

PE15-021

FLAT CHRYSLER

10-22-2015

ENCLOSURE 4

FinalBackup





09/09/2014



5951

09/09/2014



09/09/2014



5951

09/09/2014



09/09/2014



09/09/2014



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09/09/2014



09/09/2014



5951

09/09/2014

PUSH TO
RELEASE

Jeep

09/09/2014

09/09/2014





09/09/2014



09/09/2014



09/09/2014



09/09/2014



09/09/2014



09/09/2014



09/09/2014



09/09/2014



09/09/2014

SRS
AIRBAG

09/09/2014



4MATIC

09/09/2014

SRS
AIRBAG

09/09/2014

SRS

09/09/2014

SRS
AIRBAG

09/09/2014

SRS
AIRBAG

09/09/2014

WARNING

EVEN WITH ADVANCED AIRBAGS

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



05108 114AA

MISE EN GARDE

MÊME AVEC DES SACS GONFLABLES PERFECTIONNÉS

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

09/09/2014

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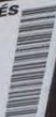


05108114AA

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09/09/2014



09/09/2014

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

GROUP: ECRXT05.75P0
NO ADJUSTMENTS NEEDED
TWC / HO2S / SFI

EVAP: ECRXR0180RKO

U.S. EPA: T2 B4 LDT OBD: CA OBD II FUEL: GASOLINE
CERTIFIED TO OPTIONAL USEFUL LIFE PER EPA 06.1805 - 04(D).

CALIFORNIA: OBD: CA OBD II FUEL: GASOLINE
CERTIFIED TO OPTIONAL USEFUL LIFE PER CARB 1991 (a) (D).
CERTIFIED FOR SALE ULEV II QUALIFIED.

CONFORMS TO REGULATIONS: 2014 MY
ENGINE: 5.7L



47480 038AA



09/09/2014



HEMI

5.7L
V8

09/09/2014



09/09/2014



09/09/2014



019AJ
706610

09/09/2014

09/09/2014

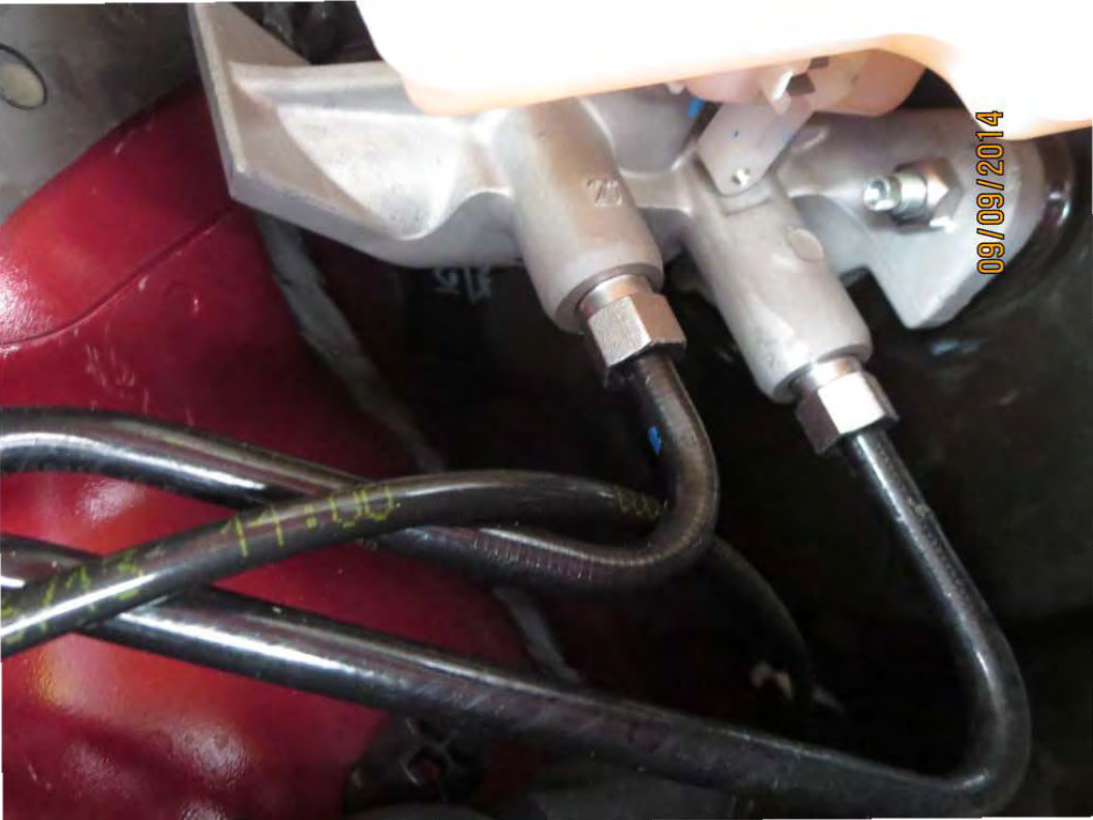




WARNING
DO NOT OPEN
THIS CONTAINER
IF THE CAP IS
LOOSE OR DAMAGED
OR IF THERE IS
ANY LEAKAGE
OR DAMAGE TO
THE CONTAINER
OR ITS CONTENTS
OR IF THE
CONTAINER IS
HEATED OR
EXPOSED TO
FLAME OR
OTHER
Hazardous
Conditions

MIN
MIN
MIN

09/09/2014



09/09/2014

11:00



09/09/2014

09/09/2014

62124648AH
62237B
026131



09/09/2014





09/09/2014



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09/09/2014



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M149760 H
3393 C-C

09/09/2014

LF

09/09/2014





09/09/2014



09/09/2014



09/09/2014



09/09/2014



09/09/2014

91 M095-9 SAE J1



09/09/2014

RF



RF

09/09/2014



085-9 SAE J1901

09/09/2014



09/09/2014



RR

09/09/2014



RR

09/09/2014

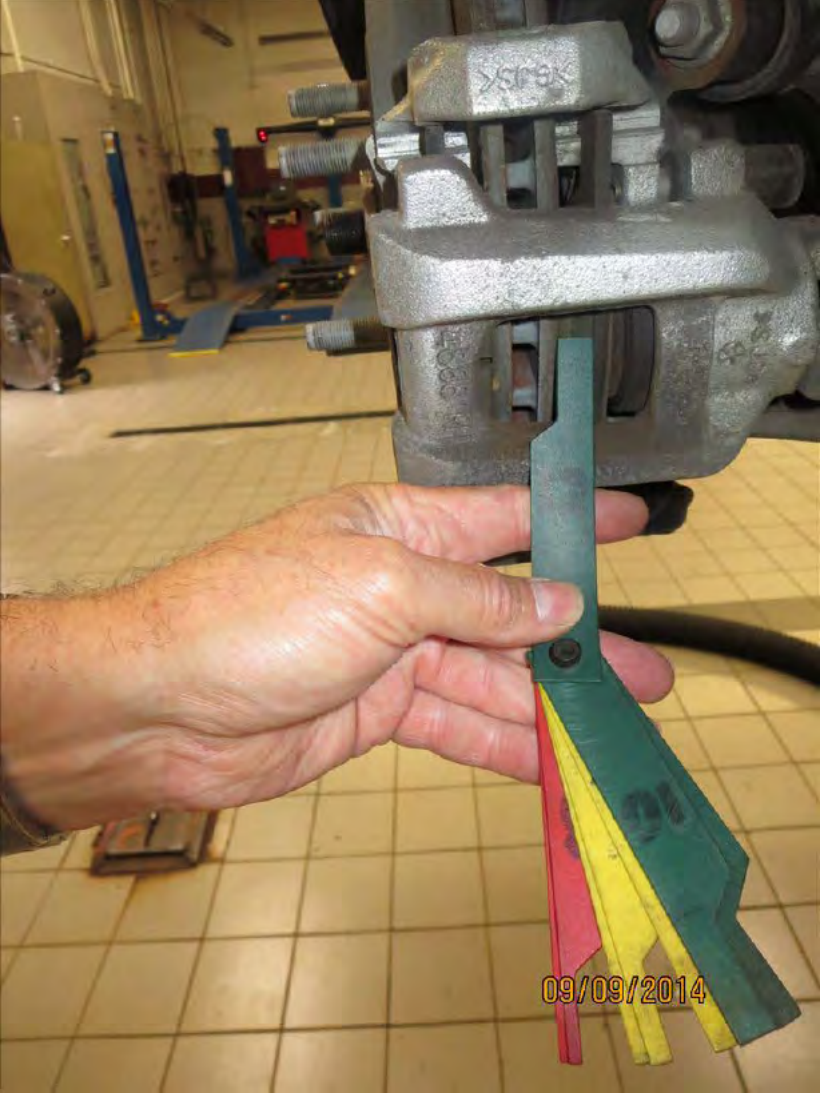


09/09/2014

WARNING
GAS FILLED
DO NOT OPEN
DO NOT PUNCTURE



09/09/2014



09/09/2014



09/09/2014



LR

09/09/2014



09/09/2014



09/09/2014



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09/09/2014



09/09/2014



09/09/2014

09/09/2014

MFD BY CHRYSLER GROUP LLC

DATE OF MFR(BUILT): 12-13

GAWR FRONT:	1452 KG	3200 LB	WITH	3085 KG	6800 LB	TIRES
	20X8.0		RIMS AT	265/50R20		
GAWR REAR:	1679 KG	3700 LB	WITH	250 KPA (36 PSI) COLD		
	20X8.0		RIMS AT	265/50R20		TIRES
				250 KPA (36 PSI) COLD		



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

VIN: 1C4RJJT1EC

TYPE: MPV

MT: POP

NO: 121221 03000

TRAILER: PLUS

Press Brake
and
Push Button
to Start

5074 mi

09/09/2014



09/09/2014



09/09/2014



09/09/2014



09/09/2014



09/09/2014



09/09/2014



09/09/2014



GRAND CHEROKEE

09/09/2014



09/09/2014



SUMMIT

09/09/2014

RECALL



09/09/2014

SEATBELT



SUMMIT

09/09/2014



09/09/2014



09/09/2014



09/09/2014



09/09/2014



SUMMIT

SPORT

09/09/2014



Jeep

MILES 8
Power Windows
Panic Alarm
Panic Alarm
Panic Alarm
MILES 8

09/09/2014

PUSH TO RELEASE



09/09/2014

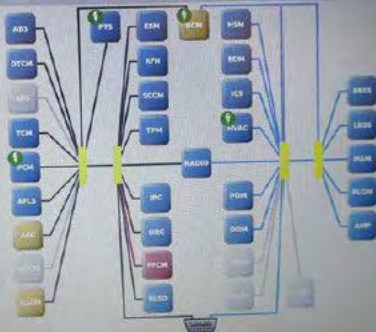
Vehicle View

Get more on ECU power for some ECUs, or an ECU for complete details.

2014 WK 5.7L
 VIN: 1G4R1PJT1E [REDACTED]
 Battery: 12.974 volts

Legend

- Active ECU
- Non-responsive ECU
- DTC Present
- ECU Not Built
- Scanning ECU
- ⚡ New Flash Available
- CAN-C
- CAN-BD



09/09/2014

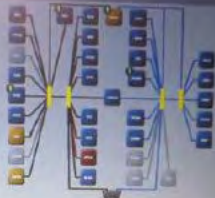
2014 WK 5.7L

VIN: 1C4RJFJT1

Battery: 12.074 volts

Legend

- Active ECU
- Non-responsive ECU
- DTCs Present
- ECU Not Built
- Scanning ECU
- New Flash Available



All DTCs Diagnostic Procedures Customer Preferences Vehicle Preparations

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

All Active Scored Pending

ECU	Code	Status	Description
ASCM	C1562:96	scored	Ride Height Air Pump Control-Component or System Over Temperature
BCM	U1215:00	active	Lost Communication with Forward Facing Camera
ACC	U1215:00	scored	Lost Communication with Forward Facing Camera

Windows taskbar showing the Start button, several application icons, and the system tray with the date and time.

lenovo

T420

09/09/2014



ORC View

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

Flash Data DTCs Actuators System Tests Misc Functions ECU Details

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

All Active Scored Pending

Clear Error Codes

Clear Error Codes

Refresh Data

ECU	Code	Status	Description
-----	------	--------	-------------

There are no DTCs present.

Overview

Name:
Oxyport Restraint

Flash Part Number
9802287AA

Box Type:
CANC

Hardware Version:
12.43.0

Software Version:
R9 13.13.00 R1 13.13.00 #2 (0.00)

Splice Part Number:
N/A

ISD Code:

Software Number:
N/A

Hardware Number:
N/A

Original Mfg:
VC (VAG)

09/09/2014

PCM View

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



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

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

All Active Stowed Pending Show Details Show Description Clear Search Results

ECU	Code	Status	Description
There are no DTCs present			

Overview

- Name: Powertrain Control Module
- Flash Part Number: 68172019A2
- Bus Type: CAN C
- Hardware Version: 12A7
- Software Version: 06.06.02
- Spore Part Number: N/A
- ISO Code:
- Software Number: N/A
- Hardware Number: N/A
- Original VIN: [REDACTED]
- Current VIN: [REDACTED]

09/09/2014



09/09/2014



3023 09 46 06

09/09/2014



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09/09/2014



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09/09/2014

By Order of
OSHA
No Sp



20130002

09/09/2014

PE15-021

FLAT CHRYSLER

10-22-2015

ENCLOSURE 4

FinalBackup



Document Recieved from Customer

Cair Number: 2 [REDACTED]

Date Received: 2013-04-29 13:27:44.381881

Files Not Recieved: 0



Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2013-05-07 16:10:57.714768

Files Not Recieved: 0



ABEL BROTHERS TOWING

690 Morehall Road
Malvern, PA 19355
(610) 644-1073

Road Service

DATE	TIME	A.M.	REQUESTED BY	
NAME				
ADDRESS				
CITY			ZIP	
LOCATION OF VEHICLE				
YEAR, MAKE, MODEL		COLOR	DRIVER	
STATE	PLATE NO.	VEHICLE I.D. NO.	REGISTERED OWNER	
MILEAGE		SERVICE TIME		EXTRA PERSON
FINISH		FINISH		FINISH
START		START		START
TOTAL		TOTAL		TOTAL
REASON FOR TOW			SPECIAL EQUIPMENT	
<input type="checkbox"/> ACCIDENT <input type="checkbox"/> ABANDONED <input type="checkbox"/> ARREST <input type="checkbox"/> STOLEN CAR <input type="checkbox"/> UNREGISTERED <input type="checkbox"/> BREAK DOWN <input type="checkbox"/> TOW ZONE <input type="checkbox"/> LOCK OUT <input type="checkbox"/> SNOW REMOVAL <input type="checkbox"/> START			<input type="checkbox"/> FLAT TIRE <input type="checkbox"/> OUT OF GAS <input type="checkbox"/> IMPOUNDED <input type="checkbox"/> SINGLE LINE WINCHING <input type="checkbox"/> DUAL LINE WINCHING <input type="checkbox"/> SNATCH BLOCKS <input type="checkbox"/> SCOTCH BLOCKS <input type="checkbox"/> DOLLY	
TYPE OF TOW		TOWED PER ORDER OF		VEHICLE TOWED TO
<input type="checkbox"/> SLING/HOIST TOW <input type="checkbox"/> FLAT BED/RAMP <input type="checkbox"/> WHEEL LIFT <input type="checkbox"/>		<input type="checkbox"/> STATE POLICE <input type="checkbox"/> LOCAL POLICE <input type="checkbox"/> OWNER <input type="checkbox"/> DEALER		FIRST TOW SECOND TOW
STORAGE FROM			TOWING CHARGE	
TO			MILEAGE CHARGE	
DAYS @ \$			EXTRA PERSON	
PAID BY			SPECIAL EQUIPMENT	
<input type="checkbox"/> CASH <input type="checkbox"/> CHECK <input type="checkbox"/> CREDIT CARD <input type="checkbox"/> MC <input type="checkbox"/> VISA <input type="checkbox"/> AMEX DRIVERS LIC. NO. EXP. DATE			LABOR CHARGE	
CC NO			STORAGE	
OPERATOR'S SIGNATURE			SUB-TOTAL	
TRUCK NO.			TAX	
AUTHORIZED SIGNATURE			TOTAL	
DATE				
VEHICLE RELEASED TO				
DATE				

90005

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

Thank You

PRODUCT 2525

PE15-021

FLAT CHRYSLER

10-22-2015

ENCLOSURE 4

FinalBackup



From: [REDACTED]
To: customerassist@chrysler.com
Date: Sun May 19 10:30:43 EDT 2013
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

Question about Quadra Lift Park Mode

Comments:

Hi, got my 2014 Jeep GC on Friday and I love it! One question tho:
Is there a way to make the Quadra Lift automatically go into Park Mode when the car is put into park, or does it really have to be manually done very time? I didn't see a setting for it in the uConnect Settings screen, so I'm guessing no, but it seems like it should be able to do that automatically, no?

Sender Information:

Title:
First Name: [REDACTED]
Middle Initial: [REDACTED]
Last Name: [REDACTED]

From: customerassist@chrysler.com
To: [REDACTED]
Date: Sun May 19 12:32:42 EDT 2013
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center.

Regrettably the feature you are seeking is not available for the feature on your vehicle. We are sorry we cannot provide a more favorable reply in this matter and thank you for taking the time to contact us about this matter.

Thanks again for your email.

Sincerely,

Steve

Customer Service Representative
Jeep Customer Assistance Center

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

REFERENCE NUMBER: [REDACTED]
EMAIL CASE NUMBER: [REDACTED]
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8128804V81162L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

Question about Quadra Lift Park Mode

Comments:

Hi, got my 2014 Jeep GC on Friday and I love it! One question tho: Is there a way to make the Quadra Lift automatically go into Park Mode when the car is put into park, or does it really have to be manually done very time? I didn't see a setting for it in the uConnect Settings screen, so I'm guessing no, but it seems like it should be able to do that automatically, no?

VIN:

EC [REDACTED]

Mileage:

350

Servicing Dealer:

Title:

First Name:

Middle Initial:

Last Name:

Address 1:
[REDACTED]

Address 2:

City: Austin

State: TX

Zip: [REDACTED]

Email: [REDACTED]

Work Phone: [REDACTED]

From: [REDACTED]
To: customerassist@chrysler.com
Date: Sun May 19 19:52:39 EDT 2013
Subject: Re: Chrysler Group LLC Customer Assistance
(KMM8128804V81162L0KM)

Ok, thanks. One other unrelated question for you:

I'm a little unclear on what triggers the Frontal Collision Warning at low speeds. Yesterday I did have it go off on the highway when the traffic ahead of me was stopped, but it has never gone off at lower speeds even when I approach a stopped car rather quickly. I've pushed it pretty far trying to see what will set it off, and so far nothing does. I know in the uConnect settings you can set the Frontal Collision Warning to "Near" or "Far", but I assume that even if it's set to Far it'll still go off if it's a close situation, right? Just for grins I did set it to Near to see if that did anything different, but it didn't.

Thanks,

[REDACTED]

On May 19, 2013, at 11:33 AM, customerassist
<customerassist@chrysler.com> wrote:

> Regrettably the feature you are seeking is not available for the
> feature
> on your vehicle. We are sorry we cannot provide a more favorable
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> Sincerely,
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> Steve
>
> Customer Service Representative
> Jeep Customer Assistance Center
>
> For any future communications related to this email, please refer
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> following information:
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> EMAIL CASE NUMBER: [REDACTED]
> REPLY LINK: [http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?
trk_ID=KMM8128804V81162L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8128804V81162L0KM&)
>

[REDACTED]

From: customerassist@chrysler.com
To: [REDACTED]
Date: Mon May 20 16:33:55 EDT 2013
Subject: Re: Chrysler Group LLC Customer Assistance
(KMM8128804V81162L0KM)
Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center.

I was able to locate the following information about the system. The system is designed to aid the driver of the vehicle in avoiding collisions.

Available Forward Collision Warning System with Mitigation* uses forward-facing radar sensors and a special camera to detect when the vehicle may be approaching another vehicle too rapidly:

- ? Alerts driver by sounding chime and displaying message in the instrument cluster
- ? System can apply the brakes if a collision is imminent and the driver is not adequately responding to the situation
- ? System is always active unless disabled by driver

Disclaimer: *FCW system is solely an alert system for the front of the vehicle which does not take any actions to change vehicle dynamics to avoid a collision, not a substitute for active driver involvement. The driver must remain aware of traffic conditions and be prepared to use brakes to avoid collisions.

The technology behind the scenes that powers the system we cannot disclose as it is considered to proprietary.

Thanks again for your email.

Sincerely,

Steve

Customer Service Representative
Jeep Customer Assistance Center

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

REFERENCE NUMBER: [REDACTED]
EMAIL CASE NUMBER [REDACTED]
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8129961V82035L0KM&


Original Message Follows:



Ok, thanks. One other unrelated question for you:

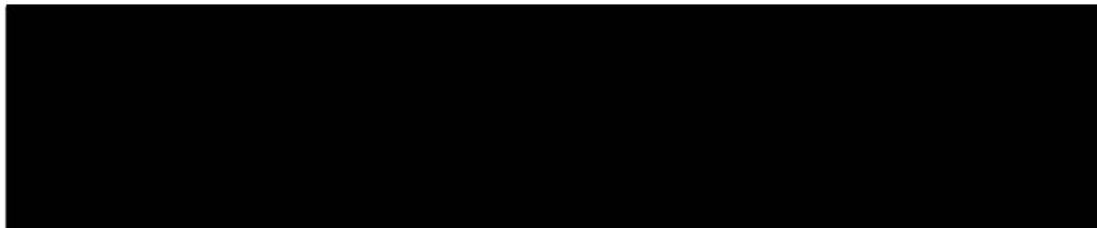
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trk_ID=KMM8128804V81162L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8128804V81162L0KM&)
>



PE15-021

FLAT CHRYSLER

10-22-2015

ENCLOSURE 4

FinalBackup



From: [REDACTED]
To: customerassist@chrysler.com
Date: Mon May 20 10:32:28 EDT 2013
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

I do not think my Forward Collision Warning Mitigataion is working the way it is described in the manual and by the sales person.

Comments:

I was in the dealer for 3 hours and they do not know the difference between the Adaptive Cruise Control and the FCW. No one seems to be able to check the FCW system. I need someone to explain to me how it works and how to check it. Thanks.

Sender Information:

Title: Mr.
First Name: [REDACTED]
Middle Initial: [REDACTED]
Last Name: [REDACTED]

From: customerassist@chrysler.com
To: [REDACTED]
Date: Tue May 21 10:29:15 EDT 2013
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center.

In regards to the operation of the Forward Collision Warning (FCW) with Mitigation.

I have copied the description and, instructions for how to operate and check from the owners manual for the operation of the system. This information can be viewed in the online owners manual at <http://www.jeep.com/en/owners/manuals/>

UNDERSTANDING THE FEATURES OF YOUR VEHICLE Pages 213 to 218
FORWARD COLLISION WARNING (FCW) WITH
MITIGATION ? IF EQUIPPED

Forward Collision Warning (FCW) With Mitigation
Operation

The Forward Collision Warning (FCW) system with mitigation provides the driver with audible warnings, visual warnings (within the EVIC), and may apply a brake jerk to warn the driver when it detects a potential frontal collision. The warnings and limited braking are intended to provide the driver with enough time to react, avoid or mitigate the potential collision.

NOTE: FCW monitors the information from the forward looking sensors as well as the Electronic Brake Controller (EBC), to calculate the probability of a forward collision. When the system determines that a forward collision is probable, the driver will be provided with audible and visual warnings and may provide a brake jerk warning. If the driver does not take action based upon these progressive warnings, then the system will provide a limited level of autonomous braking to help slow the vehicle and mitigate the potential forward collision. If the driver reacts to the warnings by braking and the system determines that the driver intends to avoid the collision by braking but has not applied sufficient brake force, the system will compensate and provide additional brake force as required.

When the system determines a collision with the vehicle in front of you is no longer probable, the warning message will be deactivated.

NOTE:

? The minimum speed for FCW activation is 5 mph (10 km/h).

? The FCW alerts may be triggered on objects other than vehicles such as guard rails or sign posts based on the course prediction. This is expected and is a part of normal FCW activation and functionality.

WARNING!

Forward Collision Warning (FCW) is not intended to avoid a collision on its own, nor can FCW detect every type of potential collision. The driver has the responsibility to avoid a collision by controlling the vehicle via braking and steering. Failure to follow this warning could lead to serious injury or death.
Turning FCW ON Or OFF

NOTE: The default status of FCW is ?On?, this allows the system to warn you of a possible collision with the vehicle in front of you.

The forward collision button is located on the switch panel below the Uconnect® display.

To turn the FCW system OFF, press the forward collision button once to turn the system OFF (led turns on).

To turn the FCW system back ON, press the forward collision button again to turn the system ON (led turns off).

Changing the FCW status to ?Off? prevents the system from warning you of a possible collision with the vehicle in front of you.

Changing the Active Braking status to ?Off? prevents the system from providing limited autonomous braking, or additional brake support if the driver is not braking adequately in the event of a potential frontal collision.

NOTE: The FCW system state is kept in memory from one key cycle to the next. If the system is turned OFF, it will remain off when the vehicle is restarted.

Changing FCW And Active Braking Status

To change the FCW and Active Braking settings with Uconnect® 8.4/8.4A System Screen ? if equipped.

NOTE: The settings can only be changed when the vehicle is in PARK.

Follow these steps to set the FCW and Active Braking:

1. Press the ?Controls? soft-key located on the bottom of the Uconnect® display.

2. Press the ?Settings? soft-key.

3. Press the ?Safety & Driving Assistance? soft-key.

4. Press the ?FWD Collision Warning?, Far or Near soft-key for your desired preference.

5. Press the ?Active Braking? On or Off soft-key.

NOTE: A check mark will appear in the selection box to indicate the setting.

The default status of FCW is the ?Far? setting and the Active Braking is the ?On? setting, this allows the system to warn you of a possible collision with the vehicle in front of you when you are farther away and it applies limited braking. This gives you the most reaction time to avoid a possible collision.

Changing the FCW status to the ?Near? setting, allows the system to warn you of a possible collision with the vehicle in front of you when you are much closer. This setting provides less reaction time than the ?Far? setting, which allows for a more dynamic driving experience.

NOTE:

? The system will retain the last setting selected by the driver after ignition shut down.

? FCW may not react to irrelevant objects such as overhead objects, ground reflections, objects not in the path of the car, stationary objects that are far away, oncoming traffic, or leading vehicles with the same or higher rate of speed.

? FCW will be disabled like ACC, with the unavailable screens.

FCW Limited Warning

If the system turns off, and the EVIC displays ?ACC/FCW Limited Functionality? or ?ACC/FCW Limited Functionality Clean Front Windshield? momentarily, there may be a condition that limits FCW functionality.

Although the vehicle is still drivable under normal

conditions, the active braking may not be fully available. Once the condition that limited the system performance is no longer present, the system will return to its full performance state. If the problem persists, see your authorized dealer.

Service FCW Warning

If the system turns off, and the EVIC displays:

? ACC/FCW Unavailable Service Required

? Cruise/FCW Unavailable Service Required

This indicates there is an internal system fault. Although the vehicle is still drivable under normal conditions, have the system checked by an authorized dealer.

We appreciate the time you took to write to us and we hope this was of assistance to you.

Sincerely,

Eileen

Customer Service Representative
Jeep Customer Assistance Center

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

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8130686V46555L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

I do not think my Forward Collision Warning Mitigataion is working the way it is described in the manual and by the sales person.

Comments:

I was in the dealer for 3 hours and they do not know the difference between the Adaptive Cruise Control and the FCW. No one seems to be able to check the FCW system. I need someone to explain to me how it works and how to check it. Thanks.

VIN:

ECL [REDACTED]

Mileage:

526

Servicing Dealer:

Jeff Wyler Ft Thomas

Title:

Mr.

First Name:

[REDACTED]

Middle Initial:

R
Last Name:
English
Address 1:
[REDACTED]

Address 2:

City:
Cincinnati

State:
OH

Zip:
[REDACTED]

Email:
[REDACTED]

Work Phone:
[REDACTED]

From: [REDACTED]
To: customerassist@chrysler.com
Date: Tue May 21 11:18:34 EDT 2013
Subject: Reply to Chrysler Group LLC (KMM8130686V46555L0KM)
Reply Comments:

REFERENCE NUMBER: [REDACTED]
EMAIL CASE NUMBER: [REDACTED]

I have read the manual. How does a dealer check to make sure it is working?

From: customerassist@chrysler.com
To: [REDACTED]
Date: Tue May 21 12:27:43 EDT 2013
Subject: Re: Reply to Chrysler Group LLC (KMM8130686V46555L0KM)
Dear John:

Thank you for contacting the Jeep Customer Assistance Center.

Unfortunately, we are unable to provide technical assistance. I have contacted Service Advisor Daniel at Jeff Wyler Chrysler Dodge Jeep. Daniel has advised if you are having a problem with the Forward Collision Warning system, to bring it in for diagnosis. Daniel also requested for you to contact him if you are still having an issue with the personal settings on your Uconnect system.

You may contact your local dealership for further assistance, or you may refer to the vehicle's Service Manual.

Service Manuals provide all the information technicians need to diagnose, troubleshoot, maintain, service and repair Chrysler Group vehicles. You can call Tech Authority to purchase Service Manuals at 1-800-890-4038. You may also order Service Manuals online at www.techauthority.com

Thanks again for your email.

Sincerely,

Eileen

Customer Service Representative
Jeep Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: [REDACTED]
EMAIL CASE NUMBER: [REDACTED]
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8130931V53663L0KM&

Original Message Follows:

Comments:
REFERENCE NUMBER: [REDACTED] EMAIL CASE NUMBER: [REDACTED] I have read the manual. How does a dealer check to make sure it is working?

PE15-021

FLAT CHRYSLER

10-22-2015

ENCLOSURE 4

FinalBackup



Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2013-07-30 14:35:51.775191

Files Not Recieved: 0

Please find attached a copy of my loan statment and the payment coming from my checking account.

I talked with an rep today and he informed me that the trim pieces are on order. I talked to Nash yesterday and they are planning to keep the Jeep until the trim pieces come in, unless they are delayed more than a few days.

I also understand a 5 year 100K warranty was applied. Thank You....Not trying to be a pain, but if there is any way you can make it a 6 year 100K I would greatly appreciate it. My loan is 6 years and I would like the security of having the vehicle under warranty the entire time.

Thanks again,

Adam

FL9-600-02-26
P.O. Box 45224
Jacksonville, FL 32232-5224

Statement of Account



Find what moves you!

Search for the right car and the right loan at the Car Research Center
Bankofamerica.com/carresearchcenter

CHESWICK, PA 1

* Online version of the monthly statements may not show latest postal address changes.

Loan Account Status

Customer Service

Maturity Date: 05/20/2019
Payoff Balance*: \$34,610.16
Payoff Good Through: 07/20/2013

ACCOUNT NUMBER: 6

Paying your bill is easy with any of these convenient options:

*Payoff does not include any fees, credits, or reversals that have not posted.

Statement Date: 06/30/2013
Current Payment Due: \$520.73
Amount Past Due: \$0.00
Total Fees and Charges: \$0.00



Pay online anytime by visiting bankofamerica.com



Pay by phone - Call 1.800.215.6195 24 hours a day, 7 days a week, provide security information and authorize us to initiate an electronic payment from your account and authorize the payment amount and timing. Same day payments cannot be cancelled. A fee may apply.

Total Payment Due by 07/20/2013 is \$520.73



Pay by mail - Bank of America P.O. Box 15220 Wilmington, DE 19886-5220

Transaction Activity

Effective Date	Description	Amount	Detail
	Beginning Principal Balance		\$35,000.00
06/20/2013	PAYMENT - THANK YOU	- \$520.73	
	PRINCIPAL		\$454.86
	FINANCE CHARGE		\$65.87
	Ending Principal Balance		\$34,545.14

Account questions? Call: 1.800.215.6195
1.866.345.1248 TDD/TTY Users Only

Please contact us... if you have any questions regarding your account. For faster service, reference the account number above and have your social security number available. Bank of America appreciates the opportunity to service this account for you. This is an attempt to collect a debt. Any information obtained will be used for that purpose.

WRITE TO: Bank of America, N.A. * FL9-600-02-26 * P.O. Box 45224 * Jacksonville, FL 32232-5224

MICHELLE D MILGRUB

ACCOUNT NUMBER	PAYMENT DUE DATE	CURRENT PAYMENT DUE	AMOUNT PAST DUE	TOTAL FEES AND CHARGES	TOTAL PAYMENT DUE
	07/20/2013	\$520.73	\$0.00	\$0.00	\$520.73

Check box for change of address (over) Check box if you are paying loan balance in full

THIS IS NOT A REQUEST FOR PAYMENT. YOUR ACCOUNT IS ON AUTOMATIC PAYMENT.

Make Check Payable to:

BANK OF AMERICA, N.A.
P.O. BOX 15220
WILMINGTON, DE 19886-5220

Additional Principal: \$

Total Payment Enclosed: \$



Primary Checking Account [Redacted] Available Balance: \$817.84

Account Activity | [Online Statements](#)

[Edit Account Nickname](#)

Statement for the period ending 07/19/2013

[Print Statement](#) | [Edit Preferences](#)

Statement Summary | **Activity Detail** | Daily Balance Detail | Messages ?

Activity Type: Amount: Check No.:

- Online/Elec. Banking Deductions

* Amount and Check Number are optional fields from to from to

Transactions		
Date	Amount	Description
06/21/2013	\$500.00	Twb Transfer To X [Redacted]
06/21/2013	\$150.00	Twb Auto Transfer To [Redacted]
06/21/2013	\$520.73	Direct Payment - Ic Payment BkAmerica [Redacted]

Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2013-08-01 09:03:21.328653

Files Not Recieved: 0

Please find attached the loan origination document. Please note the loan # on this ties to the statement I sent earlier this week.

I know I already asked, but would you mind checking to see if the warranty can be changed? Same mileage, but for a 6 year term. I would really like the assurance of knowing my vehicle is covered during the entire vehicle loan. If it can't be changed I totally understand, but would be so grateful if you are able to change it.

I wanted to just say thank you again. You have been a pleasure to work with and hopefully once I get the vehicle back I won't be back at the dealer other than for oil changes etc..

Thanks again,

Adam

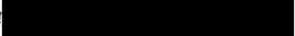
May 20, 2013



452

CHESWICK, PA 



Dear 

Thank you for doing business with Bank of America. We appreciate the opportunity to finance and service your account. In this package you will find important information about your loan including billing and payment options, account management tools and the *Bank of America U.S. Consumer Privacy Notice* (enclosed brochure). See the reverse of this letter for additional details and instructions and to review the *Affiliate Marketing Notice*.

Account information at your fingertips

Manage your loan wherever and whenever you want. Bank of America offers you a variety of services that let you manage your account on your terms.

- Strong Security. Exceptional Protection. We'll help you protect your accounts and identity.
- View your loan account details, make your payment, setup eBills, view statements online and more when you sign in to Bank of America Online Banking. If you're not already enrolled, simply go to bankofamerica.com/onlinebanking to get started.
- You can also obtain account information by phone 24 hours a day, 7 days a week by calling 1.800.215.6195. For added security and convenience, set up an Access ID when you call into the automated phone system for the first time by either accessing menu option "Other" or saying "set up access ID and Pin".

We're here to help


Please take a moment to review your account information in this letter. In the event there are discrepancies between the information listed here and the loan documents you signed, please contact us immediately at 1.800.215.6195. And if you were financing the trade-in that was used as a down payment for this loan, please check with your lender to confirm that your loan has been paid off.

Again, thank you for doing business with Bank of America.

Sincerely,

Martha Edwards
Servicing Operations Manager
Bank of America, N.A.

Loan and Billing Information



Account Number	
Year	2014
Make	JEEP
Model	GRAND CHEROKEE
Loan Origination	05/20/2013
Monthly payment amount	\$520.73
First payment due date	06/20/2013

You will begin receiving a billing statement every month with a payment slip.

Return payment to:
Bank of America
PO Box 15220
Wilmington, DE 19886-5220

Paperless ways to pay:  

- Online payments – Pay directly from your checking account at bankofamerica.com.
- Automatic Payment – Say goodbye to checks, late payments and check fraud risk. Just return the enclosed enrollment form with a voided check.
- eBill – Get your bill electronically. An email will let you know when your bill is ready for viewing and paying online. Sign up at bankofamerica.com.

Is your mailbox full?  

Review your vehicle loan statements online instead of on paper. Simply log in to your online banking account at bankofamerica.com. You can see past months' statements from the convenience of your computer.

Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2013-09-20 10:28:59.095163

Files Not Recieved: 0

#1 Cochran



112 Route 908

Natrona Heights, Pa. 15065

Phone # (724) 295-5000 / Fax # (724) 295-0003

Dealer Code : 45570

Attn: *Janeen*

Pages (inc cover sheet) *3*

Phone #

Fax # *1-801-736-3929*

Comments :

Here is the invoice and rental slip for

Mr. [REDACTED]

I appreciate all the help with this

Thanks again

[Signature]

Chris George

CUSTOMER #: [REDACTED]

WARRANTY



110-112 RT. 908
NATRONA HEIGHTS, PA 15065
FORD (724) 294-2000
CHRYSLER JEEP DODGE (724) 295-5000
www.cochran.com

CHESWICK, PA [REDACTED]
HOME [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

PAGE 1

SERVICE ADVISOR: 6135 CHRIS GEORGE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
GREY	14	JEEP CHEROKEE	1C4RJFCG7EC [REDACTED]		5331/5757	T5452	
DEL DATE	PROB DATE	WARR EXP	PROMISED	RD NO.	RATE	PAYMENT	INV DATE
01JAN14 IS			WAIT 18SEP13		0.00	CASH	18SEP13
R.G. OPENED	READY	OPTIONS: DLR:43722 ENG:3.6 Liter					
10SEP13	18SEP13						

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

A CUSTOMER STATES WHEN REMOTE STARTED THE HVAC DOES NOT COME ON LIKE IT SHOULD (CHECK TSB) NUMBER: 24-002-13 DATE: 09/05/2013 MODELS: 2014 WK (vehicles equipped with Dual Zone Automatic Temperature Control (sales code HAF) built on or before July 30, 2013).

CAUSE: F
18196295 UPDATE SOFTWARE TO HVAC UNIT AS PER TSB
6172 Polisano, Thomas LIC#: 7300
WC 0.20 14.69 14.69
FG: EM PART#: COUNT:
CLAIM TYPE: W
AUTH CODE:

0 C PARTS 460 1469 TLABOR
SUB: LEAWAY RENTAL CAR (CUSTOMER ENHANCED SATISFACTION)
WC 30.00 30.00

TECH: 6172 ACTUAL HRS.: 0.20 SOLD HRS.: 0.20
SALE-LBR: 14.69 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 30.00 TOTAL 44.69
COST-LBR: 4.60 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 30.00 TOTAL 34.60

B WHEN STARTED THE RADIO HAS A MESSAGE THAT SAYS VEHICLE PHONE REQUIRES SERVICE
CAUSE: RADIO HAS INTERNAL PHONE ISSUE
08600270 Radio / telematics gateway module Test and replace Replace with exchange unit (0 - Low skilled)
6172 Polisano, Thomas LIC#: 7300
WC 0.20 14.69 14.69
1 Z8190240AG RADIO 0.00
PART#: Z8190240AG

Authorized Signature And Date							STATEMENT OF DISCLAIMER		DESCRIPTION		TOTALS
PROGRAM CODE	AUTHORIZATION NUMBER	COMMITMENT NUMBER					The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.		LABOR AMOUNT		
PARTS SUB TOTAL	ALLOWANCE	PLUS PRICE DIFF	LESS REC	TOTAL PARTS	TOTAL LABOR	TOTAL CLAIM		PARTS AMOUNT			
SERVICE INSTALLED/PARTS							VISITING OWNER	ORDERS REFERENCED TO	GAS, OIL, LUBE		
DATE INSTALLED	ACCURED MILEAGE							SUBLET AMOUNT			
MO	DAY	TR	CUSTOMER PARTICIPATION OR DEDUCTIBLE		PARTS PRG RATA PERCENT		LABOR PRG RATA PERCENT		MISC. CHARGES		
ON BEHALF OF SERVICE/DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN OTHERWISE. THIS WARRANTY IS VOID IF ANY PART OF THIS WARRANTY IS NOT PRINTED ON THE BOTTOM OF THE WARRANTY CARD. THIS WARRANTY IS VOID IF ANY PART OF THIS WARRANTY IS NOT PRINTED ON THE BOTTOM OF THE WARRANTY CARD. THIS WARRANTY IS VOID IF ANY PART OF THIS WARRANTY IS NOT PRINTED ON THE BOTTOM OF THE WARRANTY CARD.							CUSTOMER SIGNATURE		TOTAL CHARGES		
									LESS INSURANCE		
									SALES TAX		
									PLEASE PAY THIS AMOUNT		

CUSTOMER #:

WARRANTY



110-112 RT. 908
NATRONA HEIGHTS, PA 15065
FORD (724) 294-2000
CHRYSLER JEEP DODGE (724) 295-5000
www.cochran.com

CHESWICK PA

PAGE 2

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

SERVICE ADVISOR: 6135 CHRIS GEORGE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
GREY	14	JEEP CHEROKEE	1C4RJFCG7EC [REDACTED]		5331/5757	T5452	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PC NO	RATE	PAYMENT	INV DATE
01JAN14 IS			WAIT 18SEP13		0.00	CASH	18SEP13
RO OPENED		READY		OPTIONS: DLR:43722 ENG:3.6 Liter			
10SEP13		18SEP13					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
COUNT: 0							
CLAIM TYPE: W							
AUTH CODE:							
				0	0	TPARTS	
				460	1469	TLABOR	

TECH: 6172 ACTUAL HRS.: 0.20 SOLD HRS.: 0.20

SALE-LBR: 14.69 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 14.69
 COST-LBR: -4.60 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 4.60

6059 CHRYSLER SENDING RADIO

Thank you for allowing us the opportunity to serve you today at #1 Cochran Chrysler. We expect the service you received to be to your COMPLETE SATISFACTION. You can provide us feedback by emailing to feedback@cochran.com. Thank you again and we look forward to serving you in the future.

TECH: 6172 ACTUAL HRS.: 0.40 SOLD HRS.: 0.4

SALE-LBR: 29.38 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 30.00 TOTAL 59.38
 COST-LBR: 9.20 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 30.00 TOTAL 39.20

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
82/8257200	2938	920		82/8257500	3000	3000	
82/8254500	0	0		82/8211400	5938	*****	

COST, SALE, & COMP TOTALS 3920 5938 0

Authorized Signature And Date				STATEMENT OF DISCLAIMER		DESCRIPTION		TOTALS	
PROGRAM CODE	AUTHORIZATION NUMBER	COMMITMENT NUMBER		The factory warranty constitutes all of the warranties with respect to the sale of this item/terms. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/terms					
PARTS SUB TOTAL	ALLOWANCE	PLUS PRICE DIFF	LESS REC	TOTAL PARTS	TOTAL LABOR	TOTAL CLAIM		LABOR AMOUNT	29.38
SERVICE INSTALLED PARTS								PARTS AMOUNT	0.00
DATE INSTALLED				ACCURED MILEAGE		VOIDING OWNER	GROSS REFERENCED TO	GAS, OIL, LUBE	0.00
MO	DAY	YR						SUBLET AMOUNT	30.00
DEALER PARTICIPATION		CUSTOMER PARTICIPATION OR DEDUCTIBLE		PARTS PRG RATA PERCENT		LABOR PRG RATA PERCENT		MISC. CHARGES	0.00
CUSTOMER SIGNATURE								TOTAL CHARGES	59.38
PLEASE PAY THIS AMOUNT								LESS INSURANCE	0.00
								SALES TAX	0.00
									59.38

RENTAL AGREEMENT

LEEWAY RENT-A-CAR

2409 Freeport Road, New Kensington, PA 15088 • Ph: 724-339-8700

No

RENTER (PRINT)	[REDACTED]		REPLACEMENT CAR NO.	DATE RENTED	19																																																	
HOME ADDRESS	[REDACTED]		MAKE MODEL YEAR COLOR	Chevy Impala																																																		
CITY STATE ZIP CODE	Cheswick PA [REDACTED]		LICENSE NUMBER	FDL-3687																																																		
PHONE NUMBER	PA 1-25-17		OCCUPANT	OCCUPANT	157460																																																	
INSURANCE CO.	MetLife FIC		OCCUPANT	OCCUPANT	157362																																																	
ADD	[REDACTED]		SALES TAX	9-18-13 4:30																																																		
POLICY NO.	[REDACTED]		MILES ALLOWED	9-17-13 4																																																		
<p>I will not under any circumstances surrender the use of the rented vehicle to any person other than those listed below or in Paragraph 5 on the back of the Agreement. Operation of the vehicle by any driver in violation of Paragraph 6 is prohibited.</p>			<table border="1"> <tr> <th colspan="2">GAS</th> </tr> <tr> <th>OUT</th> <th>IN</th> </tr> <tr> <td>10</td> <td>1/2</td> </tr> <tr> <td>11</td> <td>1/2</td> </tr> <tr> <td>12</td> <td>1/2</td> </tr> <tr> <td>13</td> <td>1/2</td> </tr> <tr> <td>14</td> <td>1/2</td> </tr> <tr> <td>15</td> <td>1/2</td> </tr> <tr> <td>16</td> <td>1/2</td> </tr> <tr> <td>17</td> <td>1/2</td> </tr> <tr> <td>18</td> <td>1/2</td> </tr> <tr> <td>19</td> <td>1/2</td> </tr> <tr> <td>20</td> <td>1/2</td> </tr> </table>		GAS		OUT	IN	10	1/2	11	1/2	12	1/2	13	1/2	14	1/2	15	1/2	16	1/2	17	1/2	18	1/2	19	1/2	20	1/2	<table border="1"> <tr> <th>RENTAL RATES</th> <th>CHARGES</th> </tr> <tr> <td>MILES 100 miles free/day 10¢ mile over</td> <td></td> </tr> <tr> <td>DAYS 1 = 30 tot</td> <td></td> </tr> <tr> <td>MONTHS 03</td> <td></td> </tr> <tr> <td colspan="2">TOTAL TIME AND MILEAGE CHARGES</td> </tr> <tr> <td>PHYSICAL DAMAGE</td> <td></td> </tr> <tr> <td>LDW</td> <td></td> </tr> <tr> <td>SUB-TOTAL</td> <td>25.93</td> </tr> <tr> <td>SALES TAX OR SURCHARGE 8%</td> <td>2.07</td> </tr> <tr> <td>FTA TAX \$2.00 per Day</td> <td>2.00</td> </tr> <tr> <td>TOTAL CHARGE</td> <td>30.00</td> </tr> </table>		RENTAL RATES	CHARGES	MILES 100 miles free/day 10¢ mile over		DAYS 1 = 30 tot		MONTHS 03		TOTAL TIME AND MILEAGE CHARGES		PHYSICAL DAMAGE		LDW		SUB-TOTAL	25.93	SALES TAX OR SURCHARGE 8%	2.07	FTA TAX \$2.00 per Day	2.00	TOTAL CHARGE	30.00
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FTA TAX \$2.00 per Day	2.00																																																					
TOTAL CHARGE	30.00																																																					
<p>PHYSICAL DAMAGE WAIVER RATE \$14.00 PER DAY \$28.00 PER WEEK By my initial, I accept or decline Physical Damage Waiver at the rates listed above. If I decline to purchase the Waiver, I accept full responsibility for loss by collision or physical damage, regardless of cause up to \$ Full Value per occurrence, which may be charged to my credit card shown below. Accepting reduces my responsibility to \$1,000.00 per occurrence, which may be charged to my credit card shown below. PHYSICAL DAMAGE WAIVER IS NOT INSURANCE</p>			<p>INITIALS: [Signature]</p>																																																			
<p>REJECTION OF UNINSURED MOTORIST PROTECTION I AM REJECTING UNINSURED MOTORIST COVERAGE UNDER THIS RENTAL OR LEASE AGREEMENT, AND ANY POLICY OF INSURANCE OR SELF INSURANCE ISSUED UNDER THIS AGREEMENT, FOR MYSELF AND ALL OTHER PASSENGERS OF THIS VEHICLE. UNINSURED COVERAGE PROTECTS ME AND OTHER PASSENGERS IN THIS VEHICLE FOR LOSSES AND DAMAGES SUFFERED IF INJURY IS CAUSED BY THE NEGLIGENCE OF A DRIVER WHO DOES NOT HAVE ANY INSURANCE TO PAY FOR LOSSES AND DAMAGES.</p>			<p>INITIALS: [Signature]</p>																																																			
<p>OPTIONAL LOSS DAMAGE WAIVER If you have full collision coverage, we will, for \$4.00 per day or \$20.00 per week cover your deductible up to \$250.00.</p>			<p>INITIALS: [Signature]</p>																																																			
<p>Chris (Service) 724-295-5000 Fax 724-295-0003</p>			<p>WARNING: • I am responsible for all traffic violations and must turn in all summons upon return of vehicle • I will report all accidents immediately.</p> <p>I have read both sides of this agreement and agree to its terms and conditions. I authorize you to process a credit card voucher, if any, in my name.</p>																																																			

I INTEND TO USE THIS VEHICLE OUTSIDE THE COMMONWEALTH OF PENNSYLVANIA - (Renter's initials) X AS

I HAVE READ CAREFULLY THE REVERSE SIDE OF THIS RENTAL AGREEMENT FORM (Renter's initials) X AS

Document Recieved from Customer

Cair [REDACTED]

Date Received: 2013-09-25 15:06:20.132982

Files Not Recieved: 0

Please find attached the documents you requested. Please confirm you received and processed the payment.

It has been a real pleasure to work with you. You have been a tremendous help and I truly hope no more issues arise on the vehicle.

* Online version of the monthly statements may not show latest postal address changes.

Loan Account Status

Customer Service

Maturity Date: 05/20/2019
Payoff Balance*: \$34,155.73
Payoff Good Through: 08/20/2013

*Payoff does not include any fees, credits, or reversals that have not posted.

Statement Date: 07/31/2013
Current Payment Due: \$520.73
Amount Past Due: \$0.00
Total Fees and Charges: \$0.00

Total Payment Due by 08/20/2013 is \$520.73

Transaction Activity

Effective Date	Description	Amount	Detail
	Beginning Principal Balance		\$34,545.14
07/20/2013	PAYMENT - THANK YOU	- \$520.73	
	PRINCIPAL		\$455.71
	FINANCE CHARGE		\$65.02
	Ending Principal Balance		\$34,089.43

ACCOUNT NUMBER: [REDACTED]

Paying your bill is easy with any of these convenient options:



Pay online anytime by visiting bankofamerica.com



Pay by phone - Call 1.800.215.6195
24 hours a day, 7 days a week, provide security information and authorize us to initiate an electronic payment from your account and authorize the payment amount and timing. Same day payments cannot be cancelled. A fee may apply.



Pay by mail - Bank of America P.O. Box 15220 Wilmington, DE 19886-5220

Account questions? Call: 1.800.215.6195
1.866.345.1248 TDD/TTY Users Only

PE15-021

FLAT CHRYSLER

10-22-2015

ENCLOSURE 4

FinalBackup



From: [REDACTED]
To: customerassist@chrysler.com
Date: Sat Jul 13 20:50:24 EDT 2013
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

VEHICLE BRAKING FOR NO REASON

Comments:

I have copied and pasted below the letter I have written to the dealership that is servicing my vehicle, to be given once I drop my vehicle off on Monday 07/15/2013. I have been to the dealership multiple times for the aligning situation but have had this BRAKING issue for about two weeks. I'm going to try this one last time but if nothing is corrected I'm going to file a complaint with National Highway Safety Traffic Commission (NHSTF) and obtain a lawyer to look into the NC lemon law for having to bring my vehicle into the shop multiple times for the same problem without resolution. =20

To: Kernersville Jeep

Regards: 2014 Jeep Grand
Cherokee

Issue: =20

1.=09HUGE ISSUE =96 Four times now, as I=92m driving down the road, the dashboard has lite up =93BRAKE=94 in red and the vehicle will start braking for NO REASON. I will NOT have the cruise control on and two of the four times, there were NO cars around me. This would seem to be a huge safety hazard for myself and other drivers on the road. I have brought the car into the shop twice for alignment issues, which have been corrected and, as well, brought up the defect issue once.=20

I
have contacted Chrysler Jeep directly about this problem and they have recorded the issue. I=92m being told to call them once I drop the car off and they will contact you. As well, they have informed me to tell you that

if you could not find the root cause of the issue that they should be contacted. =20

Thanks!=20

[REDACTED]

[REDACTED]

High

Point, NC [REDACTED]

[REDACTED]

[REDACTED]

Sender Information:

Title: Mr.

First Name: [REDACTED]

Middle Initial: [REDACTED]

Last [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Mon Jul 15 15:21:55 EDT 2013

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center.

Our records show that you have contacted us by telephone and we have addressed your concern.

We have updated your file to reflect the latest information you provided in the email message.

Should the dealership be unable to diagnose the issue and have it corrected, we have a special team of engineers and technicians known as "STAR". Should the dealership be unable to diagnose or correct the issue, we can dispatch this team to have the vehicle thoroughly inspected and diagnosed.

If your concerns have not been addressed, or you have other concerns, please email or contact the Chrysler Group Customer Care Center by telephone at 1-877-IAM-JEEP (426-5337).

Thanks again for your email.

Sincerely,

Tyler

Customer Service Representative

Jeep Customer Assistance Center

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

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8194185V16115L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

VEHICLE BRAKING FOR NO REASON

Comments:

I have copied and pasted below the letter I have written to the dealership that is servicing my vehicle, to be given once I drop my vehicle off on Monday 07/15/2013. I have been to the dealership multiple times for the aligning situation but have had this BRAKING issue for about two weeks.

I'm going to try this one last time but if nothing is corrected I'm going to file a complaint with National Highway Safety Traffic Commission (NHSTF) and obtain a lawyer to look into the NC lemon law for having to bring my vehicle into the shop multiple times for the same problem without resolution. To: Kernersville Jeep Regards: 2014 Jeep Grand Cherokee Issue: 1. HUGE ISSUE Four times now, as Im driving down the road, the dashboard has lite up BRAKE in red and the vehicle

will start braking for NO REASON. I will NOT have the cruise control on and two of the four times, there were NO cars around me. This would seem to be a huge safety hazard for myself and other drivers on the road. I have brought the car into the shop twice for alignment issues, which have been corrected and, as well, brought up the defect issue once. I have contacted Chrysler Jeep directly about this problem and they have recorded the issue. Im being told to call them once I drop the car off and they will contact you. As well, they have informed me to tell you that if you could not find the root cause of the issue that they should be contacted.

Thanks! [REDACTED] High Point, NC [REDACTED]

[REDACTED]

VIN:

EC [REDACTED]

Mileage:

3200

Servicing Dealer:

Kernersville Jeep Dodge

Title:

Mr.

First Name:

[REDACTED]

Middle Initial:

[REDACTED]

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

High Point

State:

NC

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

PE15-021

FLAT CHRYSLER

10-22-2015

ENCLOSURE 4

FinalBackup



Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2013-08-26 14:25:44.870892

Files Not Recieved: 0

LISA:

Please find a copy of my first months' car payment, which Chrysler has agreed to reimburse me on, attached hereto.

Thank you,

[REDACTED]

Case [REDACTED]



Message

GC Payment - Aug 2013 - [REDACTED].pdf



CONTINENTAL
CREDIT
UNION
ACME

POST DATE 08/01/2013 TIME 11:42:32 MEMBER [REDACTED] TELLER DAVID KACZMARSKI -SER [REDACTED] AGE 1

ID	TRAN TYPE	AMOUNT	BALANCE	FEES	PRINCIPAL	INTEREST	NEXT DUE
1.003	LOAN PAYMENT	1345.87	32,000.00		1333.33	12.54	08/25/2013
L063	CHK RECEIVED						

LOAN PNT DATA: REQUIRED PNT 1345.87 PNT FREQUENCY MONTHLY PNT METHOD CASH

CASH RECEIVED 0.00

CASH DISBURSED 0.00

CHECK RECEIVED 0.00

CHECK DISBURSED 0.00

[REDACTED]
SAINT CHARLES, IL [REDACTED]

*** ATTENTION ***
CHECKS BEING DEPOSITED MAY HAVE A
2-5 DAY HOLD. PLEASE INQUIRE ABOUT
HOLDS AT THE TIME OF DEPOSIT.
THANK YOU.

Document Recieved from Customer

Cair Number: 2 [REDACTED]

Date Received: 2013-08-26 17:04:27.962922

Files Not Recieved: 0

LISA:

Since the payment receipt is the only that came through last time, attached hereto is a copy of the invoice for my rental car, which Chrysler is to reimburse.

Thank you,

[REDACTED]

Case #: [REDACTED]



Message

Rental Car - Aug 2013 - [REDACTED] df



ENTERPRISE LEASING COMPANY OF CHICAGO, 1203 E MAIN ST, SAINT CHARLES, IL 601742274 (630) 513-2800

RENTAL AGREEMENT

REF#
SR0R6G

SUMMARY OF CHARGES

[REDACTED]
[REDACTED]

Charge Description	Date	Quantity	Per	Rate	Total
TIME & DISTANCE	08/12 - 08/16	5	DAY	\$44.99	\$224.95
REFUELING CHARGE	08/12 - 08/16				\$0.00
Subtotal:					\$224.95

DATE & TIME OUT
08/12/2013 09:38 AM
DATE & TIME IN
08/16/2013 05:43 PM

Taxes & Surcharges					
AUTO RENTAL TAX	08/12 - 08/16			6%	\$13.87
IL VEHICLE LICENSE COST	08/12 - 08/16	5	DAY	\$1.25	\$6.25
RECDV FEE					
Total Charges:					\$245.07

BILLING CYCLE
24-HOUR

Total Amount Due **\$0.00**

VEH #1 2013 CHRYSLER 300
VIN# 2C3CCA1T9D [REDACTED]
LIC# [REDACTED]
MILES DRIVEN 772

PAYMENT INFORMATION

AMOUNT PAID	TYPE	CREDIT CARD NUMBER
\$245.07	American Express	[REDACTED] PENDING

Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2013-08-28 00:43:09.889803

Files Not Recieved: 0

LISA:

Per your request, attached is the top copy of my financing contract on the vehicle.

Thanks,

[REDACTED]

Case #: [REDACTED]

LOAN AND SECURITY AGREEMENTS AND DISCLOSURE STATEMENT

LOAN DATE: 08/01/2013 LOAN NUMBER: 004 ACCOUNT NUMBER: [REDACTED] GROUP POLICY NUMBER: [REDACTED] MATURITY DATE: 08/25/2019

BORROWER 1	BORROWER 2
NAME AND ADDRESS	
[REDACTED]	
ST. CHARLES, IL [REDACTED]	
NAME (AND ADDRESS IF DIFFERENT FROM BORROWER 1)	

TRUTH IN LENDING DISCLOSURE 'e' means an estimate

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate.	The dollar amount the credit will cost you.	The amount of credit provided to you or on your behalf.	The amount you will have paid after you have made all payments as scheduled.	The total cost of your purchase on credit is
0.9000 %	\$ 300.86	\$ 32,000.00	\$ 32,300.86	\$49144.88 which includes your downpayment of \$ 17,144.88

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due
23	\$ 1,345.87	Monthly Beginning 08/25/2013
1	\$ 1,345.85	08/25/2019

Prepayment: If you pay off early you will not have to pay a penalty.

Required Deposit: The Annual Percentage Rate does not take into account your required deposit, if any.

Assumption: Someone buying your mobile home cannot assume the remainder of the loan on the original terms.

Demand: This obligation has a demand feature. All disclosures are based on an assumed maturity of one year.

Property Insurance: You may obtain property insurance from anyone you want that is acceptable to the credit union. If you get the insurance from us, you will pay \$

Late Charge:
 If your payment is 5 or more calendar days late you will be charged \$20.00.

Filing Fees	Non-Filing Insurance
\$	\$

Security: Collateral securing other loans with the credit union may also secure this loan. You are giving a security interest in your shares and dividends and, if any, your deposits and interest in the credit union; and the property described below:

Collateral	Property/Model/Make	Year	I.D. Number	Type	Value	Key Number
2014 JEEP GRAND CHEROKEE	GRAND CHEROKEE SUMMI/	JEEP 2014	1C4RJFJF4EC106344		\$ \$ \$	0.00
Other (Describe)	Pledge of Shares \$		in Account No.	\$	in Account No.	

See your contract documents for any additional information about nonpayment, default, and any required repayment in full before the scheduled date.

SIGNATURES

By signing as Borrower, you agree to the terms of the Loan Agreement. If property is described in the "Security" section of the Truth in Lending Disclosure, you also agree to the terms of the Security Agreement. If you sign as "Owner of Property" you agree only to the terms of the Security Agreement.

CAUTION: IT IS IMPORTANT THAT YOU THOROUGHLY READ THE AGREEMENT BEFORE YOU SIGN IT.

[REDACTED SIGNATURE]

(SEAL) 8/1/13 DATE

BORROWER 1

(SEAL) DATE

OTHER BORROWER OWNER OF PROPERTY WITNESS DATE

[REDACTED SIGNATURE]

(SEAL) DATE

BORROWER 2

(SEAL) DATE

OTHER BORROWER OWNER OF PROPERTY WITNESS DATE

Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2013-10-10 10:16:21.408093

Files Not Recieved: 0



Message

Rental Car - Aug 2013 - [REDACTED].pdf



ENTERPRISE LEASING COMPANY OF CHICAGO, 1203 E MAIN ST, SAINT CHARLES, IL 601742274 (630) 513-2800

RENTAL AGREEMENT REF#
168238 5R0R6G

SUMMARY OF CHARGES

RENTER

DATE & TIME OUT
08/12/2013 09:38 AM
DATE & TIME IN
08/16/2013 05:43 PM

BILLING CYCLE
24-HOUR

VEH #1 2013 CHRYSLER 300
VIN# 2C3CCA0T9DH [REDACTED]
LIC# [REDACTED]
MILES DRIVEN 772

Charge Description	Date	Quantity	Per	Rate	Total
TIME & DISTANCE	08/12 - 08/16	5	DAY	\$44.99	\$224.95
REFUELING CHARGE	08/12 - 08/16				\$0.00
Subtotal:					\$224.95

Taxes & Surcharges					
AUTO RENTAL TAX	08/12 - 08/16			6%	\$13.87
IL VEHICLE LICENSE COST	08/12 - 08/16	5	DAY	\$1.25	\$6.25
RECOV FEE					
Total Charges:					\$245.07

Total Amount Due \$0.00

PAYMENT INFORMATION

AMOUNT PAID	TYPE	CREDIT CARD NUMBER
\$245.07	American Express	XXXXXXXXXXXX [REDACTED] ENDING

PE15-021

FLAT CHRYSLER

10-22-2015

ENCLOSURE 4

FinalBackup



Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2013-08-22 08:49:30.054415

Files Not Recieved: 1

I had to change the file extension so the system would allow me to upload. The extensions should be .MOV You will need to change it from .tif to .MOV to enable viewing. This is a quick time movie

Attached is the video we discussed. This is of a new '14 Summit on the dealers lot. I did not confirm what software version it was running.

PE15-021

FLAT CHRYSLER

10-22-2015

ENCLOSURE 4

FinalBackup



From: [REDACTED]
To: customerassist@chrysler.com
Date: Mon Aug 26 11:24:51 EDT 2013
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

UConnect 8.4AN Issues

Comments:

I am having stability issues on my 2014 Grand Cherokee Summit. Menu items in the settings are changing at random and some cannot be selected at all, the check mark just disappears. The main issue is with the heated/ventilated seats at remote start option, this option will not stay selected. Also having problems with the ParkSense and Forward Collision systems unselected at random times. Very unstable in the settings menu, otherwise system is working as promised.

Sender Information:

Title: Mr.

First Name: [REDACTED]

Middle Initial: [REDACTED]

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Fri Aug 30 19:24:49 EDT 2013

Subject: Re: Chrysler Group LLC Customer Assistance

Dear C [REDACTED]:

Thank you for contacting the Jeep Customer Assistance Center in regards to your 2014 Grand Cherokee.

We are pleased to provide information related to your inquiries. Given the information requested, we will need time to further research into your inquiry to provide the most accurate information possible.

I appreciate your patience and understanding as we further look into your inquiry. We will be in contact with you soon.

Thanks again for your email, Carlton.

Sincerely,

Jeff

Customer Service Representative

Jeep Customer Assistance Center

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

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8251030V5089L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:

UConnect 8.4AN Issues

Comments:

I am having stability issues on my 2014 Grand Cherokee Summit. Menu items in the settings are changing at random and some cannot be selected at all, the check mark just disappears. The main issue is with the heated/ventilated seats at remote start option, this option will not stay selected. Also having problems with the ParkSense and Forward Collision systems unselected at random times. Very unstable in the settings menu, otherwise system is working as promised.

VIN:

EC [REDACTED]

Mileage:

346

Servicing Dealer:

Opelika Chrysler Jeep

Title:

Mr.

First Name:

[REDACTED]

Middle Initial:

[REDACTED]

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Opelika

State:

AL

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:

[REDACTED]

PE15-021

FLAT CHRYSLER

10-22-2015

ENCLOSURE 4

FinalBackup



From: [REDACTED]
To: customerassist@chrysler.com
Date: Wed Aug 28 14:52:12 EDT 2013
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Problem with my new Grand Cherokee

Comments:

I just bought my new Grand Cherokee 2014 last week. I bought limite version with "Advanced Technology Group".

I just found that "Forward Collision Warning with Crash Mitigation" is not working in my new vehicle.

I am taking it for service this Friday.

While buying the Jeep, I heard lot of safety features which we cannot experience it unless there is an emergency. "How could I trust those features will work properly when it required?"

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Mon Sep 02 12:49:09 EDT 2013

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center regarding your 2014 JEEP GRAND CHEROKEE LIMITED.

Firstly, congratulations on the purchase of your new vehicle.

Unfortunately, we are unable to provide technical assistance. You may refer to your local dealership for further assistance, or you may refer to the vehicle's service manual if you feel this feature is not functioning as it should.

FORWARD COLLISION WARNING (FCW) WITH MITIGATION OPERATION

The Forward Collision Warning (FCW) system with mitigation provides the driver with audible warnings, visual warnings (within the EVIC), and may apply a brake jerk to warn the driver when it detects a potential frontal collision. The warnings and limited braking are intended to provide the driver with enough time to react, avoid or mitigate the potential collision.

FCW monitors the information from the forward looking sensors as well as the Electronic Brake Controller (EBC), to calculate the probability of a forward collision. When the system determines that a forward collision is probable, the driver will be provided with audible and visual warnings and may provide a brake jerk warning. If the driver does not take action based upon these progressive warnings, then the system will provide a limited level of active braking to help slow the vehicle and mitigate the potential forward collision. If the driver reacts to the warnings by braking and the system determines that the driver intends to avoid the collision by braking but has not applied sufficient brake force, the system will compensate and provide additional brake force as required. When the system determines a collision with the vehicle in front of you is no longer probable, the warning message will be deactivated.

The minimum speed for FCW activation is 5 mph (10 km/h). The FCW alerts may be triggered on objects other than vehicles such as guard rails or sign posts based on the course prediction. This is expected and is a part of normal FCW activation and functionality. It is unsafe to test the FCW system. To prevent such misuse of the system, after 4 Active Braking events within a key cycle, the Active Braking portion of FCW will be deactivated until the next key cycle. The FCW system is intended for on-road use only. If the vehicle is taken off-road, the FCW system should be deactivated to prevent unnecessary warnings to the surroundings. If the vehicle enters 4WD Low Range, the FCW system will be automatically deactivated.

WARNING!

Forward Collision Warning (FCW) is not intended to avoid a collision on its own, nor can FCW detect every type of potential collision. The driver has the responsibility to avoid a collision by controlling the vehicle via braking and steering. Failure to follow this warning could lead to serious injury or death.

Turning FCW ON Or OFF

The default status of FCW is ?On?, this allows the system to warn you of a possible collision with the vehicle in front of you. The forward collision button is located on the switch panel below the

uconnect display.

To turn the FCW system OFF, press the forward collision button once to turn the system OFF (led turns on).

To turn the FCW system back ON, press the forward collision button again to turn the system ON (led turns off).

Changing the FCW status to ?Off? prevents the system from warning you of a possible collision with the vehicle in front of you.

Changing the Active Braking status to ?Off? prevents the system from providing limited autonomous braking, or additional brake support if the driver is not braking adequately in the event of a potential frontal collision.

The FCW system state is kept in memory from one key cycle to the next. If the system is turned OFF, it will remain off when the vehicle is restarted.

Changing FCW And Active Braking Status

To change the FCW and Active Braking settings with uconnect 8.4/8.4A System Screen

The settings can only be changed when the vehicle is in PARK.

Follow these steps to set the FCW and Active Braking:

1. Press the ?Controls? soft-key located on the bottom of the uconnect display.
2. Press the ?Settings? soft-key.
3. Press the ?Safety & Driving Assistance? soft-key.
4. Press the ?FWD Collision Warning?, Far or Near soft-key for your desired preference.
5. Press the ?Active Braking? On or Off soft-key.

A check mark will appear in the selection box to indicate the setting.

The system will retain the last setting selected by the driver after ignition shut down.

FCW may not react to irrelevant objects such as overhead objects, ground reflections, objects not in the path of the car, stationary objects that are far away, oncoming traffic, or leading vehicles with the same or higher rate of speed.

FCW will be disabled like ACC, with the unavailable screens.

Thanks again for your email.

Sincerely,

Kristine

Customer Service Representative

Jeep Customer Assistance Center

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

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8252869V40549L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

Problem with my new Grand Cherokee

Comments:

I just bought my new Grand Cherokee 2014 last week. I bought limited version with "Advanced Technology Group". I just found that "Forward Collision Warning with Crash Mitigation" is not working in my new vehicle. I am taking it for service this Friday. While buying the Jeep, I heard a lot of safety features which we cannot experience it unless there is an emergency. "How could I trust those features will work properly when it is required?"

VIN:

EC [REDACTED]

Mileage:

180

Servicing Dealer:

Freehold Chrysler Jeep

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

Middletown

Address 2:

New Jersey

City:

[REDACTED]

State:

NJ

Zip:

[REDACTED]

Email:

[REDACTED]

[REDACTED]

From: [REDACTED]

To: customerassist@chrysler.com

Date: Tue Sep 03 10:32:13 EDT 2013

Subject: Re: Chrysler Group LLC Customer Assistance (KMM8252869V40549L0KM)

<HTML>

<BODY>

<div dir="ltr">Can I reply to this email ?</div>
</div><div style>Regards,</div><div style>S [REDACTED] </div></div><div class="gmail_extra">

<div class="gmail_quote">On Mon, Sep 2, 2013 at 12:49 PM, customerassist <customerassist@chrysler.com> wrote:

<blockquote class="gmail_quote" style="margin:0 0 0 .8ex;border-left:1px #ccc solid;padding-left:1ex">Dear S [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center regarding
your 2014 JEEP GRAND CHEROKEE LIMITED.

Firstly, congratulations on the purchase of your new vehicle.

Unfortunately, we are unable to provide technical assistance. You may
refer to your local dealership for further assistance, or you may refer
to the vehicle's service manual if you feel this feature is not
functioning as it should.

FORWARD COLLISION WARNING (FCW) WITH MITIGATION OPERATION

The Forward Collision Warning (FCW) system with mitigation provides the
driver with audible warnings, visual warnings (within the EVIC), and may
apply a brake jerk to warn the driver when it detects a potential
frontal collision. The warnings and limited braking are intended to
provide the driver with enough time to react, avoid or mitigate the
potential collision.

FCW monitors the information from the forward looking sensors as well as
the Electronic Brake Controller (EBC), to calculate the probability of a
forward collision. When the system determines that a forward collision
is probable, the driver will be provided with audible and visual
warnings and may provide a brake jerk warning. If the driver does not
take action based upon these progressive warnings, then the system will
provide a limited level of active braking to help slow the vehicle and
mitigate the potential forward collision. If the driver reacts to the

warnings by braking and the system determines that the driver intends to avoid the collision by braking but has not applied sufficient brake force, the system will compensate and provide additional brake force as required. When the system determines a collision with the vehicle in front of you is no longer probable, the warning message will be deactivated.

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WARNING!

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Turning FCW ON Or OFF

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Changing the Active Braking status to ?Off? prevents the system from providing limited autonomous braking, or additional brake support if the driver is not braking adequately in the event of a potential frontal collision.

The FCW system state is kept in memory from one key cycle to the next.

If the system is turned OFF, it will remain off when the vehicle is

restarted.

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To change the FCW and Active Braking settings with uconnect 8.4/8.4A

System Screen

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Follow these steps to set the FCW and Active Braking:

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display.

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3. Press the ?Safety & Driving Assistance? soft-key.

4. Press the ?FWD Collision Warning?, Far or Near soft-key for your

desired preference.

5. Press the ?Active Braking? On or Off soft-key.

A check mark will appear in the selection box to indicate the setting.

The system will retain the last setting selected by the driver after

ignition shut down.

FCW may not react to irrelevant objects such as overhead objects, ground

reflections, objects not in the path of the car, stationary objects that

are far away, oncoming traffic, or leading vehicles with the same or

higher rate of speed.

FCW will be disabled like ACC, with the unavailable screens.

Thanks again for your email.

Sincerely,

Kristine

Customer Service Representative

Jeep Customer Assistance Center

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

following information:

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK: <a

href="http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8252869V40549L0KM

&"

target="_blank">http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8252869V40549L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

Problem with my new Grand Cherokee

Comments:

I just bought my new Grand Cherokee 2014 last week. I bought limited
version

with "Advanced Technology Group". I just found that "Forward Collision
Warning with Crash Mitigation" is not working in my new vehicle. I am
taking it for service this Friday. While buying the Jeep, I heard a lot
of

safety features which we cannot experience it unless there is an
emergency.

"How could I trust those features will work properly when it required
?"

VIN:

EC [REDACTED]

Mileage:

180

Servicing Dealer:

Freehold Chrysler Jeep

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

From: customerassist@chrysler.com

To: [REDACTED]

Date: Wed Sep 04 07:45:08 EDT 2013

Subject: Re: Chrysler Group LLC Customer Assistance (KMM8252869V40549L0KM)

Dear Saravanan:

Thank you for contacting the Jeep Customer Assistance Center regarding your 2014 JEEP GRAND CHEROKEE LIMITED.

If you have any questions or concerns please don't hesitate to contact us by email or by phone at our Jeep Customer Assistance Center at 1-877-426-5337.

Thanks again for your email.

Sincerely,

Kristine

Customer Service Representative

Jeep Customer Assistance Center

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

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8254921V95108L0KM&

PE15-021

FLAT CHRYSLER

10-22-2015

ENCLOSURE 4

FinalBackup



From: [REDACTED]
To: customerassist@chrysler.com
Date: Fri Aug 30 14:18:59 EDT 2013
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Enhanced Adaptive cruise control and Adaptive cruise control with stop

Comments:

Could you please explain the difference between NH1P and NH3P and how they both operate.

Any other info on ACC would be appreciated.

Thanks

NB: I really love this jeep!!!

Sender Information:

Title: Mr.

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: Reply_By_Link_Only@chrysler.com

To: [REDACTED]

Date: Tue Sep 03 16:34:37 EDT 2013

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center.

Adaptive Cruise Control (ACC) increases the driving convenience provided by cruise control while traveling on highways and major roadways. However, it is not a safety system and not designed to prevent collisions.

ACC will allow you to keep cruise control engaged in light to moderate traffic conditions without the constant need to reset your cruise control. ACC utilizes a radar sensor and a forward facing camera designed to detect a vehicle directly ahead of you.

NOTE:

? If the sensor does not detect a vehicle ahead of you, ACC will maintain a fixed set speed.

? If the ACC sensor detects a vehicle ahead, ACC will apply limited braking or acceleration (not to exceed the original set speed) automatically to maintain a preset following distance, while matching the speed of the vehicle ahead.

Enhanced Adaptive Cruise includes ACC plus Forward Collision Warning.

The Forward Collision Warning (FCW) system with mitigation provides the driver with audible warnings, visual warnings (within the EVIC), and may apply a brake jerk to warn the driver when it detects a potential frontal collision. The warnings and limited braking are intended to provide the driver with enough time to react, avoid or mitigate the potential collision.

NOTE: FCW monitors the information from the forward looking sensors as well as the Electronic Brake Controller (EBC), to calculate the probability of a forward collision. When the system determines that a forward collision is probable, the driver will be provided with audible and visual warnings and may provide a brake jerk warning. If the driver does not take action based upon these progressive warnings, then the system will provide a limited level of active braking to help slow the vehicle and mitigate the potential forward collision. If the driver reacts to the warnings by braking and the system determines that the driver intends to avoid the collision by braking but has not applied sufficient brake force, the system will compensate and provide additional brake force as required.

When the system determines a collision with the vehicle in front of you is no longer probable, the warning message will be deactivated.

The Forward Collision Warning Plus (FCW+) system is an enhancement to the current vehicles equipped with Adaptive Cruise Control (ACC) and a Forward Facing Camera (FFC). This system uses the FFC for enhanced sensitivity to objects in front of the vehicle. The system utilizes radar and video input to detect whether the vehicle is approaching another vehicle or large obstacle in its path too rapidly and warn/assist the driver in avoiding the incident. The system communicates with other components on the vehicle to apply the brakes and/or to alert the driver through visual and audible warnings.

Forward Collision Warning options and Active Braking settings can be changed. When the vehicle is equipped with a Uconnect® 8.4/8.4A system screen, the Safety and Driving Assistance soft key

needs to be selected to access the options menu. When the vehicle is equipped with the Uconnect® 5.0 system, pressing the ?+ MORE? hard-key located on the lower right side of the Uconnect® system will bring you to the ?Settings? soft key.

The system also monitors the torque sensor inside the EPS to verify the driver's hands remain on the wheel. If no driver's steering input is received for 3?5 seconds, the system alert the driver with audio and visual warning. If the steering wheel continues to receive no torque input from the driver, the FCW+, ACC+ and LDW+ will deactivate. Once the vehicle has achieved road speeds of 60 km/h (37 mph) and below 160 km/h (100 mph), sense the drivers steering input and the FFC can clearly detect the lines in the road, the system will enable again. The system will also disable when the drivers seatbelt is unbuckled while the vehicle is travelling at speeds of 10 mph or greater.

Thanks again for your email.

Sincerely,

Tony

Customer Service Representative

Jeep Customer Assistance Center

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

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8254331V40477L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

Enhanced Adaptive cruise control and Adaptive cruise control with stop

Comments:

Could you please explain the difference between NH1P and NH3P and how they both operate. Any other info on ACC would be appreciated. Thanks

NB: I really love this jeep!!!

VIN:

EC2 [REDACTED]

Mileage:

1200

Servicing Dealer:

Koons of Tysons, Virginia

Title:

Mr.

First Name:

[REDACTED]

Middle Initial:

Last Name:

████████

Address 1:

████████████████

Address 2:

City:

st augustine

State:

FL

Zip:

████████

Email:

██

Work Phone:

████████████████

PE15-021

FLAT CHRYSLER

10-22-2015

ENCLOSURE 4

FinalBackup



From: [REDACTED]
To: customerassist@chrysler.com
Date: Sat Sep 07 22:42:16 EDT 2013
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

'14 Grand Cher. Overland, owned 3 mths., 5-6 service visits to repair electronic issues with radio hub. Radio replaced 9/6/13. Issues bad to worse. Radio not wrkg. no climate controls, display lights on, functions not wrkg. too many issues to list.

Comments:

5-6 visits for following issues: radio crackling, lost sound, froze, sd cards would not play, lost all favorite settings, navigation freezing, remote start not keeping settings, temp. settings randomly changing, text messages lost, not working, forward collision sounding, vehicle automatically braking, no forward vehicle visible. New radio installed 9/6, does not work, air and heat do not work, function buttons lit, functions do not work. Sending letter to Auburn Hills, MI

Sender Information:

Title: Mr.

First Name: [REDACTED]

Middle Initial: [REDACTED]
[REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Tue Sep 10 21:02:53 EDT 2013

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]:

Thank you for contacting the Jeep Customer Assistance Center.

We regret the problem your vehicle has experienced and appreciate the time and effort you took to bring this matter to our attention. Comments like yours are one way we have to learn of problems that may develop and improvements desired by customers.

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

We do see there is an enhancement needed for the specific system that was in your vehicle from factory. If the same unit was replaced, perhaps this is something the dealership could look into performing.

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

Thanks again for your email.

Sincerely,

Jennifer

Customer Service Representative

Jeep Customer Assistance Center

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

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8264167V61373L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

'14 Grand Cher. Overland, owned 3 mths., 5-6 service visits to repair electronic issues with radio hub. Radio replaced 9/6/13. Issues bad to worse. Radio not wrkg. no climate controls, display lights on, functions not wrkg. too many issues to list.

Comments:

5-6 visits for following issues: radio crackling, lost sound, froze, sd cards would not play, lost all favorite settings, navigation freezing, remote start not keeping settings, temp. settings randomly changing, text messages lost, not working, forward collision sounding, vehicle automatically braking, no forward vehicle visible. New radio installed 9/6, does not work, air and heat do not work, function buttons lit, functions do not work. Sending letter to Auburn Hills, MI

VIN:

EC [REDACTED]

Mileage:

5940

Servicing Dealer:

Seaview Jeep, Ocean, NJ

Title:

Mr.

First Name:

[REDACTED]

Middle Initial:

[REDACTED]

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Red Bank

State:

NJ

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:

[REDACTED]

From: [REDACTED]

To: customerassist@chrysler.com

Date: Wed Sep 11 07:29:30 EDT 2013

Subject: Reply to Chrysler Group LLC (KMM8264167V61373L0KM)

Reply Comments:

9/11/13 Re [REDACTED] Case# [REDACTED] vehicle taken to dealership on six occasions since purchase with electrical problems. on 9/6/13, radio replaced, does not work, now neither does air/heat/defrosters. on 9/9/13 vehicle would not start, towed to dealership. awaiting analysis. dealer has already been in touch with technical group. I'm sure dealer is calling again. for a purchase price of \$50,000, this is totally unacceptable. technical ops should be calling our dealer, seaview jeep, ocean, nj.

From: customerassist@chrysler.com

To: [REDACTED]

Date: Wed Sep 11 15:00:32 EDT 2013

Subject: Re: Reply to Chrysler Group LLC (KMM8264167V61373L0KM)

Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center.

We do regret to learn of the concerns you are experiencing.

Once the vehicle has been diagnosed, if you require further assistance, please contact Jeep Customer Service at 1-877-IAMJEEP (426-5337).

If the dealership requires additional technical assistance, they would need to utilize their dealer specific resources.

Thanks again for your email.

Sincerely,

Jennifer

Customer Service Representative

Jeep Customer Assistance Center

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

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8265232V26032L0KM&

Original Message Follows:

Comments:

9/11/13 Ref [REDACTED]; Case [REDACTED] vehicle taken to dealership on six occasions since purchase with electrical problems. on 9/6/13, radio replaced, does not work, now neither does air/heat/defrosters. on 9/9/13 vehicle would not start, towed to dealership. awaiting analysis. dealer has already been in touch with technical group. I'm sure dealer is calling again. for a purchase price of \$50,000, this is totally unacceptable. technical ops should be calling our dealer, seaview jeep, ocean, nj.

PE15-021

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10-22-2015

ENCLOSURE 4

FinalBackup



ROBERT M. SILVERMAN^{1*}
CRAIG THOR KIMMEL^{2*}



KIMMEL & SILVERMAN
P.C.

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

³ Certified by the New Jersey
Supreme Court as a Civil Trial
Attorney

1-800-LEMON LAW
www.lemonlaw.com

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

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

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

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

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

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

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

PLEASE REMIT ALL CORRESPONDENCE TO THE AMBLER OFFICE

December 30, 2013

Chrysler Group LLC
1000 Chrysler Drive
CIMS 485-13-32
Auburn Hills, MI 48326-2766

12-30

RECEIVED

JAN 07

SPECIAL INVESTIGATIONS

Re: [REDACTED], Chrysler Group LLC
Vehicle: 2014 Jeep Grand Cherokee – VIN 1C4RJFJT3EC [REDACTED]

Dear Sir/Madam:

We believe that Plaintiff's vehicle is a "lemon" under the New Jersey Lemon Law (N.J.S.A. 56:12-29 to 56:12-49). I am hereby making a written demand for relief under the Lemon Law.

Since these defects substantially impair the use, value or safety of my vehicle, we am hereby allowing you one final opportunity to repair my vehicle. If these repairs are not completed within 10 calendar days of receipt of this letter, I am entitled to a refund calculated in accordance with the Lemon Law. I look forward to hearing from you soon.

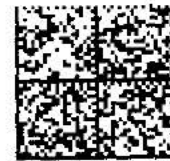
Very truly yours,

Timothy J. Abeel, Jr.
KIMMEL & SILVERMAN, PC

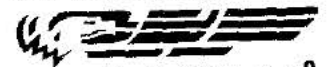
TJA/pb


KIMMEL & SILVERMAN
P.C.

30 EAST BUTLER PIKE
AMBLER, PA 19002



U.S. POSTAGE >> PITNEY BOWES



ZIP 19002 \$ 006.11⁰
02 1W
0001378695 DEC 30 2013

Chrysler Group LLC
PO Box 21-8004
Auburn Hills, Michigan 48321

PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT
OF THE RETURN ADDRESS. FOLD AT DOTTED LINE

CERTIFIED MAIL™



48321 8004 B198



PE15-021

FLAT CHRYSLER

10-22-2015

ENCLOSURE 4

FinalBackup



Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2013-10-10 17:02:34.247110

Files Not Recieved: 0

**MOTOR VEHICLE RETAIL INSTALLMENT SALES CONTRACT
SIMPLE FINANCE CHARGE**

18:48082613 #183
C140044 582225

Dealer Number _____ Contract Number _____

BUYER _____	SELLER/CREDITOR <u>GILLMAN CHRYSLER JEEP DODGE</u>
ADDRESS _____	ADDRESS <u>10585 W SAM HOUSTON PKWY S</u>
CITY <u>SPRING</u> STATE <u>TX</u> ZIP _____	CITY <u>HOUSTON</u> STATE <u>TX</u> ZIP <u>77099</u>
PHONE _____	PHONE <u>713-776-4900</u>

CO-BUYER _____
ADDRESS _____
CITY <u>SPRING</u> STATE <u>TX</u> ZIP _____
PHONE _____

The Buyer is referred to as "you" or "your." The Seller is referred to as "we" or "us." This contract may be transferred by the Seller.
PROMISE TO PAY: The credit price is shown below as the "Total Sales Price." The "Cash Price" is also shown below. By signing this contract, you choose to purchase the vehicle on credit according to the terms of this contract. You agree to pay us the Amount Financed, Finance Charge, and any other charges in this contract. You agree to make payments in U.S. funds according to the Payment Schedule in this contract. If more than one person signs as a buyer, you agree to keep all the promises in this agreement even if the others do not.

You have thoroughly inspected, accepted, and approved the vehicle in all respects.

VEHICLE IDENTIFICATION

YEAR	MAKE	MODEL	VEHICLE IDENTIFICATION NUMBER	<input checked="" type="checkbox"/> NEW	USE FOR WHICH PURCHASED PERSONAL, FAMILY, OR HOUSEHOLD, UNLESS OTHERWISE INDICATED BELOW If either of the boxes below is checked, Chapter 353 of the Texas Finance Code applies to this Contract.
2014	JEEP	G CHEROK	1C4RJFCT7EC [REDACTED]	<input type="checkbox"/> DEMONSTRATOR	
				<input type="checkbox"/> FACTORY	
				<input type="checkbox"/> OFFICIAL/EXECUTIVE	
				<input type="checkbox"/> USED	
				<input type="checkbox"/> BUSINESS OR COMMERCIAL	
				<input type="checkbox"/> AGRICULTURAL	

Trade-in: Make TOYOTA Model TUNDRA
 Year 2012 VIN 5TFEY5F15C [REDACTED] License No. _____

FEDERAL TRUTH-IN-LENDING DISCLOSURES				
ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate.	The dollar amount the credit will cost you.	The amount of credit provided to you or on your behalf.	The amount you will have paid after you have made all payments as scheduled.	The total cost of your purchase on credit, including your down payment of
3.99 %	\$ 7,766.57	\$ 58,230.43	\$ 65,997.00	\$ 0.00
				\$ 65,997.00

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due
75	\$ 879.96	Monthly beginning <u>10/10/2013</u>
N/A	N/A	Or as follows <u>N/A</u>
N/A	N/A	N/A

Late Charge: If we do not receive your entire payment within 15 days after it is due (10 days if you are buying a heavy commercial vehicle), you will pay a late charge of 5% of the scheduled payment.
Prepayment: If you pay all that you owe early, you will not have to pay a penalty.
Security Interest: We will have a security interest in the vehicle being purchased.
Additional Information: See this document for more information about nonpayment, default, security interests, and any required repayment in full before the scheduled date.

ITEMIZATION OF AMOUNT FINANCED

1 Cash Price (including any accessories, services, taxes, _____)	
SALES TAX \$ 1,314.38	\$ N/A
\$ N/A, and \$ N/A	\$ 51,842.38 (1)
2 Total Downpayment = (if negative, enter "0" and see Line 4A below)	
Gross Trade-In	\$ 29,000.00
- Pay Off Made By Seller	\$ 31,511.76
= Net Trade In	\$ 2,511.76-
+ Cash	\$ N/A
+ Mfrs. Rebate	\$ N/A
+ Other (describe) _____	\$ N/A
Total Downpayment	\$ 0.00 (2)
3 Unpaid Balance of Cash Price (1 minus 2)	\$ 51,842.38 (3)
4 Other Charges Including Amounts Paid to Others on Your Behalf (Seller may keep part of these amounts):	
A Net trade-in payoff to <u>TOYOTA FINANCIAL SER</u>	\$ 2,511.76
B Cost of Optional Credit Insurance Paid to Insurance Company or Companies:	
Life \$ N/A	
Disability \$ N/A	\$ N/A

PROPERTY INSURANCE. You must keep the collateral insured against damage or loss in the amount you owe. You must keep this insurance until you have paid all that you owe under this contract. You may obtain property insurance from anyone you want or provide proof of insurance you already have. The insurer must be authorized to do business in Texas. You agree to give us proof of property insurance. You must name us as the person to be paid under the policy in the event of damage or loss.
 If any insurance is checked below, policies or certificates from the insurance companies will describe the terms, conditions, and deductibles.

**Optional Credit
Life and Credit Disability Insurance**

Credit life insurance and credit disability insurance are not required to obtain credit. They will not be provided unless you sign and agree to pay the extra cost. Your decision to buy or not buy these insurance coverages will not be a factor in the credit approval process.

Credit Life, one buyer \$ N/A Term N/A
 Credit Life, both buyers \$ N/A Term N/A
 Credit Disability, one buyer \$ N/A Term N/A
 Credit Disability, both buyers \$ N/A Term N/A

GENERAL STATES HEALTHLIFE OF OMAHA
 (Insurance Company)
 P.O. BOX 34350 OMAHA, NE 68134
 (Home Office Address)

Credit life insurance pays only the amount you would owe if you paid all your payments on time. Credit disability insurance does not cover any increase in your payment or in the number of payments.
 If the term of the insurance is 121 months or longer, the premium is not fixed or approved by the Texas Insurance Commissioner.

You want the insurance indicated above.

Buyer's signature _____ Date _____
 Co-Buyer's signature _____ Date _____

C Other Optional Insurance Paid to Insurance Company or Companies	\$ 1,684.02
D Official Fees Paid to Government Agencies	
1) to _____ for _____	\$ N/A
2) to _____ for _____	\$ N/A
3) to _____ for _____	\$ N/A
E Debt Cancellation Agreement Fee Paid to the Seller	\$ N/A
F Dealer's Inventory Tax (if Not Included in Cash Price)	\$ 112.27
G Sales Tax (if Not Included in Cash Price)	\$ N/A
H Other Taxes (if Not Included in Cash Price)	\$ N/A
I Government License and/or Registration Fees	
LICENSE FEE	\$ 64.25
J Government Certificate of Title Fees	\$ 33.00
K Government Vehicle Inspection Fees	\$ 23.75
L Deputy Service Fee Paid to Dealer	\$ 5.00
M Documentary Fee (Cargo Documental)	\$ 189.00

A DOCUMENTARY FEE IS NOT AN OFFICIAL FEE. A DOCUMENTARY FEE IS NOT REQUIRED BY LAW, BUT MAY BE CHARGED TO BUYERS FOR HANDLING DOCUMENTS RELATING TO THE SALE. A DOCUMENTARY FEE MAY NOT EXCEED A REASONABLE AMOUNT AGREED TO BY THE PARTIES. THIS NOTICE IS REQUIRED BY LAW.

UN CARGO DOCUMENTAL NO ES UN CARGO OFICIAL. LA LEY NO EXIGE QUE SE IMPONGA UN CARGO DOCUMENTAL. PERO ÉSTE PODRÍA COBRARSE A LOS COMPRADORES POR EL MANEJO DE LA DOCUMENTACIÓN EL RELACIÓN CON LA VENTA. UN CARGO DOCUMENTAL NO PUEDE EXCEDER UNA CANTIDAD RAZONABLE ACORDADA POR LAS PARTES. ESTA NOTIFICACIÓN SE EXIGE POR LEY.

N Other Charges (Seller must identify who is paid and describe purpose.)	
to State for Plate Transfer Fee	\$ 5.00
to FFP for 60 / 100000 MILES	\$ 1,760.00
to _____ for _____	\$ N/A
to _____ for _____	\$ N/A
to _____ for _____	\$ N/A
to _____ for _____	\$ N/A
to _____ for _____	\$ N/A
to _____ for _____	\$ N/A
to _____ for _____	\$ N/A
to _____ for _____	\$ N/A
Total Other Charges and Amounts Paid to Others on Your Behalf	\$ 6,388.05 (4)
Amount Financed (3 + 4)	\$ 58,230.43 (5)

Optional Insurance Coverages and Debt Cancellation Agreement

The granting of credit will not be dependent on the purchase of either the insurance coverages or the debt cancellation agreement described below. It will not be provided unless you sign and agree to pay the extra cost. The credit approval process will not be affected by whether or not you buy these insurance coverages or the debt cancellation agreement.

Coverage	Term in Months	Premium or Fee
GAP*	75	\$ 1,684.02
N/A	N/A	\$ N/A
N/A	N/A	\$ N/A
Debt Cancellation Agreement**	N/A	\$ N/A

SERVICE LLOYDS
(Insurance Company)
P. O. BOX 26800 AUSTIN, TX
(Home Office Address)

*If the vehicle is determined to be a total loss, GAP insurance will pay us the difference between the proceeds of your basic collision policy and the amount you owe on the vehicle, minus your deductible. You can cancel that insurance without charge for 10 days from the date of this contract.
**WE WILL CANCEL CERTAIN AMOUNTS YOU OWE UNDER THIS CONTRACT IN THE CASE OF A TOTAL LOSS OR THEFT OF THE VEHICLE AS STATED IN THE DEBT CANCELLATION AGREEMENT. You can cancel the debt cancellation agreement without charge for a period of 30 days from the date of this contract, or for the period stated in the debt cancellation agreement, whichever period ends later.
If the box next to a premium for an insurance coverage included above is marked, that premium is not fixed or approved by the Texas Insurance Commissioner. A debt cancellation agreement is not insurance and is regulated by the Office of the Consumer Credit Commissioner.

_____ want the related
_____ ment.
Date 8/26
Co-Buyer's signature Date 8/26

LIABILITY INSURANCE: THIS CONTRACT DOES NOT INCLUDE INSURANCE COVERAGE FOR PERSONAL LIABILITY AND PROPERTY DAMAGE CAUSED TO OTHERS.

CONSUMER CREDIT COMMISSIONER NOTICE

to contact REGIONS BANK about this account, call (800) 734-4667. This contract is subject in whole or in part to Texas law which is enforced by the Consumer Credit Commissioner, 2601 N. Lamar Blvd., Austin, Texas 78705-4207; (800) 538-1579; www.occ.state.tx.us, and can be contacted relative to any inquiries or complaints.

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.

any change to this contract must be in writing. Both you and we must sign it. No oral changes to this contract are enforceable.

Buyer X _____ Co-Buyer X _____
see back for _____

CONSUMER WARNING: Notice to the buyer--Do not sign this contract before you read it or if it contains any blank spaces. You are entitled to a copy of the contract you sign. Under the law, you have the right to pay off in advance all that you owe and under certain conditions may save a portion of the finance charge. You will keep this contract to protect your legal rights.

BUYER'S ACKNOWLEDGEMENT OF CONTRACT RECEIPT: YOU AGREE TO THE TERMS OF THIS CONTRACT AND ACKNOWLEDGE RECEIPT OF A COMPLETED COPY OF IT. YOU CONFIRM THAT BEFORE YOU SIGNED THIS CONTRACT, WE GAVE IT TO YOU FREE TO TAKE IT AND REVIEW IT.

Buyer Signs X _____ Date 08/26/2013 Co-Buyer Signs X _____ Date 08/26/2013

Co-Buyers and Other Owners — 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 signs here X _____ Date _____ Address _____
Seller signs GILLMAN CHRYSLER JEEP DODGE Date 08/26/2013 By X _____ Title _____

THIS CONTRACT IS NOT VALID UNTIL YOU AND WE SIGN IT.

Seller assigns its interest in this contract to REGIONS BANK (Assignee) under the terms of Seller's agreement(s) with Assignee.

PE15-021

FLAT CHRYSLER

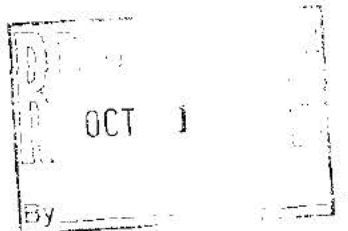
10-22-2015

ENCLOSURE 4

FinalBackup



Chrysler Group LLC Customer Care
1000 Chrysler Drive
Auburn Hills MI 48326-2766



[Redacted]
Sparrows Point, MD [Redacted]
Cell [Redacted]
9/25/2013

BY CERTIFIED MAIL
RETURN RECEIPT REQUESTED

Dear Sir or Madam,

I am writing to notify you of the problems I have been having with my 2014, Jeep, Grand Cherokee VIN# 1C4RJFCT7EC12[Redacted] and to request that you correct this problem within 30 days of your receipt of this letter.

I purchased my car from Tate Dodge on 3/21/2013 approximately 8/15/2013, I began having trouble with the forward collision warning, adjustable cruise control failing during driving. I took my car back to the dealer for repairs on 8/30, 9/23, and 9/30 but to date, the dealer has been unable to correct the problem. Attached are copies of the 8/30 and 9/30 repair orders that document the dealership's attempts to repair my car. This problem substantially impairs both the use and value of my car. Therefore, if you and/or your dealer are unable to correct this problem in a "reasonable number of attempts" as that phrase is defined in Maryland's Automotive Warranty Enforcement Act (Md. Code Ann., Com. Law, §14-1502 (d)), I will expect you to [repurchase or replace] the vehicle pursuant to §14-1502(c) of the Act.

Please contact me at the above address or telephone number to arrange a mutually convenient date and time for you to inspect my car and make the necessary repairs.

Sincerely,

[Redacted Signature]



DODGE

CHRYSLER



7139 Ritchie Highway
GLEN BURNIE, MARYLAND 21061

TATE DODGE CHRYSLER JEEP, INC.

Known for the customers we keep



BALTIMORE
(410) 766-2560
DIRECT LINE (410) 863-5428
FAX (410) 768-3120



CELL: [REDACTED]

CUSTOMER NO	ADVISOR BRIAN HUFFER	STAKE NO 74602	INVOICE DATE 09/23/13
[REDACTED]	LABOR RATE	MI. CHARGE 12,130	CO. OR BRILL BLK C
[REDACTED]	YEAR MAKE MODEL 14/JEEP/GRAND CHEROKEE (5/4DR 4WD OV	DELIVERY DATE 03/18/13	DELIVERY MILES 73
SPARROWS POINT, MD	VEHICLE ID NO 1 C 4 R J F C T 7 E C	SELLING DEALER NO	PRODUCTION DATE
[REDACTED]	P.T. NO WES	R.O. DATE 09/23/13	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	MO: 12134

JOB# 6 CHARGES

LABOR

CUST STATES THAT SATELITE RADIO LOCKS UP AT TIMES.
TECH PERFORMED DIAGNOSIS AND TESTS UNABLE TO VERIFY CONCERN
AT THIS TIME, BUT ADVISED CUSTOMER THAT THERE IS A STAR CASE
STATING THAT THERE IS A SOFTWARE UPDATE IN PROGRESSION AND
CUST WILL BE NOTIFIED WHEN AVAILABLE.

JOB# 6 TOTALS

JOB# 6 JOURNAL PREFIX DOCS JOB# 6 TOTAL 0.00

TOTALS

THANK YOU FOR CHOOSING TATE DODGE FOR YOUR SERVICE NEEDS
HOURS OF OPERATION ARE FROM 7:30 AM TILL 5:00 PM MON-FRI
NEW! SATURDAY HOURS 7:00-3:00 PM CALL TODAY FOR APPOINTMENT
TO BETTER SERVE YOU! I HAVE RECIEVED A PROPER EXPLANATION OF
SERVICES AND CHARGES PERFORMED TODAY. ANY QUESTIONS PLEASE
CONTACT YOUR ADVISOR OR SERVICE MANAGER AT 410-863-5428
LOCAL SHUTTLE SERVICE AVAILABLE
REMIT ALL PAYMENTS TO: PO BOX 757, GLEN BURNIE, MD 21060
*****CASHIER*****

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE \$	0.00

* CASH..... CHECK# CHARGE *

* CREDIT CARD *

* INITIALS DATE *

CUSTOMER SIGNATURE

MOPAR LIMITED WARRANTY

**PARTS AND LABOR WARRANTY
12 MONTHS OR 12,000 MILES
WHICHEVER OCCURS FIRST,
ON CUSTOMER PAID REPAIRS
SEALS AND GASKETS ARE
EXCLUDED.**

WHILE YOUR MOTOR VEHICLE IS ON THE PREMISES OF THE AUTOMOTIVE REPAIR FACILITY, THE AUTOMOTIVE REPAIR FACILITY MAY NOT BE RESPONSIBLE FOR DAMAGE TO YOUR MOTOR VEHICLE UNDER CERTAIN CIRCUMSTANCES. YOU SHOULD ASK A REPRESENTATIVE OF THE AUTOMOTIVE REPAIR FACILITY ABOUT THE EXTENT OF ITS RESPONSIBILITY, INCLUDING THE EXTENT OF THE INSURANCE COVERAGE OF THE AUTOMOTIVE REPAIR FACILITY.

This Remains the Property of Chrysler Group LLC. Do Not Sell or Dispose of This Invoice.



DODGE

CHRYSLER

TATE DODGE CHRYSLER JEEP, INC.

Known for the TATE logo



BALTIMORE (410) 766-2560 DIRECT LINE (410) 863-5428 FAX (410) 768-3120



7139 Ritchie Highway GLEN BURNIE, MARYLAND 21061

CELL: [REDACTED]

CUSTOMER NO	[REDACTED]	74602	1556	08/30/13
YEAR/MAKE/MODEL	14/JEEP/GRAND CHEROKEE/4DR 4WD OVERL	10,757	BRILL BLK C	73
VEHICLE ID NO	1C4RJFCT7EC			
WARRANTY DATE			08/30/13	
BUSINESS PHONE				MO: 10759

JOB# 1 CHARGES

LABOR
J# 1 06D0Z ELECTRICAL CONCERN UNITS: TECH(S):16584 WARRANTY
 CUST STATES THAT FORWARD COLLISION WHEN TURNED ON KEEPS TELLING DRIVER TO BRAKE. ALSO IT TELLS DRIVER TO CLEAN SENSOR AND UNAVAILABLE. CUST CLEANED SENSOR NO CHANGE. TECH PERFORM DIAGNOSIS AND FALSE MESSAGE FROM FC/M/ADAPTIVE CRUISE. TECH WI-TECH SCAN NO CODES AND NO TSBS OR STAR CASES. TECH ADVISED COMPONENTS ALIGNED. TECH UNABLE TO VERIFY CONCERN. TECH CONTACTED STAR FOR HELP WILL NOTIFY CUST WHEN STAR REPORTS BACK.

JOB# 1 TOTALS
 JOB# 1 JOURNAL PREFIX DOCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES.....

LABOR
J# 2 30D0Z RAPID RESPONSE UNITS: TECH(S):16584 WARRANTY
 PERFORM RAPID RESPONSE ON VEHICLE
 13041
 RRT COMPLETE

JOB# 2 TOTALS.....
 JOB# 2 JOURNAL PREFIX DOCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES.....

LABOR
J# 3+15D0Z014 FLASH REPROGRAM ENGINE POWERTRAIN CONTROL MODULE UNITS: TECH(S):16584 WARRANTY
 FLASH REPROGRAM ENGINE POWERTRAIN CONTROL MODULE
 FLASH REPROGRAM POWERTRAIN CONTROL MODULE

JOB# 3 TOTALS.....
 JOB# 3 JOURNAL PREFIX DOCS JOB# 3 TOTAL 0.00

MOPAR LIMITED WARRANTY

PARTS AND LABOR WARRANTY
 12 MONTHS OR 12,000 MILES
 WHICHEVER OCCURS FIRST,
 ON CUSTOMER PAID REPAIRS
 SEALS AND GASKETS ARE EXCLUDED.

COMMENTS.....
 B. 4AN

WHILE YOUR MOTOR VEHICLE IS ON THE PREMISES OF THE AUTOMOTIVE REPAIR FACILITY, THE AUTOMOTIVE REPAIR FACILITY MAY NOT BE RESPONSIBLE FOR DAMAGE TO YOUR MOTOR VEHICLE UNDER CERTAIN CIRCUMSTANCES. YOU SHOULD ASK A REPRESENTATIVE OF THE AUTOMOTIVE REPAIR FACILITY ABOUT THE EXTENT OF ITS RESPONSIBILITY, INCLUDING THE EXTENT OF THE INSURANCE COVERAGE OF THE AUTOMOTIVE REPAIR FACILITY.

Revised: Repair Customer



DODGE

CHRYSLER



7139 Ritchie Highway
GLEN BURNIE, MARYLAND 21061

TATE DODGE CHRYSLER JEEP, INC.

Known for the customers we keep



BALTIMORE
(410) 766-2560
DIRECT LINE (410) 863-5426
FAX (410) 768-3120



CELL: [REDACTED]

SALESMAN NO	ATTENDOR BRIAN HUFFER	74602	TAX NO 1556	INVOICE DATE 08/30/13
[REDACTED]	APR. PRICE	10,757	VEHICLE	BRILL BLK C
SPARROWS POINT, MD [REDACTED]	YEAR / MAKE / MODEL 14/JEEP/GRAND CHEROKEE/4DR 4WD OVERL	DELIVERY DATE 03/18/13	DELIVERY MILES	73
[REDACTED]	VEHICLE ID NO 1C4RJFCT7EC	DEALER ID	PRODUCTION DATE	
[REDACTED]	EXT NO	WES	R C DATE	08/30/13
BUSINESS PHONE	COMMENTS			MO: 10759

TOTALS

THANK YOU FOR CHOOSING TATE DODGE FOR YOUR SERVICE NEEDS
 HOURS OF OPERATION ARE FROM 7:30 AM TILL 5:00 PM MON-FRI
 NEW! SATURDAY HOURS 7:00-3:00 PM CALL TODAY FOR APPOINTMENT
 TO BETTER SERVE YOU! I HAVE RECIEVED A PROPER EXPLANATION OF
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TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE \$	0.00

* CASH..... CHECK# CHARGE *

* CREDIT CARD *

* INITIALS DATE *

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WHICHEVER OCCURS FIRST,
ON CUSTOMER PAID REPAIRS
SEALS AND GASKETS ARE
EXCLUDED.

CUSTOMER SIGNATURE

[REDACTED SIGNATURE]

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Reynolds & Reynolds Company

[Redacted]

SPARROWS POINT MD

PLACE STICKER
OF THE RETURN ADDRESS HERE
CERTIFIED MAIL™



[Redacted]



1000

48326

U.S. POSTAGE
PAID
BALTIMORE, MD
21231
SEP 25 2013
AMOUNT

\$3.56
00052296-10

CHRYSLER GROUP LLC
CUSTOMER CARE
1000 CHRYSLER DRIVE
AUBURN HILLS MI 48326-2766

48326277899





October 1, 2013

[REDACTED]
Sparrows Point, MD. [REDACTED]

Reference No.: [REDACTED]

Dear Mr. [REDACTED]

Thank you for your recent letter to Chrysler Group LLC regarding your 2014 Jeep Grand Cherokee.

Your letter was recently received by the Customer Assistance Center and has been forwarded to a more appropriate area for their attention.

We appreciate your comments and believe our referral action will provide the best opportunity for review.

Thank you again for writing.

Sincerely,

Carol
Senior Staff

CLA/sk