

ROBERT M. SILVERMAN^{*,**}
CRAIG THOR KIMMEL^{*,**}

^{*} Member, PA Bar
^{*} Member, NJ Bar
^{*} Member, DE Bar
^{*} Member, NY Bar
^{*} Member, MA Bar
^{*} Member, MD Bar
^{*} Member, OH Bar
^{**} Member, NH Bar
^{**} Member, CT Bar
^{**} Member, TN Bar
^{**} Member, WY Bar
^{**} Member, DC Bar
^{**} Member, CA Bar
^{**} Member, WI Bar



KIMMEL & SILVERMAN

P.C.

1-800-LEMON LAW

www.lemonlaw.com

CORPORATE HEADQUARTERS

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

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

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

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

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

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

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

PLEASE REMIT ALL CORRESPONDENCE TO THE AMBLER OFFICE

May 18, 2017

FCA US LLC - Via FedEx

Keith Rose, Esquire- Via Email mail@rosewaldorf.com

RE: Pre-Lit Program

[REDACTED] v. FCA US LLC

VEHICLE TYPE: 2017 Chrysler Pacifica

VIN: 2C4RC1EGXHR [REDACTED]

RECEIVED

MAY 22 2017

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

To Whom It May Concern:

As you know, this office represents the above-captioned individual for problems encountered with his 2017 Chrysler Pacifica. I am attaching the clients' sales and service documents for your review. As you can see, my client has returned to the dealership for various defects in the vehicle.

Please advise if FCA US LLC is interested in attempting early resolution in this matter. I will refrain from filing suit in this matter for 30 days while you evaluate my client's claim. If I do not hear from you within the next 30 days, suit will be prepared and filed.

I look forward to hearing from you.

Very truly yours,

[REDACTED]
Robert M. Silverman

RMS/lwm
Enclosure

FCAUS LLC
Office of the General Counsel

MAY 19 2017

By [REDACTED] Mail/Reg. Agent/
Sec. of State/Proc. Server

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PLEASE REMIT ALL CORRESPONDENCE TO THE AMBLER OFFICE

May 18, 2017

FCA US LLC
1000 Chrysler Drive
Auburn Hills, MI 48326-2766

Re:

[REDACTED] v. FCA US LLC

Vehicle: 2017 Chrysler Pacifica

Date of Purchase: 12/20/2016

Place of Purchase: Solomon Chrysler, Brownsville, PA

VIN: 2C4RC1EGXHR [REDACTED]

Dear Sir/Madam:

Please be advised that this office represents the above individual against FCA US LLC pursuant to the PA Lemon Law, Uniform Commercial Code, Unfair Trade Practices Act, and Magnuson-Moss Warranty Claim. Kindly acknowledge our firm's representation and direct any and all correspondence to this office.

DO NOT HAVE ANY FURTHER CONTACT WITH OUR CLIENT WITH THE EXCEPTION OF COMMUNICATION NECESSARY TO EFFECTUATE CURRENT REPAIRS.

Thank you for your attention to this matter. If you have any questions, please do not hesitate to contact the undersigned.

[REDACTED]
[REDACTED] han
[REDACTED] VERMAN, PC

RMS\lwm

cc: [REDACTED]

JACQUELINE C. HERRITT**
ROBERT A. RAPKIN*
ANGELA K. TROCCOLI**
AMY L. BENNECOFF GINSBURG**
W. CHRISTOPHER COMPONONO**
JASON L. GRESHES**
SHANNON R. HARKINS*
CHAD P. DOMAN*
RYAN FITZGERALD*
RACHEL M. MALL*
RACHEL R. STEVENS*
JOSEPH C. HOFFFEL*
RICHARD J. ALBANESE*



Financial Responsibility Identification Card

Erie Insurance Exchange
NAIC Code: 26271

Fold and detach

Coverage provided by:
Erie Insurance Exchange
100 Erie Insurance Place Erie, PA 16530

Named Insured

PITTSBURGH, PA

Policy Number

Effective

10/10/2016 until 04/10/2017

NOT VALID MORE THAN SIX
MONTHS FROM EFFECTIVE DATE.

VIN

2C4RC1BG7FR

Vehicle

2015 CHRY TOWN AND C

DP80 PA 04/13

SEE IMPORTANT MESSAGES ON REVERSE SIDE

Your ERIE Agent
JOHN W FISHER INS AGY INC
101 WHITAKER ST
HOMESTEAD, PA 15120-2411

Agent Phone
(412)461-0103

Your Auto Policy is effective from 10/10/2016 to 10/10/2017

To comply with Pennsylvania law, we will:

1. Issue a 6 month I.D. card on the policy effective date.
2. Six months later issue another 6 month I.D. card.
3. Issue a card for replacement or additional vehicle(s).

In the event of an accident or loss:

- Help anyone who is injured. Get names, addresses, auto license plate numbers of involved, including all witnesses.
- Protect your auto and property from further damage.
- If injury, extensive damage, theft, or out-of-state accident, call police promptly. If "hit-and-run" accident, report to police within 24 hours.
- Notify your Agent or ERIE.
- Only discuss accident details with police or an ERIE representative.

COMMONWEALTH OF PENNSYLVANIA REGISTRATION CREDENTIAL

EXPIRY: NOV 30, 2017 VALID: 10/17/16

PLATE:

TITLE:

VIN:

YR/MAKE:

TYPE:

WID:

2C4RC1EGXHR

2017 CHRYSLER

SW

PITTSBURGH PA

SIGNATURE

I hereby acknowledge this day that I have received
notice of the provisions of Section 3709 of the Vehicle
Code.

Dealer Number U/A Contract Number U/A

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 Company Name: _____

ITEMIZATION OF AMOUNT FINANCED (Seller may keep part of the amounts paid to others.)		
1 - Cash Price		
Vehicle		\$ 40,080.00
Accessories and Installation		\$ N/A
Government Taxes		\$ 1,076.60
Vehicle Delivery		\$ N/A
to N/A	for N/A	\$ N/A
to N/A	for N/A	\$ N/A
to N/A	for N/A	\$ N/A
to N/A	for N/A	\$ N/A
to N/A	for N/A	\$ N/A
to N/A	for N/A	\$ N/A
to N/A	for N/A	\$ N/A
to N/A	for N/A	\$ N/A
to N/A	for N/A	\$ N/A
		\$ 41,156.60 (1)
2 - Total Downpayment -		

D Optional Gap Contract	H/A	\$	N/A
E Government Taxes Not Included in Cash Price		\$	N/A
F Government License and/or Registration Fees		\$	50.00
G Government Certificate of Title Fees		\$	75.00
(includes \$ 24.00 security interest recording fee)			
H Other Charges (Seller must identify who is paid and describe purpose)		\$	N/A
to N/A for Prior Credit or Lease Balance		\$	114.00
to Solomon Chrysler Jeep Dodge for		\$	N/A
to N/A for		\$	N/A
to N/A for		\$	N/A
to N/A for		\$	N/A
to N/A for		\$	N/A
to N/A for		\$	N/A
to N/A for		\$	N/A
to N/A for		\$	N/A
to N/A for		\$	N/A
to N/A for		\$	N/A
Total Other Charges and Amounts Paid to Others on Your Behalf		\$	244.00
5 Amount Financed (3 + 4)		\$	16,700.60 (4)
6 Finance Charge		\$	1,062.88 (5)
7 Total of Payments-Time Balance (5 + 6)		\$	17,763.48 (6)

Co-Buyer Signature _____ Date _____

THIS INSURANCE DOES NOT INCLUDE INSURANCE ON YOUR LIABILITY FOR BODILY INJURY OR PROPERTY DAMAGE CAUSED TO OTHERS.

Returned Check Charge: You agree to pay the costs we actually pay to others if any check you give us is dishonored.

OPTIONAL GAP CONTRACT. A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in Item 4D of the Itemization of Amount Financed. See your gap contract for details on the terms and conditions it provides. It is a part of this contract.

Term N/A Mos. N/A Name of Gap Contract _____

I want to buy a gap contract.

Buyer Signs X N/A

If you do not meet your contract obligations, you may lose the vehicle.

OPTION: ☐ You pay no finance charge if the Amount Financed, item 5, is paid in full on or before N/A, Year N/A. SELLER'S INITIALS N/A

NO COOLING OFF PERIOD

State law does not provide for a "cooling off" or cancellation period for this sale. After you sign this contract, you may only cancel it if the seller agrees or for legal cause. You cannot cancel this contract simply because you change your mind. This notice does not apply to home solicitation sales.

HOW THIS CONTRACT CAN BE CHANGED. This contract contains _____ and us relating to this contract. Any change to this contract must be in writing and we must sign it. No oral changes are binding. Buyer Signs _____ Co-Buyer Signs X N/A

If any part of this contract is not valid, all other parts stay valid. We _____ any of our rights under this contract without losing them. For example, we may extend the time for making some payments without extending the time for making others.

You authorize us to obtain information about you, or the vehicle you are buying, from the state motor vehicle department or other motor vehicle registration authorities.

See back for other important agreements.

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

NOTICE TO BUYER. DO NOT SIGN THIS CONTRACT IN BLANK. YOU ARE ENTITLED TO AN EXACT COPY OF THE CONTRACT YOU SIGN. KEEP IT TO PROTECT YOUR LEGAL RIGHTS. ANY HOLDER OF THIS CONSUMER CREDIT CONTRACT IS SUBJECT TO ALL CLAIMS AND DEFENSES WHICH THE BUYER COULD ASSERT AGAINST THE SELLER OF GOODS OR SERVICES OBTAINED PURSUANT HERETO OR WITH THE PROCEEDS HEREOF. RECOVERY HEREUNDER BY THE BUYER SHALL NOT EXCEED AMOUNTS PAID BY THE BUYER HEREUNDER.

Buyer Signs X _____ Date 9/26/2016 Co-Buyer Signs X N/A Date _____

You agree to the terms of this contract. You confirm that before you signed this contract, we gave it to you, and you were free to take it and review it. You confirm that you received a completely filled-in copy when you signed _____

Buyer Signs X _____ Date 9/26/2016 Co-Buyer Signs X N/A Date _____

Co-Buyers and Other Owners — A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other owner signs here X N/A

Seller Signs Solomon Chrysler Jeep Dodge Date 9/26/2016 By X _____ Title Finance Manager

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

☐ Assigned with recourse ☒ Assigned with limited recourse ☐ Assigned with limited recourse

Seller Solomon Chrysler Jeep Dodge By _____ Title Finance Manager

SOLOMON

Auto Group



DODGE

CHRYSLER

Jeep

409 NATIONAL PIKE WEST BROWNSVILLE, PA 15417 (724) 785-8000
www.solomonauto.com sales@solomonauto.com

PITTSBURGH, PA

09/26/2016

DATE

PURCHASER'S NAME

STREET ADDRESS

CITY

STATE

ANDREW A PENICH

SALESMAN'S NAME

RES. PHONE

CELL PHONE

E-MAIL

THIS BUYERS ORDER IS FOR THE FOLLOWING

☒ NEW ☐ USED ☐ DEMONSTRATION ☐ CAR ☐ TRUCK ☐ PRIOR USE:

YEAR 2017 MAKE CHRYSLER

MODEL OR SERIES PACIFICA T

BODY TYPE SPORT

COLOR BILL SI TRIM

VIN 2C4RC1EGXHR

STOCK NO.

MILES AT DELIVERY

63 TO BE DELIVERED 9/26/16 ON OR ABOUT

PRICE OF VEHICLE \$ 40,080.00

RUSTPROOFING \$ N/A

EXTENDED SERVICE PLAN \$ N/A

GAP \$ N/A

CONSUMER CASH (500.00)

CHRYSLER CAPITAL (500.00)

SAMS' OFFER (1,000.00)

OWNER LOYALTY, GRAPHICS/PACIFICA CASE (3,000.00)

NON MOPAR PARTS & ACCESSORIES NOT COVERED UNDER CHRYSLER WARRANTY

Cash Price of Vehicle & Accessories \$ 35,080.00

Sales Tax 1,076.60

PTA Tax (\$1.00 PER TIRE) \$ 5.00

REGISTRATION 36.00 TITLE 51.00 TRANSFER 9.00 ENCUMBRANCE 24.00 120.00

Temporary Registration Plate Fee N/A

Documentary Fee 114.00

ON-LINE REGISTRATION FEE N/A

LOST TITLE FEE ON TRADE IN N/A

COUNTY FEE 5.00

1. TOTAL PRICE OF UNIT \$ 36,400.60

2. DOWN PAYMENT: consisting of \$ N/A in cash and/or \$ 19,700.00 net trade-in allowance on trade-in: see statement in right hand column for details. \$ 19,700.00

3. UNPAID CASH BALANCE DUE ON DELIVERY (difference between Items 1 and 2) \$

USED CAR TRADE-IN AND/OR OTHER CREDITS

MAKE OF TRADE-IN CHRYSLER COLOR

YEAR 2015 MODEL TOWN & COUNTRY BODY SPORT VAN

MVI OR SERIAL NO. 2C4RC1BG7FR

BALANCE OWED TO N/A

ADDRESS

USED TRADE-IN ALLOWANCE \$ 19,700.00

BALANCE OWED ON TRADE-IN N/A

NET ALLOWANCE ON USED TRADE-IN \$ 19,700.00

DEPOSIT OR CREDIT BALANCE N/A

DOWN PAYMENT (Trans. to Left Col.) \$ 19,700.00

(Federal regulations require you to state the odometer mileage upon transfer of ownership. An inaccurate or untruthful statement may make you liable for damages to your transferee, for attorney fees, and for civil or criminal penalties, pursuant to sections 409, 412 and 413 of the Motor Vehicle Information and Cost Savings Act of 1972 (Pub. L. 92-513, as amended by Pub. L. 94-364).

I state that the odometer on the trade-in vehicle described above now reads 34,451 miles/kilometers.

WARRANTY INFORMATION

☒ FACTORY WARRANTY - The manufacturer's warranty constitutes all of the warranties with respect to the sale of this item/items. The seller hereby expressly disclaims all warranties, either expressed or implied including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assures nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

☐ USED CAR WARRANTY - Used car is covered by a limited warranty detailed in a separate document. You may obtain a full copy of any applicable warranty from us.

☐ AS IS - THIS MOTOR VEHICLE IS SOLD "AS IS" WITHOUT ANY WARRANTY EITHER EXPRESSED OR IMPLIED. THE PURCHASER WILL BEAR THE ENTIRE EXPENSE OF REPAIRING OR CORRECTING ANY DEFECT THAT PRESENTLY EXISTS OR THAT MAY OCCUR IN THE VEHICLE.

PURCHASER'S SIGNATURE X

USED CAR BUYER'S GUIDE/ THE INFORMATION YOU SEE ON THE WINDOW FORM FOR THIS VEHICLE IS PART OF THE CONTRACT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE.

GUIA PARA COMPRADORES DE VEHICULOS USADOS. LA INFORMACION QUE VE EN EL FORMULARIO DE LA VENTANILLA PARA ESTE VEHICULO FORMA PARTE DEL PRESENTE CONTRATO. LA INFORMACION DEL FORMULARIO DE LA VENTANILLA DEJA SIN EFECTO TOSA DISPOSICION EN CONTRARIO CONTENIDA EN EL CONTRATO DE VENTA.

If you cancel this purchase agreement or refuse to take delivery of the vehicle ordered, except as permitted by law, you shall, at our option, forfeit as damages the amount of \$

PURCHASER'S SIGNATURE X

Purchaser hereby acknowledges to the above clause.

BINDING CONTRACT: "This Contract is not binding upon either the dealer or the Buyer until signed by an authorized dealer representative. YOU, THE BUYER, MAY CANCEL THIS CONTRACT AND RECEIVE A FULL REFUND ANY TIME BEFORE RECEIPT OF A COPY OF THIS CONTRACT SIGNED BY AN AUTHORIZED DEALER REPRESENTATIVE BY GIVING WRITTEN NOTICE OF CANCELLATION TO THE DEALER." I UNDERSTAND THAT IF I CANCEL THIS PURCHASE AGREEMENT OR REFUSE TO TAKE DELIVERY OF THE VEHICLE ORDERED, EXCEPT AS PERMITTED BY LAW, I SHALL, AT THE DEALERSHIP'S OPTION, FORFEIT AS DAMAGES THE AMOUNT OF \$ PURCHASER'S INITIALS.

The front and back of this Order comprise the entire agreement affecting this purchase and no other agreement or understanding of any nature concerning same has been made or entered into, or will be recognized. I have read the matter printed on the back hereof and agree to it as a part of this order the signature. I certify that I am of legal age, and hereby acknowledge receipt of a copy of this order.

ACCEPTED BY:

09/26/16

SERVICE INVOICE

CHRYSLER



DODGE

Three Rivers

Chrysler • Jeep • Dodge • LLC.

Jeep®



MOPAR

2633 West Liberty Avenue • Pittsburgh, PA 15216-3407 • 412-343-1200 • www.3riverscjd.com

BIO		VIN		DATE IN	
[REDACTED]		2 C 4 R C 1 E G X H R [REDACTED]		12/20/16	
YEAR	MAKE	MODEL	COLOR	TIME IN	
2017	CHRYSLER	PACIFICA T	O	00:00	
MILES IN	MILES OUT	FIRST USE	LOC	CLOCKED	
3072	3073	00/00/00 00/00/00	PA	15:52	
SEE ALSO				WRITER	
[REDACTED]				8955	
H: [REDACTED]				W: ()	JGESLER 60

**** Warranty Claim Repairs Remain Open ****

- | | | | |
|---|-------------------------|-------|-------------------------|
| 1) MULTI POINT INSPECTION
WI-TECH MODULE UPDATES WHEN APPLICABLE
FILL FLUIDS AND SET TIRE PRESSURE
(Tech:99) A | CC | T99 | (Internal) |
| 2) HAD TO JUMP START 3 TIMES
TEST BATTERY
BATTERY TEST GOOD
(Tech:36) A | Labor | T36 | (Internal) |
| 3) REMOTE START ONLY WORKS WHEN WARM
OPERATING AS DESIGNED
(Tech:99) A | Labor | T99 | (Internal) |
| 4) (RRT) 16-097
(Tech:36) A | Warranty Claim
Labor | T36 2 | (Warranty) |

3.50
12/21

CUSTOMER HAS REVIEWED REPAIRS AND CHARGES WITH SERVICE ADVISOR Customer Signature X

	W.C.	INT.	CUSTOMER
			Labor .00
			Parts .00
			Sublet .00
	.00	.00	Haz. Mat. .00
			Oil/Grease .00
			Sub Total .00
	.00	.00	Tax .00
			Total .00

DISCLAIMER OF WARRANTIES

Any warranties on the product 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 said products. Any limitation contained herein does not apply where prohibited by law.

X

CUSTOMER SIGNATURE

Page 1 of 1

Job [REDACTED]

Customer Copy

SERVICE INVOICE

CHRYSLER



DODGE

Three Rivers

Chrysler • Jeep • Dodge • LLC.

Jeep®



MOPAR

2633 West Liberty Avenue • Pittsburgh, PA 15216-3407 • 412-343-1200 • www.3riverscjd.com

PRO	VIN	2 C 4 R C 1 E G X H R		DATE IN	01/07/17
YEAR	MAKE	MODEL	COLOR	TIME IN	10:59
2017	CHRYSLER	PACIFICA T	O	CLOSED	11:13
MILES IN	MILES OUT	FIRST USE	LOC	01/10/17	
3553	3555	88/00/00 00/00/00	PA	WRITER	8955
SEE ALSO			H:	W: (412)	-
				JGESLER	60

**** Warranty Claim Repairs Remain Open ****

- | | |
|--|---|
| (1) TOWED IN WONT START
BATTERY FAILS TEST
REPLACED BATTERY
(Tech:36) A | Warranty Claim
Labor T36 5
(F)BB94R750AA (BATTERY) 1
..... (Warranty) |
| (2) MULTI POINT INSPECTION
WI-TECH MODULE UPDATES WHEN APPLICABLE
FILL FLUIDS AND SET TIRE PRESSURE
(Tech:99) A | CC T99
..... (Internal) |
| (3) CHECK COOLANT BOTTLE FROZE
TOP OFF OVERFLOW
(Tech:99) A | Labor T99
..... (Internal) |

1:25 PM
1/10/17

CUSTOMER HAS REVIEWED REPAIRS AND CHARGES WITH SERVICE ADVISOR Customer Signature X

	W/C	INT.	CUSTOMER
Labor			.00
Parts			.00
Sublet			.00
Haz. Mat.			.00
Oil/Grease			.00
Sub Total			.00
Tax			.00
Total			.00

DISCLAIMER OF WARRANTIES
Any warranties on the product sold hereby are those made by the manufacture. 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 said products. Any limitation contained herein does not apply where prohibited by law.

X CUSTOMER SIGNATURE

Page 1 of 1 Job

Customer Copy

SOLOMON

Auto Group

Jeep

409 National Pike West
 Brownsville, PA 15417
 Phone: (724) 795-8000
 Fax: (724) 795-8440
 www.solomonauto.com
 Email: sales@solomonauto.com

R/O	VIN		2 C 4 R C 1 E G X H R		DATE IN	04/03/17
YEAR	MAKE	MODEL	COLOR		TIME IN	07:56
2017	CHRYSLER	PACIFICA T	BILL SILVE N		CLOSED	08:39
MILES IN	MILES OUT	FIRST USE	LIC.	PITTSBURGH PA		04/13/17
7106	7228	09/26/16	PA		WRITER	MIKE\14
SEE ALSO			C:			
			H:		W: () -	

- (1) CHECK BATTERY GOES DEAD Warranty Claim
 CHECKED CODES NONE CHARGE BATTERY AND TEST GO 08050100 T30 20
 OD BATTERY PERFORM BATTERY DRAW TEST AS PER E
 RIC AT CHRYSLER WE WENT ALL OVER
 ALL THE GROUNDS ON THE MOTOR AND BODY CLEANED
 AND RETIGHTEND TALKED TO DOUG FROM CHRYSLER
 CKED BATTERY VOLTAGE LET OUTSIDE OVER WEEK EN
 D RETEST MONDAY VOLTAGE OK STARTED UP OK SERV
 ICE MANAGER DROVE 100 MILES NO CODES NO PROBL
 EM RETESTED DRAW TEST FOR 2 MORE DAYS TEST OK
 (30- SONNY-) B (Warranty)
- (2) 17 PT VEH INSPECTION 9016 T30 2
 (30- SONNY-) A (Internal)
- (3) CHANGE ENGINE OIL AND FILTER Labor T30 3
 CHECK ALL FLUIDS 68191349AB (FILTER) 1
 RESET OIL INDICATOR IF AVAILABLE 68283520AA (OIL) 6
 AS PER MIKE BILL TO NEW CAR POLICY (Internal)
 (30- SONNY-) A
- (4) TEST COOLANT Labor T30
 NEG 30 DEGS (Internal)
 (30- SONNY-) A

JM

Next Service JUL '17 Lube-Oil-Filter

DISCLAIMER OF WARRANTIES
 Any warranty on the product sold hereby has been made 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 person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

X CUSTOMER SIGNATURE

Page 1 of 1

Job

Customer Copy
 Labor Rate 110.00

W/C	INT.	CUSTOMER
		Labor .00
		Parts .00
		Sublet .00
.00	2.00	Misc Shop Su .00
		Oil/Grease .00
		Sub Total .00
.00	.00	Tax .00
		Total .00



Jeep

409 National Pike West
 Brownsville, PA 15417
 Phone: (724) 785-8000
 Fax: (724) 785-8440
 www.solomonauto.com
 sales@solomonauto.com

B/D [REDACTED]		VIN 2C4RC1EGXHR [REDACTED]		DATE 05/01/17	
YEAR 2017	MAKE CHRYSLER	MODEL PACIFICA T	COLOR BILL SILVE N	TIME IN 15:57	
MILES IN 7811	MILES OUT 7812	FIRST USE 09/20/16 09/26/16	USE PA [REDACTED]	CLOSED 09:32 05/16/17	
SEC ALSO				WRITER 9451 CHRIS\05	

- (1) CHECK FOR A NO START/TOWED IN
AS PER DOUG CHECK ALL GROUNDS
PERFORM 4 FLASH TO GET THE VIDEOMODULE BACK
ON LINE EVAC AC TO REPLACE ALT AND REPLACE TH
E ALT AS PER DOUG

Warranty Claim

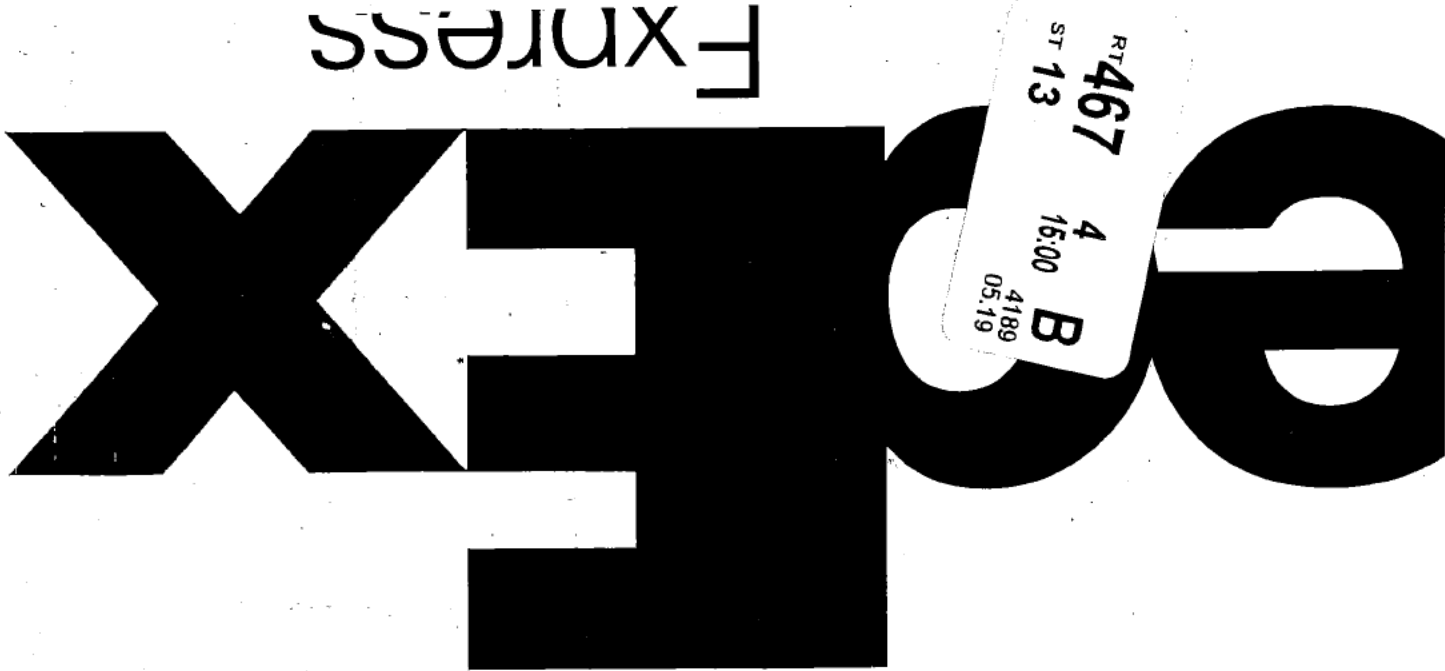
T30	13
T30	9
T30	10
T30	15
T30	2
T30	5
T30	5
T30	2
T30	10
T30	19

(F) 56029733AB (GENERATOR)

[illegible]

..... (Warranty)

	W/C	INT.	CUSTOMER
Next Service AUG '17 Lube-Oil-Filter			Labor .00 Parts .00 Sublet .00 Misc Shop Su .00 Oil/Grease .00 Sub Total .00 Tax .00 Total .00
DISCLAIMER OF WARRANTIES Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither assumes nor endorses any person's account for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.	.00	.00	
X CUSTOMER SIGNATURE	.00	.00	
Page 1 of 1 Job [REDACTED]			
[REDACTED] [REDACTED]			
Customer Copy Labor Rate 110.00			



Express

Page 1 of 2

Align top of FedEx Express®

SHIP DATE: 18MAY17
ACTWGT: 1.00 LB
CAD

BILL SENDER

ORIGIN ID: QFWA (215) 540-8888
SHARON STARYNSKI
KIMMEL & SILVERMAN, P.C.
30 EAST BUTLER PIKE

AMBLER, PA 19002
UNITED STATES US

TO FCA US LLC

WARRANTY LITIGATION DEPARTMENT

1000 CHRYSLER DRIVE

CIMS 485-13-62

AUBURN HILLS MI 48326

(215) 540-8888

REF:

INV:

PO:

DEPT:

FedEx
Express



mail

FRI - 19 MAY 3:00P

STANDARD OVERNIGHT

#RKL 1020

ET MTCA

DIW

MI-US



ROBERT M. SILVERMAN**
CRAIG THOR KIMMEL**

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



KIMMEL & SILVERMAN

P.C.

1-800-LEMON LAW

www.lemonlaw.com

CORPORATE HEADQUARTERS

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

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

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

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

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

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

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

PLEASE REMIT ALL CORRESPONDENCE TO THE AMBLER OFFICE

June 8, 2017

CERTIFIED MAIL/RETURN RECEIPT REQUESTED

FCA US LLC
CIMS 485-13-32
1000 Chrysler Drive
Auburn Hills, MI 48326

FCA US LLC
Office of the General Counsel

JUN 13 2017

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

RE:  v FCA US LLC
Allegheny County, No.: 

Dear Sir/Madam:

Enclosed please find a copy of the Complaint which has been filed against FCA US LLC in the Court of Common Pleas, Philadelphia County, Pennsylvania. You are being served pursuant to the Pennsylvania Rules of Civil Procedure, Rule 403.

Please refer the attached to the legal department. **Note:** A responsive pleading is due 20 days after the receipt of the Complaint.

Very truly yours,

RECEIVED

Robert M. Silverman

JUN 14 2017

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

RMS/lwm

JACQUELINE C. HERRITT**
ROBERT A. RAPKIN**
ANGELA K. TROCCOLI**
AMY L. BENNECOFF GINSBURG**
W. CHRISTOPHER COMPONOV**
JASON L. GRESHES**
SHANNON R. HARKINS**
CHAD P. DOMAN**
RYAN FITZGERALD**
RACHEL M. MALL**
RACHEL R. STEVENS**
JOSEPH C. HOEFFEL**
RICHARD J. ALBANESE**

Lauryn McDonald

From: Lisa Triantafilou
Sent: Tuesday, June 06, 2017 1:46 PM
To: Lauryn McDonald
Subject: FW: Allegheny County Court of Common Pleas Event Notification: [REDACTED]

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

From: webmaster.pro@county.allegheny.pa.us [mailto:webmaster.pro@county.allegheny.pa.us]
Posted At: Tuesday, June 06, 2017 1:16 PM Posted To: Allegheny E-File
Conversation: Allegheny County Court of Common Pleas Event Notification: [REDACTED]
Subject: Allegheny County Court of Common Pleas Event Notification: [REDACTED]

An Arbitration Hearing has been scheduled for

Case Number [REDACTED] vs FCA US LLC

at Room 702, City-County Building on 10/04/2017 at 09:00:00.

Confidentiality Notice: This e-mail message, including any attachments, is for the sole use of the intended recipient(s) and may contain confidential and privileged information. Any unauthorized review, use, disclosure, forwarding, or distribution is prohibited. If you are not the intended recipient, please contact the sender by reply e-mail and destroy all copies of the original message.

IN THE COURT OF COMMON PLEAS OF ALLEGHENY COUNTY, PENNSYLVANIA

CIVIL DIVISION

Plaintiff,

vs.

NO.:

FCA US LLC,

Defendant.

COMPLAINT IN CIVIL ACTION

Filed on behalf of Plaintiff:

COUNSEL OF RECORD FOR THIS PARTY:

Robert M. Silverman, Esquire
Identification No. [REDACTED]

KIMMEL & SILVERMAN, P.C.
30 East Butler Pike
Ambler, PA 19002
(215) 540-8888

WRIT WAIVED

**IN THE COURT OF COMMON PLEAS OF ALLEGHENY COUNTY, PENNSYLVANIA
DEPARTMENT OF COURT RECORDS CIVIL/FAMILY DIVISION
ARBITRATION DOCKET**

PLAINTIFF

ARBITRATION DOCKET

NO. _____ - _____ - _____

_____. VS.

FCA US LLC
DEFENDANT

HEARING DATE: _____
Court Room 2
City-County Building
7th Floor
9:00 A.M.

NOTICE TO DEFEND

YOU HAVE BEEN SUED IN COURT. If you wish to defend against the claims set forth in the following pages, you must take action within TWENTY (20) days after this complaint and notice are served by entering a written appearance personally or by attorney and filing in writing with the court your defenses or objections to the claims set forth against you. You are warned that if you fail to do so the case may proceed without you and a judgment may be entered against you by the court without further notice for any money claimed in the complaint or for any other claim or relief requested by the plaintiff. You may lose money, property or other rights important to you.

YOU SHOULD TAKE THIS PAPER TO YOUR LAWYER AT ONCE. If you do not have a lawyer, go to or telephone the office set forth below. This office can provide you with information about hiring a lawyer. IF YOU CANNOT AFFORD TO HIRE A LAWYER, this office may be able to provide you with information about agencies that may offer legal service to eligible persons at a reduced fee or no fee.

LAWYER REFERRAL SERVICE,
The Allegheny County Bar Association
11th Floor Koppers Bldg.
436 Seventh Ave, Pittsburgh, PA 15219
TELEPHONE 412-261-5555

HEARING NOTICE

YOU HAVE BEEN SUED IN COURT. The above Notice to Defend explains what you must do to dispute the claims made against you. If you file the written response referred to in the "Notice to Defend" a hearing before a Board of Arbitrators will take place in Court Room 2, 7th floor of the City County Building, 414 Grant Street, Pittsburgh, Pennsylvania on _____, 20____, at 9:00 a.m. IF YOU FAIL TO FILE the response described in the "Notice to Defend" a judgment for the amount claimed in the complaint may be entered against you before the hearing.

DUTY TO APPEAR AT ARBITRATION HEARING

If one or more of the parties is not present at the hearing, THE MATTER MAY BE HEARD AT THE SAME TIME AND DATE BEFORE A JUDGE OF THE COURT WITHOUT THE ABSENT PARTY OR PARTIES. THERE IS NO RIGHT TO A TRIAL DE NOVO ON APPEAL FROM A DECISION ENTERED BY A JUDGE.

NOTICE: YOU MUST RESPOND TO THIS COMPLAINT WITHIN TWENTY (20) DAYS OR A JUDGMENT FOR THE AMOUNT CLAIMED MAY BE ENTERED AGAINST YOU BEFORE THE HEARING.
IF ONE OR MORE OF THE PARTIES IS NOT PRESENT AT THE HEARING, THE MATTER MAY BE HEARD IMMEDIATELY BEFORE A JUDGE WITHOUT THE ABSENT PARTY OR PARTIES. THERE IS NO RIGHT TO A TRIAL DE NOVO ON APPEAL FROM A DECISION ENTERED BY A JUDGE.

**IN THE COURT OF COMMON PLEAS OF ALLEGHENY COUNTY, PENNSYLVANIA
CIVIL DIVISION**

[REDACTED]

Plaintiff,

vs.

FCA US LLC,

Defendant.

No.:

COMPLAINT

1. Plaintiff, [REDACTED], is an adult individual citizen and legal resident of the Commonwealth of Pennsylvania, residing at [REDACTED] Pittsburgh, PA [REDACTED]

2. Defendant, FCA US LLC, is a corporation qualified to do and regularly conduct business in the Commonwealth of Pennsylvania, with its address and principal place of business located at CIMS 485-14-78, 1000 Chrysler Drive, Auburn Hills, Michigan 48326-2766, and can be served at this address.

BACKGROUND

3. On or about September 20, 2016, Plaintiff purchased a new 2017 Chrysler Pacifica, manufactured and warranted by Defendant, bearing the Vehicle Identification Number 2C4RC1EGXHR [REDACTED]

4. The vehicle was purchased in the Commonwealth of Pennsylvania and is registered in the Commonwealth of Pennsylvania.

5. The contract price of the vehicle, including registration charges, document fees, sales tax, finance and bank charges, but excluding other collateral charges not specified, yet defined by the Lemon Law, totaled more than \$41,156.60. A true and correct copy of the contract is attached hereto, made a part hereof, and marked Exhibit "A".

6. In consideration for the purchase of said vehicle, Defendant issued to Plaintiff several warranties, guarantees, affirmations or undertakings with respect to the material or workmanship of the vehicle and/or remedial action in the event the vehicle fails to meet the promised specifications.

7. The above-referenced warranties, guarantees, affirmations or undertakings are/were part of the basis of the bargain between Defendant and Plaintiff.

8. The parties' bargain includes an express 3-year / 36,000 mile warranty, as well as other guarantees, affirmations and undertakings as stated in Defendant's warranty materials and owner's manual.

9. However, as a result of the ineffective repair attempts made by Defendant through its authorized dealer(s), the vehicle is rendered substantially impaired, unable to be utilized for its intended purposes, and is worthless to Plaintiff.

10. The first documented warranty repair attempt is believed to have occurred on or before December 20, 2016, when the vehicle odometer showed 3,072 miles. On that date, repair attempts were made to the no start condition and the remote start is only operative in warmer weather. A true and correct copy of the repair invoice is attached hereto, made a part hereof and marked Exhibit "B".

11. The second documented warranty repair attempt is believed to have occurred on or before January 07, 2017, when the vehicle odometer showed 3,553 miles. On that date, repair attempts were made to the no start condition and the coolant bottle froze. A true and correct copy of the repair invoice is attached hereto, made a part hereof and marked Exhibit "C".

12. The fourth documented warranty repair attempt is believed to have occurred on or before April 03, 2017, when the vehicle odometer showed 7,106 miles. On that date, repair attempts were made to the battery going dead. A true and correct copy of the repair invoice is attached hereto, made a part hereof and marked Exhibit "D".

13. The fifth documented warranty repair attempt is believed to have occurred on or before May 01, 2017, when the vehicle odometer showed 7,811 miles. On that date, repair attempts were made to the no start condition. A true and correct copy of the repair invoice is attached hereto, made a part hereof and marked Exhibit "E".

14. The vehicle continues to exhibit defects and nonconformities which substantially impair its use, value and/or safety as provided in 73 P.S. §1951 et seq.

COUNT I
PENNSYLVANIA AUTOMOBILE LEMON LAW

15. Plaintiff hereby incorporates all facts and allegations set forth in this Complaint by reference as if fully set forth at length herein.

16. Plaintiff is a "Purchaser" as defined by 73 P.S. §1952.

17. Defendant is a "Manufacturer" as defined by 73 P.S. §1952.

18. Solomon Chrysler, Brownsville, PA is and/or was at the time of sale a Motor Vehicle Dealer in the business of buying, selling, and/or exchanging vehicles as defined by 73 P.S. §1952.

19. On, or about September 20, 2016, Plaintiff took possession of the above mentioned vehicle and experienced nonconformities as defined by 73 P.S. §1951 et seq., which substantially impair the use, value and/or safety of the vehicle.

20. The nonconformities described violate the express written warranties issued to Plaintiff by Defendant.

21. Section 1955 of the Pennsylvania Automobile Lemon Law provides:

If a manufacturer fails to repair or correct a nonconformity after a reasonable number of attempts, the manufacturer shall, at the option of the purchaser, replace the motor vehicle... or accept return of the vehicle from the purchaser, and refund to the purchaser the full purchase price, including all collateral charges, less a reasonable allowance for the purchasers use of the vehicle, not exceeding \$.10 per mile driven or 10% of the purchase price of the vehicle, whichever is less.

22. Section 1956 of the Pennsylvania Automobile Lemon Law provides a presumption of a reasonable number of repair attempts if:

- (1) The same nonconformity has been subject to repair three times by the manufacturer, its agents or authorized dealers and the nonconformity still exists; or
- (2) The vehicle is out-of-service by reason of any nonconformity for a cumulative total of thirty or more calendar days.

23. Plaintiff has satisfied the above definition as the vehicle has been subject to repair more than three (3) times for the same nonconformity, and the nonconformity remained uncorrected.

24. In addition, the above vehicle has or will be out-of-service by reason of the nonconformities complained of for a cumulative total of thirty (30) or more calendar days.

25. Plaintiff has delivered the nonconforming vehicle to an authorized service and repair facility of the Defendant on numerous occasions as outlined below.

26. After a reasonable number of attempts, Defendant was unable to repair the nonconformities.

27. Plaintiff avers the vehicle has been subject to additional repair attempts for defects and conditions for which Defendant's warranty dealer did not provide or maintain itemized statements as required by 73 P.S. § 1957.

28. Plaintiff avers that such itemized statements, which were not provided as required by 73 P.S. § 1957 also include technicians' notes of diagnostic procedures and repairs, and Defendant's Technical Service Bulletins relating to this vehicle.

29. Plaintiff avers the vehicle has been subject to additional repair attempts for defects and conditions for which Defendant's warranty dealer did not provide the notification required by 73 P.S. § 1957.

30. Plaintiff has and will continue to suffer damages due to Defendant's failure to comply with the provisions of 73 P.S. §§ 1954 (repair obligations), 1955 (manufacturer's duty for refund or replacement), and 1957 (itemized statements required).

31. Pursuant to 73 P.S. § 1958, Plaintiff seeks relief for losses due to the vehicle's nonconformities, including the award of reasonable attorneys' fees and all court costs.

WHEREFORE, Plaintiff respectfully demands judgment against Defendant in an amount equal to the price of the subject vehicle, plus all collateral charges, attorneys' fees, and court costs.

COUNT II
MAGNUSON-MOSS (FTC) WARRANTY IMPROVEMENT ACT

32. Plaintiff hereby incorporates all facts and allegations set forth in this Complaint by reference as if fully set forth at length herein.

33. Plaintiff is a "Consumer" as defined by 15 U.S.C. §2301(3).

34. Defendant is a "supplier", "warrantor", and a "service contractor" as defined by 15 U.S.C. § 2301 (4),(5) and (8).

35. The subject vehicle is a "consumer product" as defined by 15 U.S.C. § 2301(1).

36. By the terms of its written warranties, affirmations, promises, or service contracts, Defendant agreed to perform effective repairs at no charge for parts and/or labor.

37. The Magnuson-Moss Warranty Improvement Act requires Defendant to be bound by all warranties implied by state law. Said warranties are imposed on all transactions in the state in which the vehicle was delivered.

38. Defendant has made attempts on several occasions to comply with the terms of its express warranties; however, such repair attempts have been ineffective.

39. The Magnuson-Moss Warranty Improvement Act, 15 U.S.C. §2310(d)(2) provides:

If a consumer finally prevails on an action brought under paragraph (1) of this subsection, he may be allowed by the court to recover as part of the judgment a sum equal to the amount of aggregate amount of costs and expenses (including attorney fees based upon actual time expended), determined by the court to have been reasonably incurred by the Plaintiff for, or in connection with the commencement and prosecution of such action, unless the court, in its discretion shall determine that such an award of attorney's fees would be inappropriate.

40. Plaintiff has afforded Defendant a reasonable number of opportunities to conform the vehicle to the aforementioned express warranties, implied warranties and contracts.

41. As a direct and proximate result of Defendant's failure to comply with the express written warranties, the Defendant has breached said warranties, has violated the Magnuson-Moss

Warranty Improvement Act, the Plaintiff has suffered damages and, in accordance with 15 U.S.C. §2310(d)(1), the Plaintiff is entitled to bring suit for such damages and other legal and equitable relief.

42. As a direct and proximate result of Defendant's failure to comply with the express written and/or implied warranties, Plaintiff has suffered damages and, in accordance with NJ Stat. Ann, 12-A:2-713, 12A:2-714 and/or 2-715 and 15 U.S.C. §2310(d)(1), Plaintiff is entitled to bring suit for such damages and other legal and equitable relief and hereby does so through this Complaint.

43. Plaintiff avers Defendant's Dispute Resolution Program is not in compliance with 16 CFR 703 by the FTC for the period of time this claim was submitted.

44. At the time of obtaining possession of the vehicle and at all times subsequent thereto, Plaintiff has justifiably relied upon Defendant's express warranties and implied warranties of fitness for a particular purpose and implied warranties of merchantability.

45. At the time of obtaining possession of the vehicle and at all times subsequent thereto, Defendant was aware Plaintiff was relying upon Defendant's express and implied warranties, obligations, and representations with regard to the subject vehicle.

46. Plaintiff has incurred damages as a direct and proximate result of the breach and failure of Defendant to honor its express and implied warranties.

47. Such damages include, but are not limited to, the sales price of the vehicle plus all collateral charges, including attorney fees and costs, as well as other expenses, the full extent of which are not yet known.

48. Plaintiff avers that upon successfully prevailing upon the Magnuson-Moss claim herein, all attorney fees are recoverable and are demanded against Defendant.

WHEREFORE, Plaintiff respectfully demands judgment against Defendant in an amount equal to the price of the subject vehicle, plus all collateral charges, incidental and consequential damages, reasonable attorneys' fees, and all court costs.

COUNT III
PENNSYLVANIA UNFAIR TRADE
PRACTICES AND CONSUMER PROTECTION LAW

49. Plaintiff hereby incorporates all facts and allegations set forth in this Complaint by reference as if fully set forth at length herein.

50. Plaintiff is a "Person" as defined by 73 P.S. §201-2(2).

51. Defendant is a "Person" as defined by 73 P.S. §201-2(2).

52. Section 201-9.2(a) of the Act authorizes a private cause of action for any person "who purchases or leases goods or services primarily for personal, family or household purposes."

53. Section 1961 of the Pennsylvania Automobile Lemon Law, provides that a violation of its provisions shall automatically constitute a violation of the Pennsylvania Unfair Trade Practices and Consumer Protection Act, 73 P.S. 201-1 et seq.

54. In addition, the Pennsylvania Unfair Trade Practices and Consumer Protection Act, 73 P.S. §201-2(4), defines "unfair or deceptive acts or practices" to include the following conduct:

- (vii). Representing that goods or services are of a particular standard, quality or grade, or that goods are of a particular style or model, if they are of another;
- (xiv). Failing to comply with the terms of any written guarantee or warranty given to the buyer at, prior to, or after a contract for the purchase of goods or services is made;
- (xv). Knowingly misrepresenting that services, replacements or repairs are needed if they are not needed;

- (xvi). Making repairs, improvements or replacements on tangible, real or personal property of a nature or quality inferior to or below the standard of that agreed to in writing;
- (xvii). Engaging in any other fraudulent or deceptive conduct which creates a likelihood of confusion or of misunderstanding.

55. Plaintiff avers Defendant has violated these, as well as other provisions, of 73 P.S. §201-2 et seq.

56. Section 201-3.1 of the Act provides that the Automotive Industry Trade Practice rules and regulations adopted by the Attorney General for the enforcement of this Act shall constitute additional violations of the Act.

57. Defendant's conduct surrounding the sale and servicing of the subject vehicle falls within the aforementioned definitions of "unfair or deceptive acts or practices."

58. The Act also authorizes the Court, in its discretion, to award up to three (3) times the actual damages sustained for violations.

WHEREFORE, Plaintiff respectfully demands judgment against Defendant in an amount not in excess of Thirty-Five Thousand Dollars (\$35,000), together with all collateral charges, attorneys' fees, all court costs and treble damages.

KIMMEL & SILVERMAN, P.C.

/S/

By: _____
Robert M. Silverman, Esquire
Attorney for Plaintiff
30 East Butler Pike
Ambler, PA 19002
(215) 540-8888

V E R I F I C A T I O N

I, Robert M. Silverman, being duly sworn according to law, depose and say that I am the attorney for the Plaintiff, in this action and that the facts set forth in the foregoing Complaint are true and correct to the best of my knowledge, information and belief. I understand that any false statements made herein are subject to the Penalties of 18 Pa. C.S.A. §4904, relating to unsworn falsifications to authorities.

/S/

ROBERT M. SILVERMAN, ESQUIRE
Attorney for Plaintiff

Dealer Number 117A Contract Number 117A

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.

Other Optional Insurance

☐ N/A N/A

Type of Insurance	Term
Premium \$ <u>N/A</u>	
Description of Coverage <u>N/A</u>	
<u>N/A</u>	
<u>N/A</u>	

ITEMIZATION OF AMOUNT FINANCED (Seller may keep part of the amounts paid to others.)					
1. Cash Price					
Vehicle			\$	40,080.00	
Accessories and Installation			\$	N/A	
Government Taxes			\$	1,076.60	
Vehicle Delivery			\$	N/A	
to N/A	for	N/A	\$	N/A	
to N/A	for	N/A	\$	N/A	
to N/A	for	N/A	\$	N/A	
to N/A	for	N/A	\$	N/A	
to N/A	for	N/A	\$	N/A	
to N/A	for	N/A	\$	N/A	
to N/A	for	N/A	\$	N/A	
to N/A	for	N/A	\$	N/A	
to N/A	for	N/A	\$	N/A	
to N/A	for	N/A	\$	N/A	
			\$	41,156.60	(1)

ALL-STATE LEGAL®
PLAINTIFF'S
EXHIBIT
A

D Optional Gap Contract	N/A	\$	N/A
E Government Taxes Not Included in Cash Price		\$	N/A
F Government License and/or Registration Fees		\$	50.00
Reg 41.00, Transfer 9.00		\$	50.00
G Government Certificate of Title Fees		\$	75.00
(includes \$ 24.00 security interest recording fee)		\$	75.00
H Other Charges (Seller must identify who is paid and describe purpose)		\$	
to N/A for Prior Credit or Lease Balance		\$	N/A
to Solomon Chrysler Jeep Dodge for Doc Fee		\$	114.00
to N/A for N/A		\$	N/A
to N/A for N/A		\$	N/A
to N/A for N/A		\$	N/A
to N/A for N/A		\$	N/A
to N/A for N/A		\$	N/A
to N/A for N/A		\$	N/A
to N/A for N/A		\$	N/A
to N/A for N/A		\$	N/A
to N/A for N/A		\$	N/A
to N/A for N/A		\$	N/A
Total Other Charges and Amounts Paid to Others on Your Behalf		\$	244.00 (4)
5 Amount Financed (3 + 4)		\$	16,700.60 (5)
6 Finance Charge		\$	1,062.88 (6)
7 Total of Payments-Time Balance (5 + 6)		\$	17,763.48 (7)

Co-Buyer Signature _____ Date _____

THIS INSURANCE DOES NOT INCLUDE INSURANCE ON YOUR LIABILITY FOR BODILY INJURY OR PROPERTY DAMAGE CAUSED TO OTHERS.

Returned Check Charge: You agree to pay the costs we actually pay to others if any check you give us is dishonored.

OPTIONAL GAP CONTRACT. A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in Item 4D of the Itemization of Amount Financed. See your gap contract for details on the terms and conditions it provides. It is a part of this contract.

Term N/A Mos. N/A Name of Gap Contract _____

I want to buy a gap contract.

Buyer Signs X N/A

If you do not meet your contract obligations, you may lose the vehicle.

OPTION: ☐ You pay no finance charge if the Amount Financed, item 5, is paid in full on or before N/A, Year N/A. SELLER'S INITIALS N/A

NO COOLING OFF PERIOD

State law does not provide for a "cooling off" or cancellation period for this sale. After you sign this contract, you may only cancel it if the seller agrees or for legal cause. You cannot cancel this contract simply because you change your mind. This notice does not apply to home solicitation sales.

HOW THIS CONTRACT CAN BE CHANGED. This contract contains _____ and us relating to this contract. Any change to this contract must be in writing and we must sign it. No oral changes are binding. Buyer Signs _____ Co-Buyer Signs X N/A

If any part of this contract is not valid, all other parts stay valid. We _____ any of our rights under this contract without losing them. For example, we may extend the time for making some payments without extending the time for making others.

You authorize us to obtain information about you, or the vehicle you are buying, from the state motor vehicle department or other motor vehicle registration authorities.

See back for other important agreements.

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

NOTICE TO BUYER. DO NOT SIGN THIS CONTRACT IN BLANK. YOU ARE ENTITLED TO AN EXACT COPY OF THE CONTRACT YOU SIGN. KEEP IT TO PROTECT YOUR LEGAL RIGHTS. ANY HOLDER OF THIS CONSUMER CREDIT CONTRACT IS SUBJECT TO ALL CLAIMS AND DEFENSES WHICH THE BUYER COULD ASSERT AGAINST THE SELLER OF GOODS OR SERVICES OBTAINED PURSUANT HERETO OR WITH THE PROCEEDS HEREOF. RECOVERY HEREUNDER BY THE BUYER SHALL NOT EXCEED AMOUNTS PAID BY THE BUYER HEREUNDER.

Buyer Signs X _____ Date 9/26/2016 Co-Buyer Signs X N/A Date _____

You agree to the terms of this contract. You confirm that before you signed this contract, we gave it to you, and you were free to take it and review it. You confirm that you received a completely filled-in copy when you signed _____

Buyer Signs X _____ Date 9/26/2016 Co-Buyer Signs X N/A Date _____

Co-Buyers and Other Owners — A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other owner signs here X _____ Address _____ Title Finance Manager

Seller Signs Solomon Chrysler Jeep Dodge Date 9/26/2016 By X _____ Title _____

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

☐ Assigned with recourse ☒ Assigned _____ ☐ Assigned with limited recourse

Seller _____ By _____ Title Finance Manager

SOLOMON

Auto Group



DODGE

CHRYSLER

Jeep

409 NATIONAL PIKE WEST BROWNSVILLE, PA 15417 (724) 785-8000
www.solomonauto.com sales@solomonauto.com

PITTSBURGH, PA

09/26/2016

DATE

PURCHASER'S NAME

STREET ADDRESS

CITY

STATE

ANDREW A PENICH

SALESMAN'S NAME

RES. PHONE

CELL PHONE

E-MAIL

THIS BUYERS ORDER IS FOR THE FOLLOWING

☒ NEW ☐ USED ☐ DEMONSTRATION ☒ CAR ☐ TRUCK ☐ PRIOR USE:

YEAR 2017 MAKE CHRYSLER

MODEL OR SERIES

PACIFICA T

BODY TYPE

SPORT

COLOR

BILL ST

TRIM

VIN 2C4RC1EGXHR

STOCK NO.

MILES AT DELIVERY

63 TO BE DELIVERED 09/26/16 ON OR ABOUT

PRICE OF VEHICLE \$ 40,080.00

RUSTPROOFING \$ N/A

EXTENDED SERVICE PLAN \$ N/A

GAP \$ N/A

CONSUMER CASH (500.00)

CHRYSLER CAPITAL (500.00)

SAMS' OFFER (1,000.00)

OWNER LOYALTY, GRAPHICS/PACIFICA CASE (3,000.00)

USED CAR TRADE-IN AND/OR OTHER CREDITS

MAKE OF TRADE-IN CHRYSLER COLOR

YEAR 2015 MODEL TOWN & COUNTRY BODY SPORT VAN

MVI OR SERIAL NO. 2C4RC1B67FR

BALANCE OWED TO N/A

ADDRESS

USED TRADE-IN ALLOWANCE \$ 19,700.00

BALANCE OWED ON TRADE-IN N/A

NET ALLOWANCE ON USED TRADE-IN \$ 19,700.00

DEPOSIT OR CREDIT BALANCE N/A

DOWN PAYMENT (Trans. to Left Col.) \$ 19,700.00

(Federal regulations require you to state the odometer mileage upon transfer of ownership. An inaccurate or untruthful statement may make you liable for damages to your transferee, for attorney fees, and for civil or criminal penalties, pursuant to sections 409, 412 and 413 of the Motor Vehicle Information and Cost Savings Act of 1972 (Pub. L. 92-513, as amended by Pub. L. 94-364).

I state that the odometer on the trade-in vehicle described above now reads 34,431 miles/kilometers.

WARRANTY INFORMATION

☒ FACTORY WARRANTY - The manufacturer's warranty constitutes all of the warranties with respect to the sale of this item/items. The seller hereby expressly disclaims all warranties, either expressed or implied including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

☐ USED CAR WARRANTY - Used car is covered by a limited warranty detailed in a separate document. You may obtain a full copy of any applicable warranty from us.

☐ AS IS - THIS MOTOR VEHICLE IS SOLD "AS IS" WITHOUT ANY WARRANTY EITHER EXPRESSED OR IMPLIED. THE PURCHASER WILL BEAR THE ENTIRE EXPENSE OF REPAIRING OR CORRECTING ANY DEFECT THAT PRESENTLY EXISTS OR THAT MAY OCCUR IN THE VEHICLE.

PURCHASER'S SIGNATURE X

USED CAR BUYER'S GUIDE: THE INFORMATION YOU SEE ON THE WINDOW FORM FOR THIS VEHICLE IS PART OF THE CONTRACT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE.

GUIA PARA COMPRADORES DE VEHICULOS USADOS. LA INFORMACION QUE VE EN EL FORMULARIO DE LA VENTANILLA PARA ESTE VEHICULO FORMA PARTE DEL PRESENTE CONTRATO. LA INFORMACION DEL FORMULARIO DE LA VENTANILLA DEJA SIN EFECTO TOSA DISPOSICION EN CONTRARIO CONTENIDA EN EL CONTRATO DE VENTA.

If you cancel this purchase agreement or refuse to take delivery of the vehicle ordered, except as permitted by law, you shall, at our option, forfeit as damages the amount of \$

PURCHASER'S SIGNATURE X

Purchaser hereby acknowledges to the above clause.

NON MOPAR PARTS & ACCESSORIES NOT COVERED UNDER CHRYSLER WARRANTY

Cash Price of Vehicle & Accessories \$ 35,080.00

Sales Tax 1,076.60

PTA Tax (\$1.00 PER TIRE) \$ 5.00

REGISTRATION 36.00 TITLE 51.00 TRANSFER 9.00 ENCUMBRANCE 24.00 120.00

Temporary Registration Plate Fee N/A

Documentary Fee 114.00

ON-LINE REGISTRATION FEE N/A

LOST TITLE FEE ON TRADE IN N/A

COUNTY FEE 9.00

1. TOTAL PRICE OF UNIT \$ 36,400.60

2. DOWN PAYMENT: consisting of \$ N/A in cash and/or \$ 19,700.00 net trade-in allowance on trade-in: see statement in right hand column for details.

3. UNPAID CASH BALANCE DUE ON DELIVERY (difference between Items 1 and 2) \$ 16,700.60

BINDING CONTRACT: This Contract is not binding upon either the dealer or the Buyer until signed by an authorized dealer representative. YOU, THE BUYER, MAY CANCEL THIS CONTRACT AND RECEIVE A FULL REFUND ANY TIME BEFORE RECEIPT OF A COPY OF THIS CONTRACT SIGNED BY AN AUTHORIZED DEALER REPRESENTATIVE BY GIVING WRITTEN NOTICE OF CANCELLATION TO THE DEALER. UNDERSTAND THAT IF I CANCEL THIS PURCHASE AGREEMENT OR REFUSE TO TAKE DELIVERY OF THE VEHICLE ORDERED, EXCEPT AS PERMITTED BY LAW, I SHALL, AT THE DEALERSHIP'S OPTION, FORFEIT AS DAMAGES THE AMOUNT OF \$ PURCHASER'S INITIALS.

The front and back of this Order comprise the entire agreement affecting this purchase and no other agreement, oral or written, shall be binding on the Buyer. I have read the matter printed on the back hereof and agree to it as a part of this order the same as has been made or entered into. I certify that I am of legal age, and hereby ACCEPTED BY:

09/26/16

SERVICE INVOICE

CHRYSLER



DODGE

Three Rivers

Chrysler • Jeep • Dodge • LLC.

Jeep®



MOPAR

2633 West Liberty Avenue • Pittsburgh, PA 15216-3407 • 412-343-1200 • www.3riverscjd.com

RO	VIN	2 C 4 R C 1 E G X H R		DATE IN	12/20/16
YEAR	MAKE	MODEL	COLOR	TIME IN	00:00
2017	CHRYSLER	PACIFICA T	O	CLOCKED	15:52
MALES IN	MILES OUT	FIRST USE	USE	CLOCKED	12/21/16
3072	3073	00/00/00	PA	WRITER	8955
SEE ALSO		H:		W:	()
					JGESLER 60

**** Warranty Claim Repairs Remain Open ****

- | | | | |
|---|-------------------------|-------|----------------------|
| 1) MULTI POINT INSPECTION
WI-TECH MODULE UPDATES WHEN APPLICABLE
FILL FLUIDS AND SET TIRE PRESSURE
(Tech:99) A | CC | T99 |(Internal)..... |
| 2) HAD TO JUMP START 3 TIMES
TEST BATTERY
BATTERY TEST GOOD
(Tech:36) A | Labor | T36 |(Internal)..... |
| 3) REMOTE START ONLY WORKS WHEN WARM
OPERATING AS DESIGNED
(Tech:99) A | Labor | T99 |(Internal)..... |
| 4) (RRT) 16-097
(Tech:36) A | Warranty Claim
Labor | T36 2 |(Warranty)..... |

350
12/21

CUSTOMER HAS REVIEWED REPAIRS AND CHARGES WITH SERVICE ADVISOR Customer Signature X

	W/C	INT.	CUSTOMER
			Labor .00
			Parts .00
			Sublet .00
			Haz. Mat. .00
			Oil/Grease .00
			Sub Total .00
			Tax .00
			Total .00
DISCLAIMER OF WARRANTIES Any warranties on the product 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 said products. Any limitation contained herein does not apply where prohibited by law.	.00	.00	
X CUSTOMER SIGNATURE	.00	.00	

Page 1 of 1

Job

Customer

I-STATE LEGAL®

PLAINTIFF'S
EXHIBIT

B

SERVICE INVOICE

CHRYSLER



DODGE

Three Rivers

Chrysler • Jeep • Dodge • LLC.

Jeep®



MOPAR

2633 West Liberty Avenue • Pittsburgh, PA 15216-3407 • 412-343-1200 • www.3riverscjd.com

PO	VIN	2 C 4 R C 1 E G X H R		DATE IN	01/07/17
YEAR	MAKE	MODEL	COLOR	TIME IN	10:59
2017	CHRYSLER	PACIFICA T	O	CLOSED	11:13
MILES IN	MILES OUT	FIRST USE	LOC.	01/10/17	
3553	3555	56/00/00	PA		
SEE ALSO	H: [REDACTED] W: (412) -			WRITER	8955
					JGESLER\60

**** Warranty Claim Repairs Remain Open ****

- | | |
|--|--|
| (1) TOWED IN WONT START
BATTERY FAILS TEST
REPLACED BATTERY
(Tech:36) A | Warranty Claim
Labor T36 5
(F)BB94R750AA (BATTERY) 1
.....(Warranty)..... |
| (2) MULTI POINT INSPECTION
WI-TECH MODULE UPDATES WHEN APPLICABLE
FILL FLUIDS AND SET TIRE PRESSURE
(Tech:99) A | CC T99
.....(Internal)..... |
| (3) CHECK COOLANT BOTTLE FROZE
TOP OFF OVERFLOW
(Tech:99) A | Labor T99
.....(Internal)..... |

1:25 PM
1/10/17

CUSTOMER HAS REVIEWED REPAIRS AND CHARGES WITH SERVICE ADVISOR Customer Signature X

	W/C	INT	CUSTOMER
Labor			.00
Parts			.00
Sublet			.00
Haz. Mat.			.00
Oil/Grease			.00
Sub Total			.00
Tax			.00
Total			.00

DISCLAIMER OF WARRANTIES
Any warranties on the product 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 said products. Any limitation contained herein does not apply where prohibited by law.

X CUSTOMER SIGNATURE

Page 1 of 1 Job [REDACTED] Custom [REDACTED]

PLAINTIFF'S EXHIBIT C

1-STATE LEGAL®



SOLOMON

Auto Group

CHRYSLER

Jeep

409 National Pike West
 Brownsville, PA 15417
 Phone: (724) 785-8000
 Fax: (724) 785-8440
 www.solomonauto.com
 Email: sales@solomonauto.com

VIN: 2C4RC1EGXHR		DATE IN: 04/03/17	
YEAR: 2017	MAKE: CHRYSLER	MODEL: PACIFICA T	TIME IN: 07:56
MILES IN: 7106	MILES OUT: 7228	FIRST USE: 09/20/16	CLOSED: 08:39
LOC: PA	LOC: PA	LOC: PA	DATE OUT: 04/13/17
SEE ALSO:	C: [REDACTED]	H: [REDACTED]	WRITER: MIKE\14
		W: ()	

- (1) CHECK BATTERY GOES DEAD
 CHECKED CODES NONE CHARGE BATTERY AND TEST GOOD BATTERY PERFORM BATTERY DRAW TEST AS PER ERIC AT CHRYSLER WE WENT ALL OVER ALL THE GROUNDS ON THE MOTOR AND BODY CLEANED AND RETIGHTEND TALKED TO DOUG FROM CHRYSLER CKED BATTERY VOLTAGE LET OUTSIDE OVER WEEK EN D RETEST MONDAY VOLTAGE OK STARTED UP OK SERVICE MANAGER DROVE 100 MILES NO CODES NO PROBLEM RETESTED DRAW TEST FOR 2 MORE DAYS TEST OK (30- SONNY-) B
 (Warranty)
 Warranty Claim T30 20
- (2) 17 PT VEH INSPECTION
 (30- SONNY-) A
 9016 T30 2
 (Internal)
- (3) CHANGE ENGINE OIL AND FILTER
 CHECK ALL FLUIDS
 RESET OIL INDICATOR IF AVAILABLE
 AS PER MIKE BILL TO NEW CAR POLICY
 (30- SONNY-) A
 Labor T30 3
 68191349AB (FILTER) 1
 68283520AA (OIL) 6
 (Internal)
- (4) TEST COOLANT
 NEG 30 DEGS
 (30- SONNY-) A
 Labor T30
 (Internal)

Jm

	W/C	INT	CUSTOMER
Next Service JUL '17 Lube-Oil-Filter			
DISCLAIMER OF WARRANTIES Any warranties on this product shall hereby be voided 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 person to assume for it any liability in connection with the sale of this product. Any limitations contained herein does not apply where prohibited by law.	.00	2.00	Labor .00 Parts .00 Sublet .00 Misc Shop Su .00 Oil/Grease .00 Sub Total .00 Tax .00 Total .00
X CUSTOMER SIGNATURE	.00	.00	
Page 1 of 1	Job [REDACTED]		
Custo Labor			
PLAINTIFF'S EXHIBIT			



Jeep

409 National Pike West
Brownsville, PA 15417
Phone: (724) 785-8000
Fax: (724) 785-8440
www.solomonauto.com
Email: sales@solomonauto.com

VIN		2 C 4 R C 1 E G X H R		DATE IN		05/01/17
YEAR	MAKE	MODEL	COLOR	TIME IN		15:57
2017	CHRYSLER	PACIFICA T	BILL SILVE N	CLOSED		09:32
MILES IN		MILES OUT	FIRST USE	USED		05/16/17
7811		7812	09/26/16	PA		05/16/17
SEC		C:		WRITER		9451
ALSO		H:		CHRIS\05		

- (1) CHECK FOR A NO START/TOWED IN
AS PER DOUG CHECK ALL GROUNDS
PERFORM 4 FLASH TO GET THE VIDEOMODULE BACK
ON LINE EVAC AC TO REPLACE ALT AND REPLACE TH
E ALT AS PER DOUG

Warranty Claim

T30	13
T30	9
T30	10
T30	15
T30	2
T30	5
T30	5
T30	2
T30	10
T30	19

(F) 56029733AB (GENERATOR) 1

[illegible]

..... (Warranty)

		W/C	INT.	CUSTOMER
Next Service AUG '17 Lube-Oil-Filter				
DISCLAIMER OF WARRANTIES Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither assumes nor warrants any promise to return for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.				
☒ CUSTOMER SIGNATURE				
Page 1 of 1	Job [REDACTED]			
[REDACTED]	Customer Labor [REDACTED]			
STATE LEGAL® PLAINTIFF'S EXHIBIT 				
				Labor .00 Parts .00 Sublet .00 Misc Shop Su .00 Oil/Grease .00 Sub Total .00 Tax .00 Total .00

ALL-STATE LEGAL®

PLAINTIFF'S
EXHIBIT

3

First Class Mail



KIMMEL & SILVERMAN

—P.C.—

30 East Butler Pike, Ambler, PA 19002

TO:

FCA US LLC
CIMS 485-15-32
1000 Chrysler Drive
Auburn Hills, MI 48326

ROBERT M. SILVERMAN**
CRAIG THOR KIMMEL**

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



KIMMEL & SILVERMAN

P.C.

1-800-LEMON LAW

www.lemonlaw.com

CORPORATE HEADQUARTERS

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

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

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

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

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

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

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

PLEASE REMIT ALL CORRESPONDENCE TO THE AMBLER OFFICE

December 22, 2017

FCA US LLC
1000 Chrysler Drive
Auburn Hills, MI 48326-2766

RE: **Pre-Lit Program**
[REDACTED] v FCA US LLC
Vehicle Type: 2017 CHRYSLER PACIFICA
VIN: 2C4RC1EG6HR [REDACTED]

FCA US LLC
Office of the General Counsel

JAN 02 2018

By *[Signature]*
Sec. of State/Proc. Server

To Whom It May Concern:

As you know, this office represents the above-captioned individual for problems encountered with their 2017 Chrysler Pacifica. I am attaching the client's contracts and repair slips. As you can see, my client has returned to the dealership for various problems.

Please let me know if FCA US LLC is interested in attempting early resolution in this matter. I will refrain from filing suit in this matter for 30 days while you evaluate my client's claim. If I do not hear from you within the next 30 days, suit will be prepared and filed.

I look forward to hearing from you.

Very truly yours,

[REDACTED]
Jacqueline C. Herritt

JCH/mar
Enclosures
cc: Rose Waldorf (via email w/encls.)

RECEIVED

JAN - 3 2018

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

VAULT
P O BOX 8108
COCKEYSVILLE MD 21030

VIN: 2C4RC1EG6HR
MODEL: PAC
PLATE NO: [REDACTED] GOOD THRU: 02/2021
REG Initial:
FD REG:
POST AUDIT:
PLATE FEE: 85.00
TITLE FEE: 396.00
TOTAL:
EE

LESSEE:

ALLY FINANCIAL INC

Motor Vehicle Commission **NEW JERSEY**
LEASED VEHICLE REGISTRATION

PLATE NO: [REDACTED] GOOD THRU: 02/2021
VIN: 2C4RC1EG6HR
CHR 2017 WAGON BK PAC WC: 8
VAULT
P O BOX 8108
COCKEYSVILLE MD 21030
EQ: 8 FEE: 311.00 EE [REDACTED]

MAPLEWOOD

NJ

Motor Vehicle
Retail Order
☒ New ☐ Used
☐ Demo ☐

SALERNO * DUANE

AUTOMOTIVE GROUP

SALERNO DUANE, INC.

267 BROAD ST. SUMMIT, NJ 07901

PHONE:
(908) 277-6700
FAX: (908) 277-0844
www.salernoduane.com

INS. CO. AGENT:

PHONE #: (800) 841-3000

DEAL #:

CUSTOMER		DATE 02/17/17		STOCK NO.
ADDRESS		MAPLEWOOD		NJ
HOME PHONE	WORK PHONE	E-MAIL		
SALES JASON SPORER S47995P				
ENTER ORDER FOR 2017 CHRYSLER PACIFICA				
YEAR	MAKE	MODEL	SERIAL NO.	
2017	CHRYSLER	PACIFICA	2C4RC1E66HR	
BODY TYPE	COLOUR	MILES		
TOURING-L	BLACK			
INTERIOR TRIM COLOR				
Prior to Delivery of the vehicle listed above, customer shall elect one of the following and so advise dealership: • Cash Purchase • Finance Purchase • Lease				
IF A CREDIT SALE, REQUIRED INFORMATION CONTAINED ON A SEPARATE DISCLOSURE STATEMENT IS MADE A PART OF THIS ORDER.				
IF A LEASE, COMPLETE DISCLOSURE OF ALL LEASE TERMS AND CONDITIONS IS CONTAINED ON A SEPARATE LEASE CONTRACT.				
TO BE DELIVERED ON OR ABOUT				
Price of Unit				
Additional Equipment (options)				
Theft Registration (optional) (\$299.00)				
"This vehicle is equipped with non-manufacturer accessories, service contracts, and etching."				
In the interest of customer satisfaction: All Options, Equipment, Pricing and Commitments must be in writing. Salerno Duane will not recognize verbal commitments.				
IF A LEASE, THE FOLLOWING APPLY:				
MONTHLY PAYMENT AMOUNT \$ 470.00				
TERM: 36 MONTHS				
MILEAGE PER YEAR 12,000				
CASH DUE AT DELIVERY \$ 11,171.30				
IF A PURCHASE, THE FOLLOWING APPLY:				
TOTAL PRICE OF VEHICLE				
Less Trade-in				
TOTAL TAXABLE AMOUNT				
State Sales Tax				
NJ Tire Tax (\$1.50 per new tire)				
NJ Supplemental Tinting Fee (if applicable)				
Online Registration Fee				
Registration/Title Fee (Estimated)				
(See Paragraph 15 On Reverse Side)				
Documentary Fee: Clerical Fee \$299.00 \$498.00				
Document Delivery Service \$199.00				
(See Paragraph 16 On Reverse Side)				
NET PAY-OFF ON TRADE-IN				
TOTAL				
Deposit				
BALANCE IN CASH, CERTIFIED CHECK OR OTHER ACCEPTABLE FORM OF PAYMENT TO BE PAID TO DEALER ON DELIVERY.				
BALANCE DUE ON DELIVERY				

IF A NEW VEHICLE SALE OR LEASE . . .
The only warranties applying to this vehicle are those offered by the manufacturer. Dealer sells/leases this vehicle "as is" and hereby disclaims all warranties, either express or implied, including any implied warranties of merchantability and fitness for a particular purpose. Any liability of dealer with respect to defects or malfunctions of this vehicle including, without limitation, those which pertain to performance or safety, (whether by way of "strict liability," based upon the dealer's negligence, or otherwise), is expressly excluded and customer hereby assumes any such risks. The manufacturer's warranty is not affected by this disclaimer of warranties by dealer.

IF USED VEHICLE SALE OR LEASE-CHECK APPROPRIATE BOX
☐ This vehicle is sold/leased "as is" and dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability and fitness for a particular purpose. Any liability of dealer with respect to defects or malfunctions of this vehicle including, without limitation, those which pertain to performance or safety, (whether by way of "strict liability," based upon the dealer's negligence, or otherwise), is expressly excluded and customer hereby assumes any such risks.

OR
☐ The only dealer warranty on this vehicle is the limited warranty which is issued with and made a part of this order form.

ALL USED VEHICLE SALES-DEALER'S OBLIGATION
The laws of New Jersey require Motor Vehicle Dealers to make all necessary repairs, without charge, or return the full purchase price (if a sale) to the customer in the event a used vehicle sold and intended to be registered in this State fails to meet State Inspection Standards for the issuance of a certificate of approval due to a defect that is not the result of the customer's own act. The undersigned, before entering into this contract, has been informed of dealer's obligation above and agrees to have the used vehicle inspected within 14 days from the issuance of the permanent registration for such vehicle.

WAIVER OF DEALER'S OBLIGATION (USED VEHICLE SALE OR LEASE)
The undersigned, has read and understood the above Dealer's Obligation, and does hereby WAIVE AND RELEASE the DEALER'S OBLIGATION to make repairs without charge or return the full purchase price (if a sale) if the vehicle fails to meet State Inspection Standards for the issuance of a certificate of approval, unless the cause for the vehicle's rejection is an item which is "covered" by New Jersey's Used Car Lemon/Warranty Law (P.L. 1995, Chpt. 373).

TRADE-IN DESCRIPTION AND ALL WANCE
Year 2014 Make CHEVROLET Model TRAVERSE
Serial No. 1GNKV6K06E Mileage 31,432
Trade-in Value 16,900.00 Date of 02/17/17
Less Balance Owed 12,198.70
Net Trade-in Allowance 4,701.30
Balance Owed to: R D D
Address: FL9-600-02-26 ATT PAYOFF PROCESSING JACK
Account No.:

Info. From Good Thru
Customer certifies that the frame on the trade-in vehicle has never sustained any damage or been repaired. All airbags are of original equipment and have never been deployed. Also, that the vehicle has never been in a flood or had the emission control system tampered with or the above mileage of trade-in vehicle is accurate.
Signature Date 2/17/17

AGREEMENT TO ARBITRATE ALL CLAIMS. READ THE FOLLOWING ARBITRATION PROVISION CAREFULLY, IT LIMITS YOUR RIGHTS, AND WAIVES THE RIGHT TO MAINTAIN A COURT ACTION, OR TO PURSUE A CLASS ACTION IN COURT AND IN ARBITRATION.

The parties to this agreement agree to arbitrate all claims, disputes, or controversies, including all statutory claims and any state or federal claims ("claims"), that may arise out of or relating to this agreement and the sale or lease identified in this agreement. By agreeing to arbitrate, the parties understand and agree that they are giving up their rights to use other available resolution processes, such as a court action or administrative proceeding, to resolve their disputes. Further, the parties understand that they may not pursue any claim, even in arbitration, on behalf of a class or to consolidate their claim with those of other persons or entities. Consumer Fraud, Used Car Lemon Law, and Truth-in-Lending claims are just three examples of the various types of statutory claims subject to arbitration under this agreement. The arbitration shall be administered by the American Arbitration Association under its Commercial Arbitration Rules, and the Consumer Related Disputes Supplementary Procedures to the extent applicable, before a single arbitrator who shall be a retired judge or an attorney. Dealership shall advance both party's filing, service, administration, arbitrator, hearing, and other fees, subject to reimbursement by decision of the arbitrator. Each party shall bear his or her own attorney, expert, and other fees and costs, except when awarded by the arbitrator under applicable law. The arbitration shall take place in New Jersey at a mutually convenient place agreed upon

Lessee (and Co-Lessee) ("You")		Lessor
Name and address, including county	Garaging address (if different)	Name, address, and telephone number
	Principal driver (if business use)	

This is an agreement to lease a vehicle. This is not a purchase agreement. You are not buying the vehicle. By signing this lease, you agree to everything on the front and back.

"We," "us," and "our" refer to Lessor named above and any assignee. An "assignee" is a person to whom this lease is assigned (if it is assigned).

☐ If this box is checked, Lessor will assign this lease and sell the vehicle to (Assignee). Assignee's address and telephone number are:

☐ If this box is checked, Lessor intends not to assign this lease.

Monthly Payment Lease. If your payment schedule shows monthly scheduled payments (Section 2(a)), your lease is a monthly payment lease.

Single Payment Lease. If your payment schedule shows a single scheduled payment (Section 2(b)), your lease is a single payment lease.

The Vehicle You Are Leasing

New/Used	Year	Make & Model	Body Style	Vehicle ID #	Mileage	Primary Use: Personal, unless otherwise indicated below
						☐ Commercial, Business, or Agricultural
Number of Engine Cylinders		Transmission ☐ Automatic ☐ Manual		Brakes ☐ Power assisted ☐ Manual		Air Cond. ☐ Yes ☐ No
Steering Mechanism ☐ Power assisted ☐ Manual		Manufacturer's Suggested Retail Price as shown on window sticker, if any \$				
Dealer Installed Options		GVW (if truck)		☐ Public Conveyance		
Prior Use ☐ 1,000 miles or less on odometer		☐ Personal, family, or household		☐ Demonstrator		☐ Livery ☐ Daily rental ☐ Police
☐ Prior wreckage ☐ Unknown						

Federal Consumer Leasing Act Disclosures

1. Amount Due at Lease Signing or Delivery (Itemized Below)	2(a). Monthly Scheduled Payments Your first monthly payment of \$ is due on followed by payments of \$ due on the of each month. The total of your monthly payments is \$. 2(b). Single Scheduled Payment Your single payment of \$ is due on. This is the total of your scheduled payments.	3. Other Charges (not part of your scheduled payment) Disposition fee (if you do not purchase the vehicle and we do not waive the fee under Section 14) \$ Total \$	4. Total of Payments (The amount you will have paid by the end of the lease.) \$
---	---	---	--

* Itemization of Amount Due at Lease Signing or Delivery

5. Amount Due at Lease Signing or Delivery:		6. How the Amount Due at Lease Signing or Delivery will be paid:	
a. Capitalized cost reduction	\$	a. Net trade-in allowance	\$
b. First monthly payment	\$	b. Rebates and noncash credits	\$
c. Single scheduled payment	\$	c. Amount to be paid in cash	\$
d. Refundable security deposit	\$		
e. Title fees	\$		
f. Registration fees	\$		
g. Sales/use tax	\$		
h.	\$		
i.	\$		
j.	\$		
k. Total	\$	d. Total	\$

7. Your scheduled payment is determined as shown below:

a. Gross capitalized cost. The agreed upon value of the vehicle (\$) and any items you pay for over the lease term (such as service contracts, insurance, and any outstanding prior credit or lease balance)	\$
b. Capitalized cost reduction. The amount of any net trade-in allowance, rebate, noncash credit, or cash you pay that reduces the gross capitalized cost	- \$
c. Adjusted capitalized cost. The amount used in calculating your base scheduled payment	= \$
d. Residual value. The value of the vehicle at the end of the lease used in calculating your base scheduled payment	- \$
e. Depreciation and any amortized amounts. The amount charged for the vehicle's decline in value through normal use and for other items paid over the lease term	= \$
f. Rent charge. The amount charged in addition to the depreciation and any amortized amounts	+ \$
g. Total of base scheduled payment(s). The depreciation and any amortized amounts plus the rent charge	= \$
h. Lease payments. The number of payments in your lease	+ \$
i. Base scheduled payment	= \$
j. Sales/use tax (estimated)	+ \$
k.	+ \$
l. Total scheduled payment	= \$

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.

8. Excessive Wear and Use. You may be charged for excessive wear based on our standards for normal use and for mileage in excess of miles per year at the rate of \$ per mile.
9. Purchase Option at End of Lease Term. You have an option to buy the vehicle at the end of the lease term for \$ plus official fees and taxes.
10. Other Important Terms. See your lease documents for additional information on early termination, purchase options and maintenance responsibilities, warranties, late and default charges, and insurance.

11. Itemization of Gross Capitalized Cost.

a. Agreed upon value of the vehicle	\$
b. Ally administrative fee	+
c. License/registration/title fees	+
d. Sales tax	+
e. Other tax (describe)	+
f. Optional service contract	+

14. Disposition Fee Waiver. We will waive any Disposition Fee shown in Section 3 if, at the time this lease ends, you enter into a motor vehicle lease or installment sale contract that the dealer assigns to Ally.

15. Lease Term: months.

16. Total Allowed Mileage. The total mileage allowed on the odometer at lease end is miles. Extra Miles. The total allowed mileage includes extra miles that you are buying at \$ per mile. If this lease ends on or after the start of the next-to-last monthly period, we will give you a credit for each unused

ii. Optional life insurance + \$
i. Optional disability insurance + \$
j. + \$
k. + \$
l. Gross Capitalized Cost = \$

12. Total Cost of the Lease. (if you are never in default, and you use your option to buy the vehicle at scheduled lease end)
Amount due at lease signing or delivery \$
Total of scheduled payments (other than any scheduled payment due at lease signing or delivery) + \$
Security deposit and any insurance included in the lease - \$
Price if you buy the vehicle at scheduled lease end + \$
Total Cost of the Lease = \$
plus any related official fees and taxes.

13. Official Fees and Taxes. You will pay all government license, title, registration, testing, and inspection fees for the vehicle. You will pay all taxes on the lease, payments due under the lease, or the vehicle that the government levies on you, the vehicle, or us (except our net income taxes). We may change your monthly payment if taxes change. We may bill you separately for official fees and taxes.

Estimated Total Official Fees and Taxes You Must Pay During Lease. \$
The actual total of official fees and taxes may be higher or lower depending on tax rates in effect or the vehicle value when a fee or tax is assessed.

19. Optional Insurance, Service Contracts, and Maintenance Agreements. We do not require any of the insurance, products, or services listed in this section. Your decision to buy them or not buy them is not a factor in our decision to approve this lease. We will try to get any optional insurance coverage(s) that you initial below. A notice you receive when you sign this lease describes the coverage(s) in greater detail. Life insurance and disability insurance may not cover taxes and other amounts due besides the base monthly payment.

Optional Insurance	Coverage	Charge or Premium	Provider	By Initialing below, you indicate you want the insurance
Life Insurance (Monthly Payment Lease Only)	Lessee Co-Lessee Coverage is for lease term Coverage limit \$	\$		Lessee/Co-Lessee Initials
Disability Insurance (Monthly Payment Lease Only)	Lessee Coverage is for lease term Monthly Coverage limit \$	\$		Lessee/Co-Lessee Initials
	Months Miles Coverage limit \$	\$		Lessee/Co-Lessee Initials
Other Optional Product or Service			Term	
			Months Miles	
			Months Miles	

Signatures

THIS IS THE ENTIRE AGREEMENT. This lease, including the front and back of this form, contains the entire agreement between you and us relating to the lease. No oral changes are binding. To this lease must be in writing, and we must sign it. No oral changes are binding.

LESSEE BY: X CO-LESSEE: X

We may delay or refrain from enforcing any of our rights under this lease without losing them.

NOTICE TO LESSEE. 1. DO NOT SIGN THIS AGREEMENT BEFORE YOU READ IT. 2. YOU ARE ENTITLED TO A COPY OF THIS AGREEMENT.

YOU AGREE TO THE TERMS OF THIS LEASE. YOU CONFIRM THAT BEFORE YOU SIGNED THIS LEASE, WE GAVE IT TO YOU, AND YOU WERE FREE TO TAKE IT AND REVIEW IT.

YOU CONFIRM THAT YOU SIGNED THIS AGREEMENT AND RECEIVED A COPY AT (city) (state) (month) (day) (year)

LESSEE BY: X

CO-LESSEE: X

NOTICE: THE LESSEE AND THE LESSOR SHALL BE ENTITLED TO REVIEW THE CONTRACT FOR ONE BUSINESS DAY BEFORE SIGNING THE CONTRACT.

Lessee and any Co-Lessee acknowledge that they have had at least one business day to review this lease before signing it.

Lessee (and Co-Lessee) Initials

Lessor agrees to the following: (1) Lessor accepts this lease. (2) If a party is identified in this lease as the intended assignee ("Intended Assignee"), Lessor (i) assigns all right, title, and interest in this lease to the Intended Assignee, under the terms of the Lease Plan Dealer Agreement in effect from time to time with the assignee (the "Dealer Agreement"), and (ii) assigns all right, title, and interest in the leased vehicle to the Intended Assignee, or its designee, under the terms of the Dealer Agreement. Lessor acknowledges that neither the Dealer Agreement nor this assignment renders Lessor an agent of the assignee.

LESSOR BY: TITLE: DATE:

SEE OTHER SIDE FOR OTHER IMPORTANT AGREEMENTS INCLUDING A PROHIBITION OF TRANSFER OF YOUR INTEREST

Authorization For Automatic Electronic Payments - Optional - Monthly Payment Lease Only

You have the option to ask that your monthly payments be transferred to us automatically and electronically from your checking or savings account when each monthly payment is due. We do not charge for this optional service. If you elect this optional service, we will send you a confirmation letter that will tell you the due date of the first payment that will be withdrawn. If a due date falls on a weekend or holiday, funds will be withdrawn on the next business day. If the amount to be transferred will vary from the previous transfer, we will reflect the amount to be transferred on your statement.

To elect this optional service, please complete the authorization below.

Authorization

Name of your financial institution ("Bank*"): ABA routing number: Bank account number:

ABA routing number: Bank account number:

Bank account number:

☐ Checking account ☐ Savings account - Please contact your financial institution for assistance

Name(s) on account:

You authorize and request us (lessor, any assignee, and any servicer) to initiate electronic debit entries or use any other commercially reasonable accepted practice to charge your Bank account identified above. You authorize and request Bank to honor debit entries we initiate and debit these charges to your account. This authorization relates to your monthly lease payment. This authorization will remain in effect until all amounts related to the lease are paid in full, or until you cancel this authorization. To cancel, you must call us at 1-888-925-2559 at least three business days before the next payment due date. This is the only way you may cancel this authorization.

Lessee: X

Anyone else whose signature is required to withdraw funds from the Bank account: X

SALERNO ★ DUANE267 BROAD STREET - SUMMIT, NJ 07901
(908) 277-6700SERVICE DEPARTMENT HOURS
7:00 a.m. to 7:00 p.m.
Monday - Friday

R/O Open Date	R/O Number
12/04/17	
R/O Close Date	Status
12/05/17	Reprint
Mileage In	Mileage Out
7299	7300
Service Advisor / Tag #	
Kristina Parril /	
Vehicle Identification Number	
2C4RC1EG6HR	
Delivery Date	In-Service Date
2/17/17	2/17/17
Color	License Number
BLACK	

MAPLEWOOD, NJ		Work Phone	Vehicle Identification Number
		Home Phone	2C4RC1EG6HR
Year	Make	Model	Body
2017	CHRYSLER	PACIFICA	TOURING-L PLUS FW
		Color	BLACK

DESCRIPTION OF SERVICE AND PARTS		AMOUNT
Email: [REDACTED]		
#3 - MR 26PNZ: SERVICE MAINTENANCE GENERAL CONCERN #1 CUST STS THAT THE SHIFTER AT TIMES WILL FLASH TRACTION CONTROL LIGHT ON AND VEH WONT ACCELERATE. TURN VEH OFF TO RESET ALL OK Caused by FOUND DTC S U0101-00, U148D-00 AND U148D-00 TCM ACTIVE ON BUS NO DTC S PRESENT IN TCM FLASH AVAILABLE FOR TCM. Corrected by 181905FY: (CC) Tech: SCOTT PERRINE(85) PERFORMED TSB 21-027-17 REV A FLASHED TCM ROAD TEST OK AT THIS TIME.		Warranty
#4 - MR 35PNZ: RECALLS/CAMPAIGNS RECALL / CSN 1 T23: CUSTOMER SATISFACTION NOTIFICATION T23 - EGR VALVE FUNCTION** T54 - SECOND-ROW SEAT BELT BUCKLE Caused by PERFORMED OPEN RECALL ON VEHICLE. REPROGRAM PCM ON VEHICLE PER RECALL SPECS Corrected by 18T23182: (UC) Tech: SCOTT PERRINE(85)		Warranty
#5 - MR 35PNZ: RECALLS/CAMPAIGNS RECALL / CSN 2 T54: SAFETY RECALL T54 - SECOND-ROW SEAT BELT BUCKLE** T23 - 2016-2017 EGR VALVE FUNCTION		
		LABOR
		PARTS
		DEDUCTIBLE
		SUBLET
		SHOP SUPPLIES
		MISC CHARGES
		SALES TAX OR TAX I.D.
		SPECIAL ORDER DEPOSIT
		DISCOUNTS
		TOTAL DUE

SALERNO ★ DUANE267 BROAD STREET - SUMMIT, NJ 07901
(908) 277-6700SERVICE DEPARTMENT HOURS
7:00 a.m. to 7:00 p.m.
Monday - Friday

R/O Open Date	R/O Number
12/04/17	
R/O Close Date	Status
12/05/17	Reprint
Mileage In	Mileage Out
7299	7300
Service Advisor / Tag #	
Kristina Parril	
Vehicle Identification Number	
2C4RC1EG6HR	
Delivery Date	In-Service Date
2/17/17	2/17/17
Color	License Number
BLACK	

Work Phone		Vehicle Identification Number	
Home Phone		Delivery Date	
In-Service Date		License Number	
Year	Make	Model	Body
2017	CHRYSLER	PACIFICA	TOURING-L PLUS FW
Color		License Number	
BLACK			

DESCRIPTION OF SERVICE AND PARTS		AMOUNT
Caused by COULDNT PERFORM RECALL. SEAT MISSING FROM VEHICLE. CUSTOMER COULD BRING IN SEAT SO THAT RECALL COULD BE PERFORMED BUT NEED SEAT TO DO SO Tech: House Tech(999)		Internal
#6 - MR 35PNZ: RECALLS/CAMPAIGNS RRT 1 17-023: 2017 RU HVAC DIAGNOSTIC/SYSTEM FLASH ** Caused by PERFORMED SOFTWARE UPDATE FLASH HVAC FOR CONCERN Corrected by 18501099: (RF) Tech: SCOTT PERRINE(85)		Warranty
LABOR		.00
PARTS		.00
DEDUCTIBLE		.00
SUBLET		.00
SHOP SUPPLIES		.00
MISC CHARGES		.00
SALES TAX OR TAX I.D.		.00
SPECIAL ORDER DEPOSIT		.00
DISCOUNTS		.00
TOTAL DUE		.00

X

267 BROAD STREET - SUMMIT, NJ 07901
(908) 277-6700

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

R/O Open Date	R/O Number
12/06/17	
R/O Close Date	Status
12/15/17	Pre-Invoice
Mileage In	Mileage Out
7314	7442
Service Advisor / Tag #	
Kristina Parrill	
Vehicle Identification Number	
2C4RC1EG6HR	
Delivery Date	In-Service Date
2/17/17	2/17/17
Color	License Number
BLACK	

MAPLEWOOD, NJ

Year	Make	Model	Body	Color	License Number
2017	CHRYSLER	PACIFICA	TOURING-L PLUS FW	BLACK	

[illegible]

X

ORIGIN ID: OFWA (215) 540-8888
SHARON STARYNSKI
KUMMEL & SILVERMAN P.C.
30 EAST BUTLER PIKE
AMBLER, PA 19002
UNITED STATES US

SHIP DATE: 28DEC17
ACTWGT: 1.00 LB
CAL: [REDACTED]
BILL SENDER

TO FCA US LLC
WARRANTY LITIGATION DEPARTMENT
1000 CHRYSLER DRIVE
CIMS 485-13-62
AUBURN HILLS MI 48326

(215) 540-8888
REF: [REDACTED]
INV: [REDACTED]
PO: [REDACTED]



TRK#
0201

FRI - 29 DEC 3:00P
STANDARD OVERNIGHT

ET MTCA

48326
MI-US DTW



After printing this label:

1. Use the 'Print' button on this page to print your label to your laser or inkjet printer.
2. Fold the printed page along the horizontal line.
3. Place label in shipping pouch and affix it to your shipment so that the barcode portion of the label can be read and scanned.

Warning: Use only the printed original label for shipping. Using a photocopy of this label for shipping purposes is fraudulent and could result in additional billing charges, along with the cancellation of your

FedEx account number.

Use of this system constitutes your agreement to the service conditions in the current FedEx Service Guide, available on fedex.com. FedEx will not be responsible for any claim in excess of \$100 per package, whether the result of loss, damage, delay, non-delivery, misdelivery or misinformation, unless you declare a higher value, pay an additional charge, document your actual loss and file a claim. Limitations found in the current FedEx Service Guide apply. Your right to recover from FedEx for any loss, including intrinsic value of the package, loss of sales, income interest, profit, attorney's fees, and other forms of damage whether direct, incidental, consequential, or special is limited to the greater of \$100 or the authorized declared value. Recovery cannot exceed actual documented loss. Maximum for items of extraordinary value is \$1,000, e.g. jewelry, precious metals, negotiable instruments and other items listed in our ServiceGuide. Written claims must be filed within strict time limits. see current FedEx Service Guide.

RT 467
ST 13
3 15:00
B 12:29



National Center for Dispute Settlement

12900 Hall Road • Suite 401

Sterling Heights, MI 48313

(800) 777-8119

(586) 226-2470

Fax: (586) 226-2559

January 18, 2017

[REDACTED]
West Alexandria, OH [REDACTED]

RE: CASE # [REDACTED]

Dear [REDACTED]

The above referenced case has been placed on the agenda for review of the Boards' meeting on February 21, 2017, based solely on documents. If either party has any further documentation, including ALL SERVICE RECORDS, it must be received by NCDS no later than 02/08/2017, in order to be considered by the Board.

Finally, the Board may decide to have your vehicle inspected by an ASE Independent Technical Inspector. If so, the inspector will be contacting you shortly to arrange for the inspection. In the event the Customer does not want the vehicle inspected, please put in writing to NCDS the specific reasons why no inspection can be conducted, within five (5) days of receipt of this letter.

Sincerely,

NCDS

[REDACTED]
Rosemary Bass x.114
Case Administrator

cc: Board Members

Customer Relations Manager, FCA US LLC



National Center for Dispute Settlement

12900 Hall Road • Suite 401

Sterling Heights, MI 48313

(800) 777-8119

(586) 226-2470

Fax: (586) 226-2559

January 18, 2017

[REDACTED]
West Alexandria, OH [REDACTED]

RE: CASE # [REDACTED]

Dear [REDACTED]:

This letter confirms that you have selected the EDS process administered by the National Center for Dispute Settlement (NCDS). Accordingly, we have assigned your case to a regional three member Board which will review their documents, as well as those submitted by FCA US LLC (Chrysler), and the dealer, at its next scheduled hearing.

Enclosed are the "Rules & Procedures for the Expedited Dispute Settlement(EDS) of Auto Warranty Disputes." Please review them carefully so that you are familiar with the process. While the EDS process is not a "Lemon Law" proceeding, the Board will consider the State "Lemon Law" in reviewing and deciding your client's claims. You should be familiar with that law and be prepared to present relevant evidence, including ALL SERVICE REPAIR RECORDS, to the Board prior to their meeting.

You may be contacted by NCDS prior to the hearing date in an attempt to help you and FCA US LLC (Chrysler) reach a voluntary agreement to resolve your dispute. Your cooperation in this mediation process is strictly voluntary, but may prove to be beneficial in resolving your dispute. Your cooperation in this mediation process will not, in any event, preclude you from exercising their rights under the EDS process. NCDS will be responsible for monitoring the progress of this case and will be happy to answer any questions you may have about the EDS process.

Sincerely,

NCDS
[REDACTED]

Rosemary Bass x.114
Case Administrator

Enclosure: as noted

cc: Customer Relations Manager, FCA US LLC
Sweeney/Lebanon Chrysler



National Center for Dispute Settlement

12900 Hall Road • Suite 401

Sterling Heights, MI 48313

(800) 777-8119

(586) 226-2470

Fax: (586) 226-2559

January 18, 2017

[REDACTED]
West Alexandria, OH [REDACTED]

RE: CASE # [REDACTED]

Dear [REDACTED]

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

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

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

Sincerely,

NCDS



Rosemary Bass x.114
Case Administrator

Enclosures: as noted

cc: Customer Relations Manager, FCA US LLC

Where interests converge, agreements emerge



National Center for Dispute Settlement

12900 Hall Road • Suite 401

Sterling Heights, MI 48313

(800) 777-8119

(586) 226-2470

Fax: (586) 226-2559

January 18, 2017

[REDACTED]
West Alexandria, OH [REDACTED]

RE: CASE # [REDACTED]

Dear [REDACTED]

Your request for arbitration has been received. After further review your request appears to meet the Customer Arbitration Process requirements for jurisdiction and has been assigned the case number shown above. **Please be advised that your participation in this process is purely voluntary. You are not required to participate in this process to preserve any rights you may have under the Ohio law.**

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

NCDS will, in some cases, attempt to mediate your dispute prior to arbitration. If you agree to a settlement, the terms of the agreement will be put in writing and you will be asked to sign the settlement agreement. Your case will then be closed.

If you do not agree to a settlement offer, your dispute will be decided at your scheduled hearing or panel review. You will receive a written decision by the arbitrator within ten (10) days after the hearing or panel review. You may either accept or reject the decision. If an award is granted, we will include with the decision an acceptance agreement which we request you sign and return within thirty (30) days of your receipt. If you accept the decision, Chrysler will comply with the decision within the time stipulated. If you reject the decision, your case will be closed and you will be free to take any action you choose.

If you need any information about your case, you may call NCDS at 866-662-4639.

Sincerely,

NCDS

[REDACTED]
Rosemary Bass x.114
Case Administrator

Enclosures: as noted

cc: Customer Relations Manager, FCA US LLC

Where interests converge, agreements emerge

Select One Below:Documents Only Hearing ☒In Person Oral Hearing ☐**FCA US LLC
Customer Claim Form****FOR NCDS USE****CASE NUMBER:****CUSTOMER NAME AND ADDRESS**

☒ Mr. First name [REDACTED] MI J Last name [REDACTED] JR

☐ Mrs. Street address [REDACTED]

☐ Ms. [REDACTED]

City West Alexandria State OH Zip Code [REDACTED]

Day phone [REDACTED] Evening phone Same Email [REDACTED]

VEHICLE INFORMATION

Name(s) that appears on the vehicle title: _____

Is this a leased vehicle: Yes ☐ No ☒ Delivery Date: ____/____/____

Was this vehicle purchased used? Yes ☐ No ☒ Is vehicle used by a business? Yes ☐ No ☒ % of use _____

Make: Chrysler Model: Pacifica Year: 2017 Current mileage: 10200

Vehicle Identification Number: 2C4RC1BG1HR [REDACTED]

Selling dealer and address: Lebanon Chrysler 518 W. Main St Lebanon, OH 45036

Dominant Servicing Dealer: Lebanon Chrysler

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

Problem	List dealer(s) which have repaired or attempted repair (include city & state).	List the date, mileage, and repair order number for each repair attempt.	Does the problem currently exist? (Circle)
Example: A/C won't cool properly	Autoworld, Inc Anytown, VA	4/23/99 3,500 miles #B73540	Yes No
Lost all Power	SV6 Chrysler Eaton, OH	10/8/16 8253 [REDACTED]	<u>Yes</u> No
Lost all Power Then accelerated -	Lebanon Chrysler Lebanon, OH	11-21-16 10174 [REDACTED]	Yes <u>No</u>
Popping in front end	Lebanon Chrysler Lebanon, OH	10/20/16 8719 [REDACTED]	<u>Yes</u> No
Popping noise currently in shop	Lebanon Chrysler Lebanon, OH	currently in shop	Yes No ?
			Yes No

Has the vehicle been involved in an accident?☐ YES ☒ NO

If YES, give date of accident: _____

Specify damaged area: _____

Resolution Sought:Repurchase ☐Replacement ☒Repair ☐Reimbursement ☐**X**

SIGNATURE(S)

DATE

Return all copies of this form to:

National Center for Dispute Settlement
P.O. Box 727
Mt. Clemens, MI 48046
(or email to: info@ncdsusa.org)

To whom it may concern,

I bought my Chrysler Pacifica in May of 2016 brand new in order for my wife and kids to have a safe Vehicle to drive as I work long hours and do not want to worry about the vehicle breaking down while I am at work. First off we loved the vehicle and has everything our family needs, but after about 3000 Miles a popping noise started in the front end. I set an appointment with the dealer to get it in to see what the issue was as soon as my schedule would allow. The dealer couldn't get me in for about 3 weeks from the time I called, no problem except the van didn't make it to the appointment before it had a huge electrical malfunction. October -8-2016 every malfunction indicator light popped on, the wipers turned on and were going at full speed, we lost all power assist including brakes and were forced to run a red light. Thankfully no cars were in the intersection at the time. Chrysler customer care towed the vehicle to the closest dealer. I was informed that the vehicle had 52 fault codes when it was scanned. The dealer informed me that they did complete software updates per the Chrysler TSB's and it seemed to be fine, the mileage at this point was 8253. I then went in for for my appointment I had previously made for the popping noise. Lebanon Chrysler confirmed the noise but could not figure out where it was coming from, so they replaced a lower control arm. This did not fix the noise so they had to order front struts for it which still have not been installed due to the parts not being available. Mileage at this time was 8253.

Third issue at about 10174. Driving the vehicle at about 45mph all the lights started flashing and bells going off as it did before. The wipers are going full speed, check engine light comes on, vehicle shuts down and is coasting (no brakes or steering at this point). The vehicle comes back on and starts to accelerate on its own, it reached about 70mph before turning off completely and coasting to a stop. At this point the vehicle could of seriously injured my family twice and still has other issues as well. The dealer cant guarantee the issue with the computer is fixed even after Chrysler engineers were Involved in trying to repair the vehicle.

My wife is afraid to drive the vehicle and I am not taking the chance of this vehicle injuring my family. This vehicle needs replaced and should not be resold.

Thank you for your time,

[REDACTED]

PLATE NO.: [REDACTED] REG. DATE: 05/16/2016

EXP. DATE: 05/06/2017 ISSUE DATE: 06/09/2016

APP NO.: [REDACTED]

VALIDATION NO.: [REDACTED]

AGENCY: 5765

OWNER NAME: [REDACTED]

VEHICLE OWNERSHIP: SINGLE

USER ID: BJ

OWNER ADDR.: [REDACTED]

CITY: [REDACTED]

STATE OH ZIP: [REDACTED]

TAX DISTRICT: LANIER TOWNSHIP

COUNTY: PREBLE

INSIDE CORP LIMIT: NO

VEHICLE CLASS: PASSENGER

VEHICLE YEAR: 2017

ODOMETER READING: 308

BODY TYPE: SW

MAKE: CHRY

STATE FEES: \$31.00

CERTIFICATE TITLE NO.: [REDACTED]

PLATE TYPE: OHIO PRIDE

VEH. SERIAL NO.: 2C4RC1BG1HR [REDACTED]

REG TYPE: NEW

LOCAL TAX: \$5.00

PURCHASE DATE: 05/10/2016

REG. CO. FEE: \$0.75

SUSPENSION/REVOCATION: NO

DEPUTY FEE: \$3.50

PRIOR OPERATION: YES

FEES PAID: NO

TOTAL FEES: \$40.25

- In Ohio, it is illegal to drive any motor vehicle without insurance or other financial responsibility (FR) coverage.
- It is also illegal for any motor vehicle owner to allow anyone else to drive the owner's vehicle without insurance or FR coverage.
- PROOF OF INSURANCE OR FR COVERAGE IS REQUIRED: Whenever a police officer issues a traffic ticket*At all vehicle inspection stops*Upon traffic court appearances*Upon random checks by the Registrar of Motor Vehicles.
- ANY DRIVER OR OWNER WHO FAILS TO SHOW PROOF OF INSURANCE OR OTHER COVERAGE WILL: Lose his or her driver license until requirements are met on first offense, one year on second offense, and two years on third and subsequent offenses* Lose his or her license plates and vehicle registration*Pay reinstatement fees of \$100.00 on first offense, \$300.00 for second offense, and \$600.00 for third and subsequent offenses*Pay a \$50.00 penalty for any failure to surrender his or her driver license, license plates or registration AND*Be required to maintain special FR coverage ("High-risk" insurance or equivalent) on file with the Bureau of Motor Vehicles for THREE or FIVE YEARS.
- ONCE THIS SUSPENSION IS IN EFFECT: Any driver or owner who violates the suspension will have his or her vehicle immobilized and his or her license plates confiscated for at least 30 DAYS first offense and 60 DAYS second offense. For third or subsequent offenses, the vehicle will be forfeited and sold and the person will not be permitted to register any motor vehicle in Ohio for FIVE YEARS.
- IF YOU ARE INVOLVED IN AN ACCIDENT WITHOUT INSURANCE OR OTHER FR COVERAGE: In addition to all the penalties listed above, you may have*A SECURITY SUSPENSION for TWO YEARS or more and*A JUDGEMENT SUSPENSION INDEFINITELY (until all damages have been satisfied).
- THESE PENALTIES ARE IN ADDITION TO ANY FINES OR PENALTIES IMPOSED BY A COURT OF LAW. WARNING: THESE LAWS DO NOT PREVENT THE POSSIBILITY THAT YOU MAY BE INVOLVED IN AN ACCIDENT WITH A PERSON WHO HAS NO INSURANCE OR OTHER FR COVERAGE.
- WHEN REQUIRED, PROOF OF COVERAGE MAY BE SHOWN BY ANY OF THE FOLLOWING:*AN INSURANCE POLICY showing automobile liability insurance of at least \$25,000 bodily injury per person, \$50,000 injury two or more persons, and \$25,000 property damage*AN INSURANCE IDENTIFICATION CARD (same coverage)*A SURETY BOND OF \$30,000 issued by any authorized surety company or insurance company*A BMV BOND SECURED BY REAL ESTATE having equity of at least \$60,000*A BMV CERTIFICATE FOR MONEY OR GOVERNMENT BONDS in the amount of \$30,000 on deposit with the Ohio Treasurer of State*A BMV CERTIFICATE OF SELF-INSURANCE, available only to companies or persons who own at least twenty-six motor vehicles.

PROOF OF FINANCIAL RESPONSIBILITY

I affirm that all owners (or lessees of leased vehicle) now have insurance or other FR coverage and will not operate or permit the operation of this motor vehicle without FR coverage; all previous registration fees due have been paid; this plate category is correct; and this vehicle will not be used as a commercial or farm vehicle unless so registered.

By signing below I agree to and attest that all the above is true and accurate,

X SIGNATURE ON FILE

SIGNATURE OF OWNER(S)

DATE

WARNING: APPLICANT GIVING FALSE INFORMATION IS SUBJECT TO PROSECUTION-O.R.C. SEC. 2921.13.

APPLICATION MUST BE SIGNED BY THE OWNER(S) AS NAMED ON CERTIFICATE OF TITLE.

DO NOT DISCARD.

THIS IS YOUR VEHICLE REGISTRATION CERTIFICATE.

BMV5701 6/14 [760-1058]

Printed on: 6/9/2016 11:39:12 AM

RESTRICTED

CUSTOMER COPY

⁵⁶CUSTOMER COPY

CUSTOMER #:



CHRYSLER DODGE JEEP RAM

Delivering Satisfaction At Every Turn.

518 W. Main St.
Lebanon, Ohio 45036
(513) 932-2717
Fax: (513) 932-4941
Toll Free: (866) 932-2717
www.lebanondj.com

INVOICE

DUPLICATE 1

PAGE 2

WEST ALEXANDRIA, OH

HOME: CONT:

BUS: CELL:

SERVICE ADVISOR: 6962 ANGELA VENCILL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
GRANITE	17	CHRYSLER PACIFICA	2C4RC1BG1HR		8719/8719		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
10MAY16 DD			WAIT 27OCT16		0.00	CASH	31OCT16

R.O. OPENED	READY	OPTIONS:	SOLD-STK:
-------------	-------	----------	-----------

10:26 20OCT16 15:45 31OCT16

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

8719 PERFORMED RECALL

E** PROVIDE RENTAL

CAUSE: PROVIDE RENTAL

RENTAL PROVIDE RENTAL

6496 W

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

(N/C)

CHRYSLER

DODGE

MISC RENTAL

W

(N/C)

THANK YOU FOR YOUR BUSINESS!

GOT EMAIL?

Jeep



RAM

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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.

*SHOP SUPPLY COSTS:
We have added a charge equal to 10% of the total labor cost, not to exceed \$10.00, to the Repair Order for shop supplies used in connection with this repair.

ALL PARTS ARE NEW
UNLESS OTHERWISE
INDICATED.

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

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

CUSTOMER #:



CHRYSLER DODGE JEEP RAM

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 Lebanon, Ohio 45036
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 Fax: (513) 932-4941
 Toll Free: (866) 932-2717
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INVOICE

PAGE 3

WEST ALEXANDRIA, OH

HOME: CONT:

BUS: CELL:

SERVICE ADVISOR: 9545 DIANA CURTIS

SERVICE ADVISOR: 9945 DIANA CURTIS									
COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN / OUT		TAG
GRANITE	17	CHRYSLER PACIFICA		2C4RC1BG1HR			10174/10185		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
10MAY16 DD			11:45 01DEC16			0.00	CASH	08DEC16	

11:16 21NOV16 10:53 08DEC16

LINE OPCODE TECH TYPE HOURS

LIST

NET

TOTAL

H** PERFORM RRT UPDATE FROM CHRYSLER 16-097

RRT PERFORM RRT UPDATE FROM CHRYSLER

6496

W

(N/C)

I** PERFORM RRT UPDATE FROM CHRYSLER 16-100

RRT PERFORM RRT UPDATE FROM CHRYSLER

6496

W

(N/C)

CHRYSLER

THANK YOU FOR YOUR BUSINESS!

GOT EMAIL?

Jeep



RAM

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ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

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

DATE CUSTOMER SIGNATURE

AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

CUSTOMER #: [REDACTED]



INVOICE

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WEST ALEXANDRIA, OH [REDACTED]

PAGE 2

HOME: [REDACTED] CONT [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 9545 DIANA CURTIS

COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN / OUT		TAG
GRANITE	17	CHRYSLER PACIFICA		2C4RC1BG1HR [REDACTED]			10174/10185		[REDACTED]
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
10MAY16 DD			11:45 01DEC16			0.00	CASH	08DEC16	

R.O. OPENED	READY	OPTIONS:	SOLD-STK:
11:16 21NOV16	10:53 08DEC16		[REDACTED]

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
MISC	RENTAL						

ISR (N/C)

C PERFORM 23 POINT INSPECTION
CAUSE: PERFORM 23 POINT INSPECTION
9023 PERFORM 23 POINT INSPECTION
6496 CPR 0.00 0.00

D** PERFORM RRT UPDATE FROM CHRYSLER 16-045
CAUSE: RRT PERFORM RRT UPDATE FROM CHRYSLER
6496 W (N/C)

E** PERFORM RRT UPDATE FROM CHRYSLER 16-060
CAUSE: RRT PERFORM RRT UPDATE FROM CHRYSLER
6496 W (N/C)

F** PERFORM RRT UPDATE FROM CHRYSLER 16-063
RRT PERFORM RRT UPDATE FROM CHRYSLER
6496 W (N/C)

G** PERFORM RRT UPDATE FROM CHRYSLER 16-080
RRT PERFORM RRT UPDATE FROM CHRYSLER
6496 W (N/C)

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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.		We have added a charge equal to 10% of the total labor cost, not to exceed \$10.00, to the Repair Order for shop supplies used in connection with this repair.	LABOR AMOUNT	
			PARTS AMOUNT	
			GAS, OIL, LUBE	
			SUBLET AMOUNT	
			MISC. CHARGES *	
		ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.	TOTAL CHARGES	
			LESS INSURANCE	
			SALES TAX	
DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE	PLEASE PAY THIS AMOUNT	

CUSTOMER #:



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PAGE 1

WEST ALEXANDRIA, OH

HOME: CONT:

BUS: CELL:

SERVICE ADVISOR: 9545 DIANA CURTIS

SERVICE ADVISOR: 9545 DIANA CURTIS									
COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN / OUT		TAG
GRANITE	17	CHRYSLER PACIFICA		2C4RC1BG1HR			10174/10185		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO	RATE	PAYMENT	INV. DATE	
10MAY16 DL			11:45 01DEC16			0.00	CASH	08DEC16	
R.O. OPENED		READY		OPTIONS:		SOLD STK:			

11:16 21NOV16 10:53 08DEC16

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

A Indicator/Warning Lights Concern Customer states Shifter displayed and traction control displayed along with check engine see docs. Up to 50 codes. See attached paper

CAUSE:

08WL Indicator/Warning Lights Concern Customer states Shifter displayed and traction control displayed along with check engine see docs. Up to 50 codes. See attached paper
6496 W

(N/C)

10174 PERFORMED DIAGNOSTICS ON VEHICLE FOR TRACTION CONTROL AND CHECK ENGINE LIGHT ON AND FOR SEVERAL INACTIVE CODES. ERASED CODES AND ROAD TESTED VEHICLE SEVERAL TIMES AND COULD NOT GET VEHICLE TO GO ACTIVE ON STORED CODES AND NOT SATISFIED WITH CONCERN. SERVICE MANAGER CONTACTED CHRYSLER FOR TECHNICAL ASSISTANCE AND THE TECH ADVISOR WORKED WITH ENGINEERING TO CHECK TWO POSSIBLE CONCERNS ON THE G909 GROUND CIRCUIT AND THE BULKHEAD S CONNECTORS FOR CAN BUS AND CLEANED CONNECTORS AND OHM TEST CONNECTION AND CLEAN THE G909 GROUND AND REPOSITION. ROAD TESTED VEHICLE AND VEHICLE OPERATING AS DESIGNED. REPORTED ALL INFORMATION BACK TO CHRYSLER AND THEY STATED TO RELEASE VEHICLE BACK TO CUSTOMER AND CHRYSLER WILL UPDATE DEALER IF ANY OTHER CONCERNS ARISE.

B PROVIDE RENTAL

CAUSE: PROVIDE RENTAL

RENTAL PROVIDE RENTAL

50 W

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

(N/C)

MISC RENTAL

W

(N/C)

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ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

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

DATE

CUSTOMER SIGNATURE

AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

C/NBA

Marshall

BURDGE LAW OFFICE

8250 Washington Village Drive | Dayton OH | 45458-1850

May 5, 2017

*This is a statement being made in compromised negotiations and is
subject to Evi. R. 408 and is not admissible*

RECEIVED

VIA FEDERAL EXPRESS GROUND ONLY

FCA US, LLC

Warranty Litigation Department

1000 Chrysler Drive

CLMS 485-13-32

Auburn Hills MI 48326-2766

MAY 10 2017

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

Re: [REDACTED] 2017 Chrysler Pacifica, VIN: 2C4RC1BG1HR [REDACTED]
Representation and Settlement

Dear Ladies and Gentlemen:

I represent [REDACTED] who purchased a 2017 Chrysler Pacifica from Lebanon Chrysler in Lebanon, Ohio on May 10, 2016. Mr. [REDACTED] paid \$0.00 down on the vehicle and did have a trade in. The dealer arranged for the financing of the balance with General Electric Credit Union in monthly payments of \$528.43, which began June 24, 2016. When the vehicle was purchased, it had 308 miles on it. The vehicle now has about 17,400 miles on it. A copy of the finance agreement, and several of the repair orders are enclosed.

Since purchasing his brand new 2017 Chrysler Pacifica, Mr. [REDACTED] has experienced repeated safety defects.

On October 10, 2016, the vehicle was towed to the dealership because the vehicle had lost all electrical power while driving. The vehicle lost power to the brakes and the power steering, it would not go into park, and all of the warning lights were illuminated. Further, the vehicle was making a popping noise in the front left, and there was a grinding noise from the sliding door. In an attempt to repair the vehicle, the dealership performed 2 flash updates and lubed the door. The vehicle was out of service by reason of repair for 10 days.

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8250 Washington Village Drive | Dayton OH | 45458-1850

On October 20, 2016, the vehicle again towed to the dealership because the vehicle had lost all electrical power and then accelerated by itself while driving. However, to add to Mr. [REDACTED] frustration, the dealership failed to document this on the repair order. Mr. [REDACTED] already had an appointment scheduled because there was still a popping noise in the front left, and the service shifter warning light was illuminated. To Mr. [REDACTED] knowledge a Chrysler engineer became involved to assist in repairing the vehicle's electrical defect, but the dealership did not document what repairs it made in an attempt to repair the electrical defect. However, the repair order does indicate that the dealership did replace the left lower control arm, ordered the left strut mount and bearings, and performed Recall S42 for the seat belt bezel. The vehicle was out of service by reason of repair for 12 days.

On November 21, 2016, Mr. [REDACTED] returned the vehicle to the dealership because the check engine warning light illuminated, the service shifter warning light illuminated, and the traction control warning light illuminated. In an attempt to repair the vehicle, the dealership erased the stored codes, repositioned the G909 ground, cleaned the connectors, and performed numerous updates. The vehicle was out of service by reason of repair for 18 days.

On April 12, 2017, Mr. [REDACTED] returned the vehicle to the dealership because the service shifter warning light was illuminated, and there was a popping noise in the front end. In an attempt to repair the vehicle, the dealership replaced the shifter knob and installed loctite around the wheel bearings.

There are four definitions of a "lemon" under the Ohio Lemon Law, during the first year or 18,000 miles of vehicle use: 1. three or more attempts to fix the same problem, or 2. No more than 30 days out of service, or 3. No more than 8 substantial defects, or 4. No more than one attempt to fix a defect that is so serious that it may cause death or serious injury. This vehicle qualifies for Lemon Law relief. The dealership had more than one attempt to repair the loss of power defect. Further, within the first 12 months and 18,000 miles, the vehicle has been out of service 4 times for at least 6 defects for approximately 48 days. As such, this vehicle should be immediately replaced.

In addition to the Lemon Law, other Ohio consumer protection laws generally require that every defect has to be fixed within a reasonable number of attempts and within a reasonable amount of time. We strongly believe that this vehicle's

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defects were not repaired within a reasonable number of attempts and within a reasonable amount of time.

Also, when a consumer's faith in the reliability of the product, or of the warrantor's ability to live up to their warranty, has been sufficiently shaken, the law can deem that to be a breach of the warranty. We are at that point. Mr. [REDACTED] has lost all trust and confidence in this vehicle and the ability of your dealers to ever fix this vehicle's problems.

Although Mr. [REDACTED] has complained repeatedly to one or more of your dealers, I urged him to let me contact you to see if we could get this matter resolved without having to file a lawsuit.

What [REDACTED] wants is simple: he wants the vehicle replaced with one that runs right, and his legal costs paid. Until that is agreed to, Mr. [REDACTED] has a lien against the vehicle for the investment in it but he is ready to turn it over and sign any documents necessary to convey his interest in the vehicle as soon as you agree to settle the matter.

Please advise at your earliest convenience. Thank you.

Sincerely,

RLB: ss

cc: [REDACTED]

Enclosure: Finance Agreement, Vehicle Registration, Repair Orders

Helping Consumers and Consumer Law Attorneys, Since 1978

RETAIL INSTALLMENT CONTRACT AND SECURITY AGREEMENT No. _____ Date <u>05/10/2016</u>	Seller LEBANON CHRYSLER INC. 518 W MAIN LEBANON, OH 45036 "We" and "us" mean the Seller above, its successors and assigns.	Buyer WEST ALEXANDRIA, OH "You" and "your" mean each Buyer above, and guarantor, jointly and individually.
--	--	--

SALE: You agree to purchase from us, on a time basis, subject to the terms and conditions of this contract and security agreement (Contract), the Motor Vehicle (Vehicle) and additional products and services described in this Contract. The Vehicle is sold in its present condition, together with the usual accessories and attachments.

Description of Motor Vehicle Purchased	Year <u>2017</u>	VIN <u>2C4RC1BG1HR</u>	Other:
	Make <u>CHRYSLER</u>	Lic. No./Year	
	Model <u>PACIFICA</u>	☒ New ☐ Used	
Odometer Mileage <u>308</u>	Mileage Is Accurate ☒ Yes ☐ No		

Description of Trade-In	<u>2004 DODG N/A</u>	<u>CARAVAN</u>	<u>2D4GP14L94K</u>
-------------------------	----------------------	----------------	--------------------

SECURITY: To secure your payment and performance under the terms of this Contract, you give us a security interest in the Vehicle, all accessions, attachments, accessories, and equipment placed in or on the Vehicle, together called Property, and proceeds of the Property. You also assign to us and give us a security interest in proceeds and premium refunds of any insurance and service contracts purchased with this Contract.

PROMISE TO PAY AND PAYMENT TERMS: You promise to pay us the principal amount of \$ 38752.24, plus finance charges accruing on the unpaid balance at the rate of 4.7500 % per year from today's date until paid in full. Finance charges accrue on a 365 day basis. You agree to pay this Contract according to the payment schedule and late charge provisions shown in the TRUTH IN LENDING DISCLOSURES. You also agree to pay any additional amounts according to the terms and conditions of this Contract.

DOWN PAYMENT: You also agree to pay, or apply to the Cash Price, on or before today's date, any cash, rebate and net trade-in value described in the ITEMIZATION OF AMOUNT FINANCED. ☐ You agree to make deferred payments as part of the cash down payment as reflected in your Payment Schedule.

☒ **RETURNED CHECK CHARGE:** If you make any payment required by this Contract with a check or negotiable instrument that is returned or dishonored, you agree to pay a fee of \$ 30.00.

TRUTH IN LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	AMOUNT FINANCED The amount of credit provided to you or on your behalf.	TOTAL OF PAYMENTS The amount you will have paid when you have made all scheduled payments.	TOTAL SALE PRICE The total cost of your purchase on credit, including your down payment of
<u>4.92</u> %	\$ <u>7446.17</u>	\$ <u>38527.24</u>	\$ <u>45973.41</u>	\$ <u>2000.00</u> \$ <u>47973.41</u>

Payment Schedule: Your payment schedule will be

Number of Payments	Amount of Payments	When Payments Are Due
<u>87</u>	<u>528.43</u>	<u>MONTHLY BEGINNING 06/24/2016</u>

Security: You are giving a security interest in the Motor Vehicle purchased.

☒ **Late Charge:** If a payment is more than 15 days late, you will be charged a late charge of \$30.00

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

Contract Provisions: You can see the terms of this Contract for any additional information about nonpayment, default, any required repayment before the scheduled date, and prepayment refunds and penalties.

Filing Fees: \$ 5.00

CREDIT INSURANCE: Credit life, credit disability (accident and health), and any other insurance coverage quoted below, are not required to obtain credit and we will not provide them unless you sign and agree to pay the additional premium. If you want such insurance, we will obtain it for you (if you qualify for coverage). We are quoting below ONLY the coverages you have chosen to purchase.

Credit Life: Insured
☐ Single ☐ Joint Prem. \$ N/A Term N/A

Credit Disability: Insured
☐ Single ☐ Joint Prem. \$ N/A Term N/A

ITEMIZATION OF AMOUNT FINANCED

Vehicle Price (incl. sales tax of \$ <u>2669.74</u>)	\$ <u>37419.74</u>
To: <u>N/A</u>	\$ <u>N/A</u>
Service Contract, Paid to: <u>SERVICE AGREEMENT</u>	\$ <u>2175.00</u>
Gap Amount Waiver or Gap Coverage	
Paid to: <u>ZURICH GAP</u>	* \$ <u>899.00</u>
Amount to Finance line e. (if e. is negative)	\$ <u>N/A</u>
Cash Price	\$ <u>40493.74</u>
Manufacturer's Rebate	\$ <u>1000.00</u>
Cash Down Payment	\$ <u>N/A</u>

Your signature below means you want (only) the insurance coverage(s) quoted above. If none are quoted, you have declined any coverages we offered.

Buyer d/o/b Buyer d/o/b
PROPERTY INSURANCE: You must insure the Property securing this Contract. You may purchase or provide the insurance through any insurance company reasonably acceptable to us. The collision coverage deductible may not exceed \$ N/A. If you get insurance from or through us you will pay \$ N/A for _____ of coverage.

This premium is calculated as follows:

☐ \$ N/A Deductible, Collision Coverage \$ N/A
☐ \$ N/A Deductible, Comprehensive Cov. \$ N/A
☐ Fire-Theft and Combined Additional Coverage \$ N/A
☐ _____ \$ N/A

Liability insurance coverage for bodily injury and motor vehicle damage caused to others is not included in this Contract unless checked and indicated.

☐ **SINGLE-INTEREST INSURANCE:** You must purchase single-interest insurance as part of this sale transaction. You may purchase the coverage from a company of your choice, reasonably acceptable to us. If you buy the coverage from or through us, you will pay \$ N/A for _____ of coverage.

Additional Protections

You may buy any of the following voluntary protection plans. They are not required to obtain credit, are not a factor in the credit decision, and are not a factor in the terms of the credit or the related sale of the Vehicle. The voluntary protections will not be provided unless you sign and agree to pay the additional cost.

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.

X ☐ **Service Contract**

Term months or miles

Price \$ 2175.00

Coverage 2017 CHRYSLER PACIFICA

X ☐ **Gap Waiver or Gap Coverage**

Term 87 months or miles

Price \$ 899.00

Coverage 2017 CHRYSLER PACIFICA

By _____ Date 05/10/2016

By _____ Date _____
ASSIGNMENT: This Contract and Security Agreement is assigned to General Electric Credit Union, 10485 Reading Rd, Cincinnati, OH 45241, the Assignee, phone 513-243-4328. This assignment is made ☐ under the terms of a separate agreement. ☐ under the terms of the ASSIGNMENT BY SELLER on page 2. ☐ This assignment is made with recourse. TELANON CHRYSLER
Seller: By _____ Date 05/10/2016

Deferred Down Payment \$ N/A
a. Total Cash/Rebate Down \$ 1000.00
b. Trade-In Allowance \$ 1000.00
c. Less: Amount owing \$ N/A
Paid to: N/A
d. Net Trade-In (b. minus c.) \$ 1000.00
e. Net Cash/Trade-In (a. plus d.) \$ 2000.00

Down Payment (e.; disclose as \$0 if negative) \$ 2000.00
Unpaid Balance of Cash Price \$ 38493.74
Insurance Premiums* \$ N/A
To: PD TO PUB OFFICIALS \$ 33.50
To: N/A \$ N/A
To: N/A \$ N/A
To: GELU PREPAID FIN. CHGS. \$ 225.00
Total Other Charges/Amounts Pd. to Others \$ 258.50
Less: Prepaid Finance Charges** \$ 225.00
Amount Financed \$ 38527.24

*We may retain or receive a portion of this amount.

**Included in Finance Charge listed above.

NOTICE TO BUYER

(1) Do not sign this agreement before you read it or if it contains any blank spaces. (2) You are entitled to a completely filled-in copy of this agreement. (3) Under the law, you have the right to pay off in advance the full amount due and under certain conditions to obtain a partial refund of the finance charge.

BY SIGNING BELOW BUYER AGREES TO THE TERMS ON PAGES 1 AND 2 OF THIS CONTRACT INCLUDING THE TERMS INCLUDED IN THE "CONTRACTUAL LIEN ON ACCOUNTS" AND "ADDITIONAL SECURITY (CROSS COLLATERALIZATION)" SECTION LISTED ON PAGE 2 AND ACKNOWLEDGES RECEIPT OF A COPY OF THIS CONTRACT.

Buyer _____ Date 05/10/2016
Signature _____ Date _____

Signature _____ Date _____
Seller: By _____

ADDITIONAL TERMS OF THIS CONTRACT AND SECURITY AGREEMENT

GENERAL TERMS: You have been given the opportunity to purchase the Vehicle and described services for the Cash Price or the Total Sale Price. The Total Sale Price is the total price of the Vehicle and any services if you buy them over time. You agreed to purchase the items over time. The Total Sale Price shown in the TRUTH IN LENDING DISCLOSURES assumes that all payments will be made as scheduled. The actual amount you will pay may be more or less depending on your payment record.

We do not intend to charge or collect, and you do not agree to pay, any finance charge or fee, that is more than the maximum amount permitted for this sale by state or federal law. If you pay a finance charge or fee that is contrary to this provision, we will, instead, apply it first to reduce the principal balance, and when the principal has been paid in full, refund it to you.

You understand and agree that some payments to third parties as a part of this Contract may involve money retained by us or paid back to us as commissions or other remuneration.

If any section or provision of this Contract is not enforceable, the other terms will remain part of this Contract.

UNEQUAL PAYMENTS: If this Contract is not payable in substantially equal successive installments, you may have the right by law to refinance this Contract on terms as favorable as the terms originally agreed to in this Contract. This right does not apply if your payment schedule is adjusted for seasonal or irregular income.

PREPAYMENT: You may prepay this Contract in full or in part at any time. Any partial prepayment will not excuse any later scheduled payments until you pay in full.

A refund of any prepaid, unearned insurance premiums may be obtained from us or from the insurance company named in your policy or certificate of insurance.

OWNERSHIP AND DUTIES TOWARD PROPERTY: By giving us a security interest in the Property, you represent and agree to the following:

- A. Our security interest will not extend to consumer goods unless you acquire rights to them within 10 days after we enter into this Contract, or they are installed in or affixed to the Vehicle.
- B. You will defend our interests in the Property against claims made by anyone else. You will do whatever is necessary to keep our claim to the Property ahead of the claim of anyone else.
- C. The security interest you are giving us in the Property comes ahead of the claim of any other of your general or secured creditors. You agree to sign any additional documents or provide us with any additional information we may require to keep our claim to the Property ahead of the claim of anyone else. You will not do anything to change our interest in the Property.
- D. You will keep the Property in your possession in good condition and repair. You will use the Property for its intended and lawful purposes. Unless otherwise agreed in writing, the Property will be located at your address listed on page 1 of this Contract.
- E. You will not attempt to sell the Property (unless it is properly identified inventory) or otherwise transfer any rights in the Property to anyone else, without our prior written consent.
- F. You will pay all taxes and assessments on the Property as they become due.
- G. You will notify us of any loss or damage to the Property. You will provide us reasonable access to the Property for the purpose of inspection. Our entry and inspection must be accomplished lawfully, and without breaching the peace.

DEFAULT: You will be in default on this Contract if any one of the following occurs (except as prohibited by law):

- A. You fail to perform any obligation that you have undertaken in this Contract.
- B. We, in good faith, believe that you cannot, or will not, pay or perform the obligations you have agreed to in this Contract.
- C. You do not use the funds loaned to you for the purpose stated in your application.
- D. You die, become insolvent or are the subject of a bankruptcy or receivership proceeding.
- E. You have made a misrepresentation or misstatement in obtaining this loan.

If you default, you agree to pay the actual and reasonable expenses we incur for repossession, repair, storage and sale of the Property securing this Contract.

If an event of default occurs as to any one of you, we may exercise our

Contractual Lien on Accounts:

In addition to any other security listed in this agreement, you give to us a contractual lien (i.e., a security interest) on all funds in any share account (including, but not limited to, your share, share draft and share certificate accounts, but excluding IRA account(s)), with us on which you are a signatory or in which you have an ownership interest now or in the future, regardless of the source of the funds. You agree that we may use such funds, without notice, to pay any debts or amounts owed to us by you, other than obligations secured by real property or where otherwise prohibited by federal or state law or regulation.

Additional Security (Cross Collateralization):

You understand and agree that the property referenced as security herein (and all proceeds thereof and all insurance proceeds and insurance premium refunds, whether we have required the insurance or not) shall secure this loan and any and all other loans and lines of credit you now have with us or become obligated to pay in the future. In addition, any property (and any proceeds thereof and all insurance premium refunds) securing other loans and lines of credit you have with us or become obligated to pay us in the future will also secure all funds advanced by us under this loan. This "Cross Collateralization" agreement shall not apply to any loan, line of credit or other agreement secured by real property, property used as your dwelling or where otherwise prohibited by federal or state law or regulation.

By signing below, you agree this security agreement secures this loan, including all extensions, renewals, refinancing and modifications and any other debt you have with us now or in the future. The property described in the security agreement will secure other such debts except for real property secured debt. This security agreement will last until it is discharged in writing.

INSURANCE: You agree to buy property insurance on the Property protecting against loss and physical damage and subject to a maximum deductible amount indicated in the PROPERTY INSURANCE section, or as we will otherwise require. You will name us as loss payee on any such policy. In the event of loss or damage to the Property, we may require additional security or assurances of payment before we allow insurance proceeds to be used to repair or replace the Property. You agree that if the insurance proceeds do not cover the amounts you still owe us, you will pay the difference. You may purchase or provide the insurance through any insurance company reasonably acceptable to us. You will keep the insurance in full force and effect until this Contract is paid in full.

If you fail to obtain or maintain this insurance, or name us as a loss payee, we may obtain insurance to protect our interest in the Property. This insurance may include coverages not required of you. This insurance may be written by a company other than one you would choose. It may be written at a rate higher than a rate you could obtain if you purchased the property insurance required by this Contract. We will add the premium for this insurance to the amount you owe us. Any amount we pay will be due immediately. This amount will earn finance charges from the date paid at the rate described in the PROMISE TO PAY AND PAYMENT TERMS section until paid in full.

GAP WAIVER OR GAP COVERAGE: In the event of theft or damage to the Vehicle that results in a total loss, there may be a gap between the amount due under the terms of this Contract and the proceeds of your insurance settlement and deductibles. You are liable for this difference. You have the option of purchasing Gap Waiver or Gap Coverage to cover the gap liability, subject to any conditions and exclusions in the Gap Waiver or Gap Coverage agreements. If you choose to purchase a Gap Waiver or Gap Coverage product as indicated in the Additional Protections section, then the separate Gap Waiver or Gap Coverage product agreement will become a part of this Contract.

OBLIGATIONS INDEPENDENT: Each person who signs this Contract agrees to pay this Contract according to its terms. This means the following:

- A. You must pay this Contract even if someone else has also signed it.
- B. We may release any co-buyer or guarantor and you will still be obligated to pay this Contract.
- C. We may release any security and you will still be obligated to pay this Contract.
- D. If we give up any of our rights, it will not affect your duty to pay this Contract.
- E. If we extend new credit or renew this Contract, it will not affect your

remedies against any or all of you.

REMEDIES: If you are in default on this Contract, we have, subject to any right to cure that you may have, all of the remedies provided by law and this Contract:

- A. We may, after waiting any required period, require you to immediately pay us, subject to any refund required by law, the remaining unpaid balance of the amount financed, finance charges and all other agreed charges.
- B. We may pay taxes, assessments, or other liens or make repairs to the Property if you have not done so. We are not required to do so. This amount will be due immediately. This amount will earn finance charges from the date paid at the rate described in the PROMISE TO PAY AND PAYMENT TERMS section until paid in full.
- C. We may require you to make the Property available to us at a place we designate that is reasonably convenient to you and us.
- D. We may immediately take possession of the Property by legal process or self-help, but in doing so we may not breach the peace or unlawfully enter onto your premises. We may then sell the Property and apply what we receive as provided by law to our reasonable expenses and then toward your obligations.
- E. Except when prohibited by law, we may sue you for additional amounts if the proceeds of a sale do not pay all of the amounts you owe us.

By choosing any one or more of these remedies, we do not waive our right to later use another remedy. By deciding not to use any remedy, we do not give up our right to consider the event a default if it happens again.

If we repossess the Property, we will send you written notice of any right to cure you may have within 5 business days after we take possession of the Property. Such notice shall specifically set forth the circumstances constituting your default and the amount, by itemization, required to cure your default.

You agree that if any notice is required to be given to you of an intended sale or transfer of the Property, notice is reasonable if mailed to your last known address, as reflected in our records, at least 10 days before the date of the intended sale or transfer (or such other period of time as is required by law).

You agree that, subject to your right to recover such property, we may take possession of personal property left in or on the Property securing this Contract and taken into possession as provided above.

duty to pay this Contract.

WARRANTY: Warranty information is provided to you separately.

WAIVER: To the extent permitted by law, you agree to give up your rights to require us to do certain things. We are not required to: (1) demand payment of amounts due; (2) give notice that amounts due have not been paid, or have not been paid in the appropriate amount, time or manner; or, (3) give notice that we intend to make, or are making, this Contract immediately due.

THIRD PARTY AGREEMENT

By signing below you agree to give us a security interest in the Property described in the SALE section. You also agree to the terms of this Contract, including the WAIVER section above, except that you will not be liable for the payments it requires. Your interest in the Property may be used to satisfy the Buyer's obligation. You agree that we may renew, extend, change this Contract, or release any party or property without releasing you from this Contract. We may take these steps without notice or demand upon you.

You acknowledge receipt of a completed copy of this Contract.

Signature _____

Date _____

NOTICE: ANY HOLDER OF THIS CONSUMER CREDIT CONTRACT IS SUBJECT TO ALL CLAIMS AND DEFENSES WHICH THE DEBTOR COULD ASSERT AGAINST THE SELLER OF GOODS OR SERVICES OBTAINED PURSUANT HERETO OR WITH THE PROCEEDS HEREOF. RECOVERY HEREUNDER BY THE DEBTOR SHALL NOT EXCEED AMOUNTS PAID BY THE DEBTOR HEREUNDER.

IF YOU ARE BUYING A USED VEHICLE, THE INFORMATION YOU SEE ON THE WINDOW FORM FOR THIS VEHICLE IS PART OF THIS CONTRACT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE.

ASSIGNMENT BY SELLER

Seller sells and assigns this Retail Installment Contract and Security Agreement, (Contract), to the Assignee, its successors and assigns, including all its rights, title and interest in this Contract, and any guarantee executed in connection with this Contract. Seller gives Assignee full power, either in its own name or in Seller's name, to take all legal or other actions which Seller could have taken under this Contract. (SEPARATE AGREEMENT: If this Assignment is made "under the terms of a separate agreement" as indicated on page 1, the terms of this assignment are described in a separate writing(s) and not as provided below.)

Seller warrants:

- A. This Contract represents a sale by Seller to Buyer on a time price basis and not on a cash basis.
- B. The statements contained in this Contract are true and correct.
- C. The down payment was made by the Buyer in the manner stated on page 1 of this Contract and, except for the application of any manufacturer's rebate, no part of the down payment was loaned or paid to the Buyer by Seller or Seller's representatives.
- D. This sale was completed in accordance with all applicable federal and state laws and regulations.
- E. This Contract is valid and enforceable in accordance with its terms.
- F. The names and signatures on this Contract are not forged, fictitious or assumed, and are true and correct.
- G. This Contract is vested in the Seller free of all liens, is not subject to any claims or defenses of the Buyer, and may be sold or assigned by the Seller.
- H. A completely filled-in copy of this Contract was delivered to the Buyer at the time of execution.
- I. The Vehicle has been delivered to the Buyer in good condition and has been accepted by Buyer.
- J. Seller has or will perfect a security interest in the Property in favor of the Assignee.

If any of these warranties is breached or untrue, Seller will, upon Assignee's demand, purchase this Contract from Assignee. The purchase shall be in cash in the amount of the unpaid balance (including finance charges) plus the costs and expenses of Assignee, including attorneys' fees.

Seller will indemnify Assignee for any loss sustained by it because of judicial set-off or as the result of a recovery made against Assignee as a result of a claim or defense Buyer has against Seller.

Seller waives notice of the acceptance of this Assignment, notice of non-payment or non-performance and notice of any other remedies available to Assignee.

Assignee may, without notice to Seller, and without affecting the liability of Seller under this Assignment, compound or release any rights against, and grant extensions of time for payment to be made, to Buyer and any other person obligated under this Contract.

UNLESS OTHERWISE INDICATED ON PAGE 1, THIS ASSIGNMENT IS WITHOUT RECOURSE.

WITH RECOURSE: If this Assignment is made "with recourse" as indicated on page 1, Assignee takes this Assignment with certain rights of recourse against Seller. Seller agrees that if the Buyer defaults on any obligation of payment or performance under this Contract, Seller will, upon demand, repurchase this Contract for the amount of the unpaid balance, including finance charges, due at that time.



STATE OF OHIO - BUREAU OF MOTOR VEHICLES

CERTIFICATE OF REGISTRATION

PLATE NO.: [REDACTED]
 VALIDATION NO.: [REDACTED]
 OWNER NAME: [REDACTED]

REG. DATE: 05/06/2017

EXP. DATE: 05/06/2018 ISSUE DATE: 04/26/2017

APP NO.: [REDACTED]
 AGENCY: 6805
 USER ID: TH
 OLD APP NO.: [REDACTED]
 OLD PLATE: [REDACTED]

VEHICLE OWNERSHIP: SINGLE

VEHICLE YEAR: 2017
 BODY TYPE: SW

VEHICLE CLASS: PASSENGER
 ODOMETER READING: 308
 MAKE: CHRY

STATE FEES: \$31.00

CERTIFICATE TITLE NO.: [REDACTED]
 VEH. SERIAL NO.: 2C4RC1BG1HF [REDACTED]
 PURCHASE DATE: 05/10/2016

PLATE TYPE: OHIO PRIDE
 REG TYPE: RENEWAL

LOCAL TAX: \$5.00
 REFL/CO. FEE: \$0.00
 DEPUTY FEE: \$3.50

SUSPENSION/REVOCATION: NO
 PRIOR OPERATION: YES
 FEES PAID: YES

TOTAL FEES: \$39.50

- In Ohio, it is illegal to drive any motor vehicle without insurance or other financial responsibility (FR) coverage.
- It is also illegal for any motor vehicle owner to allow anyone else to drive the owner's vehicle without insurance or FR coverage.
- PROOF OF INSURANCE OR FR COVERAGE IS REQUIRED: Whenever a police officer issues a traffic ticket*At all vehicle inspection stops*Upon traffic court appearances*Upon random checks by the Registrar of Motor Vehicles.
- ANY DRIVER OR OWNER WHO FAILS TO SHOW PROOF OF INSURANCE OR OTHER COVERAGE WILL: Lose his or her driver license until requirements are met on first offense, one year on second offense, and two years on third and subsequent offenses* Lose his or her license plates and vehicle registration*Pay reinstatement fees of \$100.00 on first offense, \$300.00 for second offense, and \$600.00 for third and subsequent offenses*Pay a \$50.00 penalty for any failure to surrender his or her driver license, license plates or registration AND*Be required to maintain special FR coverage ("High-risk" insurance or equivalent) on file with the Bureau of Motor Vehicles for THREE or FIVE YEARS.
- ONCE THIS SUSPENSION IS IN EFFECT: Any driver or owner who violates the suspension will have his or her vehicle immobilized and his or her license plates confiscated for at least 30 DAYS first offense and 60 DAYS second offense. For third or subsequent offenses, the vehicle will be forfeited and sold and the person will not be permitted to register any motor vehicle in Ohio for FIVE YEARS.
- IF YOU ARE INVOLVED IN AN ACCIDENT WITHOUT INSURANCE OR OTHER FR COVERAGE: In addition to all the penalties listed above, you may have*A SECURITY SUSPENSION for TWO YEARS or more and*A JUDGEMENT SUSPENSION INDEFINITELY (until all damages have been satisfied).
- THESE PENALTIES ARE IN ADDITION TO ANY FINES OR PENALTIES IMPOSED BY A COURT OF LAW. WARNING: THESE LAWS DO NOT PREVENT THE POSSIBILITY THAT YOU MAY BE INVOLVED IN AN ACCIDENT WITH A PERSON WHO HAS NO INSURANCE OR OTHER FR COVERAGE.
- WHEN REQUIRED, PROOF OF COVERAGE MAY BE SHOWN BY ANY OF THE FOLLOWING:*AN INSURANCE POLICY showing automobile liability insurance of at least \$25,000 bodily injury per person, \$50,000 injury two or more persons, and \$25,000 property damage*AN INSURANCE IDENTIFICATION CARD (same coverage)*A SURETY BOND OF \$30,000 issued by any authorized surety company or insurance company*A BMV BOND SECURED BY REAL ESTATE having equity of at least \$60,000*A BMV CERTIFICATE FOR MONEY OR GOVERNMENT BONDS in the amount of \$30,000 on deposit with the Ohio Treasurer of State*A BMV CERTIFICATE OF SELF-INSURANCE, available only to companies or persons who own at least twenty-six motor vehicles.

PROOF OF FINANCIAL RESPONSIBILITY

I affirm that all owners (or lessees of leased vehicle) now have insurance or other FR coverage and will not operate or permit the operation of this motor vehicle without FR coverage; all previous registration fees due have been paid; this plate category is correct; and this vehicle will not be used as a commercial or farm vehicle unless so registered.

By signing below I agree to and attest that all the above is true and accurate,

X SIGNATURE ON FILE

DATE

SIGNATURE OF OWNER(S)

WARNING: APPLICANT GIVING FALSE INFORMATION IS SUBJECT TO PROSECUTION-O.R.C. SEC. 2921.13.
 APPLICATION MUST BE SIGNED BY THE OWNER(S) AS NAMED ON CERTIFICATE OF TITLE.

DO NOT DISCARD.

THIS IS YOUR VEHICLE REGISTRATION CERTIFICATE.

CUSTOMER COPY WITHOUT ADDRESS

RESTRICTED

CUSTOMER #:



Delivering Satisfaction At Every Turn.

518 W. Main St.
Lebanon, Ohio 45036
(513) 932-2717
Fax: (513) 932-4941
Toll Free: (866) 932-2717
www.lebanondj.com

INVOICE

DUPLICATE 1
PAGE 1

SERVICE ADVISOR: 6962 ANGELA VENCILL

EST ALEXANDRIA, OH

NAME: [REDACTED] CONT: [REDACTED]

JS: [REDACTED] CELL: [REDACTED]

COLOR		YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN / OUT		TAG
GRANITE		17	CHRYSLER PACIFICA		2C4RC1BG1H[REDACTED]		8719/8719		[REDACTED]
DEL DATE	PROD DATE	WARR EXP	PROMISED		PO NO	RATE	PAYMENT	INV DATE	
MAY16 DD			WAIT 27OCT16			0.00	CASH	31OCT16	
R.O. OPENED		READY		OPTIONS:		SOLD-STK:		[REDACTED]	

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

Multipoint inspection (according to maintenance interval)

9023 Multipoint inspection (according to maintenance interval)

6496 CPR

0.00 0.00

CUST STATES THAT THERE IS A POPPING NOISE IN THE LF, REV, TURN WILL POP, DRIVE TURN WILL POP

AUSE:

23A General Concern #1 CUSTOMER STATES THERE IS A POPPING NOISE IN THE LEFT FRONT

6496 W

1 68229021AG ARM-LOWER CONTROL

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

(N/C)

(N/C)

8719 USING CHASSIS EARS HEARD NOISE COMING FROM LOWER CONTROL ARM, REPLACED LF LOWER CONTROL ARM, TEST DROVE, NOISE STILL THERE USING CHASSIS EARS AGAIN, HEARD NOISE FROM STRUT MOUNT AND CRADLE. CONTACTED STAR, ORDERED LF STRUT MOUNT AND BEARING

) Recall / CSN 1 SEAT BELT BEZEL RECALL S42

AUSE:

RECALL Recall / CSN 1 SEAT BELT BEZEL RECALL S42

6496 W

1 5YD63PD2AC BEZEL-SEAT BELT

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

(N/C)

(N/C)

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY EXPRESSLY 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 PRODUCTS OR THE REPAIR. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS 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.

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

*SHOP SUPPLY COSTS:

We have added a charge equal to 10% of the total labor cost, not to exceed \$10.00, to the Repair Order for shop supplies used in connection with this repair.

ALL PARTS ARE NEW
UNLESS OTHERWISE
INDICATED.

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

STOMER #:

INVOICE

DUPLICATE 1
PAGE 2



Delivering Satisfaction At Every Turn.

518 W. Main St.
Lebanon, Ohio 45036
(513) 932-2717
Fax: (513) 932-4941
Toll Free: (866) 932-2717
www.lebanoncdj.com

ST ALEXANDRIA, OH

OME: CONT:

IS: CELL:

SERVICE ADVISOR: 6962 ANGELA VENCILL

JS: CELL: SERVICE ADVISOR. 8502 ANGLE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
GRANITE	17	CHRYSLER PACIFICA	2C4RC1BG1HR		8719/8719		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
MAY16 DD			WAIT 27OCT16		0.00	CASH	31OCT16
R.O. OPENED	READY	OPTIONS: SOLD-STK:					

0:26 20OCT16 15:45 31OCT16

INE OPCODE TECH TYPE HOURS

3719 PERFORMED RECALL

LIST NET TOTAL

** PROVIDE RENTAL

CAUSE: PROVIDE RENTAL

RENTAL PROVIDE RENTAL

6496 W

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

(N/C)

CHRYSLER
ISC RENTAL

DODGE

(N/C)

THANK YOU FOR YOUR BUSINESS!

GOT EMAIL?

Jeep



RAM

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY EXPRESSLY 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 PRODUCTS OR THE REPAIR. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS 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.

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

*SHOP SUPPLY COSTS:

We have added a charge equal to 10% of the total labor cost, not to exceed \$10.00, to the Repair Order for shop supplies used in connection with this repair.

ALL PARTS ARE NEW
UNLESS OTHERWISE
INDICATED.

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

CUSTOMER #:



Delivering Satisfaction At Every Turn.

518 W. Main St.
Lebanon, Ohio 45036
(513) 932-2717
Fax: (513) 932-4941
Toll Free: (866) 932-2717
www.lebanondj.com

INVOICE

PAGE 1

EST ALEXANDRIA, OH

OME: CONT:

US: CELL:

SERVICE ADVISOR: 9545 DIANA CURTIS

COLOR	YEAR	MAKE/MODEL	VIN		LICENSE	MILEAGE IN / OUT	TAG
RANITE	17	CHRYSLER PACIFICA	2C4RC1BG1HR			10174/10185	
DEL. DATE	PROD. DATE	WARR. EXP	PROMISED	PO NO	RATE	PAYMENT	INV. DATE
0MAY16 DD			11:45 01DEC16		0.00	CASH	08DEC16
R.O. OPENED		READY	OPTIONS: SOLD-STK:				

1:16 21NOV16 10:53 08DEC16

LINE OPCODE TECH TYPE HOURS

LIST

NET

TOTAL

Indicator/Warning Lights Concern Customer states Shifter displayed
and traction control displayed along with check engine see
docs. Up to 50 codes. See attached paper

AUSE:

08WL Indicator/Warning Lights Concern Customer
states Shifter displayed and traction
control displayed along with check engine
see docs. Up to 50 codes. See attached paper

6496 W

(N/C)

10174 PERFORMED DIAGNOSTICS ON VEHICLE FOR TRACTION CONTROL AND
CHECK ENGINE LIGHT ON AND FOR SEVERAL INACTIVE CODES. ERASED CODES AND
ROAD TESTED VEHICLE SEVERAL TIMES AND COULD NOT GET VEHICLE TO GO
ACTIVE ON STORED CODES AND NOT SATISFIED WITH CONCERN, SERVICE MANAGER
CONTACTED CHRYSLER FOR TECHNICAL ASSISTANCE AND THE TECH ADVISOR WORKED
WITH ENGINEERING TO CHECK TWO POSSIBLE CONCERNS ON THE G909 GROUND
CIRCUIT AND THE BULKHEAD S CONNECTORS FOR CAN BUS AND CLEANED
CONNECTORS AND OHM TEST CONNECTION AND CLEAN THE G909 GROUND AND
REPOSITION. ROAD TESTED VEHICLE AND VEHICLE OPERATING AS DESIGNED.
REPORTED ALL INFORMATION BACK TO CHRYSLER AND THEY STATED TO RELEASE
VEHICLE BACK TO CUSTOMER AND CHRYSLER WILL UPDATE DEALER IF ANY OTHER
CONCERNS ARISE.

PROVIDE RENTAL

AUSE: PROVIDE RENTAL

RENTAL PROVIDE RENTAL

50 W

(N/C)

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

[ISC RENTAL

W

(N/C)

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE
PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL
WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF
MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR
AUTHORIZED ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE
USE OF PARTS OR PRODUCTS OR THE REPAIR. THE ONLY WARRANTIES ON PARTS AND
ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE
ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE
RESPONSIBLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO
RECOVERY 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
IDENTICAL DAMAGES.

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
(had the opportunity to inspect) any replaced parts as requested by you. The vehicle
being returned to you in exchange for your payment of the Amount Due.

*SHOP SUPPLY COSTS:

We have added a charge
equal to 10% of the
total labor cost, not to
exceed \$10.00, to the
Repair Order for shop
supplies used in
connection with this
repair.

ALL PARTS ARE NEW
UNLESS OTHERWISE
INDICATED.

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

DATE CUSTOMER SIGNATURE

AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

Page 1 of

FROM: (937) 492-0000
Linda Montgomery
BURDGE LAW OFFICE
8250 Washington Village Dr
Dayton OH 45458
US

ACTWGT: 1.00 LB
CAD: [REDACTED]

BILL SENDER

TO Warranty Litigation Department
FCA US, LLC

1000 CHRYSLER DR

CLMS 485-13-32

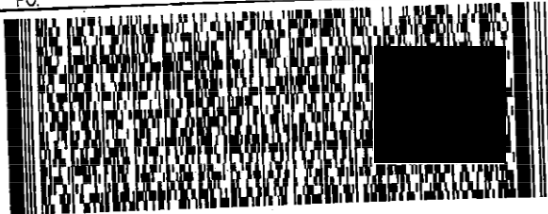
AUBURN HILLS MI 48326

(888) 888-8888

REF: LTR OF REP CALDWELL & POPE

INV:
PC:

DEPT:



FedEx.
Ground



JT7117021401W

TRK# [REDACTED]



PdNo: 1007

0480
FCA US, LLC
1000 CHRYSLER DR
CLMS 485-13-32
AUBURN HILLS MI 48326
\$ 126 08:29 SM-1D
2768-00
G

ROBERT M. SILVERMAN**
CRAIG THOR KIMMEL**^

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



KIMMEL & SILVERMAN

P.C.

1-800-LEMON LAW

www.lemonlaw.com

CORPORATE HEADQUARTERS

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

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

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

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

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

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

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

PLEASE REMIT ALL CORRESPONDENCE TO THE AMBLER OFFICE

October 24, 2017

FCA US LLC
1000 Chrysler Drive
Auburn Hills, MI 48326-2766

RE: Pre-Lit Program
[REDACTED] v FCA US LLC
Vehicle Type: 2017 CHRYSLER PACIFICA
X VIN: 1C4PJMDS6EW [REDACTED]

HR [REDACTED]

FCA US LLC
Office of the General Counsel

OCT 25 2017
By [Signature] Mail/Reg. Agent/
Sec. of State/Proc. Server

To Whom It May Concern:

As you know, this office represents the above-captioned individual for problems encountered with their 2017 Chrysler Pacifica. I am attaching the client's contracts and repair slips. As you can see, my client has returned to the dealership for various problems.

Please let me know if FCA US LLC is interested in attempting early resolution in this matter. I will refrain from filing suit in this matter for 30 days while you evaluate my client's claim. If I do not hear from you within the next 30 days, suit will be prepared and filed.

I look forward to hearing from you.

Very truly yours,

[REDACTED]
/s/ Jacqueline C. Herritt

JCH/mar
Enclosures
cc: Rose Waldorf (via email w/encls.)

RECEIVED

OCT 26 2017

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

MOTOR VEHICLE LEASE AGREEMENT - CLOSED-END NEW JERSEY



1. LESSEE AND LESSOR

LESSEE AND CO-LESSEE Name: [REDACTED] Address: [REDACTED] WARWICK, NY [REDACTED] County:	LESSOR Name: FRANKLIN SUSSEX AUTO MALL INC. Address: 315 ROUTE 23 SUSSEX, NJ 07461 LEASE DATE: 08/14/2017
LEASE NUMBER	LEASE DATE 08/14/2017

The words "you" and "your" mean each person named as a Lessee or Co-Lessee above. The words "we," "us," and "our" mean the Lessor named above and USB Leasing LT, 1850 Osborn Avenue, Oshkosh, WI 54902, (telephone number) 1-800-USBANKS, or its successors and assigns ("Assignee"), to whom this Motor Vehicle Lease Agreement ("Lease") will be assigned. "Vehicle" means the leased vehicle described below, including all equipment, parts, accessories and accessories. You agree to lease the Vehicle from us according to the terms and conditions of this Lease. The consumer lease disclosures contained in this Lease are also made on behalf of Assignee.

2. VEHICLE DESCRIPTIONS

A. LEASED VEHICLE

☒ New (Manufacturer's Suggested Retail Price \$ 38,715.00) ☐ Used ☐ Demo	Year	Make	Model	Body Style	Odometer Reading	Vehicle Identification No.
	2017	CHRYSLER	PACIFICA	TOURING L	24	2C4RC1BQXHR [REDACTED]
Primary Use of Vehicle: ☐ Personal, family or household purposes ☐ Business, commercial or agricultural purposes						
If the Odometer Reading is greater than 1000 miles, then the prior use of the Vehicle is: ☐ personal, family or household ☐ demonstrator ☐ livery ☐ daily rental ☐ police ☐ prior wreckage ☐ unknown						

No. Cylinders	Transmission	Brakes	Steering	Air Conditioning
6	☒ automatic ☐ manual	☒ power-assisted ☐ manual	☒ power-assisted ☐ manual	☒ yes ☐ no

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.

B. TRADE-IN VEHICLE: Year [REDACTED] Make [REDACTED] Model [REDACTED]

3. AMOUNT DUE AT LEASE SIGNING OR DELIVERY (Itemized below)* \$ 7015.00	4. MONTHLY PAYMENTS A. Your first Monthly Payment of \$ 515.00 is due on the Lease Date, followed by 38 payments of \$ 515.00 due on the 14th of each month. B. The total of your Monthly Payments is \$ 20085.00	5. OTHER CHARGES (Not part of your Monthly Payment) A. Termination Fee (if you do not purchase the Vehicle) \$ 395.00 B. Total \$ 395.00	6. TOTAL OF PAYMENTS (The amount you will have paid by the end of the Lease) \$ 26980.00 (Sections 3 plus 4(B) plus 5(B) minus Sections 7(A)(3) minus 7(A)(4))
--	--	--	--

7. ITEMIZATION OF AMOUNT DUE AT LEASE SIGNING OR DELIVERY

A. Amount Due at Lease Signing or Delivery:		B. How the Amount Due at Lease Signing or Delivery will be Paid:	
(1) Capitalized Cost Reduction	\$ 6011.56	(1) Net Trade-in Allowance	\$ N/A
(2) Sales/Use Tax on Capitalized Cost Reduction	488.44	(2) Rebates and Noncash Credits	6300.00
(3) First Monthly Payment	515.00	(3) Amount to be Paid in Cash	515.00
(4) Refundable Security Deposit	N/A		
(5) Initial Title, Registration and License Fees	N/A		
(6) Upfront Sales/Use Tax on Vehicle	N/A		
(7) N/A	N/A		
(8) Total	\$ 7015.00	(4) Total	\$ 7015.00

8. YOUR MONTHLY PAYMENT IS DETERMINED AS SHOWN BELOW:

A. Gross Capitalized Cost. The agreed upon value of the Vehicle (\$ 37670.59) and any items you pay over the Lease Term (such as taxes, fees, service contracts, insurance, and any outstanding prior credit or lease balance)	\$ 41115.64
B. Capitalized Cost Reduction. The amount of any Net Trade-in Allowance, rebate, noncash credit, or cash you pay that reduces the Gross Capitalized Cost	- 6011.56
C. Adjusted Capitalized Cost. The amount used in calculating your Base Monthly Payment	= 35104.08
D. Residual Value. The value of the Vehicle at the end of the Lease used in calculating your Base Monthly Payment	- 17480.00
E. Depreciation and any Amortized Amounts. The amount charged for the Vehicle's decline in value through normal use and for other items paid over the Lease Term	= 17624.08
F. Rent Charge. The amount charged in addition to the Depreciation and any Amortized Amounts	+ 2460.92
G. Total of Base Monthly Payments. The Depreciation and any Amortized Amounts plus the Rent Charge	= 20085.00
H. Lease Payments. The number of payments in your Lease (Lease Term 39 months)	= 39
I. Base Monthly Payment	= 515.00
J. Monthly Sales/Use Tax	+ N/A
K. N/A	+ N/A
L. Total Monthly Payment ("Monthly Payment")	= \$ 515.00

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.

9. EXCESSIVE WEAR AND USE

You may be charged for excessive wear based on our standards for normal use and for mileage in excess of 12000 miles per year at the rate of \$.25 per mile. No rebate or credit will be paid to you if the mileage is less than the specified amounts.

10. PURCHASE OPTION AT END OF LEASE TERM

If you have fully performed all of your obligations under this Lease, including paying the total of your Monthly Payments and all other amounts due under this Lease, then you have an option to purchase the Vehicle AS IS at the end of the Lease Term for \$ 17830.00, plus any taxes, official fees and other charges related to such purchase.

Other Important Terms. See both sides of this Lease for additional information on early termination, purchase options and maintenance responsibilities, warranties, late and default charges, insurance, and any security interest, if applicable.

DISCLOSURE REQUIRED BY NEW JERSEY LAW

Assuming there is no default and that you exercise your purchase option at the end of the Lease Term, the Total cost of the Lease is \$ 44415.00

[Section 3 plus Section 4(B) plus the Purchase Option Amount (Section 10) minus Section 7(A)(3) minus Section 7(A)(4)].

11. ESTIMATED OFFICIAL FEES AND TAXES

The total estimated amount you will pay for official and license fees, registration, title and taxes over the term of your Lease, whether included with your Monthly Payments or assessed otherwise: \$ 2614.16. This is an estimate based on current tax rates, the actual total of fees and taxes may be higher or lower, depending on the tax rate in effect or the value of the Vehicle at the time a fee or tax is assessed.

12. WARRANTIES

If the Vehicle is new, it is covered by the standard manufacturer's new vehicle warranty. If the Vehicle is new or used, it is not covered by any other express warranty unless identified below:

- ☐ The Vehicle is covered by the remainder of the standard manufacturer's new vehicle warranty.
☐ The Vehicle is covered by an extended warranty purchased from the manufacturer or other third party provider.
☐

We assign to you all rights we have under any of these warranties. You acknowledge that you have received a copy of the indicated warranties.

You expressly agree and understand that you have selected and agreed to lease the Vehicle "AS IS." WE MAKE NO WARRANTIES OR REPRESENTATIONS, EITHER EXPRESS OR IMPLIED AS TO THE VEHICLE OR ANY PART OR ACCESSORY THEREOF. WE MAKE NO WARRANTY OF MERCHANTABILITY OR FITNESS OF THE VEHICLE FOR ANY PARTICULAR PURPOSE OR ANY OTHER REPRESENTATION OR WARRANTY WHATSOEVER.

13. INSURANCE VERIFICATION

The Vehicle is insured by:

Policy Number	Insurance Company	Insurance Agent	Agent Address	Agent Phone Number
	MOIRONDACK INSURA			(877) 248-0555

You authorize us to verify and give your agent authorization to place the minimum coverage required by this Lease (see Section 16).

14. SIGNATURES

YOU AGREE TO ALL THE PROVISIONS ON BOTH SIDES OF THIS LEASE AND REPRESENT THAT YOU HAVE READ BOTH SIDES OF THIS LEASE.

NOTICE: THE LESSEE AND THE LESSOR SHALL BE ENTITLED TO REVIEW THIS LEASE FOR ONE BUSINESS DAY BEFORE SIGNING THE LEASE.

NOTICE TO LESSEE: (1) DO NOT SIGN THIS LEASE BEFORE YOU READ IT. (2) YOU ARE ENTITLED TO A COPY OF THIS LEASE.

YOU ACKNOWLEDGE RECEIPT OF A COMPLETED COPY OF THIS LEASE.

IND	
Les	Co-Lessee Signature:
X	X
BUSINESS LESSEE SIGNATURE	
Authorized Signer's Name:	Title:
	Signature:
	X
LESSOR SIGNATURE	
The authorized signature of the Lessor below has the effect of: (1) accepting the terms and conditions of this Lease; (2) acknowledging verification of the Lessee's insurance coverage (see Section 13); and (3) assigning to USB Leasing LT or its successors and assigns all right, title and interest in, and to the Vehicle and this Lease according to the terms and conditions of the Dealer Lease Agreement between Lessor and Assignee.	
Authorized Signature: X	

*[This space intentionally left blank.
See additional terms on page 2.]*

SEE REVERSE SIDE FOR ADDITIONAL TERMS AND CONDITIONS.

CUSTOMER #: [REDACTED]

ROUTE 46 CHRYSLER JEEP DODGE

WARWICK, NY

WORKORDER
REPRINT
PAGE 2

1655 ROUTE 46 EAST · LITTLE FALLS, NJ 07424
PH: (973) 774-1000

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

SERVICE ADVISOR: 5860 ROMAN, RAUL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	17	CHRYSLER PACIFICA	2C4RC1BGXHR [REDACTED]		2189/	[REDACTED]	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
15AUG17 DD			15:15 11OCT17		130.00	CASH	
R.O. OPENED		READY		OPTIONS: ENG:3.6_Liter_DOHC			
09OCT2017 12:41							

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	02		C	Suspension Concern [Customer States when going over bumps they hear a sound.]
# B	21		C	Automatic Transmission Concern [Customer States on acceleration and going up incline does not shift gears]
# C	08		C	Electrical Concern [Customer States DVD player not communicating with radio bluetooth]
# D	24		C	AC/Heating Concern [undefined]
# E	26		C	Multi-point inspection (according to maintenance interval)
# F	RENTAL		W	SUPPLIED RENTAL
# G	Z		ISP	LEMON LAW 10 DAY CAR VEHICLE ARRIVED 10/09/17

Preliminary Estimate : \$0.00

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

I HEREBY AUTHORIZE THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIAL AND AGREE THAT YOU ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND YOUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER. I HEREBY GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION. AN EXPRESS MECHANIC'S LIEN IS HEREBY ACKNOWLEDGED ON BELOW VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO. NOT RESPONSIBLE FOR DAMAGE FROM FREEZING DUE TO LACK OF ANTIFREEZE. IN THE EVENT THIS ACCOUNT IS SUBMITTED TO AN ATTORNEY FOR COLLECTION, I HEREBY AGREE TO PAY COLLECTION FEES UP TO 30% OF THE AMOUNT OWED. A STORAGE CHARGE OF \$25.00 PER DAY SHALL BE ADDED TO THE REPAIR BILL IF CAR IS NOT CLAIMED BY OWNER 72 HOURS AFTER COMPLETION OF WORK.

HEREBY WAIVE MY RIGHT TO RECEIVE A WRITTEN ESTIMATE OF THE PRICE TO COMPLETE THE REQUESTED REPAIRS.

MY WARRANTIES ON THE PARTS AND ACCESSORIES SOLD HEREBY ARE MADE BY THE MANUFACTURER. THE UNDERSIGNED PURCHASER UNDERSTANDS AND AGREES THAT DEALER MAKES NO WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, AND DISCLAIMS ALL WARRANTIES, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, WITH REGARD TO THE PARTS AND/OR ACCESSORIES PURCHASED, AND THAT IN NO EVENT SHALL DEALER BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES OR COMMERCIAL LOSSES ARISING OUT OF SUCH PURCHASE. THE UNDERSIGNED PURCHASER FURTHER AGREES THAT THE WARRANTIES EXCLUDED BY DEALER INCLUDE, BUT ARE NOT LIMITED TO, ANY WARRANTIES THAT SUCH PARTS AND/OR ACCESSORIES ARE OF MERCHANTABILITY, QUALITY OR THAT THEY WILL ENABLE ANY VEHICLE OR ANY OF ITS SYSTEMS TO PERFORM WITH REASONABLE SAFETY, EFFICIENCY, OR COMFORT.

REPAIRS CHARGED WERE NEEDED AND PERFORMED. ALL PARTS LISTED ARE GENUINE CHRYSLER, DODGE OR JEEP NEW PARTS UNLESS IDENTIFIED: U-USED, OR R-REBUILT. LABOR CHARGES ARE COMPUTED BY FLAT RATE UNLESS OTHERWISE SPECIFIED.

CHARGE OF 3% OF THE CHARGE FOR PARTS & REPAIR LABOR IS ADDED FOR SHOP SUPPLIES SUCH AS NUTS, BOLTS, WASHERS, TAPE, CROSPRAY, SHELLAC, SOLVENT, RAGS, SOLDER, WIRE, WINDOW SEALER, ETC. UP TO A MAXIMUM OF \$15.00. AN ADDITIONAL \$3.00 CHARGE FOR HAZARDOUS WASTE REMOVAL AND/OR EPA COMPLIANCE WILL BE INCLUDED IN YOUR FINAL BILL.

PRELIMINARY ESTIMATE \$ _____

AUTHORIZED BY X	DATE	TIME	BY
REVISED ESTIMATE (1)			
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

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

X
CUSTOMER SIGNATURE

CUSTOMER #: [REDACTED]

ROUTE 46 CHRYSLER JEEP DODGE

WARWICK, NY

WORKORDER
REPRINT
PAGE 1

1655 ROUTE 46 EAST • LITTLE FALLS, NJ 07424
PH: (973) 774-1000

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

SERVICE ADVISOR: 5860 ROMAN, RAUL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	17	CHRYSLER PACIFICA	2C4RC1BGXHR [REDACTED]		2189/	[REDACTED]	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
15AUG17 DD			15:15 11OCT17		130.00	CASH	
R.O. OPENED		READY		OPTIONS: ENG:3.6_Liter_DOHC			
09OCT2017 12:41							

VEHICLE SERVICE HISTORY

CLSD DTE

RO# S/A MILEAGE OP CODE TECH... TYPE DESCRIPTION

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

I HEREBY AUTHORIZE THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIAL AND AGREE THAT YOU ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND YOUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER. I HEREBY GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION. AN EXPRESS MECHANIC'S LIEN IS HEREBY ACKNOWLEDGED ON BELOW VEHICLE TO SECURE THE AMOUNT OF REPAIRS THEREON. NOT RESPONSIBLE FOR DAMAGE FROM FREEZING DUE TO LACK OF ANTIFREEZE. IN THE EVENT THIS ACCOUNT IS SUBMITTED TO AN ATTORNEY FOR COLLECTION, I HEREBY AGREE TO PAY COLLECTION FEES UP TO 30% OF THE AMOUNT OWED. A STORAGE CHARGE OF \$25.00 PER DAY SHALL BE ADDED TO THE REPAIR BILL IF CAR IS NOT CLAIMED BY OWNER 72 HOURS AFTER COMPLETION OF WORK.

I HEREBY WAIVE MY RIGHT TO RECEIVE A WRITTEN ESTIMATE OF THE PRICE TO COMPLETE THE REQUESTED REPAIRS.

ANY WARRANTIES ON THE PARTS AND ACCESSORIES SOLD HEREBY ARE MADE BY THE MANUFACTURER. THE UNDERSIGNED PURCHASER UNDERSTANDS AND AGREES THAT DEALER MAKES NO WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, AND DISCLAIMS ALL WARRANTIES, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, WITH REGARD TO THE PARTS AND/OR ACCESSORIES PURCHASED, AND THAT IN NO EVENT SHALL DEALER BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES OR COMMERCIAL LOSSES ARISING OUT OF SUCH PURCHASE. THE UNDERSIGNED PURCHASER FURTHER AGREES THAT THE WARRANTIES EXCLUDED BY DEALER, INCLUDE, BUT ARE NOT LIMITED TO, ANY WARRANTIES THAT SUCH PARTS AND/OR ACCESSORIES ARE OF MERCHANTABILITY QUALITY OR THAT THEY WILL ENABLE ANY VEHICLE OR ANY OF ITS SYSTEMS TO PERFORM WITH REASONABLE SAFETY, EFFICIENCY, OR COMFORT.

REPAIRS CHARGED WERE NEEDED AND PERFORMED. ALL PARTS LISTED ARE GENUINE CHRYSLER, DODGE OR JEEP NEW PARTS UNLESS IDENTIFIED; U-USED, OR R-REBUILT. LABOR CHARGES ARE COMPUTED BY FLAT RATE UNLESS OTHERWISE SPECIFIED.

A CHARGE OF 3% OF THE CHARGE FOR PARTS & REPAIR LABOR IS ADDED FOR SHOP SUPPLIES SUCH AS NUTS, BOLTS, WASHERS, TAPE, AEROSPRAY, SHELLAC, SOLVENT, RAGS, SOLDER, WIRE, WINDOW SEALER, ETC. UP TO A MAXIMUM OF \$15.00. AN ADDITIONAL \$3.00 CHARGE FOR HAZARDOUS WASTE REMOVAL AND/OR EPA COMPLIANCE WILL BE INCLUDED IN YOUR FINAL BILL.

PRELIMINARY ESTIMATE \$

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

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

X

CUSTOMER SIGNATURE

SIGN X _____ DATE _____

ALL PARTS REMOVED WILL BE DISCARDED
UNLESS OTHERWISE SPECIFIED

SAVE ☐

NOT RESPONSIBLE FOR LOOSE
ARTICLES LEFT IN VEHICLE.

LOT LOCATION:

CUSTOMER #:

ROUTE 46 CHRYSLER JEEP DODGE



Jeep



INVOICE

1655 ROUTE 46 EAST · LITTLE FALLS, NJ 07424

PH: (973) 774-1000

DUPLICATE 1

PAGE 1

NARWICK, NY

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 5860 RAUL ROMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	17	CHRYSLER PACIFICA	2C4RC1BGXHR		2189/2304		
IN SERVICE DATE	PROD. DATE	WARR. EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
15AUG17 DD			15:15 11OCT17		130.00	CASH	18OCT17
R.O. OPENED		READY		OPTIONS:			ENG:3.6_Liter_DOHC
12:41 09OCT17		11:20 18OCT17					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A Suspension Concern [Customer States when going over bumps they hear a sound.]							

CAUSE: E

DIAG SEE STORY

3705	W	(N/C)			
PARTS:	0.00	LABOR: 0.00	OTHER: 0.00	TOTAL LINE A:	0.00

2189 road test vehicle for noise in font end inspect front end for anything loose or noisy /check front axles check axle nut torque check struts /mounts /links/check fender shield for being secure/check air dam /check engine cover and harness for proper mounting check a/c lines for rubbing /check motor mounts and transmission mounts /could not duplicate /only noise heard was stop start /starter engaging when enabled /vehicle operating as designed

NOTE: CUSTOMER WAS INFORMED VEHICLE WILL BE READY ON 10/18/17
CUSTOMER WAS INFORMED ON 10/17/2017 AT 244PM

B Automatic Transmission Concern [Customer States on acceleration and going up incline does not shift gears]

CAUSE: E

DIAG SEE STORY

3705	W	(N/C)
FC: PART#:	COUNT:	
CLAIM TYPE:	W	
AUTH CODE:		

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

2189 scan vehicle for diagnostic trouble codes /non stored or active /check for software updates for transmission /none available /road test vehicle to bring transmission up to temperature to check fluid level and condition /fluid clean and full /check clutch fill counts /good /check transmission harness connection @routing/check

DISCLAIMER OF WARRANTIES

ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE WARRANTIES, IF ANY, MADE BY THE MANUFACTURER. THE SELLER, ROUTE 46 CHRYSLER JEEP DODGE, HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND ROUTE 46 CHRYSLER JEEP DODGE NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCT.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE

X

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

Thank You!

LOT LOCATION:

CUSTOMER #:

ROUTE 46 CHRYSLER JEEP DODGE



INVOICE

1655 ROUTE 46 EAST · LITTLE FALLS, NJ 07424

PH: (973) 774-1000

DUPLICATE 1

PAGE 3

WARWICK, NY

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 5860 RAUL ROMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	17	CHRYSLER PACIFICA	2C4RC1BGXHR		2189/2304		
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
15AUG17 DD			15:15 11OCT17		130.00	CASH	18OCT17
R.O. OPENED	READY	OPTIONS: ENG:3.6_Liter_DOHC					
12:41 09OCT17	11:20 18OCT17						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
2189					check for chemical odor from a./c /check for fuel leak/exhaust leak /a/c freon leak/none found only smell was from dead leaves under hood across cowl panel and in car /clean and recheck /		

E Multi-point inspection (according to maintenance interval)							
26 Multi-point inspection (according to maintenance interval)							
3705 ISP (N/C)							
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE E:	0.00

F SUPPLIED RENTAL

CAUSE: E

RENTAL SUPPLIED RENTAL

3705 W (N/C)

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

SUBL CUSTOMER WAS PROVIDED WITH RENTAL

PO#

W (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00

G LEMON LAW 10 DAY CAR VEHICLE ARRIVED 10/09/17

Z LEMON LAW VEHICLE

3705 ISP (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE G: 0.00

H** CUSTOMER REFUSE TO TO ON A ROADTEST

Z REFUSE ROADTEST

3705 ISP (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE H: 0.00

DISCLAIMER OF WARRANTIES

ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE WARRANTIES, IF ANY, MADE BY THE MANUFACTURER. THE SELLER, ROUTE 46 CHRYSLER JEEP DODGE, HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND ROUTE 46 CHRYSLER JEEP DODGE NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCT.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE

X

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

Thank You!

LOT LOCATION:

CUSTOMER #:

ROUTE 46 CHRYSLER JEEP DODGE



INVOICE

1655 ROUTE 46 EAST · LITTLE FALLS, NJ 07424

PH: (973) 774-1000

DUPLICATE 1

PAGE 4

WARWICK, NY

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 5860 RAUL ROMAN

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/ OUT		TAG
	17	CHRYSLER PACIFICA		2C4RC1BGXHR		2189/2304		
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	
15AUG17 DD			15:15 11OCT17		130.00	CASH	18OCT17	

R.O. OPENED

READY

OPTIONS: ENG:3.6_Liter_DOHC

12:41 09OCT17 11:20 18OCT17

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

I** CUSTOMER STATES THEY HAVE A OIL LEAK COMING FROM UNDERNEATH VEHICLE

CAUSE: E

8541000 DIAG

3705 W

(N/C)

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE I: 0.00

2189 remove lower splash shields check for leaks or stains from
leaks check fluid levels /no leaks found /only water from a/c drain
which is normal

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I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE

X

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

Thank You!



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FAX (973) 875-9547



RAM



1st time in.



CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
	KENNETH HAMILTON 07520		09/15/17	
	LABOR RATE	LICENSE NO.	MILEAGE	COLOR
			952	GRANITE CRY
	YEAR / MAKE / MODEL		DELIVERY DATE	STOCK NO.
	17/CHRYSLER/PACIFICA/TOURING L		08/14/17	
WARWICK, NY	VEHICLE I.D. NO.		SELLING DEALER NO.	DELIVERY MILES
	2 C 4 R C 1 B G X H R			24
	F.T.E. NO.	P.O. NO.	R.O. DATE	PRODUCTION DATE
			09/15/17	06/23/17
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		MILEAGE OUT
		E# ERC		MO: 958

LABOR & PARTS

1 90CH77 INSPECTION HOURS: 0.60 TECH(S): 06407 WARRANTY

(Multi-point inspection according to maintenance interval)
MULTIPOINT STD
COMPLETED MULTI POINT INSPECTION

JOB # 1 TOTAL LABOR & PARTS 0.00

2 21CH77 TRANSAXLE HOURS: 0.30 TECH(S): 06407 WARRANTY

Customer States SOMETIMES ENGINE JUST REVS HIGH AND DEPRESSI
NT MOVE IT JUST REVS (Automatic Transmission Concern)
CURRENTLY NO PROBLEM FOUND AT THIS TIME. CUSTOMER ADVISED
TO KEEP DEALER UP TO DATE IN CASE THIS HAPPENS MORE
FREQUENTLY.
TEST DRIVE TO VERIFY. COULD NOT DUPLICATE. CHECK TRANS FLUID
-LEVEL OK. SCAN FOR DTC'S. NO RELATED UPDATES. NO PROBLEM
FOUND AT THIS TIME.

JOB # 2 TOTAL LABOR & PARTS 0.00

3 03CH77 REAR AXLE HOURS: 0.50 TECH(S): 06407 WARRANTY

Customer States AS YOU MAKE A RIGHT TURN THERE IS A GRINDING
CREAKING CLICKING NOISE COMING FROM FRONT END WINDOWS CLOSE
D (AxleDriveshaftDifferential Concern)
R/F STRUT MOUNT NEEDS LUBRICATION. DRY MOUNT REQUIRES
GREASE.
TEST DRIVE TO VERIFY. FOUND NOISE FROM R/F STRUT AREA.
LUBRICATE UPPER STRUT BUSHINGS AND SPRING. PERCHES ON BOTH
STRUTS. TEST DRIVE TO VERIFY REPAIR AND CONCERN COMPLETE.

JOB # 3 TOTAL LABOR & PARTS 0.00

4 27CH77 BODY EXTERIOR HOURS: 0.50 TECH(S): 06407 WARRANTY

Customer States PASSENGER SLIDING DOOR CHATTERS AND STUTTERS
AS IT IS OPENING PLEASE CHECK AND ADVISE (Body SystemsTrim
Concern Non-Electrical)
P/S DOOR ROLLERS NEED LUBRICATION.
TEST SLIDING DOOR TO VERIFY. FOUND SLIDER NOT LUBRICATED.
REMOVE AND LUBRICATE REAR DOOR ROLLERS. TEST DOOR TO VERIFY
COMPLETE. DOOR OKAY.

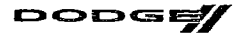
JOB # 4 TOTAL LABOR & PARTS 0.00

5 26CH77 GENERAL CONCERN HOURS: 0.00 TECH(S): 06407 WARRANTY

Customer States THEY NOTICED SOMETHING LEAKING UNDERNEATH TH
E VEHICLE AND ONTO THE GRAVEL DRIVEWAY PLEASE CHECK AND ADVI
SE (General Concern 1)
HVAC AND EVAP LEAKING WATER AS PER NORMAL OPERATION.
RUN ON LIFT WHILE INSPECTING FOR LEAKS. REMOVE ALL UNDERBODY
COVERS -NO LEAKS NOTED. FOUND WATER LEAKING FROM EXHAUST
AND HAVAC HOUSING WHICH IS NORMAL. NO PROBLEM FOUND AT THIS
TIME.



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RAM



CUSTOMER NO.		ADVISOR	KENNETH HAMILTON	07520	TAG NO.		INVOICE DATE	09/15/17	INVOICE NO.		
		LABOR RATE		LICENSE NO.		MILEAGE	952	COLOR	GRANITE CRY	STOCK NO.	
		YEAR / MAKE / MODEL	17/CHRYSLER/PACIFICA/TOURING L				DELIVERY DATE	08/14/17	DELIVERY MILES	24	
		VEHICLE I.D. NO.	2 C 4 R C 1 B G X H R				SELLING DEALER NO.		PRODUCTION DATE	06/23/17	
		F.T.E. NO.			P.O. NO.		R.O. DATE	09/15/17			
RESIDENCE PHONE		BUSINESS PHONE		COMMENTS				MILEAGE OUT			
				E# ERC				MO: 958			

JOB # 5 TOTAL LABOR & PARTS 0.00

TECHNICIAN CERTIFICATION-----
06407 TOM 06407

TOTALS-----

WE HAVE RECEIVED DMCC HIGHEST AWARD
"FIVE STAR"
WE ARE BETTER AND WE WILL PROVE IT
THANKS TO ALL OF OUR CUSTOMERS FOR
HELPING US TO BE THE BEST WE CAN
YOUR SERVICE TEAM

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

TOTAL INVOICE \$ 0.00

* CASH () CHECK ()#..... VISA () *
* *
* MASTERCARD () AMEX () DISC () CHARGE () *

CUSTOMER SIGNATURE



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DODGE

Jeep



RAM



CUSTOMER NO.		ADVISOR	KENNETH HAMILTON	07520	TAG NO.		INVOICE DATE	09/22/17	INVOICE NO.		
		LABOR RATE		LICENSE NO.		MILEAGE	1,167	COLOR	GRANITE CRY	STOCK NO.	
		YEAR / MAKE / MODEL	17/CHRYSLER/PACIFICA/TOURING L				DELIVERY DATE	08/14/17		DELIVERY MILES	24
		VEHICLE I.D. NO.	2 C 4 R C 1 B G X H R				SELLING DEALER NO.			PRODUCTION DATE	06/23/17
		F.T.E. NO.			P.O. NO.		R.O. DATE	09/20/17		REPRINT#	3
RESIDENCE PHONE		BUSINESS PHONE			COMMENTS	E# ERC				MILEAGE OUT	MO: 1194

LABOR & PARTS

#1 90CH77Z INSPECTION HOURS: 1.00 TECH(S): 30500 INTERNAL
(Multi-point inspection according to maintenance interval)
MULTIPOINT STD.
COMPLETED MULTI POINT INSPECTION

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
			JOB # 1 TOTAL PARTS	0.00
			JOB # 1 TOTAL LABOR & PARTS	0.00

#2 02CHZ SUSPENSION HOURS: 1.00 TECH(S): 30500 WARRANTY
Customer States CREAK AND KLUNK NOISE WHEN TURNING STERING W
HEEL SIDE TO SIDE (General Concern 1)
STRUT NOISY CHATTERS. R/F STRUT MOUNT NEEDS REPLACEMENT.
ROAD TEST. ACUTE NOISE. SOME NOISE IS NORMAL COMPARED TO
ANOTHER PACIFICA. HOW TECH HEARD NOISE AND CHATTER FROM R/F
AREA. LOCATE NOISE. R/F STRUT IS CHATTERING AND SPRING IS
LOOSE COMPARED TO L/S AND ANOTHER PACIFICA. R&R R/F STRUT
MOUNT AND BEARING.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2	1	4721547-AC	MOUNT STR 17023008	WARRANTY
JOB # 2	1	4721602-AB	BEARING S 17023009	WARRANTY
JOB # 2	1	5151024-AB	INSULATOR 17023009	WARRANTY
JOB # 2	1	68248726-AD	STRUT FRO 17023004	WARRANTY
			JOB # 2 TOTAL PARTS	0.00
			JOB # 2 TOTAL LABOR & PARTS	0.00

#3 26CH77Z GENERAL CONCERN #2 HOURS: 1.00 TECH(S): 30500 WARRANTY
Customer States PASS SIDE SLIDING DOOR SHUDDERS WHEN OPENING
(General Concern 2)
UNABLE TO DUPLICATE AT THIS TIME BUT DID LUBRICATE DOOR.
TRIED SEVERAL TIMES WITH ADVISOR AND ANOTHER TECH. UNABLE
TO DUPLICATE. HOWEVER, DID LUBRICATE UPPER AND LOWER ROLLERS
FOR THE DOOR.

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

#4 26CH77Z GENERAL CONCERN #3 HOURS: 1.00 TECH(S): 30500 WARRANTY
Customer States TRANS IS NOT SHIFTING CORRECTLY AND ENGINE W
ILL REV UP ON ITS OWN AT TIMES (General Concern 3)
TRANSMISSION IS OPERATING AS DESIGNED AT THIS TIME.
UNABLE TO DUPLICATE.
ROAD TESTED VEHICLE 11 MILES. TRANS IS SHIFTING PROPERLY
AT THIS TIME. CHECK FOR UPDATES. NONE AVAILABLE FOR TRANS.
ONLY PCM UPDATES FOR DRIVEABILITY ISSUES. ALSO WENT THROUGH
8 SPEED TUTORIAL. BRING TRANS UP TO TEMPERATURE AND CHECK
FLUID. FLUID LEVEL IS OKAY AND CLEAN.



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RAM



CUSTOMER NO.		ADVISOR	KENNETH HAMILTON	07520	TAG NO.		INVOICE DATE	09/22/17	INVOICE NO.		
		LABOR RATE		LICENSE NO.		MILEAGE	1,167	COLOR	GRANITE CRY	STOCK NO.	
		YEAR / MAKE / MODEL	17/CHRYSLER/PACIFICA/TOURING L				DELIVERY DATE	08/14/17	DELIVERY MILES	24	
		VEHICLE I.D. NO.	2 C 4 R C 1 B G X H R				SELLING DEALER NO.		PRODUCTION DATE	06/23/17	
		F.T.E. NO.		P.O. NO.			R.O. DATE	09/20/17	REPRINT#	3	
RESIDENCE PHONE		BUSINESS PHONE		COMMENTS	E# ERC					MILEAGE OUT	MO: 1194

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

5 26CH774 GENERAL CONCERN HOURS: 00:30 TECH(S): 30500 WARRANTY
Customer States DVD AND PHONE ARE NOT WORKING NO BLUETOOTH (General Concern 4)
OPERATING AS DESIGNED.
TRIED DVD PLAYER -WORKS FINE. CHECK TSB'S. FOUND TSB
08-083-17. BUILD DATE FALLS INTO THIS CATEFORY AS PER TSB
REMOVE DVD PLAYER AND CHECK PART NUMBER. PART NUMBER IS
68330446AC AS PER TSB NO FURTHER ACTION IS TAKEN. PART NUMBE
R THAT WOULD REQUIRE REPLACEMENT IS 68330446AA.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
JOB # 5 TOTAL PARTS 0.00
JOB # 5 TOTAL LABOR & PARTS 0.00

6 09CH77 RENTAL HOURS: 00:30 TECH(S): 05342 WARRANTY
Added Operation (MIKED @ 09/20/2017 09:08)
CUSTOMER REQUESTED RENTAL VEHICLE
RENTAL NEEDED WHILE VEHICLE IS IN SHOP.
CUSTOMER SUPPLIED RENTAL.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
JOB # 6 TOTAL PARTS 0.00
JOB # 6 TOTAL LABOR & PARTS 0.00

7 09CH77 ENGINE HOURS: 00:20 TECH(S): 30500 WARRANTY
Added Operation (KENNETH @ 09/22/2017 08:46)
DRIVEABILITY ISSUES. SEE TSB 18-069-17.
UPDATE PCM FOR DRIVEABILITY ISSUES.
TECH UPDATED PCM PER TSB 18-069-17.

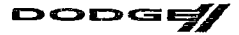
PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
JOB # 7 TOTAL PARTS 0.00
JOB # 7 TOTAL LABOR & PARTS 0.00

8 09CH77 ENGINE HOURS: 00:20 TECH(S): 30500 WARRANTY
Added Operation (KENNETH @ 09/22/2017 08:49)
CUSTOMER STATES CHECK FOR LEAKS. SEES STAIN ON GROUND UNDERN
EATH VEHICLE.
NORMAL OPERATION OF HVAC.
REMOVED FRONT LOWER SHIELDS TO ACCESS ENGINE AND TRANSMISSIO
N. LET SIT OVERNIGHT. ONLY STAINS ARE FROM WATER DRIPPING
FROM A/C. PUT VEHICLE BACK TOGETHER. VEHICLE OPERATING AS
DESIGNED.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
JOB # 8 TOTAL PARTS 0.00



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RAM



CUSTOMER NO.	KENNETH HAMILTON 07520		TAG NO.	09/22/17	INVOICE NO.
LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.	
YEAR / MAKE / MODEL	17/CHRYSLER/PACIFICA/TOURING L		DELIVERY DATE	DELIVERY MILES	
VEHICLE I.D. NO.	2 C 4 R C 1 B G X H R		SELLING DEALER NO.	PRODUCTION DATE	
F.T.E. NO.	P.O. NO.	R.O. DATE	REPRINT# 3		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	MILEAGE OUT		
		E# ERC	MO: 1194		

JOB # 8 TOTAL LABOR & PARTS 0.00

Added Operation (KENNETH @ 09/22/2017 08:52)

CUSTOMER STATES BLUETOOTH DOES NOT WORK WITH HER PHONE.
OPERATING NORMALLY AT THIS TIME.
TECH CHECKED FOR UPDATES ON UCONNECT FOR RADIO, BLUETOOTH,
DVD. NO CURRENT UPDATES. PAIRED OWN PHONE TO RADIO AND USED
BLUETOOTH STREAMING AND IT DOES WORK FINE. DID STREAM WITH
SPOTIFY. ADVISOR ACQUIRED PHONE INFORMATION. PHONE IS AN
IPHONE 7 RUNNING 10.0.2 OS. VERSION 14A456. 25.2 MORE DIAG
TIME NEEDS TO BE DONE TO TROUBLESHOOT CONCERN.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
JOB # 9 TOTAL PARTS 0.00
JOB # 9 TOTAL LABOR & PARTS 0.00

SUBLET-----PO#-----VEND INV#-INV.DATE-DESCRIPTION-----WARRANTY
JOB # 6 09/22/17 CASALE RENTAL
JOB # 6 09/22/17 DOMESTIC FEE
TOTAL - SUBLET 0.00

COMMENTS-----
DROP OFF

TECHNICIAN CERTIFICATION-----
30500 MIKE 3050

TOTALS-----
WE HAVE RECEIVED DMCC HIGHEST AWARD
"FIVE STAR"
WE ARE BETTER AND WE WILL PROVE IT
THANKS TO ALL OF OUR CUSTOMERS FOR
HELPING US TO BE THE BEST WE CAN
YOUR SERVICE TEAM
TOTAL LABOR.... 0.00
TOTAL PARTS.... 0.00
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 0.00

TOTAL INVOICE \$ 0.00

* CASH () CHECK ()#..... VISA () *
* *
* MASTERCARD () AMEX () DISC () CHARGE () *

CUSTOMER SIGNATURE

VEHICLE CHECKUP

Customer Name

R.O. Number

Phone

2017 CHRYSLER PACIFICA
Vehicle Year/Model

VIN Number

Mileage

Date

- ☒ Checked and OK
- ☐ Will need future attention
- ☐ Requires immediate attention
- ☐ Not applicable

VEHICLE CHECKUP

VEHICLE CHECKUP PLUS

Left Rear

Shock ☒ ☐ ☐

Brakes ☒ ☐ ☐

Tire Tread Depth ☒ ☐ ☐ /32nds

Oil Change / Interval Indicator Reset ☒ ☐ ☐

Steering/Suspension ☒ ☐ ☐

Left Front Wiper ☒ ☐ ☐

Wiper Washer Fluid ☒ ☐ ☐

Left Front Brake Pads ☒ ☐ ☐

Left Front Tire Tread Depth ☒ ☐ ☐ /32nds

Spare Tire Tread Depth ☒ ☐ ☐ /32nds

Rear Wiper ☒ ☐ ☐

Tail Lamps ☒ ☐ ☐

Right Rear Shock ☒ ☐ ☐

Right Rear Brakes ☒ ☐ ☐

Right Rear Tire Tread Depth ☒ ☐ ☐ /32nds

Right Front Wiper ☒ ☐ ☐

Cabin Air Filter ☒ ☐ ☐

Right Front Strut ☒ ☐ ☐

Right Front Brake Pads ☒ ☐ ☐

Right Front Tire Tread Depth ☒ ☐ ☐ /32nds

Rear Differential ☒ ☐ ☐

Transfer Case ☒ ☐ ☐

U-Joints ☒ ☐ ☐

Transmission Fluid ☒ ☐ ☐

Exhaust System ☒ ☐ ☐

Left Axle Boots ☒ ☐ ☐

Left Front Strut ☒ ☐ ☐

Battery Check ☒ ☐ ☐

Brake Fluid ☒ ☐ ☐

Power Steering Fluid ☒ ☐ ☐

Front Differential ☒ ☐ ☐

Hoses ☒ ☐ ☐

Motor Oil ☒ ☐ ☐

Belts ☒ ☐ ☐

Engine Coolant ☒ ☐ ☐

Air Filter ☒ ☐ ☐

Headlamps ☒ ☐ ☐

Right Axle Boots ☒ ☐ ☐

Notes: END CREAKS ON TURNS, P.S. SLIDING DOOR SHUDDERS OPENING
NOT CHANGING GEARS, ENGINE ROUS UP ON ITS OWN STAYS ON DRIVEWAY
HAVE NOT WORKING

ORIGINAL - CUSTOMER COPY; CANARY - DEALER FILE, PINK - FOLLOW-UP FILE

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ITEM # [REDACTED]

Page 1 of 2

Small

ST 12
RT 467
15:00
3
10:25
7912
B

Print label:
Press button on this page to print your label to your laser or inkjet printer.
Printed page along the horizontal line.
Place in shipping pouch and affix it to your shipment so that the barcode portion of the label can be read and scanned.

Use only the printed original label for shipping. Using a photocopy of this label for shipping purposes is fraudulent and could result in additional billing charges, along with the cancellation of your system number.

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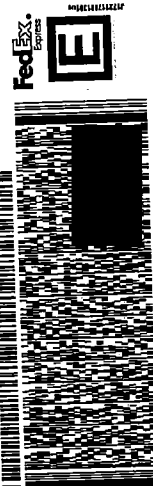
FedEx Service Guide.

ORIGIN ID: OENA (715) 540-9888
STACY STARYNSKI
SAATCHI & SAATCHI
30 EAST BUTLER PIKE
AMBLER PA 19002
UNITED STATES US

SHIP DATE: 24OCT17
ACTWGT: 4 MLR
CAD: [REDACTED]
BILL: SENDER

TO FCA US LLC
WARRANTY LITIGATION DEPARTMENT
1000 CHRYSLER DRIVE
CIMS 485-13-62
AUBURN HILLS MI 48326
P/151 540-5888 REF:

REF: (215) 540-8888
INV: _____
DEPT: _____



WED - 25 OCT 3:00P
STANDARD OVERNIGHT

TRK# 0201

ET MTCA

DIW



**Service of Process
Transmittal**

11/20/2017

CT Log Number [REDACTED]

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

RE: Process Served in New Jersey

FOR: FCA US LLC (Domestic State: DE)

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

TITLE OF ACTION: [REDACTED], Pltf. vs. FCA US LLC, Dft.

DOCUMENT(S) SERVED: Summons, Complaint, Exhibit(s), Statement(s)

COURT/AGENCY: Sussex County Superior Court - Law Division, NJ
Case # [REDACTED]

NATURE OF ACTION: Product Liability Litigation - Lemon Law - 2017 Chrysler Pacifica, VIN: 2C4RC1BGXHR [REDACTED]

ON WHOM PROCESS WAS SERVED: The Corporation Trust Company, West Trenton, NJ

DATE AND HOUR OF SERVICE: By Process Server on 11/20/2017 at 11:50

JURISDICTION SERVED : New Jersey

APPEARANCE OR ANSWER DUE: Within 35 days from the date of receipt, not counting the date you received it

ATTORNEY(S) / SENDER(S): Jacqueline C. Herritt, Esquire
Kimmel & Silverman, P.C.
Executive Quarters
1930 E. Marlton Pike
Suite Q29
Cherry Hill, NJ 08003
856-429-8334

ACTION ITEMS: CT has retained the current log, Retain Date: 11/20/2017, Expected Purge Date: 11/25/2017

Image SOP

SIGNED: The Corporation Trust Company
ADDRESS: 820 Bear Tavern Road
3rd Floor
West Trenton, NJ 08628
TELEPHONE: 609-538-1818

SUMMONS

Attorney(s) JACQUELINE C. HERRITT, ESQUIRE
Office Address Executive Quarters
1930 E. Marlton Pike, Suite Q29
Town, State, Zip Code Cherry Hill, NJ 08003
Telephone Number 856-429-8334
Attorney(s) for Plaintiff
Andrew Casale

Superior Court of New Jersey

SUSSEX COUNTY COUNTY
LAW DIVISION
Docket No: [REDACTED]

Plaintiff(s)

Vs.

FCA US LLC

Defendant(s)

CIVIL ACTION SUMMONS

From The State of New Jersey To The Defendant(s) Named Above:

The plaintiff, named above, has filed a lawsuit against you in the Superior Court of New Jersey. The complaint attached to this summons states the basis for this lawsuit. If you dispute this complaint, you or your attorney must file a written answer or motion and proof of service with the deputy clerk of the Superior Court in the county listed above within 35 days from the date you received this summons, not counting the date you received it. (A directory of the addresses of each deputy clerk of the Superior Court is available in the Civil Division Management Office in the county listed above and online at http://www.judiciary.state.nj.us/prose/10153_deptyclerklawref.pdf.) If the complaint is one in foreclosure, then you must file your written answer or motion and proof of service with the Clerk of the Superior Court, Hughes Justice Complex, P.O. Box 971, Trenton, NJ 08625-0971. A filing fee payable to the Treasurer, State of New Jersey and a completed Case Information Statement (available from the deputy clerk of the Superior Court) must accompany your answer or motion when it is filed. You must also send a copy of your answer or motion to plaintiff's attorney whose name and address appear above, or to plaintiff, if no attorney is named above. A telephone call will not protect your rights; you must file and serve a written answer or motion (with fee of \$175.00 and completed Case Information Statement) if you want the court to hear your defense.

If you do not file and serve a written answer or motion within 35 days, the court may enter a judgment against you for the relief plaintiff demands, plus interest and costs of suit. If judgment is entered against you, the Sheriff may seize your money, wages or property to pay all or part of the judgment.

If you cannot afford an attorney, you may call the Legal Services office in the county where you live or the Legal Services of New Jersey Statewide Hotline at 1-888-LSNJ-LAW (1-888-576-5529). If you do not have an attorney and are not eligible for free legal assistance, you may obtain a referral to an attorney by calling one of the Lawyer Referral Services. A directory with contact information for local Legal Services Offices and Lawyer Referral Services is available in the Civil Division Management Office in the county listed above and online at http://www.judiciary.state.nj.us/prose/10153_deptyclerklawref.pdf.

Michelle M. Smith
Clerk of the Superior Court

DATED: November 17, 2017

Name of Defendant to Be Served: FCA US LLC

Address of Defendant to Be Served: [REDACTED] West Trenton, NJ [REDACTED]

Revised 11/17/2014, CN [REDACTED] English (Appendix XII-A)

Jacqueline C. Herritt, Esquire
Identification No. [REDACTED]
Jason L. Greshes, Esquire
Identification No. [REDACTED]
KIMMEL & SILVERMAN, P.C.
Executive Quarters
1930 E. Marlton Pike, Suite Q29
Cherry Hill, NJ 08003
(856) 429-8334

ATTORNEYS FOR PLAINTIFF

[REDACTED]
Warwick, NY [REDACTED]

v.

FCA US LLC
c/o CT Corporation
820 Bear Tavern Road
Suite 305
West Trenton, NJ 08628

SUPERIOR COURT OF NEW JERSEY
SUSSEX COUNTY

CIVIL ACTION

NO.

COMPLAINT

1. Plaintiff, [REDACTED] is an adult individual citizen and legal resident of the State of New York, [REDACTED] Warwick, NY [REDACTED]

2. Defendant, FCA US LLC, is a corporation qualified to do and regularly conduct business in the State of New Jersey, with its address and principal place of business located at 12000 Chrysler Drive, Highland Park, Michigan 48288-1919, and can be served at c/o CT Corporation, 820 Bear Tavern Road, Suite 305, West Trenton, NJ 08628.

3. The Plaintiff brings this Complaint seeking repurchase or replacement of the involved motor vehicle, at Plaintiff's option, pursuant to the New Jersey Lemon Law and as such, the Lemon Law is Plaintiff's fundamental cause of action. The Plaintiff's claims under the Magnuson Moss Warranty Act are secondary to the Plaintiff's Lemon Law claims and are sought by the Plaintiff as an alternative plea for relief should the trier of fact and law determine that the vehicle's repair history does not warrant the relief provided by the Lemon Law.

BACKGROUND

4. On or about August 14, 2017, Plaintiff leased a new 2017 Chrysler Pacifica, manufactured and warranted by Defendant, bearing the Vehicle Identification Number 2C4RC1BGXHR [REDACTED]

5. The vehicle was leased in the State of New Jersey and is registered in the State of New York.

6. The lease price of the vehicle, including registration charges, document fees, sales tax, finance and bank charges, but excluding other collateral charges not specified, yet defined by the Lemon Law, totaled more than \$26,980.00. A true and correct copy of the contract is attached hereto, made a part hereof, and marked Exhibit "A".

7. In consideration for the purchase of said vehicle, Defendant issued to Plaintiff several warranties, guarantees, affirmations or undertakings with respect to the material or workmanship of the vehicle and/or remedial action in the event the vehicle fails to meet the promised specifications.

8. The above-referenced warranties, guarantees, affirmations or undertakings are/were part of the basis of the bargain between Defendant and Plaintiff.

9. The parties' bargain includes an express 3-year / 36,000 mile warranty, as well as other guarantees, affirmations and undertakings as stated in Defendant's warranty materials and owner's manual.

10. However, as a result of the ineffective repair attempts made by Defendant through its authorized dealer(s), the vehicle is rendered substantially impaired, unable to be utilized for its intended purposes, and is worthless to Plaintiff.

11. The first documented warranty repair attempt is believed to have occurred on or before September 15, 2017, when the vehicle odometer showed 952 miles. On that date, repair attempts were made to the engine; axle; door and HVAC leak. A true and correct copy of the repair invoice is attached hereto, made a part hereof and marked Exhibit "B".

12. The second documented warranty repair attempt is believed to have occurred on or before September 22, 2017, when the vehicle odometer showed 1,167 miles. On that date, repair attempts were made to the suspension system; doors; transmission; u-connect system and engine. A true and correct copy of the repair invoice is attached hereto, made a part hereof and marked Exhibit "C".

13. The third documented warranty repair attempt is believed to have occurred on or before October 9, 2017, when the vehicle odometer showed 2,189 miles. On that date, repair attempts were made to the suspension system, transmission and HVAC leak. A true and correct copy of the repair invoice is attached hereto, made a part hereof and marked Exhibit "D".

14. The vehicle continues to exhibit defects and nonconformities which substantially impair its use, value and/or safety. True and correct copies of the additional warranty invoices are attached hereto, made a part hereof and marked Exhibit "E".

COUNT I
NEW JERSEY MOTOR VEHICLE WARRANTY ACT

15. Plaintiff hereby incorporates all facts and allegations set forth in this Complaint by reference as if fully set forth at length herein.

16. Plaintiff is a "Consumer" as defined by N.J.S.A. 56:12-30.

17. Defendant is a "Manufacturer" as defined by N.J.S.A. 56:12-30.

18. Franklin Sussex Auto Mall, Sussex, NJ, is and/or was at the time of sale a "Dealer or Motor Vehicle Dealer" in the business of buying, selling, and/or exchanging vehicles as defined by N.J.S.A. 56:12-30.

19. On or about August 14, 2017, Plaintiff took possession of the above mentioned vehicle and experienced nonconformities as defined by N.J.S.A. 56:12-29 et seq., which substantially impair the use, value and/or safety of the vehicle.

20. Defendant through its authorized dealer failed to provide written notification that the vehicle was covered by the New Jersey Motor Vehicle Warranty Act as provided in N.J.S.A.

56:12-34(c). Plaintiff believes and therefore avers said failure is a per se violation of the New Jersey Consumer Fraud Act, N.J.S.A. 56:8-1 et seq., as well as a violation of the New Jersey Motor Vehicle Warranty Act.

21. The nonconformities described violate the express written warranties issued to Plaintiff by Defendant.

22. Section 56:12-32 of the New Jersey Motor Vehicle Warranty Act provides:

- a. If, during the period specified in section 3 of this act, the manufacturer or its dealer is unable to repair or correct a nonconformity within a reasonable time, the manufacturer shall accept return of the motor vehicle from the consumer. The manufacturer shall provide the consumer with a full refund of the purchase price of the original motor vehicle including any stated credit or allowance for the consumer's used motor vehicle, the cost of any options or other modifications arranged, installed, or made by the manufacturer or its dealer within 30 days after the date of original delivery, and any other charges or fees including, but not limited to, sales tax, license and registration fees, finance charges, reimbursement for towing and reimbursement for actual expenses incurred by the consumer for the rental of a motor vehicle equivalent to the consumer's motor vehicle and limited to the period during which the consumer's motor vehicle was out of service due to a nonconformity, less a reasonable allowance for vehicle use.

23. Section 56:12-33 of the New Jersey Motor Vehicle Warranty Act provides a presumption of a reasonable number of repair attempts:

- a. It is presumed that a manufacturer or its dealer is unable to repair or correct a nonconformity within a reasonable time if, within the first 24,000 miles of operation or during the period of two years following the date of original delivery of the motor vehicle to a consumer, whichever is the earlier date:
 - (1) Substantially the same nonconformity has been subject to repair three or more times by the manufacturer or its dealer and the nonconformity continues to exist; or
 - (2) The motor vehicle is out of service by reason of repair for one or more nonconformities for a cumulative total of 20 or more calendar days since the original delivery of the motor vehicle and a nonconformity continues to exist.
- b. The presumption contained in sub-section a. of this section shall apply against a manufacturer only if the manufacturer has received written notification, by or on behalf of the consumer, by certified mail return receipt requested, of a potential claim pursuant to the provisions of this act and has had one opportunity to repair or correct the defect or condition within 10 calendar days following receipt of the notification. Notification by the consumer shall take place any time after the motor vehicle has had substantially the same nonconformity subject to repair two or more times or has been out of service by reason of repair for a cumulative total of 20 or more calendar days.

24. Plaintiff has satisfied the above definition as the vehicle has been subject to repair more than three (3) times for the same nonconformity, and the nonconformity remained uncorrected.

25. In addition, the above vehicle has or will be out of service by reason of the nonconformities complained of for a cumulative total of twenty (20) or more calendar days.

26. Plaintiff has delivered the nonconforming vehicle to an authorized service and repair facility of the Defendant on numerous occasions as outlined below.

27. After a reasonable number of attempts, Defendant was unable to repair the nonconformities.

28. Plaintiff has been and will continue to be financially damaged due to Defendant's intentional, reckless, wanton, and negligent failure to comply with the provisions of N.J.S.A. 56:12-29 et seq.

29. Plaintiff has provided Defendant with a final repair opportunity prior to filing the within Complaint.

30. Pursuant to N.J.S.A. 56:12-29 et seq., Plaintiff seeks relief for losses due to the nonconformities and defects in the above-mentioned vehicle in addition to reasonable attorney fees and all court costs.

WHEREFORE, Plaintiff respectfully demands judgment against Defendant in an amount equal to the price of the subject vehicle, plus all collateral charges, attorneys' fees, and court costs.

COUNT II
MAGNUSON-MOSS (FTC) WARRANTY IMPROVEMENT ACT

31. Plaintiff hereby incorporates all facts and allegations set forth in this Complaint by reference as if fully set forth at length herein.

32. Plaintiff is a "Consumer" as defined by 15 U.S.C. §2301(3).

33. Defendant is a "supplier", "warrantor", and a "service contractor" as defined by 15 U.S.C. § 2301 (4),(5) and (8).

34. The subject vehicle is a "consumer product" as defined by 15 U.S.C. § 2301(1).

35. By the terms of its written warranties, affirmations, promises, or service contracts, Defendant agreed to perform effective repairs at no charge for parts and/or labor.

36. The Magnuson-Moss Warranty Improvement Act requires Defendant to be bound by all warranties implied by state law. Said warranties are imposed on all transactions in the state in which the vehicle was delivered.

37. Defendant has made attempts on several occasions to comply with the terms of its express warranties; however, such repair attempts have been ineffective.

38. The Magnuson-Moss Warranty Improvement Act, 15 U.S.C. §2310(d)(2) provides:

If a consumer finally prevails on an action brought under paragraph (1) of this subsection, he may be allowed by the court to recover as part of the judgment a sum equal to the amount of aggregate amount of costs and expenses (including attorney fees based upon actual time expended), determined by the court to have been reasonably incurred by the Plaintiff for, or in connection with the commencement and prosecution of such action, unless the court, in its discretion shall determine that such an award of attorney's fees would be inappropriate.

39. Plaintiff has afforded Defendant a reasonable number of opportunities to conform the vehicle to the aforementioned express warranties, implied warranties and contracts.

40. As a direct and proximate result of Defendant's failure to comply with the express written warranties, the Defendant has breached said warranties, has violated the Magnuson-Moss Warranty Improvement Act, the Plaintiff has suffered damages and, in accordance with 15 U.S.C. §2310(d)(1), the Plaintiff is entitled to bring suit for such damages and other legal and equitable relief.

41. As a direct and proximate result of Defendant's failure to comply with the express written and/or implied warranties, Plaintiffs have suffered damages and, in accordance with 15 U.S.C. §2310(d)(1) and NJ Stat. Ann 12A, including but not limited to 12A:2-713, 12A:2-714 and 12A:2-715 and/or 12A:2A-518, 12A:2A-519 and 12A:2A-520, Plaintiff is entitled to bring suit for such damages and other legal and equitable relief and hereby does so through this Complaint.

42. Plaintiff avers Defendant's Dispute Resolution Program is not in compliance with 16 CFR 703 by the FTC for the period of time this claim was submitted.

43. At the time of obtaining possession of the vehicle and at all times subsequent thereto, Plaintiff has justifiably relied upon Defendant's express warranties and implied warranties of fitness for a particular purpose and implied warranties of merchantability.

44. At the time of obtaining possession of the vehicle and at all times subsequent thereto, Defendant was aware Plaintiff was relying upon Defendant's express and implied warranties, obligations, and representations with regard to the subject vehicle.

45. Plaintiff has incurred damages as a direct and proximate result of the breach and failure of Defendant to honor its express and implied warranties.

46. Such damages include, but are not limited to, the sales price of the vehicle plus all collateral charges, including attorney fees and costs, as well as other expenses, the full extent of which are not yet known.

47. Plaintiff avers that upon successfully prevailing upon the Magnuson-Moss claim herein, all attorney fees are recoverable and are demanded against Defendant.

WHEREFORE, Plaintiff respectfully demands judgment against Defendant in an amount equal to the price of the subject vehicle, plus all collateral charges, incidental and consequential damages, reasonable attorneys' fees, and all court costs.

KIMMEL & SILVERMAN, P.C.

[REDACTED]
JACQUELINE C. HERRITT ESQUIRE

Attorney for Plaintiff [REDACTED]

Executive Quarters

1930 E. Marlton Pike, Suite Q29

Cherry Hill, NJ 08003

(856) 429-8334

JURY-DEMAND

Plaintiff hereby demands a trial by jury as to all the issues

KIMMEL & SILVERMAN, P.C.

QUIRÈ

CERTIFICATION PURSUANT TO R.4:15-1

Upon knowledge and belief I hereby certify that there are no other actions or arbitrations related to this suit pending or presently contemplated.

~~KIMMEL & SILVERMAN, P.C.~~

DESIGNATION OF TRIAL COUNSEL

PLEASE TAKE NOTICE that pursuant to Rule 4:25-4, Jason L. Greshes, Attorney ID

Number [REDACTED] is designated as trial counsel for plaintiff, [REDACTED] in this case.

KIMMEL & SILVERMAN, P.C.

E

MOTOR VEHICLE LEASE AGREEMENT - CLOSED-END
NEW JERSEY

1. LESSEE AND LESSOR

LESSEE AND CO-LESSEE Name: [REDACTED] Address: [REDACTED] WARWICK, NY [REDACTED] County:	LESSOR Name: FRANKLIN SUSSEX AUTO MALL INC. Address: 315 ROUTE 23 SUSSEX, NJ 07461
LEASE NUMBER	LEASE DATE 03/14/2017

The words "you" and "your" mean each person named as a Lessee or Co-Lessee above. The words "we," "us" and "our" mean the Lessor named above and USB Leasing, LT, 1850 Osborn Avenue, Oshkosh, WI 54902, (telephone number) 1-800-USBANKS, or its successors and assigns ("Assignee"), to whom this Motor Vehicle Lease Agreement ("Lease") will be assigned. "Vehicle" means the leased vehicle described below, including all equipment, parts, accessories and accessories. You agree to lease the Vehicle from us according to the terms and conditions of this Lease. The consumer lease disclosures contained in this Lease are also made on behalf of Assignee.

2. VEHICLE DESCRIPTIONS

A. LEASED VEHICLE

☒ New (Manufacturer's Suggested Retail Price \$ 30,215.00) ☐ Used ☐ Demo	Year	Make	Model	Body Style	Odometer Reading	Vehicle Identification No.
	2017	CHRYSLER	PACIFICA	TOURING-L	24	2C4RC1EGXH

Primary Use of Vehicle: ☐ Personal, family or household purposes
☐ Business, commercial or agricultural purposes

If the Odometer Reading is greater than 1000 miles, then the prior use of the Vehicle is:
☐ personal, family or household ☐ demonstrator ☐ delivery ☐ daily rental
☐ police ☐ prior wreckage ☐ unknown

No. Cylinders	Transmission	Brakes	Steering	Air Conditioning
6	☒ automatic ☐ manual	☒ power-assisted ☐ manual	☒ power-assisted ☐ manual	☒ yes ☐ no

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.

B. TRADE-IN VEHICLE: Year Make Model

3. AMOUNT DUE AT LEASE SIGNING OR DELIVERY (Itemized below) \$ 7215.00	4. MONTHLY PAYMENTS A. Your first Monthly Payment of \$ 515.00 is due on the Lease Date, followed by payments of \$ 515.00 due on the 14th of each month. B. The total of your Monthly Payments is \$ 22085.00	5. OTHER CHARGES (Not part of your Monthly Payment) A. Termination Fee (if you do not purchase the Vehicle) \$ 395.00 B. Total \$ 395.00	6. TOTAL OF PAYMENTS (The amount you will have paid by the end of the Lease) \$ 26930.00 (Sections 3 plus 4(B) plus 5(B) minus Sections 7(A)(3) minus 7(A)(4))
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7. ITEMIZATION OF AMOUNT DUE AT LEASE SIGNING OR DELIVERY

A. Amount Due at Lease Signing or Delivery: (1) Capitalized Cost Reduction \$ 6011.56 (2) Sales/Use Tax on Capitalized Cost Reduction 433.44 (3) First Monthly Payment 515.00 (4) Refundable Security Deposit N/A (5) Initial Title, Registration and License Fees N/A (6) Upfront Sales/Use Tax on Vehicle N/A (7) N/A (B) Total \$ 7215.00	B. How the Amount Due at Lease Signing or Delivery will be Paid: (1) Net Trade-in Allowance \$ N/A (2) Rebates and Noncash Credits 650.00 (3) Amount to be Paid in Cash 515.00 (4) Total \$ 7215.00
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8. YOUR MONTHLY PAYMENT IS DETERMINED AS SHOWN BELOW:

A. Gross Capitalized Cost. The agreed upon value of the Vehicle (\$ 37672.59) and any items you pay over the Lease Term (such as taxes, fees, service contracts, insurance, and any outstanding prior credit or lease balance) If you want an itemization of this amount, please check this box. ☐	\$ 41115.64
B. Capitalized Cost Reduction. The amount of any Net Trade-in Allowance, rebate, noncash credit, or cash you pay that reduces the Gross Capitalized Cost	- 6011.56
C. Adjusted Capitalized Cost. The amount used in calculating your Base Monthly Payment	= 35104.08
D. Residual Value. The value of the Vehicle at the end of the Lease used in calculating your Base Monthly Payment	- 17480.00
E. Depreciation and any Amortized Amounts. The amount charged for the Vehicle's decline in value through normal use and for other items paid over the Lease Term	= 17624.08
F. Rent Charge. The amount charged in addition to the Depreciation and any Amortized Amounts	+ 2460.92
G. Total of Base Monthly Payments. The Depreciation and any Amortized Amounts plus the Rent Charge	= 22085.00
H. Lease Payments. The number of payments in your Lease (Lease Term 39 months)	+ 39
I. Base Monthly Payment	= 515.00
J. Monthly Sales/Use Tax	+ N/A
K. N/A	+ N/A
L. Total Monthly Payment ("Monthly Payment")	= \$ 515.00

Early Termination. You may have to pay a substantial charge if you terminate the Lease before the end of the term. The actual charge will depend on when the Lease is terminated.

may be up to several thousand dollars. After this charge is likely to be.



9. EXCESSIVE WEAR AND USE

You may be charged for excessive wear based on our standards for normal use and for mileage in excess of 12000 miles per year at the rate of \$.25 per mile. No rebate or credit will be paid to you if the mileage is less than the specified amounts.

10. PURCHASE OPTION AT END OF LEASE TERM

If you have fully performed all of your obligations under this Lease, including paying the total of your Monthly Payments and all other amounts due under this Lease, then you have an option to purchase the Vehicle AS IS at the end of the Lease Term for \$ 17830.00 plus any taxes, official fees and other charges related to such purchase.

Other Important Terms. See both sides of this Lease for additional information on early termination, purchase options and maintenance responsibilities, warranties, late and default charges, insurance, and any security interest, if applicable.

DISCLOSURE REQUIRED BY NEW JERSEY LAW

Assuming there is no default and that you exercise your purchase option at the end of the Lease Term, the Total cost of the Lease is \$ 44415.00 (Section 3 plus Section 4(B) plus the Purchase Option Amount (Section 10) minus Section 7(A)(3) minus Section 7(A)(4)).

11. ESTIMATED OFFICIAL FEES AND TAXES

The total estimated amount you will pay for official and license fees, registration, title and taxes over the term of your Lease, whether included with your Monthly Payments or assessed otherwise: \$ 2514.16. This is an estimate based on current tax rates, the actual total of fees and taxes may be higher or lower, depending on the tax rate in effect or the value of the Vehicle at the time a fee or tax is assessed.

12. WARRANTIES

If the Vehicle is new, it is covered by the standard manufacturer's new vehicle warranty. If the Vehicle is new or used, it is not covered by any other express warranty unless identified below:

- ☐ The Vehicle is covered by the remainder of the standard manufacturer's new vehicle warranty.
☐ The Vehicle is covered by an extended warranty purchased from the manufacturer or other third party provider.

We assign to you all rights we have under any of these warranties. You acknowledge that you have received a copy of the indicated warranties.

You expressly agree and understand that you have selected and agreed to lease the Vehicle "AS IS." WE MAKE NO WARRANTIES OR REPRESENTATIONS, EITHER EXPRESS OR IMPLIED AS TO THE VEHICLE OR ANY PART OR ACCESSORY THEREOF. WE MAKE NO WARRANTY OF MERCHANTABILITY OR FITNESS OF THE VEHICLE FOR ANY PARTICULAR PURPOSE OR ANY OTHER REPRESENTATION OR WARRANTY WHATSOEVER.

13. INSURANCE VERIFICATION

The Vehicle is insured by:

Policy Number	Insurance Company	Insurance Agent	Agent Address	Agent Phone Number
	ADIRONDACK INSURA			(877) 248-0555

You authorize us to verify and give your agent authorization to place the minimum coverage required by this Lease (see Section 16).

14. SIGNATURES

YOU AGREE TO ALL THE PROVISIONS ON BOTH SIDES OF THIS LEASE AND REPRESENT THAT YOU HAVE READ BOTH SIDES OF THIS LEASE.

NOTICE: THE LESSEE AND THE LESSOR SHALL BE ENTITLED TO REVIEW THIS LEASE FOR ONE BUSINESS DAY BEFORE SIGNING THE LEASE.

NOTICE TO LESSEE: (1) DO NOT SIGN THIS LEASE BEFORE YOU READ IT. (2) YOU ARE ENTITLED TO A COPY OF THIS LEASE.

YOU ACKNOWLEDGE RECEIPT OF A COMPLETED COPY OF THIS LEASE.

Lessee Signature:		X	
BUSINESS LESSEE SIGNATURE			
Authorized Signer's Name:	Title:	Signature:	
		X	
LESSOR SIGNATURE			
The authorized signature of the Lessor below has the effect of: (1) accepting the terms and conditions of this Lease; (2) acknowledging verification of the Lessee's insurance coverage (see Section 13); and (3) assigning to USB Leasing LT or its successors and assigns all right, title and interest in, and to the Vehicle and this Lease according to the terms and conditions of the Dealer Lease Agreement between Lessor and Assignee.			
Authorized Signature:			

*[This space intentionally left blank.
See additional terms on page 2.]*

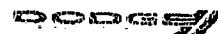
SEE REVERSE SIDE FOR ADDITIONAL TERMS AND CONDITIONS.

SSX-

11/17/2017 1:16:17 PM Pg 12 of 27 Trans ID: [REDACTED]



ROUTE 23 • BOX 347
SUSSEX, N.J. 07461
TEL (973) 875-3188
FAX (973) 875-9547



Jeep



RAM

DODGE// CHRYSLER Jeep RAM

1st time in.



CUSTOMER NO.	ADVISOR KENNETH HAMILTON	TAIS NO 07520	INVOICE DATE 09/15/17	INVOICE NO
WARWICK, NY	LABOR RATE	LICENSE NO	COLOR 952 GRANITE CRY	STOCK NO.
	YEAR / MAKE / MODEL 17/CHRYSLER/PACIFICA/TOURING L	MILEAGE	DELIVERY DATE 08/14/17	DELIVERY MILES 24
	VEHICLE ID NO 2 C 4 R C 1 B G X H R		SELLING DEALER NO	PRODUCTION DATE 06/23/17
	F.T.E NO	P.O. NO	R.O. DATE 09/15/17	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS E# ERC		MILEAGE GUT MO: 958

LABOR & PARTS

#1190CHZZ INSPECTION 1.5 HOURS: 0.30 TECH(S): 06407 WARRANTY

(Multi-point inspection according to maintenance interval)
MULTIPOINT STD
COMPLETED MULTI POINT INSPECTION

JOB # 1 TOTAL LABOR & PARTS 0.00

#1221CHZZ TRANSAXLE 2.0 HOURS: 0.30 TECH(S): 06407 WARRANTY

Customer States SOMETIMES ENGINE JUST REVS HIGH AND DEPRESSI

NT MOVE IT JUST REVS (Automatic Transmission Concern)
CURRENTLY NO PROBLEM FOUND AT THIS TIME. CUSTOMER ADVISED
TO KEEP DEALER UP TO DATE IN CASE THIS HAPPENS MORE
FREQUENTLY.
TEST DRIVE TO VERIFY. COULD NOT DUPLICATE. CHECK TRANS FLUID
-LEVEL OK. SCAN FOR DTC'S. NO RELATED UPDATES. NO PROBLEM
FOUND AT THIS TIME.

JOB # 2 TOTAL LABOR & PARTS 0.00

#1303CHZZ REAR AXLE 1.5 HOURS: 0.50 TECH(S): 06407 WARRANTY

Customer States AS YOU MAKE A RIGHT TURN THERE IS A GRINDING
CREAKING CLICKING NOISE COMING FROM FRONT END WINDOWS CLOSE
D (AxleDriveshaftDifferential Concern)
R/F STRUT MOUNT NEEDS LUBRICATION. DRY MOUNT REQUIRES
GREASE.
TEST DRIVE TO VERIFY. FOUND NOISE FROM R/F STRUT AREA.
LUBRICATE UPPER STRUT BUSHINGS AND SPRING. PERCHES ON BOTH
STRUTS. TEST DRIVE TO VERIFY REPAIR AND CONCERN COMPLETE.

JOB # 3 TOTAL LABOR & PARTS 0.00

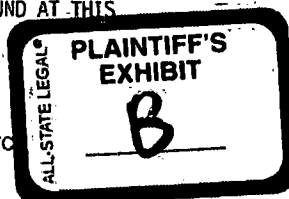
#1427CHZZ BODY EXTERIOR 1.5 HOURS: 0.50 TECH(S): 06407 WARRANTY

Customer States PASSENGER SLIDING DOOR CHATTERS AND STUTTERS
AS IT IS OPENING PLEASE CHECK AND ADVISE (Body SystemsTrim
Concern Non-Electrical)
P/S DOOR ROLLERS NEED LUBRICATION.
TEST SLIDING DOOR TO VERIFY. FOUND SLIDER NOT LUBRICATED.
REMOVE AND LUBRICATE REAR DOOR ROLLERS. TEST DOOR TO VERIFY
COMPLETE. DOOR OKAY.

JOB # 4 TOTAL LABOR & PARTS 0.00

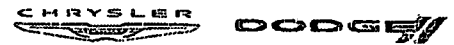
#1526CHZZ GENERAL CONCERN 1.5 HOURS: 0.00 TECH(S): 06407 WARRANTY

Customer States THEY NOTICED SOMETHING LEAKING UNDERNEATH TH
E VEHICLE AND ONTO THE GRAVEL DRIVEWAY PLEASE CHECK AND ADVI
SE (General Concern 1)
HVAC AND EVAP LEAKING WATER AS PER NORMAL OPERATION.
RUN ON LIFT WHILE INSPECTING FOR LEAKS. REMOVE ALL UNDERBODY
COVERS -NO LEAKS NOTED. FOUND WATER LEAKING FROM EXHAUST
AND HAVAC HOUSING WHICH IS NORMAL. NO PROBLEM FOUND AT THIS
TIME.





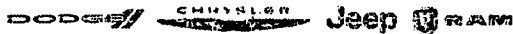
ROUTE 23 • BOX 347
SUSSEX, N.J. 07461
TEL (973) 875-3188
FAX (973) 875-9547



Jeep



RAM



CUSTOMER NO.	ADVISOR KENNETH HAMILTON	TAG NO.	INVOICE DATE 09/15/17	INVOICE NO.
	07520			
	LABOR RATE	LICENSE NO.	MILEAGE 952	COLOR GRANITE CRY
	YEAR / MAKE / MODEL 17/CHRYSLER/PACIFICA/TOURING L		DELIVERY DATE 08/14/17	STOCK NO.
WARWICK, NY	VEHICLE I.D. NO. 2 C 4 R C 1 B G X H R		SELLING DEALER NO.	DELIVERY MILES 24
	F.T.E. NO.	P.O. NO.	R.O. DATE 09/15/17	PRODUCTION DATE 06/23/17
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS E# ERC		MILEAGE OUT MO: 958

JOB # 5 TOTAL LABOR & PARTS 0.00

TECHNICIAN CERTIFICATION
06407 TOM 06407

TOTALS

WE HAVE RECEIVED DMCC HIGHEST AWARD
"FIVE STAR"
WE ARE BETTER AND WE WILL PROVE IT
THANKS TO ALL OF OUR CUSTOMERS FOR
HELPING US TO BE THE BEST WE CAN
YOUR SERVICE TEAM

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

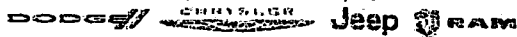
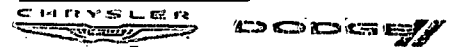
TOTAL INVOICE \$ 0.00

* CASH () CHECK ()#..... VISA () *
* *
* MASTERCARD () AMEX () DISC () CHARGE () *

CUSTOMER SIGNATURE



11/17/2017 1:16:17 PM Pg 14 of 27 Trans ID: [REDACTED]

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FAX (973) 875-9547

CUSTOMER NO	ADVISOR	TAG NO	INVOICE DATE	INVOICE NO
[REDACTED]	KENNETH HAMILTON 07520	[REDACTED]	09/22/17	[REDACTED]
WARWICK, NY	LABOR RATE	LICENSE NO	MILEAGE	COLOR
			1,167	GRANITE CRY
	YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES	
	17/CHRYSLER/PACIFICA/TOURING L	08/14/17	24	
	VEHICLE I.D. NO	SELLING DEALER NO	PRODUCTION DATE	
	2 C 4 R C 1 B G X H R		06/23/17	
	P.T.E. NO	P.O. NO	R.O. DATE	REPRINT# 3
			09/20/17	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	MILEAGE OUT	
		E# ERC	MO: 1194	

LABOR & PARTS

#1190CHZZ INSPECTION HOURS: 1.00 TECH(S): 30500 INTERNAL
(Multi-point inspection according to maintenance interval)
MULTIPOINT STD.
COMPLETED MULTI POINT INSPECTION

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
			JOB # 1 TOTAL PARTS	0.00
			JOB # 1 TOTAL LABOR & PARTS	0.00

#12402CHZ SUSPENSION HOURS: 1.10 TECH(S): 30500 WARRANTY
Customer States CREAK AND KLUNK NOISE WHEN TURNING STERING W
HEEL SIDE TO SIDE (General Concern 1)
STRUT NOISY CHATTERS. R/F STRUT MOUNT NEEDS REPLACEMENT.
ROAD TEST. ACUTE NOISE. SOME NOISE IS NORMAL COMPARED TO
ANOTHER PACIFICA. HOW TECH HEARD NOISE AND CHATTER FROM R/F
AREA. LOCATE NOISE. R/F STRUT IS CHATTERING AND SPRING IS
LOOSE COMPARED TO L/S AND ANOTHER PACIFICA. R&R R/F STRUT
MOUNT AND BEARING.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2	1	4721547-AC	MOUNT STR 17023008	WARRANTY
JOB # 2	1	4721602-AB	BEARING S 17023009	WARRANTY
JOB # 2	1	5151024-AB	INSULATOR 17023009	WARRANTY
JOB # 2	1	68248726-AD	STRUT FRO 17023004	WARRANTY
			JOB # 2 TOTAL PARTS	0.00
			JOB # 2 TOTAL LABOR & PARTS	0.00

#13126CHZZ GENERAL CONCERN#2 HOURS: 0.00 TECH(S): 30500 WARRANTY
Customer States PASS SIDE SLIDING DOOR SHUDDERS WHEN OPENING
(General Concern 2)
UNABLE TO DUPLICATE AT THIS TIME BUT DID LUBRICATE DOOR.
TRIED SEVERAL TIMES WITH ADVISOR AND ANOTHER TECH. UNABLE
TO DUPLICATE. HOWEVER, DID LUBRICATE UPPER AND LOWER ROLLERS
FOR THE DOOR.

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

#14126CHZZ GENERAL CONCERN#3 HOURS: 1.30 TECH(S): 30500 WARRANTY
Customer States TRANS IS NOT SHIFTING CORRECTLY AND ENGINE W
ILL REV UP ON ITS OWN AT TIMES (General Concern 3)
TRANSMISSION IS OPERATING AS DESIGNED AT THIS TIME.
UNABLE TO DUPLICATE.
ROAD TESTED VEHICLE 11 MILES. TRANS IS SHIFTING PROPERLY
AT THIS TIME. CHECK FOR UPDATES. NONE AVAILABLE FOR TRANS.
ONLY PCM UPDATES FOR DRIVEABILITY ISSUES. ALSO WENT THROUGH
8 SPEED TUTORIAL. BRING TRANS UP TO TEMPERATURE AND CHECK
FLUID. FLUID LEVEL IS OKAY AND CLEAN.





11/17/2017 1:16:17 PM Pg 15 of 27 Trans ID: [REDACTED]

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Jeep



RAM

DODGE CHRYSLER Jeep RAM



CUSTOMER NO.	[REDACTED]	ADVISOR	KENNETH HAMILTON 07520	TAG NO.	[REDACTED]	INVOICE DATE	09/22/17	INVOICE NO.	[REDACTED]	
[REDACTED] WARWICK, NY [REDACTED] [REDACTED]		LABOR RATE		LICENSE NO		MILEAGE	1,167	COLOR	GRANITE CRY	
		YEAR / MAKE / MODEL			17/CHRYSLER/PACIFICA/TOURING L		DELIVERY DATE	08/14/17	DELIVERY MILES	24
		VEHICLE ID NO			2 C 4 R C 1 B G X H R		SELLING DEALER NO		PRODUCTION DATE	06/23/17
		F.T.E. NO			P.O. NO.		R.O. DATE	09/20/17	REPRINT#	3
RESIDENCE PHONE	[REDACTED]	BUSINESS PHONE	[REDACTED]	COMMENTS	E# ERC					
								MILEAGE OUT	MO: 1194	

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-

JOB # 4 TOTAL PARTS 0.00

JOB # 4 TOTAL LABOR & PARTS 0.00

J# 5.26CHZZ4 GENERAL CONCERN HOURS: 0.30 TECH(S): 30500 WARRANTY

Customer States DVD AND PHONE ARE NOT WORKING NO BLUETOOTH (General Concern 4)

OPERATING AS DESIGNED.

TRIED DVD PLAYER -WORKS FINE. CHECK TSB'S. FOUND TSB 08-083-17. BUILD DATE FALLS INTO THIS CATEFORY AS PER TSB

REMOVE DVD PLAYER AND CHECK PART NUMBER. PART NUMBER IS 68330446AC AS PER TSB NO FURTHER ACTION IS TAKEN. PART NUMBE R THAT WOULD REQUIRE REPLACEMENT IS 68330446AA.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-

JOB # 5 TOTAL PARTS 0.00

JOB # 5 TOTAL LABOR & PARTS 0.00

J# 6.99CHZ RENTAL HOURS: TECH(S): 05342 WARRANTY

Added Operation (MIKED @ 09/20/2017 09:08)

CUSTOMER REQUESTED RENTAL VEHICLE

RENTAL NEEDED WHILE VEHICLE IS IN SHOP.

CUSTOMER SUPPLIED RENTAL.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-

JOB # 6 TOTAL PARTS 0.00

JOB # 6 TOTAL LABOR & PARTS 0.00

J# 7.09CHZ ENGINE HOURS: 0.20 TECH(S): 30500 WARRANTY

Added Operation (KENNETH @ 09/22/2017 08:46)

DRIVEABILITY ISSUES. SEE TSB 18-069-17.

UPDATE PCM FOR DRIVEABILITY ISSUES.

TECH UPDATED PCM PER TSB 18-069-17.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-

JOB # 7 TOTAL PARTS 0.00

JOB # 7 TOTAL LABOR & PARTS 0.00

J# 8.09CHZZ ENGINE HOURS: 0.20 TECH(S): 30500 WARRANTY

Added Operation (KENNETH @ 09/22/2017 08:49)

CUSTOMER STATES CHECK FOR LEAKS. SEES STAIN ON GROUND UNDERN EATH VEHICLE.

NORMAL OPERATION OF HVAC.

REMOVED FRONT LOWER SHIELDS TO ACCESS ENGINE AND TRANSMISSIO N. LET SIT OVERNIGHT. ONLY STAINS ARE FROM WATER DRIPPING FROM A/C. PUT VEHICLE BACK TOGETHER. VEHICLE OPERATING AS DESIGNED.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-

JOB # 8 TOTAL PARTS 0.00



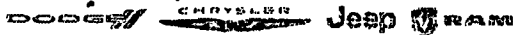
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FAX (973) 875-9547



Jeep



RAM



CUSTOMER NO.	ADVISOR KENNETH HAMILTON 07520	TAG NO.	INVOICE DATE 09/22/17	INVOICE NO.
	LABOR RATE	LICENSE NO.	MILEAGE 1,167	COLOR GRANITE CRY
WARWICK, NY	YEAR / MAKE / MODEL 17/CHRYSLER/PACIFICA/TOURING L		DELIVERY DATE 08/14/17	DELIVERY MILES 24
	VEHICLE I.D. NO. 2 C 4 R C 1 B G X H R		SELLING DEALER NO.	PRODUCTION DATE 06/23/17
	P.T.E. NO.	P.O. NO.	R.O. DATE 09/20/17	REPRINT# 3
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS E# ERC		MILEAGE OUT MO: 1194

JOB # 8 TOTAL LABOR & PARTS 0.00

#19108CHZZMISC1 INSPECT AND REPORT HOURS: TECH(S): 30500 WARRANTY

Added Operation (KENNETH @ 09/22/2017 08:52)

CUSTOMER STATES BLUETOOTH DOES NOT WORK WITH HER PHONE.
OPERATING NORMALLY AT THIS TIME.
TECH CHECKED FOR UPDATES ON UCONNECT FOR RADIO, BLUETOOTH,
DVD. NO CURRENT UPDATES. PAIRED OWN PHONE TO RADIO AND USED
BLUETOOTH STREAMING AND IT DOES WORK FINE. DID STREAM WITH
SPOTIFY. ADVISOR ACQUIRED PHONE INFORMATION. PHONE IS AN
IPHONE 7 RUNNING 10.0.2 OS. VERSION 14A456. 25.2 MORE DIAG
TIME NEEDS TO BE DONE TO TROUBLESHOOT CONCERN.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-	
	JOB # 9 TOTAL PARTS 0.00
	JOB # 9 TOTAL LABOR & PARTS 0.00
SUBLET-----PO#-----VEND INV#-INV.DATE-DESCRIPTION-----	
JOB # 6 93435 09/22/17 CASALE RENTAL	WARRANTY
JOB # 6 93435 09/22/17 DOMESTIC FEE	INTERNAL
	TOTAL - SUBLET 0.00

COMMENTS
DROP OFF

TECHNICIAN CERTIFICATION-----
30500 MIKE 3050

TOTALS-----	
WE HAVE RECEIVED DMCC HIGHEST AWARD "FIVE STAR"	TOTAL LABOR.... 0.00
WE ARE BETTER AND WE WILL PROVE IT	TOTAL PARTS.... 0.00
THANKS TO ALL OF OUR CUSTOMERS FOR	TOTAL SUBLET... 0.00
HELPING US TO BE THE BEST WE CAN	TOTAL G.O.G.... 0.00
YOUR SERVICE TEAM	TOTAL MISC CHG. 0.00
	TOTAL MISC DISC 0.00
	TOTAL TAX..... 0.00

TOTAL INVOICE \$ 0.00

CASH () CHECK ()#..... VISA () *

MASTERCARD () AMEX () DISC () CHARGE () *

CUSTOMER SIGNATURE

WARWICK, NY

HOME:

CONT:

BUS: CELL:

DUPLICATE 1
PAGE 1

SERVICE ADVISOR: 5860 RAUL ROMAN

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/ OUT		TAG
	17	CHRYSLER PACIFICA		2C4RC1BGXHR		2189/2304		
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	
15AUG17 DD			15:15 11OCT17		130.00	CASH	18OCT17	
R.O. OPENED :		READY		OPTIONS: ENG:3.6 Liter DOHC				

12:41 09OCT17 11:20 18OCT17

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

A Suspension Concern [Customer States when going over bumps they hear a sound.]

CAUSE: E

DIAG SEE STORY

PARTS:	3705	W					(N/C)
	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00

2189

road test vehicle for noise in font end inspect front end for anything loose or noisy /check front axles check axle nut torque check struts /mounts /links/check fender shield for being secure/check air dam /check engine cover and harness for proper mounting check a/c lines for rubbing /check motor mounts and transmission mounts /could not duplicate /only noise heard was stop start /starter engaging when enabled /vehicle operating as designed

NOTE: CUSTOMER WAS INFORMED VEHICLE WILL BE READY ON 10/18/17
CUSTOMER WAS INFORMED ON 10/17/2017 AT 244PM

B Automatic Transmission Concern [Customer States on acceleration and going up incline does not shift gears]

CAUSE: E

DIAG SEE STORY

3705 W
FC; PART#: COUNT:
CLAIM TYPE: W
AUTH CODE:

(N/C)

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

2189 scan vehicle for diagnostic trouble codes /non stored or active /check for software updates for transmission /none available /road test vehicle to bring transmission up to temperature to check fluid level and condition /fluid clean and full /check clutch fill counts /good /check transmission harness connection @routing/check

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I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE

X



DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
CHARGES	
CHARGES	
INSURANCE	
TAX	
PAY AMOUNT	

CUSTOMER COPY

Thank You!

SSX

11/17/2017 1:16:17 PM Pg 18 of 27 Trans ID:

LOT LOCATION:

ROUTE 46 CHRYSLER JEEP DODGE

CUSTOMER #:



Jeep



INVOICE

1655 ROUTE 46 EAST · LITTLE FALLS, NJ 07424

PH: (973) 774-1000

DUPLICATE 1
PAGE 2

WARWICK, NY

HOME: CONT:

BUS: CELL:

SERVICE ADVISOR: 5860 RAUL ROMAN

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/ OUT		TAG
	17	CHRYSLER PACIFICA		2C4RC1BGXHR		2189/2304		
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	
15AUG17 DD			15:15 11OCT17		130.00	CASH	18OCT17	
R.O. OPENED		READY		OPTIONS: ENG:3.6_Liter_DOHC				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
hydraulic lines for leaking /ok . Road test multiple times to check shift quality @attempt to duplicate customer concern /transmission shifts well @ is operating as designed /							

C Electrical Concern [Customer States DVD player not communicating with radio bluetooth]

CAUSE: E

85410000 DIAGNOSTIC TIME

3705 W

(N/C)

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

2189 system is not high line option system//test operation of entertainment system /test bluetooth operation /check modules for software updates and function /bluetooth operation to radio is audio only and does function /usb port on dvd player is for charging only . test HDMI port to play video on dvd player and verify proper function on system system operating as designed

D CUSTOMER STATES WHEN AC IS ON THEY SMEL A CHEMICAL SMELL

CAUSE: E

85410000 DIAGNOSTIC TIME

3705 W

(N/C)

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

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I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE

X

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

Thank You!

CUSTOMER COPY

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PH: (973) 774-1000

WARWICK, NY
HOME: CONT: SERVICE ADVISOR: 5860 RAUL ROMAN
BUS: CELL: DUPLICATE 1
PAGE 3

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	17	CHRYSLER PACIFICA	2C4RC1BGXHR		2189/2304		
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
15AUG17 DE			15:15 11OCT17		130.00	CASH	18OCT17
R.O. OPENED		READY		OPTIONS: ENG:3.6_Liter_DOHC			
12:41 09OCT17		11:20 18OCT17					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
2189					check for chemical odor from a./c /check for fuel leak/exhaust leak /a/c freon leak/none found only smell was from dead leaves under hood across cowl panel and in car /clean and recheck /		

E Multi-point inspection (according to maintenance interval)							
26 Multi-point inspection (according to maintenance interval)							
3705 ISP							
							(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE E:	0.00

F SUPPLIED RENTAL
CAUSE: E
RENTAL SUPPLIED RENTAL
3705 W (N/C)
FC: PART#: COUNT:
CLAIM TYPE: W
AUTH CODE:

SUBL CUSTOMER WAS PROVIDED WITH RENTAL
PO# W (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00

G LEMON LAW 10 DAY CAR VEHICLE ARRIVED 10/09/17
Z LEMON LAW VEHICLE
3705 ISP (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE G: 0.00

H** CUSTOMER REFUSE TO TO ON A ROADTEST
Z REFUSE ROADTEST
3705 ISP (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE H: 0.00

DISCLAIMER OF WARRANTIES		DESCRIPTION	TOTALS
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		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE		PLEASE PAY THIS AMOUNT	
X			

SSX- 11/17/2017 1:16:17 PM Pg 20 of 27 Trans ID: ROUTE 46 CHRYSLER JEEP DODGE
LOT LOCATION: CUSTOMER #: CHRYSLER Jeep DODGE
INVOICE 1655 ROUTE 46 EAST · LITTLE FALLS, NJ 07424
PH: (973) 774-1000

WARWICK, NY
HOME: CONT: [REDACTED]
BUS: CELL: SERVICE ADVISOR: 5860 RAUL ROMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	17	CHRYSLER PACIFICA	2C4RC1BGXHR		2189/2304		
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
15AUG17 DL			15:15 11OCT17		130.00	CASH	18OCT17
R.O. OPENED		READY	OPTIONS: ENG:3.6_Liter_DOHC				
12:41 09OCT17		11:20 18OCT17					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
I** CUSTOMER STATES THEY HAVE A OIL LEAK COMING FROM UNDERNEATH VEHICLE							
CAUSE: E							
8541000 DIAG							
3705 W (N/C)							
FC: PART#: COUNT:							
CLAIM TYPE: W							
AUTH CODE:							

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE I: 0.00
2189 remove lower splash shields check for leaks or stains from
leaks check fluid levels /no leaks found /only water from a/c drain
which is normal

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		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

Thank You!

CUSTOMER COPY

CUSTOMER #:

ROUTE 46 CHRYSLER JEEP DODGE

WORKORDER
REPRINT
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WARWICK, NY

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 5860 ROMAN, RAUL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	17	CHRYSLER PACIFICA	2C4RC1BGXHR		2189/	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
15AUG17 DD			15:15 11OCT17		130.00	CASH
R.O. OPENED	READY	OPTIONS: ENG:3.6_Liter_DOHC				
09OCT2017 12:41						

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	02		C	Suspension Concern [Customer States when going over bumps they hear a sound.]
# B	21		C	Automatic Transmission Concern [Customer States on acceleration and going up incline does not shift gears]
# C	08		C	Electrical Concern [Customer States DVD player not communicating with radio bluetooth]
# D	24		C	AC/Heating Concern [undefined]
# E	26		C	Multi-point inspection (according to maintenance interval)
# F	RENTAL		W	SUPPLIED RENTAL
# G	Z		ISP	LEMON LAW 10 DAY CAR VEHICLE ARRIVED 10/09/17

Preliminary Estimate : \$0.00

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

I HEREBY AUTHORIZE THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIAL AND AGREE THAT YOU ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND YOUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER. I HEREBY GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STATE, HIGHWAY OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION. AN EXPRESS MECHANIC'S USE IS HEREBY ACKNOWLEDGED ON BELOW VEHICLE TO SECURE THE AMOUNT OF REPAIRS INCURRED. NOT RESPONSIBLE FOR DAMAGE FROM FREEZING DUE TO LACK OF ANTIFREEZE. IN THE EVENT THIS ACCOUNT IS SUBMITTED TO AN ATTORNEY FOR COLLECTION, I HEREBY AGREE TO PAY COLLECTION FEES UP TO 25% OF THE AMOUNT OWED. A STORAGE CHARGE OF \$25.00 PER DAY SHALL BE ADDED TO THE REPAIR BILL IF CAR IS NOT CLAIMED BY CYCLES 72 HOURS AFTER COMPLETION OF WORK.

I HEREBY WAIVE MY RIGHT TO RECEIVE A WRITTEN ESTIMATE OF THE PRICE TO COMPLETE THE REQUESTED REPAIRS.

ANY WARRANTIES ON THE PARTS AND ACCESSORIES SOLD HEREBY ARE MADE BY THE MANUFACTURER. THE UNDERSIGNED PURCHASER UNDERSTANDS AND AGREES THAT DEALER MAKES NO WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, AND DISCLAIMS ALL WARRANTIES INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, WITH REGARD TO THE PARTS AND/OR ACCESSORIES PURCHASED, AND THAT IN NO EVENT SHALL DEALER BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES OR COMMERCIAL LOSSES ARISING OUT OF SUCH PURCHASE. THE UNDERSIGNED PURCHASER FURTHER AGREES THAT THE WARRANTIES EXCLUDED BY DEALER, INCLUDE, BUT ARE NOT LIMITED TO, ANY WARRANTIES THAT SUCH PARTS AND/OR ACCESSORIES ARE OF MERCHANTABILITY, QUALITY OR THAT THEY WILL ENABLE ANY VEHICLE OR ANY OF ITS SYSTEMS TO PERFORM WITH REASONABLE SAFETY, EFFICIENCY, OR COMFORT.

REPAIRS CHARGED WERE NEEDED AND PERFORMED. ALL PARTS LISTED ARE GENUINE CHRYSLER, DODGE OR JEEP NEW PARTS UNLESS IDENTIFIED: U-USED, OR R-REBUILT. LABOR CHARGES ARE COMPUTED BY FLAT RATE UNLESS OTHERWISE SPECIFIED.

A CHARGE OF 1% OF THE CHARGE FOR PARTS & REPAIR LABOR IS ADDED FOR SHOP SUPPLIES SUCH AS NUTS, BOLTS, WASHERS, TAPE, LENS SPRAY, SPILLAGE, SOLVENT, RAGS, SOLDER WIRE, WINDOW SEALER, ETC. UP TO A MAXIMUM OF \$15.00. AN ADDITIONAL \$3.00 CHARGE FOR HAZARDOUS WASTE REMOVAL AND/OR EPA COMPLIANCE WILL BE INCLUDED IN YOUR FINAL BILL.

IGN # _____ DATE _____

ALL PARTS REMOVED WILL BE DISCARDED
UNLESS OTHERWISE SPECIFIED

SAVE ☐

NOT RESPONSIBLE FOR LOOSE
ARTICLES LEFT IN VEHICLE.

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PRELIMINARY ESTIMATE \$

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

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

X

CUSTOMER SIGNATURE

CUSTOMER #:

ROUTE 46 CHRYSLER JEEP DODGE

WARWICK, NY

WORKORDER
REPRINT
PAGE 11655 ROUTE 46 EAST • LITTLE FALLS, NJ 07424
PH: (973) 774-1000

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 5860 ROMAN, RAUL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	17	CHRYSLER PACIFICA	2C4RC1BGXHR		2189/	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
15AUG17 DD			15:15 11OCT17		130.00	CASH
R.O. OPENED	READY	OPTIONS: ENG:3.6_Liter_DOHC				
09OCT2017 12:41						

VEHICLE SERVICE HISTORY

CLSD DTE

RO# S/A MILEAGE OP CODE TECH... TYPE DESCRIPTION

TERMS, STRICTLY CASH UNLESS ARRANGEMENTS MADE

I HEREBY AUTHORIZE THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIAL AND AGREE THAT YOU ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND YOUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER. I HEREBY GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION. AN EXPRESS MECHANIC'S LIEN IS HEREBY ACKNOWLEDGED ON BELOW VEHICLE TO SECURE THE AMOUNT OF REPAIRS THEREON. NOT RESPONSIBLE FOR DAMAGE FROM FREEZING DUE TO LACK OF ANTIFREEZE. IN THE EVENT THIS ACCOUNT IS SUBMITTED TO AN ATTORNEY FOR COLLECTION, I HEREBY AGREE TO PAY COLLECTION FEES UP TO 30% OF THE AMOUNT OVER A STORAGE CHARGE OF \$25.00 PER DAY SHALL BE ADDED TO THE REPAIR BILL IF CAR IS NOT CLAIMED BY OWNER 72 HOURS AFTER COMPLETION OF WORK.

I HEREBY WAIVE MY RIGHT TO RECEIVE A WRITTEN ESTIMATE OF THE PRICE TO COMPLETE THE REQUESTED REPAIRS.

ANY WARRANTIES ON THE PARTS AND ACCESSORIES SOLD HEREBY ARE MADE BY THE MANUFACTURER. THE UNDERSIGNED PURCHASER UNDERSTANDS AND AGREES THAT DEALER MAKES NO WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, AND DISCLAIMS ALL WARRANTIES, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, WITH REGARD TO THE PARTS AND/OR ACCESSORIES PURCHASED, AND THAT IN NO EVENT SHALL DEALER BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES OR COMMERCIAL LOSSES ARISING OUT OF SUCH PURCHASE. THE UNDERSIGNED PURCHASER FURTHER AGREES THAT THE WARRANTIES EXCLUDED BY DEALER INCLUDE, BUT ARE NOT LIMITED TO, ANY WARRANTIES THAT SUCH PARTS AND/OR ACCESSORIES ARE OF MERCHANTABILITY QUALITY OR THAT THEY WILL ENABLE ANY VEHICLE OR ANY OF ITS SYSTEMS TO PERFORM WITH REASONABLE SAFETY, EFFICIENCY, OR COMFORT.

REPAIRS CHARGED WERE NEEDED AND PERFORMED. ALL PARTS LISTED ARE GENUINE CHRYSLER, DODGE OR JEEP NEW PARTS UNLESS IDENTIFIED OTHERWISE. LABOR CHARGES ARE COMPUTED BY FLAT RATE UNLESS OTHERWISE SPECIFIED.

A CHARGE OF 3% OF THE CHARGE FOR PARTS & REPAIR LABOR IS ADDED FOR SHOP SUPPLIES SUCH AS NUTS, BOLTS, WASHERS, TAPE, AEROSOL, SHELLAC, SOLVENT, RAGS, SOLDER, WIRE, WINDOW SEALER, ETC. UP TO A MAXIMUM OF \$15.00. AN ADDITIONAL \$10.00 CHARGE FOR HAZARDOUS WASTE REMOVAL AND/OR EPA COMPLIANCE WILL BE INCLUDED IN YOUR FINAL BILL.

PRELIMINARY ESTIMATE \$

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

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

X

CUSTOMER SIGNATURE

SIGN X DATE

ALL PARTS REMOVED WILL BE DISCARDED
UNLESS OTHERWISE SPECIFIEDSAVE ☐NOT RESPONSIBLE FOR LOSS OF
ARTICLES LEFT IN VEHICLE

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FAX (973) 875-9547

Jeep



RAM

Jeep RAM



CUSTOMER NO	ADVISOR	TAX ID	INVOICE DATE	INVOICE NO
	KENNETH HAMILTON	07520	10/26/17	
	SALE RATE	LICENSE NO	WEIGHT	COLOR
			2,714	GRANITE CRY
YEAR MAKE MODEL	VEHICLE ID NO		DELIVERY DATE	SENDER MILES
17/CHRYSLER/PACIFICA/TOURING L	2 C 4 R C 1 B G X H R		08/14/17	2
WARWICK, NY	FTC NO	PO NO	SELLING DATE/NO	PRODUCTION DATE
			10/25/17	06/23/17
PRODENCE FINANCE	FINANCE FINANCE	COMMENTS	MESSAGE OUT	
		E# ERC	MO: 27	

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

5+27CHZZ BODY EXTERIOR HOURS: 0.20 TECH(S):04651 WARRANTY
Added Operation (KENNETH @ 10/26/2017 10:37)
INSPECTION FOUND HOOD PROP ROD BENT AND NOT SITTING RIGHT
UNDER HOOD. REPLACEMENT RECOMMENDED.
HOOD PROP ROD BENT. REQUIRES REPLACEMENT.
TECH REMOVED AND INSTALLED NEW PROP ROD ONTO VEHICLE.
VERIFIED COMPLETE.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
JOB # 5 TOTAL PARTS 0.00
JOB # 5 TOTAL LABOR & PARTS 0.00

SUBLET-----PO#-----VEND INV#-INV.DATE-DESCRIPTION-----WARRANTY
JOB # 4 10/26/17 RENTAL FOR CASALE
JOB # 4 10/26/17 DOMESTIC FEE
TOTAL - SUBLET 0.00
INTERNAL

COMMENTS-----
DROP OFF

TOTALS-----

WE HAVE RECEIVED DMCC HIGHEST AWARD
"FIVE STAR"
WE ARE BETTER AND WE WILL PROVE IT
THANKS TO ALL OF OUR CUSTOMERS FOR
HELPING US TO BE THE BEST WE CAN
YOUR SERVICE TEAM

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

TOTAL INVOICE \$ 0.00

CASH () CHECK ()#..... VISA () *
MASTERCARD () AMEX () DISC () CHARGE () *

CUSTOMER SIGNATURE



SSX- [REDACTED]

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CHRYSLER

DODGE

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RAM

Jeep

CUSTOMER NO	ADVEON	KENNETH HAMILTON	07520	TAG NO	INVOICE DATE	10/26/17
WARWICK, NY	LEACH RATE	LICENSE NO	2,714	GRANITE CRY	DELCH	
	YEAR MAKE MODEL	17/CHRYSLER/PACIFICA/TOURING L				DELIVERY DATE
	VEHICLE ID NO	2 C 4 R C 1 B G X H R				08/14/17
	F T E NO	P O NO	R O DATE		10/25/17	
	COMMENTS	E# ERC				NO: 27

LABOR & PARTS

1 90CHZZ

INSPECTION HOURS: TECH(S):04651
(Multi-point inspection according to maintenance interval)
MULTIPOINT STD
COMPLETED MULTI POINT INSPECTION

INTERNAL

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
			JOB # 1 TOTAL PARTS	0.00
			JOB # 1 TOTAL LABOR & PARTS	0.00

2 26CHZZ1

GENERAL CONCERN

HOURS:

TECH(S):04651

WARRANTY

Customer States THERE IS A KLUNK NOISE COMING FROM THE RIGHT FRONT OF VEHICLE OVER BUMPS WHILE DRIVING INSPECT AND ADVISE (General Concern 1)
VEHICLE IS OPERATING AS DESIGNED AT THIS TIME.
ROAD TEST VEHICLE. NO ABNORMAL NOISE HEARD. INSPECT FRONT SUSPENSION ON LIFT. NO ABNORMAL WEAR ON SUSPENSION PARTS OR BUSHINGS. CHECK ALL TIRE AIR PRESSURE. ALL TO SPEC'S
CHECK FOR SERVICE BULLETINS. NONE APPLY FOR THIS CONCERN.

CAR ROAD TESTED BY 06407 WITH CUSTOMER. DIDN'T FEEL ANYTHING ABNORMAL. THURSDAY, 30500 ROAD TESTED VEHICLE OVER BUMPS. NOTHING ABNORMAL HEARD. TRANS SHIFTS FINE. NO UPDATES OR DTC'S. COUN'D'T VERIFY ANY ISSUE AT THIS TIME. VEHICLE OPERATING AS DESIGNED.

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

3 26CHZZ2

GENERAL CONCERN #2

HOURS:

TECH(S):04651

WARRANTY

Customer States THE TRANSMISSION DOES NOT SEEM TO DOWNSHIFT CORRECTLY WHEN TRYING TO ACCELERATE UP A HILL INSPECT AND ADVISE (General Concern 2)
VEHICLE IS CURRENTLY SHIFING AND OPERATING AS DESIGNED.
CHECK FOR DTC'S. NONE. CHECK FOR SERVICE BULETINS. NONE
APPLY TO CUSTOMER'S CONCERN. TRANS ECU IS UP TO DAY. RUN VEHICLE SCAN REPORT. ROAD TEST VEHICLE. NORMAL SHIFT PATTERN. NO LEAKS. VEHICLE OPERATING NORMALLY.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 3	1	68186036-AD	PROP ROD 23018026	WARRANTY
			JOB # 3 TOTAL PARTS	0.00
			JOB # 3 TOTAL LABOR & PARTS	0.00

CUSTOMER REQUESTS RENTAL VEHICLE.
VEHICLE BEING WORKED ON IN SHOP.
RENTAL SUPPLIED.

SSX

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CHRYSLER

DODGE

Jeep



RAM

DODGE CHRYSLER Jeep RAM



CUSTOMER NO	ADVISOR KENNETH HAMILTON 07520	TAG NO	INVOICE DATE 11/01/17	ORDER NO
	LICEN-SE NO	FAIRAGE 2,714	COLOR GRANITE CRY	STOCK NO
WARWICK, NY	YEAR/MAKE/MODEL 17/CHRYSLER/PACIFICA/TOURING L	ELIMINATE DATE 08/14/17	DELIVERED DATE 06/23/17	24
	VEHICLE ID NO 2 C 4 R C 1 B G X H R	DELIVERED DATE	REPRINT# 1	
	DATE	P.O. NO	10/25/17	
ASSIGNMENT	COMMENTS E# ERC			MO: 2734

JOB # 7 TOTAL LABOR & PARTS 0.00

DB: 8+35CHZ CAMPAIGNS/RECALLS HOURS: 0.20 TECH(S):30500 WARRANTY
Added Operation (JIM @ 10/31/2017 06:59)
CAMPAIGNS/RECALL
RECALL T54 RECALL MANDATORY.
TECH PERFORMED RECALL. REMOVED AND REPLACED MIDDLE SEAT BELT
BUCKLE. VERIFIED REPAIR COMPLETE.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
				JOB # 8 TOTAL PARTS 0.00
				JOB # 8 TOTAL LABOR & PARTS 0.00

SUBLET	PO#	VEND	INV#	INV DATE	DESCRIPTION	WARRANTY
JOB # 4				10/26/17	RENTAL FOR CASALE	INTERNAL
JOB # 4				10/26/17	DOMESTIC FEE	INTERNAL
TOTAL - SUBLET						0.00

COMMENTS
DROP OFF

TECHNICIAN CERTIFICATION
30500 MIKE 3050

TOTALS	
WE HAVE RECEIVED DMCC HIGHEST AWARD	TOTAL LABOR.... 0.00
"FIVE STAR"	TOTAL PARTS.... 0.00
WE ARE BETTER AND WE WILL PROVE IT	TOTAL SUBLET... 0.00
THANKS TO ALL OF OUR CUSTOMERS FOR	TOTAL G.O.G.... 0.00
HELPING US TO BE THE BEST WE CAN	TOTAL MISC CHG. 0.00
YOUR SERVICE TEAM	TOTAL MISC DISC 0.00
	TOTAL TAX..... 0.00

CASH () CHECK ()#..... VISA () *

MASTERCARD () AMEX () DISC () CHARGE () *

TOTAL INVOICE \$ 0.00

CUSTOMER SIGNATURE

SSX

11/17/2017 1:16:17 PM Pg 26 of 27 Trans ID: [REDACTED]

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 FAX (973) 875-9547

CHRYSLER DODGE

Jeep



RAM

CHRYSLER Jeep



CUSTOMER NO	ADVISON	KENNETH HAMILTON	07520	TABLET	WARRANTY DATE	11/01/17	WARRANTY NO
	CASCO RATE	UCR 210		W LEASE	2,714	DELIVERY DATE	08/14/17
	YEAR/MAKE/MODEL	17/CHRYSLER/PACIFICA/TOURING L			DELIVERY DATE	08/14/17	DELIVERY MILES
WARWICK, NY	VEHICLE ID NO	2 C 4 R C 1 B G X H R			DELIVERY DATE	06/23/17	REPRINT# 1
	P.T.E. NO				P.O. NO.		WARRANTY NO
	COMMENTS	EH ERC					NO: 2734

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

J# 5+27CHZZ BODY EXTERIOR HOURS: 0.20 TECH(S):04651 WARRANTY
 Added Operation (KENNETH @ 10/26/2017 10:37)
 INSPECTION FOUND HOOD PROP ROD BENT AND NOT SITTING RIGHT
 UNDER HOOD. REPLACEMENT RECOMMENDED.
 HOOD PROP ROD BENT, REQUIRES REPLACEMENT.
 TECH REMOVED AND INSTALLED NEW PROP ROD ONTO VEHICLE.
 VERIFIED COMPLETE.

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
 JOB # 5 TOTAL PARTS 0.00
 JOB # 5 TOTAL LABOR & PARTS 0.00

J# 6+19CHZ STEERING COLUMN HOURS: TECH(S):30500 WARRANTY
 Added Operation (KENNETH @ 10/26/2017 17:40)
 CUSTOMER STATES WHEN ROLLING STEERING WHEEL BACK AND FORTH
 SLIGHTLY, THERE IS A NOISE PRESENT.
 AS PER ECS, REMOVE HUBS AND ROTORS AND CLEAN ALL THE RUST.
 TECH DROVE VEHICLE WITH CUSTOMER. CUSTOMER COULD ONLY SHOW
 TECH NOISE AT IDLE TURNING WHEEL BACK AND FORTH. IT WAS
 VERY SLIGHT. ROAD TESTED STOCK UNIT WHICH MAKES THE SAME
 NOISE TO COMPARE. CUSTOMER STATED SHE REAR ON INTERNET
 FORUMS THAT THERE IS AN ISSUE WITH THE FRONT END AND
 DRIVESHAFTS. VIP SHOWS ANOTHER DEALER REPLACED HALFSHAFTS.
 TECH EXPLAINED THIS TO ECS AGENT. AS PER ECS AGENT, RECOMMEN
 DED REMOVING AND CLEANING RUST FROM HUB BEARING TO ROTORS.
 TECH REMOVED BOTH SIDES AND CLEANED HUBS AND ROTORS AS PER
 ECS. TECH FEELS NORMAL OPERATION AT THIS TIME.

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
 JOB # 6 TOTAL PARTS 0.00
 JOB # 6 TOTAL LABOR & PARTS 0.00

J# 7+08CHZ ELECTRICAL HOURS: TECH(S):30500 WARRANTY
 Added Operation (KENNETH @ 10/26/2017 17:42)
 CUSTOMER REQUESTS UPDATE FOR UCONNECT RADIO.
 ALSO PLEASE CHECK FOR DVD UPDATE OR TS8, OR STAR CASE.
 DVD PLAYER CAN ONLY BE OPERATED BY THE ASSOCIATED REMOTE
 CONTROL ONLY.
 TECH INQUIRED WITH STAR AND CHRYSLER ABOUT THE DVD ISSUE.
 AS PER CASE [REDACTED] IT IS ADVISED THAT THE REAR DVD
 PLAYER CAN ONLY BE CONTROLLED USING THE REMOTE, NOT THE
 UCONNECT SYSTEM. VEHICLE IS WORKING PROPERLY.

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
 JOB # 7 1 CSFJT543-AA SEAT BELT 23049001 WARRANTY
 JOB # 7 TOTAL PARTS 0.00



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CHRYSLER DODGE//

Jeep RAM

DODGE// Jeep RAM



CUSTOMER NO	KENNETH HAMILTON	07520	11/01/17
WARWICK, NY	2,314 GRANITE CRY	F71856	
	17/CHRYSLER/PACIFICA/TOURING L	03/14/17	24
	12 C 4 R C 1 B G X H R	05/23/17	
		10/25/17	REPRINT= 1
	EP ERC		VC: 2734

LABOR & PARTS
1 90CHZZ INSPECTION HOURS: TEL(S): 04651 INTERNAL
(Multi-point inspection according to maintenance interval)
MULTIPOINT STD
COMPLETED MULTI POINT INSPECTION

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1 TOTAL PARTS				0.00
JOB # 1 TOTAL LABOR & PARTS				0.00

2 26CHZZ1 GENERAL CONCERN HOURS: 0.70 TECH(S): 04651 WARRANTY
Customer States THERE IS A KLUNK NOISE COMING FROM THE RIGHT FRONT OF VEHICLE OVER BUMPS WHILE DRIVING INSPECT AND ADVISE (General Concern 1)
VEHICLE IS OPERATING AS DESIGNED AT THIS TIME.
ROAD TEST VEHICLE NO ABNORMAL NOISE HEARD. INSPECT FRONT SUSPENSION ON LIFT. NO ABNORMAL WEAR ON SUSPENSION PARTS OR BUSHINGS. CHECK ALL TIRE AIR PRESSURE. ALL TO SPEC'S. CHECK FOR SERVICE BULLETINS. NONE APPLY FOR THIS CONCERN.

CAR ROAD TESTED BY 06407 WITH CUSTOMER. DIDN'T FEEL ANYTHING ABNORMAL. THURSDAY, 30500 ROAD TESTED VEHICLE OVER BUMPS. NOTHING ABNORMAL HEARD. TRANS SHIFTS FINE. NO UPDATES ON DTC'S. COULDN'T VERIFY ANY ISSUE AT THIS TIME. VEHICLE OPERATING AS DESIGNED.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2 TOTAL PARTS				0.00
JOB # 2 TOTAL LABOR & PARTS				0.70

3 26CHZZ2 GENERAL CONCERN #2 HOURS: 2.40 TECH(S): 04651 30500 WARRANTY
Customer States THE TRANSMISSION DOES NOT SEEM TO DOWNSHIFT CORRECTLY WHEN TRYING TO ACCELERATE UP A HILL INSPECT AND ADVISE (General Concern 2)
VEHICLE IS CURRENTLY SHIFING AND OPERATING AS DESIGNED. CHECK FOR DTC'S. NONE. CHECK FOR SERVICE BULETINS. NONE APPLY TO CUSTOMER'S CONCERN. TRANS ECU IS UP TO DAY. RUN VEHICLE SCAN REPORT. ROAD TEST VEHICLE. NORMAL SHIFT PATTERN. NO LEAKS. VEHICLE OPERATING NORMALLY.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 3	1	68186036-AD	PROP ROD 23018026	WARRANTY
JOB # 3 TOTAL PARTS				0.00
JOB # 3 TOTAL LABOR & PARTS				0.00

4 39002 RENTAL VEHICLE HOURS: 0.50 TECH(S): 05542 WARRANTY
CUSTOMER REQUESTS RENTAL VEHICLE.
VEHICLE BEING WORKED ON IN SHOP.
RENTAL SUPPLIED.

Civil Case Information Statement

Case Details: SUSSEX | Civil Part Docket# [REDACTED]

Case Caption: [REDACTED] VS FCA US LLC

Case Initiation Date: 11/17/2017

Attorney Name: JACQUELINE C HERRITT

Firm Name: KIMMEL & SILVERMAN, PC

Address: 1930 E MARLTON PIKE STE Q29

CHERRY HILL NJ 080030000

Phone:

Name of Party: PLAINTIFF [REDACTED]

Name of Defendant's Primary Insurance Company
(if known): Unknown

Case Type: LEMON LAW

Document Type: Complaint

Jury Demand: NONE

Hurricane Sandy related? NO

Is this a professional malpractice case? NO

Related cases pending: NO

If yes, list docket numbers:

Do you anticipate adding any parties (arising out of same transaction or occurrence)? NO

THE INFORMATION PROVIDED ON THIS FORM CANNOT BE INTRODUCED INTO EVIDENCE

CASE CHARACTERISTICS FOR PURPOSES OF DETERMINING IF CASE IS APPROPRIATE FOR MEDIATION

Do parties have a current, past, or recurrent relationship? NO

If yes, is that relationship:

Does the statute governing this case provide for payment of fees by the losing party? NO

Use this space to alert the court to any special case characteristics that may warrant individual management or accelerated disposition:

Do you or your client need any disability accommodations? NO

If yes, please identify the requested accommodation:

Will an interpreter be needed? NO

If yes, for what language:

I certify that confidential personal identifiers have been redacted from documents now submitted to the court, and will be redacted from all documents submitted in the future in accordance with *Rule 1:38-7(b)*

11/17/2017
Dated

/s/ JACQUELINE C HERRITT
Signed