

PE15-021

FLAT CHRYSLER

10-22-2015

ENCLOSURE 4

FinalBackup



From: [REDACTED]
To: customerassist@chrysler.com
Date: Wed Nov 06 20:29:46 EST 2013
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Forward Collision warning

Comments:

the FCW system in my vehicle indicates either "OFF" or "available", the dealer is unable to get the system to be turned on, how can the FCW be changed from "available" to "ON"? who does the dealer need to contact to resolve this issue?

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Thu Nov 07 04:07:25 EST 2013

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center.

Unfortunately, we are unable to provide technical assistance. 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

The dealership may also contact their business center for further assistance.

We do apologize for the inconvenience.

Thanks again for your email.

Sincerely,

Crystal

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=KMM8337338V15245L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

Forward Collision warning

Comments:

the FCW system in my vehicle indicates either "OFF" or "available", the dealer is unable to get the system to be turned on, how can the FCW be changed from "available" to "ON"? who does the dealer need to contact to resolve this issue?

VIN:

EC [REDACTED]

Mileage:

89

Servicing Dealer:

CUTTER JEEP

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

[REDACTED]

City:

HONOLULU

State:

HI

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

PE15-021

FLAT CHRYSLER

10-22-2015

ENCLOSURE 4

FinalBackup



From: [REDACTED]
To: customerassistmkt@chrysler.com
Date: Thu Nov 07 11:58:21 EST 2013
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: New Vehicle Information

Brief Description:

forward collision warning with crash mitigation

Comments:

i was wondering if you could tell me if my brand new v8 summit has forward collision warning with crash mitigation / in my manual it says that to turn it on and off that there is a button on the panel, as well as a button on the panel in the same spot for park sense, however, neither of these buttons are on my panel. They are located in the screen options where you can find them and turn them on or off but i do not have either button on my panel and it says if your car is equipped, those buttons are on the panel. So does my car have both of these or no? I thought they were standard on the v8 summit '14? My window sticker says it is on the vehicle but i found it odd that the booklet says i'd have the buttons on the button panel as well...when i do not...thanks! VIN 1C4RJFJT5EC [REDACTED]

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

PE15-021

FLAT CHRYSLER

10-22-2015

ENCLOSURE 4

FinalBackup



From: [REDACTED]
To: customerassist@chrysler.com
Date: Thu Nov 14 00:54:46 EST 2013
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

computer issues with 2014 Jeep Grand Cherokee

Comments:

Purchase the car on May 16, 2013 and 1 week later tire pressure light on dealer had to put in new sensor. From August have had multiple issues with computer, blind spot not working, navigation/radio freezing, brake warning light flashing, bluetooth not working, steering wheel and seat heater automatically came on, wiper sensor not working, speedometer changes from solid numbers to something different. Had car to dealer 4 times to fix this problem. I am going again for the 5th time on November 15 2013. I paid \$50,000.00 for this car and I feel the safety of this car is a very big issue. When the computer malfunctions you need to stop the car, shut it off, get out and walk around then get back in to clear everything. Works for awhile and acts up again. Definitely is a computer issue and 5 times for service for the same problem is a little ridiculous. I am more at the garage than I am driving the car. Please help with this problem. Very concerned for the safety and performance of this car. I feel that at some point the car will break down and I will be stranded someplace. Unacceptable to have service done 5 times for the same problem. I would appreciate immediate attention to this problem.

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Thu Nov 14 15:31:10 EST 2013

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center.

I regret the problem your vehicle has experienced and appreciate the time and effort you took to bring this matter to my 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 the Service Manager at your authorized dealership to review your concerns.

Additionally, our review of your vehicle history shows that the dealership has been in contact with our Technical Operations Team about your vehicle, as well you have an open recall that may address some of the concerns.

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=KMM8347062V61070L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

computer issues with 2014 Jeep Grand Cherokee

Comments:

Purchase the car on May 16, 2013 and 1 week later tire pressure light on dealer had to put in new sensor. From August have had multiple issues with computer, blind spot not working, navigation/radio freezing, brake warning light flashing, bluetooth not working, steering wheel and seat heater automatically came on, wiper sensor not working, speedometer changes from solid numbers to something different. Had car to dealer 4 times to fix this problem. I am going again for the 5th time on November 15 2013. I paid \$50,000.00 for this car and I feel the safety of this car is a very

big issue. When the computer malfunctions you need to stop the car, shut it off, get out and walk around then get back in to clear everything. Works for awhile and acts up again. Definitely is a computer issue and 5 times for service for the same problem is a little ridiculous. I am more at the garage than I am driving the car. Please help with this problem. Very concerned for the safety and performance of this car. I feel that at some point the car will break down and I will be stranded someplace. Unacceptable to have service done 5 times for the same problem. I would appreciate immediate attention to this problem.

VIN:

EO [REDACTED]

Mileage:

10587

Servicing Dealer:

Tri Star Uniontown, PA

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Uniontown

State:

PA

Zip:

1 [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: 2014-02-25 15:46:14.222724

Files Not Recieved: 0

Please review for auto reimbursement. Thank you Rosa. I made payment yesterday and it has posted.

Account Detail For REFUGIO N OBREGON Account 614611 Loan 3

AUTO - USED FINANCING

Account Details

	Due Date	Payment Amount	Pay-Off Amount	Interest Rate	YTD Interest	Prior-Year Interest
	4/1/2014	\$635.68	\$40,071.53	2.50%	\$197.67	\$448.32

Account History

History for 1/1/2014 to 2/25/2014

Effective Date	Description	Amount	Balance	Interest	Principal	Fees
2/24/2014	Payment <i>MARCH Pymt</i>	\$635.68	\$40,068.79	\$50.12	\$585.56	\$0.00
2/6/2014	Credit Principal	\$40.32	\$40,654.35	\$0.00	\$40.32	\$0.00
2/6/2014	Payment <i>February</i>	\$635.68	\$40,694.67	\$98.84	\$536.84	\$0.00
1/2/2014	Payment Transfer 'STL' 650.00 from acct: OBREGON-77	\$650.00	\$41,231.51	\$48.71	\$601.29	\$0.00



614611 - REFUGIO N OBREGON

Tuesday, February 25, 2014

[Home](#) [Access Accounts](#) [Transfer Funds](#) [Bill Payment](#) [Apply for a Loan](#) [Account Services](#) [Your Preferences](#) [eDocuments/Online Forms](#)

Account Details: Loan 3 [Click here to edit your Account Nickname]

Detail Information

Due Date	Payment Amount	Pay-Off Amount	Interest Rate	YTD Interest	Prior-Year Interest
4/1/2014	\$635.68	\$40,071.53	2.50%	\$197.67	\$448.32

Display [Show Week/Month Activity](#)

AUTO - USED FINANCING - Loan 3

From Date To Date

Account History

History for 1/1/2014 to 2/25/2014

Effective Date	Description	Amount	Balance	Interest	Principal	Fees
2/24/2014	Payment	\$635.68	\$40,068.79	\$50.12	\$585.56	\$0.00
2/6/2014	Credit Principal	\$40.32	\$40,654.35	\$0.00	\$40.32	\$0.00
2/6/2014	Payment	\$635.68	\$40,694.67	\$98.84	\$536.84	\$0.00
1/2/2014	Payment Transfer 'STL' 650.00 from acct: OBREGON-77	\$650.00	\$41,231.51	\$48.71	\$601.29	\$0.00

Quick Transfer

Amount:
From Account:
To Account:



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PE15-021

FLAT CHRYSLER

10-22-2015

ENCLOSURE 4

FinalBackup



From: [REDACTED]
To: customerassist@chrysler.com
Date: Mon Dec 09 14:40:50 EST 2013
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Cold Temp System Issues

Comments:

I have a new 2014 Jeep GC Overland manufactured 7/13 purchased 11/17 (with less than 1200 miles) (software version 13.38.52).

When I parked outside overnight (three nights in a row) to see if the cold problem/issue was repeatable and the outside temperature was between 12F to 25F, the blue screen appeared when using the back up camera. In addition, the following issues/problems occurred at the same time; turning on my seat heater/heated steering wheel (they wont stay on after 3 seconds), my airbag warning indicator illuminates (stays on), the heater will not work, the passenger side blind spot indicator operates randomly, the FCW forward collision warning "OFF" LED illuminates and can't be turned off; the ACC status flashes that it needs service in the display.

All the aforementioned problems "start to function properly" when the car has been operating for approximately 15 minutes and the engine temp gauge indicator is near the middle of the gauge display.

When I park inside my garage with the temperature at 46F I have not had any of the aforementioned issues/problems.

Any ideas Jeep Engineer's? Perhaps a upcoming SW update?

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Mon Dec 09 20:26:53 EST 2013

Subject: Re: Chrysler Group LLC Customer Assistance

Dear Matthew:

Thank you for contacting the Jeep Assistance Center.

We would advise that you bring your vehicle to an authorized Jeep dealership to see if they are able to diagnose the issue.

Thanks again for your email.

Sincerely,

Natasha

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=KMM8376949V38813L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

Cold Temp System Issues

Comments:

I have a new 2014 Jeep GC Overland manufactured 7/13 purchased 11/17 (with less than 1200 miles) (software version 13.38.52). When I parked outside overnight (three nights in a row) to see if the cold problem/issue was repeatable and the outside temperature was between 12F to 25F, the blue screen appeared when using the back up camera. In addition, the following issues/problems occurred at the same time; turning on my seat heater/ heated steering wheel (they wont stay on after 3 seconds), my airbag warning indicator illuminates (stays on), the heater will not work, the passenger side blind spot indicator operates randomly, the FCW forward collision warning "OFF" LED illuminates and can't be turned off; the ACC status flashes that it needs service in the display. All the aforementioned problems "start to function properly" when the car has been operating for approximately 15 minutes and the engine temp gauge indicator is near the middle of the gauge display. When I park inside my garage with the temperature at 46F I have not had any of the aforementioned issues/problems. Any ideas Jeep Engineer's? Perhaps a upcoming SW update?

VIN:

EO [REDACTED]

Mileage:

1200

Servicing Dealer:

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Snohomish

State:

WA

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:

[REDACTED]

PE15-021

FLAT CHRYSLER

10-22-2015

ENCLOSURE 4

FinalBackup



From: [REDACTED]
To: customerassist@chrysler.com
Date: Mon Dec 23 17:52:40 EST 2013
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Body control module problems

Comments:

We have been having problems with our 2014 SRT Jeep since 3,800 miles and still haven't been able to get problem fixed and were going on 12,000 miles now. It has been at Firkins dodge at least 12 times.b

We understand that it

qualifies for the lemon law.

But we love our Jeep. We need to speak with

someone that has the ability to tell us what is the best route for us and

Jeep. We don't want to get rid of our jeep but someone has to understand

the frustration of paying 73,000 for a new vehicle and not having any peace

of mind in the last 6 months that something is going to go wrong again this

week. Please can someone assist.

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Mon Dec 23 21:24:20 EST 2013

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center.

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

I would like to look into your concerns further however in order to do this I would need to contact the dealership and get more information on the issues that your vehicle has been having and what repairs have been done up until this point. The dealership is currently closed however what I will do is contact them tomorrow (12/24/2013) and provide you with an update via email as soon as I have obtained more information.

We apologize for any inconvenience this delay may cause you, and sincerely thank you for your patience.

Thanks again for your email.

Sincerely,

Sarah

Customer Service Representative

Jeep Customer Assistance Center

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

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8393763V51860L0KM&

Original Message Follows:

US Customer Service - J-Mobile Brand Site

Brief Description:

Body control module problems

Comments:

We have been having problems with our 2014 SRT Jeep since 3,800 miles and still haven't been able to get problem fixed and were going on 12,000 miles now. It has been at Firkins dodge at least 12 times. We understand that it qualifies for the lemon law. But we love our Jeep. We need to speak with someone that has the ability to tell us what is the best route for us and Jeep. We don't want to get rid of our jeep but someone has to understand the frustration of paying 73,000 for a new vehicle and not having any peace of mind in the last 6 months that something is going to go wrong again this week. Please can someone assist.

VIN:

Mileage:

Servicing Dealer:

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

[REDACTED]

City:

Bradenton

State:

FL

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: 2014-02-19 07:50:08.396698

Files Not Recieved: 0

RE. Case #: [REDACTED]

Please find attached requested documents, proof of the February lease payment. As discussed with case manager Ms Raquel, please refund my lease payment, as I was not able to use it for a single day in February.

Please call my cell at [REDACTED] with any additional questions.

Welcome to Chrysler Capital MyAccount

View statements, payment history, and more account info below. You can also

Tip: Did you know you could add Reference Contacts and approve them to speak on your behalf, right from your account?

	ACCOUNT NUMBER		ACCOUNT TYPE	Lease	ACCOUNT STATUS	✔ Current

2014 JEEP GRAND CHER

VIN: 1C4RJFCT4EC

MAKE A RENT PAYMENT

\$589.51

DUE ON: 3/13/2014

([HTTPS://PAYNOW7.SPEEDPAY.COM/CHRYSLERCAPITAL/INDEX.ASP?LOGIN=1751979&PASSWORD=12/29/1969](https://paynow7.speedpay.com/CHRYSLERCAPITAL/INDEX.ASP?LOGIN=1751979&PASSWORD=12/29/1969))

View other payment options
(/Account/PaymentOptions)

MOST RECENT RENT
PAYMENT

\$587.06

RECEIVED ON
2/12/2014

NEXT RENT
PAYMENT DUE

\$589.51

DUE ON 3/13/2014



Payment History

Payments from 1/18/2014 to 2/18/2014

Amount (\$587.06)	Date Posted 2/12/2014	Base \$587.06	Fees --
Description Payment Made	Effective Date 2/12/2014	Tax --	Misc. Fees --

PE15-021

FLAT CHRYSLER

10-22-2015

ENCLOSURE 4

FinalBackup



From: Reply_By_Link_Only@chrysler.com

To: [REDACTED]s

Date: Wed Feb 19 03:01:03 EST 2014

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center.

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. 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 four 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.

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.

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.

The FCW Sensitivity And Active Braking Settings are programmable through the Uconnect System.

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.

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.

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 FCW system turns off, and the EVIC displays: "ACC/FCW Unavailable Service Required" or "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.

Regarding your paddle shifter question, according to available information, if the driver were to accelerate hard while in paddle shift mode, the vehicle will not exit paddle shift mode and revert back to Drive (D) as the system "thinks" that operator is intending to continue to use of paddle mode shifting.

We hope this information helps you better understand the features of your vehicle. For details on how to operate and maintain your vehicle, please refer to the vehicle owner's manual. You can view, download and print Owner Manuals, Warranty Booklets, and Maintenance Schedules by visiting the Jeep® brand website at <http://www.jeep.com/en/owners/manuals/>

Owner's Manuals have been prepared with the assistance of service and engineering specialists to tell you about specific vehicles. Included are: starting, operating, emergency and maintenance procedures, specifications, capabilities and safety tips.

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=KMM8468533V96863L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

2104 Grand Cherokee Overland

Comments:

I bought this car from a Jeep dealer with 5000 miles on it (certified and owned by an employee). It has been nothing but problems so far. In addition, they don't seem to know the answers to several things. Is FCW only supposed to work with ACC on? I tried to get it to work, but couldn't. Then it worked once with ACC on and not when off. Then one day it worked with ACC off. Is there any type of criteria you can share about when it is supposed to activate? What mode, how far from obstacle? Secondly, when using paddle shifters from D mode, the manual says, it should revert to auto (D) if I accelerate hard. Mine doesn't do that and the dealer says once you use paddle shifters you must put back in to auto mode on your own. When I told them what the manual says, they shrugged.

VIN:

EC1 [REDACTED]

Mileage:

5700

Servicing Dealer:

Tuttle-Click Irvine CA

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED].

Address 2:

City:

Corona

State:

CA

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:

[REDACTED]

From: [REDACTED]
To: customerassist@chrysler.com
Date: Tue Feb 18 09:55:29 EST 2014
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

2104 Grand Cherokee Overland

Comments:

I bought this car from a Jeep dealer with 5000 miles on it (certified and owned by an employee). It has been nothing but problems so far. In addition, they don't seem to know the answers to several things. Is FCW only supposed to work with ACC on? I tried to get it to work, but couldn't. Then it worked once with ACC on and not when off. Then one day it worked with ACC off. Is there any type of criteria you can share about when it is supposed to activate? What mode, how far from obstacle? Secondly, when using paddle shifters from D mode, the manual says, it should revert to auto (D) if I accelerate hard. Mine doesn't do that and the dealer says once you use paddle shifters you must put back in to auto mode on your own. When I told them what the manual says, they shrugged.

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

PE15-021

FLAT CHRYSLER

10-22-2015

ENCLOSURE 4

FinalBackup



From: [REDACTED]
To: customerassist@chrysler.com
Date: Fri Mar 07 00:38:50 EST 2014
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Forward collision warning system

Comments:

I took delivery of a new 2014 Jeep Grand Cherokee Limited last August. Initially the FCWS worked fine. However, it has not since early fall. My local dealer tried on three separate occasions to find the problem, and has consulted by phone and email with Chrysler engineers with no success. Has any progress been made on this problem? (It seems particularly odd since the Adaptive Cruise Control works fine.)

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: C [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Mon Mar 10 04:02:43 EDT 2014

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

Thank you for contacting the Jeep Assistance Center.

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

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

Thanks again for your email.

Sincerely,

Melissa

Customer Service Representative

Jeep Customer Assistance Center

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

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8494709V38563L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

Forward collision warning system

Comments:

I took delivery of a new 2014 Jeep Grand Cherokee Limited last August.

Initially the FCWS worked fine. However, it has not since early fall. My local dealer tried on three separate occasions to find the problem, and has consulted by phone and email with Chrysler engineers with no success. Has any progress been made on this problem? (It seems particularly odd since the Adaptive Cruise Control works fine.)

VIN:

ECZ [REDACTED]

Mileage:

5600

Servicing Dealer:

Barton

Title:

First Name:

[REDACTED]n

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Spokane

State:

WA

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

PE15-021

FLAT CHRYSLER

10-22-2015

ENCLOSURE 4

FinalBackup



From: [REDACTED]
To: customerassist@chrysler.com
Date: Sat Mar 08 23:05:36 EST 2014
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Forward Collision Warning

Comments:

I took my new vehicle for servicing last week as the Forward Collision control system doesn't appear to be working properly, nor has it ever since purchasing the vehicle. The warning system has only sounded a couple of times and at times that it does not seem at all appropriate. Other times, no warning or crash mitigation has occurred in situations where I assumed it would clearly be activated. At one time, a warning light appeared on the display about the FC system not working and needing service. Bob Baker Service was absolutely no help and did not offer an knowledge of the system. They said that their computers showed no error codes, but yet nobody was available when asked to demonstrate to me how it works. The only option they offered was that their service tech could drive it home overnight and put about 85 miles on the car - absurd. Can you please help me resolve this issue? I suspect given a comment the service technician made to me in picking up the vehicle too that they had no interest in helping on the issue because the vehicle was purchased from Huntington Beach. I am very frustrated. Thank you.

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Tue Mar 11 15:55:17 EDT 2014

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

Thank you for contacting the Jeep Assistance Center.

We appreciate the time and effort you took to tell us of your dissatisfaction in your 2014 Jeep Grand Cherokee. We appreciate you taking our call today.

As discussed, we would like for you to review the Forward Collision Warning settings in your vehicle. Please find the full details below:

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

The FCW Sensitivity And Active Braking Settings are programmable through the Uconnect® System. Refer to ?Uconnect® Settings? in ?Understanding Your Instrument Panel? for further information.

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.

If after adjusting the settings you continue to have a concern with the reaction of the Forward Collision Warning system, please follow up with the Jeep Assistance Center by utilizing the reply link below, or by calling 1-888-426-5337.

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-888-426-5337).

Sincerely,

Heather

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=KMM8497318V67717L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

Forward Collision Warning

Comments:

I took my new vehicle for servicing last week as the Forward Collision control system doesn't appear to be working properly, nor has it ever since purchasing the vehicle. The warning system has only sounded a couple of times and at times that it does not seem at all appropriate. Other times, no warning or crash mitigation has occurred in situations where I assumed it would clearly be activated. At one time, a warning light appeared on the display about the FC system not working and needing service. Bob Baker Service was absolutely no help and did not offer an knowledge of the system. They said that their computers showed no error codes, but yet nobody was available when asked to demonstrate to me how it works. The only option they offered was that their service tech could drive it home overnight and put about 85 miles on the car - absurd. Can you please help

me resolve this issue? I suspect given a comment the service technician made to me in picking up the vehicle too that they had no interest in helping on the issue because the vehicle was purchased from Huntington Beach. I am very frustrated. Thank you.

VIN:

EO [REDACTED]

Mileage:

1450

Servicing Dealer:

Bob Baker Carlsbad

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Rancho Santa Fe

State:

CA

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

PE15-021

FLAT CHRYSLER

10-22-2015

ENCLOSURE 4

FinalBackup



From: [REDACTED]
To: customerassist@chrysler.com
Date: Sun Mar 09 16:05:55 EDT 2014
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Forward Collision

Comments:

When I am driving I have almost run into the back end of the car in front of me.

No warning happened. That was one of the reasons I bought this jeep.

Dealer thought maybe the Adaptive Cruise control has to be on but that should not be the case.

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]t

Date: Tue Mar 11 23:43:57 EDT 2014

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]:

Thank you for contacting the Jeep Assistance Center.

It is always a concern when a customer is dissatisfied with our products. We regret the dissatisfaction you are experiencing and appreciate the time and effort you took to bring this matter to our attention.

Please accept our sincerest apologies for the concerns you have with our product.

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

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

Thanks again for your email.

Sincerely,

Sierra

Customer Service Representative

Jeep Customer Assistance Center

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

REFERENCE NUMBER: [REDACTED]8

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8497787V95837L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

Forward Collision

Comments:

When I am driving I have almost run into the back end of the car in front of me. No warning happened. That was one of the reasons I bought this jeep.

Dealer thought maybe the Adaptive Cruise control has to be on but that should not be the case.

VIN:

EC [REDACTED]

Mileage:

855

Servicing Dealer:

pueblo dodge

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Pueblo

State:

CO

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:

[REDACTED]

From: [REDACTED]

To: customerassist@chrysler.com

Date: Wed Mar 12 04:30:29 EDT 2014

Subject: Re: Chrysler Group LLC Customer Assistance (KMM8497787V95837L0KM)

The dealer did not have answer why it did not work. Is there a setting? Dealer said forward collision only works with cruise control. Would appreciate answer they could not give me one

Sent from my iPad

On Mar 11, 2014, at 9:44 PM, customerassist <customerassist@chrysler.com> wrote:

> Dear [REDACTED]

>

> Thank you for contacting the Jeep Assistance Center.

>

> It is always a concern when a customer is dissatisfied with our
> products. We regret the dissatisfaction you are experiencing and
> appreciate the time and effort you took to bring this matter to our
> attention.

>

> Please accept our sincerest apologies for the concerns you have with our
> product.

>

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

>

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

>

> Thanks again for your email.

>

> Sincerely,

>

> Sierra

>

> 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=KMM8497787V95837L0KM&

>

>

>

>

> Original Message Follows:

> -----

> US Customer Service - Jeep Brand Site

> Brief Description:

> Forward Collision

> Comments:

> When I am driving I have almost run into the back end of the car in

> front of

> me. No warning happened. That was one of the reasons I bought this

> jeep.

> Dealer thought maybe the Adaptive Cruise control has to be on but that

> should not be the case.

>

>

>

> VIN:

> EC [REDACTED]

> Mileage:

> 855

> Servicing Dealer:

> pueblo dodge

> Title:

>

> First Name:

> [REDACTED]

> Middle Initial:

>

> Last Name:

> [REDACTED]

> Address 1:

>

> Address 2:

>

> City:

> Pueblo

> State:

> CO

> Zip:

>

> Email:

>

> Work Phone:

>

From: customerassist@chrysler.com

To: [REDACTED]

Date: Wed Mar 12 05:26:37 EDT 2014

Subject: Re: Chrysler Group LLC Customer Assistance (KMM8497787V95837L0KM)

Dear [REDACTED]

Thank you for contacting the Jeep Assistance Center.

There are few pages explaining forward collision and cruise control. Below I have sent you steps on how to reach these pages through your Owner's Manual.

I Also noticed you have not contacted us to receive your free Manual Packages, so I have went ahead a sent you free hard copies of your Owners Manual, Warranty Booklet, and your UConnect User Manual. You will receive these copies in 7-10 buisness days which will be delivered by UPS. To reach our online copy of the Manual please go to the link below then open up your vehicles manual.

Information for Cruise Control starts on 119 page and ends on 213 page.

Information for Forward Collision starts on 216 page and ends on 220 page.

Owners Manual Link:

<http://www.Jeep.com/en/owners/manuals>

Thanks again for your email.

Sincerely,

Sierra

Customer Service Representative

Jeep Customer Assistance Center

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

REFERENCE NUMBER:

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8498016V16397L0KM&

Original Message Follows:

The dealer did not have answer why it did not work. Is there a setting? Dealer said forward collison only works with cruise control. Would appreciate answer they could not give me one

Sent from my iPad

On Mar 11, 2014, at 9:44 PM, customerassist <customerassist@chrysler.com> wrote:

> Dear Mary Lou:

>

> Thank you for contacting the Jeep Assistance Center.

>

> It is always a concern when a customer is dissatisfied with our
> products. We regret the dissatisfaction you are experiencing and
> appreciate the time and effort you took to bring this matter to our
> attention.
>
> Please accept our sincerest apologies for the concerns you have with our
> product.
>
> Unfortunately, given the many variables involved, we are unable to
> diagnose your vehicle's problem via email. We recommend contacting your
> authorized dealership to arrange an appointment for proper diagnosis and
> repair.
>
> Our dealerships have the factory training, equipment and information
> available to them to diagnose and correct problems with our vehicles.
> Should your dealer require factory assistance they may contact our
> Technical Operations Resource Group or contact their regional Business
> Center.

>
> Thanks again for your email.

>
> Sincerely,

>
> Sierra

>
> 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=KMM8497787V95837L0KM&

>

>

>

>

> Original Message Follows:

> -----

> US Customer Service - Jeep Brand Site

> Brief Description:
> Forward Collision
> Comments:
> When I am driving I have almost run into the back end of the car in
> front of
> me. No warning happened. That was one of the reasons I bought this
> jeep.
> Dealer thought maybe the Adaptive Cruise control has to be on but that
> should not be the case.
>
>
>
> VIN:
> EC [REDACTED]
> Mileage:
> 855
> Servicing Dealer:
> pueblo dodge
> Title:
>
> First Name:
> [REDACTED]
> Middle Initial:
>
> Last Name:
> [REDACTED]
> Address 1:
> [REDACTED]
> Address 2:
>
> City:
> Pueblo
> State:
> CO
> Zip:
> [REDACTED]
> Email:
> [REDACTED]
> Work Phone:
> [REDACTED]

From: [REDACTED]
To: customerassist@chrysler.com
Date: Wed Mar 12 09:43:49 EDT 2014
Subject: Re: Chrysler Group LLC Customer Assistance (KMM8498016V16397L0KM)
Thank you for your quick response and for the manuals. Appreciate so much your assistance. I'm a senior and some things irritate us more as we get older!

You sent me information and it is greatly appreciated.

Thanks again.

[REDACTED]

On Mar 12, 2014, at 3:26 AM, customerassist <customerassist@chrysler.com> wrote:

> Dear [REDACTED]
>
> Thank you for contacting the Jeep Assistance Center.
>
> There are few pages explaining forward collision and cruise control.
> Below I have sent you steps on how to reach these pages through your
> Owner's Manual.
>
> I Also noticed you have not contacted us to receive your free Manual
> Packages, so I have went ahead a sent you free hard copies of your
> Owners Manual, Warranty Booklet, and your UConnect User Manual. You
> will receive these copies in 7-10 buisness days which will be delivered
> by UPS.
>
> To reach our online copy of the Manual please go to the link below then
> open up your vehicles manual.
>
> Information for Cruise Control starts on 119 page and ends on 213 page.
> Information for Forward Collision starts on 216 page and ends on 220
> page.
>
> Owners Manual Link:
> <http://www.Jeep.com/en/owners/manuals>
>
> Thanks again for your email.
>

> Sincerely,
>
> Sierra
>
> Customer Service Representative
> Jeep Customer Assistance Center
>
> For any future communications related to this email, please refer to the
> following information:
> REFERENCE NUMBER:
> EMAIL CASE NUMBER: [REDACTED]
> REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8498016V16397L0KM&
>
>
>
>
> Original Message Follows:
> -----
> The dealer did not have answer why it did not work. Is there a setting?
> Dealer said forward collison only works with cruise control. Would
> appreciate answer they could not give me one
>
> Sent from my iPad
>
> On Mar 11, 2014, at 9:44 PM, customerassist
> <customerassist@chrysler.com> wrote:
>
>> Dear [REDACTED]:
>>
>> Thank you for contacting the Jeep Assistance Center.
>>
>> It is always a concern when a customer is dissatisfied with our
>> products. We regret the dissatisfaction you are experiencing and
>> appreciate the time and effort you took to bring this matter to our
>> attention.
>>
>> Please accept our sincerest apologies for the concerns you have with
> our
>> product.
>>

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

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

>>
>> Thanks again for your email.

>>
>> Sincerely,

>>
>> Sierra

>>
>> 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=KMM8497787V95837L0KM&

>>

>>

>>

>>

>> Original Message Follows:

>> -----

>> US Customer Service - Jeep Brand Site

>> Brief Description:

>> Forward Collision

>> Comments:

>> When I am driving I have almost run into the back end of the car in

>> front of
>> me. No warning happened. That was one of the reasons I bought this
>> jeep.
>> Dealer thought maybe the Adaptive Cruise control has to be on but that
>> should not be the case.
>>
>>
>>
>> VIN:
>> EC3 [REDACTED]
>> Mileage:
>> 855
>> Servicing Dealer:
>> pueblo dodge
>> Title:
>>
>> First Name:
>> [REDACTED]
>> Middle Initial:
>>
>> Last Name:
>> [REDACTED]
>> Address 1:
>> [REDACTED]
>> Address 2:
>>
>> City:
>> Pueblo
>> State:
>> CO
>> Zip:
>> [REDACTED]5
>> Email:
>> [REDACTED]
>> Work Phone:
>> [REDACTED]
>

PE15-021

FLAT CHRYSLER

10-22-2015

ENCLOSURE 4

FinalBackup



3/10

Customer Escalation 3/6/14

Summary: This customer posted on the Jeep Facebook page regarding issues with the ACC module in his new Grand Cherokee. He is unhappy because this is the second time he's had to have his vehicle towed in the past week.

Contact Information:

Name- [REDACTED]

VIN- 1C4RJFCT8EC [REDACTED]

Phone [REDACTED]

Details:



Martyn Allison • Jeep

about an hour ago · 28

Here is my 2014 Jeep Grand Cherokee Overlander Hemi being hauled off for the 2nd time this WEEK a \$56,000 SUV only a few weeks old.

I already returned a brand new 2012 one under the lemon law 2 years ago after it broke down SIX TIMES leaving me stranded, did I really make a mistake buying another one? Not happy





Kate Good Morning

I have a case # [REDACTED] not all details have been entered in to the system as the jeep went in for an ACC module replacement Tuesday this week, I was eventually given a pickup truck to use to get me back home that had the check brakes warning light on



I have been in touch with Jeep customer care and if I don't get some satisfaction today I will escalate this to Case management as this is crazy,, I now sit at home with no transport, I missed a concert last night because the Jeep broke down and I have things I need to do today, the sales manager at Bob Allen Jeep of Frankfort KY is not available as he has been in a meeting so far all day,, the service dept has called me twice to let me know they have my Jeep



and asked me to describe the issue again to a technician which I gladly did,, Kate I am not a rotten person but this has me VERY frustrated especially as I returned a Brand New Jeep Grand Cherokee Ltd Loaded only 2 years ago for a full refund under lemon law

I have always supported Jeep but now this is making me look dumb



Vin 1C4RJFCT8EC [REDACTED]

CAR# [REDACTED]



Personal Loan Agreement - Fixed Rate

This is a loan directly from **THE HUNTINGTON NATIONAL BANK** to you. The terms "we", "us", and "our" mean that bank. The terms "you" or "your" mean each person who signs this agreement. This agreement states the terms of this simple interest rate loan from us. This loan is arranged by _____ (the "Dealer", which term includes any of Dealer's employees or agents). Please read this agreement carefully and if you agree to these terms, sign your name below. Each of you is responsible both individually and jointly under this agreement (known as "joint and several" responsibility).

Federal disclosures: The following disclosures are required to be given by federal law:

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.
5.75 %	\$	\$	\$

Your payment schedule will be (final payment amount is estimated):

Number of Payments	Amount of Payments	When Payments Are Due
36	\$275.00	Monthly beginning on 12/1/00

Security: You are giving a security interest in a motor vehicle.

☐ You are also giving a security interest in the following personal property (list each item):

Property insurance: You may obtain property insurance and vendor's single interest insurance from anyone you want that is acceptable to us.

Filing fees: \$

Late charge: If a payment is more than 10 days late, you will be charged \$35.00.

Prepayment: If you pay off early, you may have to pay a penalty, and will not be entitled to a refund of any prepaid finance charge.

See the other parts of this agreement and any other contract documents for any additional information about nonpayment, default, any required repayment in full before the scheduled date, prepayment penalties, and security interests.

Credit insurance

Credit life insurance and credit disability insurance are NOT REQUIRED to be provided unless each of you to be insured for the additional

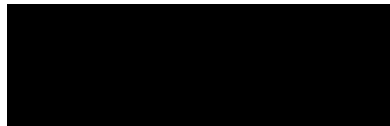
PE15-021

FLAT CHRYSLER

10-22-2015

ENCLOSURE 4

FinalBackup



Jill Carter

3/14

From: Amin Alidina
Sent: Thursday, March 13, 2014 12:36 PM
To: Jill Carter
Cc: Cathy Staelgraeve; Brett Hillock; Hank Desamper
Subject: FW: Jeep GC.vin EC 309732
Attachments: photo.JPG; ATT00001.txt

Jill, can we look into please?

Thanks,

Amin

-----Original Message-----

*From: Joseph Per
Sent: Friday, March 07, 2014 11:51 AM
To: Amin Alidina
Subject: FW: Jeep GC.vin EC 309732*

Amin,

Good morning, I would like for someone from your team to check this out. The vin number is for a 2014 Jeep GC Summit where the attached picture shows only 2 buttons on the dash verses the normal 4 which, controls the park sense and the customer took it back to the dealer to correct it. Unfortunately, the dealer cannot get the collision detection to operate correctly. The customer is extremely disappointed and is also my brother.

If someone would like to speak directly to him, he can be reached at [REDACTED]

Thanks,

Joe

-----Original Message-----

*From: Frank Per Jr [mailto:fperjr@tampabay.rr.com]
Sent: Thursday, March 06, 2014 8:26 PM
To: Joseph Per
Subject: Jeep GC.vin EC [REDACTED]*

Thanks Joe

PE15-021

FLAT CHRYSLER

10-22-2015

ENCLOSURE 4

FinalBackup



From: [REDACTED]
To: customerassist@chrysler.com
Date: Sun Apr 06 15:20:20 EDT 2014
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Unhappy Jeep Customer

Comments:

I purchased a 2014 Jeep Grand Cherokee Overland in June 2013 (ordered in April) and have been experiencing a multitude of problems.

Firstly, water

somehow appeared in the compartment underneath the passenger seat. This was due a leak in the sunroof and was eventually corrected. Next, after only

3000 miles, my 5.7L HEMI V8 engine completely died and needed to be replaced. Unfortunately we were actually almost 100 miles from our house

on a trip when the engine broke. The entire process of replacing the engine took several weeks and required me to work with a dealer I did not know that was almost 100 miles from my house. It almost feels like I can't

find a new problem every time I drive the Jeep.

Below is a list of the major problems I have experienced. There are many more small issues I am not

explaining in detail but am happy to discuss if you have an interest.

-Water leaking into compartment underneath passenger seat and possibly other places. The leak has been fixed but I do worry about the

possible long-term effects of the water problem on the electrical system,

possible rusting, carpet, etc.

-Engine broke at 3000 miles, requiring complete replacement.

-ACC/FCW system turns on and off every few minutes with a message that I need to clean the front sensor. I have cleaned the front sensor thoroughly too many times to count but the problem still persists. Additionally, the FCW system will kick in and brake randomly=

, even if I am driving on an arrow straight road with no cars anywhere near me. This issue concerns me because of the obvious safety risks given the vehicle randomly brakes and has done so in significant traffic several times - not to mention the fact that I paid extra for a feature that I cannot use. I have taken 2-3 trips to the dealer to try and get these problems fixed but they claim not to be able to replicate the issues. Their "solution" is to tell me to clean the front sensor yet again.

-Since the engine replacement, on occasion (2-3 times recently) when starting the Jeep, I get a warning prompt that says "Service Electronic Braking System" and the Jeep won't start. I then have to turn the Jeep off for a few minutes after which so far to date the Jeep will restart.

-Many little annoyances such as shaky backup camera, bluetooth not working, trim out of line, etc.

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Form Selected:

Category: US Customer Service

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Form Selected:

Category: US Customer Service

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Form Selected:

Category: US Customer Service

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Date: Sun Apr 06 15:20:20 EDT 2014
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

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Form Selected:

Category: US Customer Service

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Date: Sun Apr 06 15:20:20 EDT 2014
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

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Last Name: [REDACTED]

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Date: Sun Apr 06 15:20:20 EDT 2014
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

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Date: Sun Apr 06 15:20:20 EDT 2014
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

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Date: Sun Apr 06 15:20:20 EDT 2014
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Unhappy Jeep Customer

Comments:

I purchased a 2014 Jeep Grand Cherokee Overland in June 2013 (ordered in April) and have been experiencing a multitude of problems.

Firstly, water

somehow appeared in the compartment underneath the passenger seat. This was due a leak in the sunroof and was eventually corrected. Next, after only

3000 miles, my 5.7L HEMI V8 engine completely died and needed to be replaced. Unfortunately we were actually almost 100 miles from our house

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Below is a list of the major problems I have experienced. There are many more small issues I am not

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I know friends who have had a much better experience with Chrysler and Jeep cars and I do believe that my bad experience is unique. I do, however, feel strongly that my issues need to be resolved as it does appear so far that I bought a lemon and might even be able to qualify as such under the Lemon Law. Frankly, I would also strongly consider "trading in" my Jeep with the value credited towards the purchase of a new Jeep if

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Date: Sun Apr 06 15:20:20 EDT 2014
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

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I know friends who have had a much better experience with Chrysler and Jeep cars and I do believe that my bad experience is unique. I do, however, feel strongly that my issues need to be resolved as it does appear so far that I bought a lemon and might even be able to qualify as such under the Lemon Law. Frankly, I would also strongly consider "trading in" my Jeep with the value credited towards the purchase of a new Jeep if

possible or if the issues I am experiencing can not be adequately resolved.

Sender Information:

Title: =20

First Name: [REDACTED]

Middle Initial: =20

Last [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Tue Apr 08 01:57:46 EDT 2014

Subject: Re: Chrysler Group LLC Customer Assistance

Dear J [REDACTED],

Thank you for contacting the Jeep Customer Assistance Center.

We are very sorry to learn of the problems you have encountered and have documented your concern.

We appreciate the time and effort you took to tell us of your dissatisfaction in our product.

The handling of your case will require a call to the Dealer. The Dealer is currently closed. What I am going to do is assign your case to a case manager that will contact the Dealer on your behalf, and continue to work on this case. The case manager will be contacting you, once the Dealer has been contacted to provide you with an update.

This will ensure that your concern is reviewed as quickly as possible

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

Sincerely,

Carolyn

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=KMM8534556V36666L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description: We are very sorry to learn of the problem you have encountered and have documented your concern.

We appreciate the time and effort you took to tell us of your dissatisfaction in our product.

The handling of your case will require a call to the Dealer. The Dealer is currently closed. What I am going to do is assign your case to an agent that will contact the Dealer on your behalf first thing (ENTER DAY) morning, and continue to work on this case. The Agent will be contacting you (ENTER DAY), once the Dealer has been contacted to provide you with an update.

This will ensure that your concern is reviewed as quickly as possible

Unhappy Jeep Customer

Comments:

I purchased a 2014 Jeep Grand Cherokee Overland in June 2013 (ordered in April) and have been experiencing a multitude of problems. Firstly, water somehow appeared in the compartment underneath the passenger seat. This was due a leak in the sunroof and was eventually corrected. Next, after only 3000 miles, my 5.7L HEMI V8 engine completely died and needed to be replaced. Unfortunately we were actually almost 100 miles from our house on a trip when the engine broke. The entire process of replacing the engine took several weeks and required me to work with a dealer I did not know that was almost 100 miles from my house. It almost feels like I find a new problem every time I drive the Jeep. Below is a list of the major problems I have experienced. There are many more small issues I am not explaining in detail but am happy to discuss if you have an interest.

- Water leaking into compartment underneath passenger seat and possibly other places. The leak has been fixed but I do worry about the possible long-term effects of the water problem on the electrical system, possible rusting, carpet, etc.
- Engine broke at 3000 miles, requiring complete replacement.
- ACC/FCW system turns on and off every few minutes with a message that I need to clean the front sensor. I have cleaned the front sensor thoroughly too many times to count but the problem still persists. Additionally, the FCW system will kick in and brake randomly, even if I am driving on an arrow straight road with no cars anywhere near me. This issue concerns me because of the obvious safety risks given the vehicle randomly brakes and has done so in significant traffic several times - not to mention the fact that I paid extra for a feature that I cannot use. I have taken 2-3 trips to the dealer to try and get these problems fixed but they claim not to be able to replicate the issues. Their "solution" is to tell me to clean the front sensor yet again.

- Since the engine replacement, on occasion (2-3 times recently) when starting the Jeep, I get a warning prompt that says "Service Electronic Braking System" and the Jeep won't start. I then have to turn the Jeep off for a few minutes after which so far to date the Jeep will restart.

- Many little annoyances such as shaky backup camera, bluetooth not working, trim out of line, etc. I love the Jeep but no longer trust it given my issues to date nor would I be able to recommend it to a potential buyer if asked. We are also looking at possibly buying 1-2 more Chrysler products in the next year but I am unable to justify buying anything else from Chrysler until our current situation is satisfactorily resolved. The two vehicles I am looking at possibly purchasing are the Chrysler Town and Country minivan and a Jeep Grand Cherokee (either a Summit or an SRT). I know friends who have had a much better experience with Chrysler and Jeep cars and I do believe that my bad experience is unique. I do, however,

feel strongly that my issues need to be resolved as it does appear so far that I bought a lemon and might even be able to qualify as such under the Lemon Law. Â Frankly, I would also strongly consider "trading in" my Jeep with the value credited towards the purchase of a new Jeep if possible or if the issues I am experiencing can not be adequately resolved.

VIN:

EC2 [REDACTED]

Mileage:

6000

Servicing Dealer:

Koons

Title:

First Name|

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Alexandria

State:

VA

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: 2014-04-29 10:00:04.392848

Files Not Recieved: 0

[REDACTED]
[REDACTED], Castro Valley, CA [REDACTED]

Fax

TO: Chrysler Corporation Customer Care
Attn: Angel

FROM: [REDACTED]

FAX: (801) 736-3929

PAGES: 4

PHONE: (800) 763-8422 x66352

DATE: April 28, 2014

RE: Case [REDACTED] Attn: Angel

CC:

☒ Urgent

☐ For review

☐ Please comment

☒ Please reply

☐ Please recycle

Comments:

Angel,

We attempted to send this by email but were unable to get through so we are sending our documentation by FAX. Included is our letter stating why we strongly feel that we should be reimbursed for the service work paid and not performed at the San Leandro Dealership on April 3, 2014. With your assistance the Stoneridge Dublin Service Department was selected for their experience in calibrating the Adaptive Cruise Control Sensor on a vehicle similar to ours. To date the calibration was successfully done and we have not seen an error messages previously viewed on the center console screen. Due to the unprofessional behavior displayed by the San Leandro Service Department, and in particular the Service Manager who never returned our phone calls, and the inability for this dealership to complete the calibration, and the extensive time and effort we have encountered in trying to get this problem fixed, we submit our out-of-pocket expense of \$319.30 be paid to us in full.

Please acknowledge receipt of this FAX by email at judymathews@sbcglobal.net. This phone line is not a dedicated FAX line and any correspondence needs to be sent to the email address listed above.

Sincerely,

[REDACTED]

April 27, 2014

Case: [REDACTED] Attn: Angel

We are requesting reimbursement for the invoice paid at the California Superstore Dealership in San Leandro, California on April 4, 2014. This invoice was paid in full at the time we picked up the vehicle with the understanding that the required calibration of the Adaptive Cruise Control sensor had been completed. Within 24 hours of driving the vehicle the exact same error message appeared on the display. Two voice mail messages were left with the Service Manager explaining the problem and he never returned either of the calls to discuss how we would proceed to get the vehicle repaired. This was after the dealership had failed to calibrate the vehicle in a prior attempt after we were told they had completed the process on that occasion as well.

After the San Leandro Service Manager failed to act responsibly and return our calls, I contacted Chrysler's Corporate Customer Service Department to explain the problem. Due to the lack of respect and courtesy shown to us we sought an advocate to work for us and identify another dealership who had previous experience with this repair and could be counted on to fix our vehicle. Angel was assigned to our case and a joint decision to bring our Jeep to the Stoneridge Dealership in Dublin, California was made. The vehicle was properly repaired and to date no error messages have been displayed to indicate any further problem with the calibration of the previously replaced sensor.

Had the personnel at San Leandro properly addressed the problem, this complaint would never have been necessary. I had made an appointment to bring in the car prior to the April 4th service when the calibration error still had appeared after their initial attempt to fix it and was told not to leave the vehicle because the only technician capable of working on this problem was overloaded with work and would not be able to get to our car as planned. Another appointment was cancelled by the service department a day before our appointment due to the technician being ill and again because he was the only technician trained to perform this calibration. On the other hand the service department at Stoneridge Dublin has five trained technicians.

The frustration with the lack of customer service, the fact that the vehicle was not properly calibrated after we were told it had been fixed, is why we request that we be reimbursed for this charge that the insurance company will no longer pay as calibration of the vehicle was already paid for this repair item. We have paid the body shop for their initial payment of this bill, so we are now out of pocket for \$319.30.

[REDACTED]

CUSTOMER #: [REDACTED]
UNIT# 340026

CALIFORNIA SUPERSTORES
SAN LEANDRO CHRYSLER JEEP DODGE

CHRYSLER **Jeep** DODGE

1444 MARINA BLVD.
SAN LEANDRO, CA 94577

(510) 877-4677

INVOICE

PAGE 1

BAR: APD263869

EPA: CAL000358649

CASTRO VALLEY, CA [REDACTED]

HOME: [REDACTED] CONT [REDACTED]

BUS: [REDACTED] CELL [REDACTED]

SERVICE ADVISOR: 2215 GILBERT ST. PAUL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
WHITE	14	JEEP GRAND CHEROKEE	1C4RJEJG9EC		11602/11621	T1319	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PG NO.	RATE	PAYMENT	INV. DATE
04APR13 DD			18:00 02APR14			CASH	02APR14

R.O. OPENED	READY	OPTIONS: STK: [REDACTED]					
		ENG:ERB 3.6L V6 24V VVT Engine					
10:46 19FEB14	15:02 02APR14	TRN:DFL 8-Spd Auto 845RE Trans (Make)					
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A CUSTOMER STATES VEHICLE WAS INVOLVED IN FRT END COLLISION HAD ACC
CAMERA REPLACED THEN PROGRAMMED NOW STILL HAS ISSUE WITH THE
ACC ON SCREEN AT TIMES ASS/FCC FRONT RT SENSOR/
DIAG DIAGNOSIS

2089 TUTTLE, MICHAEL LIC#: MICHAEL T

C

1 68143108AB BEZEL-ADAPTIVE CRUISE CONTROL	19.30	300.00	300.00
11602 sop install sop part for the acc ... calibrated as needed and re ck o.k.	19.30	19.30	19.30

B SET TIRE PRESSURE TO FACTORY SETTINGS PER CALIFORNIA LAW

LF RF RR LR

TP SET TIRE PRESSURE TO FACTORY SETTINGS PER
CALIFORNIA LAW LF RF RR LR

2089 TUTTLE, MICHAEL LIC#: MICHAEL T

C

11602 36PSI		0.00	0.00

C PERFORM REPORT CAR INSPECTION: A COMPLIMENTARY NO-CHARGE SERVICE.

PREVENT UNFORESEEN MECHANICAL FAILURE DUE TO THE HEAVY DEMANDS
OF OUR BAY AREA ROAD AND WEATHER CONDITIONS (\$14.95 VALUE). B

RC PERFORM REPORT CAR INSPECTION: A COMPLIMENTARY
NO-CHARGE SERVICE. PREVENT UNFORESEEN
MECHANICAL FAILURE DUE TO THE HEAVY DEMANDS
OF OUR BAY AREA ROAD AND WEATHER CONDITIONS
(\$14.95 VALUE). B

2089 TUTTLE, MICHAEL LIC#: MICHAEL T

C

	0.00	0.00

EST: 300.00 19FEB14 10:46 SA: 2215

Case # [REDACTED]

Attn: Angel

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

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

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF

X

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

CUSTOMER COPY

CUSTOMER # [REDACTED]
UNIT# 340026

INVOICE

CALIFORNIA SUPERSTORES
SAN LEANDRO CHRYSLER JEEP DODGE

CHRYSLER **Jeep** DODGE

1444 MARINA BLVD.
SAN LEANDRO, CA 94577
(510) 877-4677

CASTRO VALLEY, CA [REDACTED]

PAGE 2

HOME: [REDACTED]
BUS: [REDACTED]

CONT: [REDACTED]
CELL: [REDACTED]

BAR: ARD283689

EPA: CAL000358849

SERVICE ADVISOR: 2215 GILBERT J PAUL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
WHITE	14	JEEP GRAND CHEROKEE	1C4RJJEJG9EC		11602/11621	T1319	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
04APR13 DD			18:00 02APR14			CASH	02APR14

R.O. OPENED	READY	OPTIONS:	STK:
10:46 19FEB14	15:02 02APR14	ENG:ERB_3.6L V6_24V VVT Engine	
LINE OPCODE TECH TYPE HOURS		TRN:DFL_8-Spd Auto 845RE Trans (Make)	
		LIST	NET TOTAL

I ACKNOWLEDGE NOTICE AND GAVE ORAL APPROVAL
OF AN INCREASE IN THE ORIGINAL ESTIMATE. I
ALSO ACKNOWLEDGE THAT ANY PART NUMBER THAT
BEGINS WITH THE LETTER "R" IS REFURBISHED,
REBUILT, OR REMANUFACTURED.

X

THANK YOU FOR YOUR BUSINESS...

Case # [REDACTED]
Attn: Angel

ON BEHALF OF SERVING DEALER, I HEREBY CERTIFY
THAT THE INFORMATION CONTAINED HEREON IS
ACCURATE UNLESS OTHERWISE SHOWN. SERVICES
DESCRIBED WERE PERFORMED AT NO CHARGE TO
OWNER. THERE WAS NO INDICATION FROM THE
APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT
ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM
HAD BEEN CONNECTED IN ANY WAY WITH ANY
ACCIDENT, NEGLIGENCE OR MISUSE RECORDS
SUPPORTING THIS CLAIM ARE AVAILABLE FOR 111 YEAR
FROM THE DATE OF PAYMENT NOTIFICATION AT THE
SERVICING DEALER FOR INSPECTION BY
MANUFACTURER'S REPRESENTATIVE

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

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF

X

DESCRIPTION	TOTALS
LABOR AMOUNT	300.00
PARTS AMOUNT	19.30
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	319.30
LESS INSURANCE	0.00
SALES TAX	1.79
PLEASE PAY THIS AMOUNT	321.09

CUSTOMER COPY

Chase Online - Check Details

Page 1 of 1

Chase Online

BUSINESSSELECT CHKG (11454)

Check Number: 1830

Post Date: 04/15/2014

Amount of Check: \$321.09



CHASE
BUSINESSSELECT
1830

DATE 04/15/2014

AMOUNT \$ 321.09

PAID TO THE ORDER OF CALIFORNIA SUPERSTORES DAN LEMERO

THREE HUNDRED TWENTYONE AND 09/100

CALIFORNIA SUPERSTORES DAN LEMERO

WORD

Need help printing or saving this check?

Case # [REDACTED]

Attn: Angel

Need help printing or saving this check?

© 2014 JPMorgan Chase & Co.

McLoney

PE15-021

FLAT CHRYSLER

10-22-2015

ENCLOSURE 4

FinalBackup



SANTOR LAW FIRM

June 4, 2014

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

6-6
RECEIVED
JUN 11
SPECIAL INVESTIGATIONS

Re: 2014 Jeep Grand Cherokee

VIN: 1C4BJECCYE

Bothell, WA

Current Mileage: 16,469.

To Whom It May Concern:

Please be advised that I have been retained by [REDACTED] in a claim for repurchase of a motor vehicle under RCW 19.118 Motor Vehicle Warranties. Please direct all future correspondence regarding this matter to my office.

Mr. [REDACTED] leased a 2014 Jeep Grand Cherokee on May 12, 2013 from Dwayne Lane's Chrysler/North Sound Auto Group, LLC, 10515 Evergreen Way, Everett, WA, 98204. The Gross Capitalized Costs of the vehicle was \$49,820.50. As part of the lease agreement, he traded-in a vehicle valued at \$10,000.00 and he paid \$1,088.46 in cash at signing. Please see the attached Lease Agreement.

In the last year, the vehicle has been in for repairs numerous times and has been in the shop for repairs for over 30 days. On November 27, 2013, the vehicle was in the shop for 1 day for warranty work. (Mileage 7,332). On February 14, 2014, the vehicle was in the shop for one day to replace the blower motor (Mileage 12,229). On April 14, 2014 the vehicle was in the shop for 33 total days (two times) to correct the adaptive cruise control, driver side airbag issue and pixel issue in the instrument cluster (Mileage 15,800). The vehicle was initially returned to Mr. [REDACTED] on April 25, 2014, after he was told that the issues had been fixed. After he had driven the vehicle for 5 minutes, the issues returned. He returned the car to the shop the same day and it remained in the shop until May 16, 2014. On May 27, 2014, the vehicle was back in the shop for two days to attempt to correct the pixel issue, and he was told that it was a design issue that cannot be fixed. (Mileage 16,469). There has been 2 attempts to fix this issue. Mr. [REDACTED] has also received a recall notice, so additional work will need to be done on the vehicle. All of the work was done at Dwayne Lane's Chrysler, 10515 Evergreen Way, WA 98024. See Service Information Attached.

Given the continued, serious problems with the vehicle, Mr. [REDACTED] requests that Chrysler repurchase the vehicle. The damages associated with the lease of this defective vehicle are as follows:

Trade-in Value:	\$10,000.00	
Money due at signing:	\$ 1,088.46	
Lease payments:	\$ 8,735.61	(this is lease payments through June, this does not include the one lease payment that Chrysler reimbursed)
Ski Cross Bars	\$ 347.28	
Cargo Tray Kit	\$ 98.55	
Washington Registration Fee	\$ 214.84	(\$11.09 is prorated amount for time in shop and \$203.75 is the new registration fee for the next year which will not be used given the vehicle is being returned to Chrysler.)
Insurance	<u>\$ 68.50</u>	(prorated amount for time in shop)
	\$20,533.24	

See attached receipts.

I calculate the use value of the vehicle to be \$6,559.70. Thus, the reimburse due Mr. [REDACTED] is \$13,993.54 - \$671.97 (for the one lease payment reimbursed by Chrysler) = \$13,321.57.

I look forward to resolving this matter without the need for litigation. If litigation is necessary, Mr. Held will seek the full measure of his damages, including attorney's fees.

Please contact if you would like to discuss this matter further. I may be reached at 425-329-2647 or by email at marya@santorlaw.com

Sincerely,



Marya M. Santor

Enclosure

Itemization of Gross Capitalized Cost

Agreed upon value of the Vehicle	\$ _____	Extended Warranty and Service Contract	\$ _____	Acquisition fee	\$ _____
Sales or Use Tax and any other applicable taxes	\$ _____	Documentary Service fee	\$ _____		\$ _____
Emergency Medical Services fee	\$ _____	Outstanding Prior Credit or Lease Balance and Negative Equity	\$ _____		\$ _____
Title, License and Registration fees	\$ _____			Total	\$ _____

Additional Protections

You may buy any of the following voluntary protection plans. They are not required as part of this Lease and will not be a factor in our decision to lease the Vehicle to you.

Your signature below means that you want the described item and that you have received and reviewed a copy of the contract(s) for the product(s). If no coverage or charge is given for an item, you have declined any such coverage we offered.

☐ **Service Contract**

Term _____

Price \$ _____

Coverage _____

☐ **Gap Waiver or Gap Coverage**

Term _____

Price \$ _____

Coverage _____

☐ **Mechanical Breakdown Protection (MBP)**

Term _____

Price \$ _____

Coverage _____

☐ **Extended Warranty**

Term _____

Price \$ _____

Coverage _____

Name _____

Date _____

Name _____

Date _____

Additional Terms

Additional Fees and Charges. Information about a Security Deposit and a Late Charge can be found in the *Additional Lease Terms* section. In addition to the other amounts promised in this Lease, you agree to pay the following.

- **Vehicle Return Fee.** You will pay us a Vehicle Return Fee of \$ _____ if this Lease is terminated before the end of the scheduled Lease Term and the Vehicle is returned to us or to our agents. This Fee will not apply if the Lease ends early by your purchase of the Vehicle.
- **Disposition Fee.** You will pay us a Disposition Fee of \$ _____ when you return the Vehicle at the end of the scheduled Lease Term. This Fee will not apply if the Lease ends early or if you buy the Vehicle at the end of the Lease Term (if you have that option).
- **Official Fees and Taxes.** The estimated total amount you will pay for official and license fees, registration, title and taxes over the term of your Lease, whether included with your monthly (or single) payment or assessed otherwise: \$ _____. The actual total of fees and taxes may be higher or lower, depending on the tax rates in effect or the value of the leased property at the time a fee or tax is assessed.

Documentary Service Fee. THE DOCUMENTARY SERVICE FEE IS A NEGOTIABLE FEE. Documentary service fees are not required by the state of Washington.

☐ **Service Charge for Unclaimed Security Deposit Refunds.** Unless prohibited, if we send you a check after this Lease ends to refund the remaining portion of any Security Deposit and you do not collect that check within six months, you agree that we may deduct a monthly service charge of \$ _____ from the remaining portion of any Security Deposit until it is gone or otherwise refunded to you.

Warranties. The Vehicle is subject to the following express warranties that apply to this Lease.

Other Terms**Notices**

THIS IS A LEASE AGREEMENT. THIS IS NOT A PURCHASE AGREEMENT. PLEASE REVIEW THESE MATTERS CAREFULLY AND SEEK INDEPENDENT PROFESSIONAL ADVICE IF YOU HAVE ANY QUESTIONS CONCERNING THIS TRANSACTION. YOU ARE ENTITLED TO AN EXACT COPY OF THE AGREEMENT YOU SIGN.

Notice. You have no ownership rights in the Vehicle unless and until you exercise your option to purchase the Vehicle.

Arbitration. This Lease contains an Arbitration Agreement that affects your rights. By signing this Lease, you agree to the terms of the Arbitration Agreement.

Signatures

Entire Agreement. Your and our entire agreement is contained in: (a) this Lease; and (b) any related agreement between you and us about conditions that must be satisfied after delivery of the Vehicle. There are no unwritten agreements regarding this Lease. Any change to this Lease must be in writing and signed by you and by us.

Name _____

Date _____

Name _____

Date _____

Notice to Lessee. (1) Do not sign this Lease before you read it or if it contains any blank spaces; (2) You are entitled to a completely filled-in copy of this Lease; (3) This is a Lease agreement and not a purchase agreement. Please seek independent professional advice if you have any questions concerning this transaction.

By signing below, you agree to the terms on pages 1 and 2 of this Lease. You received a copy of this Lease and had a chance to read and review it before you signed it.

Name _____

Date _____

Title _____

Name _____

Date _____

Title _____

Lessor's Acceptance. By signing below, Lessor agrees to the terms and conditions of this Lease.

- **Lessee OL Inspection.** The Lessor inspected each Lessee's driver's license and compared and verified the signature on each license with a signature of each Lessee, written in Lessor's presence. Lessor believes that each Lessee providing such information is currently licensed to drive by the state of his/her residence.
- **Assignment.** Lessor assigns this Lease and all rights and title to the Vehicle to the Assignee identified below (if any). This assignment is subject to any separate Assignment Agreement between the Lessor and Assignee.

Assignee Name _____

Motor Vehicle Lease Agreement - Closed End

CHRYSLER
CAPITAL

☐ Monthly Payment Lease ☐ Single Payment Lease

Lessor (Dealer Name and Address)	Lessee(s) (and Co-Lessee) Name(s) and Address(es)	Lessee's Garaging Address (where the Vehicle will be principally located)

No. _____ County _____
 Date _____ ☐ Refer to the attached addendum for additional Lessees and their signatures.
☐ Business, commercial or agricultural purpose lease.

Description of the Leased Property (Vehicle)

Year	Make	Model	Style	Vehicle Identification Number	Odometer Mileage
☐ New ☐ Used ☐ Demo	Equipped With: _____				

You acknowledge that you have received and examined the Vehicle described above, that the Vehicle is equipped as described and is in good operating order and condition. You accept the Vehicle for all purposes of this Lease.

Trade-In Vehicle and Its Allowance

Year _____ Make _____ Model _____	Gross Amount of Trade-In Allowance \$ _____
Prior Credit or Lease Balance - \$ _____	**Net Trade-In Allowance = \$ _____ (If less than zero, enter zero).

You will receive a sales tax exemption of \$ _____ for the agreed value of the traded vehicle. The amount of the sales tax exemption will be applied to reduce:
☐ each Monthly Payment by \$ _____ ☐ _____

Federal Consumer Leasing Act Disclosures

1. Amount Due at Lease Signing or Delivery (Itemized below) * \$ _____	2. Payments a. Monthly Payments. Your first monthly payment of \$ _____ is due on _____ followed by _____ payments of \$ _____ due on the _____ of each month. The total of your monthly payments is \$ _____. b. Single Payment. Your payment of \$ _____ is due on _____.	3. Other Charges (Not part of your monthly or single payment) Disposition fee (if you do not purchase the Vehicle) \$ _____ _____ \$ _____ _____ \$ _____ _____ \$ _____ _____ \$ _____ _____ \$ _____ _____ \$ _____ Total \$ _____	4. Total of Payments (The amount you will have paid by the end of the Lease) \$ _____ (Section 1 plus Section 2 total plus Section 3 total minus 5(b) and 5(d))

* Itemization of Amount Due at Lease Signing or Delivery

5. Amount due at Lease signing or delivery:		i. Emergency Medical Services fee + \$ _____		How the amount due at Lease signing or delivery will be paid: Net Trade-In allowance** \$ _____ Rebates and non-cash credits + \$ _____ Amount to be paid in cash + \$ _____ < --- > Total = \$ _____
a. Capitalized Cost Reduction	\$ _____	j. _____	+ \$ _____	
b. First Monthly Payment	+ \$ _____	k. _____	+ \$ _____	
c. Single Payment	+ \$ _____	l. _____	+ \$ _____	
d. Refundable Security Deposit(s)	+ \$ _____	m. _____	+ \$ _____	
e. Registration fees	+ \$ _____	n. _____	+ \$ _____	
f. Title fees	+ \$ _____	o. _____	+ \$ _____	
g. Acquisition fee	+ \$ _____	p. _____	+ \$ _____	
h. Documentary Service fee	+ \$ _____	Total	= \$ _____	

Your Payment is Determined as Shown Below:

Gross capitalized cost. The agreed upon value of the Vehicle (\$ _____) and any items you pay over the Lease Term (such as service contracts, insurance, and any outstanding prior credit or lease balance). \$ _____	Rent charge. The amount charged in addition to the depreciation and any amortized amounts. + \$ _____
Capitalized cost reduction. The amount of any net trade-in allowance, rebate, non-cash credit, or cash you pay that reduces the gross capitalized cost. - \$ _____	Total of base payments. The depreciation and any amortized amounts plus the rent charge. = \$ _____
	Lease Term. The number of months in your Lease. _____



DWAYNE LANE'S

CHRYSLER Jeep Ram

10515 Evergreen Way
Phone: (425) 267-9000
Fax: (425) 551-5493

Everett, WA 98204
Toll Free (888) 444-LANE
www.dwaynelane.com

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

11/27/13	
11/27/13	Reprint
7332	7332
RICK S/B203	
1C4RJFCGXEC1	
5/12/13	5/12/13
2014	JEEP
GRAND CHEROKE	4WD 4DR OVERLAND
BRIGHT WHI	

BOTHELL, WA

2014 JEEP
EC

Cell: Email:

#1 - MR Customer Reports: PROGRAM KEY FOB
Caused by
REQUEST

Work performed by TP(48)

Sub Total: Labor: 60.00 Parts: .00 Total: 60.00

CUT KEY AND PROGRAMMED FOB

60.00

#2 - MR Customer Reports: N58
Caused by
RECALL

Work performed by TP(48)

UPDATED SOFTWARE

Warranty

#3 - MR Customer Reports: ADJUSTFRONT CROSS BAR BACKWARDS A
LITTLE MAKES WHISTLING NOISE

Caused by

REQUEST

Work performed by TP(48)

* EXCLUSIVE OFFER: Dwayne Lane's now offers a SIX MONTH *
* SAME AS CASH-ZERO INTEREST program. 6 easy and *
* affordable payments for NEW TIRES or REPAIR or PARTS. *
* Ask your Service Advisor for details. *

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

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LABOR	60.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	3.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	5.80
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	68.80
Visa/Mastercard	68.80

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Have a great day!

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS

X



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CHRYSLER Jeep Ram

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Phone: (425) 267-9000
Fax: (425) 551-5493

Everett, WA 98204
Toll Free (888) 444-LANE
www.dwaynelane.com

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

2/14/14	
2/14/14	Reprint
12229	12229
RICK S/B863	
1C4RJFCGXEC	
5/12/13	5/12/13
2014	JEEP
GRAND CHEROKE	4WD 4DR OVERLAND
BRIGHT WHI	

BOTHELL, WA					
2014	JEEP	GRAND CHEROKE	4WD 4DR OVERLAND	BRIGHT WHI	
EC1					

Cell:	Email:	
#1 - MR Customer Reports: FAN MAKING NOISE (SOP) Caused by TESTED AND FOUND BLOWER MOTOR NOISEY Work performed by TP(48) Installed 68224166AA :MOTOR: BLOWER WITH WHEEL REPLACED BLOWER MOTOR NO NOISE NOW	Qty: 1	Warranty Warranty
#3 - MR LOFT: LUBE/OIL/FILTER TRUCK .6 Work performed by TP(48) Installed 68191349AA :FILTER: ENGINE OIL Installed 68055890AA :OIL: 5W20 Sub Total: Labor: 22.35 Parts: 20.48 Total: 42.83 LOF DONE	1@5.30 6@2.53	22.35 5.30 15.18
#4 - MR ROTT: \$16.95 ROTATE TIRES .4 Work performed by TP(48) ROTATED TIRES		16.95
***** * EXCLUSIVE OFFER: Dwayne Lane's now offers a SIX MONTH * * SAME AS CASH-ZERO INTEREST program. 6 easy and * * affordable payments for NEW TIRES or REPAIR or PARTS. * * Ask your Service Advisor for details. * *****		

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LABOR	39.30
PARTS	20.48
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	1.97
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	5.68
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	67.43
Visa/Mastercard	27.43
Other	40.00

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Have a great day!

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X

DWAYNE LANE'S
CHRYSLER Jeep
 Evergreen Way
 Everett, WA 98204
 (425) 267-9000 Toll Free (888) 444-LANE
 (425) 551-5493 www.dwaynelane.com

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

4/14/14	
4/25/14	Pre-Invoice
15800	15851
RICK S/G182	

BOTHELL, WA

425-877-4014

1C4RJPCGXEC

5/12/13

5/12/13

2014 JEEP

GRAND CHEROKE

4WD 4DR OVERLAND

BRIGHT WHI

EC

GOODWILL

Work performed by HOUSE TECH

(99)

RENTAL GIVEN AS GOODWILL

Sub Total: .00

sa-rick

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 * SAME AS CASH-ZERO INTEREST program. 6 easy and *
 * affordable payments for NEW TIRES or REPAIR or PARTS. *
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LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

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www.dwaynelane.com

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

4/14/14	
4/25/14	Pre-Invoice
15800	15851
RICK S/G182	
1C4RJFCGXEC	
5/12/13	5/12/13
2014	JEEP
GRAND CHEROKE	4WD 4DR OVERLAND
BRIGHT WHI	

BOTHELL, WA

2014
EC

Cell: Email:

#1 - Customer Reports:
DEAD PIXEL IN DASH CHECK AND ADVISE
ABOVE MILAGE MOST NOTICABLE WHEN DISPLAYING FUEL E
CONOMY
Work performed by JT (30)
Installed 56054794AJ :CLUSTER: INSTRUMENT PANEL Qty: 1
REPLACED CLUSTER

Warranty
Warranty

#3 - Customer Reports:
ACC AND FDW LIGHTS ARE ON
Caused by
TESTED AND FOUND 9 STORED U FAULTS FOR LOST COMMU
NICATION. CLEARED FAULTS AND ONLY U1415-00 CAME
BACK. CHECKED GROUNDS FOUND LOOSE GROUND IN
ENGINE COMPARTMENT @ RIGHT FRONT FRAME RAIL.
Work performed by JT (30)
Work performed by JT (30)
RETESTED AND NO LIGHTS OR FAULTS CAME BACK

Warranty
Warranty

#4 - Customer Reports:
JEEP THINKS DRIVERS SEAT BELT IS NOT BUCKLED WHEN
IT IS. SYSTEM SAYS SERVICE AIR BAG SYSTEM.
Work performed by JT (30)
RELATED TO JOB #3

Warranty

#6 - RENTAL: VEHICLE RENTAL
Caused by

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LABOR

PARTS

DEDUCTIBLE

SUBLET

SHOP SUPPLIES

HAZARDOUS MATERIALS

SALES TAX OR TAX I.D.

SPECIAL ORDER DEPOSIT

DISCOUNTS

TOTAL DUE

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Have a great day!

NO REPAIRS ON ELECTRICAL OR SAFETY EQUIPMENT OR SPECIAL ORDERS

X



DWAYNE LANE'S

CHRYSLER Jeep Ram

10515 Evergreen Way
Phone: (425) 287-9000
Fax: (425) 551-5493

Everett, WA 98204
Toll Free (888) 444-LANE
www.dwaynelane.com

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

4/14/14	
5/16/14	Pre-Invoice
15800	15953
RICK S/B508	
1C4RJFCGXEC	
5/12/13	5/12/13
BRIGHT WHI	

BOTHELL, WA

2014 JEEP

GRAND CHEROKE

4WD 4DR OVERLAND

BRIGHT WHI

EC

Cell: Email:

#1 - Customer Reports:

DEAD PIXEL IN DASH CHECK AND ADVISE
ABOVE MILAGE MOST NOTICABLE WHEN DISPLAYING FUEL E
CONOMY

Work performed by JT

(30)

Installed 56054794AJ :CLUSTER: INSTRUMENT PANEL

Qty: 1

Installed 56054067AC :MODULE: OCCUPANT RESTRAINT

Qty: 1

REPLACED CLUSTER

CAIR#24881384

Warranty
Warranty
Warranty

#3 - Customer Reports:

ACC AND FDW LIGHTS ARE ON

Caused by

TESTED AND FOUND 9 STORED U FAULTS FOR LOST COMMU
NICATION. CLEARED FAULTS AND ONLY U1415-00 CAME
BACK. CHECKED GROUNDS FOUND LOOSE GROUND IN
ENGINE COMPARTMENT @ RIGHT FRONT FRAME RAIL.
GROUND IN CENTER CONSOLE UNDER SOUND BARRIER WAS
LOOSE, SECURED GROUND. ORC MODULE FAILED TEST AND
HAS INTERNAL FAULT. ORC ON BACK ORDER WAITING FOR
PART.

Work performed by JT

(30)

Work performed by JT

(30)

Work performed by JT

(30)

Work performed by JT

(30)

REPLACED ORC MODULE AND SECURED GROUNDS

TEST DROVE AND ALL OK

Warranty
Warranty
Warranty
Warranty

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LABOR

PARTS

DEDUCTIBLE

SUBLET

SHOP SUPPLIES

HAZARDOUS MATERIALS

SALES TAX OR TAX I.D.

SPECIAL ORDER DEPOSIT

DISCOUNTS

TOTAL DUE

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS

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Have a great day!

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DWAYNE LANE'S
CHRYSLER Jeep Ram

10515 Evergreen Way
Phone: (425) 267-9000
Fax: (425) 551-5493

Everett, WA 98204
Toll Free (888) 444-LANE
www.dwaynelane.com

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

5/27/14	
6/03/14	Pre-Invoice
16469	16469
RICK S/B740	
1C4RJFCGXEC1	
5/12/13	5/12/13
2014	JEEP
GRAND CHEROKE	4WD 4DR OVERLAND
BRIGHT WHI	
EC 38738514 CHRYSLER Exp: 70000 or 5/11/18 Ded: 100 Plan: HTM570N	

Call: Email:

#1 - Customer Reports:
GEAR SHIFT IS STICKY. AFTER SITTING FOR A WHILE
SOMETIMES
Caused by
TESTED MANY TIMES SHIFTING GEARS IN AND OUT.
Work performed by JT (30)
WORKING AS DESIGNED

Warranty

#2 - Customer Reports:
ABOVE ODO, BETWEEN LAST MILEAGE NUMBER AND MI
SYMBOL
Caused by
INSPECTED AND COMPARED TO OTHER MODELS ON LOT
Work performed by JT (30)
IS THE SAME AS OTHER GRAND CHEROKEE S

Warranty

#3 - Customer Reports:
P14 BRAKE BOOSTER
Caused by
RECALL
Work performed by JT (30)
NO INFO AT THIS TIME.

Warranty

#4 - RENTAL: VEHICLE RENTAL
Work performed by ENTE001 : 896762

Serv Contr

#5 - LOFCSC30: LUBE/OIL/FILTER CHRYSLER SERVICE CONTRACT.4

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LABOR

PARTS

DEDUCTIBLE

SUBLET

SHOP SUPPLIES

HAZARDOUS MATERIALS

SALES TAX OR TAX I.D.

SPECIAL ORDER DEPOSIT

DISCOUNTS

TOTAL DUE

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CHRYSLER Jeep Ram

10515 Evergreen Way
Phone: (425) 267-9000
Fax: (425) 551-5483

Everett, WA 98204
Toll Free (888) 444-LANE
www.dwaynelane.com

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

Order Date	5/27/14	Order Number	6142962/2
Invoice Date	6/03/14	Invoice Number	Pre-Invoice
Order Number	16469	Invoice Number	16469
Customer Name			
RICK S/B740			
Vehicle ID			
1C4RJFCGXBC			
Order Date	5/12/13	Invoice Date	5/12/13
Year		Make	
BRIGHT WHI			
100 Plan: HTM570N			

BOTHELL, WA

2014 JEEP GRAND CHEROKE 4WD 4DR OVERLAND BRIGHT WHI
EC# 38738514 CHRYSLER Exp: 70000 or 5/11/18 Ded: 100 Plan: HTM570N

\$30.00CHANGE ENG OIL AND FILTER, LUBE ALL
T BELTS, HOSES & AIR FILTER, CHECK LIGHTS .4

Work performed by JT (30)

Installed 68191349AA :FILTER: ENGINE OIL

Qty: 1

Installed 68055890AA :OIL: 5W20

Qty: 6

LOF DONE

Warranty
Warranty
Warranty

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

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Fax (425) 551-5493

Everett, WA 98204
Toll Free (888) 444-LANE
www.dwaynelane.com

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

11/04/13

11/04/13

Reprint

6220

6220

RICK S/B014

1C4RJFCGKEC

5/12/13

5/12/13

2014 JEEP

GRAND CHEROKE

4WD 4DR OVERLAND

BRIGHT WHI

EC1

Cell: Email:

#1 - MR Customer Reports: INSTALL CROSS BARS 40.00

Caused by
REQUEST

Work performed by TP(48)

Installed 82212072AC :RACK KIT: MULTIPURPOSE

INSTALLED CROSS BARS

10276.00

40.00

276.00

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LABOR	40.00
PARTS	276.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	2.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	29.26
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	347.26
Visa/Mastercard	347.26

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7:30 a.m. to 6:00 p.m.
Monday - Friday

11/04/13	
11/04/13	Reprint
6220	6220
RICK S/B014	
1C4RJFCGXEC	
5/12/13	5/12/13
2014	JEEP
GRAND CHEROKE	4WD 4DR OVERLAND
BRIGHT WHI	

BOTHELL, WA

2014 JEEP
EC

GRAND CHEROKE

4WD 4DR OVERLAND

BRIGHT WHI

Cell:

Email:

#1 - MR Customer Reports: INSTALL CROSS BARS 40.00

Caused by
REQUEST

Work performed by TP(48)

Installed 82212072AC :RACK KIT: MULTIPURPOSE

INSTALLED CROSS BARS

10276.00

40.00

276.00

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LABOR	40.00
PARTS	276.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	2.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	29.26
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	347.26
Visa/Mastercard	347.26

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Have a great day!

X



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next renewal notice by email
at dol.wa.gov.**



It's faster, cheaper, and green!

[REDACTED]
BOTHELL WA [REDACTED]

74 1 1
141146



It's time to renew your vehicle tabs for license plate number: [REDACTED]

Follow these easy steps:

- **Meet all requirements**
 - Pay your outstanding balance from a past transaction.
- **Review fees and any donations**

Please see details on the other side of this notice.
- **Consider donating**
 - **State parks** - A \$5 donation to keep state parks open is included in the total fees and donations.
If you do not wish to donate to state parks, subtract \$5 on the payment coupon.
 - **Organ/Tissue donation awareness** - To contribute \$1 or more to support organ, eye, and tissue donation education, add the amount of your contribution on the payment coupon.
- **Renew in person at a vehicle licensing office**

A service fee may apply.

Has your address changed?

If your address has changed, visit www.dol.wa.gov or use the section below to provide your address.

Name	License plate [REDACTED]
Street address	
City, State, ZIP code	
Mailing address	
City, State, ZIP code	

Your mailing address in our records:

[REDACTED]
BOTHELL WA [REDACTED]

KING COUNTY LICENSING SECTION
500 4TH AVE RM 401
SEATTLE WA 98104-2393

05S

Details

\$ 3.00 Filing fee funds go to the county in which the fee is paid
\$ 130.00 RTA tax funds go to your Regional Transit Authority. For details call (877) 755-4550.
\$ 30.00 License fee funds road construction and maintenance projects
\$ 20.00 Vehicle weight fee funds highway improvements, transit, and other transportation needs
\$ 0.75 License service fee supports the computer system used to provide licensing services
\$ 20.00 Congestion reduction charge funds King County Metro transit services
\$ 203.75 Subtotal
\$ 5.00 Optional state parks donation
\$ 208.75 Total

Messages

Mandatory Insurance. You must carry a valid insurance ID card when operating most motor vehicles registered in Washington State. You must show your insurance ID card to law enforcement upon request.

If you're thinking about buying a new car, be sure it is California emission compliant! Washington law requires vehicles model year 2009 and newer to be California emission compliant to be registered in this state. For more information visit www.dol.wa.gov/vehicleregistration/cleancar.html

State Parks donation: A \$5 State Parks donation with your license renewal helps keep our parks open. Thank you! To offer more support, please mail a check to Washington State Parks Headquarters, 1111 Israel Road S.W., Olympia, WA 98504-2650.

Discover Pass supports state-managed recreation lands: A \$30 annual Discover Pass, which may be used on either of two vehicles, gives you access to millions of acres of state recreation lands, including parks, trails, wildlife areas and water-access sites. Your Discover Pass, sent separately by the Department of Fish and Wildlife, should arrive within 10 business days. Learn more at www.DiscoverPass.wa.gov.

Outstanding balance. You have an outstanding balance from a past transaction which you must pay before you buy your tabs. Refer to the letter we sent you showing the past due amount. Take the letter and this notice to your local vehicle licensing office to buy your tabs.

Plate	VIN	Year	Make	Model	Expiration
AMB7693	1C4RJFCGXEC181291	2014	JEEP	GRCHER	05/12/2014

All registered owners must provide the number and expiration date of their unexpired Washington driver license. If an owner does not drive or is exempt by law from having a driver license, write "exempt" under the driver license number.

Name	Driver license number	Expiration
HELD, JONATHAN LSE		

Total **\$208.75**
Organ/Tissue Awareness (add amount) + _____
Discover Pass (add \$30) + _____
No donation to state parks (subtract \$5) - _____
Total enclosed **\$** _____
05S





DWAYNE LANE'S
CHRYSLER Jeep Ram

10515 Evergreen Way
Phone: (425) 353-3855
Fax: (425) 514-8354

Everett, WA 98204
Toll Free (888) 444-L NE
www.dwaynelane.com

SHIP FROM:

BOTHELL, WA

RETURN POLICY: No returns on electrical or special order items. A restocking charge will be applied on all merchandise returned for credit. No returns after 15 days.

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

Ver a

82212 85 : TRAY KIT- CARGO FLEX

DATE PRINTED 5/27/14 TIME 9:29:24

PARTS DEPARTMENT HOURS
8:00 a.m. to 5:30 p.m. Mon - Fri

Thank You!

10ERS

SERVICES OR EQUIPMENT	90.25
SHIPPING	
C.O.D. CHARGE	
SALES TAX OR TAX ID	8.30
DEPOSIT ON CONTRACT	
TOTAL *Reprint*	98.55
Visa/Mastercard V	98.55

X

MetLife

Policy Number:

XXXXXXXXXX

Policy Status:

Active

Coverages & Premiums

Discounts & Surcharges

General Information

Vehicles on Policy

Drivers in Household

Billing

Print ID Card

View All

Auto & Home Products

Forms

Site Links

Common Questions

Contact Us

Your Coverages & Premiums

Welcome Jonathan Held

Total Premium: \$ 707.00 for 06 months

Shading indicates Coverage Limit

? = Help

Type of Coverage	Coverage Limits	1 2014 JEEP GRAND C	2 2014 LEXUS ES 300H
? Personal Injury Protection	No Cov	No Cov	No Cov
? Bodily Injury	\$100,000/\$300,000	\$52	\$38
? Property Damage	\$100,000	\$39	\$26
? Medical Expense	No Cov	No Cov	No Cov
? Underinsured Motorists Bodily Injury	\$100,000/\$300,000	\$22	\$22
? Underinsured Motorists Property Damage		\$50,000	\$50,000
Underinsured Motorists Property Damage Premium		\$5	\$5
? Comprehensive Deductible		\$250 Ded	\$250 Ded
Comprehensive Premium		\$92	\$78
? Collision Deductible		\$1,000 Ded	\$1,000 Ded
Collision Premium		\$188	\$114
? Glass Buyback		No Cov	Included
? Towing and Labor Coverage		\$50	\$50
Towing and Labor Premium		\$1	\$1
? Substitute Transportation		\$40day/ \$1200 max	\$40day/ \$1200 max
Substitute Transportation Premium		\$12	\$12
Vehicle Totals		\$411	\$296

Total Premium: \$ 707.00

STATE OF WASHINGTON
DEPARTMENT OF LICENSING
PO Box 9010 - Olympia, Washington 98507-0010

VEHICLE TITLE APPLICATION/REGISTRATION CERTIFICATE

06/12/2013

AMB7693

Lic/Plt [REDACTED]	Issue-Date 06/2013	Tab-No E815059	Reg-Exp 05/12/2014	Value-Code/Yr 45668/2013	Depre 1	Mo-Reg 12	Mo-Gwt	
Power G	Use PAS	Mod-Yr 2014	Make JEEP	Ser/Body GRCHER	Model/BT OVR/4W	VIN or Serial No 1C4RJFCGXEC [REDACTED]	Res-Co 17	Prev-Plt
Sclwt 4851	Seats 00	Gwt	Gwt-Strt	Gwt-Exp	Fleet	Equip	Prev Title	Prev St

BRANDS:

COMMENT:

4 - (R) - DISPLAY TAB ON BACK LICENSE PLATE ONLY - FRONT PLATE IS STILL REQUIRED.

Thank you for Choosing
BARB'S AUTO LICENSE

(360) 568-8836

MILEAGE

16 A

510 - 2nd St, Snohomish

REGISTERED OWNER

Please sign this registration
and keep it in your vehicle or vessel

BOTHELL

WA

CCAP AUTO LEASING LTD LSR
PO BOX 961272
FORT WORTH TX 76161

I certify that the information contained hereon is accurate and complete.

X
Signature of Registered Owner(s)

X
Signature of Registered Owner(s)

Subscribed and sworn to before
DEALER NO 1282 01

This Day of ,

FILING	\$ 7.00	TBD FEE 0000	\$	CHECK	\$
SUBAGENT	\$ 12.00	RTA EXCISE	\$	CASH	\$
LOCAL FEE	\$	USE TAX	\$	TOTAL FEES	\$ 115.75
LICENSE SRVC	\$.75	OTHER	\$	76.00 DLR TEMP CR	\$ 5.00
GWT/VWT FEE	\$ 20.00	DONOR AWARENESS	\$		
QUICK TITLE	\$	STATE PARKS	\$		

VALIDATION CODE

ORIGINAL

RPT ID: ATITPR-1

THIS DOCUMENT IS NOT PROOF OF OWNERSHIP

FPD: ATITPR:2008/10/12.00003(2)

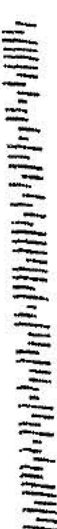
Law firm
North Creek, Plenary
WA 98011



1000

48321

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



Document Recieved from Customer

Cair Number: 2 [REDACTED]

Date Received: 2014-04-29 20:30:13.308209

Files Not Recieved: 0

Attached is a screenshot of the Chrysler Capital payment that is drawn from my account on a monthly basis for my Jeep. The amount of \$671.97 was last withdrawn on 4/17 from my account. If there's additional information you need, please let me know.

[https://www.navyfederal.org/](#)
[Navy Federal](#)
[MAC - Web Experiences Group](#)
[Navy Federal Credit Union](#)

[Home](#) | [Member Specials & News](#) | [Rates](#) | [Help](#) | [Privacy](#) | [Log off](#)

We serve where you serve®
 • ARMY • MARINE CORPS • NAVY • AIR FORCE • DOD •

[cashRewards Credit Card](#)
Cash back. Every purchase.

[My Accounts](#) | [Transfers](#) | [Mobile](#) | [eDeposits](#) | [Bill Pay](#) | [eStatements](#) | [My Offers](#) | [Messages](#) | [Account Services](#)

Account D
[Make a Payment](#)
[Set up Recurring Transfer/Payment](#)
[Manage My Recurring Transfer/Payment](#)
[Make a Member-to-Member Transfer](#)
[Available to: Transfer Funds to/from another Financial Institution](#)

Current Balance	\$0.03
Avg Daily Bal - Current Cycle	\$0.03
Last Statement Balance	\$0.03
Last Statement Date	04/02/2014
Avg Daily Bal - Last Statement	\$44.35
Optional Overdraft Protection Status	Enroll

Related Links
[Web Bill Pay](#)
[Go Green - Turn off Paper Statements](#)
[Order Checks](#)
[Update My Personal Information](#)
[Request a New Debit/Visa Check Card](#)
[Stop Payment Request](#)
[Change My Debit Card PIN](#)
[Change Checking Account Type](#)
[Apply for an Overdraft Line of Credit](#)
[Optional Overdraft Protection Service](#)

[All Transaction Activity](#) | [Electronic Funds](#) | [PDF Transactions](#) | [Fund Checks](#) | [ATM Withdrawals](#) | [Deposits](#) | [Display All Views](#)

[Show Pending Details](#) | [View Check Card Authorizations](#) | [Download History](#)

All Transaction Activity

Date	Description	Amount	Balance
04/17/2014	ACH Transaction - CHRYSLER CAPITAL PAYMENT	\$671.97-	\$0.03
04/15/2014	Transfer From Checking	\$677.00	\$677.00
03/05/2014	Transfer To Checking	\$16.50-	\$0.00

Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2014-04-30 18:52:44.594679

Files Not Recieved: 0

I have attached a copy of the VIN number - 1C4RJFCGXEC [REDACTED] - from my insurance policy (refer to the attached).

Document Recieved from Customer

Cair Number: [REDACTED]

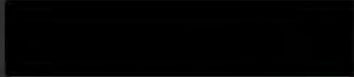
Date Received: 2014-05-01 18:36:45.989252

Files Not Recieved: 0

Attached a screenshot of mychryslercaptial.com info.



6:13



ACCOUNT NUMBER



ACCOUNT TYPE Lease

ACCOUNT STATUS



Current

2014 JEEP GRAND CHER

VIN: 1C4RJFCGXEC



MAKE A RENT PAYMENT

\$671.97

DUE ON: 5/15/2014

[View other payment options](#)

MOST RECENT RENT PAYMENT

\$671.97

RECEIVED ON 4/15/2014

NEXT RENT PAYMENT DUE

\$671.97

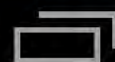
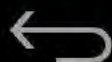
DUE ON 5/15/2014



[View Online Statements](#)



[View Payment History](#)



Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2014-05-21 11:20:05.577056

Files Not Recieved: 0

Attached is the receipt for gas in the amount of \$60.34 from Costco (labeled img161.jpg). The initial detail for the car was done at Rose Hill car wash for \$28.70 (img162.jpg). In addition to being reimbursed for these items, I've kindly asked that there's no delay in sending the reimbursement to me for last month's car payment in the amount of \$671.97. Thanks, J ■

279870 Costco 767
24008 Sio-Wood Rd NE
Woodinville, WA

Member# 111813900855
Invoice # 40588
Date 05/03/14
Time 12:42
Auth # 500637

Pump Gallons Price
09 16.358 \$ 68.99

Product Amount
Unleaded \$ 60.34

Total Sale \$ 60.34

SALE - Card Signed
APPROVED
TransID#413800216862

Thank You for
purchasing
Kirkland Signature
Gasoline

Meets and exceeds
TOP TIER (and)
Performance
Standards

Learn more at:
Costco.com by
searching "gasoline"

We appreciate your
Costco Membership

Rose Hill Car Wash
12633 NE 85th
Kirkland wa
00307292

05/17/2014 7:18:54 PM
Register: 2 Trans #: 1018 Op ID: 17
Your cashier: Jordan

*** REPRINT *** REPRINT *** REPRINT ***

SUPER	\$24.95	101
MATS	\$4.00	101
after-6	\$-3.00	99

Subtotal = \$25.95
Tax = \$2.75

Total = \$28.70

*** REPRINT *** REPRINT *** REPRINT ***

Change Due = \$0.00

Credit \$28.70

INVOICE E/9214/33
AUTH 568064
Learn how to
EARN REWARDS
with a Chevron
or Texaco
Credit Card
See application
for details

Thanks For Stopping At
Rose Hill Car Wash
Please Come Again!!

Please Like Us on Facebook!!
www.facebook.com/the.rosehill.carwash

PE15-021

FLAT CHRYSLER

10-22-2015

ENCLOSURE 4

FinalBackup



Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2014-05-08 14:52:55.920863

Files Not Recieved: 0

Case #: [REDACTED]



P.O. Box 183834
Arlington, TX 76096

**BILLING STATEMENT
CUSTOMER SERVICE**

(800) 766-2271 or TTY Access (888) 998-0253
www.gmfinancial.com

Account Number: [REDACTED]

PAYMENT DUE

Past due payments:	\$0.00
Late fees:	\$0.00
Current payment due:	\$519.20
Total amount due:	\$519.20

DUE DATE

April 30, 2014

Payments: P.O. BOX 78143 PHOENIX, AZ 85062-8143
Correspondence: P.O. Box 183593 Arlington, TX 76096

STATEMENT DATE	VEHICLE	PAYMENTS RECEIVED	CURRENT BALANCE*
04/10/2014	2014 JEEP	6 of 60	\$23,510.80*

TRANSACTION SUMMARY

DATE	ACTIVITY	AMOUNT
04/02/2014	Payment received. Thank you!	
	Loan payment: -\$519.20	-\$519.20
	(\$368.37 principal + \$150.83 interest)	
	Past due amount	\$0.00
	Current payment due	\$519.20
	Total payment due	\$519.20

Important Notice About Your Insurance

Thank you for maintaining proper insurance coverage as required by your Motor Vehicle Contract. If you have any questions regarding your insurance coverage, please contact the Insurance Service Center at (800)782-2188 and follow the prompts.

PE15-021

FLAT CHRYSLER

10-22-2015

ENCLOSURE 4

FinalBackup



Document Recieved from Customer

Cair [REDACTED]

Date Received: 2014-06-02 13:09:19.746894

Files Not Recieved: 0

Here is the Jeep Purchase Agreement with monthly payments of \$787.12 . Please let me know when I can expect it.

Thank you.

1. CREDIT SALE AGREEMENT

Goods Sold and Credit Request. I purchased from the undersigned seller ("Seller") at the price and on the terms of a separate purchase agreement the following goods, and I acknowledge receipt of them, in satisfactory condition. I request that the sale be financed on the terms of this Agreement and agree that all terms and conditions of the purchase agreement, other than financial terms and conditions, survive the execution of this Agreement. I agree to pay to Seller the Amount Financed shown in Section 3 below, plus Finance Charge, according to the Payment Schedule shown in Section 3 below. Finance Charge is figured on a daily basis by applying the Annual Percentage Rate disclosed in Section 3 below to the unpaid part of the Amount Financed until the final scheduled maturity date. ☒ If checked here, and I do not pay the unpaid balance in full by the final scheduled maturity date, Seller will apply and I agree to pay interest at a post maturity rate of 3.99 % per year on my outstanding balance until paid in full. Payments shall be applied (to the extent not prohibited by the Wisconsin Consumer Act) in such order as Seller elects to charges and amounts due under this Agreement. Amounts disclosed in Sections 2 and 3 are computed on the assumption that all instalments will be paid when due and my actual Finance Charge, Total Sale Price and Total of Payments may be more than the disclosed amount if I make payments late or for less than the scheduled amount.

NEW OR USED	YEAR	NO. CYL	MAKE-TRADE NAME	BODY STYLE (IF TRUCK, TONS CAPACITY)	MODEL	SERIAL NUMBER OR IDENTIFICATION NUMBER
NEW	2014		JEEP	4DR 4WD OVERLAND	GRAND CHER	JC4RJFCM2E0

If applicable, titled or to be titled in name of

Late Charge and Other Charges. I agree to pay the Late Charge shown in Section 3 below. If Seller charges me interest after the final scheduled maturity date, I will not pay any late charge on the final scheduled payment amount. I also agree to pay a charge of \$15.00, as permitted under §422.202(1)(d), Wis. Stats., for each check presented for payment under this Agreement which is returned unsatisfied.

2. ITEMIZATION OF AMOUNT FINANCED

(a) Cash Price (including \$ <u>N/A</u> to <u>N/A</u> for <u>N/A</u>)	(a) \$	<u>52475.00</u>
(b) Trade-in: Year <u>N/A</u> Make <u>N/A</u> Model <u>N/A</u> Allowance \$ <u>N/A</u> - Lien/Lease Payoff \$ <u>N/A</u> Net Trade-in Value of	(b) \$	<u>0.00</u>
(c) Total Cash Received \$ <u>5000.00</u> (Includes factory or manufacturer rebate of \$ <u>N/A</u>)	(c) \$	<u>5000.00</u>
(d) Total Downpayment: Cash \$ <u>5000.00</u> + Total Net Trade In Value \$ <u>0.00</u> (if negative, enter "0" and see line (f)(4) below) = Total Downpayment of	(d) \$	<u>5000.00</u>
(e) Unpaid balance of the cash price (a - d)	(e) \$	<u>47475.00</u>
(f) Amounts paid to others on my behalf (Seller may keep a portion of these amounts):		
(1) To public officials for:		
Sales Tax	\$	<u>2676.23</u>
Filing Fees (Notation and Release of Lien)	\$	<u>29.50</u>
Title Application, Transfer & Registration	\$	<u>144.50</u>
(2) To property insurance company for coverages checked below (actual cash value)	\$	<u>N/A</u>
☐ \$ <u>N/A</u> Deductible Comprehensive		
☐ \$ <u>N/A</u> Deductible Collision		
☐ Fire, Theft and Combined Additional Coverage		
(3) To liability insurance company	\$	<u>N/A</u>
(4) To <u>N/A</u> for prior credit or lease balance	\$	<u>N/A</u>
(5) To <u>N/A</u> for <u>N/A</u>	\$	<u>N/A</u>
(6) To <u>N/A</u> for <u>N/A</u>	\$	<u>N/A</u>
[Subtotal for computing credit insurance premium e + f(1) through (6)] \$ <u>50325.23</u>		
(7) To credit life insurance company	\$	<u>N/A</u>
(8) To credit accident and sickness insurance company	\$	<u>N/A</u>
Total Amount Paid to Others	(f) \$	<u>2850.23</u>
(g) Amount Financed (e + f)	(g) \$	<u>50325.23</u>
(h) Finance Charge	(h) \$	<u>6347.41</u>
(i) Total of Payments (g + h)	(i) \$	<u>56672.64</u>
(j) Total Sale Price (d + i)	(j) \$	<u>61672.64</u>

Wells Fargo Dealer Services has been assigned your contract and will be financing your vehicle. This is a copy of the retail installment sales contract for your reference.

3. TRUTH IN LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price	("e" means an estimate)
The cost of my credit as a yearly rate.	The dollar amount the credit will cost me.	The amount of credit provided to me or on my behalf	The amount I will have paid after I have made all payments as scheduled.	The total cost of my purchase on credit, including my downpayment of	
<u>3.99</u> %	\$ <u>6347.41</u>	\$ <u>50325.23</u>	\$ <u>56672.64</u>	\$ <u>5000.00</u> \$ <u>61672.64</u>	

My Payment Schedule will be:

Number of Payments	Amount of Payments	When Payments Are Due
<u>72</u>	\$ <u>787.12</u>	MONTHLY BEGINNING: 01/17/2014 UNTIL PAID IN FULL.
<u>N/A</u>	\$ <u>N/A</u>	<u>N/A</u>

Security. I am giving a security interest in the goods being purchased.

Late Charge. If a payment is not paid on or before the 10th day after its due date, I will be charged \$10.00 or 5% of the unpaid amount, whichever is less.

Prepayment. If I pay off early, I will not have to pay a penalty.
I should see my contract documents for any additional information about nonpayment, default and any required repayment in full before the scheduled date.

4. SECURITY AGREEMENT

I grant to Seller a security interest in the goods described in Section 1 above, and all accessions to and proceeds of such goods ("Collateral"). The Collateral secures performance of all my obligations in this Agreement and all extensions, modifications and renewals of them ("Obligations").

5. COVENANTS

- (a) **Ownership, Purpose and Use.** Acting alone, I may grant a security interest in the Collateral. The Obligations under this Agreement are incurred and the Collateral is acquired primarily for personal, family or household purposes. I agree that the Collateral will not be used as a residential dwelling.
- (b) **Title.** Vehicle will be ☐ titled in Wisconsin ☒ titled in _____ ☐ not titled.
- (c) **Location.** The Collateral will be kept at the address below Section 7, or if not, at: _____

(NO. AND STREET)

(CITY OR TOWN)

(STATE)

Such location shall not be changed without providing at least 30 days prior written notice of the change to Seller, but I intend that the Collateral, wherever located, is covered by this Agreement.

- (d) **Marital Information.** For Wisconsin resident only: I am ☐ married ☒ unmarried ☐ legally separated. If I am married and my spouse is not signing below the name of my spouse is _____ and my spouse resides at _____ the address shown below Section 7 or at _____

- (e) **Marital Purpose.** If I am a married Wisconsin resident, the obligation evidenced by this Agreement is being incurred in the interest of my marriage or family.

☒

CUSTOMER

- (f) **Name and Address.** My legal name is as set forth below Section 7. The address of my principal residence is as set forth below Section 7. I will not change my legal name or address without providing at least 30 days prior written notice of the change to Seller.

- (g) **Additional Covenants.** I shall observe and comply with the Additional Provisions on the reverse side of this Agreement and shall not permit an event of default to occur.

6. INSURANCE AND DEBT CANCELLATION COVERAGE

- (a) **CREDIT LIFE AND CREDIT ACCIDENT AND SICKNESS INSURANCE ARE NOT REQUIRED TO OBTAIN CREDIT, AND WILL NOT BE PROVIDED UNLESS I SIGN BELOW AND AGREE TO PAY THE ADDITIONAL COST.** My decision to buy or not buy such insurance will not be a factor in the credit approval process. I want the insurance at the cost(s) shown below for the term of the Agreement (or _____ months, whichever is less) subject to terms and conditions of separate policy or certificate of insurance.
- Credit Life Insurance \$ _____ N/A
- Credit Accident & Sickness Insurance \$ _____ N/A

I want credit life insurance.

I want credit accident and sickness insurance.

INSURED

INSURED

JOINT INSURED

JOINT INSURED

- (b) **DEBT CANCELLATION COVERAGE, SPECIFICALLY CALLED GUARANTEED AUTOMOBILE PROTECTION ("GAP"), IS NOT REQUIRED TO OBTAIN CREDIT AND GAP WILL NOT BE PROVIDED UNLESS I ELECT SUCH COVERAGE AND SIGN AND AGREE TO PAY THE ADDITIONAL COST.** I elect GAP and agree to pay the cost shown below for the original term of this Agreement (or _____ months, whichever is less), subject to terms and conditions of the separate GAP election or description of coverage. GAP coverage cost is \$ _____ N/A

I acknowledge receipt of the description of GAP coverage separately provided to me.

I want GAP coverage.

CUSTOMER

CUSTOMER

7. PERSONS BOUND

"I", "my", "me" and "mine" includes each customer who signs this Agreement and our obligations are joint and several, except that _____

signs below solely to grant a security interest in the Collateral. This Agreement benefits _____

Seller, its successors and assigns, and binds me and my heirs, personal representatives, successors and assigns. This Agreement includes the Additional Provisions on the reverse side of this Agreement. I have received a completed copy of this Agreement.

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

NOTICE
TO
CUSTOMER

- (a) DO NOT SIGN THIS BEFORE YOU READ THE WRITING ON THE REVERSE SIDE, EVEN IF OTHERWISE ADVISED.
- (b) DO NOT SIGN THIS IF IT CONTAINS ANY BLANK SPACES.
- (c) YOU ARE ENTITLED TO AN EXACT COPY OF ANY AGREEMENT YOU SIGN.
- (d) YOU HAVE THE RIGHT AT ANY TIME TO PAY IN ADVANCE THE UNPAID BALANCE DUE UNDER THIS AGREEMENT AND YOU MAY BE ENTITLED TO A PARTIAL REFUND OF FINANCE CHARGE.

Dated 12/18/2013

SCHLOSSMANN'S DODGE CITY CHRYSLER

(SEAL)

☒

(SEAL)

SELLER

CUSTOMER

By: _____ AUTHORIZED SIGNATURE

Seller's Address: 19100 W CAPITOL DR

N/A

(SEAL)

CUSTOMER

BROOKFIELD WI 53045

N/A

This Agreement may be assigned to ("Assignee"):

Customer's Address _____

WELLS FARGO DEALER SERVICES
PO BOX 997517 SACRAMENTO CA 95899

HARTLAND WI _____ CO: WAUKESHA

*Type or print name signed above.

Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2014-07-31 19:33:03.605381

Files Not Recieved: 0

Please let me know if this purchase agreement does not attach or does not go thru again,
414-852-3999

1. CREDIT SALE AGREEMENT

Goods Sold and Credit Request. I purchased from the undersigned seller ("Seller") at the price and on the terms of a separate purchase agreement the following goods, and I acknowledge receipt of them, in satisfactory condition. I request that the sale be financed on the terms of this Agreement and agree that all terms and conditions of the purchase agreement, other than financial terms and conditions, survive the execution of this Agreement. I agree to pay to Seller the Amount Financed shown in Section 3 below, plus Finance Charge, according to the Payment Schedule shown in Section 3 below. Finance Charge is figured on a daily basis by applying the Annual Percentage Rate disclosed in Section 3 below to the unpaid part of the Amount Financed until the final scheduled maturity date. ☒ If checked here, and I do not pay the unpaid balance in full by the final scheduled maturity date, Seller will apply and I agree to pay interest at a post maturity rate of 3.99 % per year on my outstanding balance until paid in full. Payments shall be applied (to the extent not prohibited by the Wisconsin Consumer Act) in such order as Seller elects to charges and amounts due under this Agreement. Amounts disclosed in Sections 2 and 3 are computed on the assumption that all instalments will be paid when due and my actual Finance Charge, Total Sale Price and Total of Payments may be more than the disclosed amount if I make payments late or for less than the scheduled amount.

NEW OR USED	YEAR	NO. CYL	MAKE-TRADE NAME	BODY STYLE (IF TRUCK, TONS CAPACITY)	MODEL	SERIAL NUMBER OR IDENTIFICATION NUMBER
NEW	2014		JEEP	4DR 4WD OVERLAND	GRAND CHER	JC4RJFCM2E0

If applicable, titled or to be titled in name of

Late Charge and Other Charges. I agree to pay the Late Charge shown in Section 3 below. If Seller charges me interest after the final scheduled maturity date, I will not pay any late charge on the final scheduled payment amount. I also agree to pay a charge of \$15.00, as permitted under §422.202(1)(d), Wis. Stats., for each check presented for payment under this Agreement which is returned unsatisfied.

2. ITEMIZATION OF AMOUNT FINANCED

(a) Cash Price (including \$ <u>N/A</u> to <u>N/A</u> for <u>N/A</u>)	(a) \$	<u>52475.00</u>
(b) Trade-in: Year <u>N/A</u> Make <u>N/A</u> Model <u>N/A</u> Allowance \$ <u>N/A</u> - Lien/Lease Payoff \$ <u>N/A</u> Net Trade-in Value of	(b) \$	<u>0.00</u>
(c) Total Cash Received \$ <u>5000.00</u> (Includes factory or manufacturer rebate of \$ <u>N/A</u>)	(c) \$	<u>5000.00</u>
(d) Total Downpayment: Cash \$ <u>5000.00</u> + Total Net Trade In Value \$ <u>0.00</u> (if negative, enter "0" and see line (f)(4) below) = Total Downpayment of	(d) \$	<u>5000.00</u>
(e) Unpaid balance of the cash price (a - d)	(e) \$	<u>47475.00</u>
(f) Amounts paid to others on my behalf (Seller may keep a portion of these amounts):		
(1) To public officials for:		
Sales Tax	\$	<u>2676.23</u>
Filing Fees (Notation and Release of Lien)	\$	<u>29.50</u>
Title Application, Transfer & Registration	\$	<u>144.50</u>
(2) To property insurance company for coverages checked below (actual cash value)	\$	<u>N/A</u>
☐ \$ <u>N/A</u> Deductible Comprehensive		
☐ \$ <u>N/A</u> Deductible Collision		
☐ Fire, Theft and Combined Additional Coverage		
(3) To liability insurance company	\$	<u>N/A</u>
(4) To <u>N/A</u> for prior credit or lease balance	\$	<u>N/A</u>
(5) To <u>N/A</u> for <u>N/A</u>	\$	<u>N/A</u>
(6) To <u>N/A</u> for <u>N/A</u>	\$	<u>N/A</u>
[Subtotal for computing credit insurance premium e + f(1) through (6)] \$ <u>50325.23</u>		
(7) To credit life insurance company	\$	<u>N/A</u>
(8) To credit accident and sickness insurance company	\$	<u>N/A</u>
Total Amount Paid to Others	(f) \$	<u>2850.23</u>
(g) Amount Financed (e + f)	(g) \$	<u>50325.23</u>
(h) Finance Charge	(h) \$	<u>6347.41</u>
(i) Total of Payments (g + h)	(i) \$	<u>56672.64</u>
(j) Total Sale Price (d + i)	(j) \$	<u>61672.64</u>

Wells Fargo Dealer Services has been assigned your contract and will be financing your vehicle. This is a copy of the retail installment sales contract for your reference.

3. TRUTH IN LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price	("e" means an estimate)
The cost of my credit as a yearly rate.	The dollar amount the credit will cost me.	The amount of credit provided to me or on my behalf	The amount I will have paid after I have made all payments as scheduled.	The total cost of my purchase on credit, including my downpayment of	
<u>3.99</u> %	\$ <u>6347.41</u>	\$ <u>50325.23</u>	\$ <u>56672.64</u>	\$ <u>5000.00</u> \$ <u>61672.64</u>	

My Payment Schedule will be:

Number of Payments	Amount of Payments	When Payments Are Due
<u>72</u>	\$ <u>787.12</u>	MONTHLY BEGINNING: 01/17/2014 UNTIL PAID IN FULL.
<u>N/A</u>	\$ <u>N/A</u>	<u>N/A</u>

Security. I am giving a security interest in the goods being purchased.

Late Charge. If a payment is not paid on or before the 10th day after its due date, I will be charged \$10.00 or 5% of the unpaid amount, whichever is less.

Prepayment. If I pay off early, I will not have to pay a penalty.
I should see my contract documents for any additional information about nonpayment, default and any required repayment in full before the scheduled date.

4. SECURITY AGREEMENT

I grant to Seller a security interest in the goods described in Section 1 above, and all accessions to and proceeds of such goods ("Collateral"). The Collateral secures performance of all my obligations in this Agreement and all extensions, modifications and renewals of them ("Obligations").

5. COVENANTS

- (a) **Ownership, Purpose and Use.** Acting alone, I may grant a security interest in the Collateral. The Obligations under this Agreement are incurred and the Collateral is acquired primarily for personal, family or household purposes. I agree that the Collateral will not be used as a residential dwelling.
- (b) **Title.** Vehicle will be ☐ titled in Wisconsin ☒ titled in _____ ☐ not titled.
- (c) **Location.** The Collateral will be kept at the address below Section 7, or if not, at: _____

(NO. AND STREET)

(CITY OR TOWN)

(STATE)

Such location shall not be changed without providing at least 30 days prior written notice of the change to Seller, but I intend that the Collateral, wherever located, is covered by this Agreement.

- (d) **Marital Information.** For Wisconsin resident only: I am ☐ married ☒ unmarried ☐ legally separated. If I am married and my spouse is not signing below the name of my spouse is _____ and my spouse resides at _____ the address shown below Section 7 or at _____
- (e) **Marital Purpose.** If I am a married Wisconsin resident, the obligation evidenced by this Agreement is being incurred in the interest of my marriage or family.
☒
- (f) **Name and Address.** My legal name is as set forth below Section 7. The address of my principal residence is as set forth below Section 7. I will not change my legal name or address without providing at least 30 days prior written notice of the change to Seller.
- (g) **Additional Covenants.** I shall observe and comply with the Additional Provisions on the reverse side of this Agreement and shall not permit an event of default to occur.

6. INSURANCE AND DEBT CANCELLATION COVERAGE

- (a) **CREDIT LIFE AND CREDIT ACCIDENT AND SICKNESS INSURANCE ARE NOT REQUIRED TO OBTAIN CREDIT, AND WILL NOT BE PROVIDED UNLESS I SIGN BELOW AND AGREE TO PAY THE ADDITIONAL COST.** My decision to buy or not buy such insurance will not be a factor in the credit approval process. I want the insurance at the cost(s) shown below for the term of the Agreement (or _____ months, whichever is less) subject to terms and conditions of separate policy or certificate of insurance.
Credit Life Insurance \$ _____ N/A
I want credit life insurance. ☒
INSURED ☒ JOINT INSURED ☒
- (b) **DEBT CANCELLATION COVERAGE, SPECIFICALLY CALLED GUARANTEED AUTOMOBILE PROTECTION ("GAP"), IS NOT REQUIRED TO OBTAIN CREDIT AND GAP WILL NOT BE PROVIDED UNLESS I ELECT SUCH COVERAGE AND SIGN AND AGREE TO PAY THE ADDITIONAL COST.** I elect GAP and agree to pay the cost shown below for the original term of this Agreement (or _____ months, whichever is less), subject to terms and conditions of the separate GAP election or description of coverage. GAP coverage cost is \$ _____ N/A
I acknowledge receipt of the description of GAP coverage separately provided to me.
I want GAP coverage. ☒
- (c) **I MAY OBTAIN PROPERTY AND LIABILITY INSURANCE FROM ANYONE I WANT THAT IS REASONABLY ACCEPTABLE TO SELLER.**
If I get the insurance from Seller, I will pay \$ _____ N/A for an estimated term of _____ months.
- (d) **WARNING:** Unless an amount appears on line (f)(3) of Section 2, insurance coverage hereunder is not public liability insurance and does not protect the driver of the vehicle from liability for damages resulting from negligent use of the vehicle.

CUSTOMER

7. PERSONS BOUND

"my," "me" and "mine" includes each customer who signs this Agreement and our obligations are joint and several, except that _____ signs below solely to grant a security interest in the Collateral. This Agreement benefits Seller, its successors and assigns, and binds me and my heirs, personal representatives, successors and assigns. This Agreement includes the Additional Provisions on the reverse side of this Agreement. I have received a completed copy of this Agreement.

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

NOTICE TO CUSTOMER

- (a) DO NOT SIGN THIS BEFORE YOU READ THE WRITING ON THE REVERSE SIDE, EVEN IF OTHERWISE ADVISED.
(b) DO NOT SIGN THIS IF IT CONTAINS ANY BLANK SPACES.
(c) YOU ARE ENTITLED TO AN EXACT COPY OF ANY AGREEMENT YOU SIGN.
(d) YOU HAVE THE RIGHT AT ANY TIME TO PAY IN ADVANCE THE UNPAID BALANCE DUE UNDER THIS AGREEMENT AND YOU MAY BE ENTITLED TO A PARTIAL REFUND OF FINANCE CHARGE.

Dated 12/18/2013

SCHLOSSMANN'S DODGE CITY CHRYSLER

(SEAL)

SELLER

By: _____ AUTHORIZED SIGNATURE

Seller's Address: 19100 W CAPITOL DR

BROOKFIELD WI 53045

This Agreement may be assigned to ("Assignee"):

WELLS FARGO DEALER SERVICES
PO BOX 997517 SACRAMENTO CA 95899

Customer's Address

HARTLAND WI CO: WAUKESHA

*Type or print name signed above.

Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2014-08-05 21:09:30.339653

Files Not Recieved: 0

Sorry Rosa, I just saw your e-mail come thru after I sent the "mean one" I am just so frustrated.
:(Hope you understand.

PE15-021

FLAT CHRYSLER

10-22-2015

ENCLOSURE 4

FinalBackup



From: [REDACTED]
To: customerassist@chrysler.com
Date: Tue May 13 07:55:23 EDT 2014
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Unavailable wipe front sensor warning.

Comments:

One month ago we purchased a 2014 Jeep Grand Cherokee Overland. System keeps giving message in all weather conditions. Took to dealership and they found nothing. Also tells me to BRAKE with nothing in front of me. Very frustrating as it cost 2,000 extra for something I cannot use.

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Tue May 13 14:26:56 EDT 2014

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

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

I am sorry to learn of the concerns raised regarding your vehicle's front sensors. I appreciate the time taken to bring this matter to my attention.

The handling of your case will require a call to the Dealer. What I am going to do is contact the Dealer on your behalf and continue to work on this case. I will be contacting you once the Dealer has been contacted to provide you an update. This will ensure that your issue/concern/question is reviewed as quickly as possible.

I appreciate your patience as I further research into this matter with you.

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

Sincerely,

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=KMM8590871V5616L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

Unavailable wipe front sensor warning.

Comments:

One month ago we purchased a 2014 Jeep Grand Cherokee Overland. System keeps giving message in all weather conditions. Took to dealership and they found nothing. Also tells me to BRAKE with nothing in front of me. Very frustrating as it cost 2,000 extra for something I cannot use.

VIN:

EC3 [REDACTED]

Mileage:

513

Servicing Dealer:

Deur Speet Motors

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Norton Shores

State:

MI

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

From: [REDACTED]

To: customerassist@chrysler.com

Date: Tue May 13 17:26:38 EDT 2014

Subject: Re: Chrysler Group LLC Customer Assistance (KMM8590871V5616L0KM)

Deur Speet claims to have driven it for 12 miles and did not get the code. I actually set up another diagnostic with a closer dealership as Deur Speet is an hour away. Trying the jeep dealership in Grand Haven, MI. Received the error message twice on a 10 mile trip there today.

Sent from [REDACTED] iPad

> On May 13, 2014, at 4:53 PM, customerassist <customerassist@chrysler.com> wrote:

>

> Dear [REDACTED]

>

> Thank you for contacting the Jeep Customer Assistance Center in regards

> to your 2014 Grand Cherokee.

>

> I am sorry to learn of the concerns raised regarding your vehicle's

> front sensors. I appreciate the time taken to bring this matter to my

> attention.

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> The handling of your case will require a call to the Dealer. What I am

> going to do is contact the Dealer on your behalf and continue to work on

> this case. I will be contacting you once the Dealer has been contacted

> to provide you an update. This will ensure that your

> issue/concern/question is reviewed as quickly as possible.

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> I appreciate your patience as I further research into this matter with

> you.

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> Thank you again for your email. Should you require additional

> assistance, or have any new information to provide, please reply to this

> email message or call 1-877-I-AM-JEEP (1-877-426-5337).

>

> Sincerely,

>

> Jeff

>

> Customer Service Representative

> Jeep Customer Assistance Center

>

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

> following information:

> REFERENCE [REDACTED]

> EMAIL CASE NUMBER: [REDACTED]

> REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8590871V5616L0KM&

>

>

>

> Original Message Follows:

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> US Customer Service - Jeep Brand Site

> Brief Description:

> Unavailable wipe front sensor warning.

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> Very frustrating as it cost 2,000 extra for something I cannot use.

>

>

>

> VIN:

> EC [REDACTED]

> Mileage:

> 513

> Servicing Dealer:

> Deur Speet Motors

> Title:

>

> First Name:

> [REDACTED]

> Middle Initial:

>

> Last Name:

> [REDACTED]

> Address 1:

> [REDACTED]

> Address 2:

>

> City:

> Norton Shores

> State:

> MI

> Zip:

> [REDACTED]

> Email:

> [REDACTED]

> Home Phone:

> [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Tue May 13 17:58:42 EDT 2014

Subject: Re: Chrysler Group LLC Customer Assistance (KMM8590871V5616L0KM)

Dear [REDACTED]

Thank you for your response. I have updated your file to reflect the information provided in your email. If the vehicle is at the Dealership and the issues remain unresolved, please respond using your method of choice, either by phone: 1-877-IAM-JEEP (426-5337) or by using the link provided below to advise us of this information. We will be more than happy to further review your situation at that time.

Sincerely,

Jeff

Customer Service Representative

Jeep Customer Assistance Center

Original Message Follows:

Deur Speet claims to have driven it for 12 miles and did not get the code. I actually set up another diagnostic with a closer dealership as Deur Speet is an hour away. Trying the jeep dealership in Grand Haven, MI. Received the error message twice on a 10 mile trip there today.

Sent from [REDACTED] iPad

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> Dear [REDACTED]

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> front sensors. I appreciate the time taken to bring this matter to my

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> The handling of your case will require a call to the Dealer. What I am

> going to do is contact the Dealer on your behalf and continue to work on

> this case. I will be contacting you once the Dealer has been contacted

> to provide you an update. This will ensure that your

> issue/concern/question is reviewed as quickly as possible.

>

> I appreciate your patience as I further research into this matter with

> you.

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

>
> Sincerely,

>
> 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=KMM8590871V5616L0KM&

>
>
>

> Original Message Follows:

> -----

> US Customer Service - Jeep Brand Site

> Brief Description:

> Unavailable wipe front sensor warning.

> Comments:

> One month ago we purchased a 2014 Jeep Grand Cherokee Overland. System
> keeps giving message in all weather conditions. Took to dealership and
> they found nothing. Also tells me to BRAKE with nothing in front of me.
> Very frustrating as it cost 2,000 extra for something I cannot use.

>
>
>

> VIN:

> EC [REDACTED]

> Mileage:

> 513

> Servicing Dealer:

> Deur Speet Motors

> Title:

>

> First Name:

>

> Middle Initial:

>

> Last Name:

>

> Address 1:

>

> Address 2:

>

> City:

> Norton Shores

> State:

> MI

> Zip:

> 49441

> Email:

>

> Home Phone:

>

From: [REDACTED]
To: customerassist@chrysler.com
Date: Tue May 20 08:52:24 EDT 2014
Subject: Re: Chrysler Group LLC Customer Assistance (KMM8590871V5616L0KM)
FYI,

I took vehicle to second dealership and they found the sensor was not clipped in securely thus triggering the messages I was receiving. Boggles my mind how first dealership did not notice this. Needless to say I will not return there for service.

So far has been 5 days with no error messages :)

Thanks,
Sent from [REDACTED] iPad

> On May 13, 2014, at 4:53 PM, customerassist <customerassist@chrysler.com> wrote:

>

> Dear [REDACTED]

>

> Thank you for contacting the Jeep Customer Assistance Center in regards
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> Sincerely,

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> Jeff

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> 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=KMM8590871V5616L0KM&

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> Original Message Follows:

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> US Customer Service - Jeep Brand Site

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>

>

> VIN:

> EC [REDACTED]

> Mileage:

> 513

> Servicing Dealer:

> Deur Speet Motors

> Title:

>

> First Name:

> Mary

> Middle Initial:

>

> Last Name:

> [REDACTED]

> Address 1:

>

> Address 2:

>

> City:

> Norton Shores

> State:

> MI

> Zip:

>

> Email:

>

> Home Phone:

>

From: customerassist@chrysler.com

To: [REDACTED]m

Date: Tue May 20 09:08:00 EDT 2014

Subject: Re: Chrysler Group LLC Customer Assistance (KMM8590871V5616L0KM)

Dear [REDACTED]

Thank you for your response.

I am happy to hear the situation appears to be resolved. I have updated your records to reflect the information provided in your response.

If going forward the issues recur or you should have any further outstanding questions or concerns, please do not hesitate to recontact us.

Sincerely,

Jeff

Customer Service Representative

Jeep Customer Assistance Center

Original Message Follows:

FYI,

I took vehicle to second dealership and they found the sensor was not clipped in securely thus triggering the messages I was receiving. Boggles my mind how first dealership did not notice this. Needless to say I will not return there for service.

So far has been 5 days with no error messages :)

Thanks,

Sent from [REDACTED]'s iPad

> On May 13, 2014, at 4:53 PM, customerassist <customerassist@chrysler.com> wrote:

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> Dear [REDACTED],

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> I appreciate your patience as I further research into this matter with
> you.
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> Thank you again for your email. Should you require additional
> assistance, or have any new information to provide, please reply to this
> email message or call 1-877-I-AM-JEEP (1-877-426-5337).
>
> Sincerely,
>
> 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=KMM8590871V5616L0KM&
>
>
>
> Original Message Follows:
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> Very frustrating as it cost 2,000 extra for something I cannot use.
>
>
>
> VIN:
> EC [REDACTED]

> Mileage:

> 513

> Servicing Dealer:

> Deur Speet Motors

> Title:

>

> First Name:

> [REDACTED]

> Middle Initial:

>

> Last Name:

> [REDACTED]

[REDACTED]

> [REDACTED]

> Address 2:

>

> City:

> Norton Shores

> State:

> MI

> Zip:

> [REDACTED]

> Email:

> [REDACTED]

> Home Phone:

> [REDACTED] 8

PE15-021

FLAT CHRYSLER

10-22-2015

ENCLOSURE 4

FinalBackup



From: [REDACTED]
To: customerassist@chrysler.com
Date: Fri May 16 11:39:41 EDT 2014
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Poor Reliability of Grand Cherokee

Comments:

Just thought I would send a note indicating my displeasure with my 2014 Jeep Overland purchase.

So far the vehicle has not made it to an oil change without an intervening trip to the service department. I have had multiple problems with the uConnect system, the Dash Gauges have gone blank while driving, vehicle lost of power and barely was able to go over 10 MPH (limp mode?), occasional Check Engine Lights and most recently the Seat Belt Warning and Air Bag Warning lights. I have now waited over 2 weeks for an ORC module (still on back order). In addition I also noticed that I can no longer use my regular or Adaptive Cruise Controls, but I am hoping that is related to the Seat Belt/Air Bag Warning lights.

Needless to say after purchasing several Jeeps (starting with a 1980 CJ7) it is highly unlikely that I will ever purchase another Jeep/Chrysler product. I trade vehicles every two or three years because I do not want to deal with reliability problems. My 2010 Grand Cherokee Limited was almost flawless, it had close to 20,000 miles on it so I traded it before any serious problems arose.

At the present time I am looking for a replacement vehicle and will most likely trade it as soon as the 2015 models from other manufacturers are available for ordering.

Sender Information:

Title:

First [REDACTED]

Middle Initial:

Last 

From: customerassist@chrysler.com

To: [REDACTED]

Date: Sat May 17 00:55:01 EDT 2014

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center.

We are very sorry to learn of the problem you have encountered and have documented your concern.

We are currently unable to assist with your concerns at this time as your email did not contain the proper VIN information. Please reply back to the link below with The correct VIN.

We will be more than happy to further assist you with your inquiry once the above information is provided.

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

Sincerely,

Crystal

Customer Service Representative

Jeep Customer Assistance Center

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

REFERENCE [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8597759V2501L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

Poor Reliability of Grand Cherokee

Comments:

Just thought I would send a note indicating my displeasure with my 2014 Jeep Overland purchase. So far the vehicle has not made it to an oil change without an intervening trip to the service department. I have had multiple problems with the uConnect system, the Dash Gauges have gone blank while driving, vehicle lost of power and barely was able to go over 10 MPH (limp mode?), occasional Check Engine Lights and most recently the Seat Belt Warning and Air Bag Warning lights. I have now waited over 2 weeks for an ORC module (still on back order). In addition I also noticed that I can no longer use my regular or Adaptive Cruise Controls, but I am hoping that is related to the Seat Belt/Air Bag Warning lights. Needless to say after purchasing several Jeeps (starting with a 1980 CJ7) it is highly unlikely

that I will ever purchase another Jeep/Chrysler product. I trade vehicles every two or three years because I do not want to deal with reliability problems. My 2010 Grand Cherokee Limited was almost flawless, it had close to 20,000 miles on it so I traded it before any serious problems arose. At the present time I am looking for a replacement vehicle and will most likely trade it as soon as the 2015 models from other manufacturers are available for ordering.

VIN:

AC [REDACTED]

Mileage:

7800

Servicing Dealer:

Maquire Chrysler of Watkins Glen

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Watkins Glen

State:

NY

Zip:

[REDACTED]

Email:

[REDACTED]u

Home Phone:

[REDACTED]

From: c [REDACTED]

To: customerassist@chrysler.com

Date: Sat May 17 06:18:08 EDT 2014

Subject: Reply to Chrysler Group LLC (KMM8597759V2501L0KM)

Reply Comments:

Sorry, the VIN number I entered was from my old 2010 Jeep. The VIN number for my 2014 is: 1C4RJFCG2EC [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Sun May 18 23:13:00 EDT 2014

Subject: Re: Reply to Chrysler Group LLC (KMM8597759V2501L0KM)

Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center.

Your concerns, particularly in view of the inconvenience involved in this issue, are understandable and we appreciate the time and effort you took to bring this matter to our attention. A case has been opened for you and the number is at the bottom of this page.

Due to the nature of your concern, your file has been escalated for further review. We feel this referral action will provide the best resource for your concerns. An agent will attempt to contact you within one business day at the phone number provided in your email ([REDACTED]). If you wish to be reached at an alternative number, please respond so we may update your file appropriately.

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

Sincerely,

Crystal

Customer Service Representative

Jeep Customer Assistance Center

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

REFERENCE [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8599139V69180L0KM&

Original Message Follows:

Comments:

Sorry, the VIN number I entered was from my old 2010 Jeep. The VIN number for my 2014 is: 1C4RJFCG2EC[REDACTED]

PE15-021

FLAT CHRYSLER

10-22-2015

ENCLOSURE 4

FinalBackup



From: [REDACTED]
To: customerassist@chrysler.com
Date: Tue May 27 10:52:20 EDT 2014
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Lemon Grand Cherokee 2014

Comments:

Car gear rushes, all sorts of problems, ran out of gas, no way to put into neutral, Worst navigation design in the world, thinks I live in Colorado, I hate, hate hate this Jeep. piece of junk. Horrible design

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Fri May 30 06:16:30 EDT 2014

Subject: Re: Chrysler Group LLC Customer Assistance

Dear Wendy,

Thank you for contacting the Jeep Customer Assistance Center.

We are sorry to hear of the issues you are having with your vehicle. I noticed that the uConnect system does have an update available that may help with the navigation problem you are having. You can download the update from the www.driveuconnect.com website. If that does not work you can also contact the dealership. We would like to contact the dealership to see if we can do anything to assist. which dealership have you been working with?

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

Sincerely,

Robert

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=KMM8616675V44990L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

Lemon Grand Cherokee 2014

Comments:

Car gear rushes, all sorts of problems, ran out of gas, no way to put into neutral, Worst navigation design in the world, thinks I live in Colorado, I hate, hate hate this Jeep. piece of junk. Horrible design

VIN:

EC279434

Mileage:

1500

Servicing Dealer:

Criswell Dealer

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Darnestown

State:

MD

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:

[REDACTED]

From: [REDACTED]
To: customerassist@chrysler.com
Date: Fri May 30 10:16:01 EDT 2014
Subject: RE: Chrysler Group LLC Customer Assistance (KMM8616675V44990L0KM)
Hi Robert,

We are stuck with Criswell in Gaithersburg. They supposedly ordered a part to stop some of the problems faulty reading problems and the failure of the car to switch gears about a month ago but I've never heard back from them so assume either it is on back order or they have forgotten about us. I am very suspicious about this car, and think there was something seriously wrong with it when I got it. I would like to know when it was mfg. and how long it sat around. We are scared to death of it. The idea that we could not put it into neutral when we ran out of gas has me extremely worried. If you don't get that fixed I think you will have fatalities. Someone runs out of gas on the highway or a winding road, the car is in drive, and it can't be taken out of Drive so it can be pushed to the side? Fatalities waiting to happen. If you take away the mechanical ability to take a car out of gear by making it all electronic, when the electronics fail, the car can't be controlled. Whatever idiot allowed that should be fired.

[REDACTED]

-----Original Message-----

From: customerassist [mailto:customerassist@chrysler.com]
Sent: Friday, May 30, 2014 6:17 AM
To: [REDACTED]
Subject: Re: Chrysler Group LLC Customer Assistance (KMM8616675V44990L0KM)

Dear [REDACTED],

Thank you for contacting the Jeep Customer Assistance Center.

We are sorry to hear of the issues you are having with your vehicle. I noticed that the uConnect system does have an update available that may help with the navigation problem you are having. You can download the update from the www.driveuconnect.com website. If that does not work you can also contact the dealership. We would like to contact the dealership to see if we can do anything to assist. which dealership have you been working with?

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

Sincerely,

Robert

Customer Service Representative
Jeep Customer Assistance Center

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

REFERENCE [REDACTED] 5

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8616675V44990L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

Lemon Grand Cherokee 2014

Comments:

Car gear rushes, all sorts of problems, ran out of gas, no way to put into

neutral, Worst navigation design in the world, thinks I live in Colorado, I

hate, hate hate this Jeep. piece of junk. Horrible design

VIN:

EC [REDACTED]

Mileage:

1500

Servicing Dealer:

Criswell Dealer

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Darnestown

State:

MD

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:

3 [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Fri May 30 22:49:58 EDT 2014

Subject: RE: Chrysler Group LLC Customer Assistance (KMM8616675V44990L0KM)

Dear [REDACTED]

Thank you for the dealership information. We will contact them to see what we are able to do for you. We will contact you once we have more information.

The vehicle is able to be put in neutral while the power is off. The instruction on how to do this are in the owners manual under 'What to do in an emergency' on page 565 - 568.

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

Sincerely,

Robert

Customer Service Representative

Jeep Customer Assistance Center

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

REFERENCE NUMBER:

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8618118V4598L0KM&

Original Message Follows:

Hi Robert,

We are stuck with Criswell in Gaithersburg. They supposedly ordered a part to stop some of the problems faulty reading problems and the failure of the car to switch gears about a month ago but I've never heard back from them so assume either it is on back order or they have forgotten about us. I am very suspicious about this car, and think there was something seriously wrong with it when I got it. I would like to know when it was mfg. and how long it sat around. We are scared to death of it. The idea that we could not put it into neutral when we ran out of gas has me extremely worried. If you don't get that fixed I think you will have fatalities. Someone runs out of gas on the highway or a winding road, the car is in drive, and it can't be taken out of Drive so it can be pushed to the side? Fatalities waiting to happen. If you take away the mechanical ability to take a car out of gear by making it all electronic, when the electronics fail, the car can't be controlled. Whatever idiot allowed that should be fired.

[REDACTED]

-----Original Message-----

From: customerassist [mailto:customerassist@chrysler.com]

Sent: Friday, May 30, 2014 6:17 AM

To: [REDACTED]

Subject: Re: Chrysler Group LLC Customer Assistance (KMM8616675V44990L0KM)

Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center.

We are sorry to hear of the issues you are having with your vehicle. I

noticed that the uConnect system does have an update available that may help with the navigation problem you are having. You can download the update from the www.driveuconnect.com website. If that does not work you can also

contact the dealership. We would like to contact the dealership to see if we can do anything to assist. which dealership have you been working with?

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

Sincerely,

Robert

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=KMM8616675V44990L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

Lemon Grand Cherokee 2014

Comments:

Car gear rushes, all sorts of problems, ran out of gas, no way to put into

neutral, Worst navigation design in the world, thinks I live in Colorado, I

hate, hate hate this Jeep. piece of junk. Horrible design

VIN:

EC [REDACTED]

Mileage:

1500

Servicing Dealer:

Criswell Dealer

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Darnestown

State:

MD

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:

3 [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Mon Jun 02 23:41:49 EDT 2014

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

We have spoken to the dealership and they stated they have the part in for you and will be in contact to set up an appointment. If we can be of assistance in the future please feel free to contact us.

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

Sincerely,

Robert

Customer Service Representative

Jeep Customer Assistance Center

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

REFERENCE NUMBER:

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8621755V66909L0KM&

Previous Reply Follows:

Dear [REDACTED]y,

Thank you for contacting the Jeep Customer Assistance Center.

We are sorry to hear of the issues you are having with your vehicle. I noticed that the uConnect system does have an update available that may help with the navigation problem you are having. You can download the update from the www.driveuconnect.com website. If that does not work you can also contact the dealership. We would like to contact the dealership to see if we can do anything to assist. which dealership have you been working with?

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

Sincerely,

Robert

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=KMM8616675V44990L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

Lemon Grand Cherokee 2014

Comments:

Car gear rushes, all sorts of problems, ran out of gas, no way to put into neutral, Worst navigation design in the world, thinks I live in Colorado, I hate, hate hate this Jeep. piece of junk. Horrible design

VIN:

EO [REDACTED]

Mileage:

1500

Servicing Dealer:

Criswell Dealer

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Darnestown

State:

MD

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:

[REDACTED]

From: [REDACTED]
To: customerassist@chrysler.com
Date: Thu Aug 21 15:45:40 EDT 2014
Subject: RE: Chrysler Group LLC Customer Assistance (KMM8621755V66909L0KM)
Dear Robert,

I want to let you know that I am again taking my Jeep in for service next week because of the transmission and other items that have us extremely scared. If there is a better service center to go to than Criswell, I am happy to try it.

I will probably forget some of the problems but here are what I recall:

1. Transmission: I have been made aware of a batch of bad transmissions in the G Cherokee. Mine is clearly one of them. I understand Chrysler will only replace it if the customer insists. I insist!!
 - a. Routinely refuse to change gear. I can only get it out of first gear by putting it into Sports mode and then back into regular mode.
 - b. has started popping out of gear into neutral while the car is in motion and will not go back into gear. THIS IS A LIFE THREATENING DANGEROUS SITUATION. THE TRANS MISSION MUST BE REPLACED!!
2. Cruise Control doesn't work.
3. Engine light remains on all of the time. They tried to take it off when it was serviced last time but did not succeed.
4. FCW doesn't work. They replaced the module. Before it just told me I was about to crash when I was alone on the road or went through an EZPass fast toll booth or radar area. Now it just doesn't work at all.
5. Navigation system routinely goes off into nowhere (off the road on the map) and constantly says it is having to reroute. These are not on new roads.
6. USB in forward console does not work. They said they repaired it. It doesn't work for me, either on my old phone or new one, or any other USB connections. Consequently I cannot update the software.
7. Select Terrain does not work. Can't tell if it is the whole mechanism or just the light out on the module.
8. Phone periodically disconnect and I get a message that it needs service. It will not reconnect. This happens on 2 different phones.
9. I left the keys in the car. Knew it could not lock. It did. Small dogs inside. The app would not unlock it. Worked with UConnect by phone. They could not get it to unlock and told me to call the fire department. I kept trying the app while waiting for the fire truck and it finally unlocked.

I'm sure by the time I get an appointment I'll remember the rest of the problems.

Hope you can see why we are beginning to think this \$50K car is a death trap and need to be comfortable these issues are being resolved.

Any assistance you can provide in getting these problems rectified is greatly appreciated.

Kind Regards,


Wentworth Aero LLC

Executive Director

OFFICE: 1 301 869 4600 ext. 11

DIRECT (Follow Me #): 1 301 658 2069

Fax: 1 301 869-2700

Skype: wendybierwirthusa (for international callers)

?Before printing, please think about the environment.

-----Original Message-----

From: customerassist [mailto:customerassist@chrysler.com]

Sent: Monday, June 02, 2014 11:45 PM

To: 

Subject: Re: Chrysler Group LLC Customer Assistance (KMM8621755V66909L0KM)

Dear 

We have spoken to the dealership and they stated they have the part in for you and will be in contact to set up an appointment. If we can be of assistance in the future please feel free to contact us.

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

Sincerely,

Robert

Customer Service Representative
Jeep Customer Assistance Center

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

REFERENCE NUMBER:

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8621755V66909L0KM&

Previous Reply Follows:

Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center.

We are sorry to hear of the issues you are having with your vehicle. I noticed that the uConnect system does have an update available that may help with the navigation problem you are having. You can download the update from the www.driveuconnect.com website. If that does not work you can also contact the dealership. We would like to contact the dealership to see if we can do anything to assist. which dealership have you been working with?

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

Sincerely,

Robert

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=KMM8616675V44990L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

Lemon Grand Cherokee 2014

Comments:

Car gear rushes, all sorts of problems, ran out of gas, no way to put into

neutral, Worst navigation design in the world, thinks I live in Colorado, I

hate, hate hate this Jeep. piece of junk. Horrible design

VIN:

EC279434

Mileage:

1500

Servicing Dealer:

Criswell Dealer

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Darnestown

State:

MD

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:

[REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Thu Aug 21 23:46:01 EDT 2014

Subject: RE: Chrysler Group LLC Customer Assistance (KMM8621755V66909L0KM)

Dear [REDACTED]

We are sorry to hear of the problems you are having and appreciate the time and effort it took for you to contact us. Your email has been forwarded to a more appropriate area for their attention and response.

This referral action will provide the best opportunity for your request.

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

Sincerely,

Robert

Customer Service Representative

Jeep Customer Assistance Center

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

REFERENCE NUMBER:

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8753429V79161L0KM&

Original Message Follows:

Dear Robert,

I want to let you know that I am again taking my Jeep in for service next week because of the transmission and other items that have us extremely scared. If there is a better service center to go to than Criswell, I am happy to try it.

I will probably forget some of the problems but here are what I recall:

1. Transmission: I have been made aware of a batch of bad transmissions in the G Cherokee.

Mine is clearly one of them. I understand Chrysler will only replace it if the customer insists. I insist!!

a. Routinely refuse to change gear. I can only get it out of first gear by putting it into Sports mode and then back into regular mode.

b. has started popping out of gear into neutral while the car is in motion and will not go back into gear. THIS IS A LIFE THREATENING DANGEROUS SITUATION. THE TRANS MISSION MUST BE REPLACED!!

2. Cruise Control doesn't work.

3. Engine light remains on all of the time. They tried to take it off when it was serviced last time but did not succeed.

4. FCW doesn't work. They replaced the module. Before it just told me I was about to crash when I was alone on the road or went through an EZPass fast toll booth or radar area. Now it just doesn't work at all.

5. Navigation system routinely goes off into nowhere (off the road on the map) and constantly says it is having to reroute. These are not on new roads.

6. USB in forward console does not work. They said they repaired it. It doesn't work for me, either on my old phone or new one, or any other USB connections. Consequently I cannot update the software.

7. Select Terrain does not work. Can't tell if it is the whole mechanism or just the light out on the module.

8. Phone periodically disconnect and I get a message that it needs service. It will not reconnect. This happens on 2 different phones.

9. I left the keys in the car. Knew it could not lock. It did. Small dogs inside. The app would not unlock it. Worked with UConnect by phone. They could not get it to unlock and told me to call the fire department. I kept trying the app while waiting for the fire truck and it finally unlocked. I'm sure by the time I get an appointment I'll remember the rest of the problems.

Hope you can see why we are beginning to think this \$50K car is a death trap and need to be comfortable these issues are being resolved.

Any assistance you can provide in getting these problems rectified is greatly appreciated.

Kind Regards,

[REDACTED]

Wentworth Aero LLC

Executive Director

OFFICE: 1 301 869 4600 ext. 11

DIRECT (Follow Me #): 1 301 658 2069

Fax: 1 301 869-2700

Skype: wendybierwirthusa (for international callers)

?Before printing, please think about the environment.

-----Original Message-----

From: customerassist [mailto:customerassist@chrysler.com]

Sent: Monday, June 02, 2014 11:45 PM

To: [REDACTED]

Subject: Re: Chrysler Group LLC Customer Assistance (KMM8621755V66909L0KM)

Dear [REDACTED]

We have spoken to the dealership and they stated they have the part in for you and will be in contact to set up an appointment. If we can be of assistance in the future please feel free to contact us.

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

Sincerely,

Robert

Customer Service Representative

Jeep Customer Assistance Center

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

REFERENCE NUMBER:

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8621755V66909L0KM&

Previous Reply Follows:

Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center.

We are sorry to hear of the issues you are having with your vehicle. I noticed that the uConnect system does have an update available that may help with the navigation problem you are having. You can download the update from the www.driveuconnect.com website. If that does not work you can also contact the dealership. We would like to contact the dealership to see if we can do anything to assist. which dealership have you been working with?

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

Sincerely,

Robert

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=KMM8616675V44990L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

Lemon Grand Cherokee 2014

Comments:

Car gear rushes, all sorts of problems, ran out of gas, no way to put into

neutral, Worst navigation design in the world, thinks I live in Colorado, I

hate, hate hate this Jeep. piece of junk. Horrible design

VIN:

EO [REDACTED]

Mileage:

1500

Servicing Dealer:

Criswell Dealer

Title:

First Name:

W [REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Darnestown

State:

MD

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:

3 [REDACTED]

PE15-021

FLAT CHRYSLER

10-22-2015

ENCLOSURE 4

FinalBackup



Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2014-11-14 12:59:47.704234

Files Not Recieved: 0



CHRYSLER

11/14/2014

VIA E-MAIL ONLY

[REDACTED]
[REDACTED]

**RE: 2014/Jeep/Grand Cherokee
1C4RJFCT7EC [REDACTED]**

Dear [REDACTED]:

This is in response to our recent communications regarding the above Subject Vehicle.

After a careful review of the documents currently in the file we are unable to conclude that Chrysler Group LLC has the responsibility to accommodate your request for repurchase of the Subject Vehicle.

Chrysler understands your concerns and frustrations, and in the interest of customer satisfaction is willing to offer to settle your claim for the following:

- Chrysler will reimburse you \$2,000.00. In exchange, you will retain the vehicle and its loan obligation and release Chrysler Group LLC and its dealers from any additional claims in this matter.

Our motivation in making this offer is to satisfy you, our customer, and fulfill Chrysler's obligations, if any, under applicable State and Federal laws. That we are making this offer should not be construed as an admission of liability on the part of Chrysler Group LLC.

Please review our offer and advise Kelsey Clay at 1-888-542-7239 ext. 2169 of your decision as soon as possible, as this offer will remain valid for ten (10) days, after which we will assume you have rejected our offer and our file will be closed.

Sincerely

Mike McDowell
Customer Relations/Warranty Manager
California Business Center

Chrysler Group LLC
7700 Irvine Center Drive, 4th Floor
Irvine, CA USA 92618-2924

RELEASE AGREEMENT

In sole consideration of the tender of good and negotiable funds in the amount of two thousand dollars (\$2,000.00) made by Chrysler Group LLC pursuant to Paragraph 19 of the June 1, 2009 Order (I) Authorizing the Sale of Substantially all of the Debtors' Assets Free and Clear of all Liens, Claims, Interests and Encumbrances . . . (*In re Old Carco LLC, f/k/a Chrysler LLC, et al.*, Bankr. SDNY, No. 09-50002) I, [REDACTED] release and discharge Chrysler Group LLC, Old Carco LLC, and Chrysler LLC, and any other named Chrysler debtor, their representatives, employees, agents, directors, members, shareholders, stakeholders, attorneys, assigns, assignees, acquiring entities, predecessors, successors, direct and indirect parent entities and subsidiaries, and affiliated entities as well as Glendale Dodge Chrysler Jeep and authorized Chrysler Group LLC dealerships from all known and unknown claims, damages, costs, attorneys' fees, expenses, loss of services, personal injuries and property damage related to the 2014 Jeep Grand Cherokee, VIN: 1C4RJFCT7EC[REDACTED] ("Subject Vehicle") through and including the execution date of this release. This Release shall not limit or modify the terms of any warranty or service contract applicable to the Subject Vehicle.

I, [REDACTED] agree that the 2014 Jeep Grand Cherokee, bearing VIN: 1C4RJFCT7EC2[REDACTED], is not a "lemon" and does not qualify as a "lemon" under the Song-Beverly Consumer Warranty Act or the Magnuson-Moss Warranty Act, and I will maintain possession of and any financial obligation for the Subject Vehicle.

I agree to indemnify and hold the above parties harmless from all further claims, costs or expenses relating to this claim or the Subject Vehicle. I expressly agree that the only consideration I will receive is that listed above and that Chrysler Group LLC has made no other promises to me. I accept the consideration listed above as full satisfaction of any and all claims as set forth herein.

I further agree that the amounts of any payments made pursuant to this agreement shall remain confidential and shall not be disclosed by myself, my agents, my representatives, or anyone acting on my behalf to anyone for any purpose with the exception of such disclosure as necessary or required by law. This agreement shall not prevent, preclude or in any way limit me, from disclosing the problem(s) I experienced with the vehicle pursuant to California Civil Code Section 1793.26.

This is a full and final release applying to all unknown and unanticipated damages arising out of any act, omission or occurrence up to and including the execution date of this release, whether known or unknown, and I, the undersigned, waive all right or benefits which the undersigned now have or in the future may have under the terms of 1542 of the Civil Code of California which said section reads as follows:

"A general release does not extend to the claims which the creditor does not know or suspect to exist in his favor at the time of executing the release, which if known by him must have materially affected his settlement with the debtor."

This release reflects the final agreement between the parties and is intended to replace any prior Release relating to claims described herein. Any prior agreement and/or release relating to the claims described herein is/are voided and unenforceable.

I fully understand and freely sign this release.

DATE: _____, 2014

Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2014-11-21 16:10:23 469798

Files Not Recieved: 0



CHRYSLER

11/14/2014

VIA E-MAIL ONLY

**RE: 2014/Jeep/Grand Cherokee
1C4RJFCT7EC**

Dear [REDACTED]

This is in response to our recent communications regarding the above Subject Vehicle.

After a careful review of the documents currently in the file we are unable to conclude that Chrysler Group LLC has the responsibility to accommodate your request for repurchase of the Subject Vehicle.

Chrysler understands your concerns and frustrations, and in the interest of customer satisfaction is willing to offer to settle your claim for the following:

- Chrysler will reimburse you \$2,000.00. In exchange, you will retain the vehicle and its loan obligation and release Chrysler Group LLC and its dealers from any additional claims in this matter.

Our motivation in making this offer is to satisfy you, our customer, and fulfill Chrysler's obligations, if any, under applicable State and Federal laws. That we are making this offer should not be construed as an admission of liability on the part of Chrysler Group LLC.

Please review our offer and advise Kelsey Clay at 1-888-542-7239 ext. 2169 of your decision as soon as possible, as this offer will remain valid for ten (10) days, after which we will assume you have rejected our offer and our file will be closed.

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7700 Irvine Center Drive, 4th Floor
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I, [REDACTED] agree that the 2014 Jeep Grand Cherokee, bearing VIN: 1C4RJFCT7EC[REDACTED], is not a "lemon" and does not qualify as a "lemon" under the Song-Beverly Consumer Warranty Act or the Magnuson-Moss Warranty Act, and I will maintain possession of and any financial obligation for the Subject Vehicle.

I agree to indemnify and hold the above parties harmless from all further claims, costs or expenses relating to this claim or the Subject Vehicle. I expressly agree that the only consideration I will receive is that listed above and that Chrysler Group LLC has made no other promises to me. I accept the consideration listed above as full satisfaction of any and all claims as set forth herein.

I further agree that the amounts of any payments made pursuant to this agreement shall remain confidential and shall not be disclosed by myself, my agents, my representatives, or anyone acting on my behalf to anyone for any purpose with the exception of such disclosure as necessary or required by law. This agreement shall not prevent, preclude or in any way limit me, from disclosing the problem(s) I experienced with the vehicle pursuant to California Civil Code Section 1793.26.

This is a full and final release applying to all unknown and unanticipated damages arising out of any act, omission or occurrence up to and including the execution date of this release, whether known or unknown, and I, the undersigned, waive all right or benefits which the undersigned now have or in the future may have under the terms of 1542 of the Civil Code of California which said section reads as follows:

"A general release does not extend to the claims which the creditor does not know or suspect to exist in his favor at the time of executing the release, which if known by him must have materially affected his settlement with the debtor."

This release reflects the final agreement between the parties and is intended to replace any prior Release relating to claims described herein. Any prior agreement and/or release relating to the claims described herein is/are voided and unenforceable.

I fully understand and freely sign this release.

DATE: 11/20/14, 2014

[REDACTED]

[REDACTED]

PE15-021

FLAT CHRYSLER

10-22-2015

ENCLOSURE 4

FinalBackup



Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2014-06-09 11:35:22.688970

Files Not Recieved: 0

Please find the attached documents for the request of payment for my 2014 Jeep GC in the amount of \$651.10. As discussed, I would also like to request an extended service contract for my Jeep Grand Cherokee to begin at the end of my existing warranty and extend for two years. I would request this in an effort to restore my faith in my Jeep and the Jeep brand. As a loyal customer, this is the longest any of my Grand Cherokees has been in the shop. The Maximum Care coverage plan incorporates the minimum expectation from a service perspective I desire in order to continue using my vehicle. This plan covers the sensors and safety mechanisms that recently failed during this last visit and subsequent ~3 weeks of non-use of the vehicle. It would solidify the expectation I would have from a manufacturer for a new vehicle recently purchased. In addition to the payment and service contract, I would also request 4 oil changes to be included to offset future visits and costs of the vehicle. Please confirm receipt of this request and contact me with any further questions regarding my vehicle.

Kind Regards,

██████████



Payment History

Payments from **4/1/2014** to **6/27/2014**

Amount (\$651.10) Description Payment Made	Date Posted 5/13/2014 Effective Date 5/13/2014	Base \$632.14 Tax \$18.96	Fees -- Misc. Fees --
Amount (\$651.10) Description Payment Made	Date Posted 4/13/2014 Effective Date 4/13/2014	Base \$632.14 Tax \$18.96	Fees -- Misc. Fees --

 Statements

Statement Date

██████████
██████████
RALEIGH, NC ██████████

Mail payments to:

Chrysler Capital
PO BOX 660647
Dallas, TX 75266

LEASE STATEMENT

Account Number	██████████
Statement Date	5/24/2014
Current Monthly Payment Due	\$651.10
Monthly Payment Past Due	--
Other Fees and Charges Due	--
Taxes Due	--
Total Amount Due	\$651.10 by 6/13/2014
Months Remaining on Lease	26 months

ALERTS

Account is currently setup on recurring payments.

ACTIVITY SINCE LAST STATEMENT

Description	Date	Amount
Payment Made	5/13/2014	\$632.14
Payment Made	5/13/2014	\$18.96

For additional transactions, see your Payment History (PaymentHistory)

Please read the following Disclosures

Bankruptcy

All verbal communication regarding a Bankruptcy needs to be made by contacting the Bankruptcy Department at 1-855-563-5635.

If you are or intend on filing a bankruptcy all notifications must be sent to:

Chrysler Capital
Attention: Bankruptcy Dept.
P.O. Box 961278, Ft. Worth, TX 76161

Insurance - Coverage is Mandatory

Your contract includes a requirement to maintain an insurance policy on your vehicle that provides comprehensive and collision coverage and to have a Loss Payee and Additional Insured Endorsement. Please make sure this information is correctly disclosed on your policy.

Notice to Customer

To ensure Quality Customer Service, telephone calls may be subject to monitoring and/or recording. We may report information about your account to one or more Credit Reporting Agency. Late payment(s), missed payment(s), or other default(s) on your account may be reflected on your credit report.

Pay By Check

If you choose to pay by check and your check is returned unpaid or insufficient or uncollected funds, you are giving the company permission, in advance, to electronically re-present this item and assess a return fee to your account as provided for and in an amount consistent with your contract and applicable state and federal laws. In the ordinary course of business, your check will not be provided to you with your bank statement, but a copy can be retrieved by contacting your financial institution.

Accounts Receivable Conversion

By remitting a check for payment you are authorizing Chrysler Capital. to use the information on your check to make a one-time electronic debit from your account at the financial institution indicated on your check where permitted by law. This electronic debit will be for the exact amount of your check. If an electronic debit is processed the funds may be withdrawn from your account the same business day the payment is received, and your check will not be returned to your financial institution. If you do not want your check converted to an electronic debit, please check the appropriate box on your remittance coupon.

Purpose

This is an attempt to collect a debt. Any information obtained will be used for that purpose.

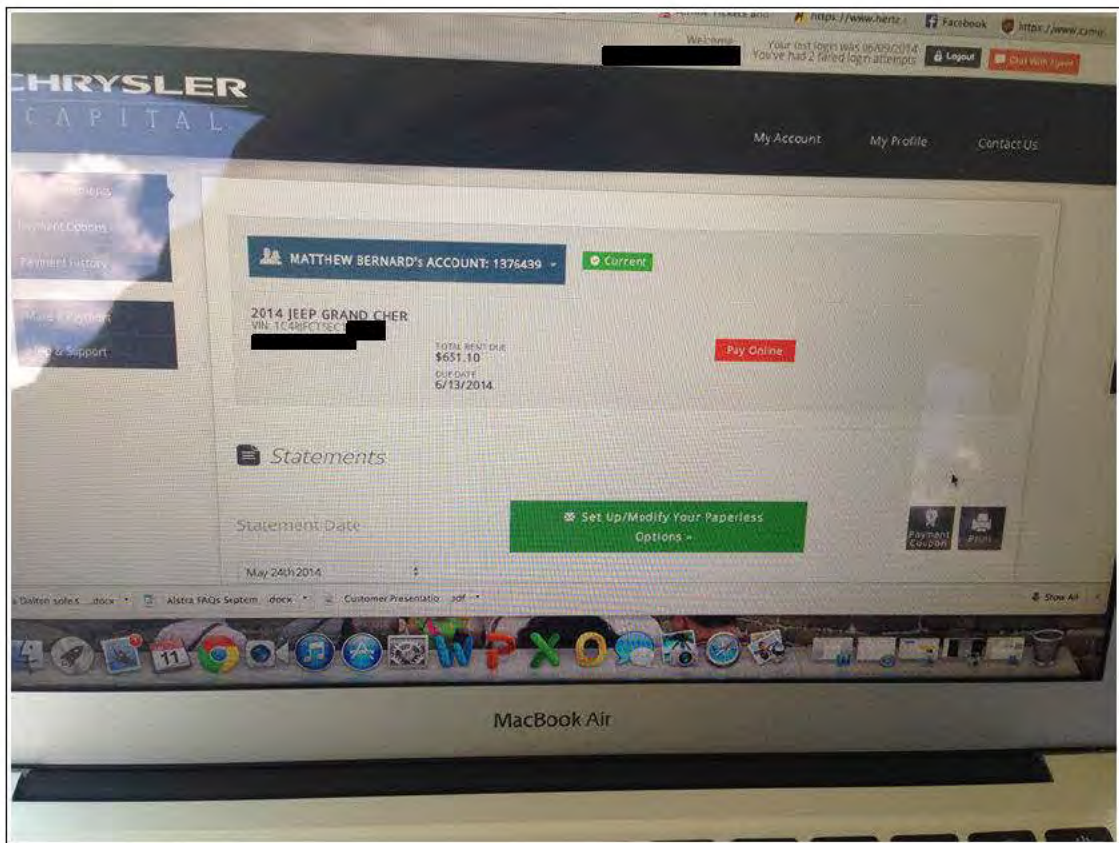
Document Recieved from Customer

Cair Number: [REDACTED]

[REDACTED]

Files Not Recieved: 0

This is a screen shot. There is not other way to produce a document from this page that has the VIN as how it is listed on the website once loaded into my account.



PE15-021

FLAT CHRYSLER

10-22-2015

ENCLOSURE 4

FinalBackup



From: [REDACTED]
To: customerassist@chrysler.com
Date: Mon Jun 02 19:53:06 EDT 2014
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Open Case [REDACTED]

Comments:

To Whom it May Concern,

I have called into the 800-992-1997 line 4 times now expressing my disappointment with the ownership of my 2014 Jeep GC. I was finally given a case number, assigned a representative, yet have still not been contacted. My frustration is the way this entire situation has been handled since my GC was taken to Auto Park Cary two weeks ago. There seems to be a lot of finger pointing going on regarding who is responsible for the issues I am having relating to my Jeep not being fixed. Most importantly, I can NOT drive my car. The air bag, seat belt, and front collision warning lights are all on. The 911 call button has malfunctioned and been brought in for service 3 times now. As a paying customer of a \$52,000+ vehicle (to AutoPark Cary), I would consider myself a high value customer for the Jeep brand. The way this has been handled is embarrassing. It has effected my current employment, taken valuable time away from my family, and cost me out of pocket expenses related to the issues. Thankfully, my service coordinator at AutoPark (Daniel Owen) has done what I believe to be within his power to work with me. It is evident that someone above Mr. Owen should be in contact with me as soon as possible. My last 2 phone calls to the 800 number have resulted in the same situation, an apology, and a status update of "we will be in touch." This is unacceptable. I get a quicker response as a consumer from companies that I spend a fraction of what I have spent with Jeep over the last 10 years. AutoPark Cary has given me the latest status update as: "We should receive your ordered parts for your GC on June 10th 2014. This will put my Jeep out of service for 23 days as a best case scenario. Again, this is unacceptable. Beyond calling the 800 number again, I am running out of options. I look forward to hearing from someone regarding this issue. Kind Regards, Matt Bernard

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Thu Jun 05 18:07:34 EDT 2014

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center.

I am sorry you are experiencing concerns with the customer assistance case [REDACTED]

Our records show that you have contacted us by telephone and we are currently addressing your concern. We have updated your file to reflect the latest information you provided in the email message. Your best chance at a timely resolution would be to continue working with your Case Manager.

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

Sincerely,

Heather Stoner

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=KMM8627505V6054L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

Open Case [REDACTED]

Comments:

To Whom it May Concern, I have called into the 800-992-1997 line 4 times now expressing my disappointment with the ownership of my 2014 Jeep GC. I was finally given a case number, assigned a representative, yet have still not been contacted. My frustration is the way this entire situation has been handled since my GC was taken to Auto Park Cary two weeks ago. There seems to be a lot of finger pointing going on regarding who is responsible for the issues I am having relating to my Jeep not being fixed. Most importantly, I can NOT drive my car. The air bag, seat belt, and front collision warning lights are all on. The 911 call button has malfunctioned and been brought in for service 3 times now. As a paying customer of a \$52,000+ vehicle (to AutoPark Cary), I would consider myself a high value customer for the Jeep brand. The way this has been handled is embarrassing.

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VIN:

EC1 [REDACTED]

Mileage:

19000

Servicing Dealer:

Cary Auto Park Jeep Cary, NC

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Raleigh

State:

NC

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:

[REDACTED]