

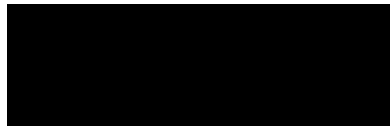
PE15-021

FLAT CHRYSLER

10-22-2015

ENCLOSURE 4

FinalBackup



**Document Recieved from Customer**

**Cair Number:** [REDACTED]

**Date Received: 2014-09-16 15:34:57.375757**

**Files Not Recieved: 0**



# CHRYSLER

09/16/2014

**VIA E-MAIL ONLY**

[REDACTED]  
[REDACTED]

**RE: 2014/Jeep/Grand Cherokee  
1C4RJFCT6EC [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 Deborah Brown at 1-888-542-7239 ext. 2123 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, B [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 Autowest Chrysler Jeep Dodge 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: 1C4RJFCT6EC1 [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: 1C4RJFCT6EC [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

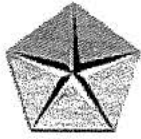
\_\_\_\_\_  
[REDACTED]

**Document Recieved from Customer**

**Cair Number:** [REDACTED]

**Date Received: 2014-09-25 16:44:59.604393**

**Files Not Recieved: 0**



# CHRYSLER

09/25/2014

VIA E-MAIL ONLY



**RE: 2014/Jeep/Grand Cherokee  
1C4RJFCT6EC** 

Dear 

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 \$4,000.00. 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

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Sincerely

Mike McDowell  
Customer Relations/Warranty Manager  
California Business Center

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

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I, [REDACTED] agree that the 2014 Jeep Grand Cherokee, bearing VIN: 1C4RJFCT6EC [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:

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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

\_\_\_\_\_  
[REDACTED]

**Document Recieved from Customer**

**Cair Number:** [REDACTED]

**Date Received: 2014-10-14 17:09:10.234018**

**Files Not Recieved: 0**

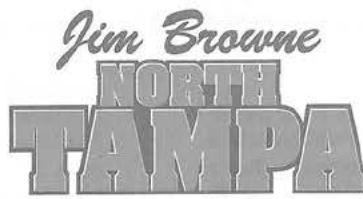
Deborah

Here is the attached documentation you requested.

Case: [REDACTED]

V/r

[REDACTED]



CHRYSLER • JEEP • DODGE • RAM

10909 N. Florida Ave.  
Tampa, FL 33612  
Phone: 813-935-4812



State of Florida Registration MV #80386

CUSTOMER NO.	ADVISOR CHRISTOPHER DUNCAN	590	TAG NO. 7071	INVOICE DATE 10/10/14	INVOICE NO.
	LABOR RATE	LICENSE NO.	MILEAGE 15,835	COLOR	STOCK NO.
TAMPA, FL	YEAR / MAKE / MODEL 14/CHRYSLER/GRAND CHEROKEE (5/GRAND			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1 C 4 R J F C T 6 E C			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R. O. DATE 10/06/14		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			
		MO: 15835			

LABOR & PARTS  
J# 1 08CHZDTC ELECTRICAL HOURS: TECH(S):532 WARRANTY  
CUSTOMER STATES CHECK INTERM BOTH KEYS READING NOT DETECTED  
AND VEHICLE NO START  
NO PROBLEM FOUND  
VEHICLE DID NOT ACT UP WHILE IN FOR REPAIRS, BUT DID FIND  
RFH NOT PLUGGED IN ALL THE WAY INSTALLED THE CONNECTOR TOGET  
HER PROPERLY

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 1	1	55364517-AB	CHIME WAR 08035065			WARRANTY
JOB # 1	1	68166105-AE	SHIFTER T 21030407			WARRANTY
JOB # 1 TOTAL PARTS						0.00
JOB # 1 TOTAL LABOR & PARTS						0.00

J# 2 08CHZZ3 RADIO CONCERN HOURS: TECH(S):532 WARRANTY  
CUST STATES CHECK RADIO SCREEN WHEN TRYING TO USE NAVIGATION  
SCREEN WAS BLANKING OUT EVERY 25 SECONDS  
RADIO HAD CODE B124A 4B INTERNAL OVERHEAT  
VERIFY CONCERN PULL CODES AND REPLACE RADIO AND REPROGRAM

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

J# 3 08CHZZ04 \*SPEED CONTROL HOURS: TECH(S):532 WARRANTY  
CUST STATES ADAPTIVE CRUISE INOP KEEPS SHUTTING OFF  
ESM INTERNAL SHORT  
REPLACED AND PROGRAMED ESM

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

J# 4 00CHZ98 23 POINT INSPECTION HOURS: 0.00 TECH(S):532 INTERNAL  
23 POINT INSPECTION  
INSPECT ALL FLUID LEVELS, INSPECT AND MEASURE TREAD DEPTH, VI  
SUAL INSPECTION OF THE AIR FILTER, PCV VALVE, WINDSHIELD WIP  
ERS, COOLING SYSTEM FOR LEAKS, INSPECT HOSES, INSPECT DRIVE  
BELTS EXHAUST SYSTEM, AXLE BOOTS, SHOCK ABSORBERS AND SUSPEN  
SION, AND BATTERY  
COMPLETED

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 4 TOTAL PARTS						0.00
JOB # 4 TOTAL LABOR & PARTS						0.00

J# 5+30CHZZ01 MISC RECALLS HOURS: TECH(S):532 WARRANTY  
Added Operation (2DUNCANC @ 10/07/2014 09:04)  
RECALL SUNVISOR WIRING P36  
COMPLETED

**Service Guarantee**  
We guarantee our parts and labor for 1 year or 12,000 miles.

All parts are new or factory remanufactured unless otherwise indicated.

\*U/Used R/Rebuilt RC/Reconditioned  
NC/No Chg/Warranty RD Reduced/Warranty

**Miscellaneous Shop Supplies and Hazardous Waste Disposal Charges**  
This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. F/S 559.905(1)(h)

**Tire and Battery Fee**  
The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [s.403.718], and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state [s.403.7185].

**Service & Parts Dept. Hours**  
Mon - Fri  
7:30 AM - 6:00 PM  
Saturday  
7:30 AM - 4:00 PM

Thank You for servicing your vehicle at North Tampa Chrysler Jeep Dodge Ram, Inc.

The Reynolds and Reynolds Company ENR1251516 CC605047 Q (04/14)





*Jim Browne*  
**NORTH TAMPA**  
 CHRYSLER • JEEP • DODGE • RAM



10909 N. Florida Ave.  
 Tampa, FL 33612  
 Phone: 813-935-4812

State of Florida Registration MV #80386

CUSTOMER NO. [REDACTED]	ADVISOR CHRISTOPHER DUNCAN	590	TAG NO. 7071	INVOICE DATE 10/10/14	[REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 15,835	COLOR	[REDACTED]
TAMPA, FL [REDACTED]	YEAR / MAKE / MODEL 14/CHRYSLER/GRAND CHEROKEE (5/GRAND			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1 C 4 R J F C T 6 E C [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		R.O. DATE 10/06/14	
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE	COMMENTS			
		MO: 15835			

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 5	1	CBXDP361-AA	SPACER VI 18050069			0.00
				JOB # 5 TOTAL PARTS		0.00
				JOB # 5 TOTAL LABOR & PARTS		0.00
J# 6+08CHZZ99		ELECTRICAL	HOURS: TECH(S):532			WARRANTY
Added Operation (2DUNCANC @ 10/08/2014 13:41)						
CUST STATES LIFTGATE CHIME INOP						
CHIME MODULE INTERNAL SHORT						
REPLACED CHIME MODULE						
PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
				JOB # 6 TOTAL PARTS		0.00
				JOB # 6 TOTAL LABOR & PARTS		0.00
<b>TOTALS</b>						
THANK YOU FOR YOUR BUSINESS !!				TOTAL LABOR	0.00	
				TOTAL PARTS	0.00	
				TOTAL SUBLET	0.00	
				TOTAL G.O.G.	0.00	
				TOTAL MISC CHG.	0.00	
				TOTAL MISC DISC	0.00	
				TOTAL TAX	0.00	
				<b>TOTAL INVOICE \$</b>	<b>0.00</b>	

**Service Guarantee**  
*We guarantee our parts and labor for 1 year or 12,000 miles. All parts are new or factory remanufactured unless otherwise indicated.*

*\*U/Used R/Rebuilt RC/Reconditioned  
 NC/No Chg/Warranty RD Reduced/Warranty*

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 Mon - Fri  
 7:30 AM - 6:00 PM  
 Saturday  
 7:30 AM - 4:00 PM

*Thank You for servicing your vehicle at North Tampa Chrysler Jeep Dodge Ram, Inc.*

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



The Reynolds and Reynolds Company EPRINTS14E CC695047 Q (04/14)

**Document Recieved from Customer**

**Cair Number:** [REDACTED]

**Date Received: 2014-10-23 16:03:31.168224**

**Files Not Recieved: 0**



# CHRYSLER

10/23/2014

**VIA E-MAIL ONLY**

[REDACTED]  
[REDACTED]

**RE: 2014/Jeep/Grand Cherokee  
1C4RJFCT6EC [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:

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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 four thousand, five hundred dollars (\$4,500.00) 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 Autowest Chrysler Jeep Dodge 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: 1C4RJFCT6EC[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: 1C4RJFCT6EC1[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:

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I fully understand and freely sign this release.

DATE: \_\_\_\_\_, 2014

\_\_\_\_\_  
[REDACTED]

**Document Recieved from Customer**

**Cair Number:** [REDACTED]

**Date Received: 2014-11-03 10:04:16.770073**

**Files Not Recieved: 0**

In sole consideration of the tender of good and negotiable funds in the amount of five thousand dollars (\$5,000.00) 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 Autowest Chrysler Jeep Dodge 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: 1C4RJFCT6EC [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.

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I fully understand and freely sign this release.

DATE: 7 November, 2014

[REDACTED]

PE15-021

FLAT CHRYSLER

10-22-2015

ENCLOSURE 4

FinalBackup



**Document Recieved from Customer**

**Cair Number:** [REDACTED]

**Date Received: 2014-11-06 16:42:39.920926**

**Files Not Recieved: 0**

CUSTOMER #:

\*INVOICE\*



30300 IH-10 West, Boerne, Texas 78006
Phone (830) 981-8000
Fax (830) 755-8004

PAGE 1

PIPE CREEK, TX

HOME

CONT:

BUS: CELL:

SERVICE ADVISOR: 6164 ANDREW F EVANS

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN / OUT, TAG. Row 1: 14, JEEP GRAND CHEROKEE, 1C4RJFJT8EC, 16801/16835, TT4557.

Table with columns: DEL. DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., RATE, PAYMENT, INV. DATE. Row 1: 13APR13 DD, 13APR2016, 18:00, 03SEP14, 98.00, CASH, 13SEP14.

Table with columns: LINE OPCODE, TECH TYPE, HOURS, LIST, NET, TOTAL. Includes line A: A CUSTOMER STATES THE AIR SUSPENSION IS INOP...

Table with columns: LINE OPCODE, TECH TYPE, HOURS, LIST, NET, TOTAL. Includes line B: B P14 BRAKE BOOSTER RECALL...

Table with columns: LINE OPCODE, TECH TYPE, HOURS, LIST, NET, TOTAL. Includes line C: C P36 SUN VISOR WIRING RECALL...

Table with columns: LINE OPCODE, TECH TYPE, HOURS, LIST, NET, TOTAL. Includes line D: D RRT 14-050...

Table with columns: LINE OPCODE, TECH TYPE, HOURS, LIST, NET, TOTAL. Includes line E: E RRT 14-014...

NO PARTS REFUNDS WITHOUT THIS INVOICE. NO REFUNDS OR EXCHANGES ON ELECTRICAL OR SPECIAL ORDER PARTS. 10% HANDLING CHARGE ON ALL RETURNED MERCHANDISE. NOTICE PURSUANT TO TEXAS PROPERTY CODE...

Table with columns: DESCRIPTION, TOTALS. Includes text: The above repairs have been explained to me by qualified Rep. Please initial here. PLEASE PAY THIS AMOUNT

CUSTOMER #:

\*INVOICE\*



30300 IH-10 West, Boerne, Texas 78006  
Phone (830) 981-8000  
Fax (830) 755-8004

PAGE 2

PIPE CREEK, TX

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 6164 ANDREW F EVANS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	14	JEEP GRAND CHEROKEE	1C4RJFJT8EC		16801/16835	TT4557	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
13APR13 DD		13APR2016	18:00 03SEP14		98.00	CASH	13SEP14
R.O. OPENED		READY		OPTIONS: ENG:5.7 Liter			

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
F	PCM	UPDATE					

CAUSE: UPDATE  
181906Y8 UPDATE PCM  
2796 W (N/C)  
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00  
16833 FLASH PCM 18-19-06-Y8 0.2  
\*\*\*\*\*

G PTS UPDATE  
CAUSE: UPDATE  
18200594 UPDATE PTS  
2796 W (N/C)  
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE G: 0.00  
16833 FLASH PTS 18-20-05-94 0.2  
\*\*\*\*\*

H HVAC UPDATE  
CAUSE: UPDATE  
18196295 UPDATE HVAC  
2796 W (N/C)  
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE H: 0.00  
16833 FLASH HVAC 18-19-62-95 0.2  
\*\*\*\*\*

I ASCM UPDATE  
CAUSE: UPDATE  
18193692 UPDATE AIR SUSPENSION MODULE  
2796 W (N/C)  
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE I: 0.00  
16833 FLASH MODULE 18-19-36-92 0.2  
\*\*\*\*\*

J ELSD UPDATE  
CAUSE: UPDATE  
NWD NO WORK DONE  
2796 W (N/C)

ARBITRATION AGREEMENT

Any controversy of claim arising out of or relating to the repair work and/or service, including parts, labor and other services, to be supplied pursuant to this order, shall be submitted to arbitration before one arbitrator in San Antonio, Texas, in accordance with the Rules of the American Arbitration Association. Judgment upon the award rendered hereunder may be entered in any court having jurisdiction thereof. Arbitration shall be the exclusive, final and binding method of resolution of any claim or controversy between the customer and the Boerne Dodge Chrysler Jeep and Ram. Failure to timely submit arbitration shall constitute a waiver of the claim or controversy. \*\*\*\*\*

NO PARTS REFUNDS WITHOUT THIS INVOICE. NO REFUNDS OR EXCHANGES ON ELECTRICAL OR SPECIAL ORDER PARTS. 10% HANDLING CHARGE ON ALL RETURNED MERCHANDISE.

NOTICE PURSUANT OF §70.001 TEXAS PROPERTY CODE

I am the person or agent who is obligated to pay for the repair of the motor vehicle subject to the repair contract. I understand that this vehicle is subject to repossession in accordance with §9.009 Texas Business and Commerce Code if a written order for payment for repairs on the vehicle is stopped, dishonored because of insufficient funds or because the drawer or maker of the order has no account on which it is drawn has been closed.

DISCLAIMER OF WARRANTIES

THE MANUFACTURERS WARRANTY CONSTITUTES ALL OF THE WARRANTIES WITH RESPECT TO THE SALE OF THIS ITEM/ITEMS. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSOR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS ITEM/ITEMS.

\*SHOP SUPPLIES-HAZARDOUS WASTE

A token charge of labor is included for supplies used on your vehicle. Applicable supply items are nuts, bolts, washer, tape, pins, solvent, rags, carburetor cleaner, towels, wire, etc. Also for the removal and recycling of hazardous waste. Applicable hazardous waste items are gas, oil, grease, coolant, cleaning solvents, freon, etc.

SIGNATURE

DESCRIPTION	TOTALS
The above repairs have been explained to me by qualified Rep.	
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
DISCOUNT	
SALES TAX	
CUST. INT.	
Please initial here.	
PLEASE PAY THIS AMOUNT	

CUSTOMER #:

\*INVOICE\*



PAGE 3

30300 IH-10 West, Boerne, Texas 78006  
Phone (830) 981-8000  
Fax (830) 755-8004

PIPE CREEK, TX

HOME

CONT:

BUS:

CELL:

SERVICE ADVISOR: 6164 ANDREW F EVANS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	14	JEEP GRAND CHEROKEE	1C4RJFJT8EC		16801/16835	TT4557	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
13APR13 DD		13APR2016	18:00 03SEP14		98.00	CASH	13SEP14

R.O. OPENED READY OPTIONS: ENG:5.7 Liter

11:06 03SEP14 15:26 13SEP14

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

K DTCM UPDATE  
CAUSE: UPDATE

UPDATE PERFORM AVAILABLE SOFTWARE UPDATES

2796 W

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE K: 0.00

16833 FLASH MODULE 18-19-07-9D 0.2

\*\*\*\*\*

L IPC UPDATE

CAUSE: UPDATE

NWD NO WORK DONE

2796 W

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE L: 0.00

\*\*\*\*\*

M TCM UPDATE

CAUSE: UPDATE

UPDATE PERFORM AVAILABLE SOFTWARE UPDATES

2796 W

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE M: 0.00

16833 FLASH TCM 18-19-05-9M 0.2

\*\*\*\*\*

N ABS UPDATE

CAUSE: UPDATE

NWD NO WORK DONE

2796 W

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE N: 0.00

\*\*\*\*\*

O N58 REPROGRAM INSTRUMENT CLUSTER RECALL

08N58184 RECALL

2796 W

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE O: 0.00

16833 FLASH CLUSTER ABS AND TIGHTEN GROUND 08-N5-814-84 0.7

\*\*\*\*\*

Some components of claims arising out of or relating to the repair work, approval services, including parts, labor and supply services, to be supplied pursuant to the order, shall be submitted to arbitration before any arbitrator in San Antonio, Texas. The arbitration shall be conducted in accordance with the rules of the American Arbitration Association. The arbitration shall be held in a court having jurisdiction thereof. Arbitration shall be the exclusive, final and binding method of resolution of any claim or controversy between the customer and the owner of the vehicle. Failure to timely initiate arbitration shall constitute a waiver of the claim or controversy.

NO PARTS REFUNDS WITHOUT THIS INVOICE. NO REFUNDS OR EXCHANGES ON ELECTRICAL OR SPECIAL ORDER PARTS. 10% HANDLING CHARGE ON ALL RETURNED MERCHANDISE.

NOTICE PURSUANT OF §70.001 TEXAS PROPERTY CODE

I am the person or agent who is obligated to pay for the repair of the motor vehicle subject to the repair contract. I understand that this vehicle is subject to repossession in accordance with §9.605 Texas Business and Commerce Code if a written order for payment for repairs on this vehicle is stopped, dishonored because of insufficient funds or because the driver or motor of the motor has no account on which it is drawn has been closed.

DISCLAIMER OF WARRANTIES

THE MANUFACTURER'S WARRANTY CONSTITUTES ALL OF THE WARRANTIES WITH RESPECT TO THE SALE OF THIS ITEM/ITEMS. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSOR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS ITEM/ITEMS.

SHOP SUPPLIES/HAZARDOUS WASTE

A token charge of labor is included for supplies used on your vehicle. Applicable supply items are nuts, bolts, washer, tape, pins, solvent, rags, carborator cleaner, towels, wire, etc. Also for the removal and recycling of hazardous waste. Applicable hazardous waste items are gas, oil, grease, coolants, cleaning solvents, freon, etc.

SIGNATURE

The above repairs have been explained to me by qualified Rep.

Please initial here.

CUST. INT.

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

CUSTOMER #:

\*INVOICE\*



PIPE CREEK, TX

PAGE 4

30300 IH-10 West, Boerne, Texas 78006  
Phone (830) 881-8000  
Fax (830) 755-8004

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

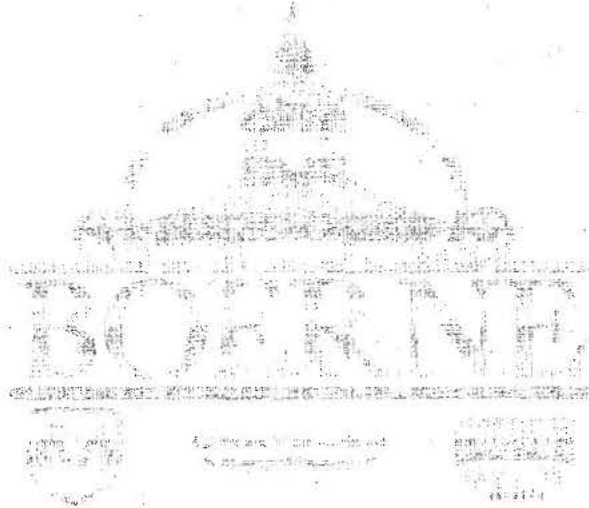
SERVICE ADVISOR: 6164 ANDREW F EVANS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	14	JEEP GRAND CHEROKEE	1C4RJFJT8EC[REDACTED]		16801/16835	TT4557	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
13APR13 DE		13APR2016	18:00 03SEP14		98.00	CASH	13SEP14
R.O. OPENED	READY	OPTIONS:	ENG:5.7 Liter				
11:06 03SEP14	15:26 13SEP14						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

WE SINCERELY APPRECIATE THE OPPORTUNITY TO EARN YOUR BUSINESS.

WE NOW SERVICE ALL MAKES AND MODELS !

YOUR NEXT SERVICE VISIT REMINDER IS \_\_\_\_\_



**ARBITRATION AGREEMENT**

Any controversy of claim arising out of or relating to the repair work and/or service, including parts, labor and other services, to be supplied pursuant to this order, shall be submitted to arbitration before one arbitrator in San Antonio, Texas, in accordance with the Commercial Arbitration Rules of the American Arbitration Association. Judgment upon the award rendered by the arbitrator may be entered in any court having jurisdiction thereof. Arbitration shall be the exclusive, final and binding method of resolution of any claim or controversy between the customer and the Boerne Dodge Chrysler Jeep and must be initiated within 180 days after the claim or controversy first arises. Failure to timely initiate arbitration shall constitute a waiver of the claim or controversy.

NO PARTS REFUNDS WITHOUT THIS INVOICE. NO REFUNDS OR EXCHANGES ON ELECTRICAL OR SPECIAL ORDER PARTS. 10% HANDLING CHARGE ON ALL RETURNED MERCHANDISE.

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**\*SHOP SUPPLIES/HAZARDOUS WASTE**

A token charge of labor is included for supplies used on your vehicle. Applicable supply items are nuts, bolts, washer, fops, pins, solvent, rags, carburetor cleaner, towels, wire, etc. Also for the removal and recycling of hazardous waste. Applicable hazardous waste items are gas, oil, grease, coolants, cleaning solvents, freon, etc.

SIGNATURE \_\_\_\_\_

The above repairs have been explained to me by qualified Rep.

Please initial here.

CUST. INT. \_\_\_\_\_

DESCRIPTION	TOTALS
LABOR AMOUNT	925.00
PARTS AMOUNT	183.31
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	18.98
TOTAL CHARGES	1127.29
DISCOUNT	0.00
SALES TAX	13.65
<b>PLEASE PAY THIS AMOUNT</b>	<b>1140.94</b>

PE15-021

FLAT CHRYSLER

10-22-2015

ENCLOSURE 4

FinalBackup



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# Fax Cover Sheet

Date 10-8-14

Number of pages 3 (including cover page)

To:

Name SHARI

Company CHRYSLER

Telephone 800-763-8422 EXT 4677

Fax 801-736-3929

Comments CASE # [REDACTED]

From:

Name [REDACTED]

Company \_\_\_\_\_

Telephone [REDACTED]



7 90363 00711 1

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7 90363 00714 2

Fax - Domestic Send



7 90363 00720 3

Fax - International Send

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**KINECTA**  
FEDERAL CREDIT UNION

P.O. Box 10003  
Manhattan Beach, CA 90267-7503  
800.854.9845 www.kinecta.org

### Statement of Account

Member No. [REDACTED] Statement Period [REDACTED] Page 1 of 2

**2-DAY Pre-Owned Car Sale - Oct. 18-19**  
Large vehicle selection and financing!

**One location:**  
Manhattan Beach Member Service Center  
1440 Rosecrans Avenue  
Manhattan Beach, CA 90266

Ask us for more info!  
Or visit [www.kinecta.org/CarSale](http://www.kinecta.org/CarSale)

[REDACTED]  
TORRANCE CA [REDACTED]

ATTENTION SHARI  
FROM KEVIN O'DELL CASE # [REDACTED]

#### ACCOUNT SUMMARY THIS PERIOD

Share Savings	\$	[REDACTED]	Checking	\$	[REDACTED]
Certificates	\$	[REDACTED]	Loans	\$	[REDACTED]

#### SAVINGS 01

Dividends Earned in 2014: \$7.86

[REDACTED] + Deposits & Credits (4) - Withdrawals & Other Debits (0) = [REDACTED]

Trans. Date	Eff. Date	Transaction Description	Debit	Credit	New Balance
-------------	-----------	-------------------------	-------	--------	-------------

#### FREE CHECKING 05

Total For This Period	Total Year-To-Date
-----------------------	--------------------

[REDACTED] + Deposits & Credits (4) - Withdrawals & Other Debits (0) = [REDACTED]

Trans. Date	Eff. Date	Transaction Description
-------------	-----------	-------------------------

ATTENTION SHARI

Member No. Statement Period Page  
2 of 2

From [REDACTED] CASE # [REDACTED]

FREE CHECKING 05

(continued)

Trans Date	Eff. Date	Transaction Description	Debit	Credit	New Balance
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

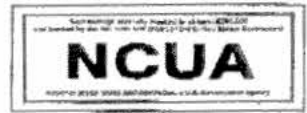
2014 JEEP GRAND CHEROKEE-V6 01  
ELIZABETH O'DELL (Joint Owner)

Finance Charges Paid in 2014: \$87.53

Annual Percentage Rate 1.990%  
Daily Periodic Rate .005452%

Transaction Date	Effective Date	Transaction Description	Transaction Amount	Late Charge	Finance Charges	Principal	New Balance
	09/01	Beginning Balance					35,675.55
09/26	09/26	Payment Transfer [REDACTED]	-52,151	0.00	87.53	-438.98	35,236.57
	09/30	Ending Balance					35,236.57

[REDACTED]



If you have an open-end loan with Kinecta, open-end loan payments will not be treated as late for any purpose if received within 21 days after the statement was mailed or delivered to you.

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# Fax Cover Sheet

Date 10-15-14

Number of pages 2 (including cover page)

To:

Name SHARI

Company CHRYSLER

Telephone 800-763-8422 ext. 40677

Fax 801-736-3929

Comments CASE # [REDACTED] JEEP GRAND CHEROKEE

From:

Name [REDACTED]

Company [REDACTED]

Telephone [REDACTED]



7 90363 00711 1

Fax - Local Send



7 90363 00714 2

Fax - Domestic Send



7 90363 00720 3

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DETAILS IN AGREEMENT - SALE CONTRACT - SIMPLE FINANCE CHARGE

(WITH ARBITRATION PROVISION) CASE # [REDACTED]

ATTENTION SHARI

Buyer Number: 09237 Contract Number: 1-800-763-8722 Ext. 40677 R.O.S. Number: Stock Number:

Buyer Name and Address (Including County and Zip Code) [REDACTED] TARRANCE, CA 94555	Co-Buyer Name and Address (Including County and Zip Code) ELIZABETH B'DEL 1004 REDWOOD ST. TARRANCE, CA 94555	Seller-Creditor (Name and Address) GLENN E. THOMPSON COMPANY 2100 E. Spring St. Signal Hill, CA 92755
--------------------------------------------------------------------------------------------	------------------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------

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

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2011	JEEP GRAND CHEROKEE	49	1DARJFM0E5 [REDACTED]	<input type="checkbox"/> Personal, family or household unless otherwise indicated below <input type="checkbox"/> Business or commercial

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate	The dollar amount the credit will cost you	The amount of credit provided to you or on your behalf	The amount you will have paid after you have made all payments as scheduled	The total cost of your purchase on credit, including your down payment of
2.24%	\$ 2,519.76	\$ 33,570.53	\$ 30,125.20	\$ 31,017.32 (e)

(e) means an estimate.

Number of Payments	Amount of Payments	When Payments Are Due
One Payment of	N/A	N/A
One Payment of	N/A	N/A
One Payment of	N/A	N/A
71	530.49	Monthly beginning 05/26/11
N/A	N/A	N/A
One final payment	530.49	08/26/20

**Life Charge:** If payment is not received in full within 10 days after it's due, you will pay a late charge of 5% of the part of the payment that is the payment. If you pay the amount early you may receive a finance charge credit.  
**Security Interest:** You are giving a security interest in the vehicle being purchased.  
**Additional Information:** See this contract for more information regarding information about nonpayment, default, any required payment in full before the scheduled date, minimum finance charge and security interest.

1. Total Cash Price	\$ 33,570.53 (A)
A. Cash Price of Motor Vehicle and Accessories	\$ 33,570.53
1. Cash Price Vehicle	
2. Cash Price Accessories	
3. Other (Nontaxable)	
Describe	N/A
B. Document Processing Charge (not a governmental fee)	\$ 80.00 (B)
C. Emissions Testing Charge (not a governmental fee)	\$ N/A (C)
D. (Optional) Theft Deterrent Device (to whom paid)	WORK ALARM SYSTEM \$ 370.00 (D)
E. (Optional) Theft Deterrent Device (to whom paid)	N/A \$ N/A (E)
F. (Optional) Theft Deterrent Device (to whom paid)	N/A \$ N/A (F)
G. (Optional) Surface Protection Product (to whom paid)	N/A \$ N/A (G)
H. (Optional) Surface Protection Product (to whom paid)	N/A \$ N/A (H)
I. EV Charging Station (to whom paid)	N/A \$ N/A (I)
J. Sales Tax (on taxable items in A through I)	\$ 1,425.33 (J)
K. Electrical Vehicle Equipment Theft Charge	

STATEMENT OF INSURANCE

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

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

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

You may buy the optional damage insurance this contract requires (see back) [REDACTED] are not included.  
 Buyer: X  
 Co-Buyer: X  
 Seller: X  
 If any insurance is required, the insurance company name and policy number must be provided.

Application for Optional Credit Insurance

<input type="checkbox"/> Credit Life	<input type="checkbox"/> Buyer	<input type="checkbox"/> Co-Buyer	<input type="checkbox"/> Both
<input type="checkbox"/> Credit Disability (Buyer Only)			
	Term	Rate	Premium
Credit Life	N/A	N/A	N/A
Credit Disability	N/A	N/A	N/A
Total Credit Insurance Premiums			\$ N/A (D)
Insurance Company Name	N/A		
Home Office Address	N/A		

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

**Document Recieved from Customer**

**Cair Number:** [REDACTED]

**Date Received: 2014-11-20 16:16:02.421162**

**Files Not Recieved: 0**



# CHRYSLER

11/20/2014

**VIA E-MAIL ONLY**

██████████  
████████████████████

**RE: 2014/Jeep/Grand Cherokee  
1C4RJFCM8EC3 ██████████**

Dear ██████████:

This is in response to your demand regarding the above-referenced vehicle. On behalf of Chrysler Group LLC, we agree to repurchase or replace the subject vehicle pursuant to Civil Code 1793.2(d)(2)(B).

The above is in exchange for return of the subject vehicle in an undamaged condition (save normal wear and tear), with all original equipment intact, clear title, current registration, a fully executed Release for all defendants.

Our motivation in making this offer is to satisfy our customer and fulfill Chrysler Group LLC'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 Jason M Smith at 1-888-542-7239 ext. 2174 of your decision as soon as possible.

Sincerely,

Mike McDowell  
Customer Relations/Warranty Manager  
California Business Center

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



PE15-021

FLAT CHRYSLER

10-22-2015

ENCLOSURE 4

FinalBackup



# SANTOR LAW FIRM

December 9, 2014

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

12/11

**RECEIVED**

**DEC 16 2014**

**Special Investigations**

Re: 2014 Jeep Grand Cherokee  
VIN: 1C4RJFCGXEC [REDACTED]  
[REDACTED] Bothell, WA [REDACTED]  
Current Mileage: 23,300.

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 \$45,320.50. Please see the attached Lease Agreement.

Mr. [REDACTED] submitted a claim in June of this year regarding issues related to the blower motor, the adaptive cruise control, driver side airbag issue and pixel issue in the instrument cluster. Mr. [REDACTED] settled that claim with Chrysler on June 27, 2014. After the release was signed the vehicle began having very different and very serious issues.

On August 14, 2014, the air suspension system failed. When driving the car, it was unstable, as the motor that controls the air suspension system was trying to adjust the car's height during driving. The suspension system then stopped working altogether. Mr. [REDACTED] took the vehicle to Kirkland Chrysler Jeep on August 16, 2014 and a fuse was replaced. The air suspension problem continued. On August 24, 2014, in addition to replacing a fuse, the dealership replaced the air suspension module control board.

On September 12, 2014, the check engine light came on. When this happened, the car lost power and Mr. [REDACTED] temporarily lost any ability to control the car (pushing down on the gas pedal revved the engine but produced no power). The vehicle was brought into the Kirkland dealership on September 12. The technicians diagnosed this as a small evap leak associated with a technical safety bulletin, and updated the pcm software.

On September 17, 2014, the check engine light came back on again (luckily he didn't lose power or control of the car on this occasion). He immediately called Kirkland and brought the

June 4, 2014

Page 2 of 2

vehicle in a second time for this problem. The car was serviced on September 17, 2014, for the same problem, again diagnostics showed an evap leak. The technicians believed that the ESIM was failing and replaced it.

On November 15, 2014, Mr. [REDACTED] was leaving Staples in Bothell when, while driving, the car began shaking and he lost power as he was making a left hand turn. This loss of power while driving caused a near collision. The technicians ran diagnostics, found multiple codes, and again replaced the module.

Both of unknown check engine light issue and the air suppression issue represent serious safety defects. Both of these serious safety defects have been attempted to be repaired at least twice. These problems continue to accrue and the vehicle is simply not safe to drive given that Mr. [REDACTED] does not know when he will again lose control of the vehicle.

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:

Money due at signing:	\$ 1,088.46
Lease payments:	\$12,095.46
Ski Cross Bars	\$ 347.28
Cargo Tray Kit	\$ 98.55
	<hr/>
	\$13,629.75

See attached receipts.

I calculate the use value of the vehicle to be \$7,607.04. Thus, the reimburse due Mr. [REDACTED] is \$6,022.71

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](mailto:marya@santorlaw.com)

Sincerely,



Marya M. Santor  
Enclosure

# 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
<input type="checkbox"/> New	Equipped With:				
<input type="checkbox"/> Used					
<input type="checkbox"/> Demo					

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

<b>1. Amount Due at Lease Signing or Delivery</b> (Itemized below) * \$ _____	<b>2. Payments</b> 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 _____.	<b>3. Other Charges</b> (Not part of your monthly or single payment) Disposition fee (if you do not purchase the Vehicle) \$ _____ _____ \$ _____ _____ \$ _____ _____ \$ _____ _____ \$ _____ _____ \$ _____ <b>Total</b> \$ _____	<b>4. Total of Payments</b> (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

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

## Your Payment is Determined as Shown Below:

<b>Gross capitalized cost.</b> 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). \$ _____	<b>Rent charge.</b> The amount charged in addition to the depreciation and any amortized amounts. + \$ _____
<b>Capitalized cost reduction.</b> The amount of any net trade-in allowance, rebate, non-cash credit, or cash you pay that reduces the gross capitalized cost. - \$ _____	<b>Total of base payments.</b> The depreciation and any amortized amounts plus the rent charge. = \$ _____
<b>Lease Term.</b> The number of months in your Lease. _____	<b>Lease Term.</b> The number of months in your Lease. _____
<b>Lease payments.</b> The number of payments in your Lease. _____	<b>Lease payments.</b> The number of payments in your Lease. _____

**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	\$ _____			<b>Total</b>	\$ _____

**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 promised, 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	
_____	

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

- **Lessee DL 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 \_\_\_\_\_

Customer Number: [REDACTED]

Invoice No: [REDACTED]

INVOICE



Page 1 of 2

12628 NE 124th Street - KIRKLAND, WA 98034  
(425) 821-1777  
www.rairdon.com

BOTHELL, WA [REDACTED]

Home: [REDACTED] Bus: [REDACTED]

Cell: [REDACTED]

Email: email [REDACTED]@home

SERVICE ADVISOR: 4596 JAMES P GILL

COLOR	YEAR	MAKE	MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
WHITE	14	JEEP	GRAND CHEROKEE	1C4RJFCGXEC [REDACTED]	AMB7693	20035 / 20038	T3380
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16AUG14			16:00 21AUG14		0.00	CASH	25AUG14
R.O. OPENED		READY		OPTIONS: ENG 3.6 Liter			
15:05 20AUG14		15:17 25AUG14					

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

A CUSTOMER REPORTS THE SERVICE AIR SUSPENSION IMMEDIATELY WARNING LIGHT IS ON. VEHICLE WAS STUCK IN OFFROAD MODE. YOU CAN HEAR A PUMP RUNNING SOUND SOMETIMES FROM THE RIGHT FRONT. IT GOES ON FOR SEVERAL MINUTES AND IS VERY LOUD. DIAGNOSE AND REPAIR.

CAUSE: F

0894TQM2 WIRING REPAIR  
4610 WP40

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

(N/C)

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

20035 FOUND STORED CODES IN ASCM. FOUND FUSE LOOSE IS PDC.  
REINSTALLED FUSE AND RECHECKED OK NOW

\*\*\*\*\*

B PERFORM RRT #14-050. BCM ENHANCEMENTS FLASH.

CAUSE: F

181902P9 RRT 14-050 BCM FLASH  
4610 WP40

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

(N/C)

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

20035 FLASH UPDATED BCM SOFTWARE

\*\*\*\*\*

C CSC COVERED RENTAL

CAUSE: F

RENTAL RENTAL CAR  
99WSC40

(N/C)

The information contained on the estimate, worksheet, and/or repair order is incorporated herein by reference.

SHOP SUPPLIES: This is a surcharge to repair labor to recover non-itemized parts and supplies and disposal of normal amounts of regulated waste products.

WARRANTY: The only warranty, if any, on the parts and accessories are those made by the manufacturer. Any warranty implied by law expires at the expiration of such manufacturer's warranty. In no event shall the Dealer be liable for incidental or consequential damages.

STATEMENT OF DISCLAIMER: The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income or any other incidental damages.

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

RO#: [REDACTED]

VIN#: 1C4RJFCGXEC [REDACTED]

Customer Copy

Customer Number: [REDACTED]

Invoice No: [REDACTED]

INVOICE



12828 NE 124th Street - KIRKLAND, WA 98034  
(425) 821-1777  
www.rairdon.com

BOTHELL, WA  
Home [REDACTED] Bus: [REDACTED]

Cell: [REDACTED]

Email: email [REDACTED]

SERVICE ADVISOR: 4596 JAMES P GILL

COLOR	YEAR	MAKE	MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
WHITE	14	JEEP	GRAND CHEROKEE	1C4RJFCGXEC [REDACTED]	AMB7693	20035 / 20038	T3380
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16AUG14			16 00 21AUG14		0 00	CASH	25AUG14
R.O OPENED		READY		OPTIONS ENG 3.6_Liter			
15:05 20AUG14		15 17 25AUG14					
LINE	OPCODE	TECH	TYPE	OURS	LIST	NET	TOTAL

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

SUBL PO#51967  
PO#51967

W5C40  
PARTS: 0.00 LABOR: 3.00 OTHER: 0.00 TOTAL LINE D: 3.00 (N/C)

1 MULTIPLE POINT VEHICLE INSPECTION.  
37PT MULTIPLE POINT VEHICLE INSPECTION.

461CIC00R  
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00 (N/C)  
20035 COMPLETED MULTIPLE POINT VEHICLE SAFETY INSPECTION

Thank you for allowing The Rairdon Group to service your vehicle. Our goal is for you to be completely satisfied. You may receive a survey from Chrysler, which is your service staff's report card. If you have any concerns please contact the Service Manager to discuss them. Thanks and have a great day!

RO#: [REDACTED]

VIN#: 1C4RJFCGXEC [REDACTED]

The information contained on the estimate, worksheet, and/or repair order is incorporated herein by reference.

SHOP SUPPLIES: This is a surcharge to repair labor to recover standardized parts and supplies and disposal of normal amounts of repair and waste products.

WARRANTY: The only warranty, if any, for the parts and accessories are those made by the manufacturer. Any warranty implied by law expires at the expiration of your manufacturer's warranty. In no event shall the Dealer be liable for incidental or consequential damage.

STATEMENT OF DISCLAIMER: The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income or any other incidental damages.

DESCRIPTION	TOTALS
LABOR AMOUNT	\$ 0.00
PARTS AMOUNT	\$ 0.00
GAS, OIL, LUBE	\$ 0.00
SHIELD AMOUNT	\$ 0.00
MISC CHARGES	\$ 0.00
TOTAL CHARGES	\$ 0.00
SALES TAX	\$ 0.00
PLEASE PAY THIS AMOUNT	\$ 0.00

Customer Copy

Customer Number: 5 [REDACTED]

Invoice No [REDACTED]



INVOICE

12828 NE 124th Street - KIRKLAND, WA 98034  
(425) 821-1777  
www.rairdon.com

[REDACTED]

BOTHELL, WA

Home: [REDACTED]

Bus:

Cell:

Email: email@ [REDACTED] home

SERVICE ADVISOR: 4596 JAMES P GILL

COLOR	YEAR	MAKE	MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
WHITE	14	JEEP	GRAND CHEROKEE	1C4RJFCGXEC [REDACTED]	AMB7693	20142 / 20150	T3411	
DEL DATE	PROD DATE	WARR	EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
16AUG14				16 00 25AUG14		0 00	CASH	30AUG14
R.O OPENED		READY		OPTIONS ENG.3.6 Liter				
08:27 25AUG14		14:59 30AUG14						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL	

A CUSTOMER REPORTS THE SERVICE AIR SUSPENSION IMMEDIATELY MESSAGE IS COMING ON AGAIN. VEHICLE STUCK IN OFFROAD MODE AND WON'T DRIVE OVER 40MPH. PLEASE MAKE SURE TO DRIVE IN OFFRAD MODE AFTER WE THINK THE VEHICLE IS FIXED TO BE SURE ALL FEATURES ARE WORKING CORRECTLY. CUSTOMER SUGGESTS THE AIR COMPRESSOR MAY BE BAD. ADVISOR HAS VIDEO'S AVAILABLE FOR THE TECHNICIAN TO VIEW IF NECESSARY. DIAGNOSE AND REPAIR.

CHARGE: F

08196701 Module , Air Suspension Control - Test  
and replace (2 - Skilled)  
4610 WP2

1 68144445AA FUSE-F CARR (N/C)  
1 68109987AE MODULE-AIR SUSPENSION (N/C)  
FC: 58  
PART#: 68109987AE  
COUNT: 1  
CLAIM TYPE: W  
AUTH CODE:

85410000 DIAGNOSTICS  
4610 WP40

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

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

20142 FOUND THE PUMP FUSE BLOWN. REPLACED THE FUSE AND TEST DROVE. THE VEHICLE GETS STUCK AND CANNOT COME DOWN. CHECKED FOR CODES FOUND C13A-00. PERFORMED DIAG. FOUND THE MODULE IS LOCKING UP CAUSING THE ISSUE. REPLACED ASM MODULE AND PROGRAMMED TEST DROVE. SYSTEM WORKED AS DESIGNED OK NOW

\*\*\*\*\*

The information contained on the estimate, worksheet, and/or repair order is incorporated herein by reference.

SHOP SUPPLIES: This is a surcharge to repair labor to recover non-ionized parts and supplies and disposal of normal amounts of regulated waste products.

WARRANTY: The only warranty, if any, on the parts and accessories are those made by the manufacturer. Any warranty implied by law expires at the expiration of such manufacturer's warranty. In no event shall the dealer be liable for incidental or consequential damages.

STATEMENT OF DISCLAIMER: The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or economic or any other incidental damages.

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

RO#: [REDACTED]  
VIN#: 1C4RJFCGXEC [REDACTED]

Customer Number [REDACTED]

Invoice No [REDACTED]



INVOICE

12828 NE 124th Street - KIRKLAND, WA 98034  
(425) 821-1777  
www.rairdon.com

BOTHELL, WA

Home: [REDACTED]

Bus: [REDACTED]

Cell: [REDACTED]

Email: ema [REDACTED] home

SERVICE ADVISOR: 4596 JAMES P GILL

COLOR	YEAR	MAKE	MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
WHITE	14	JEEP	GRAND CHEROKEE	1C4RJFCGXEC [REDACTED]	AMB7693	20142 / 20150	T3411	
DEL DATE	PROD DATE	WARR	EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
16AUG14				16:00 25AUG14		0.00	CASH	30AUG14
R.O. OPENED	READY	OPTIONS						ENG 3.6_Liter
08:27 25AUG14	14.59 30AUG14							

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
B	RENTAL CAR ARMS	3319	76				(N/C)
CAUSE: F							
	RENTAL RENTAL CAR						
	4610WSC40						(N/C)
SUBBL PO#52047							
PO#52047							
WSC40							(N/C)
PARTS: 0.00				LABOR: 0.00	OTHER: 0.00	TOTAL LINE B:	0.00

Thank you for allowing The Rairdon Group to service your vehicle. Our goal is for you to be completely satisfied. You may receive a survey from Chrysler, which is your service staff's report card. If you have any concerns please contact the Service Manager to discuss them. Thanks and have a great day!

RO# [REDACTED]  
VIN#: 1C4RJFCGXEC [REDACTED]

The information contained on the estimate, worksheet, and/or repair order is incorporated herein by reference.

**SHOP SUPPLIES:** This is a surcharge to repair labor to recover non-rented parts and supplies and disposal of normal amounts of regulated waste products.

**WARRANTY:** The only warranty, if any, on the parts and accessories are those made by the manufacturer. Any warranty implied by law expires at the expiration of such manufacturer's warranty. In no event shall the Dealer be liable for incidental or consequential damages.

**STATEMENT OF DISCLAIMER:** The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for any liability in connection with the sale of this item/items. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income or any other incidental damages.

DESCRIPTION	TOTALS
LABOR AMOUNT	\$ 0.00
PARTS AMOUNT	\$ 0.00
GAS, OIL, LUBE	\$ 0.00
SUBLET AMOUNT	\$ 0.00
MISC. CHARGES	\$ 0.00
TOTAL CHARGES	\$ 0.00
SALES TAX	\$ 0.00
<b>PLEASE PAY THIS AMOUNT</b>	<b>\$ 0.00</b>

Customer Copy

Customer Number

Invoice

INVOICE



Page 1 of 1

12828 NE 124th Street - KIRKLAND, WA 98034  
(425) 821-1777  
www.rairdon.com

BOTHELL, WA

Home: 425- Bus:

Cell:

Email: emailjsheld@hotmail.com/home

SERVICE ADVISOR: 4672 KEVIN D PARTRIDGE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
WHITE	14	JEEP GRAND CHEROKEE	1C4RJFCGXEC	AMB7693	20887 / 20887	T3534	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
16AUG14			17:00 12SEP14		0.00	CASH	18SEP14
R.O. OPENED		READY		OPT.ONS ENG.3.6_Liter			
08:15 12SEP14		14:58 18SEP14					

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

A/C/S CHECK ENG LIGHT CAME ON. ENGINES RUNS FINE. CAME ON 9-11-14  
CAUSE: .

181906V8 Module, Powertrain Control (PCM) -  
4610 WP40

(N/C)  
(N/C)

1 4275086AD LABEL-GENERAL INFORMATION  
PC: PM  
PART#: 4275086AD  
COUNT: 1  
CLAIM TYPE: W  
AUTH CODE:

RO#

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

20887 CHECKED DTC'S FOUND P0456 SMALL EVAP LEAK. FOUND TSB#  
18-034-13. UPDATED PCM SOFTWARE. CLEARED CODES AND TEST DROVE OK NOW  
\*\*\*\*\*

\*\*\* RENTAL CAR

CAUSE: E

RENTAL RENTAL CAR  
99WSC40

(N/C)

RENTAL RENTAL PO#52400  
WP40

(N/C)

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

Thank you for allowing The Rairdon Group to service your vehicle. Our goal is for you to be completely satisfied. You may receive a survey from Chrysler, which is your service staff's report card. If you have any concerns please contact the Service Manager to discuss them. Thanks and have a great day!

VIN#: 1C4RJFCGXEC

The information contained on the estimate, worksheet, and/or repair order is incorporated herein by reference.

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WARRANTY: The only warranty, if any, on the parts and accessories are those made by the manufacturer. Any warranty implied by law expires at the expiration of such manufacturer's warranty. In no event shall the Dealer be liable for incidental or consequential damages.

STATEMENT OF DISCLAIMER: The factory warranty constitutes all of the warranties with respect to the sale of this item/units. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for or on its behalf in connection with the sale of this item/units. Buyer shall not be entitled to recover from the selling dealer, any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income or any other incidental damages.

DESCRIPTION	TOTALS
LABOR AMOUNT	\$ 0.00
PARTS AMOUNT	\$ 0.00
GAS, OIL, LUBE	\$ 0.00
SUBLET AMOUNT	\$ 0.00
MISC CHARGES	\$ 0.00
TOTAL CHARGES	\$ 0.00
SALES TAX	\$ 0.00
PLEASE PAY THIS AMOUNT	\$ 0.00

Customer Copy

Customer Number [REDACTED]

Invoice No: [REDACTED]



12828 NE 124th Street - KIRKLAND, WA 98034  
(425) 821-1777  
www.rairdon.com

BOTHELL, WA

Home: [REDACTED] Bus: [REDACTED]

Cell: [REDACTED]

Email: email [REDACTED] home

SERVICE ADVISOR: 4672 KEVIN D PARTRIDGE

COLOR	YEAR	MAKE MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
WHITE	14	JEEP GRAND CHEROKEE	1C4RJFCGXEC [REDACTED]	AMB7693	21102 / 21102	T3582	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
16AUG14			17:00 19SEP14		0.00	CASH	30SEP14
R.O. OPENED	READY	OPTIONS					
08:08 17SEP14	11:42 30SEP14	ENG 3.6_Liter					
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A C/S CEL IS ON, PLEASE CHECK AND ADVISE. VEHICLE WAS IN LAST WEEK WITH CEL AND HAD EVAP WORK.

CAUSE: WARRANTY

25011201 Detector/Monitor, evaporative system -  
 Replace 13 - Highly  
 4610 WP2  
 1 4861959AA DETECTOR-EVAPORATIVE SYSTEM  
 INTEGRIT  
 1 52129436AA SEAL-VAPOR CANISTER  
 6 50213750 RIVET  
 FC: ML  
 PART#: 4561959AA  
 COUNT: 1  
 CLAIM TYPE: W  
 AUTH CODE:

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

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

21102 FOUND STORED CODE P0441 SMALL EVAP LEAK AND P0440 EVAP SYSTEM  
 GENERAL FAILURE. REMOVED FENDER LINER AND PRESSURE CHECKED THE SYSTEM.  
 NO LEAKS FOUND. SUSPECT THE ESIM IS FAILING. REPLACED ESIM AND RAN  
 FORCED MONITOR TEST CAR PASSED. INSTALLED FENDER LINER OK NOW

B\*\* RENTAL CAR

CAUSE: E

RENTAL RENTAL CAR  
 99WSC4C  
 FC: PART#: COUNT:  
 CLAIM TYPE: W  
 AUTH CODE:

(N/C)

The information contained on the estimate, worksheet, and/or repair order is incorporated herein by reference.

SHOP SUPPLIES: This is a charge to repair labor to recover non-warranted parts and supplies and disposal of normal amounts of regulated waste products.

WARRANTY: The only warranty, if any, on the parts and accessories are those made by the manufacturer. Any warranty implied by law expires at the expiration of such manufacturer's warranty. In no event shall the Dealer be liable for incidental or consequential damages.

STATEMENT OF DISCLAIMER: The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income or any other incidental damages.

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

RO#: [REDACTED]

VIN#: 1C4RJFCGXEC [REDACTED]

Customer Number [REDACTED]

Invoice No [REDACTED]

INVOICE



12828 NE 124th Street - KIRKLAND, WA 98034

(425) 821-1777

www.rairdon.com

BOTHELL, WA

Home: [REDACTED]

Bus: [REDACTED]

Cell: [REDACTED]

Email: email@ [REDACTED] home

SERVICE ADVISOR: 4672 KEVIN D PARTRIDGE

COLOR	YEAR	MAKE	MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
WHITE	14	JEEP	GRAND CHEROKEE	1C4RJFCGXEC [REDACTED]	AMB7693	21102 / 21102	T3582	
DEL DATE	PROD DATE	WARR	EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
16AUG14				17:00 19SEP14		0.00	CASH	30SEP14
R.O. OPENED	READY	OPTIONS						
08:08 17SEP14	11:42 30SEP14	ENG:3.6 Liter						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL	
00	RENTAL	PO#52515						
		WSC40					(N/C)	
PARTS:		0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00

Thank you for allowing The Rairdon Group to service your vehicle. Our goal is for you to be completely satisfied. You may receive a survey from Chrysler, which is your service staff's report card. If you have any concerns please contact the Service Manager to discuss them. Thanks and have a great day!

RO# [REDACTED]

VIN#: 1C4RJFCGXEC [REDACTED]

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DESCRIPTION	TOTALS
LABOR AMOUNT	\$ 0.00
PARTS AMOUNT	\$ 0.00
GAS OIL LUBE	\$ 0.00
SUBLET AMOUNT	\$ 0.00
MISC. CHARGES	\$ 0.00
TOTAL CHARGES	\$ 0.00
	\$ 0.00
SALES TAX	\$ 0.00
PLEASE PAY THIS AMOUNT	\$ 0.00

Customer Copy

Customer Number: [REDACTED]

Invoice No: [REDACTED]

\*INVOICE\*



Page 1 of 2

12828 NE 124th Street - KIRKLAND, WA 98034  
(425) 821-1777  
www.rairdon.com

BOTHELL, WA [REDACTED]

Home: [REDACTED]

Bus: [REDACTED]

Cell: [REDACTED]

Email: email [REDACTED]

home [REDACTED]

SERVICE ADVISOR: 4596 JAMES P GILL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN. OUT	TAG	
WHITE	14	JEEP GRAND CHEROKEE	1C4RJFCGXEC [REDACTED]	AMB7693	23489 / 23501	T3105	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16AUG14			17:00 18NOV14		0.00	CASH	18NOV14
R.O. OPENED	READY	OPTIONS: ENG:3.6_Liter					
12:46 15NOV14	08:57 18NOV14						

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

A CUSTOMER REPORTS THE CHECK ENGINE LIGHT CAME ON FLASHING AND THE CAR HAS NO POWER TO ACCELERATE. AFTER CYCLING THE KEY THE CAR DRIVES FINE BUT THE CHECK ENGINE LIGHT IS SOLID NOW. DIAGNOSE AND REPAIR.

CAUSE: F

200 ENGINE

4610 WP40

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: (N/C) 0.00

23489 found multiple codes in vehicle. those pertaining to the cel were u1424-00, p1dd2-00. found available flash for tcm. codes are not shown for flash but following diag only possible fixed found were module replacement. performed flash old flash #ec181291/new flash #68225560ad and drove vehicle, no codes came back.

\*\*\*\*\*

B LUBE OIL & FILTER SERVICE, ROTATE TIRES.

CAUSE: F

100 MAINTENANCE

4610WSC40

1 58191349AA FILTER-ENGINE OIL

6 58055890AA OIL-5W20 BULK

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: (N/C) 0.00

23489 performed lube oil filter

\*\*\*\*\*

C RENTAL CAR

CAUSE: F

RENTAL RENTAL CAR

99WSC40

SUBL PO#53458

PO#53458

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

\*\*\*\*\*

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

Customer Copy

RO# [REDACTED]

VIN#: 1C4RJFCGXEC [REDACTED]

Customer Number [REDACTED]

Invoice Number [REDACTED]

\*INVOICE\*



Page 2 of 2

12828 NE 124th Street - KIRKLAND, WA 98034  
(425) 821-1777  
www.rairdon.com

BOTHELL, WA [REDACTED]

Home: [REDACTED]

Bus: [REDACTED]

Cell: [REDACTED]

Email: email [REDACTED]

home [REDACTED]

SERVICE ADVISOR: 4596 JAMES P GILL

COLOR	YEAR	MAKE	MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
WHITE	14	JEEP	GRAND CHEROKEE	1C4RJFCGXEC1 [REDACTED]	AMB7693	23489 / 23501	T3105
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16AUG14			17:00 18NOV14		0.00	CASH	18NOV14
R.O. OPENED	READY	OPTIONS: ENG:3.6_Liter					
12:46 15NOV14	08:57 18NOV14						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

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RO#: [REDACTED]

VIN#: 1C4RJFCGXEC [REDACTED]

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

Customer Copy

 *Payment History*

Payments from 5/1/2013 to 11/17/2014

Amount <b>(\$671.97)</b>	Date Posted 11/15/2014	Base \$671.97	Fees --
Description Payment Made	Effective Date 11/15/2014	Tax --	Misc. Fees --
Amount <b>(\$671.97)</b>	Date Posted 10/15/2014	Base \$671.97	Fees --
Description Payment Made	Effective Date 10/15/2014	Tax --	Misc. Fees --
Amount <b>(\$671.97)</b>	Date Posted 9/15/2014	Base \$671.97	Fees --
Description Payment Made	Effective Date 9/15/2014	Tax --	Misc. Fees --
Amount <b>(\$671.97)</b>	Date Posted 8/15/2014	Base \$671.97	Fees --
Description Payment Made	Effective Date 8/15/2014	Tax --	Misc. Fees --
Amount <b>(\$671.97)</b>	Date Posted 7/15/2014	Base \$671.97	Fees --
Description Payment Made	Effective Date 7/15/2014	Tax --	Misc. Fees --
Amount <b>(\$671.97)</b>	Date Posted 6/15/2014	Base \$671.97	Fees --
Description Payment Made	Effective Date 6/15/2014	Tax --	Misc. Fees --
Amount <b>(\$671.97)</b>	Date Posted 5/15/2014	Base \$671.97	Fees --
Description Payment Made	Effective Date 5/15/2014	Tax --	Misc. Fees --

Payments from 5/1/2013 to 11/17/2014

Amount <b>(\$671.97)</b>	Date Posted 4/15/2014	Base \$671.97	Fees --
Description Payment Made	Effective Date 4/15/2014	Tax --	Misc. Fees --
Amount <b>(\$339.06)</b>	Date Posted 3/15/2014	Base \$339.06	Fees --
Description Payment Made	Effective Date 3/15/2014	Tax --	Misc. Fees --
Amount <b>\$708.96</b>	Date Posted 2/26/2014	Base (\$639.16)	Fees --
Description Payment Reversed	Effective Date 2/15/2014	Tax (\$69.80)	Misc. Fees --
Amount <b>\$708.96</b>	Date Posted 2/26/2014	Base (\$642.38)	Fees --
Description Payment Reversed	Effective Date 12/15/2013	Tax (\$66.58)	Misc. Fees --
Amount <b>\$708.96</b>	Date Posted 2/26/2014	Base (\$671.97)	Fees --
Description Payment Reversed	Effective Date 11/15/2013	Tax (\$36.99)	Misc. Fees --
Amount <b>\$708.96</b>	Date Posted 2/26/2014	Base (\$671.97)	Fees --
Description Payment Reversed	Effective Date 10/15/2013	Tax (\$36.99)	Misc. Fees --
Amount <b>\$708.96</b>	Date Posted 2/26/2014	Base (\$671.97)	Fees --
Description Payment Reversed	Effective Date 9/15/2013	Tax (\$36.99)	Misc. Fees --
Amount <b>\$708.96</b>	Date Posted 2/26/2014	Base (\$671.97)	Fees --
Description Payment Reversed	Effective Date 8/15/2013	Tax (\$36.99)	Misc. Fees --

Payments from 5/1/2013 to 11/17/2014

Amount <b>\$708.96</b>	Date Posted 2/26/2014	Base (\$708.96)	Fees --
Description Payment Reversed	Effective Date 7/12/2013	Tax --	Misc. Fees --
Amount <b>\$708.96</b>	Date Posted 2/26/2014	Base (\$671.97)	Fees --
Description Payment Reversed	Effective Date 6/14/2013	Tax (\$36.99)	Misc. Fees --
Amount <b>(\$708.96)</b>	Date Posted 2/15/2014	Base \$639.16	Fees --
Description Payment Made	Effective Date 2/15/2014	Tax \$69.80	Misc. Fees --
Amount <b>(\$708.96)</b>	Date Posted 12/15/2013	Base \$642.38	Fees --
Description Payment Made	Effective Date 12/15/2013	Tax \$66.58	Misc. Fees --
Amount <b>(\$708.96)</b>	Date Posted 11/15/2013	Base \$671.97	Fees --
Description Payment Made	Effective Date 11/15/2013	Tax \$36.99	Misc. Fees --
Amount <b>(\$708.96)</b>	Date Posted 10/15/2013	Base \$671.97	Fees --
Description Payment Made	Effective Date 10/15/2013	Tax \$36.99	Misc. Fees --
Amount <b>(\$708.96)</b>	Date Posted 9/15/2013	Base \$671.97	Fees --
Description Payment Made	Effective Date 9/15/2013	Tax \$36.99	Misc. Fees --
Amount <b>(\$708.96)</b>	Date Posted 8/15/2013	Base \$671.97	Fees --
Description Payment Made	Effective Date 8/15/2013	Tax \$36.99	Misc. Fees --

Payments from 5/1/2013 to 11/17/2014

Amount	Date Posted	Base	Fees
<b>(\$708.96)</b>	7/12/2013	\$708.96	--
Description	Effective Date	Tax	Misc. Fees
Payment Made	7/12/2013	--	--
Amount	Date Posted	Base	Fees
<b>(\$708.96)</b>	6/14/2013	\$671.97	--
Description	Effective Date	Tax	Misc. Fees
Payment Made	6/14/2013	\$36.99	--





**DWAYNE LANE'S**  
CHRYSLER Jeep Ram

10515 Evergreen Way  
Phone (425) 287-9000  
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

R/O Open Date	R/O Number				
11/04/13					
R/O Close Date	Status				
11/04/13	Reprint				
Message In	Message Out				
6220	6220				
Service Advisor / Tag #					
RICK S/B014					
Vehicle Identification Number					
1C4RJFCGXEC					
Delivery Date	In-Service Date				
5/12/13	5/12/13				
Year	Make	Model	Body	Color	License Number
2014	JEEP	GRAND CHEROKE	4WD 4DR OVERLAND	BRIGHT WHI	
EC181291					

Work Phone		Vehicle Identification Number			
Home Phone		1C4RJFCGXEC			
Delivery Date		In-Service Date			
5/12/13		5/12/13			
Year	Make	Model	Body	Color	License Number
2014	JEEP	GRAND CHEROKE	4WD 4DR OVERLAND	BRIGHT WHI	
EC181291					

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: [REDACTED] Email: [REDACTED]	
#1 - MR Customer Reports: INSTALL CROSS BARS 40.00 Caused by REQUEST Work performed by TP(48) Installed 82212072AC :RACK KIT: MULTIPURPOSE 1@276.00 INSTALLED CROSS BARS	40.00 276.00
***** * 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.	
DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law	
LABOR	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 [REDACTED]	347.26
NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS	
We appreciate and value your kind comments or constructive criticisms. So that we can provide exceptional service to you, please visit the FEEDBACK button at www.dwaynelane.com or call me directly (James Zerhise) at (425) 551-5421.	
Have a great day!	

X






# DWAYNE LANE'S

CHRYSLER Jeep

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

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

SOLD TO	SHIPPED TO
 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 WARRANTIES:** All warranties on the products sold hereby are those made by the manufacturer. The seller, Dwayne Lane's Chrysler Jeep, hereby expressly 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, 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.

YOUR PURCHASE ORDER		TERMS		SALE DATE		INVOICE NUMBER		
Verbal		Payment Due Upon Receipt		5/16/13		1		
SHIP VIA				SALES REPRESENTATIVE NAME				
UPS GROUND				JEFF WOOD				
QTY	DESCRIPTION	SOURCE	UNIT PRICE	AMOUNT	TAX	AMOUNT		
1	82212085 : TRAY KIT: CARGO - FLEX	503	90.25	90.25		90.25		
DATE PRINTED			5/27/14	TIME	9:29:24	SERVICES OR EQUIPMENT		
PARTS DEPARTMENT HOURS			8:00 a.m. to 5:30 p.m. Mon - Fri		SHIPPING			
<h1>Thank You!</h1>			C.O.D. CHARGE					
			SALES TAX OR TAX I.D.		8.30			
			DEPOSIT ON CONTRACT					
			TOTAL		*Reprint*		98.55	
			TOTAL		*Reprint*		98.55	
NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS			TOTAL		98.55			
X			TOTAL		98.55			

aw firm  
24th Beck Pkwy, Suite 120  
WA 98012

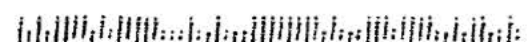
CERTIFIED MAIL™



U.S. POSTAGE  
\$7.61  
FCM LG ENV  
98012  
Date of sale  
12/11/14  
06 2S00  
08310277

FOLD HERE

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



PE15-021

FLAT CHRYSLER

10-22-2015

ENCLOSURE 4

FinalBackup



# Motor Vehicle Defect Notification

(Please print clearly in ink)



Pursuant to the Iowa Lemon Law, notice is given to the manufacturer as follows:

Check All that Apply

- The vehicle has been out of service at least 20 cumulative days to repair one or more malfunctions or conditions that cause the vehicle not to conform to the warranty.
- Three or more repair attempts have been made to repair the same defect or condition.
- The vehicle has been in the shop one time by reason of a defect likely to cause death or substantial bodily injury.

Description of continuing defect(s) or condition(s) \_\_\_\_\_

Continuing computer and electronic defects, such as instrument panel failure, transfer case oil leakage, brake booster recalls, seatbelt and airbag failure warning, Forward Collision Warning, and numerous body and interior defects

(NOTE: this is not a complete description; the manufacturer should ascertain all appropriate information.)

I am requesting that you make a final attempt to correct the continuing substantial defect(s) or condition(s).

Vehicle Make Jeep Grand Cherokee Model Summit Year 2014

VIN 1/C/4/R/J/F/J/T/O/E/C/ [REDACTED]

Name and City/State of selling dealer or leasing company: Dewey Jeep

3175 SE Delaware Ankeny Iowa, 50021

Date of Delivery 09-10-2013

Odometer Reading at Delivery 5,489 DEMO

Today's Date 10-1-2014

Current Odometer Reading 11200

Name and City/State of authorized service agent(s) attempting previous repairs: Dewey Jeep

3175 SE Delaware Ankeny Iowa 50021

Consumer [REDACTED]

Home phone [REDACTED]

Address [REDACTED]

Work phone [REDACTED]

Marshalltown Iowa [REDACTED]

Signature [REDACTED]

Date Mailed 10-1-2014

**CERTIFIED MAIL™**

██████████  
MARSHALLTOWN IOWA ██████████



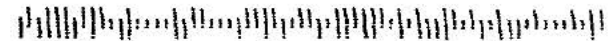
1000

48321

U.S. POSTAGE  
PAID  
MARSHALLTOWN, IA  
50158  
OCT 01, 2014  
AMOUNT  
**\$3.79**  
00016536-11

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

483218004 8198





---

October 9, 2014

[REDACTED]  
[REDACTED]  
Marshalltown, IA [REDACTED]

Reference No.: [REDACTED]

Dear Mr. [REDACTED]

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

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

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

Thank you again for writing.

Sincerely,

Carol  
Senior Staff

CLA/ss

Phone 800.992.1997

Chrysler Group LLC | CIMS 484-04-04 | P.O. Box 21 8004 | Auburn Hills, MI USA | 48321

PE15-021

FLAT CHRYSLER

10-22-2015

ENCLOSURE 4

FinalBackup



**Document Recieved from Customer**

**Cair Number:** [REDACTED]

**Date Received: 2014-10-22 14:34:09.643522**

**Files Not Recieved: 0**

Case # [REDACTED] VIN:1C4RJFBG5EC [REDACTED]

ACC Problem

Open Read Me First

Thanks in advance

To: Chrysler Assistance Center

From: Tom Sargent

Date: 10/22/2014

Subject: Case #: [REDACTED] ACC Problem

The attached files are submitted to provide related information to the above

case.

The description of the problem is as follows: At random times when Active

Cruise Control is activated it shuts off and the message, "ACC/FCW Unavailable

wipe Front Radar Sensor" is displayed on the EVIC. The light on the FCW button

comes on indicating ACC/FCW is off. Pushing the button does not turn on the

system. After about 5-10 minutes the light on the FCW button goes out and the

system can be activated. On a longer trip this may happen several times.

The vehicle was delivered with the bracket holding the radar sensor in a damaged

condition. ACC/FCW did not work. After several trips to the delivering dealer,

Armory Garage in Albany, NY, the bracket was replaced and ACC/FCW became

operational as described above.

The car was brought to Nemer Motors, the Jeep Dealer in Queensbury, NY on

9/25/2014 to have a recall repair performed and to have concerns about shift

quality and the ACC problem looked into. The mileage on the vehicle at that

point was 10,617. Regarding the ACC problem, Nemer indicated that they loaded

in any applicable updates, but could not find anything wrong with the ACC and

were starting a Star case. In follow up phone calls to Nemer, no additional

information has been provided regarding the problem or the Star case. They did

say that they wanted to attach a monitoring device to catch the problem with one

of their service personnel driving the vehicle. They could not provide any

detail about what information this device was intended to collect and how this

was going to help. It was not acceptable to me to allow someone to put 50-100

or more miles on the vehicle without a well thought out diagnostic plan. I

offered to allow them to connect the device and drive it to my planned

destinations so that an occurrence could be captured. They refused to do this

citing the value of the device. What about the value of the vehicle? I don't

believe that they recalibrated the ACC/FCW as recommended in the owner's manual

when this situation occurs. When I asked the dealer what could be done to diagnose

or escalate this problem, they recommended that I call Assistance Center. I was

told by the Assistance Center that the Nemer service manager would be calling me

regarding this problem. To this date, I have not received a call.

Along with this note, the following files are attached:

1. Copy of a note to Nemer Motors, the Jeep dealer in Queensbury Jeep describing

the problems. Photos of an occurrence of the ACC problem at 7519 miles are in



**2014 Jeep Grand Cherokee VIN: 1CARJFBG5EQ**

### **1. Sun Visor Wiring Recall**

### **2. ACC Problem**

Periodically, when using the adaptive cruise control, the message “ACW/FCW Unavailable Wipe Front Sensor” appears and the cruise control shuts off. When this happens, the light on the FCW button illuminates. Pushing the button does not turn the light off and ACC cannot be activated. After 5 to 10 minutes the light on the FCW button goes off and then ACC can be activated. Front sensor has been checked multiple times and it is clean and dry.



### **3. Transmission sometimes shifts abruptly**

The 2-3 shift is abrupt sometimes, especially when the vehicle is first driven. The downshift to 1st gear when coming to a halt is abrupt at times.

CUSTOMER #:



\*INVOICE\*



NEMER CHRYSLER DODGE
728 Quaker Road
Queensbury, NY 12804
Phone: 518-793-2571
Fax: 518-793-1245
NYS REG # 7046848
www.nemermotorgroup.com

PAGE 1

CLEVERDALE, NY

HOME:
BUS:
CONT:N/A
CELL:

SERVICE ADVISOR: 5128 KENNETH M BEE

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG. Includes vehicle details for a 2014 Jeep Grand Cherokee and repair dates.

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A P36 RECALL
CAUSE: RECALL
08P36182 INSTALL SPACER
9918 W (N/C)
1 CBXDP361AA SPACER-VISOR (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

10617 COMPLETED WIRING PROTECTIVE COVE RFOR VISOR RECALL
\*\*\*\*\*
B C/S SHIFTS ABRUP AT 2ND TO 3RD GEAR
CAUSE: RRT AND FLASH
MISC MISC REPAIR
9918 ISP (N/C)
181906Y8 PCM REFLASH
9918 W (N/C)
181902P9 Module, Body Control -Reprogram (1 - Semi-Skilled)
9918 W (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

10617 SCAN TEST CK FOR CODES NO CODES STORED UPDATE FLASHES TO LATEST AND DID RRT FOR BCM
\*\*\*\*\*
C ADAPTIVE CRUISE IS KICKING OUT ADVISE
CAUSE: NPF
85418604 CRUISE CONTROL NO PROBLEM FOUND
9918 (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

10617 SCAN TEST CK FOR CODES NO CODES STORED. NOTHING CLOUDING LENS EITHER AT THIS TIME. STARTING A STAR CASE
\*\*\*\*\*

TERMS: CASH ACCEPTABLE CREDIT CARDS, CASHIERS OR CERTIFIED CHECK ONLY. STORAGE FEE OF \$30.00 PER DAY WILL BE CHARGED 48 HOURS AFTER COMPLETION OF REPAIRS OR ESTIMATE.

EXCLUSION OF WARRANTIES
THE FACTORY WARRANTY CONSTITUTES ALL OF THE WARRANTIES WITH RESPECT TO THE SALE OF THIS ITEM/ITEMS. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS ITEM/ITEMS.

AUTHORIZATION FOR REPAIRS
I, the undersigned, agree to pay any and all collection or attorney fees made necessary by a nonsufficient fund, stop payment, refer to maker, or account closed check or charge card or unpaid repair order."

CUSTOMER SIGNATURE

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

CUSTOMER #: [REDACTED]



NEMER CHRYSLER DODGE  
728 Quaker Road  
Queensbury, NY 12804  
Phone: 518-793-2571  
Fax: 518-793-1245  
NYS REG # 7046848  
www.nemermotorgroup.com

\*INVOICE\*

PAGE 2

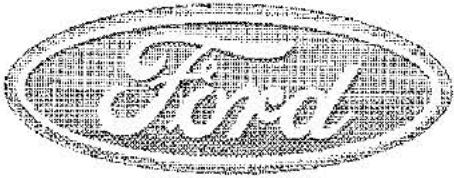
CLEVERDALE NY [REDACTED]  
HOME: [REDACTED] CONT:N/A  
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 5128 KENNETH M BEE

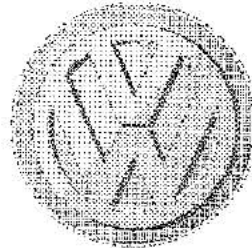
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
RED	14	JEEP GR CHEROKEE	1C4RJFBG5EC [REDACTED]	ANB2721	10617/10617	T5641	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16DEC13 IS							
16DEC13 DD			17:00 25SEP14		VARI	CASH	25SEP14
R.O. OPENED	READY	OPTIONS: ENG:3.6_Liter					
08:11 25SEP14	11:50 25SEP14						

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

THANK YOU FOR CHOOSING NEMER CHRYS-JEEP-DODGE  
IF YOU HAVE QUESTIONS OR CONCERNS PLEASE  
CALL TODD HOFFER AT (518) 793-2571



DODGE



TERMS: CASH ACCEPTABLE CREDIT CARDS, CASHIERS OR CERTIFIED CHECK ONLY. STORAGE FEE OF \$30.00 PER DAY WILL BE CHARGED 48 HOURS AFTER COMPLETION OF REPAIRS OR ESTIMATE.

**EXCLUSION OF WARRANTIES**  
THE FACTORY WARRANTY CONSTITUTES ALL OF THE WARRANTIES WITH RESPECT TO THE SALE OF THIS ITEM/ITEMS. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS ITEM/ITEMS.

**AUTHORIZATION FOR REPAIRS**  
"I, the undersigned, agree to pay any and all collection or attorney fees made necessary by a nonsufficient fund, stop payment, refer to maker, or account closed check or charge card or unpaid repair order."

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

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

- Do not remove any screws from the sensor. Doing so could cause an ACC system malfunction or failure and require a sensor realignment.
- If the sensor or front end of the vehicle is damaged due to a collision, see your authorized dealer for service.
- Do not attach or install any accessories near the sensor, including transparent material or aftermarket grilles. Doing so could cause an ACC system failure or malfunction.

When the condition that deactivated the system is no longer present, the system will return to the "Adaptive Cruise Control Off" state and will resume function by simply reactivating it.

**NOTE:**

- If the "ACC / FCW Unavailable Wipe Front Radar Sensor" message occurs frequently (e.g. more than once on every trip) without any snow, rain, mud, or other obstruction, have the radar sensor realigned at your authorized dealer.
- Installing a snow plow, front-end protector, an aftermarket grille or modifying the grille is not recommended. Doing so may block the sensor and inhibit ACC / FCW operation.

**"Clean Front Windshield" Warning**

The "ACC / FCW Limited Functionality Clean Front Windshield" warning will display and also a chime will indicate when conditions temporarily limit system performance. This most often occurs at times of poor visibility, such as in snow or heavy rain and fog. The ACC system may also become temporarily blinded due to



PE15-021

FLAT CHRYSLER

10-22-2015

ENCLOSURE 4

FinalBackup



**Motor Vehicle Defect Notification**

(Please print clearly in ink. If you do not wish to receive letters or other written solicitations from private attorneys, check below)

I DO NOT WISH TO RECEIVE WRITTEN SOLICITATION MATERIALS FROM AN ATTORNEY

Pursuant to the Florida Lemon Law, notice is given to the manufacturer as follows:

- The vehicle has been out of service at least 15 days to repair one or more substantial defects.
- 3 or more repair attempts have been made to repair the same substantial defect or condition.

Description of continuing defect(s) or condition(s) PLUME OF BLUE SMOKE INTERMITTENTLY WHEN STARTING VEHICLE CONTINUING ISSUES WITH BRAKING SYSTEM AND BRAKE WARNING ALARM.

(NOTE: this is not a complete description; the manufacturer should ascertain all repair information.)

I am requesting that you make a final attempt to correct the continuing substantial defect(s) or condition(s).

Vehicle Make JEOP Model GRAND CHEROKEE Year 2014  
VIN 1C4YR1TE1C1T21E1C Date of Delivery SEPTEMBER 2013

Name and City/State of selling dealer or leasing company (if applicable) FLAGLER CHRYSLER DODGE JEEP  
5925 EAST HIGHWAY 100 PALM COAST, FLORIDA 32164-2449

Name and City/State of authorized service agent(s) attempting previous repairs JACKSONVILLE CHRYSLER JEEP DODGE  
RAM ARLINGTON 9600 ATLANTIC BLVD. JACKSONVILLE, FLORIDA 32225

Consumer [REDACTED] Home phone [REDACTED]  
 Address [REDACTED] Work phone ( ) [REDACTED]  
NEPTUNE BEACH, FLORIDA Signature [REDACTED]  
 Date Mailed 10-15-2014

White—manufacturer's copy, send by registered (return receipt requested) or express mail. Yellow—consumer's copy, keep for your records. Pink—Attorney General's copy, send by regular mail. (2/06)

ASPCA



Neptune Beach, FL

Jeep Corp. Office Headquarters  
Chrysler Group LLC  
1000 Chrysler Dr.  
Auburn Hills, MI  
48326-2764

**emely Urgent**

This envelope is for use with the following services:

**UPS Next Day Air®**  
**UPS Worldwide Express®**  
**UPS 2nd Day Air®**

1030  
L: CHR  
S: CHRY  
9539  
TDP - 2000  
P. DOWN  
AUBURN HILLS MI 48326-2778  
JEEP OFFICE HEADQUARTERS  
1000 CHRYSLER DR  
SHIP DATE: 10/15/2014  
SHIP TIME: 11:31 AM  
SHIP WEIGHT: 1.00 LB  
SHIP DATE: 14 OCT

documents on this side.

one for:

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...e.com or call **1-800-PICK-UPS®** (1-800-742-5877)  
...on near you.

**Letter rate, UPS Express Envelopes may only contain urgent documents, and/or electronic media, and must not weigh more than 8 oz. UPS Express Envelopes containing items other than documents weighing more than 8 oz. will be billed by weight.**

**Documents**  
Envelope may be used only for documents of no commercial value. Countries consider electronic media as documents. Visit [ups.com](#) to verify if your shipment is classified as a document.

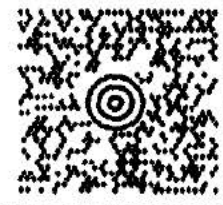
**Weight**  
Letter rate, the UPS Express Envelope must weigh 8 oz. or less. Envelopes weighing more than 8 oz. will be billed by weight.

**Restrictions**  
Envelopes are not recommended for shipments of electronic media containing personal information or breakable items. Do not send cash or valuables.

THE UPS STORE #1732  
STE 19  
14296 BEACH BLVD  
JACKSONVILLE FL 32250-1568

SHIP CHRYSLER GROUP LLC  
TO: JEEP CORP OFFICE HEADQUARTERS  
1000 CHRYSLER DR

AUBURN HILLS MI 48326-2766



MI 480 5-09



UPS 2ND DAY AIR A.M. 2A  
TRACKING #: [REDACTED]



BILLING: P/P

ISH 13.00M Z2P 450 54.50 7/2014

SEE NOTICE ON ADVERSE regarding UPS forms, and notice of restriction of liability. Where allowed by law, UPS will not be liable for any loss of or damage to contents of packages. UPS is not responsible for any loss of or damage to contents of packages. UPS is not responsible for any loss of or damage to contents of packages. UPS is not responsible for any loss of or damage to contents of packages.

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...for conditions established by the Convention for the Unification of Certain Rules Relating to International Carriage by Air (the "Warsaw Convention") and/or the Convention on the

PE15-021

FLAT CHRYSLER

10-22-2015

ENCLOSURE 4

FinalBackup



**Document Recieved from Customer**

**Cair Number:** [REDACTED]

**Date Received: 2014-12-03 20:52:13.503007**

**Files Not Recieved: 0**

This is the screenshot from the email thy sent, payment was tendered to that MasterCard ending in [REDACTED] as shows on the rental agreement.

< Inbox (2)



Enterprise Rental Agreement

8V0SPN

November 11, 2014 at 7:13 AM

**EAN HOLDINGS, LLC, 6300 E. 37TH STREET  
NORTH, WICHITA, KS 672201999 (316) 681-1000**

RENTAL AGREEMENT	REF#	SUMMARY OF CHARGES				
317062	8V0SPN	Charge Description	Date	Quantity	Per Rate	Total
<b>RENTER</b>		TIME & DISTANCE	11/06 - 11/11	5	DAY \$35.00	\$175.00
<b>DATE &amp; TIME OUT</b> 11/06/2014 04:25 PM		DW	11/06 - 11/11	5	DAY \$19.99	\$99.95
<b>DATE &amp; TIME IN</b> 11/11/2014 07:00 AM		PAI	11/06 - 11/11	5	DAY \$3.00	\$15.00
<b>BILLING CYCLE</b> 24-HOUR		REFUELING CHARGE	11/06 - 11/11			\$0.00
<b>VEH</b> #1 2015 GMC TERR 3SB4 VIN# 2GKFLWEK4F LIC# MILES DRIVEN 516		<b>Taxes &amp; Surcharges</b>				
		KANSAS EXCISE TAX	11/06 - 11/11		3.5%	\$10.15
		SALES TAX	11/06 - 11/11		7.15%	\$20.73
					<b>Subtotal:</b>	<b>\$289.95</b>
					<b>Total Charges:</b>	<b>\$320.83</b>

**Total Amount Due \$0.00**

**PAYMENT INFORMATION**

AMOUNT PAID	TYPE	CREDIT CARD NUMBER
\$320.83		XXXXXXXXXXXX PENDING



PE15-021

FLAT CHRYSLER

10-22-2015

ENCLOSURE 4

FinalBackup



**Document Recieved from Customer**

**Cair Number: 2** [REDACTED]

**Date Received: 2014-12-11 12:34:49.471245**

**Files Not Recieved: 0**

ENTERPRISE RENT-A-CAR COMPANY OF LOS ANGELES, 8230 SEPULVEDA BLVD, PANORAMA CITY, CA 914024307 (818) 782-2552

RENTAL AGREEMENT	REF#	SUMMARY OF CHARGES					
	BTANNON	Charge Description	Date	Quantity	Per	Rate	Total
RENTER		TIME & DISTANCE	11/05 - 12/10	5	WEEK	\$379.99	\$1,899.95
		REFUELING CHARGE	11/05 - 12/10				\$0.00
						<b>Subtotal:</b>	<b>\$1,899.95</b>
DATE & TIME OUT		DISCOUNT - CUSTOMER					
11/05/2014 08:49 AM		SATISFACTION - RATE AND	11/05 - 12/10			25%	(\$474.99)
DATE & TIME IN		MILEAGE					
12/10/2014 08:49 AM		Taxes & Surcharges					
BILLING CYCLE		SALES TAX	11/05 - 12/10			9%	\$128.25
24 HOUR							
VEN #1 2014 CHRY TC TOUX		<b>Bill-To / Deposits</b>				<b>Total Charges:</b>	<b>\$1,953.21</b>
VEN #2 2014 CHRY TC TOUX		DEPOSITS					(\$1,953.21)
LEN #1 2014 CHRY TC TOUX							
LEN #2 2014 CHRY TC TOUX		<b>Total Amount Due</b>					<b>\$0.00</b>
MILES DRIVEN 1929							

PAYMENT INFORMATION		
AMOUNT PAID	TYPE	CREDIT CARD NUMBER
\$153.18	Mastercard	XXXXXXXXXXXX
\$1,200.03	Mastercard	XXXXXXXXXXXX

PE15-021

FLAT CHRYSLER

10-22-2015

ENCLOSURE 4

FinalBackup



From: [REDACTED]  
To: customerassist@chrysler.com  
Date: Thu Nov 13 21:56:40 EST 2014  
Subject: Chrysler Group LLC Customer Assistance  
Form Selected:

-----  
Category: US Customer Service

Brief Description:  
-----

UPLOADING ADAPTIVE CRUISE CONTROL RECALL DESTROYED/ERASED MODULE. OUR BRAND NEW JEEP GRAND CHEROKEE HAS BEEN DISABLED FOR WELL OVER A WEEK NOW AS A RESULT. SERVICING DEALER SAYS THEY ARE WAITING ON JEEP TO SEND A NEW ONE.

Comments:  
-----

THIS IS THE THIRD CHYSLER CAR THAT I HAVE PURCHAED SINCE 2001. I WOULD LIKE TO KNOW WHEN MY \$45,000 VEHICLE IS GOING TO BE READY. NOBODY SEEMS TO KNOW WHEN THE REPLACEMENT MODULE WILL ARRIVE AND IT IS UPSETTING TO SAY THE LEAST. I WOULD LIKE TO EITHER HAVE THE CAR BACK ASAP OR BE GIVEN A 2014 GRAND CHEROKEE TO USE UNTIL THEY CAN GET THE NEW VEHICLE GOING. THE WHOLE SITUATION IS OUTRAGEOUS AND DOES NOT MAKE ME FEEL THAT JEEP IS LOOKING OUT FOR ME AS A LOYAL CUSTOMER. PLEASE ADVISE ASAP. THANK YOU.

Sender Information:  
-----

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Mon Nov 17 03:34:22 EST 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 problems you have encountered, and your frustration in the matter is understandable.

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

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

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,

Shae-Lyn

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=KMM8891492V13262L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8891492V13262L0KM&)

Original Message Follows:

-----

US Customer Service - Jeep Brand Site

Brief Description:

UPLOADING ADAPTIVE CRUISE CONTROL RECALL DESTROYED/ERASED MODULE. OUR BRAND

NEW JEEP GRAND CHEROKEE HAS BEEN DISABLED FOR WELL OVER A WEEK NOW AS A

RESULT. SERVICING DEALER SAYS THEY ARE WAITING ON JEEP TO SEND A NEW ONE.

Comments:

THIS IS THE THIRD CHYSLER CAR THAT I HAVE PURCHAED SINCE 2001. I WOULD LIKE TO KNOW WHEN MY \$45,000 VEHICLE IS GOING TO BE READY. NOBODY SEEMS TO KNOW

WHEN THE REPLACEMENT MODULE WILL ARRIVE AND IT IS UPSETTING TO SAY THE LEAST. I WOULD LIKE TO EITHER HAVE THE CAR BACK ASAP OR BE GIVEN A 2014 GRAND CHEROKEE TO USE UNTIL THEY CAN GET THE NEW VEHICLE GOING. THE WHOLE

SITUATION IS OUTRAGEOUS AND DOES NOT MAKE ME FEEL THAT JEEP IS LOOKING OUT

FOR ME AS A LOYAL CUSTOMER. PLEASE ADVISE ASAP. THANK YOU.

VIN:

EC4 [REDACTED]

Mileage:

1000

Servicing Dealer:

SPARTANBURG SC JEEP

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name|

[REDACTED]

Address 1:

102 PLANTATION DRIVE

Address 2:

City:

SPARTANBURG

State:

SC

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:

[REDACTED]

PE15-021

FLAT CHRYSLER

10-22-2015

ENCLOSURE 4

FinalBackup



From: [REDACTED]  
To: customerassist@chrysler.com  
Date: Tue Nov 18 19:08:42 EST 2014  
Subject: Chrysler Group LLC Customer Assistance  
Form Selected:

-----  
Category: US Customer Service

Brief Description:

-----  
problem with braking

Comments:

-----  
My daughter was driving her vehicle in a 45MPH speed zone with no distractions around her. She said the car beeped and before she could do anything it automatically slammed on the brakes. The movement jerked her forward and slammed her dog off the passenger seat into the dash. She knows about the adaptive cruise control and it was NOT turned on. She did have it looked at about 2 weeks prior to this incident because when she comes to a stop, the car does an extra lurch forward. We took it into the dealership to have them look at it. The car did have some software updates but nothing to do with the braking system. The service guy drove it around, most likely around the block, with no problems. We are getting the car back tomorrow but I am so concerned about her safety. She is normally driving back and forth to school in a 70MPH speed zone. If this happens while she is on the highway, who knows what will happen. I do not want to be that mom on the news saying we told jeep about the brakes and nothing was done. I need answers and your help in figuring this out.

Sender Information:

-----  
Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Fri Nov 21 10:17:29 EST 2014

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center.

We regret to hear the concerns your daughter experienced with the brakes on her vehicle. We would like to review this concern further and contact Wickstrom Chrysler regarding the diagnosis they completed on the vehicle. Should your daughter experience any further concerns with the brakes, we suggest contacting the dealership to have the vehicle diagnosed.

We will follow up with you after we have reviewed all available information on this matter.

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,

Eileen

Customer Service Representative

Jeep Customer Assistance Center

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

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

[http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?trk\\_ID=KMM8899933V83049L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8899933V83049L0KM&)

Original Message Follows:

-----

US Customer Service - Jeep Brand Site

Brief Description:

problem with braking

Comments:

My daughter was driving her vehicle in a 45MPH speed zone with no distractions around her. She said the car beeped and before she could do anything it automatically slammed on the brakes. The movement jerked her forward and slammed her dog off the passenger seat into the dash. She knows about the adaptive cruise control and it was NOT turned on. She did have it looked at about 2 weeks prior to this incident because when she comes to a stop, the car does an extra lurch forward. We took it into the dealership to have them look at it. The car did have some software updates but nothing to do with the braking system. The service guy drove it around, most likely around the block, with no problems. We are getting the car back tomorrow but I am so concerned about her safety. She is normally driving back and forth to school in a 70MPH speed zone. If this happens

while she is on the highway, who knows what will happen. I do not want to be that mom on the news saying we told jeep about the brakes and nothing was done. I need answers and your help in figuring this out.

VIN:

EO [REDACTED]

Mileage:

7000

Servicing Dealer:

Wickstrom Chrysler Jeep

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

North Barrington

State:

IL

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:

[REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Mon Nov 24 09:37:01 EST 2014

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED],

Thank you for contacting the Jeep Customer Assistance Center.

In regards to the issue your daughter experienced with her 2014 Jeep Grand Cherokee. I have contacted Wickstrom Chrysler Jeep Dodge regarding the concerns. I have reviewed the diagnosis and was informed they were unable to duplicate the concern but, did some updates to control modules. At this time I have updated the file, should she experience any further concerns regarding the issue, please contact the dealership to have the vehicle diagnosed. Once the vehicle is at the dealership, contact us by phone for further review of the issue.

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,

Eileen

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=KMM8903051V39821L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8903051V39821L0KM&)

Previous Reply Follows:

-----

Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center.

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We will follow up with you after we have reviewed all available information on this matter.

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,

Eileen

Customer Service Representative

Jeep Customer Assistance Center

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

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

[http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?trk\\_ID=KMM8899933V83049L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8899933V83049L0KM&)

Original Message Follows:

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

Brief Description:

problem with braking

Comments:

My daughter was driving her vehicle in a 45MPH speed zone with no distractions around her. She said the car beeped and before she could do anything it automatically slammed on the brakes. The movement jerked her forward and slammed her dog off the passenger seat into the dash. She knows about the adaptive cruise control and it was NOT turned on. She did have it looked at about 2 weeks prior to this incident because when she comes to a stop, the car does an extra lurch forward. We took it into the dealership to have them look at it. The car did have some software updates but nothing to do with the braking system. The service guy drove it around, most likely around the block, with no problems. We are getting the car back tomorrow but I am so concerned about her safety. She is normally driving back and forth to school in a 70MPH speed zone. If this happens while she is on the highway, who knows what will happen. I do not want to be that mom on the news saying we told jeep about the brakes and nothing was done. I need answers and your help in figuring this out.

VIN:

EC3 [REDACTED]

Mileage:

7000

Servicing Dealer:

Wickstrom Chrysler Jeep

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

North Barrington

State:

IL

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:

[REDACTED]

PE15-021

FLAT CHRYSLER

10-22-2015

ENCLOSURE 4

FinalBackup



RECEIVED DATE:

12/03/14

POSTED DATE:

11.24.14

VIN ( FIRST 9 DIGITS):

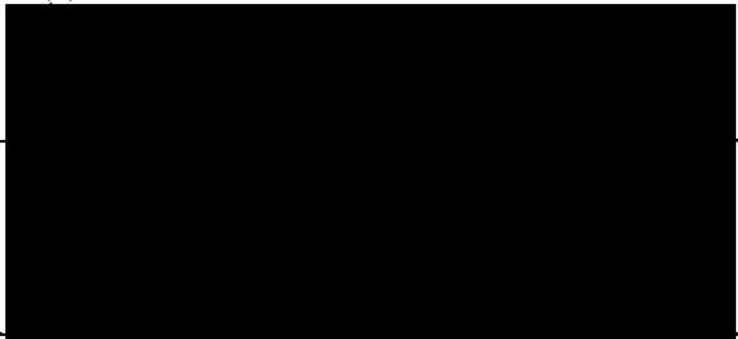
1C4RJFCG4

VIN ( LAST 8 DIGITS)

EC



FIRST NAME:



LAST NAME:

CAIR:

00000000

NON - SCANABLE ITEMS : CIRCLE ONE

NO

YES

937 Crooked Wood Court  
New Smyrna Beach, FL 32168  
November 24, 2014

Chrysler Group LLC Customer Center  
PO Box 21-8004  
Auburn Hills, MI 48321-8004

Dear Sir or Madam:

I am writing to request corrective action for the Forward Collision Mitigation warning system on my recently purchased 2014 Jeep Grand Cherokee (VIN 1C4RJFCG4EC [REDACTED]). I had a near collision with the vehicle on 11/18/2014 with no warning from the system. Furthermore, the system has never given a warning in other situations that were less serious even though I have the U-Connect "Safety and Driving Assistance" screen set to "far".

I have contacted Jeep LLC Customer Service Center three times (Case # [REDACTED]) but have not received a promised response. I have also taken the car back to my dealer's service department (New Smyrna Chrysler, Jeep, Dodge: 1300 N Dixie Freeway, New Smyrna Beach, FL 32168) who claimed the system was working but they never tested it.

The Jeep's safety features were one of the primary reasons I purchased the vehicle and now feel less safe without that warning capability.

Again, I am requesting that you arrange to have this important system repaired.

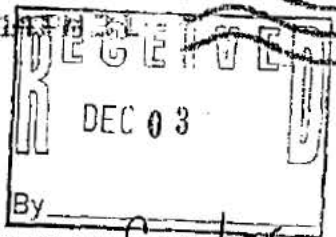
Sincerely,

[REDACTED]

New Smyrna Bch, FL

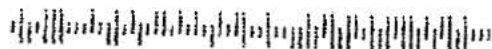
ORLANDO FL 328

24 NOV 2009



Chrysler Group LLC Customer Center  
PO Box 21-8004  
Auburn Hills MI 48321-8004

48321800404



PE15-021

FLAT CHRYSLER

10-22-2015

ENCLOSURE 4

FinalBackup



**Document Recieved from Customer**

**Cair Number:** [REDACTED]

**Date Received: 2015-01-20 11:43:12.330275**

**Files Not Recieved: 0**

---

Phone: 610-8533194  
Fax: 6105920497

# Fax

---

**To: ANNA**

**From:** [REDACTED]

---

**Fax: 801-736-3929**

**Pages: 23**

---

**Re: Case #** [REDACTED]

**Date: January 20, 2015**

---

Receipt as requested. Did not receive email link

CUSTOMER #:

\*INVOICE\*



4951 West Chester Pike  
NEWTOWN SQUARE, PA 19703  
Phone (610) 356-7000  
www.videon.com

HAVERTOWN, PA 1

PAGE 1

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 403 BOB SUNDO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	15	JEEP GRAND CHEROKEE	1C4RJFBG4F		1626/1627	T255	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30OCT14 IS			WAIT 02JAN15			CASH	02JAN15
30OCT14 DD							

R.O. OPENED 08:42 02JAN15  
READY 09:13 02JAN15

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CUSTOMER STATES ACC NOT WORKING - AND GETTING MESSAGE ACC FCW UNAVAILABLE NEEDS SERVICE							
08			TEST AND ORDERED CRUISE MODULE/SENSOR ASSEMBLY			0.00	0.00
			520 C				
23			REPLACE FRONT FASCIA TRIM PANEL			0.00	0.00
			520 C				
1			68143107AB BEZEL-ADAPTIVE CRUISE CONTROL		15.20	15.20	15.20
*****							
B CUST STATES SUNSHADE DOES NOT CLOSE ALL THE WAY							
23			SHADE WORKING AS DESIGNED			0.00	0.00
			520 C				
*****							

**New Hours !!**  
 Mon and Wed 8:00 am to 8:00 pm  
 Tues, Thur and Fri 8:00 am to 6:00 pm  
 Saturday Express Lane only 8:00 to 12:00  
 Schedule your next appointment at Videon.com

**PAYMENT METHOD**

CASH  CHECK Check # \_\_\_\_\_

CHARGE  CREDIT CARD

AR

Your Vehicle is parked in lot



Thank You  
We Appreciate  
Your Business!



DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	15.20
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	15.20
LESS INSURANCE	0.00
SALES TAX	0.91
PLEASE PAY THIS AMOUNT	16.11



## LIMITED LABOR WARRANTY

The Repair Facility guarantees the labor used in performing the repairs listed on the front of the Repair Order for a period of 365 days or 12,000 miles (whichever comes first) from the date such repairs were completed. This Limited Warranty specifically excludes: front-end alignments, electrical wiring and shorts, and fuel system - when due to contamination. This Limited Warranty is extended to the vehicle owner/customer and is not transferable to, nor enforceable by, any other person.

During the period of this Limited Warranty, the Repair Facility will provide additional labor, at no expense to customer, for any additional repairs that are necessitated as a result of any defect in labor performed while completing the repairs listed on the front of this Repair Order.

To obtain repairs under this Limited Warranty, customer must; (a) notify the Repair Facility at the address shown on the front of the Repair Order of any defect in labor within a reasonable time after customer discovers or should have discovered any such defect. Such notice, however, must be given to the Repair Facility before the end of the duration period of this Limited Warranty, as specified above; (b) deliver the vehicle to the Repair Facility at the address shown on the front of this Repair Order within five (5) days of notice of such defect in labor; (c) authorize the Repair Facility to make the repairs required, and (d) pay the charges for any additional parts required together with applicable sales tax upon completion of such repair.

All implied warranties including the implied warranties of merchantability and fitness for a particular purpose, are limited to the duration period of this Limited Warranty. Under no circumstances will the Repair Facility be liable to customer for any incidental or consequential damages including, but not limited to, damages for loss of property, loss of vehicle use, loss of time, loss of income and profits, inconvenience or commercial loss.

This part(s) is sold "as is". The only warranties applying to this part(s) are those which may be offered by the manufacturer(s). The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages. In addition, expressly excluded is any dealer liability for defects pertaining to safety or performance, by way of "Strict Liability", negates or otherwise.

DATE OF DEATH VALUATION for: [REDACTED]

Account Number: [REDACTED]  
 Account Title: [REDACTED]

REVDCABLE LIVING TRUST UA AUG 08 199

Date of Death: [REDACTED]  
 Business Day Used: 10/24/2014

Quantity	Security Name	Symbol	Date of Death High Price	Date of Death Low Price	Date of Death Average Value
<b>CASH &amp; CASH EQUIVALENTS</b>					
733.07	Cash		\$ 1.00	\$ 1.00	\$733.07
12.47	FDIC INSURED DEPOSIT ACCOUNT IDA11 NOT COVERED BY SIPC	MMDA11	\$ 1.00	\$ 1.00	\$ 12.47
<b>TOTAL CASH &amp; CASH EQUIVALENTS</b>					<b>\$ 745.54</b>
<b>STOCKS/MUTUAL FUNDS</b>					
753	HARBOR FD INTL FD	HAINX	\$66.65	\$66.65	\$50,210.98
172	ACTAVIS PLC ORD	ACT	\$240.85	\$236.19	\$41,025.44
800	AMERICAN ELEC PWR INC COM	AEP	\$56.67	\$55.45	\$44,848.00
2,294	ALLIANCEBERNSTEIN GBL INC ALLIANCE WRLD DLR GOVT FUND II	AWF	\$13.58	\$13.50	\$31,060.76
50	BERKSHIRE HATHAWAY INC DEL CL B	BRK B	\$139.52	\$138.37	\$6,947.25
150	COMCAST CORP COM CL A	CMCSA	\$54.57	\$53.43	\$8,107.50
686	CONOCOPHILLIPS CORP COM	GOP	\$70.26	\$69.11	\$47,734.23
1,000	CHEVRON CORP COM	CVX	\$116.26	\$114.53	\$115,395.00
182	EXPRESS SCRIPTS HOLDING CO COM	ESRX	\$73.71	\$73.05	\$11,887.56
1,000	EXELON CORPORATION COM	EXC	\$35.96	\$34.92	\$35,450.00
118	ABERDEEN ASIA-PAC PRIME INC COM	FAX	\$5.91	\$5.86	\$694.43
200	GLAXO SMITHKLINE PLC ADR	GSK	\$45.79	\$45.56	\$9,135.00
200	CHART INDUSTRIES INC COM	GTLS	\$48.19	\$46.83	\$9,502.00
252	MACY'S INC COM	M	\$59.09	\$57.56	\$14,697.90
500	MERCK & CO INC. COM	MRK	\$57.66	\$56.63	\$28,572.50
400	PFIZER INC COM	PFE	\$29.27	\$28.71	\$11,596.00
3,274	PUTNAM PREMIER INCOME TR SH BEN INT	PPT	\$5.37	\$5.36	\$17,565.01
342	PHILLIPS 66 COM	PSX	\$76.57	\$74.85	\$25,892.82
61	AT&T INC COM	T	\$33.94	\$33.32	\$2,051.43
32	WELLS FARGO & CO COM	WFC	\$51.25	\$50.56	\$1,628.96
212	AQUA AMERICA INC COM	WTR	\$25.43	\$25.13	\$5,359.36
48	EXXON MOBIL CORPORATION COM	XOM	\$94.53	\$93.24	\$4,506.48
**no quote available used statement					
<b>TOTAL STOCKS/MUTUAL FUNDS</b>					<b>\$523,868.60</b>
<b>TOTAL DATE OF DEATH VALUE :</b>					<b>\$ 524,614.14</b>

This information is furnished as part of a general information service and TD Ameritrade shall not be liable for any damages arising out of any inaccuracy in the information. Because this information may differ from your TD Ameritrade monthly statement, you should rely on the TD Ameritrade monthly statement as the official record.



DATE OF DEATH VALUATION for: [REDACTED]

Account Number: [REDACTED]  
 Account Title: [REDACTED]

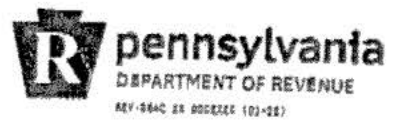
REVOCABLE LIVING TRUST UA AUG 08 199

Date of Death: [REDACTED]  
 Business Day Used: 10/24/2014

Quantity	Security Name	Symbol	Date of Death High Price	Date of Death Low Price	Date of Death Average Value
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BUREAU OF INDIVIDUAL TAXES  
PO BOX 280431  
HARRISBURG PA 17128-0431



[REDACTED]

PA [REDACTED]

DETACH AT PERFORATION

**PIT**

BUREAU OF INDIVIDUAL TAXES  
PERSONAL INCOME TAX

REV 364C (01-12)

DETACH AT PERFORATION

TAXPAYER NAME: [REDACTED]  
NOTICE DATE: DEC 01 2014  
SOCIAL SEC. NUM: [REDACTED]  
TAX YEAR: 2012  
TOTAL DUE NOW: 125.25

PAYMENT AMOUNT:

\$ [REDACTED]

100

MAKE CHECK OR MONEY ORDER PAYABLE TO: "PA DEPT. OF REVENUE".

DO NOT WRITE IN THIS SPACE

[REDACTED]



BUREAU OF INDIVIDUAL TAXES  
PO BOX 280431  
HARRISBURG PA 17128-0431



PERSONAL INCOME TAX  
BILLING NOTICE

DLN: [REDACTED]  
DATE OF NOTICE: DEC 01 2014  
SOCIAL SEC. NUM: [REDACTED]  
TAX YEAR: 2012  
PREASSESSMENT AMOUNT 867.25

BALA CYNWYD

PA [REDACTED]

BALANCE(S) DUE FOR YOUR ACCOUNT AS OF DEC 11 2014:		OWED	PAYD	BALANCE
BALANCE INCLUDES ESTIMATED TAX UNDERPAYMENT				
LTE PNLT		108.45	.00	108.45
EST PNLT		12.79	.00	12.79
LEGAL		.00	.00	.00
INTEREST		15.31	11.00	4.31
USE TAX		.00	.00	.00
PTT TAX/RFO		721.00	721.00	.00
2012 BALANCE DUE				125.25
PLUS OTHER TAX YEAR(S) LIABILITIES (SEE REVERSE SIDE OF NOTICE)				.00
<b>TOTAL DUE NOW*</b> (PLEASE PAY THIS AMOUNT USING THE ENCLOSED COUPON)				<b>125.25</b>

THE FIGURES SHOWN BELOW REPRESENT AMOUNTS AS ORIGINALLY REPORTED ON YOUR 2012 TAX RETURN OR AS ADJUSTED BY THE DEPARTMENT.

	ORIGINAL OR ADJUSTED AMOUNTS
1A. GROSS COMPENSATION	0
1B. SCHEDULE VE EXPENSES	0
1C. COMPENSATION	0
2. INTEREST (SCHEDULE A)	0
3. DIVIDENDS (SCHEDULE B)	19,388
4. NET INCOME OR LOSS	0
5. TAXABLE SALE - GAIN OR LOSS	4,085
5A. CAPITAL GAIN EXCLUSION	0
6. RENTS, ROYALTIES, PATENTS, COPYRIGHTS	0
7. ESTATES AND TRUSTS (SCHEDULE J)	0
8. GAMBLING AND LOTTERY WINNINGS	0
9. GROSS TAXABLE INCOME (ADD LINES 1C, 2-5, 6-8)	23,473
10. OTHER DEDUCTIONS (MEDICAL, HEALTH, TUITION)	0
11. NET PA TAXABLE INCOME (LINE 9 MINUS LINE 10)	23,473
12. TAX LIABILITY (MULTIPLY LINE 11 BY .03070)	721
13. TAX WITHHELD (FROM W2'S)	0
14. CREDIT FROM PREVIOUS TAX YEAR	0
15&16. ESTIMATED TAX & EXTENSION PAYMENTS	0
17. TAX WITHHELD AS REPORTED ON NRK-1	0
18. TOTAL CREDITS (ADD LINES 14-17)	0
19B. NUMBER OF DEPENDENTS	0
21. TAX FORGIVENESS CREDIT	0
22. RESIDENT CREDIT (SCHEDULE G)	0
23. CREDITS (SCHEDULE OC)	0
24. TOTAL CREDITS (ADD LINES 13, 18, 21-23)	0
25. USE TAX	0
26. TAX DUE (LINES 12 PLUS 25 MINUS 24)	721
27. PENALTIES AND INTEREST	0
29. OVERPAYMENT	0
30. REFUNDED	0
31. CREDITED TO NEXT YEARS ESTIMATED TAX	0
32-36. TOTAL DONATIONS (LINES 32-36)	0

THE REASON(S) FOR THIS NOTICE ARE AS FOLLOWS:

YOUR EXTENSION HAS BEEN GRANTED TO OCT 16 2013. HOWEVER, YOUR RETURN WAS NOT RECEIVED UNTIL OCT 16 2014. THIS RETURN IS LATE. PENALTY FOR A LATE RETURN IS 5% PER MONTH OR ANY PORTION OF A MONTH OF THE UNPAID BALANCE. MINIMUM PENALTY IS 6% (OR \$5) AND MAXIMUM PENALTY IS 25% OF THE UNPAID TAX DUE. YOUR PENALTY IS 15%.

INTEREST IS CALCULATED DAILY ON THE BALANCE DUE. INTEREST WILL CONTINUE UNTIL THE BALANCE IS PAID. SEE INTEREST RATES.

ANY UNPAID BALANCES WILL REDUCE OR ELIMINATE ANY FUTURE REFUND.

TO CONTEST THIS NOTICE, SEND A WRITTEN, DETAILED EXPLANATION WITHIN 30 DAYS. IF YOU DO NOT REPLY WITHIN 30 DAYS FROM THE DATE OF THIS NOTICE OR PAY THE AMOUNT DUE, YOU WILL BE ASSESSED. YOU WILL THEN HAVE THE RIGHT TO APPEAL TO THE DEPARTMENT.

IF YOUR CASE HAS BEEN PLACED WITH A COLLECTION AGENCY, YOU MAY BE SUBJECT TO ADDITIONAL FEES, UP TO 39 PERCENT OF THE AMOUNT DUE MAY BE IMPOSED ON ANY LIABILITY NOT PAID PRIOR TO REFERRAL TO A COLLECTION AGENCY OR CONTRACT COUNSEL.

\*The "Total Due Now" may not reflect payments remitted to the department within 15 days prior to the date of this notice. Please compare the date of this notice with your banking records before contacting the department.

SEE REVERSE SIDE FOR MORE INFORMATION



11-02-14  
173

BALANCE SHEET FOR AUCTION 141192

11	TOTAL CASH/CHECK/CHARGE RECEIPTS.....	59,084.01		
	( TOTAL CASH ).....	9,023.37		
	( TOTAL CHECK ).....	36,722.60		
	( TOTAL CHARGE ).....	13,338.04		
	( TOTAL CREDIT ).....	.00		
12	TOTAL ON ACCOUNT AMOUNT.....	.00		
13	TOTAL TAXES COLLECTED.....	958.30		
	( SALES TAX COLLECTED ).....	958.30		
14	TOTAL BUYER'S PREMIUM COLLECTED.....	11,266.34		
	TOTAL PRODUCT CODE SURCHARGE.....	.00		
	TOTAL ADDITIONAL CHARGES.....	.00		
(5)	CREDIT CARD/CHECK SURCHARGE AMOUNT.....	388.49	(CREDIT CARD: 388.49)	(CHECK: .00)
(6)	AUCTION SALE TOTAL (#1 + #2 + #3 + #4 + #5):	46,470.88		
	AUCTION SALE TOTAL + BUYER'S PREMIUM....	57,737.22		
(7)	TOTAL SALES PROCEEDS (#3 + #4 + #5 + #6)....	59,084.01		
	TAXABLE SALE AMOUNT.....	13,689.82		
	NON TAXABLE SALE AMOUNT.....	74,292.01		
	STARTING BALANCE.....	.00		

\*\*\* PLEASE NOTE \*\*\* TAXABLE SALE AMOUNT + NON-TAXABLE SALE AMOUNT + AUCTION SALE TOTAL + BUYER'S PREMIUM + ADDITIONAL CHARGES + CREDIT CARD/CHECK SURCHARGE AMOUNT

CASH RECEIPTS BY TERMINAL	CHARGE	CHECKS	CASH	CREDIT
TERMINAL T 0 -	.00	3,701.12	71.62	.00
TERMINAL T 1 -	.00	7,109.12	.00	.00
TERMINAL T 5 -	12,995.61	21,910.25	4,927.04	.00
TERMINAL T 8 -	382.43	4,002.11	4,024.71	.00
ADJUSTED -	13,338.04	36,722.60	9,023.37	.00

610-592-0497  
 Hi Steve  
 FYI includes 3 sales  
 the month of November  
 TX LISA

2013 11-14-16

BALANCE SHEET FOR AUCTION 141116

(1) TOTAL CASH/CHECK/CHARGE RECEIPTS.....	50,078.11			
( TOTAL CASH ).....	18,079.28			
( TOTAL CHECK ).....	28,196.83			
( TOTAL CHARGE ).....	11,802.00			
( TOTAL CREDIT ).....	.00			
(2) TOTAL ON ACCOUNT AMOUNT.....	5.73			
(3) TOTAL TAXES COLLECTED.....	1,613.05			
( SALES TAX COLLECTED ).....	1,613.05			
(4) TOTAL BUYER'S PREMIUM COLLECTED.....	9,734.25			
TOTAL PRODUCT CODE SURCHARGE.....	.00			
TOTAL ADDITIONAL CHARGES.....	.00			
(5) CREDIT CARD/CHECK SURCHARGE AMOUNT.....	343.75	(CREDIT CARD:	343.75)	(CHECK: .00)
(6) AUCTION SALE TOTAL (#1 + #2 + #3 + #4 + #5):	46,392.81			
AUCTION SALE TOTAL + BUYER'S PREMIUM....	56,127.06			
(7) TOTAL SALES PROCEEDS (#1 + #4 + #5 + #6)....	58,083.86			
TAXABLE SALE AMOUNT.....	33,042.05			
NON TAXABLE SALE AMOUNT.....	53,750.45			
STARTING BALANCE.....	.00			

\*\*\* PLEASE NOTE \*\*\* TAXABLE SALE AMOUNT + NON-TAXABLE SALE AMOUNT = AUCTION SALE TOTAL + BUYER'S PREMIUM + ADDITIONAL CHARGES + CREDIT CARD/CHECK SURCHARGE AMOUNT

CASH RECEIPTS BY TERMINAL	CHARGE	CHECKS	CASH	CREDIT
TERMINAL T 0 -	3,362.52	5,341.17	8.00	.00
TERMINAL T 8 -	7,249.46	18,850.14	11,625.25	.00
TERMINAL T 9 -	1,171.02	4,008.52	6,246.03	.00
ADJUSTED	11,802.00	28,194.83	18,079.28	.00

11-30-14  
313

BALANCE SHEET FOR AUCTION 141130

(1) TOTAL CASH/CHECK/CHARGE RECEIPTS.....	98,142.38			
( TOTAL CASH ).....	15,689.75			
( TOTAL CHECK ).....	62,725.08			
( TOTAL CHARGE ).....	18,728.15			
( TOTAL CREDIT ).....	.00			
(2) TOTAL ON-ACCOUNT AMOUNT.....	10,911.05			
(3) TOTAL TAXES COLLECTED.....	1,485.09			
( SALES TAX COLLECTED ).....	1,485.09			
(4) TOTAL BUYER'S PREMIUM COLLECTED.....	18,283.79			
TOTAL PRODUCT CODE SURCHARGE.....	.00			
TOTAL ADDITIONAL CHARGES.....	.00			
(5) CREDIT CARD/CHECK SURCHARGE AMOUNT.....	545.48	(CREDIT CARD:	545.48)	(CHECK: .00)
(6) AUCTION SALE TOTAL (#1 + #2 + #3 + #4 + #5):	88,739.67			
AUCTION SALE TOTAL + BUYER'S PREMIUM...	107,023.46			
(7) TOTAL SALES PROCEEDS (#3 + #4 + #5 + #6)...	109,054.03			
TAXABLE SALE AMOUNT.....	21,218.27			
NON-TAXABLE SALE AMOUNT.....	120,251.00			
STARTING BALANCE.....	.00			

\*\*\* PLEASE NOTE \*\*\* TAXABLE SALE AMOUNT + NON-TAXABLE SALE AMOUNT = AUCTION SALE TOTAL + BUYER'S PREMIUM + ADDITIONAL CHARGES - CREDIT CARD/CHECK SURCHARGE AMOUNT

CASH RECEIPTS BY TERMINAL	CHARGE	CHECKS	CASH	CREDIT
TERMINAL T 0 -	.00	2,265.50	47.61	.00
TERMINAL T 1 -	.00	9,598.50	.00	.00
TERMINAL T 5 -	10,313.69	39,757.04	13,155.01	.00
TERMINAL T 8 -	8,414.46	12,104.04	2,487.13	.00
ADJUSTED -	18,728.15	62,725.08	15,689.75	.00

Hi Steve -

Do I pay this?

Nancy



Department of the Treasury  
Internal Revenue Service  
Andover, MA 01810-9041

	WI
Notice	[REDACTED]
Tax Year	2012
Notice date	December 15, 2014
Social Security number	[REDACTED]
To contact us	Phone 1-800-829-0922
Your Caller ID	[REDACTED]

035687.514011.307260.15023 1 AT 0.406 700  
[Barcode]



35687



BALA CYNWYD PA [REDACTED]



You have unpaid taxes for 2012

**Amount due: \$369.48**

Our records show you have unpaid taxes for the tax year ending December 31, 2012 (Form 1040).

**Billing Summary**

Amount you owed	\$368.42
Interest charges	1.06
<b>Amount due by December 25, 2014</b>	<b>\$369.48</b>

**What you need to do immediately**

**Pay Immediately**

- Pay the amount due of \$369.48 by December 25, 2014, to avoid additional penalty and interest charges. You can pay online now at [www.irs.gov/e-pay](http://www.irs.gov/e-pay).

Continued on back...



BALA CYNWYD PA [REDACTED]

Notice	CP501
Notice date	December 15, 2014
Social Security number	[REDACTED]



**Payment**

- Make your check or money order payable to the United States Treasury.
- Write your Social Security number (188-16-2761), the tax year (2012), and the form number (1040) on your payment and any correspondence.

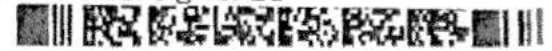
Amount due by  
December 25, 2014

**\$369.48**

INTERNAL REVENUE SERVICE  
FRESNO, CA 93888-0419

[Barcode]





WI

Notice	[REDACTED]
Tax Year	2012
Notice date	December 15, 2014
Social Security number	[REDACTED]

Page 3 of 3

**Interest charges**

We are required by law to charge interest on unpaid tax from the date the tax return was due to the date the tax is paid in full. The interest is charged as long as there is an unpaid amount due, including penalties, if applicable. (Internal Revenue Code section 6601)



15687

Description	Amount
<b>Total Interest</b>	<b>\$1.06</b>

The table below shows the rates used to calculate the interest on your unpaid amount due. For a detailed calculation of your interest, call 1-800-829-0922.

Period	Interest rate
October 1, 2012 through December 31, 2012	5%
January 1, 2013 through March 31, 2013	3%
April 1, 2013 through June 30, 2013	3%
July 1, 2013 through September 30, 2013	3%
October 1, 2013 through December 31, 2013	3%
January 1, 2014 through March 31, 2014	3%
April 1, 2014 through June 30, 2014	3%
July 1, 2014 through September 30, 2014	3%
October 1, 2014 through December 31, 2014	3%

**Additional information**

- Visit [www.irs.gov/cp501](http://www.irs.gov/cp501)
- For tax forms, instructions, and publications, visit [www.irs.gov](http://www.irs.gov) or call 1-800-TAX-FORM (1-800-829-3676).
- Paying online is convenient, secure, and ensures timely receipt of your payment. To pay your taxes online or for more information, go to [www.irs.gov/e-pay](http://www.irs.gov/e-pay).
- Keep this notice for your records.

If you need assistance, please don't hesitate to contact us.

STAIR -

MONTHLY KEYSTONE HEALTH SYSTEM CONTRACT

FOR MONTHS TWO 1/14 -

JOHN  
1240.25

OSAI  
422.57

AFTER 2/14

JOHN  
1325.98

OSAI  
349.90

BALANCE SHEET FOR AUCTION 141214

1071  
December  
2014

(1) TOTAL CASH/CHECK/CHARGE RECEIPTS.....	59,698.05			
( TOTAL CASH ).....	13,393.72			
( TOTAL CHECK ).....	34,063.84			
( TOTAL CHARGE ).....	12,440.49			
( TOTAL CREDIT ).....	.00			
(2) TOTAL ON-ACCOUNT AMOUNT.....	3,927.03			
(3) TOTAL TAXES COLLECTED.....	849.47			
( SALES TAX COLLECTED ).....	849.47			
(4) TOTAL BUYER'S PREMIUM COLLECTED.....	9,242.27			
TOTAL PRODUCT CODE SURCHARGE.....	.00			
TOTAL ADDITIONAL CHARGES.....	.00			
(5) CREDIT CARD/CHECK SURCHARGE AMOUNT.....	362.34	(CREDIT CARD)	362.34	(CHECK) .00
(6) AUCTION SALE TOTAL (#1 + #2 + #3 + #4 + #5):	53,264.90			
AUCTION SALE TOTAL + BUYER'S PREMIUM....	62,612.27			
(7) TOTAL SALES PROCEEDS (#3 + #4 + #5 + #6)....	63,825.08			
TAXABLE SALE AMOUNT.....	12,134.95			
NON-TAXABLE SALE AMOUNT.....	61,657.26			
STARTING BALANCE.....	.00			

\*\*\* PLEASE NOTE \*\*\* TAXABLE SALE AMOUNT + NON-TAXABLE SALE AMOUNT = AUCTION SALE TOTAL + BUYER'S PREMIUM + ADDITIONAL CHARGES + CREDIT CARD/CHECK SURCHARGE AMOUNT

CASH RECEIPTS BY TERMINAL	CHARGE	CHECKS	CASH	CREDIT
TERMINAL T 0 -	.00	11,959.42	4.28	.00
TERMINAL T 5 -	10,447.26	18,553.73	6,913.65	.00
TERMINAL T 8 -	1,993.23	3,550.69	6,475.79	.00
ADJUSTED -	12,440.49	34,063.84	13,393.72	.00

**Robert A. Insalata M.D.**  
Internal Medicine

3629 East Lincoln Highway, Thorndale, Pa 19372  
Telephone: 610-383-1545 Fax: 610-383-1547

**Telefax Transmission Information Sheet**

Date: Jan 12, 2015

To:  Fax: 610-592-0497

From: \_\_\_\_\_

Comments:

Number of pages (including cover sheet): 5

**CONFIDENTIALITY NOTICE**

IMPORTANT WARNING: This message is intended for the use of the person or entity to which it is addressed and may contain information that is privileged and confidential, the disclosure of which is governed by applicable law. If the reader of this message is not the intended recipient or the employee or agent responsible to deliver it to the intended recipient, you are hereby notified that any dissemination, distribution or copying of the information is STRICTLY PROHIBITED. If you have received this message in error, please notify us immediately by telephone at 610-383-1545 and destroy the related message.

#18.00 per hour

# Form W-4 (2013)

**Purpose.** Complete Form W-4 so that your employer can withhold the correct federal income tax from your pay. Consider completing a new Form W-4 each year and when your personal or financial situation changes.

**Exemption from withholding.** If you are exempt, complete only lines 1, 2, 3, 4, and 7 and sign the form to validate it. Your exemption for 2013 expires February 17, 2014. See Pub. 605, Tax Withholding and Estimated Tax.

**Note.** If another person can claim you as a dependent on his or her tax return, you cannot claim exemption from withholding if your income exceeds \$1,000 and includes more than \$360 of unearned income (for example, interest and dividends).

**Basic instructions.** If you are not exempt, complete the Personal Allowances Worksheet below. The worksheets on page 2 further adjust your withholding allowances based on itemized deductions, certain credits, adjustments to income, or two-earners/multiple jobs situations.

Complete all worksheets that apply. However, you may claim fewer (or zero) allowances. For regular wages, withholding must be based on allowances you claimed and may not be a flat amount or percentage of wages.

**Head of household.** Generally, you can claim head of household filing status on your tax return only if you are unmarried and pay more than 50% of the costs of keeping up a home for yourself and your dependent(s) or other qualifying individuals. See Pub. 601, Exemptions, Standard Deduction, and Filing Information, for information.

**Tax credits.** You can take projected tax credits into account in figuring your allowable number of withholding allowances. Credits for child or dependent care expenses and the child tax credit may be claimed using the Personal Allowances Worksheet below. See Pub. 605 for information on converting your other credits into withholding allowances.

**Nonwage income.** If you have a large amount of nonwage income, such as interest or dividends, consider making estimated tax payments using Form 1040-ES, Estimated Tax for Individuals. Otherwise, you may owe additional tax if you have pension or annuity

income; see Pub. 605 to find out if you should adjust your withholding on Forms W-4 or W-4P.

**Two earners or multiple jobs.** If you have a working spouse or more than one job, figure the total number of allowances you are entitled to claim on all jobs using worksheets from only one Form W-4. Your withholding usually will be most accurate when all allowances are claimed on the Form W-4 for the highest paying job and zero allowances are claimed on the others. See Pub. 605 for details.

**Nonresident alien.** If you are a nonresident alien, see Notice 1382, Supplemental Form W-4 instructions for Nonresident Aliens, before completing this form.

**Check your withholding.** After your Form W-4 takes effect, use Pub. 605 to see how the amount you are having withheld compares to your projected total tax for 2013. See Pub. 605, especially if your earnings exceed \$130,000 (single) or \$180,000 (married).

**Future developments.** Information about any future developments affecting Form W-4 (such as legislation enacted after we release it) will be posted at [www.irs.gov/w4](http://www.irs.gov/w4).

## Personal Allowances Worksheet (Keep for your records.)

**A** Enter "1" for yourself if no one else can claim you as a dependent. A \_\_\_\_\_

**B** Enter "1" if: B \_\_\_\_\_

- You are single and have only one job; or
- You are married, have only one job, and your spouse does not work; or
- Your wages from a second job or your spouse's wages (or the total of both) are \$1,500 or less.

**C** Enter "1" for your spouse. But, you may choose to enter "-0-" if you are married and have either a working spouse or more than one job. (Entering "-0-" may help you avoid having too little tax withheld.) C \_\_\_\_\_

**D** Enter number of dependents (other than your spouse or yourself) you will claim on your tax return. D \_\_\_\_\_

**E** Enter "1" if you will file as head of household on your tax return (see conditions under Head of household above) E \_\_\_\_\_

**F** Enter "1" if you have at least \$1,800 of child or dependent care expenses for which you plan to claim a credit (Note. Do not include child support payments. See Pub. 603, Child and Dependent Care Expenses, for details.) F \_\_\_\_\_

**G** Child Tax Credit (including additional child tax credit). See Pub. 672, Child Tax Credit, for more information. G \_\_\_\_\_

- If your total income will be less than \$65,000 (\$95,000 if married), enter "2" for each eligible child; then less "1" if you have three to six eligible children or less "2" if you have seven or more eligible children.
- If your total income will be between \$65,000 and \$84,000 (\$95,000 and \$119,000 if married), enter "1" for each eligible child.

**H** Add lines A through G and enter total here. (Note. This may be different from the number of exemptions you claim on your tax return.) H \_\_\_\_\_

For accuracy, complete all worksheets that apply.

- If you plan to itemize or claim adjustments to income and want to reduce your withholding, see the Deductions and Adjustments Worksheet on page 2.
- If you are single and have more than one job or are married and you and your spouse both work and the combined earnings from all jobs exceed \$40,000 (\$10,000 if married), see the Two-Earners/Multiple Jobs Worksheet on page 2 to avoid having too little tax withheld.
- If neither of the above situations applies, stop here and enter the number from line H on line 5 of Form W-4 below.

Separate here and give Form W-4 to your employer. Keep the top part for your records.

<b>Form W-4</b>	<b>Employee's Withholding Allowance Certificate</b>	OMB No. 1545-0074
Department of the Treasury	Whether you are entitled to claim a certain number of allowances or exemption from withholding is may be required to send a copy of this form to the IRS.	<b>2013</b>
3 <input type="checkbox"/> Single <input checked="" type="checkbox"/> Married <input type="checkbox"/> Married, but withhold at higher Single rate. Note. If married, but legally separated, or spouse is a nonresident alien, check the "Single" box.		Your social security number
4 If your last name differs from that shown on your social security card, check here. You must call 1-800-772-1213 for a replacement card. <input type="checkbox"/>		
5 Total number of allowances you are claiming (from line H above or from the applicable worksheet on page 2)		5 <u>0</u>
6 Additional amount, if any, you want withheld from each paycheck		6 <u>3</u>
7 I claim exemption from withholding for 2013, and I certify that I meet both of the following conditions for exemption.		
• Last year I had a right to a refund of all federal income tax withheld because I had no tax liability, and • This year I expect a refund of all federal income tax withheld because I expect to have no tax liability. If you meet both conditions, write "Exempt" here. <span style="float:right">7</span>		
Under penalties of perjury, I declare that I have examined this certificate and, to the best of my knowledge and belief, it is true, correct, and complete.		
Employee's signature (This form is not valid unless you sign it.)		Date <u>12/3/13</u>
8 Employer's name and address (Employer's name and address to only if sending to the IRS.)	9 Office code (optional)	10 Employer identification number (EIN)

01/12/2015 4:42PM FAX 8103831547 ANNA -> ROBERT A INSHALATA MD T017363929 P818/23 50002/0005

# Form W-4 (2013)

*\$12.00 per hour*

**Purpose.** Complete Form W-4 so that your employer can withhold the correct federal income tax from your pay. Consider completing a new Form W-4 each year and when your personal or financial situation changes.

**Exemption from withholding.** If you are exempt, complete only lines 1, 2, 3, 4, and 7 and sign the form to validate it. Your exemption for 2013 expires February 17, 2014. See Pub. 505, Tax Withholding and Estimated Tax.

**Note.** If another person can claim you as a dependent on his or her tax return, you cannot claim exemption from withholding if your income exceeds \$1,000 and includes more than \$350 of unearned income (for example, interest and dividends).

**Basic instructions.** If you are not exempt, complete the Personal Allowances Worksheet below. The worksheets on page 2 further adjust your withholding allowances based on itemized deductions, certain credits, adjustments to income, or two-earners/multiple jobs situations.

Complete all worksheets that apply. However, you may claim fewer (or zero) allowances. For regular wages, withholding must be based on allowances you claimed and may not be a flat amount or percentage of wages.

**Head of household.** Generally, you can claim head of household filing status on your tax return only if you are unmarried and pay more than 50% of the costs of keeping up a home for yourself and your dependent(s) or other qualifying individuals. See Pub. 601, Exemptions, Standard Deduction, and Filing Information, for information.

**Tax credits.** You can take projected tax credits into account in figuring your allowable number of withholding allowances. Credits for child or dependent care expenses and the child tax credit may be claimed using the Personal Allowances Worksheet below. See Pub. 505 for information on converting your other credits into withholding allowances.

**Nonwage income.** If you have a large amount of nonwage income, such as interest or dividends, consider making estimated tax payments using Form 1040-ES, Estimated Tax for Individuals. Otherwise, you may owe additional tax if you have pension or annuity

income. See Pub. 505 to find out if you should adjust your withholding on Form W-4 or W-4P.

**Two earners or multiple jobs.** If you have a working spouse or more than one job, figure the total number of allowances you are entitled to claim on all jobs using worksheets from only one Form W-4. Your withholding usually will be most accurate when all allowances are claimed on the Form W-4 for the highest paying job and zero allowances are claimed on the others. See Pub. 505 for details.

**Nonresident alien.** If you are a nonresident alien, see Notice 1382, Supplemental Form W-4 instructions for Nonresident Aliens, before completing this form.

**Check your withholding.** After your Form W-4 takes effect, use Pub. 505 to see how the amount you are having withheld compares to your projected total tax for 2013. See Pub. 505, especially if your earnings exceed \$100,000 (single) or \$180,000 (married).

**Future developments.** Information about any future developments affecting Form W-4 (such as legislation enacted after we release it) will be posted at [www.irs.gov/w-4](http://www.irs.gov/w-4).

## Personal Allowances Worksheet (Keep for your records.)

A	Enter "1" for yourself if no one else can claim you as a dependent . . . . .	A	<u>1</u>
B	Enter "1" if: • You are single and have only one job; or • You are married, have only one job, and your spouse does not work; or • Your wages from a second job or your spouse's wages (or the total of both) are \$1,500 or less. . . . .	B	<u>    </u>
C	Enter "1" for your spouse. But, you may choose to enter "-0-" if you are married and have either a working spouse or more than one job. (Entering "-0-" may help you avoid having too little tax withheld.) . . . . .	C	<u>-0-</u>
D	Enter number of dependents (other than your spouse or yourself) you will claim on your tax return . . . . .	D	<u>    </u>
E	Enter "1" if you will file as head of household on your tax return (see conditions under Head of household above) . . . . .	E	<u>    </u>
F	Enter "1" if you have at least \$1,900 of child or dependent care expenses for which you plan to claim a credit (Note. Do not include child support payments. See Pub. 503, Child and Dependent Care Expenses, for details.) . . . . .	F	<u>    </u>
G	Child Tax Credit (including additional child tax credit). See Pub. 972, Child Tax Credit, for more information. • If your total income will be less than \$65,000 (\$95,000 if married), enter "2" for each eligible child; then less "1" if you have three to six eligible children or less "2" if you have seven or more eligible children. • If your total income will be between \$65,000 and \$84,000 (\$95,000 and \$119,000 if married), enter "1" for each eligible child . . . . .	G	<u>    </u>
H	Add lines A through G and enter total here. (Note. This may be different from the number of exemptions you claim on your tax return.) ▶	H	<u>1</u>

For accuracy, complete all worksheets that apply.

- If you plan to itemize or claim adjustments to income and want to reduce your withholding, see the Deductions and Adjustments Worksheet on page 2.
- If you are single and have more than one job or are married and you and your spouse both work and the combined earnings from all jobs exceed \$40,000 (\$10,000 if married), see the Two-Earners/Multiple Jobs Worksheet on page 2 to avoid having too little tax withheld.
- If neither of the above situations applies, stop here and enter the number from line H on line 5 of Form W-4 below.

Separate here and give Form W-4 to your employer. Keep the top part for your records.

Form <b>W-4</b> Department of the Treasury Internal Revenue Service	<b>Employee's Withholding Allowance Certificate</b>	CMB No. 1545-0074 <b>2013</b>
▶ Whether you are entitled to claim a certain number of allowances or exemption from withholding is subject to review by the IRS. Your employer may be required to send a copy of this form to the IRS.		Your social security number [REDACTED]
3 <input type="checkbox"/> Single <input checked="" type="checkbox"/> Married <input type="checkbox"/> Married, but withhold at higher single rate. Note. If married, but legally separated, or spouse is a nonresident alien, check the "Single" box.		
4 If your last name differs from that shown on your social security card, check here. You must call 1-800-775-1213 for a replacement card. ▶ <input type="checkbox"/>		
5 Total number of allowances you are claiming (from line H above or from the applicable worksheet on page 2)	6 <u>1</u>	
8 Additional amount, if any, you want withheld from each paycheck	6 \$ <u>    </u>	
7 I claim exemption from withholding for 2013, and I certify that I meet both of the following conditions for exemption. • Last year I had a right to a refund of all federal income tax withheld because I had no tax liability, and • This year I expect a refund of all federal income tax withheld because I expect to have no tax liability. If you meet both conditions, write "Exempt" here. ▶		
Under penalties of perjury, I declare that I have examined this certificate and, to the best of my knowledge and belief, it is true, correct, and complete.		
Employee's signature (This form is not valid unless you sign it.) [REDACTED]		Date ▶ <u>11/5/2013</u>
9 Employer's name and address (Employer's name and address is subject to review by the IRS.)	10 Office code (optional)	11 Employer identification number (EIN)

00003/0005 8017363929 P819/23 ROBERT A INSALATA MD ANNA 6103831547 2015 10:41AM EST 4:42PM FAX 6103831547

# BI-WEEKLY TIME CARD

EMPLOYEE NAME: [REDACTED]

Week 1

DATE: 12/29/2014  
 Time In: 8<sup>30</sup>  
 Lunch: Out 12 In 12<sup>30</sup>  
 Time Out: 6  
 Total hours (deduct 1/2hr lunch) 9

DATE: 12/30/2014  
 Time In: 8<sup>30</sup>  
 Lunch: Out ✓ In ✓  
 Time Out: 1  
 Total hours (deduct 1/2hr lunch) 4<sup>30</sup>

DATE:             
 Time In:             
 Lunch: Out            In             
 Time Out:             
 Total hours (deduct 1/2hr lunch)           

DATE:             
 Time In:             
 Lunch: Out            In             
 Time Out:             
 Total hours (deduct 1/2hr lunch)           

DATE:             
 Time In:             
 Lunch: Out            In             
 Time Out:             
 Total hours (deduct 1/2hr lunch)           

Week 2

DATE: 1/05/2015  
 Time In: 8<sup>30</sup>  
 Lunch: Out 12 In 12<sup>30</sup>  
 Time Out: 5<sup>30</sup>  
 Total hours (deduct 1/2hr lunch) 8.5

DATE: 1/06/2015  
 Time In: 10<sup>30</sup>  
 Lunch: Out 12 In 12<sup>30</sup>  
 Time Out: 3<sup>30</sup>  
 Total hours (deduct 1/2hr lunch) 5

DATE: 1/08/2015  
 Time In: 8<sup>30</sup>  
 Lunch: Out 12 In 12<sup>30</sup>  
 Time Out: 4  
 Total hours (deduct 1/2hr lunch) 7

DATE:             
 Time In:             
 Lunch: Out            In             
 Time Out:             
 Total hours (deduct 1/2hr lunch)           

DATE:             
 Time In:             
 Lunch: Out            In             
 Time Out:             
 Total hours (deduct 1/2hr lunch)           

13.5 hrs + 20.5 hrs = 34 hrs Total

BI-WEEKLY TIME CARD

EMPLOYEE NAME: [REDACTED]

Week 1

Week 2

DATE: 12/29/14  
Time In: 8:30 AM  
Lunch: Out 1:00 In 1:30  
Time Out: 6:00 PM  
Total hours (deduct 1/2hr lunch) 9

DATE: 1/5/15  
Time In: 8:30 AM  
Lunch: Out 1:00 In 1:30  
Time Out: 6:00 PM  
Total hours (deduct 1/2hr lunch) 9

DATE: 12/30/14  
Time In: 8:30 AM  
Lunch: Out 0 In 0  
Time Out: 1:30 PM  
Total hours (deduct 1/2hr lunch) 5

DATE: 1/6/15  
Time In: 10:00  
Lunch: Out 1:00 In 1:30  
Time Out: 4:00  
Total hours (deduct 1/2hr lunch) 7 5.5 hrs

DATE: \_\_\_\_\_  
Time In: \_\_\_\_\_  
Lunch: Out \_\_\_\_\_ In \_\_\_\_\_  
Time Out: \_\_\_\_\_  
Total hours (deduct 1/2hr lunch) \_\_\_\_\_

DATE: 1/8/15  
Time In: 8:30 AM  
Lunch: Out 1:00 In 1:30  
Time Out: 5:00 - 4:30  
Total hours (deduct 1/2hr lunch) 7 30 m

DATE: \_\_\_\_\_  
Time In: \_\_\_\_\_  
Lunch: Out \_\_\_\_\_ In \_\_\_\_\_  
Time Out: \_\_\_\_\_  
Total hours (deduct 1/2hr lunch) \_\_\_\_\_

DATE: \_\_\_\_\_  
Time In: \_\_\_\_\_  
Lunch: Out \_\_\_\_\_ In \_\_\_\_\_  
Time Out: \_\_\_\_\_  
Total hours (deduct 1/2hr lunch) \_\_\_\_\_

DATE: \_\_\_\_\_  
Time In: \_\_\_\_\_  
Lunch: Out \_\_\_\_\_ In \_\_\_\_\_  
Time Out: \_\_\_\_\_  
Total hours (deduct 1/2hr lunch) \_\_\_\_\_

DATE: \_\_\_\_\_  
Time In: \_\_\_\_\_  
Lunch: Out \_\_\_\_\_ In \_\_\_\_\_  
Time Out: \_\_\_\_\_  
Total hours (deduct 1/2hr lunch) \_\_\_\_\_

14 Hrs

22 hrs TOTAL  
23.30 14 hrs + 22 hrs =  
36 hrs.

37.30

Form 0000/Rev 6/2013

00005/0005  
00002/0002

8017363929 P821/23

ROBERT A INSALATA MD  
KURRRI A INSALATA MD

1/20/15 10:41AM EST -> ANNA  
81038831547 FAX 4:43PM 01/12/2015

# fax

*Subject:* 2014 Tax Prep  
*Date* January 12, 2015

<i>To:</i>	Steven L. Granoff, CPA	<i>Sue Migatz</i>
<i>Phone number:</i>	510-583-3194	610-328-1441
<i>Fax number:</i>	610-592-0497	2

*Comments:*

Steve, see attached, as requested.  
Thanks, Sue,

CONFIDENTIAL MEMORANDUM

Date: Monday, January 12, 2015

To: Steven L. Granoff, CPA  
Steven L. Granoff, CPA, LLC  
663 Ellis Road  
Havertown, PA 19083  
610-853-3194  
610-592-0497 (FAX)

From: Susan Marie Migatz  
61 South Morton Avenue, Suite 2  
Morton, PA 19070

Re: 2014 Tax Prep

Steve, as I mentioned in my email of today's date, I need a 1099 prepared for a service provider in 2014. The pertinent details are as follows:

Issue to:

[REDACTED]  
Morton, PA [REDACTED]  
SS No. [REDACTED]

Amount: \$5,529.00

Thanks again,  
Sue.

PE15-021

FLAT CHRYSLER

10-22-2015

ENCLOSURE 4

FinalBackup



From: [REDACTED]  
To: customerassist@chrysler.com  
Date: Thu Dec 11 09:08:25 EST 2014  
Subject: Chrysler Group LLC Customer Assistance  
Form Selected:

-----  
Category: US Customer Service

Brief Description:  
-----

Extremely dissapointed

Comments:  
-----

i got a 2014 overland one year ago and there have been more problems than I care to admit. Every electrical issue there can be, car alarm goes off every time I lock door (2 times fixed), the ACC/FCW alarm goes off constantly and worst of all, the BREAK alarm goes off every few miles with no object in site. It goes as far as to physically apply the break on its own. I have been to the worst dealership on the planet 5 times and tgey cannot fix it (autoland NJ). Best of all no loaners!

How can you expect someone who can afford a 55k car to not need to leave their home for 4 days? Oh ya a shuttle that takes you 5 miles from your house, that solves it. Audi, BMW, everyone else offers loaners for far less expensive cars. I am beyond disappointed with the car that I'm stuck with but more importantly the service I have seen from Jeep and Autoland. I will NEVER buy another vehicle from you or your dealership again. I have had multiple Jeeps in the past and never will again. In fact never buying American again just not worth the aggravation.

You lost a once loyal customer and I suspect with products and service like this I'll not be the last. Get it together Chrysler/Jeep...especially Autoland

Sender Information:  
-----

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Mon Dec 15 04:42:23 EST 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 while having your vehicle serviced at Autoland Chrysler Jeep Dodge INC., and have opened a file regarding this issue.

Thank you for bringing this to our attention. We appreciate the time and effort you took to tell us of your dissatisfaction with this dealership and our product. We have documented your concerns and have made them available to our development teams.

Please know that your feedback and opinion are both, very important to us. We hope this experience will not cause our customers to misjudge our products.

We can have these unresolved issues addressed.

If you could, please contact your preferred authorized Chrysler Group dealership and have an appointment set. At that time, please contact us at 1-877-I-AM-JEEP (1-877-426-5337) or please respond to this email and I will have your case escalated appropriately. If you choose to contact us by telephone, please supply your case number ([REDACTED]) to the Agent you speak with.

This escalation will provide the dealership and yourself with a Case Manager who will review your concern and reach out to you. They will assist the dealership in exhausting all available resources to have this issue addressed and resolved.

We apologize for any and all inconvenience.

Our records indicate that the following recall campaign(s) have not been performed by an authorized dealer:

Recall P36 - SUN VISOR WIRING

Recall P67 - OCCUPANT RESTRAINT CONTROL MODULE

We suggest that you contact your local authorized Chrysler, Dodge, Jeep® or Ram dealer to make arrangements for an inspection and, if necessary, corrective action at no charge to you.

Please take a copy of this message with you at the time of service to aid the process. Although not required, it is recommended to bring a copy of the recall notification with you to your dealer's service department when you bring your vehicle in for this service.

If you wish to obtain further information, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.

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,

Tyler

Customer Service Representative

Jeep Customer Assistance Center

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

REFERENCE NUMBER: [REDACTED]

EMAIL CASE [REDACTED]

REPLY LINK:

[http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?trk\\_ID=KMM8933498V36543L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8933498V36543L0KM&)

Original Message Follows:

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

Brief Description:

Extremely dissapointed

Comments:

i got a 2014 overland one year ago and there have been more problems than I care to admit. Every electrical issue there can be, car alarm goes off every time I lock door (2 times fixed), the ACC/FCW alarm goes off constantly and worst of all, the BREAK alarm goes off every few miles with no object in site. It goes as far as to physically apply the break on its own. I have been to the worst dealership on the planet 5 times and tgey cannot fix it (autoland NJ). Best of all no loaners! How can you expect someone who can afford a 55k car to not need to leave theit home for 4 days? Oh ya a shuttle that takes you 5 miles from you house, that solves it. Audi, BMW, everyone else offers loa nets for far less expensive cars. I am beyond disappointed with the car that I'm stuck with but more importantly the service I have seen from Jeep and Autoland. I will NEVER buy another vehicle from you or your dealership again. I have had multiple Jeeps in the past and never will again. In fact never buying American again just not worth the aggravation. You lost a once loyal customer and I suspect with products and service like this I'll not be the last. Get it together Chrysler/Jeep...especially Autoland

VIN:

EC1 [REDACTED]

Mileage:

11000

Servicing Dealer:

Autoland

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]  
Address 1:

[REDACTED]

Address 2:

City:

Union

State:

NJ

Zip:

[REDACTED]

Email:

[REDACTED]m

Work Phone:

[REDACTED]

From: [REDACTED]

To: customerassist@chrysler.com

Date: Mon Dec 15 08:33:32 EST 2014

Subject: Re: Chrysler Group LLC Customer Assistance (KMM8933498V36543L0KM)

<HTML>

<BODY>

<div dir="ltr">Hello,</div><br></div><div>Please do have this escalated. I can be contacted at 973 803 0332. I prefer to be called rather than having to call</div></div><div

class="gmail\_extra"><br><div class="gmail\_quote">On Mon, Dec 15, 2014 at 4:43 AM, customerassist <span dir="ltr">&lt;<a href="mailto:customerassist@chrysler.com" target="\_blank">customerassist@chrysler.com</a>&gt;</span> wrote:<blockquote

class="gmail\_quote" style="margin:0 0 0 .8ex;border-left:1px #ccc solid;padding-left:1ex">Dear Kyle,<br>

<br>

Thank you for contacting the Jeep Customer Assistance Center.<br>

<br>

We are very sorry to learn of the problem you have encountered while<br>having your vehicle serviced at Autoland Chrysler Jeep Dodge INC., and<br>have opened a file regarding this issue.<br>

<br>

Thank you for bringing this to our attention. We appreciate the time and<br>effort you took to tell us of your dissatisfaction with this dealership<br>and our product. We have documented your concerns and have made them<br>available to our development teams.<br>

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Please know that your feedback and opinion are both, very important to<br>us. We hope this experience will not cause our customers to misjudge our<br>products.<br>

<br>

We can have these unresolved issues addressed.<br>

<br>

If you could, please contact your preferred authorized Chrysler Group<br>dealership and have an appointment set. At that time, please contact us<br>at 1-877-I-AM-JEEP <a href="tel:%281-877-426-5337" value="+18774265337">(1-877-426-5337</a>) or please respond to this email and<br>

I will have your case escalated appropriately. If you choose to contact<br>us by telephone, please supply your case number ([REDACTED]) to the Agent<br>you speak with.<br>

<br>

This escalation will provide the dealership and yourself with a Case<br>Manager who will review your concern and reach out to you. They will<br>

assist the dealership in exhausting all available resources to have this  
issue addressed and resolved.

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Recall P36 - SUN VISOR WIRING

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We suggest that you contact your local authorized Chrysler, Dodge, Jeep®  
or Ram dealer to make arrangements for an inspection and, if necessary,  
corrective action at no charge to you.

Please take a copy of this message with you at the time of service to  
aid the process. Although not required, it is recommended to bring a  
copy of the recall notification with you to your dealer's service  
department when you bring your vehicle in for this service.

If you wish to obtain further information, please contact the Chrysler  
Group Recall Assistance Center at [1-800-853-1403](tel:1-800-853-1403).

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](tel:%281-877-426-5337).

Sincerely,

Tyler

Customer Service Representative

Jeep Customer Assistance Center

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

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

target="\_blank">[http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?trk\\_ID=KMM8933498V36543L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8933498V36543L0KM&)

<br>

<br>

<br>

Original Message Follows:<br>

-----<br>

US Customer Service - Jeep Brand Site<br>

Brief Description:<br>

Extremely dissapointed<br>

Comments:<br>

i got a 2014 overland one year ago and there have been more problems<br>than I<br>

care to admit. Every electrical issue there can be, car alarm goes off<br>every time I lock door (2 times fixed), the ACC/FCW alarm goes off<br>constantly and worst of all, the BREAK alarm goes off every few miles<br>with<br>

no object in site. It goes as far as to physically apply the break on<br>its<br>

own. I have been to the worst dealership on the planet 5 times and tgey<br>cannot fix it (autoland NJ). Best of all no loaners! How can you expect<br>someone who can afford a 55k car to not need to leave theit home for 4<br>days? Oh ya a shuttle that takes you 5 miles from you house, that<br>solves<br>

it. Audi, BMW, everyone else offers loa nets for far less expensive<br>cars. I<br>

am beyond disappointed with the car that I'm stuck with but more<br>importantly the service I have seen from Jeep and Autoland. I will<br>NEVER<br>

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Jeeps in the past and never will again. In fact never buying American<br>again<br>

just not worth the aggravation. You lost a once loyal customer and I<br>suspect with products and service like this I'll not be the last. Get<br>it<br>

together Chrysler/Jeep...especially Autoland<br>

<br>

<br>

<br>

VIN:<br>

EO [REDACTED] <br>

Mileage:<br>

11000<br>

Servicing Dealer:<br>

Autoland<br>

Title:<br>

<br>

First Name:<br>

[REDACTED]e<br>

Middle Initial:<br>

<br>

Last Name:<br>

[REDACTED]r<br>

Address 1:<br>

[REDACTED] <br>

Address 2:<br>

<br>

City:<br>

Union<br>

State:<br>

NJ<br>

Zip:<br>

[REDACTED] <br>

Email:<br>

<a href="mailto:[REDACTED]"></a><br>

Work Phone:<br>

<a href="tel:[REDACTED]"></a><br>

</blockquote></div><br clear="all"><div><br></div>-- <br><div class="gmail\_signature">Thank  
you,<br><div><br></div>

</div>

</BODY>

</HTML>

From: customerassist@chrysler.com

To: w [REDACTED]

Date: Tue Dec 16 01:42:55 EST 2014

Subject: Re: Chrysler Group LLC Customer Assistance (KMM8933498V36543L0KM)

Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center.

We have reviewed your email and your concern has been forwarded to a more appropriate area for their attention and response.

Due to the nature of your email, your concerns have been escalated. A case manager will contact you by phone in one business day at the phone number provided with your email message. If you wish to be contacted at an alternate number please advise.

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,

Tyler

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=KMM8935192V12175L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8935192V12175L0KM&)

Original Message Follows:

-----

Hello,

Please do have this escalated. I can be contacted at [REDACTED]. I prefer to be called rather than having to call

On Mon, Dec 15, 2014 at 4:43 AM, customerassist <customerassist@chrysler.com> wrote:

Dear [REDACTED],

Thank you for contacting the Jeep Customer Assistance Center.

We are very sorry to learn of the problem you have encountered while having your vehicle serviced at Autoland Chrysler Jeep Dodge INC., and have opened a file regarding this issue.

Thank you for bringing this to our attention. We appreciate the time and effort you took to tell us of your dissatisfaction with this dealership and our product. We have documented your concerns and have made them available to our development teams.

Please know that your feedback and opinion are both, very important to us. We hope this experience will not cause our customers to misjudge our products.

We can have these unresolved issues addressed.

If you could, please contact your preferred authorized Chrysler Group dealership and have an appointment set. At that time, please contact us at 1-877-I-AM-JEEP (1-877-426-5337) or please respond to this email and I will have your case escalated appropriately. If you choose to contact us by telephone, please supply your case number (██████████) to the Agent you speak with.

This escalation will provide the dealership and yourself with a Case Manager who will review your concern and reach out to you. They will assist the dealership in exhausting all available resources to have this issue addressed and resolved.

We apologize for any and all inconvenience.

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We suggest that you contact your local authorized Chrysler, Dodge, Jeep® or Ram dealer to make arrangements for an inspection and, if necessary, corrective action at no charge to you.

Please take a copy of this message with you at the time of service to aid the process. Although not required, it is recommended to bring a copy of the recall notification with you to your dealer's service department when you bring your vehicle in for this service.

If you wish to obtain further information, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.

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,

Tyler

Customer Service Representative  
Jeep Customer Assistance Center

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

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

[http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?trk\\_ID=KMM8933498V36543L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8933498V36543L0KM&)

Original Message Follows:

-----

US Customer Service - Jeep Brand Site

Brief Description:

Extremely dissapointed

Comments:

i got a 2014 overland one year ago and there have been more problems than I

care to admit. Every electrical issue there can be, car alarm goes off every time I lock door (2 times fixed), the ACC/FCW alarm goes off constantly and worst of all, the BREAK alarm goes off every few miles with

no object in site. It goes as far as to physically apply the break on its

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it. Audi, BMW, everyone else offers loa nets for far less expensive cars. I

am beyond disappointed with the car that I'm stuck with but more importantly the service I have seen from Jeep and Autoland. I will NEVER

buy another vehicle from you or your dealership again. I have had multiple Jeeps in the past and never will again. In fact never buying American again just not worth the aggravation. You lost a once loyal customer and I suspect with products and service like this I'll not be the last. Get it together Chrysler/Jeep...especially Autoland

VIN:

EC [REDACTED]

Mileage:

11000

Servicing Dealer:

Autoland

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Union

State:

NJ

Zip:

[REDACTED] 3

Email:

[REDACTED]

Work Phone:

[REDACTED]

--

Thank you,



From: [REDACTED]

To: customerassist@chrysler.com

Date: Wed Dec 17 07:19:04 EST 2014

Subject: Re: Chrysler Group LLC Customer Assistance (KMM8935192V12175L0KM)

<HTML>

<BODY>

<div dir="ltr">I am sorry but how long does it take to get a customer service call? Not one thing about my experience with Jeep has been positive. I am so bummed I am stuck with this truck for the next year and a half. A mistake I will not make again I assure you</div><div

class="gmail\_extra"><br><div class="gmail\_quote">On Tue, Dec 16, 2014 at 1:43 AM,

customerassist <span dir="ltr">&lt;<a href="mailto:customerassist@chrysler.com"

target="\_blank">customerassist@chrysler.com</a>&gt;</span> wrote:<blockquote

class="gmail\_quote" style="margin:0 0 0 .8ex;border-left:1px #ccc solid;padding-left:1ex">Dear

Kyle,<br>

<br>

Thank you for contacting the Jeep Customer Assistance Center.<br>

<br>

We have reviewed your email and your concern has been forwarded to a<br>

more appropriate area for their attention and response.<br>

<br>

Due to the nature of your email, your concerns have been escalated. A<br>

case manager will contact you by phone in one business day at the phone<br>

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an alternate number please advise.<br>

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

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

email message or call 1-877-I-AM-JEEP <a href="tel:%281-877-426-5337"

value="+18774265337">(1-877-426-5337</a>).<br>

Sincerely,<br>

<br>

Tyler<br>

<br>

Customer Service Representative<br>

Jeep Customer Assistance Center<br>

<br>

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

following information:<br>

REFERENCE NUMBER:<br>

EMAIL CASE NUMBER: [REDACTED]<br>

REPLY LINK: <a

href="http://www.chrysler.com/wccs/brand\_forms/us/reply.jsp?trk\_ID=KMM8935192V12175L0KM

&";

target="\_blank">[http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?trk\\_ID=KMM8935192V12175L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8935192V12175L0KM&)</a><br>

<br>

<br>

<br>

Original Message Follows:<br>

-----<br>

Hello,<br>

<br>

<br>

Please do have this escalated. I can be contacted at <a href="tel: [REDACTED] value="+ [REDACTED] a>. I<br>

prefer to be called rather than having to call<br>

<br>

<br>

On Mon, Dec 15, 2014 at 4:43 AM, customerassist<br>

&lt;<a href="mailto:customerassist@chrysler.com">customerassist@chrysler.com</a>&gt;

wrote:<br>

Dear [REDACTED]<br>

<br>

Thank you for contacting the Jeep Customer Assistance Center.<br>

<br>

We are very sorry to learn of the problem you have encountered while<br>having your vehicle serviced at Autoland Chrysler Jeep Dodge INC., and<br>have opened a file regarding this issue.<br>

<br>

Thank you for bringing this to our attention. We appreciate the time<br>

and<br>

effort you took to tell us of your dissatisfaction with this dealership<br>and our product. We have documented your concerns and have made them<br>available to our development teams.<br>

<br>

Please know that your feedback and opinion are both, very important to<br>us. We hope this experience will not cause our customers to misjudge<br>

our<br>

products.<br>

<br>

We can have these unresolved issues addressed.<br>

<br>

If you could, please contact your preferred authorized Chrysler Group<br>

dealership and have an appointment set. At that time, please contact us  
at 1-877-I-AM-JEEP [\(1-877-426-5337\)](tel:%281-877-426-5337) or please respond to this email and

I will have your case escalated appropriately. If you choose to  
contact

us by telephone, please supply your case number (26102901) to the Agent  
you speak with.

This escalation will provide the dealership and yourself with a Case  
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this

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Recall P36 - SUN VISOR WIRING

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email message or call 1-877-I-AM-JEEP [\(1-877-426-5337\)](tel:%281-877-426-5337).

Sincerely,<br>

<br>

Tyler<br>

<br>

Customer Service Representative<br>

Jeep Customer Assistance Center<br>

<br>

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

following information:<br>

REFERENCE NUMBER: [REDACTED] <br>

EMAIL CASE NUMBER: [REDACTED] <br>

REPLY LINK: <a

href="http://www.chrysler.com/wccs/brand\_forms/us/reply.jsp?trk\_ID=KMM8933498V36543L0KM  
&amp;"

target="\_blank">http://www.chrysler.com/wccs/brand\_forms/us/reply.jsp?trk\_ID=KMM8933498V36  
543L0KM&amp;</a><br>

<br>

<br>

<br>

Original Message Follows:<br>

-----<br>

US Customer Service - Jeep Brand Site<br>

Brief Description:<br>

Extremely dissapointed<br>

Comments:<br>

i got a 2014 overland one year ago and there have been more problems<br>than I<br>

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together Chrysler/Jeep...especially Autoland

<br>

<br>

<br>

VIN:<br>

EC [REDACTED] 8<br>

Mileage:<br>

11000<br>

Servicing Dealer:<br>

Autoland<br>

Title:<br>

<br>

First Name:<br>

[REDACTED]e<br>

Middle Initial:<br>

<br>

Last Name:<br>

[REDACTED] <br>

Address 1:<br>

[REDACTED] <br>

Address 2:<br>

<br>

City:<br>

Union<br>

State:<br>

NJ<br>

Zip:<br>

[REDACTED] <br>

Email:<br>

<a href="mailto:w[REDACTED]"></a><br>

Work Phone:<br>

<a href="[REDACTED]"></a><br>

<span class="HOEnZb"><font color="#888888"><br>

<br>

<br>

<br>

--<br>

<br>

Thank you,<br>

<br>

[REDACTED]r<br>

</font></span></blockquote></div><br clear="all"><div><br></div>-- <br><div

class="gmail\_signature">Thank you,<br><br>Kyle Waggoner<br></div>

</div>

</BODY>

</HTML>

From: customerassist@chrysler.com

To: [REDACTED]

Date: Wed Dec 17 21:55:24 EST 2014

Subject: Re: Chrysler Group LLC Customer Assistance (KMM8935192V12175L0KM)

Dear [REDACTED],

We apologize. From the information available to me, it appears that contact has been attempted and a message has been left. We have updated your file to reflect the latest information you provided in the email message.

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,

Tyler

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=KMM8938696V71324L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8938696V71324L0KM&)

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Thank you for contacting the Jeep Customer Assistance Center.

We have reviewed your email and your concern has been forwarded to a more appropriate area for their attention and response.

Due to the nature of your email, your concerns have been escalated. A case manager will contact you by phone in one business day at the phone number provided with your email message. If you wish to be contacted at an alternate number please advise.

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,

Tyler

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=KMM8935192V12175L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8935192V12175L0KM&)

Original Message Follows:

-----  
Hello,

Please do have this escalated. I can be contacted at [REDACTED] I prefer to be called rather than having to call

On Mon, Dec 15, 2014 at 4:43 AM, customerassist  
<customerassist@chrysler.com> wrote:

Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center.

We are very sorry to learn of the problem you have encountered while having your vehicle serviced at Autoland Chrysler Jeep Dodge INC., and have opened a file regarding this issue.

Thank you for bringing this to our attention. We appreciate the time and effort you took to tell us of your dissatisfaction with this dealership and our product. We have documented your concerns and have made them available to our development teams.

Please know that your feedback and opinion are both, very important to us. We hope this experience will not cause our customers to misjudge our products.

We can have these unresolved issues addressed.

If you could, please contact your preferred authorized Chrysler Group dealership and have an appointment set. At that time, please contact us at 1-877-I-AM-JEEP (1-877-426-5337) or please respond to this email and I will have your case escalated appropriately. If you choose to contact us by telephone, please supply your case number ( ) to the Agent you speak with.

This escalation will provide the dealership and yourself with a Case Manager who will review your concern and reach out to you. They will assist the dealership in exhausting all available resources to have this issue addressed and resolved.

We apologize for any and all inconvenience.

Our records indicate that the following recall campaign(s) have not been performed by an authorized dealer:

Recall P36 - SUN VISOR WIRING

Recall P67 - OCCUPANT RESTRAINT CONTROL MODULE

We suggest that you contact your local authorized Chrysler, Dodge, Jeep® or Ram dealer to make arrangements for an inspection and, if necessary, corrective action at no charge to you.

Please take a copy of this message with you at the time of service to aid the process. Although not required, it is recommended to bring a copy of the recall notification with you to your dealer's service department when you bring your vehicle in for this service.

If you wish to obtain further information, please contact the Chrysler

Group Recall Assistance Center at 1-800-853-1403.

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this

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Tyler

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REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

[http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?trk\\_ID=KMM8933498V36543L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8933498V36543L0KM&)

Original Message Follows:

-----

US Customer Service - Jeep Brand Site

Brief Description:

Extremely dissapointed

Comments:

i got a 2014 overland one year ago and there have been more problems than I

care to admit. Every electrical issue there can be, car alarm goes off every time I lock door (2 times fixed), the ACC/FCW alarm goes off constantly and worst of all, the BREAK alarm goes off every few miles with

no object in site. It goes as far as to physically apply the break on its

own. I have been to the worst dealership on the planet 5 times and tgey

cannot fix it (autoland NJ). Best of all no loaners! How can you expect

someone who can afford a 55k car to not need to leave their home for 4 days? Oh ya a shuttle that takes you 5 miles from your house, that solves it. Audi, BMW, everyone else offers loaners for far less expensive cars. I am beyond disappointed with the car that I'm stuck with but more importantly the service I have seen from Jeep and Autoland. I will NEVER buy another vehicle from you or your dealership again. I have had multiple Jeeps in the past and never will again. In fact never buying American again just not worth the aggravation. You lost a once loyal customer and I suspect with products and service like this I'll not be the last. Get it together Chrysler/Jeep...especially Autoland

VIN:

EC [REDACTED]

Mileage:

11000

Servicing Dealer:

Autoland

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Union

State:

NJ

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:

[REDACTED]

--

Thank you,

[REDACTED]

--

Thank you,

[REDACTED]

From: [REDACTED]

To: customerassist@chrysler.com

Date: Thu Dec 18 07:17:12 EST 2014

Subject: Re: Chrysler Group LLC Customer Assistance (KMM8938696V71324L0KM)

<HTML>

<BODY>

<div dir="ltr">Nope, no message left. I checked again. my number is [REDACTED], nothing there. Honestly just forget about it nothing would be fixed anyway<div><br></div></div><div class="gmail\_extra"><br><div class="gmail\_quote">On Wed, Dec 17, 2014 at 9:55 PM, customerassist <span dir="ltr">&lt;<a href="mailto:customerassist@chrysler.com" target="\_blank">customerassist@chrysler.com</a>&gt;</span> wrote:<blockquote class="gmail\_quote" style="margin:0 0 0 .8ex;border-left:1px #ccc solid;padding-left:1ex">Dear Kyle,<br>

<br>

We apologize. From the information available to me, it appears that<br>contact has been attempted and a message has been left. We have updated<br>your file to reflect the latest information you provided in the email<br>message.<br>

<br>

Thank you again for your email. Should you require additional<br>assistance, or have any new information to provide, please reply to this<br>email message or call 1-877-I-AM-JEEP <a href="tel:%281-877-426-5337" value="+18774265337">(1-877-426-5337</a>).<br>

<br>

Sincerely,<br>

<br>

Tyler<br>

<br>

Customer Service Representative<br>

Jeep Customer Assistance Center<br>

<br>

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

REFERENCE NUMBER:<br>

EMAIL CASE NUMBER: [REDACTED]<br>

REPLY LINK: <a

href="http://www.chrysler.com/wccs/brand\_forms/us/reply.jsp?trk\_ID=KMM8938696V71324L0KM &amp;"

target="\_blank">http://www.chrysler.com/wccs/brand\_forms/us/reply.jsp?trk\_ID=KMM8938696V71324L0KM&amp;</a><br>

<br>

<br>

<br>

Original Message Follows:<br>

-----<br>

I am sorry but how long does it take to get a customer service call? Not<br>one thing about my experience with Jeep has been positive. I am so<br>bummed I am stuck with this truck for the next year and a half. A<br>mistake I will not make again I assure you<br>

<br>

<br>

On Tue, Dec 16, 2014 at 1:43 AM, customerassist<br>

&lt;<a href="mailto:customerassist@chrysler.com">customerassist@chrysler.com</a>&gt;

wrote:<br>

Dear [REDACTED],<br>

<br>

Thank you for contacting the Jeep Customer Assistance Center.<br>

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We have reviewed your email and your concern has been forwarded to a<br>more appropriate area for their attention and response.<br>

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Due to the nature of your email, your concerns have been escalated. A<br>case manager will contact you by phone in one business day at the phone<br>number provided with your email message. If you wish to be contacted at<br>an alternate number please advise.<br>

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Thank you again for your email. Should you require additional<br>assistance, or have any new information to provide, please reply to<br>this<br>

email message or call 1-877-I-AM-JEEP <a href="tel:%281-877-426-5337" value="+18774265337">(1-877-426-5337</a>).<br>

Sincerely,<br>

<br>

Tyler<br>

<br>

Customer Service Representative<br>

Jeep Customer Assistance Center<br>

<br>

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

following information:<br>

REFERENCE NUMBER:<br>

EMAIL CASE NUMBER: [REDACTED] br>

REPLY LINK: <a

href="http://www.chrysler.com/wccs/brand\_forms/us/reply.jsp?trk\_ID=KMM8935192V12175L0KM  
&amp;"

target="\_blank">http://www.chrysler.com/wccs/brand\_forms/us/reply.jsp?trk\_ID=KMM8935192V12  
175L0KM&amp;</a><br>

<br>

<br>

<br>

Original Message Follows:<br>

-----<br>

Hello,<br>

<br>

<br>

Please do have this escalated. I can be contacted at <a href="tel:[REDACTED]"  
value="+[REDACTED] a>. I<br>

prefer to be called rather than having to call<br>

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and<br>

effort you took to tell us of your dissatisfaction with this<br>

dealership<br>

and our product. We have documented your concerns and have made them<br>  
available to our development teams.<br>

<br>

Please know that your feedback and opinion are both, very important to<br>

us. We hope this experience will not cause our customers to misjudge<br>

our<br>

products.<br>

<br>

We can have these unresolved issues addressed.<br>

<br>

If you could, please contact your preferred authorized Chrysler Group<br>dealership and have an appointment set. At that time, please contact<br>us<br>

at 1-877-I-AM-JEEP <a href="tel:%281-877-426-5337" value="+18774265337">(1-877-426-5337</a>) or please respond to this email<br>

and<br>

I will have your case escalated appropriately. If you choose to<br>contact<br>

us by telephone, please supply your case number [REDACTED] to the<br>Agent<br>

you speak with.<br>

<br>

This escalation will provide the dealership and yourself with a Case<br>Manager who will review your concern and reach out to you. They will<br>assist the dealership in exhausting all available resources to have<br>this<br>

issue addressed and resolved.<br>

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We apologize for any and all inconvenience.<br>

<br>

Our records indicate that the following recall campaign(s) have not<br>been<br>

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<br>

Recall P36 - SUN VISOR WIRING<br>

Recall P67 - OCCUPANT RESTRAINT CONTROL MODULE<br>

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Please take a copy of this message with you at the time of service to<br>aid the process. Although not required, it is recommended to bring a<br>copy of the recall notification with you to your dealer's service<br>department when you bring your vehicle in for this service.<br>

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If you wish to obtain further information, please contact the Chrysler  
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Sincerely,

<br>

Tyler

<br>

Customer Service Representative

Jeep Customer Assistance Center

<br>

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EMAIL CASE NUMBER: [REDACTED]

REPLY LINK: [http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?trk\\_ID=KMM8933498V36543L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8933498V36543L0KM&target=_blank)

[http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?trk\\_ID=KMM8933498V36543L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8933498V36543L0KM&target=_blank)

<br>

<br>

<br>

Original Message Follows:

-----

US Customer Service - Jeep Brand Site

Brief Description:

Extremely dissapointed

Comments:

i got a 2014 overland one year ago and there have been more problems  
than I

care to admit. Every electrical issue there can be, car alarm goes  
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every time I lock door (2 times fixed), the ACC/FCW alarm goes off  
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cannot fix it (autoland NJ). Best of all no loaners! How can you<br>

expect<br>

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4<br>

days? Oh ya a shuttle that takes you 5 miles from your house, that<br>

solves<br>

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am beyond disappointed with the car that I'm stuck with but more<br>

importantly the service I have seen from Jeep and Autoland. I will<br>

NEVER<br>

buy another vehicle from you or your dealership again. I have had<br>

multiple<br>

Jeeps in the past and never will again. In fact never buying American<br>

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just not worth the aggravation. You lost a once loyal customer and I<br>

suspect with products and service like this I'll not be the last. Get<br>

it<br>

together Chrysler/Jeep...especially Autoland<br>

<br>

<br>

<br>

VIN:<br>

EC [REDACTED]<br>

Mileage:<br>

11000<br>

Servicing Dealer:<br>

Autoland<br>

Title:<br>

<br>

First Name:<br>

[REDACTED]<br>

Middle Initial:<br>

<br>

Last Name:<br>

[REDACTED]<br>

Address 1:<br>

[REDACTED] <br>

Address 2:<br>

<br>

City:<br>

Union<br>

State:<br>

NJ<br>

Zip:<br>

[REDACTED] <br>

Email:<br>

<a href="mailto:[REDACTED]"></a><br>

Work Phone:<br>

<a href="tel:[REDACTED]"></a><br>

<br>

<br>

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<br>

Thank you,<br>

<br>

[REDACTED] br>

<span class="HOEnZb"><font color="#888888"><br>

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<br>

<br>

--<br>

<br>

Thank you,<br>

<br>

[REDACTED] >

</font></span></blockquote></div><br clear="all"><div><br></div>-- <br><div

class="gmail\_signature">Thank you,<br>< [REDACTED] br></div>

</div>

</BODY>

</HTML>

From: w [REDACTED]  
To: customerassist@chrysler.com  
Date: Wed Dec 24 10:39:25 EST 2014  
Subject: Re: Chrysler Group LLC Customer Assistance (KMM8935192V12175L0KM)

<HTML>

<BODY>

<div dir="ltr">I called back to discuss and they could not find my case file even though I provided this one. Is there any part of a Jeep process that is not unimaginably painful? I have not been able to speak with someone in two weeks </div><div class="gmail\_extra"><br><div class="gmail\_quote">On Tue, Dec 16, 2014 at 1:43 AM, customerassist <span dir="ltr">&lt;<a href="mailto:customerassist@chrysler.com"

target="\_blank">customerassist@chrysler.com</a>&gt;</span> wrote:<br><blockquote class="gmail\_quote" style="margin:0 0 0 .8ex;border-left:1px #ccc solid;padding-left:1ex">Dear [REDACTED]<br>

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

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

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Thank you again for your email. Should you require additional<br>assistance, or have any new information to provide, please reply to this<br>email message or call 1-877-I-AM-JEEP <a href="tel:%281-877-426-5337" value="+18774265337">(1-877-426-5337</a>).<br>

Sincerely,<br>

<br>

Tyler<br>

<br>

Customer Service Representative<br>

Jeep Customer Assistance Center<br>

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

REFERENCE NUMBER:<br>

EMAIL CASE NUMBER: [REDACTED]<br>

REPLY LINK: <a

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<br>

<br>

<br>

Original Message Follows:<br>

-----<br>

Hello,<br>

<br>

<br>

Please do have this escalated. I can be contacted at <a href="tel:973%20803%200332" value="+[REDACTED]a>. I<br>

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<br>

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and<br>

effort you took to tell us of your dissatisfaction with this dealership<br>and our product. We have documented your concerns and have made them<br>available to our development teams.<br>

<br>

Please know that your feedback and opinion are both, very important to<br>us. We hope this experience will not cause our customers to misjudge<br>

our<br>

products.<br>

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Sincerely,<br>

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Tyler<br>

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Customer Service Representative<br>

Jeep Customer Assistance Center<br>

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

the<br>

following information:<br>

REFERENCE NUMBER: [REDACTED] <br>

EMAIL CASE NUMBER: [REDACTED] <br>

REPLY LINK: <a

href="http://www.chrysler.com/wccs/brand\_forms/us/reply.jsp?trk\_ID=KMM8933498V36543L0KM  
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target="\_blank">http://www.chrysler.com/wccs/brand\_forms/us/reply.jsp?trk\_ID=KMM8933498V36  
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<br>

<br>

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Original Message Follows:<br>

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US Customer Service - Jeep Brand Site<br>

Brief Description:<br>

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Comments:<br>

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am beyond disappointed with the car that I'm stuck with but more  
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NEVER  
buy another vehicle from you or your dealership again. I have had  
multiple  
Jeeps in the past and never will again. In fact never buying American  
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just not worth the aggravation. You lost a once loyal customer and I  
suspect with products and service like this I'll not be the last. Get  
it  
together Chrysler/Jeep...especially Autoland

<br>

<br>

<br>

VIN:<br>

EC [REDACTED] <br>

Mileage:<br>

11000<br>

Servicing Dealer:<br>

Autoland<br>

Title:<br>

<br>

First Name:<br>

[REDACTED] <br>

Middle Initial:<br>

<br>

Last Name:<br>

[REDACTED]r<br>

Address 1:<br>

[REDACTED] <br>

Address 2:<br>

<br>

City:<br>

Union<br>

State:<br>

NJ<br>

Zip:<br>

[REDACTED] <br>

Email:<br>

<a href="mailto: [REDACTED]"></a><br>

Work Phone:<br>

<a href="tel: [REDACTED]" value="+ [REDACTED]"></a><br>

<span class="HOEnZb"><font color="#888888"><br>

<br>

<br>

<br>

--<br>

<br>

Thank you,<br>

<br>

[REDACTED] <br>

</font></span></blockquote></div><br><br clear="all"><div><br></div>-- <br><div

class="gmail\_signature">Thank you,<br><br> [REDACTED] ner<br></div>

</div>

</BODY>

</HTML>

PE15-021

FLAT CHRYSLER

10-22-2015

ENCLOSURE 4

FinalBackup



CAIR #:



12/17/14

December 12<sup>th</sup>, 2014

Pischke Motors  
434 So 4<sup>th</sup> St.  
LaCrosse, WI 54601  
Rahn Pischke, Owner

VIN: 1C4RJFJG0EC

Dear Mr. Pischke,

On September 5<sup>th</sup>, 2014 I purchased a brand new 2014 Grand Cherokee Summit from your West Salem dealership. Since my purchase I have been unhappy and frustrated by not only this very expensive vehicle, but your employees as well.

I have had so many problems with this car and your staff hasn't been much help to be honest.

I called your service department in West Salem shortly after I bought the car as I was having problems with the radio switching from radio to something else on its own. I also told your serviceman that my cruise control had "run away" on me twice. He told me that it would be at least a week before he could get the car in, even though I questioned him about the dangers of driving the car with the runaway cruise. He told me that is the soonest I could get my car in. I suggested a loaner in the meantime for my safety and he said loaners were first come first serve and he didn't have any. I told him I would take my car to LaCrosse as I lived there.

At LaCrosse I called Steve from your service department. I told him about the problems I was having including the two listed above and the fact that I didn't think my Front Collision Avoidance was working. I made appointments for your service to look at my car and once they did Steve said Jeep wanted your service to perform an update to see if that would fix my radio. He also wanted a mechanic to ride with me to show him what I thought was wrong with the Collision Avoidance. I didn't have time at this time but said we could do it later. When I asked Steve about the runaway cruise control he told me it was a "non-issue" and suggested I not push the accelerate button so rapidly even though I told him I didn't think I was and even if I was...this was extremely dangerous. I told Steve that several times when I tried to accelerate by using the steering wheel button, my car would not slow down and I had to hit the brake to get it to stop accelerating. This was speeds at over 80 mph. It just was not an issue with him.

When I brought my car back I was able to take a mechanic for a ride to show him what my front collision avoidance was doing. I showed him that as we neared a car at a high rate of speed nothing happened. I told him that occasionally while driving I would get a large BRAKE light across my dash, even though I wasn't close to cars. He explained to me that I was wrong in my assumption as to what this feature was. He said it was simply a warning connected to my adaptive cruise control to slow me down in traffic. He said it was also for helping me in parking spots to show me how close I was to the car in front and behind me. He said he had no idea why a large Brake light would come on.

Well when I got home that night I saw a commercial about Jeeps Front Collision Avoidance and the fact that it should stop your car in traffic if need be. I then looked in up on the owners CD that came with my car and sure enough....your mechanic was wrong. This feature is supposed to work at speed over 5 mph.


Also on a trip to Nashville over Thanksgiving my nephew was driving my car and tried to accelerate using the steering wheel accelerate button. He told me the car would not slow down and when I looked at the dash the mph cruise control indicator said 100 mph. I told him to hit the brake and we were fine but enough is enough.

This was a \$53,000 car and I have had nothing but problems with it. I didn't add that the driver's seat heater had to be replaced and still isn't any warmer than before.

The latest problem on my vehicle is a cover that is removable for the trailer hitch. The piece of chrome on that cover fell off somewhere. I know I had that cover off in the past and that chrome fell off then, so I know the attachment was defective. When I called your service department for a replacement I was told that I had to bring my car in for a picture and then Jeep decides if I get a new piece or not. Really? This is the last time I buy a Jeep and by the way I traded in my 2011 Jeep Grand Cherokee Limited for this one....Big Mistake.

Please train your employees to take these issues seriously. I am already frustrated at this car and all the problems but then to have your employees either not know what they're doing or don't care just makes me realize what a mistake I made.

Sincerely,



LaCrosse WI



CC: Blake Winters GM of Pischke Motors and Michael Manley, CEO of Jeep



[Redacted]

LaCrosse, WI

[Redacted]

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POST OFFICE BOX 21-8004



Michael Manley - CEO Jeep  
PO Box 21-8004  
Auburn Hills, MI 48321

4832138004



CAIR #. [REDACTED]

12/17/14

December 12<sup>th</sup>, 2014

Pischke Motors  
434 So 4<sup>th</sup> St.  
LaCrosse, WI 54601  
Rahn Pischke, Owner

VIN: 1C4RJFJG0EC [REDACTED]

Dear Mr. Pischke,

On September 5<sup>th</sup>, 2014 I purchased a brand new 2014 Grand Cherokee Summit from your West Salem dealership. Since my purchase I have been unhappy and frustrated by not only this very expensive vehicle, but your employees as well.

I have had so many problems with this car and your staff hasn't been much help to be honest.

I called your service department in West Salem shortly after I bought the car as I was having problems with the radio switching from radio to something else on its own. I also told your serviceman that my cruise control had "run away" on me twice. He told me that it would be at least a week before he could get the car in, even though I questioned him about the dangers of driving the car with the runaway cruise. He told me that is the soonest I could get my car in. I suggested a loaner in the meantime for my safety and he said loaners were first come first serve and he didn't have any. I told him I would take my car to LaCrosse as I lived there.

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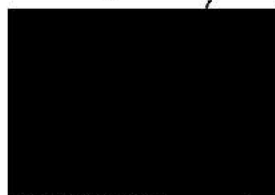
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Sincerely,



LaCrosse WI



CC: Blake Winters GM of Pischke Motors and Michael Manley, CEO of Jeep



Lacrosse, WI



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