

MacDonald Mike (FCA)

Subject: FW: Disappointed with 2017 Chrysler Pacifica Quality and Reliability

CAIR # [REDACTED] **9/17/2016**

From: [REDACTED]
Sent: Saturday, September 17, 2016 2:26 AM
To: Morgan Shawn (FCA); Betts Douglas (FCA); Marchionne Sergio (FCA)
Cc: Vikas Dua
Subject: Disappointed with 2017 Chrysler Pacifica Quality and Reliability

Shawn/Doug/Sergio,

I purchased a brand new 2017 Chrysler Pacifica Limited (VIN: 2C4RC1GG4HR[REDACTED]) less than 2 months back reading all the great reviews and the money and research that had been put in this new generation minivan.

I have less than 1000 miles on my minivan and earlier this week it stalled in the middle of the road and would not turn off. I had to take it to a Chrysler dealer who first told me that the TCM module needs to be replaced. After replacing the TCM module they found that the transmission had failed and needs to be replaced.

I fail to understand how a new minivan that you claim has gone through all these quality checks can have a transmission failure with less than 1000 miles. I am very dissapointed and extremely frustrated because of the inconvenience caused and not sure that I would buy or recommend a Chrysler product going forward.

On top of all of this I find out that the transmission that needs to be replaced is back ordered and I have no idea on when I will get my new Pacifica back.

I was going to post my experience on your facebook page but I wanted to first bring this to the attention of the senior leadership of FCA and give you a chance to respond back to me because I really want to like the new and trust Pacifica.

I can be reached by email at [REDACTED] or contacted on my cell at [REDACTED]

I will wait for 2 business days to hear back from someone from FCA failing which I will start sharing my experience with the 2017 Pacifica on social media and other auto websites that have been giving rav reviews of the new Pacifica.

Hoping to hear back from someone soon.

Regards
[REDACTED]

9/29/16

The subject vehicle has been repaired. Attached below are the findings:

VIN: HR [REDACTED]
Mileage: 1,037
Model: RU
Model Year: 2017
Engine: 3.6L (ERF)
Transmission: Automatic – 948TE-(DFH)
Owner: [REDACTED]
CAIR: [REDACTED] closed)

Background/History:

Customer complains that the vehicle jerks while accelerating driving around town going 30 to 40 MPH. Customer also says car stalls while driving as well.

Investigation/Repair:

The technician verified the customers' complaint and active code observed: P1DCD-00 from the TCM (TCM MONITORING PROCESSOR PERFORMANCE MULTIPLE CLUTCHES LOCKED UP). The technician traced the failure to a failed TCM using the diagnostic flow chart. He replaced the TCM and had new codes appear (P1E23-00-INCORRECT GEAR RATIO CLUTCH 6 DEFECTIVE). This code indicated - TRANSMISSION - INTERNAL COMPONENTS. P1DAF-00-INCOMPATIBLE LIMP IN ACTION REQUESTED and P1D99-00-INCORRECT GEAR RATIO CLUTCH B OR E DEFECTIVE. These were set because the codes meant the transmission had internal TRANSMISSION - INTERNAL COMPONENTS failure.

Seeing these new codes appear after the TCM was replaced, the tech then ordered and installed a new transmission. The technician noticed the steering wheel was crooked and then had the vehicle aligned. I arrived just after the alignment had been done. I performed a vehicle scan report with WiTech 2 and then test drove the vehicle looking for any of the customers complaints to appear. The vehicle had no issues that it did previously. The repair of the vehicle was flawless. I performed three VSR's after my test drive using WiTech 1, 2 and CDA6. None of the customers' issues had reoccurred.

Additional Repairs/Audits/Maintenance:

The customer had other concerns that I investigated:

- Customer states the outside temperature display is off by 25-30 degrees. The temperature displayed on the center stack and cluster was the same as other vehicles that were also left in the shop overnight. The setting in the EVIC was set in Fahrenheit. The customer may experience a higher ambient temperature reading in the Cluster and Radio displays after the vehicle has been driven for a period of time (engine has warmed

up), then the customer does a short hot soak condition (vehicle shut off for a short period) and then returns to driving. This operation can create an experience where the ambient temperature in these displays climb to as much as 10 degrees F or more over the actual outside ambient temperature.

System temperature updates will start again once continuous speeds of greater than 15 MPH are achieved and the temp sensor stabilizes. Depending on the temperature range of these samplings, it may take 5 – 10min of a continuous drive cycle to update to the true outside ambient temperature. This sampling update is required for accuracy and does not require any parts to repair.

- Customer states that when the sunroof is open, he can hear a rattling noise. This issue I could not verify. I drove at varying speeds with the sunroof open and tried opening and closing the windows but none created a rattle in the vehicle. Performed a visual inspection of the tracks to see if any debris found, none observed. I did find sunglasses in the overhead storage bin but no rattle was heard.

Vehicle cleaned and detailed prior to delivery.

Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2016-09-27 15:53:24.390249

Files Not Recieved: 0

this is proof of lease payment for September to receive reimbursement due to mechanical issues

Payment History

2017 CHRY PACIFICA

account

[Make a payment](#)
[Pending payments](#)
[Request a quote](#)
[Need help?](#)
[FAQs](#)

Account Type: SMARTLS | Paid to: Ally

TRANSACTION DETAILS

Show:

Past 1 Year

Date	Payment Amount	Description for Payment Type Code	Sales Tax	Personal Property Tax	Other Lease Charges	Late Charges	Extension Fees	Other Charges	Total Paid
09/20/2016	\$425.00	Online payment	\$0.00	\$0.00		\$0.00	\$0.00	\$0.00	\$425.00
08/20/2016	\$425.00		\$0.00	\$0.00		\$0.00	\$0.00	\$0.00	\$425.00



www.CaseMail.us

ACKNOWLEDGMENT

NOTICE

10/14
RECEIVED

OCT 26 2016

Special Investigations

Acknowledgement or response to this mailing can be made by using
the Return Envelope (if included).

Alternatively, you can upload and mail your documents online by going to **www.CaseMail.us**.
CaseMail provides same day Print-to-Mail service, proof of mailing, and correspondence records management

CASEMAIL ACKNOWLEDGEMENT/RESPONSE INSTRUCTIONS:

1. Go to www.CaseMail.us
2. Click on Reply
3. Login or create account
4. Upload response documents in either Word or PDF format
5. Enter in recipient's info and mailing instruction

Proof of Mailing

I, the undersigned, do hereby declare under penalty of perjury of the laws of the United States that the attached documents marked with a **CaseMail ID** were uploaded to **CaseMail.us**, a legal document mailing service and were mailed postage prepaid, with sufficient postage on the date and to the recipients(s) listed on the attached document. The above referenced document(s) were prepared in the manner shown and the Proof of Mailing is true and correct to the best of my knowledge, information, and belief.

Signer's Name: Joe Ruiz
CaseMail by VerTrius Corp

Signature:



LEMON LAW GROUP PARTNERS PLC

Attorneys and Counselors at Law

150 N Robertson Blvd

Suite 307

Beverly Hills, CA 90211

Telephone (888) 415-0610

Facsimile (888) 809-7010

Email: info@lemonlawgrouppartners.com

October 13, 2016

FCA US LLC

7700 Irvine Center Drive, 1st Floor

Irvine, CA 92618

Re: [REDACTED]

Vehicle: 2017 Chrysler Pacifica

VIN: 2C4RC1DG0HR [REDACTED]

Dear Sir/Madam:

Please be advised that this law firm represents the legal interests of [REDACTED] relating to the purchase of the above-mentioned vehicle. Let this letter serve as notification that you immediately cease and desist all communications with our client. The only exception is the dealership may communicate with the client in reference to future repairs. Moreover, if you make any attempts to settle with our client without including all statutory relief, including all damages attorney fees and costs the consumer is entitled to, we may file suit against you. This letter hereby notifies you of our attorney's lien with respect to our client.

Please let this letter also serve as notification that our client's vehicle is defective. The vehicle has been brought in for repairs several times for numerous defects and although you have been afforded sufficient opportunities for repairs, the defects continue to exist and substantially impair the use and value and/or safety of the vehicle. If you are interested in any further repairs pursuant to the Lemon Law you must contact me immediately. Our client demands that you immediately take action as required by law.

This letter shall also serve as our client's Revocation of Acceptance pursuant to the Uniform Commercial Code § 2608 and notice of defect under the Lemon Law. Due to the serious defects with the Vehicle since its purchase, our client hereby demands a return of the full purchase price along with all interest paid on the finance note as well as attorney fees and incidental and consequential damages within 10 days of receipt of this letter to settle this matter prior to filing a lawsuit.

Please be advised that if you do not adhere to our demands within 10 days, our client has instructed me to file a lawsuit against you asserting claims that include, but in no way are limited to, breach of warranties, both express and implied, violation of the Magnuson Moss Warranty Act, violation of the Lemon Law, revocation of acceptance, and common law breach of contract. Please direct all future communication to my attention.

Respectfully submitted,

LEMON LAW GROUP PARTNERS PLC

By: s/n Kathryn Abrams

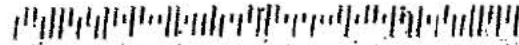
Of Counsel Attorney for Plaintiff

CC: PUNETE HILLS CHRYSLER



United States Postal Service®

TM



RETURN RECEIPT REQUESTED ELECTR

neopost
10/14/2016

US POSTAGE

\$05.11²

Lemon Law Group Partners PLC
Aaron
2775 Sunny Isles Boulevard Suite 150
North Miami Beach FL 33160



ZIP 35124
041L11244948



CM-wSig
00000007

CM-0020-0510, 1



FCA US LLC
P.O. Box 21-8004
auburn hills MI 48321

Document Recieved from Customer

Cair Number: 3 [REDACTED]

Date Received: 2017-01-18 15:43:43.607939

Files Not Recieved: 0

Hi,

My wife and I would like the proper forms sent to us, so that we can request a replacement vehicle. We do not want to accept the current car. I received notification that the car has been repaired and ready to pickup. Jaime, service tech at Stockton Dodge Dealership advised us it was determined a loose electrical pin was the cause for the car losing power and that it drained the battery. The concern I have is the lights in the vehicle worked just as bright as normal when the vehicle stopped with no indication of battery drain. We believe the cause is something that has yet to be explained to us, and based on the multiple time the car has been returned for the same problem, we would like it exchanged for other new vehicle.

Thanks

[REDACTED]

[REDACTED]



Fax

SCAN # [REDACTED]

To : Marvin Yacoub

Date : 2017-02-01

Fax : +1(586) 497-2112

Subject : Monthy Payment Statment

From : [REDACTED]

Email: [REDACTED]

Phone : [REDACTED]

Pages : 3

☐ Urgent ☐ Please Reply ☐ For Review ☐ Please Recycle ☐ Please Comment

Comments :

Hi Marvin, Please find attached out Monthly Payment stament from our bank. Thank you for offering to cover one months payment for our issues on the 2017 Chrysler Pacifica Mini Van.

Regards, [REDACTED]



USAA Federal Savings Bank
10750 McDermott Freeway
San Antonio, TX 78288

CONSUMER LOAN STATEMENT

CURRENT BILLING CYCLE: 01/30/2017 TO 03/02/2017
LOAN NUMBER: [REDACTED]

Get STATEMENTS electronically at usaa.com. It's secure and convenient.

ACCOUNT INFORMATION

LOAN TYPE:	FIXED RATE	ORIGINAL LOAN DATE:	09/07/16
PREVIOUS BALANCE:	\$55,071.61	ORIGINAL LOAN AMOUNT:	\$56,774.15
COLLATERAL DESCRIPTION:		INTEREST RATE:	4.99%
2017 CHRYSLER PACIFICA		INTEREST PAID YEAR TO DATE:	\$998.69

TRANSACTIONS

DATE	AMOUNT	TRANSACTION DESCRIPTION	PRINCIPAL BALANCE
01/28/17	\$803.98 ACH	SERGEANT ALLEN PAYS 803.98 MONTHLY ON 2017 CHRYSLER PACIFICA. LOAN NUMBER [REDACTED]	\$54,958.91

DETACH HERE Retain this portion of your statement for your records. Please allow 7 to 10 days for postal delivery. NOTICE: See reverse side for important information. DM-04871

LOAN NUMBER	PAYMENT DUE DATE	AMOUNT DUE	TOTAL PAST DUE	TOTAL PAYMENT DUE
[REDACTED]	01/30/17	\$803.98	\$0.00	\$803.98
	after 03/02/17	\$0.00	\$0.00	\$0.00

NOTE: PAYMENT WILL BE AUTOMATICALLY DEBITED

TOTAL AMOUNT ENCLOSED _____

USAA Federal Savings Bank
10750 McDermott Freeway
San Antonio, TX 78288-0578

Indicate loan number on check and make check
payable to: USAA Federal Savings Bank

☐ Please check box to indicate mailing address/phone number changes
and enter changes on back of coupon.

USAA Federal Savings Bank

For additional information or service, log on to usaa.com or contact us at:

USAA Federal Savings Bank
10750 McDermott Freeway
Attn: Consumer Loan Servicing
San Antonio, TX 78288-0544
1-800-531-USAA (8722)

Payment Receipt: To avoid additional finance and late charges, pay the Total Payment Due shown on your payment coupon by the Payment Due Date shown on the front of this statement.

Payments: All payments must be by check, money order or automatic withdrawal from an account with a recognized U.S. financial institution insured by the U.S. government in U.S. dollars. Payments sent by check and money order must be sent with your payment coupon. Do not mail cash. We are not responsible for any lost or stolen cash payments. Payments must be received by 5 p.m. CDT at the address provided on your payment coupon or by us in good funds if made by automatic withdrawal to receive credit on that day. Payments received after that time, on a weekend, or holiday observed at the payment address facility will be credited on the next business day. Crediting of other payments made in any other manner (without the payment coupon, at an address other than the designated payment address, payee or account, not in U. S. dollars, or otherwise improper payments) may be delayed up to 5 days.

Payment in Full of Less than Amount Owed on Account: Any payment intended as full satisfaction of your account balance for less than the account balance must be sent to USAA Federal Savings Bank, 10750 McDermott Freeway, San Antonio TX 78288-0578. If you send this type of payment or a payment with other conditions or limits to another address or method other than that described in your loan agreement, we can accept this payment and apply it to your account without losing our rights to collect the rest of the amount you owe us. The balance shown on the front of this statement is not intended to be full satisfaction of your account balance. You can obtain a payoff quote on usaa.com or by calling USAA Voiceline.

How Payments Are Applied: Payments are applied first to unpaid fees or charges other than late charges, then to accrued unpaid finance charges, then to the principal balance due, and then to unpaid late charges.

Conversion of Checks to Electronic Form: Payment by check is your authorization to us to use information from your check to make a one-time electronic funds transfer from your bank account. Funds in the amount of your check may be withdrawn from your account as early as the day we receive your payment. The check will be destroyed and you will not receive the check back from your bank.

DM-04871

Detach here and return this portion with your remittance. Please retain upper portion for your records.

Change of Address - Enter correct address below.

☐ **Update all USAA accounts**

☐ **Update only this USAA account**

Street address: _____ **Apt:** _____

City: _____ **State:** _____ **ZIP:** _____

Home phone: () _____ **Business phone:** () _____

Email address: _____

B61225
61225-0516

From: [REDACTED]
To: customerassist@chrysler.com
Date: Mon Jan 23 22:19:12 EST 2017
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Lemon Vehicle=20

Comments:

Dear Mr / Ms. Customer Service Manager,

I am formally requesting that

Chrysler Corp. exchange my recently purchased 2017 Chrysler Pacifica Vin
2C4RC1BG6HR6[REDACTED] for another vehicle of my family=E2=80=99s choice.=20

Our
family is a repeat customer of Dodge / Chrysler vehicles since 2002. I
have purchased new 2004 Dodge Grand Caravan, a Used 2002 Dodge Caravan, New
2002 Dodge 1500 Quad Ram Truck, and a New 2006 Dodge 1500 Quad Ram Truck.

The recent purchase of the 2017 Pacifica (VIN 2C4RC1BG6HR65[REDACTED] in
question occurred on December 31, 2016. On the day of the purchase, Dec,
31, 2016, after concluding the signing of the contract documents, I was
asked to wait for the Chrysler Pacific Mini Van to be detailed so that I
could drive it home. I waited 2 =C2=BD hours for the detailing before I wa=

s
told that the vehicle had an electrical issue which was either related to a
bad battery or a requirement to re-flash the memory for the vehicle. (My
wife had test driven the vehicle the same day without any issue) As I was
unable to drive the newly purchased Pacifica Mini Van home, and I had
already sent my son home with our Grand Caravan, the Dealership, Sacramento
Chrysler/Dodge had to provide a loaner for us to drive home. Before we
left Sacramento Chrysler Dodge, I was told that the Pacifica would be fixed
the following day. The Pacifica would then be driven to our home in
Stockton, Ca. that day after the technician came in and reflashed the
vehicle=E2=80=99s electronic memory.=20

The following day Jan 1, 2017, I waited for
the Salesman to call. I finally called the salesperson and left a message
asking about the status of the Pacifica Mini Van. He finally called back
and advised me that no technician was available, but that he would now
bring it back the following day, Jan 2, 2017. =20

Jan 2nd, after waiting for the Salesman's call, I called the Salesman, left a message that I would

return the loaner vehicle, and attempt to pick up the repaired vehicle. I arrived about 4:30 pm at Sacramento Dodge Chrysler Dealership and was told to see the service department. The manager advised me the Pacifica Mini Van had been repaired and that it was ready for delivery since about 1:30 pm. He mentioned the Pacifica Mini Van needed to be recharged, and that it had needed to have the electronic modules re-flashed / reprogrammed. We took delivery of the Pacifica Mini Van on the 2nd, at about 5pm.

January 4th, I took my father to University of San Francisco Hospital for his scheduled Cancer Treatment. No issue occurred during the trip up to the Hospital from Stockton Ca. Unfortunately, on the way home later that day, @ 2:30 pm while driving on Freeway 80 in San Francisco, the engine just shut down in the middle of commute traffic. It completely shut down during stop and go traffic and during the first major rainstorm of the season. The vehicle was in drive and was unable to be taken out of gear.

I contacted 911. A California Highway Patrol Officer arrived about 15 minutes later, asking me to put the Pacifica Van in neutral. After trying to figure out how to manually put the vehicle in neutral, the Patrol Officer was able to look up on YouTube and determine how to take the Pacifica out of gear. I put the vehicle in neutral and my son and I pushed the Pacifica Mini Van over to the side of the road to wait for the Caltrans Tow Truck to remove us from the freeway. Soon after Caltrans arrived, we contacted the Chrysler Road Side Assistance Tow Service, who then put me in contact with their local contracted tow service, who was authorized to tow me to the nearest dealership. It took 2 hours of waiting outside the car in the rain, (as we were on such a busy street) before I was able to have the Chrysler Road Side Assistance confirm that no tow truck was coming, nor could he contact the tow service who originally was dispatched. He offered to let me contact my AAA Tow service and have them tow the Pacifica Mini Van. AAA tow service arrived within 23 minutes and I was on my way. It was towed to Stockton Dodge Dealership located in the Stockton Auto Mall. Stockton Ca. (I arrived in Stockton at 9:30pm) Stockton Dodge contacted me the next day and said that they ordered the part from the factory and said that it would take about a week. It was on or about Jan 11, 2017 when the car was ready to be picked up from Stockton Dodge Dealership. They advised me that they were required to change out the main control modules. Stockton Dodge has been extremely helpful, and Jamie in the service department has been magnificent. I am a bit fuzzy on

the date, as I had gotten the flu from waiting for the Tow Truck Driver that never came, and I had to take a week off work.

On January 12 @ 7:10pm,
the vehicle again died twice while traveling on Stockton City Streets while my wife and son were in the car. The car coasted to a stop on both occasions. The last time it was necessary to push it to the side of the road, as the vehicle had no power. The vehicle again just stopped in the middle of the street. We called Chrysler Roadside Assistance and had it towed to the Stockton Dealership. This past Tuesday, I was called by the Dodge Dealership and advised the Pacifica Mini Van was ready to be picked up. The explanation of why it stopped working was that a pin in one of the modules was loose and it would discharge the battery.=20

At this point in
time, my wife has lost confidence in the Pacifica and does not want to take another chance travelling in the vehicle. This summer she has planned vacations where we will travel to Oregon, Southern California, and Nevada. She is wrought with fear that we will end up spending our vacation with a vehicle that will need to be repaired on the road. =20

I do want to express
thanks for your customer Service rep from the east coast who has offered to pick up the costs for rentals and towing charges along with agreeing to provide me with a free extended warranty for the Vehicle. However, as I have explained, the real issue is that the same breakdowns of the Pacifica Mini Van have already occurred in repeated fashion. The explanation that first, it is the battery and reflashing, then it is a faulty control module, then it is the single pin being loose.=20

I am having a hard time
trying to convince my wife and myself that there is not something else wrong with this specific vehicle. She has no faith in this vehicle, and her fear is that she will breakdown in the middle of the freeway and become, through no fault of her own, a hazard to herself, to others in the vehicle with her, and to others driving by her. =20

We have been dealing
with your customer service rep, a Mr. Marvin Yakub who has been trying to assist in resolving the vehicle issue. He has offered to provide us with a 100,000 no cost warranty for this vehicle, but at this point my wife is simply afraid to be stuck on the road. And to measure the lost faith in this vehicle at this point even with the warranty offer she does not want to be stuck in the road again. =20

Again, we are requesting your assistance
in changing out this vehicle with another new Pacifica of our choice.

Sender Information:

Title: =20

First Name: [REDACTED]

Middle Initial: =20

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Tue Jan 24 07:20:50 EST 2017

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

Thank you for contacting the FCA Customer Assistance Center.

I am sorry to learn of all the issues you have experienced with your brand new Pacifica. My apologies go out to you and your family as a vehicle owner, I can understand the disappointment and frustration this would all cause.

David, we value your business and your loyalty with us has not gone unnoticed. Your confidence and safety is what matters most to us [REDACTED] As a Mom of three boys and as a Wife, I can relate your Wife's feelings and concern. I can assure you we are here to assist you 24/7.

I am going to send your case to the group that is better able to assist you. They will be in the best position to evaluate repair history/circumstances of your case and determine the right course of action. You will be contacted within 1-2 business days unless additional research is needed, which may take up to 3 business days.

Thank you for your patience and understanding! I hope you have a great day.

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 1-800-247-9753.

Sincerely,

Randi

Customer Service Representative

FCA Customer Assistance Center

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

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED] 4

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM10045455V60450L0KM&

Original Message Follows:

US Customer Service - MOPAR Brand Site

Brief Description:

Lemon Vehicle

Comments:

Dear Mr / Ms. Customer Service Manager, I am formally requesting that Chrysler Corp. exchange my recently purchased 2017 Chrysler Pacifica Vin 2C4RC1BG6HR6 [REDACTED] for another vehicle of my family's choice. Our family is a repeat customer of Dodge / Chrysler vehicles since 2002. I

have purchased new 2004 Dodge Grand Caravan, a Used 2002 Dodge Caravan, New 2002 Dodge 1500 Quad Ram Truck, and a New 2006 Dodge 1500 Quad Ram Truck.

The recent purchase of the 2017 Pacifica (VIN 2C4RC1BG6HR6 [REDACTED]) in

question occurred on December 31, 2016. On the day of the purchase, Dec, 31, 2016, after concluding the signing of the contract documents, I was asked to wait for the Chrysler Pacifica Mini Van to be detailed so that I could drive it home. I waited 2 ½ hours for the detailing before I was told that the vehicle had an electrical issue which was either related to a bad battery or a requirement to re-flash the memory for the vehicle. (My wife had test driven the vehicle the same day without any issue) As I was unable to drive the newly purchased Pacifica Mini Van home, and I had already sent my son home with our Grand Caravan, the Dealership, Sacramento Chrysler/Dodge had to provide a loaner for us to drive home. Before we left Sacramento Chrysler Dodge, I was told that the Pacifica would be fixed the following day. The Pacifica would then be driven to our home in Stockton, Ca. that day after the technician came in and reflashed the vehicle's electronic memory. The following day Jan 1, 2017, I waited for the Salesman to call. I finally called the salesperson and left a message asking about the status of the Pacifica Mini Van. He finally called back and advised me that no technician was available, but that he would now bring it back the following day, Jan 2, 2017. Jan 2nd, after waiting for the Salesman's call, I called the Salesman, left a message that I would return the loaner vehicle, and attempt to pick up the repaired vehicle. I arrived about 4:30 pm at Sacramento Dodge Chrysler Dealership and was told to see the service department. The manager advised me the Pacifica Mini Van had been repaired and that it was ready for delivery since about 1:30 pm. He mentioned the Pacifica Mini Van needed to be recharged, and that it had needed to have the electronic modules re-flashed / reprogrammed. We took delivery of the Pacifica Mini Van on the 2nd, at about 5pm. January 4th, I took my father to University of San Francisco Hospital for his scheduled Cancer Treatment. No issue occurred during the trip up to the Hospital from Stockton Ca. Unfortunately, on the way home later that day, @ 2:30 pm while driving on Freeway 80 in San Francisco, the engine just shut down in the middle of commute traffic. It completely shut down during stop and go traffic and during the first major rainstorm of the season. The vehicle was in drive and was unable to be taken out of gear. I contacted 911. A California Highway Patrol Officer arrived about 15 minutes later, asking me to put the Pacifica Van in neutral. After trying to figure out how to manually put the vehicle in neutral, the Patrol Officer was able to look up on YouTube and determine how to take the Pacifica out of gear. I put the vehicle in neutral and my son and I pushed the Pacifica Mini Van over to the side of the road to wait for the Caltrans Tow Truck to remove us from the freeway. Soon after Caltrans arrived, we contacted the Chrysler Road Side Assistance Tow Service, who

then put me in contact with their local contracted tow service, who was authorized to tow me to the nearest dealership. It took 2 hours of waiting outside the car in the rain, (as we were on such a busy street) before I was able to have the Chrysler Road Side Assistance confirm that no tow truck was coming, nor could he contact the tow service who originally was dispatched. He offered to let me contact my AAA Tow service and have them tow the Pacifica Mini Van. AAA tow service arrived within 23 minutes and I was on my way. It was towed to Stockton Dodge Dealership located in the Stockton Auto Mall. Stockton Ca. (I arrived in Stockton at 9:30pm)

Stockton Dodge contacted me the next day and said that they ordered the part from the factory and said that it would take about a week. It was on or about Jan 11, 2017 when the car was ready to be picked up from Stockton Dodge Dealership. They advised me that they were required to change out the main control modules. Stockton Dodge has been extremely helpful, and Jamie in the service department has been magnificent. I am a bit fuzzy on the date, as I had gotten the flu from waiting for the Tow Truck Driver that never came, and I had to take a week off work. On January 12 @ 7:10pm, the vehicle again died twice while traveling on Stockton City Streets while my wife and son were in the car. The car coasted to a stop on both occasions. The last time it was necessary to push it to the side of the road, as the vehicle had no power. The vehicle again just stopped in the middle of the street. We called Chrysler Roadside Assistance and had it towed to the Stockton Dealership. This past Tuesday, I was called by the Dodge Dealership and advised the Pacifica Mini Van was ready to be picked up. The explanation of why it stopped working was that a pin in one of the modules was loose and it would discharge the battery. At this point in time, my wife has lost confidence in the Pacifica and does not want to take another chance travelling in the vehicle. This summer she has planned vacations where we will travel to Oregon, Southern California, and Nevada. She is wrought with fear that we will end up spending our vacation with a vehicle that will need to be repaired on the road. I do want to express thanks for your customer Service rep from the east coast who has offered to pick up the costs for rentals and towing charges along with agreeing to provide me with a free extended warranty for the Vehicle. However, as I have explained, the real issue is that the same breakdowns of the Pacifica Mini Van have already occurred in repeated fashion. The explanation that first, it is the battery and reflash, then it is a faulty control module, then it is the single pin being loose. I am having a hard time trying to convince my wife and myself that there is not something else wrong with this specific vehicle. She has no faith in this vehicle, and her fear is that she will breakdown in the middle of the freeway and

become, through no fault of her own, a hazard to herself , to others in the vehicle with her, and to others driving by her. We have been dealing with your customer service rep, a Mr. Marvin Yakub who has been trying to assist in resolving the vehicle issue. He has offered to provide us with a 100,000 no cost warranty for this vehicle, but at this point my wife is simply afraid to be stuck on the road. And to measure the lost faith in this vehicle at this point even with the warranty offer she does not want to be stuck in the road again. Again, we are requesting your assistance in changing out this vehicle with another new Pacifica of our choice.

VIN:

HR [REDACTED]

Mileage:

289

Servicing Dealer:

Stockton Dodge Chrysler

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED] a

Address 1:

[REDACTED]

Address 2:

City:

Stockton

State:

CA

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:

[REDACTED]

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) Vehicle stalled on US1 at 35 mph
and turning left off Miami Gardens drive since delivery
requires 2 or 3 times to start

(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 Chrysler Model Pacifica Year 2017

VIN 2C4RC1GG1H4 Date of Delivery 11-6-16

Name and City/State of selling dealer or leasing company (if applicable) Auto Nation Chrysler
Pembroke Pine FL

Name and City/State of authorized service agent(s) attempting previous repairs Hollywood Chrysler, Hollywood FL
Auto Nation, Pembroke Pine FL

Consumer [Redacted] Home phone [Redacted]
Address Hollywood FL [Redacted] Work phone [Redacted]
Signature [Redacted]
Date Mailed 1-24-17

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)

#A 505 067



Hollywood, FL

United States Postal Service
REGISTERED MAIL



[Redacted]



1000



48326

U.S. POSTAGE
PAID
HOLLYWOOD, FL
33021
JAN 24, 17
AMOUNT
\$14.94
R2304H108695-16

Label 200, July 1999 (102595) 99-M-19

Chrysler Headquarters
1000 Chrysler Dr
Autumn Mills MI 48326

**RETURN RECEIPT
REQUESTED**

Lemon
Registered Return Receipt

Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2017-02-07 12:27:59.624220

Files Not Recieved: 0

Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2017-03-24 21:03:34.591075

Files Not Recieved: 0

thank you

LEASE STATEMENT

Account Number 0
Statement Date 3/14/2017
Monthly Base Payment \$584.41
Sales/Use Tax \$51.14
Total Monthly Payment \$635.55
Tax Rate 8.7500 %
Past Due \$0.00
Other Fees and Charges Due \$0.00
Total Amount Due \$635.55
Months Remaining 35
on Lease

TOTAL AMOUNT DUE

\$635.55 4/3/2017

DENVER, CO

ACCOUNT ALERTS

Welcome to Chrysler Capital, servicer for CCAP Auto Lease Ltd. We look forward to providing you with quality service on your lease agreement.

ACCOUNT ACTIVITY SINCE LAST STATEMENT

Description	Date	Amount	Description	Date	Amount

©2014 Chrysler Capital. Chrysler Capital is a registered trademark of Chrysler Group LLC and licensed to Santander Consumer USA Inc. Lease agreements are owned by CCAP Auto Lease Ltd. and serviced by Chrysler Capital.

Questions? Go to **MyAccount.ChryslerCapital.com** or call Toll-Free **1-855-563-5635**.

SPECIAL OFFERS AND MESSAGES

PAYMENT COUPON

↑ To receive proper credit, please detach and return your payment and indicate amount paid. ↑

☐

Take advantage of our automatic payment plan or update your address. Please check the box and fill out reverse side.

CCAP Auto Lease Ltd.
P.O. Box 660647
Dallas, TX 75266-0647

Total Amount Due \$635.55
Account Number
Due Date 4/3/2017

Please make all checks payable to CCAP Auto Lease Ltd. If you are sending in additional money to reduce your balance, please indicate below.

Payment Amount	\$
Additional Payment	\$
Fees	\$
Property Taxes	\$
Total Amount Enclosed	\$

©2014 Chrysler Capital. Chrysler Capital is a registered trademark of Chrysler Group LLC and licensed to Santander Consumer USA Inc. Lease agreements are owned by CCAP Auto Lease Ltd. and serviced by Chrysler Capital.



Pay Online at MyAccount.ChryslerCapital.com. We accept payments from checking/savings accounts and pinless debit/ATM cards. You can make a one-time payment or set up a recurring online payment plan. A convenience fee may apply.



Pay by Phone at 1-855-563-5635. Please have the account number from your checking, savings or pinless debit/ATM account ready when you call. You will also need your Chrysler Capital account number.



MoneyGram or Western Union. Express payments can be made using MoneyGram or Western Union Quick Collect. Please refer to the enclosed brochures or visit ChryslerCapital.com for details, including fees that may apply. Please note:

- » MoneyGram Receive Code is 1192.
- » Western Union City Code is CHRYSLERCAP, State Code is TX.



Pay by Mail. Mail your payment, made out to CCAP Auto Lease Ltd., to P.O. Box 660647, Dallas, TX 75266-0647. Write your account number on your check or money order and return it with the lower portion of your statement in the envelope that will be provided. To ensure payments are received in a timely manner, please mail your payment five to seven days before the due date.



Auto Pay. Sign up today for Auto Pay and your monthly payments will automatically be deducted from your personal checking or savings account and credited to your account by the payment due date. You will never have to worry about a late or missing car payment again! It's smart, it's FREE, and it's easy!

- » **Visit MyAccount.ChryslerCapital.com to sign up,** or fax the Authorization form at the bottom to 1-877-216-5854. If you have any other questions please feel free to call us toll-free at 1-855-563-5635 and an account manager will be happy to assist you.
- » **To stop or cancel Auto Pay:** Simply provide us with a 30-day written notice from the customer who authorized the recurring ACH transactions on the relevant account, and we will process the cancellation.
- » **If you change financial institutions or accounts:** You may stop payment of a debit entry by providing written notification to both Chrysler Capital and your financial institution prior to closing or changing your account.



Late Payment Warning: If we do not receive your payment(s) – including any fees or late charges that have been assessed – by the due date, you may have to pay a late fee.

ACCOUNT INFORMATION

Are you considering returning your vehicle and terminating your lease early? You have a right to obtain an appraisal at your cost, by and independent, certified and reputable appraiser if the appraiser is mutually acceptable to you and us. Otherwise, we will determine the value of the vehicle at our cost. For more information please visit us online at www.chryslercapital.com or by calling 1-855-563-5635.

Insurance - Coverage is mandatory. Your contract includes a requirement to maintain an insurance policy on your vehicle that provides comprehensive and collision coverage and to have a Loss Payee and Additional Insured Endorsement. Please make sure this information is correctly disclosed on your policy. **Please visit MyAccount.ChryslerCapital.com to update your policy information** at any time or call toll-free 1-855-563-5635.

Notice to Customer

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

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

Accounts Receivable Conversion: By remitting a check for payment, you are authorizing Chrysler Capital to use the information on your check to make a one-time electronic debit from your account at the financial institution indicated on your check where permitted by law. This electronic debit will be for the exact amount of your check. If an electronic debit is processed, the funds may be withdrawn from your account the same business day the payment is received, and your check will not be returned to your financial institution. This is an attempt to collect a debt and any information obtained will be used for that purpose. This communication is from a debt collector.

If the leased asset(s) described herein is purchased, notice is hereby given that the lessor has assigned its rights to a qualified intermediary to sell the leased asset(s) described herein.

Notice of Important Rights MA Residents

You have the right to make a written or oral request that telephone calls regarding your debt not be made to you at your place of employment. Any such oral request will be valid for only ten (10) days unless you provide written confirmation of the request postmarked or delivered within seven (7) days of such request. You may terminate this request by writing to Chrysler Capital Inc., P.O. Box 961275, Fort Worth, TX 76161-1275.

©2014 Chrysler Capital. Chrysler Capital is a registered trademark of Chrysler Group LLC and licensed to Santander Consumer USA Inc. Lease agreements are owned by CCAP Auto Lease Ltd. and serviced by Chrysler Capital.

Mail payoff checks to:
CCAP Auto Lease Ltd., P.O. Box 660647,
Dallas, TX 75266-0647.

Send bankruptcy notifications to:
Chrysler Capital, Attn: Bankruptcy Dept., P.O.
Box 961278, Ft. Worth, TX 76161-1278. All verbal
communication regarding a bankruptcy needs to
be made by calling 1-855-563-5635.

Mail your insurance information to:
Chrysler Capital, P.O. Box 4210,
Carmel, IN 46082.

Mail non-payment correspondence to:
Chrysler Capital, P.O. Box 961275, Fort Worth,
TX 76161-1275.

Sign up for online statements and recurring payments, visit the My Account section of ChryslerCapital.com and set up an online account. You will need a valid email address and your social security number to get started.

CHANGE OF ADDRESS/TELEPHONE INFORMATION (PLEASE PRINT)

Your Street Address

Your City State Zip

Home Phone Work Phone Cell Phone

Email Address

If the vehicle is being garaged at a location other than the new mailing address, please enter to reflect the correct garaging information below.

Vehicle Location Street Address

City State Zip

AUTO PAY AUTHORIZATION (PLEASE PRINT)

Name on the Account Chrysler Capital Account Number

Financial Institution Name and Phone Number

☐ Checking ☐ Savings Checking/Savings Account Number ACH Routing Number

Amount to Debit Start Date Day of Month/Due Date

Primary Name on the Account Date Signature

Secondary Name on the Account Date Signature

I hereby authorize Chrysler Capital to initiate entries to my checking or savings account at the financial institution above, for the purpose of making my monthly auto payments to CCAP Auto Lease Ltd. I also authorize the financial institution to withdraw these payments from my account. I Hereby Agree To All The Terms And Conditions As Noted Above. You authorize Chrysler Capital to cancel your Auto Pay if, on any scheduled payment date, the amount of your scheduled Auto Pay payment is greater than the payoff amount on your account.

LEASE STATEMENT

Account Number [REDACTED]
Statement Date 3/14/2017
Months Remaining on Lease 35
Current Tax Rate 8.7500 %
Lease Base Payment \$584.41
Lease Tax \$51.14
Total Monthly Lease Payment \$635.55

Past Due \$0.00
Current Payment Due
Property Tax Assessed \$0.00
Other Fees & Charges Due \$0.00

TOTAL AMOUNT OWED
\$635.55 4/3/2017

[REDACTED]
[REDACTED]
DENVER, CO [REDACTED]

ACCOUNT ALERTS

Welcome to Chrysler Capital, servicer for CCAP Auto Lease Ltd. We look forward to providing you with quality service on your lease agreement.

ACCOUNT ACTIVITY SINCE LAST STATEMENT

Description	Date	Amount	Description	Date	Amount

©2016 Chrysler Capital. Chrysler Capital is a registered trademark of FCA US LLC and licensed to Santander Consumer USA Inc. Lease agreements are owned by CCAP Auto Lease Ltd. and serviced by Chrysler Capital.

Questions? Go to **MyAccount.ChryslerCapital.com** or call Toll-Free **1-855-563-5635**.

SPECIAL OFFERS AND MESSAGES

PAYMENT COUPON

↑ To receive proper credit, please detach and return your payment and indicate amount paid. ↑

CHRYSLER
CAPITAL

[REDACTED]
DENVER, CO [REDACTED]

☐

Take advantage of our automatic payment plan or update your address. Please check the box and fill out reverse side.

CCAP Auto Lease Ltd.
P.O. Box 660647
Dallas, TX 75266-0647

Total Amount Due **\$635.55**
Account Number [REDACTED]
Due Date 4/3/2017

Please make all checks payable to CCAP Auto Lease Ltd. If you are sending in additional money to reduce your balance, please indicate below.

Payment Amount	\$
*Additional Payment	\$
*Fees	\$
*Property Tax	\$
Total Amount Enclosed	\$

*Applying a portion of your enclosed amount to these fields with no advance notice due date

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Pay Online at MyAccount.ChryslerCapital.com. We accept payments from checking/savings accounts and pinless debit/ATM cards. You can make a one-time payment or set up a recurring online payment plan. A convenience fee may apply.



Pay by Phone at 1-855-563-5635. Please have the account number from your checking, savings or pinless debit/ATM account ready when you call. You will also need your Chrysler Capital account number. Convenience Fee may apply.



MoneyGram or Western Union. Express payments can be made using MoneyGram or Western Union Quick Collect. Please visit ChryslerCapital.com for details, including fees that will apply. Please note:

- » MoneyGram Receive Code is 1192.
- » Western Union City Code is CHRYSLERCAP, State Code is TX.



CheckFreePay. This service enables customers to walk into nearly 25,000 retail locations nationwide to make their loan payment. Just take the bottom portion of your billing statement and cash payment to a nearby CheckFreePay location, fees will apply. To find the location nearest you visit www.checkfreepay.com.



Pay by Mail. Mail your payment, made out to CCAP Auto Lease Ltd., to P.O. Box 660647, Dallas, TX 75266-0647. Write your account number on your check or money order and return it with the lower portion of your statement in the envelope that will be provided. To ensure payments are received in a timely manner, please mail your payment five to seven days before the due date.



Auto Pay. Sign up today for Auto Pay and your monthly payments will automatically be deducted from your personal checking or savings account and credited to your account by the payment due date. You will never have to worry about a late or missing car payment again! It's smart, it's FREE, and it's easy!

- » **Visit MyAccount.ChryslerCapital.com to sign up,** or fax the Authorization form at the bottom to 1-877-216-5854. If you have any other questions please feel free to call us toll-free at 1-855-563-5635 and an account manager will be happy to assist you.
- » **To stop or cancel Auto Pay:** Simply provide us with a 30-day written notice from the customer who authorized the recurring ACH transactions on the relevant account, and we will process the cancellation.
- » **If you change financial institutions or accounts:** You may stop payment of a debit entry by providing written notification to both Chrysler Capital and your financial institution prior to closing or changing your account.



Late Payment Warning: If we do not receive your payment(s) – including any fees or late charges that have been assessed – by the due date, you may have to pay a late fee. In addition, our service center associates will contact you for collection of payment.

ACCOUNT INFORMATION

Are you considering returning your vehicle and terminating your lease early? You have a right to obtain an appraisal at your cost, by and independent, certified and reputable appraiser if the appraiser is mutually acceptable to you and us. Otherwise, we will determine the value of the vehicle at our cost. For more information please visit us online at www.chryslercapital.com or by calling 1-855-563-5635.

Insurance - Coverage is mandatory. Your contract includes a requirement to maintain an insurance policy on your vehicle that provides comprehensive and collision coverage and to have a Loss Payee and Additional Insured Endorsement. Please make sure this information is correctly disclosed on your policy. **Please visit MyAccount.ChryslerCapital.com to update your policy information** at any time or call toll-free 1-855-563-5635.

Notice to Customer

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

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

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

If the leased asset(s) described herein is purchased, notice is hereby given that the lessor has assigned its rights to a qualified intermediary to sell the leased asset(s) described herein.

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Carmel, IN 46082.

Mail non-payment correspondence to:
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TX 76161-1275.

Sign up for online statements and recurring payments, visit the My Account section of ChryslerCapital.com and set up an online account. You will need a valid email address and your social security number to get started.

CHANGE OF ADDRESS/TELEPHONE INFORMATION (PLEASE PRINT)

Your Street Address

Your City State Zip

Home Phone Work Phone Cell Phone

Email Address

If the vehicle is being garaged at a location other than the new mailing address, please enter to reflect the correct garaging information below.

Vehicle Location Street Address

City State Zip

AUTO PAY AUTHORIZATION (PLEASE PRINT)

Name on the Account Chrysler Capital Account Number

Financial Institution Name and Phone Number

☐ Checking ☐ Savings Checking/Savings Account Number ACH Routing Number

Amount to Debit Start Date Day of Month/Due Date

Primary Name on the Account Date Signature

Secondary Name on the Account Date Signature

I hereby authorize Chrysler Capital to initiate entries to my checking or savings account at the financial institution above, for the purpose of making my monthly auto payments to CCAP Auto Lease Ltd. I also authorize the financial institution to withdraw these payments from my account. I Hereby Agree To All The Terms And Conditions As Noted Above. You authorize Chrysler Capital to cancel your Auto Pay if, on any scheduled payment date, the amount of your scheduled Auto Pay payment is greater than the payoff amount on your account.

Document Send To Customer
CAIR Number : 
Send Date : 2017-03-28 11:28:44

03/28/2017

VIA E-MAIL ONLY

[REDACTED]

**RE: 2017/Chrysler/Pacifica
2C4RC1GG8HR653182**

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 FCA US LLC has the responsibility to accommodate your request for repurchase of the Subject Vehicle.

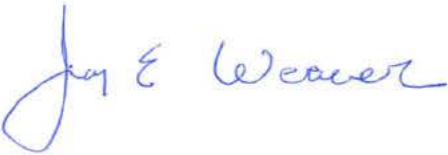
FCA understands your concerns and frustrations, and in the interest of customer satisfaction is willing to offer to settle your claim for the following:

- FCA will reimburse you \$900.00. In exchange, you will retain the vehicle and its loan obligation and release FCA US 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 FCA'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 FCA US LLC.

Please review our offer and advise Crystal Pacheco at 1-888-542-7239 ext. 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,



California Business Center
Customer Relations/Warranty Manager

RELEASE AGREEMENT

In sole consideration of the tender of good and negotiable funds in the amount of nine hundred and no/100 dollars (\$900.00) made by FCA US LLC ("FCA US") I, Andranik Davtyan, release and discharge FCA US, its 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 Russell Westbrook CDJ and authorized FCA US dealerships, from all known and unknown claims, damages, costs, attorneys' fees, expenses, loss of services, personal injuries and property damage related to the 2017 Chrysler Pacifica, VIN: 2C4RC1GG8HR [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 agree that the Subject Vehicle 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 further 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 FCA US 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: _____, 2017

[REDACTED]

Document Send To Customer
CAIR Number : XXXXXXXXXX
Send Date : 2017-04-05 13:58:18

03/28/2017

VIA E-MAIL ONLY

**RE: 2017/Chrysler/Pacifica
2C4RC1GG8HR**

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 FCA US LLC has the responsibility to accommodate your request for repurchase of the Subject Vehicle.

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

- FCA will reimburse you \$900.00. In exchange, you will retain the vehicle and its loan obligation and release FCA US 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 FCA'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 FCA US LLC.

Please review our offer and advise Crystal Pacheco at 1-888-542-7239 ext. 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,



California Business Center
Customer Relations/Warranty Manager

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In sole consideration of the tender of good and negotiable funds in the amount of nine hundred and no/100 dollars (\$900.00) made by FCA US LLC ("FCA US") I, Andranik Davtyan, release and discharge FCA US, its 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 Russell Westbrook CDJ and authorized FCA US dealerships, from all known and unknown claims, damages, costs, attorneys' fees, expenses, loss of services, personal injuries and property damage related to the 2017 Chrysler Pacifica, VIN: 2C4RC1GG8HR[REDACTED]3, ("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 agree that the Subject Vehicle 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 further 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 FCA US 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.

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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: _____, 2017

[REDACTED]

Document Recieved from Customer

Cair Number: 3 [REDACTED]

Date Received: 2017-03-31 07:56:11.653035

Files Not Recieved: 0



2300 Northern Blvd.
Greenvale, NY 11548
516-621-9191
www.easthillsjeep.com

JAMAICA, NY		VEHICLE ID		MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
		2C4RC1GG3HR		6643	6643	02/28/17 09:00	03/08/17	
		VEHICLE DESCRIPTION					TAG NO.	STATUS
		2017 CHRYSLER PACIFICA L (BK)					00565	PARTIAL-COMPLETE-W
CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS	
		135.0		08/31/16	08/31/16	28	No Charge	
HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.			AUTO AWARDS	
				DANNY SANCHEZ (20)				

SERVICE HOURS: MON-THU 7:30 - 8:00 SAT 8:00- 5:00 FRI 7:30 - 7:00 SUN 9:00-3:00 NYS REPAIR SHOP #R1301371

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
A *	CC		D1		Warranty	
Concern	General Concern #1 [Customer states Drivers side door seems as if itis loose. Rattling noise is present while driving and a clunk is present when braking.]					
Cause	Performed road test and confirmed noise concern. Found door to be slightly misaligned.					
Correction	Adjusted left side door and rechecked. Noise is no longer present.					
B *	CC		D1		Warranty	
Concern	General Concern #2 [Customer states passenger side door is misaligned]					
Cause	Confirmed right side door to be visably misaligned.					
Correction	Adjusted right side door.					
C *	CC		D1		Warranty	
Concern	General Concern #3 [Customer states Water intrusion present at passenger front side by footwell.]					
Correction	After door adjustment performed water test, no leak detected in vehicle at this time.					
D *	CC		D1		Customer	\$0.00
Concern	General Concern #4 [Customer states rattling noise present from moonroof cover.]					
Correction	Unable to duplicate concern at this time.					
Line Total...						\$0.00
E *	CC		D1		Customer	\$0.00
Concern	General Concern #5 [Customer states There is a fuel smell present invehicle When fuel tank is full.]					
Correction	Unable to detect fuel smell, inspection of vehicle shows no faults.					
Line Total...						\$0.00
F +	SH		D99		Internal	

[REDACTED]		VEHICLE ID		MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
JAMAICA, NY		2C4RC1GG3HR [REDACTED]		6643	6643	02/28/17 09:00	03/08/17	[REDACTED]
VEHICLE DESCRIPTION						TAG NO.	STATUS	
2017 CHRYSLER PACIFICA L (BK)						00565	PARTIAL-COMPLETE-W	
CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS	
[REDACTED]	[REDACTED]	135.0		08/31/16	08/31/16	28	No Charge	
HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.			AUTO AWARDS	
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	DANNY SANCHEZ (20)				
Line	Op-Code	Fail Code	Techn	Hours	Type	Amount		

F + Continued

Concern SHINES DETAILING CHARGES

Correction FULL DETAIL AS PER SALES DEPT: "WE OWE"

Sublet Code	Vendor Name	PO# / Description
I	SHINES DETAILING	FULL DETAIL

Warranty Claim Type: W

Authorization Code:

Service Cont No:

Totals

	TOTAL CUSTOMER	Amount No Charge
--	----------------	---------------------

Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2017-04-20 15:49:21.237367

Files Not Recieved: 0

LEASE STATEMENT

Account Number [REDACTED]
Statement Date 3/26/2017
Monthly Base Payment \$584.00
Sales/Use Tax \$0.00
Total Monthly Payment \$584.00
Tax Rate 0.0000 %
Past Due \$0.00
Other Fees and Charges Due \$0.00
Total Amount Due \$584.00
Months Remaining 32
on Lease

TOTAL AMOUNT DUE
\$584.00 4/15/2017

[REDACTED]
[REDACTED]
JAMAICA, NY 1 [REDACTED]

ACCOUNT ALERTS

Account is currently setup on recurring payments.

ACCOUNT ACTIVITY SINCE LAST STATEMENT

Description	Date	Amount
Payment Made	3/15/2017	\$584.00

Description	Date	Amount

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Questions? Go to **MyAccount.ChryslerCapital.com** or call Toll-Free **1-855-563-5635**.

SPECIAL OFFERS AND MESSAGES

PAYMENT COUPON

↑ To receive proper credit, please detach and return your payment and indicate amount paid. ↑

CHRYSLER
CAPITAL

JAMAICA, NY [REDACTED]

☐

Take advantage of our automatic payment plan or update your address. Please check the box and fill out reverse side.

CCAP Auto Lease Ltd.
P.O. Box 660647
Dallas, TX 75266-0647



Total Amount Due **\$584.00**
Account Number [REDACTED]
Due Date 4/15/2017

Please make all checks payable to CCAP Auto Lease Ltd. If you are sending in additional money to reduce your balance, please indicate below.

Payment Amount	\$
Additional Payment	\$
Fees	\$
Property Taxes	\$
Total Amount Enclosed	\$

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Pay Online at MyAccount.ChryslerCapital.com. We accept payments from checking/savings accounts and pinless debit/ATM cards. You can make a one-time payment or set up a recurring online payment plan. A convenience fee may apply.



Pay by Phone at 1-855-563-5635. Please have the account number from your checking, savings or pinless debit/ATM account ready when you call. You will also need your Chrysler Capital account number.



MoneyGram or Western Union. Express payments can be made using MoneyGram or Western Union Quick Collect. Please refer to the enclosed brochures or visit ChryslerCapital.com for details, including fees that may apply. Please note:

- » MoneyGram Receive Code is 1192.
- » Western Union City Code is CHRYSLERCAP, State Code is TX.



Pay by Mail. Mail your payment, made out to CCAP Auto Lease Ltd., to P.O. Box 660647, Dallas, TX 75266-0647. Write your account number on your check or money order and return it with the lower portion of your statement in the envelope that will be provided. To ensure payments are received in a timely manner, please mail your payment five to seven days before the due date.



Auto Pay. Sign up today for Auto Pay and your monthly payments will automatically be deducted from your personal checking or savings account and credited to your account by the payment due date. You will never have to worry about a late or missing car payment again! It's smart, it's FREE, and it's easy!

- » **Visit MyAccount.ChryslerCapital.com to sign up,** or fax the Authorization form at the bottom to 1-877-216-5854. If you have any other questions please feel free to call us toll-free at 1-855-563-5635 and an account manager will be happy to assist you.
- » **To stop or cancel Auto Pay:** Simply provide us with a 30-day written notice from the customer who authorized the recurring ACH transactions on the relevant account, and we will process the cancellation.
- » **If you change financial institutions or accounts:** You may stop payment of a debit entry by providing written notification to both Chrysler Capital and your financial institution prior to closing or changing your account.



Late Payment Warning: If we do not receive your payment(s) – including any fees or late charges that have been assessed – by the due date, you may have to pay a late fee.

ACCOUNT INFORMATION

Are you considering returning your vehicle and terminating your lease early? You have a right to obtain an appraisal at your cost, by and independent, certified and reputable appraiser if the appraiser is mutually acceptable to you and us. Otherwise, we will determine the value of the vehicle at our cost. For more information please visit us online at www.chryslercapital.com or by calling 1-855-563-5635.

Insurance - Coverage is mandatory. Your contract includes a requirement to maintain an insurance policy on your vehicle that provides comprehensive and collision coverage and to have a Loss Payee and Additional Insured Endorsement. Please make sure this information is correctly disclosed on your policy. **Please visit MyAccount.ChryslerCapital.com to update your policy information** at any time or call toll-free 1-855-563-5635.

Notice to Customer

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

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

Accounts Receivable Conversion: By remitting a check for payment, you are authorizing Chrysler Capital to use the information on your check to make a one-time electronic debit from your account at the financial institution indicated on your check where permitted by law. This electronic debit will be for the exact amount of your check. If an electronic debit is processed, the funds may be withdrawn from your account the same business day the payment is received, and your check will not be returned to your financial institution. This is an attempt to collect a debt and any information obtained will be used for that purpose. This communication is from a debt collector.

If the leased asset(s) described herein is purchased, notice is hereby given that the lessor has assigned its rights to a qualified intermediary to sell the leased asset(s) described herein.

Notice of Important Rights MA Residents

You have the right to make a written or oral request that telephone calls regarding your debt not be made to you at your place of employment. Any such oral request will be valid for only ten (10) days unless you provide written confirmation of the request postmarked or delivered within seven (7) days of such request. You may terminate this request by writing to Chrysler Capital Inc., P.O. Box 961275, Fort Worth, TX 76161-1275.

©2014 Chrysler Capital. Chrysler Capital is a registered trademark of Chrysler Group LLC and licensed to Santander Consumer USA Inc. Lease agreements are owned by CCAP Auto Lease Ltd. and serviced by Chrysler Capital.

Mail payoff checks to:
CCAP Auto Lease Ltd., P.O. Box 660647,
Dallas, TX 75266-0647.

Send bankruptcy notifications to:
Chrysler Capital, Attn: Bankruptcy Dept., P.O.
Box 961278, Ft. Worth, TX 76161-1278. All verbal
communication regarding a bankruptcy needs to
be made by calling 1-855-563-5635.

Mail your insurance information to:
Chrysler Capital, P.O. Box 4210,
Carmel, IN 46082.

Mail non-payment correspondence to:
Chrysler Capital, P.O. Box 961275, Fort Worth,
TX 76161-1275.

Sign up for online statements and recurring payments, visit the My Account section of ChryslerCapital.com and set up an online account. You will need a valid email address and your social security number to get started.

CHANGE OF ADDRESS/TELEPHONE INFORMATION (PLEASE PRINT)

Your Street Address

Your City State Zip

Home Phone Work Phone Cell Phone

Email Address

If the vehicle is being garaged at a location other than the new mailing address, please enter to reflect the correct garaging information below.

Vehicle Location Street Address

City State Zip

AUTO PAY AUTHORIZATION (PLEASE PRINT)

Name on the Account Chrysler Capital Account Number

Financial Institution Name and Phone Number

☐ Checking ☐ Savings Checking/Savings Account Number ACH Routing Number

Amount to Debit Start Date Day of Month/Due Date

Primary Name on the Account Date Signature

Secondary Name on the Account Date Signature

I hereby authorize Chrysler Capital to initiate entries to my checking or savings account at the financial institution above, for the purpose of making my monthly auto payments to CCAP Auto Lease Ltd. I also authorize the financial institution to withdraw these payments from my account. I Hereby Agree To All The Terms And Conditions As Noted Above. You authorize Chrysler Capital to cancel your Auto Pay if, on any scheduled payment date, the amount of your scheduled Auto Pay payment is greater than the payoff amount on your account.

LEASE STATEMENT

Account Number
Statement Date 3/26/2017
Months Remaining on Lease 32
Current Tax Rate 0.0000 %
Lease Base Payment \$584.00
Lease Tax \$0.00
Total Monthly Lease Payment \$584.00

Past Due \$0.00
Current Payment Due
Property Tax Assessed \$0.00
Other Fees & Charges Due \$0.00

TOTAL AMOUNT OWED
\$584.00 4/15/2017

ACCOUNT ALERTS

Account is currently setup on recurring payments.

ACCOUNT ACTIVITY SINCE LAST STATEMENT

Description	Date	Amount
Payment Made	3/15/2017	\$584.00

Description	Date	Amount

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Questions? Go to **MyAccount.ChryslerCapital.com** or call Toll-Free **1-855-563-5635**.

SPECIAL OFFERS AND MESSAGES

PAYMENT COUPON

↑ To receive proper credit, please detach and return your payment and indicate amount paid. ↑



Take advantage of our automatic payment plan or update your address. Please check the box and fill out reverse side.

CCAP Auto Lease Ltd.
P.O. Box 660647
Dallas, TX 75266-0647

Total Amount Due \$584.00
Account Number
Due Date 4/15/2017

Please make all checks payable to CCAP Auto Lease Ltd. If you are sending in additional money to reduce your balance, please indicate below.

Payment Amount \$
*Additional Payment \$
*Fees \$
*Property Tax \$
Total Amount Enclosed \$

*Applying a portion of your enclosed amount to lease fields with no advance due date

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Pay Online at MyAccount.ChryslerCapital.com. We accept payments from checking/savings accounts and pinless debit/ATM cards. You can make a one-time payment or set up a recurring online payment plan. A convenience fee may apply.



Pay by Phone at 1-855-563-5635. Please have the account number from your checking, savings or pinless debit/ATM account ready when you call. You will also need your Chrysler Capital account number. Convenience Fee may apply.



MoneyGram or Western Union. Express payments can be made using MoneyGram or Western Union Quick Collect. Please visit ChryslerCapital.com for details, including fees that will apply. Please note:

- » MoneyGram Receive Code is 1192.
- » Western Union City Code is CHRYSLERCAP, State Code is TX.



CheckFreePay. This service enables customers to walk into nearly 25,000 retail locations nationwide to make their loan payment. Just take the bottom portion of your billing statement and cash payment to a nearby CheckFreePay location, fees will apply. To find the location nearest you visit www.checkfreepay.com.



Pay by Mail. Mail your payment, made out to CCAP Auto Lease Ltd., to P.O. Box 660647, Dallas, TX 75266-0647. Write your account number on your check or money order and return it with the lower portion of your statement in the envelope that will be provided. To ensure payments are received in a timely manner, please mail your payment five to seven days before the due date.



Auto Pay. Sign up today for Auto Pay and your monthly payments will automatically be deducted from your personal checking or savings account and credited to your account by the payment due date. You will never have to worry about a late or missing car payment again! It's smart, it's FREE, and it's easy!

- » **Visit MyAccount.ChryslerCapital.com to sign up,** or fax the Authorization form at the bottom to 1-877-216-5854. If you have any other questions please feel free to call us toll-free at 1-855-563-5635 and an account manager will be happy to assist you.
- » **To stop or cancel Auto Pay:** Simply provide us with a 30-day written notice from the customer who authorized the recurring ACH transactions on the relevant account, and we will process the cancellation.
- » **If you change financial institutions or accounts:** You may stop payment of a debit entry by providing written notification to both Chrysler Capital and your financial institution prior to closing or changing your account.



Late Payment Warning: If we do not receive your payment(s) – including any fees or late charges that have been assessed – by the due date, you may have to pay a late fee. In addition, our service center associates will contact you for collection of payment.

ACCOUNT INFORMATION

Are you considering returning your vehicle and terminating your lease early? You have a right to obtain an appraisal at your cost, by and independent, certified and reputable appraiser if the appraiser is mutually acceptable to you and us. Otherwise, we will determine the value of the vehicle at our cost. For more information please visit us online at www.chryslercapital.com or by calling 1-855-563-5635.

Insurance - Coverage is mandatory. Your contract includes a requirement to maintain an insurance policy on your vehicle that provides comprehensive and collision coverage and to have a Loss Payee and Additional Insured Endorsement. Please make sure this information is correctly disclosed on your policy. **Please visit MyAccount.ChryslerCapital.com to update your policy information** at any time or call toll-free 1-855-563-5635.

Notice to Customer

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

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

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

If the leased asset(s) described herein is purchased, notice is hereby given that the lessor has assigned its rights to a qualified intermediary to sell the leased asset(s) described herein.

Notice of Important Rights MA Residents

You have the right to make a written or oral request that telephone calls regarding your debt not be made to you at your place of employment. Any such oral request will be valid for only ten (10) days unless you provide written confirmation of the request postmarked or delivered within seven (7) days of such request. You may terminate this request by writing to Chrysler Capital Inc., P.O. Box 961275, Fort Worth, TX 76161-1275.

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Chrysler Capital, Attn: Bankruptcy Dept., P.O.
Box 961278, Ft. Worth, TX 76161-1278. All verbal
communication regarding a bankruptcy needs to
be made by calling 1-855-563-5635.

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Carmel, IN 46082.

Mail non-payment correspondence to:
Chrysler Capital, P.O. Box 961275, Fort Worth,
TX 76161-1275.

Sign up for online statements and recurring payments, visit the My Account section of ChryslerCapital.com and set up an online account. You will need a valid email address and your social security number to get started.

CHANGE OF ADDRESS/TELEPHONE INFORMATION (PLEASE PRINT)

Your Street Address

Your City State Zip

Home Phone Work Phone Cell Phone

Email Address

If the vehicle is being garaged at a location other than the new mailing address, please enter to reflect the correct garaging information below.

Vehicle Location Street Address

City State Zip

AUTO PAY AUTHORIZATION (PLEASE PRINT)

Name on the Account Chrysler Capital Account Number

Financial Institution Name and Phone Number

☐ Checking ☐ Savings Checking/Savings Account Number ACH Routing Number

Amount to Debit Start Date Day of Month/Due Date

Primary Name on the Account Date Signature

Secondary Name on the Account Date Signature

I hereby authorize Chrysler Capital to initiate entries to my checking or savings account at the financial institution above, for the purpose of making my monthly auto payments to CCAP Auto Lease Ltd. I also authorize the financial institution to withdraw these payments from my account. I Hereby Agree To All The Terms And Conditions As Noted Above. You authorize Chrysler Capital to cancel your Auto Pay if, on any scheduled payment date, the amount of your scheduled Auto Pay payment is greater than the payoff amount on your account.

Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2017-04-07 11:21:44.306963

Files Not Recieved: 0

FRANK FLETCHER DODGE-CHRYSLER-JEEP 5922 WARDEN ROAD. • SHERWOOD, AR 72120 Local 501-834-7700 Toll Free 800-350-1207				DATE 03/20/2017	INVOICE NO. [REDACTED]
				STOCK NO. [REDACTED]	CUST [REDACTED]
SOLD TO [REDACTED] JACKSONVILLE AR [REDACTED]				SELLING PRICE 44500.00	
YEAR & MAKE 2017 CHRYSLER				AFTERMARKET(S)	N/A
MODEL PACIFICA					N/A
New or Used NEW					N/A
SERIAL NO. 2C4RC1GG0HR [REDACTED]				FILING	1.50
Salesman JUSTIN TURNEY				DOC	129.00
Key No. [REDACTED]				SALES TAX	N/A
Color Code PRV Velvet Red Pearl Coat				LICENSE	N/A
TERMS OF TIME CONTRACT				TITLE & NOTARY	N/A
FINANCE COMPANY: ARKANSAS FEDERAL CREDIT UNION					N/A
PO BOX 9					N/A
JACKSONVILLE, AR 72078-0009				TOTAL CASH PRICE	44630.50
The Financing \$ 44630.50				SETTLEMENT	
84 PAYMENTS OF \$ 629.97 EACH PAYABLE ON				REBATE	4500.00
4th Day of Each Month Beginning 06/04/2017 Insurance				DEPOSIT	N/A
Total Contract \$ 52917.48				CASH ON DELIVERY	N/A
SIGNED _____ NOTARY PUBLIC				TRADE IN \$ 22000.00	
COMMISSION EXPIRES _____				LESS LIEN \$ 26500.00	
THIS IS TO STATE THAT THIS IS A TRUE AND CORRECT COPY OF THE ORIGINAL BILL OF SALE.				DILLARDS FED C/UNION	-4500.00
USED CAR TRADED				AMOUNT FINANCED	44630.50
YEAR & MAKE 2014 FORD				TOTAL SETTLEMENT	44630.50
MODEL EXPLORER				NO PUBLIC LIABILITY OR PROPERTY DAMAGE INSURANCE ISSUED WITH THIS TRANSACTION UNLESS HEREIN STATED.	
SERIAL NO. 1FM5K7D88EGA [REDACTED]					

Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2017-05-09 12:08:53.123678

Files Not Recieved: 0

Please find the receipt attached. Please let me know how much will be reimbursed.



Back

3 Messages

ENTERPRISE RENTAL AGREEMENT 7P4Q...



Customerservice@enterpris...

Friday



To:

Details

ELRAC, LLC, 1212 CONEY ISLAND
AVE., BROOKLYN, NY 112302912 (718) 859-1200

**RENTAL
AGREEMENT** **REF#**
97584 7P4QHV

RENTER
FROMER, HINDY

DATE & TIME OUT
04/27/2017 06:05 PM
DATE & TIME IN
05/05/2017 07:57 AM

BILLING CYCLE
CALENDAR DAY

VEH
#2 2015 FORD FIES 5SE
VIN# 3FADP4EJ8FM2
LIC#
MILES 6
DRIVEN

VEH
#1 2016 CHEV CRUZ 41LT
VIN# 1G1BE5SM7G
LIC#
MILES 295
DRIVEN

CLAIM INFO
INSURED
TYPE CAR: PACIFICA
SHOP: BAY RIDGE
CHRYSLER JEEP DODGE-
96**
PHONE: (718) 236-2600
ATTN: UNKNOWN

SUMMARY OF CHARGES

Charge Description	Date	Quantity	Per	Rate	Total
TIME & DISTANCE	04/27	-	9	DAY \$30.25	\$272.25
REFUELING CHARGE	04/27	-			\$0.00
	05/05				
Subtotal:					\$272.25

Taxes & Surcharges

CAR RENTAL	04/27	-		11%	\$29.95
SALES TAX	05/05				
	04/27				
SALES TAX	-			8.875%	\$24.16
	05/05				
Total Charges:					\$326.36

Total Amount Due	\$0.00
-------------------------	---------------

PAYMENT INFORMATION

AMOUNT PAID	TYPE	CREDIT CARD NUMBER
\$326.36	Visa	XXXXXXXXXXXX PENDING

[See More](#)

Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2017-05-11 14:21:21.676798

Files Not Recieved: 0



Done

MonthlyBilling.pdf



BROOKLYN, NY

Account Number [REDACTED]
Statement Date 3/25/2017
Monthly Base Payment \$529.43
Sales/Lease Tax \$0.00
Total/Monthly Payment \$529.43
Tax Rate 0.0000 %
Past Due \$0.00
Other Fees and Charges Due \$18.37
Total Amount Due \$547.80
Months Remaining 32
on 4/14/17

TOTAL AMOUNT DUE

\$547.80

4/14/2017

ACCOUNT ALERTS

ACCOUNT ACTIVITY SINCE LAST STATEMENT

Description	Date	Amount	Description	Date	Amount
Late Fee Assessed	2/26/2017	\$18.37	Fee Paid	3/6/2017	\$8.75
Late Fee Received	2/26/2017	\$18.37			
Payment Made	3/6/2017	\$529.43			
Payment Made	3/6/2017	\$529.43			
Fee Assessed	3/6/2017	\$8.75			

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Questions? Go to MyAccount.ChryslerCapital.com or call Toll-Free 1-855-563-5635.

SPECIAL OFFERS AND MESSAGES

PAYMENT COUPON

↑ To receive proper credit, please detach and attach your payment and include amount paid. ↓

CHRYSLER
CAPITAL

BROOKLYN, NY



Take advantage of our automatic payment plan or update your address. Please check the box and fill out reverse side.

CCAP Auto Lease Ltd.
PO Box 660647
Dallas, TX 75266-0647

Total Amount Due **\$547.80**

Account Number [REDACTED]

Due Date 4/14/2017

Please make all checks payable to CCAP Auto Lease Ltd. If you are sending in additional money to reduce your balance, please indicate below.

Payment Amount \$

Additional Payment \$

Fees \$

Property Taxes \$

Total Amount Enclosed \$

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Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2017-05-22 10:32:31.888540

Files Not Recieved: 0



8635 18TH AVENUE BROOKLYN, NY 11214
TEL: (718) 236-2600 * FAX: (718) 232-8581

FAX COVER SHEET

TO: PAT.

FROM: Bay Ridge Chrysler Jeep Dodge

DATE: 5/11/2017

TOTAL PAGES: 3 (THREE)

FAX NUMBER: 866-849-3869

PHONE NUMBER: 214-583-2171

NOTES:

BAY RIDGE
8635 18TH AVENUE BROOKLYN, NY 11214
Phone: (718) 236-2600 Fax: (718) 232-8581

SERVICE DEPARTMENT HOURS
7:00 a.m. to 7:00 p.m. Mon - Thurs
7:00 a.m. to 6:00 p.m. Fri
8:00 a.m. to 6:00 p.m. Sat

NYC DCA LICENSE #: 2025711
NYC MV 715049

R/O Open Date	4/26/17
BOOKING DATE	5/10/17
Reprint	5/10/17
Midnight In	Midnight Out
5653	5653
Service Advisor / Tag #	MICHAEL HUAYANA/8925
Vehicle Identification	2C4RC1GG6HR
Delivery Date	In-Service Date
Color	License Number

Year	2017	Make	CHRYSLER	Model	PACIFICA	Body	LIMITED FWD	Color		License Number	
------	------	------	----------	-------	----------	------	-------------	-------	--	----------------	--

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#2 - MR 00CHDIAG: ELECTRICAL DIAG CUSTOMER STATES THAT REAR AUTO MATIC SEATS ARE NOT WORKING CORRECTLY .. SEAT STUCK NOT MOVING UP OR DOWN Caused by NORMAL STOW FOLD, UP AND DOWN, RECLINE CANT DUPLICATE CONCERN AT THIS TIME . NO ACTIVE OR STORED .. CODES .. Work performed by THOMAS RIVERA (184)	Warranty
#3 - MR 00CHZ00: 28 POINT INSPECTION SUB TOTAL: LABOR: .00 PARTS: .00 Total: .00 PERFORM FREE 28 POINT COURTESY INSPECTION	
#4 - MR 00CHDIAG: ELECTRICAL DIAG CUSTOMER STATES THAT WHEN SLIDING DOOR IS MOVING .. IN MIDDLE OF MOTION SLIDING DOOR GET FROZEN AND HAVE TO BE OPEN OR CLOSED BY HAND .. ALSO BACK LIFT GATE GETS STUCK MID WAY OR CLOSES IT SELF WHILE TRYING TO OPEN Checked by CHECKED DOOR OPERATION BOTH DOORS WORKING PROPERLY AT THIS TIME. NO ACTIVE OR STORED CODES IN MODULE Work performed by THOMAS RIVERA (184) CANT DUPLICATE CONCERN AT THIS TIME	Warranty
#5 - MR 00CHDIAG: GENERAL DIAGNOSTIC A DIAGNOSTIC CHARGE OF A \$125.00 WILL APP	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair person, working on the above vehicle, to use the necessary material and labor that you are not responsible for the cost of service to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or the only repairs covered by your policy or policy of damage to your property by the vehicle in operation. I hereby give you my employee permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle in return for amount of repairs therein.	LABOR
DISCLAIMER: ANY WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The dealer hereby expressly disavows all warranties other express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the dealer makes no claim for authority, 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.	PARTS
	DEDUCTIBLE
	SUBLET
	HAZARDOUS MATERIALS
	SALES TAX OR TAXID.
	SPECIAL ORDER DEPOSIT
	DISCOUNTS
	TOTAL DUE

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS

05/11/2017 13:04		(FAO)		P.003/004	
 BRAM'S AUTO 8838 168th Ave - Brooklyn, NY 11214 Phone: (718) 236-2600 Fax: (718) 232-8580		SERVICE DEPARTMENT HOURS 7:00 a.m. to 7:00 p.m. Mon - Thurs 7:00 a.m. to 6:00 p.m. Fri 8:00 a.m. to 5:00 p.m. Sat		R/O Open Date 4/26/17 R/O Close Date 5/10/17 R/O Mileage In 5623 R/O Mileage Out 5623 Service Advisor / Tag # MICHAEL HUAYAMA/8925 Vehicle Identification Number 2C4RC1GG6HR Delivery Date In-Service Date	
NYC DCA LICENSE # 2025711 NYC MV 7112049		Work Phone Home Phone Body		Color License Number	
Year 2017		Make CHRYSLER		Model PACIFICA	
		LIMITED FWD			
DESCRIPTION OF SERVICE AND PARTS LY TO ANY CONCERN THAT WILL NOT BE COVERED UNDER THE MANUFACTURER WARRANTY.				AMOUNT	
#6 - MR 05CH2: ENGINE CUSTOMER STATES THAT SAFETY FEATURE OF THE PCW . C CUSTOMER STATES THAT DISTANCE IS OFF . AND HAS A D ELAY Caused by CHECK PCW SYSTEM NO ACTIVE OR STORED CODES . WORK PERFORMED BY THOMAS RIVERA (184) FOUND PCW NOT SHAKED UN RADIO SETTING OFF ACTIVATED PCW ON .				Warranty	
#7 - MR 10: DRIVEABILITY CUSTOMER STATES THAT WHILE DRIVING VEHICLE WILL GO IN TO PARKING BRAKE ON . CUSTOMER STATES THAT IT WONT DISABLE AFTER Caused by CHECKED PARK BRAKE SYSTEM.. ROAD TESTED OKAY AT TH IS TIME WORK PERFORMED BY THOMAS RIVERA (184) CANNOT DUPLICATE CUSTOMER CONCERN AT THIS TIME.				Warranty	
#8 - MR 07CH2: COOLING CUSTOMER STATES THAT AC BLOW WARM AIR Caused by FOUND A.C SYSTEM CHARGE LOW PRESSURE. NO FREON IN SYSTEM. PERFORMED AC SYSTEM COMPLETE VAC, RECOVER AND CHARGED TEST WITH AC MACHINE					
TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or engine left in the vehicle in case of fire, theft, or any other cause beyond your control or for any damage caused by unavailability of parts or delays in parts shipment by the supplier or transporter. I hereby grant you or your representative 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 herein.				LABOR PARTS DEDUCTIBLE SUBLET SHOP SUPPLIES HAZARDOUS MATERIALS SALES TAX OR TAX ID. SPECIAL ORDER DEPOSIT DISCOUNTS TOTAL DUE	
DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller hereby assumes not authorize 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.					
NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.					
X					
05/11/2017 13:04 (FAO) P.004/004					
 BRAM'S AUTO 8838 168th Ave - Brooklyn, NY 11214 Phone: (718) 236-2600 Fax: (718) 232-8580		SERVICE DEPARTMENT HOURS 7:00 a.m. to 7:00 p.m. Mon - Thurs 7:00 a.m. to 6:00 p.m. Fri 8:00 a.m. to 5:00 p.m. Sat		R/O Open Date 4/26/17 R/O Close Date 5/10/17 R/O Mileage In 5623 R/O Mileage Out 5623 Service Advisor / Tag # MICHAEL HUAYAMA/8925 Vehicle Identification Number 2C4RC1GG6HR Delivery Date In-Service Date	
NYC DCA LICENSE # 2025711 NYC MV 7112049		Work Phone Home Phone Body		Color License Number	
Year 2017		Make CHRYSLER		Model PACIFICA	
		LIMITED FWD			
DESCRIPTION OF SERVICE AND PARTS VEHICLE A/C SYSTEM PASSED ALL TEST NO LEAK AT THIS TIME . WORK PERFORMED BY THOMAS RIVERA (184) Installed: REFRIGANT: R1234YF RECHECKED SYSTEM OKAY AT THIS TIME				AMOUNT	
				Warranty	
				Warranty	
TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or engine left in the vehicle in case of fire, theft, or any other cause beyond your control or for any damage caused by unavailability of parts or delays in parts shipment by the supplier or transporter. I hereby grant you or your representative 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 herein.				LABOR PARTS DEDUCTIBLE SUBLET SHOP SUPPLIES HAZARDOUS MATERIALS SALES TAX OR TAX ID. SPECIAL ORDER DEPOSIT DISCOUNTS TOTAL DUE	
DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller hereby assumes not authorize 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.					
NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.					
X					

From: a [REDACTED]
To: customerassist@chrysler.com
Date: Sat Apr 08 13:56:53 EDT 2017
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Van stops going while it is in Drive

Comments:

Twice now it has occurred that while I am driving forward, suddenly the car stops moving forward when I am applying the gas pedal. I have had to pull over. The dash tells me that the "car needs to be placed in Park and then can be put into the gear of choice" The car was already in drive. I took it to my dealer after both occurrences. They were not able to reproduce the problem, and the car did not give them any problem codes, so they said there wasn't anything they could do about it. I'm not really happy about this situation. Thankfully both times it happened I was able to safely pull over. I am concerned that it will happen again, as there has been no addressing of the problem. Please contact me about a solution, this is my daily driving vehicle and it is our family car as well.

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Sat Apr 08 16:16:06 EDT 2017

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

Thank you for contacting the FCA Customer Assistance Center.

I am sorry to learn of the issue you are experiencing with your 2017 Pacifica. As a vehicle owner I can certainly understand the concern this can cause not to mention the frustration.

Due to the nature of your concern, I have forwarded your case to a more appropriate area for their attention and response. One of our Case Managers will be in contact you within 1-2 business days at the number provided in your email to discuss your concerns further.

Our hope is that this referral will provide you the best opportunity to address the issues you are experiencing.

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 1-800-247-9753.

Sincerely,

Belinda

Customer Service Representative

FCA Customer Assistance Center

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

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED] 8

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM10143834V82566L0KM&

Original Message Follows:

US Customer Service - MOPAR Brand Site

Brief Description:

Van stops going while it is in Drive

Comments:

Twice now it has occurred that while I am driving forward, suddenly the car stops moving forward when I am applying the gas pedal. I have had to pull over. The dash tells me that the "car needs to be placed in Park and then can be put into the gear of choice" The car was already in drive. I took it to my dealer after both occurrences. They were not able to reproduce the problem, and the car did not give them any problem codes, so they said there wasn't anything they could do about it. I'm not really happy about this situation. Thankfully both times it happened I was able to safely pull over. I am concerned that it will happen again, as there has been no addressing of the problem. Please contact me about a solution, this is my daily driving vehicle and it is our family car as well.

VIN:

HR5

Mileage:

12222

Servicing Dealer:

Ourisman, Bowie, MD

Title:

First Name:

Middle Initial:

Last Name:

Address 1:

Address 2:

City:

Severna Park

State:

MD

Zip:

6

Email:

a

Home Phone:

REF #

BORO FUNERAL SERVICE



RA 635001271 Bil 0
Rental 23-MAR-2017 09:56 PM
Return 22-APR-2017 10:46 PM

Vehicle #
Model GRAND CARA
Class Driven NYAR Class Charged NYAR
License# KDX6784 State/Province PA
M/Kms Driven 543
M/Kms Out 24000
M/Kms In 24543

Charges	No	Unit	Price	Amount
CDW	31	Days	11.99	371.69
EP	31	Days	12.95	401.45
T & M	1	Rental	993.00	993.00*
EX T & M	1	Days	32.00	32.00*
UNLIM M/KM	0	M/Kms		0.00*
DOLLAR OFF	1	Rental	-25.00	-25.00*
DISCNT T&M 15.00%				-153.75*
AIRPORT ACCESS FEE				231.41*
CAR RENTAL SALES TAX				120.25
CRFS				15.50*
SALES TAX @8.876 %				97.02

Total Charges USD 2,063.57

Deposit Visa 9878

Amount Due USD 2,063.57

* Taxable Items
Subject to Audit
Customer Service Number 1-800-445-5664

Alamo

Rental Location
LA GUARDIA
9501 DITHMARS BLVD
EAST ELMHURST

NY 11369

RA # 635001271
***** REPRINT *****

23-MAR-2017 09:58 PM

Phone (844)7272711

Bill Ref#

Renter Name

NY

Contract ID

Return Location
LA GUARDIA

22-APR-2017 10:46 PM

Vehicle # GR379843
Model GRAND CARA
Class Driven MVAR
Class Charge MVAR
License# KDX8784
State/Province PENNSYLVANIA
M/Kms Driven 543
M/Kms Out 24000
M/Kms In 24543

Charges

No	Unit	Price/Unit	Amount
1	Rental	993.00	993.00 *
1	Days	32.00	32.00 *
	M/Kms		0.00 *
		1,025.00	-153.75 *
31	Days	11.99	371.69
31	Days	12.95	401.45
1	Rental	-25.00	-25.00 *
		1,619.39	231.41 *
31	Days	0.50	15.50 *
		1,093.16	120.25
		1,093.16	97.02

TIME & DISTANCE
EXTRA - TIME & DISTANCE
UNLIMITED MILES/KM - TIME & DIST
DISCOUNT - TIME & DIST 15.00%
CDW
EXTENDED PROTECTION
DOLLARS OFF - COUPON
AIRPORT ACCESS FEE 14.29 PCT
CON REC FEE SRCH
CAR RENTAL SALES TAX 11 PCT
SALES TAX 88.875 %

Rate Info

Messages

* Taxable Items
Subject to Audit

Total Charges

USD 2,083.57

Payments

Visa	9978		
AUTH:	23-MAR-2017	1,193.26	
Visa	9978		
AUTH:	02-APR-2017	220.69	
Visa	9978		
AUTH:	13-APR-2017	469.93	Payment

-2,083.57

Customer Service Number 1-800-445-5664

Amount Due

USD 0.00

May 01 17 12:18p



1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99 100

RA # 635001271		RES # 285908700		QS #	
BLYN, NY		ACCOUNT AMERICAN EXPRESS		FT #	
FALL CAMPAIGN		EXT REF #			
RENTAL LOCATION LA GUARDIA (844)7272711 9501 DITMARS BLVD EAST ELMHURST, NY 11369		RENTAL DATE 23-MAR-2017 RENTAL TIME 09:36 PM		RETURN LOCATION LA GUARDIA (844)7272711 9501 DITMARS BLVD EAST ELMHURST, NY 11369	
				RETURN DATE 06-APR-2017 RETURN TIME 12:00 PM	
RATE RULES AND QUALIFICATIONS INITIAL X				VEHICLE INFORMATION	
CAR ONLY RATES				RESERVED Mini Van Auto A/C	
Min. rental 1 days				DRIVEN Mini Van Auto A/C	
Max. rental 330 days				CHARGED Mini Van Auto A/C	
Min Day 1 64.00				MAKE	
2 days 129.00				MODEL	
3 days 192.00				COLOR	
4 days 257.00				ODOMETER 0	
5 days 257.00				PLATE	
6 days 257.00				REG AREA	
7 days 257.00				VEHICLE #	
				BAY	
				STALL	
CHARGES		UNIT	PRICE/UNIT	CURRENT CHARGE	
RENTER'S RESPONSIBILITY					
* TIME & DISTANCE	Rental	481.00 X 1		481.00	
* EXTRA - TIME & DISTANCE	Day	32.00 X		0.00	
* EXTENSION - TIME & DISTANCE	WEEK	257.00 X		0.00	
* EXTENSION - TIME & DISTANCE	Day	64.00 X		0.00	
* EXTENSION - TIME & DISTANCE	Hour	32.00 X		0.00	
* UNLIMITED MILES/KM-TIME & DISTANCE	M/KM			INCLUDED	
* DISCOUNT - TIME & DISTANCE	15%	0.00 X		-72.15	
CDW	Day	11.99 X 14		167.86	
EXTENDED PROTECTION	Day	12.95 X 14		181.30	
* REFUELING SERVICE CHARGE	Gallon	3.90 X		0.00	
* AIRPORT ACCESS FEE 14.29 PCT @ 14.29%				104.75	
* CON REC FEE SPCH	Day			7.00	
CAR RENTAL SALES TAX 11 PCT @ 11.00%				54.52	
SALES TAX 3.88%				43.98	
* DOLLARS OFF - COUPON	Rental	-25.00 X 1		-25.00	
ESTIMATED CHARGES			943.28	INITIAL X	
(ALL CHARGES ARE ESTIMATE ONLY - SUBJECT TO CHANGE IF VEHICLE NOT RETURNED TO THE LOCATION ON DATE AND TIME SPECIFIED, OR IF FUEL TANK IS NOT FULL AT RETURN AND FUEL SERVICE OPTION WAS NOT PURCHASED).					
PAYMENTS					
VISA 9978 Auth #					
YOU ACCEPT OPTIONAL CDW AT \$11.99 PER DAY AND ACKNOWLEDGE HAVING READ THE PROVISIONS CONTAINED WITHIN THIS AGREEMENT, INCLUDING THOSE IN THE RENTAL AGREEMENT JACKET AND ANY APPLICABLE OPTIONAL PRODUCT BROCHURES. X					
I ACCEPT OPTIONAL EXTENDED PROTECTION (EP) AT \$12.95 PER DAY AS DESCRIBED IN THE RENTAL AGREEMENT JACKET. X					
I DECLINE PERSONAL ACCIDENT INSURANCE (PAI) WITH PERSONAL EFFECTS COVERAGE (PEC). X					
I DECLINE ALAMO'S OPTIONAL ROADSIDE SERVICE PLUS X					

RA # 635001271

PAGE 1 OF 2



p. 4



May 01 17 12:18p

Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2017-05-05 11:31:00.951150

Files Not Recieved: 0

Attached is my lease statement.

LEASE STATEMENT

Account Number [REDACTED]
Statement Date 4/27/2017
Monthly Base Payment \$403.00
Sales/Use Tax \$0.00
Total Monthly Payment \$403.00
Tax Rate 0.0000 %
Past Due \$0.00
Other Fees and Charges Due \$0.00
Total Amount Due \$403.00
Months Remaining on Lease 34

TOTAL AMOUNT DUE

\$403.00 5/17/2017

[REDACTED]
Forest Hills, NY [REDACTED]

ACCOUNT ALERTS

Welcome to Chrysler Capital, servicer for CCAP Auto Lease Ltd. We look forward to providing you with quality service on your lease agreement.
Account is currently setup on recurring payments.

ACCOUNT ACTIVITY SINCE LAST STATEMENT

Description	Date	Amount
Payment Made	4/17/2017	\$403.00

Description	Date	Amount

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Questions? Go to **MyAccount.ChryslerCapital.com** or call Toll-Free **1-855-563-5635**.

SPECIAL OFFERS AND MESSAGES

PAYMENT COUPON

↑ To receive proper credit, please detach and return your payment and indicate amount paid. ↑

CHRYSLER
CAPITAL

[REDACTED]
Forest Hills, NY [REDACTED]

☐

Take advantage of our automatic payment plan or update your address. Please check the box and fill out reverse side.

CCAP Auto Lease Ltd.
P.O. Box 660647
Dallas, TX 75266-0647



Total Amount Due **\$403.00**
Account Number [REDACTED]
Due Date 5/17/2017

Please make all checks payable to CCAP Auto Lease Ltd. If you are sending in additional money to reduce your balance, please indicate below.

Payment Amount	\$
Additional Payment	\$
Fees	\$
Property Taxes	\$
Total Amount Enclosed	\$

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Pay Online at MyAccount.ChryslerCapital.com. We accept payments from checking/savings accounts and pinless debit/ATM cards. You can make a one-time payment or set up a recurring online payment plan. A convenience fee may apply.



Pay by Phone at 1-855-563-5635. Please have the account number from your checking, savings or pinless debit/ATM account ready when you call. You will also need your Chrysler Capital account number.



MoneyGram or Western Union. Express payments can be made using MoneyGram or Western Union Quick Collect. Please refer to the enclosed brochures or visit ChryslerCapital.com for details, including fees that may apply. Please note:

- » MoneyGram Receive Code is 1192.
- » Western Union City Code is CHRYSLERCAP, State Code is TX.



Pay by Mail. Mail your payment, made out to CCAP Auto Lease Ltd., to P.O. Box 660647, Dallas, TX 75266-0647. Write your account number on your check or money order and return it with the lower portion of your statement in the envelope that will be provided. To ensure payments are received in a timely manner, please mail your payment five to seven days before the due date.



Auto Pay. Sign up today for Auto Pay and your monthly payments will automatically be deducted from your personal checking or savings account and credited to your account by the payment due date. You will never have to worry about a late or missing car payment again! It's smart, it's FREE, and it's easy!

- » **Visit MyAccount.ChryslerCapital.com to sign up,** or fax the Authorization form at the bottom to 1-877-216-5854. If you have any other questions please feel free to call us toll-free at 1-855-563-5635 and an account manager will be happy to assist you.
- » **To stop or cancel Auto Pay:** Simply provide us with a 30-day written notice from the customer who authorized the recurring ACH transactions on the relevant account, and we will process the cancellation.
- » **If you change financial institutions or accounts:** You may stop payment of a debit entry by providing written notification to both Chrysler Capital and your financial institution prior to closing or changing your account.



Late Payment Warning: If we do not receive your payment(s) – including any fees or late charges that have been assessed – by the due date, you may have to pay a late fee.

ACCOUNT INFORMATION

Are you considering returning your vehicle and terminating your lease early? You have a right to obtain an appraisal at your cost, by and independent, certified and reputable appraiser if the appraiser is mutually acceptable to you and us. Otherwise, we will determine the value of the vehicle at our cost. For more information please visit us online at www.chryslercapital.com or by calling 1-855-563-5635.

Insurance - Coverage is mandatory. Your contract includes a requirement to maintain an insurance policy on your vehicle that provides comprehensive and collision coverage and to have a Loss Payee and Additional Insured Endorsement. Please make sure this information is correctly disclosed on your policy. **Please visit MyAccount.ChryslerCapital.com to update your policy information** at any time or call toll-free 1-855-563-5635.

Notice to Customer

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

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

Accounts Receivable Conversion: By remitting a check for payment, you are authorizing Chrysler Capital to use the information on your check to make a one-time electronic debit from your account at the financial institution indicated on your check where permitted by law. This electronic debit will be for the exact amount of your check. If an electronic debit is processed, the funds may be withdrawn from your account the same business day the payment is received, and your check will not be returned to your financial institution. This is an attempt to collect a debt and any information obtained will be used for that purpose. This communication is from a debt collector.

If the leased asset(s) described herein is purchased, notice is hereby given that the lessor has assigned its rights to a qualified intermediary to sell the leased asset(s) described herein.

Notice of Important Rights MA Residents

You have the right to make a written or oral request that telephone calls regarding your debt not be made to you at your place of employment. Any such oral request will be valid for only ten (10) days unless you provide written confirmation of the request postmarked or delivered within seven (7) days of such request. You may terminate this request by writing to Chrysler Capital Inc., P.O. Box 961275, Fort Worth, TX 76161-1275.

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Mail payoff checks to:
CCAP Auto Lease Ltd., P.O. Box 660647,
Dallas, TX 75266-0647.

Send bankruptcy notifications to:
Chrysler Capital, Attn: Bankruptcy Dept., P.O.
Box 961278, Ft. Worth, TX 76161-1278. All verbal
communication regarding a bankruptcy needs to
be made by calling 1-855-563-5635.

Mail your insurance information to:
Chrysler Capital, P.O. Box 4210,
Carmel, IN 46082.

Mail non-payment correspondence to:
Chrysler Capital, P.O. Box 961275, Fort Worth,
TX 76161-1275.

Sign up for online statements and recurring payments, visit the My Account section of ChryslerCapital.com and set up an online account. You will need a valid email address and your social security number to get started.

CHANGE OF ADDRESS/TELEPHONE INFORMATION (PLEASE PRINT)

Your Street Address

Your City State Zip

Home Phone Work Phone Cell Phone

Email Address

If the vehicle is being garaged at a location other than the new mailing address, please enter to reflect the correct garaging information below.

Vehicle Location Street Address

City State Zip

AUTO PAY AUTHORIZATION (PLEASE PRINT)

Name on the Account Chrysler Capital Account Number

Financial Institution Name and Phone Number

☐ Checking ☐ Savings Checking/Savings Account Number ACH Routing Number

Amount to Debit Start Date Day of Month/Due Date

Primary Name on the Account Date Signature

Secondary Name on the Account Date Signature

I hereby authorize Chrysler Capital to initiate entries to my checking or savings account at the financial institution above, for the purpose of making my monthly auto payments to CCAP Auto Lease Ltd. I also authorize the financial institution to withdraw these payments from my account. I Hereby Agree To All The Terms And Conditions As Noted Above. You authorize Chrysler Capital to cancel your Auto Pay if, on any scheduled payment date, the amount of your scheduled Auto Pay payment is greater than the payoff amount on your account.

LEASE STATEMENT

Account Number [REDACTED]
Statement Date 4/27/2017
Months Remaining on Lease 34
Current Tax Rate 0.0000 %
Lease Base Payment \$403.00
Lease Tax \$0.00
Total Monthly Lease Payment \$403.00

Past Due \$0.00
Current Payment Due
Property Tax Assessed \$0.00
Other Fees & Charges Due \$0.00

TOTAL AMOUNT OWED
\$403.00 5/17/2017

[REDACTED]
[REDACTED]
Forest Hills, NY [REDACTED]

ACCOUNT ALERTS

Welcome to Chrysler Capital, servicer for CCAP Auto Lease Ltd. We look forward to providing you with quality service on your lease agreement.
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ACCOUNT ACTIVITY SINCE LAST STATEMENT

Description	Date	Amount
Payment Made	4/17/2017	\$403.00

Description	Date	Amount

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SPECIAL OFFERS AND MESSAGES

PAYMENT COUPON

↑ To receive proper credit, please detach and return your payment and indicate amount paid. ↑

CHRYSLER
CAPITAL

[REDACTED]
Forest Hills, NY [REDACTED]

☐

Take advantage of our automatic payment plan or update your address. Please check the box and fill out reverse side.

CCAP Auto Lease Ltd.
P.O. Box 660647
Dallas, TX 75266-0647

Total Amount Due \$403.00
Account Number [REDACTED]
Due Date 5/17/2017

Please make all checks payable to CCAP Auto Lease Ltd. If you are sending in additional money to reduce your balance, please indicate below.

Payment Amount \$
*Additional Payment \$
*Fees \$
*Property Tax \$
Total Amount Enclosed \$

*Applying a portion of your enclosed amount to these fees with no advance fee due date

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Pay Online at MyAccount.ChryslerCapital.com. We accept payments from checking/savings accounts and pinless debit/ATM cards. You can make a one-time payment or set up a recurring online payment plan. A convenience fee may apply.



Pay by Phone at 1-855-563-5635. Please have the account number from your checking, savings or pinless debit/ATM account ready when you call. You will also need your Chrysler Capital account number. Convenience Fee may apply.



MoneyGram or Western Union. Express payments can be made using MoneyGram or Western Union Quick Collect. Please visit ChryslerCapital.com for details, including fees that will apply. Please note:

- » MoneyGram Receive Code is 1192.
- » Western Union City Code is CHRYSLERCAP, State Code is TX.



CheckFreePay. This service enables customers to walk into nearly 25,000 retail locations nationwide to make their loan payment. Just take the bottom portion of your billing statement and cash payment to a nearby CheckFreePay location, fees will apply. To find the location nearest you visit www.checkfreepay.com.



Pay by Mail. Mail your payment, made out to CCAP Auto Lease Ltd., to P.O. Box 660647, Dallas, TX 75266-0647. Write your account number on your check or money order and return it with the lower portion of your statement in the envelope that will be provided. To ensure payments are received in a timely manner, please mail your payment five to seven days before the due date.



Auto Pay. Sign up today for Auto Pay and your monthly payments will automatically be deducted from your personal checking or savings account and credited to your account by the payment due date. You will never have to worry about a late or missing car payment again! It's smart, it's FREE, and it's easy!

- » **Visit MyAccount.ChryslerCapital.com to sign up,** or fax the Authorization form at the bottom to 1-877-216-5854. If you have any other questions please feel free to call us toll-free at 1-855-563-5635 and an account manager will be happy to assist you.
- » **To stop or cancel Auto Pay:** Simply provide us with a 30-day written notice from the customer who authorized the recurring ACH transactions on the relevant account, and we will process the cancellation.
- » **If you change financial institutions or accounts:** You may stop payment of a debit entry by providing written notification to both Chrysler Capital and your financial institution prior to closing or changing your account.



Late Payment Warning: If we do not receive your payment(s) – including any fees or late charges that have been assessed – by the due date, you may have to pay a late fee. In addition, our service center associates will contact you for collection of payment.

ACCOUNT INFORMATION

Are you considering returning your vehicle and terminating your lease early? You have a right to obtain an appraisal at your cost, by and independent, certified and reputable appraiser if the appraiser is mutually acceptable to you and us. Otherwise, we will determine the value of the vehicle at our cost. For more information please visit us online at www.chryslercapital.com or by calling 1-855-563-5635.

Insurance - Coverage is mandatory. Your contract includes a requirement to maintain an insurance policy on your vehicle that provides comprehensive and collision coverage and to have a Loss Payee and Additional Insured Endorsement. Please make sure this information is correctly disclosed on your policy. **Please visit MyAccount.ChryslerCapital.com to update your policy information** at any time or call toll-free 1-855-563-5635.

Notice to Customer

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

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

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

If the leased asset(s) described herein is purchased, notice is hereby given that the lessor has assigned its rights to a qualified intermediary to sell the leased asset(s) described herein.

Notice of Important Rights MA Residents

You have the right to make a written or oral request that telephone calls regarding your debt not be made to you at your place of employment. Any such oral request will be valid for only ten (10) days unless you provide written confirmation of the request postmarked or delivered within seven (7) days of such request. You may terminate this request by writing to Chrysler Capital Inc., P.O. Box 961275, Fort Worth, TX 76161-1275.

©2016 Chrysler Capital. Chrysler Capital is a registered trademark of FCA US LLC and licensed to Santander Consumer USA Inc. Lease agreements are owned by CCAP Auto Lease Ltd. and serviced by Chrysler Capital.

Mail payoff checks to:
CCAP Auto Lease Ltd., P.O. Box 660647,
Dallas, TX 75266-0647.

Send bankruptcy notifications to:
Chrysler Capital, Attn: Bankruptcy Dept., P.O.
Box 961278, Ft. Worth, TX 76161-1278. All verbal
communication regarding a bankruptcy needs to
be made by calling 1-855-563-5635.

Mail your insurance information to:
Chrysler Capital, P.O. Box 4210,
Carmel, IN 46082.

Mail non-payment correspondence to:
Chrysler Capital, P.O. Box 961275, Fort Worth,
TX 76161-1275.

Sign up for online statements and recurring payments, visit the My Account section of ChryslerCapital.com and set up an online account. You will need a valid email address and your social security number to get started.

CHANGE OF ADDRESS/TELEPHONE INFORMATION (PLEASE PRINT)

Your Street Address

Your City State Zip

Home Phone Work Phone Cell Phone

Email Address

If the vehicle is being garaged at a location other than the new mailing address, please enter to reflect the correct garaging information below.

Vehicle Location Street Address

City State Zip

AUTO PAY AUTHORIZATION (PLEASE PRINT)

Name on the Account Chrysler Capital Account Number

Financial Institution Name and Phone Number

☐ Checking ☐ Savings Checking/Savings Account Number ACH Routing Number

Amount to Debit Start Date Day of Month/Due Date

Primary Name on the Account Date Signature

Secondary Name on the Account Date Signature

I hereby authorize Chrysler Capital to initiate entries to my checking or savings account at the financial institution above, for the purpose of making my monthly auto payments to CCAP Auto Lease Ltd. I also authorize the financial institution to withdraw these payments from my account. I Hereby Agree To All The Terms And Conditions As Noted Above. You authorize Chrysler Capital to cancel your Auto Pay if, on any scheduled payment date, the amount of your scheduled Auto Pay payment is greater than the payoff amount on your account.

Document Recieved from Customer

Cair Number: 3 [REDACTED]

Date Received: 2017-05-01 14:12:42.042992

Files Not Recieved: 0

For case 3 

Hertz

2 RN RR H21549371
VIN# 5N1DR2MM3H

CASE #

RENT RATE 3 @ \$ 45.00 / DAY \$ 135.00

SUBTOTAL T \$ 135.00

CHARGES ADDED DURING RENTAL

LDW	DECLINED	3 @ \$ 32.49 / DAY	T	97.47
PDW	DECLINED		\$	
LIS	DECLINED		\$	
PALPEC	DECLINED		\$	

SERVICE CHARGES/TAXES

SURCHARGE T \$ 3.51

TAX 6.00 % ON EST. TAXABLE TTL \$235.98 \$ 14.16

CUSTOMER CHARGE \$ 250.14

CHARGED ON: AX XXXXXXXXXXXXXXXXXX
CUSTOMER BALANCE \$ 250.14
0.00

FOR EXPLANATION OF THE ABOVE CHARGES,
PLEASE ASK A REPRESENTATIVE OR GO TO
WWW.HERTZ.COM/CHARGEEXPLAINED
VEHICLE: 01897/358561/111 NISSAN L10 04/28/2017 15.37
RENTED: ROCHESTER HILLS HLE 04/28/2017 15.37
RETURN: ROCHESTER HILLS HLE

HOW WAS YOUR EXPERIENCE? WE'D LIKE YOUR FEEDBACK.
1) Visit WWW.HERTZSURVEY.COM
2) Enter Access Code: 0542310 3) Take Brief Survey
STATEMENT OF CHARGES - NOT VALID FOR RENTAL

Document Recieved from Customer

Cair Number: 3 [REDACTED]

Date Received: 2017-05-26 10:45:49.140544

Files Not Recieved: 0

please contact me 

Hertz

0 RN RR H61773044
VIN# 2C4RDGCG8HR

RENT RATE 3 @ \$ 49.75 / DAY \$ 149.25

SUBTOTAL T \$ 149.25

CHARGES ADDED DURING RENTAL

L.D.W.	DECLINED	\$
P.D.W.	DECLINED	\$
L.I.S.	DECLINED	\$
P.A.I.P.E.C.	DECLINED	\$

SERVICE CHARGES/TAXES

SURCHARGE T \$ 3.51

AX 6.00 % ON EST. TAXABLE TTL \$152.76 \$ 9.17

CUSTOMER CHARGE \$ 161.93

CHARGED ON: AX XXXXXXXXXXXXX6094 \$ 161.93
CUSTOMER BALANCE \$ 0.00

FOR EXPLANATION OF THE ABOVE CHARGES,
PLEASE ASK A REPRESENTATIVE OR GO TO
WWW.HERTZ.COM/CHARGEEXPLAINED

VEHICLE: 01398/128759817 DODGE LIC: FL
RENTED: ROCHESTER HILLS HLE 05/17/2017 14:30
RETURN: ROCHESTER HILLS HLE 05/19/2017 17:17

HOW WAS YOUR EXPERIENCE? WE'D LIKE YOUR FEEDBACK.
1) Visit WWW.HERTZSURVEY.COM
2) Enter Access Code: 0542310 3) Take Brief Survey

STATEMENT OF CHARGES - NOT VALID FOR RENTAL

Case #31547949

VIN#2C4RC1GG2HR58 [REDACTED]

To Whom It May Concern:

My 2017 Chrysler Pacifica has been the worst vehicle I have ever purchased, new or used!

Up until my 5000 mile check- up everything seemed fine. At that time several problems arose. The trim on the driver's side window came loose, the carpet was missing a clip, and the horn did not work. The dealership was unable to fix it in time for me to leave for my trip to Florida on 4/13/17. My daughter and I drove down without a horn. On 4/17/17 I noticed the vehicle was shaking while idling, it continued the next day (4/18/17), and the check engine light came on. The vehicle was almost inoperable, as it would try to stall while idling. We were supposed to check-out and go to my sister's in SC on 4/19/17, however, I was unable to because I had to bring the vehicle to a dealership in Florida. Because of the breath of the problem I actually had to rent a car and stay 2 extra nights. I incurred 2 days of rental car expenses, 2 extra nights in the hotel, and 2 days of food expenses, as I was unable to leave until the morning of 4/21/17, because I did not get my car back until 6p on 4/20/17.

Please see the enclosed receipts and reimburse for the amount of \$532.72

[REDACTED]

CUSTOMER #:

Napleton's South Orlando
Chrysler/Jeep/Dodge1460 E. Osceola Parkway
Kissimmee, FL 34744
Phone: (407) 483-7700
www.napleton.com

INVOICE

Glenville, NY

PAGE 1

MV# 55969 VF# 1001245/1

HOME: [REDACTED] CONT [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 100758 KEVIN C SASENICK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	17	CHRYSLER PACIFICA	2C4RC1GG2HR5 [REDACTED]		7305/7305	T1504

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
03JAN17 DD			15:30 19APR17			CASH	20APR17

R.O. OPENED: [REDACTED] READY: [REDACTED] OPTIONS: DLR:45155 ENG:3.6_Liter_DOHC

09:53 19APR17 17:08 20APR17

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

A 1. Customer States [CUSTOMER STATES CHECK ENGINE LIGHT IS ON. THE VEH
SHAKES WHEN AT IDLE.]

CAUSE:

100 1. Customer States [CUSTOMER STATES CHECK
ENGINE LIGHT IS ON. THE VEH SHAKES WHEN AT
IDLE.]

99 SUBLET LIC#: 999999

WD

2 5047896AC ARM-VALVE
2 68245463AA ARM-VALVE
2 5047883AB TAPPET-VALVE LASH
6 68217514AB GASKET-PLENUM

(N/C)

(N/C)

(N/C)

(N/C)

(N/C)

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

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

B Multi-point inspection (according to maintenance interval)

23PT Multi-point inspection (according to
maintenance interval)

99 SUBLET LIC#: 999999

IPOLS

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

LIMITED WARRANTY: The only warranties applying to the parts included in accordance with this estimate are those that may be offered by the manufacturer. The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products or services sold under the terms of this estimate. Parts and labor are guaranteed for 12 months or 12,000 miles, whichever comes first. Seller does not guarantee the work performed in accordance with this estimate will correct any problem specified on the description of the complaint.

*The charge represents costs and profits to the motor repair facility for miscellaneous shop supplies of waste disposal. In 2014, the State of Florida requires a \$1.00 fee to be collected for each new car sold in the state is \$0.1714, and \$1.50 fee to be collected for each new or remanufactured factory sold in the state is \$0.2106.

STORAGE CHARGES:
A DAILY STORAGE FEE WILL BE CHARGED THREE (3) WORKING DAYS AFTER YOU HAVE BEEN NOTIFIED WORK ON YOUR VEHICLE HAS BEEN COMPLETED. THE DAILY STORAGE FEE IS \$20.00.

SIGNED: [REDACTED] DEALER GENERAL MANAGER OR AUTHORIZED PERSON DATE: [REDACTED]

A STANDARD CHARGE FOR SUPPLIES AND MATERIALS IS MADE ON EACH REPAIR ORDER. THE AMOUNT OF THIS CHARGE WILL BE 10% OF THE TOTAL LABOR & PARTS. THIS WILL BE SHOWN IN THE LOWER RIGHT CORNER OF YOUR INVOICE. IN THE SPACE PROVIDED, THE MAXIMUM AMOUNT CHARGED WILL BE \$40.00.

ARBITRATION AGREEMENT: Customer and the dealer agree that all claims, disputes, or controversies of every kind or nature that may arise between the customer and dealer related to the servicing of the vehicle shall be settled by binding arbitration in accordance with the "Supplementary Procedures For Consumer-Related Disputes" rules of the American Arbitration Association than in effect. Such arbitration shall be held in Florida, and judgment upon award rendered by the Arbitrator(s) may be entered by any court having jurisdiction thereof.

ALL PARTS NEW OR FACTORY REBUILT UNLESS OTHERWISE NOTED

CUSTOMER TO SIGN AND PROVIDE SIGNATURE AND ADDRESS (ADDRESS VEHICLE AND RECEIPT OF INVOICE HERE)

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
PLEASE PAY THIS AMOUNT	0.00

2261 East Inlo Bronson Memorial Hwy
Kissimmee, FL 34744
(407) 846-2221
www.flamingowaterpark.com

Page 1 of 1

TAX ID:

Room	Folio	CheckIn	CheckOut	Balance
4257	143109	04/19/2017	04/21/2017	0.00

Master Folio

Direct Bill MIAFLA107464113

Date	Room	Description / Voucher	Charges	Credits	Balance
04/19/2017	4257	Deposit Transfer - Conf 123518 to Folio 143109 04/19/2017 Visa/Mastercard (5434) -61.29	0.00	61.29	-61.29
04/19/2017	4257	Visa/Mastercard - 5434 AP 081356	0.00	28.00	-89.29
04/19/2017	4257	Resort Fee	24.67	0.00	-64.62
04/19/2017	4257	Sales Tax - 7.5%	1.85	0.00	-62.77
04/19/2017	4257	Room/Bed Tax - 6%	1.48	0.00	-61.29
04/19/2017	4257	Room Taxable	54.00	0.00	-7.29
04/19/2017	4257	Sales Tax - 7.5%	4.05	0.00	-3.24
04/19/2017	4257	Room/Bed Tax - 6%	3.24	0.00	0.00
04/20/2017	4257	Visa/Mastercard - 5434 AP 090830	0.00	89.29	-89.29
04/20/2017	4257	Resort Fee	24.67	0.00	-64.62
04/20/2017	4257	Sales Tax - 7.5%	1.85	0.00	-62.77
04/20/2017	4257	Room/Bed Tax - 6%	1.48	0.00	-61.29
04/20/2017	4257	Room Taxable	54.00	0.00	-7.29
04/20/2017	4257	Sales Tax - 7.5%	4.05	0.00	-3.24
04/20/2017	4257	Room/Bed Tax - 6%	3.24	0.00	0.00
		Balance Due			0.00
		Summary and Taxes			
		Taxable Sales	157.34		
		Sales Tax - 7.5%	11.80		
		Room/Bed Tax - 6%	9.44		

Flamingo Waterpark Resort
2261 East Irlo Bronson Memorial Hwy
Kissimmee, FL 34744
(407) 846-2221
www.flamingowaterpark.com

DATE/TIME 04/19/2017 09:11 AM
BUSINESS DATE 04/19/2017
INITIALS JT
TRANSACTION TYPE DEPOSIT PURCHASE

04/19/2017 01:50 AM
RID 71197223

Purchase

MasterCard XXXXXXXXXXXXX5434
Entry Mode Keyed

Invoice
Clerk



APPROVED 005019

Amount USD \$61.29

*** CUSTOMER COPY ***

Flamingo Waterpark Resort
2261 East Irlo Bronson Memorial Hwy
Kissimmee, FL 34744
(407) 846-2221
www.flamingowaterpark.com

DATE/TIME 04/20/2017 10:08 AM
BUSINESS DATE 04/20/2017
INITIALS NB
TRANSACTION TYPE PURCHASE/PREPAYMENT

04/20/2017 10:08 AM

TID 711972230005

Purchase

Debit MasterCard XXXXXXXXXXXXX5434
Entry Mode Chip
CVM SIGN

Invoice
Clerk

Response APPROVED
Auth Code 090830

EMV DETAILS

AID A0000000041010
TVR 0000008000
IAD
0110607001220000B1B5000000000000FF
TSI E800
ARC 00
Amount USD \$89.29

ERRICO/JESSICA A

*** CUSTOMER COPY ***

ENTERPRISE LEASING COMPANY OF ORLANDO, 2723 N. ORANGE BLOSSOM TRAIL, KISSIMMEE, FL 347441851 (407)
933-4546

RENTAL AGREEMENT

REF#
71GJN7

SUMMARY OF CHARGES

RENTER

DATE & TIME OUT

04/19/2017 10:11 AM

DATE & TIME IN

04/20/2017 05:38 PM

BILLING CYCLE

24-HOUR

CAR CLASS CHARGED

SSAR

VEH #1 2017 CHEV CAMA 1LT

VIN# 1G1FB1R57H018

LIC# 47337

MILES DRIVEN 36

CAR CLASS: SSAR

Charge Description	Date	Quantity	Per	Rate	Total
TIME & DISTANCE	04/19 - 04/20	2	DAY	\$32.50	\$65.00
DW	04/19 - 04/20	2	DAY	\$27.99	\$55.98
PAI	04/19 - 04/20	2	DAY	\$3.40	\$6.80
RAP	04/19 - 04/20	2	DAY	\$4.99	\$9.98
SLP	04/19 - 04/20	2	DAY	\$17.95	\$35.90
REFUELING CHARGE	04/19 - 04/20				\$0.00
Subtotal:					\$173.66
Taxes & Surcharges					
FL STATE SALES TAX	04/19 - 04/20			7.5%	\$5.28
RENTAL CAR SURCHARGE	04/19 - 04/20	2	DAY	\$2.00	\$4.00
TIRE AND BATTERY FEE	04/19 - 04/20	2	DAY	\$0.02	\$0.04
VLF REC - VEHICLE LICENSE FEE	04/19 - 04/20	2	DAY	\$0.66	\$1.32
Total Charges:					\$184.30

Total Estimated Amount Due

\$184.30

PAYMENT INFORMATION

AMOUNT PAID	TYPE
\$184.30	Visa

CREDIT CARD NUMBER
XXXXXXXXXX PENDING

Flamingo Waterpark Resort
2261 East Elio Bronson Memorial Hwy
Kissimmee, FL 34744
(407) 846-2221

Emp: 0526 Hiram Ck #: 106
04/19/2017 Table: SVMK1
Go: 36 PM
1 10 WINGS 12.40
1 10" Small Cheese Pizza 7.99
1 House Brand Drink 5.00
Sub Total: 25.39
Sales Tax 2.13
Service Charge 4.26
Total Due: 34.78

A 15% service charge has been included in your check as a courtesy. This amount can be increased, decreased or removed.

15 % service charge has been added to your check, if you aren't agree let us know!

Flamingo Waterpark Resort
2261 East Elio Bronson Memorial Hwy
Kissimmee, FL 34744
(407) 846-2221

Emp: 0678 Ericka A Ck #: 33
04/20/2017 Table: A
10:12 AM Guests: 1
1 English Muffin Sandwich 6.50
1 Fruit Plate 8.00
1 Natural Smoothie 3.75
1 Coffee 100% COLOMBIAN 0.00
16oz 1.50
1 10 GO 0.00
Sub Total: 19.75
Sales Tax 1.48
Service Charge 2.96
Total Due: 24.19

A 15% service charge has been included in your check as a courtesy. This amount can be increased, decreased or removed.

15 % service charge has been added to your check, if you aren't agree let us know!

Disney Parks

Lusker House
Store Number 8507
Lake Buena Vista, FL 32836

CASH NUMBER TABLE NUMBER
CHECK NUMBER 12345 GUEST COUNT 2

***** 518 690 2365 *****
Buffer Lunch 15.00
KM Bfct Lunch 10.00
Sub Total 25.00
Sales Tax 4.68
TOTAL DUE 29.68

TIP
12.36
14.40

13.32
Total: 90.1

PLEASE PAY SERVER

Gratuities and tips must be paid separately from dining plans.

Package Plan Balance Print

4/19/2017 12:36 8507 032 0300 Ym

15+ service charge has been added to your
 bill. If you don't agree let us know!

[illegible]

^a The number of subjects who were included in each group was 10.

[illegible][illegible]

$\frac{1}{2} \left(\frac{1}{2} \right) = \frac{1}{4}$

1000

the 1990s, the number of people in the world who are under 15 years of age is expected to increase from 1.1 billion to 1.5 billion. The number of people aged 65 and over is expected to increase from 200 million to 400 million. The number of people aged 15 and over is expected to increase from 3.5 billion to 4.5 billion. The number of people aged 15 and over is expected to increase from 3.5 billion to 4.5 billion. The number of people aged 15 and over is expected to increase from 3.5 billion to 4.5 billion.

Figure 1. Schematic representation of the experimental design. The subjects were divided into two groups: the control group (CG) and the experimental group (EG). The CG was divided into two subgroups: the control group (CG) and the control group (CG). The EG was divided into two subgroups: the experimental group (EG) and the experimental group (EG). The CG was divided into two subgroups: the control group (CG) and the control group (CG). The EG was divided into two subgroups: the experimental group (EG) and the experimental group (EG).

1. The first step in the process is to identify the problem or issue that needs to be addressed. This involves gathering information and understanding the context of the problem.

1. *Journal of the American Medical Association*, 1997; 277: 1001-1005.

[illegible]

Journal of Management Education 30(6)p. 789-804
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...and the fact that the *Journal* is a journal of the American Psychological Association, the largest and most influential organization in the field of psychology, adds to the journal's prestige and makes it a must-read for all psychologists.

[illegible]

Figure 1. The effect of the concentration of the Ca^{2+} solution on the Ca^{2+} concentration in the Ca^{2+} solution. The Ca^{2+} concentration in the Ca^{2+} solution was 0.1, 0.2, 0.3, 0.4, 0.5, 0.6, 0.7, 0.8, 0.9, 1.0, 1.1, 1.2, 1.3, 1.4, 1.5, 1.6, 1.7, 1.8, 1.9, 2.0, 2.1, 2.2, 2.3, 2.4, 2.5, 2.6, 2.7, 2.8, 2.9, 3.0, 3.1, 3.2, 3.3, 3.4, 3.5, 3.6, 3.7, 3.8, 3.9, 4.0, 4.1, 4.2, 4.3, 4.4, 4.5, 4.6, 4.7, 4.8, 4.9, 5.0, 5.1, 5.2, 5.3, 5.4, 5.5, 5.6, 5.7, 5.8, 5.9, 6.0, 6.1, 6.2, 6.3, 6.4, 6.5, 6.6, 6.7, 6.8, 6.9, 7.0, 7.1, 7.2, 7.3, 7.4, 7.5, 7.6, 7.7, 7.8, 7.9, 8.0, 8.1, 8.2, 8.3, 8.4, 8.5, 8.6, 8.7, 8.8, 8.9, 9.0, 9.1, 9.2, 9.3, 9.4, 9.5, 9.6, 9.7, 9.8, 9.9, 10.0, 10.1, 10.2, 10.3, 10.4, 10.5, 10.6, 10.7, 10.8, 10.9, 11.0, 11.1, 11.2, 11.3, 11.4, 11.5, 11.6, 11.7, 11.8, 11.9, 12.0, 12.1, 12.2, 12.3, 12.4, 12.5, 12.6, 12.7, 12.8, 12.9, 13.0, 13.1, 13.2, 13.3, 13.4, 13.5, 13.6, 13.7, 13.8, 13.9, 14.0, 14.1, 14.2, 14.3, 14.4, 14.5, 14.6, 14.7, 14.8, 14.9, 15.0, 15.1, 15.2, 15.3, 15.4, 15.5, 15.6, 15.7, 15.8, 15.9, 16.0, 16.1, 16.2, 16.3, 16.4, 16.5, 16.6, 16.7, 16.8, 16.9, 17.0, 17.1, 17.2, 17.3, 17.4, 17.5, 17.6, 17.7, 17.8, 17.9, 18.0, 18.1, 18.2, 18.3, 18.4, 18.5, 18.6, 18.7, 18.8, 18.9, 19.0, 19.1, 19.2, 19.3, 19.4, 19.5, 19.6, 19.7, 19.8, 19.9, 20.0, 20.1, 20.2, 20.3, 20.4, 20.5, 20.6, 20.7, 20.8, 20.9, 21.0, 21.1, 21.2, 21.3, 21.4, 21.5, 21.6, 21.7, 21.8, 21.9, 22.0, 22.1, 22.2, 22.3, 22.4, 22.5, 22.6, 22.7, 22.8, 22.9, 23.0, 23.1, 23.2, 23.3, 23.4, 23.5, 23.6, 23.7, 23.8, 23.9, 24.0, 24.1, 24.2, 24.3, 24.4, 24.5, 24.6, 24.7, 24.8, 24.9, 25.0, 25.1, 25.2, 25.3, 25.4, 25.5, 25.6, 25.7, 25.8, 25.9, 26.0, 26.1, 26.2, 26.3, 26.4, 26.5, 26.6, 26.7, 26.8, 26.9, 27.0, 27.1, 27.2, 27.3, 27.4, 27.5, 27.6, 27.7, 27.8, 27.9, 28.0, 28.1, 28.2, 28.3, 28.4, 28.5, 28.6, 28.7, 28.8, 28.9, 29.0, 29.1, 29.2, 29.3, 29.4, 29.5, 29.6, 29.7, 29.8, 29.9, 30.0, 30.1, 30.2, 30.3, 30.4, 30.5, 30.6, 30.7, 30.8, 30.9, 31.0, 31.1, 31.2, 31.3, 31.4, 31.5, 31.6, 31.7, 31.8, 31.9, 32.0, 32.1, 32.2, 32.3, 32.4, 32.5, 32.6, 32.7, 32.8, 32.9, 33.0, 33.1, 33.2, 33.3, 33.4, 33.5, 33.6, 33.7, 33.8, 33.9, 34.0, 34.1, 34.2, 34.3, 34.4, 34.5, 34.6, 34.7, 34.8, 34.9, 35.0, 35.1, 35.2, 35.3, 35.4, 35.5, 35.6, 35.7, 35.8, 35.9, 36.0, 36.1, 36.2, 36.3, 36.4, 36.5, 36.6, 36.7, 36.8, 36.9, 37.0, 37.1, 37.2, 37.3, 37.4, 37.5, 37.6, 37.7, 37.8, 37.9, 38.0, 38.1, 38.2, 38.3, 38.4, 38.5, 38.6, 38.7, 38.8, 38.9, 39.0, 39.1, 39.2, 39.3, 39.4, 39.5, 39.6, 39.7, 39.8, 39.9, 40.0, 40.1, 40.2, 40.3, 40.4, 40.5, 40.6, 40.7, 40.8, 40.9, 41.0, 41.1, 41.2, 41.3, 41.4, 41.5, 41.6, 41.7, 41.8, 41.9, 42.0, 42.1, 42.2, 42.3, 42.4, 42.5, 42.6, 42.7, 42.8, 42.9, 43.0, 43.1, 43.2, 43.3, 43.4, 43.5, 43.6, 43.7, 43.8, 43.9, 44.0, 44.1, 44.2, 44.3, 44.4, 44.5, 44.6, 44.7, 44.8, 44.9, 45.0, 45.1, 45.2, 45.3, 45.4, 45.5, 45.6, 45.7, 45.8, 45.9, 46.0, 46.1, 46.2, 46.3, 46.4, 46.5, 46.6, 46.7, 46.8, 46.9, 47.0, 47.1, 47.2, 47.3, 47.4, 47.5, 47.6, 47.7, 47.8, 47.9, 48.0, 48.1, 48.2, 48.3, 48.4, 48.5, 48.6, 48.7, 48.8, 48.9, 49.0, 49.1, 49.2, 49.3, 49.4, 49.5, 49.6, 49.7, 49.8, 49.9, 50.0, 50.1, 50.2, 50.3, 50.4, 50.5, 50.6, 50.7, 50.8, 50.9, 51.0, 51.1, 51.2, 51.3, 51.4, 51.5, 51.6, 51.7, 51.8, 51.9, 52.0, 52.1, 52.2, 52.3, 52.4, 52.5, 52.6, 52.7, 52.8, 52.9, 53.0, 53.1, 53.2, 53.3, 53.4, 53.5, 53.6, 53.7, 53.8, 53.9, 54.0, 54.1, 54.2, 54.3, 54.4, 54.5, 54.6, 54.7, 54.8, 54.9, 55.0, 55.1, 55.2, 55.3, 55.4, 55.5, 55.6, 55.7, 55.8, 55.9, 56.0, 56.1, 56.2, 56.3, 56.4, 56.5, 56.6, 56.7, 56.8, 56.9, 57.0, 57.1, 57.2, 57.3, 57.4, 57.5, 57.6, 57.7, 57.8, 57.9, 58.0, 58.1, 58.2, 58.3, 58.4, 58.5, 58.6, 58.7, 58.8, 58.9, 59.0, 59.1, 59.2, 59.3, 59.4, 59.5, 59.6, 59.7, 59.8, 59.9, 60.0, 60.1, 60.2, 60.3, 60.4, 60.5, 60.6, 60.7, 60.8, 60.9, 61.0, 61.1, 61.2, 61.3, 61.4, 61.5, 61.6, 61.7, 61.8, 61.9, 62.0, 62.1, 62.2, 62.3, 62.4, 62.5, 62.6, 62.7, 62.8, 62.9, 63.0, 63.1, 63.2, 63.3, 63.4, 63.5, 63.6, 63.7, 63.8, 63.9, 64.0, 64.1, 64.2, 64.3, 64.4, 64.5, 64.6, 64.7, 64.8, 64.9, 65.0, 65.1, 65.2, 65.3, 65.4, 65.5, 65.6, 65.7, 65.8, 65.9, 66.0, 66.1, 66.2, 66.3, 66.4, 66.5, 66.6, 66.7, 66.8, 66.9, 67.0, 67.1, 67.2, 67.3, 67.4, 67.5, 67.6, 67.7, 67.8, 67.9, 68.0, 68.1, 68.2, 68.3, 68.4

15 % service charge has been added to your check, if you aren't agree let us know!



July 17, 2017

[REDACTED]
[REDACTED]
Glenville, NY [REDACTED]

Reference [REDACTED]

Dear Ms. [REDACTED]

Thank you for your recent letter regarding a recall on your 2017 Chrysler Pacifica Limited.

We regret you experienced a problem with your vehicle. Unfortunately, the repair order which you submitted to our office does not show replacement of parts or services involved in a recall on this particular vehicle. Therefore, we are unable to accommodate your request for reimbursement.

Thank you for writing and giving us the opportunity to review this matter with you.

Sincerely,
Tiara
Case Manager

From: [REDACTED]
To: customerassist@chrysler.com
Date: Tue May 02 10:43:08 EDT 2017
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: Service and Maintenance

Brief Description:

New van brokedown in the middle of the road

Comments:

I got new 2017 pacifica, it brokedown in the middle of the road, looks like dealer needs couple of days to fix, I got a lonar car, not even a van , how can I trust that my vehicle is safe in future ? I got pacifica to take family on travel this summer, what if it breaks down like this on the middle of the road ?

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: R [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Tue May 02 23:31:49 EDT 2017

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

Thank you for contacting the FCA Customer Assistance Center.

We are very sorry to learn of the problems you have encountered, and your frustration in the matter is understandable.

I have seen that you have called in regarding the concerns with your vehicle and your case is being reviewed and worked on. Your case number is [REDACTED]

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 1-800-247-9753 and reference case number [REDACTED]

Sincerely,

Jennifer

Customer Service Representative

FCA 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=KMM10177665V82309L0KM&

Original Message Follows:

Service and Maintenance - MOPAR Brand Site

Brief Description:

New van brokedown in the middle of the road

Comments:

I got new 2017 pacifica, it brokedown in the middle of the road, looks like dealer needs couple of days to fix, I got a lonar car, not even a van , how can I trust that my vehicle is safe in future ? I got pacifica to take family on travel this summer, what if it breaks down like this on the middle of the road ?

VIN:

HR5[REDACTED]1

Mileage:

8207

Servicing Dealer:

Criswell

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Clarksburg

State:

MD

Zip:

2 [REDACTED]

Email:

[REDACTED]

Work Phone:

[REDACTED]

From: [REDACTED]
To: customerassist@chrysler.com
Date: Tue May 02 10:52:44 EDT 2017
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

New Pacifica brokedown

Comments:

I got a new 2017 pacifica, it brokedown in the middle of the road, showing all sorts of warnings. I am now concerned about the reliability of this vehicle, I have plans to drive long distance with family and children. I got loneyar car (mid size car) from the dealer as they need couple of days to fix it. Its not even a van, I am very disappointed and experiencing had time taking family around without a van. How are you going to address this issue and assure me a safe vehicle for future ?

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Wed May 03 01:14:21 EDT 2017

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

Thank you for contacting the FCA Customer Assistance Center.

I definitely understand your concern with your Chrysler Pacifica stalling on you in the middle of the road.

I do see you have a case currently open with one of our customer service reps. I have updated your case with this information and you will be contacted back once an update is available.

Your case number is [REDACTED]

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 1-800-247-9753.

Sincerely,

Katelynn

Customer Service Representative

FCA Customer Assistance Center

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

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: 3 [REDACTED]

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM10177791V88461L0KM&

Original Message Follows:

US Customer Service - MOPAR Brand Site

Brief Description:

New Pacifica brokedown

Comments:

I got a new 2017 pacifica, it brokedown in the middle of the road, showing all sorts of warnings. I am now concerned about the reliability of this vehicle, I have plans to drive long distance with family and children. I got lonear car (mid size car) from the dealer as they need couple of days to fix it. Its not even a van, I am very disappointed and experiencing had time taking family around without a van. How are you going to address this issue and assure me a safe vehicle for future ?

VIN:

HR [REDACTED]

Mileage:

8207

Servicing Dealer:

Criswell

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Clarksburg

State:

MD

Zip:

2 [REDACTED]

Email:

[REDACTED]

Work Phone:

[REDACTED]

From: re [REDACTED]
To: customerassist@chrysler.com
Date: Fri May 05 10:23:01 EDT 2017
Subject: Re: Chrysler Group LLC Customer Assistance (KMM10177791V88461L0KM)

<HTML>

<BODY>

<div dir="ltr">Hi, <div>
</div><div>Its been three days since we gave the Pacifica to the dealer. We are juggling with the loaner car , it is becoming quiet difficult to mange transportation of my family and kids with this small car. I appreciate if you can arrange a mini van as loaner while the issues with Pacifica are addressed. </div><div>
</div><div>Could you please help. </div><div>
</div><div>-Siva </div><div>[REDACTED]div</div><div class="gmail_extra">
<div class="gmail_quote">On Wed, May 3, 2017 at 1:14 AM, customerassist <customerassist@chrysler.com> wrote:
<blockquote class="gmail_quote" style="margin:0 0 0 .8ex;border-left:1px #ccc solid;padding-left:1ex">Dear [REDACTED],

Thank you for contacting the FCA Customer Assistance Center.

I definitely understand your concern with your Chrysler Pacifica
stalling on you in the middle of the road.

I do see you have a case currently open with one of our customer service
reps. I have updated your case with this information and you will be
contacted back once an update is available.

Your case number is [REDACTED]r>

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 1-800-247-9753.

Sincerely,

Katelynn

Customer Service Representative

FCA Customer Assistance Center

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

following information:

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK: <a

href="http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM10177791V88461L0KM&" rel="noreferrer"

target="_blank">http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM10177791V88461L0KM&

Original Message Follows:

US Customer Service - MOPAR Brand Site

Brief Description:

New Pacifica brokedown

Comments:

I got a new 2017 pacifica, it brokedown in the middle of the road,
showing

all sorts of warnings. I am now concerned about the reliability of this
vehicle, I have plans to drive long distance with family and children.
I

got lonear car (mid size car) from the dealer as they need couple of
days

to fix it. Its not even a van, I am very disappointed and experiencing
had

time taking family around without a van. How are you going to address
this

issue and assure me a safe vehicle for future ?

VIN:

HR [REDACTED]

Mileage:

8207

Servicing Dealer:

Criswell

Title:

First Name:

[REDACTED]>

Middle Initial:

Last Name:

██████████

Address 1:

██

Address 2:

City:

Clarksburg

State:

MD

Zip:

██████████

Email:

br>

Work Phone:

</blockquote></div>
</div>

</BODY>

</HTML>

From: customerassist@chrysler.com

To: [REDACTED]

Date: Sat May 06 03:28:55 EDT 2017

Subject: Re: Chrysler Group LLC Customer Assistance (KMM10177791V88461L0KM)

Dear [REDACTED]

I do see your case is being reviewed by another agent, your file has been updated with the latest information you have provided.

Sincerely,

Katelynn

Customer Service Representative

FCA Customer Assistance Center

Original Message Follows:

Hi,

Its been three days since we gave the Pacifica to the dealer. We are juggling with the loaner car , it is becoming quiet difficult to mange transportation of my family and kids with this small car. I appreciate if you can arrange a mini van as loaner while the issues with Pacifica are addressed. Could you please help.

[REDACTED]

[REDACTED]

On Wed, May 3, 2017 at 1:14 AM, customerassist <customerassist@chrysler.com> wrote:

Dear [REDACTED]

Thank you for contacting the FCA Customer Assistance Center.

I definitely understand your concern with your Chrysler Pacifica stalling on you in the middle of the road.

I do see you have a case currently open with one of our customer service reps. I have updated your case with this information and you will be contacted back once an update is available.

Your case number is [REDACTED]

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 1-800-247-9753.

Sincerely,

Katelynn

Customer Service Representative
FCA Customer Assistance Center

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

REFERENCE [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM10177791V88461L0KM&

Original Message Follows:

US Customer Service - MOPAR Brand Site

Brief Description:

New Pacifica brokedown

Comments:

I got a new 2017 pacifica, it brokedown in the middle of the road, showing

all sorts of warnings. I am now concerned about the reliability of this vehicle, I have plans to drive long distance with family and children.

I

got lonear car (mid size car) from the dealer as they need couple of days

to fix it. Its not even a van, I am very disappointed and experiencing had

time taking family around without a van. How are you going to address this

issue and assure me a safe vehicle for future ?

VIN:

HR [REDACTED]

Mileage:

8207

Servicing Dealer:

Criswell

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Clarksburg

State:

MD

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:

[REDACTED]

From: [REDACTED]
To: customerassist@chrysler.com
Date: Thu May 11 14:48:21 EDT 2017
Subject: Re: Chrysler Group LLC Customer Assistance (KMM10182682V55735L0KM)

<HTML>

<BODY>

<div dir="ltr">Hello,</div>
</div><div>I am not sure who is addressing my request, no one responded me so far. It is a week since I am out van. After it brokedown, I gave my Chrysler Pacifica to the dealer (Cirswell Auto in Gaithersburg MD). We got a loaner car, and we are juggling with drop and pickups of family members and kids, the loaner car is not a mini van, it is becoming quiet difficult to mange
transportation of my family and kids with this small car. I appreciate if you can arrange a mini van as loaner while the issues with Pacifica being addressed.

Could you please help.</div><div>
</div><div>-

[REDACTED]</div><div>3 [REDACTED] 5
<div class="gmail_extra">
<div class="gmail_quote">On

Sat, May 6, 2017 at 3:29 AM, customerassist <<a

href="mailto:customerassist@chrysler.com"

target="_blank">customerassist@chrysler.com> wrote:
<blockquote

class="gmail_quote" style="margin:0px 0px 0px 0.8ex;border-left:1px solid

rgb(204,204,204);padding-left:1ex">Dear Siva,

I do see your case is being reviewed by another agent, your file has

been updated with the latest information you have provided.

Sincerely,

Katelynn

Customer Service Representative

FCA Customer Assistance Center

Original Message Follows:

Hi,

Its been three days since we gave the Pacifica to the dealer. We are

juggling with the loaner car , it is becoming quiet difficult to mange

transportation of my family and kids with this small car. I appreciate

if you can arrange a mini van as loaner while the issues with Pacifica

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

following information:

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: 3 [REDACTED]

REPLY LINK: <http://www.chrysler.com/wccs/> brand_forms/us/reply.jsp?trk_
ID=KMM10177791V88461L0KM&

Original Message Follows:

US Customer Service - MOPAR Brand Site

Brief Description:

New Pacifica brokedown

Comments:

I got a new 2017 pacifica, it brokedown in the middle of the road,
showing

all sorts of warnings. I am now concerned about the reliability of
this

vehicle, I have plans to drive long distance with family and children.
I

got lonear car (mid size car) from the dealer as they need couple of
days

to fix it. Its not even a van, I am very disappointed and experiencing
had

time taking family around without a van. How are you going to address
this

issue and assure me a safe vehicle for future ?

VIN:

HR [REDACTED]

Mileage:

8207

Servicing Dealer:

Criswell

Title:

First Name:

[REDACTED]

</HTML>

From: customerassist@chrysler.com

To: [REDACTED]

Date: Fri May 12 21:00:13 EDT 2017

Subject: Re: Chrysler Group LLC Customer Assistance (KMM10182682V55735L0KM)

Dear [REDACTED]

Our records show a case manager attempted to contact you on 05/09/2017.

Your case has been updated with the information you have provided in this email & you will be contacted in 1 business day.

Sincerely,

Katelynn

Customer Service Representative

FCA Customer Assistance Center

Original Message Follows:

Hello,

I am not sure who is addressing my request, no one responded me so far. It is a week since I am out van. After it broke down, I gave my Chrysler Pacifica to the dealer (Cirswell Auto in Gaithersburg MD). We got a loaner car, and we are juggling with drop and pickups of family members and kids, the loaner car is not a mini van, it is becoming quite difficult to manage transportation of my family and kids with this small car. I appreciate if you can arrange a mini van as loaner while the issues with Pacifica being addressed.

Could you please help.

[REDACTED]

[REDACTED]

On Sat, May 6, 2017 at 3:29 AM, customerassist <customerassist@chrysler.com> wrote:

Dear [REDACTED]

I do see your case is being reviewed by another agent, your file has been updated with the latest information you have provided.

Sincerely,

Katelynn

Customer Service Representative

FCA Customer Assistance Center

Original Message Follows:

HI,

Its been three days since we gave the Pacifica to the dealer. We are juggling with the loaner car , it is becoming quiet difficult to mange transportation of my family and kids with this small car. I appreciate if you can arrange a mini van as loaner while the issues with Pacifica are addressed.

Could you please help.

[REDACTED]
[REDACTED]

On Wed, May 3, 2017 at 1:14 AM, customerassist
<customerassist@chrysler.com> wrote:

Dear [REDACTED]

Thank you for contacting the FCA Customer Assistance Center.

I definitely understand your concern with your Chrysler Pacifica stalling on you in the middle of the road.

I do see you have a case currently open with one of our customer service reps. I have updated your case with this information and you will be contacted back once an update is available.

Your case number is 3 [REDACTED].

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 1-800-247-9753.

Sincerely,

Katelynn

Customer Service Representative
FCA Customer Assistance Center

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

following information:

REFERENCE NUMBER: 3 [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM10177791V88461L0KM&

Original Message Follows:

US Customer Service - MOPAR Brand Site

Brief Description:

New Pacifica brokedown

Comments:

I got a new 2017 pacifica, it brokedown in the middle of the road, showing

all sorts of warnings. I am now concerned about the reliability of this

vehicle, I have plans to drive long distance with family and children.

I

got lonear car (mid size car) from the dealer as they need couple of days

to fix it. Its not even a van, I am very disappointed and experiencing had

time taking family around without a van. How are you going to address this

issue and assure me a safe vehicle for future ?

VIN:

HR [REDACTED]

Mileage:

8207

Servicing Dealer:

Criswell

Title:

First Name:

■ a

Middle Initial:

Last Name:

■

Address 1:

■

Address 2:

City:

Clarksburg

State:

MD

Zip:

■

Email:

■

Work Phone:

3 ■

Please image these documents to the CAIR

#

CAIR Number:

VIN number:

HR

Customer Name:

Cost Associated:

\$210.00 (Rental)

Date Placed in Scan Bin:

5/30/17

THOMPSON Automotive Group

Fax Cover Sheet

PLEASE DELIVER THE FOLLOWING MATERIAL AS SOON AS POSSIBLE

To: Mike
Company: Chrysler
Fax#: (586) 497-2112
From: Bonnie Ring
Number of Pages (including cover page): 2
Telephone: (410) 679-1400
Date Sent: 5/30/17 Time Sent: _____
Re: [REDACTED] CC: _____
Comments: Per your request!



THOMPSON
Lincoln Mercury
1900 Meritt Blvd.
Baltimore, Maryland 21222
(410) 282-6300

CHRYSLER



THOMPSON
Chrysler
Dodge
124 North Point Blvd.
Baltimore, Maryland 21224
(410) 288-3100



THOMPSON
Hyundai
1307 Meritt Blvd.
Baltimore, Maryland 21222
(410) 288-6700



THOMPSON
Suzuki
900 Meritt Blvd.
Baltimore, Maryland 21222
(410) 288-5771



THOMPSON
Toyota
Scion
1101 Business Center Way
Edgewood, Maryland 21040
(410) 679-1500

CHRYSLER



THOMPSON
Chrysler
Jeep
1102 Business Center Way
Edgewood, Maryland 21040
(410) 679-1400

THOMPSON
Collision Centers
Meritt Blvd. (410) 282-6300
North Point Blvd. (410) 288-3100
Edgewood - (410) 679-2134

CONFIDENTIALITY NOTICE

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"If you no longer wish to receive fax advertisements from the Thompson Automotive Group, please call the appropriate dealer or send a fax by choosing their phone/fax number from the left side margin or send an email to the specific person (Example: JohnSmith@ThompsonAutomotive.Com) and provide the following information so we can process your request: your name, the name of your company (if applicable), and your fax number(s), and that you do not wish to receive fax advertisements from the Thompson Automotive Group. We must process your request within 30 days."

HR [REDACTED]

ARMS THOMPSON DODGE
CHRYSLER JEEP-EDGEWOOD

Rental Company: ENTERPRISE RENT-A-CAR
Invoice: [REDACTED]
Alternate Invoice Number: [REDACTED]

Bill To: N11437
THOMPSON DODGE CHRYSLER JEEP-EDGEWOOD
ATTN: AMANDA ORDOS
1101 BUSINESS CENTER WAY
EDGEWOOD, MD 21040

RENTAL DETAIL:

Rental Period: 5/18/17 to 5/24/17 (6 days)
Billed 5/18/17 to
Period: 5/24/17 (6 days)

RENTER INFORMATION:

Renter: [REDACTED]

RENTAL INFORMATION:

Rental Branch Location:
ENTERPRISE RENT-A-CAR (1827)
2103 PULASKI HWY
EDGEWOOD, MD 210401615
(410) 671-6305

ADDITIONAL CLAIM INFORMATION:

AP# or RO#/PO#: [REDACTED]

Owner's Vehicle: 2016 CHRYSLER
Additional Driver:

Repair Facility:

THOMPSON CHRYSLER/JEEP-1827
EDGEWOOD, MD 21040
(410) 679-1400

Products and Services	Rate	Amount
6 DAYS @	30.90	\$185.40
Taxes and Surcharges		
6 MD VLF	0.49	\$2.94
1 SALES TAX	11.50%	\$21.66
Total Charges:		\$210.00
Less Amount Received:		\$0.00
Total Amount Due:		\$210.00

VEHICLES RENTED:

Effective Date and Time	Year	Make	Model	VIN	Starting Mileage	Ending Mileage	Mileage	Rate Charged
5/18/17 1:18 PM	2017	JEEP	RENE	ZACCJB884H [REDACTED]	7652	7859	207	\$30.90

Rental Invoice

Please Return This Portion with Remittance

Make Payment To:
ENTERPRISE RENT-A-CAR (1899)
701 WEDEMAN AVE

LINTHICUM, MD 21090-1415
Federal ID:26-4548300

Total Charges: \$210.00
Less Amount Received: \$0.00
Total Amount Due..... \$210.00

Please include on your check:

Invoice # [REDACTED]

(586) 497 2112
att: Mike

Please image these documents to the CAIR

#

CAIR Number:

VIN number:

Customer Name:

Cost Associated:

\$ 650.96 (RENTAL)

Date Placed in Scan Bin:

6/6/17

Subject: Your Tuesday morning ride with Gett

From: Gett Receipts (do-not-reply@gett.com)

To: [REDACTED]

Date: Tuesday, May 23, 2017 9:03 AM

Hi [REDACTED] Thanks for using Gett!

The order was booked on: 05/23/17 08:25 AM



[REDACTED] New York, [REDACTED]

Brooklyn,

08:33 AM



[REDACTED] York, [REDACTED]

Brooklyn, New

09:01 AM

\$ 16.87

FARE BREAKDOWN

Fare (Includes Taxes) \$ 16.87

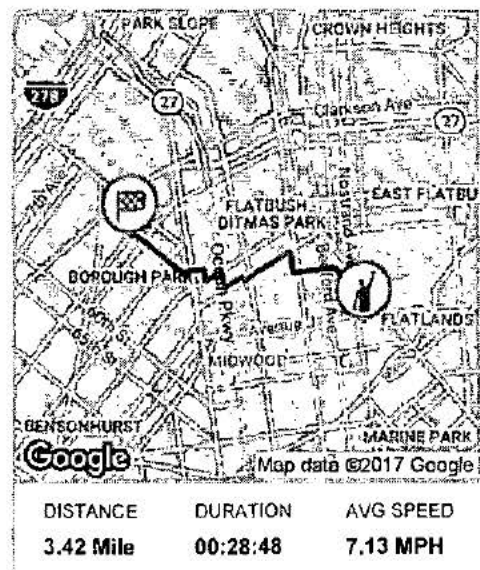
Tip (0.0%) \$ 0.00

CHARGED



****3052

\$ 16.87



TYPE

Nissan Rogue

YOUR DRIVER

YOUR RIDING RATING

Dispatching Base: SABO ONE LLC #B02907

Affiliated Base: Achtzehn-NY, LLC #602889

License Plate: T733372C

FHV License Number: [REDACTED]

Driver's TLC License Number: 5790359

To submit a complaint to the NYC TLC, please
call 311.

Invite Friends & Earn Free Rides!

Share More. Save More. Share your code with friends & we'll give each friend who's new to
Gett up to \$50 off their next 10 rides. Once they take their first ride, you'll get \$20 of ride
credit! .

Share with the world

YOUR CODE: [REDACTED]



Need assistance?

E-mail us NYC@Gett.com

YOUR RIDE ID 11786559

gett.com Blog



Click here to unsubscribe.

Subject: Your Monday night ride with Gett
From: Gett Receipts (do-not-reply@gett.com)
To: [REDACTED]
Date: Monday, May 22, 2017 6:06 PM

H [REDACTED] Thanks for using Gett!

The order was booked on: 05/22/17 05:28 PM



4 [REDACTED] Brooklyn,
New York, [REDACTED]
05:36 PM



[REDACTED] Brooklyn,
New York [REDACTED]
06:04 PM

\$ 18.73

FARE BREAKDOWN

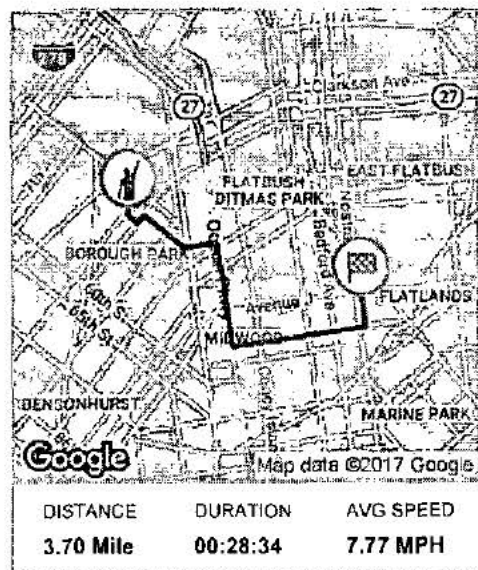
Fare (Includes Taxes)	\$ 18.73
Tip (0.0%)	\$ 0.00

CHARGED

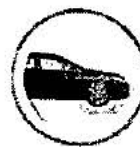


****3052

\$ 18.73



DISTANCE	DURATION	AVG SPEED
3.70 Mile	00:28:34	7.77 MPH



TYPE
Toyota RAV4



YOUR DRIVER

YOUR RIDING RATING

Dispatching Base: SABO ONE LLC #B02907

Affiliated Base: Funfzehn-NY, LLC #B02879

License Plate: T71740 LC

FHV License Number: 5554576

Driver's TLC License Number [REDACTED]

To submit a complaint to the NYC TLC, please
call 311.



Invite Friends & Earn Free Rides!

Share More. Save More. Share your code with friends & we'll give each friend who's new to
Gett up to \$50 off their next 10 rides. Once they take their first ride, you'll get \$20 of ride
credit! .

Share with the world

YOUR CODE: GTHRYEY



Need assistance?

E-mail us NYC@Gett.com

YOUR RIDE ID [REDACTED]

[gett.com](#) [Blog](#)



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Subject: Your Monday morning ride with Gett
From: Gett Receipts (do-not-reply@gett.com)
To: [REDACTED]
Date: Monday, May 22, 2017 9:16 AM

Hi [REDACTED] Thanks for using Gett!

The order was booked on: 05/22/17 08:38 AM



[REDACTED]
New York,
08:43 AM

Brooklyn,



[REDACTED]
York,
09:15 AM

Brooklyn, New

\$ 18.46

FARE BREAKDOWN

Fare (Includes Taxes)	\$ 18.46
Tip (0.0%)	\$ 0.00

CHARGED



****3052

\$ 18.46



DISTANCE	DURATION	AVG SPEED
3.68 Mile	00:32:03	6.89 MPH



TYPE

Toyota Highlander

YOUR DRIVER

YOUR RIDING RATING

Dispatching Base: SABO ONE LLC #B02907

Affiliated Base: ENDOR CAR & DRIVER LLC,
#B02844

License Plate: T420939C

FHV License Number: 5112851

Driver's TLC License Number: 5137636

To submit a complaint to the NYC TLC, please
call 311.



Invite Friends & Earn Free Rides!

Share More. Save More. Share your code with friends & we'll give each friend who's new to
Gett up to \$50 off their next 10 rides. Once they take their first ride, you'll get \$20 of ride
credit! .

Share with the world

YOUR CODE: GTHRYEY



Need assistance?

E-mail us NYC@Gett.com

YOUR RIDE ID



[gett.com](#) [Blog](#)



[Click here to unsubscribe.](#)

Subject: Your Tuesday night ride with Gett

From: Gett Receipts (do-not-reply@gett.com)

To: [REDACTED]

Date: Tuesday, May 23, 2017 6:05 PM

Hi [REDACTED] Thanks for using Gett!

The order was booked on: 05/23/17 05:17 PM



New York

05:32 PM

Brooklyn,



New York,

06:03 PM

Brooklyn,

\$ 13.42

FARE BREAKDOWN

Fare (Includes Taxes) \$ 18.42

Tip (0.0%) \$ 0.00

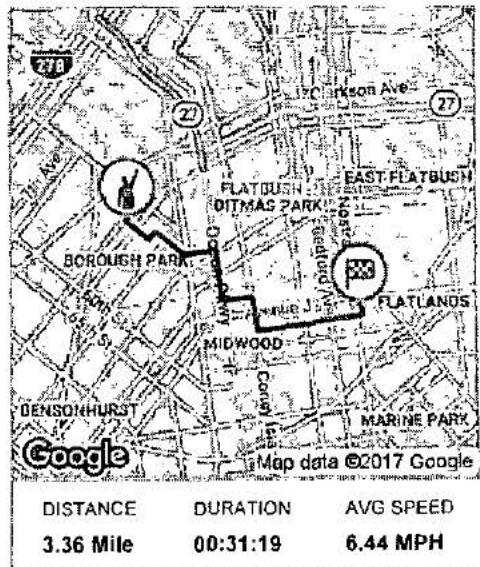
Coupon - \$ 5.00

CHARGED



*** [REDACTED]

\$ 13.42



TYPE

Honda Accord
Hybrid

YOUR DRIVER

YOUR RIDING RATING

Dispatching Base: SABO ONE LLC #B02907

Affiliated Base: Dreizehn-NY, LLC #B02884

License Plate: T729000C

FHV License Numbr [REDACTED]

Driver's TLC License Number: [REDACTED]

To submit a complaint to the NYC TLC, please
call 311.



Invite Friends & Earn Free Rides!

Share More. Save More. Share your code with friends & we'll give each friend who's new to
Gett up to \$50 off their next 10 rides. Once they take their first ride, you'll get \$20 of ride
credit! .

Share with the world

YOUR CODE: GTHRYEY



Need assistance?

E-mail us NYC@Gett.com

YOUR RIDE ID [REDACTED]

gett.com [Blog](#)



[Click here to unsubscribe.](#)

From: [REDACTED]
Sent: Tuesday, June 06, 2017 11:56 AM
To: [REDACTED]
Subject: Fw: Your Tuesday morning ride with Gett

Thank you,

[REDACTED]

On Tue, Jun 6, 2017 at 11:55 AM, Gett Receipts
<do-not-reply@gett.com> wrote:

Hi [REDACTED] Thanks for using Gett!

The order was booked on: 06/06/17 11:41 AM



11:46 AM



[REDACTED] Brooklyn,
New York, [REDACTED]

11:54 AM

\$ 8.08

FARE BREAKDOWN

Fare (Includes Taxes) \$ 8.08

Tip (0.0%) \$ 0.00

CHARGED



****4644

\$ 8.08



Google

Map data ©2017, Google

DISTANCE	DURATION	AVG SPEED
1.59 Mile	00:07:59	11.98 MPH



TYPE

Toyota
RAV4

YOUR DRIVER

YOUR RIDING RATING

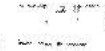
Dispatching Base: SABO ONE LLC #B02967
Affiliated Base: ENDOR CAR & DRIVER, LLC
#B02844
License Plate: T764851C
FHV License Number: 5658106
Driver's TLC License Number: 5696885
To submit a complaint to the NYC TLC, please
call 311.



Invite Friends & Earn Free Rides! Share More. Save More. Share your code with friends & we'll give each friend who's new to Gett up to \$50 off their next 10 rides. Once they take their first ride, you'll get \$20 of ride credit!

Share with the world

YOUR CODE: GTHRYEY

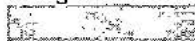


Need assistance? E-mail us NYC@Gett.com

YOUR RIDE ID 1



gett.com



Blog



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RA #:

Renter:

Dates & Times

Location

Pickup

May 25, 2017

2:13 PM

BROOKLYN, NY

Return

Jun 06, 2017

12:52 PM

BROOKLYN, NY

Vehicle

Make/Model: DODG/GCAR

Color: WHITE

Mileage: 171

Fuel Out: 1/4

Fuel In: 1/2

License:

Unit #: 7PM9B7

Charges	Price/Unit	Total
TIME & DISTANCE 05/25 - 06/06	12 @ \$40.00/DAY	\$480.00
CAR RENTAL SALES TAX	11.0000%	\$52.80
SALES TAX	8.8800%	\$42.60
Total Charges:		\$575.40
Charge To:		VISA ****4644

2017-06-06 12:53:52

DEAL# 62622
STOCK#

Motor Vehicle Lease Agreement - Closed

☒ Monthly Payment Lease ☐ Single Payment Lease

Lessor (Dealer Name and Address) FISHER CHRYSLER, DODGE, JEEP 349 EAST 32ND STREET YUMA, AZ 85364	Lessee(s) (and Co-Lessee) Name(s) and Address(es) YUMA AZ YUMA AZ	Lessee's Garaging Address (where the Vehicle will be principally located)
--	---	---

No. _____ County YUMA
Date 05/20/2016 ☐ Refer to the attached addendum for additional Lessees and their signatures.

If this Lease is for a consumer purpose, then this Lease is consumer paper. ☐ Business, commercial or agricultural purpose lease.

Description of the Leased Property (Vehicle)					
Year 2017	Make CHRYSLER	Model PACIFICA	Style N/A	Vehicle Identification 2C4RC1G63HR50	Odometer Mileage 98
☒ New ☐ Used ☐ Demo		Equipped With:			

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

Trade-In Vehicle and Its Allowance	
Year 00 Prior Credit or Lease Balance \$	Make N/A Model N/A Gross Amount of Trade-In Allowance \$ 1200.00 Net Trade-In Allowance \$ 1200.00 (If less than zero, enter zero).

Federal Consumer Leasing Act Disclosures

1. Amount Due at Lease Signing or Delivery (Itemized below) * \$ 5288.09	2. Payments a. Monthly Payments. Your first monthly payment of \$ 312.89 is due on 05/20/2016 followed by 35 payments of \$ 312.89 due on the 19TH of each month. The total of your monthly payments is \$ 11264.04. b. Single Payment. Your payment of \$ N/A is due on N/A.	3. Other Charges (Not part of your monthly or single payment) Disposition fee (if you do not purchase the Vehicle) \$ 395.00 N/A \$ N/A N/A \$ N/A N/A \$ N/A N/A \$ N/A N/A \$ N/A N/A \$ N/A Total \$ 395.00	4. Total of Payments (The amount you will have paid by the end of the Lease) \$ 16598.24 (Section 1 plus Section 2 total plus Section 3 total minus 5(b) and 5(d))
---	--	---	--

5. Amount due at Lease signing or delivery: a. Capitalized Cost Reduction \$ 3200.00 b. First Monthly Payment + \$ 312.89 c. Single Payment + \$ N/A d. Refundable Security Deposit(s) + \$ N/A e. Registration fees + \$ N/A f. Sales tax + \$ 497.96 g. Front-End Fee + \$ 595.00 h. Documentation fees + \$ 449.00	* Itemization of Amount Due at Lease Signing or Delivery UPFRONT SALES TAX \$ 218.22 VETU TAX + \$ 497.96 k. N/A + \$ N/A l. N/A + \$ N/A m. N/A + \$ N/A n. N/A + \$ N/A WASTE TIR + \$ 5.00 Total = \$ 5288.09	How the amount due at Lease signing or delivery will be paid: Net Trade-In allowance \$ 1200.00 Rebates and non-cash credits + \$ 2000.00 Amount to be paid in cash + \$ 2088.09 <--> Total = \$ 5288.09
--	---	---

Your Payment is Determined as Shown Below: Gross capitalized cost: The agreed upon value of the Vehicle (\$ 29255.00) and any items you pay over the Lease Term (such as service contracts, insurance, and any outstanding prior credit or lease balance): \$ 29255.00 Capitalized cost reduction: The amount of any net trade-in allowance, rebate, non-cash credit, or cash you pay that reduces the gross capitalized cost: \$ 3200.00 Adjusted capitalized cost: The amount used in calculating your base payment: \$ 26055.00 Residual Value: The value of the Vehicle at the end of the Lease used in calculating your base payment: \$ 15570.40 Depreciation and any amortized amounts: The amount charged for the Vehicle's decline in value through normal wear and for other items paid over the Lease Term: \$ 9484.60	Rent charge: The amount charged in addition to the depreciation and any amortized amounts: \$ 905.36 Total of base payments: The depreciation and any amortized amounts plus the rent charge: \$ 10389.96 Lease Term: The number of months in your Lease: 36 Lease payments: The number of payments in your Lease: 36 Base Payment = \$ 288.61 Sales/use tax = \$ 24.28 N/A = \$ N/A Total payment = \$ 312.89
---	---

Early Termination: You may have to pay a substantial charge if you end this Lease early. The charge may be up to several thousand dollars. The actual charge will depend on when the Lease is terminated. The earlier you end the Lease, the greater this charge is likely to be.

If you do not meet your Contract obligations, you may lose the right to use the Vehicle under this Lease.

Coverage

Date _____

Date _____

CCAP AUTO LEASE LTD
PO BOX 961272
FT WORTH TX 76161

2

Attn. Marvin

Attached is our Pacifica lease agreement that was requested on Friday, June 2. We appreciate Chrysler providing us with a monthly lease payment in response to the amount of time our vehicle spent being serviced.

Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2017-06-03 10:59:19.465071

Files Not Recieved: 0

Attn. Marvin

Attached is our Pacifica lease agreement that was requested on Friday, June 2. We appreciate Chrysler providing us with a monthly lease payment in response to the amount of time our vehicle spent being serviced.

DEAL# 62622
STOCK#

Motor Vehicle Lease Agreement - Closed End

CHRYSLER
CAPITAL

☒ Monthly Payment Lease ☐ Single Payment Lease

Lessor (Dealer Name and Address) FISHER CHRYSLER, DODGE, JEEP 349 EAST 32ND STREET YUMA, AZ 85364	Lessee(s) (and Co-Lessee) Name(s) and Address(es) YUMA, AZ YUMA, AZ	Lessee's Garaging Address (where the Vehicle will be principally located)
--	---	---

No. _____ County YUMA
Date 05/20/2016 ☐ Refer to the attached addendum for additional Lessees and their signatures.

If this Lease is for a consumer purpose, then this Lease is consumer paper. ☐ Business, commercial or agricultural purpose lease.

Description of the Leased Property (Vehicle)

Year <u>2017</u>	Make <u>CHRYSLER</u>	Model <u>PACIFICA</u>	Style <u>N/A</u>	Vehicle Identification Number <u>2C4RG1CG3H1</u>	Odometer Mileage <u>98</u>
☒ New ☐ Used ☐ Demo		Equipped With:			

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

Trade-In Vehicle and Its Allowance

Year <u>2004</u>	Make <u>SATURN</u>	Model <u>ION</u>	Gross Amount of Trade-In Allowance \$ <u>1200.00</u>
Prior Credit or Lease Balance - \$ <u>N/A</u>		**Net Trade-In Allowance = \$ <u>1200.00</u> (If less than zero, enter zero).	

Federal Consumer Leasing Act Disclosures

1. Amount Due at Lease Signing or Delivery (Itemized below) * \$ <u>5288.09</u>	2. Payments a. Monthly Payments. Your first monthly payment of \$ <u>312.89</u> is due on <u>05/20/2016</u> followed by <u>35</u> payments of \$ <u>312.89</u> due on the <u>19TH</u> of each month. The total of your monthly payments is \$ <u>11264.04</u> . b. Single Payment. Your payment of \$ <u>N/A</u> is due on <u>N/A</u> .	3. Other Charges (Not part of your monthly or single payment) Disposition fee (if you do not purchase the Vehicle) \$ <u>395.00</u> <u>N/A</u> \$ <u>N/A</u> <u>N/A</u> \$ <u>N/A</u> <u>N/A</u> \$ <u>N/A</u> <u>N/A</u> \$ <u>N/A</u> <u>N/A</u> \$ <u>N/A</u> Total \$ <u>395.00</u>	4. Total of Payments (The amount you will have paid by the end of the Lease) \$ <u>16598.24</u> (Section 1 plus Section 2 total plus Section 3 total minus 5(b) and 5(d))
--	--	--	---

5. Amount due at Lease signing or delivery: a. Capitalized Cost-Reduction \$ <u>3200.00</u> b. First Monthly Payment + \$ <u>312.89</u> c. Single Payment + \$ <u>N/A</u> d. Refundable Security Deposit(s) + \$ <u>N/A</u> e. Registration fees + \$ <u>N/A</u> f. Title fees + \$ <u>10.00</u> g. Acquisition fee + \$ <u>595.00</u> h. Documentation fees + \$ <u>449.00</u>		* Itemization of Amount Due at Lease Signing or Delivery UPFRONT SALES TAX \$ <u>218.22</u> LIEU TAX + \$ <u>497.98</u> k. <u>N/A</u> + \$ <u>N/A</u> l. <u>N/A</u> + \$ <u>N/A</u> m. <u>N/A</u> + \$ <u>N/A</u> n. <u>N/A</u> + \$ <u>N/A</u> o. WASTE TIR + \$ <u>5.00</u> Total = \$ <u>5288.09</u>		How the amount due at Lease signing or delivery will be paid: Net Trade-In allowance** \$ <u>1200.00</u> Rebates and non-cash credits + \$ <u>2000.00</u> Amount to be paid in cash + \$ <u>2088.09</u> < --- > Total = \$ <u>5288.09</u>
--	--	---	--	--

Your Payment is Determined as Shown Below:

Gross capitalized cost. The agreed upon value of the Vehicle (\$ <u>29255.00</u>) and any items you pay over the Lease Term (such as service contracts, insurance, and any outstanding prior credit or lease balance). \$ <u>29255.00</u> Capitalized cost reduction. The amount of any net trade-in allowance, rebate, non-cash credit, or cash you pay that reduces the gross capitalized cost. - \$ <u>3200.00</u> Adjusted capitalized cost. The amount used in calculating your base payment. = \$ <u>26055.00</u> Residual Value. The value of the Vehicle at the end of the Lease used in calculating your base payment. - \$ <u>16570.40</u> Depreciation and any amortized amounts. The amount charged for the Vehicle's decline in value through normal wear and for other items paid over the Lease Term. = \$ <u>9484.60</u>	Rent charge. The amount charged in addition to the depreciation and any amortized amounts. + \$ <u>905.36</u> Total of base payments. The depreciation and any amortized amounts plus the rent charge. = \$ <u>10389.96</u> Lease Term. The number of months in your Lease. <u>36</u> Lease payments. The number of payments in your Lease. + <u>36</u> Base Payment = \$ <u>288.61</u> Sales/use tax + \$ <u>24.28</u> + \$ <u>N/A</u> Total payment = \$ <u>312.89</u>
---	---

Early Termination. You may have to pay a substantial charge if you end this Lease early. The charge may be up to several thousand dollars. The actual charge will depend on when the Lease is terminated. The earlier you end the Lease, the greater this charge is likely to be.

Vehicle	\$ 29255.00	Contract	\$ N/A	N/A	\$ N/A
Sales or Use Tax and any other applicable taxes	\$ N/A	Documentation fee	\$ N/A	N/A	\$ N/A
Title, License and Registration fees	\$ N/A	Outstanding Prior Credit or Lease Balance and Negative Equity	\$ N/A	N/A	\$ N/A
					\$ 29255.00
				Total	\$

If you do not meet your Contract obligations, you may lose the right to use the Vehicle under this Lease.

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 N/A
Price \$ N/A
Coverage N/A

☐ Gap Waiver or Gap Coverage

Term N/A
Price \$ N/A
Coverage N/A

☐ Mechanical Breakdown Protection (MBP)

Term N/A
Price \$ N/A
Coverage N/A

☐ Extended Warranty

Term N/A
Price \$ N/A
Coverage N/A

Name _____ Date _____
N/A

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 \$ 495.00 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 \$ 395.00 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: \$ 1605.28. 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.

- ☒ **Service Charge for Unclaimed Security Deposit Refunds.** Unless prohibited, if we send you a check after this Lease ends to refund the remaining portion of any Security Deposit and you do not collect that check within six months, you agree that we may deduct a monthly service charge of \$ 0.00 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.

- ☒ The standard written manufacturer's warranty. This warranty is made by the manufacturer and NOT by the Lessor.

☐

By signing this Lease, you acknowledge receiving a copy of the above written warranties. You understand that we (the Lessor) make no express or implied warranties other than those described above (if any). Except as required by law, the Lessor makes no implied warranty of merchantability and no warranty that the Vehicle is fit for a particular purpose. Except as provided above, you will take the Vehicle as is and with all faults. We do not exclude any warranty of merchantability and fitness for a particular

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

Agreement is contained in: (a) this Lease; and (b) the other documents that we have provided to you and signed by you and by us.

Name _____ Date 6-21-16 05/20/2016

Name _____ Date 6-21-16 05/20/2016

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 about this transaction.

By signing this Lease, you agree to the terms and conditions of this Lease. You received a copy of the Lease and reviewed it before you signed it.

Name _____ Date 6-21-16 05/20/2016

Name _____ Date 6-21-16 05/20/2016

Name _____ Date _____

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 CCAP AUTO LEASE LTD
Address PO BOX 961272
FT WORTH TX 76161

Phone _____

BLANCO DANIEL

/2016

From: [REDACTED]
To: customerassist@chrysler.com
Date: Wed May 31 21:26:28 EDT 2017
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Case #: [REDACTED]
Comments:

To Whom it May Concern:

I'm writing this letter to further document the mechanical problem with my 2017 Chrysler Pacifica and subsequent disappointment with Chrysler Customer Service.

On Saturday, May 20, 2017,
my Pacifica shut off while driving - no warning light, no power steering,
nothing - just shut off. There was a message on my dash that said something
along the lines of, "Vehicle must be in park to shift." Upon seeing that
happen, my husband realized that the same thing had happened a month
earlier, but since he doesn't usually drive the vehicle, he figure he had
done something wrong. Both times the car had to be placed back in park and
then restarted. After this happened the second time, we did not drive the
car and took it in for service to Fisher Chrysler in Yuma first thing
Monday morning.

Our Pacifica spent Monday and Tuesday (May 22-23) in the
shop. On Wednesday, May 24, a mechanic at Fisher called and told us to come
pick up our car and turn in our loaner. They had not found anything wrong
and could not replicate the problem. My husband, [REDACTED] immediately
called and spoke with the service manager. He stated that having our family
of five driving around in a van that may or may not shut off while driving
is unacceptable. The service manager agreed to continue to work on our car,
and allowed us to keep the loaner. On Friday, May 26, the service manager
called me with an update that they still weren't sure what was wrong, but
they were trying to figure it out. He was very apologetic and I appreciate
him keeping me updated.

On Wednesday, May 24, I called Chrysler Customer Service regarding this issue. After 40 minutes on the phone, I finally convinced the representative to escalate my case. He was obviously following protocol and was not authorized to escalate the case, but after explaining my safety concerns, he was granted permission to do so. The fact that it took so much begging and pleading to get my case escalated is a real flaw in your customer service. This isn't a broken moon roof. This isn't a squeaky door. My car SHUT OFF WHILE DRIVING.

I was told that someone would be calling me on Thursday, May 25 between 8 am and 8 pm. I did not receive a call. I called customer service and was told that they should have called today, but maybe they would call tomorrow.

On Friday, May 26, I did not receive a call. I called customer service and was told that the holiday weekend could be the reason that I had not received a call.

On Tuesday, May 30, I did not receive a call. I called customer service and the agent was very surprised that I had not received a call. She had her supervisor e-mail the department that was in charge of my case, and seemed certain that I would receive a call the following day.

Today, Wednesday, May 31, I did not receive a call. I called again and Bonnie, the representative, again acted very surprised that I had not been contacted. She took my info and sent an email to the engineering department and told me to expect a call back within one business day.

Again, the purpose of this e-mail is to document the atrocious customer service that I have received regarding this issue. It seems that Chrysler has ample support to take VIN numbers and post on social media, but actually speaking with someone regarding a potentially deadly problem with your vehicle is next to impossible.

[REDACTED]

[REDACTED]

Case #: [REDACTED]

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Fri Jun 02 02:50:46 EDT 2017

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

Thank you for contacting the FCA Customer Assistance Center.

Our records show that you have contacted us by telephone and we have escalated your concerns to a Case Manager for review. We have updated your file to reflect the latest information you provided in the email message.

Your case manager will be contacting you in one (1) business day to assist you further.

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 1-800-247-9753.

Sincerely,

Jennifer

Customer Service Representative

FCA Customer Assistance Center

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

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: 3 [REDACTED]

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM10222152V86246L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:

Case #: [REDACTED]

Comments:

To Whom it May Concern: I'm writing this letter to further document the mechanical problem with my 2017 Chrysler Pacifica and subsequent disappointment with Chrysler Customer Service. On Saturday, May 20, 2017, my Pacifica shut off while driving - no warning light, no power steering, nothing - just shut off. There was a message on my dash that said something along the lines of, "Vehicle must be in park to shift." Upon seeing that happen, my husband realized that the same thing had happened a month earlier, but since he doesn't usually drive the vehicle, he figure he had done something wrong. Both times the car had to be placed back in park and then restarted. After this happened the second time, we did not drive the car and took it in for service to Fisher Chrysler in Yuma first thing Monday morning. Our Pacifica spent Monday and Tuesday (May 22-23) in the shop. On Wednesday, May 24, a mechanic at Fisher called and told us to come pick up our car and turn in our loaner. They had not found anything wrong

and could not replicate the problem. My husband, [REDACTED], immediately called and spoke with the service manager. He stated that having our family of five driving around in a van that may or may not shut off while driving is unacceptable. The service manager agreed to continue to work on our car, and allowed us to keep the loaner. On Friday, May 26, the service manager called me with an update that they still weren't sure what was wrong, but they were trying to figure it out. He was very apologetic and I appreciate him keeping me updated. On Wednesday, May 24, I called Chrysler Customer Service regarding this issue. After 40 minutes on the phone, I finally convinced the representative to escalate my case. He was obviously following protocol and was not authorized to escalate the case, but after explaining my safety concerns, he was granted permission to do so. The fact that it took so much begging and pleading to get my case escalated is a real flaw in your customer service. This isn't a broken moon roof. This isn't a squeaky door. My car SHUT OFF WHILE DRIVING. I was told that someone would be calling me on Thursday, May 25 between 8 am and 8 pm. I did not receive a call. I called customer service and was told that they should have called today, but maybe they would call tomorrow. On Friday, May 26, I did not receive a call. I called customer service and was told that the holiday weekend could be the reason that I had not received a call. On Tuesday, May 30, I did not receive a call. I called customer service and the agent was very surprised that I had not received a call. She had her supervisor e-mail the department that was in charge of my case, and seemed certain that I would receive a call the following day. Today, Wednesday, May 31, I did not receive a call. I called again and Bonnie, the representative, again acted very surprised that I had not been contacted. She took my info and sent an email to the engineering department and told me to expect a call back within one business day. Again, the purpose of this e-mail is to document the atrocious customer service that I have received regarding this issue. It seems that Chrysler has ample support to take VIN numbers and post on social media, but actually speaking with someone regarding a potentially deadly problem with your vehicle is next to impossible. [REDACTED] Case #: [REDACTED]

VIN:

HR5 [REDACTED]

Mileage:

7244

Servicing Dealer:

Title:

First Name:

█y

Middle Initial:

Last Name:

█

Address 1:

████████████████████

Address 2:

City:

Yuma

State:

AZ

Zip:

██████

Email:

██

Home Phone:

████████████████

LEMON LAW GROUP PARTNERS PLC

Attorneys and Counselors at Law
2705 S Alma School Rd Suite 2
Chandler, AZ 85286

Telephone (888) 415-0610
Facsimile (888) 809-7010
Email: info@lemonlawgrouppartners.com

RECEIVED

JUL 20 2017

Special Investigations

July 12, 2017

FCA US LLC
P.O. Box 21-8004
Auburn Hills, MI 48321

Re: [REDACTED]
Vehicle: 2017 Chrysler Pacifica
VIN: 2C4RC1BGXH1 [REDACTED]

Dear Sir/Madam:

Please be advised that this law firm represent the legal interests of [REDACTED] relating to the purchase of the above-mentioned vehicle. Let this letter serve as notification that you immediately stop all communications with our client. The only exception is the dealership that can communicate with the client in reference to future repairs. If you attempt to settle with our client, you must include, all statutory relief, including all damages, attorney fees and costs, or we will file suit against you. This letter hereby notifies you of our attorney's lien with respect to our client.

Let this letter also serve as notification that our client's vehicle is defective. The vehicle has been brought in for repairs several times for many defects. You had enough opportunities for repairs, however, the defects continue to exist and substantially impair the use and value and/or safety of the vehicle. For any future repairs pursuant to the lemon law, you must contact me directly. Our client demands that you immediately act as required by law.

This letter shall also serve as our client's Revocation of Acceptance pursuant to the Uniform Commercial Code § 2608 and notice of defect under the Lemon Law. Due to the serious defects with the Vehicle since its purchase, our client hereby demands a return of the full purchase price along with all interest paid on the finance note as well as attorney fees and incidental and consequential damages within 10 days of receipt of this letter to settle this matter prior to filing a lawsuit.

Be advised that if you do not adhere to our demands within 10 days, our client has instructed me to file a lawsuit against you. Asserting claims that include, but are not limited to; breach of warranties, both express and implied, violation of the Magnuson Moss Warranty Act, violation of the Lemon Law, revocation of acceptance, and common law breach of contract. Please direct all future communications to my attention.

Respectfully submitted,

LEMON LAW GROUP PARTNERS PLC

By: s/n Brooks Siegel

Attorney for Plaintiff

CC: Bill Luke Chrysler

Lemon Law Group Partners PLC
2775 Sunny Isles Boulevard Suite 150
North Miami Beach FL 33160

USPS CERTIFIED MAIL



CM-wSig
00000009

CM-0623-9404.01



FCA US LLC
P.O. Box 21-8004
Auburn Hills MI 48321



United States Postal Service®
CERTIFIED MAIL™

neopost

07/13/2017

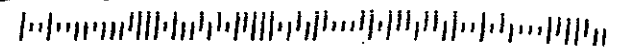
US POSTAGE

\$05.26⁰



ZIP 35124
041L11244948

4632136004 B1S6



LEMON LAW GROUP PARTNERS PLC

Attorneys and Counselors at Law
2705 S Alma School Rd Suite 2
Chandler, AZ 85286

Telephone (888) 415-0610

Facsimile (888) 809-7010

Email: info@lemonlawgrouppartners.com

August 1, 2017

8/7

RECEIVED

AUG 14 2017

Special Investigations

VIA US MAIL

FCA US LLC
P.O. Box 21-8004
Auburn Hills, MI 48321

Re: [REDACTED]
Vehicle: 2017 Chrysler Pacifica
VIN: 2C4RC1BGXHR [REDACTED]

Dear Sir/Madam:

As you know this law firm represents the legal interests of [REDACTED] relating to the purchase of a 2017 Chrysler Pacifica VIN: 2C4RC1BGXHR [REDACTED] (the "Vehicle"). On 7/18/2017, your office received our letter dated 7/12/2017 and failed to respond.

Please let this letter serve as our final attempt to settle this matter prior to filing a lawsuit and incurring unnecessary attorney fees and costs. As stated previously, the defects with the vehicle continue to exist. Due to the serious defects with the Vehicle since its purchase, [REDACTED] hereby demands a return of the full purchase price along with all interest paid on the finance note as well as attorney fees and incidental and consequential damages within 10 days of receipt of this letter to settle this matter prior to filing a lawsuit.

Please be advised that if you do not adhere to our demands within 7 days, [REDACTED] has instructed me to file a lawsuit against you.

Respectfully submitted,

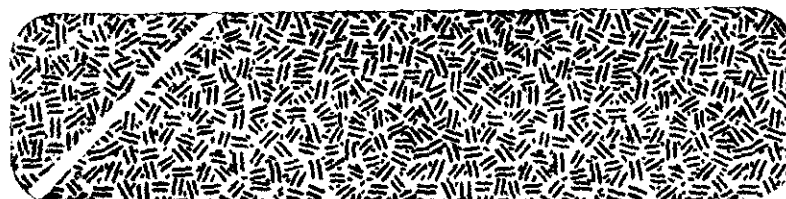
LEMON LAW GROUP PARTNERS PLC

By: s/n Brooks Siegel

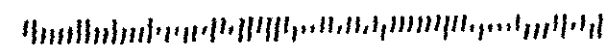
Attorney for Plaintiff

MIAMI FL 331

07 AUG 2017 PM 5 L



48321-800404



FROM: Nathan McIver

CAIR (case number) - 

Attention: Reimbursement Request

PENRAC, LLC, W CHOCOLATE AVE AND UNIVERSITY, HERSHEY, PA 170332204 (717) 533-3099

RENTAL AGREEMENT REF#
718724 84MJCS

SUMMARY OF CHARGES

RENTER

DATE & TIME OUT

06/14/2017 07:18 AM

DATE & TIME IN

06/27/2017 04:41 PM

BILLING CYCLE

24-HOUR

CAR CLASS CHARGED

MVAR

Charge Description	Date	Quantity	Per	Rate	Total
TIME & DISTANCE	06/14 - 06/27	2	WEEK	\$427.49	\$854.98
DW	06/14 - 06/27	14	DAY	\$17.99	\$251.86
REFUELING CHARGE	06/14 - 06/27				\$0.00
Subtotal:					\$1,106.84
Taxes & Surcharges					
PA TAX	06/14 - 06/27			6%	\$66.41
PTA FEE	06/14 - 06/27	14	DAY	\$2.00	\$28.00
VEHICLE RENTAL TAX	06/14 - 06/27			2%	\$22.14
Total Charges:					\$1,223.39

Total Estimated Amount Due

\$1,223.39

VEH #1 2017 CHRY PACI TOLN

VIN# 2C4RC1BG9H

LIC#

MILES DRIVEN 2165

CAR CLASS: MVAR

PAYMENT INFORMATION

AMOUNT PAID

\$1,223.39

TYPE

American Express

CREDIT CARD NUMBER

xxxxxxxxxxxx1007 PENDING

FROM: Nathan McIver

CAIR (case number) - 

Attention: Reimbursement Request

ENTERPRISE CO OF MT/WY, 1825 S BROADWAY, MINOT, ND 587016505 (701) 838-3800

RENTAL AGREEMENT REF#
583837 8906RN

RENTER

ADDITIONAL DRIVER

MCIVER, NATHAN
MCIVER, SHANNON

DATE & TIME OUT

06/27/2017 04:41 PM

DATE & TIME IN

07/21/2017 01:05 PM

BILLING CYCLE

24-HOUR

CAR CLASS CHARGED

MVAR

VEH #1 2017 CHRY PACI TOLN

VIN# 2C4RC1BG9HR

LIC#

MILES DRIVEN 870

CAR CLASS: MVAR

CLAIM INFO

TYPE CAR: PACIFICA

SHOP: MINOT CHRYSLER & TOYOTA
CENTER

ATTN: UNKNOWN

SUMMARY OF CHARGES

Charge Description	Date	Quantity	Per	Rate	Total
TIME & DISTANCE	06/27 - 07/21	24	DAY	\$40.00	\$960.00
DW	06/27 - 07/21	24	DAY	\$19.99	\$479.76
ADDITIONAL DRIVER FEE	06/27 - 07/21	24	DAY	\$10.00	\$240.00
REFUELING CHARGE	06/27 - 07/21				\$0.00
Subtotal:					\$1,679.76
DISCOUNT - NEGOTIATED - RATE AND MILEAGE	06/27 - 07/21			10%	(\$96.00)
Taxes & Surcharges					
RENTAL SURCHARGE	06/27 - 07/21			3%	\$33.12
SALES TAX	06/27 - 07/21			5%	\$55.20
Total Charges:					\$1,672.08

Total Estimated Amount Due

\$1,672.08

PAYMENT INFORMATION

AMOUNT PAID

\$1,672.08

TYPE

Visa

CREDIT CARD NUMBER

XXXXXXXXXXXX PENDING

PENRAC, LLC, W CHOCOLATE AVE AND UNIVERSITY, HERSHEY, PA 170332204 (717) 533-3099

RENTAL AGREEMENT REF#
718724 84MJCS**SUMMARY OF CHARGES****RENTER****DATE & TIME OUT**

06/14/2017 07:18 AM

DATE & TIME IN

06/27/2017 04:41 PM

BILLING CYCLE

24-HOUR

CAR CLASS CHARGED

MVAR

VEH #1 2017 CHRY PACI TOLN

VIN# 2C4RC1BG9HP

LIC#

MILES DRIVEN 2165

CAR CLASS: MVAR

Charge Description	Date	Quantity	Per	Rate	Total
TIME & DISTANCE	06/14 - 06/27	2	WEEK	\$427.49	\$854.98
DW	06/14 - 06/27	14	DAY	\$17.99	\$251.86
REFUELING CHARGE	06/14 - 06/27				\$0.00
Subtotal:					\$1,106.84
Taxes & Surcharges					
PA TAX	06/14 - 06/27			6%	\$66.41
PTA FEE	06/14 - 06/27	14	DAY	\$2.00	\$28.00
VEHICLE RENTAL TAX	06/14 - 06/27			2%	\$22.14
Total Charges:					\$1,223.39

Total Estimated Amount Due**\$1,223.39****PAYMENT INFORMATION****AMOUNT PAID**

\$1,223.39

TYPE

American Express

CREDIT CARD NUMBER

xxxxxxxxxxxx1007 PENDING

Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2017-07-24 18:11:13.259526

Files Not Recieved: 0

Case # [REDACTED]



Document Recieved from Customer

Cair Number: 3 [REDACTED]

Date Received: 2017-07-29 23:48:12.298213

Files Not Recieved: 0





Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2017-08-03 14:44:30.548395

Files Not Recieved: 0



1825 S BROADWAY
MINOT, ND 58701-6505

Rental Agreement #:

Bill Ref #:

Invoice Date:

Account #:

07/21/2017

BILL TO

GLENBURN, ND -

RENTAL INFORMATION

Date/Time Out
06/27/2017 04:41 PM

Date/Time In
07/21/2017 01:05 PM

Renter

Additional Driver
MCIVER, SHANNON

RENTAL VEHICLES

Color	License	Model	Unit	Miles/Kms Out In
RED DK		PACI	7NBP7Y	20,569 21,439

VIN:2C4RC1BG9

CLAIM INFORMATION

Claim# / PO# / RO#

Insured

Date of Loss

Type of Loss

Type of Vehicle
CHRYSLER

Repair Shop

MINOT CHRYSLER & TOYOTA CENTER

BILLING DETAIL

Description	Qty/Per	Rate	Amount
TIME & DISTANCE	24 DAY	40.00	960.00
DW	24 DAY	19.99	479.76
ADDITIONAL DRIVER	24 DAY	10.00	240.00
DISCOUNT TM		10.00 %	-96.00

Subtotal 1,583.76

RENTAL SURCHARGE	PCT	3.00	33.12
SALES TAX	PCT	5.00	55.20

Total Charges (USD) 1,672.08

PAYMENTS

Payment Visa -1,672.08

Total Payments (USD) -1,672.0

Amount Due (USD) 0.00

Individual line item charges such as rental rates, for Time and Distance, percentage-based charges (e.g., sales taxes and fees or surcharges), and charges divided between multiple parties may be rounded up or down a whole cent to ensure that the charges equal the actual Total Amount Due and/or to avoid fractional cents.

For Billing Inquiries / Payment Terms :

Tel#:4064436025

FRONTIERARADMIN@EHI.COM

Payment Due within days of invoice date

Late payments are subject to a finance charge.

Thank You For Choosing Enterprise

Please Return This Portion With Remittance

Remit To :

ENTERPRISE RAC OF MT/WY
PO BOX 6579
HELENA, MT 59604-6579

Amount Due (USD) 0

Paid By:

Fed Tax Id: 27-0227981

Account #

Rental Agreement
8906RN

Amount
0

GPBR
6352

Document Recieved from Customer

Cair Number: 3 [REDACTED]

Date Received: 2017-08-03 14:45:16.624222

Files Not Recieved: 0



325 UNIVERSITY DR
HERSHEY, PA 17033-2800

Rental Agreement #:

Bill Ref #:

Invoice Date:

Account #:

06/27/2017

BILL TO

GRANTVILLE, PA - 1

RENTAL INFORMATION

Date/Time Out
06/14/2017 08:18 AM

Date/Time In
06/27/2017 05:41 PM

Renter

RENTAL VEHICLES

Color	License	Model	Unit	Miles/Kms Out In
RED DK		PACI	7NBP7Y	18,404 20,569
VIN: 2C4RC1BG9HR				

CLAIM INFORMATION

Claim# / PO# / RO#

Insured

Date of Loss

Type of Loss

Type of Vehicle

Repair Shop

BILLING DETAIL

Description	Qty/Per	Rate	Amount
TIME & DISTANCE	2 WK	427.49	854.98
DW	14 DAY	17.99	251.86

Subtotal 1,106.84

PTA FEE 14 DAY 2.00 28.00

VEHICLE RENTAL TAX PCT 2.00 22.14

PA TAX PCT 6.00 66.41

Total Charges (USD) 1,223.39

PAYMENTS

Payment American Express -1,223.39

Total Payments (USD) -1,223.3

Amount Due (USD) 0.00

Individual line item charges such as rental rates, for Time and Distance, percentage-based charges (e.g., sales taxes and fees or surcharges), and charges divided between multiple parties may be rounded up or down a whole cent to ensure that the charges equal the actual Total Amount Due and/or to avoid fractional cents.

For Billing Inquiries / Payment Terms :

Tel#: 7179095000

MPNARADMIN@EHI.com

Payment Due within days of invoice date

Late payments are subject to a finance charge.

Thank You For Choosing Enterprise

Please Return This Portion With Remittance

Remit To :

ENTERPRISE RENT-A-CAR
2625 MARKET PLACE
HARRISBURG, PA 17110

Amount Due (USD)

0

GRANTVILLE, PA

Fed Tax Id: 26-4526440

Account #

Rental Agreement
84MJCS

Amount
0

GPBR
5763

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)

POWER LIFT GATE DOESN'T WORK,
SUN ROOF MAKING CRACKING SOUNDS.

(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 CHRYSLER

Model PACIFICA

Year 2017

VIN 2C4RC11G67HR

Date of Delivery JULY 4, 2016.

Name and City/State of selling dealer or leasing company (if applicable)

ARRIGO CHRYSLER.
SAUGRASS; TAMARAC, FLORIDA 33321

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

ARRIGO CHRYSLER.
SAUGRASS, TAMARAC, FLORIDA 33321

Consumer

Home phone

Address

Work phone

Signature

Date Mailed

WESTON FLORIDA

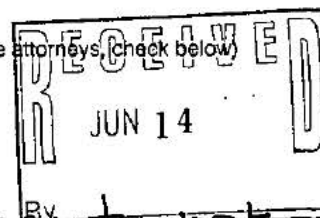
JUNE, 7, 2017.

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)

6-7





1000



48326

PAID
WESTON, FL
33326
JUN 07, 17
AMOUNT

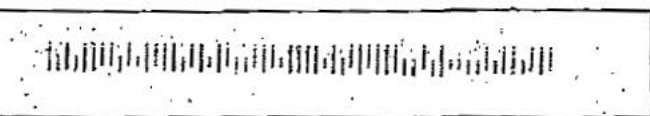
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Better Business Bureau Serving Eastern Michigan
20300 W 12 Mile Rd Ste 202
Southfield, MI 48076-6409
Phone: (248)223-9400 | Fax: (248)356-5156
www.easternmichiganbbb.org

6-15

6/14/2017

Marvin Skipper
Chrysler Group, LLC
P.O. Box 21-8004
Auburn Hills, MI 48321

Dear Marvin Skipper:

The Better Business Bureau has received information from one of your customers expressing concern with a recent business transaction. The concern was submitted on 6/14/2017 and was assigned an ID of [REDACTED]. Below is the information provided by the consumer. The BBB requests that you please review this information and respond within the next seven business days.

One of your Better Business Bureau benefits is our assistance in achieving a mutually satisfactory settlement when such a problem occurs. Your prompt reply will enable us to help you not only in resolving this matter, but also in retaining your customer's confidence and good will.

Sincerely,

Better Business Bureau
Marietta Cash
Trade Practices Consultant
Fax: 248-356-5156

COMPLAINT INFORMATION:**BBB Case #** [REDACTED] - Chrysler Group, LLC**Customer Information:**[REDACTED]
Pickerington, OH

Daytime Phone: [REDACTED]

Evening Phone: [REDACTED]

E-mail: [REDACTED]

The details of this matter are as follows:**Complaint Involves:**

Customer Services Issues

Customer's Statement of the Problem:

We 1st contacted Chrysler after our 2017 Pacifica turned off while in motion in April of this year. We were told they were going to assign our case to a supervisor and we should be contacted within 24 hours. I was still waiting for them to reach out to us 3 days later. I called back and was told they would call back in 24 hours after they had talked to the dealership. They never did. I called back on the 3rd day and was told that they couldn't find an issue with the van so I would have to pick it up. At this point, the van had been the shop for 2 weeks. I insisted on having the dealership provide paperwork assuring me of the safety of the vehicle before I reassumed possession and they complied. Today (5/19/17) the car shut off while in motion for a second time. I immediately called Chrysler Co to make sure this issue was addressed and had the van towed to the nearest dealership. During the conversation with the customer service agent I indicated that this is the 2nd occurrence of this issue and I am still in Ohio (we are currently stationed in California) awaiting our next duty station so I need transportation. The 1st operator said there wasn't anything she could do so I asked to speak to a manager. I was transferred to a manager who insisted that there was nothing he could do to insure that we had a rental vehicle that fit our family size or to insure that the van would be fixed in a reasonable amount of time. I told him that we no longer feel safe in the van and would prefer a replacement as per our warranty. He said that would take several weeks and we still wouldn't be able to get an appropriate rental vehicle. I asked to speak to a different manager. He refused. I then stated that we would be seeking legal counsel to help us make better decisions going forward and he hung up on me. I called back and spoke to another customer service representative who didn't even want to open a case for this incident. I'm very unhappy with how Chrysler has handled our case.

Complaint Background:**Product/Service:** 2017 Chrysler Pacifica**Purchase Date:** 5/19/2017**Model:** Pacifica**Account Number:****Order Number:****Name of Salesperson:****Purchase Price:** \$0.00**Disputed Amount:** \$0.00**Desired Settlement:**

At this time we are asking Chrysler to stand by their product and replace their faulty vehicle. They are aware that there is a dangerous and potentially deadly issue with this van but are unable to fix it with 100% certainty that the issue will not reoccur. We are not willing to jeopardize our lives, Rose of our children, or those of other motorists who could be harmed if the car turns off while in motion again.

Additional Comments from Consumer:

The vin for this vehicle is 2C4RC1DG2HR[REDACTED] Since I submitted this complaint, the van stalled while we were driving on the PA turnpike at 65mph after leaving the shop for the 4th time. It was taken to a dealership in Mechanicsburg, PA and was there for a week. At that time the dealership stated they were unable to recreate the issue. Chrysler Corporate

instructed us to pick up the van at that time. When we picked up the van it stalled twice in the less than 6 miles between the dealership and the turnpike. We took the van back to the dealership and it was driven by a mechanic from the service department. They were able to pinpoint an issue with the crank sensor. It took over a week for the van to be serviced for this issue. It is currently still at that dealership awaiting transport to my husbands duty station in California. At this time we still do not trust that the issue has been solved and do not feel safe driving this van with our three children inside. We are also concerned about the loss of value of the van now that it has had multiple documented service issues. We are still seeking a new replacement vehicle or full repayment (including interest and incurred costs) of the purchase price of this van from Chrysler.

Note: Please understand that the customer's complaint and your response may be publicly posted on the website(s) of BBB (BBB also reserves the right to not post complaint detail, in accordance with BBB policy). Please do not include any information that personally identifies your customer. By submitting your response, you are representing that it is a truthful account of your experience with this customer. The BBB may edit the complaint of your response to protect privacy rights and to remove inappropriate language.

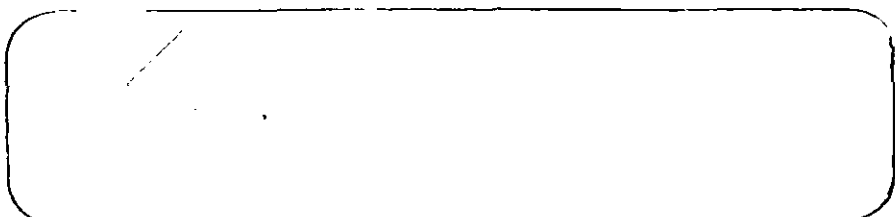


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20300 W. 12 Mile Rd.
Suite 202
Southfield, MI 48076-6409

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UNITED STATES POSTAGE
PITNEY BOWES
02 1M
0008007096 JUN 15 2017
\$ 00.46⁰
MAILED FROM ZIP CODE 48076



48321-800404





FIAT CHRYSLER AUTOMOBILES

June 22, 2017

Better Business Bureau
of Detroit & Eastern Michigan
26777 Central Park Blvd., Ste. 100
Southfield, MI 48076-4163

Ms. [REDACTED]
Fax: 248-356-5156

BBB Case No.: [REDACTED]
Our File No.: [REDACTED]

Dear Ms. [REDACTED]

Thank you for forwarding the complaint from Mrs. [REDACTED] and her 2017
Chrysler Pacifica.

The customer is upset because she is having issues with vehicle shutting off while driving. The customer doesn't want the vehicle and would like FCA to buy back the vehicle. The customer is working with case manager on these issues. The customer needs to continue working with case manager until all issues are addressed.

Thank you for forwarding this information for a further review.

Sincerely,

Marvin
Senior Staff

MS/sk

From: [REDACTED]
To: customerassist@chrysler.com
Date: Sun Jun 25 19:05:34 EDT 2017
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

Stalling of Pacifica
Comments:

June 25, 2017
Email Message to Chrysler
Subject: Stalling of Pacifica
Copy:=09Mike Terry

To: Chrysler

From: [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
=09Lihue, HI

Aloha,

=09In late 2016 we paid nearly \$48,000 for a new Chrysler Pacifica van. We gained access to our new van on October 8, 2016. We bought the van from King Auto Center, the Chrysler dealer on the Hawaiian Island of Kauai. =20

=09On April 8 of 2017, while negotiating a narrow =E2=80=9Cround-about=E2=80=9D in Lihue, a town on the = Island of

Kauai, our van stalled, blocking several vehicles behind us. Kristi, who was driving, was able to restart the van and immediately drove it to King Auto Center. The treatment we received at the service department was rude and inadequate. Attached to this message is a copy of the e-mail message we sent to King Auto Center.

=09

=09Two days later we were told that the mechanics put our van through a computer diagnostics test and nothing wrong was found.

=09Yesterday, June 24, 2017, about three months later, the van stalled again. We were at an intersection with a four-way stop on the U.S. Navy's Pacific Missile Range Facility (PMRF), on the island of Kauai. We were making a left-hand turn when the van stalled in the middle of the intersection, blocking a vehicle approaching from our left. Kristi restarted our van and got out of the way of the approaching vehicle. This time, the engine turned over several times before restarting, but finally did.

=09Has Chrysler had the same or similar problems with other Pacificas?

=09We are concerned that our van may stall in the future, placing us in serious jeopardy.

=09We would like this problem to be solved as soon as possible.

Sender Information:

Title: =20

First Name: K [REDACTED]

Middle Initial: =20

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]m

Date: Tue Jun 27 01:40:47 EDT 2017

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

Thank you for contacting the FCA Customer Assistance Center.

I can absolutely understand your concerns with the vehicle's multiple issues with stalling.

This email system blocks any and all attachments or links sent through it for security reasons, and thus it is not possible to view any documentation that you may choose to attach to your email.

After reviewing your email, and due to the repetitive nature of your concern, I would like to forward your case to a more appropriate area for their attention and response.

To enable this escalation, the vehicle needs to be at the dealership. You mentioned in your first email that you have an appointment booked but did not state when. If you would clarify the date and time of the appointment, I will escalate your case from that date.

Escalating your situation to a Case Manager will provide the dealership and you with an individual who will review your concerns, then assist the dealership and you in exhausting all available resources, to have your issue addressed and resolved.

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 1-800-247-9753.

Sincerely,

Mikayla

Customer Service Representative

FCA 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=KMM10259995V42047L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:

Stalling of Pacifica

Comments:

June 25, 2017 Email Message to Chrysler Subject: Stalling of Pacifica

Copy: Mike Terry To: Chrysler From: [REDACTED]

[REDACTED] Lihue, HI Aloha, In late 2016 we paid nearly \$48,000 for a new Chrysler Pacifica van. We gained access to our new van on October 8, 2016. We bought the van from King Auto Center, the Chrysler dealer on the Hawaiian Island of Kauai. On April 8 of 2017, while negotiating a narrow around-about in Lihue, a town on the Island of

Kauai, our van stalled, blocking several vehicles behind us. [REDACTED] who was driving, was able to restart the van and immediately drove it to King Auto Center. The treatment we received at the service department was rude and inadequate. Attached to this message is a copy of the e-mail message we sent to King Auto Center. Two days later we were told that the mechanics put our van through a computer diagnostics test and nothing wrong was found. Yesterday, June 24, 2017, about three months later, the van stalled again. We were at an intersection with a four-way stop on the U.S. Navy's Pacific Missile Range Facility (PMRF), on the island of Kauai. We were making a left-hand turn when the van stalled in the middle of the intersection, blocking a vehicle approaching from our left. Kristi restarted our van and got out of the way of the approaching vehicle. This time, the engine turned over several times before restarting, but finally did. Has Chrysler had the same or similar problems with other Pacificas? We are concerned that our van may stall in the future, placing us in serious jeopardy. We would like this problem to be solved as soon as possible.

VIN:

HR [REDACTED]

Mileage:

2466

Servicing Dealer:

King Auto Kauai

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Lihue

State:

HI

Zip:

[REDACTED]

Email:

[REDACTED]m

Home Phone:

[REDACTED]

From: [REDACTED]
To: customerassist@chrysler.com
Date: Tue Jun 27 22:55:54 EDT 2017
Subject: Re: Chrysler Group LLC Customer Assistance (KMM10259995V42047L0KM)
Aloha Mikayla,

Thank you for your response. Unfortunately we are currently on vacation and will not return until after July 4th.

We will set up an appointment at that time and let you know when that is. We had not set up a new appointment since the second incidence occurred the other day.

I have included in this email our first encounter with the problem, outlining what went right and what went wrong. It is not an attachment or link, so this should bring you up to speed on our issue.

On April 12, 2017 we sent to King Auto the following:

April 12, 2017

TO: King Auto Center
4330 Kukui Grove Street
Lihue, Kauai, Hawaii 96766

Telephone: 808 482-2823

FROM: [REDACTED]
[REDACTED]
[REDACTED]
Lihue, HI [REDACTED]

Telephone: [REDACTED]

Re: The Good, the Bad and The Ugly

The Good:

For more than 55 years we have been residents of the State of Hawaii.

Recently we spent nearly \$48,000 to buy a Chrysler Pacifica Van from King Auto Center. It has all the ?bells and whistles,? and is a wonderful vehicle.

Mike Terry and the other people in the Sales Department lived up to the King Auto Center name by making us feel like Ali'i (Royalty). They helped us attach the license plate to the vehicle and taught us how to use the ?bells and whistles.?

The people in the Parts Department were friendly and answered all of our questions. They were no ka oi (the best).

The females in the Service Department were sugar and spice and everything nice.

We were so impressed with King Auto Center that we bought the extended warranty touted in the radio advertisements. What we bought was peace of mind.

Life was good.

The Bad:

Saturday morning our new van stalled on the ?round-about? on Hardy Street in Lihue. There were a half-dozen vehicles behind us. Frantically, we got the van started and drove it to King Auto Center. We left the engine running and opened the hood. On the inside of the hood was a black substance that looked like oil.

Dan Togikawa, Service Advisor, was unfriendly and abrupt.

?I can't do anything today,? he said contemptuously. ?I only have three people,? he said in a snotty tone of voice.

We expressed empathy for his plight in hopes that in return he would provide empathy for our plight.

?What do you suggest we do?? we asked.

?Your vehicle is running,? he said sarcastically. ?Drive it home and bring it back Monday.?

?What if it won't start?? we asked.

He shrugged and indicated that that would be our problem.

The peace of mind we purchased evaporated.

We were grounded for the rest of the weekend, fearing to get too far from home.

Monday morning we got our new van started, and because of the transmission we had a jerky ride to King Auto Center.

In an irritated voice, Dan informed us that he may not be able to inspect our van because he has only three people.

"We have no transportation," we told him. "So we will wait."

We plopped ourselves in the waiting room of the Service Department. The female employees provided us with cookies and coffee.

An obviously irritated Dan asked where we reside.

"At the Sun Village condominium across the street from Wilcox Hospital in Lihue," we replied.

Dan arranged for us to be taken home in a King Auto Center Courtesy Shuttle.

The Ugly:

Shortly after 3:30 p.m. Monday we received a telephone call from the Service Department. A pleasant lady told us the van was ready. We were informed that the courtesy shuttle was in the loading zone circle of Sun Village.

"Come on, Come on! Hurry up! Get In!" the driver shouted.

Like a coiled snake, he was seething with venom. With a heavy foot on the throttle, he made the shuttle lurch forward before we had a chance to fasten our seat belts. He tailgated other vehicles and constantly jerked the van from one lane to another. He would have flunked a driver-training course. He never smiled. He made us feel like damn ha`oles.

After we exited the shuttle, we felt like we had just finished a roller coaster ride. We would have been more comfortable if we had been dragged from a United Airlines plane.

Inside the Service Department one of the female employees asked Dan a question. In front of us he gave her a tongue-lashing.

"I'm helping a customer," he scolded.

She was embarrassed, and so were we.

On the way home we wondered if Dan and the driver were married and that their wives forgot to kiss them goodbye before they went to work. Or, if they are not married, perhaps they could

remedy that plight by making themselves more attractive to women by taking a series of anger-management classes.

[REDACTED]

Sun Village
Lihue

Copy: Sun Village Residents
DCCA
Kauai Chamber of Commerce
Garden Island newspaper

---- customerassist <customerassist@chrysler.com> wrote:

> Dear [REDACTED]
>
> Thank you for contacting the FCA Customer Assistance Center.
>
> I can absolutely understand your concerns with the vehicle's multiple
> issues with stalling.
>
> This email system blocks any and all attachments or links sent through
> it for security reasons, and thus it is not possible to view any
> documentation that you may choose to attach to your email.
>
> After reviewing your email, and due to the repetitive nature of your
> concern, I would like to forward your case to a more appropriate area
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> but did not state when. If you would clarify the date and time of the
> appointment, I will escalate your case from that date.
>
> Escalating your situation to a Case Manager will provide the dealership
> and you with an individual who will review your concerns, then assist
> the dealership and you in exhausting all available resources, to have
> your issue addressed and resolved.

>
> 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 1-800-247-9753.

>
> Sincerely,

>
> Mikayla

>
> Customer Service Representative
> FCA 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=KMM10259995V42047L0KM&

>

>

>

> Original Message Follows:

> -----

> US Customer Service - Chrysler Brand Site

> Brief Description:

> Stalling of Pacifica

> Comments:

> June 25, 2017 Email Message to Chrysler Subject: Stalling of Pacifica

> Copy: Mike Terry To: Chrysler From: [REDACTED]

> [REDACTED] Lihue, HI Aloha, In late 2016 we paid nearly

> \$48,000 for a new Chrysler Pacifica van. We gained access to our new

> van on

> October 8, 2016. We bought the van from King Auto Center, the Chrysler

> dealer on the Hawaiian Island of Kauai. On April 8 of 2017, while

> negotiating a narrow around-about in Lihue, a town on the Island

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> Kauai, our van stalled, blocking several vehicles behind us. [REDACTED],

> who

> was driving, was able to restart the van and immediately drove it to

> King

> Auto Center. The treatment we received at the service department was

> rude
> and inadequate. Attached to this message is a copy of the e-mail
> message we
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> mechanics
> put our van through a computer diagnostics test and nothing wrong was
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> finally
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> Pacificas?
> We are concerned that our van may stall in the future, placing us in
> serious jeopardy. We would like this problem to be solved as soon as
> possible.
>
>
>
> VIN:
> [REDACTED]
> Mileage:
> 2466
> Servicing Dealer:
> King Auto Kauai
> Title:
>
> First Name:
> [REDACTED]
> Middle Initial:
>
> Last Name:
> [REDACTED]
[REDACTED] 1:

> [REDACTED]
> Address 2:
>
> City:
> Lihue
> State:
> HI
> Zip:
> [REDACTED]
> Email:
> [REDACTED]
> Home Phone:
> [REDACTED] 4????????????????

From: customerassist@chrysler.com

To: [REDACTED]

Date: Tue Jun 27 23:31:39 EDT 2017

Subject: Re: Chrysler Group LLC Customer Assistance (KMM10259995V42047L0KM)

Hello [REDACTED]

I saw your email and wanted to reply promptly. Thank you for letting me know about the situation and following up. I hope that you have a wonderful vacation and I will look forward to your next email once you are back and settled in.

Thank you, also, for taking the time to copy your email with the dealer in so that I could review it; it helped me gain a better understanding of the situation, not to mention it was beautifully typed - you must have some type of writing background! I am incredibly sorry for the experiences you had working with Dan and the shuttle driver, and I will be certain that we approach that internally.

You have been a pleasure to work with and we hope to have everything resolved so that we can restore your 'peace of mind'. The service you mentioned in "The Good" is what we expect of all of our employees - an aspiration for excellence!

Feel free at any time to reply to any of my emails to leave an update, ask a question, or advise me of any new situations or appointments and I will be happy to help in any way possible.

Sincerely,

Mikayla

Customer Service Representative

FCA Customer Assistance Center

Original Message Follows:

Aloha Mikayla,

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[REDACTED]

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>
> Sincerely,
>
> Mikayla
>
> Customer Service Representative
> FCA Customer Assistance Center
>
> For any future communications related to this email, please refer to the
> following information:
> REFERENCE NUMBER: [REDACTED]
> EMAIL CASE NUMBER: [REDACTED]5
> REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM10259995V42047L0KM&
>
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>

> Original Message Follows:

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> Brief Description:

> Stalling of Pacifica

> Comments:

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> and inadequate. Attached to this message is a copy of the e-mail

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> sent to King Auto Center. Two days later we were told that the

> mechanics

> put our van through a computer diagnostics test and nothing wrong was

> found. Yesterday, June 24, 2017, about three months later, the van

> stalled again. We were at an intersection with a four-way stop on

> the

> U.S. Navy's Pacific Missile Range Facility (PMRF), on the island of

> Kauai. We were making a left-hand turn when the van stalled in the

> middle

> of the intersection, blocking a vehicle approaching from our left.

> Kristi

> restarted our van and got out of the way of the approaching vehicle.

> This

> time, the engine turned over several times before restarting, but

> finally

> did. Has Chrysler had the same or similar problems with other

> Pacificas?

> We are concerned that our van may stall in the future, placing us in

> serious jeopardy. We would like this problem to be solved as soon as
> possible.
>
>
>
> VIN:
> HR [REDACTED]
> Mileage:
> 2466
> Servicing Dealer:
> King Auto Kauai
> Title:
>
> First Name:
> [REDACTED]
> Middle Initial:
>
> Last Name:
> [REDACTED]
> Address 1:
> [REDACTED]
> Address 2:
>
> City:
> Lihue
> State:
> HI
> Zip:
> [REDACTED]
> Email:
> [REDACTED]
[REDACTED] Phone:
> [REDACTED] ??????????????????

From: [REDACTED]
To: customerassist@chrysler.com
Date: Tue Jun 27 23:45:31 EDT 2017
Subject: Re: Chrysler Group LLC Customer Assistance (KMM10261896V20699L0KM)
Aloha Mikayla,

Thank you and we will be in touch with you when we return home.

By the way, both J [REDACTED] k and I have writing experience. ?

--- customerassist <customerassist@chrysler.com> wrote:

> Hello [REDACTED]
>
> I saw your email and wanted to reply promptly. Thank you for letting me
> know about the situation and following up. I hope that you have a
> wonderful vacation and I will look forward to your next email once you
> are back and settled in.
>
> Thank you, also, for taking the time to copy your email with the dealer
> in so that I could review it; it helped me gain a better understanding
> of the situation, not to mention it was beautifully typed - you must
> have some type of writing background! I am incredibly sorry for the
> experiences you had working with Dan and the shuttle driver, and I will
> be certain that we approach that internally.
>
> You have been a pleasure to work with and we hope to have everything
> resolved so that we can restore your 'peace of mind'. The service you
> mentioned in "The Good" is what we expect of all of our employees - an
> aspiration for excellence!
>
> Feel free at any time to reply to any of my emails to leave an update,
> ask a question, or advise me of any new situations or appointments and I
> will be happy to help in any way possible.
>
> Sincerely,
>
> Mikayla
>
> Customer Service Representative
> FCA Customer Assistance Center
>

>
>
>
> Original Message Follows:
> -----
> Aloha Mikayla,
>
> Thank you for your response. Unfortunately we are currently on vacation
> and will not return until after July 4th.
>
> We will set up an appointment at that time and let you know when that
> is. We had not set up a new appointment since the second incidence
> occurred the other day.
>
> I have included in this email our first encounter with the problem,
> outlining what went right and what went wrong. It is not an attachment
> or link, so this should bring you up to speed on our issue.
>
> On April 12, 2017 we sent to King Auto the following:
>
> April 12, 2017
>
> TO: King Auto Center
> 4330 Kukui Grove Street
> Lihue, Kauai, Hawaii 96766
>
> Telephone: 808 482-2823
>
> FROM: [REDACTED]
> [REDACTED]
> [REDACTED]
> Lihue, HI [REDACTED]
>
> Telephone: [REDACTED]
>
> Re: The Good, the Bad and The Ugly
>
> The Good:
>
> For more than 55 years we have been residents of the State of Hawaii.
>

> Recently we spent nearly \$48,000 to buy a Chrysler Pacifica Van from
> King Auto Center. It has all the ?bells and whistles,? and is a
> wonderful vehicle.
>
> Mike Terry and the other people in the Sales Department lived up to the
> King Auto Center name by making us feel like Ali`i (Royalty). They
> helped us attach the license plate to the vehicle and taught us how to
> use the ?bells and whistles.?
>
> The people in the Parts Department were friendly and answered all of
> our questions. They were no ka oi (the best).
>
> The females in the Service Department were sugar and spice and
> everything nice.
>
> We were so impressed with King Auto Center that we bought the extended
> warranty touted in the radio advertisements. What we bought was peace of
> mind.
>
> Life was good.
>
> The Bad:
>
> Saturday morning our new van stalled on the ?round-about? on Hardy
> Street in Lihue. There were a half-dozen vehicles behind us.
> Frantically, we got the van started and drove it to King Auto Center. We
> left the engine running and opened the hood. On the inside of the hood
> was a black substance that looked like oil.
>
> Dan Togikawa, Service Advisor, was unfriendly and abrupt.
>
> ?I can?t do anything today,? he said contemptuously. ?I only have three
> people,? he said in a snotty tone of voice.
>
> We expressed empathy for his plight in hopes that in return he would
> provide empathy for our plight.
>
> ?What do you suggest we do?? we asked.
>
> ?Your vehicle is running,? he said sarcastically. ?Drive it home and
> bring it back Monday.?

>

> ?What if it won't start?? we asked.

>

> He shrugged and indicated that that would be our problem.

>

> The peace of mind we purchased evaporated.

>

> We were grounded for the rest of the weekend, fearing to get too far
> from home.

>

> Monday morning we got our new van started, and because of the
> transmission we had a jerky ride to King Auto Center.

>

> In an irritated voice, Dan informed us that he may not be able to
> inspect our van because he has only three people.

>

> ?We have no transportation,? we told him. ?So we will wait.?

>

> We plopped ourselves in the waiting room of the Service Department. The
> female employees provided us with cookies and coffee.

>

> An obviously irritated Dan asked where we reside.

>

> ?At the Sun Village condominium across the street from Wilcox Hospital
> in Lihue,? we replied.

>

> Dan arranged for us to be taken home in a King Auto Center Courtesy
> Shuttle.

>

> The Ugly:

>

> Shortly after 3:30 p.m. Monday we received a telephone call from the
> Service Department. A pleasant lady told us the van was ready. We were
> informed that the courtesy shuttle was in the loading zone circle of Sun
> Village.

>

> ?Come on, Come on! Hurry up! Get In! the driver shouted.

>

> Like a coiled snake, he was seething with venom. With a heavy foot on
> the throttle, he made the shuttle lurch forward before we had a chance
> to fasten our seat belts. He tailgated other vehicles and constantly

> jerked the van from one lane to another. He would have flunked a
> driver-training course. He never smiled. He made us feel like c[REDACTED]
> ha`oles.
>
> After we exited the shuttle, we felt like we had just finished a roller
> coaster ride. We would have been more comfortable if we had been dragged
> from a United Airlines plane.
>
> Inside the Service Department one of the female employees asked Dan a
> question. In front of us he gave her a tongue-lashing.
>
> ?I?m helping a customer,? he scolded.
>
> She was embarrassed, and so were we.
>
> On the way home we wondered if Dan and the driver were married and that
> their wives forgot to kiss them goodbye before they went to work. Or, if
> they are not married, perhaps they could remedy that plight by making
> themselves more attractive to women by taking a series of
> anger-management classes.
>
>
> [REDACTED]
>
>
>
>
> Sun Village
> Lihue
>
> Copy: Sun Village Residents
> DCCA
> Kauai Chamber of Commerce
> Garden Island newspaper
>
> ---- customerassist <customerassist@chrysler.com> wrote:
> > Dear [REDACTED]
> >
> > Thank you for contacting the FCA Customer Assistance Center.
> >
> > I can absolutely understand your concerns with the vehicle's multiple
> > issues with stalling.

> >
> > This email system blocks any and all attachments or links sent through
>
> > it for security reasons, and thus it is not possible to view any
> > documentation that you may choose to attach to your email.
> >
> > After reviewing your email, and due to the repetitive nature of your
> > concern, I would like to forward your case to a more appropriate area
> > for their attention and response.
> >
> > To enable this escalation, the vehicle needs to be at the dealership.
> > You mentioned in your first email that you have an appointment booked
> > but did not state when. If you would clarify the date and time of the
> > appointment, I will escalate your case from that date.
> >
> > Escalating your situation to a Case Manager will provide the
> dealership
> > and you with an individual who will review your concerns, then assist
> > the dealership and you in exhausting all available resources, to have
> > your issue addressed and resolved.
> >
> > 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 1-800-247-9753.
> >
> > Sincerely,
> >
> > Mikayla
> >
> > Customer Service Representative
> > FCA 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=KMM10259995V42047L0KM&
> >

> >

> >

> > Original Message Follows:

> > -----

> > US Customer Service - Chrysler Brand Site

> > Brief Description:

> > Stalling of Pacifica

> > Comments:

> > June 25, 2017 Email Message to Chrysler Subject: Stalling of Pacifica

> > Copy: Mike Terry To: Chrysler From: [REDACTED]

> > [REDACTED] Lihue, HI Aloha, In late 2016 we paid nearly

> > \$48,000 for a new Chrysler Pacifica van. We gained access to our new

> > van on

> > October 8, 2016. We bought the van from King Auto Center, the

> Chrysler

> > dealer on the Hawaiian Island of Kauai. On April 8 of 2017, while

> > negotiating a narrow around-about in Lihue, a town on the Island

>

> > of

> > Kauai, our van stalled, blocking several vehicles behind us. K [REDACTED]

> > who

> > was driving, was able to restart the van and immediately drove it to

> > King

> > Auto Center. The treatment we received at the service department was

> > rude

> > and inadequate. Attached to this message is a copy of the e-mail

> > message we

> > sent to King Auto Center. Two days later we were told that the

> > mechanics

> > put our van through a computer diagnostics test and nothing wrong was

> > found. Yesterday, June 24, 2017, about three months later, the van

> > stalled again. We were at an intersection with a four-way stop

> on

> > the

> > U.S. Navy's Pacific Missile Range Facility (PMRF), on the island of

> > Kauai. We were making a left-hand turn when the van stalled in the

> > middle

> > of the intersection, blocking a vehicle approaching from our left.

> > [REDACTED]

> > restarted our van and got out of the way of the approaching vehicle.

> > This

```
> > time, the engine turned over several times before restarting, but
> > finally
> > did. Has Chrysler had the same or similar problems with other
> > Pacificas?
> > We are concerned that our van may stall in the future, placing us in
> > serious jeopardy. We would like this problem to be solved as soon as
> > possible.
> >
> >
> > VIN:
> >   HR5[REDACTED]
> > Mileage:
> >   2466
> > Servicing Dealer:
> >   King Auto Kauai
> > Title:
> >
> > First [REDACTED]
> >   K[REDACTED]
> > Middle Initial:
> >
> > Last Name:
> >   [REDACTED]
> > Address 1:
> >   [REDACTED]
> > Address 2:
> >
> > City:
> >   Lihue
> > State:
> >   HI
> > Zip:
> >   [REDACTED]6
> > Email:
> >   [REDACTED]m
> > Home Phone:
> >   [REDACTED]???????????
```


From: [REDACTED]
To: customerassist@chrysler.com
Date: Wed Nov 22 16:05:14 EST 2017
Subject: Re: Chrysler Group LLC Customer Assistance (KMM10259995V42047L0KM)
Aloha,

We have made an appointment at King Auto Center here on Kauai regarding the valve recall and this issue of stalling. The Pacifica has already stalled twice, as indicated below, and has nearly stalled when we are stopping for a light or stop sign. I have to rev the engine sometimes to avoid this happening.

This is dangerous and unacceptable.

Our appointment is on Friday, December 1, 2017 at 8 am Hawaii Standard Time.

Our hope is that this appointment will go more smoothly than the last one.

Aloha

[REDACTED]

[REDACTED] wrote:

> Aloha Mikayla,
>
> Thank you for your response. Unfortunately we are currently on vacation and will not return until after July 4th.
>
> We will set up an appointment at that time and let you know when that is. We had not set up a new appointment since the second incidence occurred the other day.
>
> I have included in this email our first encounter with the problem, outlining what went right and what went wrong. It is not an attachment or link, so this should bring you up to speed on our issue.
>
> On April 12, 2017 we sent to King Auto the following:
>
> April 12, 2017
>
> TO: King Auto Center
> 4330 Kukui Grove Street
> Lihue, Kauai, Hawaii 96766
>

> [REDACTED]
>
> FROM: [REDACTED]
> [REDACTED]
> [REDACTED]
> Lihue, HI [REDACTED]
>
> Telephone: [REDACTED]
>
> Re: The Good, the Bad and The Ugly
>
> The Good:
>
> For more than 55 years we have been residents of the State of Hawaii.
>
> Recently we spent nearly \$48,000 to buy a Chrysler Pacifica Van from King Auto Center. It has all the "bells and whistles," and is a wonderful vehicle.
>
> Mike Terry and the other people in the Sales Department lived up to the King Auto Center name by making us feel like Ali'i (Royalty). They helped us attach the license plate to the vehicle and taught us how to use the "bells and whistles."
>
> The people in the Parts Department were friendly and answered all of our questions. They were no ka oi (the best).
>
> The females in the Service Department were sugar and spice and everything nice.
>
> We were so impressed with King Auto Center that we bought the extended warranty touted in the radio advertisements. What we bought was peace of mind.
>
> Life was good.
>
> The Bad:
>
> Saturday morning our new van stalled on the "round-about" on Hardy Street in Lihue. There were a half-dozen vehicles behind us. Frantically, we got the van started and drove it to King Auto Center. We left the engine running and opened the hood. On the inside of the hood was a black substance that looked like oil.
>
> Dan Togikawa, Service Advisor, was unfriendly and abrupt.
>

> ?I can?t do anything today,? he said contemptuously. ?I only have three people,? he said in a snotty tone of voice.

>

> We expressed empathy for his plight in hopes that in return he would provide empathy for our plight.

>

> ?What do you suggest we do?? we asked.

>

> ?Your vehicle is running,? he said sarcastically. ?Drive it home and bring it back Monday.?

>

> ?What if it won?t start?? we asked.

>

> He shrugged and indicated that that would be our problem.

>

> The peace of mind we purchased evaporated.

>

> We were grounded for the rest of the weekend, fearing to get too far from home.

>

> Monday morning we got our new van started, and because of the transmission we had a jerky ride to King Auto Center.

>

> In an irritated voice, Dan informed us that he may not be able to inspect our van because he has only three people.

>

> ?We have no transportation,? we told him. ?So we will wait.?

>

> We plopped ourselves in the waiting room of the Service Department. The female employees provided us with cookies and coffee.

>

> An obviously irritated Dan asked where we reside.

>

> ?At the Sun Village condominium across the street from Wilcox Hospital in Lihue,? we replied.

>

> Dan arranged for us to be taken home in a King Auto Center Courtesy Shuttle.

>

> The Ugly:

>

> Shortly after 3:30 p.m. Monday we received a telephone call from the Service Department. A pleasant lady told us the van was ready. We were informed that the courtesy shuttle was in the loading zone circle of Sun Village.

>

> ?Come on, Come on! Hurry up! Get In! the driver shouted.

>

> Like a coiled snake, he was seething with venom. With a heavy foot on the throttle, he made the shuttle lurch forward before we had a chance to fasten our seat belts. He tailgated other vehicles and constantly jerked the van from one lane to another. He would have flunked a driver-training course. He never smiled. He made us feel like damn ha`oles.

>

> After we exited the shuttle, we felt like we had just finished a roller coaster ride. We would have been more comfortable if we had been dragged from a United Airlines plane.

>

> Inside the Service Department one of the female employees asked Dan a question. In front of us he gave her a tongue-lashing.

>

> ?I?m helping a customer,? he scolded.

>

> She was embarrassed, and so were we.

>

> On the way home we wondered if Dan and the driver were married and that their wives forgot to kiss them goodbye before they went to work. Or, if they are not married, perhaps they could remedy that plight by making themselves more attractive to women by taking a series of anger-management classes.

>

>

> [REDACTED]

>

>

>

> Sun Village

> Lihue

>

> Copy: Sun Village Residents

> DCCA

> Kauai Chamber of Commerce

> Garden Island newspaper

>

> ---- customerassist <customerassist@chrysler.com> wrote:

> > [REDACTED],

> >

> > Thank you for contacting the FCA Customer Assistance Center.

> >

> > I can absolutely understand your concerns with the vehicle's multiple

> > issues with stalling.

> >

> > This email system blocks any and all attachments or links sent through
> > it for security reasons, and thus it is not possible to view any
> > documentation that you may choose to attach to your email.

> >

> > After reviewing your email, and due to the repetitive nature of your
> > concern, I would like to forward your case to a more appropriate area
> > for their attention and response.

> >

> > To enable this escalation, the vehicle needs to be at the dealership.
> > You mentioned in your first email that you have an appointment booked
> > but did not state when. If you would clarify the date and time of the
> > appointment, I will escalate your case from that date.

> >

> > Escalating your situation to a Case Manager will provide the dealership
> > and you with an individual who will review your concerns, then assist
> > the dealership and you in exhausting all available resources, to have
> > your issue addressed and resolved.

> >

> > 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 1-800-247-9753.

> >

> > Sincerely,

> >

> > Mikayla

> >

> > Customer Service Representative

> > FCA 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=KMM10259995V42047L0KM&

> >

> >

> >

> > Original Message Follows:

> > -----

> > US Customer Service - Chrysler Brand Site

> > Brief Description:

> > Stalling of Pacifica

> > Comments:

> > June 25, 2017 Email Message to Chrysler Subject: Stalling of Pacifica

> > Copy: Mike Terry To: Chrysler From: [REDACTED]

[REDACTED] Lihue, HI Aloha, In late 2016 we paid nearly

> > \$48,000 for a new Chrysler Pacifica van. We gained access to our new

> > van on

> > October 8, 2016. We bought the van from King Auto Center, the Chrysler

> > dealer on the Hawaiian Island of Kauai. On April 8 of 2017, while

> > negotiating a narrow around-about in Lihue, a town on the Island

> > of

> > Kauai, our van stalled, blocking several vehicles behind us. [REDACTED]

> > who

> > was driving, was able to restart the van and immediately drove it to

> > King

> > Auto Center. The treatment we received at the service department was

> > rude

> > and inadequate. Attached to this message is a copy of the e-mail

> > message we

> > sent to King Auto Center. Two days later we were told that the

> > mechanics

> > put our van through a computer diagnostics test and nothing wrong was

> > found. Yesterday, June 24, 2017, about three months later, the van

> > stalled again. We were at an intersection with a four-way stop on

> > the

> > U.S. Navy's Pacific Missile Range Facility (PMRF), on the island of

> > Kauai. We were making a left-hand turn when the van stalled in the

> > middle

> > of the intersection, blocking a vehicle approaching from our left.

> > Kristi

> > restarted our van and got out of the way of the approaching vehicle.

> > This

> > time, the engine turned over several times before restarting, but

> > finally

> > did. Has Chrysler had the same or similar problems with other

> > Pacificas?

> > We are concerned that our van may stall in the future, placing us in

> > serious jeopardy. We would like this problem to be solved as soon as

> > possible.
> >
> >
> >
> > VIN:
> > HR [REDACTED]
> > Mileage:
> > 2466
> > Servicing Dealer:
> > King Auto Kauai
> > Title:
> >
> > First Name:
> > [REDACTED]
[REDACTED]
> >
> > Last Name:
> > [REDACTED]
> > Address 1:
> > [REDACTED]
> > Address 2:
> >
> > City:
> > Lihue
> > State:
> > HI
> > Zip:
> > [REDACTED]
> > Email:
> > [REDACTED]
> > Home Phone:
> > 3 [REDACTED] ??????????????????

From: customerassist@chrysler.com

To: [REDACTED]

Date: Tue Nov 28 23:46:42 EST 2017

Subject: Re: Chrysler Group LLC Customer Assistance (KMM10259995V42047L0KM)

Dear [REDACTED]

I am saddened to hear that you have had such an experience with your brand new Chrysler Pacifica and would definitely like to see what can be done to assist you.

It is important that we get this resolved for you; if possible could you contact us during the day which will allow us to gather all of the necessary information for escalation of your case.

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 1-800-247-9753.

Sincerely,

Michael

Customer Service Representative

FCA 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=KMM10480216V30802L0KM&

Original Message Follows:

Aloha,

We have made an appointment at King Auto Center here on Kauai regarding the valve recall and this issue of stalling. The Pacifica has already stalled twice, as indicated below, and has nearly stalled when we are stopping for a light or stop sign. I have to rev the engine sometimes to avoid this happening.

This is dangerous and unacceptable.

Our appointment is on Friday, December 1, 2017 at 8 am Hawaii Standard Time.

Our hope is that this appointment will go more smoothly than the last one.

Aloha

[REDACTED]

---- [REDACTED] :

> Aloha [REDACTED]

>

> Thank you for your response. Unfortunately we are currently on vacation and will not return until after July 4th.

>

> We will set up an appointment at that time and let you know when that is. We had not set up a new appointment since the second incidence occurred the other day.

>

> I have included in this email our first encounter with the problem, outlining what went right and what went wrong. It is not an attachment or link, so this should bring you up to speed on our issue.

>

> On April 12, 2017 we sent to King Auto the following:

>

> April 12, 2017

>

> TO: King Auto Center

> 4330 Kukui Grove Street

> Lihue, Kauai, Hawaii 96766

>

> Telephone: 808 482-2823

>

> FROM: [REDACTED]

> [REDACTED]

> [REDACTED]

> Lihue, HI [REDACTED] 6

>

> Telephone: [REDACTED]

>

> Re: The Good, the Bad and The Ugly

>

> The Good:

>

> For more than 55 years we have been residents of the State of Hawaii.

>

> Recently we spent nearly \$48,000 to buy a Chrysler Pacifica Van from King Auto Center. It has all the ?bells and whistles,? and is a wonderful vehicle.

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>

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>

> Life was good.

>

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>

> Saturday morning our new van stalled on the "round-about" on Hardy Street in Lihue. There were a half-dozen vehicles behind us. Frantically, we got the van started and drove it to King Auto Center. We left the engine running and opened the hood. On the inside of the hood was a black substance that looked like oil.

>

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>

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>

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>

> "What do you suggest we do?" we asked.

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>

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>

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>

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> We plopped ourselves in the waiting room of the Service Department. The female employees provided us with cookies and coffee.

>

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>

> ?At the Sun Village condominium across the street from Wilcox Hospital in Lihue,? we replied.

>

> Dan arranged for us to be taken home in a King Auto Center Courtesy Shuttle.

>

> The Ugly:

>

> Shortly after 3:30 p.m. Monday we received a telephone call from the Service Department. A pleasant lady told us the van was ready. We were informed that the courtesy shuttle was in the loading zone circle of Sun Village.

>

> ?Come on, Come on! Hurry up! Get In!? the driver shouted.

>

> Like a coiled snake, he was seething with venom. With a heavy foot on the throttle, he made the shuttle lurch forward before we had a chance to fasten our seat belts. He tailgated other vehicles and constantly jerked the van from one lane to another. He would have flunked a driver-training course. He never smiled. He made us feel like damn ha`oles.

>

> After we exited the shuttle, we felt like we had just finished a roller coaster ride. We would have been more comfortable if we had been dragged from a United Airlines plane.

>

> Inside the Service Department one of the female employees asked Dan a question. In front of us he gave her a tongue-lashing.

>

> ?I?m helping a customer,? he scolded.

>

> She was embarrassed, and so were we.

>

> On the way home we wondered if Dan and the driver were married and that their wives forgot to kiss them goodbye before they went to work. Or, if they are not married, perhaps they could remedy that plight by making themselves more attractive to women by taking a series of anger-management classes.

>

>

> [REDACTED]

>
>
>
> Sun Village
> Lihue
>
> Copy: Sun Village Residents
> DCCA
> Kauai Chamber of Commerce
> Garden Island newspaper
>
> ---- customerassist <customerassist@chrysler.com> wrote:
>> Dear [REDACTED]
>>
>> Thank you for contacting the FCA Customer Assistance Center.
>>
>> I can absolutely understand your concerns with the vehicle's multiple
>> issues with stalling.
>>
>> This email system blocks any and all attachments or links sent through
>> it for security reasons, and thus it is not possible to view any
>> documentation that you may choose to attach to your email.
>>
>> After reviewing your email, and due to the repetitive nature of your
>> concern, I would like to forward your case to a more appropriate area
>> for their attention and response.
>>
>> To enable this escalation, the vehicle needs to be at the dealership.
>> You mentioned in your first email that you have an appointment booked
>> but did not state when. If you would clarify the date and time of the
>> appointment, I will escalate your case from that date.
>>
>> Escalating your situation to a Case Manager will provide the dealership
>> and you with an individual who will review your concerns, then assist
>> the dealership and you in exhausting all available resources, to have
>> your issue addressed and resolved.
>>
>> 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 1-800-247-9753.
>>

> > Sincerely,

> >

> > Mikayla

> >

> > Customer Service Representative

> > FCA 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=KMM10259995V42047L0KM&

> >

> >

> >

> > Original Message Follows:

> > -----

> > US Customer Service - Chrysler Brand Site

> > Brief Description:

> > Stalling of Pacifica

> > Comments:

> > June 25, 2017 Email Message to Chrysler Subject: Stalling of Pacifica

> > Copy: Mike Terry To: Chrysler From: [REDACTED]

> > [REDACTED] Lihue, HI Aloha, In late 2016 we paid nearly

> > \$48,000 for a new Chrysler Pacifica van. We gained access to our new

> > van on

> > October 8, 2016. We bought the van from King Auto Center, the Chrysler

> > dealer on the Hawaiian Island of Kauai. On April 8 of 2017, while

> > negotiating a narrow âround-aboutâ in Lihue, a town on the Island

> > of

> > Kauai, our van stalled, blocking several vehicles behind us. [REDACTED] i,

> > who

> > was driving, was able to restart the van and immediately drove it to

> > King

> > Auto Center. The treatment we received at the service department was

> > rude

> > and inadequate. Attached to this message is a copy of the e-mail

> > message we

> > sent to King Auto Center. Two days later we were told that the

> > mechanics

> > put our van through a computer diagnostics test and nothing wrong was
> > found. Yesterday, June 24, 2017, about three months later, the van
> > stalled again. We were at an intersection with a four-way stop on
> > the
> > U.S. Navy's Pacific Missile Range Facility (PMRF), on the island of
> > Kauai. We were making a left-hand turn when the van stalled in the
> > middle
> > of the intersection, blocking a vehicle approaching from our left.
> > Kristi
> > restarted our van and got out of the way of the approaching vehicle.
> > This
> > time, the engine turned over several times before restarting, but
> > finally
> > did. Has Chrysler had the same or similar problems with other
> > Pacificas?
> > We are concerned that our van may stall in the future, placing us in
> > serious jeopardy. We would like this problem to be solved as soon as
> > possible.
> >
> >
> >
> > VIN:
> > HR [REDACTED]
> > Mileage:
> > 2466
> > Servicing Dealer:
> > King Auto Kauai
> > Title:
> >
> > First Name:
> > [REDACTED]
> > Middle Initial:
> >
> > Last Name:
> > [REDACTED]
> > Address 1:
> > [REDACTED]
> > Address 2:
> >
> > City:
> > Lihue

> > State:

> > HI

> > Zip:

> > [REDACTED] 6

> > Email:

> > [REDACTED]

> > Home Phone:

> > [REDACTED] ???????????????

Document Recieved from Customer

Cair Number: 3 [REDACTED]

Date Received: 2017-08-01 21:34:38.957056

Files Not Recieved: 0

Please let me know if this receipt is sufficient. I received 2 receipts



Uconnect Access

to me

8:31 PM ***

Confirmation for your recent Uconnect® Access purchase for your 2017 CHRYSLER PACIFICA is here.

[Learn more about Uconnect®](#)

Thanks for purchasing a Uconnect® Access Advantage Package!

Dear [REDACTED]

We appreciate your recent purchase of a Uconnect Access Advantage Package on your 2017 CHRYSLER PACIFICA. Your payment is governed by the [Uconnect Service Payment Terms and Conditions](#). These charges will appear on your bill as a payment to FCA US LLC Uconnect. Please review your purchase information below. You may cancel your subscription by calling (855) 792-4241. For more information about changing or cancelling your Uconnect subscription, please review the [Uconnect Service Payment Terms and Conditions](#). Visit [Mopar® Owner Connect](#) for additional account details. Please retain a copy of this email for your records.

Credit Card Confirmation Number: [REDACTED]**Date:** Tue Aug 01, 2017**Description:** Advantage Package**Card Number (Last 4 Digits):** 5380**Item Price:** \$149.99**Total Surcharges:** \$0.00**Total Government Taxes and Fees:** \$0.00**Total Charges:** \$149.99**Vehicle:** 2017 CHRYSLER PACIFICA**VIN:** 2C4RC1DG8H [REDACTED]

Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2017-07-18 21:43:31.626327

Files Not Recieved: 0

ELRAC, LLC, 135 S FINLEY AVE, BASKING RIDGE, NJ 079201416 (908) 766-5471

RENTAL AGREEMENT
12049REF#
8CTX15**RENTER**

DATE & TIME OUT
07/07/2017 09:33 AM
DATE & TIME IN
07/11/2017 04:21 PM

BILLING CYCLE
CALENDAR DAY

CAR CLASS CHARGED
MVAR

VEH #1 2017 CHRY PACI 2LMT
VIN# 2C4RC1GG1P [REDACTED]
LIC# [REDACTED]
MILES DRIVEN 272
CAR CLASS: MVAR

BILL TO ACCOUNT
WELSH'S MOTOR SALES, INC.-24EQ
ATTN: UNKNOWN
36 DUMONT RD. PO BOX 5
FAR HILLS, NJ 07931

CLAIM INFO
TYPE CAR: PACIFICA
SHOP: WELSH'S MOTOR SALES,
INC.-24EQ
PHONE: (908) 234-0109
ATTN: UNKNOWN

SUMMARY OF CHARGES

Charge Description	Date	Quantity	Per	Rate	Total
TIME & DISTANCE	07/07 - 07/11	5	DAY	\$35.00	\$175.00
DW	07/07 - 07/11	5	DAY	\$16.99	\$84.95
REFUELING CHARGE	07/07 - 07/11				\$0.00
Subtotal:					\$259.95

Taxes & Surcharges

DOMESTIC SECURITY FEE	07/07 - 07/11	5	DAY	\$5.00	\$25.00
NEW JERSEY STATE SALES TAX	07/07 - 07/11			6.875%	\$18.04
VEHICLE LICENSE FEE	07/07 - 07/11	5	DAY	\$0.50	\$2.50
RECOVERY					

Total Charges: \$305.49**Bill-To / Deposits****WELSH'S MOTOR SALES, INC.-24EQ**

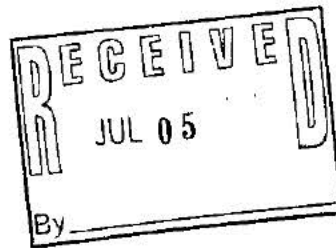
TIME & DISTANCE	07/07 - 07/11	5	DAY		
DOMESTIC SECURITY FEE	07/07 - 07/11	5	DAY		
NEW JERSEY STATE SALES TAX	07/07 - 07/11	1	PERCENT	6.875%	
VEHICLE LICENSE FEE	07/07 - 07/11	5	DAY		
RECOVERY					
Subtotal:					(\$200.00)

DEPOSITS (\$105.49)**Total Estimated Amount Due****(\$0.00)****PAYMENT INFORMATION**

AMOUNT PAID \$105.49
TYPE Visa

CREDIT CARD NUMBER
XXXXXXXXXXXX8624

[REDACTED]
[REDACTED]
Jobstown, New Jersey
[REDACTED]



Chrysler Headquarters
1000 Chrysler Dr.
Auburn Mills, MI 48326

To Whom It May Concern:

June 27, 2017

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

I purchased a 2017 Chrysler Pacifica Vin #2C4RC1DGXH [REDACTED] on June 13, 2016 from Dodge, Chrysler, Jeep City in Burlington, New Jersey. Since I bought the vehicle, I have had to return it to the dealership a total of four times. My vehicle has been out of service for repairs for a total of 20 calendar days and still counting as of the writing of this letter. The current mileage on my vehicle is 23,859.

My vehicle has been in Dodge, Chrysler, Jeep City of Burlington on the following dates for repair of the following defects:

Oct. 19-20, 2016 – 1. Passenger side sliding door making clicking noise when opening and closing. 2. Carpet in rear area coming loose from sides. 3. Covers on both front headrests came loose. 4. When accelerating slowly from a stop there is a hesitation/jerking. 5. The instrument cluster swipes (light) back and forth at times. 6. When turning steering wheel, going over bumps, there is a clunking noise. 7. AC compressor checked, wasn't always throwing cold air when turned on.

May 24-May 24, 2017 – 1. While driving car forward, backup light camera came on and car shifter indicated I was in reverse, although I was moving forward. 2. While driving forward into a parking lot, the car started dinging as though there were an engine problem, shift indicator was flashing and the car shifted itself into neutral. I had to stop the car, shift out of neutral than back into drive to continue to parking spot. 3. Sliding door still making clicking noise. 4. While going up or down hills, engine revs RPM's but does not accelerate or decrease speed. Must hit gas or break to release RPM's. 5. Headrest covers came undone again. They come open anytime headrests are moved. 6. Clunking noise in steering still. 7. When accelerating from a slow speed, van will hesitate than jump into the next gear and take off.

June 7-13, 2017 – 1. Van still revs RPM's when going up or down hills without speeding up or slowing down. 2. Techs still trying to figure out why van switched gears. Van sent some codes this time but they have no idea how to fix it or why it's doing it. 3. Sliding door still clicking and now it's closing before it's open completely and without pushing the button to close it. It's been closing on people as they get out. 4. Front passenger side window will go down all the way, but when button is pushed to go up, it only goes up ¼ of the way than goes down again. After 3-4 tries it will eventually go up. 5. Headrest cover needs to be reattached again. 6. Clicking in steering still happening. 7. When accelerating from a slow speed, van will hesitate than jump into the next gear and take off.

June 20-present, 2017 – 1. The van is still making a clicking sound in the steering. They replaced the rack but still are trying to figure out what the clicking sound is. 2. Van still revs RPM's on hills without accelerating or slowing down. 3. When accelerating from a slow speed, van will hesitate than jump into the next gear and take off. 4. They are still trying to figure out why car changed from drive too neutral on it's own. 5. Clicking in sliding door.

My vehicle is currently experiencing the following problems:

1. The van is still making a clicking sound in the steering. They replaced the rack but still are trying to figure out what the clicking sound is. 2. Van still revs RPM's on hills without accelerating or slowing down. 3. When accelerating from a slow speed, van will hesitate than jump into the next gear and take off. 4. They are still trying to figure out why car changed from drive too neutral on it's own. 5. There is now a new sound, when I went to test drive it after they put the new rack in, there is now a squeaking noise (sounds like air being released from a balloon) coming from the steering when steering wheel is turned. 6. Clicking in sliding door.

Since these problems substantially impair the use, value or safety of my vehicle, or the defect is one that is likely to cause death or serious bodily injury if the vehicle is driven, I am hereby allowing you one final opportunity to repair my vehicle. If these repairs are not completed within 10 calendar days of receipt of this letter, I may be entitled to a refund, calculated in accordance with the New Jersey Lemon Law.

I look forward to hearing from you soon. You can reach me at [REDACTED] at the aforementioned contact numbers.

Sincerely,

[REDACTED]

Jobstown NJ

48326

Chrysler Headquarters
1000 Chrysler Dr.
Auburn Hills, MI

48326



1000



48326

U.S. POSTAGE
PAID
MOUNT LAUREL, NJ
08054
JUN 27 17
AMOUNT
\$6.59
R2303S100915-11



CERTIFIED MAIL

PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT
OF THE RETURN ADDRESS. HOLD AT BOTTOM LINE.

4832632775 CCH



RETURN RECEIPT
REQUESTED



July 6, 2017

[REDACTED]
Jobstown, NJ [REDACTED]

Reference No.: [REDACTED]

Dear Mr. [REDACTED]

Thank you for your recent letter to FCA US LLC regarding your 2017 Chrysler Pacifica.

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,

Marvin
Senior Staff

MS/ss

Document Recieved from Customer

Cair [REDACTED]

Date Received: 2017-08-01 18:36:56.728596

Files Not Recieved: 0

This document is for case [REDACTED]. In reference to my monthly credit.



Statement Ending 02/28/2017

Page 1 of 4

Fusion Lease New

Account Summary

Date	Description	Amount	Description	Amount
02/02/2017	Previous Balance	\$0.00	Past Due Payments	\$0.00
	Payments made this period	\$0.00	Past Due Date	04/02/2017
	Principal paid	\$0.00	Payment Amount	\$0.00
	Interest Paid This Period	\$55.18	Payment Due Date	04/02/2017
	Interest Paid YTD	\$55.18		
	Interest Rate	3.0000%		
02/28/2017	New Balance	\$26,202.54		

Account Activity

Posting Date	Effective Date	Description	Amount
01/31/2017	02/28/2017	ER 01-31 New Loan Disbursement	\$26,629.36
		Principal \$26,629.36	
01/31/2017	02/28/2017	ER 01-31 Regular Payment	\$240.00
		Principal \$240.00	
02/28/2017	02/28/2017	ER 02-28 Regular Payment	\$240.00
		Principal \$240.00	
		Interest \$55.18	

PRST MONTH	008
AUG 17	
PAYMENT NO.	
008	
DATE MAILED	
DATE PAID	
AMOUNT PAID	

ACCOUNT NUMBER	
----------------	--

DOB DATE	DOB MONTH
AUG 28 17	\$340.00

LATE CHARGE	
SHARE DEPOSIT	
TOTAL PAID	

Use this address for mailing PAYMENTS



For statements by mail, please change to 02/28/2017

PLEASE PRINT NAME AND ADDRESS ON THE BACK

Document Send To Customer
CAIR Number : XXXXXXXXXX
Send Date : 2017-09-05 11:04:44



FIAT CHRYSLER AUTOMOBILES

RELEASE AGREEMENT

In sole consideration of the tender of good and negotiable funds in the amount of one thousand, one hundred twenty five and 08/100 dollars (\$1,125.08) made by FCA US LLC, formerly known as Chrysler Group LLC. [REDACTED], release and discharge FCA US LLC, Chrysler Group LLC, Old Carco LLC, and Chrysler LLC, and any other named FCA US LLC 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 Joe Machens CDJ and any authorized FCA US LLC dealerships, from all known and unknown claims, damages, costs, attorneys' fees, expenses, loss of services, personal injuries and property damage related to the 2017, Pacifica VIN: 2C4RC1BG5HR[REDACTED] 1 ("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 agree to indemnify and hold the above parties harmless from all further claims, costs or expenses relating to this claim and/or the Subject Vehicle. I expressly agree that the only consideration I will receive is that listed above and that FCA US LLC has made no other promises to us. I accept the consideration listed above as full satisfaction of any and all claims as set forth herein.

Except as permitted by law, we agree not to talk about the details of this agreement and release to anyone. I understand that all the above parties deny any liability for this claim. However, nothing in this Agreement's provisions relating to confidentiality shall preclude [FCA US] from disclosing this Agreement or portions thereof to the National Highway Traffic Safety Administration ("NHTSA"), in response to an information request, subpoena, or other compulsory or putatively compulsory demand for information propounded by NHTSA.

This is a full and final release applying to all all known, unknown or unanticipated claims or damages arising out of any act, omission or occurrence up to and including the execution date of this release.

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 void and unenforceable.

I fully understand and freely sign this release.

Date: _____, 20_____

Signature

Signature

Document Send To Customer
CAIR Number : [REDACTED]
Send Date : 2017-09-18 16:38:05

Office DEPOT. OfficeMax®

complimentary fax cover sheet

number of pages including cover sheet: _____

attention to: JOSEPH

date: 9-05-2017

company: CHRYSLER

from: _____

phone #: 288 214-583-2131

company: _____

fax #: 1-866-849-3809

senders phone #: _____

comments: _____

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local first page



\$1.59 833071

long distance first page



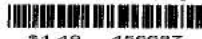
\$2.19 833081

international first page



\$7.99 833191

local additional page



\$1.49 466087

long distance additional page



\$1.99 833091

international additional page



\$3.99 833201

depot|max store####
1234 print lane
angel grove, ca 12345
p: 123.456.7890 f: 123.456.7890
eds####cpc@officedepot.com

Office DEPOT
OfficeMax
Taking care of business

REV 05/01/02

FCA

FIAT CHRYSLER AUTOMOBILES
RELEASE AGREEMENT

In sole consideration of the tender of good and negotiable funds in the amount of one thousand, one hundred twenty five and 08/100 dollars (\$1,125.08) made by FCA US LLC, formerly known as Chrysler Group LLC, I, [REDACTED], release and discharge FCA US LLC, Chrysler Group LLC, Old Carco LLC, and Chrysler LLC, and any other named FCA US LLC 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 Joe Machone CDI and any authorized FCA US LLC dealerships, from all known and unknown claims, damages, costs, attorneys' fees, expenses, loss of services, personal injuries and property damage related to the 2017, Pacifica VIN: 2C4RC1BG5HR[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 agree to indemnify and hold the above parties harmless from all further claims, costs or expenses relating to this claim and/or the Subject Vehicle. I expressly agree that the only consideration I will receive is that listed above and that FCA US LLC has made no other promises to us. I accept the consideration listed above as full satisfaction of any and all claims as set forth herein.

Except as permitted by law, we agree not to talk about the details of this agreement and release to anyone. I understand that all the above parties deny any liability for this claim. However, nothing in this Agreement's provisions relating to confidentiality shall preclude FCA US LLC from disclosing this Agreement or portions thereof to the National Highway Traffic Safety Administration ("NHTSA"), in response to an information request, subpoena, or other compulsory or putatively compulsory demand for information propounded by NHTSA.

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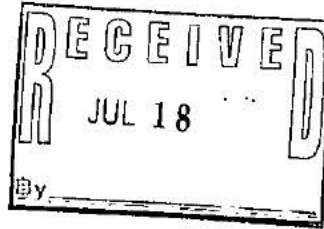
This release reflects the final agreement between the parties and is intended to replace any prior Release relating to claims described herein. Any prior agreement and/or release relating to the claims described herein is/are void and unenforceable.

I fully understand and freely sign this release.

Signature

CASE #

7-15



July 11, 2017

Dear Customer Relations Department:

I am writing this letter to provide you notice of the defects in my 2017 Chrysler Pacifica, VIN #2C4RC1EG7HR5 [REDACTED] bought this vehicle on 07/10/16 at Arrigo Sawgrass 5901 Madison Ave Tamarac, FL 33321 (954)515-5800.

The problems that I have had and/or currently have had are as follows:

1. The car would not start properly after leaving it in a parking lot during my wife's work day. A computer download was performed and it has so far seemed to have stopped the issue.
2. The Driver's side sliding door will open on its own when you are trying to close it. It was the original problem with the car since we purchased the car from Arrigo. It does it with relative regularity. The total number of times that the car has been brought into the dealership for this issue along with other issues is 5. In four out of the five trips to the dealership the dealer claims to be unable to duplicate the malfunction. However on the fourth time a Service Manager Bryan Fitzell was able to duplicate the issue in the service parking lot, yet was unable to duplicate the issue with the technician. His recommendation was to wait until it happens with greater regularity. Shortly after that visit, the door not only popped open on its own 3 consecutive times, it also started closing on its own. One time almost catching my six year old daughter's leg in the door. This prompted the fifth trip to the dealer for this issue, this time to a different dealership, Joey Accardi of Pompano Beach, FL and again they claimed unable to duplicate this issue.
3. The next issue with the car was a horrible grinding noise coming from the sliding doors when opening and closing. This was among the original issues that prompted us to bring the car in the first time. On the second trip to the dealership to correct this issue, the rollers were replaced and the noise went away for about a month. When the noise came back and the opening issue continued we brought the car back to Arrigo and they lubed up the rollers instead of replacing them again. So far the noise seems to have subsided. However the explanation of why the first attempt to fix the issue required parts to be replaced and the second attempt simply involved lubing the tracks remains unanswered.
4. The next issue has occurred twice three times thus far yet is the most concerning. While driving 45mph on our morning commute the engine of the car shut down and all electronics went blank. While still in motion and without power steering, the dashboard prompted us to "shift to Park and restart". This issues was brought to Arrigo's attention on our 3rd trip to the dealership. Again this issue was unable to be duplicated in the dealership and no work was performed on the car to address this issue. The second time this issue occurred the car was in Park and in idle, again all electronics shut down and the car had to be restarted. This was brought to the attention to the Joey Accardi dealership, and yet again they indicated that they were unable to duplicate the issue so no work was performed. The third time this issue occurred was again in Drive yet it was in idle at a red light. I was again prompted to shift to park and restart the car,

luckily before the light turned green and I became a traffic nuisance. This final occurrence was brought to my case manager's attention, David, as he continues to work on my case.

I have attached copies of my Repair Orders for these problems.

At this point I feel unsafe driving the minivan which was purchased for the sole purpose of safely transporting my wife and children. The uncertainty of not know if or when the engine will shut down makes it almost unbearable to drive. The malfunctioning door which as I have mentioned almost closed on my daughter's leg has her traumatized about getting caught that she has to climb through the front door as she refuses to use the sliding doors since then. I am extremely unsatisfied with the level of attention that Case Management has thus far invested in their attempts to help correct these issues as well. To consistently be sent away from the dealership with no work performed on the vehicle to attempt to address these issues at the direction of Star Engineers from your corporation is even more alarming. These issues are serious and are apparently getting more and more severe, however the attempts to correct them remain at zero.

Please contact me as soon as possible so these problems can be corrected once and for all and for information on your informal dispute resolution procedure. If you cannot correct these problems within 15 days of receipt of this letter, please note that at that time my acceptance of the vehicle is deemed revoked and I request you buy it back, or pay for my damages.

My contact information is:

Coconut Creek, FL [REDACTED]

Cell: [REDACTED]

Email address: [REDACTED]

7/11/17

CUSTOMER

INVOICE



5901 Madison Ave · Tamarac, FL 33321
 (954) 861-6200 · Fax: (954) 861-6233
 www.ARRIGO.net
 Registration No. MV 70113

COCONUT CREEK, FL

PAGE 1

HOME
 BUS: CONT:
 CELL:

SERVICE ADVISOR: 12637 BRYAN FITZELL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
PSC Billet	17	CHRYSLER PACIFICA	2C4RC1EG7H		9604/9605	T7866	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
23JUL16 IS			09:30 27JUN17			CASH	28JUN17
23JUL16 DD							

R/O OPENED: READY: OPTIONS: SOLD-STR DLR:NONE
 ENG:ERF_3.6L V6_24V_VVT Engine
 07:57 27JUN17 17:12 28JUN17 TRN:DFH_9-SPD_948TE_FWD_AUTO TRANS

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

C MAINTENANCE SERVICE [MULTI POINT INSPECTION-]

10 MAINTENANCE SERVICE [MULTI POINT INSPECTION-]

12567 INT

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

D MAINTENANCE SERVICE [CUSTOMER STATES LEFT SLIDING DOOR KEEPS
 SLIDING OPEN. (COMING IN FOR THE THIRD TIME FOR THE SAME
 CONERNS). PLEASE INSPECT AND ADVISE-]

CAUSE: F

10 MAINTENANCE SERVICE [CUSTOMER STATES LEFT
 SLIDING DOOR KEEPS SLIDING OPEN. (COMING
 IN FOR THE THIRD TIME FOR THE SAME CONERNS).
 PLEASE INSPECT AND ADVISE-]

12567 WARR

(N/C)

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

LEFT SIDE SLIDING DOOR IS WORKING CORRECT AT THIS TIME UNABLE TO
 DUPLICATE TESTED DOOR OVER 30 TIMES STARTED STAR CASE 1671295 DOOR
 OPENS AND CLOSES CORRECT. START HAS NO OTHER INFORMATION OR
 BULLETINS-MUST HAVE OWNER DEMONSTRATE CONDITION

E RENTAL IS PROVIDED AS A COURTESY OF ARRIGO. ONCE REPAIRS HAVE BEEN
 COMPLETED YOU ARE REQUIRED TO RETURN THE RENTAL WITHIN 24 HOURS
 OR YOU WILL BE RESPONSIBLE FOR THE ADDITIONAL DAYS OF USAGE

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PERFORMED BY THE DEALERSHIP AS-IS. THE
 DEALERSHIP HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY
 AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY
 LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR ACCESSORIES OR ANY REPAIRS PERFORMED TO THE VEHICLE. THE ONLY
 WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR DISTRIBUTOR
 AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL
 NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS
 OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

***SHOP SUPPLY COSTS:** We have added a charge equal to 10% of the total cost of labor and parts, not to exceed \$45.00, to
 the Repair Order. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies
 and waste disposal. 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 lead-acid battery sold in the state [s.403.7185].

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs
 itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The
 vehicle is being returned to you in exchange for your payment of the Amount Due.

DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE
------	--------------------	--

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

Section 501.98, Florida Statutes, requires that, at least 30 days before bringing any claim against a motor vehicle dealer for an unfair or deceptive trade practice, a consumer must provide the dealer with a written demand letter stating the name, address, and telephone number of the consumer; the name and address of the dealer; a description of the facts that serve as the basis for the claim; the amount of damages; and copies of any documents in the possession of the consumer which relate to the claim. Such notice must be delivered by the United States Postal Service or by a nationally recognized carrier, return receipt requested, to the address where the subject vehicle was purchased or leased or where the subject transaction occurred, or an address at which the dealer regularly conducts business.

Customer X

Customer X

Repair Order Detail - Customer Copy

RO Number: [REDACTED]

RO Status: CLOSED

Customer: [REDACTED]

Phone(s): Contact: [REDACTED]

Main: [REDACTED]

Cell: [REDACTED]

Vehicle: 2C4RC1EG7HR5 [REDACTED]

2017 PACIF

PSC_Billet_Si-
lver_Metallic_-
Clear_Coat

Mileage: 9,475

Service advisor: 9779

Tag number: T3346

Payment type: CASH

Promised time: 10:30 AM

Promised date: 06/16/2017

Waiter: No

Estimate: 0.00

E MAINTENANCE SERVICE [CUSTOMER STATES SLIDER NOISEY ON DRIVER SIDE
, SEEMS WORSE ONCE VEHICLE IS HOT]

23402500 WARR CLEAN SLIDING DOOR
TRACK & LUBRICATE

N/C

Tech(s): 12645

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line E: 0.00

Story: 9493 LUBRICATED DRIVER AND PASSENGER SLIDING DOOR TRACK
DIAGNOSE CONCERN AND WAS ABLE TO DUPLICATE CUSTOMERS CONCERN
ON BOTH SIDE. INSPECTED MIDDLE ROLLER AND TRACK AND NO
DAMAGES WERE FOUND. HAD LUBRICATED THE MIDDLE ROLLER AND
TRACK AND WAS ABLE TO FIX THE NOISY ISSUE. HAVE VEHICLE SEAT
FOR COUPLE DAYS IN THE SUN AND NO NOISE WAS STILL HEARD FROM
THE SLIDING. DOOR. HAD CONTACTED STARS ECS TECHNICAL SUPPORT
TEAM AND THEY HAVE APPROVE OF THIS REPAIR.

F MAINTENANCE SERVICE [CUSTOMER SATTES SLIDING DOOR CLOSES AND THEN
BOUNCES BACK OPEN, INTERMITTANT CONDITION]

10 INT MAINTENANCE SERVICE
[CUSTOMER SATTES
SLIDING DOOR CLOSES
AND THEN BOUNCES BACK
OPEN, INTERMITTANT
CONDITION]

N/C

Tech(s): 12645

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line F: 0.00

Story: 9493 NO PROBLEM FOUND AT THIS TIME DIAGNOSE CONCERN AND
WAS UNABLE TO DUPLICATE CUSTOMERS CONCERN. INSPECTED HINGES
AND LATCH AND VERIFY THEY ARE MAKING FULL CONTACT. CHECK FOR
TSB AND STAR CASES AND NON WERE FOUND AT THIS TIME. HAD
CONTACTED STAR AND NO MORE FURTHER INSPECTION IS NEEDED DUE
TO UNABLE TO DUPLICATE CONCERN.

G DRIVEABILITY [CUSTOMER STATES VEHICLE IS STALLING PER CHERYL AT
CHRYSLER REQUESTED THIS ATTACHMENT, customer states while driving
inner city vehicle shut off, happened one time. CUSTOMER STATES
ONCE VEHICLE IS HOT VEHICLE STARTS AND DIES , HAPPENS 1-2 TIMES A
WEEK

85411001 WARR Engine Driveability,
Trouble Not Found -
No Repair/Trouble Not
Found Driveability (2
- Skilled)

N/C

Tech(s): 12645

Repair Order Detail - Customer Copy

RO Number: 8

RO Status: CLOSED

Customer

Phone(s): Contact:

Vehicle: 2C4RC1EG7HR

Main: (954) 315-7886

2017 PACIF

Cell:

PSC_Billet_Si-
Iver_Metallic_-
Clear_Coat

Mileage: 9,475

Service advisor: 9779

Tag number: T3346

Payment type: CASH

Promised time: 10:30 AM

Promised date: 06/16/2017

Waiter: No

Estimate: 0.00

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line G: 0.00

Story: 9493 NO PROBLEM FOUND AT THIS TIME. DIAGNOSE CONCERN AND TEST DROVE VEHICLE AND WAS UNABLE TO DUPLICATE CUSTOMERS CONCERN. PLUG IN SCAN TOOL AND NO CODES WERE FOUND INSIDE THE VEHICLE. SEARCH FOR TSB OR STAR CASES AND NON WERE FOUND AT THIS TIME. NO CURRENT SOFTWARE UPDATES FOR THE VEHICLE AT THIS TIME. HAVE CONTACTED STAR AND UNABLE TO PERFORMED FURTHER DIAGNOSES DUE TO WAS UNABLE TO DUPLICATE CUSTOMERS CONCERN.

H RENTAL IS PROVIDED AS A COURTESY OF ARRIGO. ONCE REPAIRS HAVE BEEN COMPLETED YOU ARE REQUIRED TO RETURN THE RENTAL WITHIN 24 HOURS OR YOU WILL BE RESPONSIBLE FOR THE ADDITIONAL DAYS OF USAGE [RENTAL IS PROVIDED AS A COURTESY OF ARRIGO. ONCE REPAIRS HAVE BEEN COMPLETED YOU ARE REQUIRED TO RETURN THE RENTAL WITHIN 24 HOURS OR YOU WILL BE RESPONSIBLE FOR THE ADDITIONAL DAYS OF USAGE]

RENTAL	WARR	RENTAL IS PROVIDED AS A COURTESY OF ARRIGO. ONCE REPAIRS HAVE BEEN COMPLETED YOU ARE REQUIRED TO RETURN THE RENTAL WITHIN 24 HOURS OR YOU WILL BE RESPONSIBLE FOR THE ADDITIONAL DAYS OF USAGE [RENTAL IS PROVIDED AS A COURTESY OF ARRIGO. ONCE REPAIRS HAVE BEEN COMPLETED YOU ARE REQUIRED TO RETURN THE RENTAL WITHIN 24 HOURS OR YOU WILL BE RESPONSIBLE FOR THE ADDITIONAL DAYS OF USAGE]	N/C
--------	------	---	-----

Tech(s): 12645

SUBL

WARR

RENTAL/ 124397

Pts: 0.00 Lbr: 0.00 Other:

0.00 Total Line H:

N/C

0.00

CUSTOMER #:



INVOICE

5901 Madison Ave · Tamarac, FL 33321
(954) 861-6200 · Fax: (954) 861-6233
www.ARRIGO.net

Registration No. MV 70113

COCONUT CREEK, FL

PAGE 2

HOME: CONT: SERVICE ADVISOR: 12637 BRYAN FITZELL
BUS: CELL:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
PSC Billet	17	CHRYSLER PACIFICA	2C4RC1EG7H		9604/9605	T7866	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
23JUL16 IS							
23JUL16 DD			09:30 27JUN17			CASH	28JUN17

R.O. OPENED: READY: OPTIONS: SOLD-STK: DLR: NONE
ENG:ERF_3.6L V6 24V VVT Engine
07:57 27JUN17 17:12 28JUN17 TRN:DFH_9-SPD_948TE_FWD_AUTO TRANS

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
CAUSE: F							

RENTAL RENTAL IS PROVIDED AS A COURTESY OF
ARRIGO. ONCE REPAIRS HAVE BEEN COMPLETED YOU
ARE REQUIRED TO RETURN THE RENTAL WITHIN 24
HOURS OR YOU WILL BE RESPONSIBLE FOR THE
ADDITIONAL DAYS OF USAGE

99 HOUSE.TECH LIC#: 99

WARR

(N/C)

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0:00 TOTAL LINE E: 0.00

NOW ARRIGO DODGE CHRYSLER JEEP SAWGRASS IS
OPEN MONDAY THRU FRIDAY 7:30AM TO 6:00PM
SATURDAY 8:00AM TO 5:00PM
BOOK YOUR NEXT SERVICE APPOINTMENT ONLINE
AT WWW.ARRIGOSAWGRASS.COM
THANK YOU AND COME AGAIN!

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PERFORMED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR ACCESSORIES OR ANY REPAIRS PERFORMED TO THE VEHICLE. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

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DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE 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
PLEASE PAY THIS AMOUNT	0.00

Section 501.98, Florida Statutes, requires that, at least 30 days before bringing any claim against a motor vehicle dealer for an unfair or deceptive trade practice, a consumer must provide the dealer with a written demand letter stating the name, address, and telephone number of the consumer; the name and address of the dealer; a description of the facts that serve as the basis for the claim; the amount of damages; and copies of any documents in the possession of the consumer which relate to the claim. Such notice must be delivered by the United States Postal Service or by a nationally recognized carrier, return receipt requested, to the address where the subject vehicle was purchased or leased or where the subject transaction occurred, or an address at which the dealer regularly conducts business.

Customer X

Customer X

Repair Order Detail - Customer Copy

RO Number: [REDACTED]

RO Status: CLOSED

Customer: [REDACTED]

Phone(s): Contact [REDACTED]

Main [REDACTED]

Cell: [REDACTED]

Vehicle: 2C4RC1EG7HR [REDACTED]

2017 PACIF

PSC_Billet_Si-
lver_Metallic_-
Clear_Coat

Mileage: 9,475

Service advisor: 9779

Tag number: T3346

Payment type: CASH

Promised time: 10:30 AM

Promised date: 06/16/2017

Waiter: No

Estimate: 0.00

~~~~~  
~~~~~  
I Multi-point inspection (according to maintenance interval) N/C
10DOZ-16PT INT Multi-point
inspection (according
to maintenance
interval)

Tech(s): 12645
Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line I: 0.00

~~~~~  
J CHRYSLER SERVICE CONTRACT: OIL AND FILTER CHANGE REDEMPTION N/C  
26860303 WCEX CHRYSLER SERVICE  
CONTRACT: OIL AND  
FILTER CHANGE  
REDEMPTION

Tech(s): 12645  
68191349AB 1 FILTER-ENGINE OIL N/C  
68258687AA 6 \*OIL-5W20 N/C  
Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line J: 0.00  
Story: 9493 PERFORMED OIL AND FILTER CHANGE

~~~~~  
K CUSTOMER REQUESTS CHECK BOTH SLIDERS AS HUSBAND USES P/SIDE AND N/C
SHE USES DRIVER SIDE
10 INT REFER TO LINE E

Tech(s): 12645
Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line K: 0.00
Story: 9493 RELATED TO LINE E RELATED TO LINE E

~~~~~  
L SERVICE WASH N/C  
10 INT MAINTENANCE SERVICE

Tech(s): 99  
Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line L: 0.00  
Story: 9493 SERVICE WASH COMPLETE SERVICE WASH COMPLETE

~~~~~  
Customer Pay
Labor 0.00
Parts 0.00
Lube 0.00
Sublet 0.00
Miscellaneous/Shop Charge 0.00
Deductible 0.00
Total Charges 0.00

Repair Order Detail - Customer Copy

Less Insurance/Adjustment	0.00
Sales Tax	0.00
Total	0.00

Repair Order Detail - Customer Copy

RO Number: 8

RO Status: CLOSED

Customer:

Phone(s): Contact: (9

Main:

Cell:

Vehicle: 2C4RC1EG7HR

2017 PACIF

PSC_Billet_Si-
Iver_Metallic_-
Clear_Coat

Mileage: 6,807

Service advisor: 9779

Tag number: T3818

Payment type: CASH

Promised time: 06:00 PM

Promised date: 04/11/2017

Waiter: No

Estimate: 0.00

~~~~~

D Multi-point inspection (according to maintenance interval)  
10DOZ-16PT CPS Multi-point inspection (according to maintenance interval) 0.00

Tech(s): 12567  
Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line D: 0.00

~~~~~

E CUSTOMER STATES LEFT SLIDING DOOR MAKES A CRUCHING NOISE WHEN OPENING AND CLOSING, INTERMITTANTLY DOOR DOES NOT CLOSE ALL THE WAY AND BOUNCES BACK OPEN
23402208 WARR Hinge bracket w/roller, sliding cargo door - Replace Lower hinge bracket-Right (1 - Semi-Skilled) N/C

Tech(s): 12567
68240040AC 1 BRACKET-HINGE N/C
Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line E: 0.00
Story: 6807 FOUND THE DRIVER SLIDING DOOR WAS MAKING NOISE WHEN OPENING SPECIAL REPLACED SLIDING DOOR ROOLLERS

~~~~~

F CUSTOMER STATES ONE TIME TRIED TO START VEHICLE WITH PUSH START AND VEHICLE WOULD NOT START , WAITED 10MINS AND TRIED AGAIN , VEHICLE STARTED ON FIRST ATEMPT  
23 WARR ELECTRICAL REPAIR N/C

Tech(s): 12567  
Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line F: 0.00  
Story: 6807 NO CODES CAR STARTS EVERYTIME

~~~~~

G PROVIDE RENTAL VEHICLE FOR CLIENT
RENTAL WARR PROVIDE RENTAL VEHICLE FOR CLIENT N/C

Tech(s): 99
SUBL WARR RENTAL/123228 N/C
Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line G: 0.00

~~~~~

H CUSTOMER STATES MILDEW SMELL FROM A/C ON INITAIL START UP , REQUETS CHECK AC CABIN FILTER  
10 WARR MAINTENANCE SERVICE N/C

Tech(s): 12567  
68308950AB 1 FILTER-CABIN AIR N/C

# Repair Order Detail - Customer Copy

RO Number: [REDACTED]

RO Status: CLOSED

Customer: [REDACTED]

Phone(s): Contact [REDACTED]

Main: [REDACTED]

Cell: [REDACTED]

Vehicle: 2C4RC1EG7HF [REDACTED]

2017 PACIF

PSC\_Billet\_Si-  
lver\_Metallic\_-  
Clear\_Coat

Mileage: 6,807

Service advisor: 9779

Tag number: T3818

Payment type: CASH

Promised time: 06:00 PM

Promised date: 04/11/2017

Waiter: No

Estimate: 0.00

~~~~~  
Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line H: 0.00
Story: 6807 FOUND AC HAD A ORDER INSPECTED CABIN FILTER FOUND
FILTER THE CAUSE I EPLACED THE FILTE
~~~~~

I SERVICE WASH  
10 INT MAINTENANCE SERVICE N/C  
Tech(s): 99  
Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line I: 0.00  
~~~~~

J PERFORM RRT # 16-097
24452593 WARR Line, suction and N/C
liquid - Inspect
Inspect A/C System
for Refrigerant Leaks
(1 - Semi-Skilled)
Tech(s): 12567
Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line J: 0.00
Story: 6807 24-45-25-93 Inspect A/C System for Refrigerant Leaks
(1 - Semi - Skilled) 07 - Air Conditioning and Heating 0.2
Hrs
~~~~~

~~~~~  
Customer Pay
Labor 0.00
Parts 0.00
Lube 0.00
Sublet 0.00
Miscellaneous/Shop Charge 0.00
Deductible 0.00
Total Charges 0.00
Less Insurance/Adjustment 0.00
Sales Tax 0.00
Total 0.00

Repair Order Detail - Customer Copy

RO Number: [REDACTED]

RO Status: CLOSED

Customer: [REDACTED]

Phone(s): Contact: [REDACTED]

Main: (504) 616-1888

Cell: [REDACTED]

Vehicle: 2C4RC1EG7HR [REDACTED]

2017 PACIF

PSC_Billet_Si-
lver_Metallic_-
Clear_Coat

Mileage: 6,591

Service advisor: 12889

Tag number: T5524

Payment type: CASH

Promised time: 05:00 PM

Promised date: 03/28/2017

Waiter: No

Estimate: 0.00

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line F: 0.00
Story: 6591 FLASHED DDM

G** FLASHED MSM
18523392 WARR Module, Memory Seat Control - Reprogram
Module, Memory Seat
Module (MSM) -
Reprogram (0 - Low
Skilled) N/C

Tech(s): 12466
Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line G: 0.00
Story: 6591 FLASHED MSM AND MSMP

H** FLASHED MSMP
11 WARR RELATED TO LINE G N/C
Tech(s): 12466
Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line H: 0.00
Story: 6591 REFER TO LINE G

I** FLASHED RADIO
186002KP WARR Radio - Reprogram
Radio, Check Software
Level and Perform
Software Update (0 -
Low Skilled) N/C

Tech(s): 12466
Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line I: 0.00
Story: 6591 CHECKED AND UPDATED RADIO

J** FLASHED VRM
18199192 WARR Module, Video Routing
(VRM) Module, Video
Routing, Check
Software Level (0 -
Low Skilled) N/C

Tech(s): 12466
Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line J: 0.00
Story: 6591 FLASHED VRM

K** FLASHED PDM
18191497 WARR Module, Door - N/C

Repair Order Detail - Customer Copy

RO Number

RO Status: CLOSED

Customer:

Phone(s): Contact:

Vehicle: 2C4RC1EG7HR5

Main:

2017 PACIF

Cell:

PSC_Billet_Si-
Iver_Metallic_-
Clear_Coat

Mileage: 6,591

Service advisor: 12889

Tag number: T5524

Payment type: CASH

Promised time: 05:00 PM

Promised date: 03/28/2017

Waiter: No

Estimate: 0.00

Reprogram Module,
Door (DDM and PDM) -
Reprogram (0 - Low
Skilled)

Tech(s): 12466

Pts: 0.00 Lbr:
Story: 6591 FLASHED PDM

0.00 Other:

0.00 Total Line K:

0.00

Customer Pay

Labor

Parts

Lube

Sublet

Miscellaneous/Shop Charge

Deductible

Total Charges

Less Insurance/Adjustment

Sales Tax

Total

0.00

0.00

0.00

0.00

0.00

0.00

0.00

0.00

0.00

0.00



This envelope is made from post-consumer waste. Please recycle - again.

PRIORITY ★ MAIL ★ EXPRESS™

OUR FASTEST SERVICE IN THE U.S.

WHEN USED INTERNATIONALLY,
A CUSTOMS DECLARATION
LABEL MAY BE REQUIRED.



EP13F July 2013 OD: 12.5 x 9.5



CUSTOMER USE ONLY

FROM: (PLEASE PRINT)

PHONE ()

COCONUT CREEK, FL

PAYMENT BY ACCOUNT (if applicable)

DELIVERY OPTIONS (Customer Use Only)

☒ **SIGNATURE REQUIRED** Note: The mailer must check the "Signature Required" box if the mailer: 1) Requires the addressee's signature; OR 2) Purchases additional insurance; OR 3) Purchases COD service; OR 4) Purchases Return Receipt service. If the box is not checked, the Postal Service will leave the item in the addressee's mail receptacle or other secure location without attempting to obtain the addressee's signature on delivery.

Delivery Options

- ☐ No Saturday Delivery (delivered next business day)
- ☐ Sunday/Holiday Delivery Required (additional fee, where available*)
- ☐ 10:30 AM Delivery Required (additional fee, where available*)

*Refer to USPS.com or local Post Office for availability.

TO: (PLEASE PRINT)

PHONE ()

FCA US LLC CUSTOMER CARE

PO BOX 21-8004

AUBURN HILLS, MI 48321

ZIP+4® (U.S. ADDRESSES ONLY)

48321-

- For pickup or USPS Tracking™, visit USPS.com or call 800-222-1811.
- \$100.00 insurance included.



INTERNATIONAL USE



UNITED STATES
POSTAL SERVICE®

PRIORITY
★ MAIL ★
EXPRESS™

ORIGIN (POSTAL SERVICE USE ONLY)

☒ 1-Day	☐ 2-Day	☐ Military	
PO ZIP Code 33064	Scheduled Delivery Date (MM/DD/YY) 7/15/17	Postage \$ 237	
Date Accepted (MM/DD/YY) 7/14/17	Scheduled Delivery Time ☐ 10:30 AM ☐ 3:00 PM ☒ 12 NOON	Insurance Fee \$	COD Fee \$
Time Accepted 8:51	☐ AM ☒ PM	10:30 AM Delivery Fee \$	Return Receipt Fee \$
Special Handling/Fragile \$	Sunday/Holiday Premium Fee \$	Total Postage & Fees \$ 237	
Weight lb. 4 ozs.	Flat Rate ☐ Flat Rate	Acceptance Employee Initials E	

DELIVERY (POSTAL SERVICE USE ONLY)

Delivery Attempt (MM/DD/YY) Time ☐ AM ☐ PM	Employee Signature
Delivery Attempt (MM/DD/YY) Time ☐ AM ☐ PM	Employee Signature

LABEL 11-B, OCTOBER 2016

PSN 7690-02-000-9996

3-ADDRESS

CHRYSLER CAPITAL

Case # [REDACTED]
Request for Reimbursement

028148



SAN DIEGO, CA



Account Information

Current Month Information

LEASE STATEMENT

000001



Account Number » [REDACTED]

Statement Date » 07/02/2017

Months Remaining on Lease » 32

Current Tax Rate » 7.7500%

Lease Base Payment » \$734.86

Lease Tax » \$56.95

Total Monthly Lease Payment » \$791.81

Past Due » \$0.00

Current Payment Due » \$791.81

Property Tax Assessed » \$0.00

Other Fees & Charges Due » \$0.00

TOTAL AMOUNT OWED

\$791.81

by
07/22/2017

ACCOUNT ALERTS

Account is currently setup on recurring payments.

ACCOUNT ACTIVITY SINCE LAST STATEMENT

Description	Date	Amount	Description	Date	Amount
Payment Made	06/22/2017	\$734.86			
Payment Made	06/22/2017	\$56.95			

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Questions? Go to **MyAccount.ChryslerCapital.com** or call Toll-Free **1-855-563-5635**.



To Whom It May Concern:

July 17, 2017

I am contacting you regarding the issues involving our recently purchased 2017 Chrysler Pacifica. VIN is 2C4RC1EG6HR[REDACTED]. Current mileage 16,825. We purchased this vehicle on in October 20, 2016. From the date, we have had the vehicle in the repair shop at East Carolina Dodge Chrysler in Greenville, NC over 6 times. The issues included to electrical issues of electric driver seat not working, speedometer and tach not working showing 0. Passenger seat not working for stow and go. UConnect theater not working. Also, the roller doors have had to be replaced two time on the driver side and one on the passenger side and the A/C button was not working and had to be replaced. Screens go black and don't work with the UConnect Theater. Also, we had it in for transmission issues 3 times. We told them of the complaint of it slipping at low speeds in first and second gear but they stated it was operating properly.

Lastly, we have recently left for a trip from NC to Ohio. We left out of town on July 1st and our vehicle broke down at the Virginia, North Carolina line when the transmission went out. We had to get it towed to Mt. Airy and again had to get a rental car to finish out our trip. From July 1st to now July 17th we still have not gotten our vehicle back. We went to pick it up back at the East Carolina Dealership and once again our vehicle was not working properly where the Uconnect Theater was not turning on. Also, there was a large scratch/gouge on the rear bumper. As of this date East Carolina Dodge pulled a brand new Pacifica off the line for us to drive until these issues get resolved.

DATE RECEIVED: 7/20/17

From all these issues, we have been out of our vehicle for well over a month. Our argument is that each time we get the vehicle back something else either electrical or dealing with the transmission goes out. I have attached all of the service records to show all issues we have had and are requesting a replacement for the vehicle. We have been in contact with the dealership numerous times about the issue which they state is a manufacturing issue.

As your company stats that our satisfaction is your #1 priority, well to say we are not happy. We purchased this vehicle thinking it was reliable because it is our only vehicle and from having it for over 8 months that has not been the case. Over my life and all of the vehicles I have owned I never been in a repair shop to this extent. Truthfully, I have only been in a service repair shop for routine maintenance. This vehicle is faulty and needs replaced. As I look over the North Carolina Chapter 20 – Article 15A I'm requesting that 20-351.3 be reached. We love the vehicle as a whole but I can tell you this one is just bad off the line.

I have a current claim open with Chrysler Customer Care as well. That number is [REDACTED] thank you for your time and look forward to hearing back regarding these issues and getting this vehicle replaced.

Grimesland, Nc

Cell [REDACTED]

Repair Order Detail - Internal Copy

RO Number: [REDACTED]

RO Status: CLOSED

Customer: [REDACTED]

Phone(s): Contact: ([REDACTED])

Mail: [REDACTED]

Click to View Cust Copy

Vehicle: 2C4RC1EG6HR[REDACTED]

2017 PACIF

WHITE

Cell:

Mileage: 7,348

Service advisor: 1173

Tag number: T796

Payment type: CASH

Promised time: 08:30 AM

Promised date: 12/29/2016

Waiter: Yes

Estimate: 0.00

Customer Comments: No

=====				
A	Complete Flash Update #1 [Software Flash for PSDML]			
00	ISP	NO CHARGE	0.00	0.00
	Tech(s): 755			
Pts:	0.00	Lbr:	0.00	Other: 0.00 Total Line A: 0.00
Story: 7348 SEE LINE C				
=====				
B	Complete Flash Update #2 [Software Flash for RADIO]			
186002KP	WC	RADIO SOFTWARE UPDATE	0.50	40.99
	Tech(s): 755			
Pts:	0.00	Lbr:	40.99	Other: 0.00 Total Line B: 40.99
Story: 7348 18-60-02-KP 50 08-081-16 DOWNLOADED RADIO UPDATE TO FLASHDRIVE THEN UPDATED RADIO				
=====				
C	Complete Open RRT #1 [16-100: 2017 RU PWR SLIDING DOOR MODULE ENHANCEMENT/FLASH]			
18193195	WC	SOFTWARE FLASH PSDML	0.30	24.59
	Tech(s): 755			
Pts:	0.00	Lbr:	24.59	Other: 0.00 Total Line C: 24.59
Story: 7348 18-19-31-95 30 FLASHED PSDML & PSDMR MODULES AND PERFORMED DOOR CALIBRATION				
=====				
D	Complete Open RRT #2 [16-097: 2017 RU AIR CONDITIONING INOPERATIVE]			
24452593	WC	RRT 16-097 AIR CONDITIONING INOP	0.20	16.40
	Tech(s): 755			
Pts:	0.00	Lbr:	16.40	Other: 0.00 Total Line D: 16.40
Story: 7348 21-45-25-93 20 INSPECTED BRAZE JOINTS FOR LEAKS, NONE PRESENT				
=====				
E	General Concern #1 [Sliding side doors making a crunchy sound. Needs to be lubed]			
85412300	WC	DIAG WITHOUT REPAIR	0.20	16.40
	Tech(s): 755			
Pts:	0.00	Lbr:	16.40	Other: 0.00 Total Line E: 16.40
Story: 7348 LUBRICATED DOORS WITH WHITE LITHIUM GREASE, DID NOT HEAR ANY CRUNCHY SOUND				
=====				

Customer Pay

Labor

Parts

Lube

Sublet

Miscellaneous/Shop Charge

0.00

0.00

0.00

0.00

0.00

Repair Order Detail - Internal Copy

RO Number: [REDACTED]

RO Status: CLOSED

Customer: [REDACTED]

Phone(s): Contact [REDACTED]

Main [REDACTED]

Click to View Cust Copy

Cell:

Vehicle: 2C4RC1EG6HR5 [REDACTED]

2017 PACIF

WHITE

Mileage: 7,382

Service advisor: 1173

Tag number: T710

Payment type: CASH

Promised time: 11:45 AM

Promised date: 12/30/2016

Waiter: No

Estimate: 0.00

Customer Comments: No

A Multi-point inspection (according to maintenance interval)
[Customer states that the tachometer and speedometer quit working
yesterday but working now. Flash up done yest]

23PT	C	Multi-point inspection (according to maintenance interval) [Customer states that the tachometer and speedometer quit working yesterday but working now. Flash up done yest]	0.00	0.00
------	---	--	------	------

Tech(s): 755

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line A: 0.00

Story: 7382 23-POINT INSPECTION

B General Concern #2 [Customer states That the drivers side sliding
door still has a crunchy noise]

23402206	WC	BRACKET/ROLLER/HINGE, SLIDING DOOR-Replace (B)	0.30	24.59
----------	----	--	------	-------

Tech(s): 755

68240040AC

1 BRACKET-HINGE

Pts: 21.76 Lbr: 24.59 Other: 0.00 Total Line B: 46.35

Story: 7382 driver slidig door middle track and rollers are
making a grinding noise when opening, track is shimmying
when the grinding is happening. recommend replacing the
roller assembly with the track to resolve REPLACED MIDDLE
ROLLER ASSEMBLY AND GRINDING NOISE WAS NO LONGER PRESENT,
TRACK WAS NOT NEEDED. DID NOT REPLACE TRACK

C CUSTOMER STATES THE TACH AND SPEEDOMETER QUIT WORKING YESTERDAY
WORKING NOW

85418604	WC	SCAN TESTS/CK WIRING/RECALIBRATED	0.90	73.78
----------	----	--------------------------------------	------	-------

Tech(s): 755

Pts: 0.00 Lbr: 73.78 Other: 0.00 Total Line C: 73.78

Story: 7382 radio update with usb and psdml & r updated
yesterday not ipc ipc is up to date with current flash no
active or stored dtcs present, performed self test and test
ran through fine and did not set dtcs no ipc flash to
reflash current part # with it just says up to date test
drove vehicle and tach and speedo worked like normal for

Repair Order Detail - Internal Copy

RO Number: 4

RO Status: CLOSED

Customer:

[Click to View Cust Copy](#)

Phone(s): Contact: ()

Main: ()

Cell:

Vehicle: 2C4RC1EG6HF

2017 PACIF

WHITE

Mileage: 7,382

Payment type: CASH

Waiter: No

Service advisor: 1173

Promised time: 11:45 AM

Estimate: 0.00

Tag number: T710

Promised date: 12/30/2016

Customer Comments: No

~~~~~  
drive cluster working as designed at this time  
~~~~~

Customer Pay

Labor

0.00

Parts

0.00

Lube

0.00

Sublet

0.00

Miscellaneous/Shop Charge

0.00

Deductible

0.00

Total Charges

0.00

Less Insurance/Adjustment

0.00

Sales Tax

0.00

Total

0.00

Repair Order Detail - Internal Copy

RO Number

RO Status: CLOSED

Customer:

Phone(s): Contact

Vehicle: 2C4RC1EG6HF

Main:

2017 PACIF

WHITE

Click to View Cust Copy

Cell:

Mileage: 8,473

Service advisor: 1173

Tag number: T704

Payment type: CC

Promised time: 01:00 PM

Promised date: 01/30/2017

Waiter: No

Estimate: 0.00

Customer Comments: No

D OIL CHANGE AND FILTER CHANGE, CHECK FLUID LEVELS, CHECK TIRE PRESSURES [OIL CHANGE AND FILTER CHANGE, CHECK FLUID LEVELS, CHECK TIRE PRESSURES]

3KMC	C	OIL CHANGE AND FILTER CHANGE, CHECK FLUID LEVELS, CHECK TIRE PRESSURES [OIL CHANGE AND FILTER CHANGE, CHECK FLUID LEVELS, CHECK TIRE PRESSURES]	0.30	10.95
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Tech(s): 84
15C \$5995 SYNTHETIC OIL CHANGE COUPON -13.75

68152004PA	6 *OIL-0W20	54.00
68191349AB	1 FILTER-ENGINE OIL	8.75

Pts: 62.75 Lbr: 10.95 Other: -13.75 Total Line D: 59.95

E 23-POINT VEHICLE CHECK-UP CHECK FOR NEEDED REPAIRS & INFORM CUSTOMER [23-POINT VEHICLE CHECK-UP CHECK FOR NEEDED REPAIRS & INFORM CUSTOMER]

23PT	C	23-POINT VEHICLE CHECK-UP CHECK FOR NEEDED REPAIRS & INFORM CUSTOMER [23-POINT VEHICLE CHECK-UP CHECK FOR NEEDED REPAIRS & INFORM CUSTOMER]	0.00	0.00
------	---	---	------	------

Tech(s): 84
0.00 Lbr: 0.00 Other: 0.00 Total Line E: 0.00

F C/S THAT THE TRANS SEEM TO SLIP WHEN YOU ALMOST COMES TO A COMPLETE STOP BUT YOU PRESS ON THE GAS PEDAL BECAUSE THE LIGHT CHANGE TO GREEN [C/S THAT THE TRANS SEEM TO SLIP WHEN YOU ALMOST COMES TO A COMPLETE STOP BUT YOU PRESS ON THE GAS PEDAL BECAUSE

85412101	WC	NPF-UNUSUAL TRANSMISSION NOISE	0.90	73.78
----------	----	--------------------------------	------	-------

Tech(s): 84
300 ISP ***** ELECTRICAL SYSTEM REPAIR ***** 0.00 0.00

Tech(s): 84
0.00 Lbr: 73.78 Other: 0.00 Total Line F: 73.78

Story: 8477 DIAGNOSE TRANSMISSION SLIP. TEST DRIVE VEHICLE FOUND

Repair Order Detail - Internal Copy

RO Number [REDACTED]

RO Status: CLOSED

Customer: [REDACTED]
Phone(s): Contact: [REDACTED]
Vehicle: 2C4RC1EG6H [REDACTED]

Main: [REDACTED]
2017 PACIF WHITE

Click to View Cust Copy
Cell:

Mileage: 8,473
Service advisor: 1173
Tag number: T704

Payment type: CC
Promised time: 01:00 PM
Promised date: 01/30/2017

Waiter: No
Estimate: 0.00
Customer Comments: No

ALL SYSTEMS WORKING AS DESIGNED. CHECK FLUID LEVEL FOUND
GOOD LEVEL CHECK DTCS FOUND NO DTCS IN MODULE. VERIFY
SOFTWARE IS UP TO DATE, FOUND SOFTWARE UP TO DATE. ALL
SYSTEMS WORKING AS DESIGNED

G General Concern #1 [Customer states The Uconnect isn't connecting
to wife's phone and Uconnect theater aren't working all the
time.]

85418707	WC	CK BLUETOOTH/NO CODES/NO TSBs/WENT TO UCONNECT WEBSITE	0.90	73.78
----------	----	--	------	-------

Tech(s): 84

Pts: 0.00 Lbr: 73.78 Other: 0.00 Total Line G: 73.78

Story: 8477 DIAGNOSE UCONNECT THEATER FOR NON OPERATION, VERIFY
OPERATION OF UCONNECT THEATER WITH A DVD IN PLAYER. FOUND
ALL SYSTEMS WORKING AS DESIGNED. ROW 2 SCREENS ARE OPERATING
AS DESIGNED AND FRONT SCREEN WILL PLAY AS LONG AS VEHICLE IS
NOT MOVING. AS YOU BEGIN DRIVING SCREEN WILL NOTIFY NOT
AVAILABLE WHILE MOVING THEN FREEZE. ALL SYSTEMS WORKING AS
DESIGNED

Customer Pay	
Labor	10.95
Parts	62.75
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	-12.98
Deductible	0.00
Total Charges	60.72
Less Insurance/Adjustment	0.00
Sales Tax	4.19
Total	64.91

Repair Order Detail - Internal Copy

RO Number: [REDACTED]

RO Status: CLOSED

Customer: [REDACTED]

Phone(s): Contact [REDACTED]

Vehicle: 2C4RC1EG6HR [REDACTED]

Main: [REDACTED]

2017 PACIF

WHITE

Click to View Cust Copy

Cell:

Mileage: 11,803

Service advisor: 9310

Tag number: T907

Payment type: CASH

Promised time: 03:00 PM

Promised date: 03/14/2017

Waiter: No

Estimate: 0.00

Customer Comments: No

A REAR DVD INTERMITTENTLY INOP
300 ISP TECHNICIAN DUPLICATED 0.00 0.00
CONCERN. THERE WAS AN
UPDATE FOR VRM MODULE
TO ALLEVIATE CONCERN.
OPERATING AS DESIGNED

Tech(s): 84

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line A: 0.00

Story: 9100 DIAGNOSE DVD PLAYER NOT WORKING INTERMITTENTLY,
FOUND SERVICE BULLETIN TO UPDATE VRM SOFTWARE MAY ALLEVIATE
BLACK SCREEN CONDITION. PERFORM SOFTWARE ON VRM MODULE

B RIGHT SIDE SLIDING DOOR IS MAKING CRUNCH NOISE
23402208 WC Hinge bracket 0.50 41.69
w/roller, sliding
cargo door - Replace
Lower hinge
bracket-Right (1 -
Semi-Skilled)

Tech(s): 84

68240040AC

1 BRACKET-HINGE

22.48

Pts: 22.48 Lbr: 41.69 Other: 0.00 Total Line B: 64.17

Story: 9100 DIAGNOSE RIGHT SIDE SLIDING DOOR MAKING CRUNCH NOISE
FOUND REAR ROLLERS MAKING NOISE ORDERED NEW ROLLERS.

C TRANSMISSION STILL FEELS LIKE SLIPPING WHEN RELEASING BRAKE AND
TRYING TO ACCELERATE..
85412003 WC TRANSMISSION, 0.50 41.69
MECHANICAL-TROUBLE
NOT FOUND

Tech(s): 84

Pts: 0.00 Lbr: 41.69 Other: 0.00 Total Line C: 41.69

Story: 9100 DIAGNOSE TRANSMISSION SLIPPING FROM A COAST. TEST
DROVE VEHICLE ANF FOUND ALL SYSTEMS WORKING S DESIGNED.
CHECKED FOR DTCS AND SOFTWARE UP DATES, FOUND NO DTCS OR
SOFTWARE UPDATES. ALL SYSTEMS WORKING AS DESIGNED

D A/C IS TURNING OFF WHEN PRESSING THE CONTROL ARROW
300 ISP TECHNICIAN FOUND AC 0.00 0.00
TURNING OFF BEING
DEPRESSED. SOP
ORDERED. WILL CONTACT
CUSTOMER WHEN PART IS
IN

Tech(s): 84

Repair Order Detail - Internal Copy

RO Number

RO Status: CLOSED

Customer:

Phone(s): Contact

Vehicle: 2C4RC1EG6HF

Main: (2)

2017 PACIF

WHITE

Click to View Cust Copy

Cell:

Mileage: 11,803

Service advisor: 9310

Tag number: T907

Payment type: CASH

Promised time: 03:00 PM

Promised date: 03/14/2017

Waiter: No

Estimate: 0.00

Customer Comments: No

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line D: 0.00

Story: 9100 DIAGNOSE CONDITION AC TURNING OFF WHEN COLD ARROW
BEING DEPRESSED. ATTEMPTED SEVERAL TIMES TO TURN OFF AC WITH
COLD BUTTON. COULD NOT SUCCEED ALL SYSTEMS WORKING AS
DESIGNED

E CTP LOANER
RENTAL WC CTP RENTAL - 3 DAYS 0.00 0.00
Tech(s): 84
SUBL WC CTP 121 105.00
Pts: 0.00 Lbr: 0.00 Other: 105.00 Total Line E: 105.00

F FLASH DDM
18523392 WC MSM FLASH 0.30 25.01
Tech(s): 84
Pts: 0.00 Lbr: 25.01 Other: 0.00 Total Line F: 25.01

G FLASH MSM
18523392 WC MSM FLASH 0.30 25.01
Tech(s): 84
Pts: 0.00 Lbr: 25.01 Other: 0.00 Total Line G: 25.01

H** FLASH MSM P
18523392 WC MSM FLASH 0.30 25.01
Tech(s): 84
Pts: 0.00 Lbr: 25.01 Other: 0.00 Total Line H: 25.01

I** FLASH VRM
1819919U WC VRM FLASH 0.50 41.69
Tech(s): 84
Pts: 0.00 Lbr: 41.69 Other: 0.00 Total Line I: 41.69

J** FLASH PDM
18191497 WC PDM FLASH 0.20 16.67
Tech(s): 84
Pts: 0.00 Lbr: 16.67 Other: 0.00 Total Line J: 16.67

K** 23-POINT VEHICLE CHECK-UP CHECK FOR NEEDED REPAIRS & INFORM
CUSTOMER
23PT C 23-POINT VEHICLE
CHECK-UP CHECK FOR
NEEDED REPAIRS &
INFORM CUSTOMER 0.00 0.00

Tech(s): 84

Repair Order Detail - Internal Copy

RO Number

RO Status: CLOSED

Customer:

Phone(s): Contact:

Vehicle: 2C4RC1EG6HR

Main: (

2017 PACIF

WHITE

[Click to View Cust Copy](#)

Cell:

Mileage: 11,803

Service advisor: 9310

Tag number: T907

Payment type: CASH

Promised time: 03:00 PM

Promised date: 03/14/2017

Waiter: No

Estimate: 0.00

Customer Comments: No

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line K: 0.00

Story: 9100 23-POINT INSPECTION

L** Customer Satisfaction

CEI

C

Customer Satisfaction

0.00

0.00

Tech(s): 84

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line L: 0.00

Customer Pay

Labor

0.00

Parts

0.00

Lube

0.00

Sublet

0.00

Miscellaneous/Shop Charge

0.00

Deductible

0.00

Total Charges

0.00

Less Insurance/Adjustment

0.00

Sales Tax

0.00

Total

0.00

Repair Order Detail - Internal Copy

RO Number: [REDACTED]

RO Status: CLOSED

Customer: [REDACTED]
Phone(s): Contact: [REDACTED]
Vehicle: 2C4RC1EG6HR [REDACTED]

Main: (202) 412-8888
2017 PACIF WHITE

Click to View Cust Copy
Cell:

Mileage: 16,331
Service advisor: 9310
Tag number: T869

Payment type: CASH
Promised time: 04:00 PM
Promised date: 06/23/2017

Waiter: No
Estimate: 0.00
Customer Comments: No

~~~~~  
E Rotate tires [ROTATE TIRES]  
24 C Rotate tires [ROTATE TIRES] 0.40 19.95  
Tech(s): 84  
FTR TIRE ROTATION -19.95  
PURCHASED FROM  
US  
Pts: 0.00 Lbr: 19.95 Other: -19.95 Total Line E: 0.00  
Story: 16331 ROTATED TIRES  
~~~~~

F OIL CHANGE AND FILTER CHANGE, CHECK FLUID LEVELS, CHECK TIRE
PRESSURES [OIL CHANGE AND FILTER CHANGE, CHECK FLUID LEVELS,
CHECK TIRE PRESSURES]
3KMC C OIL CHANGE AND FILTER 0.30 10.95
CHANGE, CHECK FLUID
LEVELS, CHECK TIRE
PRESSURES [OIL CHANGE
AND FILTER CHANGE,
CHECK FLUID LEVELS,
CHECK TIRE PRESSURES]
Tech(s): 84
15C \$62.20 OFF OIL CHANGE -62.20
68191349AB 1 FILTER-ENGINE OIL 8.75
2AMO2004AA 5 0W20 42.50
Pts: 51.25 Lbr: 10.95 Other: -62.20 Total Line F: 0.00
Story: 16331 PERFORMED OIL AND FILTER CHANGE, CHECK TIRE
PRESSURES
~~~~~

G SOP IN - A/C REPAIR [SOP IN - A/C REPAIR]  
24501005 WC Control Assembly, 0.30 25.01  
Instrument Panel HVAC  
- Test and Replace  
ATC Automatic Temp  
Control HVAC system  
controls (2 -  
Skilled)  
Tech(s): 84  
56054984AE 1 CONTROL-VEHICLE 496.00  
FEATURE CONTROLS  
85410000 WC ADDL TIME FOR 0.30 25.01  
DIAGNOSIS  
Tech(s): 84  
Pts: 496.00 Lbr: 50.02 Other: 0.00 Total Line G: 546.02  
Story: 16331 attempted to repair ac control head is not  
operating properly. wrong control head ordered. install  
~~~~~

Repair Order Detail - Internal Copy

RO Number: [REDACTED]

RO Status: CLOSED

Customer: [REDACTED]

Phone(s): Contact: [REDACTED]

Main: [REDACTED]

Click to View Cust Copy

Cell:

Vehicle: 2C4RC1EG6H [REDACTED]

2017 PACIF

WHITE

Mileage: 16,331

Service advisor: 9310

Tag number: T869

Payment type: CASH

Promised time: 04:00 PM

Promised date: 06/23/2017

Waiter: No

Estimate: 0.00

Customer Comments: No

~~~~~  
correct ac control head unit all systems working as designed  
~~~~~

H STOW AND GO BUTTON INOP [STOW AND GO BUTTON INOP check driver
side rear sliding door sometimes not opening making noises again]
18523392 WC MSM FLASH 0.30 25.01
Tech(s): 84
500 ISP SOP HINGES ORDERED 0.00 0.00
Tech(s): 84
Pts: 0.00 Lbr: 25.01 Other: 0.00 Total Line H: 25.01
Story: 16331 perform diagnostic of stow and go button, perform
scan test found dtc b1d9b-54 n horizontal position
calibration is missing. perform calibration on seat track.
all systems working as designed. recommend not placing neck
support on head restraint causes interference on seat
travel.

I** C/S REAR DRIVER SIDE SLIDING DOOR NOT OPENING AT TIMES AND MAKING
NOISE STILL. CHECK AND ADVISE
23402204 WC Hinge bracket 0.30 25.01
w/roller, sliding
- cargo door - Replace
Front lower-Right (1
- Semi-Skilled)
Tech(s): 84
68240040AD 1 BRACKET-HINGE 22.48
68240040AD 1 BRACKET-HINGE 22.48
23402205 WC Hinge bracket 0.30 25.01
w/roller, sliding
cargo door - Replace
Front lower-Left (1 -
Semi-Skilled)
Tech(s): 84
Pts: 44.96 Lbr: 50.02 Other: 0.00 Total Line I: 94.98

J** RENTAL
RENTAL WC RENTAL 0.00 0.00
Tech(s): 84
SUBL WC CTP 105 175.00
Pts: 0.00 Lbr: 0.00 Other: 175.00 Total Line J: 175.00

K** 23-POINT VEHICLE CHECK-UP CHECK FOR NEEDED REPAIRS & INFORM
CUSTOMER
23PT C 23-POINT VEHICLE 0.00 0.00
CHECK-UP CHECK FOR

Repair Order Detail - Internal Copy

RO Number: [REDACTED]

RO Status: CLOSED

Customer: [REDACTED]

Phone(s): Contact: (2 [REDACTED])

Vehicle: 2C4RC1EG6HR [REDACTED]

Main: [REDACTED]

2017 PACIF [REDACTED] WHITE

[Click to View Cust Copy](#)

Cell:

Mileage: 16,331

Service advisor: 9310

Tag number: T869

Payment type: CASH

Promised time: 04:00 PM

Promised date: 06/23/2017

Waiter: No

Estimate: 0.00

Customer Comments: No

NEEDED REPAIRS & INFORM CUSTOMER

Tech(s): 84
Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line K: 0.00

Customer Pay

Labor	30.90
Parts	51.25
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	-82.15
Deductible	0.00
Total Charges	0.00
Less Insurance/Adjustment	0.00
Sales Tax	0.00
Total	0.00

CHRYSLER DODGE

Jeep

RAM

Mount Airy
CHRYSLER DODGE JEEP RAM FIAT



538 N. Andy Griffith Pkwy
Mt. Airy, NC 27030

www.clickmountair.com

(336) 789-8105

CUSTOMER NO.	ADVISOR GALE ROSS	522	TAG NO. 13	INVOICE DATE 07/11/17
GRIMESLAND, NC	LABOR RATE	LICENSE NO.	MILEAGE 16,825	COLOR 7
	YEAR / MAKE / MODEL 17/CHRYSLER/PACIFICA (3.6L)/PACIFICA			STOCK NO.
	VEHICLE ID. NO. 2C4RC1EG6HR			DELIVERY DATE
	E.T.E. NO.	P.O. NO.		DELIVERY MILES
				SELLING DEALER NO.
				PRODUCTION DATE
				R.O. DATE 07/03/17
REFERENCE PHONE	BUSINESS PHONE	COMMENTS		

MO: 16837

JOB# 1 CHARGES

LABOR
J# 1 01CHZWARNLIGHT WARNING LIGHT CONC. HOURS: 6.10 TECH(S): 151 297
Customer states Check engine light is on Diag and advise (Indicator Warning Lights Concern)
TROUBLE CODE P0732-00
DIAG TEST FOR TROUBLE CODE/948 TRANS/REMOVED/REPLACED TRANS/
PROGRAMED AS NEEDSD TCM/VIN QUICKLEARN/CHECKED GOOD

WARRANTY

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1		RL311996-AA	PKG PART: 21002003		0.00
TOTAL PARTS						0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CHCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
J# 2 01CHZMPI MULTI-PT. INSPECTION HOURS: 0.00 TECH(S): 297
(Multi-point inspection according to maintenance interval)
COMPLETED MULTIPOINT INSPECTION

WARRANTY

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CHCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR
J# 3 01CHZCONCERN1 GENERAL CONCERN 1 HOURS: TECH(S):
SUBLET RENTAL
SUBLET RENTAL

WARRANTY

SUBLET	PO#	VEND	INV#	INV. DATE	DESCRIPTION	TOTAL	SUBLET	WARRANTY
	3622				RENTAL			0.00
TOTAL SUBLET								0.00

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX CHCS JOB# 3 TOTAL 0.00

Any warranties on the item/items 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 neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

I hereby authorize the repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on below car or truck to secure the amount of repairs thereto. Not responsible for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. It is agreed and understood that if the purchases listed below are not paid when due, I, we or either of us agree to pay all attorney fees and all other costs which may be incurred in the collection of this account. All repairs are considered satisfactory unless we are advised (in writing) within ten days from the date of this order.
NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

**12 MONTHS OR 12,000 MILES
LIMITED WARRANTY**

**SERVICE & PARTS
DEPT HOURS**

Mon - Fri
7:00 AM to 6:00 PM
Saturday
7:30 AM to 1:00 PM
Closed Sunday

**110% TIRE PRICE
GUARANTEE**
WE'LL BEAT ANYONE'S PRICE ON TIRES
Mount Airy Chrysler Dodge Jeep Ram Fiat



SEE REVERSE SIDE FOR IMPORTANT WARRANTY INFORMATION

[REDACTED]
GRIMESLAND, NC 2

CERTIFIED MAIL



FCA US LLC
CUSTOMER CENTER
P.O BOX 21-8004
AUBURN HILLS, MI 48321-8004



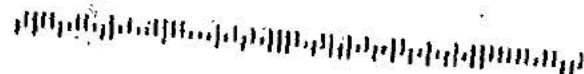
1000



48321

U.S. POSTAGE
PAID
SIMPSON, NC
27879
JUL 17 17
AMOUNT
\$4.26
R2305K141919-04

48321-800404



Document Recieved from Customer

Cair Number: [REDACTED] 9

Date Received: 2017-08-03 20:37:05.224932

Files Not Recieved: 0

Hi,

Please see attached bill, and thank you for agreeing to reimbursement. Have service appointment tomorrow, 8/4, at Burnsville Dodge, metro Minneapolis area.



08-03-17

Franklin MI United States	Folio No.	:		Room No.	:	604
	A/R Number	:		Arrival	:	08-02-17
	Group Code	:		Departure	:	08-03-17
	Company	:	Passing Through	Conf. No.	:	61080975
	Membership No.	:	PC	Rate Code	:	IDAAA
	Invoice No.	:		Page No.	:	1 of 1

Date	Description	Charges	Credits
08-02-17	*Accommodation	158.95	
08-02-17	City tax	9.54	
08-02-17	State Tax	9.54	
08-02-17	County Hotel Tax	3.18	
08-03-17	Visa XXXXXXXXXXXXXXX4131		181.21
Thank you for staying with us! Qualifying points for this stay will automatically be credited to your account. Please tell us about your stay by writing a review here - www.ihg.com/reviews . We look forward to welcoming you back soon.		Total	181.21
		Balance	0.00

Guest Signature:

I have received the goods and / or services in the amount shown heron. I agree that my liability for this bill is not waived and agree to be held personally liable in the event that the indicated person, company, or associate fails to pay for any part or the full amount of these charges. If a credit card charge, I further agree to perform the obligations set forth in the cardholder's agreement with the issuer.

Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2017-09-01 14:40:05.758893

Files Not Recieved: 0



COMMONWEALTH OF KENTUCKY

Department of Corrections
498 South Main Street, Suite 5
Leitchfield, Kentucky 42754
Telephone: (270) 259-4696
Fax: (270) 259-0223

FACSIMILE TRANSMITTAL SHEET

TO: _____ FROM: Shaun Campbell
COMPANY: _____ DATE: 8/31/17
FAX NUMBER: _____ TOTAL NO. OF PAGES, INCLUDING COVER: 2
PHONE NUMBER: _____ RE: _____

☒ URGENT ☐ FOR REVIEW ☐ PLEASE COMMENT ☐ PLEASE REPLY ☐ PLEASE RECYCLE

NOTES/COMMENTS:

AttentionKear

NOTICE OF CONFIDENTIALITY: This fax, including any attachments, is intended only for the use of the individual or entity to which it is addressed and may contain confidential information that is legally privileged and exempt from disclosure under applicable law. If the reader of this message is not the intended recipient, you are notified that any review, use, disclosure, distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please contact the sender and destroy all copies of the original message.

CHRYSLER
CAPITAL
ACCOUNT INFORMATION

Account Number [REDACTED]
 Account Status **Current**
 Statement Date 08/18/2017
 Payment Due Date 09/07/2017
 Payment Amount \$460.72
 Payments Made 7
 Maturity Date 07/07/2022
 Past Due Amount \$0.00
 Principal \$25,422.59
 Accrued Interest \$16.99
 Unpaid Fees & Charges \$0.00
 Estimated Payoff* \$25,439.58



866 849 3869

0157

CLARKSON, KY

**TOTAL AMOUNT DUE**
\$460.62 By **09/07/2017**

*Balance including principal, accrued interest, and unpaid fees and charges as of the Statement Date.

ACCOUNT ALERTS

No valid work phone number, please update online.

ACCOUNT ACTIVITY SINCE LAST STATEMENT

Description	Date	Amount
Payment Made	08/09/2017	\$-460.72

 Pay Online at MyAccount.ChryslerCapital.com.

Pay by Phone at 1-855-563-5635.

MoneyGram or Western Union.

See reverse for additional payment options.

©2017 Chrysler Capital. Chrysler Capital is a registered trademark of FCA US LLC and licensed to Santander Consumer USA Inc.

Questions? Go to **MyAccount.ChryslerCapital.com** or call Toll-Free **1-855-563-5635**.

SPECIAL OFFERS AND MESSAGES
CHRYSLER
CAPITAL
GO GREEN AND RELAX.

Shift into cruise control and reduce your carbon footprint. Receive email statements and let us worry about your due date by enrolling in Auto Pay.

Log in at myaccount.chryslercapital.com
 today to explore your options.

Chrysler is a registered trademark of FCA US LLC.

PAYMENT COUPON

↑ To receive proper credit, please detach and return your payment and indicate amount paid. ↑

From: [REDACTED]
To: customerassist@chrysler.com
Date: Sat Aug 05 11:28:02 EDT 2017
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Brand new lease issue

Comments:

Van completely shut off at intersection, dealership can't find issue. Don't feel safe driving with toddlers and baby. Multiple reports on Internet. Driven less than 50 miles.

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Wed Aug 09 22:58:02 EDT 2017

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

[REDACTED] you for contacting the FCA Customer Assistance Center.

I certainly understand your concern with your new Chrysler Pacifica shutting down at an intersection, and I appreciate the time you have taken to contact us.

I do see you currently have a case being reviewed by a more appropriate area; you will be contacted once an update is available.

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 1-800-247-9753.

Sincerely,

Katelynn

Customer Service Representative

FCA 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=KMM10326302V33882L0KM&

Original Message Follows:

US Customer Service - MOPAR Brand Site

Brief Description:

Brand new lease issue

Comments:

Van completely shut off at intersection, dealership can't find issue. Don't feel safe driving with toddlers and baby. Multiple reports on Internet.

Driven less than 50 miles.

VIN:

HR [REDACTED]

Mileage:

280

Servicing Dealer:

Tom obrien

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Carmel

State:

IN

Zip:

[REDACTED]

Email:

V [REDACTED]

Work Phone:

[REDACTED]

From: [REDACTED]
To: customerassist@chrysler.com
Date: Fri Aug 11 11:12:13 EDT 2017
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

May have a lemon

Comments:

Hello-

We bought a 2017 Pacifica in 8/2016 and have now run into our third major problem after 15k miles. We had electrical wires corrode in March and an emissions problem four weeks ago. Today the car stalled in the middle of an intersection with my children inside. We bought the extended warranty but are beyond disappointed with the car. Three major repairs in the first year of ownership is outrageous and I no longer feel comfortable having my family in the car. Please let me know how to pursue a lemon law claim.

Thanks,

[REDACTED]

Sender Information:

Title:

First [REDACTED]

Middle Initial:

Last Name: R [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Wed Aug 16 05:47:49 EDT 2017

Subject: Re: Chrysler Group LLC Customer Assistance

Dear T [REDACTED]

Thank you for contacting the FCA Customer Assistance Center.

I can certainly understand that, with the issues you have mentioned, you would want to find a resolution to the concerns.

Please be advised, that by contacting us you are not formally filing for lemon law, vehicle replacement or any related process. Our objective is always to repair the vehicle as per the terms of the original warranty; however, your case will be escalated for a review of the vehicle's repair history to determine if your request merits further action. The outcome of this review does not determine Lemon Law eligibility.

To best serve you, I am going to send your case to a case manager who will be better able to assist you. They will be in the best position to evaluate the repair history and circumstances of your case and determine the right course of action. You will be contacted within one business day unless additional research is needed, which may take up to 3 business days" to begin the process. 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 1-800-247-9753.

Sincerely,

Royal

Customer Service Representative

FCA 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=KMM10334770V76869L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:

May have a lemon

Comments:

Hello- We bought a 2017 Pacifica in 8/2016 and have now run into our third major problem after 15k miles. We had electrical wires corrode in March and an emissions problem four weeks ago. Today the car stalled in the middle of an intersection with my children inside. We bought the extended warranty but are beyond disappointed with the car. Three major repairs in the first year of ownership is outrageous and I no longer feel comfortable having my family in the car. Please let me know how to pursue a lemon law claim.

Thanks, [REDACTED]

VIN:

G4 [REDACTED]

Mileage:

15347

Servicing Dealer:

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Sterling

State:

VA

Zip:

[REDACTED]

Email:

[REDACTED]u

Work Phone:

[REDACTED]4

From: [REDACTED]
To: customerassist@chrysler.com
Date: Wed Aug 16 10:24:03 EDT 2017
Subject: Re: Chrysler Group LLC Customer Assistance (KMM10334770V76869L0KM)
Thank you for your reply. A repair is underway at the Leesburg, VA dealer for an emissions issue (I think) - just an FYI since I don't know how up-to-date the service records you have access to are.

Thanks!
[REDACTED]

On Wed, Aug 16, 2017 at 5:47 AM, customerassist <customerassist@chrysler.com> wrote:

> Dear [REDACTED],
>
> Thank you for contacting the FCA Customer Assistance Center.
>
> I can certainly understand that, with the issues you have mentioned, you
> would want to find a resolution to the concerns.
>
> Please be advised, that by contacting us you are not formally filing for
> lemon law, vehicle replacement or any related process. Our objective is
> always to repair the vehicle as per the terms of the original warranty;
> however, your case will be escalated for a review of the vehicle's
> repair history to determine if your request merits further action. The
> outcome of this review does not determine Lemon Law eligibility.
>
> To best serve you, I am going to send your case to a case manager who
> will be better able to assist you. They will be in the best position to
> evaluate the repair history and circumstances of your case and determine
> the right course of action. You will be contacted within one business
> day unless additional research is needed, which may take up to 3
> business days" to begin the process.
>
> 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 1-800-247-9753.
>
> Sincerely,
>

> Royal
>
> Customer Service Representative
> FCA 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_](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM10334770V76869L0KM&)
> ID=KMM10334770V76869L0KM&
>
>
>
> Original Message Follows:
> -----
> US Customer Service - Chrysler Brand Site
> Brief Description:
> May have a lemon
> Comments:
> Hello- We bought a 2017 Pacifica in 8/2016 and have now run into our
> third
> major problem after 15k miles. We had electrical wires corrode in March
> and
> an emissions problem four weeks ago. Today the car stalled in the
> middle of
> an intersection with my children inside. We bought the extended
> warranty
> but are beyond disappointed with the car. Three major repairs in the
> first
> year of ownership is outrageous and I no longer feel comfortable having
> my
> family in the car. Please let me know how to pursue a lemon law claim.
> Thanks, [REDACTED]
>
>
>
> VIN:
> G4H [REDACTED]
> Mileage:
> 15347

> Servicing Dealer:

>

> Title:

>

> First Name:

> T

> Middle Initial:

>

> Last Name:

> R

> Address 1:

>

> Address 2:

>

> City:

> Sterling

> State:

> VA

> Zip:

>

> Email:

>

> Work Phone:

>

>

From: customerassist@chrysler.com

To: [REDACTED]

Date: Fri Aug 18 03:04:37 EDT 2017

Subject: Re: Chrysler Group LLC Customer Assistance (KMM10334770V76869L0KM)

Dear [REDACTED]

Thank you for your reply.

I have added the contents of your latest email to the case file for your case manager's attention.

Sincerely,

Royal

Customer Service Representative

FCA Customer Assistance Center

Original Message Follows:

Thank you for your reply. A repair is underway at the Leesburg, VA dealer for an emissions issue (I think) - just an FYI since I don't know how up-to-date the service records you have access to are.

Thanks!

[REDACTED]

On Wed, Aug 16, 2017 at 5:47 AM, customerassist <customerassist@chrysler.com> wrote:

Dear Tyler,

Thank you for contacting the FCA Customer Assistance Center.

I can certainly understand that, with the issues you have mentioned, you would want to find a resolution to the concerns.

Please be advised, that by contacting us you are not formally filing for lemon law, vehicle replacement or any related process. Our objective is always to repair the vehicle as per the terms of the original warranty; however, your case will be escalated for a review of the vehicle's repair history to determine if your request merits further action. The outcome of this review does not determine Lemon Law eligibility.

To best serve you, I am going to send your case to a case manager who will be better able to assist you. They will be in the best position to evaluate the repair history and circumstances of your case and determine the right course of action. You will be contacted within one business day unless additional research is needed, which may take up to 3 business days" to begin the process.

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 1-800-247-9753.

Sincerely,

Royal

Customer Service Representative
FCA Customer Assistance Center

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

REFERENCE NUMBER: [REDACTED]9

EMAIL CASE NUMBER: 3 [REDACTED]

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM10334770V76869L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:

May have a lemon

Comments:

Hello- We bought a 2017 Pacifica in 8/2016 and have now run into our third

major problem after 15k miles. We had electrical wires corrode in March and

an emissions problem four weeks ago. Today the car stalled in the middle of

an intersection with my children inside. We bought the extended warranty

but are beyond disappointed with the car. Three major repairs in the first

year of ownership is outrageous and I no longer feel comfortable having my

family in the car. Please let me know how to pursue a lemon law claim.

Thanks, [REDACTED]

VIN:

G4

Mileage:

15347

Servicing Dealer:

Title:

First Name:

r

Middle Initial:

Last Name:

R

Address 1:

Address 2:

City:

Sterling

State:

VA

Zip:

Email:

Work Phone:

7

From: [REDACTED]
To: customerassist@chrysler.com
Date: Mon Aug 21 15:30:13 EDT 2017
Subject: Re: Chrysler Group LLC Customer Assistance (KMM10339029V39877L0KM)
Hello -

I have still not heard back from the case manager or the shop. I brought the car to the shop for a major safety defect, a fix was attempted, and it was unsuccessful. The shop is unsure of the fix. If the problem cannot be detected than any fix attempted is unacceptable to me. The car stalled and became inoperable in the middle of an intersection with my two children in the car. The car is dangerous and I do not want to drive my family in it any longer. I would like to request a buyback for the full contract price.

Thanks,

[REDACTED]

On Fri, Aug 18, 2017 at 4:16 AM, customerassist <customerassist@chrysler.com> wrote:

> Dear [REDACTED]

>

> Thank you for your reply.

>

> I have added the contents of your latest email to the case file for your
> case manager's attention.

>

> Sincerely,

>

> Royal

>

> Customer Service Representative

> FCA Customer Assistance Center

>

>

>

> Original Message Follows:

> -----

> Thank you for your reply. A repair is underway at the Leesburg, VA
> dealer for an emissions issue (I think) - just an FYI since I don't know
> how up-to-date the service records you have access to are.

>
>
> Thanks!
>
> Tyler Reisinger
>
>
>
> On Wed, Aug 16, 2017 at 5:47 AM, customerassist
> <customerassist@chrysler.com> wrote:
>
> 
>
> Thank you for contacting the FCA Customer Assistance Center.
>
> I can certainly understand that, with the issues you have mentioned,
> you
> would want to find a resolution to the concerns.
>
> Please be advised, that by contacting us you are not formally filing
> for
> lemon law, vehicle replacement or any related process. Our objective is
> always to repair the vehicle as per the terms of the original warranty;
> however, your case will be escalated for a review of the vehicle's
> repair history to determine if your request merits further action. The
> outcome of this review does not determine Lemon Law eligibility.
>
> To best serve you, I am going to send your case to a case manager who
> will be better able to assist you. They will be in the best position
> to
> evaluate the repair history and circumstances of your case and
> determine
> the right course of action. You will be contacted within one business
> day unless additional research is needed, which may take up to 3
> business days" to begin the process.
>
> 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 1-800-247-9753.
>

> Sincerely,
>
> Royal
>
> Customer Service Representative
> FCA Customer Assistance Center
>
> For any future communications related to this email, please refer to
> the
> following information:
> REFERENCE NUMBER: [REDACTED]
> EMAIL CASE NUMBER: 3 [REDACTED]
> REPLY LINK: [http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM10334770V76869L0KM&)
> ID=KMM10334770V76869L0KM&
>
>
>

> Original Message Follows:

> -----

> US Customer Service - Chrysler Brand Site

> Brief Description:

> May have a lemon

> Comments:

> Hello- We bought a 2017 Pacifica in 8/2016 and have now run into our

> third

> major problem after 15k miles. We had electrical wires corrode in

> March

> and

> an emissions problem four weeks ago. Today the car stalled in the

> middle of

> an intersection with my children inside. We bought the extended

> warranty

> but are beyond disappointed with the car. Three major repairs in the

> first

> year of ownership is outrageous and I no longer feel comfortable

> having

> my

> family in the car. Please let me know how to pursue a lemon law claim.

> [REDACTED]

>

>

>
> VIN:
> [REDACTED]
> Mileage:
> 15347
> Servicing Dealer:
>
> Title:
>
> First Name:
> [REDACTED]
> Middle Initial:
>
> Last Name:
> [REDACTED]
> Address 1:
> [REDACTED]
> Address 2:
>
> City:
> Sterling
> State:
> VA
> Zip:
> [REDACTED]
> Email:
> [REDACTED]
> Work Phone:
> [REDACTED]
>

From: customerassist@chrysler.com

To: [REDACTED] u

Date: Tue Aug 22 01:48:20 EDT 2017

Subject: Re: Chrysler Group LLC Customer Assistance (KMM10339029V39877L0KM)

Dear [REDACTED]

I have added the contents of your email to the file for your case manager's review.

Sincerely,

Royal

Customer Service Representative

FCA Customer Assistance Center

Original Message Follows:

Hello -

I have still not heard back from the case manager or the shop. I brought the car to the shop for a major safety defect, a fix was attempted, and it was unsuccessful. The shop is unsure of the fix. If the problem cannot be detected than any fix attempted is unacceptable to me. The car stalled and became inoperable in the middle of an intersection with my two children in the car. The car is dangerous and I do not want to drive my family in it any longer. I would like to request a buyback for the full contract price.

Thanks,

[REDACTED]

On Fri, Aug 18, 2017 at 4:16 AM, customerassist <customerassist@chrysler.com> wrote:

Dear T [REDACTED]

Thank you for your reply.

I have added the contents of your latest email to the case file for your case manager's attention.

Sincerely,

Royal

Customer Service Representative

FCA Customer Assistance Center

Original Message Follows:

Thank you for your reply. A repair is underway at the Leesburg, VA

dealer for an emissions issue (I think) - just an FYI since I don't know how up-to-date the service records you have access to are.

Thanks!

On Wed, Aug 16, 2017 at 5:47 AM, customerassist
<customerassist@chrysler.com> wrote:

Dear [REDACTED]

Thank you for contacting the FCA Customer Assistance Center.

I can certainly understand that, with the issues you have mentioned, you would want to find a resolution to the concerns.

Please be advised, that by contacting us you are not formally filing for lemon law, vehicle replacement or any related process. Our objective is always to repair the vehicle as per the terms of the original warranty; however, your case will be escalated for a review of the vehicle's repair history to determine if your request merits further action. The outcome of this review does not determine Lemon Law eligibility.

To best serve you, I am going to send your case to a case manager who will be better able to assist you. They will be in the best position to evaluate the repair history and circumstances of your case and determine the right course of action. You will be contacted within one business day unless additional research is needed, which may take up to 3 business days" to begin the process.

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 1-800-247-9753.

Sincerely,

Royal

Customer Service Representative
FCA 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=KMM10334770V76869L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:

May have a lemon

Comments:

Hello- We bought a 2017 Pacifica in 8/2016 and have now run into our
third

major problem after 15k miles. We had electrical wires corrode in
March

and

an emissions problem four weeks ago. Today the car stalled in the
middle of

an intersection with my children inside. We bought the extended
warranty

but are beyond disappointed with the car. Three major repairs in the
first

year of ownership is outrageous and I no longer feel comfortable
having

my

family in the car. Please let me know how to pursue a lemon law claim.

Thanks, [REDACTED]

VIN:

G4H

Mileage:

15347

Servicing Dealer:

Title:

First Name:

Middle Initial:

Last Name:

Address 1:

Address 2:

City:

Sterling

State:

VA

Zip:

Email:

Work Phone:

7

Document Send To Customer
CAIR Number : [REDACTED]
Send Date : 2017-09-13 17:26:35



09/13/2017

VIA E-MAIL ONLY

[REDACTED]

**RE: 2017/Chrysler/Pacifica
2C4RC1EG1HR5 [REDACTED]**

Dear [REDACTED]

This is in response to your demand regarding the above-referenced vehicle. On behalf of FCA US 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 FCA US 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 FCA US LLC.

Please review our offer and advise Anthony Stanley at 1-888-542-7239 ext. of your decision as soon as possible.

Sincerely,

A handwritten signature in blue ink, reading "Jay E. Weaver", is enclosed in a thin blue rectangular border.

California Business Center
Customer Relations/Warranty Manager

FCA US LLC

7700 Irvine Center Drive, Suite 400
Irvine, CA 92618

Document Send To Customer
CAIR Number : XXXXXXXXXX
Send Date : 2017-09-13 17:27:38



09/13/2017

VIA E-MAIL ONLY

[REDACTED]

RE: 2017/Chrysler/Pacifica
2C4RC1EG1HR5 [REDACTED]

Dear [REDACTED]

This is in response to your demand regarding the above-referenced vehicle. On behalf of FCA US 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 FCA US 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 FCA US LLC.

Please review our offer and advise Anthony Stanley at 1-888-542-7239 ext. of your decision as soon as possible.

Sincerely,

A handwritten signature in blue ink, reading "Jay E. Weaver", is enclosed in a thin blue rectangular border.

California Business Center
Customer Relations/Warranty Manager

FCA US LLC

7700 Irvine Center Drive, Suite 400
Irvine, CA 92618

Document Recieved from Customer

Cair [REDACTED]

Date Received: 2017-09-27 16:54:17.440299

Files Not Recieved: 0

Attached is a PDF copy of our monthly car note statement as requested for Case # [REDACTED]

[REDACTED]

CHRYSLER CAPITAL

016003



COPLEY, OH



VIN # 2C4-RC1EG6HR-

1

pd 8-2-17
ck# 4959
pb \$500.00

ACCOUNT INFORMATION

000001



Account Number [REDACTED]
Account Status Current
Statement Date 07/24/2017
Payment Due Date 08/13/2017
Payment Amount \$439.12
Payments Made 0
Maturity Date 07/13/2023
Past Due Amount \$0.00
Principal \$27,289.34
Accrued Interest \$91.58
Unpaid Fees & Charges \$0.00
Estimated Payoff* \$27,380.92

TOTAL AMOUNT DUE

\$439.12 By 08/13/2017

*Balance including principal, accrued interest, and unpaid fees and charges as of the Statement Date.

ACCOUNT ALERTS

No valid work phone number, please update online.

ACCOUNT ACTIVITY SINCE LAST STATEMENT

Description	Date	Amount

Pay Online at MyAccount.ChryslerCapital.com.

Pay by Phone at 1-855-563-5635.

MoneyGram or Western Union.

See reverse for additional payment options.

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Questions? Go to **MyAccount.ChryslerCapital.com** or call Toll-Free **1-855-563-5635**.

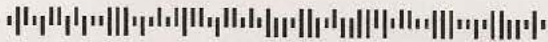
SPECIAL OFFERS AND MESSAGES

CHRYSLER CAPITAL

020486



COPLEY, OH



VIN# 2C4-RC1EG6HR

ACCOUNT INFORMATION

000001



Account Number [REDACTED]
Account Status Current
Statement Date 08/24/2017
Payment Due Date 09/13/2017
Payment Amount \$439.12
Payments Made 1
Maturity Date 07/13/2023
Past Due Amount \$0.00

Principal \$26,924.88
Accrued Interest \$68.68
Unpaid Fees & Charges \$0.00
Estimated Payoff* \$26,993.56

TOTAL AMOUNT DUE

\$439.12 By **09/13/2017**

*Balance including principal, accrued interest, and unpaid fees and charges as of the Statement Date.

pd \$500

ACCOUNT ALERTS

No valid work phone number, please update online.

ACCOUNT ACTIVITY SINCE LAST STATEMENT

Description	Date	Amount
Payment Made	08/08/2017	\$-60.88
Payment Made	08/08/2017	\$-439.12

Pay Online at MyAccount.ChryslerCapital.com.

Pay by Phone at 1-855-563-5635.

MoneyGram or Western Union.

See reverse for additional payment options.

2 pd 9-9-17
mailed
check #4978
\$500

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Questions? Go to **MyAccount.ChryslerCapital.com** or call Toll-Free **1-855-563-5635**.

SPECIAL OFFERS AND MESSAGES

CAIR [REDACTED] 8/29/17
Phillips Jennifer (FCA)

From: Cuthbertson Lidia (FCA)
Sent: Tuesday, August 29, 2017 11:34 AM
To: MacDonald Mike (FCA)
Cc: Phillips Jennifer (FCA)
Subject: FW: Chrysler Pacifica Issue

Thank you,
Lidia

From: [REDACTED]
Sent: Tuesday, August 29, 2017 10:28 AM
To: Morgan Shawn (FCA) <shawn.morgan@fcagroup.com>
Subject: Chrysler Pacifica Issue

Hi Shawn,

I got your email from someone you helped in the past and I am hoping that you can help me as well.

I leased a new 2017 Chrysler Pacifica and I received it this past Thursday morning. My Wife went out with my kids and drove it for about 2 hours and it stalled on her. I had to meet her and wait for a tow truck to tow it to the local Chrysler dealership (South Shore dealership in Inwood, NY) which took almost 5 hours.

The dealership called me Friday morning to tell me that the TCM computer died and it will take 2 weeks to fix since it is on back order.

When I asked the dealership for a loaner car they told me they can't provide a loaner since I got it at a different dealership (Eastchester dealership in the Bronx). I called Chrysler yesterday to find out about getting a rental car for the next 2 weeks and they told me my case was escalated and someone will be contacting me to discuss a rental. So far I did not hear back from anyone.

I planned a vacation with my kids from tomorrow through Friday but I have no car and if I rent a minivan it will cost over \$600 for the 2 days which I don't feel I should have to pay for obvious reasons.

If there is anything you can do to help get this resolved I would greatly appreciate it.

The VIN on the car is 2C4RC1BG4H [REDACTED]

Thank you.

--

[REDACTED]
Brooklyn, NY [REDACTED]

ATTN: Mayone Nevils

From

Brooklyn, NY



Questions?

Visit ally.com/auto or call 888-925-ALLY (2559)

Statement reflects payment(s) received through: 09/15/17

Account Summary

Next Payment

Due Date: 09/23/17
 Base Payment: \$369.01
 Sales/Use Tax: \$0.00
 Per. Property Tax: \$0.00
 Other Schedule: \$0.00
 Total: \$369.01

Past Due Payments

Total: \$0.00

Other Unpaid Amounts

Late Charge: \$0.00
 Miscellaneous: \$0.00
 Extension Fee: \$0.00
 Registration Fee: \$0.00
 Summons: \$0.00
 Total: \$0.00

STATEMENT TOTAL: \$369.01

Account Information

ACT. NO: [REDACTED] Scheduled End Date: 08/22/19
 MAKE: 2017 CHRYSLER ICA Payments Remaining: 23
 VIN: 2C4RC1BG4HF

Important Account Message

Introducing Ally Invest™. Our self-directed option is \$4.95 per stock trade*. Our managed portfolio option is monitored and rebalanced automatically. Learn more at ally.com/invest. *Other fees may apply. Securities products and services by Ally Invest Securities LLC, Member FINRA/SIPC. Advisory products and services by Ally Invest Advisors Inc. an SEC registered investment adviser.

Don't Want to Mail Your Payment? We have Options:

- Automatic Payments - Allows your payment to be conveniently transferred from your checking or savings account to Ally, at no cost to you. Please visit ally.com/auto for more information.
- Online Payments and Billing Statements - Register for Ally Online Services at ally.com/auto, add your account, then schedule one-time payments at your convenience or go green with e-statements, at no cost to you.
- Payments by phone or payments online by debit cards To hear available options, call 888-925-2559. A third party service provider fee may apply.

Contact Information: You can reach us by visiting ally.com/auto or call us at 888-925-ALLY(2559)

Do not send cash or post dated checks. All checks will be processed upon receipt. Make checks payable to ALLY.
 Return the portion below with your payment to the Payment Processing Center address below

0000-0000



PO BOX 380902
 BLOOMINGTON MN 55438-0902

BROOKLYN NY USA

DUE DATE:
 ACCOUNT NUMBER:
 STATEMENT TOTAL:
 TOTAL AMOUNT PAID:

09/23/17

\$369.01

\$

PAYMENT PROCESSING CENTER
 PO BOX 9001951
 LOUISVILLE KY 40290-1951



CHRYSLER

CAPITAL

09/26/2017

BROOKLYN, NY



Vehicle Return Invoice

Re: Account: [REDACTED]
 VIN: 2C4RC1CGXFR [REDACTED]
 Vehicle: 2015 CHRYSLER TOWN & COUNTRY
 Final Odometer Reading: 10,010
 Holder of Lease Agreement: CCAP Auto Lease Ltd.

Dear [REDACTED]

The outstanding fees outlined below will be owed to Chrysler Capital based on the terms of your lease agreement on 08/24/2015. Chrysler Capital has completed an inspection of your returned leased vehicle on 09/05/2017.

Excess Wear and Tear as Outlined Below:		Amount
- Exterior Damage		\$303.00
- Interior Damage		\$0.00
- Tire Damage		\$0.00
- Wheel Damage		\$0.00
- Glass Damage		\$0.00
Excess Mileage:		\$0.00
Disposition Fee:		\$395.00
Additional Charges:		Amount
- Unpaid Lease Payments		\$0.00
- Unpaid Late Charges		\$0.00
- Unpaid Parking/Traffic Citations		\$0.00
- Unpaid Property Tax		\$0.00
- Sales/Use Tax		\$0.00
TOTAL AMOUNT:		\$698.00

In the event that additional charges become due after this invoice, you will receive a subsequent invoice.

Please send your payment to: Chrysler Capital P.O. Box 860647 Dallas, TX 75266. If you have any questions, please contact us at 855-563-5635.

We would like to thank you for being a valued consumer and giving us the opportunity to provide financial services.

From: [REDACTED]
To: customerassist@chrysler.com
Date: Fri Sep 01 10:23:52 EDT 2017
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Car shut off while driving

Comments:

Hello,

Today while I was sitting at a stop light my car shut off while driving. The blue light under D was flashing as was the D on the dashboard. No other service lights were on. I was able to put the car in park and restart. I am very concerned this will happen while I am driving at high speeds. Please let me know the next step.

Rebekah Hamley

Sender Information:

Title:

First [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: re [REDACTED]

Date: Fri Sep 08 06:38:12 EDT 2017

Subject: Re: Chrysler Group LLC Customer Assistance

Dear R [REDACTED]

Thank you for contacting the FCA Customer Assistance Center.

Congratulations on the purchase of your new 2017 CHRYSLER PACIFICA TOURING L PLUS WAGON!

I can certainly understand you wanting to get this stalling concern resolved so that you do not experience it again. You have reached the right place as we certainly want you to feel confident driving your new vehicle. In order to get your vehicle concern diagnosed and resolved, I would recommend that you contact Dulles Chrysler and schedule an appointment to get this issue diagnosed. In the meantime, should you experience this same issue again, please contact us or Roadside Assistance directly without restarting the vehicle (if it is safe to do so).

The reason that I suggest this, is that when the vehicle is restarted, sometimes it clears the error code and then when the Dealership plugs in the diagnostic equipment it shows no errors. If you contact Roadside for the free towing to the nearest Dealership, then the error code should still be present which will help the Dealership get your vehicle issues diagnosed and resolved for you. I completely understand that if your vehicle stalls in an intersection, then getting it out of the way is your priority, which is why I stated this option only if it is safe to do.

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 1-800-247-9753.

Sincerely,

Jocelyn

Customer Service Representative

FCA Customer Assistance Center

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

REFERENCE NUMBER: [REDACTED] 6

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM10365931V67092L0KM&

Original Message Follows:

US Customer Service - MOPAR Brand Site

Brief Description:

Car shut off while driving

Comments:

Hello, Today while I was sitting at a stop light my car shut off while driving. The blue light under D was flashing as was the D on the dashboard. No other service lights were on. I was able to put the car in park and restart. I am very concerned this will happen while I am driving at high

speeds. Please let me know the next step. [REDACTED]

VIN:

HR [REDACTED]

Mileage:

7300

Servicing Dealer:

Dulles Chrysler Dodge Jeep Ram

Title:

First Name:

Middle Initial:

Last Name:

[REDACTED]y

Address 1:

Address 2:

City:

Lovettesville

State:

VA

Zip:

Email:

Home Phone:

Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2017-10-04 17:29:10.073268

Files Not Recieved: 0

Case [REDACTED]

United Services Automobile Association

Inbox - ashleythomas@hshhivacc.org - The Hive...

Chrysler Document Attachment

Marketing Automation - Sell More Stuff / MailChimp

USAA / My Accounts / Account Summary

Learn More

No Thanks

Get a Quote

View Another Account

October 04, 2017

Print

FIXED RATE LOAN

Nickname

Account Number

Current Balance

\$33,759.01

Address

Interest This Year

\$611.30

COLUMBIA SC

Interest Last Year

\$266.91

Transit/Routing#

*This is your payoff amount for today only. >> Get a future payoff quote for this loan

Loan Details

Original Loan Date

Aug 18, 2016

Last Payment Date

Sep 15, 2017

Scheduled Payoff Date

Sep 15, 2022

Last Payment Amount

\$595.21

Original Loan Amount

\$40,000.00

Total Past Due

\$0.00

Interest Rate

2.24%

Late Charges Due

\$0.00

Payments Remaining

60

Next Payment Date

Oct 15, 2017

Next Payment Amount

\$595.21

Go

Collateral Details

I WANT TO...

Obtain a Payoff Quote

Pay My Bill

Modify or Cancel Automatic Payments

Nickname This Account

View More Services

LEARN MORE

Having trouble paying USAA credit cards or loans?

Wire Transfer Instructions

View Extended Vehicle Protection FAQs

Extended Vehicle Protection Contact Info

Explore My Car Online Tools

Feedback

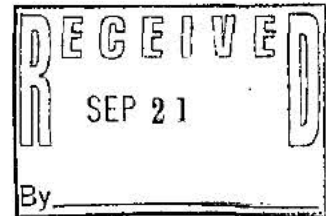
VIA OVERNIGHT UPS
CERTIFIED RETURN RECEIPT REQUESTED

September 19, 2017.

FIAT CHRYSLER AUTOMOBILES

FCA US LLC

~~PO BOX 21-8004~~ 1000 Chrysler Drive
AUBURN HILLS, MI ~~48321-8004~~ 48326



RE:

VIN 2C4RC1EG3HI [REDACTED]

Dear Sir or Madam,

I am writing to you regarding a defective 2017 Chrysler Pacifica under the Michigan Lemon Law (MCL 257.1401). I am hereby making a written demand for relief under the Lemon Law and the Michigan Consumer Protection Act (MCL 445.901).

Currently, it suffers from stalling while driving. To date, the vehicle has never been repaired properly despite numerous repair attempts.

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

[REDACTED]
Macomb, MI [REDACTED]
[REDACTED]

010905104-2144. REF. - - -



September 21, 2017

[REDACTED]
Macomb, MI 4 [REDACTED]

Reference No.: [REDACTED]

Dear M [REDACTED]

Thank you for your recent letter to FCA US LLC regarding your 2017 Chrysler Pacifica.

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,

Marvin
Senior Staff

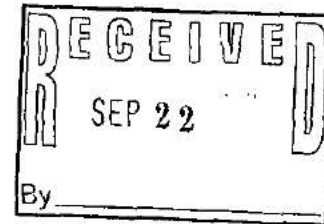
MS/ss

Monday September 18, 2017

[REDACTED]
Lame Deer, MT 5

Cell: (4 [REDACTED])

Home: [REDACTED]



Via Certified Letter, Receipt Requested

FCA US LLC Customer Care
PO Box 21- 8004
Auburn Hills MI 48321-8004

Dear Customer Care:

I am writing to notify you that the 2017 Chrysler Pacifica with vehicle identification number 2C4RC1EG4H [REDACTED] that I purchased from LITHIA CHRY JEEP-DODGE OF BILLINGS, MONTANA on July 4, 2017 suffers from unrepaired defects and malfunctions. Attached are copies of the Invoices and Work Orders. In summary these are the events that occurred:

- July 4, 2017- At the time of purchase, airbag system light was made aware to the dealership, they assured it would be a quick fix in their shop.
- July 15, 2017- Vehicle commenced to stall and malfunction. Vehicle entered the shop for repair.
- August 22, 2017- We were informed by shop that the vehicle was ready for pick up. Picked up from shop. Dealership unable to replicate issue.
- September 9, 2017- Vehicle continued to stall and malfunction. Returned to dealership for repair. Dealership unable to replicate issue.
- September 15, 2017- Dealership informed the vehicle was ready for pickup. Our service technician notified us that they could not replicate issue.

Please be advised that the vehicle still suffers from defects and/or malfunctions that are not fixed and is unsafe to operate. On the two occasions July 14, 2017 and September 9, 2017 when vehicle stalled and malfunctioned, we had our 1-year-old baby in the vehicle; which posed a safety risk as we were in traffic when these two events occurred.

According to Montana Code Annotated, Title 61, Chapter 4, Part 5 (61-4-504; Reasonable Number of Attempts Presumption states that a (1) the same nonconformity has been subject to repair four or more times by the manufacturer or its agent or authorized dealer during the warranty period but the nonconformity continues to exist; or (2) the motor vehicle is out of service because of nonconformity for a cumulative total of 30 or more business days during the warranty period after notification of the manufacturer, agent or dealer.

According to the timeline of events that occurred, the vehicle has met the second presumption criteria, therefore we request immediate action to be taken to repurchase vehicle. My automobiles unrepaired defects impair its fair market value and creates a serious safety hazard. Accordingly, I demand that my vehicle be repurchased immediately at the value at which I financed it, \$45,636.00.

If you have any questions, please feel free to contact me. I appreciate your prompt response.
Sincerely,

A large black rectangular redaction box covering the signature and name of the sender.

Enclosures: Invoices

A black rectangular redaction box covering the list of enclosures.

INVOICE

Invoice #:

Tag #: T338

Customer #:

LITHIA AUTO STORES
 LITHIA CHRYSLER JEEP DODGE OF BILLINGS #138
 2229 King Avenue West
 Billings, MT 59102-6421
 Phone: (406) 652-2200 Fax: (406) 655-9674
 Service Direct: (406) 652-2204

LAME DEER, MT

Home:

Bus:

Contact:

Cell:

Email:

Service Advisor: 94985 CHRIS WHEELER

COLOR	YEAR	MAKE/MODEL			VIN		LICENSE	MILEAGE IN	MILEAGE OUT
PW7/White	17	CHRYSLER PACIFICA			2C4RC1EG4HR6			1296	1298
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
04JUL17			18:00 17JUL17		0.00	CASH	21JUL17	17:43 15JUL17	17:50 21JUL17

OPTIONS: SOLD-STK:HR669187 ENG:3.6 Liter DOHC TRN:DFH_9-Spd:948TE 1)LIFETIME OIL LOCP.1037778 EXEC 04JUL17 2)MOPAR 43137715 MAX CARE D (More...)

ASSURED SERVICE**RIGHT NOW SERVICE**

QUALITY SERVICE WHEN YOU NEED IT.
 THE WAY YOU WANT IT.

UP FRONT PRICING

THE PRICE YOU'RE QUOTED IS THE
 PRICE YOU'LL PAY... PERIOD

**3 YEAR/50K MILE
REPAIR WARRANTY**

IF IT BREAKS, WE FIX IT... FREE

**WE SELL TIRES**

WITH EVERY TIRE PURCHASE
 YOU RECEIVE:

- FREE TIRE REPLACEMENT
- FREE TIRE ROTATION
- FREE FLAT REPAIRS

**HOW'S OUR
DRIVING ?
LET US KNOW.**

LITHIACares.com

[877] 883-7308

LINE OPCODE TECH TYPE HOURS

A CUSTOMER STATES THE AIR BAG LIGHT IS ON, ADVISE

EL ELECTRICAL

174539 WD4

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: (N/C) 0.00
 1296 ORC B0099-96 ROLL OVER SENSOR -COMPONENT INTERNAL FAILURE.
 PERFORMED INSPECTION ON ALL CONNECTORS AND WIRING. NO PROBLEMS, PER
 DIAG TREE THIS VEHICLE NEEDS THE ORC REPLACED

B CUST STATES WHILE DRIVING @APPROX 40MPH VAN STARTS TO JERK AND
 MESSAGE SAYS PUT IN PARK, CUST PULLED OVER AND PUT IN PARK,
 SHUT ENGINE OFF AND THEN RESTARTED AND DROVE TO DEALERSHIP,
 HAPPENED AGAIN ON THE WAY HERE.

EL ELECTRICAL

174539 WD4

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: (N/C) 0.00
 1296 SOFTWARE UPDATE UNABLE TO VERIFY CONCERN, THERE IS A TCM
 UPDATE AVAILABLE, PERFORMED FLASH ON TCM AND INITIALIZED THE ABS.
 68277374AB TO AD

Thank you for your business!
 In the coming days you'll be receiving a
 survey call from Lithia and Chrysler about
 today's service. It is our intention for you
 to score us "completely satisfied" for any
 reason your experience leaves you feeling
 short of this please call Dave Principe.



"I acknowledge notice and oral approval of an increase in the original estimated price.
 Signature or initials"

STATEMENT OF DISCLAIMER AND ARBITRATION AGREEMENT

In the course of servicing, OE equivalent parts may be used.
 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. Any dispute between customer and the dealership arising from
 or related to this vehicle or this transaction will be settled by mandatory and binding arbitration
 pursuant to the Federal Arbitration Act 9 U.S.C § 1 et. seq. The arbitration shall be conducted
 by a single arbitrator. The arbitrator may grant whatever relief the parties may be entitled to at
 law or in equity.

CUSTOMER SIGNATURE

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

SIGNED: DEALER, GENERAL MANAGER OR AUTHORIZED PERSON DATE:

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
ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

INVOICE
DUPLICATE 1

Invoice

LITHIA AUTO STORES
LITHIA CHRYSLER JEEP DODGE OF BILLINGS #138
2229 King Avenue West
Billings, MT 59102-6421
Phone: (406) 652-2200 - Fax: (406) 655-9674
Service Direct: (406) 652-2204

LAME DEER, MT

Home:

Bus:

Contact:

Cell:

Email:

Home

Service Advisor: **94985 CHRIS WHEELER**

COL		MAKE/MODEL		VIN		LICENSE		MILEAGE IN		MILEAGE OUT	
PW7/White		17		CHRYSLER PACIFICA		2C4RC1EG4H		1298		1298	
DEL DATE		PROD. DATE		WARR. EXP.		PROMISED		PO NO.		RATE	
04JUL17						18:00 15AUG17				0.00	
						CASH		22AUG17		09:47 15AUG17	
										12:39 22AUG17	

OPTIONS: SOLD-STK:HR669187 ENG:3.6 Liter DOHC TRN:DFH_9-Spd_948TE 1)LIFETIME OIL LOCP 1037778 EXEC 04JUL17 2)MOPAR 43137715 MAX CARE D (More...)

ASSURED SERVICE
RIGHT NOW SERVICE
QUALITY SERVICE WHEN YOU NEED IT.
THE WAY YOU WANT IT.

UP FRONT PRICING
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PRICE YOU'LL PAY... PERIOD

**3 YEAR/50K MILE
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IF IT BREAKS, WE FIX IT... FREE



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WITH EVERY TIRE PURCHASE
YOU RECEIVE:
■ FREE TIRE REPLACEMENT
■ FREE TIRE ROTATION
■ FREE FLAT REPAIRS

**HOW'S OUR
DRIVING ?
LET US KNOW.**
LITHIAcares.com
[877] 883-7308

LINE OPCODE TECH TYPE HOURS

A CUST STATES AIR BAG LIGHT IS ON

EL ELECTRICAL

174539 WD4

1 68358974AA MODULE-OCCUPANT RESTRAINT

MISC RENTAL CAR HR645755

PO#HR645755

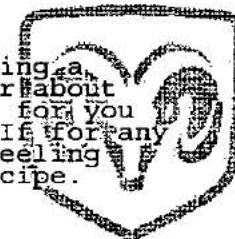
WD4

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:
1298 CUSTOMER STATES AIR BAG LIGHT IS ON. UPON INSPECTION I FOUND A
DTC FOR THE ROLL OVER SWITCH, IT HAD AN INTERNAL FAILURE. I REPLACED
THE ORC MODULE PER DEALER CONNECT. THIS CORRECTED THE CONCERN.

CHRYSLER



Thank you for your business!
In the coming days you'll be receiving a
survey call from Lithia and Chrysler about
today's service. It is our intention for you
to score us "completely satisfied". If for any
reason your experience leaves you feeling
short of this please call Dave Principe.



DODGE

"I acknowledge notice and oral approval of an increase in the original estimated price.
Signature or initials"

STATEMENT OF DISCLAIMER AND ARBITRATION AGREEMENT

In the course of servicing, OE equivalent parts may be used.

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. Any dispute between customer and the dealership arising from or related to this vehicle or this transaction will be settled by mandatory and binding arbitration pursuant to the Federal Arbitration Act 9 U.S.C § 1 et. seq. The arbitration shall be conducted by a single arbitrator. The arbitrator may grant whatever relief the parties may be entitled to at law or in equity.

CUSTOMER SIGNATURE

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

DEALER, GENERAL MANAGER OF AUTHORIZED PERSON: EX-11

DESCRIPTION	AMOUNT	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	
ADJUSTMENTS	0.00	
SALES TAX	0.00	
PLEASE PAY THIS AMOUNT	0.00	

INVOICE

Invoice #



LITHIA CHRYSLER JEEP DODGE OF BILLINGS #138

2229 King Avenue West

Billings, MT 59102-6421

Phone: (406) 652-2200 · Fax: (406) 655-9674

Service Direct: (406) 652-2204

LAME DEER, MT 5

Customer #

Tag #: T2918

Home: 4

Bus: 4

Contact: 4

Cell: 4

Email: 4

Service Advisor: 94755 DEAN SAYLER

COLOR	YEAR	MAKE/MODEL			VIN		LICENSE		MILEAGE IN	MILEAGE OUT
PW7/White	17	CHRYSLER PACIFICA			2C4RC1EG4HR669187				1970	1971
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE	R.O. OPENED	READY	
04JUL17			18:00 09SEP17		0.00	CASH	13SEP17	17:55 09SEP17	12:56 13SEP17	
OPTIONS: SOLD STK HR669187 ENG 3.6 Liter DOHC TRN DPH 9-Spd 948TE 1) LIFETIME OIL LOCP 1037778 EXEC 04JUL17 2) MOPAR 43137716 MAX CARE D (More...)										

OPTIONS: SOLD-STK:HR669187 ENG:3.6 Liter DOHC TRN:DFH 9 Spd 948TE 1LIFETIME OIL LOCP 1037778 EXEC 04JUL17 2IMOPAR:43137715 MAX CARE D.(More...)

ASSURED SERVICE
RIGHT NOW SERVICE
 QUALITY SERVICE WHEN YOU NEED IT.
 THE WAY YOU WANT IT.

UP FRONT PRICING
 THE PRICE YOU'RE QUOTED IS THE
 PRICE YOU'LL PAY... PERIOD

**3 YEAR/50K MILE
 REPAIR WARRANTY**
 IF IT BREAKS, WE FIX IT... FREE



WE SELL TIRES

WITH EVERY TIRE PURCHASE
 YOU RECEIVE:

- FREE TIRE REPLACEMENT
- FREE TIRE ROTATION
- FREE FLAT REPAIRS

**HOW'S OUR
 DRIVING ?
 LET US KNOW.**

LITHIA Cares.com

[877] 883-7308

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

A CUST STATESE WAS PULLING OUT OF A DRIVE THRU AND ATTEMPTED TO ACCEL
 THE TRANSMISSION STARTED SHIFTING ERRATIC AND JERKING, CUST
 STOPPED AND ATTEMPTED TO BACK UPBUT COULD NOT SELECT REVERSE.
 WAS ABLE TO SELECT PARK. CUST SHUT OFF ENGINE AND RESTARTED AND
 WAS ABLE TO DRIVE, JERKING CONTINUED BUT NOT AS BAD.

TR TRANSMISSION REPAIR

75261 WD4

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: (N/C)
 1971 UNABLE TO VERIFY SCAN FOR DTCS, NONE, TEST DROVE IN AN ATTEMPT
 TO RECREATE CONDITION AND WAS UNABLE TO RECREATE CONDITION DESCRIBED.
 HAD SM DRIVE AND ATTEMPT TO DUPLICATE CONCERN BUT WAS UNABLE TO
 DUPLICATE.

B T23 RECALL

CAUSE: RECALL

18T23182 Customer Satisfaction Notification T23-
 Powertrain Control Module Software Update
 Reprogram/Reprogram Powertrain Control
 Module (01 Low-Skilled)

75261 WD4

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00
 1971 COMPLETED RECALL .2 18-T2-31-82

-18002

4067402713

"I acknowledge notice and oral approval of an increase in the original estimated price,
 Signature or initials"

STATEMENT OF DISCLAIMER AND ARBITRATION AGREEMENT

In the course of servicing, OE equivalent parts may be used.

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. Any dispute between customer and the dealership arising from
 or related to this vehicle or this transaction will be settled by mandatory and binding arbitration
 pursuant to the Federal Arbitration Act 9 U.S.C. § 1 et. seq. The arbitration shall be conducted
 by a single arbitrator. The arbitrator may grant whatever relief the parties may be entitled to at
 law or in equity.

CUSTOMER SIGNATURE

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

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

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

ADJUSTMENTS

SALES TAX

PLEASE PAY
THIS AMOUNT

TOTALS

INVOICE

Invoice #:

LITHIA AUTO STORES

LITHIA CHRYSLER JEEP DODGE OF BILLINGS #138

2229 King Avenue West

Billings, MT 59102-6421

Phone: (406) 652-2200 - Fax: (406) 655-9674

Service Direct: (406) 652-2204

LAME DEER, MT

Home:

Bus:

Contact:

Cell:

Email:

Home

Service Advisor: 94755 DEAN SAYLER

COLOR	YEAR	MAKE/MODEL			VIN		LICENSE	MILEAGE IN	MILEAGE OUT
PW7/White	17	CHRYSLER PACIFICA			2C4RC1EG4H			1970	1971
DEL DATE	PROD. DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE	R.O. OPENED	READY
04JUL17			18:00 09SEP17		0.00	CASH	13SEP17	17:55 09SEP17	12:56 13SEP17

OPTIONS: SOLD:STK:HR669187:ENG:3.6 Liter DOHC TRN:DFH 9-Spd 948TE:1)LIFETIME OIL LOCP:1037778:EXEC:04JUL17 2)MOPAR 43137715 MAX CARE D (More...)

ASSURED SERVICE**RIGHT NOW SERVICE**QUALITY SERVICE WHEN YOU NEED IT.
THE WAY YOU WANT IT.**UP FRONT PRICING**THE PRICE YOU'RE QUOTED IS THE
PRICE YOU'LL PAY... PERIOD**3 YEAR/50K MILE
REPAIR WARRANTY**

IF IT BREAKS, WE FIX IT... FREE

**WE SELL TIRES**WITH EVERY TIRE PURCHASE
YOU RECEIVE:

- FREE TIRE REPLACEMENT
- FREE TIRE ROTATION
- FREE FLAT REPAIRS

**HOW'S OUR
DRIVING ?
LET US KNOW.****LITHIA Cares.com****[877] 883-7308**

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

Thank you for your business!

In the coming days you'll be receiving a survey call from Lithia and Chrysler about today's service. It is our intention for you to score us "completely satisfied". If for any reason your experience leaves you feeling short of this please call Dave Principe.

CHRYSLER**Jeep****DODGE**

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

Signature or initials"

STATEMENT OF DISCLAIMER AND ARBITRATION AGREEMENT

In the course of servicing, OE equivalent parts may be used.

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. Any dispute between customer and the dealership arising from or related to this vehicle or this transaction will be settled by mandatory and binding arbitration pursuant to the Federal Arbitration Act 9 U.S.C § 1 et. seq. The arbitration shall be conducted by a single arbitrator. The arbitrator may grant whatever relief the parties may be entitled to at law or in equity.

CUSTOMER SIGNATURE

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

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

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
ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

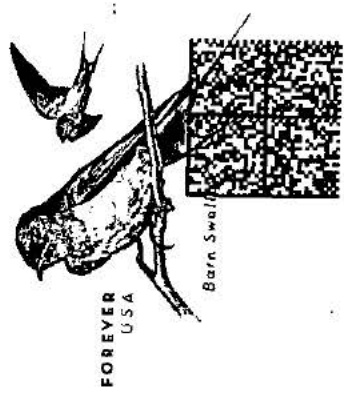
Customer Copy

Page 2 of 2

THANK YOU!



Lame Deer MT



UNITED STATES POSTAGE
PITNEY BOWES
02 1P \$ 006.31⁰
0001990582 SEP 18 2017
MAILED FROM ZIP CODE 59044

FCA US LLC Customer Care
PO Box 21-8004
Auburn Hills, MI 48321-8004

4832180004 B198





September 22, 2017

[REDACTED]
Lame Deer, MT [REDACTED]

Reference No. [REDACTED]

Dear Mr. [REDACTED]

Thank you for your recent letter to FCA US LLC regarding your 2017 Chrysler Pacifica.

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,

Marvin
Senior Staff

MS/ss

[REDACTED]
To: customerassist@chrysler.com

Date: Tue Sep 26 11:01:21 EDT 2017

Subject: Chrysler Group LLC Customer Assistance

Form Selected:

Category: US Customer Service

Brief Description:

engine shut down for second time

Comments:

service department has not found the cause for the engine shutting down for the second time. vehicle is still under warranty . If this issue continues is there anything I can do? Does Chrysler have any buy-back policy in place for lemons? I believe there are other electrical issue since the second shut down was not recorded.

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Sun Oct 01 08:01:51 EDT 2017

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

Thank you for contacting the FCA Customer Assistance Center.

I am sorry to learn of the issues you are experiencing with your engine. Your concerns, particularly in view of the inconvenience involved in this issue, are understandable and I appreciate the time and effort you took to bring this matter to my attention.

Linda, I want to assure you we are here to assist you 24/7. Your email has been reviewed and has been forwarded to a more appropriate area for their attention and response. One of our Case Managers will contact you by phone within one business day addressing your issue. This referral action will provide the best opportunity for your request.

We value your business and I hope you have a great day!

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 1-800-247-9753.

Sincerely,

Randi

Customer Service Representative

FCA Customer Assistance Center

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

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED] 0

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM10401232V59311L0KM&

Original Message Follows:

US Customer Service - MOPAR Brand Site

Brief Description:

engine shut down for second time

Comments:

service department has not found the cause for the engine shutting down for the second time. vehicle is still under warranty . If this issue continues is there anything I can do? Does Chrysler have any buy-back policy in place for lemons? I believe there are other electrical issue since the second shut down was not recorded.

VIN:

HR5 [REDACTED]

Mileage:

16068

Servicing Dealer:

griffin

Title:

First Name:

[REDACTED]

[REDACTED]:

Last Name:

[REDACTED]

[REDACTED]

[REDACTED]

Address 2:

City:

st francis

State:

WI

Zip:

[REDACTED]5

Email:

[REDACTED]

Work Phone:

2 [REDACTED]

From: [REDACTED]
To: customerassist@chrysler.com
Date: Mon Oct 02 09:00:07 EDT 2017
Subject: Re: Chrysler Group LLC Customer Assistance (KMM10401232V59311L0KM)
Hello Randi,

Thank you responding to my email. I just wanted to give you the latest update. On Tuesday September I picked up my Pacifica from Griffin Hub. I was told they drove the van and did not have any issues so they were not able to fix anything. On Friday September 29th while approaching a stop light the van engine turned off again. On Saturday September 30th the van went into neutral while trying to pull out of a parking lot. On Saturday I returned to Griffin Hub and they now have the van again (3rd time) to see if the issue can be found. They were nice enough to let me have a free loaner at least until Tuesday while they figure it out. I have also asked them to buy back the van since it obviously has some kind of electrical issue. They are looking to find me a 2018 Pacifica limited with a list of options and color choice. If I do sell it back I'll lose close to \$4,000 between the sales taxes, licensing and zylon package I purchased. I would appreciate any help you can give me in recouping at least some of the \$4000 loss.

Thank you

[http://gfx1.mail.live.com/mail/w1/ltr/./emoticons/smile_regular.gif] [REDACTED]

[REDACTED]

??

From: customerassist <customerassist@chrysler.com>
Sent: Sunday, October 1, 2017 7:01 AM

[REDACTED]
Subject: Re: Chrysler Group LLC Customer Assistance (KMM10401232V59311L0KM)

Dear [REDACTED]

Thank you for contacting the FCA Customer Assistance Center.

I am sorry to learn of the issues you are experiencing with your engine. Your concerns, particularly in view of the inconvenience involved in this issue, are understandable and I appreciate the time and effort you took to bring this matter to my attention.

██████ I want to assure you we are here to assist you 24/7. Your email has been reviewed and has been forwarded to a more appropriate area for their attention and response. One of our Case Managers will contact you by phone within one business day addressing your issue. This referral action will provide the best opportunity for your request.

We value your business and I hope you have a great day!

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 1-800-247-9753.

Sincerely,

Randi

Customer Service Representative
FCA Customer Assistance Center

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

REFERENCE NUMBER: ██████████

EMAIL CASE NUMBER: ██████████

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=3D=KMM10401232V59311L0KM&

Original Message Follows:

US Customer Service - MOPAR Brand Site

Brief Description:

engine shut down for second time

Comments:

service department has not found the cause for the engine shutting down for

the second time. vehicle is still under warranty . If this issue continues is there anything I can do? Does Chrylser have any buy-back policy in place for lemons? I believe there are other electrical issue since the second shut down was not recorded.

VIN:

HR [REDACTED]

Mileage:

16068

Servicing Dealer:

griffin

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

st francis

State:

WI

Zip:

[REDACTED]

E [REDACTED]:

[REDACTED]om

Work Phone:

[REDACTED]

From: [REDACTED]
To: customerassist@chrysler.com
Date: Thu Sep 28 11:59:36 EDT 2017
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Dissatisfaction with vehicle

Comments:

I have a 2017 Pacifica, that I have owned about 1 year now. We have had nothing but electrical problems since we bought it. We have taken it to the dealer 3 times and the vehicle keeps having problems. It has become a very big safety concern for us. My wife has no confidence in driving our kids around in the vehicle as the last time it went from drive to park on 2 occasions while the vehicle was in use. we have had all of the recall items taken care of and still have issues with the electrical system. windows roll down inadvertently, vehicle stalls at lights. gauges act erratic. we have serious safety concerns about this vehicle and are very unhappy with the product. The dealership has been awesome in attempting to address the issue and I have no complaints about the service received during the sale and the attempted fixes. we paid a lot of money for this vehicle and are extremely dissatisfied with the electrical problems. we absolutely love the van itself and it fits our family needs excellent, however with the safety concerns of this vehicle it outweighs our satisfaction of the van. I feel we have a defective vehicle and would like it taken care of for our safety. I was very happy with the Chrysler brand to date but this experience has given me lack of faith in your products. My wife should not be concerned about the safety of our children every time she drives it. Its a new van and she is already saying just get rid of it, I cant even drive without thinking its going to stall and cause an accident with the kids in the car.

Thank you, I hope you stand behind your products

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]m

Date: Tue Oct 03 05:23:07 EDT 2017

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED],

Thank you for contacting the FCA Customer Assistance Center.

I'm sorry to learn about your family's experience with your 2017 Chrysler Pacifica, I can absolutely understand how concerns such as this would be worrisome for you and your wife as parents and as a whole, disappointing for a new vehicle.

Although this is probably not what you want to be hearing in response to your recent email. The best course of action would be to schedule an appointment with your dealership. Except this time, as soon as you have the appointment made, call us and provide us with the appointment date and time. From there the representative you speak with will be able to escalate your case to involve a Case Manager who will work with you and the dealership towards resolution.

I very much appreciate the time you took to contact us surrounding these issues. We look forward to assisting you further.

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 1-800-247-9753.

Sincerely,

Jenna

Customer Service Representative

FCA Customer Assistance Center

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

REFERENCE NUMBER: 3 [REDACTED]

EMAIL CASE NUMBER: 3 [REDACTED]

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM10403726V22587L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:

Dissatisfaction with vehicle

Comments:

I have a 2017 Pacifica, that I have owned about 1 year now. We have had nothing but electrical problems since we bought it. We have taken it to the dealer 3 times and the vehicle keeps having problems. It has become a very big safety concern for us. My wife has no confidence in driving our kids around in the vehicle as the last time it went from drive to park on 2 occasions while the vehicle was in use. we have had all of the recall items taken care of and still have issues with the electrical system. windows roll down inadvertently, vehicle stalls at lights. gauges act

erratic. we have serious safety concerns about this vehicle and are very unhappy with the product. The dealership has been awesome in attempting to address the issue and I have no complaints about the service received during the sale and the attempted fixes. we paid a lot of money for this vehicle and are extremely dissatisfied with the electrical problems. we absolutely love the van itself and it fits our family needs excellent, however with the safety concerns of this vehicle it outweighs our satisfaction of the van. I feel we have a defective vehicle and would like it taken care of for our safety. I was very happy with the Chrysler brand to date but this experience has given me lack of faith in your products. My wife should not be concerned about the safety of our children every time she drives it. Its a new van and she is already saying just get rid of it, I cant even drive without thinking its going to stall and cause an accident with the kids in the car. Thank you, I hope you stand behind your products

VIN:

HR [REDACTED]

Mileage:

13000

Servicing Dealer:

Larry H Miller tucson, 22nd st

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

tucson

State:

AZ

Zip:

[REDACTED]

Email:

[REDACTED]m

Home Phone:



Attention: Reimbursement
Request -

Attention to case #



Vin: 2C4RC1BG5HR



Vehicle Description:

Chrysler Pacifica Touring L Wagon

Fax # 877-768-5076

Important Information

New York residents may contact the New York State Department of Financial Services by telephone or visit its website for free information on comparative credit card rates, fees and grace periods.
 NY State Dept of Financial Services:
 1-800-342-3736 <http://www.dfs.ny.gov/consumer/creditdebt.htm>

Listed below are the phone numbers we have on file for you:
 Home Phone 718-835-9660 Business Phone 000-000-0000
 Cell Phone 347-557-4885 Other Phone 000-000-0000
 E-mail: [REDACTED]

Please use the following options available to update your records:
 Call: 1-800-987-5521
 Website: www.mypremiercreditcard.com
 Remit Coupon: Update your information with your payment

Indemnification: You agree to indemnify us for all damages, costs and expenses, including reasonable attorney fees, we incur when we attempt to contact you at any third party's telephone number for which you fail to notify us is no longer associated with you as the subscriber.

Your Transactions

Tran Date	Post Date	Reference	Transaction Description	Amount
09/21	09/21	[REDACTED]	AUTO DRAFT PAYMENT - D SIOUX FALLS SD	\$58.00-
10/06	10/06	[REDACTED]	(PYMT) - R_7-ELEVEN	\$400.00-
10/09	10/09	[REDACTED]	USPS KIOSK [REDACTED] ST PETERSBURG FL	\$29.35
10/09	10/09	[REDACTED]	BP#2761567GIANT #11QPS SAINT PETERSB FL	\$40.00
10/10	10/10	[REDACTED]	ENTERPRISE RENT-A-CAR BROOKLYN NY	\$287.71
10/10	10/10	[REDACTED]	WALGREENS #2230 ST PETERSBURG FL	\$2.80
10/15	10/15	[REDACTED]	NEW YORK STATE DMV 518-4740904 NY	\$100.00
Fees				
10/20	10/20	[REDACTED]	MONTHLY FEE	\$14.50
			TOTAL FEES FOR THIS PERIOD	\$14.50
Interest Charged				
10/20	10/20		Interest Charge on Purchases	\$12.00
10/20	10/20		Interest Charge on Cash Advances	\$0.00
			TOTAL INTEREST FOR THIS PERIOD	\$12.00

2017 Totals Year to Date	
Total Fees Charged in 2017	\$371.00
Total Interest Charged in 2017	\$155.31

INTEREST CHARGE CALCULATION

Your Annual Percentage Rate (APR) is the annual interest rate on your account.

Type of Balance	Annual Percentage Rate (APR)	Balance Subject to Interest Rate	Interest Charge
Purchases	36.00%	\$400.00	\$12.00
Cash Advances	36.00%	\$0.00	\$0.00



10/27/2017

ST PETERSBURG, FL

Dear Enterprise Customer,
Thank you for choosing Enterprise for your car rental needs.

We appreciate your business and continue to look for ways to deliver the kind of service and products that bring customers like you back again. At times, we also follow up with customers to help minimize confusion and facilitate timely payments even when additional charges are incurred.

For example, we recently were notified by a toll authority or another agency that your rental vehicle incurred a citation or toll during your rental period. As a result, and in order to help you avoid additional charges and/or penalties, we are immediately paying the Invoice Amount Due on your behalf. However, in accordance with the terms of your rental agreement, you are responsible for all citations and toll charges incurred during your rental period.

In addition, as provided by your rental agreement we are assessing a fee, which is applied towards the costs of administering citations and tolls. We will be assessing these charges and the fee (plus applicable taxes and/or surcharges) to your credit card within seven days of this letter.

Please see below for more details:

Invoice/Notice Information

Issuing Agency : Regional Toll Authority
Invoice Number : [REDACTED]
Date/Time of Occurrence : 10/06/2017 @ 12:31 PM
Location of Occurrence : MTAB&T - VNB
Plate Number : [REDACTED]
Plate State : Michigan
Invoice Amount Due : \$17.00
Fee Due : \$3.95
Invoice Type : VIDEO TOLL

Contract Information

Renter Name : [REDACTED]
Renter Address : [REDACTED]
ST PETERSBURG, FL [REDACTED]
Rental Agreement Number : [REDACTED]
Contract Open Dte/Time : 10/06/2017 @ 10:47 AM
Contract Close Dte/Time : 10/10/2017 @ 07:51 AM
Credit Card Number : 0202

Total Amount Due: \$20.95

Our goal is to handle these types of citations and toll charges as promptly and fairly as possible. If the invoice number above begins with the letter E and the issuing agency is "Regional Toll Authority", you may visit www.htallic.com/tollpass to obtain detailed toll listings. For all other inquiries or file an appeal, you may visit www.htallic.com/ehi/faq.htm or call 800-935-0112.

Again, we appreciate the opportunity to serve you.
Sincerely,
Customer Service Department



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)

Vehicle shuts off while driving, will not restart again. This is a unsafe upgrade for us rather than the real. It is in Park & Thinks it is in Run Mode. Car't Shut off gear, Drive or Put in Drive

(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 Chrysler Model Pacifica Year 2017

VIN 2C4R1C11063HR Date of Delivery 7-17-16

Name and City/State of selling dealer or leasing company (if applicable)

Boniface Hiers Chrysler, Merritt Island FL 32952

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

2 Times - Boniface Hiers - Merritt Island & is there now (403 line)

1 Time Titusville Chrysler - Titusville, FL 32780 on 10-18-17

Consumer [Redacted] Cell [Redacted] Home phone [Redacted]

Address [Redacted] Work phone [Redacted]

Cape Canaveral, FL Signature [Redacted]

Date Mailed 10-17-17

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)

LABOR-----
 J# 2 08CHZ ELECTRICAL TECH(S):1733 WARRANTY
 CUSTOMER STATES THAT THE VEHICLE WILL NOT START AND IT SAYS
 VEHICLE NOT IN PARK AND WILL NOT COME OUT OF THE RUN
 POSITION AND THE RADIO WILL NOT TURN OFF
 BATTERY WAS DISCONNECTED SO VEHICLE COULD BE SHUT OFF AND
 NOT KILL BATTERY WHEN RECONNECTED NEXT DAY CONDITION NOT
 PRESENT, NO ACTIVE CODES

SUBLET-----PO#-----VEND INV#-INV.DATE-DESCRIPTION-----
 9631 06/13/17 rental
 TOTAL - SUBLET 0.00

JOB# 2 TOTALS-----
 JOB# 2 JOURNAL PREFIX CHCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES-----

LABOR-----
 J# 3 65CHZ: RAPID RESPONSE TRANS TECH(S):1733 WARRANTY
 RRT 16-100 2017 RU PWR SLIDING DOOR MODULE
 ENHANCEMENT/FLASH
 COMPLETED

JOB# 3 TOTALS-----
 JOB# 3 JOURNAL PREFIX CHCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES-----

LABOR-----
 J# 4 08CHZ1 ELECTRICAL TECH(S):1733 WARRANTY
 16-097 2017 RU AIR CONDITIONING INOPERATIVE
 COMPLETED

JOB# 4 TOTALS-----
 JOB# 4 JOURNAL PREFIX CHCS JOB# 4 TOTAL 0.00



Boniface-Hiers

Chrysler Dodge Jeep Ram

SERVICE INVOICE

1775 E. Merritt Island Causeway
Merritt Island, FL 32952
Phone: 321-452-8181
Fax: 321-459-1301
DgService@bonifacehiers.com
www.bonifacehiers.com

SERVICE INVOICE

STATE OF FLORIDA REGISTRATION # MV-04405

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR ROSS	TAG NO. 1819 1409	INVOICE DATE 07/19/17	INVENTORY NO. [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 950	COLOR PSC SILVER/
[REDACTED]	YEAR / MAKE / MODEL 17/CHRYSLER/PACIFICA/PACIFICA T			DELIVERY DATE 07/17/16
[REDACTED]	VEHICLE I.D. NO. 2 C 4 R C 1 D G 3 H R [REDACTED]			STOCK NO. [REDACTED]
[REDACTED]	F.T.E. NO.			DELIVERY MILES 40
[REDACTED]	P.O. [REDACTED]			PRODUCTION DATE
[REDACTED]	R.O. DATE 07/10/17			REPRINT# 1
RESIDENCE PHONE [REDACTED]	COMMENTS			

MO: 1118

[WARRTY FOREVER] WFSH	
JOB# 1 CHARGES	
LABOR	
J# 1 00CHZ000 MULTI-POINT TECH(S):1733 WARRANTY	
MULTI-POINT VEHICLE INSPECTION. INCLUDES INSPECTION OF THESE AND ADDITIONAL ITEMS (NOT LISTED). ASK YOUR SERVICE ADVISOR FOR DETAILS. TIRES/TIRE PRESSURE, WINDSHIELD WIPERS, EXHAUST SYSTEM, EXTERIOR LAMPS, COOLING SYSTEM MIXTURE/LEAKS, AIR FILTER, STEERING COMPONENTS, FLUID LEVELS, BELTS/HOSES, COMPLETED	
JOB# 1 TOTALS	
JOB# 1 JOURNAL PREFIX CHCS	JOB# 1 TOTAL 0.00
JOB# 2 CHARGES	
LABOR	
J# 2 08CHZ ELECTRICAL TECH(S):1733 WARRANTY	
CUSTOMER STATES THAT THE VEHICLE SHUT OFF WHILE DRIVING AND WOULD NOT RESTART. DATA SCAN NO RELATED CODES, CHARGED BATTERY AND TESTED PASSED. ALL CODES FOR LOW BATTERY CONDITION NOT PRESENT AT THIS TIME	
JOB# 2 TOTALS	
JOB# 2 JOURNAL PREFIX CHCS	JOB# 2 TOTAL 0.00
JOB# 3 CHARGES	
LABOR	
J# 3 08CHZ1 ELECTRICAL TECH(S):1733 WARRANTY	
CUSTOMER STATES THAT THERE IS A RED COVER BROKEN ON BATTERY BROKEN UNABLE TO COVER UNDER WARRANTY	
JOB# 3 TOTALS	
JOB# 3 JOURNAL PREFIX CHCS	JOB# 3 TOTAL 0.00
JOB# 4 CHARGES	
LABOR	
J# 4 24CHZ BODY EXTERIOR TECH(S):1733 WARRANTY	
CUSTOMER STATES THAT THE HOOD SEEMS LOOSE HOOD IS IN SPECS	
JOB# 4 TOTALS	
JOB# 4 JOURNAL PREFIX CHCS	JOB# 4 TOTAL 0.00
JOB# 5 CHARGES	
LABOR	
J# 5 28CHZ BODY HARDWARE TECH(S):1733 WARRANTY	
CUSTOMER STATES THAT THE HOOD PROP IS BENT STRAIGHTEN BENT HOOD PROP	

SHOP SUPPLIES AND HAZARDOUS WASTE DISPOSAL CHARGES
This charge represents costs and profits to the motor vehicle repair facility for items such as miscellaneous shop supplies and/or waste disposal. [s.559.904(4)]

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].

ALL PARTS NEW UNLESS OTHERWISE INDICATED



5600 South US 1 • Titusville, Florida 32780
Phone (321) 268-8970 Sales & Service • Parts (321) 268-8107

DEALER CODE 66-68487
STATE OF FLORIDA REGISTRATION MV # 97638

CUSTOMER NO.	ADVISOR JUSTIN COLON	TAG NO. 682	INVOICE DATE 10/16/17	INVOICE NO.
	LABOR RATE 108.00	LICENSE NO.	5,769	COLOR
	YEAR / MAKE / MODEL 17/CHRYSLER/PACIFICA (3.6L)/PACIFICA	DELIVERY DATE	DELIVERY MILES	STOCK NO.
CAPE CANAVERAL, FL	VEHICLE I.D. NO. 2 C 4 R C 1 D G 3 H R 5	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 10/12/17	
BUSINESS PHONE	COMMENTS			

MO: 5769

JOB# 1 CHARGES

LABOR

J# 1 15CHZ ENGINE TECH(S): 677 WARRANTY

CUST STATES VEHICLE WILL GO INTO ACC MODE AND WILL NOT COME OUT OF IT. ALSO WOULD NOT START AT THE SAME TIME. TECH FOUND A TCM FLASH FOR CODE P1B13-00. PARK BY WIRE ISSUE. TECH PERFORMED FLASH AND TESTED. OPERATES AS SHOULD

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CHCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

J# 2 70CHZ03 RENTAL TECH(S): 677 WARRANTY

RENTAL

SUBLET PO# VEND INV# INV. DATE DESCRIPTION TOTAL - SUBLET WARRANTY

11111 10/16/17 RENTAL 0.00

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CHCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR

J# 3 99CHZ RECALL TECH(S): 677 WARRANTY

FACTORY RECALL T28 PCM FLASH FOR EGR VALVE. FACTORY RECALL PERFORMED. FACTORY RECALL

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX CHCS JOB# 3 TOTAL 0.00

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.

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

DISCLAIMER OF WARRANTIES

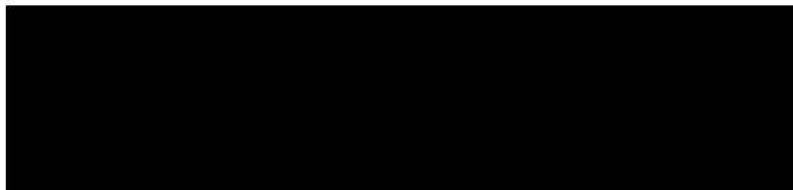
The seller, TITUSVILLE CHRYSLER-DODGE-JEEP-RAM, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and TITUSVILLE CHRYSLER-DODGE-JEEP-RAM neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the vehicle or product.

24 MONTHS/UNLIMITED MILEAGE WARRANTY ON MOPAR PARTS. SEE DEALER FOR DETAILS

WARRANTY DOES NOT APPLY TO SEALS AND GASKETS.

NON-MOPAR PARTS HAVE A 90 DAY WARRANTY.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.



Cape Canaveral, FL



FCA US LLC
PO Box 21-8004
~~SEAF~~ Auburn Hills,
MI 48321-8004

WRITE FIRMLY WITH BALL POINT PEN ON

- ☐ Sunday/Holiday Delivery Required (additional fee, where available)
☐ 10:30 AM Delivery Required (additional fee, where available)
 *Refer to USPS.com® or local Post Office™ for availability.

TO: (PLEASE PRINT)

PHONE ()

FCA US LLC
 PO Box 81-8004
 Auburn Hills, MI

ZIP + 4® (U.S. ADDRESSES ONLY)

48321-8004

- For pickup or USPS Tracking™, visit USPS.com or call 800-222-1811.
 ■ \$100.00 Insurance Included.

Date Accepted (MM/DD/YY)

11/18/17

Time Accepted

11:05 AM
☐ AM
☐ PM

Weight

☒ Flat Rate

lbs. ozs.

Scheduled Delivery Time

☐ 10:30 AM ☐ 3:00 PM
☒ 12 NOON

10:30 AM Delivery Fee

\$

Sunday/Holiday Premium Fee

\$

Acceptance Employee Initials

MTL

Insurance Fee

\$

Return Receipt Fee

\$

Total Postage & Fees

\$23.75

COD Fee

\$

Live Animal Transportation Fee

\$

DELIVERY (POSTAL SERVICE USE ONLY)

Delivery Attempt (MM/DD/YY)

Time

☐ AM

☐ PM

Employee Signature

Delivery Attempt (MM/DD/YY)

Time

☐ AM

☐ PM

Employee Signature

LABEL 11-B, SEPTEMBER 2015

PSN 7690-02-000-9996

3-ADDRESSEE COPY

VISIT US AT USPS.COM®
 ORDER FREE SUPPLIES ONLINE



This packaging is the property of the U.S. Postal Service® and may be a violation of federal law. This packaging is not to be reused.

Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2017-11-20 20:47:38.508750

Files Not Recieved: 0

Attached, please find the receipt for the expense we incurred renting a vehicle from Enterprise Rent-A-Car.

From: [REDACTED]
Sent: Monday, November 20, 2017 7:42 PM
To: [REDACTED]
Subject: Fwd: ENTERPRISE Rental Agreement [REDACTED]

Sent from my iPhone

Begin forwarded message:

From: <DoNotReply@erac.com>
Date: November 10, 2017 at 4:08:37 PM CST
To: <JALMLIE@UNDEERC.ORG>
Subject: ENTERPRISE Rental Agreement [REDACTED]



RA #: 9 [REDACTED]

Rental [REDACTED]

Dates & Times	Location
Pickup Oct 23, 2017 4:04 PM	[REDACTED] GRAND FORKS, ND [REDACTED] 7017753977
Return Nov 10, 2017 4:06 PM	[REDACTED] GRAND FORKS, ND [REDACTED] [REDACTED]

Vehicle

Make/Model: CHEV/IMPA

Color: BLACK

Mileage: 160

Fuel Out: 3/4

Fuel In: 3/4

License: [REDACTED]

Unit #: 7NJ364

Charges	Price/Unit	Total
TIME & DISTANCE 10/23 - 11/10	18 @ \$30.00/DAY	\$540.00
SALES TAX	5.0000%	\$27.00
RENTAL SURCHARGE	3.0000%	\$16.20
Total Charges:		\$583.20
Refund To:	VISA xxx [REDACTED]	\$20.40
Charge To:	VISA xxx [REDACTED]	\$226.80



RA #: [REDACTED]

Renter: [REDACTED]

Charge To:

VISA xxx [REDACTED] \$376.80

2017-11-10 16:08:37

Document Recieved from Customer

Cair Number: 3 [REDACTED]

Date Received: 2017-11-21 22:18:23.940728

Files Not Recieved: 0

I am uploading this letter because your email address (CAC_Case_Manager@chrysler.com) would not accept replies. I received numerous server rejection notices.

Jay Almlie

From: [REDACTED] >
Sent: Monday, November 20, 2017 7:39 PM
To: 'CAC_Case_Manager@chrysler.com'
Subject: RE: FCA Update Case#:3 [REDACTED]

To Whom It Should Concern,

This is a letter written by a very irritated, nearly-former Chrysler customer. Once I explain, I'm sure you will understand.

We are long-term, loyal Chrysler customers. We purchased our first Dodge Grand Caravan in 2003 because it was rated the quietest minivan on the market. It lived up to that reputation, but also proved to be an excellent, reliable vehicle. Our next three new vehicles were all brand new Chrysler Town & Country vans. Each van was appointed with an increasing number of amenities. We have openly praised the vans to family and friends. We have not even examined other choices at the end of multiple lease terms. We have seamlessly moved from van to van without question or negotiation.

In December 2016, we sought to renew our lease, once again to a Town&Country, but Chrysler had discontinued that model in the 2017 model year. We were convinced to move to a Pacifica primarily because of our long history with Chrysler minivans. We were pleased with the Pacifica for many months, until September, when we began having intermittent issues with starting the van with the remote key start system.

On October 10, upon exiting a Grand Forks shopping mall, we could not start the van by any means. We drove home in another vehicle, and returned hours later, when the van started. It started again the next morning, but my wife did not trust it to go out of town, so I took the vehicle to work. After an 8-hr day, the vehicle did not start again. I tried both the key fob and the remote start function via my iPhone app. Neither worked. Remembering that, on previous days, after an hour or two passed, the van would start again, I waited at work, repeatedly trying to start the van while my wife was out of town with my trouble-free Ford SUV. The van did not start. Eventually, my wife returned to town and picked me up at my work. We left the van at my work until the next morning, when it again started after a number of repeated tries. I immediately took it to our local Chrysler service shop, Lithia Chrysler Dodge. This was October 12. On October 13, Lithia told us that they could not recreate the issue and sent it home with us.

The problem continued, and we took the van back to Lithia on October 17. Since that date, the service garage has not been able to resolve the problem, although it has been observed by Lithia. Once since then, we were called back after they believed they fixed it. We got one block from the service garage when the windshield wipers turned on and off by themselves, the computer spit back error messages about "no bus available", and the rear view camera would not work as we backed it into the parking spot at Lithia. Also, this past weekend, Lithia called us back to pick it up after they believed they had fixed it again. This time, when we first walked to the vehicle, we could not even get into the vehicle. Lithia reports the same problem today.

So, here's the angry part. We have paid Chrysler a significant lease payment (and are about to pay another) while not being able to use the vehicle for nearly six weeks, now. True, Chrysler has promised (verbally) that you will reimburse us for our Enterprise rental, and has now provided a loaner vehicle from the Lithia garage, but we are still paying for a top-of-the-line Pacifica, while driving vehicles that are not ours and do not have nearly the luxury level of our own van. Moreover, we have no confidence that Chrysler will resolve the issue. Your troubleshooting system seems to have no new ideas about what might be causing this malady.

To this date, you have recorded only one "attempt" at fixing the issue by your own definition. Your customer care representatives tell me that 4 attempts need to be completed before I may invoke the Lemon Law (although I am not sure Minnesota law agrees with that). At this rate, I fear, we could be without our vehicle for months.

So, Chrysler has a problem. You have a discontented owner who has exercised excessive patience with your system, to no avail. This discontented owner has been without his vehicle for nearly six weeks, with no end in sight, while still paying for it. This owner won't be telling friends and family about the wonderful experience he has had with Chrysler. This owner is considering filing a report with the appropriate consumer advocate organizations. This owner is strongly considering non-Chrysler options for our next vehicle. This owner is seeking legal advice regarding possible next steps.

For its part, Chrysler only maintains that they will step through their normal, slow, problem solving procedure, elevating its efforts only when necessary. I can think of several resolutions that Chrysler could offer to keep a loyal customer. Chrysler has not come up with a single one.

Signed,

[REDACTED]

A very discontented, long-term Chrysler owner

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

Sent: Wednesday, November 8, 2017 3:45 PM

To: [REDACTED]

Subject: FCA Update Case# [REDACTED]

Dear Customer:

Case [REDACTED]

VIN: 2C4RC1EG0HR [REDACTED]

Vehicle Description: CHRYSLER PACIFICA TOURING L PLUS WAGON

Hello J [REDACTED], Here is some information that will be helpful for you to have: · Your case number is [REDACTED] 7 · The Chrysler Management telephone number is: 1-844-827-1926 · My direct extension: 4717452 · My work hours are: 10:00am- 6:30pm Standard Time Monday-Friday. Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation! Thanks, Meaghan FCA Case Manager

To reply to this email, please use the link below:

[http://chrysler.com/contactus/twowaycommunication/validatedatakey.do?dataKey=6sBXurPJ9JWxtcyjkrizvSQvrTN%](http://chrysler.com/contactus/twowaycommunication/validatedatakey.do?dataKey=6sBXurPJ9JWxtcyjkrizvSQvrTN%2522)

Sincerely,

MEAGHAN

Customer Assistance Center

From: [REDACTED]
To: customerassist@chrysler.com
Date: Fri Oct 20 21:04:20 EDT 2017
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

April 2017, September 2017, and October 2017 our

Comments:

It has been the same problem all three times occasions. It has been purely a guess on dealerships getting the van running again. I have driven Chrysler products for over twenty years and have not had any issues until this Pacifica. My wife and I are really nervous any time we drive. We firmly believe we have a Lemon and our desire is for Chrysler to get us out of this vehicle into another Pacifica

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Sat Oct 21 04:11:37 EDT 2017

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

Thank you for contacting the FCA Customer Assistance Center.

I am disheartened to hear of the hesitation issues you have been experiencing.

Your email has been reviewed and has been forwarded to a more appropriate area for their attention and response. A Care Analyst will contact you by phone within approximately two business days addressing your issue.

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

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-247-9753.

Sincerely,

Michael

Customer Service Representative

FCA 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=KMM10431588V73497L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:

April 2017, September 2017, and October 2017 our

Comments:

It has been the same problem all three times occasions. It has been purely a guess on dealerships getting the van running again. I have driven Chrysler products for over twenty years and have not had any issues until this Pacifica. My wife and I are really nervous any time we drive. We firmly believe we have a Lemon and our desire is for Chrysler to get us out of this vehicle into another Pacifica

VIN:

HR [REDACTED]

Mileage:

16500

Servicing Dealer:

Button CDJ

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

Y [REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Kokomo

State:

IN

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

Document Send To Customer
CAIR Number : [REDACTED] 9
Send Date : 2017-12-07 12:22:13



FIAT CHRYSLER AUTOMOBILES

RELEASE AGREEMENT

In sole consideration of the tender of good and negotiable funds in the amount of two thousand and no/100 dollars (\$2,000.00) made by FCA US LLC, formerly known as Chrysler Group LLC. I [REDACTED] release and discharge FCA US LLC, Chrysler Group LLC, Old Carco LLC, and Chrysler LLC, and any other named FCA US LLC 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 Button Motors Inc and any authorized FCA US LLC dealerships, from all known and unknown claims, damages, costs, attorneys' fees, expenses, loss of services, personal injuries and property damage related to the 2017, Pacifica VIN: 2C4RC1EG4HR [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 agree to indemnify and hold the above parties harmless from all further claims, costs or expenses relating to this claim and/or the Subject Vehicle. I expressly agree that the only consideration I will receive is that listed above and that FCA US LLC has made no other promises to us. I accept the consideration listed above as full satisfaction of any and all claims as set forth herein.

Except as permitted by law, we agree not to talk about the details of this agreement and release to anyone. I understand that all the above parties deny any liability for this claim. However, nothing in this Agreement's provisions relating to confidentiality shall preclude [FCA US] from disclosing this Agreement or portions thereof to the National Highway Traffic Safety Administration ("NHTSA"), in response to an information request, subpoena, or other compulsory or putatively compulsory demand for information propounded by NHTSA.

This is a full and final release applying to all all known, unknown or unanticipated claims or damages arising out of any act, omission or occurrence up to and including the execution date of this release.

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 void and unenforceable.

I fully understand and freely sign this release.

Date: _____, 20____

Signature

Signature

MacDonald Mike (FCA)

10124117

From: Rudnicki Roxann (FCA)
Sent: Tuesday, October 24, 2017 3:52 PM
To: MacDonald Mike (FCA)
Cc: Heck Joann (FCA); Murawski Kerry (FCA); Gura Jessica (FCA)
Subject: Customer Complaint - [REDACTED]
Attachments: Scanned from a Xerox Multifunction Printer.pdf

Hi Mike,

We received the attached letter today with many attachments (mainly posts of Pacifica issues). I sent this to our service of process for handling but since there were so many executives copied, Chris thought I should send to you to see if you had already received and were handling.

Just let me know.

Thank you,
Roxann



FIAT CHRYSLER AUTOMOBILES

Roxann Rudnicki
Office of the General Counsel

FCA US LLC
485-14-96
1000 Chrysler Drive
Auburn Hills, MI 48326-2766
Telephone: +1 (248) 512-3474
Mobile: +1 (248) 701-8063
roxann.rudnicki@fcagroup.com

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10/24/17 original to Jessica Gura w/ all documents

RECEIVED

OCT 24 2017

Office of the General Counsel

Date: October 19, 2017

Chris Pardi
NAFTA General Counsel and Corporate Secretary
FCA US LLC
P.O. Box 21-8004
Auburn Hills, MI 48321-8004

Dear Mr. Pardi:

I am writing to you in an effort to get someone's attention with regards to a serious problem with the 2017 Chrysler Pacifica that my wife and I purchased on March 31, 2017. A friend and colleague of mine has written on my behalf with no response. This following several months of attempted communication with our dealership and with Chrysler's customer service. We are nearing the end of our patience and would very much like the courtesy of a response. All we are looking for is a buy-back offer so we don't have to go to the trouble of litigation, arbitration, news agencies, state attorney general and anything else we can think of.

Hopefully I now have your attention.

On June 22, my wife was driving our new 2017 Chrysler Pacifica (non-hybrid) minivan down the highway on the way to our son's birthday party. While in heavy traffic and highway speed, the car suddenly shut off. Alarms sounding, power steering out... Much of the same as posted many places now on the web. Trouble is, only way to restart the car, is to come to a complete stop, put the car in park, press the button with the foot on the brake. All in the middle of a highway, in traffic, with 4 kids between 9 and 15 in the car. The car at that time had less than 3500 miles on it.

We immediately called the Bolles Motors service department (Ellington, CT where we made our purchase) and arranged to have the car in the shop first thing Monday. Because of our busy schedules, we were unable to drop the car over the weekend; we were travelling out of state and could not travel without the larger vehicle. After another 500 or so miles, we left the car at the dealership who provided us a loaner vehicle.

The service department found no issues. The computer reported no concerns. My wife was even asked if she hit the button while driving by accident. (No words can express how insulting such a comment is; the power button does nothing while the car is in drive - which is quite likely an obvious safety precaution.) As I'm sure you can understand, a sudden shut-down of an engine, especially while at highway speeds, is a potentially life-threatening defect. We notified the Chrysler home office immediately.

Chrysler told us they had never heard of such a problem before, and seemed to be properly horrified at the implications of such a vehicle failure. (Imagine a family of 5 pulling onto a highway in front of an 18 wheeler, then shutting off, with no power steering.) They even told us not to drive it. We were told that normally an incident needs to occur multiple times before it could be escalated, but we were given the opportunity to escalate immediately. We did. We heard nothing for days. We called several times with no response, then discovered the case worker we were assigned was on vacation the entire time. Every time we called it took 2-3 days before we got a response.

To our surprise, it didn't take much looking to discover pacificaforums.com where the issue has been discussed for months, long prior to our own incident and current drama. Since we began, the number of complaints filed with NHTSA has blossomed alarmingly. The list of complaints both on the forum as well as on NHTSA continues to grow. People continue to have the issue and reports are as recent as October. (What is amazing is that each new report mentions how Chrysler claims they have never heard of the problem. Simply mind-boggling.)

Meanwhile Bolles Motors began calling us asking when we would pick up our car and return the loaner. We had to tell the dealership to contact Chrysler because they were the ones that told us not to pick up the car and not to drive it. Eventually Chrysler connected with Bolles, but even together, nothing could be discovered.

By the end of June, I needed to travel to Europe. My wife drove my personal vehicle, while the loaner sat in our garage. I was the only one on the contract authorized to drive it. On or about July 5, my wife received a call from Chrysler indicating that if we did not return the loaner, it would be reported stolen! My wife called me while I was still in Europe (a 6 hour time difference) in tears. I called overseas at 11:30 PM local time to straighten them out, along with a pointed email suggesting that a contract and a van worth almost \$60,000 for collateral over a \$22,000 Dodge Journey did not in any way make the loaner car "stolen" and that if that avenue was pursued they would be hearing from attorneys and as many news agencies as I could get ahold of.

The dealership backed off quickly, with the General Manager informing me that it was Chrysler itself that suggested that course of action to them. The communication problems continued with Chrysler as they would not respond to calls by either us or Bolles for 2-3 days. That makes it very difficult to get anything done. Chrysler's suggestion was to attach a data recorder and return the vehicle to us to drive until the shut-down happened again. I have no intention of risking my family's well-being in order for Chrysler to collect data they should be doing on their own. Bolles and I agreed that the dealership would drive the car as much as possible with the data recorder attached in the hopes the sudden shut-down would reoccur. After 100+ miles, it did not.

Upon my return to the US, the dealership was told by Chrysler that we should be charged for the loaner from July 5. The dealership, I believe sensing their liability, told us they would not charge for the loaner until the 17th. The dealership offered to help us trade-in the van at a Toyota or Honda dealership. We refused as we didn't want any possible liability attached to us for either trading in the car without saying anything and/or the significant loss of money. (For the record, I also pointed out the dealership didn't want to be attached to the vehicle either in that way.) We returned the loaner Saturday, July 22 after purchasing a 2018 Honda Odyssey Elite on the 20th. Bolles Motors still has the Pacifica in their lot and is doing nothing. Chrysler has done nothing. Since Chrysler decided that we must pick up the car because it was "fixed" (nothing was actually done to the car), we have, to this day, heard absolutely nothing from Chrysler.

While we are aware that there is now a recall notice (T23 EGR), we have zero trust that the recall is even meant to address the shut-off concern. The notice does not in any way indicate a relationship between the EGR recall and the

Our only recourse is to pursue buy-back or litigation. I understand Chrysler wanting to hide this issue so as to not make the news with yet another faulty product. The van looks pretty inside and out and drives nicely. If this had never happened we would be merrily driving our Pacifica -- which is now sitting in a parking lot. Our first choice is to avoid the hassle of arbitration or litigation. That's why we are coming to you directly. Doing so avoids additional costs to both of us.

If you refuse to simply buy the vehicle back, our next choice is to have the dealership perform all of the service notice and recall work, and have you and the dealership provide written certification that the vehicle is safe, and that you indemnify us should any future owners of the vehicle attempt to make a claim against us for a faulty vehicle. We can then feel comfortable trading the vehicle in and that we will not be held liable should the vehicle shut-down again.

The Pacifica cost me nearly \$60,000. I now own the car outright. Write me a check and we'll go away. Chrysler can keep the car and test drive away with whomever is willing to risk their lives.



Enclosures

cc: Reid Bigland
Sergio Marchionne
Mark Chrnoby
Richard Cox
Olivier Francois
Scott R. Garberding
Timothy Kuniskis
Jeffrey P. Lux
Chris Pardi

10/24/17

MacDonald Mike (FCA)

From: Murawski Kerry (FCA)
Sent: Tuesday, October 24, 2017 11:30 AM
To: Cowser Cameron (FCA); MacDonald Mike (FCA)
Cc: Opari Franc (FCA); Gibbons Patrick (FCA); Fry Cheryl (FCA)
Subject: RE: Assistance needed- Top Care HR518811
Attachments: Chrysler Pacifica NHTSA Summary - [REDACTED].pdf; Chrysler CEO Letter.pdf

Cameron,

Thanks for the heads up. I will have Mike MacDonald handle this one from my Exec Referrals team.

Mike,

Please work with the customer and also get the BC TA involved. In reading the complaint, they may have a buss issue. Let the current case manager know that you will be taking this case over.

Thank you,

Kerry R. Murawski

Enhanced Customer Advocate Team Manager

Top Care, Swat Team, COE, S.I. and ECS.

248-420-3015



FIAT CHRYSLER AUTOMOBILES

From: Cowser Cameron (FCA)
Sent: Tuesday, October 24, 2017 10:20 AM
To: Murawski Kerry (FCA) <kerry.murawski@fcagroup.com>
Cc: Opari Franc (FCA) <franc.opari@fcagroup.com>; Gibbons Patrick (FCA) <patrick.gibbons@fcagroup.com>; Fry Cheryl (FCA) <cheryl.fry@fcagroup.com>
Subject: Assistance needed- Top Care HR518811

Good morning Kerry,

I hope you are well. I received the attached documents yesterday from my management, and would like to engage your organization to see if we can get the vehicle effectively diagnosed. I would propose getting the customer in a loaner and doing some extended diagnostics of the vehicle via Tech Advisor or Field Engineer. Please let me know if you can offer any assistance, as it would be greatly appreciated.

Thanks,
-Cam



FIAT CHRYSLER AUTOMOBILES

Cameron Cowser CFEI, CFII

Product Investigations Team Lead – Fire and Engine Systems

Desk: (248) 576-3037

Cell: (248) 821-5449

[REDACTED]
Leesburg, Virginia [REDACTED]
October 17, 2017

Mr. Scott Yon
Mr. Samuel Wilson
Office of Defects Investigation
U.S. DOT, National Highway Traffic Safety Administration
Washington, DC 20590

Re: NHTSA VOQ 11025119 (filed 9/22/2017)
Chrysler Pacifica, VIN 2C4RC1EG1H [REDACTED]

Mr. Yon and Mr. Wilson:

This letter follows our October 17, 2017 telephone conversation concerning the above captioned NHTSA complaint, which reported to NHTSA a safety concern relating to my 2017 Chrysler Pacifica, specifically the vehicle's loss of power while in motion on two separate occasions.

As we discussed in our conversation, drivers nationwide have reported this apparent deficiency across multiple online forums, to include NHTSA. In nearly every case, these individuals report that Chrysler corporate and local service personnel have been unable to replicate the deficiency and claimed they are therefore unable to offer any resolution. Because this deficiency, if unresolved, could result in grievous injury or death to Pacifica users and others who share the road with these drivers, I thank you for your attention to this complaint and for your willingness to accept the additional information contained herein.

Detailed Description of Reported Incident - In response to your request for a more particularized description of the reported incident, I submit the following:

On two separate occasions, while my wife was driving at no more than approximately 25 miles per hour, the vehicle lost power. The vehicle was in motion at the time. On each occasion, prior to losing power she recalled the vehicle feeling as if it was "dragging," as if it was not accelerating as quickly as it would normally do so. To the best of her recollection, she reported this occurring only from the time she had initiated that particular trip. There was no visible warning message prior to the vehicle losing power. The only anomalous activity she observed at this time was the "D" (Drive) signal on the Pacifica's dashboard-based gear knob momentarily flashing; she recalls this lasted no more than a few seconds. The vehicle then lost all power, such that the dashboard was no longer displayed any information, the vehicle would no longer accelerate or decelerate, and power steering became unavailable. Additionally, all attempts to shift the control knob to anything other than "D" in that instant were unsuccessful, as were any attempts to press the dashboard-based parking brake button or to press the push-button ignition in an attempt to restart the vehicle. The vehicle merely coasted to a stop, with the driver unable to do anything other than to steer the vehicle to the side of the road, albeit that itself was rendered difficult without the assistance of power steering. Upon reaching a stop, the driver pressed the push-button ignition, and the vehicle restarted. At that time, it once again returned to its normal driving condition.

My wife, as the driver of the vehicle on both referenced occasions, verbally provided this detailed description to Koons Chrysler Service Department (Chain Bridge Road, Vienna, Virginia when requesting service on two occasions: June 16, 2017 (15,717 miles on the vehicle) and September 21, 2017 (19,699 miles on the vehicle). The service department's intake report, which understandably is more limited, is somewhat imprecise in memorializing the above description. Koons' reports state that the vehicle "lost power" and then the driver "pulled over" and "turned [the] vehicle off." As noted in the above description, at the time the vehicle pulled over, the vehicle had already lost power. In this regard, the driver's only option is to turn the vehicle back on; something my wife was unable to do until the vehicle coasted to a complete stop. Notwithstanding this imprecision, I feel confident the service department fully understood the nature of the reported incident and had sufficient information on which to rely in their inspection and testing of the vehicle.

Local Service Department Review and Corporate Engagement - Following the service department's review of my vehicle on each occasion, they advised the deficiency "could not [be] duplicated," and thus offered no resolution. The nature and scope of that review is unclear from the service report or any discussions with the local department or Chrysler corporate representatives.

Specifically, Koons Chrysler has indicated they were unable to detect any "error codes." This includes as a result of their driving the vehicle, with a data recorder and pursuant to my authorization, for approximately 300 miles. It is not clear whether any manual inspection of the engine, transmission, or other parts of the vehicle was conducted, nor whether any expert technical assistance was provided by Chrysler corporate personnel, despite representatives advising me that such assistance would be made available upon initiating a "star" case for my vehicle on September 27, 2017.

Attached for your review are two service reports provided by Koons Chrysler. I should note that a corporate representative did advise in an October 13, 2017 phone conversation that, according to her records, a corporate engineer did engage the local dealership on this matter, including to review data collected from the vehicle. How extensive that review was, and the means by which that review was conducted (i.e., electronic, telephonic, or in-person), is not known. For your reference, my Chrysler "star" case number is [REDACTED] and the case manager assigned to my matter is Nicole (last name unknown). Her contact information is 866-932-3873 (extension 4719869); NS1317@chrysler.com.

In speaking with Nicole on multiple occasions and her supervisor, Samantha (last name unknown), on October 16, 2017, I have concluded that either (a) Chrysler's corporate representatives are being untruthful about the extent to which they are aware of the Pacifica's power loss deficiency, or (b) Chrysler's current internal communications are negligently deficient and critical information is not being made available.

During multiple phone conversations, both corporate representatives and Koons Chrysler service personnel advised that Chrysler's initiation of a "star" case is designed to, among other things, ensure that issues requiring expert technical assistance not only receive that assistance from the corporate level, but also allow attract the attention of the corporate engineers for the purpose of determining whether commonly observed deficiencies may require resolution for the entire line of

vehicles, if needed. Given the number of individuals complaining of this power loss deficiency on NHTSA's website (42 of the 84 total 2017 Chrysler Pacifica complaints as of October 15, 2017) and on publicly available online forums (where many have indicated they initiated a "star" case), I respectfully submit that it would require a significant breakdown in communications for a case management supervisor to not have heard of this happening previously.

I find this absence of any awareness especially unbelievable given that at least 16 times, between April 10, 2017 and August 1, 2017, two individuals holding themselves out as a "Chrysler Social Care Specialist" themselves posted on one of these online forums. In each post, the Chrysler Social Care Specialist invited affected Pacifica owners to provide their VIN and contact information so that Chrysler may open a case for that particular complainant. **Attached for your review are screen shots documenting these various posts by individuals self-identifying as corporate representatives.**

Extensive Online Reports of Others Experiencing Similar Power Loss Incidents - In addition to the more than 40 filed reports publicly available on NHTSA's website, as discussed above, there are numerous postings on online forums. Those forums include the following:

Facebook, Chrysler Pacifica Owners (Closed Group) - available to Facebook members at [REDACTED] **Because this is a closed group, I have attached a screen capture of many reports, and direct communications with these users have resulted in their consent for me to provide you with their contact information, which has also been attached.**

PacificaForums.com - available at <http://www.pacificaforums.com/forum/474-chrysler-pacifica-minivan-issues-problems/2937-vehicle-shut-off-while-driving.html>. This page includes multiple self-reports and users relaying their own experiences with Chrysler corporate and local service personnel.

Car Problem Zoo - <http://www.carproblemzoo.com/chrysler/pacifica/engine-shut-off-without-warning-problems.php>

Most notably, at least one affected owner captured the incident on video. Mr. Sid Patel made that available on September 15, 2017 - <http://www.pacificaforums.com/forum/474-chrysler-pacifica-minivan-issues-problems/2937-vehicle-shut-off-while-driving-41.html> (see post 403). These videos have also been made available on Twitter, with the user tagging #Chrysler in an apparent effort to bring it to the company's attention - <https://twitter.com/shpbay>.¹

Regarding the various above online posts, I have no way of knowing how many complainants have registered their complaints on multiple sites, nor do I know how many of them have filed formal reports with NHTSA. I provide these links merely to (a) demonstrate the volume of reported incidents, (b) highlight the substantial similarity between these individuals who seemingly have no connection to one another other than owning the same make and model vehicle; and (c) make clear

¹ A number of Pacifica owners report online that at the time of losing power, their vehicle displayed a message of "shift to park and restart vehicle." My wife does not specifically recall observing such a message displayed on the two occasions in which our vehicle lost power. As noted above, her best recollection was that the vehicle appeared to maintain no power.

the publicly available nature of these complaints that can be located online by Chrysler corporate personnel through a basic internet search.

Even if Chrysler corporate personnel were somehow unaware of this deficiency prior to now, I provided them with the above PacificaForums and Car Problem Zoo links on October 3, 2017, and referenced the Facebook posts in a phone conversation with Samantha, the Chrysler corporate supervisor, on October 16, 2017. **Sample copies of my email correspondence have been attached.**

T23 EGR Valve Notification - During my phone discussion with you today, you highlighted an available software update for the Exhaust Gas Recirculation (EGR) valve, which you indicated – if not properly functioning – has led to stalling in other vehicles. According to Fiat Chrysler America's public notice, however, this is not the basis for that notice. Instead, the notice provides: "The Powertrain Control Module on your vehicle has software that may be operating the Exhaust Gas Recirculation valve (EGR) with an aggressive seating velocity. An aggressive seating velocity may damage the EGR valve. As a result this condition may illuminate the Malfunction Indicator Lamp (MIL) on the instrument cluster."

(<https://www.chrysler.com/universal/webselfservice/pdf/T23.pdf>) As you can see, FCA's public notice makes no reference to that being the purpose of this notification, and specific inquiries I have made to both corporate and local service department personnel concerning the full scope of this software update have provided me no additional information.

Finally, you noted during our call that your review of my VIN's record reflected that this software update was not yet complete. My attached October 9, 2017 invoice references a reprogramming of PCM software, but it is not clear from these records that it was completed. In light of the VIN record indicating this software update remains uncompleted, I will follow up with my local dealership to confirm there remains no open action item for this vehicle.

Other Affected Drivers Consenting to Speak with NHTSA Investigators - During our phone discussion, you advised that NHTSA is currently gathering information and, as part of that process, you are interested in speaking with others whose Pacifica lost power while in motion and were offered no resolution by Chrysler corporate or local service personnel. **Attached is contact information for several individuals who I have identified as meeting this criteria through public forums.** Each has provided consent to be contacted by you and supports an NHTSA investigation into this deficiency.

Thank you again for your willingness to accept what I concede is a lengthy description of the current situation. As we discussed, both my wife and I are happy to meet in person at NHTSA offices, or can speak further via phone. I can be contacted during business hours at [REDACTED] and via email at [REDACTED]. I look forward to continuing to provide whatever support is needed, and thank you again for your time and assistance.

Sincerely,

[REDACTED]

Attachments

October 22, 2017

Mr. Sergio Marchionne
Chief Executive Officer, Fiat Chrysler Automobiles N.V.
1000 Chrysler Drive
Auburn Hills, Michigan 48326

RE: **2017 Chrysler Pacifica**
Major Safety Defect - Loss of Power While in Motion

Dear Mr. Marchionne:

I write to alert you to a major safety defect with the 2017 Chrysler Pacifica that I fear your staff may not yet have brought to your attention.

I, along with nearly 50 other Pacifica owners who have filed complaints with the National Highway Transportation Safety Administration (NHTSA)¹ and countless others who have posted in online forums, have had our vehicles suddenly lose power while in motion. This has occurred without warning and left Chrysler drivers unable to accelerate, decelerate, or use power steering. The vehicle has lost power at varying speeds, ranging from 15 miles per hour on a local road to more than 70 miles per hour on a major highway. All NHTSA complainants report that neither their local Chrysler service department nor any of your corporate technicians can replicate this critical malfunction. As a result, Chrysler claims it can offer no definitive resolution. Instead, on all known occasions your company merely advises affected Pacifica owners to continue driving the vehicle until they experience this major safety defect again. To be certain, this is a defect that — if left unaddressed — will eventually cause the grievous injury or death of a Pacifica driver, his or her passengers, and conceivably those with whom the Pacifica shares the road.

Chrysler's inaction on this major safety defect is reckless, irresponsible, and potentially criminally negligent.

I am an attorney and have consulted with legal counsel specializing in lemon law and class-action lawsuits. As Chrysler's Chief Executive, I implore you to avoid the expense of litigation that arises from the failure to address this safety defect while the number of affected Pacifica owners is not overwhelming.

It is entirely possible that until receiving this letter you were unaware that the 2017 Pacifica is experiencing this complete system failure. Those who work for you, however, cannot reasonably

¹ See NHTSA, 2017 Chrysler Pacifica - Complaints, at <https://www.nhtsa.gov/vehicle/2017/CHRYSLER/PACIFICA/VAN/FWD#complaints> (87 complaints as of October 22, 2017, with more than half reporting that the complainant's vehicle lost power while in motion).

claim the same. As I indicated above, there are nearly 50 filed complaints on NHTSA's public website with reports of the vehicle losing power while in motion. There are many others posting on various online forums.² On these same forums, no less than 16 times in the last five months, individuals self-identifying as "Chrysler Social Care Specialists" have invited specific owners to provide a VIN so that Chrysler could open a case to address their problem.³ Countless owners with whom I am in direct contact have similarly initiated their own "star" cases, having elevated their claims with Chrysler corporate case managers across the country. Finally, one driver captured his Pacifica's loss of power on video and posted it to Twitter.⁴ #Chrysler was tagged. There is more than sufficient evidence to establish that Chrysler is corporately aware of this major safety defect. In failing to issue a recall though, it has made an apparent choice to do nothing about it. With my family's safety at risk, I cannot and will not do the same.

To date I have spoken with investigators from NHTSA's Office of Defects Investigation, as well as with representatives from the Center for Auto Safety. As noted above, I have also engaged legal counsel.

I am asking that you or a member of your executive team please contact me at ([REDACTED]) upon receiving this letter. I would be happy to provide you any additional information you require to ensure that the defect is responsibly addressed, lives are not further endangered, and litigation is avoided.

Thank you. I look forward to hearing from you.

Sincerely,

[REDACTED]

Attachment: October 2017 Letter to NHTSA, Office of Defects Investigation

Cc: Board of Directors, Fiat Chrysler Automobiles

² See PacificaForums.com, at <http://www.pacificaforums.com/forum/474-chrysler-pacifica-minivan-issues-problems/2937-vehicle-shut-off-while-driving.html>; Facebook, Chrysler Pacifica Owners group, at <https://www.facebook.com/groups/1113057305433292/>; Car Problem Zoo, at <http://www.carproblemzoo.com/chrysler/pacifica/engine-shut-off-without-warning-problems.php>.

³ See, e.g., PacificaForums.com, at <http://www.pacificaforums.com/forum/474-chrysler-pacifica-minivan-issues-problems/2937-vehicle-shut-off-while-driving-3.html> (post numbers 25, 34, 43, 44, 47, 134, 186, 188, 195, 205, 218, 232, 233, 270, 278, and 287).

⁴ See <https://twitter.com/shpbay>; PacificaForums.com, at <http://www.pacificaforums.com/forum/474-chrysler-pacifica-minivan-issues-problems/2937-vehicle-shut-off-while-driving-41.html> (post 403).

Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2017-12-05 11:37:06.041034

Files Not Recieved: 0



COMMONWEALTH of VIRGINIA
Office of the Attorney General

Mark R. Herring
Attorney General

202 North Ninth Street
Richmond, Virginia 23219
804-786-2071
FAX 804-225-4378

November 21, 2017

Customer Relations Support
FCA US LLC/Chrysler, LLC *
6940 Columbia Gateway Dr
Ste 220
Columbia, MD 21046

Re: 932271 [REDACTED] VS FCA US LLC/Chrysler, LLC *

Dear Sir or Madam:

Enclosed is a copy of a complaint filed with the Virginia Attorney General's Office regarding your company. This matter was referred to our Dispute Resolution Unit. Our unit utilizes neutral dispute resolution services such as facilitation, conciliation, and mediation at no cost to the participants. Through our services, consumer disputes can be resolved quickly and amicably without the time and expense of litigation.

Please review the enclosed complaint carefully. Although participation in our dispute resolution process is voluntary, we do request an acknowledgement of this letter. If you decide to participate and respond to the complaint, please do so in writing within ten (10) business days from the date of this letter. All responses are shared with the consumer. I am available to answer any questions you may have about the process.

This Office will retain the enclosed complaint and copies of all official correspondence regarding the complaint in accordance with the applicable state retention schedule. Under the Virginia Freedom of Information Act, please be advised that these materials will be available to the public for review, upon request.

I may be contacted at (804) 786-1304 or (800) 552-9963, extension 61304 within Virginia. My email address is DADavis@oag.state.va.us. The fax number is (804) 225-4378.

Sincerely,

A handwritten signature in cursive script that reads "Demetria A. Davis".

Demetria A. Davis
Dispute Resolution Specialist
Dispute Resolution Unit

Enclosure

cc: Mr. Adam J. Cohen



VEHICLE
PROTECTION PLAN

MOPAR VEHICLE PROTECTION APPLICATION

An FCA US LLC issued Plan

Plan Number:

VEHICLE ID NUMBER
[REDACTED]

VEHICLE AND CONTRACT HOLDER INFORMATION

YEAR/MAKE/MODEL
2017 CHRYSLER PACIFICA

ODOMETER & TYPE
0

MILES KM
[REDACTED]

IN-SERVICE DATE
06/20/16

PRIMARY CONTRACT HOLDER'S FIRST & LAST NAME OR COMPANY NAME
MR MRS MS OTHER [REDACTED]

OPTION SALE DATE
JUN 20TH 2016

SECONDARY CONTRACT HOLDER'S FIRST & LAST NAME
MR MRS MS OTHER [REDACTED]

PRIMARY E-MAIL ADDRESS
[REDACTED]

STATE
VA

ZIP
[REDACTED]

PHONE NUMBER H W C
[REDACTED]

PHONE NUMBER H W C
[REDACTED]

COVERAGE INFORMATION

PROGRAM NAME / TERM*	OPTION CODE / DEDUCTIBLE	CUSTOMER PAID AMOUNT	SALES TAX	TOTAL	N/C FLAG	PAYMENT METHOD	AMOUNT DOWN	AMOUNT FINANCED
EXCISE 84	W7751 100 DED	\$2,200.00	\$66.00	\$2,266.00		B		
	N/A DED		N/A	N/A				
	N/A DED	N/A	N/A	N/A				
	N/A DED	N/A	N/A	N/A				
TOTALS		\$2,200.00		\$2,266.00				

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

CHECK BOX
IF TAX ☐
EXEMPT

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

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

EMPLOYEE PURCHASE ☐ YES ☐ NO

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

IMPORTANT NOTICE TO CONTRACT HOLDER

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

DATE JUN 20TH 2016

CONTRACT HOLDER'S SIGNATURE X

DEALER INFORMATION

DEalership NAME

SELLING S-ID

PHONE NUMBER

(703) 356-0400

CITY, STATE & ZIP
VIRGINIA VA 22182

BC

DEALER CODE
68340

IMPORTANT NOTICE TO DEALER

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

SALESPERSON NAME

AUTHORIZED DEALER SIGNATURE X

DATE JUN 20TH 2016

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

COPIES

#1 (BLACK) DEALERCONNECT ENTRY DOCUMENT CA License # 0G94472
#2 (GREEN) FINANCE SOURCE (IF ANY) FL License #: 65505
#3 (BROWN) TO OWNER Ref 20150101
#4 (BLUE) DEALER'S FILE



KOONS OF TYSONS, INC.

2050 CHAMBERLAIN ROAD
VIENNA, VA 22182
703-241-0000

BUYER'S ORDER

DATE JUNE 20, 2016

PURCHASER'S
FULL NAME

PURCHASER'S

CITY LEESBURG		STATE VA	ZIP [REDACTED]	HOME PHONE [REDACTED]	BUS. PHONE [REDACTED]
E-MAIL [REDACTED]	CUSTOMER NO. 647369	DATE OF BIRTH 06/20/16	MAKE CHRYSLER	MODEL PACIFICA	YEAR 2017
STOCK NO. 171007	SEAL NO. 2C1RC1BC1H [REDACTED]	AMTAGE 6	NEW/USED/DEMO NEW		

CASH PRICE OF VEHICLE	DESTINATION CHARGE	\$40,632.00
STD. ORIGINAL LIST		\$995.00
OPTIONAL ON-BOARD HANDLING		
3.6L V6 24V AXT. ENGINE		
8 SPD 948TE FWD AUTO TRANS		
EXCELLENT BLACK CRYSTAL PEARL		
WAX-TIME PAINT		
INFLATABLE SPARE TIRE KIT W/SE	PROCESSING FEE	599.00
UNCONNECT 8.4 NAV	SUB-TOTAL	\$42,226.00
30 STATE EMISSIONS	TAX	\$1,669.77
ADVANCED SAFETYTEC GROUP	EST. 30 MONTH MAINT. AGREEMENT W/TAX	2,266.00
	PURCHASER'S ON-LINE SYSTEMS FILING FEE	\$10.00
	DEALER'S BUSINESS LICENSE TAX	\$31.68
Plates	Transfer	\$57.75
Temp		
Lien		
Title		\$10.00

NO LIABILITY INSURANCE INCLUDED

DEPOSIT DUE WITH ORDER (This Buyers Order is not a cash receipt)	EXCLUDING REBATE OF	\$1,500.00	\$2,500.00
ALLOWANCE FOR USED CAR TRADE-IN		\$23,000.00	
LESS APPROXIMATE BALANCE OWING TO: TOYOTA FINANCIAL SER		\$24,570.00	
NET ALLOWANCE ON TRADE-IN			\$1,570.00

DESCRIPTION OF TRADE-IN	VIN#	5TDDK3EH3DS2 [REDACTED]	TRADE IN MILEAGE	39847	TOTAL CREDITS	\$930.00
MAKE	MODEL	TYPE	YEAR		BALANCE DUE ON DELIVERY	\$45,331.20
TOYOTA	HIGHLANDER		2013			

TO ENSURE MY COMPLETE SATISFACTION
I UNDERSTAND ALL PROMISES MUST BE IN WRITING.

INITIAL

IF YOU ARE FINANCING THIS VEHICLE, PLEASE READ THIS NOTICE: YOU ARE PROPOSING TO ENTER INTO A RETAIL INSTALLMENT SALES CONTRACT WITH THE DEALER. PART OF YOUR CONTRACT INVOLVES FINANCING THE PURCHASE OF YOUR VEHICLE. IF YOU ARE FINANCING THIS VEHICLE AND THE DEALER INTENDS TO TRANSFER YOUR FINANCING TO A FINANCE PROVIDER SUCH AS A BANK, CREDIT UNION OR OTHER LENDER, YOUR VEHICLE PURCHASE DEPENDS ON THE FINANCE PROVIDER'S APPROVAL OF YOUR PROPOSED RETAIL INSTALLMENT SALES CONTRACT. IF YOUR RETAIL INSTALLMENT SALES CONTRACT IS APPROVED WITHOUT A CHANGE THAT INCREASES THE COST OR RISK TO YOU OR THE DEALER, YOUR PURCHASE CANNOT BE CANCELLED. IF YOUR RETAIL INSTALLMENT SALES CONTRACT IS NOT APPROVED THE DEALER WILL NOTIFY YOU VERBALLY OR IN WRITING. YOU CAN THEN DECIDE TO PAY FOR THE VEHICLE IN SOME OTHER WAY OR YOU OR THE DEALER CAN CANCEL YOUR PURCHASE. IF THE SALE IS CANCELLED, YOU NEED TO RETURN THE VEHICLE TO THE DEALER WITHIN 24 HOURS OF VERBAL OR WRITTEN NOTICE IN THE SAME CONDITION IT WAS GIVEN TO YOU, EXCEPT FOR NORMAL WEAR AND TEAR. ANY DOWN PAYMENT OR TRADE-IN YOU GAVE THE DEALER WILL BE RETURNED TO YOU. IF YOU DO NOT RETURN THE VEHICLE WITHIN 24 HOURS OF VERBAL OR WRITTEN NOTICE OF CANCELLATION, THE DEALER MAY LOCATE THE VEHICLE AND TAKE IT BACK WITHOUT FURTHER NOTICE TO YOU AS LONG AS THE DEALER FOLLOWS THE LAW AND DOES NOT CAUSE A BREACH OF THE PEACE WHEN TAKING THE VEHICLE BACK. IF THE DEALER DOES NOT RETURN YOUR DOWN PAYMENT AND ANY TRADE-IN WHEN THE DEALER GETS THE VEHICLE BACK IN THE SAME CONDITION IT WAS GIVEN TO YOU, EXCEPT FOR NORMAL WEAR AND TEAR, THE DEALER MAY BE LIABLE TO YOU UNDER THE VIRGINIA CONSUMER PROTECTION ACT. IF YOU ARE LEASING THIS VEHICLE, THE SAME PROCEDURES, RIGHTS AND OBLIGATIONS APPLICABLE TO A TRANSACTION INVOLVING A RETAIL INSTALLMENT SALES CONTRACT STATED ABOVE APPLY TO THIS TRANSACTION.

INSURANCE CO.
NATIONWIDE INS COMPANY

AGENT'S PHONE NO.
(800) 421-3535

October 22, 2017

Mr. Sergio Marchionne
Chief Executive Officer, Fiat Chrysler Automobiles N.V.
1000 Chrysler Drive
Auburn Hills, Michigan 48326

RE: **2017 Chrysler Pacifica**
Major Safety Defect - Loss of Power While in Motion

Dear Mr. Marchionne:

I write to alert you to a major safety defect with the 2017 Chrysler Pacifica that I fear your staff may not yet have brought to your attention.

I, along with nearly 50 other Pacifica owners who have filed complaints with the National Highway Transportation Safety Administration (NHTSA)¹ and countless others who have posted in online forums, have had our vehicles suddenly lose power while in motion. This has occurred without warning and left Chrysler drivers unable to accelerate, decelerate, or use power steering. The vehicle has lost power at varying speeds, ranging from 15 miles per hour on a local road to more than 70 miles per hour on a major highway. All NHTSA complainants report that neither their local Chrysler service department nor any of your corporate technicians can replicate this critical malfunction. As a result, Chrysler claims it can offer no definitive resolution. Instead, on all known occasions your company merely advises affected Pacifica owners to continue driving the vehicle until they experience this major safety defect again. To be certain, this is a defect that — if left unaddressed — will eventually cause the grievous injury or death of a Pacifica driver, his or her passengers, and conceivably those with whom the Pacifica shares the road.

Chrysler's inaction on this major safety defect is reckless, irresponsible, and potentially criminally negligent.

I am an attorney and have consulted with legal counsel specializing in lemon law and class-action lawsuits. As Chrysler's Chief Executive, I implore you to avoid the expense of litigation that arises from the failure to address this safety defect while the number of affected Pacifica owners is not overwhelming.

It is entirely possible that until receiving this letter you were unaware that the 2017 Pacifica is experiencing this complete system failure. Those who work for you, however, cannot reasonably

¹ See NHTSA, 2017 Chrysler Pacifica - Complaints, at <https://www.nhtsa.gov/vehicle/2017/CHRYSLER/PACIFICA/VAN/FWD#complaints> (87 complaints as of October 22, 2017, with more than half reporting that the complainant's vehicle lost power while in motion).

the publicly available nature of these complaints that can be located online by Chrysler corporate personnel through a basic internet search.

Even if Chrysler corporate personnel were somehow unaware of this deficiency prior to now, I provided them with the above PacificaForums and Car Problem Zoo links on October 3, 2017, and referenced the Facebook posts in a phone conversation with Samantha, the Chrysler corporate supervisor, on October 16, 2017. **Sample copies of my email correspondence have been attached.**

T23 EGR Valve Notification - During my phone discussion with you today, you highlighted an available software update for the Exhaust Gas Recirculation (EGR) valve, which you indicated – if not properly functioning – has led to stalling in other vehicles. According to Fiat Chrysler America's public notice, however, this is not the basis for that notice. Instead, the notice provides: "The Powertrain Control Module on your vehicle has software that may be operating the Exhaust Gas Recirculation valve (EGR) with an aggressive seating velocity. An aggressive seating velocity may damage the EGR valve. As a result this condition may illuminate the Malfunction Indicator Lamp (MIL) on the instrument cluster."

(<https://www.chrysler.com/universal/webselfservice/pdf/T23.pdf>) As you can see, FCA's public notice makes no reference to that being the purpose of this notification, and specific inquiries I have made to both corporate and local service department personnel concerning the full scope of this software update have provided me no additional information.

Finally, you noted during our call that your review of my VIN's record reflected that this software update was not yet complete. My attached October 9, 2017 invoice references a reprogramming of PCM software, but it is not clear from these records that it was completed. In light of the VIN record indicating this software update remains uncompleted, I will follow up with my local dealership to confirm there remains no open action item for this vehicle.

Other Affected Drivers Consenting to Speak with NHTSA Investigators - During our phone discussion, you advised that NHTSA is currently gathering information and, as part of that process, you are interested in speaking with others whose Pacifica lost power while in motion and were offered no resolution by Chrysler corporate or local service personnel. **Attached is contact information for several individuals who I have identified as meeting this criteria through public forums.** Each has provided consent to be contacted by you and supports an NHTSA investigation into this deficiency.

Thank you again for your willingness to accept what I concede is a lengthy description of the current situation. As we discussed, both my wife and I are happy to meet in person at NHTSA offices, or can speak further via phone. I can be contacted during business hours at (703) 622-6222 and via email at [REDACTED]. I look forward to continuing to provide whatever support is needed, and thank you again for your time and assistance.

Sincerely,

[REDACTED]

Attachments

[REDACTED]
Leesburg, Virginia [REDACTED]
October 17, 2017

Mr. Scott Yon
Mr. Samuel Wilson
Office of Defects Investigation
U.S. DOT, National Highway Traffic Safety Administration
Washington, DC 20590

Re: NHTSA VOQ 11025119 (filed 9/22/2017)
Chrysler Pacifica, VIN 2C4RC1EG1H [REDACTED]

Mr. Yon and Mr. Wilson:

This letter follows our October 17, 2017 telephone conversation concerning the above captioned NHTSA complaint, which reported to NHTSA a safety concern relating to my 2017 Chrysler Pacifica, specifically the vehicle's loss of power while in motion on two separate occasions.

As we discussed in our conversation, drivers nationwide have reported this apparent deficiency across multiple online forums, to include NHTSA. In nearly every case, these individuals report that Chrysler corporate and local service personnel have been unable to replicate the deficiency and claimed they are therefore unable to offer any resolution. Because this deficiency, if unresolved, could result in grievous injury or death to Pacifica users and others who share the road with these drivers, I thank you for your attention to this complaint and for your willingness to accept the additional information contained herein.

Detailed Description of Reported Incident - In response to your request for a more particularized description of the reported incident, I submit the following:

On two separate occasions, while my wife was driving at no more than approximately 25 miles per hour, the vehicle lost power. The vehicle was in motion at the time. On each occasion, prior to losing power she recalled the vehicle feeling as if it was "dragging," as if it was not accelerating as quickly as it would normally do so. To the best of her recollection, she reported this occurring only from the time she had initiated that particular trip. There was no visible warning message prior to the vehicle losing power. The only anomalous activity she observed at this time was the "D" (Drive) signal on the Pacifica's dashboard-based gear knob momentarily flashing; she recalls this lasted no more than a few seconds. The vehicle then lost all power, such that the dashboard was no longer displayed any information, the vehicle would no longer accelerate or decelerate, and power steering became unavailable. Additionally, all attempts to shift the control knob to anything other than "D" in that instant were unsuccessful, as were any attempts to press the dashboard-based parking brake button or to press the push-button ignition in an attempt to restart the vehicle. The vehicle merely coasted to a stop, with the driver unable to do anything other than to steer the vehicle to the side of the road, albeit that itself was rendered difficult without the assistance of power steering. Upon reaching a stop, the driver pressed the push-button ignition, and the vehicle restarted. At that time, it once again returned to its normal driving condition.

My wife, as the driver of the vehicle on both referenced occasions, verbally provided this detailed description to Koons Chrysler Service Department (Chain Bridge Road, Vienna, Virginia) when requesting service on two occasions: June 16, 2017 (15,717 miles on the vehicle) and September 21, 2017 (19,699 miles on the vehicle). The service department's intake report, which understandably is more limited, is somewhat imprecise in memorializing the above description. Koons' reports state that the vehicle "lost power" and then the driver "pulled over" and "turned [the] vehicle off." As noted in the above description, at the time the vehicle pulled over, the vehicle had already lost power. In this regard, the driver's only option is to turn the vehicle back on; something my wife was unable to do until the vehicle coasted to a complete stop. Notwithstanding this imprecision, I feel confident the service department fully understood the nature of the reported incident and had sufficient information on which to rely in their inspection and testing of the vehicle.

Local Service Department Review and Corporate Engagement - Following the service department's review of my vehicle on each occasion, they advised the deficiency "could not [be] duplicated," and thus offered no resolution. The nature and scope of that review is unclear from the service report or any discussions with the local department or Chrysler corporate representatives.

Specifically, Koons Chrysler has indicated they were unable to detect any "error codes." This includes as a result of their driving the vehicle, with a data recorder and pursuant to my authorization, for approximately 300 miles. It is not clear whether any manual inspection of the engine, transmission, or other parts of the vehicle was conducted, nor whether any expert technical assistance was provided by Chrysler corporate personnel, despite representatives advising me that such assistance would be made available upon initiating a "star" case for my vehicle on September 27, 2017.

Attached for your review are two service reports provided by Koons Chrysler. I should note that a corporate representative did advise in an October 13, 2017 phone conversation that, according to her records, a corporate engineer did engage the local dealership on this matter, including to review data collected from the vehicle. How extensive that review was, and the means by which that review was conducted (i.e., electronic, telephonic, or in-person), is not known. For your reference, my Chrysler "star" case number is [REDACTED], and the case manager assigned to my matter is Nicole (last name unknown). Her contact information is 866-932-3873 (extension 4719869); NS1317@chrysler.com.

In speaking with Nicole on multiple occasions and her supervisor, Samantha (last name unknown), on October 16, 2017, I have concluded that either (a) Chrysler's corporate representatives are being untruthful about the extent to which they are aware of the Pacifica's power loss deficiency, or (b) Chrysler's current internal communications are negligently deficient and critical information is not being made available.

During multiple phone conversations, both corporate representatives and Koons Chrysler service personnel advised that Chrysler's initiation of a "star" case is designed to, among other things, ensure that issues requiring expert technical assistance not only receive that assistance from the corporate level, but also allow attract the attention of the corporate engineers for the purpose of determining whether commonly observed deficiencies may require resolution for the entire line of

vehicles, if needed. Given the number of individuals complaining of this power loss deficiency on NHTSA's website (42 of the 84 total 2017 Chrysler Pacifica complaints as of October 15, 2017) and on publicly available online forums (where many have indicated they initiated a "star" case), I respectfully submit that it would require a significant breakdown in communications for a case management supervisor to not have heard of this happening previously.

I find this absence of any awareness especially unbelievable given that at least 16 times, between April 10, 2017 and August 1, 2017, two individuals holding themselves out as a "Chrysler Social Care Specialist" themselves posted on one of these online forums. In each post, the Chrysler Social Care Specialist invited affected Pacifica owners to provide their VIN and contact information so that Chrysler may open a case for that particular complainant. **Attached for your review are screen shots documenting these various posts by individuals self-identifying as corporate representatives.**

Extensive Online Reports of Others Experiencing Similar Power Loss Incidents - In addition to the more than 40 filed reports publicly available on NHTSA's website, as discussed above, there are numerous postings on online forums. Those forums include the following:

Facebook, Chrysler Pacifica Owners (Closed Group) - available to Facebook members at <https://www.facebook.com/groups/1113057305433292/>. **Because this is a closed group, I have attached a screen capture of many reports, and direct communications with these users have resulted in their consent for me to provide you with their contact information, which has also been attached.**

PacificaForums.com - available at <http://www.pacificaforums.com/forum/474-chrysler-pacifica-minivan-issues-problems/2937-vehicle-shut-off-while-driving.html>. This page includes multiple self-reports and users relaying their own experiences with Chrysler corporate and local service personnel.

Car Problem Zoo - <http://www.carproblemzoo.com/chrysler/pacifica/engine-shut-off-without-warning-problems.php>

Most notably, at least one affected owner captured the incident on video. Mr. [REDACTED] made that available on September 15, 2017 - <http://www.pacificaforums.com/forum/474-chrysler-pacifica-minivan-issues-problems/2937-vehicle-shut-off-while-driving-41.html> (see post 403). These videos have also been made available on Twitter, with the user tagging #Chrysler in an apparent effort to bring it to the company's attention - <https://twitter.com/shpbay>.¹

Regarding the various above online posts, I have no way of knowing how many complainants have registered their complaints on multiple sites, nor do I know how many of them have filed formal reports with NHTSA. I provide these links merely to (a) demonstrate the volume of reported incidents, (b) highlight the substantial similarity between these individuals who seemingly have no connection to one another other than owning the same make and model vehicle, and (c) make clear

¹ A number of Pacifica owners report online that at the time of losing power, their vehicle displayed a message of "shift to park and restart vehicle." My wife does not specifically recall observing such a message displayed on the two occasions in which our vehicle lost power. As noted above, her best recollection was that the vehicle appeared to maintain no power.

claim the same. As I indicated above, there are nearly 50 filed complaints on NHTSA's public website with reports of the vehicle losing power while in motion. There are many others posting on various online forums.² On these same forums, no less than 16 times in the last five months, individuals self-identifying as "Chrysler Social Care Specialists" have invited specific owners to provide a VIN so that Chrysler could open a case to address their problem.³ Countless owners with whom I am in direct contact have similarly initiated their own "star" cases, having elevated their claims with Chrysler corporate case managers across the country. Finally, one driver captured his Pacifica's loss of power on video and posted it to Twitter.⁴ #Chrysler was tagged. There is more than sufficient evidence to establish that Chrysler is corporately aware of this major safety defect. In failing to issue a recall though, it has made an apparent choice to do nothing about it. With my family's safety at risk, I cannot and will not do the same.

To date I have spoken with investigators from NHTSA's Office of Defects Investigation, as well as with representatives from the Center for Auto Safety. As noted above, I have also engaged legal counsel.

I am asking that you or a member of your executive team please contact me at [REDACTED] upon receiving this letter. I would be happy to provide you any additional information you require to ensure that the defect is responsibly addressed, lives are not further endangered, and litigation is avoided.

Thank you. I look forward to hearing from you.

Sincerely,

[REDACTED]

Attachment: October 2017 Letter to NHTSA, Office of Defects Investigation

Cc: Board of Directors, Fiat Chrysler Automobiles

² See PacificaForums.com, at <http://www.pacificaforums.com/forum/474-chrysler-pacifica-minivan-issues-problems/2937-vehicle-shut-off-while-driving.html>; Facebook, Chrysler Pacifica Owners group, at <https://www.facebook.com/groups/1113057305433292/>; Car Problem Zoo, at <http://www.carproblemzoo.com/chrysler/pacifica/engine-shut-off-without-warning-problems.php>.

³ See, e.g., PacificaForums.com, at <http://www.pacificaforums.com/forum/474-chrysler-pacifica-minivan-issues-problems/2937-vehicle-shut-off-while-driving-3.html> (post numbers 25, 34, 43, 44, 47, 134, 186, 188, 195, 205, 218, 232, 233, 270, 278, and 287).

⁴ See <https://twitter.com/shpbay>; PacificaForums.com, at <http://www.pacificaforums.com/forum/474-chrysler-pacifica-minivan-issues-problems/2937-vehicle-shut-off-while-driving-41.html> (post 403).

202



OFFICE OF
ATTORNEY GENERAL OF VIRGINIA
RICHMOND 23219



U.S. POSTAGE >>> PITNEY BOWES



ZIP 23219 \$ 000.67⁰
02 4W
0000336620 NOV 28 2017



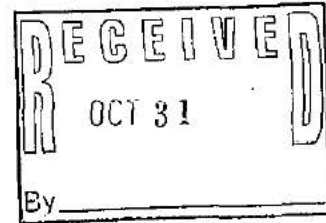
Customer Relations Support
FCA US LLC/Chrysler, LLC *
6940 Columbia Gateway Dr
Ste 220
Columbia, MD 21046

21046\$2876 C019



Name: [REDACTED]
Address: [REDACTED]
Houston, TX [REDACTED]
Phone: [REDACTED]
Date: 10/23/2017 10-24

Manufacturer's Name: Chrysler
Address: FCA US Customer Assistance Center
P.O. Box 21-8004
Auburn Hills, Michigan 48321-8004
Phone: (800) 247-9753



TO WHOM IT MAY CONCERN:

I am writing to notify you of the problems I am experiencing with my **2017 Chrysler Pacifica, VIN 2C4RC1DG2H** [REDACTED] and to request that you correct this problem within thirty (30) days of your receipt of this letter.

I purchased my vehicle from Gillman Chrysler Jeep Dodge at 10585 W Sam Houston Pkwy on 06/17/2017. Approximately 2 weeks after the purchase, I began having trouble with the engine suddenly shutting off while driving. I took my vehicle back to the dealer for repairs on 07/01/2017 and 09/15/2017 but, to date, the dealer has been unable to correct the problem. Attached are copies of the repair orders which document the dealership's attempt to repair my vehicle.

This problem substantially impairs the use or value of my vehicle and creates a serious safety hazard. It has also caused significant financial burden on my family. The 2nd repair order started on September 2017 and had included more than 30 days of interrupted use without a loan car from the dealership. [REDACTED] my wife, has had to take several Lyft and Uber rides to go to work. We are paying the amount of more than \$500 per month for a car that is not being used and additional \$308.64 in September and October 2017 for Lyft and Uber rides. Therefore, if you and/or your dealer are unable to correct this problem, I will expect you to REPURCHASE the vehicle pursuant to Chapter 2301, Subchapter M of the Texas Occupations Code Annotated.

Please contact me on receipt of this letter at the above address or telephone number to arrange a mutually convenient date and time for you to have an opportunity to inspect my vehicle and make any necessary repairs.

Sincerely,

[REDACTED SIGNATURE]

Enclosures
CERTIFIED MAIL
RETURN RECEIPT REQUESTED



Gillman SINCE 1938
CHRYSLER JEEP DODGE
10585 WEST SAM HOUSTON PARKWAY SOUTH
HOUSTON, TEXAS 77099
DIRECT SERVICE LINE
(713)776-4955
www.gillmanauto.com



No goods accepted for credit unless returned with this invoice within 10 days. If part must be returned for any reason please prepay freight and enclose copy of invoice.

We offer one of the largest inventory of parts for all models of Chrysler Jeep Dodge Automobiles.

Adv: [REDACTED]	Tag M527	LICEN: [REDACTED]	PCNRCIDG2 HRS [REDACTED]	Page 1	Invcl		
Invoice to [REDACTED] HOUSTON, TX [REDACTED] WORK: [REDACTED]			Driver/Owner Information [REDACTED] HOUSTON, TX [REDACTED] WORK: [REDACTED]				
For Office Use			Vehicle Information				
Odometer in: 637	Out: 637	Dist: 103 WAR W	Quote	17 CHRYSLER PACIFICA TOURING 4DR WGN WHITE			
MFG: 060001		Stock#: 0C170022					
Begin: 06/11/17	Done: 06/11/17	Invoiced: 06/11/17 13:05 AA	Inservice: 06/10/17	Production: 06/29/17	Sold: 06/17/17		
Customer Concern							
Concern 5:	C/S: WHEN DRIVING 20-25 MPH VEHICLE SHUTS OFF WHEN TURNING-IT HAPPENED 2 TIMES(SENT VIDEO) CUST CAME IN 7/1- W/ 346 MI. PRESENTED VIDEO OF VEHICLE.TECH 625 TESTED FUEL PRESSURE/GASOLINE. PASSED ALL TEST. S/F TEST DROVE 240MI. CANT DUP Collection: OPENED STARR CASE 7/7- ADVISED TECH TO DEplete FUEL SUPPLY. FILL UP WITH FRESH FUEL AND TEST DRIVE. AT 596MI TEST DROVE 17MI.C/N DUP. 7/11- S/F TIGHTEN BATTERY HOT WIRE & GROUND WIRE. 7/15-TEST DROVE 18MI. C/N DUP ENDING MILEAGE 621MI. AFTER ALL TEST COULD NEVER DUP CUST INITIAL CONCERNS Tech 625 AKIOLA, PETER			Operation	Tech Units	Amount	
Cause				NOTE	625	0.0	0.00
Type: W	COND CODE : XX FAIL CODE : XX			Subtotal			
Summary of Charges for Invoice W07753				Payment Distribution for Invoice W07753			
TOTAL CHARGE 0.00				FAC WARRANTY TOTAL CHARGE 0.00			
PREFERRED TREATMENT If you have any questions - please see APRIL ARNOLIE							

ARBITRATION AGREEMENT

Any and all disputes, claims and/or controversies whatsoever between the Parties hereto (or, the dealership and Purchaser) shall be submitted to final and binding arbitration before one arbitrator in Houston, Texas (or, in the city in which the dealership is located) in accordance with the Commercial Arbitration Rules of the American Arbitration Association. Texas law shall apply. Judgement 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 and all disputes, claims or controversies whatsoever between the Parties.

By my signature I acknowledge that I have read and understand the terms and conditions of this arbitration agreement, agree to its terms, and that I received a true copy of this order.

AGREED: X

"STILL THE ONLY WAY TO GO"

CHRYSLER

Jeep

SINCE 1938
Gillman

CHRYSLER JEEP DODGE

10585 WEST SAM HOUSTON PARKWAY SOUTH
HOUSTON, TEXAS 77099

DIRECT SERVICE LINE

(713)776-4955

www.gillmanauto.com



DODGE

No goods accepted for credit unless returned with this invoice within 10 days. If part must be returned for any reason please prepay freight and enclose copy of invoice.

We offer one of the largest inventory of parts for all models of Chrysler Jeep Dodge Automobiles.

Addr: 608 APRIL AVE	Tel: N527	License: [REDACTED]	204RC1DG2 HR5	Page 2 (Last)	Invoice: [REDACTED]
Invoice to: [REDACTED]			Driver/Owner: [REDACTED]		
Invoice#: 08/11/17 11:05:44 AA			17 CHRYSLER PACIFICA TOURING 4DR NON WHITE		
Skill 01 Tech# 625 Start Time: 08/11/17 11:53 Stop Time: 08/11/17 11:53					
Line	Tech	Action	Date/Time	Action	Date/Time
51	625	Begin	08/11/17 11:53	End	08/11/17 11:53
				Elapsed	Units
				1:00	1.0

ARBITRATION AGREEMENT

Any and all disputes, claims and/or controversies whatsoever between the Parties hereto for the first year and thereafter shall be submitted to final and binding arbitration before one arbitrator in Houston, Texas (or, in the city in which the dealership is located) in accordance with the Commercial Arbitration Rules of the American Arbitration Association. Texas law shall apply. 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 and all disputes, claims or controversies whatsoever between the Parties.

By my signature, I acknowledge that I have read and understand the terms and conditions of this arbitration agreement, agree to its terms, and that I received a true copy of this order.

AGREED- X

"STILL THE ONLY WAY TO GO"



Date 9/16/17

Multi-Point Inspection Form

Name	[Redacted]			E-Mail	[Redacted]			Time In
Address	[Redacted]			City & Zip	[Redacted]			Color <u>White</u>
Res. Phone	[Redacted]			Preferred Contact	[Redacted]			Tag No.
VIN	[Redacted]			License No.	[Redacted]			Mileage <u>1322</u>

CUSTOMER STATES: <u>Vehicle Shuts Off While Driving, Could Not Shift</u>	ESTIMATE \$
CUSTOMER STATES: <u>to Park to Try & Turn Engine On</u>	ESTIMATE \$
CUSTOMER STATES: <u>Fastell Plates & Registration</u>	ESTIMATE \$
CUSTOMER STATES:	ESTIMATE \$
CUSTOMER STATES:	ESTIMATE \$

CHECKED AND OKAY AT THIS TIME ☒ MAY REQUIRE FUTURE ATTENTION ☐ REQUIRES IMMEDIATE ATTENTION ☐

OK	ADD	
☐	☐	Window washer liquid level
☐	☐	Transmission fluid level
☐	☐	Power steering fluid level
☐	☐	Coolant recovery reservoir fluid level
☐	☐	4x4 transfer case, front drive axle, clutch, reservoir fluid (truck only)
☐	☐	Operation of horn, interior lights, exterior lamps, turn signals, hazard and brake lamps
☐	☐	Windshield washer spray, wiper operation and wiper blades
☐	☐	Windshield for cracks, chips and pitting
☐	☐	Radiator, heater, and air-conditioning hoses for leaks and damage
☐	☐	Engine air cleaner (filter/AC filter)
☐	☐	Oil and/or fluid leaks
☐	☐	Constant velocity (CV) drive axle boots (if equipped)
☐	☐	Exhaust system (leaks, damage, loose parts)
☐	☐	Drive shaft, transmission and shift linkage (if equipped) and lubricate (as needed)
☐	☐	Steering and steering linkages and lubricate
☐	☐	Suspension (shocks/struts for bounce/leaks/damage) and lubricate
☐	☐	Brake fluid level Note: Brake Fluid not filled - fluid level indicates pad wear
☐	☐	Brake system (including lines, hoses, and parking brake) and wheel end for end-play and bearing noise
☐	☐	Engine Cooling system, hoses, and clamps
☐	☐	Accessory drive belt(s)
☐	☐	Battery terminals
☐	☐	Equipped w/ timing belt

Battery Performance	
☐ GOOD	☐ REPLACE
Measure Front / Rear Brake Linings	
LF LR RF RR	
Over 3mm or 7/32" (Disc) or Over 2mm or 3/32" (Drum) 3 to 5mm or 7/32" to 7/32" (Disc) or 1.01 to 2mm (Drum) or 2/32" to 3/32" Less than 3mm or 7/32" (Disc) or 1mm or 2/32" or less (Drum)	
Check Tires	
LF ☐ /32 LR ☐ /32	RF ☐ /32 RR ☐ /32
Tire Pressure Set to ☐ Factory Recommended FRONT ☐ REAR ☐ PSI	

Comments: No Damage
Customer Has Video Recorded on Phone
+ Sent to Adviser

SHOP SUPPLIES CHARGES - THIS IS A LIST OF SOME SHOP SUPPLY ITEMS USED IN OUR SHOP LABOR PRODUCTION: HAZARDOUS WASTE REMOVAL, BENCH LUBRICANTS, SPECIAL ADHESIVE COMPOUNDS, ABRASIVE STONES, LUBRICANT PASTE, BEARING GREASE, PENETRATING SOLVENTS, MINOR HARDWARE, CHASSIS GREASE, SEALER COMPOUNDS, SANDPAPER, CAULKING, RAGS, PROTECTIVE MATERIALS, CLEANING SOLVENT.

DISCLAIMER OF WARRANTIES - Any warranties on the products sold hereby are those made by the manufacturer. The Seller, GILLMAN CHRYSLER JEEP DODGE RAM, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and GILLMAN CHRYSLER JEEP DODGE RAM neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE
I HEREBY AUTHORIZE REPAIRS TO BE DONE ALONG WITH NECESSARY PARTS AND MATERIALS. I HEREBY GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREET, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION.

SIGN HERE: [Signature]

NOTICE PURSUANT TO §70.001, TEXAS PROPERTY CODE
I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON, WHO IS OBLIGATED TO PAY FOR THE REPAIRS OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR CONTRACT. I UNDERSTAND THAT THIS VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH §9.609, TEXAS BUSINESS AND COMMERCE CODE, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE DRAWER OR MAKER OF THE ORDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.



Gillman Honda South Appraisal Report Prepared For hien h

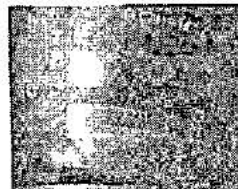
Customer Information

hien h

3017289678

Vehicle Equipment

No Options

Photo Section

Description: 2017 Chrysler Pacifica Touring FWD 3.6L 6Cyl

Color: White/Tan

Odometer: 1,200

VIN: 2C4RC1DG2H [REDACTED]

Vehicle Condition

EXTERIOR:

INTERIOR:

MECHANICAL:

MISCELLANEOUS:

Appraiser Notes

Salesperson: Andre Forrest

Appraiser: Khaled Aouad

Appraisal Date: 9/9/2017 11:55 AM CST

Appraised Value: \$18,000**Customer Acknowledgement**

Said vehicle does not have a welded or bent frame to chassis or unbody damage and the motor block and cylinder heads are not cracked, welded, or repaired. The present engine in the vehicle is the original installed by the vehicle's manufacturer. The vehicle was never in a flood and has no salvage or junk history. Said vehicle has not been in any accident that resulted in damages over \$500.00 and the emission control equipment has never been altered or removed. The airbags have never been deployed. I understand that I may be responsible for any damages you may incur in the event I have misrepresented the condition of my trade-in vehicle to you.

Date: _____ Signed(Owner): _____

Gillman Honda South
10595 W Sam Houston Pkwy S
Houston, TX, US, 77099

Date: **9/9/2017**

Expiration Date : 9/16/2017 and/or 150 miles

Customer: [REDACTED]

\$18,000.00**Eighteen Thousand Dollars and Zero Cents Only**

Signature: _____

Voucher Good For Purchase of Vehicle

VIN: 2C4RC1DG2H [REDACTED]

FROM



1000



48321

U.S. POSTAGE
PAID
HOUSTON, TX
77087
OCT 24, 17
AMOUNT

\$6.80

R2305H130511-11

TO : Chrysler

FCA US Customer Assistance
Center

PO BOX 21-8004

Auburn Hills

Michigan 48321-8004





October 31, 2017

[REDACTED]
Houston, TX [REDACTED]

Reference No.: [REDACTED]

Dear Mr. [REDACTED]

Thank you for your recent letter to FCA LLC regarding your 207 Chrysler Pacifica.

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,

Sharon
Senior Staff

SBM/ss

Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2017-12-12 17:16:27.686127

Files Not Recieved: 0

FITCHBURG, W

ACCOUNT INFORMATION

Account Number [REDACTED]
Account Status **Current**
Statement Date **7/30/2017**
Payment Due Date
Payment Amount **\$323.25**
Payments Made **0**
Maturity Date [REDACTED]
Past Due Amount **\$0 00**
Principal **\$17,457.82**
Accrued Interest **\$49.62**
Unpaid Fees & Charges **\$0 00**
Estimated Payoff* **\$17,507.44**

TOTAL AMOUNT DUE

\$323.25

8/19/2017

*Balance including principal, accrued interest, and unpaid fees and charges as of the Statement Date.

ACCOUNT ALERTS & IMPORTANT MESSAGES

No valid work phone number, please update online.

ACCOUNT ACTIVITY SINCE LAST STATEMENT

Description	Date	Amount

 Pay Online at MyAccount.ChryslerCapital.com.

 Pay by Phone at 1-855-563-5635.

 MoneyGram or Western Union.

See reverse for additional payment options.

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Questions? Go to **MyAccount.ChryslerCapital.com** or call Toll-Free **1-855-563-5635**.

SPECIAL OFFERS

PAYMENT COUPON

↑ To receive proper credit, please detach and return your payment and indicate amount paid, ↑

CHRYSLER
CAPITAL.

FITCHBURG, W

☐

Take advantage of our automatic payment plan or update your address. Please check the box and fill out reverse side.

Chrysler Capital
P.O. Box 660335
Dallas, TX 75266-0335

Total Amount Due \$323.25

Account Number [REDACTED]

Due Date 8/19/2017

Please make all checks payable to Chrysler Capital. If you are sending in additional money to reduce your balance, please indicate below.

Payment Amount \$

Additional Principal \$

Fees \$

Total Amount Enclosed \$

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Pay Online at MyAccount.ChryslerCapital.com. We accept payments from checking/savings accounts pinless debit/ATM cards. You can make a one-time payment or set up a recurring online payment plan. A convenience fee may apply.



Pay by Phone at 1-855-563-5635. Please have the account number from your checking, savings, or pinless debit/ATM account ready when you call. You will also need your Chrysler Capital account number. Convenience Fee may apply.



MoneyGram or Western Union. Express payments can be made using MoneyGram or Western Union Quick Collect. Please visit ChryslerCapital.com for details, including fees that will apply. Please note:

- » MoneyGram Receive Code is 1192.
- » Western Union City Code is CHRYSLERCAP, State Code is TX.



CheckFreePay. This service enables customers to walk into nearly 25,000 retail locations nationwide to make their loan payment. Just take the bottom portion of your billing statement and cash payment to a nearby CheckFreePay location, fees will apply. To find the location nearest you visit www.checkfreepay.com.



Pay by Mail. Mail your payment, made out to Chrysler Capital, to P.O. Box 660335, Dallas, TX 75266-0335. Write your account number on your check or money order and return it with the lower portion of your statement in the envelope that will be provided. To ensure payments are received in a timely manner, please mail your payment five to seven days before the due date.



Auto Pay. Sign up today for Auto Pay and your monthly payments will automatically be deducted from your personal checking or savings account and credited to your account by the payment due date. You will never have to worry about a late or missing car payment again! It's smart, it's FREE, and it's easy!

- » **Visit MyAccount.ChryslerCapital.com** to sign up, or fax the Authorization form at the bottom to 1-877-216-5854. If you have any other questions please feel free to call us toll-free at 1-855-563-5635 and an account manager will be happy to assist you.
- » **To stop or cancel Auto Pay:** Simply provide us with a 30-day written notice from the customer who authorized the recurring ACH transactions on the relevant account, and we will process the cancellation.
- » **If you change financial institutions or accounts:** You may stop payment of a debit entry by providing written notification to both Chrysler Capital and your financial institution prior to closing or changing your account.



Late Payment Warning: If we do not receive your payment(s) – including any fees or late charges that have been assessed – by the due date, you may have to pay a late fee.

ACCOUNT INFORMATION

Automated Account Information - Please visit our web site MyAccount.ChryslerCapital.com to obtain your payoff information, next payment due, date of last payment or to update your account at any time call toll-free 1-855-563-5635. You may also use this system to make a payment by phone. Follow the simple instructions that will guide you through our menu.

Insurance - Coverage is mandatory. Your contract includes a requirement to maintain an insurance policy on your vehicle that provides comprehensive and collision coverage and to have a Loss Payee and Additional Insured Endorsement. **Please make sure this information is correctly disclosed on your policy.** Please visit MyAccount.ChryslerCapital.com to update your policy information at any time or call toll-free 1-855-563-5635.

Notice to Customer

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

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

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

Notice of Important Rights MA Residents

You have the right to make a written or oral request that telephone calls regarding your debt not be made to you at your place of employment. Any such oral request will be valid for only ten (10) days unless you provide written confirmation of the request postmarked or delivered within seven (7) days of such request. You may terminate this request by writing to Chrysler Capital Inc., P.O. Box 961275, Fort Worth, TX 76161-1275.

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Mail payoff checks to:

Chrysler Capital, P.O. Box 660335, Dallas, TX 75266-0335.

Send bankruptcy notifications to:

Chrysler Capital, Attn: Bankruptcy Dept., P.O. Box 961278, Ft. Worth, TX 76161-1278. All verbal communication regarding a bankruptcy needs to be made by calling 1-855-563-5635.

Mail your insurance information to:

Chrysler Capital, P.O. Box 3610, Carmel, IN 46082.

Mail non-payment correspondence to:

Chrysler Capital, P.O. Box 961275, Fort Worth, TX 76161-1275.

Sign up for online statements and recurring payments, visit the My Account section of ChryslerCapital.com and set up an online account. You will need a valid email address and your social security number to get started.

CHANGE OF ADDRESS/TELEPHONE INFORMATION (PLEASE PRINT)

Your Street Address _____

Your City _____ State _____ Zip _____

Home Phone _____ Work Phone _____ Cell Phone _____

Email Address _____

If the vehicle is being garaged at a location other than the new mailing address, please enter to reflect the correct garaging information below.

Vehicle Location Street Address _____

City _____ State _____ Zip _____

AUTO PAY AUTHORIZATION (PLEASE PRINT)

Name on the Account _____ Chrysler Capital Account Number _____

Financial Institution Name and Phone Number _____

☐ Checking ☐ Savings _____ Checking/Savings Account Number _____ ACH Routing Number _____

Amount to Debit _____ Start Date _____ Day of Month/Due Date _____

Primary Name on the Account _____ Date _____ Signature _____

Secondary Name on the Account _____ Date _____ Signature _____

I hereby authorize Chrysler Capital to initiate entries to my checking or savings account at the financial institution above, for the purpose of making my monthly auto payments. I also authorize the financial institution to withdraw these payments from my account. I hereby Agree To All The Terms And Conditions As Noted Above. You authorize Chrysler Capital to cancel your Auto Pay if, on any scheduled payment date, the amount of your scheduled Auto Pay payment is greater than the payoff amount on your account.

FITCHBURG, WI

ACCOUNT INFORMATION

Account Number 0
Account Status Current
Statement Date 7/30/2017
Payment Due Date
Payment Amount \$323.25
Payments Made 0
Maturity Date 7/19/2022
Past Due Amount \$0 00
Principal \$17,457.82
Accrued Interest \$49.62
Unpaid Fees & Charges \$0 00
Estimated Payoff* \$17,507.44

TOTAL AMOUNT DUE

\$323.25

8/19/2017

*Balance including principal, accrued interest, and unpaid fees and charges as of the Statement Date.

ACCOUNT ALERTS & IMPORTANT MESSAGES

No valid work phone number, please update online.

ACCOUNT ACTIVITY SINCE LAST STATEMENT

Description	Date	Amount

 Pay Online at MyAccount.ChryslerCapital.com.

 Pay by Phone at 1-855-563-5635.

 MoneyGram or Western Union.

See reverse for additional payment options.

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SPECIAL OFFERS

PAYMENT COUPON

↑ To receive proper credit, please detach and return your payment and indicate amount paid, ↑

CHRYSLER
CAPITAL.

FITCHBURG, WI

☐

Take advantage of our automatic payment plan or update your address. Please check the box and fill out reverse side.

Chrysler Capital
P.O. Box 660335
Dallas, TX 75266-0335

*Applying a portion of your enclosed amount to these fields will not advance the due date.

Total Amount Due \$323.25

Account Number

Due Date 8/19/2017

Please make all checks payable to Chrysler Capital. If you are sending in additional money to reduce your balance, please indicate below.

Payment Amount \$

***Additional Principal** \$

***Fees** \$

Total Amount Enclosed \$

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Pay Online at MyAccount.ChryslerCapital.com. We accept payments from checking/savings accounts and pinless debit/ATM cards. You can make a one-time payment or set up a recurring online payment plan. A convenience fee may apply.



Pay by Phone at 1-855-563-5635. Please have the account number from your checking, savings or pinless debit/ATM account ready when you call. You will also need your Chrysler Capital account number. Convenience Fee may apply.



MoneyGram or Western Union. Express payments can be made using MoneyGram or Western Union Quick Collect. Please visit ChryslerCapital.com for details, including fees that will apply. Please note:

- » MoneyGram Receive Code is 1192.
- » Western Union City Code is CHRYSLERCAP, State Code is TX.



CheckFreePay. This service enables customers to walk into nearly 25,000 retail locations nationwide to make their loan payment. Just take the bottom portion of your billing statement and cash payment to a nearby CheckFreePay location, fees will apply. To find the location nearest you visit www.checkfreepay.com.



Pay by Mail. Mail your payment, made out to Chrysler Capital, to P.O. Box 660335, Dallas, TX 75266-0335. Write your account number on your check or money order and return it with the lower portion of your statement in the envelope that will be provided. To ensure payments are received in a timely manner, please mail your payment five to seven days before the due date.



Auto Pay. Sign up today for Auto Pay and your monthly payments will automatically be deducted from your personal checking or savings account and credited to your account by the payment due date. You will never have to worry about a late or missing car payment again! It's smart, it's FREE, and it's easy!

- » **Visit MyAccount.ChryslerCapital.com** to sign up, or fax the Authorization form at the bottom to 1-877-216-5854. If you have any other questions please feel free to call us toll-free at 1-855-563-5635 and an account manager will be happy to assist you.
- » **To stop or cancel Auto Pay:** Simply provide us with a 30-day written notice from the customer who authorized the recurring ACH transactions on the relevant account, and we will process the cancellation.
- » **If you change financial institutions or accounts:** You may stop payment of a debit entry by providing written notification to both Chrysler Capital and your financial institution prior to closing or changing your account.



Late Payment Warning: If we do not receive your payment(s) – including any fees or late charges that have been assessed – by the due date, you may have to pay a late fee.

ACCOUNT INFORMATION

Automated Account Information - Please visit our web site MyAccount.ChryslerCapital.com to obtain your payoff information, next payment due, date of last payment or to update your account at any time call toll-free 1-855-563-5635. You may also use this system to make a payment by phone. Follow the simple instructions that will guide you through our menu.

Insurance - Coverage is mandatory. Your contract includes a requirement to maintain an insurance policy on your vehicle that provides comprehensive and collision coverage and to have a Loss Payee and Additional Insured Endorsement. **Please make sure this information is correctly disclosed on your policy.** Please visit MyAccount.ChryslerCapital.com to update your policy information at any time or call toll-free 1-855-563-5635.

Notice to Customer:

If you choose to pay by check and your check is returned unpaid or insufficient or uncollected funds, you are giving the company permission, in advance, to electronically re-present this item and assess a return fee to your account as provided for and in an amount consistent with your contract and applicable state and federal laws. In the ordinary course of business, your check will not be provided to you with your bank statement, but a copy can be retrieved by contacting your financial institution. To ensure Quality Customer Service, telephone calls may be subject to monitoring and/or recording. We may report information about your account to credit bureaus. Late payment(s), missed payment(s) or other default(s) on your account may be reflected in your credit report.

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

Notice of Important Rights MA Residents

You have the right to make a written or oral request that telephone calls regarding your debt not be made to you at your place of employment. Any such oral request will be valid for only ten (10) days unless you provide written confirmation of the request postmarked or delivered within seven (7) days of such request. You may terminate this request by writing to Chrysler Capital Inc., P.O. Box 961275, Fort Worth, TX 76161-1275.

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Mail your insurance information to:

Chrysler Capital, P.O. Box 3610, Carmel, IN 46082.

Mail non-payment correspondence to:

Chrysler Capital, P.O. Box 961275, Fort Worth, TX 76161-1275.

Sign up for online statements and recurring payments, visit the My Account section of ChryslerCapital.com and set up an online account. You will need a valid email address and your social security number to get started.

CHANGE OF ADDRESS/TELEPHONE INFORMATION (PLEASE PRINT)

Your Street Address _____

Your City _____ State _____ Zip _____

Home Phone _____ Work Phone _____ Cell Phone _____

Email Address _____

If the vehicle is being garaged at a location other than the new mailing address, please enter to reflect the correct garaging information below.

Vehicle Location Street Address _____

City _____ State _____ Zip _____

AUTO PAY AUTHORIZATION (PLEASE PRINT)

Name on the Account _____ Chrysler Capital Account Number _____

Financial Institution Name and Phone Number _____

☐ Checking ☐ Savings _____ Checking/Savings Account Number _____ ACH Routing Number _____

Amount to Debit _____ Start Date _____ Day of Month/Due Date _____

Primary Name on the Account _____ Date _____ Signature _____

Secondary Name on the Account _____ Date _____ Signature _____

I hereby authorize Chrysler Capital to initiate entries to my checking or savings account at the financial institution above, for the purpose of making my monthly auto payments. I also authorize the financial institution to withdraw these payments from my account. I hereby Agree To All The Terms And Conditions As Noted Above. You authorize Chrysler Capital to cancel your Auto Pay if, on any scheduled payment date, the amount of your scheduled Auto Pay payment is greater than the payoff amount on your account.

Document Recieved from Customer

Cair Number: 3 [REDACTED]

Date Received: 2017-12-18 10:04:47.816287

Files Not Recieved: 0

please confirm you have received

ENTERPRISE LEASING COMPANY, 3340 US HWY 17, GREEN COVE SPRINGS, FL 320434400 (904) 529-8900

RENTAL AGREEMENT REF#
457108

RENTER

DATE & TIME OUT
12/11/2017 02:16 PM
DATE & TIME IN
12/15/2017 09:21 AMBILLING CYCLE
24-HOURCAR CLASS CHARGED
SCARVEH #1 2017 FORD EXEL 1RN2
VIN# 1FMJK1KT9HEA
LIC#
MILES DRIVEN 401
CAR CLASS: PRARCLAIM INFO
TYPE CAR: PACIFICA
SHOP: GARBER CHRYS-PLYM-
DODGE TRUCKS
PHONE: (904) 264-2416
ATTN: NELSON, SCOTT

SUMMARY OF CHARGES

Charge Description	Date	Quantity	Per	Rate	Total
TIME & DISTANCE	12/11 - 12/15	4	DAY	\$34.34	\$137.36
REFUELING CHARGE	12/11 - 12/15				\$0.00
Subtotal:					\$137.36
Taxes & Surcharges					
VLF REC-VEHICLE LICENSE FEE	12/11 - 12/15	4	DAY	\$0.66	\$2.64
Total Charges:					\$140.00

Total Estimated Amount Due

\$140.00

PAYMENT INFORMATION

AMOUNT PAID TYPE
\$140.00 MastercardCREDIT CARD NUMBER
XXXXXXXXXXXX ENDING

NOT [REDACTED] ER CENTER

Customer Name [REDACTED]

Address [REDACTED]

Lewis Center OH [REDACTED]

(Street)

(City)

(State)

(Zip)

Daytime Telephone [REDACTED]

VIN Number

2C4RC1BG7HR [REDACTED]

Date of Purchase

7/29/17

Mileage

2727

Servicing Dealer

Crown Chrysler Jeep Dodge Ram Dublin OH.

Number of days vehicle has been Out-of-Service

19

Number of repair attempts to repair same condition

2

Both electric/computer problems

Description of Concern

① Power Steering lost communication

② Vehicle disabled and would not move or turn off electric/computer related. Vehicle disabled in traffic lane of busy interstate offramp.

PLACE
STAMP
HERE

Street Address

Lewis Center, OH 4

City, State, ZIP

**FCA US LLC
Customer Center
P.O. Box 21-8004
Auburn Hills, MI 48321-8004**

10



November 15, 2017

[REDACTED]
Lewis Center, Ohio [REDACTED]

Reference No. [REDACTED]

Dear Mr. [REDACTED]

Thank you for your recent letter to FCA LLC regarding your 2017 Chrysler Pacifica.

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,

Sharon
Senior Staff

SBM/ss

[REDACTED] 11/16/17
MacDonald Mike (FCA)

From: Mayne Eric (FCA)
Sent: Wednesday, November 15, 2017 8:32 PM
To: MacDonald Mike (FCA)
Subject: HOT-ish ... requesting statement from Chrysler

Mike:

Deadline for this is tomorrow, 5 p.m. PT. Stall complaint; RU. Narrative below; here is contact info ...

name: [REDACTED]

dayPhone: [REDACTED]

[REDACTED]

E.

Sent from my iPhone

Begin forwarded message:

From: "Bianchi Angela (FCA)" <angela.bianchi@fcagroup.com>
Date: November 15, 2017 at 7:16:05 PM EST
To: "Mayne Eric (FCA)" <eric.mayne@fcagroup.com>
Cc: "Carroll Claire (FCA)" <Claire.Carroll@fcagroup.com>, "Starnes Kristin (FCA)" <kristin.starnes@fcagroup.com>
Subject: Fwd: requesting statement from Chrysler

Over to you...

Begin forwarded message:

From: "Noyes, Dan" <Dan.Noyes@abc.com>
Date: November 15, 2017 at 6:30:40 PM EST
To: "angela.bianchi@fcagroup.com" <angela.bianchi@fcagroup.com>
Cc: "claire.carroll@fcagroup.com" <claire.carroll@fcagroup.com>
Subject: requesting statement from Chrysler

Hi Angela,

I'm a reporter in San Francisco working on a story about a potential stalling issue with the 2017 Chrysler Pacifica. I am copying an email from a driver below, describing a close call he had. I also note reports on the NHTSA website of Pacificas stalling.

Would the company like to provide a statement or an on-camera interview to address the issue?

I appreciate your time.

Thanks,
Dan Noyes
I-Team Reporter

(415) 672-9157 cell



ABC7 News/KGO-TV
900 Front Street
San Francisco, CA 94111

www.abc7news.com
[@dannoyes](#)

I am contacting you in regards to a dangerous situation that is occurring on brand new 2017 Chrysler Pacificas where the car will stall at highway speed and you lose all power steering, accelerator control, and braking power. This is a known issue that Chrysler is aware of based on the multiple NHTSA complaints and complaints on various Pacifica forums where many people have experienced the same thing.

On Sept 14th at around 830am I was on my way to work on highway 101 traveling roughly 65mph in the left most lane. Keep in mind the car had just been purchased and had only 309 miles on the odometer. I had the ACC(adaptive cruise control on) when all of a sudden I had a sudden jerk and loss of power with no ability to accelerate, no power steering, and various warning lights flashing. With no left shoulder, I had to try and get to the right shoulder all the while dodging heavy traffic going at a much faster speed than me. I had made it to the second to right lane when I noticed a semi truck barreling down not realizing that I was traveling at a much slower speed than traffic. I looked down and saw I was only traveling 16mph at the time. When the semi realized how slow I was traveling, he slammed on his brakes and laid on the horn. I could see smoke coming out the side of his truck likely from him locking up. I thought for certain that he was going to hit me and prepared for impact. Luckily for me, the truck was able to swerve into the next lane over and I finally made it to the right shoulder with my heart pounding.

I hobbled to the nearest exit which was about 250ft away. The max speed I could obtain was 16mph and it was so shaky and jerky. No matter how hard I depressed the accelerator, the car would not go faster than 16mph. I finally made it to a side street where I parked the car and phoned for roadside assistance.

The car was towed to the dealer I purchased the car from and they were extremely concerned with what had happened and immediately took my car in.

I was able to obtain video of the part of the incident after I pulled over to the right shoulder and you can see the car shutting off on its own and barely running.

A little over a week later, they found that water had seeped into the main electrical supply feeding the engine and caused a short in the car that also ruined all the various sensors in the engine. Chrysler stated they had to disassemble of the all the electrical wiring and remove the water and then clean the corrosion that had occurred on the electrical pins.

I spoke with the manufacturer about the catastrophic failure and asked that they replace the car or refund me the money I paid for the car and they seemed to care less and said the case is closed and that I need to go pick up the car. They said if it happens again, then they can discuss further about the buyback. I argued that with only 309 miles on the odometer, the car should not have had this problem and I only wanted to exchange the car with another one. It was at this point that I realized that Chrysler could care less about this issue and will probably only address this issue if there is a loss of life or severe accident. Since Chrysler can't take the car back or exchange it for another one, I will likely have to sell it for a significant loss but at least it will give me peace of mind when my family is in a different minivan.

I hope you can investigate this issue and hopefully make the public aware of the risk this car possess to families and to other individuals on the road. Hopefully in doing so, Chrysler will take action and try to come up with a fix so this doesn't happen to anyone else.

From: Chestnut Lonnie (FCA)
Sent: Wednesday, November 29, 2017 2:52 PM
To: Fairo Mike (FCA)
Subject: RE: RU / VIN: HR [REDACTED]

Mike:

Attached is the final report.

Thanks,



L.L. (Lonnie) Chestnut
FCA - Quality Engineering
Manager:
Product Quality Research Center/Field Engineering Operations/Media Vehicle Service
QEC & FREC Building Engineering and Facility Planning

FCA US LLC
CIMS 400-00-03
2021 Executive Hills Blvd., Auburn Hills, MI USA 48326
Telephone: +1 (248) 451- 5662
Mobile: +1 (248) 494-3061
Email: Lonnie.chestnut@fcagroup.com

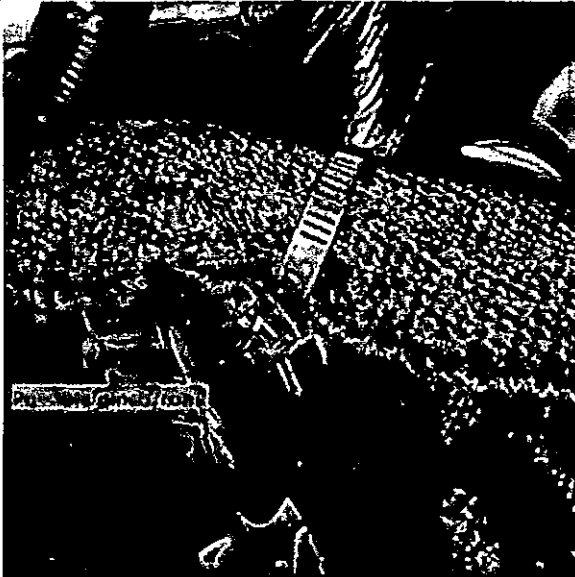
All,
On Tuesday Nov 28th the review of RU VIN HR [REDACTED] was completed. This vehicle was identified for us by the NHTSA as a vehicle that had repeated loss of motive power events. In speaking with the customer it was realized that their issue was not a loss of motive power while driving (stall) but instead it was a failure to restart from an ESS (engine stop/start) event. They would come to a stop at an intersection, the vehicle would turn off (as intended), and it did not automatically restart for them. They were able to shift to park, push the start/stop button, and continue on their way. The conditions of this event seems to match up with an issue I took to ISG earlier this year where RU's with ESS were not as robust against cold weather restarts as they could be. ISG determined that this was not a safety issue and the quality group went forward with a PCM flash to increase the robustness of ESS restarts.

We did a lot of trouble shooting on the vehicle, full report below, but in the end we believe the PCM reflash to update the vehicle with the more robust ESS restart software will be what remedies this vehicle. If they had taken the vehicle to a dealership prior to writing a VOQ they would probably have received the PCM reflash weeks ago and had no problems since.

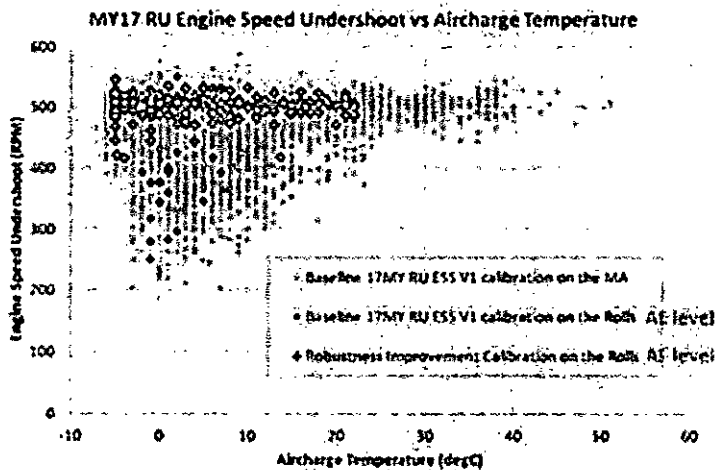
Full inspection report:

- The vehicle build date is 05/29/17, in service date 06/30/17. The vehicle has no repairs in its history.
- The vehicle was driven for an hour or so with as many ESS restart events as possible performed. No failures to restart or other issues were observed. The ESS system performed exactly as expected.

- We recorded Wi-Tech data and there were no relevant faults active either before or after our test driving and attempted issue recreation.
- Viewed Cam/crank sync data, no sync issues.
- Inspected the purge valve, no signs of the carbon build up that we have seen on other vehicles.
- Looked at PCM reset data. No resets were seen.
- Performed a fuel pressure decay test, the vehicle held pressure on the injector and fuel pump sides just fine.
- We inspected the wiring harness for signs of an incorrect splice and performed a “wiggle test” in the area of the F855 splice. This wiggle test is what identified the issue on the buyback vehicle and is being added to the TNF stalling diagnosis procedure for RU. We found no issues with the wiring of this vehicle that resulted in a stall, but we did see one potential rub condition next to the C1 clip near the F855 splice. We did not attempt to reroute this harness. See photo:



- Finally, we reflashed the PCM with the latest software to increase the robustness of the ESS restarts. The vehicle had 68267020AE level software and we flashed it to AF level software. The investigation I performed earlier this year showed that restarts with this old software had low RPMs (which increases the probability of a failed restart) in temperatures from 20F (below which the ESS system will not be active) up to 45F. See graph below with rolls test data and robustness improvement software. The higher the RPMs the more robust the restart would be.



Thanks,

Bobby McKee

Bobby McKee
Product Investigator - Powertrain
Vehicle Safety & Regulatory Compliance
FCA US LLC
Phone: 248-576-1101
Cell: (586) 488-8813
Email: Bobby.McKee@FCAgroup.com



From: Fairo Mike (FCA)
Sent: Wednesday, November 29, 2017 1:36 PM
To: Chestnut Lonnie (FCA) <lonnie.chestnut@fcagroup.com>
Subject: FW: RU / VIN: HR [REDACTED]

Hi Lonnie... Is there an update on this?

From: Fairo Mike (FCA)
Sent: Monday, November 27, 2017 10:28 AM
To: McDonald Tim (FCA) <tim.mcdonald@fcagroup.com>; Chestnut Lonnie (FCA) <lonnie.chestnut@fcagroup.com>
Cc: McKee II Bobby (FCA) <bobby.mckee@fcagroup.com>; Sheehan Kenny (FCA) <krs7@chrysler.com>; Morton Joe (FCA) <jgm4@chrysler.com>; Simpson Rick (FCA) <res22@chrysler.com>; Chacko George (FCA) <george.chacko@fcagroup.com>; Kasper Michael (FCA) <michael.kasper@fcagroup.com>; Mc Carthy Thomas (FCA) <thomas.mccarthy@fcagroup.com>; Hepner Carrie (FCA) <CH461@chrysler.com>
Subject: RE: RU / VIN: HR788704

All,

The dealer currently has the owner's vehicle. He dropped it off Monday (11/20) and is pleased we are taking his concerns seriously.

SM Bill states he's been driving the vehicle- he's put about 100 miles on it a day with no stalling concerns. They have found nothing wrong with it as of yet. Bill is aware of our efforts tomorrow (11/28).

Michael J Fairo
Recall Campaign Administration Manager
FCA US Customer and Field Recall Campaign Management
586-497-1291 - T/L 897-1291
Mobile: 586-306-3705



Document Recieved from Customer

Cair Number: [REDACTED] 9

Date Received: 2017-11-27 16:14:49.727529

Files Not Recieved: 0

Hello Patricia,

Here the rental Car agreement. hopefully this is suffice. also will the check come to me of the credit card?

**Rental Agreement Summary**

RA#: 9NC30C

Renter: S [REDACTED]

Enterprise Plus - PLUS

**Dates & Times****Location****Pick up**

Friday, November 17, 2017 6:29 PM

Start Charges:

Friday, November 17, 2017 7:00 PM

667 11TH AVE

NEW YORK,

NY 10019-7050

(212) 262-3231

Return

Tuesday, November 21, 2017 7:00 PM

667 11TH AVE

NEW YORK,

NY 10019-7050

(212) 262-3231

**Vehicle**

Make / Model: CHEV / SUB1

Color: GRAY

Mileage: 26565

Fuel Out: 1/4

License #: [REDACTED]

Unit #: 7NMSYK

Vehicle Condition:

NO DAMAGE DOCUMENTED

\$ Renter Charges

Charges	Price/Unit	Total
TIME & DISTANCE 11/17/17-11/21/17	\$239.83 / Day	\$959.32
DAILY MILEAGE:	150 / Day	
EXCESS DISTANCE CHARGE:	\$0.25 / Mile	
REFUELING CHARGE	\$6.33 / Gallons	\$0.00

Taxes and Fees

CAR RENTAL SALES TAX (11%)	11%	\$105.52
SALES TAX (8.875%)	8.875%	\$85.14
Total Estimated Charge:		\$1149.98

Payments:

VISA *****8671	Auth	(\$40.00)
VISA *****8671	Auth	(\$1113.60)

Acknowledgement of Charges

I acknowledge that I have reviewed and agree to all charges and fees listed on Summary of Charges

PERMISSION GRANTED TO OPERATE VEHICLE ONLY IN THE STATE OF RENTAL AND THE FOLLOWING STATE(S):

OPERATION IN ANY OTHER STATE OR COUNTRY WILL AFFECT YOUR LIABILITY AND RIGHTS UNDER THIS AGREEMENT.

**Optional Protection Products****Declined**

DAMAGE WAIVER	declined	Friday, November 17, 2017
RAP	declined	Friday, November 17, 2017
SUPPLEMENTAL LIABILITY PROTECTION 2	declined	Friday, November 17, 2017
PAI/PEC	declined	Friday, November 17, 2017

Owner: ELRAC, LLC

Additional Drivers

No Additional Drivers are authorized to drive the vehicle with the exception of the drivers listed below.

(Additional driver names listed here if applicable)

Please keep this Rental Agreement Summary with you in the vehicle during the rental.

**Local Addenda**

NOTICE: THIS CONTRACT OFFERS, FOR AN ADDITIONAL CHARGE, OPTIONAL VEHICLE PROTECTION TO COVER YOUR FINANCIAL RESPONSIBILITY FOR DAMAGE OR LOSS TO THE RENTAL VEHICLE. THE PURCHASE OF OPTIONAL VEHICLE PROTECTION IS OPTIONAL AND MAY BE DECLINED. YOU ARE ADVISED TO CAREFULLY CONSIDER WHETHER TO PURCHASE THIS PROTECTION IF YOU HAVE RENTAL VEHICLE COLLISION COVERAGE PROVIDED BY YOUR CREDIT CARD OR AUTOMOBILE INSURANCE POLICY. BEFORE DECIDING WHETHER TO PURCHASE OPTIONAL VEHICLE PROTECTION, YOU MAY WISH TO DETERMINE WHETHER YOUR CREDIT CARD OR YOUR VEHICLE INSURANCE AFFORDS YOU COVERAGE FOR DAMAGE TO THE RENTAL VEHICLE AND THE AMOUNT OF DEDUCTIBLE UNDER SUCH COVERAGE.

ATTENTION: ENTERPRISE PURCHASES NO THIRD-PARTY INSURANCE COVERING THIS RENTAL, BUT PROVIDES ITS RENTERS AND AUTHORIZED DRIVERS WITH MINIMUM LIABILITY COVERAGE, AS REQUIRED BY THE NEW YORK VEHICLE AND TRAFFIC LAW. THOSE

COVERAGES ARE: \$25,000 PER ACCIDENT FOR BODILY INJURY TO ONE INDIVIDUAL/ \$50,000 PER ACCIDENT FOR BODILY INJURY TO MORE THAN ONE INDIVIDUAL; \$50,000 PER ACCIDENT FOR THE DEATH OF ONE INDIVIDUAL/\$100,000 PER ACCIDENT FOR THE DEATH OF MORE THAN ONE INDIVIDUAL; \$10,000 PER ACCIDENT FOR INJURY TO OR DESTRUCTION OF PROPERTY. IN ADDITION, TO THE EXTENT REQUIRED BY LAW, ENTERPRISE WILL DEFEND THE RENTER AND AUTHORIZED DRIVERS FROM ALL CLAIMS OF THIRD PARTIES ALLEGING BODILY INJURY, DEATH OR PROPERTY DAMAGE ARISING OUT OF THE OPERATION OF THE RENTAL VEHICLE. IF ADDITIONAL LIABILITY COVERAGE IS DESIRED YOU MAY PURCHASE SUPPLEMENTAL LIABILITY COVERAGE FROM ENTERPRISE AT AN ADDITIONAL COST.

OPTIONAL PRODUCTS NOTICE: IN ADDITION TO DAMAGE WAIVER DESCRIBED ABOVE LEFT, WE ALSO OFFER, FOR AN ADDITIONAL CHARGE, THE FOLLOWING OPTIONAL PRODUCTS: PERSONAL ACCIDENT INSURANCE, SUPPLEMENTAL LIABILITY PROTECTION AND ROADSIDE ASSISTANCE PROTECTION. BEFORE DECIDING TO PURCHASE ANY OF THESE PRODUCTS, YOU MAY WISH TO DETERMINE WHETHER YOUR PERSONAL INSURANCE, CREDIT CARD OR OTHER COVERAGE PROVIDES YOU PROTECTION DURING THE RENTAL PERIOD. THE PURCHASE OF ANY OF THESE PRODUCTS IS NOT REQUIRED TO RENT VEHICLE.

ACKNOWLEDGEMENT OF LOCAL ADDENDUM

ACKNOWLEDGEMENT OF THE ENTIRE AGREEMENT

I, THE "RENTER" SIGNING BELOW, HAVE READ AND AGREE TO THE TERMS AND CONDITIONS IN THE RENTAL AGREEMENT JACKET. BY SIGNING BELOW, I AM AUTHORIZING OWNER TO CHARGE TO THE CREDIT CARD(S) AND/OR DEBIT CARD(S) THAT I HAVE PROVIDED TO OWNER ALL AMOUNTS OWED BY ME UNDER THIS AGREEMENT FOR ADVANCE DEPOSITS, INCREMENTAL AUTHORIZATIONS/DEPOSITS, AND ANY OTHER AMOUNTS OWED BY ME, AS WELL AS PAYMENTS REFUSED BY A THIRD PARTY TO WHOM BILLING WAS DIRECTED. I ALSO AUTHORIZE OWNER TO RE-INITIATE ANY CHARGE TO MY CARD(S) THAT IS DISHONORED FOR ANY REASON. I CERTIFY THAT THE DRIVERS LICENSE(S) PRESENTED IS CURRENTLY VALID AND IS NOT SUSPENDED, EXPIRED, REVOKED, CANCELLED OR SURRENDERED. I FURTHER ACKNOWLEDGE AND CONSENT TO THE DISPUTE RESOLUTION PROVISIONS CONTAINED IN THIS AGREEMENT.



9NC30C

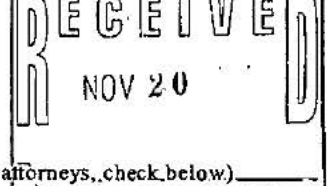
Duplicate

 TERMS AND CONDITIONS

[Click to view Terms and Conditions](#)

FORM# 24NYAIR-JK_UC18

11-13



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) The car continues to shut off while in Drive, gear shift locks and won't allow to change gears. Car shut off on highway putting my family in danger.

(NOTE: this is not a complete list; 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 Chrysler Model Pacifica Year 2017

VIN 2C4HFC11EG8HR1 Date of Delivery February 2017

Name and City/State of selling dealer or leasing company (if applicable)
AutoNation Chrysler Dodge 13001 Pinesblvd, Pembroke Pines FL 33027.

Name and City/State of authorized service agent(s) attempting previous repairs: Michael Lopez
at Auto Nation Pembroke Pines.

Consumer [Redacted]

Home phone [Redacted]

Address [Redacted]

Work phone [Redacted]

Signature [Redacted]

Southwest Ranches FL

Date Mailed 11/13/17

[Redacted]
Southwest Ranches FL [Redacted]



U.S. POSTAGE
PAID
FORT LAUDERDALE, FL
33332
NOV 13 17
AMOUNT
\$3.84
R2305H129104-06

1234

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



Chrysler Group LLC
1000 Chrysler Dr.
Auburn Hills, MI 48326

4832632778 0009



From: [REDACTED]
To: customerassist@chrysler.com
Date: Tue Nov 21 16:25:31 EST 2017
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

car stalled while driving

Comments:

I was in an intersection, turning onto my block and the car stalled in the middle of the turn. Not sure why. Was quite scary, but thankfully, no one behind me and I restarted the car and continued on my way. Everything seemed fine. This happened a month ago, and I thought you should be aware.

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Tue Nov 21 16:42:55 EST 2017

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

Thank you for contacting the Chrysler Customer Assistance Center.

Yes, thank you for letting us know. I am sorry for the event and understand how scary that is. We are aware of a potential issue here and gathering data for our engineers. This dept (or myself) may be in contact with you over the phone in the next few days.

Incomplete Recall T54 SECOND-ROW SEAT BELT BUCKLE SAFETY 10/24/2017

INCOMPLETE : INCOMPLETE BUT REPAIR PARTS ARE AVAILABLE.

Incomplete Recall T23 2016-2017 EGR VALVE FUNCTION CUSTOMER SATISFACTION

05/03/2017 INCOMPLETE : INCOMPLETE BUT REPAIR PARTS ARE AVAILABLE.

Thanks again for your email.

Sincerely,

Jonathan Sanders

Customer Service Representative

FCA US 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=KMM10474297V575L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:

car stalled while driving

Comments:

I was in an intersection, turning onto my block and the car stalled in the middle of the turn. Not sure why. Was quite scary, but thankfully, no one behind me and I restarted the car and continued on my way. Everything seemed fine. This happened a month ago, and I thought you should be aware.

VIN:

2C4RC1BG6HR [REDACTED]

Mileage:

11500

Servicing Dealer:

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Brooklyn

State:

NY

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:

[REDACTED]

From: [REDACTED]
To: customerassist@chrysler.com
Date: Tue Nov 21 19:46:53 EST 2017
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

2017 Pacifica shut off unexpectedly in traffic

Comments:

During my drive home today my Pacifica shut off with zero warning while I was traveling on the expressway I-95 in downtown Miami. It suddenly started dinging a warning chime and the D sign on the dashboard flashed on and off, and all acceleration and steering controls stopped. I had to come to a complete stop in the center lane, and then I could finally shift to park and turn off/restart the car, at which point I could drive again. This was a hugely dangerous situation I found myself in. I am taking the car into my dealer tomorrow, and any assistance you can provide to correct this malfunction are appreciated. Please let me know if you need further details. Thank you.

[REDACTED]
[REDACTED]
[REDACTED]

Sender Information:

Title:

First [REDACTED]

Middle Initial:

Last [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Wed Nov 22 06:59:05 EST 2017

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

Thank you for contacting the FCA Customer Assistance Center. We are disheartened to learn of the circumstances in which you write. That is quite a harrowing experience and would never want to experience something like that myself. We would like to apologize for what you've experienced. We would recommend contacting us by telephone if the dealership states that they are unable to duplicate, therefore unable to diagnose the condition that caused this. Some issues can be troublesome to diagnose.

If they state that they were able to diagnose the issue, please contact us so we may escalate your concern to our management department to make sure that all resources are being exhausted in order to rectify this issue.

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

Recall T23 - 2016-2017 EGR VALVE FUNCTION

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

If you wish to obtain further information, please contact the FCA 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 1-800-247-9753.

Sincerely,

Tyler

Customer Service Representative

FCA 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=KMM10474768V51945L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:

2017 Pacifica shut off unexpectedly in traffic

Comments:

During my drive home today my Pacifica shut off with zero warning while I was traveling on the expressway I-95 in downtown Miami. It suddenly started ringing a warning chime and the D sign on the dashboard flashed on and off, and all acceleration and steering controls stopped. I had to come to a complete stop in the center lane, and then I could finally shift to park and turn o

ff/restart the car, at which point I could drive again. This was a hugely dangerous situation I found myself in. I am taking the car into my dealer tomorrow, and any assistance you can provide to correct this malfunction are appreciated. Please let me know if you need further details. Thank you. [REDACTED]

VIN:

2C4RC1GG5HR [REDACTED]

Mileage:

11400

Servicing Dealer:

Planet Dodge

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Key Biscayne

State:

FL

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

From: [REDACTED]

To: customerassist@chrysler.com

Date: Wed Nov 22 11:33:18 EST 2017

Subject: Re: Chrysler Group LLC Customer Assistance (KMM10474768V51945L0KM)

Thank you for the quick response. I just dropped my car at the dealer and will call you if they have trouble diagnosing the problem.

Sent from my mobile

> On Nov 22, 2017, at 6:59 AM, customerassist <customerassist@chrysler.com> wrote:

>

> Dear [REDACTED]

>

> Thank you for contacting the FCA Customer Assistance Center. We are
> disheartened to learn of the circumstances in which you write. That is
> quite a harrowing experience and would never want to experience
> something like that myself. We would like to apologize for what you've
> experienced.

>

> We would recommend contacting us by telephone if the dealership states
> that they are unable to duplicate, therefore unable to diagnose the
> condition that caused this. Some issues can be troublesome to diagnose.

>

> If they state that they were able to diagnose the issue, please contact
> us so we may escalate your concern to our management department to make
> sure that all resources are being exhausted in order to rectify this
> issue.

>

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

>

> Recall T23 - 2016-2017 EGR VALVE FUNCTION

>

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

>

> If you wish to obtain further information, please contact the FCA 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 1-800-247-9753.

>

> Sincerely,

>

> Tyler

>

> Customer Service Representative

> FCA 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=KMM10474768V51945L0KM&

>

>

>

> Original Message Follows:

> -----

> US Customer Service - Chrysler Brand Site

> Brief Description:

> 2017 Pacifica shut off unexpectedly in traffic

> Comments:

> During my drive home today my Pacifica shut off with zero warning while

> I was traveling on the expressway I-95 in downtown Miami. It suddenly

> started displaying a warning chime and the D sign on the dashboard flashed

> on and off, and all acceleration and steering controls stopped. I had

> to come to a complete stop in the center lane, and then I could finally

> shift to park and turn off/restart the car, at which point I could

> drive again. This was a hugely dangerous situation I found myself in. I

> am taking the car into my dealer tomorrow, and any assistance you can

> provide to correct this malfunction are appreciated. Please let me know

> if you need further details. Thank you. [REDACTED] 5

> [REDACTED]

>

>

> VIN:

> 2C4RC1GG5HR [REDACTED]

> Mileage:

> 11400
> Servicing Dealer:
> Planet Dodge
> Title:
>
> First Name:
> [REDACTED]
> Middle Initial:
>
> Last Name:
> [REDACTED]
> Address 1:
> [REDACTED]
> Address 2:
>
> City:
> Key Biscayne
> State:
> FL
> Zip:
> [REDACTED]
> Email:
> [REDACTED]m
> Home Phone:
> [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Fri Nov 24 23:13:53 EST 2017

Subject: Re: Chrysler Group LLC Customer Assistance (KMM10474768V51945L0KM)

Dear T [REDACTED],

Perfect!.

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 1-800-247-9753.

Sincerely,

Tyler

Customer Service Representative

FCA 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=KMM10476747V83233L0KM&

Original Message Follows:

Thank you for the quick response. I just dropped my car at the dealer and will call you if they have trouble diagnosing the problem.

Sent from my mobile

> On Nov 22, 2017, at 6:59 AM, customerassist <customerassist@chrysler.com> wrote:

>

> Dear [REDACTED]

>

> Thank you for contacting the FCA Customer Assistance Center. We are

> disheartened to learn of the circumstances in which you write. That is

> quite a harrowing experience and would never want to experience

> something like that myself. We would like to apologize for what you've

> experienced.

>

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> that they are unable to duplicate, therefore unable to diagnose the

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> If they state that they were able to diagnose the issue, please contact

> us so we may escalate your concern to our management department to make

> sure that all resources are being exhausted in order to rectify this

> issue.

>

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> Recall T23 - 2016-2017 EGR VALVE FUNCTION

>

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

>

> If you wish to obtain further information, please contact the FCA 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 1-800-247-9753.

>

> Sincerely,

>

> Tyler

>

> Customer Service Representative
> FCA 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=KMM10474768V51945L0KM&

>

>

>

> Original Message Follows:

> -----

> US Customer Service - Chrysler Brand Site

> Brief Description:

> 2017 Pacifica shut off unexpectedly in traffic

> Comments:

> During my drive home today my Pacifica shut off with zero warning while

> I was traveling on the expressway I-95 in downtown Miami. It suddenly
> started displaying a warning chime and the D sign on the dashboard flashed
> on and off, and all acceleration and steering controls stopped. I had
> to come to a complete stop in the center lane, and then I could finally
> shift to park and turn off/restart the car, at which point I could
> drive again. This was a hugely dangerous situation I found myself in. I
> am taking the car into my dealer tomorrow, and any assistance you can
> provide to correct this malfunction are appreciated. Please let me know
> if you need further details. Thank you. [REDACTED]

> [REDACTED]m

>

>

> VIN:

> 2C4RC1GG5HR [REDACTED]

> Mileage:

> 11400

> Servicing Dealer:

> Planet Dodge

> Title:

>

> First Name:

> [REDACTED]

> Middle Initial:

>

> Last Name:

> [REDACTED]

> Address 1:

> [REDACTED]

> Address 2:

>

> City:

> Key Biscayne

> State:

> FL

> Zip:

> [REDACTED]

> Email:

> [REDACTED]m

> Home Phone:

> [REDACTED]

From: k [REDACTED]
To: customerassist@chrysler.com
Date: Wed Nov 22 15:23:49 EST 2017
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

2017 Pacifica Buyback

Comments:

I am writing to document my customer service experience with Chrysler corporate.

On Monday, November 20, I was quoted in a New York Times article regarding the sudden loss of motive power in my 2017 Chrysler Pacifica. Since then, both of the other drivers who were quoted in that article have received buyback offers from Chrysler. Due to Chrysler's response to the petition to investigate this defect, and the press coverage relating to said defect, I am no longer comfortable driving my Pacifica and would like to get out of my lease agreement without penalty.

On Monday, I e-mailed the general manager of my local dealer in Yuma, Arizona. Mr. Keppeler (928-344-2650) of the Fisher Chrysler/Dodge dealership in Yuma informed me that my case would need to be reopened and I would have to call corporate. He provided me with the number (800) 992-1997.

Before trying to call that number, I called the Chrysler executive that was handling my case in May, Marvin, at 586-274-8174. His voicemail stated that he was out of the office on vacation, and directed customers to call the number above, so that is what I did.

On Tuesday, November 21 at approximately 4:00 pm EST, I called the customer service number given above. The operator, after placing me on an extremely long hold, told me that she could not reopen my

case because it had been longer than 30 days since it had been closed. Given the dangerous nature of this defect, I explained that I would need my case reopened. She then agreed to have her supervisor call me. She said the =E2=80=9CKim=E2=80=9D (she would not give me a last name or a NIC (?) number, would give me a call back within 24 hours.

On, Wednesday, November 22, I had not received a call back at 2:30 pm EST (22.5 hours later), so I called the same number in hopes of speaking with Kim or an equivalent supervisor. I was told by the operator who answered (after giving my VIN and confirming my contact information) that I was being transferred to =E2=80=9Cwho I need= to speak with.=E2=80=9D I finally spoke with a supervisor after 32 minutes. He= told me that he will escalate my case but that I would need to speak with the financial institution that handles my lease in order to get out of that lease. He said I should expect a call back from someone at a higher level within one business day.

The fact that Chrysler customer service cannot initiate a buyback process (or whatever it=E2=80=99s called when the vehicle= e in question is leased) is ridiculous, especially since the institution that manages my lease is CHRYSLER Capital. Whoever is handling my case needs to take the necessary steps to contact Chrysler Capital and work with them and my dealership to assist me in getting out of my lease without penalty.=20

I will continue to e-mail updates until I am able to speak with someone who can bring the buyback process of my 2017 Chrysler Pacifica. Given the fact that Chrysler cannot reproduce this problem and has offered numerous alleged fixes to the 58 customers who have experienced this dangerous defect, I have lost all confidence in this brand and feel unsafe putting my family in this vehicle.=20

[REDACTED]
[REDACTED]

Sender Information:

Title: =20

First [REDACTED]

Middle Initial: =20

Last Name: [REDACTED]

11/27/17

MacDonald Mike (FCA)

From: Mayne Eric (FCA)
Sent: Monday, November 27, 2017 11:52 AM
To: MacDonald Mike (FCA)
Subject: Fwd: Asbury Park Press inquiry -- Berardi/2017 Chrysler Pacifica shut off

I'll handle general questions. Your thoughts on this customer?

Sent from my iPhone

Begin forwarded message:

From: "Palese Michael (FCA)" <michael.palese@fcagroup.com>
Date: November 27, 2017 at 11:43:10 AM EST
To: "Mayne Eric (FCA)" <eric.mayne@fcagroup.com>
Subject: FW: Asbury Park Press inquiry -- Berardi/2017 Chrysler Pacifica shut off

Do you want to give him a call?

From: Willis, David [<mailto:dwilli4@gannett.com>]
Sent: Monday, November 27, 2017 11:22 AM
To: Palese Michael (FCA) <michael.palese@fcagroup.com>
Subject: Asbury Park Press inquiry -- Berardi/2017 Chrysler Pacifica shut off

Hi Mike,

I was contacted by [REDACTED] Bayville New Jersey, 9 [REDACTED] Mrs. [REDACTED] as leased a 2017 Chrysler Pacifica. In May, her car inexplicably shutdown while she was driving on Route 166 in Toms River, New Jersey at approximately 20 miles per hour. She had no power steering or brakes, lost all power and coasted half off the road. The car's instrument panel indicated that the "car must be in park to drive." She pressed the ignition button to off and restarted without an issue.

She said she later contacted Chrysler and the dealership, which could not replicate the problem and released the vehicle back to her. But it has left her worried and concerned to the point where she no longer wants her vehicle. On May 30, she also filed a complaint with the National Highway Transportation Safety Administration, #10992144. "I am fearful for the safety of my family every time we get in the vehicle," she told me.

Can you please ask someone to look into Mrs. [REDACTED] situation? The Center for Auto Safety has called on the NHTSA to investigate the Chrysler Pacifica for stalling while it is operating and determine whether a recall is required. What is Chrysler and FCA doing to address the safety concerns? Will the company issue a recall or maintenance bulletin regarding the situation? Why are the cars stalling?

This will be the subject of my Press on Your Side column this week. My deadline is Thursday morning.

Thanks,

David

Vin- HR [REDACTED]

David P. Willis

Press on Your Side | Business Writer

app. | ASBURY PARK PRESS

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dwillis@app.com

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Facebook: www.facebook.com/dpwillis732

Document Recieved from Customer

Cair [REDACTED]

Date Received: 2017-12-13 11:29:47.415858

Files Not Recieved: 0

Please see attached requested car note information. Payment amount is \$487.72.

Thank you,

[REDACTED]



P.O. Box 9 • Jacksonville, AR 72078-0009

Loan Bills

Account Number: [REDACTED]

Billing Date: 12-05-2017

New Balance: \$30,586.18

Due Date: 12-25-2017

Current Payment Due: \$487.72

Amount Past Due: \$0.00

Fees Due: \$0.00

Minimum Payment Due: \$487.72

If payment is received after 01-04-2018, payment is \$512.11

RETURN SERVICE REQUESTED

858019698 1 AB 0.403 1/2 C51 12-06-17 SD



CONWAY AR [REDACTED]

2017 Totals Year-to-Date

Total Fees charged in 2017: \$24.39

Total Interest charged in 2017: \$531.67

Please mail \$487.72 for your Indirect New Auto Loan, Account xxx474944, along with the coupon provided below.

Current Loan Information					
Principal Balance	Escrow Balance	Interest Rate	YTD Finance charge	Prior YTD Finance Charge	
\$30,586.18	\$0.00	4.300%	\$531.67	\$0.00	
Payment(s) Due					
Payment Due Date	Principal & Interest	Escrow	Late Charge	Fees/Other	Total
12-25-2017	\$487.72	\$0.00	\$0.00	\$0.00	\$487.72
Activity Since 11-06-2017					
Date	Description	Amount	Balance Subject to Interest Rate		
11-06-2017	Statement Beginning Balance	\$0.00	\$31,316.90		
11-08-2017	Regular Payment - Note Interest	(\$125.44)	\$0.00		
	Regular Payment - Note Balance	(\$337.89)	\$30,979.01		
	Regular Payment - Late Charge	(\$24.39)	\$0.00		
	Balance	\$0.00	\$0.00		
12-04-2017	Regular Payment - Note Interest	(\$94.89)	\$0.00		
12-04-2017	Regular Payment - Note Balance	(\$392.83)	\$30,586.18		
12-05-2017	Unapplied Receipt	\$35.00	\$0.00		
12-05-2017	New Balance - Closing Date	\$0.00	\$30,586.18		
	TOTAL FEES FOR THIS PERIOD	\$0.00			
11-08-2017	**Interest Charge**	\$125.44			
12-04-2017	**Interest Charge**	\$94.89			

Detach at the perforation and return this payment coupon to: AFCU, P.O. Box 9, Jacksonville, AR 72078-0009



Member Name: [REDACTED]

Member Number: [REDACTED]

Minimum Payment Due: \$487.72

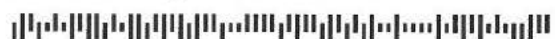
Amount Paid: _____

Mail To:

Arkansas Federal Credit Union

P. O. Box 9

Jacksonville, AR 72078-0009



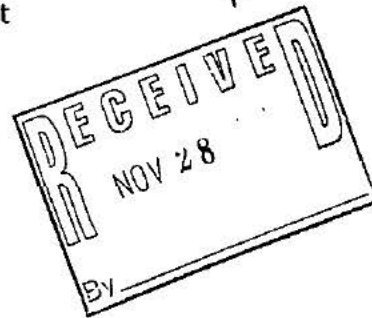
Loan Payment Coupon

Date: November 22, 2017

Subject: Chrysler Pacifica Minivan Replacement Request

From:

[REDACTED]
Lewis Center, OH [REDACTED]



To: Whom it may concern

On July 29, 2017, we leased a 2017 Chrysler Pacific Minivan from Crown Chrysler in Dublin, Ohio. We have never owned a Chrysler before, however, we were led in this direction due to its very high safety ratings known nationwide.

In the most recent issue of Parents Magazine, there is a page dedicated to the Pacifica listing the 20 reasons the Chrysler Pacifica is the ultimate family minivan.

On your website it states that the Chrysler Pacifica has the highest safety rating in its class. It also states that it is the only minivan to be named the 2017 IIHS Top Safety Pick. "No other minivan has earned this honor". "Feel safe and secure with the Pacifica!"

Earlier today on Facebook, I saw an advertisement for the All New Chrysler Pacifica stating "**Advanced safety features help protect your most precious cargo.**" Unfortunately, we are not experiencing this at all.

We traded in a 2009 KIA Sportage with 200,000 miles that was more reliable than our new Pacifica! We have had nothing but bad experiences concerning "safety" with our recent purchase of this highly advertised safety vehicle. I have listed our two safety issues below:

1. Power steering failed to work. The dealership traced it to a potentially loose wiring harness, however, they were not certain.
2. Vehicle stalled out unexpectedly on a busy interstate off-ramp. We were unable to start or move the vehicle for 30 minutes placing our family in danger including our 11 month old child. The dealership was not able to solve the problem after 18 days and returned the vehicle.

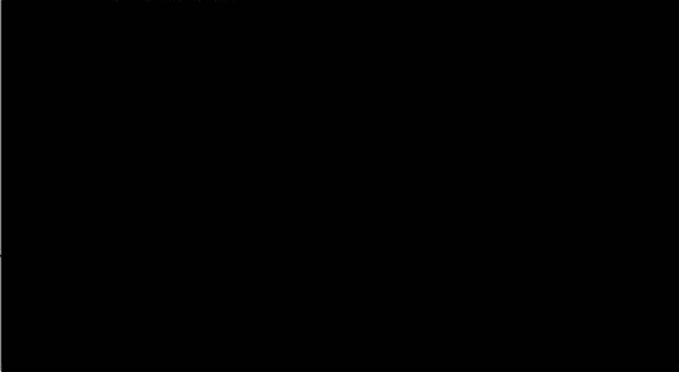
We love the vehicle, but feel that we most definitely got a "lemon" with this purchase. We had initially planned to buy the vehicle after the 3 year lease was up, but there is no way that we would consider following through with that on this particular vehicle. We are not asking for our money back at all. **What we are asking is that Chrysler replaces this defective vehicle with another vehicle exactly the same color and features that we currently have.**

FR 670 418

We are a young couple with a growing family as we are expecting another child. We need a safe vehicle for our family to travel in and the current one we have is everything but that. It certainly is not representing the Chrysler corporation very well at all.

We are looking forward to hearing from you soon and having our issue resolved. Thank you for your time.

Sincerely



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COLUMBUS, NE

Consumer advocacy group calls for recall of bestselling minivan Chrysler Pacifica amid complaints of stalling

BY ABC News Radio | November 20, 2017

Home › News › ABC News › Business News



Chrysler

(NEW YORK) — A consumer advocacy group calling for a recall of all 2017 Chrysler Pacifica because the federal government has received more than 50 complaints that say the minivan stalled during operation.

In addition to its plea to Chrysler, the nonprofit Center for Auto Safety will file a petition with the National Highway Traffic Safety Administration (NHTSA) Monday asking the agency to open a defect investigation, the group said.

The automaker is aware of the complaints and routinely monitors the performance of its vehicles, company spokesman Eric Mayne said. Like the federal government, Fiat-Chrysler has received no reports of injuries or accidents from the alleged problem.

The Italian-American corporation has sold 150,000 of the 2017 Pacifica's, making it the bestselling minivan in its class, according to the advocacy group. The vehicle has won various awards for safety, including one from the Insurance Institute for Highway Safety and a five-star overall safety rating from NHTSA.

Owners are able to file complaints with the Department of Transportation via the NHTSA website.

the government does not verify every complaint. The Center for Auto Safety is asking federal regulators to open an investigation and seek more information about the complaints and from the automaker.

"At U.S. DOT's National Highway Traffic Safety Administration (NHTSA), safety is the top priority. We will carefully review the Center for Auto Safety's petition and then take any appropriate action," said in a statement.

The Center for Auto Safety is also calling on Chrysler to give out loaner vehicles until the manufacturer is able to identify and remedy the problem.

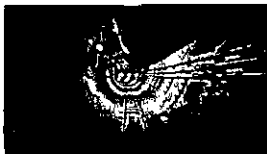
The owners complain that the minivans, some with as few as a couple hundred miles of usage on them, have been stalling at various speeds, from idling to traveling over 60 mph, and come with seemingly random warning lights seen on the dashboard.

"The danger goes beyond what happens to families in the stalled minivan during the loss of power. Drivers of disabled vehicles are often hit and killed by other cars after they have pulled over to the side of the road," Center for Auto Safety Executive Director Jason Levine said.

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Share:     http://columbusnewsteam.com/abc_business/consumer-advocacy-group-calls-for-recall-of-bestselling-minivan-chrysler-pacifica-amid-complaints-of-stalling

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Comments

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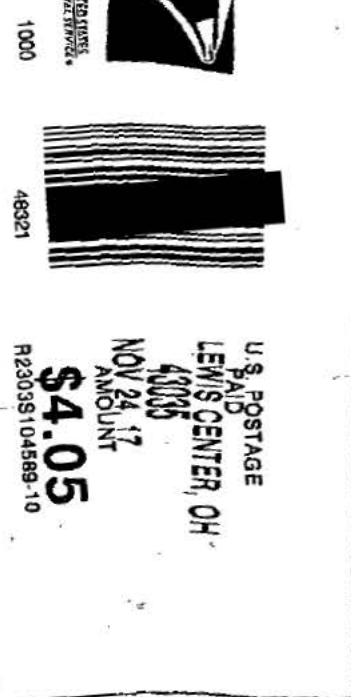
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Facebook Comments plug-in

OH



FCA US LLC
Customer Center
PO Box 21-8004
Auburn Hills, MI 48321-8004



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R2303S104589-10

From: [REDACTED]
To: customerassist@chrysler.com
Date: Wed Nov 29 01:33:52 EST 2017
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Chrysler Pacifica Shutting Off

Comments:

To whom it may concern,

I am writing today as a concerned customer. We have recently purchased our very first Chrysler Pacifica and while we are very satisfied with the vehicles features, we are very concerned about the reliability. We have had the car for only about three months and have three times experienced the vehicle "stalling out" and shutting down on us. At first we thought maybe it was just something that happened, but as we researched the issue more, we found that this has been happening to others while driving as well. This presents a serious danger to everyone! We have one small child and one on the way and we are scared to drive our Pacifica with kids in the car, which was the main reason we purchased the vehicle in the first place. We have contacted our dealer and have an appointment for service. However we spoke with the service manager and he informed us that this was the first time he had heard of this being an issue! How is this possible that a service manager at one of your dealerships is unaware of this? We have found multiple reports from the New York Times as well as Forbes and it has been on the national news that this problem is occurring. Is there anything that can be done about this because again this is not safe and according to the Chrysler website, "FCA US LLC regards the safety and security of our customers and their families as paramount and is fully committed to producing a vehicle with long-lasting reliability." If this truly is what Chrysler stands for then something needs to be done about this before someone gets hurt. It should not be expected by Chrysler for people who are experiencing this type of issue to continue to put themselves and their families in harms way by driving these vehicles. Again this has happened to us three times in the first three months of ownership. While we enjoy many things about the vehicle, I can't see us continuing to trust this vehicle or Chrysler to keep our family safe in the future knowing that this is an ongoing issue

that has not been addressed.

Regards,
Andrew Anderson

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Wed Nov 29 03:43:48 EST 2017

Subject: Re: Chrysler Group LLC Customer Assistance

Hello [REDACTED]w,

Thank you for contacting the FCA Customer Assistance Center.

I'm deeply sorry to learn about the three untrusting situations you've had. I can absolutely why this would leave your family feeling concerned for repeats concerns in the future.

It's always our first priority to fix your vehicle per the terms of your warranty limits. After all, you invested in this vehicle for your family, you should be able to trust that it'll operate as in intended; getting you from point A to point B, safely and securely, without doubt. As a vehicle owner myself, I understand why those repeated concerns would cause some hesitation when using it. Right now, the best resource is to have the dealership diagnose the issue so that we can see exactly what's going on.

What is your appointment date and time? As well, what dealership is the appointment scheduled at?

I would like to ensure your concerns are handled by the most appropriate area, our Case Management team. In order to escalate your case higher to that area, I'll need those appointment details.

I look forward to hearing from you.

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-247-9753.

Sincerely,

Jenna

Customer Service Representative

FCA Customer Assistance Center

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

REFERENCE NUMBER: 3 [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM10480599V45028L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:

Chrysler Pacifica Shutting Off

Comments:

To whom it may concern, I am writing today as a concerned customer. We have recently purchased our very first Chrysler Pacifica and while we are very satisfied with the vehicles features, we are very concerned about the reliability. We have had the car for only about three months and have three times experienced the vehicle "stalling out" and shutting down on us. At first we thought maybe it was just something that happened, but as we researched the issue more,

we found that this has been happening to others while driving as well. This presents a serious danger to everyone! We have one small child and one on the way and we are scared to drive our Pacifica with kids in the car, which was the main reason we purchased the vehicle in the first place. We have contacted our dealer and have an appointment for service. However we spoke with the service manager and he informed us that this was the first time he had heard of this being an issue! How is this possible that a service manager at one of your dealerships is unaware of this? We have found multiple reports from the New York Times as well as Forbes and it has been on the national news that this problem is occurring. Is there anything that can be done about this because again this is not safe and according to the Chrysler website, "FCA US LLC regards the safety and security of our customers and their families as paramount and is fully committed to producing a vehicle with long-lasting reliability." If this truly is what Chrysler stands for then something needs to be done about this before someone gets hurt. It should not be expected by Chrysler for people who are experiencing this type of issue to continue to put themselves and their families in harm's way by driving these vehicles. Again this has happened to us three times in the first three months of ownership. While we enjoy many things about the vehicle, I can't see us continuing to trust this vehicle or Chrysler to keep our family safe in the future knowing that this is an ongoing issue that has not been addressed. Regards, [REDACTED]

VIN:

2C4RC1BG4HR [REDACTED]

Mileage:

2200

Servicing Dealer:

Jim Shorky

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]n

Address 1:

[REDACTED]

Address 2:

City:

Allison Park

State:

PA

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:

[REDACTED]

From: [REDACTED]
To: customerassist@chrysler.com
Date: Tue Dec 05 02:16:02 EST 2017
Subject: Re: Chrysler Group LLC Customer Assistance (KMM10480599V45028L0KM)
Hello Jenna,

Thank you very much for getting back to me regarding this issue. Our appointment date is 12/8/2017 at 8am. We will be dropping the vehicle off the night before at Jim Shorkey Chrysler Jeep North Hills. As I states in my previous e-mail we spoke with the service manager and notified him of the issue and told us that they would try to "duplicate the problem". However it does not just happen on demand. Sorry that it took me so long to get back to you, I was out of town this past weekend. Hopefully you get this e-mail and can reach out to your Case Management team.

Thank you again,
[REDACTED]

On Wed, Nov 29, 2017 at 3:43 AM, customerassist <customerassist@chrysler.com> wrote:

> Hello [REDACTED]
>
> Thank you for contacting the FCA Customer Assistance Center.
>
> I'm deeply sorry to learn about the three untrusting situations you've
> had. I can absolutely why this would leave your family feeling concerned
> for repeats concerns in the future.
>
> It's always our first priority to fix your vehicle per the terms of your
> warranty limits. After all, you invested in this vehicle for your
> family, you should be able to trust that it'll operate as in intended;
> getting you from point A to point B, safely and securely, without doubt.
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> appointment scheduled at?
>

> I would like to ensure your concerns are handled by the most appropriate
> area, our Case Management team. In order to escalate your case higher to
> that area, I'll need those appointment details.

>

> I look forward to hearing from you.

>

> Thank you again for your email. Should you require additional
> assistance, or have any new information to provide, please reply to this
> email message or call 1-800-247-9753.

>

> Sincerely,

>

> Jenna

>

> Customer Service Representative
> FCA 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_](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM10480599V45028L0KM&)
> ID=KMM10480599V45028L0KM&

>

>

>

> Original Message Follows:

> -----

> US Customer Service - Chrysler Brand Site

> Brief Description:

> Chrysler Pacifica Shutting Off

> Comments:

> To whom it may concern, I am writing today as a concerned customer. We
> have recently purchased our very first Chrysler Pacifica and while we
> are very satisfied with the vehicles features, we are very concerned
> about the reliability. We have had the car for only about three months
> and have three times experienced the vehicle "stalling out" and shutting
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> been happening to others while driving as well. This presents a serious
> danger to everyone! We have one small child and one on the way and we

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> months of ownership. While we enjoy many things about the vehicle, I
> can't see us continuing to trust this vehicle or Chrysler to keep our
> family safe in the future knowing that this is an ongoing issue that
> has not been addressed. Regards, [REDACTED]

>

>

> VIN:

> 2C4RC1BG4HR[REDACTED]1

> Mileage:

> 2200

> Servicing Dealer:

> Jim Shorky

> Title:

>

> First Name:

> [REDACTED]

> Middle Initial:

>

> Last Name:

> A[REDACTED]

> Address 1:

> [REDACTED]

> Address 2:

>

> City:

> Allison Park

> State:

> PA

> Zip:

> [REDACTED]

> Email:

> [REDACTED]m

> Work Phone:

> [REDACTED]

>

From: customerassist@chrysler.com

To: [REDACTED]

Date: Tue Dec 05 03:11:03 EST 2017

Subject: Re: Chrysler Group LLC Customer Assistance (KMM10480599V45028L0KM)

Hello [REDACTED],

Wonderful, thank you for taking the time to schedule this.

I understand you can't force it to just happen whenever, and that's ultimately what makes it most challenging to address. However dealerships also have additional technical resources they can utilize if needed, it could just be they require a case manager to facilitate this. We honestly won't know until it's back at the dealership again!

In the meantime, I've escalated your case to involve a case manager who will be in contact with you closer to your appointment date. That's quite ok, I understand waiting to have the time to be around when dealing with these types of issues!

I appreciate the time you took to contact me back.

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 1-800-247-9753.

Sincerely,

Jenna

Customer Service Representative

FCA 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=KMM10487021V61463L0KM&

Original Message Follows:

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I look forward to hearing from you.

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Sincerely,

Jenna

Customer Service Representative
FCA 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=KMM10480599V45028L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:

Chrysler Pacifica Shutting Off

Comments:

To whom it may concern, I am writing today as a concerned customer. We have recently purchased our very first Chrysler Pacifica and while we are very satisfied with the vehicle's features, we are very concerned about the reliability. We have had the car for only about three months and have three times experienced the vehicle "stalling out" and shutting down on us. At first we thought maybe it was just something that happened, but as we researched the issue more, we found that this has been happening to others while driving as well. This presents a serious danger to everyone! We have one small child and one on the way and we are scared to drive our Pacifica with kids in the car, which was the main reason we purchased the vehicle in the first place. We have contacted our dealer and have an appointment for service. However we spoke with the service manager and he informed us that this was the first time he had heard of this being an issue! How is this possible that a service manager at one of your dealerships is unaware of this? We have found multiple reports from the New York Times as well as Forbes and it has been on the national news that this problem is occurring. Is there anything that can be done about this because again this is not safe and according to the Chrysler website, "FCA US LLC regards the safety and security of our customers and their families as paramount and is fully committed to producing a vehicle with long-lasting reliability." If this truly is what Chrysler stands for then something needs to be done about this before someone gets hurt. It should not be expected by Chrysler for people who are experiencing this type of issue to continue to put themselves and their families in harm's way by driving these vehicles. Again this has happened to us three times in the first three months of ownership. While we enjoy many things about the vehicle, I can't see us continuing to trust this vehicle or Chrysler to keep our family safe in the future knowing that this is an ongoing issue that has not been addressed. Regards, [REDACTED]

VIN:

2C4RC1BG4HR8

Mileage:

2200

Servicing Dealer:

Jim Shorky

Title:

First Name:

Middle Initial:

Last Name:

Address 1:

Address 2:

City:

Allison Park

State:

PA

Zip:

15101

Email:

Work Phone:

4

Document Send To Customer
CAIR Number : [REDACTED] 7
Send Date : 2018-01-11 09:39:51

ATTN TO: MONICA – CHRYSLER
FAX (866) 849-3869
FROM: KASEY C. MCENTIRE
573 Bethel Temple Spur
Demorest, Georgia 30535

TO WHOM IT MAY CONCERN:

Per request from Raven with your Chrysler team, here is a copy of my monthly billing statement from my 2017 Chrysler Pacifica Minivan purchased from Hayes Chrysler of Baldwin, Georgia. Thank you for helping in this difficult matter.



(2 pages including cover)

No. 6281 P. 1

Jan. 9. 2018 11:14AM

Customer Service: (866) 612-2857 For Payment or Correspondence: www.CULSLLC.com



Total Amount Due: \$688.44
Account Number: [REDACTED]
Due Date: 01/07/18



Please make check payable to Credit Union Loan Source. You can also make your payment online at www.creditunionloan.com.

☐ Check here if your address or phone number has changed and complete form on the reverse side.

CULS LOAN SOURCE
PO BOX 105387
ATLANTA, GA 30348-5387



DEMOREST GA [REDACTED]

1512-01-41-0100974-0001-0000985

1512-01-41-0100974-0001-0000985

MAKING PAYMENTS: Mail your payments to the address on the payment envelope. Send all payments to the address on the payment envelope. Send all payments to the address on the payment envelope.

No. 6281 P. 2

Jan. 9. 2018 11:14AM

Document Recieved from Customer

Cair [REDACTED]

Date Received: 2017-12-18 11:08:47.898705

Files Not Recieved: 0

Total of \$794.70

Customerservice to me

Dec 16

ELRAC, LLC, [2178 MILLBURN AVE, MAPLEWOOD, NJ 070402605](#) [\(973\) 763-2913](#)

RENTAL AGREEMENT REF#
[REDACTED] 9SLMQQ

RENTER
BYERS, JOHN

DATE & TIME OUT
12/04/2017 05 55 PM

DATE & TIME IN
12/16/2017 10 56 AM

BILLING CYCLE
24-HOUR

VEH #2 2017 DODG GCAR SXT
VIN# 2C4RDGCGXHR [REDACTED]
LIC# [REDACTED] 2
MILES
DRIVEN 170

VEH #1 2017 NISN ALTI 4DSV
VIN# 1N4AL3APXH [REDACTED]
LIC# Y [REDACTED]
MILES
DRIVEN 32

SUMMARY OF CHARGES

Charge Description	Date	Quantity	Per	Rate	Total
TIME & DISTANCE	12/04 - 12/06	2	DAY	\$45.12	\$90.24
TIME & DISTANCE	12/06 - 12/16	10	DAY	\$59.12	\$591.20
REFUELING CHARGE	12/04 - 12/16				\$0.00
Subtotal:					\$681.44
Taxes & Surcharges					
DOMESTIC SECURITY FEE	12/04 - 12/16	12	DAY	\$5.00	\$60.00
NEW JERSEY STATE SALES TAX	12/04 - 12/16			6.875%	\$47.26
VEHICLE LICENSE FEE	12/04 - 12/16	12	DAY	\$0.50	\$6.00
RECOVERY					
Total Charges:					\$794.70
Bill-To / Deposits					
DEPOSITS					(\$794.70)
Total Amount Due					\$0.00

PAYMENT INFORMATION		
AMOUNT PAID	TYPE	CREDIT CARD NUMBER
\$794.70	Visa	xxxxxxxxxx [REDACTED]

Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2018-01-02 14:24:07.151734

Files Not Recieved: 0

Please let me know if this is acceptable. I look forward to hearing from you soon. Thanks

SIMPLE FINANCE CHARGE

Dealer Number _____ Contract Number _____

Buyer Name and Address (Including County and Zip Code) [REDACTED] RIVERDALE CA [REDACTED] CLAYTON	C02Buyer Name and Address (Including County and Zip Code)	Seller-Creditor (Name and Address) LANDMARK DODGE CHRY JP LLC MT, ZION BLVD 'ORROW GA 30080
---	--	--

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.

Insurance. You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is authorized to sell such insurance in Georgia. You are not required to buy any other insurance to obtain credit unless the box indicating Vendor's Single Interest Insurance is required is checked below.

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

Check the insurance you want and sign below:

Optional Credit Insurance

☐ Credit Life: ☐ Buyer ☐ Co-Buyer ☐ Both

Premium:

Credit Life \$ N/A

Credit Disability \$ N/A

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 insurance 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. If you choose this insurance, the cost is shown in Item 4A of the Itemization of Amount Financed. Credit life insurance is based on your original payment schedule. This insurance may not pay all you owe on this contract if you make late payments. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown below.

Other Optional Insurance

Type of Insurance N/A
 Term

Premium \$

Insurance Company Name N/A

Home Office Address

N/A
 Type of Insurance N/A
 Term

-Premium \$

Insurance Company Name

Home Office Address

New/Used	Year	Make and Model	Vehicle Identification Number	Primary Use For Which Purchased
	2017	CHRYSLER PACIFIC	2C4RCiEG8H	☐ business ☐ agricultural ☐ N/A otherwise indicated below Personal, family, or household unless otherwise indicated below

FEDERAL TRUTH-IN-LENDING DISCLOSURES				
ANNUAL PERCENTAGE RATE	FINANCIAL 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
<u>— E-Q —</u> %	\$ <u>8289.53</u>	\$ <u>42234=zz</u>	<u>53223.75</u>	<u>zS00.00</u> <u>51723.75</u>

Your Payment Schedule Will Be:		
Number of Payments	Amount of Payments	When Payments Are Due
	\$ <u>669.65</u>	Monthly beginning
Or As Follows: Late Charge. If payment is not received in full within 10 days after it is due, you will pay a late charge of \$ <u>—50.00—</u> or 5% of the part of the payment that is late, whichever is less.		
Prepayment. If you pay off all your debt early, you will not have to pay a penalty.		
Security Interest. You are giving a security interest in the vehicle being purchased.		
Additional Information: See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date and security interest.		

ITEMIZATION OF AMOUNT FINANCED

- Cash Price (including taxes of \$ —ZZZZ—SC) 4
- Total Downpayment =

Trade-in
 (Year) (Make) (Model)

 Gross Trade-In Allowance N/A Less Pay Off Made By Seller N/A
 Equals Net Trade In N/A
 + Cash N/A
 + Other
 (If total downpayment is negative, enter "0" and see 41 below)
- Unpaid Balance of Cash Price (1 minus 2)
- Other Charges Including Amounts Paid to Others on Your Behalf (Seller may keep part of these amounts):

A Cost of Optional Credit Insurance Paid to Insurance Company or Companies.
 Life Disability N/A
 E Vendor's Single Interest Insurance Paid to Insurance Company
 C Other Optional Insurance Paid to Insurance Company or Companies
 D Optional Gap Contract

Landmark

**DODGE
CHRYSLER Jeep**

"Always the Best Deal, Always."

Phone: 770.968.4900 Fax 678.251.2353

landmarkdodge.com

187414

VEHICLE ORDER AGREEMENT

Purchase XX Lease _____ (check one)

Salesman WALLACE EDFIRD REAVIS III

Deal# 139701 Stock # LOCATE

PURCHASER

Name _____

Address _____

Home Phone _____

Work Phone _____

SS# _____

DL# _____

State _____

DESCRIPTION OF VEHICLE ORDERED

New/Used _____

Year _____

Make _____

Model _____

Color _____

NEW

2017

CHRYSLER

PACIFICA

JAZZ BLUE

VIN # 2C4RC1EG0HR

Mileage 150 MILES

AGENT INTEGRITY INS

ADDRESS GA

CO-PURCHASER

Name _____

Address _____

Home Phone _____

Work Phone _____

SS# _____

DL# _____

State _____

PHONE

CALCULATION OF TOTAL DUE TRADE-IN

INFORMATION 37731.58

Year

VIN#

Mileage

Payoff Quoted By

Good

Customer

(8%) 333-6171

STATE OF ISSUANCE

TERMS AND CONDITIONS

As used in this Agreement the terms (a) "Dealer" shall mean the authorized dealer designated in this Agreement, (b) "Purchased" shall mean the party(ies) executing this Agreement, whether for purchase or lease, and (c) "Manufacturer" shall mean the Corporation that manufactured the vehicle or chassis, it being understood by the Purchaser and Dealer that Dealer is in no respect the agent of the Manufacturer. The Dealer and Purchaser are the sole parties to this Agreement. Any reference to Manufacturer herein is for the purpose of explaining generally certain contractual relationships existing Dealer and Manufacturer with respect to new motor vehicles.

ape execute Sin&ng contracts in this State and hereby agrees to purchase/lease t•z canes t the subject matter hereof and supersedes a' a-c panes- cr written. This agreement cannot be modified a•y ras agreement a used vehicle. the information on the Federal Trade Commission WINDOW FORM part the agreement. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THIS AGREEMENT.

Purchaser hereby agrees that all claims, disputes, or controversies, including claims that could be asserted in a class action, arising from or relating to the sale or service of the motor vehicle and other goods and services (including gap coverage, credit life and extended service contracts) will be resolved by BINDING ARBITRATION as set forth in the Arbitration Agreement executed at the time of this Agreement which is incorporated herein by reference.

THE ONLY WARRANTIES APPLYING TO THIS VEHICLE ARE THOSE SUPPLIED BY THE MANUFACTURER, IF ANY. THE DEALER EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. PURCHASER SHALL NOT BE ENTITLED TO RECOVER FROM DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME OR OTHER INCIDENTAL DAMAGES, UNLESS A SEPARATE WRITTEN DEALER WARRANTY IS PROVIDED TO PURCHASER BY THE DEALER. A USED VEHICLE SOLD/LEASED HEREUNDER IS SOLD "AS IS" WITHOUT ANY WARRANTY.

PURCHASER ACKNOWLEDGES THAT HE HAS READ, UNDERSTOOD AND AGREED TO ALL OF THE TERMS AND CONDITIONS ON THE FRONT AND BACK OF THIS AGREEMENT. THIS AGREEMENT SHALL NOT BECOME BINDING UNTIL ACCEPTED BY AN AUTHORIZED REPRESENTATIVE OF THE DEALER.

Document Send To Customer
CAIR Number : [REDACTED]
Send Date : 2018-01-03 13:59:57



FIAT CHRYSLER AUTOMOBILES

RELEASE AGREEMENT

In sole consideration of the tender of good and negotiable funds in the amount of one thousand, five hundred and no/100 dollars (\$1,500.00) made by FCA US LLC, formerly known as Chrysler Group LLC. I Ms [REDACTED], release and discharge FCA US LLC, Chrysler Group LLC, Old Carco LLC, and Chrysler LLC, and any other named FCA US LLC 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 Landmark Dodge Chrysler Jeep and any authorized FCA US LLC dealerships, from all known and unknown claims, damages, costs, attorneys' fees, expenses, loss of services, personal injuries and property damage related to the 2017, Pacifica VIN: 2C4RC1EG0HR [REDACTED] 9 ("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 agree to indemnify and hold the above parties harmless from all further claims, costs or expenses relating to this claim and/or the Subject Vehicle. I expressly agree that the only consideration I will receive is that listed above and that FCA US LLC has made no other promises to us. I accept the consideration listed above as full satisfaction of any and all claims as set forth herein.

Except as permitted by law, we agree not to talk about the details of this agreement and release to anyone. I understand that all the above parties deny any liability for this claim. However, nothing in this Agreement's provisions relating to confidentiality shall preclude [FCA US] from disclosing this Agreement or portions thereof to the National Highway Traffic Safety Administration ("NHTSA"), in response to an information request, subpoena, or other compulsory or putatively compulsory demand for information propounded by NHTSA.

This is a full and final release applying to all all known, unknown or unanticipated claims or damages arising out of any act, omission or occurrence up to and including the execution date of this release.

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 void and unenforceable.

I fully understand and freely sign this release.

Date: _____, 20____

Signature

Signature

Document Send To Customer
CAIR Number : [REDACTED]
Send Date : 2018-01-03 17:45:05

**Fax Cover Sheet**

Date: 1/13/2017
School/Department: Cross Keys High School
Street Address: 1626 N. Druid Hills Rd.
City/State/Zip: Atlanta, GA 30319
Phone: (678) 874-6102

Time: _____

To: Monica Fax Number: 866-849-3869From: _____ Fax Number: 678-874-6110

Number of pages (including cover sheet): _____

RE: Case #

Message: _____

Cross Keys High School
1626 N. Druid Hills Rd. | Atlanta, Georgia 30319 | 678-874-6102 | Fax: 678-874-6110

January 3, 2018

Greetings Ms. Monica,

I thank you wholeheartedly for working on my case involving my 2017 Chrysler Pacifica. I do not agree with the terms of the Letter of Intent contract excluding Chrysler or the dealership responsible for the vehicle purchased. I believe this vehicle is a LEMON due to the reported and countless electrical issues. The vehicle has been in the service department approximately 13 times since I've purchased the vehicle on 9-24-2016. I do not feel safe or comfortable driving a vehicle that has left me stranded three times as well as having sliding doors that do not properly open when trying to exit the vehicle. This poses a safety risk when I am not able to get into my vehicle and am left vulnerable to the elements and strange/unfamiliar surroundings/people. I am afraid the compounding issues will continue due to this vehicle's already mounting mechanical history. I would like a new vehicle in which I can enjoy without feeling unsafe or that the company will allow a return of said vehicle without penalty or financial strain.

I have suffered from depression, high anxiety, and pain due to the insurmountable inconveniences as heard on recorded phone calls with a FCA caseworker. I had to call off work because my vehicle would not start.

Therefore, \$1,500.00 is not a fair compensation especially without an extended warranty above the manufacturers. I do not want to be held responsible for repairing a vehicle that is documented for having continuous problems. Landmark Dodge in Morrow, GA, as well as myself, have all documentation of the defects and issues that have ensued.

There must be more FCA US LLC can do to fully rectify this situation, resolve the ongoing issues, and relieve my disappointment as a new customer to Chrysler. If a resolution cannot be reached via this avenue, then I will seek further legal assistance in order to receive fair treatment.

Respectfully Submitted,