0.00
		SUBLET AMOUNT	\$ 0.00
		MISC./HAZ. MAT. CHGS.	\$ 0.00
		TOTAL CHARGES	\$ 0.00
		ADJUSTMENTS	\$ 0.00
		SALES TAX	\$ 0.00
		PLEASE PAY THIS AMOUNT	\$ 0.00

THANK YOU
 FOR BRINGING YOUR CAR
 TO US FOR SERVICE
 IF YOU ARE HAPPY LET YOUR
 NEIGHBOR KNOW. IF YOU
 ARE UNHAPPY CALL YOUR
 SERVICE ADVISOR AT ONCE.

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.
 I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.
 CUSTOMER SIGNATURE _____

Customer Copy

Page 3 of 3

EXHIBIT G
 PAGE 19 OF 24

Customer Copy

WORKORDER

CUSTOMER #: [REDACTED]

Crystal Chrysler Jeep Dodge Center
36444 Auto Park Dr.
Cathedral City, CA 92234
(760) 324-4557
Fax (760) 424-0228
Direct Service Line (760) 324-4559

PAGE 1

RO# [REDACTED]

BEND, OR [REDACTED]
HOME: [REDACTED]
EMAIL: [REDACTED]

CONT :000-000-0000 CELL: 5413884749

BAR # ARO 249974 EPA # CAD 983587379

SERVICE ADVISOR: 834 AKKERMAN,DANI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
DEEPAUBURN	14	JEEP GRAND CHEROKEE	1C4RJFJG0EC [REDACTED]	[REDACTED]	17442 /	T2196	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN14			23:15 10FEB15		0.00	CASH	
R.O. OPENED		READY	OPTIONS: DLR:60313				
07FEB201509:48		01JAN14					

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# B	14		W	CUSTOMER REPORTS WHILE DRIVING IN TOWN, LOST POWER AND WOULD NOT GO. AFTER APPLYING MORE GAS PEDAL CAR SURGED AND THEN BOGGED DOWN AGAIN... 3 TIMES AND CUSTOMER THEN PARKED CAR. CC:
# C	08		W	CUSTOMER REPORTS A FREEWAY SPEED WITH ADDAPTIVE CRUISE CONTROL ON CAR STOPPED RAPIDLY WITH NOTHING IN FRONT OF CAR. CC:
# D	23		W	CUSTOMER REPORTS A OF THE HOOD SEALS IS MISSING, (ON EACH SIDE WITH OPEN HOOD) CC:
# E	08		W	"911 SEE DEALER MESSAGE" ON CC:

F LOF WCSC FULL SYNTHETIC ENGINE OIL AND FILTER CHANGE |CC:

EXHIBIT G
PAGE 20 OF 24

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, 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 dealer, 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.

AUTHORIZATION FOR REPAIRS

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

PRELIMINARY ESTIMATE \$ _____

DATE OWNER NOTIFIED OF REPAIR COMPLETION

AUTHORIZED BY X			DATE	TIME
AUTHORIZED ADDITIONS	REVISED ESTIMATE	REASON	PERSON CONTACTED	BY PHONE <input type="checkbox"/> DATE TIME
				IN PERSON <input type="checkbox"/>
AUTHORIZED ADDITIONS	REVISED ESTIMATE	REASON	PERSON CONTACTED	BY PHONE <input type="checkbox"/> DATE TIME
				IN PERSON <input type="checkbox"/>
AUTHORIZED ADDITIONS	REVISED ESTIMATE	REASON	PERSON CONTACTED	BY PHONE <input type="checkbox"/> DATE TIME
				IN PERSON <input type="checkbox"/>

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

X

CUSTOMER SIGNATURE

Customer Copy

WORKORDER

CUSTOMER #:

Crystal Chrysler Jeep Dodge Center

36444 Auto Park Dr.

Cathedral City, CA 92234

(760) 324-4557

Fax (760) 424-0228

Direct Service Line (760) 324-4559

PAGE 2

BEND, OR

HOME:

CONT :000-000-0000 CELL: 5413884749

EMAIL:

SERVICE ADVISOR: 834 AKKERMAN, DANI

BAR # ARD 249974

EPA # CAD 983587379

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
DEEPAUBURN	14	JEEP GRAND CHEROKEE	1C4RJFJGOEC		17442 /	T2196	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN14			23:15 10FEB15		0.00	CASH	

R.O. OPENED	READY	OPTIONS: DLR:60313
07FEB201509:48	01JAN14	

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# G	99		W	FLASH UPDATE MODULES CC:

# H	29		W	ENTERPRISE CAR RENTAL, ENHANCED PROGRAM CC:
-----	----	--	---	---

# I	23PI		W	PERFORM 23 POINT INSPECTION CC:
-----	------	--	---	-----------------------------------

SERVICE HRS. 7-5:30 M-F
 7-2 SATURDAYS. SPECIAL
 RENTAL RATES, AVAILABLE
 SHUTTLE SERVICE
 AFTER HRS. DEL. OPTIONS

EXHIBIT G
 PAGE 21 OF 24

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, 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 dealer, 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.

AUTHORIZATION FOR REPAIRS

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

PRELIMINARY ESTIMATE \$

DATE OWNER NOTIFIED OF REPAIR COMPLETION

AUTHORIZED BY X

			DATE	TIME		
AUTHORIZED ADDITIONS	REVISED ESTIMATE	REASON	PERSON CONTACTED	BY PHONE <input type="checkbox"/>	DATE	TIME
				IN PERSON <input type="checkbox"/>		
AUTHORIZED ADDITIONS	REVISED ESTIMATE	REASON	PERSON CONTACTED	BY PHONE <input type="checkbox"/>	DATE	TIME
				IN PERSON <input type="checkbox"/>		
AUTHORIZED ADDITIONS	REVISED ESTIMATE	REASON	PERSON CONTACTED	BY PHONE <input type="checkbox"/>	DATE	TIME
				IN PERSON <input type="checkbox"/>		

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

X

CUSTOMER SIGNATURE

Customer Number: [REDACTED]

Invoice No: [REDACTED]

Crystal Chrysler Jeep Dodge Center

36444 Auto Park Dr.
Cathedral City, CA 92234
(760) 324-4557

Fax (760) 424-0228
Direct Service Line (760) 324-4559

INVOICE



PAGE 1

BAR # ARD 249874 EPA # CAD 963587379

BEND, OR [REDACTED]

Home: [REDACTED]

Bus: [REDACTED]

Email: [REDACTED]

SERVICE ADVISOR: 834 DANI AKKERMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
DEEPAUBURN	14	JEEP GRAND CHEROKEE	1C4RJFJGOEC [REDACTED]	[REDACTED]	17442 17495	2196	
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01 JAN 14			15:00 25 FEB 15		0.00	CASH	25 FEB 15

R.D. OPENED: 09:46 07 FEB 15	DATE CUST. NOTIFIED: 10:51 25 FEB 15	OPTIONS: DLR:60313
------------------------------	--------------------------------------	--------------------

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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B CUSTOMER REPORTS WHILE DRIVING IN TOWN, LOST POWER AND WOULD NOT GO. AFTER APPLYING MORE GAS PEDAL CAR SURGED AND THEN BOGGED DOWN AGAIN. 3 TIMES AND CUSTOMER THEN PARKED CAR.

CAUSE:

14 FUEL

82 W

(N/C)

17495 ROAD TESTED VEHICLE FREEWAY AND SURFACE STREETS. UNABLE TO DUPLICATE COMPLAINT AT THIS TIME. NO CODES IN MEMORY. NO TSB'S APPLY. OPERATING AS OTHER LIKE VEHICLES

C CUSTOMER REPORTS A FREEWAY SPEED WITH ADDAPTIVE CRUISE CONTROL ON CAR STOPPED RAPIDLY WITH NOTHING IN FRONT OF CAR.

CAUSE:

08 ELECTRICAL MINOR

82 W

(N/C)

17495 ROAD TEST AT FREEWAY SPEEDS WITH ADAPTIVE CRUISE ENGAGED, UNABLE TO DUPLICATE CONCERN AT THIS TIME. SENT EVENT DATA, FREEZE FRAME DATA AND VEHICLE SCAN REPORT TO CHRYSLER AS INSTRUCTED. NO CODES IN MEMORY, NO TSB'S APPLY. OPERATING AS OTHER LIKE VEHICLES.

D CUSTOMER REPORTS A OF THE HOOD SEALS IS MISSING, (ON EACH SIDE WITH OPEN HOOD)

CAUSE:

23 BODY INTERIOR-EXT.

82 W

(N/C)

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

17442 NO SEAL MISSING ONLY 1 ON HOOD AIR FILTER SIDE, AS BUILT

E "911 SEE DEALER MESSAGE" ON

<p>THANK YOU</p> <p>FOR BRINGING YOUR CAR TO US FOR SERVICE</p> <p>IF YOU ARE HAPPY LET YOUR NEIGHBOR KNOW. IF YOU ARE UNHAPPY CALL YOUR SERVICE ADVISOR AT ONCE.</p>	ORIGINAL ESTIMATE:	AUTHORIZED REVISED ESTIMATE:	DESCRIPTION	TOTALS
	\$	\$	LABOR AMOUNT	
<p>By law, you may choose another licensed Smog check facility to perform any needed repairs or adjustments that the Smog Check test indicates are necessary.</p> <p>I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.</p> <p>I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.</p> <p>CUSTOMER SIGNATURE _____</p>	CUSTOMER INITIAL		PARTS AMOUNT	
	X _____		GAS, OIL, LUBE	
			SUBLET AMOUNT	
			MISC. MAZ. MAT. CHGS.	
			TOTAL CHARGES	
			ADJUSTMENTS	
			SALES TAX	
			PLEASE PAY THIS AMOUNT	

Customer Copy

EXHIBIT G
PAGE 22 OF 24

Page 1 of 3

Customer Number: [REDACTED]

Invoice No: [REDACTED]

Crystal Chrysler Jeep Dodge Center

30444 Auto Park Dr.
Cathedral City, CA 92234
(760) 324-4557
Fax (760) 424-0228
Direct Service Line (760) 324-4559

INVOICE



PAGE 2

BEND OR [REDACTED]

Home [REDACTED]

Email: [REDACTED]

Bus: [REDACTED]

BAR # ARD 243974

EPA # CAD 983567379

SERVICE ADVISOR: 834 DANI AKKERMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
DEEPAUBURN	14	JEEP GRAND CHEROKEE	1C4RJFJG0EC [REDACTED]	[REDACTED]	17442 17495	2196	
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO	RATE	PAYMENT	INV. DATE
01JAN14			15:00 25FEB15		0.00	CASH	25FEB15

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS:
09:48 07FEB15	13:51 25FEB15	DLR:60313

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

CAUSE: .
08 ELECTRICAL MINOR
82 W (N/C)

17442 18-60-02-CF* 0.40 HAD RADIO UPDATE NOT VERIFIED MESSAGE BUT UPDATE FOR PHONE MESSAGE INSTALLED.

F FULL SYNTHETIC ENGINE OIL AND FILTER CHANGE

CAUSE: .
LOF PERFORM LUBE, OIL FILTER SERVICE
82 WCSC (N/C)
1 68191349A3 FILTER-ENGINE OIL (N/C)
6 5166240PA *OIL-5W20SYNTHETIC (N/C)

17495 COMPLETED SERVICE

G FLASH UPDATE MODULES

CAUSE: .
99 MISCELLANEOUS
82 W (N/C)

17442 18-19-05-A3 0.50 UPDATED TCM AND Q LEARN TRANS

H ENTERPRISE CAR RENTAL, ENHANCED PROGRAM

CAUSE: .
29 SUBLET
82 W (N/C)

17495 ANGEL WITH CHRYSLER OK'D THRU THE 25TH

<p>THANK YOU</p> <p>FOR BRINGING YOUR CAR TO US FOR SERVICE</p> <p>IF YOU ARE HAPPY LET YOUR NEIGHBOR KNOW. IF YOU ARE UNHAPPY CALL YOUR SERVICE ADVISOR AT ONCE.</p>	<p>ORIGINAL ESTIMATE: \$</p>	<p>AUTHORIZED REVISED ESTIMATE: \$</p>	<p>DESCRIPTION</p> <p>LABOR AMOUNT</p> <p>PARTS AMOUNT</p> <p>GAS, OIL, LUBE</p> <p>SUBLET AMOUNT</p> <p>MISC. HAZ. MAT. CHGS.</p> <p>TOTAL CHARGES</p> <p>ADJUSTMENTS</p> <p>SALES TAX</p> <p>PLEASE PAY THIS AMOUNT</p>	<p>TOTALS</p>
	<p>I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.</p> <p>CUSTOMER SIGNATURE _____</p>	<p>CUSTOMER INITIAL</p> <p>X _____</p> <p>I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.</p>		

Customer Copy

EXHIBIT G
PAGE 23 OF 24

Page 2 of 3

Customer Number: [REDACTED]

Invoice No: [REDACTED]

Crystal Chrysler Jeep Dodge Center

36444 Auto Park Dr.
Cathedral City, CA 92234

(760) 324-4557

Fax (760) 424-0228

Direct Service Line (760) 324-4559

BAR # ARD 249974

EPA # CAD 983587379

INVOICE

PAGE 3



BEND OF [REDACTED]

Home:

Bus: [REDACTED]

Email:

SERVICE ADVISOR: 834 DANI AKKERMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
DEEPAUBURN	14	JEEP GRAND CHEROKEE	1CARJFJGOEC [REDACTED]	853GNK	17442 17495	2196	
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
01JAN14			15:00 25FEB15		0.00	CASH	25FEB15
R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: DLR:60313					
09:48 07FEB15	13:51 25FEB15						

LINE	OPCODE	TRCH	TYPE	HOJRS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

I PERFORM 23 POINT INSPECTION
 CAUSE: 23PI PERFORM 23 POINT INSPECTION
 B14 I23P (N/C)

 J** RECALL P67 ORC MODULE, INTERIM STATUS NO PARTS AVAILABLE AT THIS TIME
 CAUSE: 99 MISCELLANEOUS
 999 W (N/C)

EST: 0.01 25FEB15 13:02 SA: 834

SERVICE HOURS 7-5:30 M-F 7-2 SATURDAYS
 CONVENIENT AFTER HOURS DELIVERY (SEE ADVISOR)
 2 TRANSPORTATION OPTIONS SPECIAL RENTAL RATES
 AND SHUTTLE SERVICE.

THANK YOU
 FOR BRINGING YOUR CAR
 TO US FOR SERVICE
 IF YOU ARE HAPPY LET YOUR
 NEIGHBOR KNOW. IF YOU
 ARE UNHAPPY CALL YOUR
 SERVICE ADVISOR AT ONCE.

ORIGINAL ESTIMATE: \$	AUTHORIZED REVISED ESTIMATE: \$
*By law you may choose another licensed Smog check facility to perform any needed repairs or adjustments that the Smog Check test indicates are necessary.	
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.	CUSTOMER INITIAL X
I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.	
CUSTOMER SIGNATURE	

DESCRIPTION	TOTALS
LABOR AMOUNT	\$ 0.00
PARTS AMOUNT	\$ 0.00
GAS, OIL, LUBE	\$ 0.00
SUBLET AMOUNT	\$ 0.00
MISC./HAZ. MAT. CHGS.	\$ 0.00
TOTAL CHARGES	\$ 0.00
ADJUSTMENTS	\$ 0.00
SALES TAX	\$ 0.00
PLEASE PAY THIS AMOUNT	\$ 0.00

Customer Copy

EXHIBIT 6
PAGE 24 OF 24

Page 3 of 3



Beauvais Law Firm, LLC

anielle Beauvais, Attorney
admitted in Oregon and Washington
anielle@Golemonlaw.com

5291 NE Elam Young Pkwy Suite 140
Hillsboro, OR 97124
Phone 503-681-2008
Fax 503-681-2005

March 9, 2015

VIA CERTIFIED MAIL

Fiat Chrysler Automobiles US LLC
1000 Chrysler Drive
CIMS: 485-13-32
Auburn Hills, MI 48326

RE:	Client:	Kent Walton
	Vehicle:	2014 Jeep Grand Cherokee Summit
	Vin #:	1CARJFJGOEC [REDACTED]
	Purchase Date:	7/18/13
	Dealership:	Bought through AAA, delivered to dealer in OR

Dear Sir/Madam:

Please be advised that I am hereby putting you on notice regarding a potential claim under the Oregon Motor Vehicle Lemon Law, Oregon Revised Statutes 646.315-375 and the Magnuson Moss Warranty Act, US Code, Title 15, Chapter 50, Sections 2301-2312. Having been advised of my representation in this matter, please forward any and all correspondence directly to my office.

The subject vehicle exhibits a dangerous loss of power and surge, as well as a radio defect (and accompanying components). The vehicle has been out of service at the dealer for more than 53 days.

Based upon the above, my client is seeking a full refund of the purchase price or any other reasonable offer and \$2,000 for attorney's fees and costs. Please contact me to discuss this or any other offer to settle this matter. If I don't hear from you within thirty (30) days of this letter, I will file suit.

Very truly yours,

D. Beauvais

EXHIBIT H
PAGE 1 OF 1

Danielle R. Beauvais

Note: Purchase contract, title, registration and repair invoices from Bend, OR will be supplied soon. Client Travelling in California + got injured. *D. Beauvais*

Danielle Beauvais

From: Regina Panzarella [rpanzarella@wbcert.com]
Sent: Monday, April 27, 2015 4:26 PM
To: Danielle Beauvais
Subject: RE: [REDACTED]

Hi Danielle...I can offer a repurchase on this one as well.

Thanks,
Regina

From: Danielle Beauvais [mailto:Danielle@GoLemonLaw.com]
Sent: Friday, April 24, 2015 2:44 PM
To: Regina Panzarella
Subject: [REDACTED]

See attached recent issues.

Danielle

Danielle Beauvais
Attorney at Law



**Beauvais
Law Firm, LLC**

PROTECTING CONSUMERS SINCE 1999

5291 NE ELAM YOUNG PARKWAY
SUITE 140
HILLSBORO, OREGON 97124
PHONE: 503-681-2008 FAX: 503-681-2005
www.GoLemonLaw.com

From: MyFax [mailto:NoReply@MyFax.com]
Sent: Sunday, March 08, 2015 11:49 AM
To: danielle@golemonlaw.com
Subject: MyFax message from "17603280358" - 8 page(s), Caller-ID: 1-760-328-0358





EXHIBIT I
PAGE 1 OF 1

◦ **Danielle Beauvais**

From: Danielle Beauvais [Danielle@GoLemonLaw.com]
Sent: Tuesday, May 12, 2015 3:23 PM
To: 'Danielle Beauvais'
Subject: FW: [REDACTED] v. Chrysler
Attachments: Purchase K & Aftermarket.pdf

From: Danielle Beauvais [mailto:Danielle@GoLemonLaw.com]
Sent: Tuesday, April 28, 2015 2:20 PM
To: 'Regina Panzarella'
Subject: [REDACTED] v. Chrysler

Regina,

I spoke with my client, who is thrilled about the repurchase. There was never a loan, so no interest charges whatsoever. But he had parts installed to be able to tow the vehicle behind their motorhome (they are retired snowbirds). The receipt is attached, showing a date of purchase within 20 days of purchase of the car.

Thanks,

Danielle

Danielle Beauvais
Attorney at Law



**Beauvais
Law Firm, LLC**

PROTECTING CONSUMERS SINCE 1999

5291 NE ELAM YOUNG PARKWAY
SUITE 140
HILLSBORO, OREGON 97124
PHONE: 503-681-2008 FAX: 503-681-2005
www.GoLemonLaw.com

YR

Custom Welding & Fabrication Larry DeMan Welding



Hitches & Towbars • Fabrication • R.V. Parts & Repairs
Electrical • Electric Brakes • Fifth Wheels • Light Truck Accessories

2325 N.W. 36th
Redmond, Oregon 97756 Phone: (541) 548-0842

Name: [Redacted] 007635

Address: [Redacted]

Date: July 01, 2013

Odometer Reading: _____ Vin No. _____

LICENSE NO. AND STATE: _____ MOTOR NO. _____

REPAIR ORDER

QTY	PART NO.	NAME OF PART	SALE AMT.	MAKE AND MODEL	LICENSE NO. AND STATE	MOTOR NO.
1	52014116	P/OY Brackets	740.00			
2	5805	Exhaust Pipe	19.90			
		Add'l Electrical Materials	78.10			
		Electrical Materials - Fuel				
		Exhaust Pipe				
		Condenser - As Req'd				
1	11841	HF Condenser	59.95			
1	11801	HF Cond.	2.90			
		1/2" Locking Pin	16.95			
		3.070 Road/Passenger Brakes Wisconsin	195.00			
		1.500 Add'l Electrical Materials	92.50			
		Standard Electrical for fuel	239.00			
		595 Hoses, Conduits & other Supply				
		1/2" Add'l Wisconsin Power Pins	299.00			
		for Brake Buddy @ 3mm long line				
		③ Brake - Passer Switch @ Brackets				
		④ HF Electrical for Air Flow lights				
		RAISE BALL MOUNT EXTENSION	110.00			
		TOTAL PARTS	528.30			
		Gas. Gas				
		Qts. Oil				
		Lbs. Grease				
		Total Gas-Oil-Grease				
		Total Accessories:				
I hereby authorize the above repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car, truck or 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 car, truck or vehicle to secure the amount of repairs thereto.						Shop/Misc.
Work Authorized by _____ Date Promised _____						TOTAL
Delivered to _____ Date Delivered _____						TAX
						TOTAL AMOUNT 1468.00

ESTIMATES FOR LABOR ONLY - MATERIAL, ADDITIONAL

ARC-866-3
PRINTED IN U.S.A.

EXHIBIT K
PAGE 1 OF 1

Danielle Beauvais

From: Regina Panzarella [rpanzarella@wbcert.com]
Sent: Wednesday, May 06, 2015 7:54 AM
To: Danielle Beauvais
Subject: RE [REDACTED]

Hi Danielle

Below are the repurchase figures.

- PURCHASE PRICE PAID \$52,730.00
- LESS MILAGE OFFSET -\$626.51
- ATTORNEY FEES \$2,000.00
- TOTAL TO ATTORNEY AND PLAINTIFF \$54,103.49

Thanks,
Regina

From: Danielle Beauvais [mailto:Danielle@GoLemonLaw.com]
Sent: Tuesday, May 05, 2015 6:02 PM
To: Regina Panzarella
Subject: Kent Walton

Please send the #'s for this buyback case.

Thanks,

Danielle

Danielle Beauvais
Attorney at Law



**Beauvais
Law Firm, LLC**

PROTECTING CONSUMERS SINCE 1999

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HILLSBORO, OREGON 97124
PHONE: 503-681-2008 FAX: 503-681-2005
www.GoLemonLaw.com

EXHIBIT L
PAGE 1 OF 1

05/21/2015

CT Log Number 527164712

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

RE: **Process Served in Oregon**

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] Pltfs. vs. Fiat Chrysler Automobiles US, LLC, Dft. // to: FCA US, LLC
Name discrepancy noted.

DOCUMENT(S) SERVED: Summons, Complaint, Exhibits

COURT/AGENCY: Washington County Circuit Court, OR
Case # [REDACTED]

NATURE OF ACTION: Product Liability Litigation - Lemon Law - 2014 Jeep Grand Cherokee Summit, VIN: 1CARJFJG0EC [REDACTED] - Seeking \$54,198

ON WHOM PROCESS WAS SERVED: C T Corporation System, Salem, OR

DATE AND HOUR OF SERVICE: By Fax on 05/21/2015 at 15:37

JURISDICTION SERVED : Oregon

APPEARANCE OR ANSWER DUE: Within 30 days from the date of service

ATTORNEY(S) / SENDER(S): Danielle R Beauvais
5291 NE Elam Young Parkway
Suite 140
Hillsboro, OR 97124
503-681-2008

ACTION ITEMS: CT has retained the current log, Retain Date: 05/22/2015, Expected Purge Date: 05/27/2015
Image SOP

SIGNED: C T Corporation System
ADDRESS: 388 State St., Suite 420
Salem, OR 97301
TELEPHONE: 503-566-6883

IN THE CIRCUIT COURT OF THE STATE OF OREGON
FOR THE COUNTY OF WASHINGTON



Case No.

Plaintiffs,

SUMMONS

vs.

FCA US, LLC

Defendant.

To: FCA US, LLC
C/O CT Corporation Systems
388 State Street, Suite 420
Salem, OR 97301-3581

Defendant,

You are hereby required to appear and defend the complaint filed against you in the above entitled action within thirty (30) days from the date of service of this summons upon you, and in case of your failure to do so, for want thereof, plaintiff will apply to the court for the relief demanded in the complaint.

NOTICE TO THE DEFENDANT: READ THESE PAPERS

CAREFULLY!

You must "appear" in this case or the other side will win automatically. To "appear" you must file with the court a legal paper called a "motion" or "answer." The "motion" or "answer" must be given to the court clerk or administrator with in 30 days along with the required filing fee. It must be in proper form and have proof of service on the plaintiff's attorney or, if the plaintiff does not have an attorney, proof of service upon the plaintiff.

If you have any questions, you should use an attorney immediately. If you need help in finding an attorney, you may call the Oregon State Bar's lawyer Referral Service at (503) 684-3753 or toll-free in Oregon at (800) 452-7636.

SIGNATURE OF ATTORNEY/AUTHOR FOR PLAINTIFF

Danielle R. Beauvais, Esq.

05198

ATTORNEY'S/ALTERNATE'S NAME (TYPED OR PRINTED): BAR NO. (FAX)

5291 NE Elm Young Parkway, Suite 140

ADDRESS
Hillsboro Oregon 97124 (503) 681-2008

CITY STATE ZIP PHONE

TRIAL ATTORNEY (OTHER THAN ABOVE) (TYPED OR PRINTED) BAR NO.

STATE OF OREGON, County of Washington.

I, the undersigned attorney of record for the plaintiff, certify that the foregoing is an exact and complete copy of the original summons and complaint in the above entitled action.

ATTORNEY OF RECORD FOR PLAINTIFF [S]

CERTIFIED TRUE COPY

D. Beauvais

FILED
OREGON JUDICIAL DEPARTMENT
WASHINGTON COUNTY
2015 MAY 15 11:51 AM '15

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IN THE CIRCUIT COURT OF THE STATE OF OREGON
FOR THE COUNTY OF WASHINGTON

[Redacted]

Case [Redacted]

Plaintiffs,

COMPLAINT
Prayer amount: \$54,198
Fee Authority: ORS 21.160(1)(c)

vs.

FIAT CHRYSLER AUTOMOBILES US, LLC

First Claim for Relief- Breach of Settlement Agreement
Second Claim for Relief- Oregon Lemon Law;
Third Claim for Relief- Breach of Warranty (Magnuson Moss Warranty Act);

Defendant.

**CLAIM SUBJECT TO
MANDATORY ARBITRATION**
Arbitration and Jury Trial Requested

1 - COMPLAINT

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Plaintiffs allege as follows:

PARTIES

1.

Plaintiffs [REDACTED] (hereafter referred to as "Plaintiffs"), are adult residents of the State of Oregon, residing at [REDACTED] Bend, Oregon [REDACTED]

2.

Defendant Fiat Chrysler Automobiles US, LLC (hereafter referred to as "Fiat Chrysler"), is a business corporation authorized to do business in the State of Oregon; and, at all times relevant hereto, was engaged in the design, manufacture, sale, and distribution of Fiat Chrysler motor vehicles and related equipment; and at all times relevant hereto carried on a continuous and systematic portion of its business in the State of Oregon by way of, *inter alia*, the wholesale and delivery of its vehicles to Fiat Chrysler dealerships throughout the State of Oregon; with its principal place of business at 1000 Chrysler Drive, Auburn Hills, Michigan 48326, and which can be served at c/o CT Corporation System, Inc., 388 State Street, Suite 420, Salem, OR 97301-3581.

FACTUAL BACKGROUND

3.

On or about the 18th day of July, 2013, Plaintiffs purchased a new 2014 Jeep Grand Cherokee Summit (hereafter referred to as "the vehicle") from Fiat Chrysler, manufactured and warranted by Fiat Chrysler, bearing the Vehicle Identification Number 1CARJFIG0EC1 [REDACTED] and purchased in the State of Oregon. A copy of the Motor Vehicle Purchase Agreement is attached as Exhibit A.

4.

The basic cash price of the vehicle, including any option package and aftermarket

2 –COMPLAINT

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accessories, registration charges, document fees and related costs and fees, finance charges and collateral expenses, totaled at least \$54,198. See Exhibit A.

5.

The vehicle was registered and insured in Oregon, which gave constructive notice to Fiat Chrysler of a potential lawsuit in Oregon should the vehicle prove to be defective. A copy of the vehicle's registration and insurance identification card are attached as Exhibit B.

6.

The vehicle was paid in full at the time of purchase. A copy of the vehicle's title is attached as Exhibit C.

7.

Fiat Chrysler participated substantially and directly in the sales transaction, in that it entered into an agreement with Plaintiffs pertaining to the transaction under which it promised to repair defective items under the manufacturer warranty.

8.

As part of the basis of the bargain and built into the purchase price, Fiat Chrysler issued to Plaintiffs several warranties, including a 3 year/36,000 miles bumper-to-bumper express warranty and a 5 year/60,000 miles powertrain warranty. A copy of an overview of the warranty coverage, from Defendant's own warranty manual, is attached as Exhibit D.

9.

At the time of purchase, Plaintiffs bought a Service Contract for the price of \$2,103. A copy of the Service Contract Registration is attached as Exhibit E.

10.

Plaintiffs purchased the vehicle in reliance on the existence of these express warranties from Fiat Chrysler, and at the time of sale, Plaintiffs believed Fiat Chrysler would honor said warranties in a timely and proper manner and would not have bought the vehicle had it not

3-COMPLAINT

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been warranted by Fiat Chrysler.

11.

Through their advertising and otherwise, Fiat Chrysler represented that the vehicle was fit for the purpose for which it was designed, safe, and suitable for its intended use.

12.

After taking possession the vehicle, Plaintiffs discovered that it did not conform to the applicable manufacturer's express warranties, inasmuch as the vehicle has been exhibiting many issues including touch screen and related defects, engine problems as well as a dangerous transmission surge.

13.

The vehicle has not been effectively repaired despite many visits to a Fiat Chrysler-authorized repair facility.

14.

At all times relevant, Fiat Chrysler delegated to its authorized dealerships the business of making warranty repairs and servicing new motor vehicles within the jurisdiction of this Court, and as per Fiat Chrysler's instructions, Plaintiffs brought the vehicle to such an authorized dealer for repairs.

15.

All the repairs were attempted at a Fiat Chrysler-authorized repair facility.

16.

Starting from one month after purchase, on August 28, 2013, when the vehicle had only 1,485 miles, Plaintiffs complained to the dealer that the touch screen does not always work, the center console was scratched, the transmission was making a clunking sound, and the rear wiper was not working properly. A copy of the repair invoice is attached as Exhibit F.

4 -COMPLAINT

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17.

The vehicle has been at a Fiat Chrysler for repair on 10 occasions and was out of service for a total of 106 days. The repair invoices are attached as Exhibit G, Pages 1 to 24.

18.

Plaintiffs have concluded that the vehicle is defective and unsafe.

19.

The defects and/or conditions of the vehicle substantially impair the use, value and/or the safety of the vehicle for Plaintiffs, and they violate the express written warranties issued to Plaintiffs by Fiat Chrysler.

20.

Plaintiffs provided Fiat Chrysler and/or one of its authorized dealers with a reasonable number of repair attempts to repair the vehicle, but the vehicle was not repaired within a reasonable amount of time or a reasonable number of repair attempts, such that Plaintiffs have lost faith in the safety of the vehicle.

THE RELATIONSHIP BETWEEN FIAT CHRYSLER AND ITS AUTHORIZED DEALER

21.

On information and belief, each Fiat Chrysler-authorized dealer involved in the vehicle history was an agent, or in the alternative, an apparent agent of Fiat Chrysler for purposes of selling Fiat Chrysler vehicles, such as the vehicle sold to Plaintiffs, and performing warranty repairs under Fiat Chrysler's new vehicle express written warranty.

22.

Fiat Chrysler consented to or knowingly acquiesced to a dealer's exercise of authority by allowing it or requiring it to do the following:

- a. The selling and/or repairing dealership represents itself as an "authorized dealer";

5 -COMPLAINT

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- b. The authorized dealer is required to display Fiat Chrysler's logo and other Fiat Chrysler materials in its showrooms and official documents;
- c. The authorized dealer receives technical bulletins detailing potential vehicle problems from Fiat Chrysler;
- d. The authorized dealer is required to train its technicians with Fiat Chrysler and/or be supervised by Fiat Chrysler; and
- e. The authorized dealer is required to use only Fiat Chrysler-supervised technicians to repair and maintain vehicles under Fiat Chrysler's warranties, thereby representing that the authorized dealer sells and repairs vehicles for Fiat Chrysler.

23.

In advertisements, owner's manuals, websites and otherwise, Fiat Chrysler holds itself out as a manufacturer of motor vehicles which it sells to a consumer through a licensed dealer.

24.

The authorized dealer sells vehicles on Fiat Chrysler's behalf, uses Fiat Chrysler's logo in advertising and on its warranty repair orders, and posts its sign for the public to see.

25.

Fiat Chrysler requires the authorized dealer to follow the rules and policies of Fiat Chrysler in conducting the relevant aspects of its business, including the delivery of the Fiat Chrysler warranties and the servicing of defective vehicles, such as that of Plaintiffs'.

26.

The authorized dealer binds Fiat Chrysler with respect to warranty repairs on the vehicles the authorized dealer sells.

27.

Fiat Chrysler requires the authorized dealer to perform Fiat Chrysler's warranty diagnoses and repairs, and to do so according to the procedures and policies set forth in

6 - COMPLAINT

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writing by Fiat Chrysler.

28.

Fiat Chrysler provides the authorized dealer with, or requires it to obtain, computer programs that display the repair and title history of Fiat Chrysler's vehicles.

29.

Fiat Chrysler requires its customers, including Plaintiffs, to go to an authorized dealer to obtain warranty repairs.

30.

If Fiat Chrysler agrees to repurchase or replace a defective vehicle, customers are required to surrender the vehicle to Fiat Chrysler at an authorized dealership.

31.

Based on the above, a Fiat Chrysler dealership is a Fiat Chrysler agent for purposes of selling and/or repairing Fiat Chrysler vehicles and its components.

FIRST CLAIM FOR RELIEF
BREACH OF SETTLEMENT AGREEMENT

32.

Plaintiffs incorporate by reference all facts and allegations set forth in this Complaint as if alleged herein.

33.

On March 9, 2015, Plaintiffs, through their counsel, sent a notice of lawsuit and demand letter to Fiat Chrysler, via certified mail, asking for a repurchase according to the terms of the Oregon Lemon Law and advising that a lawsuit would be filed 30 days from the letter or by April 9, 2015. A copy of the letter is attached as Exhibit H.

34.

For goodwill reasons, Plaintiffs gave defendant extra time.

7 - COMPLAINT

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35.

On April 27, 2015, Fiat Chrysler made an offer to repurchase the vehicle. A copy of the offer is attached as Exhibit I.

36.

The next day, on April 28, 2015, plaintiffs notified defendant that aftermarket parts were bought within 20 days of the purchase of the vehicle, and forwarded the receipt. A copy of the correspondence is attached as Exhibit J.

37.

The said aftermarket parts consist of the apparatus to tow the subject vehicle behind plaintiffs' motor home when they travel south for the winter. The items were bought on August 01, 2013, 14 days after the vehicle's purchase, and cost \$1,468 including labor. A copy of the receipt is attached as Exhibit K.

38.

Defendant did not send the figures until 9 days later, on May 6, 2015, and they did not include the above-mentioned aftermarket parts. A copy of the repurchase figures is attached as Exhibit L.

39.

Plaintiffs aver that on May 12, 2015, defendant refused to honor the lemon law repurchase for the reason that Fiat Chrysler could not use the aftermarket parts and would have to discard them.

40.

The lemon law repurchase offer and acceptance formed an enforceable contract and settlement agreement.

41.

Fiat Chrysler breached the parties' settlement agreement.

8 -COMPLAINT

Danielle R. Beauvais, Esq.
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Suite 140
Hillsboro, Oregon 97124
(503) 681-2008 Telephone
(503) 681-2005 Facsimile
Danielle@GoLemonLaw.com

1
2 WHEREFORE, Plaintiffs respectfully pray for judgment against the Defendant in the
3 amount of \$54,198, plus collateral charges, incidental costs, and attorney's fees and \$505 for
4 the cost of filing this lawsuit.

5
6 **SECOND CLAIM FOR RELIEF**

7 **OREGON LEMON LAW**

8 42.

9 Plaintiffs incorporate by reference all facts and allegations set forth in this Complaint as
10 if alleged herein.

11 43.

12 At all times relevant, Plaintiffs have been "Consumers" within the meaning of ORS
13 646A.400.

14 44.

15 The subject vehicle is a self-propelled passenger vehicle as defined in ORS 801.360, and
16 it was sold and/or registered in the State of Oregon.

17 45.

18 The subject vehicle experienced nonconformities with the first two years of purchase or
19 within the first twenty-four thousand (24,000) miles.

20 46.

21 Fiat Chrysler, through its agent authorized dealer, has had at least four opportunities to
22 correct the alleged defect, and was given direct written notification of the said defects and
23 potential legal action.

24 47.

25 Section 646A.404 of the Oregon Lemon Law provides:

(1) If the manufacturer or agents or authorized dealers of the manufacturer are

9 -COMPLAINT

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1
2 unable to conform the motor vehicle to an applicable manufacturer's express
3 warranty by repairing or correcting a defect or condition that substantially
4 impairs the use, market value or safety of the motor vehicle to the consumer
5 after a reasonable number of attempts, the manufacturer shall:

- 6 (a) Replace the motor vehicle with a new motor vehicle; or,
7 (b) Accept return of the vehicle from the consumer and refund to the
8 consumer the full purchase or lease price and collateral charges paid, less a
9 reasonable allowance for the consumer's use of the motor vehicle.

10 48.

11 Fiat Chrysler or its agents or authorized dealers were unable to conform the vehicle to
12 the manufacturer's warranty by repairing or correcting the defects or conditions that
13 substantially impair the use, market value or safety of the vehicle after a reasonable number of
14 repair attempts and willfully failed to replace or repurchase the defective vehicle after
15 notification that the vehicle is presumed by law to be a "lemon".

16 49.

17 Plaintiffs have suffered actual, incidental and consequential damages as a result of Fiat
18 Chrysler's failure to repair, replace, or repurchase the vehicle.

19 50.

20 Therefore, *inter alia*, Fiat Chrysler has violated the Oregon Lemon Law to the injury of
21 Plaintiffs, and the rights and obligations of the parties have become fixed under the Lemon
22 Law, entitling Plaintiffs to a refund as allowed by law.

23 51.

24 Plaintiffs aver that the subject vehicle is so defective that a refund that includes all
25 collateral charges is warranted.

26 52.

27 Section 646A.404 of the Oregon Lemon Law provides:

- 28 (1) 'Collateral charge' means a charge, fee or cost to the consumer related to
29 the sale or lease of a motor vehicle, such as:
30 (a) A sales, property or use tax;
31 (b) A license, registration or title fee;
32 (c) A finance charge;

33 10 - COMPLAINT

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- 1 (d) A prepayment penalty;
2 (e) A charge for undercoating, rustproofing or factory or dealer installed
3 options; and
4 (f) The cost of an aftermarket item purchased within 20 days after
5 delivery of the motor vehicle (emphasis added).

6 53.

7 Plaintiffs bought the subject aftermarket components 14 days after the purchase of the
8 vehicle (see Exhibit K); as such, they are refundable under the Oregon Lemon Law.

9 54.

10 Plaintiffs aver that whether defendant could use the aftermarket parts or discard them
11 after repurchasing the vehicle is irrelevant, an invalid defense, and a bad faith argument given
12 the recoverable costs clearly listed in the lemon law.

13 55.

14 Plaintiffs avers that Section 646A.412(2) provides that upon successfully prevailing upon
15 the Lemon Law claim herein, all attorney's fees, arbitration fees, expert witness fees, and costs
16 to a consumer who prevails are recoverable, and therefore are demanded against Fiat Chrysler.

17 56.

18 Furthermore, Section 646A.412(1) of the Oregon Lemon Law provides:

19 (2) If a consumer brings an action under ORS 646A.400 to 646A.418 against a
20 manufacturer and the consumer is granted one of the remedies specified in ORS
21 646A.404(1) by the court, the consumer shall also be awarded three times the
22 amount of any damages, not to exceed \$50,000 over and above the amount due
23 the consumer under 646A.404(1), if the court finds that the manufacturer did
24 not act in good faith.

25 57.

Plaintiffs aver that Fiat Chrysler did not act in good faith in refusing to refund the
aftermarket parts for a trivial reason.

58.

Fiat Chrysler has failed to repurchase the vehicle within 30 days of plaintiffs' notice
letter.

11 -COMPLAINT

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1
2 WHEREFORE, Plaintiffs respectfully pray for judgment against the Defendant in the
3 amount of \$54,198, plus collateral charges, incidental costs, and attorney's fees and \$505 for
4 the cost of filing this lawsuit, and three times the amount of the total purchase price.

5 **THIRD CLAIM FOR RELIEF**

6 **FEDERAL MAGNUSON-MOSS WARRANTY ACT**

7 59.

8 Plaintiffs incorporate by reference all facts and allegations set forth in this Complaint as
9 if alleged herein.

10 60.

11 Plaintiffs are "consumers" as defined by 15 U.S.C. §2301(3); Fiat Chrysler is a
12 "warrantor" as defined by 15 U.S.C. §2301(5); and the vehicle is a "consumer product" as
13 defined in 15 U.S.C. §2301(1).

14 61.

15 An express Limited Warranty and an implied warranty of merchantability were given to
16 Plaintiffs as a part of the purchase, as defined by 15 U.S.C. §2301(6) and (7).

17 62.

18 By the terms of the express written warranties referred to in this Complaint, Fiat
19 Chrysler agreed to perform effective warranty repairs at no charge for parts and/or labor
20 within a reasonable time but failed to make such effective repairs within a reasonable time.

21 63.

22 Section §2304 (a) of the Magnuson-Moss Warranty Act provides:

23 (4) if the product (or a component part thereof) contains a defect or
24 malfunction after a reasonable number of attempts by the warrantor to remedy
25 defects or malfunctions in such product, such warrantor must permit the
consumer to elect either a refund for, or replacement without charge of, such
product...

12 -COMPLAINT

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64.

The Limited Warranty has failed in its essential purpose, and Fiat Chrysler has violated the Act due to its inability to repair the nonconformities at all or within a reasonable time, and due to its refusal to provide Plaintiffs a refund or replacement. 15 U.S.C. §2304 (a)(1) and (4).

65.

Fiat Chrysler has also breached its implied warranty of merchantability because the vehicle is not fit for the ordinary purpose for which the vehicle is to be used. 15 U.S.C. §2308, 2310 (d).

66.

As a direct and proximate result of Fiat Chrysler's failure to comply with the express warranties, Plaintiffs have suffered damages and, in accordance with 15 U.S.C. §2310(d)(1), Plaintiffs are entitled to bring suit for such damages and other legal and equitable relief.

67.

Plaintiffs aver that upon successfully prevailing upon the Magnuson-Moss claim herein, all attorney fees are recoverable and are demanded against Fiat Chrysler:

Section §2310 (d) of the Magnuson-Moss Warranty Act provides:

(2) If a consumer finally prevails in any 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 attorneys' fees based on actual time expended) determined by the court to have been reasonably incurred by the Plaintiffs 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 attorneys' fees would be inappropriate.

WHEREFORE, Plaintiffs respectfully pray for judgment against the Defendant in the amount of \$54,198, plus collateral charges, incidental costs, and attorney's fees and \$505 for the cost of filing this lawsuit; or such other relief as the Court may deem appropriate, plus reasonable attorney's fees and costs.

13 -COMPLAINT

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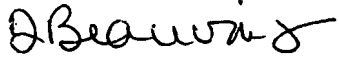
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PRAYER FOR RELIEF

WHEREFORE, Plaintiffs pray for judgment against Defendant as follows:

1. On the first claim, for breach of the settlement agreement, against Fiat Chrysler in the amount of \$54,198, plus collateral charges, incidental costs, plus attorney's fees and \$505 for the cost of filing this lawsuit.
2. On the second claim, for violation of the Oregon Lemon Law, against Fiat Chrysler in the amount of \$54,198, plus collateral charges, incidental costs, and attorney's fees and \$505 for the cost of filing this lawsuit, plus three times the amount of the total purchase price.
3. On the third claim, for violation of the Magnuson Moss Warranty Act, against Fiat Chrysler in the amount of \$54,198, plus incidental costs and reasonable attorney's fees; or such other relief as the Court may deem appropriate, plus reasonable attorney's fees and costs;
4. Plaintiffs' damages are continuing.
5. Plaintiffs seek prejudgment interest at 9%.
6. For such other relief that the court deems just and equitable, such as restitution, plus incidental costs and reasonable attorney's fees.

DATED this 12th day of May, 2015

By 
Danielle R. Beauvais, OSB#05198-Trial Attorney
Attorney for Plaintiffs

Supplement

AAA OREGON AUTOSOURCE
20350 EMPIRE BLVD SUITE A5
BEND, OR 97701
541-598-3750

MOTOR VEHICLE PURCHASE AGREEMENT
(INCLUDES TERMS ON BACK OF PAGE)

EXPECTED DELIVERY DATE 07/22/2013 TODAY'S DATE 07/22/2013

PURCHASER'S NAME [REDACTED] RES BUS [REDACTED] STOCK NO [REDACTED]
ADDRESS [REDACTED] CITY BEND STATE OR ZIP [REDACTED]

Subject to the terms and conditions set forth below and on reverse side, Purchaser agrees to purchase from Dealer the vehicle described below (the Vehicle). Delivery is to be made on the expected delivery date shown above or as soon thereafter as possible. HOWEVER, PURCHASER AGREES THAT NEITHER THE DEALER NOR THE MANUFACTURER WILL BE LIABLE FOR FAILURE TO EFFECT DELIVERY.

NEW OR USED: YEAR 2014 CYL 6 MAKE JEEP BODY TYPE SUV MODEL GR CHERO VEHICLE IDENTIFICATION NUMBER (VIN) 1CAR1FJG0C189490
COY AUBURN PLVARE 237 LICENSE TERN SALES REPRESENTATIVE BOB HOFFMAN

ALL DEPOSITS TAKEN ON NEW VEHICLE ORDERS ARE NON-REFUNDABLE EARNEST MONIES

DESCRIPTION OF TRADE-IN
YEAR 2007 MAKE TOYOTA BODY TYPE 4 DOOR MODEL SEQUOIA
VEHICLE IDENTIFICATION NO. 5TDBT44A855

ITEMIZATION OF PURCHASE
Cash Price of Unit \$ 58627.00

IMPORTANT WARRANTY INFORMATION
Unless Dealer furnishes Purchaser with a separate written warranty or service contract made by Dealer on its own behalf, DEALER HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ON ALL GOODS AND SERVICES SOLD BY DEALER. ALL USED VEHICLES ARE SOLD AS IS. Any warranty on any new vehicle or used vehicle still subject to a Manufacturer's warranty is that made by the Manufacturer only. All warranties, if any, by Manufacturers and suppliers are theirs, not Dealer's, and only the Manufacturers and suppliers shall be liable for performance under such warranties.
LIMITATION OF DAMAGES: PURCHASER SHALL NOT BE ENTITLED TO RECOVER FROM DEALER ANY DAMAGES FOR LOSS TO PROPERTY OR PERSONS OR DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, LOSS OF INCOME, OR ANY OTHER CONSEQUENTIAL OR INCIDENTAL DAMAGES

1 Total Cash Sale Price \$ 58627.00
2 Other Charges
A. License/Registration Fee \$ -77.00
B. Title Fee \$ 77.00
C. DEO Certification Fee \$ N/A
D. Electronic Filing Fee \$ N/A
E. Title & Registration Processing Fee \$ N/A
F. Service Contract Fee \$ 2183.00
G. \$ N/A
H. \$ N/A
Total Other Charges (Add 2A through 2H) \$ 2183.00
3. Downpayment:
A. Cash Downpayment \$ 0.00
B. One deferred downpayment (pickup pymt) due \$ 0.00
C. Trade In: Value \$ 13200.00 Less Owing \$ N/A Net \$ 13200.00
Total Down (A + B + C) \$ 13200.00
4 Unpaid balance of cash sale price (1 + 2 minus 3) \$ 39530.00 To be paid

BINDING ARBITRATION
Purchaser acknowledges that Dealer and/or Purchaser shall have the right to require that any claim, controversy, or dispute between the parties, including but not limited to those arising out of or relating to the Agreement, the interpretation thereof, or the vehicle, shall be resolved in binding arbitration in accordance with paragraph 11 on the backside of the Agreement. Both parties are waiving their right to a jury trial.
PURCHASER X

TRADE-IN ALLOWANCE AND PAYOFF BALANCE
Purchaser agrees to deliver to Dealer the title(s) to the Trade-in and warrants that Purchaser holds title to the Trade-in free and clear of all liens and encumbrances except as noted below. Purchaser agrees to pay any lost title replacement fees. Subject to the terms set forth on the back of this Agreement, the Trade-in allowance shown on line 3C above is the amount Dealer agrees to credit to Purchaser's account, providing Purchaser accepts delivery of the Vehicle and completes the transaction in accordance with this Agreement. If the value of the Trade-in exceeds the amount owing on the Trade-in, the excess shall be included in Purchaser's down payment. If the payoff balance (amount owing) exceeds the amount shown on line 3C above, Purchaser shall pay the deficiency in cash on demand.
PAYOFF OWED TO

OPTIONAL ELECTRONIC FILING FEE
For a fee of \$ N/A, this Dealership can electronically file your DMV forms. You will receive your standard Oregon license plates today, and your registration and ownership documents will arrive more quickly, but electronic filing is optional and not required by law. If you do not want to electronically file your DMV forms, you will receive your documents and plates in DMV's standard processing time.
ACCEPTS X (INITIAL) DECLINES X (INITIAL)

USED CAR BUYERS GUIDE
A Buyers Guide has been posted on the window of each used vehicle. The information on the Buyers Guide for this Vehicle is part of and overrides any contrary provisions in this Agreement. (La información que aparece en la ventanilla de este vehículo forma parte de este contrato. La información contenida en el formulario de la ventanilla anula cualquier provisor que establezca lo contrario y que aparezca en el contrato de venta.)
Purchaser acknowledges receipt of Buyers Guide.
PURCHASER X

PURCHASER HAS READ ALL THE PROVISIONS PRINTED ON THE FRONT SIDE AND BACK SIDE OF THIS PAGE AND AGREES THAT THEY FORM A PART OF THIS CONTRACT

PURCHASER SIGNATURE [REDACTED] CO-PURCHASER SIGNATURE [REDACTED]
DEALER [REDACTED]

Purchaser agrees to obtain physical damage and liability insurance on the Vehicle. Delivery of the Vehicle to Purchaser is subject to credit approved by a financial institution of Dealer's choice (Lender). If Purchaser's credit is not approved by Lender, Purchaser will immediately return the Vehicle to Dealer. THE FRONT AND BACK OF THIS AGREEMENT COMPRISE THE ENTIRE AGREEMENT PERTAINING TO THIS TRANSACTION AND IT MAY ONLY BE AMENDED BY A WRITING SIGNED BY ALL OF THE PARTIES.

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OREGON

PASSENGER REGISTRATION

PLATE NUMBER	TITLE NUMBER	PROCESS DATE	EXPIRATION DATE	FUEL TYPE	EQUIPMENT NO.
[REDACTED]	[REDACTED]	090413	JUL 18, 17	FLEXFUEL	
YEAR	MAKE	STYLE	MODEL	VEHICLE IDENTIFICATION NUMBER	WEIGHT/LENGTH
2014	JEEP	4W	GCH	1C4RJFJG0EC [REDACTED]	
TITLE BRANDS				ODOMETER READING	ODOMETER DATE
- NONE				237	07/18/13
OWNER/LESSEE				ODOMETER MESSAGE	
[REDACTED]					

BEND OR [REDACTED]

COUNTY OF RESIDENCE
COUNTY OF USE
DESCHUTES

NEW ADDRESS

FACE OF THIS DOCUMENT HAS A SECURITY FEATURE



OREGON INSURANCE IDENTIFICATION CARD
COMPANY
SAFECO INSURANCE COMPANY OF OREGON

POLICY NUMBER	EFFECTIVE DATE	EXPIRATION DATE
[REDACTED]	OCT. 5 2014	APR. 5 2015
MAKE/MODEL	VEHICLE IDENTIFICATION NUMBER	
2014 JEEP	1C4RJFJG0EC [REDACTED]	
AGENCY/COMPANY ISSUING CARD		
MILLER INSURANCE AGENCY INC		
(503) 636-6347		
5805 WILLOW LN		
LAKE OSWEGO OR 97035-5342		

INSURED

BEND OR [REDACTED]

SEE IMPORTANT NOTICE ON REVERSE SIDE

CN-7028/EP 12/06

EXHIBIT B
PAGE 1 OF 1

OREGON VEHICLE CERTIFICATE OF TITLE

DMV DRIVER AND MOTOR VEHICLE SERVICES CERTIFIES THE PARTY IS LISTED AS OWNER OF THE CONTROL NUMBER
 DESCRIBED VEHICLE. DOCUMENTS FILED WITH DMV SHOW THE VEHICLE IS SUBJECT TO THE OWNERSHIP 5517267
 INTEREST(S) SPECIFIED

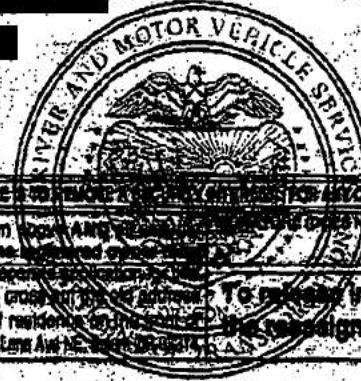
PLATE NUMBER 853GNK	TITLE NUMBER	PROCESS DATE 090413	SURVIVOR Y/N	REFERENCE NUMBER
YEAR 2014	MAKE JEEP	STYLE 4W	MODEL GCH	VEHICLE IDENTIFICATION NUMBER 1C4RJPJG0EC

ODOMETER READING 237	ODOMETER DATE 07/18/13
-------------------------	---------------------------

ODOMETER MESSAGE

TITLE BRANDS
 The title "brand" printed below indicates the make, model, condition, or circumstances of the vehicle for which this title has been issued. Please see back of title for more information.
 - NONE -

[REDACTED]
 SEND OR [REDACTED]



SEE REVERSE SECTION WHEN THE ONLY CHANGE IS TO REMOVE A SECURITY INTEREST. FOR ANY OTHER CHANGES, SEE INSTRUCTIONS ON REVERSE.
 If there is no change in owners as shown above AND the security interest holder does not release interest, the security interest holder has released interest, one signature is required on this title. If not completing a separate application for title, the security interest holder's name, address and county of residence on the back of this title must be updated and the title sent to DMV, 1205 Love Ave NE, Salem, OR 97331.
 To release interest in the vehicle, complete the reassignment on back of the title.

SIGNATURE AND COUNTERSIGNATURE OF SECURITY INTEREST HOLDER OR LESSOR RELEASING ALL INTEREST

SIGNATURE AND COUNTERSIGNATURE OF SECURITY INTEREST HOLDER OR LESSOR RELEASING ALL INTEREST

SEE REVERSE OF TITLE FOR APPLICATION INSTRUCTIONS.

VOID WITHOUT CHAIN LINK WATERMARK

735-410 (5-08) 853GNK 1C4RJPJG0EC 1324789638 C
 2765 070 10 V1 T1 03 57 M8 P5 E0 M0 09

EXHIBIT C
 PAGE OF

EXHIBIT D
PAGE 1 OF 2

Jeep®

2014

All Vehicles

WARRANTY INFORMATION

WARRANTY COVERAGE AT A GLANCE

DESCRIPTION	1 Yr/ 12,000	2 Yr/ 24,000	3 Yr/ 36,000	3 Yr/ 50,000	3 Yr/ Unlimited	5 Yr/ 50,000	5 Yr/ 100,000	7 Yr/ 70,000	8 Yr/ 80,000
Basic Limited Warranty Coverage									
Special Extended Warranty Coverage									
Anti-Corrosion Perforation Limited Warranty:									
All Panels									
Outer Panels									
Powertrain Limited Warranty									
Federal Emissions Warranty									
Federal Emissions Warranty Specified Comp.									

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EXHIBIT **D**
PAGE 2 OF 2



**VEHICLE SERVICE CONTRACT
PROOF OF REGISTRATION**

Today's Date **22-JUL-2013**

(CONTRACT SALE DATE)

Name of Purchaser [Redacted]				DEALER Code 31518	Contract Number [Redacted]
Address [Redacted]		City BEND	State OR	Zip [Redacted]	CONTRACT SALE DATE 22-JUL-2013
Seller AAA OREGON - ID AUTOSOURCE LLC		Telephone 503-517-8817		Expiration Date 22-JUL-2023	Expiration Mileage 120000
Address 1005 SOUTHEAST WASHINGTON ST		City PORTLAND	State OR	Zip 97214	Year 2014
					Make JEEP

CHECK (✓) VEHICLE CYLINDERS

CYLINDERS (check one) 3 4 5 6 8 10

Factory Wrap+Plus CareSM

CHECK (✓) PROGRAM COVERAGE SELECTION

VEHICLE COVERAGE

NEW/NEAR-NEW*

Factory Wrap+Plus PreferredSM

Factory Wrap+Plus AdvantageSM

Factory Wrap+Plus ValueSM

* Basic factory warranty must be in place and original factory powertrain extensions must be transferred, if necessary.

Vehicle Identification Number (VIN) 1C4RJFJG0EC1		
Contract Term 120 MONTHS/M20000	Model GR CHEROKEE	Class G
VEHICLE Purchase Price \$ 50627	Service Contract Price \$ 2103	
Covered Component/Parts Per Contract Terms	Deductible (See Section 4)	
Lienholder (if applicable)		
DEDUCTIBLE OPTIONS (applies per repair visit)		
<input checked="" type="checkbox"/> \$100 Deductible		
<input type="checkbox"/> \$100 Disappearing Deductible (applies if covered repair made at a AAA owned or approved repair facility)		
<input type="checkbox"/> \$200 Deductible		
If none of these boxes is checked, the deductible schedule applies (see Section 4, "Your Deductible").		

SELECT (✓) OPTIONAL COVERAGE (Surcharge Required)

SNOWPLOW for Personal Use SNOWPLOW for Business/Commercial Use

CUSTOM SUSPENSION PACKAGE

The Snowplow and Custom Suspension Package Surcharge Options are available only if YOUR VEHICLE is eligible and if the box(es) is checked and the additional surcharge(s) is paid (see Section 3, "Surcharges and Options").

CONTRACT DEFINITIONS (see Section 11, "Definitions"): "WE," "US," and "OUR" refer to the obligor of this contract, which is Continental Service Provider, Inc., 4150 N. Drinkwater Blvd., Suite 400, Scottsdale, AZ 85251, 800-345-0191. If WE do not settle YOUR claim within sixty (60) days of OUR receipt of YOUR proof of loss, YOU may make a claim under service contract reimbursement insurance policy number WNC0046602 against Continental Casualty Company, 333 S. Wabash Avenue, Chicago, IL 60604, 312-822-6000. OUR administrator is CNA National Warranty Corporation, P. O. Box 2840, Scottsdale, AZ 85252-2840, 855-827-2244. This contract is not an insurance policy.

The purchase of this contract is not required in order to purchase or obtain financing for a motor vehicle.

The PROGRAM COVERAGE SELECTION determines YOUR coverage. It is further understood that YOUR coverage begins on the CONTRACT SALE DATE. Expiration of coverage is determined by the Expiration Date or Expiration Mileage shown above, whichever occurs first. By signing below, YOU acknowledge that YOU have read and accept the provisions of the contract as a complete statement of YOUR coverage and rights and that YOU are not relying on any writings other than this contract nor any other representations or promises.

YOU are hereby advised that in the event of cancellation of YOUR contract for reasons other than repossession or a total loss of the VEHICLE, any resulting refund will be processed by the SELLER. Contact the SELLER if YOU wish to cancel this contract per the instructions in Section 9, "Your Right to Cancel."

Should YOU have any questions concerning coverage or benefits under this contract, YOU may call OUR SERVICE CENTER at 855-827-2244.

[Redacted Signature] **7/22/13** Date
 [Signature] **7/22/13** Date
 Seller's Signature

CNA NATIONAL WARRANTY CORPORATION

EXHIBIT E
PAGE 1 OF 1



JIM DORAN AUTO CENTER, INC.
 3075 N. HIGHWAY 99 W. • P.O. BOX 598 • McMinnville, OR 97128
 McMinnville Phone: 472-3131 • (800) 348-8856
 FAX: (503) 434-1135

#6830 P.007/028



DO	VB	LC4RJPJG0EC			DATE	08/28/13
YEAR	MAKE	MODEL	COLOR	W	TIME	08:40
2014	JEEP	GRAND CHER	AUBURN	W	PREVIOUS	08/29/13
MILES IN	MILES OUT	FIRST USE	LCC	BRND OR	WRITE	6883
1485	1487	07/17/13	OR		JERRY	
SEE ALSO						

CUSTOMER IS WAITING

(1) THE CUSTOMER STATES THAT THE TOUCH SCREEN DOESN'T ALWAYS WORK ALSO SOMETIMES THE VOICE ACTIVATION SYSTEM DOESN'T WORK UP DATED RADIO AS PER RRT 13-056 (Tech:13) A	Warranty Claim 186002A9 ZZ T13 3 (Warranty)
(2) THE CUSTOMER STATES THAT THE CENTER CONSOLE HAS SOME SCRATCHES IN IT (SOP) (Tech:13) A	Warranty Claim 21751403 SM T13 2 (P) LKH2018PAC (HEET) 1 (Warranty)
(3) THE CUSTOMER STATES THE TRANSMISSION IS MAKING A CLUNKING SOUND WHEN SHIFTING CHECKED FOR CODES, NO CODES TEST DROVE NO SHIFTING ISSUES AT THIS TIME (Tech:13) A	Labor T13 .00 Total Repair (Customer) .00
(4) THE CUSTOMER STATES THAT THE REAR WIPER ISN'T WORKING PROPERLY LEAVING MARKS ON THE WINDOW WILL HAVE TO ORDER WIPER BLADE (Tech:13) A	Labor T13 .00 Total Repair (Customer) .00

www.doranauto.com

Next Service DEC '13 Lube-Oil-Filter

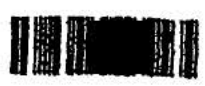
DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

X
 Page 1 of 1
 CUSTOMER SIGNATURE
 Job 0870

Labor	.00
Parts	.00
Sublet	.00
Shop. Sup.	.00
Oil/Grease	.00
Sub Total	.00
00 Tax	.00
Total	.00

Cu EXHIBIT F
 PAGE 1 OF 1



SMOLICH motors

CHRYSLER • DODGE • JEEP • NISSAN • VOLVO • SUZUKI • HYUNDAI
1885 NE Highway 20 - Bend, OR 97701
(541) 389-1177 • Fax (541) 388-2442
www.smolichmotors.com

SERVICE DEPARTMENT HOURS
7:30 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 4:00 p.m. Saturday

R/O Open Date	R/O Number				
11/27/13					
R/O Close Date	Status				
11/27/13	Pre-Invoice				
Mileage In	Mileage Out				
200	3626				
Service Advisor / Tag #					
Craig Fettig					
Vehicle Identification Number					
1C4RJFJG0EC1					
Delivery Date	In-Service Date				
Year	Make	Model	Body	Color	License Number
2014	JEEP	GRAND CHEROKE	4WD 4DR SUMMIT	AUBURN	

Work Phone	Vehicle Identification Number
	1C4RJFJG0EC1
Home Phone	Delivery Date
	License Number

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - 801: RECALLS RECALL N58 SOFTWARE Caused by PERFORMED MULTIPLE SOFTWARE UPDATES TO ABS AND CHE CK GROUND Work performed by HAHN, JOHN (253)	Warranty
#2 - 880: WARRANTY CUSTOMER STATES RADIO SCREEN GOES BLANK AT TIMES DO ALL SOFTWARE Caused by PER RRT 13-071 UPDATED SOFTWARE FOR HOST OF COMMUN ICATION IMPROVEMENTS Work performed by HAHN, JOHN (253)	Warranty
#3 * 880: WARRANTY TCM SOFTWARE Caused by UPDATED TCM SOFTWARE PER BULLETIN FOR IMPROVEMENTS Work performed by HAHN, JOHN (253)	Warranty
#4 * 880: WARRANTY PCM SOFTWARE Caused by UPDATED PCM SOFTWARE Work performed by HAHN, JOHN (253)	Warranty
#5 * 880: WARRANTY HVAC SOFTWARE	

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

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

EXHIBIT G
PAGE 1 OF 24

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

SMOLICH motors

CHRYSLER • DODGE • JEEP • NISSAN • VOLVO • SUZUKI • HYUNDAI
 1865 NE Highway 20 - Bend, OR 97701
 (541) 388-1177 - Fax (541) 388-2442
 www.smolichmotors.com

SERVICE DEPARTMENT HOURS
 7:30 a.m. to 6:00 p.m.
 Monday - Friday
 8:00 a.m. to 4:00 p.m. Saturday

R/O Open Date	R/O Number				
11/27/13					
R/O Close Date	Status				
11/27/13	Pre-Invoice				
Mileage In	Mileage Out				
200	3626				
Service Advisor / Tag #					
Craig Fetting					
Vehicle Identification Number					
1C4RJFJG0EC1					
Delivery Date	In-Service Date				
Year	Make	Model	Body	Color	License Number
2014	JEEP	GRAND CHEROKE	4WD 4DR SUMMIT	AUBURN	

Work Phone		Vehicle Identification Number			
Home Phone		1C4RJFJG0EC1			
Delivery Date		In-Service Date			
Year	Make	Model	Body	Color	License Number
2014	JEEP	GRAND CHEROKE	4WD 4DR SUMMIT	AUBURN	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Caused by: UPDATED HVAC CONTROLS FOR IMPROVMENTS Work performed by HAHN, JOHN (253)	Warranty
#6 * 880: WARRANTY ASCM SOFTWARE Caused by UPDATED ASCM SOFTWARE Work performed by HAHN, JOHN (253)	Warranty

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

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



EXHIBIT 6
 PAGE 2 OF 24

SMOLICH
motors
 CHRYSLER • DODGE • JEEP • NISSAN • VOLVO • SUZUKI • HYUNDAI
 1865 NE Highway 20 - Bend, OR 97701
 (541) 389-1177 - Fax: (541) 389-2442
 www.smolichmotors.com

SERVICE DEPARTMENT HOURS
 7:30 a.m. to 6:00 p.m.
 Monday - Friday
 8:00 a.m. to 4:00 p.m. Saturday

R/O Open Date	R/O Number				
12/12/13					
R/O Close Date	Status				
12/12/13	Pre-Invoice				
Mileage In	Mileage Out				
3835	3835				
Service Advisor / Tag #					
Keith Weisgerber					
Work Phone	Vehicle Identification Number				
	1C4RJFJG0EC1				
Home Phone	Delivery Date				
	In-Service Date				
Year	Make	Model	Body	Color	License Number
2014	JEEP	GRAND CHEROKE	4WD 4DR SUMMIT	AUBURN	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - 101E: EXPRESS OIL CHANGE & INSPECTION Work performed by JONES, SHANE (287) Installed 68191349AA :FILTER: ENGINE OIL 1@8.85 8.85 Installed 68055890AA :OIL: 5W20 6@3.55 21.30 Sub Total: 39.15	
#2 - 9016: 16 POINT FREE VEHICLE INSPECTION RT RR LOWER THAN OTHERS, SET TIRES,,GET PRICE ON CROSSEARS Work performed by JONES, SHANE (287) Installed 82212072AC :RACK KIT: MULTIPURPOSE 1@276.00 276.00 Sub Total: 276.00	
LOP COUPON - CHRYSLER ***** * We are now taking 'Toys for Tots' donations. You may * * drop off your donation at any of our locations. Thank you* * and Happy Holidays! * *****	-9.20

PAID DEC 12 2013

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

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	9.00
PARTS	306.15
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX ID.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	-9.20
TOTAL DUE	305.95

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



EXHIBIT G
 PAGE 3 OF 24

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

Crystal Chrysler Jeep Dodge Center
 36444 Auto Park Dr.
 Cathedral City, CA 92234
 (760) 324-4557
 Fax (760) 424-0228
 Direct Service Line (760) 324-4559

INVOICE
 PAGE 1



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

SERVICE ADVISOR: 625 ALONZO G VIBANCO
 BAR # ARD 249974 EPA # CAD 983587379

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
DEEPAUBURN	14	JEOP GRAND CHEROKEE	1C4RJFJG0EC [REDACTED]		6449 6449	3947	
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN14			17:30 24FEB14		0.00	CASH	28FEB14

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: DLR:60313
08:39 24FEB14	16:51 28FEB14	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							

A CUSTOMER STATES THE TOUCH SCREEN IS INOPERATIVE AT TIMES CHECK AND ADVISE
 CAUSE:
 08 ELECTRICAL
 82 W (N/C)
 ... 6449 PERFORMED INSPECTION AND VERIFIED CONCERN... THEN FOUND RADIO IN NEED OF UP TO DATE SOFT WEAR... THEN INSTALLED UP TO DATE SOFT WEAR AND VERIFIED OK NOW

B CUSTOMER STATES WHEN COMING TO A STOP THE TRANSMISSION WILL DOWN SHIFT AND THEN UP SHIFT CHECK AND ADVISE
 CAUSE:
 20 AUTO TRANS
 82 W (N/C)
 ... 6449 PERFORMED INSPECTION AND TEST DRIVE AND DID NOT VERIFY CONCERN. HOWEVER DID FINE A SOFT WEAR UP DATE FOR (SHIFTING IMPROVEMENTS) #21-007-13 ... THEN PERFORMED SOFT WEAR UP DATE AND VERIFIED OK NOW

C CUSTOMER STATES WHILL DRIVING ABOUT 50 MPH THE TRACTION CONTROL LIGHT CAME ON.... CHECK AND ADVISE
 CAUSE:
 08 ELECTRICAL
 82 W (N/C)
 ... 6449 PERFORMED INSPECTION AND DID NOT VERIFY CONCERN AT THIS TIME

D CUSTOMER STATES WHILL DRIVING AND USING THE PADEL SHIFTING AT 8TH GEAR AND THEN EXCELL NOTHING HAPPEN CHECK AND ADVISE
 CAUSE:
 20 AUTO TRANS
 82 W (N/C)
 ... 6449 PERFORMED INSPECTION AND FOUND SHIFTING OPERATING AS DESIGNED

E CUSTOMER STATES WHEN COMING TO A STOP THERS A CLUNKING NOISE CHECK

THANK YOU FOR BRINGING YOUR CAR TO US FOR SERVICE IF YOU ARE HAPPY LET YOUR NEIGHBOR KNOW. IF YOU ARE UNHAPPY CALL YOUR SERVICE ADVISOR AT ONCE.	ORIGINAL ESTIMATE: \$	AUTHORIZED REVISED ESTIMATE: \$	DESCRIPTION LABOR AMOUNT	TOTALS
	By law, you may choose another licensed Smog check facility to perform any needed repairs or adjustments that the Smog Check test indicates are necessary. <input type="checkbox"/> I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. <input checked="" type="checkbox"/> I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.	CUSTOMER INITIAL X	PARTS AMOUNT GAS, OIL, LUBE SUBLET AMOUNT MISC./HAZ. MAT. CHGS. TOTAL CHARGES ADJUSTMENTS SALES TAX PLEASE PAY THIS AMOUNT	[Blank]

Customer Copy Page 1 of 3

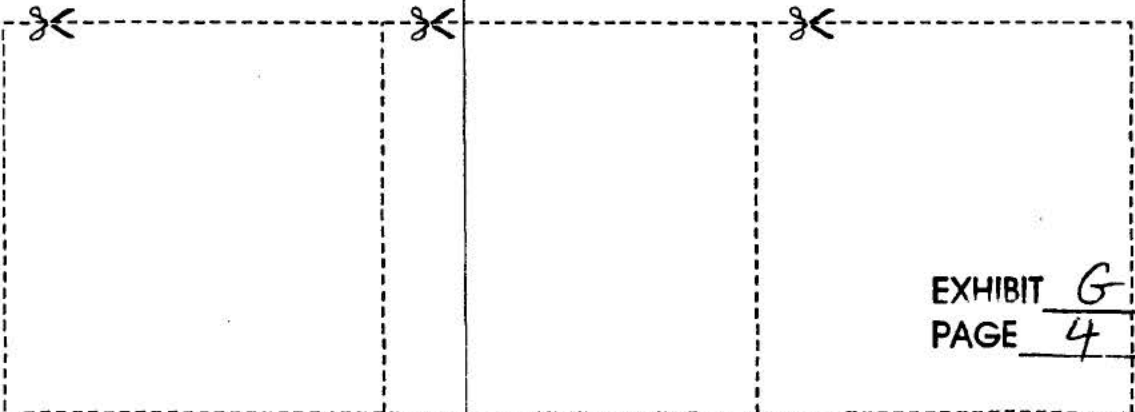


EXHIBIT G
 PAGE 4 OF 24

Customer Number: [REDACTED]

Invoice No: [REDACTED]

Crystal Chrysler Jeep Dodge Center

36444 Auto Park Dr.
Cathedral City, CA 92234
(760) 324-4557
Fax (760) 424-0228

INVOICE



Direct Service Line (760) 324-4559

PAGE 2

BEND, OF [REDACTED]
Home: [REDACTED]
Email: [REDACTED]

Bus: [REDACTED]

BAR # ARO 249974 EPA # CA0 983587379
625 ALONZO G VIBANCO

SERVICE ADVISOR:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
DEEPAUBURN	14	JEEP GRAND CHEROKEE	1C4RJFJG0E[REDACTED]		6449 6449	3947	
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN14			17:30 24FEB14		0.00	CASH	28FEB14

R.O. OPENED DATE CUST. NOTIFIED OPTIONS: CLR.60313

08:39 24FEB14 16:51 28FEB14

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

AND ADVISE... NOTE: IT FEELS LIKE A HARSH DOWN SHIFT

CAUSE:

20 AUTO TRANS

82 W

(N/C)

6449 PERFORMED INSPECTION AND FOUND VEHICLE OPERATING AS DESIGNED

F RENT A CAR

CAUSE:

99 MISCELLANEOUS

82 W

(N/C)

6449 PROVIDED CUSTOMER WITH RENT A CAR PER CHRYSLER

G SET TIRE PRESSURES AND RECORD

CTP SET TIRE PRESSURES AND RECORD

82 C

0.00

0.00

6449 SET 36 PSI

H PERFORM 23 POINT INSPECTION

23PI PERFORM 23 POINT INSPECTION

82 C

0.00

0.00

6449 NO ADDITIONAL RECOMMENDATIONS AT THIS TIME

I BATTERY TEST, AS A COURTESY TO OUR CUSTOMER WE HAVE TESTED YOUR

BATTERY AT NO CHARGE. OUR HOPE IS THAT WE WILL CATCH A PROBLEM BEFORE IT LEAVES YOU STRANDED.

BT BATTERY TEST, AS A COURTESY TO OUR CUSTOMER WE

HAVE TESTED YOUR BATTERY AT NO CHARGE. OUR HOPE IS THAT WE WILL CATCH A PROBLEM BEFORE IT LEAVES YOU STRANDED.

82 C

0.00

0.00

6449 PERFORMED BATTERY TEST AND BATTERY (PASS)

-1

THANK YOU

FOR BRINGING YOUR CAR TO US FOR SERVICE

IF YOU ARE HAPPY LET YOUR NEIGHBOR KNOW. IF YOU ARE UNHAPPY CALL YOUR SERVICE ADVISOR AT ONCE.

ORIGINAL ESTIMATE:

AUTHORIZED REVISED ESTIMATE:

*By law, you may choose another licensed Smog check facility to perform any needed repairs or adjustments that the Smog Check test indicates are necessary.

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.

CUSTOMER INITIAL

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

X

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC./HAZ. MAT. CHGS.	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Customer Copy

Page 2 of 3

EXHIBIT G
PAGE 5 OF 24

Customer Number: [REDACTED]

Invoice No: [REDACTED]

Crystal Chrysler Jeep Dodge Center

36444 Auto Park Dr.
Cathedral City, CA 92234
(760) 324-4557
Fax (760) 424-0228
Direct Service Line (760) 324-4559

INVOICE



PAGE 3

BEND, OR [REDACTED]

Home:
Email:

Bus: [REDACTED]

BAR # ARD 249974 EPA # CAD 983587379
625 ALONZO G VIBANCO

SERVICE ADVISOR:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
DEEPAUBURN	14	JEEP GRAND CHEROKEE	1C4RJFJG0EC [REDACTED]		8449 8449	3947	
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN14			17:30 24FEB14		0.00	CASH	28FEB14
R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: CLR:60313					
08:39 24FEB14	16:51 28FEB14						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
EST: 0.01				24FEB14 08:39	SA: 625		

SERVICE HOURS 7-5:30 M-F 7-2 SATURDAYS
CONVENIENT AFTER HOURS DELIVERY (SEE ADVISOR)
2 TRANSPORTATION OPTIONS SPECIAL RENTAL RATES
AND SHUTTLE SERVICE.

THANK YOU FOR BRINGING YOUR CAR TO US FOR SERVICE IF YOU ARE HAPPY LET YOUR NEIGHBOR KNOW IF YOU ARE UNHAPPY CALL YOUR SERVICE ADVISOR AT ONCE.	ORIGINAL ESTIMATE:	AUTHORIZED REVISED ESTIMATE:	DESCRIPTION	TOTALS
	\$	\$		
<small>By law, you may choose another licensed Smog check facility to perform any needed repairs or adjustments that the Smog Check test indicates are necessary.</small> <input type="checkbox"/> I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. <input checked="" type="checkbox"/> I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE. CUSTOMER SIGNATURE _____			LABOR AMOUNT	\$ 0.00
			PARTS AMOUNT	\$ 0.00
			GAS, OIL, LUBE	\$ 0.00
			SUBLET AMOUNT	\$ 0.00
			MISC. MAZ. MAT. CHGS.	\$ 0.00
			TOTAL CHARGES	\$ 0.00
			ADJUSTMENTS	\$ 0.00
			SALES TAX	\$ 0.00
		PLEASE PAY THIS AMOUNT	\$ 0.00	

Customer Copy

Page 3 of 3

WILD CARD SPECIAL
10% OFF
ANY ONE REPAIR OF YOUR CHOICE!

Please present coupon at time of write up. Cannot be combined with any other special. MUST BE USED ON FUTURE VISIT. CANNOT BE COMBINED WITH ANY OTHER COUPONS OR SPECIAL PRICING.

www.crystalchrysler.com Invoice No. 506749
Coupon Expires: 27 Aug 2014

FREE LUBE OIL FILTER
UP TO 5 QTS WITH ANY TEST DRIVE.
SEE SALES MANAGER FOR DETAILS

X _____
Sales Mgr. Signature

Coupon Expires: 27 Aug 2014
www.crystalchrysler.com

MOPAR ACCESSORIES DISCOUNT
10%

INCLUDES:
- Discount on available accessories for Chrysler Group LLC. Vehicles.
- Mopar accessories are covered by either the 3-year/36,000-mile New Vehicle Limited Warranty or the 12-month/12,000-mile Mopar Basic Limited Warranty whichever is more favorable to the customer. See dealer for details and a copy of the warranty.
- Percentage off may not be available on installation price.

MUST BE USED ON FUTURE VISIT. CANNOT BE COMBINED WITH ANY OTHER COUPONS OR SPECIAL PRICING.
Coupon Expires: 27 Aug 2014
www.crystalchrysler.com

EXHIBIT 5
PAGE 6 OF 27

Customer Number: [REDACTED]

Invoice No: [REDACTED]

Crystal Chrysler Jeep Dodge Center

36444 Auto Park Dr.
Cathedral City, CA 92234
(760) 324-4557
Fax (760) 424-0228

INVOICE



PAGE 1

Direct Service Line (760) 324-4559

BEND, OF [REDACTED]
Home: [REDACTED]
Email: [REDACTED]

Bus: [REDACTED]

SAR # ARD 249974 EPA # CAD 963587379
625 ALONZO G VIBANCO

SERVICE ADVISOR:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
DEEPAUBURN	14	JEEP GRAND CHEROKEE	1C4RJFJG0E0 [REDACTED]		8393 8400	3396	
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN14			17:30 03APR14		0.00	CASH	11APR14
R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: CLR60313					
08:57 03APR14	15:21 11APR14						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							

A CUSTOMER STATES THERE IS A CLUNKING NOISE WHEN COMING TO A STOP...
CUSTOMER TO TEST DRIVE WITH A TECHNICIAN

CAUSE:

04 DRIVEABILITY
82 W

(N/C)

8393 PERFORMED TEST DRIVE AND VERIFIED THE SHIFTING HOWEVER OPENED
A STAR CASE AND PER STAR CASE ENGINEER FOUND TO BE A NORMAL CONDITION.
NO FURTHER REPAIRS NEEDED AT THIS TIME

B CUSTOMER STATES THE RADIO SCREEN FREEZES AND LOCKS UP. CHECK & ADVISE
CAUSE:

08 ELECTRICAL
82 W

(N/C)

8393 PERFORMED INSPECTION AND VERIFIED CONCERN. THEN OPEN STAR CASE
AND PER STAR CASE INSTALLED A NEW SOFT WEAR IN RADIO SYSTEM 14.05.03
THEN RE TESTED AND FOUND OPERATING AS DESIGNED

C CUSTOMER STATES EXCESSIVE WIND NOISE ON PASSENGER SIDE (55-75 MPH)
CAUSE:

23 BODY INTERIOR-EXT.
82 W

(N/C)

8393 PERFORMED TEST DRIVE ON FREEWAY AND WITH HEAD WIND AT 70-MPH
AND FOUND NO WIND NOISE OR ANY ABNORMAL NOISE AT THIS TIME

D CHRYSLER AUTHORIZED RENTAL... CARE # 24551432... VEHICLE IS PART OF
THE ENHANCED CUSTOMER SATISFACTION PROGRAM.

RENT
82 W

(N/C)

8393 PROVIDED CUSTOMER WITH RENT A CAR PER CARE #24551432

E Moved to: 508758C Line: A
SPO Moved to: 508758C Line: A
999 C

0.00 0.00

THANK YOU FOR BRINGING YOUR CAR TO US FOR SERVICE	ORIGINAL ESTIMATE:	AUTHORIZED REVISED ESTIMATE:	DESCRIPTION	TOTALS
	\$	\$		LABOR AMOUNT
IF YOU ARE HAPPY LET YOUR NEIGHBOR KNOW. IF YOU ARE UNHAPPY CALL YOUR SERVICE ADVISOR AT ONCE.	*By law, you may choose another licensed Smog check facility to perform any needed repairs or adjustments that the Smog Check test indicates are necessary.		PARTS AMOUNT	
	I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.		GAS, OIL, LUBE	
	CUSTOMER INITIAL		SUBLET AMOUNT	
	I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.		MISC./HAZ. MAT. CHGS.	
	CUSTOMER SIGNATURE		TOTAL CHARGES	
			ADJUSTMENTS	
			SALES TAX	
			PLEASE PAY THIS AMOUNT	

Customer Copy

Page 1 of 2

EXHIBIT G
PAGE 7 OF 24

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

Crystal Chrysler Jeep Dodge Center

36444 Auto Park Dr.
Cathedral City, CA 92234
(760) 324-4557
Fax (760) 424-0228
Direct Service Line (760) 324-4559

INVOICE



PAGE 2

BEND. OF [REDACTED]
Home: [REDACTED]
Email: [REDACTED]

BUS: [REDACTED]

BAR # ARD 246974 EPA # CAD 983587379
625 ALONZO G VIBANCO

SERVICE ADVISOR:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
DEEPAUBURN	14	JEEP GRAND CHEROKEE	1C4RJFJG0E[REDACTED]		8393 8400	3396	
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN14			17:30 03APR14		0.00	CASH	11APR14
R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: DUR:50313					
08:57 03APR14	15:21 11APR14						

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

F Moved to: 508758C Line: B
SPO Moved to: 508758C Line: B
999 C 0.00 0.00

G Moved to: 508758C Line: C
SPO Moved to: 508758C Line: C
999 C 0.00 0.00

H Moved to: 508758C Line: D
SPO Moved to: 508758C Line: D
999 C 0.00 0.00

*** THE FOLLOWING WORK NOT DONE-TRANSFERRED TO RO#508758C ***
E Moved to: 508758C Line: A
F Moved to: 508758C Line: B
G Moved to: 508758C Line: C
H Moved to: 508758C Line: D

EST: 47.00 08APR14 10:10 SA: 625
CONTACT: KENT
LOF

SERVICE HOURS 7-5:30 M-F 7-2 SATURDAYS
CONVENIENT AFTER HOURS DELIVERY (SEE ADVISOR)
2 TRANSPORTATION OPTIONS SPECIAL RENTAL RATES
AND SHUTTLE SERVICE.

THANK YOU FOR BRINGING YOUR CAR TO US FOR SERVICE IF YOU ARE HAPPY LET YOUR NEIGHBOR KNOW. IF YOU ARE UNHAPPY CALL YOUR SERVICE ADVISOR AT ONCE.	ORIGINAL ESTIMATE:	AUTHORIZED REVISED ESTIMATE:	DESCRIPTION	TOTALS
	\$	\$		
			LABOR AMOUNT	\$ 0.00
			PARTS AMOUNT	\$ 0.00
			GAS, OIL, LUBE	\$ 0.00
			SUBLET AMOUNT	\$ 0.00
			MISC./HAZ. MAT. CHGB.	\$ 0.00
			TOTAL CHARGES	\$ 0.00
			ADJUSTMENTS	\$ 0.00
			SALES TAX	\$ 0.00
			PLEASE PAY THIS AMOUNT	\$ 0.00

By law, you may choose another licensed Smog check facility to perform any needed repairs or adjustments that the Smog Check test indicates are necessary.

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. X

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER INITIAL: X

CUSTOMER SIGNATURE: _____

Customer Copy

Page 2 of 2

<p>WILD CARD SPECIAL</p> <p>10% OFF</p> <p>ANY ONE REPAIR OF YOUR CHOICE!</p> <p>Please present coupon at time of write up. Cannot be combined with any other special. MUST BE USED ON FUTURE VISIT. CANNOT BE COMBINED WITH ANY OTHER COUPONS OR SPECIAL PRICING..</p> <p>www.crystalchrysler.com Invoice No. 508758 Coupon Expires: 08 Oct 2014</p>	<p>FREE LUBE OIL FILTER</p> <p>UP TO 5 QTS WITH ANY TEST DRIVE.</p> <p>SEE SALES MANAGER FOR DETAILS</p> <p>X _____</p> <p>Sales Mgr. Signature</p> <p>Coupon Expires: 08 Oct 2014 www.crystalchrysler.com</p>	<p>MOPAR ACCESSORIES DISCOUNT!</p> <p>.10%</p> <p>INCLUDES: Discount on available accessories for Chrysler Group LLC. Vehicles. Mopar accessories are covered by either the 3-year/36,000-mile New Vehicle Limited Warranty or the 12-month/12,000-mile Mopar Basic Limited Warranty whichever is more favorable to the customer. See dealer for details and a copy of the warranty. Percentage off may not be available on installation price.</p> <p>MUST BE USED ON FUTURE VISIT. CANNOT BE COMBINED WITH ANY OTHER COUPONS OR SPECIAL PRICING. Coupon Expires: 08 Oct 2014 www.crystalchrysler.com</p>
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EXHIBIT 6 PAGE 8 OF 24

Customer Number: [REDACTED]

Invoice No: [REDACTED]

Crystal Chrysler Jeep Dodge Center

36444 Auto Park Dr.
Cathedral City, CA 92234
(760) 324-4557
Fax (760) 424-0228
Direct Service Line (760) 324-4559

INVOICE



PAGE 1

BEND. OR [REDACTED]

Home:
Email:

Bus: [REDACTED] Cell: [REDACTED]

BAR # ARD 249974 EPA # CAD 983587379
SERVICE ADVISOR: 306 ANTHONY Q WELTY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
DEEPAUBURN	14	JEEP GRAND CHEROKEE	1C4RJFJG0E [REDACTED]		8528 8530	2149	
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN14			17:30 29APR14		0.00	CASH	30APR14
R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: OLR:60313					
08:03 12APR14	14:42 30APR14						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							
A CUSTOMER STATES THE RADIO SCREEN WILL GO BLANK AT TIMES BUT CAN STILL HEAR SOUND CHECK AND REPORT CAUSE: INTERNAL DEFECT							
	08			VERIFIED REPAIRS			
				530 W			(N/C)
				1 68190240ZG RADIO-MULTI MEDIA			(N/C)
8530 PERFORMED DIAGNOSIS, VERIFIED COMPLAINT, POWER AND GROUND OK, HAS CURRENT SOFTWARE, CONTACTED STAR, AND THEY ADVISED TO REPLACE RADIO, INSTALLED NEW RADIO, NEW RADIO SHOWED ACQUIRING SIGNAL, PERFORMED RADIO CONFIGURING AND SHOWS, NOT LOADING, CONTACT STAR AGAIN, THEY SAID TO ORDER ANOTHER NEW RADIO, AS PER JEEP TECH SUPPORT, AND CODE R-A FOR DIAG 1.0 AND INSTALLED SECOND NEW RADIO AND IT WORKED CORRECTLY. VERIFIED IT HAS LATEST VERSION OF SOFTWARE. AND RENTAL IS COVERED ALSO AS PER R-A CODE. NOTIFIED CUSTOMER THAT THE VEHICLE IS COMPLETED AND READY FOR PICKUP 4-28-14 AT 10AM							
B							
B SET TIRE PRESSURES AND RECORD							
				CTP SET TIRE PRESSURES AND RECORD			
				530 C	0.00		0.00
C							
C BATTERY TEST, AS A COURTESY TO OUR CUSTOMER WE HAVE TESTED YOUR BATTERY AT NO CHARGE. OUR HOPE IS THAT WE WILL CATCH A PROBLEM BEFORE IT LEAVES YOU STRANDED.							
				BT BATTERY TEST, AS A COURTESY TO OUR CUSTOMER WE HAVE TESTED YOUR BATTERY AT NO CHARGE. OUR HOPE IS THAT WE WILL CATCH A PROBLEM BEFORE IT LEAVES YOU STRANDED.			
				530 C	0.00		0.00
D							
D RENTAL AS PER CHRYSLER CAUSE: AS PER RA CODE FROM CHRYSLER TECH REP							
				01 CHZZ			(N/C)
				530 W			(N/C)

SUBL RENTAL		ORIGINAL ESTIMATE:	AUTHORIZED REVISED ESTIMATE:	DESCRIPTION	TOTALS
<p>THANK YOU</p> <p>FOR BRINGING YOUR CAR TO US FOR SERVICE</p> <p>IF YOU ARE HAPPY LET YOUR NEIGHBOR KNOW. IF YOU ARE UNHAPPY CALL YOUR SERVICE ADVISOR AT ONCE.</p>	\$	\$		LABOR AMOUNT	
				PARTS AMOUNT	
				GAS, OIL, LUBE	
				SUBLET AMOUNT	
				MISC./HAZ. MAT. CHGS.	
				TOTAL CHARGES	
				ADJUSTMENTS	
				SALES TAX	
				PLEASE PAY THIS AMOUNT	

Customer Copy Page 1 of 2

EXHIBIT 6

PAGE 9 OF 24

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

Crystal Chrysler Jeep Dodge Center
 38444 Auto Park Dr.
 Cathedral City, CA 92234
 (760) 324-4557
 Fax (760) 424-0228
 Direct Service Line (760) 324-4559

INVOICE
 PAGE 2

BEND. OF [REDACTED]
 Home: [REDACTED] Bus: [REDACTED] Cel: [REDACTED]
 Email: [REDACTED]

BAR # ARD 249974 EPA # CAD 983587379
SERVICE ADVISOR: 306 ANTHONY Q WELTY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
DEEPAUBURN	14	JEEP GRAND CHEROKEE	1C4RJFJG0EC183490		8528 8530	2149	
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN14			17:30 29APR14		0.00	CASH	30APR14
R.O. OPENED		DATE CUST. NOTIFIED		OPTIONS: CLR:60313			
08:03 12APR14		14:42 30APR14					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
			W				(N/C)
.....8530 RENTAL COVERED THE CUSTOMER IS IN OUR CRYSTAL RENTAL ***** E** AFTER RADIO INSTALLATION STILL WOULD NOT REPROGRAM AND WAS REQUESTED BY TECH LINE INSTALL ANOTHER NEW RADIO CASE # 245 CAUSE: 08 ELECTRICAL 530 W *****							
EST: 0.00 12APR14 08:03 SA: 306							

SERVICE HOURS 7-5:30 M-F 7-2 SATURDAY
 CONVENIENT AFTER HOURS DELIVERY (SEE ADVISOR)
 2 TRANSPORTATION OPTIONS SPECIAL RENTAL RATES
 AND SHUTTLE SERVICE.

THANK YOU	ORIGINAL ESTIMATE:	AUTHORIZED REVISED ESTIMATE:	DESCRIPTION	TOTALS
FOR BRINGING YOUR CAR TO US FOR SERVICE IF YOU ARE HAPPY LET YOUR NEIGHBOR KNOW. IF YOU ARE UNHAPPY CALL YOUR SERVICE ADVISOR AT ONCE.	\$	\$	LABOR AMOUNT	\$ 0.00
	<small>*By law, you may choose another licensed Smog check facility to perform any needed repairs or adjustments that the Smog Check test indicates are necessary.</small>		PARTS AMOUNT	\$ 0.00
	I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.		GAS, OIL, LUBE	\$ 0.00
	I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.		SUBLET AMOUNT	\$ 0.00
	CUSTOMER SIGNATURE _____		MSC/HAZ. MAT. CHGS	\$ 0.00
	CUSTOMER INITIAL _____		TOTAL CHARGES	\$ 0.00
	X _____		ADJUSTMENTS	\$ 0.00
	SALES TAX		PLEASE PAY THIS AMOUNT	\$ 0.00
	SALES TAX			\$ 0.00
	SALES TAX			\$ 0.00

Customer Copy Page 2 of 2

WILD CARD SPECIAL
10% OFF
 ANY ONE REPAIR OF YOUR CHOICE!

Please present coupon at time of write up. Cannot be combined with any other special. MUST BE USED ON FUTURE VISIT. CANNOT BE COMBINED WITH ANY OTHER COUPONS OR SPECIAL PRICING.

www.crystalchrysler.com Invoice No. 509228
 Coupon Expires: 27 Oct 2014

FREE LUBE OIL FILTER
 UP TO 5 QTS WITH ANY TEST DRIVE.
 SEE SALES MANAGER FOR DETAILS

X _____
 Sales Mgr. Signature

Coupon Expires: 27 Oct 2014
 www.crystalchrysler.com

MOPAR ACCESSORIES DISCOUNT!
10%

INCLUDES:
 Discount on available accessories for Chrysler Group LLC Vehicles.
 Mopar accessories are covered by either the 3-year/36,000-mile New Vehicle Limited Warranty or the 12-month/12,000-mile Mopar Basic Limited Warranty whichever is more favorable to the customer. See dealer for details and a copy of the warranty.
 Percentage off may not be available on installation price.

MUST BE USED ON FUTURE VISIT. CANNOT BE COMBINED WITH ANY OTHER COUPONS OR SPECIAL PRICING.
 Coupon Expires: 27 Oct 2014
 www.crystalchrysler.com

EXHIBIT G
 PAGE 10 OF 24



CHRYSLER • DODGE • JEEP • NISSAN • VOLVO • SUZUKI • HYUNDAI
 1865 NE Highway 20 - Bend, OR 97701
 (541) 388-1177 - Fax: (541) 388-2442
 www.smolichmotors.com

SERVICE DEPARTMENT HOURS
 7:30 a.m. to 6:00 p.m.
 Monday - Friday
 8:00 a.m. to 4:00 p.m. Saturday

R/O Open Date	R/O Number				
5/29/14					
R/O Close Date	Status				
6/06/14	Pre-Invoice				
Mileage In	Mileage Out				
9755	9755				
Service Advisor / Tag #					
Craig Fetting					
Vehicle Identification Number					
1C4RJFJG0E0					
Delivery Date	In-Service Date				
Year	Make	Model	Body	Color	License Number
2014	JEEP	GRAND CHEROKE	4WD 4DR SUMMIT	AUBURN	

BEND, OR		Work Phone	
		Home Phone	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
<p>Caused by TEST DROVE WITH SCAN TOOL AND DROVE ANOTHER LIKE VEHICLE. SHIFT IS THE SAME. KAREBMS EXPLANATION IS THAT THE VEHICLE BY GOVERNMENT MANDATIONS IS BEING PUSHED TO ITS LIMIT FOR MILEAGE AND STAYS IN HIGHER GEAR AS ABSOLUTELY AS LONG AS IT CAN BEFORE SHIFT TO HIGHER RPM. NORMAL OPERATION Work performed by HAHN, JOHN (253)</p>	Warranty
<p>#4 - 880: WARRANTY OPENED LINE FOR PCM SOFTWARE UPDATE FOR PERFORMANCE IMPROVEMENTS Caused by UPDATED PCM SOFTWARE FOR IMPROVEMENTS Work performed by WHITTINGTON, DAKOTA (883)</p>	Warranty
<p>#5 - 880: WARRANTY OPENED LINE FOR HVAC CONTROL SOFTWARE UPDATE FOR IMPROVEMENTS Caused by UPDATED HVAC CONTROL SOFTWARE Work performed by WHITTINGTON, DAKOTA (883)</p>	Warranty

WARRANTY

 * Safe driving from all of us at Smolich Motors! *

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

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

EXHIBIT G
 PAGE 11 OF 24

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.
 X

SMOLICH
motors
CHRYSLER • DODGE • JEEP • NISSAN • VOLVO • SUZUKI • HYUNDAI
1865 NE Highway 20 - Bend, OR 97701
(541) 389-1177 - Fax: (541) 388-2442
www.smolichmotors.com

SERVICE DEPARTMENT HOURS
7:30 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 4:00 p.m. Saturday

R/O Open Date	R/O Number				
7/18/14					
R/O Close Date	Status				
8/29/14	Pre-Invoice				
Mileage In	Mileage Out				
10460	10624				
Service Advisor / Tag #					
Craig Fettig					
Vehicle Identification Number					
1C4RJFJG0EC					
Delivery Date	In-Service Date				
Year	Make	Model	Body	Color	License Number
2014	JEEP	GRAND CHEROKE	4WD 4DR SUMMIT	AUBURN	

Work Phone
Home Phone
BEND, OR

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
<p>#1 - 880: WARRANTY ECS CUSTOMER. WINDSHIELD COWL IS LIFTING THE RUBBER SEAL FROM THE GLASS. TIGHT ON PASS SIDE AND 1 ABOVE IT ON DRIVERS Caused by REPLACED COWL AS WAS NOT FITTING TIGHTLY Work performed by PERRY, SKY (543) Work performed by ENTERPRISE RENT A CAR : 57006 Installed 55079197AH :GRILLE: COWL TOP Qty: 1</p>	<p>Warranty Warranty Warranty</p>
<p>#2 * 880: WARRANTY RRT 14-050 Caused by UPDATED SOFTWARE PER RRT Work performed by PERRY, SKY (543)</p>	<p>Warranty</p>
<p>#3 * 100: ENGINE REPAIR AND MAINTENANCE CEL ON AGAIN. ECS CUSTOMER DIAG AND CALL FOR APPROVAL Caused by CODE P0600 STORED CODE, CHECK OIL FILTER, HAS CORRECT FILTER, NEEDS OIL PSI SWITCH. THEN A BULLETIN G CAME OUT TO REPALCE INTAKE GASKETS WITH REPAIR. ORDERED SECOND GTIME IN. Work performed by STEPHENSON, DANNY (695) Work performed by A1 AUTO RENTALS : 9812 Installed 5149062AA :SWITCH: OIL PRESSURE Qty: 1 Installed 5184562AC :GASKET: INTAKE PLENUM Qty: 6 Installed 5184331AC :GASKET: INTAKE MANIFOLD Qty: 6</p>	<p>Warranty Warranty Warranty Warranty Warranty</p>

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

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

EXHIBIT G
PAGE 13 OF 24

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

SMOLICH motors

CHRYSLER • DODGE • JEEP • NISSAN • VOLVO • SUZUKI • HYUNDAI
1885 NE Highway 20 - Bend, OR 97701
(541) 389-1177 - Fax (541) 388-2442
www.smolichmotors.com

SERVICE DEPARTMENT HOURS
7:30 a.m. to 8:00 p.m.
Monday - Friday
8:00 a.m. to 4:00 p.m. Saturday

R/O Open Date	R/O Number				
7/18/14					
R/O Close Date	Status				
8/29/14	Pre-Invoice				
Mileage In	Mileage Out				
10460	10624				
Service Advisor / Tag #					
Craig Pettig					
Vehicle Identification Number					
1C4RJFJG0BC1					
Delivery Date	In-Service Date				
Year	Make	Model	Body	Color	License Number
2014	JEEP	GRAND CHEROKE	4WD 4DR SUMMIT	AUBURN	

[REDACTED]
BEND, OR [REDACTED]

Year	Make	Model	Body	Color	License Number
2014	JEEP	GRAND CHEROKE	4WD 4DR SUMMIT	AUBURN	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
<p>REMOVED INTAKE TO REPLACE OIL SENDER. REPLACED SENDER AND REPLACED UPPER AND LOWER INTAKE GASKETS PER TSB. CLEARED CODE</p> <hr/> <p>#4 * 880: WARRANTY OPEND LINE FOR BOTH FRONT FENDER FLARES FRONT EDGE & PEELING AWAY FROM METAL. LEADING EDGE Caused by BOTH LEADING EDGES ARE LOOSE ON FRONT FLARES ORDERED Work performed by STEPHENSON, DANNY (695) Work performed by PROFESSIONAL AUTO BODY : 25659 Installed 5QJ84TZZAB :MOLDING: WHEEL FLARE Qty: 1 Installed 5QJ83TZZAB :MOLDING: WHEEL FLARE Qty: 1 Installed 68172491AA :CLIP: TRIM Qty: 4 Installed 68172491AA :CLIP: TRIM Qty: 10 SUBLET PAINTING . INSTALLED ADHESIVE TAPE TO BOTH, REPLACED BROKEN CLIPS AND INSTALLED NEW FENDER FLARES. FIT IS MUCH BETTER NOW.</p>	<p>Warranty Warranty Warranty Warranty Warranty Warranty</p>
<p>#5 * 801: RECALLS P14 Caused by PERFORMED RECALL P14 INSPECTION ON BOOSTER AND INSTALLED PROTECTIVE SHIELD. Work performed by STEPHENSON, DANNY (695) Installed CBXNP143AA :KIT: BOOSTER Qty: 1</p>	<p>Warranty Warranty</p>

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

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

EXHIBIT G
PAGE 14 OF 24

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

SMOLICH motors

CHRYSLER • DODGE • JEEP • NISSAN • VOLVO • SUZUKI • HYUNDAI
1865 NE Highway 20 - Bend, OR 97701
(541) 389-1177 - Fax (541) 388-2442
www.smolichmotors.com

SERVICE DEPARTMENT HOURS
7:30 a.m. to 8:00 p.m.
Monday - Friday
8:00 a.m. to 4:00 p.m. Saturday

R/O Open Date	R/O Number				
12/11/14	[REDACTED]				
R/O Close Date	Status				
12/12/14	Pre-Invoice				
Mileage In	Mileage Out				
14316	14321				
Service Advisor / Tag #					
Craig Fettig					
Vehicle Identification Number					
1C4RJFJG0BC [REDACTED]					
Delivery Date	In-Service Date				
Year	Make	Model	Body	Color	License Number
2014	JEEP	GRAND CHEROKE	4WD 4DR SUMMIT	AUBURN	

[REDACTED]		
BEND, OR [REDACTED]		
Work Phone	[REDACTED]	
Home Phone	[REDACTED]	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
<p>#1 - 101E: EXPRESS OIL CHANGE & INSPECTION Caused by SERVICED, TOPPED FLUIDS, Work performed by FREY, CURTIS (209) Installed 68055890AA :OIL: 5W20 Qty: 6 Installed 68191349AA :FILTER: ENGINE OIL Qty: 1</p>	<p>Warranty Warranty Warranty</p>
<p>#2 - 801: RECALLS P36 ECS CUSTOMER Caused by INSPECTED VISOR WIRING AND INSTALLED GUIDES Work performed by HARRIS, DREW (247) Caused by INSPECTED WIRES TO VISORS, INSTALLED GUIDES Work performed by HARRIS, DREW (247) Work performed by ENTERPRISE RENT A CAR : Installed CBXDP361AA :SPACER: VISOR Qty: 1</p>	<p>Warranty Warranty Warranty Warranty</p>
<p>#3 - 880: WARRANTY CUSTOMER STATES THE PASSENGER DOOR HAS MORE WIND N OISE, CHECK SEAL AND FIT ALSO THE DOOR SEAL ON REAR DOOR DRIVER SIDE LOOKS CUT. Caused by SEALS LOOKS FINE. NO ABNORMAL NOISE FROM MIRRORS O R SEALS. THE CROSSBARS MAKE A BIT OF NOISE, NORMAL Work performed by HARRIS, DREW (247) Caused by</p>	<p>Warranty</p>

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

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

EXHIBIT G
PAGE 15 OF 24

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.
X

SMOLICH motors

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 1885 NE Highway 20 - Bend, OR 97701
 (541) 389-1177 • Fax (541) 388-2442
 www.smolichmotors.com

SERVICE DEPARTMENT HOURS
 7:30 a.m. to 6:00 p.m.
 Monday - Friday
 8:00 a.m. to 4:00 p.m. Saturday

R/O Open Date	R/O Number
12/11/14	
R/O Close Date	Status
12/12/14	Pre-Invoice
Mileage In	Mileage Out
14316	14321
Service Advisor / Tag #	

Craig Fettig

Work Phone

Vehicle Identification Number

1C4RJFJG0EC

Home Phone

Delivery Date

In-Service Date

BEND, OR

Year	Make	Model	Body	Color	License Number
2014	JEEP	GRAND CHEROKE	4WD 4DR SUMMIT	AUBURN	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
<p>LEFT REAR WINDOW CHANNEL GUIDE IS DEFORMED AT REAR EDGE. Work performed by HARRIS, DREW (247) Installed 55399189AG :W/STRIP: REAR DOOR GLASS RUN Qty: 1 REPLACED THE GUIDE CHANNEL</p>	Warranty Warranty
<p>#4 * 880: WARRANTY OPENED LINE FOR BCM SOFTWARE UPDATE Caused by OPENED LINE FOR SOFTWARE UPDATE TO BODY CONTROL MODULE Work performed by HARRIS, DREW (247)</p>	Warranty
<p>#5 * 880: WARRANTY OPENED LINE FOR TCM UPDATE Caused by OPENED LINE FOR TRANS CONTROL MODULE SOFTWARE Work performed by HARRIS, DREW (247)</p>	Warranty
<p>#6 * 880: WARRANTY OPENED LINE FOR PTS UPDATE Caused by UPDATED SOFTWARE FOR COMMUNICATION IMPROVEMNTS Work performed by HARRIS, DREW (247)</p> <p>***** * Looking to save some money? You're in good hands! Get an * * insurance quote while you wait! Visit our Allstate * * agency located inside our Chrysler and Nissan stores! * * Ask about our Referral Rewards! *</p>	Warranty

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

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

AMOUNT G
 PAGE 16 OF 24

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

Customer Number

Invoice No

Crystal Chrysler Jeep Dodge Center

38444 Auto Park Dr

Cathlamet City, WA 98224

(360) 324-4557

Fax (360) 426-3228

Direct Service Line (760) 324-4559

SAF & ADI MOBILE FAX (360) 333-3373

SAF DAN ARKARDIAN

INVOICE

PAGE 2

SERVICE ADVISOR

SEND TO

Home
Email

PLANT	YEAR	MAKE/MODEL	VIN	TYPE	PRICE	DATE	PAID
DEEP AUBURN	14	JEEP GRAND CHEROKEE	1J4G1GCEP	883GNE	17442	17495	2136
INVOICE DATE	PROD. DATE	YEAR	EXP.	PROMISED	WORK	PAID	BY DATE
01 JAN 14				15:00	06 FEB 15	0.00	CASH 25 FEB 15

CO. CHARGED	DATE	AMOUNT	DATE	AMOUNT
09	20 FEB 15	13.51	25 FEB 15	

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

08 ELECTRICAL MINOR
82 W (N/C)

17442 18-60-02-CP* 0.40 HAD RADIO UPDATE NOT VERIFIED MESSAGE BUT UPDATE FOR PHONE MESSAGE INSTALLED.

F FULL SYNTHETIC ENGINE OIL AND FILTER CHANGE

LOF PERFORM LUBE, OIL FILTER SERVICE
82 WCSC (N/C)
1 65191349AB FILTER-ENGINE OIL (N/C)
6 5166240PA *OIL-SW20SYNTHETIC (N/C)

17495 COMPLETED SERVICE

G FLASH UPDATE MODULES
99 MISCELLANEOUS
82 W (N/C)



17442 18-19-05-A1 0.50 UPDATED TCM AND Q LEARN TRANS

H ENTERPRISE CAR RENTAL, ENHANCED PROGRAM
29 SUBLET
82 W (N/C)

17495 ANGEL WITH CHRYSLER OK'D THRU THE 25TH

THANK YOU FOR BRINGING YOUR CAR TO US FOR SERVICE IF YOU ARE HAPPY LET YOUR NEIGHBOR KNOW. IF YOU ARE UNHAPPY CALL YOUR SERVICE ADVISOR AT ONCE.	ORIGINAL ESTIMATE:	AUTHORIZED REVISED ESTIMATE:	DESCRIPTION	TOTALS
	<p>By law, you may choose another licensed smog check facility to perform any needed repairs or adjustments that the smog check test indicates are necessary.</p> <p>I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.</p> <p>I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.</p> <p>CUSTOMER SIGNATURE _____</p>		<p>CUSTOMER INITIAL _____</p> <p>X _____</p>	<p>LABOR AMOUNT</p> <p>PARTS AMOUNT</p> <p>GAS, OIL, LUBE</p> <p>SUBLET AMOUNT</p> <p>MISC./HAZ. MAT. CHGS.</p> <p>TOTAL CHARGES</p> <p>ADJUSTMENTS</p> <p>SALES TAX</p> <p>PLEASE PAY THIS AMOUNT</p>

Customer Copy

EXHIBIT G

Page 2 of 3

PAGE 18 OF 24

CUSTOMER ID: 00151

INVOICE # 521708 PAGE 3

CHRYSLER FINANCIAL GROUP

(760) 324-4557

Fax (760) 424-9228

Direct Service Line (760) 324-4559

SALE CARD # 4557 EPA # CA145007378

SALE CARD # 4557 EPA # CA145007378

SERVICE ADVISOR

SEND TO: [Redacted]
Name: [Redacted]
Email: [Redacted]

Sup: 541 [Redacted]

YEAR	MAKE	MODEL	PLANT	VEHICLE ID	PRICE	DATE
2014	Jeep	GRAND CHEROKEE	1C3B7JG50C	17442-17485	2196	01 JAN 14

INVOICE DATE	MOD DATE	WARR EXP	WARR END	WARR TYPE	WARR DATE
01 JAN 14		15:00	02 FEB 15	0.00	CASH

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
I	PERFORM	23	POINT INSPECTION				
CAUSE:							
	23PI	PERFORM	23	POINT INSPECTION			(N/C)
			814	I23P			

J	RECALL	P67	ORC MODULE, INTERIM STATUS NO PARTS AVAILABLE AT THIS TIME				
CAUSE:							
	99	MISCELLANEOUS					(N/C)
			999	W			

EST: 0.01 25FEB15 13:02 SA: 834

SERVICE HOURS 7-5-10 M-F 7-2 SATURDAYS
 CONVENIENT AFTER HOURS DELIVERY (SEE ADVISOR)
 2 TRANSPORTATION OPTIONS SPECIAL RENTAL RATES
 AND SHUTTLE SERVICE



THANK YOU FOR BRINGING YOUR CAR TO US FOR SERVICE IF YOU ARE HAPPY LET YOUR NEIGHBOR KNOW. IF YOU ARE UNHAPPY CALL YOUR SERVICE ADVISOR AT ONCE.	ORIGINAL ESTIMATE: \$	AUTHORIZED REVISED ESTIMATE: \$	DESCRIPTION: LABOR AMOUNT	TOTALS: 0.00
	*By law, you may choose another licensed smog check facility to perform any needed repairs or adjustments necessary. <input type="checkbox"/> ACKNOWLEDGE NOTICE AND APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. <input checked="" type="checkbox"/> ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.	LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS NECESSARY THAT THE SMOG CHECK TEST INDICATES ARE NECESSARY. CUSTOMER INITIAL: X	PARTS AMOUNT GAS, OIL, LUBE SUBLET AMOUNT MISC./HAZ. MAT. CHGS. TOTAL CHARGES ADJUSTMENTS SALES TAX PLEASE PAY THIS AMOUNT	0.00 0.00 0.00 0.00 0.00 0.00 0.00

Customer Copy

EXHIBIT G
PAGE 19 OF 24

Customer Copy

WORKORDER

CUSTOMER #: [REDACTED]

[REDACTED]

Crystal Chrysler Jeep Dodge Center

36444 Auto Park Dr.

Cathedral City, CA 92234

(760) 324-4557

Fax (760) 424-0228

Direct Service Line (760) 324-4559

PAGE 1

RO# [REDACTED]

BEND, OR [REDACTED]

HOME:

CONT :000-000-0000 CELL: 5413884749

BAR # ARD 249974

EPA # CAD 983587379

EMAIL:

SERVICE ADVISOR: 834 AKKERMAN, DANI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
DEEPAUBURN	14	JEEP GRAND CHEROKEE	1C4RJFJG0EC [REDACTED]	853GNK	17442 /	T2196

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN14			23:15 10FEB15		0.00	CASH	

R.O. OPENED	READY	OPTIONS: DLR:60313
07FEB201509:48	01JAN14	

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# B	14		W	CUSTOMER REPORTS WHILE DRIVING IN TOWN, LOST POWER AND WOULD NOT GO. AFTER APPLYING MORE GAS PEDAL CAR SURGED AND THEN BOGGED DOWN AGAIN. 3 TIMES AND CUSTOMER THEN PARKED CAR. CC:
# C	08		W	CUSTOMER REPORTS A FREEWAY SPEED WITH ADDAPTIVE CRUISE CONTROL ON CAR STOPPED RAPIDLY WITH NOTHING IN FRONT OF CAR. CC:
# D	23		W	CUSTOMER REPORTS A OF THE HOOD SEALS IS MISSING, (ON EACH SIDE WITH OPEN HOOD) CC:
# E	08		W	"911 SEE DEALER MESSAGE" ON CC:

F LOF WCSC FULL SYNTHETIC ENGINE OIL AND FILTER CHANGE |CC:

EXHIBIT G
PAGE 20 OF 24

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, 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 dealer, 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.

AUTHORIZATION FOR REPAIRS

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

PRELIMINARY ESTIMATE \$ _____

DATE OWNER NOTIFIED OF REPAIR COMPLETION _____

AUTHORIZED BY X

AUTHORIZED ADDITIONS	REVISED ESTIMATE	REASON	PERSON CONTACTED	DATE		TIME	
				BY PHONE	IN PERSON	DATE	TIME
				<input type="checkbox"/>	<input type="checkbox"/>		
				<input type="checkbox"/>	<input type="checkbox"/>		
				<input type="checkbox"/>	<input type="checkbox"/>		

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

X

CUSTOMER SIGNATURE

Customer Copy

WORKORDER

CUSTOMER #: [REDACTED]

Crystal Chrysler Jeep Dodge Center
36444 Auto Park Dr.
Cathedral City, CA 92234
(760) 324-4557
Fax (760) 424-0228
Direct Service Line (760) 324-4559

PAGE 2

RO# [REDACTED]

BEND, OR
HOME:
EMAIL:

CONT :000-000-0000 CELL: 5413884749

BAR # ARD 249974 EPA # CAD 98358737

SERVICE ADVISOR: 834 AKKERMAN, DANI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
DEEPAUBURN	14	JEEP GRAND CHEROKEE	1C4RJFJG0EC [REDACTED]	853GNK	17442 /	T2196	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN14			23:15 10FEB15		0.00	CASH	
R.O. OPENED		READY	OPTIONS: DLR:60313				
07FEB201509:48		01JAN14					

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# G	99		W	FLASH UPDATE MODULES CC:
# H	29		W	ENTERPRISE CAR RENTAL, ENHANCED PROGRAM CC:
# I	23PI		W	PERFORM 23 POINT INSPECTION CC:

SERVICE HRS. 7-5:30 M-F
7-2 SATURDAYS, SPECIAL
RENTAL RATES, AVAILABLE
SHUTTLE SERVICE
AFTER HRS. DEL. OPTIONS

EXHIBIT G
PAGE 21 OF 24

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, 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 dealer, 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.

AUTHORIZATION FOR REPAIRS

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

PRELIMINARY ESTIMATE \$ _____

DATE OWNER NOTIFIED OF REPAIR COMPLETION

AUTHORIZED BY X			DATE	TIME
AUTHORIZED ADDITIONS	REVISED ESTIMATE	REASON	PERSON CONTACTED	BY PHONE <input type="checkbox"/> DATE TIME IN PERSON <input type="checkbox"/>
AUTHORIZED ADDITIONS	REVISED ESTIMATE	REASON	PERSON CONTACTED	BY PHONE <input type="checkbox"/> DATE TIME IN PERSON <input type="checkbox"/>
AUTHORIZED ADDITIONS	REVISED ESTIMATE	REASON	PERSON CONTACTED	BY PHONE <input type="checkbox"/> DATE TIME IN PERSON <input type="checkbox"/>

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

X

CUSTOMER SIGNATURE

Customer Number: [REDACTED]

Invoice No: [REDACTED]

Crystal Chrysler Jeep Dodge Center

36444 Auto Park Dr.
Cathedral City, CA 92234
(760) 324-4557

Fax (760) 424-0228
Direct Service Line (760) 324-4559

INVOICE



PAGE 1

BEND, OR S [REDACTED]
Home: [REDACTED]
Email: [REDACTED]

Bus: [REDACTED]

BAR # ARD 249974 EPA # CAD 983587379

SERVICE ADVISOR: 834 DANI AKKERMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
DEEPAUBURN	14	JEEP GRAND CHEROKEE	1C4RJFJG0EC [REDACTED]	[REDACTED]	17442 17495	2196	
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN14			15:00 25FEB15		0.00	CASH	25FEB15

R.D. OPENED	DATE CUST. NOTIFIED	OPTIONS
09:40 07FEB15	13:51 25FEB15	DLR:80313

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

B CUSTOMER REPORTS WHILE DRIVING IN TOWN, LOST POWER AND WOULD NOT GO. AFTER APPLYING MORE GAS PEDAL CAR SURGED AND THEN BOGGED DOWN AGAIN. 3 TIMES AND CUSTOMER THEN PARKED CAR.

CAUSE:

14 FUEL

82 W

(N/C)

17495 ROAD TESTED VEHICLE FREEWAY AND SURFACE STREETS. UNABLE TO DUPLICATE COMPLAINT AT THIS TIME. NO CODES IN MEMORY. NO TSB'S APPLY. OPERATING AS OTHER LIKE VEHICLES

C CUSTOMER REPORTS A FREEWAY SPEED WITH ADDAPTIVE CRUISE CONTROL ON CAR STOPPED RAPIDLY WITH NOTHING IN FRONT OF CAR.

CAUSE:

08 ELECTRICAL MINOR

82 W

(N/C)

17495 ROAD TEST AT FREEWAY SPEEDS WITH ADAPTIVE CRUISE ENGAGED, UNABLE TO DUPLICATE CONCERN AT THIS TIME. SENT EVENT DATA, FREEZE FRAME DATA AND VEHICLE SCAN REPORT TO CHRYSLER AS INSTRUCTED. NO CODES IN MEMORY, NO TSB'S APPLY. OPERATING AS OTHER LIKE VEHICLES.

D CUSTOMER REPORTS A OF THE HOOD SEALS IS MISSING, (ON EACH SIDE WITH OPEN HOOD)

CAUSE:

23 BODY INTERIOR-EXT.

82 W

(N/C)

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

17442 NO SEAL MISSING ONLY 1 ON HOOD AIR FILTER SIDE, AS BUILT

E "911 SEE DEALER MESSAGE" ON

ORIGINAL ESTIMATE:	AUTHORIZED REVISED ESTIMATE:	DESCRIPTION	TOTALS
\$	\$	LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC./IAZ. MAT. CHGS.	
		TOTAL CHARGES	
		ADJUSTMENTS	
		SALES TAX	
		PLEASE PAY THIS AMOUNT	

THANK YOU

FOR BRINGING YOUR CAR TO US FOR SERVICE

IF YOU ARE HAPPY LET YOUR NEIGHBOR KNOW. IF YOU ARE UNHAPPY CALL YOUR SERVICE ADVISOR AT ONCE.

"By law, you may choose another licensed Smog check facility to perform any needed repairs or adjustments that the Smog Check test indicates are necessary."

1 ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.

CUSTOMER INITIAL

X
I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE

Customer Copy

EXHIBIT G

Page 1 of 3

PAGE 22 OF 24

Customer Number

Invoice No:

Crystal Chrysler Jeep Dodge Center

30444 Auto Park Dr.
Cathedral City, CA 92234

(760) 324-4557

Fax (760) 424-0228

Direct Service Line (760) 324-4559

INVOICE



PAGE 2

BAR # ARD 243974

EPA # CAD 983587379

BEND O

Home:

Email:

Bus:

SERVICE ADVISOR: 834 DANI AKKERMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
DEEPAUBURN	14	JEEP GRAND CHEROKEE	1C4RJFJG0E0		17442 17495	2196	
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN14			15:00 25FEB15		0.00	CASH	25FEB15

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS
09:48 07FEB15	13:51 25FEB15	DLR:60313

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

CAUSE: .
08 ELECTRICAL MINOR
82 W (N/C)

17442 18-60-02-CF* 0.40 HAD RADIO UPDATE NOT VERIFIED MESSAGE BUT UPDATE FOR PHONE MESSAGE INSTALLED.

F FULL SYNTHETIC ENGINE OIL AND FILTER CHANGE

CAUSE: .
LOF PERFORM LUBE, OIL FILTER SERVICE
82 WCSC (N/C)
1 68191349A3 FILTER-ENGINE OIL (N/C)
6 5166240PA *OIL-5W20SYNTHETIC (N/C)

17495 COMPLETED SERVICE

G FLASH UPDATE MODULES

CAUSE: .
99 MISCELLANEOUS
82 W (N/C)

17442 18-19-05-A3 0.50 UPDATED TOM AND Q LEARN TRANS

H ENTERPRISE CAR RENTAL, ENHANCED PROGRAM

CAUSE: .
29 SUBLET
82 W (N/C)

17495 ANGEL WITH CHRYSLER OK'D THRU THE 25TH

<p>THANK YOU</p> <p>FOR BRINGING YOUR CAR TO US FOR SERVICE</p> <p>IF YOU ARE HAPPY LET YOUR NEIGHBOR KNOW. IF YOU ARE UNHAPPY CALL YOUR SERVICE ADVISOR AT ONCE.</p>	<p>ORIGINAL ESTIMATE:</p> <p>\$</p>	<p>AUTHORIZED REVISED ESTIMATE:</p> <p>\$</p>	<p>DESCRIPTION</p> <p>LABOR AMOUNT</p>	<p>TOTALS</p>
	<p>I ACKNOWLEDGE NOTICE AND ORA APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.</p> <p>CUSTOMER SIGNATURE</p>	<p>CUSTOMER INITIAL</p> <p>X</p> <p>I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.</p>	<p>PARTS AMOUNT</p> <p>GAS, OIL, LUBE</p> <p>SUBLET AMOUNT</p> <p>MISC./HAZ. MAT. CHGS.</p> <p>TOTAL CHARGES</p> <p>ADJUSTMENTS</p> <p>SALES TAX</p> <p>PLEASE PAY THIS AMOUNT</p>	

Customer Copy

EXHIBIT G

Page 2 of 3

PAGE 23 OF 24

Customer Number: [REDACTED]

Invoice No: [REDACTED]

Crystal Chrysler Jeep Dodge Center

36444 Auto Park Dr.
Cathedral City, CA 92234

(760) 324-4567
Fax (760) 424-0228

Direct Service Line (760) 324-4559

INVOICE



PAGE 3

BEND OR [REDACTED]

Home: [REDACTED]

Bus: [REDACTED]

Email: [REDACTED]

BAR # ARD 249974

EPA # CAD 983587379

SERVICE ADVISOR:

834 DANI AKKERMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
DC1PAUJURN	14	JEEP GRAND CHEROKEE	1C1RJFJG0EC [REDACTED]	853GNK	17442 17495	2196	
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
01 JAN 14			15:00 25 FEB 15		0.00	CASH	25 FEB 15
R.C. OPENED	DATE CUST. NOTIFIED	OPTIONS: DLR:60313					
09:48 07 FEB 15	13:51 25 FEB 15						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
I	PERFORM 23 POINT INSPECTION						
CAUSE: 23PI PERFORM 23 POINT INSPECTION							
814 I23P (N/C)							

G**	RECALL P67 ORC MODULE, INTERIM STATUS NO PARTS AVAILABLE AT THIS TIME						
CAUSE: 99 MISCELLANEOUS							
999 W (N/C)							

EST:	0.01	25 FEB 15	13:02	SA:	834		

SERVICE HOURS 7-5:30 M-F 7-2 SATURDAYS
CONVENIENT AFTER HOURS DELIVERY (SEE ADVISOR)
2 TRANSPORTATION OPTIONS SPECIAL RENTAL RATES
AND SHUTTLE SERVICE.

THANK YOU FOR BRINGING YOUR CAR TO US FOR SERVICE IF YOU ARE HAPPY LET YOUR NEIGHBOR KNOW. IF YOU ARE UNHAPPY CALL YOUR SERVICE ADVISOR AT ONCE.	ORIGINAL ESTIMATE: \$	AUTHORIZED REVISED ESTIMATE: \$	DESCRIPTION:	TOTALS
	I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE. CUSTOMER SIGNATURE _____	CUSTOMER INITIAL X _____	LABOR AMOUNT \$ 0.00 PARTS AMOUNT \$ 0.00 GAS, OIL, LUBE \$ 0.00 S-BLET AMOUNT \$ 0.00 MISC./HAZ. MAT. CHGS. \$ 0.00 TOTAL CHARGES \$ 0.00 ADJUSTMENTS \$ 0.00 SALES TAX \$ 0.00 PLEASE PAY THIS AMOUNT \$ 0.00	

Customer Copy

EXHIBIT 6

Page 3 of 3

PAGE 24 OF 24



Beauvais Law Firm, LLC

Danielle Beauvais, Attorney
Admitted in Oregon and Washington
danielle@golemonlaw.com

5291 NE Elam Young Pkwy Suite 140
Hillsboro, OR 97124
Phone 503-681-2008
Fax 503-681-2005

March 9, 2015

VIA CERTIFIED MAIL

Fiat Chrysler Automobiles US LLC
1000 Chrysler Drive
CIMS: 485-13-32
Auburn Hills, MI 48326

RE: Client: [REDACTED]

Vehicle: 2014 Jeep Grand Cherokee Summit

Vin #: 1CARJFJG0EC [REDACTED]

Purchase Date: 7/18/13

Dealership: Bought through AAA, delivered to dealer in OR

Dear Sir/Madam:

Please be advised that I am hereby putting you on notice regarding a potential claim under the Oregon Motor Vehicle Lemon Law, Oregon Revised Statutes 646.315-375 and the Magnuson Moss Warranty Act, US Code, Title 15, Chapter 50, Sections 2301-2312. Having been advised of my representation in this matter, please forward any and all correspondence directly to my office.

The subject vehicle exhibits a dangerous loss of power and surge, as well as a radio defect (and accompanying components). The vehicle has been out of service at the dealer for more than 53 days.

Based upon the above, my client is seeking a full refund of the purchase price or any other reasonable offer and \$2,000 for attorney's fees and costs. Please contact me to discuss this or any other offer to settle this matter. If I don't hear from you within thirty (30) days of this letter, I will file suit.

Very truly yours,

D. Beauvais

Danielle R. Beauvais

EXHIBIT H
PAGE 1 OF 1

NOTE: Purchase contract, title, registration and repair invoices from Bend, OR will be supplied soon. Client travelling in California + got injured. *D. Beauvais*

Danielle Beauvais

From: Regina Panzarella [rpanzarella@wbcert.com]
Sent: Monday, April 27, 2015 4:26 PM
To: Danielle Beauvais
Subject: RE: [REDACTED]

Hi Danielle...I can offer a repurchase on this one as well.

Thanks,
Regina

From: Danielle Beauvais [mailto:Danielle@GoLemonLaw.com]
Sent: Friday, April 24, 2015 2:44 PM
To: Regina Panzarella
Subject: Kent Walton

See attached recent issues.

Danielle

Danielle Beauvais
Attorney at Law



**Beauvais
Law Firm, LLC**

PROTECTING CONSUMERS SINCE 1999

5291 NE ELAM YOUNG PARKWAY
SUITE 140
HILLSBORO, OREGON 97124
PHONE: 503-681-2008 FAX: 503-681-2005
www.GoLemonLaw.com

From: MyFax [mailto:NoReply@MyFax.com]
Sent: Sunday, March 08, 2015 11:49 AM
To: danielle@golemonlaw.com
Subject: MyFax message from "17603280358" - 8 page(s), Caller-ID: 1-760-328-0358





EXHIBIT I
PAGE 1 OF 1

Danielle Beauvais

From: Danielle Beauvais [Danielle@GoLemonLaw.com]
Sent: Tuesday, May 12, 2015 3:23 PM
To: 'Danielle Beauvais'
Subject: FW: Kent Walton v. Chrysler
Attachments: Purchase K & Aftermarket.pdf

From: Danielle Beauvais [mailto:Danielle@GoLemonLaw.com]
Sent: Tuesday, April 28, 2015 2:20 PM
To: 'Regina Panzarella'
Subject: [REDACTED] Chrysler

Regina,

I spoke with my client, who is thrilled about the repurchase. There was never a loan, so no interest charges whatsoever. But he had parts installed to be able to tow the vehicle behind their motorhome (they are retired snowbirds). The receipt is attached, showing a date of purchase within 20 days of purchase of the car.

Thanks,

Danielle

Danielle Beauvais
Attorney at Law



**Beauvais
Law Firm, LLC**

PROTECTING CONSUMERS SINCE 1999

5291 NE ELAM YOUNG PARKWAY
SUITE 140
HILLSBORO, OREGON 97124
PHONE: 503-681-2008 FAX: 503-681-2005
www.GoLemonLaw.com

EXHIBIT J
PAGE 1 OF 1

Custom Welding & Fabrication Larry DeMan Welding

Hitches & Towbars • Fabrication • R.V. Parts & Repairs
Electrical • Electric Brakes • Fifth Wheels • Light Truck Accessories

2325 N.W. 36th
Redmond, Oregon 97756 Phone: (541) 548-0842

Name: [REDACTED] 007635

Phone No. [REDACTED] Date: July 01, 2013

Odometer Reading _____ Vin No. _____

REPAIR ORDER

QTY	PART NO.	NAME OF PART	SALE AMT.	MAKE AND MODEL	LICENSE NO. AND STATE	MOTOR NO.
1	52014116	1/2" Dia. Brazer	740.00			
2	5205	In-line fuse	19.90			
		Add Electrical Materials	79.10			
		Electrical Material - 1/4"				
		In-line fuse				
		Contactor - 40 Amp				
1	11841	40 Amp Contactor	59.95			
1	11801	40 Amp Contactor	29.95			
		5/8" Locking Pin	16.95			
		3.0% Road/pace Procter Wiscon	195.00			
		1.5% Shell Electrical Mustang	97.50			
		Standard Electrical for Control	239.00			
		595 Nicks, Accessories & other Supply				
		1/2" Add'l. In-line O. Price Part	299.00			
		for Spare Buddy @ Garage/ing like				
		3) Spare - 40 Amp Switch/braker				
		4) 40 Amp Contactor for Air Flow alarm				
		RAISE BELL MAN EXTENSION	110.00			
TOTAL PARTS			528.30			
		Gas, Gas				
		Qts. Oil				
		Lbs. Grease				
		Total Gas-Oil-Grease				
Total Accessories:						
Total Labor						940.50
Total Parts						528.30
Environmental Charges						
Gas, Oil, Grease						
Accessories						
Tires, Tubes						
Sublet Repairs						
Shop/Misc.						
TOTAL						
TAX						
TOTAL AMOUNT						1468.80

ESTIMATES FOR LABOR ONLY - MATERIAL ADDITIONAL

I hereby authorize the above repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car, truck or 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 car, truck or vehicle to secure the amount of repairs thereto.

Work Authorized by _____ Date Promised _____
Delivered to _____ Date Delivered _____

ARC-665-3
PRINTED IN U.S.A.

Danielle Beauvais

From: Regina Panzarella [rpanzarella@wbcert.com]
Sent: Wednesday, May 06, 2015 7:54 AM
To: Danielle Beauvais
Subject: RE: [REDACTED]

Hi Danielle

Below are the repurchase figures.

- PURCHASE PRICE PAID \$52,730.00
- LESS MILAGE OFFSET -\$626.51
- ATTORNEY FEES \$2,000.00
- TOTAL TO ATTORNEY AND PLAINTIFF \$54,103.49

Thanks,
Regina

From: Danielle Beauvais [mailto:Danielle@GoLemonLaw.com]
Sent: Tuesday, May 05, 2015 6:02 PM
To: Regina Panzarella
Subject: [REDACTED]

Please send the #'s for this buyback case.

Thanks,

Danielle

Danielle Beauvais
Attorney at Law



**Beauvais
Law Firm, LLC**

PROTECTING CONSUMERS SINCE 1999

5291 NE ELAM YOUNG PARKWAY
SUITE 140
HILLSBORO, OREGON 97124
PHONE: 503-681-2008 FAX: 503-681-2005
www.GoLemonLaw.com

EXHIBIT L
PAGE 1 OF 1

PE15-021

FLAT CHRYSLER

10-22-2015

ENCLOSURE 4

Legal Backup Documents

LM 1249992
Gadberry
25391438

LEMON LAW GROUP PARTNERS PLC
Attorneys and Counselors at Law
4410 Westheimer
No. 3244
Houston, TX 77027
Telephone (888) 415-0610
Facsimile (888) 809-7010
Email: info@lemonlawgrouppartners.com

q/a

September 8, 2014

Chrysler Group LLC
P.O. Box 21-8004
Auburn Hill, MI 48321

RECEIVED
SEP 13
SPECIAL INVESTIGATIONS

Re: [REDACTED]
Vehicle: 2014 Jeep Grand Cherokee VIN: 1C4RJFDJ8EC [REDACTED]

Dear Sir/Madam:

Please be advised that this law firm represents the legal interests of [REDACTED] relating to the purchase of the above-mentioned vehicle. Let this letter serve as notification that you immediately cease and desist all communications with our client without any exceptions. Moreover, if you make any attempts to settle with our client without including all statutory relief, including all damages attorney fees and costs the consumer is entitled to, we file suit against you. This letter hereby notifies you of our attorney's lien with respect to our client.

Please let this letter also serve as notification that our client's vehicle is defective. The vehicle has been brought in for repairs several times for numerous defects and although you have been afforded sufficient opportunities for repairs, the defects continue to exist and substantially impair the use and value and/or safety of the vehicle. If you are interested in any further repairs you must contact me immediately. Our client demands that you immediately take action as required by law.

This letter shall also serve as our client's Revocation of Acceptance pursuant to the Uniform Commercial Code § 2608. Due to the serious defects with the Vehicle since its purchase, our client hereby demands a return of the full purchase price along with all interest paid on the finance note as well as attorney fees and incidental and consequential damages within 10 days of receipt of this letter to settle this matter prior to filing a lawsuit.

Please be advised that if you do not adhere to our demands within 10 days, our client has instructed me to file a lawsuit against you asserting claims that include, but in no way are limited to, breach of warranties, both express and implied, violation of the Magnuson Moss Warranty Act, violation of the Lemon Law, revocation of acceptance, and common law breach of contract. Please direct all future communication to my attention.

RECEIVED

Respectfully submitted,

SEP 19 2014

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

CC: AutoNation Chrysler Dodge Jeep Ram

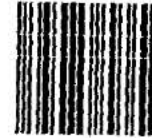
LEMON LAW GROUP PARTNERS PLC
By: s/n Adam Hamilton **RECEIVED**
Attorney for Plaintiff
Adam Hamilton

SEP 18 2014

CCRG
Office of the General Counsel

Lemon Law Group Partners PLC
1700 Post Oak Boulevard, Suite 600
Houston, TX 77056

CERTIFIED MAIL



1000

48321

U.S. POSTAGE
PAID
PEMBROKE PINES, FL
33024
SEP 12, 14
AMOUNT

\$6.49
00031305-10

RETURN TO SENDER
REQUESTED

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

4832138004 8198



LL Work Item No. 795660



Texas Department of Motor Vehicles

ENFORCEMENT DIVISION
4000 Jackson Avenue – Austin, Texas 78731
TELEPHONE (512) 465-3000 – FAX (512) 302-2328

June 28, 2014

Jan Kershaw
Early Resolution Case Manager
Chrysler Group LLC
PO Box 397
Industry TX 78944-0397
VIA First Class Mail

Charlene Wilson
Auto Company XI, Inc.
21027 Interstate 45
Spring TX 77388-5606
VIA First Class Mail

Lisa Blake
GL Humble, LLC
18555 Highway 59 N
Humble TX 77338-4287
VIA First Class Mail

RE: [REDACTED] Complainant v.
CHRYSLER GROUP LLC, Respondent
MVD CAUSE NO. 14-0277 CAF

To the Parties Addressed:

A file has been opened with the Texas Department of Motor Vehicles on the above reference complaint. The complaint will be processed under Section 2301.604 (Repurchase/Replacement) of the Texas Occupations Code until further review.

Please review the enclosed copy of the complaint and send your written comments along with the repair history, repair orders, and any other information available to the above address within **twenty (20) days** of the date of this letter.

Although written comments are being requested from the selling and servicing dealers, as applicable, they will usually not be joined as parties or respondents to the proceeding.

If you have any questions about the above information, write to the above address or call (512) 465-4077.

Sincerely,
Bob Swarts
Bob Swarts, Case Advisor
Lemon Law Section

Enclosure(s)

LLC



Texas Department of Motor Vehicles

LEMON LAW COMPLAINT FORM



Instructions:

Forms submitted incomplete and/or without the attachments listed below may cause a delay that could result in your complaint being rejected due to untimely filing.

Return this form with the following attachments:

- 1) Purchase order or sales contract.
- 2) Repair order(s).
- 3) Copy of written notice to manufacturer, converter and/or distributor.
- 4) Extended service contract, if applicable.
- 5) Lease agreement, if applicable.
- 6) Other relevant information.

If you are seeking repurchase or replacement of your vehicle, along with the attachments you must include a \$35 filing fee. You can submit the fee by check or money order payable to the Texas Department of Motor Vehicles. Do not mail cash. Send to:

Texas Department of Motor Vehicles, PO Box 13044, Austin, TX 78711-3044.

If you are seeking repairs only, send this form and the requested attachments to:

Texas Department of Motor Vehicles, 4000 Jackson Ave., Austin, TX 78731.

OWNER: _____

MAILING ADDRESS: _____

CITY: HOUSTON STATE: TEXAS ZIP: _____

WORK PHONE: _____ HOME PHONE: _____ FAX: _____

E-MAIL ADDRESS: _____

CHECK ALL THAT APPLY: NEW USED DEMO PROGRAM LEASE CONVERSION

YEAR: 2014 MFG/MAKE: JEEP MODEL: GRAND CHEROKEE SRT

VIN: 1C4RJFDJ8EC _____ DATE PURCHASED: 03/22/14

MILEAGE*: CURRENT 2610 AT DELIVERY: 489 DATE 24,000 MILES REACHED: _____

*Not applicable to Towable Recreational Vehicles

CONVERSION CO: _____

LEASE CO: _____

SELLING DEALER: AUTONATION CHRYSLER DODGE JEEP RAM CITY: _____

SERVICING DEALERS 1) AUTONATION CHRYSLER DODGE JEEP RAM CITY: SPRING

2) _____ CITY: _____

3) _____ CITY: _____

DEALER ADDED OPTIONS: _____

WHAT REMEDY ARE YOU SEEKING?:

REPURCHASE/REPLACEMENT OF REPAIRS

MO # 22088928396

LL \$35

008439 *JUN. 13.14

EXISTING PROBLEMS LOG

You **MUST** complete this section on this form or the form will be returned as incomplete. "See Attached" or equivalent is **NOT** a substitute for completion. You may make copies of this page to address additional concerns.

Description of one problem that CONTINUES TO EXIST:	Repair Visits	Date In	Date Out	Mileage
1st visit Fender flare sticking out away from body of vehicle can not be repaired, told new flare is will be ordered. 2nd visit they scratched and dent fender flare. 3rd visit they repaint fender flare but still dented 4th visit they paint fender flare and repaint fender with wrong paint. They are have devalued the vehicle and attempt to cover up there errors from customer. Fender should not been painted	1st visit	03/25/14	03/25/14	683
	2nd visit			
	3rd visit			
	4th visit			
Description of one problem that CONTINUES TO EXIST:	Repair Visits	Date In	Date Out	Mileage
2nd Attempt - I was told by service consultant that she had ordered a new flare. I left the car at approx. 8 am and she called me at approx. 4:40 pm to tell me that they had a problem because they had scratched the flare after painting and wanted to keep the vehicle another day. I immediately went to dealership and saw not only did they scratch the flare they had dented it too. Manufacture contacted via email about issue.	1st visit			
	2nd visit	04/12/14	04/12/14	
	3rd visit			
	4th visit			
Description of one problem that CONTINUES TO EXIST:	Repair Visits	Date In	Date Out	Mileage
3rd Attempt, After contact with Chrysler Group LLC Customer Asst. I was advised to take the car back to dealership to get a new flare put on. They instead only did a paint job on flare leaving the dent in the flare. Service Consultant again stated she will order a new flare and reschedule for me to bring SRT back to dealership. Manufacture Customer Assistance updated with status and shocked by dealers service department.	1st visit			
	2nd visit			
	3rd visit	04/22/14	04/23/14	
	4th visit			
Description of one problem that CONTINUES TO EXIST:	Repair Visits	Date In	Date Out	Mileage
4th Attempt, the SRT was taken to the dealership at 0735am and I received a call from Service Advisor Gross @ 4:13pm that I can pickup the vehicle at 5:45pm. She called back @ 4:52pm and stated that the SRT was not ready because it was just noticed that the flare ordered was for the opposite side. They kept the vehicle another day. I picked up the vehicle the next day and noticed that they had painted the fender different.	1st visit			
	2nd visit			
	3rd visit			
	4th visit	04/30/14	05/01/14	
Description of one problem that CONTINUES TO EXIST:	Repair Visits	Date In	Date Out	Mileage
After Phone conversation with Chrysler Group LLC Customer Assistance Rep I was advised to file for the Lemon Law because the dealership was not cooperating with the Manufacture. He stated "They are cutting corners with this vehicle and I don't understand". The vehicle now has different paint jobs on the front fenders. They have devalued a \$68K MRSP vehicle with body work and the using the wrong paint.	1st visit			
	2nd visit			
	3rd visit			
	4th visit	05/02/14	05/02/14	

EXISTING PROBLEMS LOG

You **MUST** complete this section on this form or the form will be returned as incomplete. "See Attached" or equivalent is **NOT** a substitute for completion. You may make copies of this page to address additional concerns.

Description of one problem that <u>CONTINUES TO EXIST</u> :	Repair Visits	Date In	Date Out	Mileage
Blind Spot Sensors not operational. Forward Collision warning system activating when no collision is eminent. Car Auto breaking and sounding and flashing warning. Order new RBSS Blind Spot Module	1st visit	05/16/14	05/16/14	2889
	2nd visit			
	3rd visit			
	4th visit			
Description of one problem that <u>CONTINUES TO EXIST</u> : Blind Spot Sensors not operational. Forward Collision warning system activating when no collision is eminent. Car Auto breaking and sounding and flashing warning. Remove Rear Bumper to replace module and damage to Bumpers and Rear wheels flares.	Repair Visits	Date In	Date Out	Mileage
	1st visit			
	2nd visit	05/20/14	05/21/14	2967
	3rd visit			
Description of one problem that <u>CONTINUES TO EXIST</u> : Referred to Service King Collision Repair (450 FM 1960 Bypass Rd E Humble, TX 77338: 281 446-6660) United States to repair flares. Glue used to keep flares down that were removed when the rear bumper was removed. This has created a permanent affix to flares and hampers work on on Blind Spot Sensors. No record of this repair was made. Patch work. Manager Mike.	Repair Visits	Date In	Date Out	Mileage
	1st visit			
	2nd visit			
	3rd visit	05/22/14	05/22/14	3034
Description of one problem that <u>CONTINUES TO EXIST</u> : Vehicle returned to Texan Dealership because the Blind Spot Sensor is still not working properly. Lead Tech put vehicle on computer which showed all modules working fine. However when SRT was test driven the Blind Spot alert light came on and remained on. SRT is currently @ Texan Dealership Service Dept. Manufacture .	Repair Visits	Date In	Date Out	Mileage
	1st visit			
	2nd visit			
	3rd visit			
Description of one problem that <u>CONTINUES TO EXIST</u> : Contacted Manufacturer and Case # [REDACTED] was assigned 6/2/2014 VECHICAL ELECTRICAL ENTERTAINMENT SYSTEM REBOOTS WHILE DRIVING.	Repair Visits	Date In	Date Out	Mileage
	1st visit	6-9-14		3590
	2nd visit			
	3rd visit			
	4th visit			

YES NO

The manufacturer, converter or distributor of the vehicle (**NOT THE DEALER**) was given written notice of the problem(s), on April 13, _____, 2014 .

IF YOU ANSWERED NO, PLEASE SEND A LETTER TO THE MANUFACTURER, CONVERTER OR DISTRIBUTOR AS SOON AS POSSIBLE (CERTIFIED MAIL/RETURN RECEIPT IS SUGGESTED) AND INCLUDE A COPY OF THE LETTER WITH THIS COMPLAINT FORM.

YES NO

The vehicle has been inspected by a factory representative. If you answered yes, please provide the inspection date, location, personnel involved, and outcome. Use a separate sheet if needed.

DATE: _____ LOCATION: _____

BY WHOM: _____

OUTCOME: _____

I UNDERSTAND THAT THE INFORMATION I AM SUBMITTING MAY BE SHARED WITH THE OTHER INTERESTED PARTIES TO MY COMPLAINT IN ORDER TO RESOLVE THIS MATTER.

I HEREBY CERTIFY, UNDER PENALTY OF PERJURY, THAT ALL STATEMENTS IN THIS COMPLAINT ARE TRUE AND CORRECT.

[Redacted Signature]

SIGNATURE OF VEHICLE OWNER/LESSEE

JUNE 9, 2014

DATE:

The Texas Department of Motor Vehicles maintains the information collected through this form. With few exceptions, you are entitled on request to be informed about the information that we collect about you. Under Section 552.001 and 552.023 of the Government Code, you also are entitled to receive and review this information. Under Section 559.004 of the Government Code, you are also entitled to have us correct information about you that is incorrect.