



National Center for Dispute Settlement

12900 Hall Road • Suite 401

Sterling Heights, MI 48313

(800) 777-8119

(586) 226-2470

Fax: (586) 226-2559

June 8, 2017

[REDACTED]
Bluffton, SC [REDACTED]

RE: CASE # [REDACTED]

Dear [REDACTED]

We received your additional information on June 8, 2017, regarding the above referenced case. Please be aware that we will make this a part of your file, as well as forward copies to all interested parties.

Sincerely,

NCDS

Nicole Lech x.
Case Administrator

Enclosures: as noted

cc: Customer Relations Manager, FCA US LLC
Board Members



Re: Fw: Response for Case # [REDACTED]

[REDACTED] to: NLech

06/08/2017 06:24 AM

From:

To:

NLech@ncdsusa.org

Nicole,

I know you want all correspondence, so this is the email I sent to Bill Anderson, the General Manager at Hilton Head Dodge Chrysler.

Bill,

I want to write more than can properly fit in a text message. I did not like or appreciate Kathy's email on Friday stating that you were replacing the transmission in the vehicle that almost killed my family twice and you repaired once.

I have made it very clear that I will not put my family back into that vehicle that is certainly not safe. I could not even reply to her "no-reply" email.

I have enough going on right now with a [REDACTED] year old daughter that may be going through rejection from a liver transplant when she was [REDACTED] months old. We are fighting every day to keep her alive and safe and I will not put her in harm's way. This is the email I sent to the arbitrator and still applies:

To whom it may concern,

I am writing you this email to fully explain why my wife and I are so upset and why we would like nothing less than full reimbursement.

When we drove this \$45,000 van off the lot, Chrysler and the dealership are assuring us that this vehicle is safe to drive and to put my family in. I am not talking about little issues that may come up.

The first time the transmission failed was during a trip to Tennessee. We were up a mountain drive and parked in a pull off for a little bit. Upon trying to back out, I turned the dial to reverse and all the lights came on, the transmission did not work, the electronic parking brake became engaged. This lasted for about 15 minutes. As I was wondering how we could get a tow truck up here, I kept turning the van on and off and eventually it reset and all lights went off and it drove fine. We drove it home with no further problems, so I did not bother the dealership with the issue.

A couple of weeks later, my wife called me at work crying hysterically. She said that she and our three little girls almost died because the van's transmission locked up while she was driving on a busy road. She said she was going along about 45-50 miles an hour when suddenly the transmission locked up, the car shut down, she lost control and was finally able to limp the car off the road. All the lights came on and stayed on. She called me from the side of the road. We were able to limp the car into the dealership a few miles away with the warning lights still on. The dealership had this van for about 2 weeks and called up and told me it was fixed and tested and fine to drive. This is the 2nd time we drove off their lot with a vehicle we were told was safe for my family. It only had approximately 4600 miles at this time.

Last Wednesday night, I was driving with only my wife in the car. Thank god my son and his wife were driving right behind us. I was driving 55 mph on a busy road in the left lane of a 4 lane

divided roadway. At 55 mph, the transmission locked up and I had no control. It went from 55 to 20 in 2 seconds. Thank god a tractor trailer was not behind me, we would certainly have died. My son did an evasive move to miss us and I was able to limp into a median. I immediately called the dealership, but they were closed. We sat there for about 10-15 minutes and the car restarted and drove enough to cross the road and park in a parking lot. I left it there.

My wife and 3 beautiful little girls almost died the first time. As my wife said to me after we calmed down the 2nd time, our three girls started out as orphans in this world and almost became orphans for a 2nd time this night.

Now you know why there is no fix or no new Pacifica that I could ever feel safe with putting my family into. I am asking for nothing else other than a full reimbursement for this vehicle so I can shop for another make of van.

Thank you very much,

[REDACTED]
I will also not accept paying money to take a chance on a new Pacifica having similar safety problems when my research has shown me quite a few of the same issues, including one transmission issue at your own dealership. All this and the vehicle is new and untried.

I am not asking for a penny more than what we paid for this vehicle in January.

If you or Chrysler insist on depreciation, then how much should Chrysler or your dealership pay for almost having my family stranded on vacation on a Tennessee mountain..? How much should you both pay for almost killing my wife and three girls..? How much should you both pay for almost killing my wife and I and leaving our three girls orphans..? How much should you both pay for all the inconvenience my family has gone through dealing with all these issues on a brand new \$45,000 vehicle..? How much should you both pay for trying to get us back into an unsafe vehicle that is now piecemealed together with parts..? If I want to have a car with replacement parts, I could have purchase a used car and replaced one part at a time when they go bad. Not a brand new top of the line \$45,000 van.

I have researched and know the formula arbitrators use for depreciation in these cases. After you add in sales tax, closing costs, and interest paid, there is not much difference.

Again, I don't want to go down other paths, but I don't like Kathy's response. I fully realize she is only trying to find the best resolution for Chrysler, not just the best resolution. I will always have the chance to litigate and / or go public. Neither of these options would be good for everyone involved.

Thank you,
Tom

On Mon, Jun 5, 2017 at 9:53 AM, <NLech@ncdsusa.org> wrote:

Good Morning,

Your information has been received. All information has been added to your case file and forwarded to the involved parties for review.

Additionally, because all information needs to be in writing for your case file, please submit an inquiry via email with any questions you may have.

Thank you,

Nicole Lech
Case Administrator

National Center for Dispute Settlement
12900 Hall Road, Suite 401
Sterling Heights, MI 48313

Phone: 800.777.8119 ext.118

Fax: 586.226.2559

From: Debbie Lech/Ncds
To: Nicole Lech/Ncds@NCDS
Date: 06/02/2017 08:20 AM
Subject: Fw: Response for Case # [REDACTED]

part of file and he is requesting a call

=====
Best regards,

Debbie Lech
Operations Manager
NCDS/CDSP
12900 Hall Road, Suite 401
Sterling Heights, MI 48313
586.226.2470 x. 113
800.777.8119 x. 113
586.226.2559 fax
www.ncdsusa.org

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----- Forwarded by Debbie Lech/Ncds on 06/02/2017 08:22 AM -----

[REDACTED]

06/01/2017 03:48 PM

To: DLech@ncdsusa.org
cc
Subject Re: Response for Case [REDACTED]

Thank you. I am attaching a copy of the first service invoice. They were not very descriptive

as to what happened, but you will see the date was 05-01-17 and the mileage was 4682. They do not have an invoice for this latest event because the work is no where near done as they are ordering a whole new transmission. The date was 05-24-17 and the mileage was 5422.

Can someone call me to answer a couple questions..? [REDACTED]

Thanks,
[REDACTED]

On Thu, Jun 1, 2017 at 2:31 PM, <DLech@ncdsusa.org> wrote:

This has been received and will be processed as part of your file by your Case Administrator.

=====
Best regards,

Debbie Lech
Operations Manager
NCDS/CDSP
12900 Hall Road, Suite 401
Sterling Heights, MI 48313
586.226.2470 x. 113
800.777.8119 x. 113
586.226.2559 fax
www.ncdsusa.org

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[REDACTED]
05/31/2017 06:46 PM

To dlech@ncdsusa.org
cc
Subject Response for Case # [REDACTED]

To whom it may concern,

I am writing you this email to fully explain why my wife and I are so upset and why we would like nothing less than full reimbursement.

When we drove this \$45,000 van off the lot, Chrysler and the dealership are assuring us that this vehicle is safe to drive and to put my family in. I am not talking about little issues that may come up.

The first time the transmission failed was during a trip to Tennessee. We were up a mountain drive and parked in a pull off for a little bit. Upon trying to back out, I turned the dial to reverse and all the lights came on, the transmission did not work, the electronic parking brake became engaged. This lasted for about 15 minutes. As I was wondering how we could get a tow truck up here, I kept turning the van on and off and eventually it reset and all lights went off and it drove fine. We drove it home with no further problems, so I did not bother the dealership with the issue.

A couple of weeks later, my wife called me at work crying hysterically. She said that she and our three little girls almost died because the van's transmission locked up while she was driving on a busy road. She said she was going along about 45-50 miles an hour when suddenly the transmission locked up, the car shut down, she lost control and was finally able to limp the car off the road. All the lights came on and stayed on. She called me from the side of the road. We were able to limp the car into the dealership a few miles away with the warning lights still on. The dealership had this van for about 2.5 weeks and called up and told me it was fixed and tested and fine to drive. This is the 2nd time we drove off their lot with a vehicle we were told was safe for my family. It only had approximately 4600 miles at this time.

Last Wednesday night, I was driving with only my wife in the car. Thank god my son and his wife were driving right behind us. I was driving 55 mph on a busy road in the left lane of a 4 lane divided roadway. At 55 mph, the transmission locked up and I had no control. It went from 55 to 20 in 2 seconds. Thank god a tractor trailer was not behind me, we would certainly have died. My son did an evasive move to miss us and I was able to limp into a median. I immediately called the dealership, but they were closed. We sat there for about 10-15 minutes and the car restarted and drove enough to cross the road and park in a parking lot. I left it there.

My wife and 3 beautiful little girls almost died the first time. As my wife said to me after we calmed down the 2nd time, our three girls started out as orphans in this world and almost became orphans for a 2nd time this night.

Now you know why there is no fix or no new Pacifica that I could ever feel safe with putting my family into. I am asking for nothing else other than a full reimbursement for this vehicle so I can shop for another make of van.

Thank you very much,

[REDACTED]

[attachment "image2017-06-01-153924.pdf" deleted by Nicole Lech/Nclds]



National Center for Dispute Settlement

12900 Hall Road • Suite 401

Sterling Heights, MI 48313

(800) 777-8119

(586) 226-2470

Fax: (586) 226-2559

May 25, 2017

[REDACTED]
Bluffton, SC

RE: CASE # [REDACTED]

Dear [REDACTED]

The above referenced case has been placed on the agenda for review of the Boards' meeting on June 27, 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 06/14/2017, 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

Nicole Lech x.
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

May 25, 2017

[REDACTED]
Bluffton, SC [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

Nicole Lech x.
Case Administrator

Enclosure: as noted

cc: Customer Relations Manager, FCA US LLC
Hilton Head Chrysler Jeep Dodge



National Center for Dispute Settlement

May 25, 2017

12900 Hall Road • Suite 401

Sterling Heights, MI 48313

(800) 777-8119

(586) 226-2470

Fax: (586) 226-2559

[REDACTED]
Bluffton, SC

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

Nicole Lech x.
Case Administrator

Enclosures: as noted

cc: Customer Relations Manager, FCA US LLC

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 M Last name [REDACTED]
☐ Mrs. Street address [REDACTED]
☐ Ms. [REDACTED]
City Bluffton State SC Zip Code [REDACTED]
Day phone [REDACTED] Evening phone [REDACTED] Email [REDACTED]

VEHICLE INFORMATION

Name(s) that appears on the vehicle title: [REDACTED]
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: Pacific Van Year: 2012 Current mileage: 5000
Vehicle Identification Number: 2C4RC1GG1HR [REDACTED]
Selling dealer and address: Hilton Head Chrysler Dodge Hardenville, SC
265 Driveway
29926
Dominant Servicing Dealer: Corina

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 # [REDACTED]	Yes	No
<u>Transmission Issue</u>	<u>Hilton Head Island</u>	<u>2-3 Weeks Ago</u>	<u>Yes</u>	No
<u>Locks up</u>	<u>Chrysler Dodge</u>	<u>4000+</u>	Yes	No
			Yes	No
			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 [REDACTED] 5-25-12
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)



Complaint Form Attached.

[REDACTED] to: info

05/25/2017 10:00 AM

From:

To: info@ncdsusa.org

[REDACTED]
Bluffton, SC [REDACTED]

[REDACTED]
Thanks,
[REDACTED]



Form Attached. FCA US LLC Form.pdf

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

July 24, 2017

FCA US LLC - Via Fed Ex
Via Email to mail@rosewaldorf.com

RE: **Pre-Lit Program**
[REDACTED] v FCA US LLC
Vehicle Type: 2017 CHRYSLER PACIFICA
VIN: 2C4RC1GG2HR [REDACTED]

5

FCA US LLC
Office of the General Counsel

JUL 26 2017

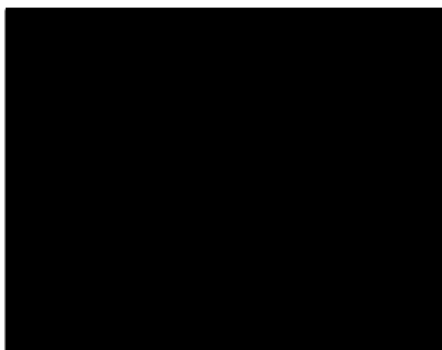
By [REDACTED] Mail/Reg. Agent/
Sec. of State/Proc. Server

To Whom It May Concern:

As you know, this office represents the above-captioned individual for problems encountered with her 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.



RMS/vjh
Enclosure

CEIVED

JUL 27 2017

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

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

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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

July 14, 2017

VIA FAX ONLY
518-869-3334

FCA US LLC
1000 Chrysler Drive
CIMS [REDACTED]
Auburn Hills, MI 48326-2766

Re: Ms. [REDACTED] v. FCA US LLC

Vehicle: 2017 Chrysler Pacifica

Date of Purchase: 01/20/2017

Place of Purchase: Goldstein Chrysler - Latham, NY

VIN: 2C4RC1GG2HR [REDACTED]

Dear Sir/Madam:

Please be advised that this office represents the above individual against FCA US LLC pursuant to the NY 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]
Robert M. Silverman
KIMMEL & SILVERMAN, PC
[REDACTED]

RMS\jh
cc: [REDACTED]

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

SERVICE/PARTS HOURS:
Monday-Friday: 7am-8pm
Saturday: 8am-6pm
Sunday: 11am-4pm



613 New Loudon Rd., Latham 12110
(518) 785-4156 • GoldsteinAuto.com

SALES HOURS:
Monday-Friday: 8am-8pm
Saturday: 8am-6pm
Sunday: 11am-4pm

ERR

MENANDS, NY		VEHICLE ID		MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
		2C4RC1GG2HR		5792	5792	04/11/17 09:07	04/11/17	
VEHICLE DESCRIPTION						TAG NO.	STATUS	
2017 CHRYSLER PACIFICA L (BRIGHT WHI)							PARTIAL-COMPLETE-P	
CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS	
		VARY		01/03/17	01/03/17		Cash	
HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.			RO COMMENT	
				PETRA YOUNG (PY2)				

IF YOU ARE NOT COMPLETELY SATISFIED, WE WANT TO KNOW. CONTACT US AT:
CHRYSLERCARE@GOLDSTEINAUTO.COM OR CALL US AT 518-785-4156. THANK
YOU FOR YOUR BUSINESS.

LABOR WARRANTED FOR 90 DAYS OR 3000 MILES.
*****DO WE HAVE YOUR EMAIL ADDRESS?*****
NYS DMV REG REPAIR SHOP #

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount																														
A *	85410000		A40		Warranty																															
Concern	Customer states DRIVERS SIDE 2ND ROW IS MISSING SNAP DOWN FOR CARPET																																			
	Correction: ORDERED PART = Install sop.																																			
Cause	TECHNICIAN CHECKED OVER CLIPS AND INCORRECT PART WAS ORDERED																																			
Correction	ORDERED CORRECT PART (FLOOR MAT) .2 TECH ALREADY PAID FOR DIAG. \$26.74 TO BE COLLECTED WHEN PART IS INSTALLED																																			
B *	BG5K		A40		Customer	\$55.63																														
Concern	PERFORM GOLDSTEIN 5,000 MILE SERVICE WITH ADDITIVES PER MAINTENANCE MENU = \$89.95 + TAX. (*ADD \$4.00 PER QT OVER 5 QT'S*)																																			
Cause	Due by either time or milage.																																			
Correction	Performed synthetic oil change and tire rotation per 5,000 mile service maintenance package. Put additive in vehicle to improve gas milage and keep important engine components clean of build up.																																			
PAID MTC 7647 OC 25.00																																				
<table><tr><th>Part Number</th><th>Description</th><th>Qty.</th><th>Unit Price</th><th>Ext. Price</th></tr><tr><td>68191349AB</td><td>FILTER ENGIN</td><td>1</td><td>\$6.36</td><td>\$6.36</td></tr><tr><td>68247836AA</td><td>5W20 FULL SYNTHETIC</td><td>6</td><td>\$3.74</td><td>\$22.44</td></tr><tr><td>68158590AC</td><td>CLEANER FUEL</td><td>1</td><td>\$9.52</td><td>\$9.52</td></tr><tr><td colspan="4">Parts Total...</td><td>\$38.32</td></tr><tr><td colspan="4">Line Total...</td><td>\$93.95</td></tr></table>							Part Number	Description	Qty.	Unit Price	Ext. Price	68191349AB	FILTER ENGIN	1	\$6.36	\$6.36	68247836AA	5W20 FULL SYNTHETIC	6	\$3.74	\$22.44	68158590AC	CLEANER FUEL	1	\$9.52	\$9.52	Parts Total...				\$38.32	Line Total...				\$93.95
Part Number	Description	Qty.	Unit Price	Ext. Price																																
68191349AB	FILTER ENGIN	1	\$6.36	\$6.36																																
68247836AA	5W20 FULL SYNTHETIC	6	\$3.74	\$22.44																																
68158590AC	CLEANER FUEL	1	\$9.52	\$9.52																																
Parts Total...				\$38.32																																
Line Total...				\$93.95																																
C *	85410000		A40		Warranty																															
Concern	Customer states the horn is inop																																			

MENANDS, NY		VEHICLE ID		MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
		2C4RC1GG2HR		5792	5792	04/11/17 09:07	04/11/17	
VEHICLE DESCRIPTION						TAG NO.	STATUS	
2017 CHRYSLER PACIFICA L (BRIGHT WHI)							PARTIAL-COMPLETE-P	
CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS	
		VARY		01/03/17	01/03/17		Cash	
HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.			RO COMMENT	
				PETRA YOUNG (PY2)				

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
C *	Continued					
Cause	TECHNICIAN CHECKED FOR CODES ON WITECH. B2335-15 HORN CONTROL. NO TSB'S. NO STAR CASES. PERFORMED TEST FOR CODE B2335-15. REMOVED POWER DISTRIBUTION CENTER-C2-CIBB. REMOVED L/F LOWER INTERIOR TRIM. REMOVED BODYCONTROL. TESTED WIRES AT PDC. X 4.- GREEN AND WHITE WIRE - 1.68 VOLTS. TESTED WIRING FROM X4 GREEN/WHITE TO BODY CONTROLLER X4 .2 OHMS. REINSTALLED BODY CONTROLLER. - CHECK ALL WIRING AND PINS AT CONNECTOR. ALL O.K. REINSTALLED L/F LOWER INTERIOR TRIM. REINSTALLED PDC. TESTED AGAIN. CODE CAME BACK AS ACTIVE.					
Correction	ORDERED BODY CONTROL MODULE AS PER TEST. 2.3 DIAG PAID TO TECH. COLLECT \$307.56 WHEN WARRANTY REPAIR IS COMPLETED					
D *	25PT		A40		Internal	
Concern	Complimentary 25 Point Inspection, a \$18.95 Value.					
Correction	Performed 25 Point inspection. INSTALLED REGISTRATION STICKER FOR CUSTOMER					
E *	FLASH		A40		Warranty	
Concern	CUSTOMER AUTHORIZES PERFORMING OF NEEDED SOFTWARE UPDATES COVERED UNDER WARRANTY.					
Correction	NO SOFTWARE UPDATES AVAILABLE					
F *	CW2		A86		Internal	
Concern	OUTSIDE CAR WASH,CLEAN VACUUM FRONT/REAR CARPETS,PRESSURE WASH WHEELSAND APPLY SPECIAL FORMULATED TIRE DRESSSSING,WIPE DASH AND APPLY SPECIALFORMULATES DRESSING,CLEAN INSPDE WINDOWS					
G +	23201600		A40		Warranty	
Concern	Customer states DRIVER SIDE A PILLAR TRIM IS FALLING OFFOR LOOSE, CHECK ALL TRIM IN AREA					
Cause	TECHNICIAN CONFIRMED CONCERN					
Correction	REMOVED AND REPAIRED CLIP AT L/F A-PILLAR. WASN'T SNAPPED ON PROPERLY					
H +	SOP		A40		Warranty	
Concern	A PART WAS SPECIAL ORDERED FOR YOUR VEHICLE - YOU WILL BE CONTACTED WHEN THE PART ARRIVES TO SCHEDULE AN APPOINTMENT (*PLEASE NOTE PARTS AREONLY HELD FOR 3 - 4 WEEKS - IF NOT INSTALLED PARTS MUST BE RETURNED TO CHRYSLER*)...					

[REDACTED] MENANDS, NY		VEHICLE ID		MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
		2C4RC1GG2HR [REDACTED]		5792	5792	04/11/17 09:07	04/11/17	[REDACTED]
[REDACTED]		VEHICLE DESCRIPTION				TAG NO.	STATUS	
		2017 CHRYSLER PACIFICA L (BRIGHT WHI)					PARTIAL-COMPLETE-P	
CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS	
[REDACTED]	[REDACTED]	VARY		01/03/17	01/03/17		Cash	
HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.			RO COMMENT	
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	PETRA YOUNG (PY2)				

Authorized Estimates

Date/Time	Amount	Authorized By	Authorization Method	Phone/Email
04/11/2017 09:07	\$114.94		Initial Estimate	

Warranty Claim Type: W

Authorization Code:

Service Cont No:

Totals

	Amount
Labor	\$55.63
Parts	\$38.32
SalesTax	\$7.52
TOTAL CASH	\$101.47

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence, or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.

CUSTOMER SIGNATURE

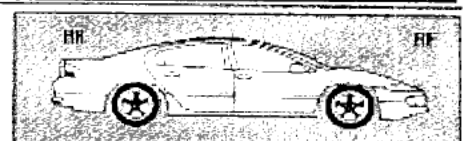
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON
(DATE)

GOLDSTEIN AUTO GROUP

25 Point Vehicle Safety Inspection

Customer Name: [REDACTED] Date: 4/11/17
 Home Phone: [REDACTED] Work Phone: [REDACTED] R.O. #: [REDACTED]
 Year: [REDACTED] Make: [REDACTED] Model: [REDACTED] Mileage: [REDACTED]
 Technician: [REDACTED] Service Consultant: [REDACTED]

VISUAL INSPECTION



Engine Oil condition, fluid, leak	Estimated Cost:
Rear Differential Fluid	Estimated Cost:
Transfer Case Fluid	Estimated Cost:
Coolant	Estimated Cost:
Transmission Fluid condition, fluid, leak	Estimated Cost:
Brake Hydraulic System fluid, visual, check	Estimated Cost:
Power Steering System	Estimated Cost:
Drive Shaft Joint Boots/ U-Joints	Estimated Cost:
MacPherson Struts/Shocks	Estimated Cost:
Rear Shock Absorbers	Estimated Cost:
Inspect Disc Brake Pads	Estimated Cost:
Emergency Brake Operation	Estimated Cost:
Clutch Operation	Estimated Cost:
Muffler/Exhaust Pipes	Estimated Cost:
Drive Belts	Estimated Cost:
Radiator	Estimated Cost:
Steering Linkage	Estimated Cost:
Control Arms	Estimated Cost:
Ball Joints	Estimated Cost:
4WD Transfer Case	Estimated Cost:
Radiator/Heater Hoses	Estimated Cost:
Horn	Estimated Cost:
Battery/Cables	Estimated Cost:
Spark Plug Wires	Estimated Cost:
Wiper Blades	Estimated Cost:
Head Light Operation	Estimated Cost:
Stop, Tail, Turn Signal Lights	Estimated Cost:

Heater/AC Operation	Estimated Cost:
Malfunction Indicator Lamps	Estimated Cost:
New York State Inspection	Estimated Cost:
Cabin Air Filter	Estimated Cost:
Air Filter	Estimated Cost:

TIRE AND BRAKE INSPECTION (Plus items mentioned above)

LF

● Brake Lining 12 mm
 ● Tire Tread 11 32nds
 ● Wear Pattern _____
 ● Tire Pressure 36 psi

RF

● Brake Lining 12 mm
 ● Tire Tread 4 32nds
 ● Wear Pattern _____
 ● Tire Pressure 36 psi

LR

● Brake Lining 16 mm
 ● Tire Tread 11 32nds
 ● Wear Pattern _____
 ● Tire Pressure 36 psi

RR

● Brake Lining 16 mm
 ● Tire Tread 11 32nds
 ● Wear Pattern _____
 ● Tire Pressure 36 psi

Comments:



"Goldstein Cars Cost Less"
 www.GoldsteinAuto.com
 email: sales@goldsteinauto.com
 25 point inspection FLYER

GOLDSTEIN BUICK/GMC/MITSUBISHI
 1671-1673 Central Ave., Albany
 (518) 869-2291 or (518) 690-2500

GOLDSTEIN COLLISION CENTER
 1671 Central Ave., Albany
 (518) 464-1448

GOLDSTEIN SUBARU
 1754 Central Ave., Albany
 (518) 869-1250

GOLDSTEIN CHRYSLER-JEEP-DODGE RAM
 613 New Loudon Rd., Latham
 (518) 785-4156

BIG AL'S AUTO OUTLET
 968 New Loudon Rd., Latham (518) 690-2400
 BigAlsCars.com

Signature required

Technician: [REDACTED]

Advisor: [REDACTED]

Customer: [REDACTED]

CUSTOMER #:

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

* INVOICE *

Glenville, NY

PAGE 1

MV# 55969 · VF# 1001245/1

HOME
BUS:CONT
CELL:

SERVICE ADVISOR: 100758 KEVIN C SASENICK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	17	CHRYSLER PACIFICA	2C4RC1GG2HR		7305/7305		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
03JAN17 DD			15:30 19APR17			CASH	20APR17

R.O. OPENED

READY

OPTIONS: DLR:45155 ENG:3.6_Liter_DOHC

09:53 19APR17 17:08 20APR17

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

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

CAUSE:

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

99 SUBLET LIC#: 999999

WD

2 5047896AC ARM-VALVE

2 68245463AA ARM-VALVE

2 5047883AB TAPPET-VALVE LASH

6 68217514AB GASKET-PLENUM

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

(N/C)

(N/C)

(N/C)

(N/C)

(N/C)

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

B Multi-point inspection (according to maintenance interval)

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

99 SUBLET LIC#: 999999

IPOLS

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

LIMITED WARRANTY The only warranties applying to the parts installed in accordance with this estimate are those that may be offered by the manufacturer. The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability 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 products or services sold under the terms of this estimate. Parts and labor are guaranteed for 12 months or 12,000 miles, whichever comes first. Seller does not guarantee the work performed in accordance with this estimate will correct any problem specified on the description of the complaint.

"This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal." (s.559.904(4)). The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (s.403.718), and \$1.50 fee to be collected for each new or remanufactured battery sold in the state (s.403.718b).

STORAGE CHARGES:
A DAILY STORAGE FEE WILL BE CHARGED THREE (3) WORKING DAYS AFTER YOU HAVE BEEN NOTIFIED WORK ON YOUR VEHICLE HAS BEEN COMPLETED. THE DAILY STORAGE FEE IS \$30.00.

A STANDARD CHARGE FOR SUPPLIES AND MATERIALS IS MADE ON EACH REPAIR ORDER. THE AMOUNT OF THIS CHARGE WILL BE 10% OF THE TOTAL LABOR & PARTS. THIS WILL BE SHOWN IN THE LOWER RIGHT CORNER OF YOUR INVOICE IN THE SPACE PROVIDED. THE MAXIMUM AMOUNT CHARGED WILL BE \$50.00.

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

ALL PARTS NEW OR FACTORY REBUILT UNLESS OTHERWISE INDICATED.
CUSTOMER HEREBY ACKNOWLEDGES RECEIPT OF ABOVE MENTIONED VEHICLE AND RECEIPT OF INVOICE HEREOF.

SIGNED: DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

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

SERVICE/PARTS HOURS:
Monday-Friday: 7am-8pm
Saturday: 8am-6pm
Sunday: 11am-4pm



613 New Loudon Rd., Latham 12110
(518) 785-4156 • GoldsteinAuto.com

SALES HOURS:
Monday-Friday: 8am-8pm
Saturday: 8am-6pm
Sunday: 11am-4pm

ERR

[REDACTED]		VEHICLE ID		MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
[REDACTED]		2C4RC1GG2HF [REDACTED]		8746	8784	04/26/17 09:16	04/27/17	[REDACTED]
MENANDS, NY [REDACTED]		VEHICLE DESCRIPTION				TAG NO.	STATUS	
[REDACTED]		2017 CHRYSLER PACIFICA L (BRIGHT WHI)					PARTIAL-COMPLETE-P	
CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS	
[REDACTED]	[REDACTED]	VARY		01/03/17	01/03/17		No Charge	
HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.			RO COMMENT	
[REDACTED]			[REDACTED]	PETRA YOUNG (PY2)				

IF YOU ARE NOT COMPLETELY SATISFIED, WE WANT TO KNOW. CONTACT US AT CHRYSLERCARE@GOLDSTEINAUTO.COM OR CALL US AT 518-785-4156. THANK YOU FOR YOUR BUSINESS.

LABOR WARRANTED FOR 90 DAYS OR 1000 MILES.
*****DO WE HAVE YOUR EMAIL ADDRESS?*****
NYS DMV REG REPAIR SHOP # [REDACTED]

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
A	23212401	81	A40		Warranty	
Concern	Customer states DRIVERS SIDE 2ND ROW IS MISSING SNAP DOWN FOR CARPET Correction: ORDERED PART = Install sop. Cause: TECHNICIAN CHECKED OVER CLIPS AND INCORRECT PART WAS ORDERED Correction: ORDERED CORRECTPART (FLOOR MAT) .2 TECH ALREADY PAID FOR DIAG. \$26.74 TO BE COLLECTEDWHEN PART IS INSTALLED					
Cause	RIGHT REAR FLOOR MAT MISSING CLIP.					
Correction	Mat, floor - Replace One or all (0 - Low Skilled)					
Part Number		Description			Qty.	
5RY13DX9AB		MAT FLOOR			1	
B	08190201	58	A40		Warranty	
Concern	Customer states the horn is inop Cause: TECHNICIAN CHECKED FOR CODES ON WITECH. B2335-15 HORN CONTROL. NO TSB'S. NO STAR CASES. PERFORMEDTEST FOR CODE B2335-15. REMOVED POWER DISTRIBUTION CENTER-C2-CIBB. REMOVED L/F LOWER INTERIOR TRIM. REMOVED BODYCONTROL. TESTED WIRES AT PDC. X 4.- GREEN AND WHITE WIRE - 1.68 VOLTS. TESTED WIRING FROM X4 GREEN/WHITE TO BODY CONTROLLER X4 .2 OHMS. REINSTALLED BODY CONTROLLER. -CHECK ALL WIRING AND PINS AT CONNECTOR. ALL O.K. REINSTALLED L/F LOWERINTERIOR TRIM. REINSTALLED PDC. TESTED AGAIN. CODE CAME BACK AS ACTIVE. Correction: ORDERED BODY CONTROL MODULE AS PER TEST. 2.3 DIAG PAID TO TECH. COLLECT \$307.56 WHEN WARRANTY REPAIR IS COMPLETED					

[REDACTED]		VEHICLE ID		MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
[REDACTED]		2C4RC1GG2HR [REDACTED]		8746	8784	04/26/17 09:16	04/27/17	[REDACTED]
MENANDS, NY		VEHICLE DESCRIPTION				TAG NO.	STATUS	
[REDACTED]		2017 CHRYSLER PACIFICA L (BRIGHT WHI)					PARTIAL-COMPLETE-P	
CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS	
[REDACTED]	[REDACTED]	VARY		01/03/17	01/03/17		No Charge	
HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.			RO COMMENT	
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	PETRA YOUNG (PY2)				

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
B	Continued					
Cause	TECHNICIAN CHECKED FOR CODES ON WITECH. B2335-15 HORN CONTROL. NO TSB'S. NO STAR CASES. PERFORMED TEST FOR CODE B2335-15. REMOVED POWER DISTRIBUTION CENTER-C2-CIBB. REMOVED L/F LOWER INTERIOR TRIM. REMOVED BODYCONTROL. TESTED WIRES AT PDC. X 4.- GREEN AND WHITE WIRE - 1.68 VOLTS. TESTED WIRING FROM X4 GREEN/WHITE TO BODY CONTROLLER X4 .2 OHMS. REINSTALLED BODY CONTROLLER. - CHECK ALL WIRING AND PINS AT CONNECTOR. ALLO.K. REINSTALLED L/F LOWER INTERIOR TRIM. REINSTALLED PDC. TESTED AGAIN. CODE CAME BACK AS ACTIVE. REPLACED BODY CONTROL MODULE. HORN STILL INOP.					
Correction	Module. body control - Test and Replace All others (1 - Semi-Skilled)					
Part Number		Description			Qty.	
68222875AG		MODULE BODY			1	
C		A40			Internal	
Concern	Customer states the other day the vehicle was idling really low, acted like it was going to stall, this was after some valve work was done in Florida?					
Cause	TECHNICIAN CHECKED VEHICLE FOR CONCERN.					
Correction	VEHICLE IDLING AS DESIGNED. NO PROBLEM FOUND					
D		A40			Internal	
Concern	Customer states the drivers door was clinking / clunking the other day when opening or closing but of course today it's quiet?					
Cause	TECHNICIAN CHECKED OPERATION OF DOOR. NO NOISE HEARD					
Correction	NO PROBLEM FOUND					
E		A40			Warranty	
Concern	Customer states neither of the head phones are working?					
Cause	TECHNICIAN CONFIRMED BOTH INOP. REPLACED BATTERIES IN BOTH HEADPHONES. STILL INOP. REPLACED HEADPHONE SETS. BOTH ARE NOW WORKING					
Correction	*****NEED A LABOR OP THAT WORKS!!!!!! ASK DAWN!!!					
Part Number		Description			Qty.	
68239856AB		HEADPHONE WIREL			2	
F +	THANKS	A40			Customer	\$0.00
Concern	THANK YOU FOR CHOOSING GOLDSTEIN'S !!!					
Line Total...						\$0.00
G	FLASH	A40			Warranty	

MENANDS, NY		VEHICLE ID		MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
		2C4RC1GG2HR		8746	8784	04/26/17 09:16	04/27/17	
		VEHICLE DESCRIPTION					TAG NO.	STATUS
		2017 CHRYSLER PACIFICA L (BRIGHT WHI)					PARTIAL-COMPLETE-P	
CONTROL NO	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS	
		VARY		01/03/17	01/03/17		No Charge	
HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.			RO COMMENT	
				PETRA YOUNG (PY2)				

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount						
G	Continued											
Concern	CUSTOMER AUTHORIZES PERFORMING OF NEEDED SOFTWARE UPDATES COVERED UNDER WARRANTY.											
Correction	NO SOFTWARE UPDATES AVAILABLE											
H	CW		A29		Internal							
Concern	Complimentary Car Wash											
I +	95400142		A40		Warranty							
Concern	RENTAL CAR FOR JEEP & PREMIUM DODGE & CHRYSLER VEHICLES. 2016 DODGE DART VIN 1C3CDFBB2GD [REDACTED] OUT 4/26/17 9:27AM RETURN BY 4/28/17 9:27 AM(2 DAYS)											
<table><tr><th>Misc. Code</th><th>Description</th><th>Qty.</th></tr><tr><td></td><td>RENTAL - DEALERSHIP</td><td>2.0</td></tr></table>							Misc. Code	Description	Qty.		RENTAL - DEALERSHIP	2.0
Misc. Code	Description	Qty.										
	RENTAL - DEALERSHIP	2.0										
J			A40		Customer	\$0.00						
Concern	Make sure the vehicle is Q.C.											
Correction	VEHICLE WAS DRIVEN BY MANAGER AFTER REPAIRS WERE PERFORMED											
Line Total...						\$0.00						
K +			A40		Internal							
Concern	Customer states there is a noise / vibration between 76-78 mph?											
Cause	TECHNICIAN ROAD TESTED VEHICLE. COULD NOT DUPLICATE CONCERN. ED SERIANROAD TESTED VEHICLE. NO VIBRATION FELT.											
Correction	VEHICLE OPERATING AS DESIGNED. NO PROBLEM FOUND.											
L +	08890201	UC	A40		Warranty							
Concern	REPLACED BODY CONTROL MODULE. HORN STILL INOP.											
Cause	TECHNICIAN PERFORMED DIAG. SAME ACTIVE CODE B2335-15. PERFORMED TEST IN TECH CONNECT. CHECKED WIRING AT BODY CONTROL MODULE. CHECK WIRE AT POWER DISTRIBUTION CENTER. CHECKED VOLTAGE AT X4 WIRE. CHECK OHM OF WIRE. CHECKED GROUNDS AT BOTH ENDS. CHECK HORN BUTTON AND SWITCH. CHECKEDALL PINS AT PDC AND PINS AT BODY CONTROL MODULE. SWITCHED PDC FROM ANEW CAR. HORN WORKS. ORDERED PDC. REPLACED PDC MODULE. REINSTALLED ALL INTERIOR PANELS AND PDC.											
Correction	Center, power distribution PDC - Test and Replace (2 - Skilled)											
<table><tr><th>Part Number</th><th>Description</th><th>Qty.</th></tr><tr><td>68234333AD</td><td>PDC INTEL</td><td>1</td></tr></table>							Part Number	Description	Qty.	68234333AD	PDC INTEL	1
Part Number	Description	Qty.										
68234333AD	PDC INTEL	1										
M +			A40		Internal							

[REDACTED] MENANDS, NY		VEHICLE ID		MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
		2C4RC1GG2HR [REDACTED]		8746	8784	04/26/17 09:16	04/27/17	[REDACTED]
[REDACTED]		VEHICLE DESCRIPTION				TAG NO.	STATUS	
		2017 CHRYSLER PACIFICA L (BRIGHT WHI)					PARTIAL-COMPLETE-P	
CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS	
[REDACTED]	[REDACTED]	VARY		01/03/17	01/03/17		No Charge	
HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.			RO COMMENT	
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	PETRA YOUNG (PY2)				

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
M +	Continued					
Concern	ADDITIONAL LABOR PAID TO TECHICIAN TO DIAGNOSE AND REPAIR VEHICLE					

Warranty Claim Type: W	Authorization Code:	Service Cont No:
------------------------	---------------------	------------------

Totals	
TOTAL CUSTOMER	Amount No Charge

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence, or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.

CUSTOMER SIGNATURE

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON
(DATE)

SERVICE/PARTS HOURS:
Monday-Friday: 7am-8pm
Saturday: 8am-6pm
Sunday: 11am-4pm



613 New Loudon Rd., Latham 12110
(518) 785-4156 • GoldsteinAuto.com

SALES HOURS:
Monday-Friday: 8am-8pm
Saturday: 8am-6pm
Sunday: 11am-4pm

ERR

VEHICLE ID		MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
2C4RC1GG2HR		8853	8879	05/01/17 16:16	05/04/17	
VEHICLE DESCRIPTION				TAG NO.	STATUS	
2017 CHRYSLER PACIFICA L (BRIGHT WHI)					PARTIAL-COMPLETE-P	
CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES
		VARY		01/03/17	01/03/17	
HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.		RO COMMENT
				FRED CLARK (FC1)		

IF YOU ARE NOT COMPLETELY SATISFIED, WE WANT TO KNOW. CONTACT US AT CHRYSLERCARE@GOLDSTEINAUTO.COM OR CALL US AT 518-785-4156. THANK YOU FOR YOUR BUSINESS.

LABOR WARRANTIED FOR 90 DAYS OR 3000 MILES.
*****DO WE HAVE YOUR EMAIL ADDRESS?*****
NYS DMV REG REPAIR SHOP #

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
A *	OK				Customer	\$0.00
Concern	CUSTOMER STATES THE REAR BACK-UP CAMERA IS NOT SHOWNING THE WARNING LINES ANY MORE?					
Cause	Programmed lines for camera.					
Line Total...						\$0.00
B *	19000501	63	A72		Warranty	
Concern	Customer states the power steering is hard, comes and goes, at low speed turns it is very difficult to turn?					
Cause	Performed diagnostics.					
Correction	Steering gear, Electric power steering - Replace (2 - Skilled)					
Part Number		Description			Qty.	
CORE		CORE CHARGE			1	
5154838AF		GEAR RACK			1	
C *	25PT		A72		Internal	
Concern	Complimentary 25 Point Inspection, a \$18.95 Value.					
Correction	Performed 25 Point inspection					
D *	FLASH		A72		Internal	
Concern	CUSTOMER AUTHORIZES PERFORMING OF NEEDED SOFTWARE UPDATES COVERED UNDER WARRANTY.					
E *	CW		A29		Internal	
Concern	Complimentary Car Wash					
F *	RC				Warranty	
Concern	RENTAL CAR					
Warranty Claim Type: W		Authorization Code:		Service Cont No:		

MENANDS, NY		VEHICLE ID		MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
		2C4RC1GG2HR		8853	8879	05/01/17 16:16	05/04/17	
		VEHICLE DESCRIPTION				TAG NO.	STATUS	
		2017 CHRYSLER PACIFICA L (BRIGHT WHI)					PARTIAL-COMPLETE-P	
CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS	
		VARY		01/03/17	01/03/17		No Charge	
HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.			RO COMMENT	
				FRED CLARK (FC1)				

Totals

	Amount
TOTAL CUSTOMER	No Charge

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence, or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.

CUSTOMER SIGNATURE

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON
(DATE)

SERVICE/PARTS HOURS:
Monday-Friday: 7am-8pm
Saturday: 8am-6pm
Sunday: 11am-4pm



613 New Loudon Rd., Latham 12110
(518) 785-4156 • GoldsteinAuto.com

SALES HOURS:
Monday-Friday: 8am-8pm
Saturday: 8am-6pm
Sunday: 11am-4pm

ERR

MENANDS, NY		VEHICLE ID		MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
		2C4RC1GG2HR		8997	8997	05/05/17 10:30	05/05/17	
VEHICLE DESCRIPTION						TAG NO.	STATUS	
2017 CHRYSLER PACIFICA L (BRIGHT WHI)							COMPLETE	
CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS	
		VARY		01/03/17	01/03/17		No Charge	
HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.			RO COMMENT	
				FRED CLARK (FC1)				

IF YOU ARE NOT COMPLETELY SATISFIED, WE WANT TO KNOW. CONTACT US AT CHRYSLERCARE@GOLDSTEINAUTO.COM OR CALL US AT 518-785-4156. THANK YOU FOR YOUR BUSINESS.

LABOR WARRANTED FOR 90 DAYS OR 3000 MILES.
*****DO WE HAVE YOUR EMAIL ADDRESS?*****
NYS DMV REG REPAIR SHOP

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
A			A72		Internal	
Concern	Customer states the head lamps are not indicating that they are on the dash?					
Cause	Performed diagnostics.					
Correction	Calibrated cluster & reset, retested & all okay.					
B			A72		Internal	
Concern	Customer states the drivers door clicking when opening & closing?					
Cause	Was unable to duplicate any noise but maybe because of all the rain.					
Correction	Cleaned & lubricated all hinges.					
C	RC		A72		Internal	
Concern	RENTAL CAR					
Misc. Code		Description			Qty.	
		RENTAL - DEALERSHIP			1.0	

Warranty Claim Type: W

Authorization Code:

Service Cont No:

Totals

	Amount
TOTAL CUSTOMER	No Charge

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CUSTOMER SIGNATURE

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON
(DATE)

[REDACTED] MENANDS, NY [REDACTED]		VEHICLE ID		MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
		2C4RC1GG2HF [REDACTED]		10595	10595	06/08/17 09:18	06/08/17	[REDACTED]
[REDACTED]		VEHICLE DESCRIPTION				TAG NO.	STATUS	
		2017 CHRYSLER PACIFICA L (BRIGHT WHI)					COMPLETE	
CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS	
[REDACTED]	[REDACTED]	VARY		01/03/17	01/03/17		Cash	
HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.			RO COMMENT	
[REDACTED]			[REDACTED]	KAYLA MESSORE (KM3)				

Authorized Estimates

Date/Time	Amount	Authorized By	Authorization Method	Phone/Email
06/08/2017 09:18	\$89.95		Initial Estimate	

Warranty Claim Type: W Authorization Code: Service Cont No:

Totals

	Amount
Labor	\$51.63
Parts	\$38.32
SalesTax	\$7.20
TOTAL CASH	\$97.15

STATEMENT OF DISCLAIMER

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CUSTOMER SIGNATURE

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON
(DATE)

SERVICE/PARTS HOURS:
Monday-Friday: 7am-8pm
Saturday: 8am-6pm
Sunday: 11am-4pm



613 New Loudon Rd., Latham 12110
(518) 785-4156 • GoldsteinAuto.com

SALES HOURS:
Monday-Friday: 8am-8pm
Saturday: 8am-6pm
Sunday: 11am-4pm

ERR

MENANDS, NY		VEHICLE ID		MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
		2C4RC1GG2HR		11970	12097	07/06/17 15:45	07/18/17	
VEHICLE DESCRIPTION						TAG NO.	STATUS	
2017 CHRYSLER PACIFICA L (BRIGHT WHI)							COMPLETE	
CONTROL NO	LICENSE PLATE NO	CUST LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS	
		VARY		01/03/17	01/03/17		No Charge	
HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.			RO COMMENT	
				FRED CLARK (FC1)				

IF YOU ARE NOT COMPLETELY SATISFIED, WE WANT TO KNOW. CONTACT US AT
CHRYSLER@GOLDSTEINAUTO.COM OR CALL US AT 518-785-4156 THANK
YOU FOR YOUR BUSINESS.

LABOR WARRANTED FOR 90 DAYS OR 3000 MILES.
*****DO WE HAVE YOUR EMAIL ADDRESS?*****
NYS DMV REG REPAIR SHOP #

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
A	CND		A72		Internal	
Concern	Customer states the radio touch screen goes black for no reason while driving? Has to shut the vehicle down & restart it?					
Cause	Could not duplicate.					
Correction	All okay at this time & up to date.					
B	CND		A72		Internal	
Concern	Customer states the sat. radio cuts in & out all the time?					
Cause	Could not duplicate.					
Correction	All okay at this time.					
C	CND		A72		Internal	
Concern	Customer states the vehicle acted up again light it did in Florida, very rough idle, shakes, when this happens & try to step on the gas it almost dies?					
Cause	Could not duplicate.					
Correction	All okay at this time.					
D	CND		A72		Internal	
Concern	Customer states when using the cruise control the other day the vehicle rev'd up to 4,000 rpm's & just stayed there until taken out of cruise control?					
Cause	Could not duplicate.					
Correction	All okay at this time.					
E	NPF		A72		Internal	
Concern	Customer states intermittently when the vehicle shifts it will shift hard, harsh shift?					
Correction	= This is normal operation of the vehicle when engaging or disengaging.					
F +	181905FK	CC	A72		Warranty	
Concern	= See line d & e as possible related concerns but unable to duplicate.					
Correction	Module, Transmission Control (TCM) - Reprogram Module, Transmission Control (TCM) - Reprogram (0 - Low Skilled)					
G +	R9		A72		Warranty	
Concern	2016 JEEP RENEGADE VIN ZACCJBBT5GP					
H	CW		A29		Internal	

[REDACTED] MENANDS, NY		VEHICLE ID		MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO
		2C4RC1GG2HR [REDACTED]		11970	12097	07/06/17 15:45	07/18/17	[REDACTED]
[REDACTED]		VEHICLE DESCRIPTION				TAG NO.	STATUS	
		2017 CHRYSLER PACIFICA L (BRIGHT WHI)					COMPLETE	
CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS	
[REDACTED]	[REDACTED]	VARY		01/03/17	01/03/17		No Charge	
HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.			RO COMMENT	
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	FRED CLARK (FC1)				

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
H	Continued					
Concern	Complimentary Car Wash					
I +	CND		A72		Internal	
Concern	COULD NOT DUPLICATE COMPLAINT AT THIS TIME.					
Correction	= Vac. is operating normally.					

Warranty Claim Type: W Authorization Code: Service Cont No:

Totals

	Amount
TOTAL CUSTOMER	No Charge

STATEMENT OF DISCLAIMER

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CUSTOMER SIGNATURE

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON
(DATE)

MENANDS

NY

NEW YORK STATE

www.dmv.ny.gov

Title and Identification No.

2C4RC1GG2HR

2C4RC1GG2HR585415

Year

2017

Make

CHRYSLER

Model Code

PCF

Body/Hull

SUBN

* * LIENS * *

Document No.

Date Issued

3/20/17

Color

WH

Wt./Sts./Lgth.

4496

Fuel

GAS

Cyl./Prop.

6

New or Used

NEW

Type of Title

VEHICLE

Name and Address of Owner(s)

MENANDS NY

ODOMETER READING:

00212

ACTUAL MILEAGE

00212

This document is your proof of ownership for this vehicle, boat or manufactured home. Keep it in a safe place, not with your license or registration or in your vehicle or boat. To dispose of your vehicle, boat or manufactured home, complete the transfer section on the back and give this title to the new owner.

Lienholder

Lienholder

FIVE STAR BANK
220 LIBERTY ST
WARSAW

NY 14569

001

* ONE LIEN RECORDED *

Lienholder

Lienholder

* ONE LIEN RECORDED *

* ONE LIEN RECORDED *

MV-999 (1/15)

DEPARTMENT OF MOTOR VEHICLES

XXX
GOLDSTEIN CHRYSLER-JEEP-DOJGE OF LATHAM
613 Loudonville Road
P.O. Box 906
Latham, NY 12110-0906
(518) 785-4156
No. R 301-0664

GOLDSTEIN AUTO GROUP

GOLDSTEIN SUBARU OF ALBANY
1754 Central Avenue
P.O. Box 12130
Albany, NY 12212-2130
(518) 869-1250
No. R 342-0306

GOLDSTEIN BUICK OF ALBANY
1671 Central Avenue
P.O. Box 12130
Albany, NY 12212-2130
(518) 869-2291
No. R 700-2493

GOLDSTEIN MITSUBISHI OF ALBANY
1673 Central Avenue
P.O. Box 12130
Albany, NY 12212-2130
(518) 690-2500
No. R 700-2493

Date 01/03/2017		www.goldsteinauto.com		Salesperson MIKE O'NEAL	
Buyer Name (First, Middle, Last) [REDACTED]		DOB [REDACTED]		Co-Buyer [REDACTED]	
Street Address [REDACTED]		Street Address [REDACTED]		Street Address [REDACTED]	
City MENANDS		State NY		Zip [REDACTED]	
Driver License No. [REDACTED]		SS # [REDACTED]		Driver License No. [REDACTED]	
Email [REDACTED]		Email [REDACTED]		Email [REDACTED]	
Home Phone [REDACTED]		Business Phone [REDACTED]		Home Phone [REDACTED]	
Business Phone [REDACTED]		Business Phone [REDACTED]		Business Phone [REDACTED]	
THE TRANSACTION					
I ORDER AND AGREE TO PURCHASE FROM YOU, ON THE TERMS CONTAINED ON BOTH PAGES OF THIS AGREEMENT, THE FOLLOWING VEHICLE (READ OTHER PAGE)					
EST DEL DAY DATE TIME PLACE 01/03/17					
☒ NEW ☐ DEMONSTRATOR ☐ USED DEAL # : [REDACTED]					
THE PRICE					
MSRP				\$ 45660.00	
DISCOUNT				NA	
YEAR 2017		STOCK NO. [REDACTED]			
MAKE CHRYSLER		MODEL PACIFICA LIMITE			
BODY TYPE SUBN		# CYL 6		☒ AUTO ☐ SPD ☐ 4WD	
BODY COLOR BRIGHT WHITE		TOP COLOR [REDACTED]			
TRIM COLOR [REDACTED]		MILEAGE [REDACTED]			
VIN 2C4RC1GG2HR [REDACTED]					
THE TRADE-IN					
YEAR 2012		MAKE CHRYSLER			
MODEL TOWN & COUNTRY		BODY TYPE SUBN			
COLOR WH		MILEAGE [REDACTED]			
VIN 2C4RC1GG9CR [REDACTED]				Nonfactory Initials: [REDACTED]	
PLATE NO. [REDACTED]		EXP. DATE [REDACTED]		Nonfactory Initials: [REDACTED]	
				Nonfactory Initials: [REDACTED]	
THE CLOSE-OUT					
BALANCE OWING TO: SARATOGA NATIONAL				TOTAL \$ 45660.00	
AMOUNT 18550.00		GOOD UNTIL 01/13/17		TRADE ALLOWANCE [REDACTED]	
WHEN CONTACTED [REDACTED]		WHOM SUSAN		[REDACTED]	
☒ LIEN PAYOFF		☐ LEASE BUY OUT		[REDACTED]	
INSURANCE					
INS. AGENT [REDACTED]		PHONE [REDACTED]		TOTAL TAXABLE PRICE \$ 33660.00	
ADDRESS [REDACTED]				SALES TAX CO. ALBANY 8.00 % \$ 2692.80	
INS. COMPANY ENCOMPASS HOME & AUTO INS CO				*Dealer's optional fee for processing application for registration and or certificate of title, and for securing special or distinctive plates (if applicable). THIS IS NOT A DMV FEE. \$ 75.00	
POLICY NO. [REDACTED]				NYS INSPECTION 10.00	
INS FORMS SENT (NEW CAR) BY [REDACTED]		DATE 01/03/2017		GASOLINE 25.00	
The amount indicated on your sales or lease agreement for registration and title fees is an estimate. In some instances, it may exceed the actual fees due to the Commissioner of Motor Vehicles. The dealer indicated above will automatically and within sixty days of securing such registration refund any amount overpaid for such fees. If the Motor Vehicle fees are more than the estimate charged, you will be responsible to pay the dealer indicated above the excess charges.				REGISTRATION FEE 60.00	
* NOTICE TO USED VEHICLE BUYER: If you should be entitled to a refund pursuant to section 198-b of the NYS General Business Law instead of returning your trade-in, the dealer may pay to you its wholesale value as determined by reference to the National Automobile Dealers Association Used Car Guide, or such other guide as may be approved by the Commissioner of Motor Vehicles, as adjusted for mileage, improvements, and any major physical or mechanical defects, rather than the value listed in this agreement. THIS INFORMATION YOU SEE ON THE WINDOW FORM FOR THIS VEHICLE IS PART OF THIS CONTRACT. INFORMATION ON THE WINDOW FROM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE.				NYS TIRE TAX 12.50	
IF YOU AGREE TO ASSIST ME IN OBTAINING FINANCING FOR ANY PART OF THE PURCHASE PRICE, THIS ORDER SHALL NOT BE BINDING UNLESS YOU OR ME UNTIL ALL OF THE CREDIT TERMS ARE PRESENTED TO ME IN ACCORDANCE WITH REGULATION "Z" (TRUTH-IN-LENDING) AND ARE ACCEPTED BY ME. IF I DO NOT ACCEPT THE CREDIT TERMS WHEN PRESENTED, I MAY CANCEL THIS ORDER AND MY DEPOSIT WILL BE REFUNDED.				TOTAL SELLING PRICE \$ 36535.30	
DEPOSITS ARE NOT REFUNDABLE ON CUSTOMER ORDERED VEHICLES				DEPOSIT RCPT # CASH ☐ CHECK ☐ CREDIT-CARD ☐ \$ NA	
I HAVE READ THE TERMS ON PAGE 2 OF THIS AGREEMENT AND HAVE RECEIVED A COMPLETED COPY OF THIS AGREEMENT, AND I UNDERSTAND THAT THE FINAL PAYMENT MUST BE MADE PRIOR TO ANY MOTOR VEHICLE TRANSACTIONS AND MUST BE IN CASH. CERTIFIED CHECK OR CASHIER'S CHECK ONLY. THE UNDERSIGNED HEREBY AUTHORIZES GOLDSTEIN ENTERPRISES TO DISCLOSE TO THIRD PARTIES, INCLUDING LENDING INSTITUTIONS, LEASING COMPANIES AND INSURANCE COMPANIES SUCH NON-PUBLIC PRIVATE INFORMATION AS MAY BE NECESSARY IN ORDER TO PROCESS MY TRANSACTION.				SUB-TOTAL \$ 36535.30	
BUYER'S SIGNATURE [REDACTED]		DATE 01/03/2017		/VSI/GAP 345.00	
CO-BUYER'S SIGNATURE [REDACTED]		DATE 01/03/2017		CONSUMER CASH 1500.00	
ACCEPTED [REDACTED]		DATE 01/03/2017		CONSUMER CASH 500.00	
				CONSUMER CASH 500.00	
				CLOSE-OUT AMOUNT Initial [REDACTED] 18550.00	
				52930.30	
				CASH ON DELIVERY Initial [REDACTED] NA	
				BALANCE DUE \$ 52930.30	
*The optional dealer registration or title application processing fee (\$75.00 maximum) and special plate processing fee (\$5.00 maximum) are not New York State or Department of Motor Vehicles fees. Unless a lien is being recorded or the dealer issued number plates, you may avoid these fees by submitting your own application for registration and/or certificate of title or for a special or distinctive plate in any motor vehicle issuing office.					

ing account

information about any of these options!

FIVE STAR BANK
CONSUMER LOAN
P O BOX 150
WARSAW NY 14569-0150



Five Star Bank
PO Box 150
Warsaw, NY 14569-0150

FIVE STAR BANK. EASY BANKING.
IT'S WHAT WE DO.

PAYMT. NO. 7
ACCOUNT NUMBER

DUE DATE	AMOUNT DUE
AUG 17, 2017	\$774.77
AFTER THIS DATE	PAY THIS AMOUNT
AUG 27, 2017	\$852.25

\$

AMOUNT PAID

RETAIL INSTALMENT CONTRACT

Meaning Of Some Words: In this Contract, the words "I," "me" "we", and "my" mean anyone signing this Contract as a Buyer words "you" and "your" mean the Seller or, after the Seller transfers its rights under this Contract, anyone having those rights.

ANNUAL PERCENTAGE RATE The cost of my credit as a yearly rate. _____ %	FINANCE CHARGE The dollar amount the credit will cost me. \$ _____	Amount Financed The amount of credit provided to me or on my behalf. \$ _____	Total of Payments The amount I will have paid after I have made all scheduled payments. \$ _____	Total Sale Price The total cost of my purchase on credit, including my downpayment of \$ _____ \$ _____
---	---	--	---	--

My Payment Schedule will be:

No. of Payments	Amount of Payments	When Payments Are Due
_____	\$ _____	Monthly, beginning _____
_____	\$ _____	_____

e means estimate

Security: I am giving a security interest in the motor vehicle being purchased.

Filing Fees: \$ _____

Late Charge: If a payment is late more than 10 days, I will be charged 10% of the payment.

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

My Contract documents will have additional information about nonpayment, default, any required repayment in full before the scheduled date and prepayment refunds and penalties.

In this Contract, you are the Seller.

This Contract is between Seller and Buyer. All disclosures have been made by Seller. Seller intends to assign Contract.

Name _____ Address _____ Zip Code _____

We are the Buyer(s).

If there is more than one Buyer, each of us will be obligated separately and together, for all sums due you and performance of all agreements as provided in this Contract.

Name(s) _____ Address _____ Zip Code _____

Description of Vehicle: (See Insurance Requirements section)

N/U	Year and Make	Series	Body Style	No. Cyl.	Truck Ton Capacity	Serial Number
_____	_____	_____	_____	_____	_____	_____

Equipped with _____
 A.T. _____ P.S. _____ AM-FM Radio _____
 A.C. _____ P.B. _____ P.W. _____

I have traded in the following vehicle:

Year and Make _____ Description _____

Acct. No. _____
 Date _____

Itemization of Amount Financed

Cash Price \$ _____

Cash Downpayment \$ _____

Trade-In Value of Trade-In \$ _____

Lien Payoff to \$ _____

Unpaid Cash Price Balance 1 = \$ _____

To Credit Insurance Company * 2 = \$ _____

To Property Insurance Company * 3 = \$ _____

To Public Officials 4 = \$ _____

To GAP Insurance Co. 5 = \$ _____

To _____ 6 = \$ _____

To _____ 7 = \$ _____

Amount Financed (1 thru 7) = \$ _____

*You may be retaining a portion of these amount

Property Insurance: I am required to obtain and maintain insurance on the Vehicle, endorsed to protect you as loss-payee, BUT I MAY CHOOSE THE AGENT OR BROKER OF MY CHOICE.

TITLE HOLDER OF COLLATERAL: _____

REGISTRANT: _____

PHYSICAL DAMAGE: Comprehensive \$ _____ deductible. Collision \$ _____ deductible.

INSURANCE COMPANY: _____ Policy Number: _____ Effective Date _____

AGENT: Name _____ Address _____ Telephone Number: _____

I guarantee that the required insurance coverage as shown in the Insurance Requirements section was obtained from the agent named above.

Liability insurance coverage for bodily injury and property damage is not included or provided for in this Contract.

Vendor's Single Interest Insurance: If this box is checked ☒, you require Vendor's Single Interest Insurance. I may choose the person through whom Vendor's Single Interest Insurance is to be obtained. This insurance is for the sole protection of the Assignee and my interest is not covered. If obtained through you, the cost of such insurance is \$ _____

Promise to Pay: I promise to pay to you (the "Assignee") the Total Sale Price for the Vehicle by making the Cash Downpayment, assigning the Trade-In, if shown above, on or before the date of this Contract, and paying you the Amount Financed plus the credit service charged (called "interest" in this Contract) at the Annual Percentage Rate shown above. I promise to make payments on or before the payment due dates shown above.

FIVE STAR BANK, WARSAW, NY 14569

(the "Assignee")

REQUEST AND SCHEDULE OF GROUP INSURANCE

I understand that Group Credit Life Insurance and Group Credit Accident and Health Insurance are voluntary and are not required to obtain this loan. I further understand that I may select another insurer to provide this coverage.

If I choose to become insured, I understand that insurance will be provided in accordance with the certificate of group insurance that will be given to me. I also reserve the right to terminate my coverage at any time by notifying you in writing. The cost of insurance for the entire term of this Contract is shown below.

- _____ I WANT optional Group Credit Life Insurance.
- _____ WE WANT optional Group Credit Joint Life Insurance.
- _____ I WANT optional Group Credit Accident and Health Insurance.

\$ _____
 \$ _____
 \$ _____

Insured Buyer's present age _____
 Insured Co-Buyer's present age _____

Signature of Buyer _____

Signature of Co-Buyer (for Joint Life only) _____

Insurer: _____

Max. Amt. of Ins.: _____

I AGREE THAT THE PROVISIONS ON THE BACK ARE PART OF THIS CONTRACT. (Continued on reverse side.)

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 THE BUYER: 1. Do not sign this Agreement before you read it or if it contains any blank space. 2. You are entitled to a filled-in copy of this Agreement. 3. Under the law, you must receive a copy of this Agreement.

AGENT: Name _____ Address _____ Telephone Number: _____

I guarantee that the required insurance coverage as shown in the Insurance Requirements section was obtained from the agent named above.

Liability insurance coverage for bodily injury and property damage is not included or provided for in this Contract.

Vendor's Single Interest Insurance: If this box is checked ☒, you require Vendor's Single Interest Insurance. I may choose the person through whom Vendor's Single Interest Insurance is to be obtained. This insurance is for the sole protection of the Assignee and my interest is not covered. If obtained through you, the cost of such insurance is \$ _____.

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FIVE STAR BANK, WARSAW, NY 14569

(the "Assignee")

REQUEST AND SCHEDULE OF GROUP INSURANCE

I understand that Group Credit Life Insurance and Group Credit Accident and Health Insurance are voluntary and are not required to obtain this loan. I further understand that I may select another insurer to provide this coverage.

If I choose to become insured, I understand that insurance will be provided in accordance with the certificate of group insurance that will be given to me. I also reserve the right to terminate my coverage at any time by notifying you in writing. The cost of insurance for the entire term of this Contract is shown below.

- ☐ I WANT optional Group Credit Life Insurance.
☐ WE WANT optional Group Credit Joint Life Insurance.
☐ I WANT optional Group Credit Accident and Health Insurance.

\$ _____
\$ _____
\$ _____

Insured Buyer's present age _____
Insured Co-Buyer's present age _____

To Credit Insurance Company *	2	+\$	_____
To Property Insurance Company *	3	+\$	_____
To Public Officials	4	+\$	_____
To GAP Insurance Co.	5	+\$	_____
To _____ *	6	+\$	_____
To _____ *	7	+\$	_____
Amount Financed (1 thru 7) = \$			_____

*You may be retaining a portion of these amounts

Signature of Buyer _____

Signature of Co-Buyer (for Joint Life only) _____

Insurer: _____

Max. Amt. of Ins.: _____

I AGREE THAT THE PROVISIONS ON THE BACK ARE PART OF THIS CONTRACT. (Continued on reverse side.)

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 THE BUYER: 1. Do not sign this Agreement before you read it or if it contains any blank space. 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. If you do so, you may, depending on the nature of the credit service charge, either: (a) prepay without penalty, or (b) under certain circumstances obtain a rebate of the credit service charge. 4. According to law, you have the privilege of purchasing insurance on the motor vehicle provided for in this Contract from an agent or broker of your own selection.

Seller agrees to this Contract, including terms and conditions on back, and assigns it to the Assignee in accordance with the first Assignment printed on the reverse side, unless otherwise marked.

I HAVE RECEIVED A COPY OF THIS CONTRACT SIGNED BY THE SELLER. RETAIL INSTALMENT CONTRACT.

Seller _____
(Firm Name)

Buyer _____

By _____

Buyer _____

Anyone signing below is obligated only under the terms of the security agreement and is not personally responsible under the terms of the Contract.

Signature _____ Address _____ Date _____

CO-SIGNER NOTICE

I agree to pay the debt identified above, although I may not personally receive any property, services or money. I may be sued for payment, although the person who receives the property, services or money is capable of paying the debt. I should know that the Total of Payments listed above does not include Finance Charges resulting from delinquency, late charges, repossession or foreclosure costs, court costs or attorney's fees, or other charges that are stated in the Contract. I will also have to pay some or all of these costs and charges as required by the terms of the Contract. This notice is not the writing that obligates me to pay the debt. If the debt is ever in default, that fact may become a part of my credit report. I have read the Retail Instalment Contract, which contains the exact terms of my obligation, and the Co-Signer(s) Notice.

I have _____ copy of this Notice and each writing that obligates me or the Buyer on this Contract.

Co-Signer's Signature _____

Date _____

Co-Signer's Signature _____

Date _____

CO-SIGNER: I SHOULD READ THE NOTICE TO CO-SIGNER, ABOVE, BEFORE SIGNING THE CO-SIGNER'S AGREEMENT.

CO-SIGNER'S AGREEMENT: I, the person (or persons) signing below as "Co-Signer," promise to pay to you all sums due on this Contract and to perform all agreements in this Contract. I intend to be legally bound by all the terms of this Contract, separately and together, with the Buyer. I am making this promise to induce you to make this Contract with the Buyer, even though you will use the proceeds only for the Buyer's benefit. I agree to pay even though you may not have made any prior demand for payment on the Buyer or exercised your security interest. I also acknowledge receiving a completed copy of this Contract.

X
Co-Signer's Signature _____

Address _____

Date _____

X
Co-Signer's Signature _____

Address _____

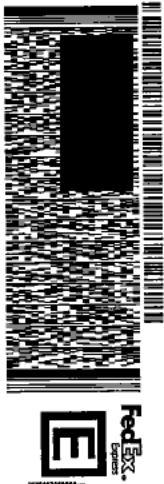
Date _____

FedEx

Express

Page 1 of 2

TRACK
0201
ET MTCA
STANDARD OVERNIGHT
WED - 26 JUL 3:00P
MUS DTW



TO FCA US LLC
WARRANTY LITIGATION DEPARTMENT
1000 CHRYSLER DRIVE
CIMS 485-13-62
AUBURN HILLS MI 48326
REF
(215) 546-8888
UNITED STATES US
ORIGIN: FCA US LLC (215) 546-8888
KIMBERLY S. STEVENSON, P.C.
30 EAST BUTLER PIKE
AMBLER, PA 19002
SHIP DATE: 26 JUL 17
SHIP TIME: 15:00
BILL SENDER

54931K0C2104C

RT 466
ST 9
4
15:00
55C3
07.23
E

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

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 the shipment.
item 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 item in the event 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 timely claim. The terms and conditions of 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, or 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 value. Written claims must be filed within strict time limits, for items of extraordinary value is \$1,000, e.g. jewelry, precious metals, negotiable instruments and other items listed in our Service Guide. Written claims must be filed within strict time limits, for items of extraordinary value is \$1,000, e.g. jewelry, precious metals, negotiable instruments and other items listed in our Service Guide. Written claims must be filed within strict time limits, for items of extraordinary value is \$1,000, e.g. jewelry, precious metals, negotiable instruments and other items listed in our Service Guide.

Align top of FedEx Express® shipping label

naill

**Service of Process
Transmittal**

08/24/2017

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 York

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], Pltfs. vs. FCA US LLC, Dft.

DOCUMENT(S) SERVED: Letter, Attachment(s), Summons, Complaint, Exhibit(s)

COURT/AGENCY: Schenectady County: Supreme Court, NY
Case # [REDACTED]

NATURE OF ACTION: Product Liability Litigation - Lemon Law - 2017 Chrysler Pacifica, VIN: 2C4RC1GG2HR [REDACTED]

ON WHOM PROCESS WAS SERVED: C T Corporation System, New York, NY

DATE AND HOUR OF SERVICE: By Certified Mail on 08/24/2017 postmarked on 08/21/2017

JURISDICTION SERVED : New York

APPEARANCE OR ANSWER DUE: Within 30 days after service

ATTORNEY(S) / SENDER(S): Jason L. Greshes
Kimmel & Silverman, P.C.
1001 Avenue of the Americas
12th Floor
New York, NY 10018
800-536-6652

ACTION ITEMS: CT has retained the current log, Retain Date: 08/24/2017, Expected Purge Date: 08/29/2017

Image SOP

SIGNED: C T Corporation System
ADDRESS: 111 8th Ave Fl 13
New York, NY 10011-5213
TELEPHONE: 212-590-9070

FIRST CLASS FIRST CLASS FIRST CLASS

CERTIFIED MAIL



U.S. POSTAGE PITNEY BOWES
ZIP 19002 \$ 008.34⁰
02 4W
0000361300 AUG 21 2017

First Class Mail



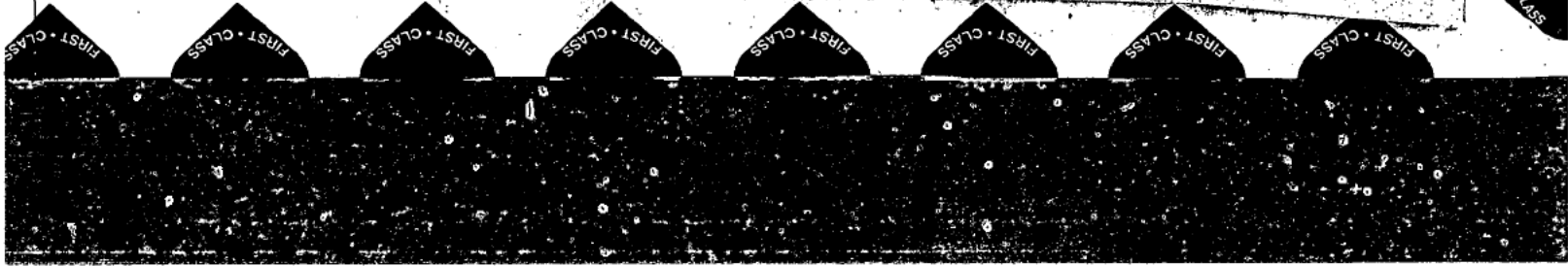
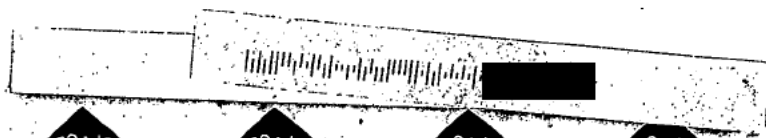
KIMMEL & SILVERMAN

P.C.

30 East Butler Pike, Ambler, PA 19002

TO:

FCA US LLC
c/o CT Corporation System
111 Eighth Avenue
New York, NY 10011



ROBERT M. SILVERMAN¹
CRAIG THOR KIMMEL²

¹ Member, PA Bar
² Member, NJ Bar
³ Member, DE Bar
⁴ Member, NY Bar
⁵ Member, MA Bar
⁶ Member, MD Bar
⁷ Member, OH Bar
⁸ Member, MI Bar
⁹ Member, NH Bar
¹⁰ Member, CT Bar
¹¹ Member, TN Bar
¹² Member, WY Bar
¹³ Member, DC Bar
¹⁴ Member, CA Bar
¹⁵ Member, WI Bar
¹⁶ Member, TX Bar
¹⁷ Member, WV Bar
¹⁸ Member, CO Bar
¹⁹ Member, FL Bar
²⁰ Member, IL 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

August 21, 2017

VIA CERTIFIED MAIL

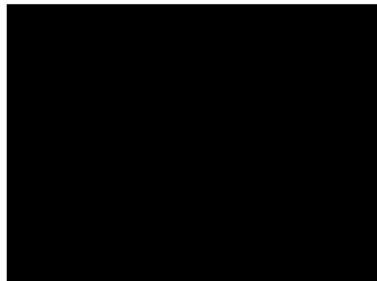
FCA US LLC
c/o CT Corporation System
111 Eighth Avenue
New York, NY 10011

RE: [REDACTED] v. FCA US LLC
Index No. [REDACTED]

Dear Sir/Madam,

Enclosed please find a copy of the Summons, Complaint and exhibits that have been filed with the Supreme Court of Schenectady County. Please answer within the time period prescribed by the New York Rules of Civil Procedure.

JLG/gpk
Enclosure



JACQUELINE C. HERRITT¹⁰⁰⁻⁰⁷⁶
ROBERT A. RAPKIN¹⁰¹
ANGELA K. TROCCOLI¹⁰²
AMY L. BENNECOFF GINSBURG¹⁰³
TARA L. PATTERSON¹⁰⁴
W. CHRISTOPHER COMPONOVO¹⁰⁵
JASON L. GRESHES¹⁰⁶
SHANNON R. HARKINS¹⁰⁷
CHAD P. DOMAN¹⁰⁸
RYAN FITZGERALD¹⁰⁹
RACHEL M. MALL¹¹⁰
RACHEL R. STEVENS¹¹¹
JOSEPH C. HOFFEL¹¹²

DO NOT DETACH

FULL TITLE OF ACTION OR PROCEEDING (Please type or print.)

____ Court, _____ County

Plaintiff(s)/Petitioner(s)

COMPLETE
THIS STUB

08/15/2017 12:59:09 PM
County Clerk
JOHN J. WOODWARD
Schenectady County, NY
Book/Sheet: 005/606/838
Total Pages: 1
Receipt No: 927159
Doc No: 2017-1803
Inst Num: 201736797
NY COURT REATED \$165.00
FEE \$4.75
NY COURT SUR \$14.25
NY COURT COMP SUR \$0.25
CO COURT SUR \$0.75
CO COURT COMP SUR \$25.00
CO FILING FEES -
INDEX NUMBER ISSUE
TOTAL PAID \$210.00
INV# 927159 USER: LPD

INDEX NUMBER
FEE \$210.00

Endorse this Index Number on
ALL papers and advise your
adversary of the number
assigned.

**SUPREME COURT OF THE STATE OF NEW YORK
COUNTY OF SCHENECTADY**


Plaintiffs,

Index No.: 
Date of Filing:
SUMMONS

FCA US LLC,

Defendant.

To the above named Defendant(s)

You are hereby summoned to answer the complaint in this action, and to serve a copy of your answer, or if the complaint is not served with this summons, to serve a notice of appearance on the plaintiff's attorney(s) within twenty (20) days after the service of this summons, exclusive of the day of service, where service is made by delivery upon you personally within the state, or within thirty (30) days after completion of service, where service is made in any other manner. In case of your failure to appear or answer, judgment will be taken against you by default for the relief demanded in the complaint.

Plaintiffs designate SCHENECTADY COUNTY as the place of trial. The basis of venue is: Plaintiffs reside in SCHENECTADY COUNTY, NEW YORK.


Jason L. Greshes, Esquire
Kimmel & Silverman, P.C.
1001 Avenue of the Americas
12th Floor
New York, NY 10018
1-800-536-6652

**TO: FCA US LLC
c/o CT Corporation System
111 Eighth Avenue
New York, NY 10011**

**SUPREME COURT OF THE STATE OF NEW YORK
COUNTY OF SCHENECTADY**

Plaintiffs,

Index No.:
Date of Filing:
COMPLAINT

FCA US LLC,

Defendant.

Plaintiffs, by counsel Kimmel & Silverman, PC, complaining of the defendant herein, respectfully alleges as follows:

1. At all times pertinent hereto, Plaintiffs, _____, were and still are residents of the State of New York, residing at _____ Schenectady, NY _____.
2. Upon information and belief, at all times pertinent hereto, Defendant, FCA US LLC, was and still is a corporation qualified to do and regularly conduct business in the State of New York, with a registered principal place of business located at c/o CT Corporation System, 111 Eighth Avenue, New York, NY 10011, and can be served at this address.
3. On or about January 03, 2017, Plaintiffs purchased a new 2017 Chrysler Pacifica, manufactured and warranted by Defendant, bearing the Vehicle Identification Number 2C4RC1GG2HR _____.
4. At all times pertinent hereto the vehicle was purchased in the State of New York and is registered in the State of New York.
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 \$45,660.00. 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 Plaintiffs 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. That the above-referenced warranties, guarantees, affirmations or undertakings are/were part of the basis of the bargain between Defendant and Plaintiffs.

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. 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 Plaintiffs.

10. The vehicle has suffered defective conditions and/or non-conformities requiring correction, including, but not limited to:

- a. The first documented warranty repair attempt is believed to have occurred on or before April 11, 2017, when the vehicle odometer showed 5,792 miles. The repair order on the date notes that non-conformities were reported by Plaintiffs, including but not limited to: driver's side second row carpet snap missing, the left side A pillar trim is loose, and the horn is inoperative. A true and correct copy of the repair invoice is attached hereto, made a part hereof and marked Exhibit "B".
- b. The second documented warranty repair attempt is believed to have occurred on or before April 19, 2017, when the vehicle odometer showed 7,305 miles. The repair order on the date notes that non-conformities were reported by Plaintiffs, including but not limited to: check engine light illuminating and the vehicle shaking at idle. A true and correct copy of the repair invoice is attached hereto, made a part hereof and marked Exhibit "C".

- c. The third documented warranty repair attempt is believed to have occurred on or before April 26, 2017, when the vehicle odometer showed 8,746 miles. The repair order on the date notes that non-conformities were reported by Plaintiffs, including but not limited to: driver's side 2nd row missing snap down for carpet, the horn is inoperative, vehicle idling low, the driver's side door making a noise when operating, the headphones are not working, and a vibration at highway speeds. A true and correct copy of the repair invoice is attached hereto, made a part hereof and marked Exhibit "D".
- d. The fourth documented warranty repair attempt is believed to have occurred on or before May 01, 2017, when the vehicle odometer showed 8,853 miles. The repair order on the date notes that non-conformities were reported by Plaintiffs, including but not limited to: the back up camera not showing the lines, the power steering is hard to turn. A true and correct copy of the repair invoice is attached hereto, made a part hereof and marked Exhibit "E".
- e. The fifth documented warranty repair attempt is believed to have occurred on or before May 05, 2017, when the vehicle odometer showed 8,997 miles. The repair order on the date notes that non-conformities were reported by Plaintiffs, including but not limited to: the headlamps not indicating on the dashboard, and the driver's side door clicking when operating. A true and correct copy of the repair invoice is attached hereto, made a part hereof and marked Exhibit "F".
- f. The sixth documented warranty repair attempt is believed to have occurred on or before June 08, 2017, when the vehicle odometer showed 10,595 miles. The repair order on the date notes that non-conformities were reported by Plaintiffs, including but not limited to: the steering is tight. A true and correct copy of the repair invoice is attached hereto, made a part hereof and marked Exhibit "G".

- g. The seventh documented warranty repair attempt is believed to have occurred on or before July 06, 2017, when the vehicle odometer showed 11,970 miles. The repair order on the date notes that non-conformities were reported by Plaintiffs, including but not limited to: radio touch screen going black while driving, radio cutting out, rough idle, the vehicle shaking and feels like it will stall, cruise control not operating properly, and harsh shifting. A true and correct copy of the repair invoice is attached hereto, made a part hereof and marked Exhibit "H".
- h. The eighth documented warranty repair attempt is believed to have occurred on or before July 26, 2017, when the vehicle odometer showed 12,399 miles. The repair order on the date notes that non-conformities were reported by Plaintiffs, including but not limited to: electrical system issues with the U-connect freezing and the satellite radio cutting out. A true and correct copy of the repair invoice is attached hereto, made a part hereof and marked Exhibit "I".

AS AND FOR A FIRST CAUSE OF ACTION

11. Plaintiffs hereby incorporate all facts and allegations set forth in this Complaint by reference as if fully set forth at length herein.

12. Plaintiffs are "Consumers" as defined by the New York General Business Law §198-a(a)(1) et. seq. (hereinafter "The Lemon Law") and the involved vehicle is a "motor vehicle" as defined by The Lemon Law.

13. Defendant is a "Manufacturer" as referenced by The Lemon Law.

14. That Goldstein Chrysler - Latham, NY, is and/or was at the time of sale a Motor Vehicle Dealer in the business of buying, selling, and/or exchanging vehicles and was at all times pertinent hereto an authorized dealer of the defendant.

15. On or about January 3, 2017, Plaintiffs took possession of the above-mentioned vehicle and at times thereafter experienced non-conformities as defined by The Lemon Law,

which substantially impair the use, value and/or safety of the vehicle.

16. The non-conformities violate the express written warranties issued to Plaintiffs by Defendant.

17. Section 198-a(c)(1) of the Lemon Law provides:

If, within the period specified in subdivision (b) of this section, the manufacturer or its agents or authorized dealers are unable to repair or correct any defect or condition which substantially impairs the value of the motor vehicle to the consumer after a reasonable number of attempts, the manufacturer, at the option of the consumer, shall replace the motor vehicle with a comparable motor vehicle, or accept return of the vehicle from the consumer and refund to the consumer the full purchase price

18. Section 198-a(d)(1) of the Lemon Law provides a presumption that a reasonable number of repair attempts have been undertaken if:

The same nonconformity, defect or condition has been subject to repair four or more times by the manufacturer or its agents or authorized dealers within the first eighteen thousand 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, but such nonconformity, defect or condition continues to exist;

19. Plaintiffs have satisfied or will have satisfied by time of trial the above presumption as the vehicle has been or will have been subject to repair more than four (4) times for the same non-conformity, and the non-conformity remains uncorrected.

20. Section 198-a(d)(2) of the Lemon Law provides a presumption that a reasonable number of repair attempts have been undertaken if:

The vehicle is out of service by reason of repair of one or more nonconformities, defects or conditions for a cumulative total of thirty or more calendar days during either period, whichever is the earlier date.

21. Alternatively, the Plaintiffs have satisfied or will have satisfied by time of trial the above presumption as the vehicle has or will be in the future out of service by reason of the non-conformities complained of for a cumulative total of thirty (30) days or more.

22. Plaintiffs have delivered the non-conforming vehicle to an authorized service and

repair facility of the manufacturer on numerous occasions. After a reasonable number of attempts, the manufacturer was unable to repair the non-conformities.

23. The vehicle continues to exhibit defects and nonconformities, which substantially impair its use, value, and/or safety as provided by the New York Lemon Law.

24. The non-conformities listed above substantially impair the value of the subject motor vehicle and continue to exist even after a reasonable number of repair attempts by the Defendant.

25. In addition, Plaintiffs aver the vehicle has been subject to additional repair attempts for defects and/or nonconformities and/or conditions for which the dealer did not maintain records.

26. Plaintiffs have been and will continue to be financially damaged due to Defendant's intentional, reckless, wanton and negligent failure to comply with the provisions of The New York Lemon Law.

27. Pursuant to The New York Lemon Law, Plaintiffs seek relief for losses due to the non-conformities and defects in the above-mentioned vehicle in addition to reasonable attorney fees and all court costs.

WHEREFORE, Plaintiffs respectfully demands judgment against Defendant in an amount equal to the contract price of the subject vehicle, plus all collateral charges and attorney fees.

AS AND FOR A SECOND CAUSE OF ACTION

28. Plaintiffs hereby incorporate all facts and allegations set forth in this Complaint by reference as if fully set forth at length herein.

29. Plaintiffs have or may have resorted to Defendant's informal dispute settlement procedure, to the extent said procedure complies with 16 CFR 703.

30. Plaintiffs aver that the Federal Trade Commission (FTC) has determined that no automobile manufacturer complies with 16 CFR 703. See, Fed. Reg. 15636, Vol. 62, No. 63

(Apr. 2, 1997).

31. Plaintiffs are "Consumers" as defined by 15 U.S.C. §2301(3).

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

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

34. 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.

35. 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.

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

37. 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.

38. Plaintiffs have afforded Defendant a reasonable number of opportunities to conform the vehicle to the aforementioned express warranties, implied warranties and contracts.

39. As a direct and proximate result of Defendant's failure to comply with the express written and implied warranties, Plaintiffs have suffered damages and, in accordance with UCC 2-713, 2-714 and/or 2-715 and 15 U.S.C. §2310(d)(1), Plaintiffs are entitled to bring suit for such damages and other legal and equitable relief.

40. Plaintiffs aver that Defendant's warranty was not provided to Plaintiffs until after

the vehicle was delivered, making any and all limitations, disclaimers and/or alternative dispute provisions ineffective for a failure of consideration.

41. Plaintiffs aver Defendant's Dispute Resolution Program was not in compliance with 16 CFR 703 for the model year of the subject vehicle.

42. Plaintiffs aver that Defendant's warranty did not require Plaintiffs to first resort to a Dispute Resolution Program before filing suit.

43. Plaintiffs aver that upon successfully prevailing upon the Magnuson-Moss claim herein, all attorney fees are recoverable and are demanded against Defendant.

WHEREFORE, Plaintiffs respectfully demand 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.

AS AND FOR A THIRD CAUSE OF ACTION

44. Plaintiffs hereby incorporate all facts and allegations set forth in this Complaint by reference as if fully set forth at length herein.

45. The sale of the subject vehicle to the Plaintiffs under the misrepresentation that the vehicle was free from defects that would substantially impair the use, value, or safety of the vehicle represents an unlawful or deceptive trade practice under N.Y. Gen. Law § 349.

46. Defendant violated N.Y. Gen. Law § 349 in one or more of the following ways:

47. Making of fraudulent and/or negligent representations, as herein before alleged;

48. Representing the subject vehicle to be of good, merchantable quality, free from defects, when in fact it was not;

49. Representing that the repairs could be performed properly, within a reasonable time, when Defendant knew, or should have known that this was not the case;

50. Failing to reveal material facts including but not limited to the nature of the nonconformities and defects complained of herein; and

51. Failing to offer a refund of the purchase price of the subject vehicle in accordance with the applicable warranties.

52. Defendant is in the business of selling motor vehicle and therefore the violations are likely to affect the general public now and in the future.

53. Defendant violated the law willfully and knowingly.

WHEREFORE, the Plaintiffs respectfully demand judgment against the defendant in a sum which exceeds the jurisdictional limits of all lower courts which would otherwise have jurisdiction; money damages in whatever amount the Plaintiffs are found to be entitled, plus any interest, costs, incidental and consequential damages; Equitable relief including, but not limited to, repurchase or replacement of the subject vehicle, and in the event that this Court finds Plaintiffs are not entitled to repurchase or replacement; any other relief this Court deems just; and attorneys' fees.

RESPECTFULLY SUBMITTED.



Jason L. Greshes, Esquire
Kimmel & Silverman, P.C.
1001 Avenue of the Americas
12th Floor
New York, NY 10018
1-800-536-6652

STATE OF NEW YORK)

) SS.:

COUNTY OF NEW YORK)

I, [REDACTED] an attorney admitted to practice in the Courts of the State of New York, say that:

I am a member of the firm of KIMMEL & SILVERMAN, PC, the attorneys for plaintiff(s) in the within action;

I have read the annexed COMPLAINT and the same is true to my knowledge, except those matters therein which are stated to be alleged on information and belief, and as to those matters, I believe them to be true.

The reason I make this verification instead of Plaintiffs are that Plaintiffs reside outside of the county in which my office is located.

The source of my information and the grounds for my belief are based upon correspondence and reports of investigation in the files of my firm. I affirm the foregoing statements are true under penalties of perjury.

[REDACTED]
JASON L. GRESHES, ESQUIRE
/Attorney for Plaintiffs
[REDACTED]

SUPREME COURT OF THE STATE OF NEW YORK
COUNTY OF SCHENECTADY



Plaintiffs,

against

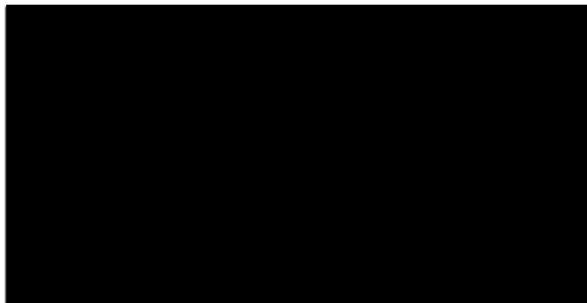
FCA US LLC,

Defendant.

SUMMONS AND VERIFIED COMPLAINT

Jason L. Greshes, Esquire
Kimmel & Silverman, P.C.
1001 Avenue of the Americas
12th Floor
New York, NY 10018
1-800-536-6652

Pursuant to 22 NYCRR 130-1.1, the undersigned, an attorney admitted to practice in the courts of New York State, certifies that, upon information and belief and reasonable inquiry, the contentions contained in the annexed documents are not frivolous.



GOLDSTEIN CHRYSLER-JEEP-DOODGE OF LATHAM
613 Loudonville Road
P.O. Box 900
Latham, NY 12110-0900
(518) 785-4156
No. R 301-0684

GOLDSTEIN AUTO GROUP

GOLDSTEIN SUBARU OF ALBANY
1751 Central Avenue
P.O. Box 12130
Albany, NY 12212-2130
(518) 869-1250
No. R 342-0006

GOLDSTEIN BUICK OF ALBANY
1671 Central Avenue
P.O. Box 12130
Albany, NY 12212-2130
(518) 869-2291
No. R 700-2493

GOLDSTEIN MITSUBISHI OF ALBANY
1673 Central Avenue
P.O. Box 12130
Albany, NY 12212-2130
(518) 890-2500
No. R 700-2493

Date 01/03/2017		www.goldsteinauto.com		Salesperson MIKE O'NEAL	
Buyer Name (First, Middle, Last) [REDACTED]		DOB [REDACTED]		Co-Buyer [REDACTED]	
Street Address [REDACTED]		Street Address [REDACTED]		City MENANDS, NY	
City MENANDS		State NY		Zip [REDACTED]	
Driver License No. [REDACTED]		SS # [REDACTED]		Driver License No. [REDACTED]	
Email [REDACTED]		Email [REDACTED]		Home Phone [REDACTED]	
Home Phone [REDACTED]		Business Phone [REDACTED]		Business Phone [REDACTED]	
I ORDER AND AGREE TO PURCHASE FROM YOU, ON THE TERMS CONTAINED ON BOTH PAGES OF THIS AGREEMENT. THE FOLLOWING VEHICLE (READ OTHER PAGE)					
[XX] NEW [] DEMONSTRATOR [] USED DEAL # [REDACTED]					
YEAR 2017 STOCK NO. [REDACTED]					
MAKE CHRYSLER MODEL PACIFICA LIMITE					
BODY TYPE SUBN CYL 6 [X] AUTO [] SPD [] 4WD					
BODY COLOR BRIGHT WHITE TOP COLOR MILEAGE					
VIN 2C4RC1GG2HR					
YEAR 2012 MAKE CHRYSLER					
MODEL TOWN & COUNTRY BODY TYPE SUBN					
COLOR WH MILEAGE					
VIN 2C4RC1GG9CR					
PLATE NO. EXP. DATE					
BALANCE OWING TO: SARATOGA NATIONAL					
AMOUNT 18550.00 GOOD UNTIL 01/13/17					
WHEN CONTACTED WHOM SUSAN					
[X] LIEN PAYOFF [] LEASE BUY OUT					
INS. AGENT PHONE					
ADDRESS					
INS. COMPANY ENCOMPASS HOME & AUTO INS CO					
POLICY NO.					
INS FORMS SENT (NEW CAR) BY DATE 01/03/2017					
The amount indicated on your sales or lease agreement for registration and title fees is an estimate. In some instances, it may exceed the actual fees due to the Commissioner of Motor Vehicles. The dealer indicated above will automatically and within sixty days of securing such registration refund any amount overpaid for such fees. If the Motor Vehicle fees are more than the estimate charged, you will be responsible to pay the dealer indicated above the excess charges.					
NOTICE TO USED VEHICLE BUYER: If you should be entitled to a refund pursuant to section 146-b of the NYS General Business Law instead of returning your trade-in, the dealer may pay to you its wholesale value as determined by reference to the National Automobile Dealers Association Used Car Guide, or such other guide as may be approved by the Commissioner of Motor Vehicles, as adjusted for mileage, improvements, and any major physical or mechanical defects, rather than the value listed in this agreement.					
THIS INFORMATION YOU SEE ON THE WINDOW FORM FOR THIS VEHICLE IS PART OF THIS CONTRACT. INFORMATION ON THE WINDOW FROM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE.					
IF YOU AGREE TO ASSIST ME IN OBTAINING FINANCING FOR ANY PART OF THE PURCHASE PRICE, THIS ORDER SHALL NOT BE BINDING UPON YOU OR ME UNTIL ALL OF THE CREDIT TERMS ARE PRESENTED TO ME IN ACCORDANCE WITH REGULATION "2" (TRUTH-IN-LENDING) AND ARE ACCEPTED BY ME. IF I DO NOT ACCEPT THE CREDIT TERMS WHEN PRESENTED, I MAY CANCEL THIS ORDER AND MY DEPOSIT WILL BE REFUNDED.					
DEPOSITS ARE NOT REFUNDABLE ON CUSTOMER ORDERED VEHICLES					
I HAVE READ THE TERMS ON PAGE 2 OF THIS AGREEMENT AND HAVE RECEIVED A COMPLETED COPY OF THIS AGREEMENT, AND I UNDERSTAND THAT THE FINAL PAYMENT MUST BE MADE PRIOR TO ANY MOTOR VEHICLE TRANSACTION AND MUST BE IN CASH, CERTIFIED CHECK OR CASHIER'S CHECK ONLY. THE UNDERSIGNED HEREBY AUTHORIZED GOLDSTEIN ENTERPRISES TO DISCLOSE TO THIRD PARTIES, INCLUDING LENDING INSTITUTIONS, LEASING COMPANIES AND INSURANCE COMPANIES SUCH INFORMATION AS MAY BE NECESSARY IN ORDER TO PROCESS MY TRANSACTION.					
BUYER'S SIGNATURE [REDACTED]		DATE 01/03/2017		PLAINTIFF'S EXHIBIT A	
CO-BUYER'S SIGNATURE [REDACTED]		DATE 01/03/2017		BALANCE DUE \$ 52930.30	
ACCEPTED [REDACTED]		DATE 01/03/2017		[REDACTED]	
THIS AGREEMENT					

SEE OTHER PAGE FOR ADDITIONAL TERMS

MENANDS, NY		VEHICLE ID		MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
		2C4RC1GG2HF		5792	5792	04/11/17 09:07	04/11/17	
		VEHICLE DESCRIPTION					TAG NO.	STATUS
		2017 CHRYSLER PACIFICA L (BRIGHT WHI)						PARTIAL-COMPLETE-P
CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS	
		VARY		01/03/17	01/03/17		Cash	
HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.			RO COMMENT	
				PETRA YOUNG (PY2)				

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
C *	Continued					
Cause	TECHNICIAN CHECKED FOR CODES ON WITECH. B2335-15 HORN CONTROL. NO TSB'S. NO STAR CASES. PERFORMED TEST FOR CODE B2335-15. REMOVED POWER DISTRIBUTION CENTER-C2-CIBB. REMOVED L/F LOWER INTERIOR TRIM. REMOVED BODYCONTROL. TESTED WIRES AT PDC. X 4.- GREEN AND WHITE WIRE - 1.68 VOLTS. TESTED WIRING FROM X4 GREEN/WHITE TO BODY CONTROLLER X4 .2 OHMS. REINSTALLED BODY CONTROLLER. - CHECK ALL WIRING AND PINS AT CONNECTOR. ALL O.K. REINSTALLED L/F LOWER INTERIOR TRIM. REINSTALLED PDC. TESTED AGAIN. CODE CAME BACK AS ACTIVE.					
Correction	ORDERED BODY CONTROL MODULE AS PER TEST. 2.3 DIAG PAID TO TECH. COLLECT \$307.56 WHEN WARRANTY REPAIR IS COMPLETED					
D *	25PT		A40		Internal	
Concern	Complimentary 25 Point Inspection, a \$18.95 Value.					
Correction	Performed 25 Point inspection. INSTALLED REGISTRATION STICKER FOR CUSTOMER					
E *	FLASH		A40		Warranty	
Concern	CUSTOMER AUTHORIZES PERFORMING OF NEEDED SOFTWARE UPDATES COVERED UNDER WARRANTY.					
Correction	NO SOFTWARE UPDATES AVAILABLE					
F *	CW2		A86		Internal	
Concern	OUTSIDE CAR WASH,CLEAN VACUUM FRONT/REAR CARPETS,PRESSURE WASH WHEELSAND APPLY SPECIAL FORMULATED TIRE DRESSING,WIPE DASH AND APPLY SPECIALFORMULATES DRESSING,CLEAN INSPDE WINDOWS					
G +	23201600		A40		Warranty	
Concern	Customer states DRIVER SIDE A PILLAR TRIM IS FALLING OFFOR LOOSE. CHECK ALL TRIM IN AREA					
Cause	TECHNICIAN CONFIRMED CONCERN					
Correction	REMOVED AND REPAIRED CLIP AT L/F A-PILLAR. WASN'T SNAPPED ON PROPERLY					
H +	SOP		A40		Warranty	
Concern	A PART WAS SPECIAL ORDERED FOR YOUR VEHICLE - YOU WILL BE CONTACTED WHEN THE PART ARRIVES TO SCHEDULE AN APPOINTMENT ('PLEASE NOTE PARTS AREONLY HELD FOR 3 - 4 WEEKS - IF NOT INSTALLED PARTS MUST BE RETURNED TO CHRYSLER')...					

MENANDS, NY		VEHICLE ID		MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
		2C4RC1GG2HR		5792	5792	04/11/17 09:07	04/11/17	
		VEHICLE DESCRIPTION				TAG NO.	STATUS	
		2017 CHRYSLER PACIFICA L (BRIGHT WHI)					PARTIAL-COMPLETE-P	
CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS	
		VARY		01/03/17	01/03/17		Cash	
HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.			RO COMMENT	
				PETRA YOUNG (PY2)				

Authorized Estimates				
Date/Time	Amount	Authorized By	Authorization Method	Phone/Email
04/11/2017 09:07	\$114.94		Initial Estimate	
Warranty Claim Type: W		Authorization Code:	Service Cont No:	

Totals	
	Amount
Labor	\$55.63
Parts	\$38.32
SalesTax	\$7.52
TOTAL CASH	\$101.47

STATEMENT OF DISCLAIMER

The factory warranty constituted all of the warranties with respect to the sale of this item. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume or to any liability in connection with the sale of this item.

In behalf of servicing dealer, I hereby certify that the information contained herein is accurate unless otherwise known. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence, or abuse. Records supporting this claim are available for 60 days from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.

CUSTOMER SIGNATURE

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON
(DATE)

SERVICE/PARTS HOURS:
Monday-Friday: 7am-8pm
Saturday: 8am-6pm
Sunday: 11am-4pm



613 New Loudon Rd., Latham 12110
(518) 785-4156 • GoldsteinAuto.com

SALES HOURS:
Monday-Friday 8am-8pm
Saturday: 8am-6pm
Sunday: 11am-4pm

ERR

MENANDS, NY		VEHICLE ID	MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
		2C4RC1GG2HR	8746	8784	04/26/17 09:16	04/27/17	
VEHICLE DESCRIPTION					TAG NO.	STATUS	
2017 CHRYSLER PACIFICA L (BRIGHT WHI)						PARTIAL-COMPLETE-P	
CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS
		VARY		01/03/17	01/03/17		No Charge
HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.		RO COMMENT	
				PETRA YOUNG (PY2)			

IF YOU ARE NOT COMPLETELY SATISFIED, WE WANT TO KNOW. CONTACT US AT
INFO@GOLDSTEINAUTO.COM OR CALL US AT 518-785-4156. THANK
YOU FOR YOUR BUSINESS.

LABOR WARRANTED FOR 90 DAYS OR 1000 MILES
IF WE HAVE YOUR EMAIL ADDRESS
NYS DMV REG REPAIR SHOP #

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
A	23212401	81	A40		Warranty	
Concern	Customer states DRIVERS SIDE 2ND ROW IS MISSING SNAP DOWN FOR CARPET Correction: ORDERED PART = Install sop. Cause: TECHNICIAN CHECKED OVER CLIPS AND INCORRECT PART WAS ORDERED Correction: ORDERED CORRECTPART (FLOOR MAT) .2 TECH ALREADY PAID FOR DIAG. \$26.74 TO BE COLLECTEDWHEN PART IS INSTALLED					
Cause	RIGHT REAR FLOOR MAT MISSING CLIP.					
Correction	Mat, floor - Replace One or all (0 - Low Skilled)					
Part Number		Description			Qty.	
5RY13DX9AB		MAT FLOOR			1	

B	08190201	58	A40		Warranty	
Concern	Customer states the horn is inop Cause: TECHNICIAN CHECKED FOR CODES ON WITECH. B2335-15 HORN CONTROL. NO TSB'S. NO STAR CASES. PERFORMEDTEST FOR CODE B2335-15. REMOVED POWER DISTRIBUTION CENTER-C2-C1BB. REMOVED L/F LOWER INTERIOR TRIM. REMOVED BODYCONTROL. TESTED WIRES AT PDC. X 4.- GREEN AND WHITE WIRE - 1.68 VOLTS. TESTED WIRING FROM X4 GREEN/WHITE TO BODY CONTROLLER X4 .2 OHMS. REINSTALLED BODY CONTROLLER. -CHECK ALL WIRING AND PINS AT CONNECTOR. ALL O.K. REINSTALLED L/F LOWERINTERIOR TRIM. REINSTALLED PDC. TESTED AGAIN. CODE CAME BACK AS ACTIVE. Correction: ORDERED BODY CONTROL MODULE AS PER TEST. 2.3 DIAG PAID TO TECH. COLLECT \$307.56 WHEN WARRANTY REPAIR IS COMPLETED					



[REDACTED]		VEHICLE ID		MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
[REDACTED]		2C4RC1GG2HR [REDACTED]		8746	8784	04/26/17 09:16	04/27/17	[REDACTED]
[REDACTED]		VEHICLE DESCRIPTION				TAG NO.	STATUS	
[REDACTED]		2017 CHRYSLER PACIFICA L (BRIGHT WHI)					PARTIAL-COMPLETE-P	
CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS	
[REDACTED]	[REDACTED]	VARY		01/03/17	01/03/17		No Charge	
HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.			RO COMMENT	
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	PETRA YOUNG (PY2)				

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
------	---------	-----------	------	-------	------	--------

B Continued

Cause TECHNICIAN CHECKED FOR CODES ON WITECH. B2335-15 HORN CONTROL. NO TSB'S. NO STAR CASES. PERFORMED TEST FOR CODE B2335-15. REMOVED POWER DISTRIBUTION CENTER-C2-CIBB. REMOVED L/F LOWER INTERIOR TRIM. REMOVED BODYCONTROL. TESTED WIRES AT PDC. X 4.- GREEN AND WHITE WIRE - 1.68 VOLTS. TESTED WIRING FROM X4 GREEN/WHITE TO BODY CONTROLLER X4 .2 OHMS. REINSTALLED BODY CONTROLLER. - CHECK ALL WIRING AND PINS AT CONNECTOR. ALLO.K. REINSTALLED L/F LOWER INTERIOR TRIM. REINSTALLED PDC. TESTED AGAIN. CODE CAME BACK AS ACTIVE.
REPLACED BODY CONTROL MODULE. HORN STILL INOP.

Correction Module, body control - Test and Replace All others (1 - Semi-Skilled)

Part Number	Description	Qty.
68222875AG	MODULE BODY	1

C A40 Internal

Concern Customer states the other day the vehicle was idling really low, acted like it was going to stall, this was after some valve work was done in Florida?

Cause TECHNICIAN CHECKED VEHICLE FOR CONCERN.

Correction VEHICLE IDLING AS DESIGNED. NO PROBLEM FOUND

D A40 Internal

Concern Customer states the drivers door was clinking / clunking the other day when opening or closing but of course today it's quiet?

Cause TECHNICIAN CHECKED OPERATION OF DOOR. NO NOISE HEARD

Correction NO PROBLEM FOUND

E A40 Warranty

Concern Customer states neither of the head phones are working?

Cause TECHNICIAN CONFIRMED BOTH INOP. REPLACED BATTERIES IN BOTH HEADPHONES. STILL INOP. REPLACED HEADPHONE SETS. BOTH ARE NOW WORKING

Correction *****NEED A LABOR OP THAT WORKS!!!!!! ASK DAWN!!!

Part Number	Description	Qty.
68239856AB	HEADPHONE WIREL	2

F + THANKS A40 Customer \$0.00

Concern THANK YOU FOR CHOOSING GOLDSTEIN'S !!!

Line Total... \$0.00

G FLASH A40 Warranty

[REDACTED]		VEHICLE ID		MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO
2C4RC1GG2HR [REDACTED]		8746		8784	04/26/17 09:16	04/27/17	[REDACTED]	
VEHICLE DESCRIPTION						TAG NO.	STATUS	
2017 CHRYSLER PACIFICA L (BRIGHT WHI)							PARTIAL-COMPLETE-P	
CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS	
[REDACTED]	[REDACTED]	VARY		01/03/17	01/03/17		No Charge	
HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.			RO COMMENT	
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	PETRA YOUNG (PY2)				

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
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G	Continued					
Concern	CUSTOMER AUTHORIZES PERFORMING OF NEEDED SOFTWARE UPDATES COVERED UNDER WARRANTY.					
Correction	NO SOFTWARE UPDATES AVAILABLE					

H	CW		A29		Internal	
Concern	Complimentary Car Wash					

I +	95400142		A40		Warranty	
Concern	RENTAL CAR FOR JEEP & PREMIUM DODGE & CHRYSLER VEHICLES. 2016 DODGE DART VIN 1C3CDFBB2GD [REDACTED] OUT 4/26/17 9:27AM RETURN BY 4/28/17 9:27 AM(2 DAYS)					

Misc. Code	Description	Qty.
	RENTAL - DEALERSHIP	2.0

J			A40		Customer	\$0.00
Concern	Make sure the vehicle is Q.C.					
Correction	VEHICLE WAS DRIVEN BY MANAGER AFTER REPAIRS WERE PERFORMED					

Line Total... \$0.00

K +			A40		Internal	
Concern	Customer states there is a noise / vibration between 76-78 mph?					
Cause	TECHNICIAN ROAD TESTED VEHICLE. COULD NOT DUPLICATE CONCERN. ED SERIANROAD TESTED VEHICLE. NO VIBRATION FELT.					
Correction	VEHICLE OPERATING AS DESIGNED. NO PROBLEM FOUND.					

L +	08890201	UC	A40		Warranty	
Concern	REPLACED BODY CONTROL MODULE. HORN STILL INOP.					
Cause	TECHNICIAN PERFORMED DIAG. SAME ACTIVE CODE B2335-15. PERFORMED TEST IN TECH CONNECT. CHECKED WIRING AT BODY CONTROL MODULE. CHECK WIRE AT POWER DISTRIBUTION CENTER. CHECKED VOLTAGE AT X4 WIRE. CHECK OHM OF WIRE. CHECKED GROUNDS AT BOTH ENDS. CHECK HORN BUTTON AND SWITCH. CHECKED ALL PINS AT PDC AND PINS AT BODY CONTROL MODULE. SWITCHED PDC FROM ANEW CAR. HORN WORKS. ORDERED PDC. REPLACED PDC MODULE. REINSTALLED ALL INTERIOR PANELS AND PDC.					
Correction	Center. power distribution PDC - Test and Replace (2 - Skilled)					

Part Number	Description	Qty.
68234333AD	PDC INTEL	1

M +			A40		Internal	
-----	--	--	-----	--	----------	--

MENANDS, NY		VEHICLE ID		MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
		2C4RC1GG2HF		8746	8784	04/26/17 09:16	04/27/17	
		VEHICLE DESCRIPTION					TAG NO.	STATUS
		2017 CHRYSLER PACIFICA L (BRIGHT WHI)						PARTIAL-COMPLETE-P
CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS	
		VARY		01/03/17	01/03/17		No Charge	
HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.			RO COMMENT	
				PETRA YOUNG (PY2)				

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
M +	Continued					

Concern ADDITIONAL LABOR PAID TO TECHICIAN TO DIAGNOSE AND REPAIR VEHICLE

Warranty Claim Type: W Authorization Code: Service Cont No:

	Totals	Amount
TOTAL CUSTOMER		No Charge

STATEMENT OF DISCLAIMER

The factory warranty constituted all of the warranties with respect to the sale of this item (items). The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item (items).

In behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence or misfeasance supporting this claim are available for 11 years from the date of payment initiation at the servicing dealer for inspection by manufacturer's representative.

CUSTOMER SIGNATURE

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

SERVICE/PARTS HOURS:
Monday-Friday: 7am-8pm
Saturday: 8am-6pm
Sunday: 11am-4pm



613 New Loudon Rd., Latham 12110
(518) 785-4156 • GoldsteinAuto.com

SALES HOURS:
Monday-Friday: 8am-8pm
Saturday: 8am-6pm
Sunday: 11am-4pm

ERR

[REDACTED]		VEHICLE ID		MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
MENANDS, NY		2C4RC1GG2HF[REDACTED]		8853	8879	05/01/17 16:16	05/04/17	[REDACTED]
VEHICLE DESCRIPTION						TAG NO.	STATUS	
2017 CHRYSLER PACIFICA L (BRIGHT WHI)							PARTIAL-COMPLETE-P	
CONTROL NO.	LICENSE PLATE NO	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS	
[REDACTED]	[REDACTED]	VARY		01/03/17	01/03/17		No Charge	
HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.			RO COMMENT	
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	FRED CLARK (FC1)				

IF YOU ARE NOT COMPLETELY SATISFIED, WE WANT TO KNOW. CONTACT US AT
REPAIRS@GOLDSTEINAUTO.COM OR CALL US AT 518-785-4156. THANK YOU FOR YOUR BUSINESS.

DATE WARRANTED FOR 45 DAYS OR 1000 MILES.
WE HAVE YOUR EMAIL ADDRESS: [REDACTED]
NYN DOW FORD REPAIRS SHOP • 10,000+

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
A	OK				Customer	\$0.00
Concern	CUSTOMER STATES THE REAR BACK-UP CAMERA IS NOT SHOWING THE WARNING LINES ANY MORE?					
Cause	Programmed lines for camera.					
Line Total...						\$0.00

B *	19000501	63	A72		Warranty	
Concern	Customer states the power steering is hard, comes and goes, at low speed turns it is very difficult to turn?					
Cause	Performed diagnostics.					
Correction	Steering gear, Electric power steering - Replace (2 - Skilled)					

Part Number	Description	Qty.
CORE	CORE CHARGE	1
5154838AF	GEAR RACK	1

C *	25PT	A72	Internal	
Concern	Complimentary 25 Point Inspection, a \$18.95 Value.			
Correction	Performed 25 Point inspection			

D *	FLASH	A72	Internal	
Concern	CUSTOMER AUTHORIZES PERFORMING OF NEEDED SOFTWARE UPDATES COVERED UNDER WARRANTY.			

E *	CW	A29	Internal	
Concern	Complimentary Car Wash			

F *	RC		Warranty	
Concern	RENTAL CAR			

Warranty Claim Type: w Authorization Code: Service Cont No:

05/04/17 11:50

INVOICE



ER COPY

MENANDS, NY		VEHICLE ID		MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
		2C4RC1GG2HR		8853	8879	05/01/17 16:16	05/04/17	
		VEHICLE DESCRIPTION				TAG NO.	STATUS	
		2017 CHRYSLER PACIFICA L (BRIGHT WHI)					PARTIAL-COMPLETE-P	
CONTROL NO.	LICENSE PLATE NO	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS	
		VARY		01/03/17	01/03/17		No Charge	
HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.			RO COMMENT	
				FRED CLARK (FC1)				

Totals

TOTAL CUSTOMER

Amount
No Charge

STATEMENT OF DISCLAIMER

The battery warranty constitutes all of the warranties with respect to the sale of this item. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor endorses any other person's assumption of any liability in connection with the sale of this item.

In behalf of servicing dealer, I hereby certify that the information contained herein is accurate unless otherwise shown. Warranty services described were performed at no charge to you. There was no indication from the appearance of the vehicle or otherwise, that any part required or replaced under this claim has been connected in any way with any accident, negligence, or misuse. Records supporting this claim are available for 10 years from the date of payment notification at the servicing dealer's discretion by a duly authorized representative.

CUSTOMER SIGNATURE

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON
(DATE)

SERVICE/PARTS HOURS:
Monday-Friday 7am-8pm
Saturday 8am-6pm
Sunday 11am-4pm



613 New Loudon Rd., Latham 12110
(518) 785-4156 • GoldsteinAuto.com

SALES HOURS:
Monday-Friday 8am-8pm
Saturday 8am-6pm
Sunday 11am-4pm

ERR

MENANDS, NY		VEHICLE ID	MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
		2C4RC1GG2HR	8997	8997	05/05/17 10:30	05/05/17	
VEHICLE DESCRIPTION					TAG NO.	STATUS	
2017 CHRYSLER PACIFICA L (BRIGHT WHI)						COMPLETE	
CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS
		VARY		01/03/17	01/03/17		No Charge
HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.		RO COMMENT	
				FRED CLARK (FC1)			

IF YOU ARE NOT COMPLETELY SATISFIED, WE WANT TO KNOW. CONTACT US AT 518-785-4156 OR VISIT US AT 613 NEW LOUDON RD., LATHAM, NY 12110. WE'LL MAKE IT RIGHT.

WE HAVE YOUR EMAIL ADDRESS. WE'LL SEND YOU A REMINDER WHEN YOUR SERVICE IS DUE. WE'LL ALSO SEND YOU A REMINDER WHEN YOUR SERVICE IS DUE.

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
A			A72		Internal	
Concern	Customer states the head lamps are not indicating that they are on the dash?					
Cause	Performed diagnostics.					
Correction	Calibrated cluster & reset, retested & all okay.					
B			A72		Internal	
Concern	Customer states the drivers door clicking when opening & closing?					
Cause	Was unable to duplicate any noise but maybe because of all the rain.					
Correction	Cleaned & lubricated all hinges.					
C	RC		A72		Internal	
Concern	RENTAL CAR					
Misc. Code	Description		Qty.			
	RENTAL - DEALERSHIP		1.0			

Warranty Claim Type: W	Authorization Code:	Service Cont No:	Totals
			Amount
TOTAL CUSTOMER			No Charge

STATEMENT OF DISCLAIMER

The factory warranty is the only warranty with respect to the vehicle. The dealer hereby expressly disclaims all warranties, whether express or implied, including any implied warranty of merchantability or fitness for a particular purpose. The dealer neither assumes nor authorizes any other person to assume any liability in connection with the sale of this vehicle.

In behalf of the selling dealer, I hereby certify that the information contained herein is accurate unless otherwise shown. The vehicle was described with particularity as to its condition. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, collision, or other event. Records supporting this claim are available for 10 years from the date of payment of this claim to the service dealer. I am not a licensed mechanic or representative.

CUSTOMER SIGNATURE



DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

05/05/17 16:11

INVOICE

CUSTOMER COPY

SERVICE/PARTS HOURS:
Monday-Friday 7am-8pm
Saturday 8am-6pm
Sunday 11am-4pm



613 New Loudon Rd., Latham 12110
(518) 785-4156 • GoldsteinAuto.com

SALES HOURS:
Monday-Friday 8am-8pm
Saturday 8am-6pm
Sunday 11am-4pm

[REDACTED]		VEHICLE ID		MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO
MENANDS, NY		2C4RC1GG2HR		10595	10595	06/08/17 09:18	06/08/17	[REDACTED]
VEHICLE DESCRIPTION						TAG NO	STATUS	
2017 CHRYSLER PACIFICA L (BRIGHT WHI)							COMPLETE	
CONTROL NO	LICENSE PLATE NO	CUST. LABOR RATE	PROD DATE	IN-SERV DATE	DELIV DATE	DELIV MILES	TERMS	
[REDACTED]	[REDACTED]	VARY		01/03/17	01/03/17		Cash	
HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV			RO COMMENT	
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	KAYLA MESSORE (KM3)				

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
A	BG5K		A72		Customer	\$51.63

Concern 1-Lube, Oil, Filter, and Tire Rotation
Cause Due by either time or milage.
Correction Performed synthetic oil change and tire rotation per 5,000 mile service maintenance package. Put additive in vehicle to improve gas milage and keep important engine components clean of build up.

Part Number	Description	Qty.	Unit Price	Ext. Price
68191349AB	FILTER ENGINE	1	\$6.34	\$6.34
68283520AA	PENNZOIL 0W20 PLAT SYNTH	6	\$3.75	\$22.50
68158590AC	CLEANER FUEL	1	\$9.48	\$9.48
Parts Total...				\$38.32

Line Total... \$89.95

B	19201200	68	A72	Warranty
Concern	General Concern #1 [Customer states steering is tight and it squeaks, please check and advise]			
Cause	Test drove vehicle and inspected for steering wheel squeak - Found lower intermediate shaft squeaks.			
Correction	Removed lower intermediate shaft and lubricated bushings. Reinstalled the shaft and verified on road test. all okay at this time. 854100000.9 Labor			

PAID

MIC

C +	CW	A29	Internal
Concern	Complimentary Car Wash		

D +	R19	A72	Warranty
Concern	2016 DODGE CHARGER VIN # 2C3CDXFG7G [REDACTED]		

Misc. Code	Description	Qty.
	RENTAL - DEALERSHIP	1.0

06/08/17 15:55

INVOICE

CUSTOMER COPY



SERVICE/PARTS HOURS:
Monday-Friday 7am-8pm
Saturday 8am-6pm
Sunday 11am-4pm



613 New Loudon Rd., Latham 12110
(518) 785-4156 • GoldsteinAuto.com

SALES HOURS:
Monday-Friday 8am-8pm
Saturday 8am-6pm
Sunday 11am-4pm

ERR

MENANDS, NY		VEHICLE ID		MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO
		2C4RC1GG2HF		11970	12097	07/06/17 15:45	07/18/17	
VEHICLE DESCRIPTION						TAG NO.	STATUS	
2017 CHRYSLER PACIFICA L (BRIGHT WHI)							COMPLETE	
CONTROL NO.	LICENSE PLATE NO	CUST LABOR RATE	PRDD DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS	
		VARY		01/03/17	01/03/17		No Charge	
HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO	SERV. ADV			RO COMMENT	
				FRED CLARK (FC1)				

IF YOU ARE NOT COMPLETELY SATISFIED, WE WANT TO KNOW. CONTACT US AT 518-785-4156. WE'LL MAKE IT RIGHT.

DATE OF SERVICE: 07/18/17
TIME OF SERVICE: 15:45
VEHICLE MAKE: CHRYSLER
VEHICLE MODEL: PACIFICA L
VEHICLE YEAR: 2017

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
A	CND		A72		Internal	
Concern	Customer states the radio touch screen goes black for no reason while driving? Has to shut the vehicle down & restart it?					
Cause	Could not duplicate.					
Correction	All okay at this time & up to date.					
B	CND		A72		Internal	
Concern	Customer states the sat. radio cuts in & out all the time?					
Cause	Could not duplicate.					
Correction	All okay at this time.					
C	CND		A72		Internal	
Concern	Customer states the vehicle acted up again light it did in Florida. very rough idle. shakes, when this happens & try to step on the gas it almost dies?					
Cause	Could not duplicate.					
Correction	All okay at this time.					
D	CND		A72		Internal	
Concern	Customer states when using the cruise control the other day the vehicle rev'd up to 4,000 rpm's & just stayed there until taken out of cruise control?					
Cause	Could not duplicate.					
Correction	All okay at this time.					
E	NPF		A72		Internal	
Concern	Customer states intermittently when the vehicle shifts it will shift hard, harsh shift?					
Correction	= This is normal operation of the vehicle when engaging or disengaging.					
F +	181905FK	CC	A72		Warranty	
Concern	= See line d & e as possible related concerns but unable to duplicate.					
Correction	Module. Transmission Control (TCM) - Reprogram Module. Transmission Control (TCM) - Reprogram (0 - Low Skilled)					
G +	R9		A72		Warranty	
Concern	2016 JEEP RENEGADE VIN ZACCJBBT5GF					
H	CW					



07/18/17 14:16

INVOICE

CUSTOMER COPY

[REDACTED]		VEHICLE ID		MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO
MENANDS, NY [REDACTED]		2C4RC1GG2HF [REDACTED]		11970	12097	07/06/17 15:45	07/18/17	[REDACTED]
VEHICLE DESCRIPTION						TAG NO	STATUS	
2017 CHRYSLER PACIFICA L (BRIGHT WHI)							COMPLETE	
CONTROL NO.	LICENSE PLATE NO.	CUST LABOR RATE	PROD DATE	IN-SERV DATE	DELIV DATE	DELIV MILES	TERMS	
[REDACTED]	[REDACTED]	VARY		01/03/17	01/03/17		No Charge	
HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO	SERV ADV			RO COMMENT	
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	FRED CLARK (FC1)				

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
H	Continued					
Concern Complimentary Car Wash						
I +	CND		A72		Internal	
Concern COULD NOT DUPLICATE COMPLAINT AT THIS TIME.						
Correction = Vac. is operating normally.						

Warranty Claim Type	w	Authorization Code		Service Cont No	
---------------------	---	--------------------	--	-----------------	--

Totals	
TOTAL CUSTOMER	Amount No Charge

STATEMENT OF DISCLAIMER

I hereby acknowledge that I have read and understand the terms and conditions of the warranty and service contract for my vehicle. I agree to the terms and conditions of the warranty and service contract and agree to hold the dealer harmless from all claims, damages, and expenses, including reasonable attorney's fees, arising out of or resulting from the use of the vehicle, whether or not such claims, damages, and expenses are caused in whole or in part by the negligence of the dealer or its employees, agents, or representatives.

I understand that the warranty and service contract is a contract and that I am responsible for reading and understanding the terms and conditions of the warranty and service contract. I agree to the terms and conditions of the warranty and service contract and agree to hold the dealer harmless from all claims, damages, and expenses, including reasonable attorney's fees, arising out of or resulting from the use of the vehicle, whether or not such claims, damages, and expenses are caused in whole or in part by the negligence of the dealer or its employees, agents, or representatives.

CUSTOMER SIGNATURE

(SIGNED) DEALER GENERAL MANAGER OR AUTHORIZED PERSON.
(DATE)

7/18/17 15:45

INVOICE

CUSTOMER COPY

GOLDSTEIN CHRYSLER-JEEP-DODGE-RAM
 968 NEW LOUDON RD PO BOX 906
 LATHAM, NY 12110-0906
 PHONE: 518-785-4156 FAX: 518-690-2365
 WWW.GOLDSTEINAUTO.COM CPJSERV@GOLDSTEINAUTO.COM

ERR

MENANDS, NY		VEHICLE ID	MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
		2C4RC1GG2HF	12399	12399	07/26/17 14:00	07/31/17	
VEHICLE DESCRIPTION					TAG NO.	STATUS	
2017 CHRYSLER PACIFICA L (BRIGHT WHI)						COMPLETE	
CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS
		VARY		01/03/17	01/03/17		No Charge
HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.		RO COMMENT	
				CRYSTAL BLACKMAN (CB1)			

IF YOU ARE NOT COMPLETELY SATISFIED, WE WANT TO KNOW. CONTACT US AT CHRYSLERCARE@GOLDSTEINAUTO.COM OR CALL US AT 518-785-4156. THANK YOU FOR YOUR BUSINESS.

LABOR WARRANTIED FOR 90 DAYS OR 3000 MILES.
DO WE HAVE YOUR EMAIL ADDRESS?.....
 NYS DMV REG REPAIR SHOP #

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
A	1819919A	CC	A72		Warranty	
Concern	Customer states the electrical system is still acting up, the radio/u-connect/movies have all frozen. Lately the r/r screen frooze & wouldplay as well as the main screen. Customer has pics & video's.					
Correction	Module, Video Routing (VRM) Module, Video Routing, Software - Create USB Jump Drive from Uconnect Website (One time only) (0 - Low Skilled)					
B	18199196	CC	A72		Warranty	
Concern	Customer states the sat. radio cuts out all the time?					
Correction	Module, Video Routing (VRM) - Reprogram Check Software Level and Perform Software Update (0 - Low Skilled)					
C	R21		A72		Warranty	
Concern	2017 JEEP COMPASS VIN # 1C4NJDEBXHD					
	Misc. Code	Description			Qty.	
		RENTAL - DEALERSHIP			5.0	
D +	85410000		A72		Warranty	
Concern	OPERATION DIAGNOSTICS					
Correction	time needed to contact star					
E	CW		A29		Internal	
Concern	Complimentary Car Wash					
Warranty Claim Type: W Authorization Code: Service Cont No:						

07/31/17 10:35

INVOICE

CUSTOMER COPY



MENANDS, NY		VEHICLE ID		MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
		2C4RC1GG2HF		12399	12399	07/26/17 14:00	07/31/17	
VEHICLE DESCRIPTION						TAG NO.	STATUS	
2017 CHRYSLER PACIFICA L (BRIGHT WHI)							COMPLETE	
CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV. DATE	DELIV. DATE	DELIV. MILES	TERMS	
		VARY		01/03/17	01/03/17		No Charge	
HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.			RO COMMENT	
				CRYSTAL BLACKMAN (CB1)				

Totals

TOTAL CUSTOMER

Amount
No Charge

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence, or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON
(DATE)

07/31/17 10:35

INVOICE

CUSTOMER COPY

ROMANO STANCROFF PC
The Lemon Law Attorneys


Drafton

Mark Romano
Steven Stancroff *
Timothy Whelan

360 N. Sepulveda Blvd., Suite 1010
El Segundo, CA 90245
Telephone (877) 575-3666
Facsimile (877) 575-9666
mromano@rslemonlaw.com

* Admitted in MI and NC only

February 7, 2017

FCA US LLC
1000 Chrysler Dr.
CIMS: 485-13-32
Auburn Hills, MI 48326

RECEIVED

FEB 13 2017

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

Re: 
2017 Chrysler Pacifica
VIN 2C4RC1BG6HR

Dear Sir/Madam:

Please be advised that this office represents the above named individual regarding claims against FCA US LLC concerning defects with the above listed vehicle. This letter shall serve as notice of Mr.  claim. At this time, we have been authorized to attempt to resolve this matter without filing a lawsuit by submitting this claim to you.

Our client has experienced numerous problems with this vehicle. The limited written warranty provides that FCA US LLC or its authorized dealerships will repair or replace all parts found to be defective in factory-supplied materials or workmanship. It is my client's position that FCA US LLC's inability to repair this vehicle is a violation of both the Cal. Civ. Code 1793.2 and Magnuson-Moss Warranty Act. As such, our client respectfully requests that FCA US LLC **comply with the above statutes and pay all attorney fees and costs.**

Please be further advised that all communication regarding this matter must be directed to my office. This offer and all of its contents are for settlement purposes only. Thank you for your time and attention. I look forward to hearing from you.

Very truly yours

Romano Stancroff PC


Mark Romano



National Center for Dispute Settlement

12900 Hall Road • Suite 401

Sterling Heights, MI 48313

(800) 777-8119

(586) 226-2470

Fax: (586) 226-2559

November 17, 2017

[REDACTED]
Friendswood, TX [REDACTED]

RE: CASE # [REDACTED]

Dear [REDACTED]

The above referenced case has been placed on the agenda for review of the Boards' meeting on December 27, 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 12/12/2017, 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

Nicole Lech x.
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

November 17, 2017

[REDACTED]
Friendswood, TX [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

Nicole Lech x.
Case Administrator

Enclosure: as noted

cc: Customer Relations Manager, FCA US LLC
Ron Carter Chrysler-Jeep-Dodge Of League City



National Center for Dispute Settlement

November 17, 2017

12900 Hall Road • Suite 401

Sterling Heights, MI 48313

(800) 777-8119

(586) 226-2470

Fax: (586) 226-2559

[REDACTED]
Friendswood, TX [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

Nicole Lech x.
Case Administrator

Enclosures: as noted

cc: Customer Relations Manager, FCA US LLC

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		Mi	D	Last name	
☐ Mrs.	Street address					
☐ Ms.						
	City	friendswood	State	tx	Zip Code	
Day phone		Evening phone		Email		

VEHICLE INFORMATION

Name(s) that appears on the vehicle title:		
Is this a leased vehicle: Yes ☐ No ☒	Delivery Date:	09 / 29 / 2016
Was this vehicle purchased used? Yes ☐ No ☒	Is vehicle used by a business? Yes ☐ No ☒	% of use
Make: Chrysler	Model: Pacifica	Year: 2017
Vehicle Identification Number: 2c4rc1dg8hr		Current mileage: 16,500
Selling dealer and address: Ron Carter Chrysler 3005 FM 528, Alvin, TX 77512		
Dominant Servicing Dealer: Ron Carter Chrysler 3535 Gulf Fwy, Dickinson, TX 77539		

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 #	Yes No
Sliding doors will not close	3535 Gulf Fwy, Dickinson, TX 77539	Have a case with Chrysler, they have all of the details	Yes No
Sliding doors close on kids	3535 Gulf Fwy, Dickinson, TX 77539		Yes No
Transmission slips and then slams into gear going down the road	3535 Gulf Fwy, Dickinson, TX 77539		Yes No
Engine light came on twice for different issues	3535 Gulf Fwy, Dickinson, TX 77539		Yes No
Rear sensors do not always work	3535 Gulf Fwy, Dickinson, TX 77539		Yes No

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

If YES, give date of accident: 11/25/2016

Specify damaged area: Front passenger fender

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

11/17/2017
DATE



To: [REDACTED]
Cc: [REDACTED]
Bcc: [REDACTED]
Subject: Re: Dispute Form

Dear Customer:

In response to your submission:

Your NCDS claim form has been received. NCDS will review your claim and contact you within in 3 - 5 business days.

Thank you,

NCDS
12900 Hall Road, Suite 401
Sterling Heights, MI 48313
Fax 586.226.2559
Phone 800.777.8119
Email info@ncdsusa.org

[REDACTED]	Here is the form you requested I fill out.	11/17/2017 10:06:43 AM
------------	--	------------------------

From: [REDACTED]
To: info@ncdsusa.org
Date: 11/17/2017 10:06 AM
Subject: Dispute Form

Here is the form you requested I fill out.



FCA US LLC Customer Claim Form-signed.pdf

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 12, 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: 2C4RC1DG8HR [REDACTED]

FCA US LLC
Office of the General Counsel

OCT 13 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 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,

[Signature]
Robert M. Silverman

RMS/lwm
Enclosure

RECEIVED

OCT 16 2017

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

Rose

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

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

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Ambler, PA 19002
P (215) 540-8888
F (215) 540-8817

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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 12, 2017

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

Re: Mr. [REDACTED] v. FCA US LLC
Vehicle: 2017 Chrysler Pacifica
Date of Purchase: 05/01/2017
Place of Purchase: Mt. Ephraim Chrysler Dodge Ram, Mt. Ephraim NJ
VIN: 2C4RC1DG8HR [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]
KIMMEL & SILVERMAN, PC

RMS\lwm

cc: [REDACTED]

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

including any violation resulting
of or present within the vehicle with your permission, or
the driver of the vehicle at the time the violation occurred.

PLEASE DRIVE SAFELY AND REMEMBER TO BUCKLE UP
MOTOR VEHICLE SALES TAX RECEIPT-KEEP FOR YOUR RECORDS

PURCHASED:

RECEIVED:

TITLE:

MAKE:

ODOMETER READING:

ODOMETER STATUS:

MAY 20, 2017

JUN 19, 2017

CHRYSLER

0000045

ACTUAL

JR 8

TAX AMOUNT PAID -

\$1,477.20

NOTE: If this amount does not agree with the tax shown
on your Bill of Sale, forward a copy of it to:
Commonwealth of Pennsylvania
P. O. Box 68296
Harrisburg, PA 17106-8296

Detach Here

01 OF 01

Detach Here

COMMONWEALTH OF PENNSYLVANIA REGISTRATION CREDENTIAL

EXPIRY: MAY 31, 2018

VALID: 06/19/17

PLATE:

TITLE:

VIN:

YR/MAKE:

TYPE:

WID:

2C4RC1DG8HR

2017 CHRYSLER

SW

EMISSIONS INSPECTION REQUIRED/DIESEL VEHICLES EXEMPT COUNTY: LUZERNE

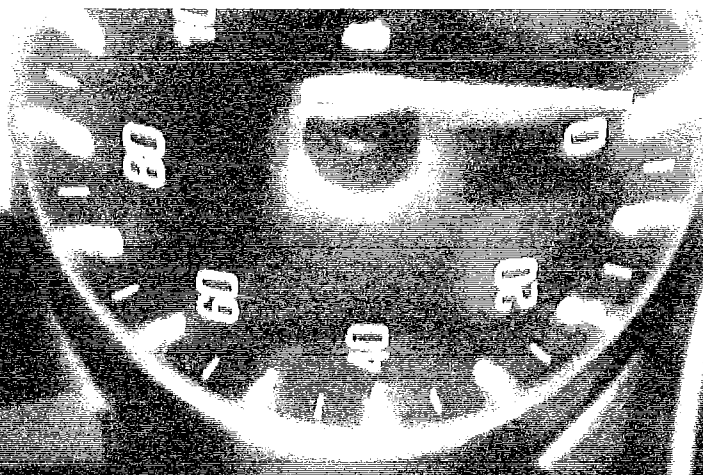
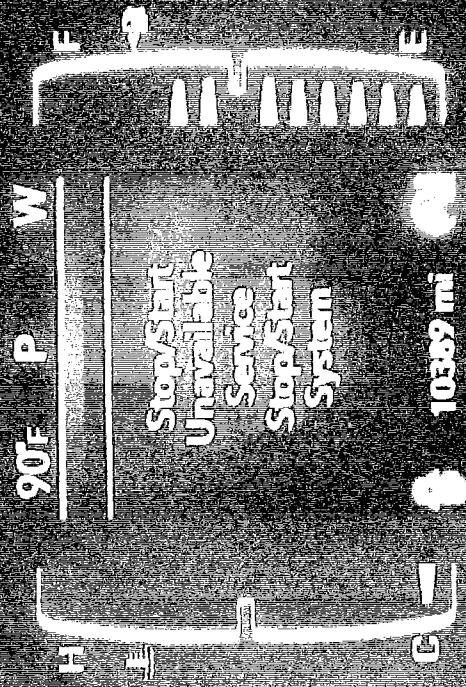
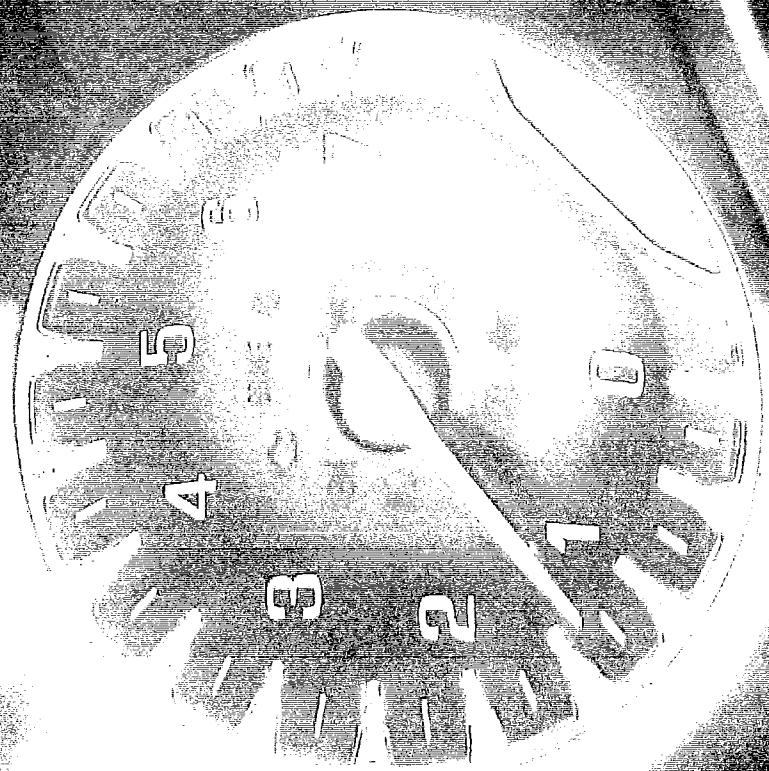
HUNLOCK CREEK PA

I hereby acknowledge this day that I have received
notice of the provisions of Section 3702 of the Vehicle
Code.

ARM, N.J. 08059
ON HORSE PIKE

ARM

ARM



HUNLOCK CREEK, PA	RUTH GOSTYNSKI 20 MICHELLE DR HUNLOCK CREEK, PA 18621	MT. EPHRAIM CHRYSLER DODGE RAM 620 N. BLACK HORSE PIKE MOUNT EPHRAIM, NJ 08059
-------------------	---	--

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

New/Used	Year	Make and Model	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2017	CHRYSLER PACIFICA TOUR	2C4RD1D08HR	☐ Personal, family, or household unless otherwise indicated below ☐ business ☐ agricultural

FEDERAL 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 after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of
3.99 %	\$ 4940.00	\$ 37041.94	\$ 41982.00	\$ 2984.26 \$ 44966.26

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due
75	559.76	Monthly beginning 07/09/2017
NA	NA	NA

Or As Follows:

NA

Late Charge. If payment is not received in full within 10 days after it is due, you will pay a late charge of 5 % of the part of the payment that is late. If the vehicle is primarily for personal, family, or household use and the cash price is \$ 10,000 or less, the charge for each late payment will be \$ 10.

Prepayment. If you pay off all your debt early, you will not have to pay a penalty.

Security Interest. You are giving a security interest in the vehicle being purchased.

Additional Information: See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date and security interest.

Insurance. You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit.

THIS DOES NOT INCLUDE INSURANCE ON YOUR LIABILITY FOR BODILY INJURY OR PROPERTY DAMAGE. WITHOUT SUCH INSURANCE, YOU MAY NOT OPERATE THIS VEHICLE ON PUBLIC HIGHWAYS.

If any insurance is checked below, policies or certificates from the named insurance companies will describe the terms and conditions.

Check the insurance you want and sign below:

Optional Credit Insurance

☐ Credit Life: ☐ Buyer ☐ Co-Buyer ☐ Both
☐ Credit Disability: ☐ Buyer ☐ Co-Buyer ☐ Both

Premium:

Credit Life \$ NA

Credit Disability \$ NA

Insurance Company Name NA

Home Office Address NA

NA

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. If you choose this insurance, the cost is shown in Item 4A of the Itemization of Amount Financed. Credit life insurance pays the unpaid part of the amount financed if you die. This insurance pays only the amount you would owe if you paid all your payments on time. Credit disability insurance pays the scheduled payments due under this contract while you are disabled. This insurance does not cover any increase in your payment or in the number of payments. The policies or certificates issued by the named insurance companies may further limit the coverage that credit life or credit disability insurance provides. See the policies or certificates for coverage limits and other terms and conditions. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown below.

ITEMIZATION OF AMOUNT FINANCED

1 Cash Price (including \$ 1477.20 sales tax) \$ 38597.20 (1)

2 Total Downpayment =

Trade-In 2014 DODGE GRAND CARAVAN S
(Year) (Make) (Model)

Gross Trade-In Allowance \$ 9000.00

Less Pay Off Made By Seller \$ 9515.74

Equals Net Trade In \$ 515.74

+ Cash \$ NA

+ Other REBATE (\$) \$ 3500.00

(If total downpayment is negative, enter "0" and see 4J below) \$ 2984.26 (2)

3 Unpaid Balance of Cash Price (1 minus 2) \$ 35612.94 (3)

4 Other Charges Including Amounts Paid to Others on Your Behalf

(Seller may keep part of these amounts)

A Cost of Optional Credit Insurance Paid to Insurance

Company or Companies.

Life \$ NA

Disability \$ NA

B Other Optional Insurance Paid to Insurance Company or Companies

C Official Fees Paid to Government Agencies

to NA for NA \$ NA

to NA for NA \$ NA

to NA for NA \$ NA

D Optional Gap Contract

\$ 850.00

Other Optional Insurance

☐ NA NA
Type of Insurance Term

Premium \$ NA

Insurance Company Name NA

NA

Home Office Address NA

NA NA

Type of Insurance Term

F. Vehicle Title Fee	\$	NA
G. Government Taxes Not Included in Cash Price	\$	NA
H. Government License and/or Registration Fees		200.00
I. Government Certificate of Title Fees	\$	NA
J. Other Charges (Seller must identify who is paid and describe purpose)		
to NA for Prior Credit or Lease Balance	\$	NA
to NA for NA	\$	NA
to MT. EPHRAIM CHRYSLER DOCUMENTARY FEE	\$	379.00
to NA for NA	\$	NA
to NA for NA	\$	NA
to NA for NA	\$	NA
to NA for NA	\$	NA
to NA for NA	\$	NA
to NA for NA	\$	NA
to NA for NA	\$	NA
to NA for NA	\$	NA
Total Other Charges and Amounts Paid to Others on Your Behalf	\$	1429.00 (4)
5. Amount Financed (3 + 4)	\$	37041.94 (5)

Insurance Company Name NA

Home Office Address NA

Other optional insurance is not required to obtain credit. Your decision to buy or not buy other optional insurance will not be a factor in the credit approval process. It will not be provided unless you sign and agree to pay the extra cost.

I want the insurance checked above.

X NA NA
Buyer Signature Date

X NA NA
Co-Buyer Signature Date

Returned Check Charge: You agree to pay a charge of \$ 20 if any check you give us is dishonored and the law allows it.

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

☐ If this box is checked, the following late charge applies to vehicles purchased primarily for business or agricultural use.
If a payment is not received in full within NA days after it is due, you will pay a late charge of \$ NA or NA % of the part of the payment that is late, whichever is less.
If this box is not checked, the late charge in the "Federal Truth-In-Lending Disclosures" still applies.

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 75 Mos. GUARANTEED AUTO PROTECTION

I want to buy a g [REDACTED] Name of Gap Contract

Buyer Signs X [REDACTED]

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.

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.

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between you and us. No oral changes are binding. Buyer Signs X [REDACTED]
If any part of this contract is not valid, all other parts stay valid. We may delay or extend the time for making some payments without extending the time for this contract. See back for other important agreements.

NOTICE TO RETAIL BUYER
Do not sign this contract in blank.
You are entitled to a copy of the contract at the time you sign.
Keep it to protect your legal rights.

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 it.

Buyer Signs [REDACTED] Date 05/25/17 Co-Buyer Signs X [REDACTED] Date 05/25/17
Co-Buyers and [REDACTED] 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 sign this contract. [REDACTED] security interest in the vehicle given to us in this contract.

Other owner signs [REDACTED] Address [REDACTED]
Seller Signs MT. EPHRAIM CHRYSLER DODGE RAM Date 05/25/17 By X [REDACTED] Title [REDACTED]

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

sed

SERVICE DEPARTMENT OPEN SATURDAYS — Full Service Body Shop

CUSTOMER'S E-MAIL ADDRESS

NONE

omer

Date 05/25/2017

Stock
No.

omer

ess

HUNLOCK CREEK

PA

Street

City

State

e Phone

Work Phone

Salesperson DENNIS SANSEVERINO

se Enter My Order For One

2017 CHRYSLER

Model PACIFICA TOURIN

/ Type SPORT VAN

Color GRANITE

Miles 45

VIN

2C4RCLDGBH

ior Trim Color

to Delivery of the vehicle listed above, customer shall elect of the following and so advise dealership:

ash Purchase *Finance Purchase *Lease

CREDIT SALE, REQUIRED INFORMATION CONTAINED ON SEPARATE DISCLOSURE STATEMENTS INCLUDING BUT NOT LIMITED TO A SPOT DELIVERY ELEMENT ARE MADE A PART OF THIS ORDER.

BE DELIVERED ON OR ABOUT 05/25/2017

e of Unit 37120.00

ditional Equipment (options)/GAP 850.00

NON-CHRYSLER ACCESSORY NOT GUAR. BY CHRYSL

NEVER THEY ARE GUAR. BY THE INSTALLER

IF A PURCHASE, THE FOLLOWING APPLY:

der Prep (U/C only) NA

or U/C Service Contract (Optional) NA

AL PRICE 37970.00

s Trade-in 9000.00

AL TAXABLE AMOUNT 28970.00

es Tax 1427.20

or Vehicle Tire Fee NA

Supplemental Titling Fee NA

Line Registration 8 95

mated Motor Vehicle Fee

Paragraph 15 on Reverse Side) 200.00

umentary Clerical Expense Fee \$269.00

vice Fee Document Transmittal Fee \$110.00

Paragraph 16 on Reverse Side) \$379 00

-OFF ON TRADE IN 9515.74

AL 40541.94

ate (if Applicable) 3500.00

osit NA

LANCE IN CASH OR CERTIFIED

CHECK DUE ON DELIVERY 37041.94

TRADE-IN DESCRIPTION AND ALLOWANCE

Year 2014 Make DODGE Model GRAND CARAVAN

VIN 2C4RD6CG8ER Mileage 74794

Trade-in Value 9000.00 Appraisal Date 05/25/17

Less Balance Owed: 9515.74

Net Trade-in Allowance -515.74

Balance Owed to:

Address:

Account No.

Info. From Good Thru

IF USED VEHICLE SALE — CHECK APPROPRIATE BOX

☐ This vehicle is sold "as is" and the selling 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 the selling 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 selling 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 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 the dealer's obligation above and agrees to have the used vehicle inspected within 14 days from the date of delivery of such vehicle.

/ / X

Date Customer's Signature

/ / X

Date Customer's Signature

WAIVER OF DEALER'S OBLIGATION (USED VEHICLE SALE)

The undersigned has read and understood the above Dealer's Obligation and does

IF A LEASE, COMPLETE DISCLOSURE OF ALL LEASE TERMS AND CONDITIONS IS CONTAINED ON A SEPARATE LEASE CONTRACT. IF A LEASE, THE FOLLOWING WILL ALSO APPLY:

MONTHLY PAYMENT AMOUNT \$ NA
Term: NA Months
Mileage per Year NA
CASH DUE AT DELIVERY \$ NA

IF A NEW VEHICLE SALE

The only warranties applying to this vehicle are those offered by the manufacturer. The selling dealer sells 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 the selling 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 selling 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 the selling dealer.

hereby WAIVE AND RELEASE the DEALER'S OBLIGATION to make repairs without charge or return the full purchase price 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).

Date 05/25/2017 X Customer's Signature [Signature]
Date 05/25/2017 X Customer's Signature [Signature]

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 altered. Customer certifies the above mileage of trade-in vehicle is accurate.

Customer warrants any trade-in vehicle to be his property free and clear of all liens and encumbrance except as otherwise noted on this order. Customer further warrants that he will deliver to dealer an original, legally valid and binding title to any trade-in vehicle, and that said title does not contain any "title brand". Customer certifies that the vehicle has never been in an accident or suffered damage. Moreover, customer agrees to indemnify and hold dealer harmless should any of the above statements be false including, but not limited to attorney's fees the dealer may incur defending any actions with the party concerning the prior history of the vehicle.

Date 05/25/2017
Date 05/25/2017

Customer agrees that this Order on the face and on the reverse side and any attachments to it includes all the terms and conditions. Customer further agrees this Order cancels and supersedes any prior Motor Vehicle Retail Order Agreements and as of the date signed by Dealer or authorized agent. If Customer, prior to delivery, elects to lease vehicle described above, Customer and Dealer agree to execute a lease contract which shall contain full disclosure of all lease information. **THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE.** Customer by execution of this Order acknowledges that they have read the terms, conditions and have received a true copy of the Order. I am 18 years of age or older and of full legal capacity to enter into this contract. **I ACKNOWLEDGE THAT I HAVE RECEIVED, READ, UNDERSTAND AND HAVE SIGNED THE ARBITRATION AGREEMENT WHICH APPLIES TO THIS TRANSACTION. CUSTOMER AGREES TO BRING ANY CLAIMS CUSTOMER MAY HAVE HAD AGAINST DEALER, EXCEPT FOR UCC CLAIMS BUT, INCLUDING CLAIMS UNDER THE NEW JERSEY CONSUMER FRAUD ACT, WITHIN 180 DAYS FROM THE DATE OF THIS AGREEMENT AND IF NOT BROUGHT WITHIN 180 DAYS ALL CLAIMS WILL BE TIME BARRED.** UCC CLAIMS MUST BE BROUGHT WITHIN ONE YEAR.

Accepted By: [Signature] Date 05/25/2017

Date 05/25/2017
Date 05/25/2017

IMPORTANT: READ THE TERMS AND CONDITIONS ON THE BACK OF THIS ORDER BEFORE SIGNING

*The motor vehicle fees shown on the Vehicle Buyer Order or Lease Contract for your vehicle are an approximation of the actual fees that will be charged by the New Jersey Division of Motor Vehicles to process the title and registration for your vehicle. When your title work has been completed, we will refund any excess fees that have been collected. If we underestimated your motor vehicle fees, we will seek payment of such amount from you.

WE OWE
NAME OF ITEM

QTY.	NAME OF ITEM

I hereby accept this WE OWE with the understanding that it is valid for only (30) THIRTY DAYS FROM DATE OF ISSUANCE, and that I must make an APPOINTMENT with the SERVICE DEPARTMENT before the above work can be performed. (FOR APPOINTMENT- CALL SERVICE DEPARTMENT) DATE [Signature]
CUSTOMER [Signature]

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

SHIP DATE: 12OCT17
ACTWGT: 1.0018
CAD: [REDACTED]
BILL SENDER

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

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

REF: [REDACTED]

DEPT: [REDACTED]



FRI - 13 OCT 3:00P
STANDARD OVERNIGHT

TRK# [REDACTED]
0201

ET MTCA

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 timely 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, costs, 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 Service Guide. Written claims must be filed within strict time limits, see current FedEx Service Guide.

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

November 7, 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

NOV 14 2017
By *[Signature]*
Mail/Reg. Agent/
Sec. of State/Proc. Server

RE: [REDACTED] v. FCA US LLC
October Term, 2017, No. 003714

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.

RMS/lwm

RECEIVED

NOV 15 2017

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

Court of Common Pleas of Philadelphia County
Trial Division

Civil Cover Sheet

For Prothonotary Use Only (Docket Number)

OCTOBER 2017

E-Filing Number: [REDACTED]

PLAINTIFF'S NAME [REDACTED]		DEFENDANT'S NAME FCA US LLC	
PLAINTIFF'S ADDRESS HUNLOCK CREEK PA [REDACTED]		DEFENDANT'S ADDRESS CIMS 485-13-32, 1000 CHRYSLER 1000 CHRYSLER DRIVE AUBURN HILLS AUBURN HILLS MI 48326	
PLAINTIFF'S NAME [REDACTED]		DEFENDANT'S NAME	
PLAINTIFF'S ADDRESS HUNLOCK CREEK PA [REDACTED]		DEFENDANT'S ADDRESS	
PLAINTIFF'S NAME		DEFENDANT'S NAME	
PLAINTIFF'S ADDRESS		DEFENDANT'S ADDRESS	
TOTAL NUMBER OF PLAINTIFFS 2	TOTAL NUMBER OF DEFENDANTS 1	COMMENCEMENT OF ACTION ☒ Complaint ☐ Petition Action ☐ Notice of Appeal ☐ Writ of Summons ☐ Transfer From Other Jurisdictions	
AMOUNT IN CONTROVERSY ☒ \$50,000.00 or less ☐ More than \$50,000.00	COURT PROGRAMS ☒ Arbitration ☐ Mass Tort ☐ Commerce ☐ Settlement ☐ Jury ☐ Savings Action ☐ Minor Court Appeal ☐ Minors ☐ Non-Jury ☐ Petition ☐ Statutory Appeals ☐ W/D/Survival ☐ Other:		
CASE TYPE AND CODE 10 - CONTRACTS OTHER			
STATUTORY BASIS FOR CAUSE OF ACTION			
RELATED PENDING CASES (LIST BY CASE CAPTION AND DOCKET NUMBER)		FILED PROPROTHY OCT 30 2017 M. BRYANT	
		IS CASE SUBJECT TO COORDINATION ORDER? YES NO	
TO THE PROTHONOTARY: Kindly enter my appearance on behalf of Plaintiff/Petitioner/Appellant: [REDACTED] Papers may be served at the address set forth below.			
NAME OF PLAINTIFF'S/PETITIONER'S/APPELLANT'S ATTORNEY ROBERT M. SILVERMAN		ADDRESS 30 E. BUTLER PIKE AMBLER PA 19002	
PHONE NUMBER (215) 540-8888	FAX NUMBER (215) 540-8817		
SUPREME COURT IDENTIFICATION NO. 55914		E-MAIL ADDRESS rmsphillyefile@lemonlaw.com	
SIGNATURE OF FILING ATTORNEY OR PARTY ROBERT SILVERMAN		DATE SUBMITTED Monday, October 30, 2017, 05:06 pm	

FINAL COPY (Approved by the Prothonotary Clerk)

USTED ESTA ORDENADO COMPARECER EN Arbitration Hearing 1880 JFK Blvd. 5th fl. at 09:15 AM - 08/07/2018

You must still comply with the notice below. USTED TODAVIA DEBE CUPLIR CON EL AVISO PARA DEFENDERSE.

This matter will be heard by a Board of Arbitrators at the time, date and place specified but, if one or more 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.

Robert M. Silverman, Esquire
Identification No. 55914
KIMMEL & SILVERMAN, P.C.
30 East Butler Pike
Ambler, PA 19002

(215) 540-8888

THIS IS AN ARBITRATION

MATTER. ASSESSMENT OF
DAMAGES HEARING
REQUESTED. 30 OCT 2017 05:06 pm
M. BRYANT

Hunlock Creek, PA

v.

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

COURT OF COMMON PLEAS
PHILADELPHIA COUNTY

CIVIL ACTION

NOTICE TO DEFEND
CODE: 1900

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 or property or other rights important to you.

YOU SHOULD TAKE THIS PAPER TO YOUR LAWYER AT ONCE. IF YOU DO NOT HAVE A LAWYER OR CANNOT AFFORD ONE, GO TO OR TELEPHONE THE OFFICE SET FORTH BELOW TO FIND OUT WHERE YOU CAN GET LEGAL HELP.

**PHILADELPHIA BAR ASSOCIATION
LAWYER REFERRAL & INFORMATION SERVICE
ONE READING CENTER
PHILADELPHIA, PA 19107
TELEPHONE: 215-238-1701**

AVISO

Le han demandado a usted en la corte. Si usted quiere defenderse de estas de estas demandas expuestas an las paginas signientes, usted tiene veinte (20) dias de plazo al partir de ia fecha de la demanda y ia notificacion. Hace falta asentar una comparencia escrita o en persona o con un abogado y entregar a la corte en forma escrita sus defensas o sus objeciones a las demandas en contra de su persona. Sea avisado que si usted no se defiende, le corte tomara medidas y puede continuar la demanda en contra suya sin previo aviso o notificacion. Ademas, la corte puede decidir a favor del demandante y requiere que usted cumpla con todas las provisiones de esta demanda. Usted puede perder dinero o sus propiedades u ostros derechos importantes para usted.

LLEVE ESTA DEMANDA A UN ABOGADO INMEDIATAMENTE, SI NO TIENE ABOGADO O SI NO TIENE EL DINERO SUFICIENTE DE PAGAR TAL SERVICIO. VAYA EN PERSONA O LLAME POR TELEFONO A LA OFICINA CUYA DIRECCION SE ENCUENTRA ESCRITA ABAJO PARA AVERIGUAR DONDE SE PUEDE CONSEGUIR ASISTENCIA LEGAL.

**SERVICIO DE REFERENCIA LEGAL
ONE READING CENTER
FILADELFIA, PA 19107
TELEFONO: 215-238-1701**

Case ID: [REDACTED]

Robert M. Silverman, Esquire
Identification No. [REDACTED]
KIMMEL & SILVERMAN, P.C.
30 East Butler Pike
Ambler, PA 19002
(215) 540-8888

ATTORNEY FOR PLAINTIFFS

THIS IS AN ARBITRATION
MATTER. ASSESSMENT OF
DAMAGES HEARING IS
REQUESTED.

[REDACTED]
Hunlock Creek, PA [REDACTED]

v.

FCA US LLC
CIMS [REDACTED]
1000 Chrysler Drive
Auburn Hills, MI 48326

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PHILADELPHIA COUNTY

CIVIL ACTION

COMPLAINT
CODE: 1900

1. Plaintiffs, [REDACTED] are adult individual citizens and legal residents of the Commonwealth of Pennsylvania, residing at [REDACTED], Hunlock Creek, 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 12000 Chrysler Drive, Highland Park, Michigan 48288-1919, and can be served at CIMS [REDACTED] [REDACTED] 1000 Chrysler Drive, Auburn Hills, MI 48326.

BACKGROUND

3. On or about May 25, 2017, Plaintiffs purchased a new 2017 Chrysler Pacifica, manufactured and warranted by Defendant, bearing the Vehicle Identification Number 2C4RC1DG8HR [REDACTED]

4. The vehicle was purchased in the State of New Jersey 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 \$44,966.26. 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 Plaintiffs 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 Plaintiffs.

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 Plaintiffs.

10. During the first 12 months and/or 12,000 miles, Plaintiffs complained about defects and or non-conformities to the following vehicle components: stalling condition and a no start/stop concern. The vehicle has remained at the dealership since August 11, 2017. Plaintiff is not in possession of the repair invoice, however, same may be obtained from Defendant's authorized dealership.

COUNT I
PENNSYLVANIA AUTOMOBILE LEMON LAW

11. Plaintiffs hereby incorporate all facts and allegations set forth in this Complaint by reference as if fully set forth at length herein.

12. Plaintiffs are "Purchasers" as defined by 73 P.S. §1952.

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

14. Mt. Ephraim Chrysler Dodge Ram, Mt. Ephraim NJ 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.

15. On or about May 25, 2017, Plaintiffs 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.

16. The nonconformities described violate the express written warranties issued to Plaintiffs by Defendant.

17. 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.

18. 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.

19. Plaintiffs have 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.

20. In addition, the above vehicle has or will be out-of-service by reason of the nonconformities complained of for a cumulative total of seventy-five (75) or more calendar days.

21. Plaintiffs have delivered the nonconforming vehicle to an authorized service and repair facility of the Defendant on numerous occasions as outlined below.

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

23. Plaintiffs aver 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.

24. Plaintiffs aver 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.

25. Plaintiffs aver 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.

26. Plaintiffs have 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).

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

WHEREFORE, Plaintiffs respectfully demand 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
NEW JERSEY MOTOR VEHICLE WARRANTY ACT

28. Plaintiffs hereby incorporate all facts and allegations set forth in this Complaint by reference as if fully set forth at length herein.

29. Plaintiffs are "Consumers" as defined by N.J.S.A. 56:12-30.

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

31. Mt. Ephraim Chrysler Dodge Ram, Mount Ephraim, 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.

32. On or about May 25, 2017, Plaintiffs 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.

33. 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). Plaintiffs believe and therefore aver 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.

34. The nonconformities described violate the express written warranties issued to Plaintiffs by Defendant.

35. 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.

36. 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.

37. Plaintiffs have 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.

38. 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.

39. Plaintiffs have delivered the nonconforming vehicle to an authorized service and repair facility of the Defendant on numerous occasions as outlined below.

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

41. Plaintiffs have 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.

42. Plaintiffs have provided Defendant with a final repair opportunity prior to filing the within Complaint.

43. Pursuant to N.J.S.A. 56:12-29 et seq., Plaintiffs seek 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, Plaintiffs respectfully demand judgment against Defendant in an amount equal to the price of the subject vehicle, plus all collateral charges, attorneys' fees, and court costs.

COUNT III
MAGNUSON-MOSS (FTC) WARRANTY IMPROVEMENT ACT

44. Plaintiffs hereby incorporate all facts and allegations set forth in this Complaint by reference as if fully set forth at length herein.

45. Plaintiffs are "Consumers" as defined by 15 U.S.C. §2301(3).

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

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

48. 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.

49. 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.

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

51. 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.

52. Plaintiffs have afforded Defendant a reasonable number of opportunities to conform the vehicle to the aforementioned express warranties, implied warranties and contracts.

53. 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 Plaintiffs have suffered damages and, in accordance with 15 U.S.C. §2310(d)(1), the Plaintiffs are entitled to bring suit for such damages and other legal and equitable relief.

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

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

56. Plaintiffs have incurred damages as a direct and proximate result of the breach and failure of Defendant to honor its express and implied warranties.

57. 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.

58. Plaintiffs aver that upon successfully prevailing upon the Magnuson-Moss claim herein, all attorney fees are recoverable and are demanded against Defendant.

WHEREFORE, Plaintiffs respectfully demand 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 IV
PENNSYLVANIA UNFAIR TRADE PRACTICES AND
CONSUMER PROTECTION LAW

59. Plaintiffs hereby incorporate all facts and allegations set forth in this Complaint by reference as if fully set forth at length herein.

60. Plaintiffs are "Persons" as defined by 73 P.S. §201-2(2).

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

62. 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."

63. 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.

64. 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.

65. Plaintiffs aver Defendant has violated these, as well as other provisions, of 73 P.S. §201-2 et seq.

66. 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.

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

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

WHEREFORE, Plaintiffs respectfully demand judgment against Defendant in an amount not in excess of Fifty Thousand Dollars (\$50,000.00), together with all collateral charges, attorneys' fees, all court costs and treble damages.

KIMMEL & SILVERMAN, P.C.

By

ROBERT M. SILVERMAN, ESQUIRE

Attorney for Plaintiffs

30 East Butler Pike

Ambler, Pennsylvania 19002

(215) 540-8888

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

Robert M. Silverman, states that he is the attorney for the Plaintiffs herein; that he is acquainted with the facts set forth in the foregoing Complaint; that same are true and correct to the best of his knowledge, information and belief; and that this statement is made subject to the Penalties of 18 Pa. C.S.A. §4904, relating to unsworn falsifications to authorities.



ROBERT M. SILVERMAN, ESQUIRE
Attorney for Plaintiffs

HUNLOCK CREEK, PA

HUNLOCK CREEK, PA

MT. EPHRAIM CHRYSLER DODGE RAM
620 N. BLACK HORSE PIKE
MOUNT EPHRAIM, NJ 08055

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

New/Used	Year	Make and Model	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2017	CHRYSLER PACIFICA TOUR	2C4RC1DG8HR	☐ Personal, family, or household unless otherwise indicated below ☐ business ☐ agricultural

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate	The dollar amount the credit will cost you.	The amount of credit provided to you or on your behalf.	The amount you will have paid after you have made all payments as scheduled.	The total cost of your purchase on credit, including your down payment of
3.99 %	\$ 4940.00	\$ 37041.94	\$ 41982.00	\$ 2984.26 \$ 44966.26

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due
75	559.76	Monthly beginning 07/09/2017
NA	NA	NA

Or As Follows:

NA

Late Charge. If payment is not received in full within 10 days after it is due, you will pay a late charge of 5 % of the part of the payment that is late. If the vehicle is primarily for personal, family, or household use and the cash price is \$ 10,000 or less, the charge for each late payment will be \$ 10.

Prepayment. If you pay off all your debt early, you will not have to pay a penalty.

Security Interest. You are giving a security interest in the vehicle being purchased.

Additional Information: See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date and security interest.

Insurance. You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit.

THIS DOES NOT INCLUDE INSURANCE ON YOUR LIABILITY FOR BODILY INJURY OR PROPERTY DAMAGE. WITHOUT SUCH INSURANCE, YOU MAY NOT OPERATE THIS VEHICLE ON PUBLIC HIGHWAYS.

If any insurance is checked below, policies or certificates from the named insurance companies will describe the terms and conditions.

Check the insurance you want and sign below:

Optional Credit Insurance

☐ Credit Life: ☐ Buyer ☐ Co-Buyer ☐ Both
☐ Credit Disability: ☐ Buyer ☐ Co-Buyer ☐ Both

Premium:

Credit Life \$ NA

Credit Disability \$ NA

Insurance Company Name

NA

Home Office Address

NA

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. If you choose this insurance, the cost is shown in Item 4A of the Itemization of Amount Financed. Credit life insurance pays the unpaid part of the amount financed if you die. This insurance pays only the amount you would owe if you paid all your payments on time. Credit disability insurance pays the scheduled payments due under this contract while you are disabled. This insurance does not cover any increase in your payment or in the number of payments. The policies or certificates issued by the named insurance companies may further limit the coverage that credit life or credit disability insurance provides. See the policies or certificates for coverage limits and other terms and conditions. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown below.

ITEMIZATION OF AMOUNT FINANCED

1 Cash Price (including \$ 1477.20 sales tax) \$ 38597.20(1)

2 Total Downpayment =

Trade-In 2014 DODGE GRAND CARAVAN S
(Year) (Make) (Model)Gross Trade-In Allowance \$ 9000.00Less Pay Off Made By Seller \$ 9515.74Equals Net Trade In \$ -515.74+ Cash \$ NA+ Other REBATE(S) \$ 3500.00(If total downpayment is negative, enter "0" and see 4J below) \$ 2984.26(2)3 Unpaid Balance of Cash Price (1 minus 2) \$ 35612.94(3)

4 Other Charges Including Amounts Paid to Others on Your Behalf

(Seller may keep part of these amounts):

A Cost of Optional Credit Insurance Paid to Insurance

Company or Companies.

Life \$ NADisability \$ NA

B Other Optional Insurance Paid to Insurance Company or Companies

C Official Fees Paid to Government Agencies

to NA for NAto NA for NAto NA for NA

STATE LEGAL

PLAINTIFF'S
EXHIBIT

A

Other Optional Insurance

☐ NA NA
Type of Insurance Term

Premium \$ NA

Insurance Company Name

NA

Home Office Address

NA

☐

NA

NA

F. Vehicle Tire Fee	\$	NA
G. Government Taxes Not Included in Cash Price	\$	NA
H. Government License and/or Registration Fees	\$	200.00
I. Government Certificate of Title Fees	\$	NA
J. Other Charges (Seller must identify who is paid and describe purpose)		
to NA for Prior Credit or Lease Balance	\$	NA
to NA for NA	\$	NA
to MT. EPHRAIM CHRYSLER DOCUMENTARY FEE	\$	379.00
to NA for NA	\$	NA
to NA for NA	\$	NA
to NA for NA	\$	NA
to NA for NA	\$	NA
to NA for NA	\$	NA
to NA for NA	\$	NA
to NA for NA	\$	NA
Total Other Charges and Amounts Paid to Others on Your Behalf	\$	1429.00(4)
5. Amount Financed (3 + 4)	\$	37041.94(5)

Insurance Company Name	NA
Home Office Address	NA
Other optional insurance is not required to obtain credit. Your decision to buy or not buy other optional insurance will not be a factor in the credit approval process. It will not be provided unless you sign and agree to pay the extra cost.	
I want the insurance checked above.	
X NA	NA
Buyer Signature	Date
X	NA
Co-Buyer Signature	Date

Returned Check Charge: You agree to pay a charge of \$ 20 if any check you give us is dishonored and the law allows it.

OPTION: ☐ You pay no finance charge if the Amount Financed, Item 5, is paid in full on or before NA Year NA SELLER'S INITIALS NA

☐ If this box is checked, the following late charge applies to vehicles purchased primarily for business or agricultural use. If a payment is not received in full within NA days after it is due, you will pay a late charge of \$ NA or NA % of the part of the payment that is late, whichever is less. If this box is not checked, the late charge in the "Federal Truth-In-Lending Disclosures" still applies.

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 75 Mos. GUARANTEED AUTO PROTECTION

I want to buy a gap [redacted] Name of Gap Contract

Buyer Signs X [redacted]

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.

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.

HOW THIS CONTRACT CAN BE CHANGED: This contract contains the entire agreement between you and us. No oral changes are binding. Buyer Signs X [redacted]
If any part of this contract is not valid, all other parts stay valid. We may delay or extend the time for making some payments without extending the time for making other payments. See back for other important agreements.

NOTICE TO RETAIL BUYER
Do not sign this contract in blank.
You are entitled to a copy of the contract at the time you sign.
Keep it to protect your legal rights.

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 it.

Buyer Signs [redacted] Date 05/25/17 Co-Buyer Signs X [redacted] Date 05/25/17

Co-Buyers and [redacted] 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 sign this contract. [redacted] security interest in the vehicle given to us in this contract.

Other owner signs here X [redacted]

Seller Signs MT. EPHRAIM CHRYSLER DODGE RAM 05/25/17 by X [redacted] Title [redacted]

Seller assigns its interest in this contract to CAPITAL ONE AUTO FINANCE

Used

SERVICE DEPARTMENT OPEN SATURDAYS — Full Service Body Shop

CUSTOMER'S E-MAIL ADDRESS

NONE

Customer Name: [REDACTED] Date: 05/25/2017 Stock No.: [REDACTED]

Address: [REDACTED] HUNLOCK CREEK PA [REDACTED]

City: [REDACTED] State: PA ZIP: [REDACTED]

Home Phone: [REDACTED] Work Phone: [REDACTED] Salesperson: DENNIS SANSEVERINO

Use Enter My Order For One 2017 CHRYSLER (Year and Make) Model PACIFICA TOURING

Vehicle Type SPORT VAN Color GRANITE Miles 45 VIN 2C4RDGCG8EF [REDACTED]

Prior Trim Color

At Delivery of the vehicle listed above, customer shall elect one of the following and so advise dealership:

Cash Purchase * Finance Purchase * Lease

CREDIT SALE REQUIRED INFORMATION CONTAINED ON SEPARATE DISCLOSURE STATEMENTS INCLUDING BUT NOT LIMITED TO A SPOT DELIVERY AGREEMENT ARE MADE A PART OF THIS ORDER.

BE DELIVERED ON OR ABOUT 05/25/2017

Price of Unit 37120.00

Additional Equipment (options)/GAP 850.00

NON-CHRYSLER ACCESSORY NOT GUAR. BY CHRYSLER

NEVER THEY ARE GUAR. BY THE INSTALLER

IF A PURCHASE, THE FOLLOWING APPLY:

Dealer Prep (U/C only) NA

2 or U/C Service Contract (Optional) NA

TOTAL PRICE 37970.00

Less Trade-in 9000.00

TOTAL TAXABLE AMOUNT 28970.00

Sales Tax 1447.20

Motor Vehicle Tire Fee NA

Supplemental Titling Fee NA

Line Registration 8 95

Estimated Motor Vehicle Fee 200.00

Paragraph 15 on Reverse Side

Documentary Clerical Expense Fee \$269.00

Service Fee Document Transmittal Fee \$110.00

Paragraph 16 on Reverse Side

OFF-ON TRADE IN 9515.74

TOTAL 40541.94

Down Payment (if Applicable) 3500.00

Deposit NA

Balance in CASH OR CERTIFIED

CHECK DUE ON DELIVERY 37041.94

TRADE-IN DESCRIPTION AND ALLOWANCE

Year 2014 Make DODGE Model GRAND CARAVAN

VIN 2C4RDGCG8EF [REDACTED] Mileage 74794

Trade-in Value 9000.00 Appraisal Date 05/25/17

Less Balance Owed: 9515.74

Net Trade-in Allowance -515.74

Balance Owed to:

Address:

Account No.

Info. From Good Thru

Info. From Good Thru

IF USED VEHICLE SALE — CHECK APPROPRIATE BOX

☐ This vehicle is sold "as is" and the selling 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 the selling 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 selling 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 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 the dealer's obligation above and agrees to have the used vehicle inspected within 14 days from the date of delivery of such vehicle.

Date / / X

Date / / X

Customer's Signature

Customer's Signature

WAIVER OF DEALER'S OBLIGATION (USED VEHICLE SALE)

The undersigned, has read and understood the above Dealer's Obligation, and does

IF A LEASE, COMPLETE DISCLOSURE OF ALL LEASE TERMS AND CONDITIONS IS CONTAINED ON A SEPARATE LEASE CONTRACT.

IF A LEASE, THE FOLLOWING WILL ALSO APPLY:

MONTHLY PAYMENT AMOUNT \$ NA
Term: NA Months

Mileage per Year NA

CASH DUE AT DELIVERY \$ NA

IF A NEW VEHICLE SALE

The only warranties applying to this vehicle are those offered by the manufacturer. The selling dealer sells 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 the selling 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 selling 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 the selling dealer.

Customer agrees that this Order on the face and on the reverse side and any attachments to it includes all the terms and conditions. Customer further agrees this Order cancels and supersedes any prior Motor Vehicle Retail Order Agreements and as of the date signed by Dealer or authorized agent. If Customer, prior to delivery, elects to lease vehicle described above, Customer and Dealer agree to execute a lease contract which shall contain full disclosure of all lease information. THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE. Customer by execution of this Order acknowledges that they have read the terms, conditions and have received a true copy of the Order. I am 18 years of age or older and of full legal capacity to enter into this contract. I ACKNOWLEDGE THAT I HAVE RECEIVED, READ, UNDERSTAND AND HAVE SIGNED THE ARBITRATION AGREEMENT WHICH APPLIES TO THIS TRANSACTION. CUSTOMER AGREES TO BRING ANY CLAIMS CUSTOMER MAY HAVE AGAINST DEALER, EXCEPT FOR UCC CLAIMS BUT, INCLUDING CLAIMS UNDER THE NEW JERSEY CONSUMER FRAUD ACT, WITHIN 180 DAYS FROM THE DATE OF THIS AGREEMENT AND IF NOT BROUGHT WITHIN 180 DAYS ALL CLAIMS WILL BE TIME BARRED. UCC CLAIMS MUST BE BROUGHT WITHIN ONE YEAR.

Accepted By: [Signature]

Date: 05/25/2017

Date: 05/25/2017

Date: 05/25/2017

WE OWE

NAME OF ITEM

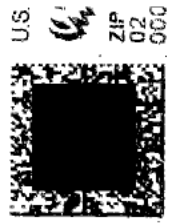
QTY

I hereby accept this WE OWE with the understanding that it is valid for only (30) THIRTY DAYS FROM DATE OF ISSUANCE, and that I must make an APPOINTMENT WITH THE SERVICE DEPARTMENT before the above work can be performed. (FOR APPOINTMENT- CALL SERVICE DEPARTMENT) DATE: 05/25/2017

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FIRST • CLASS

ST • CLASS
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FIRST • CLASS



First Class Mail



KIMMEL & SILVERMAN

— P.C. —

30 East Butler Pike, Ambler, PA 19002

TO:

FCA US LLC
CIMS [REDACTED]
1000 Chrysler Drive
Auburn Hills, MI 48326



Beauvais Law Firm, LLC

Danielle Beauvais, Attorney
Admitted in Oregon and Washington
Danielle@GoLemonLaw.com

5291 NE Elam Young Parkway, Suite 140
Hillsboro, Oregon 97124
Phone: 503-681-2008
Facsimile: 503-681-2005

Trafton

July 3, 2017

VIA CERTIFIED MAIL

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

RE: [REDACTED] v. FCA US LLC

Vehicle: 2017 Chrysler Pacifica
Vin #: 2C4RC1GG8HR [REDACTED]
Purchase Date: 9/17/16
Dealership: NW Jeep, Beaverton, OR

FCAUS LLC
Office of the General Counsel
JUL 17 2017
By [Signature] Mail/Reg. Agent/
Sec. of State/Proc. Server

Dear Sir/Madam:

Please be advised that I am hereby putting you on notice regarding a potential claim under the Oregon Motor Vehicle Lemon Law, ORS 646A.400 to 646A.418 and the Magnuson Moss Warranty Act, US Code, Title 15, Chapter 50, Sections 2301-2312. Having been advised of my representation in this matter, please forward all correspondence directly to my office.

The subject vehicle exhibits a loss of power for which it has been at the dealer for more than 30 days.

Based upon the above, my client is seeking a full refund of the purchase price or any other reasonable offer and \$2,000 for attorney's fees and costs. Please contact me to discuss this or any other offer to settle this matter. If I don't hear from you within thirty (30) days of this letter, I will file suit.

RECEIVED

JUL 18 2017

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

Very truly yours,

[REDACTED]
Danielle R. Beauvais

DEAL # [REDACTED]
 NORTHWEST JEEP CHRYSLER DODGE
 10600 S.W. CANYON RD. BEAVERTON OR 97005

MOTOR VEHICLE PURCHASE AGREEMENT

(INCLUDES TERMS ON BACK OF PAGE)

EXPECTED DELIVERY DATE 09/17/2016 DATE 09/17/2016

BUYER'S NAME [REDACTED]		PHONE [REDACTED]	RES [REDACTED]	STORAGE [REDACTED]
STR [REDACTED]	CITY DURHAM	STATE OR	ZIP CODE [REDACTED]	

Subject to the terms and conditions set forth below and on reverse side, Buyer agrees to purchase from Dealer the vehicle described below (the Vehicle). Delivery is to be made on the expected delivery date shown above or as soon thereafter as possible. HOWEVER, BUYER AGREES THAT NEITHER THE DEALER NOR THE MANUFACTURER WILL BE LIABLE FOR FAILURE TO EFFECT DELIVERY.

NEW OR USED NEW	YEAR 2017	# CYL 6	MAKE CHRYSLER	TYPE PACIFICA LIMITED	MODEL PACIFICA	VIN 2C4RC1G68H [REDACTED]
COLOR BRILLIANT BLACK		MILEAGE 124	LICENSE	SALESPERSON JEFFREY ALAN ELICKER		

ALL DEPOSITS TAKEN ON NEW VEHICLE ORDERS ARE NON-REFUNDABLE EARNEST MONIES

TRADE-IN RECORD			
YEAR	MAKE	TYPE	MODEL
VIN			

VIN

WARRANTY INFORMATION

UNLESS DEALER MAKES A WRITTEN WARRANTY ON ITS OWN BEHALF, OR ENTERS INTO A SERVICE CONTRACT WITHIN 90 DAYS FROM THE DATE OF THIS AGREEMENT, DEALER MAKES NO WARRANTIES, EXPRESS OR IMPLIED, ON THE VEHICLE, AND THERE WILL BE NO IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. THIS PROVISION DOES NOT AFFECT ANY WARRANTIES COVERING THE VEHICLE THAT THE MANUFACTURER OR SUPPLIER MAY PROVIDE.
 LIMITATION OF DAMAGES: DEALER SHALL NOT BE LIABLE TO BUYER FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, LOSS OF INCOME OR OTHER CONSEQUENTIAL OR INCIDENTAL DAMAGES, OR PUNITIVE DAMAGES. DEALER SHALL NOT BE RESPONSIBLE FOR THE LOSS OF OR DAMAGE TO BUYER'S PERSONAL PROPERTY LEFT IN THE VEHICLE OR IN BUYER'S TRADE-IN.

ALL WARRANTIES, IF ANY, BY A MANUFACTURER OR SUPPLIER OTHER THAN DEALER ARE THEIRS, NOT DEALER'S. ONLY SUCH MANUFACTURER OR OTHER SUPPLIER SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES, UNLESS DEALER FURNISHES BUYER WITH A SEPARATE WRITTEN WARRANTY OR SERVICE CONTRACT MADE BY DEALER ON ITS OWN BEHALF. DEALER NEITHER ASSUMES NOR AUTHORIZES ANY PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF ANY PRODUCTS. ALL USED VEHICLES ARE SOLD "AS IS."

BINDING ARBITRATION

Dealer and Buyer agree that any controversy, claim, suit, demand, counterclaim, cross claim, or third party complaint, arising out of, or relating to this Agreement, shall be resolved in binding arbitration as set forth in paragraph 14 on the reverse side of this Agreement. Buyer has read and understands paragraph 14. Both parties waive their right to a jury trial.

OPTIONAL ELECTRONIC FILING FEE

N/A
 For a fee of \$ _____, paid by you to the Dealer, this dealership will electronically file your vehicle title application, vehicle registration and other Oregon DMV documentation required to transfer ownership of the vehicle identified in this Buyers Order. The receipt of non-customized Oregon license plates may be expedited if you opt for the dealer to apply electronically. This is an optional service that you can decline.

ACCEPTS ☒ (INITIAL) DECLINES ☒ (INITIAL)

USED CAR BUYERS GUIDE

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.

GUÍA PARA COMPRADORES DE VEHÍCULOS USADOS. LA INFORMACIÓN QUE VE EN EL FORMULARIO DE LA VENTANILLA PARA ESTE VEHÍCULO FORMA PARTE DEL PRESENTE CONTRATO. LA INFORMACIÓN DEL FORMULARIO DE LA VENTANILLA DEJA SIN EFECTO TODA DISPOSICIÓN EN CONTRARIO CONTENIDA EN EL CONTRATO DE VENTA.

Buyer acknowledges receipt of Buyers Guide.

RIVER X

ITEMIZATION OF PURCHASE

Cash Price of Vehicle \$ 44294.00
 VATION 11 \$ 995.00

45269.00

- Total Price \$
- Other Charges \$ 226.00
 - License/Registration Fee \$ 77.00
 - Title Fee \$ N/A
 - DEQ Certification Fee \$ N/A
 - Electronic Filing Fee \$ 115.00
 - Title & Registration Processing Fee \$ 3541.00
 - Service Contract Fee \$ N/A
 - N/A \$ N/A
 - N/A \$ N/A

Total Other Charges (Add 2a through 2h) \$ 3959.00

3. Downpayment: \$ 13682.00

- Cash Downpayment \$
- One deferred downpayment (pickup pymt) due \$ N/A
- Trade In: \$ N/A Less Payoff \$ N/A Net \$ 14682.00

Total Down (a + b + c) \$

4. Unpaid balance of cash \$ 34566.00

sale price (1 + 2 minus 3) \$

To be paid

TRADE-IN ALLOWANCE AND PAYOFF BALANCE

Buyer agrees to deliver to Dealer the title(s) to the Trade-in and warrants that Buyer holds title to the Trade-in free and clear of all liens and encumbrances except as noted below. Buyer agrees to pay any lost title replacement fees. Subject to the terms set forth on the back of this Agreement, the Trade-in allowance shown on line 3c above is the amount Dealer agrees to credit to Buyer's account, providing Buyer accepts delivery of the Vehicle and completes the transaction in accordance with this Agreement. If the value of the Trade-in exceeds the amount owing on the Trade-in, the excess shall be included in Buyer's down payment. If the payoff balance (amount owing) exceeds the amount shown on line 3c above, Buyer shall pay the deficiency in cash on demand.

N/A

PAYOFF OWED TO

Dealer Number _____ Contract Number _____

Buyer Name and Address (Including County and Zip Code) [REDACTED] DURHAM OR [REDACTED]	Co-Buyer Name and Address (Including County and Zip Code) N/A OR	Seller-Creditor (Name and Address) NORTHWEST JEEP CHRYSLER DODGE 10000 S.W. CANYON RD. BEAVERTON OR 97005
---	---	--

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

New/Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2017	CHRYSLER PACIFICA	124	2C4RC1G68HR [REDACTED]	☐ Personal, family, or household unless otherwise indicated below ☐ business ☐ agricultural ☐ N/A

FEDERAL TRUTH-IN-LENDING DISCLOSURES				
ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate.	The dollar amount the credit will cost you.	The amount of credit provided to you or on your behalf.	The amount you will have paid after you have made all payments as scheduled.	The total cost of your purchase on credit, including your down payment.
3.99%	\$ 4031.43	\$ 34566.00	\$ 38597.15	\$ 14682.00
Your Payment Schedule Will Be:				
Number of Payments	Amount of Payments	When Payments Are Due		
66	584.81	Monthly beginning 10/27/2016		
N/A	N/A	N/A		
Or As Follows: N/A				
Late Charge. If payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late.				
Prepayment. If you pay off all your debt early, you will not have to pay a penalty.				
Security Interest. You are giving a security interest in the vehicle being purchased.				
Additional Information: See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date and security interest.				

Insurance. You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit. If any insurance is checked below, policies or certificates from the named insurance companies will describe the terms and conditions.

Check the insurance you want and sign below:

Optional Credit Insurance

☐ Credit Life: ☐ Buyer ☐ Co-Buyer ☐ Both
☐ Credit Disability: ☐ Buyer ☐ Co-Buyer ☐ Both

Premium:

Credit Life \$ N/A

Credit Disability \$ N/A

Insurance Company Name N/A

Home Office Address N/A

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. If you choose this insurance, the cost is shown in item 4A of the Itemization of Amount Financed. Credit life insurance is based on your original payment schedule. This insurance may not pay all you owe on this contract; if you make late payments, Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown below.

Other Optional Insurance

☐ N/A N/A
Type of Insurance Term

Premium \$ N/A

Insurance Company Name N/A

Home Office Address N/A

☐ N/A N/A
Type of Insurance Term

Premium \$ N/A

Insurance Company Name N/A

Home Office Address N/A

Other optional insurance is not required to obtain credit. Your decision to buy or not buy other optional insurance

ITEMIZATION OF AMOUNT FINANCED

1 Cash Price (including \$ N/A sales tax)	\$ 45289.00
2 Total Downpayment =	
Trade-in (Year) (Make) (Model)	
Gross Trade-In Allowance	\$ N/A
Less Pay Off Made By Seller	\$ N/A
Equals Net Trade In	\$ N/A
+ Cash	\$ 13582.00
+ Other 2017 RETAIL CONSUMER CASH **CH1	\$ 14682.00
(If total downpayment is negative, enter "0" and see 4H below)	\$ 30607.00
3 Unpaid Balance of Cash Price (1 minus 2)	
4 Other Charges Including Amounts Paid to Others on Your Behalf	
(Seller may keep part of these amounts):	
A Cost of Optional Credit Insurance Paid to Insurance Company or Companies.	
Life S N/A	
Disability S N/A	
B Other Optional Insurance Paid to Insurance Company or Companies	\$ N/A
C Official Fees Paid to Government Agencies	
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

\$ 3959.00(a)

5 Amount Financed (3 + 4)

\$ 34566.00(b)

CAUSED TO OTHERS.

Returned Check Charge: You agree to pay a charge of \$ 35.00 if any check or electronic payment you make is returned unpaid.

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

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. Your decision to buy or not buy a gap contract will not affect the credit terms or our decision to sell the vehicle or extend credit to you. If you choose to buy a gap contract, the charge is shown in line 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.

Name of Gap Contract

I want to buy a gap contract.

Buyer Signs X 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.

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.

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between you 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 X N/A Co-Buyer Signs X N/A
If any part of this contract is not valid, all other parts stay valid. We may delay or refrain from exercising 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.

See back for other important agreements.

NOTICE: The seller intends to sell this contract to CAPITAL ONE AUTO FINANCE which, if it buys the contract, will become the owner of the contract and your creditor. After the sale of this contract, all questions concerning either terms of the contract or payments should be directed to the buyer of the contract at the address indicated above.

NOTICE TO THE BUYER

Do not sign this contract before you read it or if it contains any blank space, except that:

(1) If delivery of the motor vehicle or mobile home is to be made to you after this contract is signed, the serial number or other identifying information and the due date of the first installment may be filled in at the time of delivery; and (2) If the name of the financing agency is not known at the time the contract is executed, the name of the financing agency may be inserted in the contract on or about the date the name of the financing agency is known.

You are entitled to a copy of this contract.

You have the right to pay in advance the full amount due and if you do so you may save a portion of the finance charge.

CONSUMER PAPER

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 it.

RETAIL INSTALLMENT CONTRACT

Buyer Signs

Date 09/17/06 Co-Buyer Signs X N/ADate N/A

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/AAddress N/ASeller signs NORTHWEST JEEP CHRYSLER DODGE Date 09/17/06 By X

Title

Seller assigns its interest in this contract to

CAPITAL ONE AUTO FINANCE

(Assignee) under the terms of Seller's agreement(s) with Assignee

☐ Assigned with recourse☒ Assigned without recourse☐ Assigned with limited recourseNORTHWEST JEEP CHRYSLER DODGE

Seller

By

Title



FORM NO. 553-OR 1/16 U.S. PATENT NO. D460,782
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CUSTOMER/TRUTH IN LENDING COPY



VEHICLE PROTECTION
A PRODUCT OF FCA US LLC

MOPAR® VEHICLE PROTECTION APPLICATION

An FCA US LLC issued Plan

Plan Number: _____

VEHICLE AND CONTRACT HOLDER INFORMATION	
VEHICLE ID NUMBER 214FA12658H	YEAR/MAKE/MODEL 2017 CHRYSLER PACIFICA
ODOMETER & TYPE 124	MILES KM ☐ ☐
IN-SERVICE DATE 09/17/2016	
PRIMARY CONTRACT HOLDER'S FIRST & LAST NAME OR COMPANY NAME ☐ MR. ☐ MRS. ☐ MS. ☐ OTHER	
OPTION SALE DATE 09/17/2016	
SECONDARY CONTRACT HOLDER'S FIRST & LAST NAME ☐ MR. ☐ MRS. ☐ MS. ☐ OTHER	
PRIMARY E-MAIL ADDRESS [REDACTED]	
PRIMARY CONTRACT HOLDER'S ADDRESS 7680 NW ELLMAN LN	STATE FL
ZIP 33014	PHONE NUMBER H W C [REDACTED] [REDACTED] [REDACTED]
CURRAC	PHONE NUMBER H W C [REDACTED] [REDACTED] [REDACTED]

COVERAGE INFORMATION								
PROGRAM NAME / TERM*	OPTION CODE / DEDUCTIBLE	CUSTOMER PAID AMOUNT	SALES TAX	TOTAL	N/C FLAG	PAYMENT METHOD	AMOUNT DOWN	AMOUNT FINANCED
N/A	N/A	N/A	N/A	N/A		N/A	N/A	N/A
MOPAR VEHICLE PROTECTION PLAN 36 MO / 40000 MI	DED	550.00	27.00	577.00		N/A	N/A	N/A
N/A	DED	N/A	N/A	N/A		N/A	N/A	N/A
N/A	DED	N/A	N/A	N/A		N/A	N/A	N/A
N/A	DED	N/A	N/A	N/A		N/A	N/A	N/A
TOTALS		550.00		550.00			N/A	N/A

SURCHARGES: ☐ 12 MONTHS/12,000 MILES ☐ AWD/4WD
☐ DIESEL ☐ MODEL YEAR
 SPECIALITY CLASS: ☐ 1 ☐ 2 ☐ 3

CHECK BOX
IF TAX
EXEMPT ☐

NO CHARGE FLAG:
DI-Dlr Incentive
P-Part of Package

PAYMENT METHOD KEY:
A-Dlr Payment Plan R-Rapid Remit
B-Financed w/vehicle C-Cash

EMPLOYEE PURCHASE ☐ YES ☐ NO

FINANCE SOURCE (COMPLETE ONLY IF CONTRACT IS FINANCED WITH VEHICLE)
CAPITAL ONE AUTO FINANCE

IMPORTANT NOTICE TO CONTRACT HOLDER.....

Your signature means the coverage and the actual plan indicated above has been reviewed by you, and if your application is approved by FCA US LLC, you accept its terms and conditions.

This contract is NOT required to purchase or finance a motor vehicle.

Consumers in the State of Florida: The rate charged for this agreement is not subject to regulation by the Florida Office of Insurance Regulation.

DATE 09/17/2016

CONTRACT HOLDER'S SIGNATURE X [REDACTED]

DEALER INFORMATION

DEALERSHIP NAME NORTHWEST JEEP CHRYSLER DODGE	SELLING S-ID	PHONE NUMBER (508) 944-5111
STREET ADDRESS 10600 S.W. CANYON RD.	CITY, STATE & ZIP BEVERTON OH 44005	BC
		DEALER CODE 7226114

IMPORTANT NOTICE TO DEALER.....

Your signature on this form signifies that: (1) This vehicle qualifies for the contract; (2) You have reviewed the coverage with the contract holder; (3) You have delivered a copy of this form to the contract holder for the amount you have recorded on the form; (4) You will provide service to the contract holder in accordance with the provisions of the contract FCA US LLC will issue to the contract holder; (5) You have reviewed the Mopar Vehicle Protection Plan Pricing and Eligibility Guide and agree to abide by the policies and procedures specified therein; (6) You MUST enter application information into DealerCONNECT within 30 days of contract holder purchase; (7) FCA US LLC may set off any money it owes you to reimburse for any claim due to breach of the foregoing representations and/or your failure to perform your obligations as FCA US LLC's agent with regard to this contract.

SALESPERSON NAME _____

AUTHORIZED DEALER SIGNATURE X _____

DATE 09/17/2016

NOTE TO CONSUMER: Retain this form as evidence you have applied for the coverage(s) indicated above. The dealer will transmit this information to FCA US LLC. FCA US LLC will notify you of acceptance by mailing your Plan Provisions defining plan coverage. IF YOU HAVE NOT RECEIVED YOUR PLAN PROVISIONS WITHIN 30 DAYS, CALL 1-800-521-9922. This document is an application for a Mopar Vehicle Protection plan and does not constitute a contract until accepted by FCA US LLC.

COPIES:

#1 (BLACK) DEALERCONNECT ENTRY DOCUMENT CA License #: 0G94472
 #2 (GREEN) FINANCE SOURCE (IF ANY) FL License #: 65505
 #3 (BROWN) TO OWNER Ref. 20150101
 #4 (BLUE) DEALER'S FILE

"Rated Portland's Best Jeep dealership
by Chrysler Corp. for customer
treatment in sales & service."

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(888) 486-7576
Fax (503) 846-1973



10600 S.W. CANYON ROAD • BEAVERTON, OREGON 97005
Phone 503-846-5111

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR JOHN RETZLAFF 0547	TAG NO. [REDACTED]	INVOICE DATE 11/16/16	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	1,400	COLOR BRILLIANT 8
PORTLAND, OR [REDACTED]	YEAR / MAKE / MODEL 17/CHRYSLER/PACIFICA/PACIFICA LIMITE	DELIVERY DATE 09/17/16	DELIVERY MILES 124	STOCK NO. [REDACTED]
[REDACTED]	VEHICLE ID. NO. 2 C 4 R C 1 G G 8 H R [REDACTED]	SELLING DEALER NO.	PRODUCTION DATE	
[REDACTED]	R.T.E. NO.	R.O. NO.	R.O. DATE 11/11/16	
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS		
			MO: 1419	

LABOR & PARTS		TECH(S): 03728	WARRANTY
Software Flash for FSM (Flash 1) FLASHED FSM TSB 08-084-16 P/N-68197218AF-AG			
JOB # 1 TOTAL LABOR & PARTS		0.00	
LABOR & PARTS		TECH(S): 03728	WARRANTY
Software Flash for PSDML (Flash 6) FLASHED PSDML TSB 08-087-16 P/N-68225094AD-AE			
JOB # 2 TOTAL LABOR & PARTS		0.00	
LABOR & PARTS		TECH(S): 03728	WARRANTY
Software Flash for RADIO (Flash 7) FLASHED RADIO TSB 08-081-16 P/N-: 68232026AJ -AK			
JOB # 3 TOTAL LABOR & PARTS		0.00	
LABOR & PARTS		TECH(S): 03728	WARRANTY
16-097 2017 RU AIR CONDITIONING INOPERATIVE (R RT) PERFORMED RRT 16-097. INSPECTED SYSTEM FOR A/C LEAK			
JOB # 4 TOTAL LABOR & PARTS		0.00	
LABOR & PARTS		TECH(S): 03728	WARRANTY
Customer states LAST NIGHT ON FREEWAY ALL DASH LIGHTS CAME ON N THEN LIGHTS STARTED TO DIM AND VEHICLE STARTED LOOSING POW ER TRIED TO ACCELERATE VEHICLE LURCHED THEN SLOWLY PICKED UP SPEED HAD TO KEEP PLAYING WITH THROTTLE TO KEEP POWER. ADD FCU LIMITED FUNCTIONALITY SERVICE REQUIRED WAS ON IN DISPLAY. GOT HOME TURN OFF STARTED THIS MORNING & HAS HAD NO ISSUES. MULTIPLE STORED CODES INSPECTED VEH. FOUND NO LIGHTS ON BUT MULTIPLE STORED CODES. ERASED CODES AND TEST DROVE ON FREEWAY APPROX 18 MI. NO LIGHTS OR DRIVEABILITY ISSUES OCCURED. UNABLE TO DUPLICATE CUST TO DRIVE AND REPORT			
JOB # 5 TOTAL LABOR & PARTS		0.00	
LABOR & PARTS		TECH(S): 03728	WARRANTY
Added Operation (JOHNR @ 11/11/2016 12:01) WARR RENTAL RENTAL			
JOB # 6 TOTAL LABOR & PARTS		0.00	
MISC-----CODE-----DESCRIPTION-----CONTROL NO-----WARRANTY			
JOB # 6	01	NW RENTAL CAR	

Jeep

CHRYSLER

DODGE

RAM

MOPAR

CELL

JOHN RETZLAFF

0547

05/13/17

6,552 BRILLIANT B

PORTLAND, OR

17/CHRYSLER/PACIFICA/PACIFICA LIMITE

09/17/16

124

2 C 4 R C 1 G G 8 H R

05/04/17

MO: 6619

LABOR & PARTS

Multi-point inspection according to maintenance interval)
DONE

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

Customer states ALL DASH WARNING LIGHTS CAME ON VEHICLE LOST POWER WOULD NOT GO OVER 5MPH GOT HOME LET CAR SIT 15 MIN OR SO PARKING BRAKE WAS SET CUST DID NOT SET BRAKE, DASH LIGHTS ON VEHICLE STILL HAD LACK OF POWER. NEXT A COUPLE HOURS LATER STARTED VEHICLE CHECK ENGINE LIGHT WAS ON. CUST HAD VEHICLE TOWED IN THIS MORNING. CUSTOMER DOES NOT FEEL SAFE DRIVING VEHICLE. MULTIPLE CODES IN SYSTEM-POWERTRAIN CODES P2127 AND U1400-00. ACCELERATOR PEDAL AND TPS FAULTS INSPECTED VEH. FOUND MULTIPLE STORED CODES IN SYSTEM BUT VEH WORKIGN AS DESIGNED. INSPECTED APP PEDAL SENSOR CONNECTOR AND HARNESS. CONNECTORS AND PINS LOOK INTACT. RETRIEVED WIRING SCHEMATIC FOR P2127 CODE. CHECKED INLINE CONNECTOR GOING TO PCM AND PERFORMED WIGGLE TEST ON HARNESS WITH VEH RUNNING. CONCERN NOT PREVALENT. INSPECTED ETC CONNECTOR AND OPERATION OF THROTTLE BODY DUE TO U1400-00 CODE IN TCM. NO PROBLEM FOUND. CREATED STAR CASE AND SPOKE TO AGENT. AGENT EXPLAINED NO SIMILIAR CONCERNS HAVE BEEN REPORTED FOR THIS CONDITION. CREATED DATA RECORDING TEMPLATE ANS INSTALED IN VEH. TEST DROVE OVER 40 MI OVER TWO DAYS UNDER WIDE RANGE OF OPERATING CONDITIONS. VEH CONCERN NEVER HAPPENED. EXPLAINED FINDINGS TO SERVICE MANAGER. WAS RECOMMENDED TO REPLACE THROTTLE BODY ASSEMBLY AND LET CUST TAKE VEH TO DRIVE AND REPORT. REPLACED THROTTLE BODY, AND RELEARNED ETC. TEST DROVE AGAIN. NO PROBLEMS AT THIS TIME. CUST TO DRIVE AND REPORT. VEH CONCERN HAS NOT BEEN DUPLICATED AT TIME OF VISIT. REQUEST 0.6 HRS DIAG

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
JOB # 2	1	5184349-AC	T/BODY NONE 1403300		
JOB # 2	1	53032763-AA	GASKET THROT 140620		
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00

RENTAL
RENTAL

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



CELL:

JOHN RETZLAFF

05/13/17

6,552 BRILLIANT B

PORTLAND, OR

17/CHRYSLER/PACIFICA/PACIFICA LIMITE

09/17/16

124

2 C 4 R C 1 G G 8 H R

05/04/17

MO: 6619

JOB # 3 TOTAL LABOR & PARTS 0.00

MISC-----CODE-----	DESCRIPTION-----	CONTROL NO-----	WARRANTY
JOB # 3	01 NW RENTAL CAR		0.00
TOTAL - MISC			0.00

ESTIMATE-----

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING

ORIGINAL ESTIMATE OF \$0.00 (+TAX)

APPROVED REVISED ESTIMATE (# 1) OF \$0.00 (+TAX) ON 05/09/17 AT 01:49pm

BY CHARLENE COMMENTS AND USE DATA RECORDER

COMMENTS-----

RENTAL NWJP 65 G. CARAVAN

STOCK

VIN 2C4RDGBG3FR

TOTALS-----

 * NEXT RECOMMENDED SERVICE: *
 * 05/04/2017 / 6522 MI 00JEZ13 VAVOLINE 8 CYLINDER *

Chrysler parts warranty has changed. Starting October 1st, 2014 parts and labor is 2 years or 24,000 miles, whichever one comes first. NON Mopar parts or tires are excluded.

You will be receiving an email from Chrysler, Jeep, Dodge or Ram Research.Com regarding your service visit today. Question 4 on this survey will ask, "How likely are you to recommend (Dealer) for service to a friend or colleague?" Your response to this question directly affects the service advisor that helped you today, and any score below 9 is counted as a 0. We are always looking for ways to enhance our customers experience so if there is any reason you feel that your service advisor does not deserve a 9 or 10 please let us know that we can continue to improve our dealership and the service that we provide.

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

CUSTOMER SIGNATURE

CERTIFIED MAIL®



THE MARGARIAN LAW FIRM

THE CONSUMER PROTECTION ADVOCATES
801 N. Brand Boulevard, Suite 210
Glendale, CA 91203

FCA US, LLC
Attn: Legal Department
1000 Chrysler Drive
Auburn Hills, MI 48326

www.MargarianLaw.com

Consumer Class Action – Lemon Law – Auto Dealer Fraud
Personal Injury – Criminal Defense – Business Law – Employment Law
Bankruptcy – Family Law – Estate Planning – Medical Malpractice



National Center for Dispute Settlement

12900 Hall Road • Suite 401

Sterling Heights, MI 48313

(800) 777-8119

(586) 226-2470

Fax: (586) 226-2559

October 17, 2017

[REDACTED]
(Copley) Akron, OH [REDACTED]

RE: CASE # [REDACTED]

Dear [REDACTED]

The above referenced case has been placed on the agenda for review of the Boards' meeting on November 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 11/07/2017, 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



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

October 17, 2017

[REDACTED]
(Copley) Akron, 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
Falls Chrysler Jeep Dodge



National Center for Dispute Settlement

October 17, 2017

12900 Hall Road • Suite 401

Sterling Heights, MI 48313

(800) 777-8119

(586) 226-2470

Fax: (586) 226-2559

[REDACTED]
(Copley) Akron, OH

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



National Center for Dispute Settlement

October 17, 2017

12900 Hall Road • Suite 401

Sterling Heights, MI 48313

(800) 777-8119

(586) 226-2470

Fax: (586) 226-2559

[REDACTED]
(Copley) Akron, 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

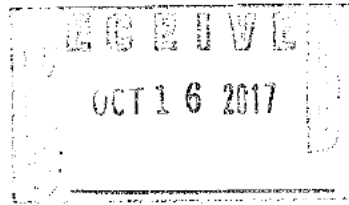
[REDACTED]

Rosemary Bass x.114
Case Administrator

Enclosures: as noted

cc: Customer Relations Manager, FCA US LLC

Where interests converge, agreements emerge



October 10, 2017
Carol A. Kane
James S. Kane
1156 S. Hametown Rd.
Akron, Ohio 44321
330-666-6394 Home
330-697-8175 Cell
ckane63@roadrunner.com

NCDS
P.O. Box 727
Mt. Clemens, MI
48086

Dear Sirs:

We're writing you today to tell you about our unsafe 2017 Crysler Pacifica L Plus, we purchased on June 29, 2017, for a family vacation and wedding in California.

VIN# 2C4RCIEG6HR [REDACTED] CASE# [REDACTED]

A number of vital engine parts failed , causing this brand new van to shut down, unable to drive. This happened three times in less than 3 months and had to be towed all 3 times.

First: In Las Vegas, Nevada (after 2,945 miles)

Second: in London, Ohio (after it was supposedly fixed in N. Las Vegas at the Sahara Dealership & only after driving an additional 2035 miles)

Third: at the Falls Motor City Dealership in Cuyahoga Falls, Ohio, during repairs, the van shut down during a test drive & had to be towed back to the dealership. The van only had a total of 4,980 miles on it.

This is an unsafe vehicle!! It is unsafe to us, our family and other motorists. It shut down on major highways, in busy traffic and could have been a death trap at least two times to us and others, when a semi-

truck almost ran us over, when the van couldn't accelerate out of the way!

We want a safe vehicle and not one that has been "patched up"!!

We do not want this car!! It is unsafe and almost got us killed!! It is highly probable that this will happen again in the future.

Thank you for allowing us to submit our statements and facts. We have been Crysler customers for over 23 years and this is disappointing & unacceptable. We hope we can come to a resolution.

Carol A. Kane



James S. Kane



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 A Last name [REDACTED]

☒ Mrs. Street address [REDACTED]

☐ Ms. [REDACTED]

City (Copley) AKRON State OHIO Zip Code [REDACTED]

Day phone [REDACTED] Evening phone [REDACTED]

VEHICLE INFORMATION

Name(s) that appears on the vehicle title: [REDACTED]

Is this a leased vehicle: Yes ☐ No ☒ Delivery Date: 6/29/2017

Was this vehicle purchased used? Yes ☐ No ☒ Is vehicle used by a business? Yes ☐ No ☒ % of use 0

Make: CHRYSLER Model: PACIFICA TOURING Year: 2017 Current mileage: 5076

Vehicle Identification Number: 2C4RC1EG6HR

Selling dealer and address: FALLS CHRYSLER, JEEP, DODGE
4100 STATE ROAD, CUYAHOGA FALLS, OHIO, 44223

Dominant Servicing Dealer: 4100 STATE ROAD, CUYAHOGA FALLS, OHIO, 44223

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	4/23/09 3,500-miles	Yes ☐ No ☒
1. LOSS OF POWER, CRUISE CONTROL, NO ACCELERATION	SAHARA CHRYSLER JEEP RAM 5050 W SAHARA AVE. LOS VEGAS, NEVADA 89146	2/28/2017 2945 mi	Yes ☒ No ☐
2. NO OIL PRESSURE ENGINE FAILURE	FALLS CHRYSLER, JEEP, DODGE 4100 STATE RD, CUYAHOGA FALLS, OHIO, 44223	9-9-2017 4980 mi	Yes ☐ No ☒
3. WALK AT DRIVE - LARGE OIL LEAK ENGINE FAILURE	FALLS CHRYSLER, JEEP, DODGE 4100 STATE RD, CUYAHOGA FALLS, OHIO, 44223	5076 mi	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 ☐

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)

X [REDACTED] 10-10-2017
SIGNATURE(S) DATE



5050 West Sahara Ave. - Las Vegas, NV 89146
(702) 479-2121 - Fax: (702) 479-2125

SERVICE DEPARTMENT HOURS
7:00 a.m. to 6:00 p.m.
Monday - Friday
6:00 a.m. to 5:00 p.m. Saturday

8/29/17					
R/O Close Date	Status				
9/02/17	Pre-Invoice				
Mileage In	Mileage Out				
2945	2945				
Service Advisor (Tag #)					
JACOB HUGHES					
Vehicle Identification Number					
2C4RC1EG6HR					
Delivery Date	In-Service Date				
Year	Make	Model	Body	Color	License Number
2017	CHRYSLER	PACIFICA (3.6			

DESCRIPTION OF SERVICE AND PARTS		AMOUNT
Cell: [REDACTED]	Email: [REDACTED]	
#1 - TRANS: AUTOMATIC TRANSMISSION CONCERN AUTOMATIC TRANSMISSION CONCERN CUSTOMER STATES VEHICLE WONT ACCELERATE WHEN DRIVING Caused by CONCERN IS RELATED TO LINE 3. Tech: Teddy Hanato (TH1) LA LA LA LA LA LA CONCERN IS RELAYED TO LINE 3		Warranty
#2 - ELEC: ELECTRICAL SYSTEM CONCERN ELECTRICAL CONCERN CUSTOMER STATES CRUISE CONTROL STOPPED WORKING AND VEHICLE WOULDNT ACCELERATE Tech: Teddy Hanato (TH1) PERTAINS TO LINE 3		Warranty
#3 - ENG: ENGINE MECHANICAL CONCERN ENGINE MECHANICAL CONCERN CUSTOMER STATES VEHICLE LOST POWER WHEN DRIVING Caused by DRIVE BELT SHREDDED, BELT TENTIONER BEARING GOTDAM AGED BY BELT TANGLEING PULLY, TWO IDLER PULLY BEAR INGS WAS DAMAGED FROM BELT AND CRANK SEAL GOT TORN		
TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto." DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties other express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of sold products. Any limitation contained herein does not apply where prohibited by law. NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS. X		LABOR
		PARTS
		DEDUCTIBLE
		SUBLET
		SHOP SUPPLIES
		HAZARDOUS MATERIALS
		SALES TAX OR TAX I.D.
		SPECIAL ORDER DEPOSIT
DISCOUNTS		
TOTAL DUE		



5050 West Sahara Ave. - Las Vegas, NV 89146
(702) 479-2121 - Fax: (702) 479-2125

SERVICE DEPARTMENT HOURS
7:00 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 5:00 p.m. Saturday

8/29/17

R/O Close Date

9/02/17

Mileage In

2945

Service Advisor / Tag #

JACOB HUGHES /

Vehicle Identification Number

2C4RC1EG6HR

Delivery Date

In-Service Date

AKRON,

Year	Make	Model	Body	Color	License Number
2017	CHRYSLER	PACIFICA (3.6			

DESCRIPTION OF SERVICE AND PARTS

AMOUNT

AND SENT BELT FRAGMENTS IN TO OIL PAN. 4 1/2 QUAR
TS OIL LEAKED OUT ONTO RT FENDER SKIRT AND BELLY
PAN. OIL SOFTEN MATERIAL AND FENDER SKIRT IS FLOPP
Y WITH NO RIGITY. BELLY PAN IS SATURATED

Tech: Teddy Hanato

(TH1)

Installed 68082860AB :ADHESIVE: RTV GRAY

Qty: 1

Installed 5281261AA :BELT: SERPENTINE

Qty: 1

Installed 4627533AC :TENSIONER: BELT

Qty: 1

Installed 4627532AA :PULLEY: IDLER

Qty: 1

Installed 5281301AA :PULLEY: IDLER

Qty: 1

Installed 68079589AA :SEAL: CRANKSHAFT OIL

Qty: 1

Installed 68227425AD :BELLY PAN: FRONT

682

Qty: 1

Installed 68228448AC :SHIELD: SPLASH

682

Qty: 1

Warranty

Warranty

Warranty

Warranty

Warranty

Warranty

Warranty

Warranty

Warranty

#4 - MULTI: PERFORM MULTI POINT COURTESY INSPECTION
MULTI-POINT INSPECTION (ACCORDING TO MAINTENANCE
INTERVAL)

Tech: Teddy Hanato

(TH1)

Warranty

#5 - WASH: PERFORM SERVICE EXTERIOR WASH
WASH

Tech: HOUSE TECH

(99)

Warranty

#6 * CEL: CUSTOMER STATES CHECK ENGINE LIGHT IS ON
ADDED OPERATION

Caused by

P06DD OIL PRUMP PRESSURE STUCK. CAUSING LOW OIL PR
ESSURE AT HIGHER RPM. SETTING OFF LIGHT AND GOING
TO LIMP MODE FOR SAFTY. OIL PUMP BAD

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

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

LABOR

PARTS

DEDUCTIBLE

SUBLET

SHOP SUPPLIES

HAZARDOUS MATERIALS

SALES TAX OR TAX I.D.

SPECIAL ORDER DEPOSIT

DISCOUNTS

TOTAL DUE

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



5050 West Sahara Ave. - Las Vegas, NV 89146
(702) 479-2121 - Fax: (702) 479-2125

SERVICE DEPARTMENT HOURS
7:00 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 5:00 p.m. Saturday

8/29/17

R/O Close Date

Status

9/02/17

Pre-Invoice

Mileage In

Mileage Out

2945

2945

Service Advisor / Tech #

JACOB HUGHES

Vehicle Identification Number

2C4RC1EG6HR

Delivery Date

In-Service Date

AKRON,

Work Phone

Home Phone

Body

Color

License Number

Year
2017

Make
CHRYSLER

Model
PACIFICA (3.6

DESCRIPTION OF SERVICE AND PARTS

AMOUNT

Tech: Teddy Hanato (TH1)

Installed 68297857AC :PUMP: ENGINE OIL

682

Qty: 1

Installed 2AM02004AA :OIL: 0W20 MMPO+

Qty: 5

Warranty

Warranty

Warranty

REMOVED OIL PAN AND OIL PUMP REPLACED OIL PUMP AND
OIL PAN FILLED ENGINE WITH 5QT 020 TEST RAN OK TE
STED AT HIGHWAY SPEEDS AND HARD ACCELERATION OIL P
RESSURE IS OK.

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

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

LABOR

.00

PARTS

.00

DEDUCTIBLE

.00

SUBLET

.00

SHOP SUPPLIES

.00

HAZARDOUS MATERIALS

.00

SALES TAX OR TAX I.D.

.00

SPECIAL ORDER DEPOSIT

.00

DISCOUNTS

.00

TOTAL DUE

.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



CUSTOMER #:

Falls CHRYSLER • JEEP • DODGE4100 State Road
Cuyahoga Falls, Ohio 44223

INVOICE

Direct: 330-923-3041
330-929-5700Toll Free: 800-888-2343
800-508-5757

COPLEY, OH

HOME:

CONT:

BUS:

CELL:

DUPLICATE 1
PAGE 1

Dealer Code: 42-44463

SERVICE ADVISOR: 650 ELIZABETH MOLES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
VELVET RED	17	CHRYSLER PACIFICA	2C4RC1EG6HR		4980/5076		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
29JUN17 DL			11:00 09SEP17		0.00	CASH	27SEP17
R.O. OPENED		READY	OPTIONS: SOLD-STK:		DLR:44463		

10:31 09SEP17 11:25 27SEP17

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

A Perform DTC Inspection [Customer States CAR WILL NOT ACCELERATE.

CHECK ENGINE LIGHT IS ON]

CAUSE:

08050114 Generator/Alternator - Test and Replace
3.2-3.6 Liter engine (1 - Semi-Skilled)
528WAR40

1 5010042AC DYES-LEAK - 4 IN 1

1 5281264AA BELT-SERPENTINE

1 56029733AB GENERATOR-ENGINE

1 4893799AE COVER-CYLINDER HEAD

1 68163848AB *ANTIFREEZ-COOLANT

093525P1 Gasket, cylinder head cover - Replace or
Reseal 3.2-3.6 Liter engine- Left side-(1 -
Semi-Skilled)

528WAR40

SUBL TOWING PO#24985

WAR40

5015 Vehicle had a very large oil leak and there was oil all over engine and side of vehicle, power washed engine and added dye to oil. 9.13.17 16:21, PUT DYE IN OIL, TEST DRIVE VEHICLE TO TRACE LEAK. WHILE DRIVING VEHICLE, VEHICLE OVERHEATED AND NEEDED TOWED BACK TO DEALER. Found oil leaking from left valve cover onto the alternator and serp belt causing the belt to slip off and get tangled up in the alternator pulley. Replaced valve cover, alternator and serp belt and test drove extensively to ensure there were no other leaks. Did not find any other leaks at this time.

ALL REPAIRS AND CHARGES HAVE BEEN EXPLAINED
TO CUSTOMER SATISFACTION INITIAL HERE _____IF NOT COMPLETELY SATISFIED LET US KNOW
THANK YOU AGAIN FOR CHOOSING FALLS C.J.D

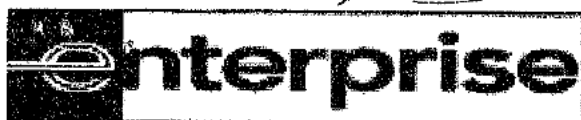
DESCRIPTION	TOTALS	
	LABOR AMOUNT	0.00
PARTS AMOUNT		0.00
GAS, OIL, LUBE		0.00
SUBLET AMOUNT		0.00
MSC. CHARGES		0.00
TOTAL CHARGES		0.00
LESS INSURANCE		0.00
SALES TAX		0.00
PLEASE PAY THIS AMOUNT		0.00

Disclaimer of Warranties
Any warranties on the products sold herein are those made by the manufacturer of those products. Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose (regarding any products or services provided, unless otherwise indicated on the service repair order). This dealership neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products or services. This disclaimer by the dealership in no way affects the terms or performance of the manufacturer's warranty.

CUSTOMER SIGNATURE

"another place that you can count on"

4:00 *Rental car needed by to breakdown of Pacific 2017.*



Rental Agreement Summary

RA#:

Renter:

Dates & Times

Location

Pick up

Tuesday, August 29, 2017 3:40 PM
Start Charges:
Tuesday, August 29, 2017 3:40 PM

5811 W SAHARA AVE
LAS VEGAS,
NV 89146-3122
(702) 368-6972

Return

Tuesday, September 5, 2017 3:30 PM

5811 W SAHARA AVE
LAS VEGAS,
NV 89146-3122
(702) 368-6972

Vehicle

Make Model: NISSAN ROGUE

Color: WHITE

Mileage: 16738

Fuel Out: FULL

License #:

Unit #:

Vehicle Condition:

-DRIVER FENDER -OTHER -REAR BUMPER -SCRATCH

Renter Charges

Charges	Price/Unit	Total
TIME & DISTANCE 8/29/17-9/5/17	\$274.99 / Week	\$274.99
NO CHARGE DISTANCE 8/29/17-9/5/17	\$0.00 / Mile	\$0.00
REFUELING CHARGE	\$3.25 / Gallons	\$0.00

Taxes and Fees

GOVERNMENT SERVICES FEE (10%)	10%	\$27.50
VEHICLE LICENSE COST	\$2.00 / Day	\$14.00
SALES TAX (8.25%)	8.25%	\$22.69
Total Estimated Charge:		\$339.18

Payments:

MASTERCARD ***** Auth (\$439.18)

Acknowledgement of Charges

I acknowledge that I have reviewed and agree to all charges and fees listed on Summary of Charges

PERMISSION GRANTED TO OPERATE VEHICLE ONLY IN THE STATE OF RENTAL AND THE FOLLOWING STATE(S):

OPERATION IN ANY OTHER STATE OR COUNTRY WILL AFFECT YOUR LIABILITY AND RIGHTS UNDER THIS AGREEMENT.

Optional Protection Products Declined

DAMAGE WAIVER	declined	Tuesday, August 29, 2017
PAI	declined	Tuesday, August 29, 2017
RAP	declined	Tuesday, August 29, 2017
SUPPLEMENTAL LIABILITY PROTECTION 2	declined	Tuesday, August 29, 2017

Owner: ENTERPRISE LEASING COMPANY - WEST, LLC

Additional Drivers

No Additional Drivers are authorized to drive the vehicle with the exception of the drivers listed below.
(Additional driver names listed here if applicable)

Please keep this Rental Agreement Summary with you in the vehicle during the rental.

Local Addenda

I CERTIFY THIS MOTOR VEHICLE IS BEING RENTED TEMPORARILY AND IS USED IN PLACE OF A MOTOR VEHICLE THAT IS UNAVAILABLE FOR USE BECAUSE OF MECHANICAL BREAKDOWN, REPAIR, SERVICE, DAMAGE, OR LOSS AS DEFINED IN THE OWNER'S POLICY OR LIABILITY INSURANCE FOR THE MOTOR VEHICLE.

OPTIONAL PRODUCTS NOTICE: WE OFFER FOR AN ADDITIONAL CHARGE THE FOLLOWING OPTIONAL PRODUCTS: DAMAGE WAIVER; PERSONAL ACCIDENT INSURANCE; SUPPLEMENTAL LIABILITY PROTECTION AND ROADSIDE ASSISTANCE PROTECTION. BEFORE DECIDING TO PURCHASE ANY OF THESE PRODUCTS, YOU MAY WISH TO DETERMINE WHETHER YOUR PERSONAL INSURANCE, CREDIT CARD OR OTHER COVERAGE PROVIDES YOU PROTECTION DURING THE RENTAL PERIOD. THE PURCHASE OF ANY OF THESE PRODUCTS IS NOT REQUIRED TO RENT A CAR.

I SWEAR AND AFFIRM UNDER PENALTY OF PERJURY THAT THE FOLLOWING IS TRUE AND CORRECT: 1. I MAKE THIS STATEMENT FOR THE PURPOSE OF

101.07
900.00

ADDITIONAL CHARGE 7 PER RYAN
PROP FEE 8/30/2017

ENTERPRISE LEASING COMPANY - WEST, 5811 W SAHARA AVE, LAS VEGAS, NV 891463122 (702) 368-6972

RENTAL AGREEMENT REF#

RENTER

DATE & TIME OUT

08/29/2017 03:40 PM

DATE & TIME IN

09/05/2017 12:35 PM

BILLING CYCLE

24-HOUR

CAR CLASS CHARGED

IRAR

VEH #1 2017 NISN RQGU SV2W

VIN# JN8AT2MT5HW

LIC#

MILES DRIVEN 678

CAR CLASS: IRAR

CLAIM INFO

TYPE CAR: PACIFICA

SHOP: SAHARA CHRYSLER JEEP

DODGE RAM

PHONE: (702) 479-2121

ATTN: JACOB

SUMMARY OF CHARGES

Charge Description	Date	Quantity	Per	Rate	Total
TIME & DISTANCE	08/29 - 09/05	1	WEEK	\$274.99	\$274.99
FUEL SERVICE OPTION	08/29 - 09/05				\$7.20
Subtotal:					\$282.19
Taxes & Surcharges					
GOVERNMENT SERVICES FEE	08/29 - 09/05			10%	\$27.50
SALES TAX	08/29 - 09/05			8.25%	\$22.69
VEHICLE LICENSE COST	08/29 - 09/05	7	DAY	\$2.00	\$14.00
Total Charges:					\$346.38

Total Estimated Amount Due

\$346.38

PAYMENT INFORMATION

AMOUNT PAID

\$346.38

TYPE

Mastercard

CREDIT CARD NUMBER

XXXXXXXXXX PENDING

Print

Date: Friday, September 8, 2017 9:01 PM
From: donotreply@intuit.com
To: [REDACTED]
Subject: Receipt Confirmation

*Towing needed due to Pacifica 2017
breakdown in Springfield/London,
Ohio.*



Eliteautoservices
PATSKALA, OH, 43062
(740) 964-0989

Receipt

MASTERCARD 9139
Entry Method: Swiped

SALE
09/08/2017
06:00 PM

\$697.36

Custom Amount	697.36
1 X \$697.36 Each	
Total	\$697.36

MASTERCARD 9139

SIGNED

Transaction ID [REDACTED]

Auth ID: [REDACTED]

I agree to pay the above total amount according to the
card issuer agreement.

Please retain for your records.

Thank you for your business!
KORBIN@ELITEAUTOSERVICES.NET

Eliteautoservices
PATSKALA, OH, 43062
(740) 964-0989

*155.6 miles Springfield London rit 79 to Hall's
Chrysler, Jeep, Dodge Dealership*

AAA - 3 miles covered

152.6 miles

4.25¢/mile

+ 47.11 tax

\$697.36 Towing fee

Carl Kepler towed.

9/8/2017

powered by



ELITE AUTO SERVICES, LLC
 71 SHACKELFORD RD
 PATASKALA, OH 43062
 PHONE: 740-964-0989
 KORBIN@ELITEAUTOSERVICES.NET

ROAD SERVICE

TIME OF CALL A.M. P.M.	DATE IN	DATE OUT	TIME START A.M. P.M.	TIME FINISH A.M. P.M.	REQUESTED BY	P.O./CASE #	OFFICER NAME
NAME					PHONE #		
ADDRESS							
CITY					STATE	ZIP	
YEAR	MAKE/MODEL		COLOR	ODOMETER	DRIVER		
17	Chrysler Pacifica		Red				
MARKER PLATE #	STATE	VIN #	REGISTERED OWNER				
LOCATION OF VEHICLE							
TOWED TO							
INSPECTED BY INSURANCE CO.			APPRAISER NAME		DATE	DRIVER	
RELEASED BY			DATE	PHONE #			
REASON FOR TOW ☐ ACCIDENT ☐ BREAK DOWN ☐ ABANDONED ☐ UNREGISTERED ☐ NO START ☐ OUT OF GAS ☐ FLAT TIRE ☐ FIRE LANE ☐ LOCK OUT ☐ NO TRESPASS ☐ TOW ZONE ☐ ARREST ☐ STOLEN ☐ IMPOUNDED ☐ SNOW REMOVAL ☐			TYPE OF TOW ☐ SLING/HOIST ☐ FLAT BED/RAMP ☐ WHEEL LIFT ☐		PERSONAL'S TAKEN BY DATE PHONE#		
SPECIAL EQUIPMENT USED ☐ WINCH ☐ FLARES ☐ DOLLIES ☐ SCOTCH BLOCKS ☐ RAMPS ☐ ☐ SNATCH BLOCKS ☐			TOWED PER ORDER OF ☐ STATE POLICE ☐ LOCAL POLICE ☐ OWNER OF A CAR ☐ DEALER		VEHICLE STORAGE TIME FROM TO DAYS @ \$		
METHOD OF PAYMENT ☐ CASH ☐ CHECK DRIVER'S LIC. # ☐ ☐ ☐ EXP. DATE CREDIT CARD #			OTHER SERVICES ☐ SWEEP ☐ FIRST AID ☐ REMOVE AXLE ☐ SECURE LOOSE PARTS		INDICATE DAMAGED AREA(S) ON VEHICLE: KEYS LEFT Y N RADIO Y N		
AUTHORIZED SIGNATURE X			DATE 7-8-17		MILEAGE FINISH START TOTAL		
DRIVER #			DATE 7-8-17		TOWING CHARGE MILEAGE LABOR EXTRA PERSON SPECIAL EQUIPMENT STORAGE		
TRUCK #			DATE 7-8-17		TIP 100.00		
TOTAL			DATE 7-8-17		SUBTOTAL		
TAX			DATE 7-8-17		TOTAL 100.00		

We cannot be responsible for damages caused by faulty tires, bumper brackets, etc. This company assumes no responsibility for loss or damage by theft, fire or any other cause beyond our control, to any vehicle placed with them for storage or repair.

© 2011 GNC Specialty Brands, LLC.

THANK YOU!

PRODUCT 8768-3



[Redacted]

Rose

Timothy J. Abeel, Jr.

25 Regency Plaza
Glen Mills, PA 19342

tel: 888.830.1474
tim@timothyabeel.com

www.timothyabeel.com

July 21, 2017

FCA US LLC
CIMS [Redacted]
1000 CHRYSLER DRIVE
AUBURN HILLS, MI 48326

Re: [Redacted] v. FCA US LLC
Vehicle: 2017 Chrysler Pacifica
VIN # 2C4RC1DGXHR [Redacted]

RECEIVED

AUG - 1 2017

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

Dear Sir or Madam:

This is notification that Timothy Abeel & Associates, P.C. represents the above individual against FCA US LLC for claims pursuant to the New Jersey Lemon Law, Magnuson Moss Warranty Act and the New Jersey Consumer Fraud Act. Kindly acknowledge our firm's representation and direct any and all correspondence to this office.

Please do not have any further contact with our client, only with the exception to expedite necessary warranty repairs.

Thank you for your attention to this matter. If you have any questions, please contact me at your convenience.

Sincerely,

[Redacted Signature]

Timothy J. Abeel, Jr., Esq.

TJA/tmc
Enclosures

DEAR REGISTERED OWNER:
HERE IS YOUR NEW REGISTRATION. WE APPRECIATE THE OPPORTUNITY TO SERVE YOU.

Raymond P. Martinez, Chief Administrator

JOBSTOWN NJ



VEHICLE REGISTRATION

PLATE NO: [REDACTED] GOOD THRU: 11/2017
VIN: 2C4RC1DGXHR [REDACTED]
CHR 2017 WAGON RD PAC WC: 8
JOBSTOWN NJ PASSENGER 08
FEE: 94.00 RENEWAL PT: CY

CUSTOMER #: [REDACTED]
UNIT# [REDACTED]

INVOICE

JOBSTOWN, NJ [REDACTED]

PAGE 1

HOME [REDACTED]

BUS:

CELL:

SERVICE ADVISOR: 451 MICHAEL LUDZINSKI

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/OUT	TAG
RED	17	CHRYSLER PACIFICA		2C4RC1DGXHR		8090/8098	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
13JUN16 DD			20:00 20OCT16		0.00	CASH	20OCT16

R.O. OPENED READY OPTIONS: SOLD-STK [REDACTED] DLR:43272
ENG:3.6_Liter_DOHC

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

E FREE OIL AND FILTER CHANGE COMPLIMENTS OF DODGE CITY

26POF FREE OIL AND FILTER CHANGE COMPLIMENTS OF
DODGE CITY

324 ICRA
1 68191349AB FILTER-ENGINE OIL
6 68152004PA *OIL-OW20

(N/C)

(N/C)

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

F 905 TIRE ROTATION (4 TIRES)

M010 905 TIRE ROTATION (4 TIRES)

324 ICRA

(N/C)

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

G CUSTOMER STATES THE PASS. SIDE SLIDING DOOR MAKES CLICKING NOISE

OP IT WAS NECESSARY FOR US TO SPECIAL ORDER PARTS
FOR YOUR VEHICLE. WE WILL CALL WHEN PART
ARRIVES TO SCHEDULE AN APPOINTMENT TO
INSTALL THE PART.

324 IZ

(N/C)

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

H CUSTOMER STATES CARPET IN REAR AREA IS CO,ING LOOSE FROM SIDES

23211500 CARPET PULLED OUT FROM TRIM BOLSTER ON
PASSENGER SIDE

324 WD6

(N/C)

CARPET R & R TRIM BOLSTER REINSTALL AND SECURE
CARPET

324 WD6

(N/C)

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

I CUSTOMER STATES THE COVERS ARE COMING OFF BOTH HEADRESTS

23204900 COVER - HEADREST

324 WD6

(N/C)

CAUSE HEADREST COVER MATERIAL LOOSE AT BOTOM OF

"LIMITED LABOR WARRANTY"

THE REPAIR FACILITY GUARANTEES THE LABOR USED IN PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER FOR A PERIOD OF 90 DAYS OR 1,000 MILES (WHICHEVER COMES FIRST) FROM THE DATE SUCH REPAIRS WERE COMPLETED. THIS LIMITED WARRANTY SPECIFICALLY EXCLUDES: FRONT END ALIGNMENTS, ELECTRICAL WIRING AND SHORTS, AND FUEL SYSTEM—WHEN DUE TO CONTAMINATION. THIS LIMITED WARRANTY IS EXTENDED TO THE VEHICLE OWNER/CUSTOMER AND IS NOT TRANSFERABLE TO, NOR ENFORCEABLE BY, ANY OTHER PERSON.

DURING THE DURATION PERIOD OF THIS LIMITED WARRANTY, THE REPAIR FACILITY WILL PROVIDE ADDITIONAL LABOR, AT NO EXPENSE TO CUSTOMER, FOR ANY ADDITIONAL REPAIRS THAT ARE NECESSITATED AS A RESULT OF ANY DEFECT IN LABOR PERFORMED WHILE COMPLETING THE REPAIRS LISTED ON THIS REPAIR ORDER.

TO OBTAIN REPAIRS UNDER THIS LIMITED WARRANTY, CUSTOMER MUST: (A) NOTIFY THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER OF ANY DEFECT IN LABOR WITHIN A REASONABLE TIME AFTER CUSTOMER DISCOVERS OR SHOULD HAVE DISCOVERED ANY SUCH DEFECT. SUCH NOTICE, HOWEVER, MUST BE GIVEN TO REPAIR FACILITY BEFORE THE END OF THE DURATION PERIOD OF THIS LIMITED WARRANTY, AS SPECIFIED ABOVE; (B) DELIVER THE VEHICLE TO THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER WITHIN FIVE (5) DAYS OF NOTICE OF SUCH DEFECT IN LABOR; (C) AUTHORIZE THE REPAIR FACILITY TO MAKE THE REPAIRS REQUIRED; AND (D) PAY THE CHARGES FOR ANY ADDITIONAL PARTS REQUIRED TOGETHER WITH SALES TAX UPON COMPLETION OF SUCH REPAIR.

ALL IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION PERIOD OF THIS LIMITED WARRANTY. UNDER NO CIRCUMSTANCES WILL THE REPAIR FACILITY BE LIABLE TO CUSTOMER FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF PROPERTY, LOSS OF VEHICLE USE, LOSS OF TIME, LOSS OF INCOME AND PROFITS, INCONVENIENCE OR COMMERCIAL LOSS.

THIS PART(S) IS SOLD "AS IS". THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER(S). THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER SELLER NOR AUTHORIZER ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGE FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES. IN ADDITION, EXPRESSLY EXCLUDED IS ANY DEALER LIABILITY FOR DEFECTS PERTAINING TO SAFETY OR PERFORMANCE, BY WAY OF "STRICT LIABILITY", NEGLIGENCE OR OTHERWISE.

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

CUSTOMER COPY

CUSTOMER #: [REDACTED]
UNIT# [REDACTED]

INVOICE



4395 RT. 130 SOUTH
BURLINGTON, NJ 08018
(609) 871-2800 (215) 236-8977
TOLL FREE: (888) 52-DODGE
FAX: (609) 871-0178

JOBSTOWN, NJ

PAGE 2

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

SERVICE ADVISOR: 451 MICHAEL LUDZINSKI

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/OUT		TAG
RED	17	CHRYSLER PACIFICA		2C4RC1DGXHR		8090/8098		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	
13JUN16 DD			20:00 20OCT16		0.00	CASH	20OCT16	
R.O. OPENED		READY		OPTIONS: SOLD-STK		DLR:43272		
				ENG:3.6 Liter DOHC				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
			HEAD RESTS				
			324 WD6				(N/C)
			COVER SNAP LOOSE HEADREST COVER MATERIAL BACK INTO PLACE				
			324 WD6				(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE I:	0.00

J CUSTOMER STATES WHEN ACCELERATING SLOWLY FROM A STOP THERE IS A HESITATION/JERKING CAUSE TRANSMISSION CONTROL MODULE SOFTWARE							
			324 WD6				(N/C)
			181905DV TSB-21-022-16 MODULE TRANSMISSION CONTROL - reprogram				
			324 WD6				(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE J:	0.00

K CUSTOMER STATES ,AT TIMES ,THE INSTRUMENT CLUSTER SWIPES (LIGHT) BACK AND FORTH AT TIMES DIAG PERFORM DIAGNOSTIC TESTS							
			324 WD6				(N/C)
			85419001 Instrument Cluster - No repair/Trouble Not Found Cluster				
			324 WD6				(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE K:	0.00

L CUSTOMER STATES WHEN TURNING STEERING WHEEL,GOING OVER BUMPS ,THERE IS CLUNK,DOESN'T FEEL RIGHT STEERING ROAD TESTED,VISUALLY INSPECTED,UNABLE TO DUPLICATE/VERIFY CONDITION AT TIME							
			324 IZ				(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE L:	0.00

M** RRT 16-080

CAUSE: .

"LIMITED LABOR WARRANTY"

THE REPAIR FACILITY GUARANTEES THE LABOR USED IN PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER FOR A PERIOD OF 90 DAYS OR 4000 MILES (WHICHEVER COMES FIRST) FROM THE DATE SUCH REPAIRS WERE COMPLETED. THIS LIMITED WARRANTY SPECIFICALLY EXCLUDES: FRONT END ALIGNMENTS, ELECTRICAL WIRING AND SHORTS, AND FUEL SYSTEM WHEN DUE TO CONTAMINATION. THIS LIMITED WARRANTY IS EXTENDED TO THE VEHICLE OWNER/CUSTOMER AND IS NOT TRANSFERABLE TO, NOR ENFORCEABLE BY, ANY OTHER PERSON.

DURING THE DURATION PERIOD OF THIS LIMITED WARRANTY, THE REPAIR FACILITY WILL PROVIDE ADDITIONAL LABOR, AT NO EXPENSE TO CUSTOMER, FOR ANY ADDITIONAL REPAIRS THAT ARE NECESSITATED AS A RESULT OF ANY DEFECT IN LABOR PERFORMED WHILE COMPLETING THE REPAIRS LISTED ON THIS REPAIR ORDER.

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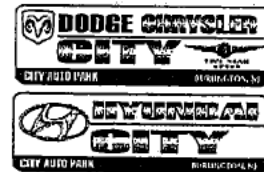
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DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

CUSTOMER #: [REDACTED]
UNIT# [REDACTED]

INVOICE



JOBSTOWN, NJ

PAGE 3

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

SERVICE ADVISOR: 451 MICHAEL LUDZINSKI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
RED	17	CHRYSLER PACIFICA	2C4RC1DGXHR		8090/8098	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
13JUN16 DD			20:00 20OCT16		0.00	CASH
R.O. OPENED	READY	OPTIONS:	SOLD-STK:	DLR:43272		
		ENG:3.6_Liter_DOHC				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
24100190	AC COMPRESSOR -	CHECK REFRIGERANT -	OK				
	324	WD6					(N/C)
	FC: PART#:	COUNT:					
	CLAIM TYPE:	W					
	AUTH CODE:						

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

N** UPDATE PCM

181906KH UPDATE PCM
324 WD6

(N/C)

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

THANK YOU FOR YOUR BUSINESS!

"LIMITED LABOR WARRANTY"

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

CUSTOMER COPY



4395 RT. 130 SOUTH
BURLINGTON, NJ 08016
(609) 871-2800 (215) 236-8977
TOLL FREE: (888) 52-DODGE
FAX (609) 871-0178

CUSTOMER #: [REDACTED]
UNIT# [REDACTED]

INVOICE

JOBSTOWN, NJ

PAGE 1

HOME: [REDACTED]

CONT: [REDACTED]

BUS: [REDACTED]

CELL: [REDACTED]

SERVICE ADVISOR: 936 DIANE RIGGS

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/ OUT		TAG
RED	17	CHRYSLER PACIFICA		2C4RC1DGXHR		19875/19879		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	
13JUN16 DD			WAIT 24MAY17		0.00	CASH	24MAY17	
R.O. OPENED		READY		OPTIONS: SOLD-STK:		DLR:43272		
08:26 24MAY17		11:43 24MAY17		ENG:3.6_Liter_DOHC				

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

B INFO - Description UnAvailable [Customer states CUSTOMER STATES NEUTRALLED OUT WHILE DRIVING HAD ANOTHER OCCASION THAT WHILE DRIVING FORWARD REVERSE CAM CAME ON AND SHIFTER BLINKS AND INDICATES IN REVERSE]

INFO INFO - Description UnAvailable [Customer states CUSTOMER STATES NEUTRALLED OUT WHILE DRIVING HAD ANOTHER OCCASION THAT WHILE DRIVING FORWARD REVERSE CAM CAME ON AND SHIFTER BLINKS AND INDICATES IN REVERSE]

984 IZ (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00
ROAD TEST WITH OWNER OF VEHICLE UNABLE TO REPRODUCE CONDITION, CUOSTMER ALSO STATED THERE IS A CLICKING NOISE GOING WHEN SLOW AND REACCEL

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

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

D RRT 1 [16-100: 2017 RU PWR SLIDING DOOR MODULE ENHANCEMENT/FLASH]
CAUSE: REQUIRED UPDATE / PERFORM UPDATE
18193195 Module, Power Sliding Door (PSDM) -

984 WD6 (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

E RRT 2 [16-097: 2017 RU AIR CONDITIONING INOPERATIVE]
CAUSE: REQUIRED UPDATE PERFORM UPDATE
24452593 Inspect A/C System forRefrigerant Leaks

984 WD6 (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

F Electrical/Non PCM Flashes Concern [Customer states With cruise on

"LIMITED LABOR WARRANTY"

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

CUSTOMER COPY

CUSTOMER #:

UNIT#

INVOICE



JOBSTOWN, NJ

PAGE 2

HOME:

CONT

BUS:

CELL:

SERVICE ADVISOR: 936 DIANE RIGGS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
RED	17	CHRYSLER PACIFICA	2C4RC1DGXHR		19875/19879		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
13JUN16 DE			WAIT 24MAY17		0.00	CASH	24MAY17
R.O. OPENED		READY	OPTIONS: SOLD-STK:		DLR:43272		
08:26 24MAY17		11:43 24MAY17		ENG:3.6_Liter_DOHC			
LINE OPCODE TECH TYPE HOURS					LIST	NET	TOTAL

engine will rev but cannot accelerate have to hit cancel and reset]

CAUSE: UNABLE TO VERIFY CONDITON ON ROAD TEST WITH CUSTOMER

CS Electrical/Non PCM Flashes Concern [Customer states With cruise on engine will rev but cannot accelerate have to hit cancel and reset]

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

G Body Systems/Trim Concern [Non-Electrical] [Customer states Pass side door clicks opening and closing]

CAUSE: UNABLE TO VERIFY CONDITON WITH CUSTOMER
CS Body Systems/Trim Concern [Non-Electrical]
[Customer states Pass side door clicks opening and closing]

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

H Body Systems/Trim Concern [Non-Electrical] [Customer states Pass headrest cover pops open neither stay closed]

CS Body Systems/Trim Concern [Non-Electrical]
[Customer states Pass headrest cover pops open neither stay closed]

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

UNABLE TO VERIFY CONDITION WITH CUSTOMER

I** CLUNK IN STEERING

SOP NO REPAIRS PERFORMED TODAY. DIAGNOSIS ONLY.

PARTS ORDERED TO ENSURE YOUR VEHICLE IS
REPAIRED ON FIRST REPAIR ATTEMPT.

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

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

CUSTOMER COPY



4395 RT. 130 SOUTH
BURLINGTON, NJ 08016
(609) 871-2800 (215) 235-3977
TOLL FREE: (888) 62-DODGE
FAX (609) 871-0178

CUSTOMER #: [REDACTED]

UNIT# [REDACTED]

INVOICE

JOBSTOWN, NJ

PAGE 3

HOME: [REDACTED]

CONT: [REDACTED]

BUS: [REDACTED]

CELL: [REDACTED]

SERVICE ADVISOR: 936 DIANE RIGGS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
RED	17	CHRYSLER PACIFICA	2C4RC1DGXHR		19875/19879		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
13JUN16 DD			WAIT 24MAY17		0.00	CASH	24MAY17
R.O. OPENED		READY		OPTIONS: SOLD-STK: DLR:43272			
08:26 24MAY17		11:43 24MAY17		ENG:3.6_Liter_DOHC			
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

THANK YOU FOR YOUR BUSINESS!

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

CUSTOMER COPY

CUSTOMER #: [REDACTED]
UNIT# [REDACTED]

INVOICE

DUPLICATE 1
PAGE 1



JOBSTOWN, NJ

HOME: [REDACTED]

CONT: [REDACTED]

BUS: [REDACTED]

CELL: [REDACTED]

SERVICE ADVISOR: 458 ROCCO CIRILLO

COLOR	YEAR	MAKE/MODEL	VIN		LICENSE	MILEAGE IN/ OUT		TAG
RED	17	CHRYSLER PACIFICA	2C4RC1DGXHR			22689/22721		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE
13JUN16 DD			19:00 13JUN17			0.00	CASH	13JUN17
R.O. OPENED		READY		OPTIONS: SOLD-STK: DLR:43272				
07:37 07JUN17		09:04 13JUN17		ENG:3.6_Liter_DOHC				

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

A General Concern #1 [Customer states On hills the vehicle will downshift and the rpms will keep going up but won't gain any speed to stop has to either hit the gas or brakes]

CAUSE: CCCS

MISC TECH COULD NOT TRE PRODUCE CONDITION.
CONFIRMED DTC FOR COMMUNICATIONS. TEST
DROVE, CONTACTED CHRYSLER.

984 WD6

1 5154838AF GEAR-RACK AND PINION

MPI Performed 23 Multi Point Inspection

984 WD6

(N/C)

(N/C)

(N/C)

0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:
CUSTOMER STATES WHILE DRIVING THE VEHICLE WILL SWITCH IN AND OUT OF
GEAR ON ITS OWN. CUSTOMER STATES ON HILLS THE VEHICLE WUILL DOWN SHIFT
AND THE RPMS WILL KEEP GOING. TECH COULDVNOT DUPLICATE THIS CONDITION.
CONFIRMED DTC FOR LOSS OF COMMUNICATION. TECT PERFORMED ALL THE BASIC
TEST AND CONFIRMED OK AT THIS TIME. T3ECH CONTACTED CHRYSLER. CHRYSLER
AWARE OF CONDITION AND WILL BE IN CONTACT IN FUTURE FOR REPAIRS

B General Concern #2 [Customer states Passenger rear door clicks while moving back and sometimes won't open all the way and will close]

CS TECH COULD NOT DUPLICATE THIS COMPLAINT.
CLEANED AND LUBRICATED TRACKS

984WCHRY

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

(N/C)

0.00

C General Concern #3 [Customer states When closing passenger front window from driver side it'll go up halfway and then go back down on its own]

CAUSE: .

CS TECH COULD NOT DUPLICATE THIS CONDITION

984 WD6

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C:

(N/C)

0.00

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

CUSTOMER COPY

CUSTOMER #: [REDACTED]
UNIT# [REDACTED]

INVOICE

DUPLICATE 1
PAGE 2



4395 RT. 130 SOUTH
BURLINGTON, NJ 08016
(609) 871-2800 (215) 236-8977
TOLL FREE: (888) 52-ODDGE
FAX (609) 871-0178

JOBSTOWN, NJ

HOME

CONT: [REDACTED]

BUS:

CELL: [REDACTED]

SERVICE ADVISOR: 458 ROCCO CIRILLO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
RED	17	CHRYSLER PACIFICA	2C4RC1DGXHR		22689/22721		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
13JUN16 DD			19:00 13JUN17		0.00	CASH	13JUN17
R.O. OPENED		READY	OPTIONS: SOLD-STK: DLR:43272				
			ENG:3.6 Liter DOHC				

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

D General Concern #4 [Customer states Reattach bottom of front passenger headrest]

CS TECH RE ATTACHED THE HEAD REST ASSEMBLY

984WCHRY

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

E Performed 23 Multi Point Inspection

MPI Performed 23 Multi Point Inspection

984 C010

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00 0.00

F** CUSTOMER STATES THERE IS A CLICKING IN THE STEERING. SOP ORDER LAST VISIT

19000501 Steering gear, electric power steering

984 WD6

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

02000150 REAR WHEEL ALIGNMENT

984 WD6

THANK YOU FOR YOUR BUSINESS!

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

CUSTOMER COPY

CUSTOMER #:
UNIT#

INVOICE



JOBSTOWN, NJ

PAGE 1

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 458 ROCCO CIRILLO

COLOR		YEAR	MAKE/MODEL		VIN		LICENSE		MILEAGE IN/ OUT		TAG				
RED		17	CHRYSLER PACIFICA		2C4RC1DGXHR				23842/23967						
DEL DATE		PROD. DATE		WARR. EXP.		PROMISED		PO NO.		RATE		PAYMENT		INV. DATE	
13JUN16 DD						13:15 20JUN17				0.00		CASH		07JUL17	
R.O. OPENED				READY		OPTIONS: SOLD-STK:				DLR:43272					
10:58 20JUN17				10:02 07JUL17		ENG:3.6_Liter_DOHC									

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

A Multi-point inspection (according to maintenance interval)

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

984WCHRY

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

B CUSTOMER STATES ONCE OULLING INTO A PARKING LOT THE VEHICLE PUT ITSELF IN TO NEAUTRAL. CUSTOMER HAD TO TURN OFF AND ON TO CORRECT ISSUES

MISC TECH COULD NOT DUPLICATE THIS CONDITION.

984 WD6

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

C CUSTOMER STATES ONCE WHEN DRIVING THE VEHICLES DASH SAID THE VEHICLE WAS IN NETRUAL BUT DID NOT ACTUALLY SHIFT IN TO NEUTRAL

MISC TECH CONFIRMED COULD NOT DUPLICATE THIS CONDITION

984 WD6

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

D CUSTOMER STATES VERY OFTEN WHEN AT A STOP AND STARTING TO ACCELREATE THE VEHICLE WILL HESITATE AND BANG INTO GEAR

MISC MPI

984 WD6

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

E CUSTOMER STATES LAST VISIT THE STEERING RACK WAS REPLACED AND A BOOT WAS ORDEDERE TO COMPLETET REPAIRS. INSTALL SOP STEERING RACK BOOT.

CAUSE: CCCC

19000501 Steering gear, electric power steering

984 WD6

1 68225672AB COVER-DASH SEAL

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

"LIMITED LABOR WARRANTY"

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PLEASE PAY THIS AMOUNT

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

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(609) 871-2800 (215) 236-8977
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FAX: (609) 871-0178

CUSTOMER #: [REDACTED]
UNIT# [REDACTED]

INVOICE

PAGE 2

JOBSTOWN, NJ

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 458 ROCCO CIRILLO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
RED	17	CHRYSLER PACIFICA	2C4RC1DGXHR		23842/23967		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
13JUN16 DD			13:15 20JUN17		0.00	CASH	07JUL17
R.O. OPENED		READY		OPTIONS: SOLD-STK:		DLR:43272	
10:58 20JUN17		10:02 07JUL17		ENG:3.6_Liter_DOHC			

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

LAST VISIT THE STEERING RACK WAS REPLACED. PART OF THIS REPAIR IS TO INSTALL A NEW STEERING GEAR BOOT/ISOLATOR. AT THAT TIME THE BOOT WAS NOT INSTOCK SO CUSTOMER PICKED UP KNOWING THE BOOT WAS MISSING. THIS VISIT TECH INSTALLED BOOT

F CUSTOMER STATES WHEN MAKING SLOW TURNS THERE IS A CLICKING IN THE STEERING ASSEMBLY. THIS IS WHAT THE STEERING RACK WAS REPLACED FOR

MISC TECH REMOVED FRONT STRUTS AND LUBRICATED AND RE TOURQUED

984 WD6
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: (N/C) 0.00

G CUSTOMER STATES THE PASSENGER SLIDING DOOR CLICKS WHEN OPENING MISC TECH RE PROGRAMMED TRACK AND CLEANED TRACKS OF DEBREE

984 WD6
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE G: (N/C) 0.00

H COMPLIMENTARY COURTESY TRANSPORTATION PROVIDED BY CITY AUTO PARK CAUSE: CCCS

CCT COMPLIMENTARY COURTESY TRANSPORTATION PROVIDED BY CITY AUTO PARK

984 WD6
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE H: (N/C) 0.00

CUSTOMER STATES MORE THEN ONCE DASH STATED THE TRANSMISSION WAS IN NEUTRAL. ONE OF THE TIMES THE TRANSMISSION ACTUALLY WENT INTO NEUTRAL. TECH TEST DROVE VEHICLE DID NOT GET CONDITION TO HAPPEN ON ROAD. TECH CHECKED ALL LEVELS OF TRANSMISSION FLUID. CHECKED FILTER FOR FAILURE. CONFIRMED NO ISSUES IN FLUID OR FILTER. TECH SCANNED VEHICLE FOR DTCS. DID NOT FIND ANY DTCS THIS VISIT. CONFIRMED COMMUNICATIONS FROM TRANSMISSION CONTROL MODULE AND CONFIRMED BUS CAN FROM TRANSMISSION. TECH CHECKED POWER AND GROUNDS AND CONFIRMED ALL OK AT THIS TIME. TECH

"LIMITED LABOR WARRANTY"

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

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CUSTOMER #: [REDACTED]
UNIT# [REDACTED]

INVOICE



JOBSTOWN, NJ

PAGE 3

HOME: [REDACTED]

CONT: [REDACTED]

BUS: [REDACTED]

CELL: [REDACTED]

SERVICE ADVISOR: 458 ROCCO CIRILLO

COLOR		YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/ OUT		TAG
RED		17	CHRYSLER PACIFICA		2C4RC1DGXHR		23842/23967		
DEL DATE		PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE
13JUN16 DL				13:15 20JUN17			0.00	CASH	07JUL17
R.O. OPENED			READY		OPTIONS: SOLD-STK:		DLR:43272		
10:58 20JUN17		10:02 07JUL17		ENG:3.6_Liter_DOHC					

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

CHECKED FOR TSB, UPDATES AND OR RELATED OPERATIONS FOR CONCERNS. NONE FOUND.

CUSTOMER STATES THE PASSENGER SLIDING DOOR WILL MAKE NOISE WHEN IN OPERATION. TECH SCANNED FOR DTCS. NONE FOUND. TECH OPERATED SLIDING DOOR MULTIPLE TIMES AND COULD NOT DUPLICATE. TECH RE CALIBRATED DOOR MODULE. AND CLEANED TRACKS.. CONFIRMED OK AT THIS TIME.
CUSTOMER STATES WHEN MAKING SLOW TURNS THERE IS A CLICKING / CLUNKING IN THE STEERING. LAST VISIT THE POWER STEERING RACK WAS REPLACED BUT THE STEERING BOOT WAS NOT IN STOCK AND NOT INSTALLED. TECH INSTALLED THIS VISIT. AND TEST DROVE WITH CUSTOMER. ISSUE WAS DULLED DOWN BUT STILL PRESENT. TECH REMOVED POWER STEERING RACK AND RE INSTALLED TO CONFIRMED INSTALLATION WAS CORRECT. TECH THEN REMOVED BOTH FRONT STRUTS AND LUBRICATED THE MOUNTS. INSTALLED STRUTS AND RE TORQUED.
TECH ALSO LOOSENED FRAME ASSEMBLY AND RE TORQUED ALL COMPONENTS TO FACTORY SPEC.

THANK YOU FOR YOUR BUSINESS!

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

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CUSTOMER #: [REDACTED]
UNIT# [REDACTED]

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DUPLICATE 1
PAGE 1

JOBSTOWN NJ

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 458 ROCCO CIRILLO



COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
RED	17	CHRYSLER PACIFICA	2C4RC1DGXHR		26898/26932		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
13JUN16 DD			11:30 13JUL17		0.00	CASH	20JUL17
R.O. OPENED		READY		OPTIONS: SOLD-STK DLR:43272			
09:08 13JUL17		11:46 20JUL17		ENG:3.6_Liter_DOHC			

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

A Multi-point inspection (according to maintenance interval)

CAUSE:

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

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

B CUSTOMER STATES WHEN MAKING SLOW TURNS THERE IS A CLICKING/CLUNKING

CAUSE:

05212507 Shield, disc brake - Replace Front-Left
(2 - Skilled)

984 WD6 (N/C)
1 68223516AB SHIELD-BRAKE (N/C)
1 68223517AB SHIELD-BRAKE (N/C)

05212506 Shield, disc brake - Replace Front-Right
(2 - Skilled)

984 WD6 (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

FCA TECH SPECIALIST CAME OUT ON 7/13/2017 AND DUPLICATED A NOISE FROM THE FRONT BRAKE SHIELDS, INTERMITTENTLY WHEN TURNING THE WHEELS. ADVISED TO REPLACE FRONT AND RIGHT FRONT BRAKE CALIPER HEAT /DUST SHIELDS. REPLACED LEFT AND RIGHT FRONT BRAKE SHIELDS. PERFORMED TEST DRIVE AND DID NOT HEAR ANY FURTHER NOISES AFTER REPAIR.

C CUSTOMER STATES WHEN GOING UP A HILL THE RPMS REV HIGH AND DOESNT SHIFT RIGHT AWAY

MISC DIAGNOST PERFORMED

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

FCA TECHNICIAN SPECIALISTS PERFORMED EXTENDED TEST DRIVE AND COULD NOT DUPLICATE ISSUE AT THIS TIME. 34 MILES DRIVEN WITH NO ISSUES

D CUSTOMER STATES 5 TIMES WHEN ACCELERATING FROM A STOP THE RPMS WILL REV HIGHER THEN PEDAL IS BEING PRESSED AND WHEN CUSTOMER LETS

"LIMITED LABOR WARRANTY"

THE REPAIR FACILITY GUARANTEES THE LABOR USED IN PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER FOR A PERIOD OF 90 DAYS OR 4,000 MILES (WHICHEVER COMES FIRST) FROM THE DATE SUCH REPAIRS WERE COMPLETED. THIS LIMITED WARRANTY SPECIFICALLY EXCLUDES: FRONT END ALIGNMENTS, ELECTRICAL WIRING AND SHORTS, AND FUEL SYSTEM-WHEN DUE TO CONTAMINATION. THIS LIMITED WARRANTY IS EXTENDED TO THE VEHICLE OWNER/CUSTOMER AND IS NOT TRANSFERABLE TO, NOR ENFORCEABLE BY, ANY OTHER PERSON.

DURING THE DURATION PERIOD OF THIS LIMITED WARRANTY, THE REPAIR FACILITY WILL PROVIDE ADDITIONAL LABOR, AT NO EXPENSE TO CUSTOMER, FOR ANY ADDITIONAL REPAIRS THAT ARE NECESSITATED AS A RESULT OF ANY DEFECT IN LABOR PERFORMED WHILE COMPLETING THE REPAIRS LISTED ON THIS REPAIR ORDER.

TO OBTAIN REPAIRS UNDER THIS LIMITED WARRANTY, CUSTOMER MUST: (A) NOTIFY THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER OF ANY DEFECT IN LABOR WITHIN A REASONABLE TIME AFTER CUSTOMER DISCOVERS OR SHOULD HAVE DISCOVERED ANY SUCH DEFECT. SUCH NOTICE, HOWEVER, MUST BE GIVEN TO REPAIR FACILITY BEFORE THE END OF THE DURATION PERIOD OF THIS LIMITED WARRANTY, AS SPECIFIED ABOVE; (B) DELIVER THE VEHICLE TO THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER WITHIN FIVE (5) DAYS OF NOTICE OF SUCH DEFECT IN LABOR; (C) AUTHORIZE THE REPAIR FACILITY TO MAKE THE REPAIRS REQUIRED; AND (D) PAY THE CHARGES FOR ANY ADDITIONAL PARTS REQUIRED TOGETHER WITH SALES TAX UPON COMPLETION OF SUCH REPAIR.

ALL IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION PERIOD OF THIS LIMITED WARRANTY. UNDER NO CIRCUMSTANCES WILL THE REPAIR FACILITY BE LIABLE TO CUSTOMER FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF PROPERTY, LOSS OF VEHICLE USE, LOSS OF TIME, LOSS OF INCOME AND PROFITS, INCONVENIENCE OR COMMERCIAL LOSS.

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

CUSTOMER COPY

CUSTOMER #: [REDACTED]
UNIT# [REDACTED]

INVOICE

DUPLICATE 1
PAGE 2

JOBSTOWN NJ

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

SERVICE ADVISOR: 458 ROCCO CIRILLO



SERVICE ADVISOR: 458 ROCCO CIRILLO										
COLOR	YEAR	MAKE/MODEL		VIN		LICENSE		MILEAGE IN/OUT		TAG
RED	17	CHRYSLER PACIFICA		2C4RC1DGXHR				26898/26932		
DEL DATE	PROD DATE	WARR EXP	PROMISED		PO NO.	RATE	PAYMENT		INV DATE	
13JUN16 DD			11:30 13JUL17			0.00	CASH		20JUL17	

R.O. OPENED: [REDACTED] READY: [REDACTED] OPTIONS: SOLD-STK: [REDACTED] DLR: 43272
ENG: 3.6_Liter_DOHC

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

OFF PEDAL AND THE TRANS BANGS VERY HARD IN GEA
MISC DIAGNOSIS PERFORMED

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

FCA TECHNICIAN SPECIALISTS PERFORMED EXTENDED TEST DRIVE AND COULD NOT DUPLICATE ISSUE AT THIS TIME. 34 MILES DRIVEN WITH NO ISSUES

E CUSTOMER STATES WHEN PULLING INTO A PARKING LOT THE VEHICLE STARTED TO DING AND THE VEHICLE PUT ITSELF INTO NEUTRAL

MISC DIAGNOSIS PERFORMED

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

FCA TECHNICIAN SPECIALISTS PERFORMED EXTENDED TEST DRIVE AND COULD NOT DUPLICATE ISSUE AT THIS TIME. 34 MILES DRIVEN WITH NO ISSUES

F CUSTOMER STATES ONE TIME WHILE DRIVING THE BACK UP CAMERA CAME ON AND THE VEHICLE STATED IT WAS IN REVERSE/

MISC DIAGNOSIS PERFORMED

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

FCA TECHNICIAN SPECIALISTS PERFORMED EXTENDED TEST DRIVE AND COULD NOT DUPLICATE ISSUE AT THIS TIME. 34 MILES DRIVEN WITH NO ISSUES

G CUSTOMER STATES SLIDING DOOR PASSENGER SIDE CLICKS VERY LOUDLY WHEN BEING OPERATED

MISC NOISE DIAGNOSIS PERFORMED

984 IZ (N/C)
1 4318066AE *LUBRICANT-WHITELITHIUMSPRAY (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE G: 0.00

DUPLICATED NOISE. UPON FURTHER DIAGNOSIS FOUND THAT THE DOOR TRACK HAD DIRT ACCUMULATION IN TRACK CREATING CUSTOMERS NOISE. CLEANED DEBRIS FROM TRACK, LUBRICATED AS NEEDED AND RE-TESTED OPERATION. NOISE NO LONGER PRESENT AFTER PREVENTIVE MAINTENANCE PERFORMED.

"LIMITED LABOR WARRANTY"

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

CUSTOMER COPY

JSTOMER #:
UNIT#

INVOICE

JOBSTOWN NJ

HOME:

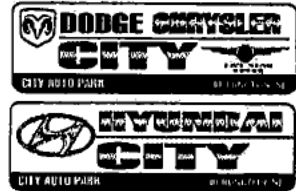
BUS:

CONT:

CELL:

DUPLICATE 1
PAGE 3

SERVICE ADVISOR: 458 ROCCO CIRILLO



4395 RT. 130 SOUTH
BURLINGTON, NJ 08016
(609) 871-2800 (215) 236-8977
TOLL FREE: (888) 52-DODGE
FAX (609) 871-0178

COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN/ OUT		TAG
RED	17	CHRYSLER PACIFICA		2C4RC1DGXHR			26898/26932		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
13JUN16 DD			11:30 13JUL17			0.00	CASH	20JUL17	

09:08 13JUL17 11:46 20JUL17

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

H CUSTOMER STATES WHEN PUTTING VEHICLE INTO REVERSE THE BACK UP CAMERA

SCREEN WENT BLUE AND STATED CAMERA SYSTEM UN AVAILBLE

MISC DIAGNOSIS PERFORMED

984 IZ (N/C)

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

FCA TECHNICIAN SPECIALISTS PERFORMED EXTENDED TEST DRIVE AND COULD

NOT DUPLICATE ISSUE AT THIS TIME. 34 MILES DRIVEN WITH NO ISSUES

I CUSTOMER HAD TO PUT INTO DRIVE THEN BACK INTO REVERSE TO FIX

MISC DIAGNOSIS PERFORMED

984 IZ (N/C)

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

FCA TECHNICIAN SPECIALISTS PERFORMED EXTENDED TEST DRIVE AND COULD

NOT DUPLICATE ISSUE AT THIS TIME. 34 MILES DRIVEN WITH NO ISSUES

J CUSTOMER STATES ONE TIME THE VEHICLE WAS STARTED IT WAS RUNNING BUT

DASH STATED THE KEY FOB IS NOT DETECTED.

MISC DIAGNOSIS PERFORMED

984 IZ (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE J: 0.00

FCA TECHNICIAN SPECIALISTS PERFORMED EXTENDED TEST DRIVE AND COULD

NOT DUPLICATE ISSUE AT THIS TIME. 34 MILES DRIVEN WITH NO ISSUES.

POSSIBLE OPTION OR RECOMMEND NOT LEAVING KEYS IN CUP HOLDER IF DONE

SO, DUE TO CUP HOLDERS BEING INSULATED WHICH CAN CREATE SIGNAL

INTERFERENCE, BUT AT THIS TIME ISSUE CAN NOT BE DUPLICATED.

K CUSTOMER STATES OVER TWO TIMES THE ODOMETER ENTIRE SCREEN STARTS

GETTING DISTORTED.

MISC DOAGNOSIS PERFORMED

984 IZ (N/C)

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

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

CUSTOMER COPY

CUSTOMER #: [REDACTED]
UNIT# [REDACTED]

INVOICE

DUPLICATE 1
PAGE 4

JOBSTOWN NJ

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

SERVICE ADVISOR: 458 ROCCO CIRILLO



4395 RT. 130 SOUTH
BURLINGTON, NJ 08016
(609) 871-2800 (215) 236-8977
TOLL FREE: (888) 52-DODGE
FAX: (609) 871-0178

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
RED	17	CHRYSLER PACIFICA	2C4RC1DGXHR [REDACTED]		26898/26932	[REDACTED]
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
13JUN16 DD			11:30 13JUL17		0.00	CASH
R.O. OPENED	READY	OPTIONS: SOLD-STK: [REDACTED] DLR: 43272		ENG: 3.6_Liter_DOHC		
09:08 13JUL17	11:46 20JUL17					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
1	Performed	23	Multi Point Inspection				
	MPI Performed	23	Multi Point Inspection				
		984	IZ				(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE L:	0.00
PERFORMED WITH CONJUNCTION WITH ALL ABOVE LISTED COMPONENTS							

THANK YOU FOR YOUR BUSINESS!

"LIMITED LABOR WARRANTY"

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



25 Regency Plaza.
Glen Mills, PA 19342

tel: 888.830.1474
tim@timothyabeel.com

www.timothyabeel.com

R

August 17, 2017

FCA US LLC
CIMS [REDACTED]
1000 Chrysler Drive
Auburn Hills, MI 48326

RE: [REDACTED] vs FCA US LLC

FCAUS LLC
Office of the General Counsel

AUG 21 2017
By [Signature] (Mail) Reg. Agent/
Sec. of State/Proc. Server

Dear Sir or Madam:

Enclosed please find the Complaint that was filed regarding the above captioned matter.

Thank you for your attention to this matter. If you have any questions, please contact me at your convenience.

Sincerely,

[REDACTED]

Timothy J. Abeel, Jr., Esq.

RECEIVED

AUG 22 2017

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

TJA/tmc
Enclosures

BURLINGTON COUNTY
SUPERIOR COURT
49 RANCOCAS ROAD
MT HOLLY NJ 08060

TRACK ASSIGNMENT NOTICE

COURT TELEPHONE NO. (609) 518-2815
COURT HOURS 8:30 AM - 4:30 PM

DATE: AUGUST 14, 2017
RE: [REDACTED] VS FCA US LLC
DOCKET: [REDACTED]

THE ABOVE CASE HAS BEEN ASSIGNED TO: TRACK 1.

DISCOVERY IS 150 DAYS AND RUNS FROM THE FIRST ANSWER OR 90 DAYS
FROM SERVICE ON THE FIRST DEFENDANT, WHICHEVER COMES FIRST.

THE PRETRIAL JUDGE ASSIGNED IS: HON JANET Z. SMITH

IF YOU HAVE ANY QUESTIONS, CONTACT TEAM 003
AT: (609) 518-2814.

IF YOU BELIEVE THAT THE TRACK IS INAPPROPRIATE YOU MUST FILE A
CERTIFICATION OF GOOD CAUSE WITHIN 30 DAYS OF THE FILING OF YOUR PLEADING.

PLAINTIFF MUST SERVE COPIES OF THIS FORM ON ALL OTHER PARTIES IN ACCORDANCE
WITH R.4:5A-2.

ATTENTION:

ATT: TIMOTHY J. ABEEL
TIMOTHY ABEEL & ASSOCIATES PC
309 FELLOWSHIP RD
EAST GATE CENTER STE 200
MT LAUREL NJ 08054

JUPAG6

FILED with the COURT

AUG 11 2017

Appendix XII-B1

SUPERIOR COURT
BURLINGTON COUNTY

	CIVIL CASE INFORMATION STATEMENT (CIS)		AUG 11 2017 RECEIVED BY: 005		FOR USE BY CLERK'S OFFICE ONLY PAYMENT TYPE: ☐ CK ☐ CG ☐ CA CHG/CK NO.: AMOUNT: OVERPAYMENT: BATCH NUMBER:
	Use for initial Law Division Civil Part pleadings (not motions) under Rule 4:5-1 Pleading will be rejected for filing, under Rule 1:5-6(c), if information above the black bar is not completed or attorney's signature is not affixed				
	ATTORNEY / PRO SE NAME TIMOTHY J. ABEEL, JR., ESQ.		TELEPHONE NUMBER 888-830-1474		COUNTY OF VENUE Burlington
	FIRM NAME (if applicable) ABEEL & ASSOCIATES, P.C.		DOCKET NUMBER (when available) [REDACTED]		DOCUMENT TYPE COMPLAINT
OFFICE ADDRESS 309 FELLOWSHIP RD., EAST GATE CENTER, STE. 20 MT. LAUREL, NJ 08054			JURY DEMAND ☐ Yes ☒ No		
NAME OF PARTY (e.g., John Doe, Plaintiff) [REDACTED]		CAPTION [REDACTED] vs FCA US LLC			
CASE TYPE NUMBER (See reverse side for listing) 512	HURRICANE SANDY RELATED? ☐ YES ☒ NO	IS THIS A PROFESSIONAL MALPRACTICE CASE? ☐ YES ☒ NO IF YOU HAVE CHECKED "YES," SEE N.J.S.A. 2A:53 A -27 AND APPLICABLE CASE LAW REGARDING YOUR OBLIGATION TO FILE AN AFFIDAVIT OF MERIT.			
RELATED CASES PENDING? ☐ YES ☒ NO		IF YES, LIST DOCKET NUMBERS			
DO YOU ANTICIPATE ADDING ANY PARTIES (arising out of same transaction or occurrence)? ☐ YES ☒ NO		NAME OF DEFENDANT'S PRIMARY INSURANCE COMPANY (if known) ☒ NONE ☐ UNKNOWN			
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? ☐ YES ☒ NO		IF YES, IS THAT RELATIONSHIP: ☐ EMPLOYER/EMPLOYEE ☐ FRIEND/NEIGHBOR ☐ OTHER (explain) ☐ FAMILIAL ☐ BUSINESS			
DOES THE STATUTE GOVERNING THIS CASE PROVIDE FOR PAYMENT OF FEES BY THE LOSING PARTY? ☒ Yes ☐ 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? ☐ YES ☒ NO		IF YES, PLEASE IDENTIFY THE REQUESTED ACCOMMODATION			
WILL AN INTERPRETER BE NEEDED? ☐ YES ☒ NO		[REDACTED]			
I certify that confidential personal identifiers have been redacted from all documents submitted in the future in court, and will be					
ATTORNEY SIGNATURE:					

Timothy J. Abeel, Jr., Esquire
Attorney ID # [REDACTED]
TIMOTHY J. ABEEL & ASSOCIATES, P.C.
309 Fellowship Road
East Gate Center, Suite 200
Mt. Laurel, NJ 08054
(888)830-1474

ATTORNEY FOR PLAINTIFF

[REDACTED]
Jobstown, NJ [REDACTED]

SUPERIOR COURT OF NEW JERSEY
BURLINGTON COUNTY

v.

CIVIL ACTION

FCA US LLC
CIMS [REDACTED]
1000 CHRYSLER DRIVE
AUBURN HILLS MI 48326

COMPLAINT

CODE: 1900

1. Plaintiff, [REDACTED] is an adult individual citizen and legal resident of the State of New Jersey, [REDACTED] Jobstown, NJ [REDACTED]
2. Defendant, FCA US LLC, is a corporation qualified to do an regularly conduct business in the State of New Jersey, with its address and principal place of business located at CIMS [REDACTED] 1000 Chrysler Drive, Auburn Hills, MI 48326, and can be served at CIMS 485-13-32, 1000 Chrysler Drive, Auburn Hills, MI 48326.

BACKGROUND

3. On or about June 13, 2016, Plaintiff purchased a new 2017 Chrysler Pacifica, manufactured and warranted by Defendant, bearing the Vehicle Identification Number 2C4RC1DGXHR [REDACTED]

4. The vehicle was purchased in the State of New Jersey and is registered in the State of New Jersey.

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 \$35,000.00.

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 October 19, 2016, when the vehicle odometer showed 8,090 miles. On that date, repair attempts were made to the vehicle for the side sliding door makes clicking noise, carpet in rear loose, covers coming off both headrests, when accelerating there is a hesitation/jerking, transmission, steering wheel does not feel right, reverse cam inoperable, engine will rev but will not

accelerate, vehicle will switch in and out of gears while driving, down shift and the RPMS will keep going, clicking noise in steering wheel and steering rack. A true and correct copy of the repair invoice is attached hereto, made a part hereof and marked Exhibit "A".

11. 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. A true and correct copy of the repair invoice is attached hereto, made a part hereof and marked Exhibit "B".

COUNT I

NEW JERSEY MOTOR VEHICLE WARRANTY ACT

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

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

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

15. Dodge Chrysler City 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.

16. On or about June 13, 2016, 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.

17. 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.

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

19. 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 modification 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.

20. 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 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 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.

21. 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.

22. 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.

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

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

25. 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.

26. Plaintiff has provided Defendant with a final repair opportunity prior to filing the written Complaint.

27. 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, attorney's fees, and all court costs.

COUNT II

MAGNUSON-MOSS (FTC) WARRANTY IMPROVEMENT ACT

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

29. Plaintiff has or may have resorted to Defendant's informal dispute settlement Procedure, to the extent said procedure complies with 16 CFR 703.

30. Plaintiff avers that the Federal Trade Commission (FTC) has determined that no automobile manufacturer complies with 16 CFR 703, See, Fed. Reg. 15636, Vol. 62, No. 63 (Apr. 2, 1997).

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

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

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

34. 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.

35. 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.

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

37. 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.

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

39. As a direct and proximate result of Defendant's failure to comply with the express written warranties, Plaintiff has suffered damages and, in accordance with 15 U.S.C. §2310(d)(1), Plaintiff is entitled to bring suite for such damages and other legal and equitable relief.

40. Defendant's failure is a breach of Defendant's contractual and statutory obligations constituting a violation of the Magnuson-Moss Warranty Improvement Act, including but not limited to: breach of express warranties; breach of implied warranty of merchantability; breach of implied warranty of fitness for a particular purpose; breach of contract; and constitutes an Unfair Trade Practice.

41. Plaintiff avers that Defendant's warranty was not provided to Plaintiff until after the vehicle was delivered, making any and all limitations, disclaimers, and/or alternative dispute provisions ineffective for a failure of consideration.

42. 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

UNIFORM COMMERCIAL CODE

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

44. The defects and nonconformities existing within the vehicle constitute a breach of contractual and statutory obligations of Defendant, including but not limited to the following:

- a. Express Warranty;
- b. Implied Warranty of Merchantability; and
- c. Implied Warranty Of Fitness For A Particular Purpose.

45. 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.

46. 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.

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

48. Such damages include, but are not limited to, the contract 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.

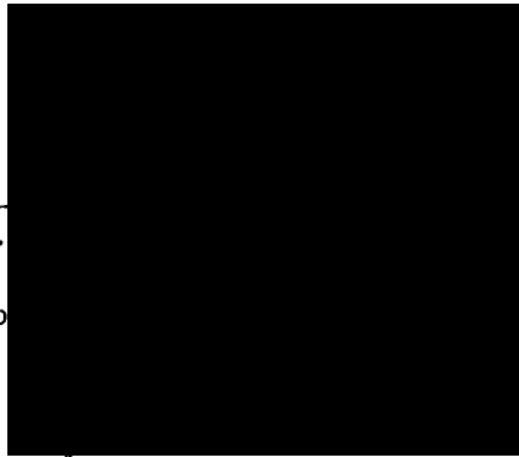
WHEREFORE, Plaintiff respectfully demands judgment against Defendant in an amount equal to the contract price of the vehicle, plus all collateral charges and attorneys' fees.

TIMOTHY J. ABEEL & ASSOCIATES, P.C.

By: _____

TIMOTHY J.

Attorney for

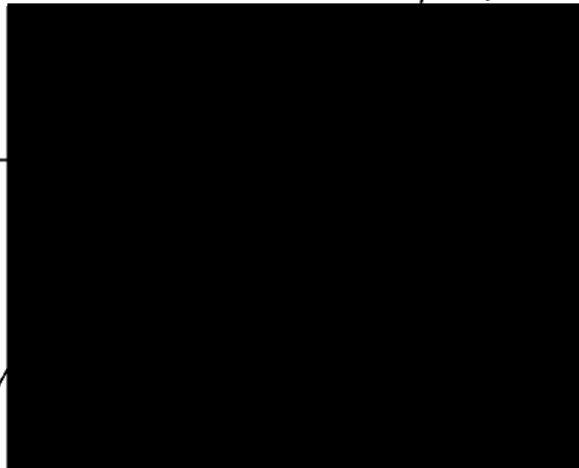


CERTIFICATION PURSUANT TO R.4:15-1

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

TIMOTHY J. ABEEL & ASSOCIATES, P.C.

By: _____



CERTIFICATION OF NOTICE

Pursuant to N.J.S.A. 56:8-20 Plaintiff is mailing a copy of this Complaint to the Office of The Attorney General, Richard J. Hughes Justice Complex, 25 West Market Street in the City of Trenton, County of Mercer, in the state of New Jersey on

TIMOTHY I. ABDEL & ASSOCIATES, P.C.

By:  _____

DESIGNATION OF TRIAL COUNSEL

PLEASE TAKE NOTICE that pursuant to Rule 4:25-4, Timothy J. Abeel, Jr., Esq. is designated as trial counsel for plaintiff, [REDACTED] in this case.

TIMOTHY J. ABEEL & ASSOCIATES, P.C.

By [REDACTED]

DEAR REGISTERED OWNER:
HERE IS YOUR NEW REGISTRATION. WE APPRECIATE THE OPPORTUNITY TO SERVE YOU.

Raymond F. Hannon, CDD Administrator

Motor Vehicle
Commission



NEW JERSEY

VEHICLE REGISTRATION

PLATE NO: [REDACTED]
VIN: 2C4RC1D6XMR [REDACTED]
CHR 2017 WAGON RD
JOBSTOWN NJ
FEE \$4.00
EXPIRATION DATE: 11/2017
PAC NO: 8
PASSENGER
RENEWAL
PLCY

UNIT#

• १७५५ •

[HOME](#)

CONT'

CELL

PAGE 2

SERVICE ADVISOR: 451 MICHAEL LUDZINSKY



DODGE CITY


INTERTEK
CITY

4300 RT. 530 SOUTH
BURLINGTON, NJ 08016
(609) 371-2350 (216) 236-1997
TOLL FREE (800) 52-DOCKE
FAX (609) 371-2170

BUS:		COLOR		YEAR	MAKE/MODEL		VIN		LICENSE		MILEAGE IN/OUT		TAG	
RED		17		CHRYSLER PACIFICA		2C4RC1DGXHR				8090/8098				
DEL DATE		PROD. DATE		WARR. EXP.		PROMISED		PO NO.		RATE		PAYMENT		INV. DATE
13JUN16 DE						20:00 20OCT16				0.00		CASH		20OCT16
R.Q. OPENED				READY		OPTIONS: SOLD-STK:		DLR:43272						
15:18 19OCT16				16:54 20OCT16		ENG:3.6_Liter_DORC								
LINE OPCODE TECH TYPE HOURS										LIST		NET		TOTAL

324 WD6
COVER SNAP LOOSE HEADREST COVER MATERIAL BACK
INTO PLACE

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99 100 101 102 103 104 105 106 107 108 109 110 111 112 113 114 115 116 117 118 119 120 121 122 123 124 125 126 127 128 129 130 131 132 133 134 135 136 137 138 139 140 141 142 143 144 145 146 147 148 149 150 151 152 153 154 155 156 157 158 159 160 161 162 163 164 165 166 167 168 169 170 171 172 173 174 175 176 177 178 179 180 181 182 183 184 185 186 187 188 189 190 191 192 193 194 195 196 197 198 199 200 201 202 203 204 205 206 207 208 209 210 211 212 213 214 215 216 217 218 219 220 221 222 223 224 225 226 227 228 229 230 231 232 233 234 235 236 237 238 239 240 241 242 243 244 245 246 247 248 249 250 251 252 253 254 255 256 257 258 259 260 261 262 263 264 265 266 267 268 269 270 271 272 273 274 275 276 277 278 279 280 281 282 283 284 285 286 287 288 289 290 291 292 293 294 295 296 297 298 299 300 301 302 303 304 305 306 307 308 309 310 311 312 313 314 315 316 317 318 319 320 321 322 323 324 325 326 327 328 329 330 331 332 333 334 335 336 337 338 339 340 341 342 343 344 345 346 347 348 349 350 351 352 353 354 355 356 357 358 359 360 361 362 363 364 365 366 367 368 369 370 371 372 373 374 375 376 377 378 379 380 381 382 383 384 385 386 387 388 389 390 391 392 393 394 395 396 397 398 399 400 401 402 403 404 405 406 407 408 409 410 411 412 413 414 415 416 417 418 419 420 421 422 423 424 425 426 427 428 429 430 431 432 433 434 435 436 437 438 439 440 441 442 443 444 445 446 447 448 449 450 451 452 453 454 455 456 457 458 459 460 461 462 463 464 465 466 467 468 469 470 471 472 473 474 475 476 477 478 479 480 481 482 483 484 485 486 487 488 489 490 491 492 493 494 495 496 497 498 499 500 501 502 503 504 505 506 507 508 509 510 511 512 513 514 515 516 517 518 519 520 521 522 523 524 525 526 527 528 529 530 531 532 533 534 535 536 537 538 539 540 541 542 543 544 545 546 547 548 549 550 551 552 553 554 555 556 557 558 559 560 561 562 563 564 565 566 567 568 569 570 571 572 573 574 575 576 577 578 579 580 581 582 583 584 585 586 587 588 589 590 591 592 593 594 595 596 597 598 599 600 601 602 603 604 605 606 607 608 609 610 611 612 613 614 615 616 617 618 619 620 621 622 623 624 625 626 627 628 629 630 631 632 633 634 635 636 637 638 639 640 641 642 643 644 645 646 647 648 649 650 651 652 653 654 655 656 657 658 659 660 661 662 663 664 665 666 667 668 669 670 671 672 673 674 675 676 677 678 679 680 681 682 683 684 685 686 687 688 689 690 691 692 693 694 695 696 697 698 699 700 701 702 703 704 705 706 707 708 709 710 711 712 713 714 715 716 717 718 719 720 721 722 723 724 725 726 727 728 729 730 731 732 733 734 735 736 737 738 739 740 741 742 743 744 745 746 747 748 749 750 751 752 753 754 755 756 757 758 759 760 761 762 763 764 765 766 767 768 769 770 771 772 773 774 775 776 777 778 779 780 781 782 783 784 785 786 787 788 789 790 791 792 793 794 795 796 797 798 799 800 801 802 803 804 805 806 807 808 809 810 811 812 813 814 815 816 817 818 819 820 821 822 823 824 825 826 827 828 829 830 831 832 833 834 835 836 837 838 839 840 841 842 843 844 845 846 847 848 849 850 851 852 853 854 855 856 857 858 859 860 861 862 863 864 865 866 867 868 869 870 871 872 873 874 875 876 877 878 879 880 881 882 883 884 885 886 887 888 889 890 891 892 893 894 895 896 897 898 899 900 901 902 903 904 905 906 907 908 909 910 911 912 913 914 915 916 917 918 919 920 921 922 923 924 925 926 927 928 929 930 931 932 933 934 935 936 937 938 939 940 941 942 943 944 945 946 947 948 949 950 951 952 953 954 955 956 957 958 959 960 961 962 963 964 965 966 967 968 969 970 971 972 973 974 975 976 977 978 979 980 981 982 983 984 985 986 987 988 989 990 991 992 993 994 995 996 997 998 999 1000 1001 1002 1003 1004 1005 1006 1007 1008 1009 1010 1011 1012 1013 1014 1015 1016 1017 1018 1019 1020 1021 1022 1023 1024 1025 1026 1027 1028 1029 1030 1031 1032 1033 1034 1035 1036 1037 1038 1039 104

CAUSE TRANSMISSION CONTROL MODULE SOFTWARE

181905DV TSB-21-022-16 MODULE TRANSMISSION

324 WD6

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

DIAG PERFORM DIAGNOSTIC TESTS

Третье

324 W06

00 149

AKES WHEN TURNING STEERING WHEEL, GOING OVER BUMPS ,
LINK DOESN'T FEEL RIGHT

124 17

324	12
25	735

Q

CAUSE: _____

"LIMITED LABOR WARRANTY"

[illegible]

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

CUSTOMER COPY

UNIT#



INTERNATIONAL SOCIETY OF MUSIC THERAPY
 1111 14th St., Suite 100, Silver Spring, MD 20910
 USA and Canada
 Tel: 301 587 1111
 Fax: 301 587 1112
 Email: info@ismt.org

4386 RT. 130 SOUTH
BURLINGTON, NJ 08016
(609) 371-2886 (215) 235-8807
TOLL FREE: 1-800-57-GODDE
FAX: (609) 371-0178

HOME :

CONT:

AUS

CELL:

PAGE 3

SERVICE ADVISOR: 451 MICHAEL LUDZINSKI

LINE	QPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
24100190	AC COMPRESSOR -	CHECK REFRIGERANT -	OK				
	324	WD6					(N/C)
	PC:	PART#:	COUNT:				
	CLAIM TYPE:	W					
	AUTH CODE:						

N** UPDATE PCM

(N/C)

THANK YOU FOR YOUR BUSINESS.

[illegible]

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 COPY

UNYI T#

INVOICE

HOME

PAGE 1

BUS :

CONT:

CBLI:

SERVICE ADVISOR: 936 DIANE RIGGS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE/IN/OUT	TAG	
RED	17	CHRYSLER PACIFICA	2C4RC1DGXHR		19875/19879		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PG. NO.	RATE	PAYMENT	INV. DATE
13JUN16 DD			WAIT 24MAY17		0.00	CASH	24MAY17
R.O. OPENED	READY	OPTIONS: SOLD-STK:		DLR:43272			
		ENG:3.6 Liter DOHC					

08:26	24MAY17	11:43	24MAY17			
LINE OPCODE TECH TYPE HOURS				LIST	NET	TOTAL

B INFO - Description Unavailable [Customer states CUSTOMER STATES
NEUTRALIZED OUT WHILE DRIVING HAD ANOTHER OCCASION THAT WHILE
DRIVING FORWARD REVERSE CAM CAME ON AND SHIFTER BLINKS AND
INDICATES IN REVERSE]

INFO INFO - Description UnAvailable [Customer states CUSTOMER STATES NEUTRALLED OUT WHILE DRIVING HAD ANOTHER OCCASION THAT WHILE DRIVING FORWARD REVERSE CAM CAME ON AND SHIFTER BLINKS AND INDICATES IN REVERSE]

984	IZ					(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:
						0.00
ROAD TEST WITH OWNER OF VEHICLE UNABLE TO REPRODUCE CONDITION,						
CUOSTMER ALSO STATED THERE IS A CLICKING NOISE GOING WHEN SLOW AND						
REACCEL.						

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

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

D RRT 1 (16-100: 2017 RU PWR SLIDING DOOR MODULE ENHANCEMENT/FLASH)

CAUSE: REQUIRED UPDATE / PERFORM UPDATE

18193195 Module, Power Sliding Door (PSDM) -

PARTS:	0.00	984 WD6 LABOR:	0.00	OTHER:	0.00	TOTAL LINE D:	0.00	(N/C)
--------	------	----------------	------	--------	------	---------------	------	-------

E RRT 2 [16-097: 2017 RU AIR CONDITIONING INOPERATIVE]

CAUSE: REQUIRED UPDATE PERFORM UPDATE

24452593 Inspect A/C System for Refrigerant Leaks

PARTS:	0.00	984 WD6	LABOR:	0.00	OTHER:	0.00	TOTAL LINE E:	0.00	(N/C)
--------	------	---------	--------	------	--------	------	---------------	------	-------

F Electrical/Non PCM Flashes Concern (Customer states With cruise on

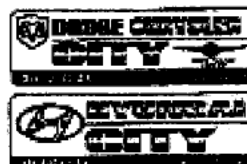
"LIMITED LABOR WARRANTY"

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

CUSTOMER COPY

CUSTOMER #: [REDACTED]
UNIT# [REDACTED]

INVOICE



4286 FT. OF SOUTH
BURLINGTON BL. (Hwy 6)
(904) 871-7000 (715) 258-8807
TOLL FREE: (800) 333-0000
FAX: (904) 871-1178

JOESTOWN, NJ

PAGE 2

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 936 DIANE RIGGS

BUS:		COLOR		YEAR	MAKE/MODEL		VIN		LICENSE		MILEAGE IN/OUT		TAG	
RED		17		CHRYSLER PACIFICA		2C4RC1DGXHE		19875/19879						
DEL DATE		PROD. DATE		WARR. EXP.		PROMISED		POND.		RATE		PAYMENT	INV. DATE	
13JUN16 DT						WAIT 24MAY17				0.00		CASH	24MAY17	
R.O. OPENED			READY			OPTIONS: SOLD-STK: [REDACTED] DLR: 43272								
						ENG: 3.6 Liter DOHC								
08:26 24MAY17			11:43 24MAY17											
LINE										LIST		NET		TOTAL
ORCODE TECH TYPE HOURS														

engine will rev but cannot accelerate have to hit cancel and reset]

CAUSE: UNABLE TO VERIFY CONDITON ON ROAD TEST WITH CUSTOMER

CS Electrical/Non PCM Flashes Concern [Customer states With cruise on engine will rev but cannot accelerate have to hit cancel and reset]

PARTS: 984 IZ (N/C)
0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00

G Body Systems/Trim Concern [Non-Electrical] [Customer states Pass side door clicks opening and closing]

CAUSE: UNABLE TO VERIFY CONDITON WITH CUSTOMER

CS Body Systems/Trim Concern [Non-Electrical] [Customer states Pass side door clicks opening and closing]

PARTS: 984 IZ (N/C)
0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE G: 0.00

H Body Systems/Trim Concern [Non-Electrical] [Customer states Pass headrest cover pops open neither stay closed]

CS Body Systems/Trim Concern [Non-Electrical] [Customer states Pass headrest cover pops open neither stay closed]

PARTS: 984 IZ (N/C)
0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE H: 0.00
UNABLE TO VERIFY CONDITION WITH CUSTOMER

I** CLUNK IN STEERING

SOP NO REPAIRS PERFORMED TODAY. DIAGNOSIS ONLY.

PARTS ORDERED TO ENSURE YOUR VEHICLE IS REPAIRED ON FIRST REPAIR ATTEMPT.

PARTS: 984 IZ (N/C)
0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE I: 0.00

"LIMITED LABOR WARRANTY"

This Limited Labor Warranty is given by the Service Advisor on the vehicle for a period of 90 days or 1,000 miles, whichever comes first. This warranty is given by the Service Advisor on the vehicle for a period of 90 days or 1,000 miles, whichever comes first. This warranty is given by the Service Advisor on the vehicle for a period of 90 days or 1,000 miles, whichever comes first.

This Limited Labor Warranty is given by the Service Advisor on the vehicle for a period of 90 days or 1,000 miles, whichever comes first. This warranty is given by the Service Advisor on the vehicle for a period of 90 days or 1,000 miles, whichever comes first. This warranty is given by the Service Advisor on the vehicle for a period of 90 days or 1,000 miles, whichever comes first.

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

CUSTOMER COPY

CUSTOMER #:

UNIT#

INVOICE

JOBSTOWN, NJ

PAGE 3

HOME:

CONT

BUS:

CELL:

SERVICE ADVISOR: 936 DIANE RIGGS

COLOR		YEAR	MAKE/MODEL		VIN	LICENSE		MILEAGE IN/OUT		TAG
RED		17	CHRYSLER PACIFICA		2C4RC1DGXHR			19875/19879		
DEL DATE		PROD. DATE	WARR. EXP.	PROMISED		PO NO.		RATE	PAYMENT	INV. DATE
13JUN16 DO				WAIT 24MAY17				0.00	CASH	24MAY17
R.O. OPENED			READY		OPTIONS: SOLD-STK:		DLR:43272			
08:26 24MAY17			11:43 24MAY17		ENG:3.6_Liter_DOHC					
LINE OPCODE TECH TYPE HOURS							LIST	NET	TOTAL	

THANK YOU FOR YOUR BUSINESS!

"LIMITED LABOR WARRANTY"

The labor amount shown on this invoice is based on the estimated time required to complete the repair. The actual time required may vary due to the complexity of the repair and the condition of the vehicle. The labor amount is not a guarantee of the quality of the repair or the duration of the warranty. The labor amount is subject to change without notice.

THESE TERMS AND CONDITIONS APPLY TO ALL REPAIRS PERFORMED BY THE SERVICE ADVISOR. THE LABOR AMOUNT IS NOT A GUARANTEE OF THE QUALITY OF THE REPAIR OR THE DURATION OF THE WARRANTY. THE LABOR AMOUNT IS SUBJECT TO CHANGE WITHOUT NOTICE.

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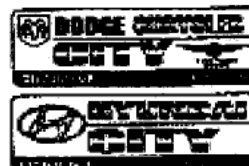
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4306 RT. 130 SOUTH
 BRIDGEVIEW, NJ 07003
 (908) 474-2200 (212) 234-9777
 FAX (908) 474-0000
 FAX (908) 474-0174

CUSTOMER COPY

UNIT#

DUPLICATE 1
PAGE 1

HOME :

CONT:

BUS :

CELL:

SERVICE ADVISOR: 458 BOCCO CIRILLO

COLOR		YEAR	MAKE/MODEL		VIN	LICENSE		MILEAGE IN/OUT		TAG
RED		17	CHRYSLER PACIFICA		2C4RC1DGXHR			22689/22721		
DEL DATE		PROD. DATE	WARR. EXP.		PROMISED	P.O. NO.		RATE	PAYMENT	INV. DATE
13JUN16 DD					19:00 13JUN17			0.00	CASH	13JUN17
R.O. OPENED		READY		OPTIONS: SOLD-STK ENG:3.6_Liter_DORC						
07:37 07JUN17		09:04 13JUN17		DLR:43272						

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

A General Concern #1 [Customer states On hills the vehicle will downshift and the rpms will keep going up but won't gain any speed to stop has to either hit the gas or brakes]

CAUSE: CCCS

MISC TECH COULD NOT REPRODUCE CONDITION.
CONFIRMED DTC FOR COMMUNICATIONS. TEST
DROVE. CONTACTED CHRYSLER.

984 WD6

1 5154838AF GEAR-RACK AND PINION

MPI Performed 23 Multi Point Inspection

984 WDG

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

CUSTOMER STATES WHILE DRIVING THE VEHICLE WILL SWITCH IN AND OUT OF GEAR ON ITS OWN. CUSTOMER STATES ON HILLS THE VEHICLE WILL DOWN SHIFT AND THE RPM'S WILL KEEP GOING. TECH COULD NOT DUPLICATE THIS CONDITION. CONFIRMED ETC FOR LOSS OF COMMUNICATION. TECH PERFORMED ALL THE BASIC TEST AND CONFIRMED OK AT THIS TIME. TECH CONTACTED CHRYSLER. CHRYSLER AWARE OF CONDITION AND WILL BE IN CONTACT IN FUTURE FOR REPAIRS

B General Concern #2 [Customer states Passenger rear door clicks while moving back and sometimes won't open all the way and will close]

CS TECH COULD NOT DUPLICATE THIS COMPLAINT.
CLEANED AND LUBRICATED TRACKS

9日4時CHRY

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00
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C General Concern #3 [Customer states When closing passenger front window from driver side it'll go up halfway and then go back down on its own]

CAUSE:

CS TECH COULD NOT DUPLICATE THIS CONDITION

984 WD6

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

"LIMITED LABOR WARRANTY"

[illegible]

CUSTOMER COPY

UNIT 4

DUPLICATE 1

PAGE 2

HOME :

CONT:

BUS:

CELL:

SERVICE ADVISOR: 458 ROCCO CIRILLO

BUS:		COLOR		YEAR	MAKE/MODEL		VIN		LICENSE		MILEAGE IN/OUT		TAG
RED		17		CHRYSLER PACIFICA		2C4RC1DGKHR				22689/22721			
DEL DATE		PROD. DATE		WARR. EXP.		PROMISED		PO NO.		RATE		PAYMENT	
13JUN16 DL						19:00 13JUN17				0.00		CASH	
R.O. OPENED		READY		OPTIONS:		SOLD-STK:		DLR:43272					
07:37 07JUN17		09:04 13JUN17		ENG:3.6_Liter_DOHC									

07:37 07JUN17 09:04 13JUN17

LINE	OPCODE	TECH	TYPE	HOURS
1	000000	0000	0000	0000
2	000000	0000	0000	0000
3	000000	0000	0000	0000
4	000000	0000	0000	0000
5	000000	0000	0000	0000
6	000000	0000	0000	0000
7	000000	0000	0000	0000
8	000000	0000	0000	0000
9	000000	0000	0000	0000
10	000000	0000	0000	0000
11	000000	0000	0000	0000
12	000000	0000	0000	0000
13	000000	0000	0000	0000
14	000000	0000	0000	0000
15	000000	0000	0000	0000
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17	000000	0000	0000	0000
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65	000000	0000	0000	0000
66	000000	0000	0000	0000
67	000000	0000	0000	0000
68	000000	0000	0000	0000
69	000000	0000	0000	0000
70	000000	0000	0000	0000
71	000000	0000	0000	0000

LIST

NET

TOTAL

D General Concern #4 [Customer states Reattach bottom of front passenger headrest]

CS TECH RE ATTACHED THE HEAD REST ASSEMBLY

984WCHRY

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

E Performed 23 Multi Point Inspection

MPI Performed 23 Multi Point Inspection

984 C010

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

F** CUSTOMER STATES THERE IS A CLICKING IN THE STEERING. SOP ORDER LAST VISIT

19000501 Steering gear, electric power steering

984 WD6

{N/C}

02000150 REAR WHEEL ALIGNMENT

984 WD6

(N/C)

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

THANK YOU FOR YOUR BUSINESS!

"LIMITED LABOR WARRANTY"

[illegible]

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 COPY

CUSTOMER #: [REDACTED]
UNIT#: [REDACTED]

INVOICE



JOBSTOWN, NJ

PAGE 1

438 RT. 130 SOUTH
BURLINGTON, NJ 08016
(609) 871-2900 (215) 236-8177
TOLL FREE (800) 52-DOODGE
FAX (609) 871-0176

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

SERVICE ADVISOR: 458 ROCCO CIRILLO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
RED	17	CHRYSLER PACIFICA	2C4RC1DGXHR		23842/23967	
DEL DATE	PROD DATE	WARR EXP.	PROMISED	PONO.	RATE	PAYMENT
13JUN16 DO			13:15 20JUN17		0.00	CASH
						07JUL17

R.O. OPENED READY OPTIONS: SOLD-STK: [REDACTED] DLR:43272
ENG:3.6 Liter DOHC

10:58 20JUN17 10:02 07JUL17

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

A Multi-point inspection (according to maintenance interval)

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

984WCHRY

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

B CUSTOMER STATES ONCE OULLING INTO A PARKING LOT THE VEHICLE PUT ITSELF IN TO NEUTRAL. CUSTOMER HAD TO TURN OFF AND ON TO CORRECT ISSUES

MISC TECH COULD NOT DUPLICATE THIS CONDITION.

984 WD6

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

C CUSTOMER STATES ONCE WHEN DRIVING THE VEHICLES DASH SAID THE VEHICLE WAS IN NETRUAL BUT DID NOT ACTUALLY SHIFT IN TO NEUTRAL.

MISC TECH CONFIRMED COULD NOT DUPLICATE THIS CONDITION

984 WD6

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

D CUSTOMER STATES VERY OFTEN WHEN AT A STOP AND STARTING TO ACCELREATE THE VEHICLE WILL HBSITATE AND BANG INTO GEAR

MISC MPI

984 WD6

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

E CUSTOMER STATES LAST VISIT THE STEERING RACK WAS REPLACED AND A BOOT WAS ORDERED TO COMPLETET REPAIRS. INSTALL SOP STEERING RACK BOOT.

CAUSE: CCCS

19000501 Steering gear, electric power steering

984 WD6

1 68225672AB COVER-DASH SEAL

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

"LIMITED LABOR WARRANTY"

THE LABOR WARRANTY DESCRIBED IN THIS WARRANTY IS LIMITED TO THE LABOR DESCRIBED IN THE FOLLOWING LIST OF WORK. THIS WARRANTY DOES NOT COVER THE COST OF PARTS OR MATERIALS. THE LABOR WARRANTY IS LIMITED TO THE LABOR DESCRIBED IN THE FOLLOWING LIST OF WORK. THIS WARRANTY DOES NOT COVER THE COST OF PARTS OR MATERIALS.

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

CUSTOMER COPY

UNIT#



DODGE CITY
DODGE CITY NATIONAL BANK

PAGE 2

CONT:

EUS:

CELL:

SERVICE ADVISOR: 458 ROCCO CIRILLO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
RED	17	CHRYSLER PACIFICA	2C4RC1DGXHR		23842/23967		
DEL. DATE	PROD. DATE	WAAR. EXP.	PROMISED	P.O. NO.	RATE	PAYMENT	INV. DATE
13JUN16 DD			13:15 20JUN17		0.00	CASH	07JUL17
N.O. OPENED		READY		OPTIONS: SOLD-STK			DLR:43272
10:58 20JUN17		10:02 07JUL17		ENG:3.6_Liter_DORC			

LINE	OPCODE	TECH	TYPE	HOURS
1	0000	0000	0000	0000
2	0000	0000	0000	0000
3	0000	0000	0000	0000
4	0000	0000	0000	0000
5	0000	0000	0000	0000
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71	0000	0000	0000	0000
72	0000	0000	0000	0000
73	0000	0000	0000	0000
74	0000	0000		

LIST	NET	TOTAL
------	-----	-------

LAST VISIT THE STEERING RACK WAS REPLACED. PART OF THIS REPAIR IS TO INSTALL A NEW STEERING GEAR BOOT/ISOLATOR. AT THAT TIME THE BOOT WAS NOT INSTOCK SO CUSTOMER PICKED UP KNOWING THE BOOT WAS MISSING. THIS VISIT TECH INSTALLED BOOT

F CUSTOMER STATES WHEN MAKING SLOW TURNS THERE IS A CLICKING IN THE STEERING ASSEMBLY. THIS IS WHAT THE STEERING RACK WAS REPLACED FOR

MISC TECH REMOVED FRONT STRUTS AND LUBRICATED AND

RE TORQUED

984 ND6

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

(N/C)

0.00

G CUSTOMER STATES THE PASSENGER SLIDING DOOR CLICKS WHEN OPENING

MISC TECH RE PROGRAMMED TRACK AND CLEANED TRACKS

OF DEGREE

994 WD6

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

{N/C}

0.00

H COMPLIMENTARY COURTESY TRANSPORTATION PROVIDED BY CITY AUTO PARK
CAUSE: CCCC

CCT COMPLIMENTARY COURTESY TRANSPORTATION

PROVIDED BY CITY AUTO PARK

984 WD-6

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

(N/C)

0.00

CUSTOMER STATES MORE THEN ONCE DASH STATED THE TRANSMISSION WAS IN NEUTRAL. ONE OF THE TIMES THE TRANSMISSION ACTUALLY WENT INTO NEUTRAL. TECH TEST DROVE VEHICLE DID NOT GET CONDITION TO HAPPEN ON ROAD. TECH CHECKED ALL LEVELS OF TRANSMISSION FLUID. CHECKED FILTER FOR FAILURE. CONFIRMED NO ISSUES IN FLUID OR FILTER. TECH SCANNED VEHICLE FOR DTCS. DID NOT FIND ANY DTCS THIS VISIT. CONFIRMED COMMUNICATIONS FROM TRANSMISSION CONTROL MODULE AND CONFIRMED BUS CAN FROM TRANSMISSION. TECH CHECKED POWER AND GROUNDS AND CONFIRMED ALL OK AT THIS TIME. TECH

"LIMITED LABOR WARRANTY"

[illegible]

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

CUSTOMER COPY

CUSTOMER # : [REDACTED]
UNIT# [REDACTED]

INVOICE

JOBSTOWN, NJ

PAGE 3

HOME

CONT

BUS: [REDACTED]

CELL

SERVICE ADVISOR: 458 ROCCO CIRILLO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
RED	17	CHRYSLER PACIFICA	2C4RC1DGXNR		23842/23967		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	P.O. NO.	RATE	PAYMENT	INV. DATE
13JUN16 DL			13-15 20JUN17		0.00	CASH	07JUL17
F.O. OPENED	READY	OPTIONS: SOLD-5TK: DLR:43272					
10:58 20JUN17	10:02 07JUL17	ENG:3.6_Liter_DOHC					

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

CHECKED FOR TSB, UPDATES AND OR RELATED OPERATIONS FOR CONCERNS. NONE FOUND.

CUSTOMER STATES THE PASSENGER SLIDING DOOR WILL MAKE NOISE WHEN IN OPERATION. TECH SCANNED FOR DTCS. NONE FOUND. TECH OPERATED SLIDING DOOR MULTIPLE TIMES AND COULD NOT DUPLICATE. TECH RE CALIBRATED DOOR MODULE, AND CLEANED TRACKS.. CONFIRMED OK AT THIS TIME. CUSTOMER STATES WHEN MAKING SLOW TURNS THERE IS A CLICKING / CLUNKING IN THE STEERING. LAST VISIT THE POWER STEERING RACK WAS REPLACED BUT THE STEERING BOOT WAS NOT IN STOCK AND NOT INSTALLED. TECH INSTALLED THIS VISIT. AND TEST DROVE WITH CUSTOMER. ISSUE WAS DULLED DOWN BUT STILL PRESENT. TECH REMOVED POWER STEERING RACK AND RE INSTALLED TO CONFIRMED INSTALLATION WAS CORRECT. TECH THEN REMOVED BOTH FRONT STRUTS AND LUBRICATED THE MOUNTS. INSTALLED STRUTS AND RE TORQUED.

TECH ALSO LOOSENED FRAME ASSEMBLY AND RE TORQUED ALL COMPONENTS TO FACTORY SPEC.

THANK YOU FOR YOUR BUSINESS!

"LIMITED LABOR WARRANTY"

[illegible]

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 COPY

CUSTOMER #:
UNIT#

INVOICE

DUPLICATE 1

PAGE 1

JOBSTOWN NJ

HOME:

BUS:

CONT:

CELL:

SERVICE ADVISOR: 458 ROCCO CIRILLO



COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAX
RED	17	CHRYSLER PACIFICA	2C4RC1DGXHR		26898/26932	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT
13JUN16 DI			11:30 13JUL17		0.00	CASH
R.O. OPENED	READY	OPTIONS: SOLD-STK: DLR:43272				
		ENG:3.6_Liter_DOWC				

09:08 13JUL17 11:46 20JUL17

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

A Multi-point inspection (according to maintenance interval)

CAUSE:

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

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

B CUSTOMER STATES WHEN MAKING SLOW TURNS THERE IS A CLICKING/CLUNKING

CAUSE:

05212507 Shield, disc brake - Replace Front-Left (2 - Skilled)

984 WD6

1 68223516AB SHIELD-BRAKE

1 68223517AB SHIELD-BRAKE

05212506 Shield, disc brake - Replace Front-Right

(2 - Skilled)

984 WD6

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

FCA TECH SPECIALIST CAME OUT ON 7/13/2017 AND DUPLICATED A NOISE FROM THE FRONT BRAKE SHIELDS, INTERMITTENTLY WHEN TURNING THE WHEELS. ADVISED TO REPLACE FRONT AND RIGHT FRONT BRAKE CALIPER HEAT /DUST SHIELDS. REPLACED LEFT AND RIGHT FRONT BRAKE SHIELDS. PERFORMED TEST DRIVE AND DID NOT HEAR ANY FURTHER NOISES AFTER REPAIR.

C CUSTOMER STATES WHEN GOING UP A HILL THE RPM'S REV HIGH AND DOESNT SHIFT RIGHT AWAY

MISC DIAGNOST PERFORMED

984 IZ

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

FCA TECHNICIAN SPECIALISTS PERFORMED EXTENDED TEST DRIVE AND COULD NOT DUPLICATE ISSUE AT THIS TIME. 34 MILES DRIVEN WITH NO ISSUES

D. CUSTOMER STATES 5 TIMES WHEN ACCELERATING FROM A STOP THE RPM'S WILL REV HIGHER THEN PEDAL IS BEING PRESSED AND WHEN CUSTOMER LETS

"LIMITED LABOR WARRANTY"

THE REPAIR FACILITY HEREBY WARRANTS THE LABOR USED IN PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER FOR A PERIOD OF 90 DAYS OR 1,000 MILES (WHICHEVER COMES FIRST). THIS WARRANTY IS VOID IF THE VEHICLE IS USED IN A MANNER THAT IS NOT RECOMMENDED BY THE MANUFACTURER. THIS WARRANTY DOES NOT COVER ANY DAMAGE TO THE VEHICLE OR TO ANY OTHER PARTS OF THE VEHICLE.

THE REPAIR FACILITY HEREBY WARRANTS THE LABOR USED IN PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER FOR A PERIOD OF 90 DAYS OR 1,000 MILES (WHICHEVER COMES FIRST). THIS WARRANTY IS VOID IF THE VEHICLE IS USED IN A MANNER THAT IS NOT RECOMMENDED BY THE MANUFACTURER. THIS WARRANTY DOES NOT COVER ANY DAMAGE TO THE VEHICLE OR TO ANY OTHER PARTS OF THE VEHICLE.

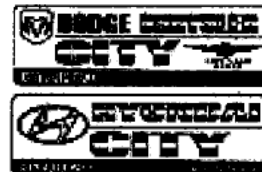
DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

CUSTOMER #: [REDACTED]
UNIT# [REDACTED]

INVOICE

DUPLICATE 1
PAGE 2



4306 RT. 130 SOUTH
BURLINGTON, NJ 08028
(908) 871-2800 (215) 258-8277
TOLL FREE: (888) 52-0000
FAX: (908) 871-0170

JOBSTOWN NJ

HOME: [REDACTED]

CONT: [REDACTED]

BUS: [REDACTED]

CELL: [REDACTED]

SERVICE ADVISOR: 458 ROCCO CIRILLO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
RED	17	CHRYSLER PACIFICA	2C4RC1DGXHR		26898/26932		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	P.O. NO.	RATE	PAYMENT	INV. DATE
13JUN16 DE			11:30 13JUL17		0.00	CASH	20JUL17
R.O. OPENED		READY		OPTIONS: SOLD-STK		DLR:43272	
09:08 13JUL17		11:46 20JUL17		ENG:3.6_Liter_DONC			

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

OFF PEDAL AND THE TRANS BANGS VERY HARD IN GEAR

MISC DIAGNOSIS PERFORMED

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

FCA TECHNICIAN SPECIALISTS PERFORMED EXTENDED TEST DRIVE AND COULD NOT DUPLICATE ISSUE AT THIS TIME. 34 MILES DRIVEN WITH NO ISSUES

E CUSTOMER STATES WHEN PULLING INTO A PARKING LOT THE VEHICLE STARTED TO DING AND THE VEHICLE PUT ITSELF INTO NEUTRAL

MISC DIAGNOSIS PERFORMED

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

FCA TECHNICIAN SPECIALISTS PERFORMED EXTENDED TEST DRIVE AND COULD NOT DUPLICATE ISSUE AT THIS TIME. 34 MILES DRIVEN WITH NO ISSUES

F CUSTOMER STATES ONE TIME WHILE DRIVING THE BACK UP CAMERA CAME ON AND THE VEHICLE STATED IT WAS IN REVERSE/

MISC DIAGNOSIS PERFORMED

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

FCA TECHNICIAN SPECIALISTS PERFORMED EXTENDED TEST DRIVE AND COULD NOT DUPLICATE ISSUE AT THIS TIME. 34 MILES DRIVEN WITH NO ISSUES

G CUSTOMER STATES SLIDING DOOR PASSENGER SIDE CLICKS VERY LOUDLY WHEN BEING OPERATED

MISC NOISE DIAGNOSIS PERFORMED

984 IZ (N/C)
1 4318066AE *LUBRICANT-WHITELITHIUMSPRAY (N/C)

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

DUPLICATED NOISE. UPON FURTHER DIAGNOSIS FOUND THAT THE DOOR TRACK HAD DIRT ACCUMULATION IN TRACK CREATING CUSTOMERS NOISE. CLEANED DEBRIS FROM TRACK, LUBRICATED AS NEEDED AND RE-TESTED OPERATION. NOISE NO LONGER PRESENT AFTER PREVENTIVE MAINTENANCE PERFORMED.

"LIMITED LABOR WARRANTY"

THE BRIDGEPORT CITY GUARANTEES THE LABOR USED IN REPAIRS TO THE VEHICLE FOR A PERIOD OF 90 DAYS OR 1000 MILES WHICHEVER COMES FIRST FROM THE DATE THE REPAIR WORK WAS COMPLETED. THIS LIMITED WARRANTY SPECIFICALLY EXCLUDES WEAR AND TEAR, FLUIDS, BELT, HOSES, AND PULLEY. OTHER REPAIRS ARE NOT COVERED. THIS LIMITED WARRANTY IS SUBJECT TO THE VEHICLE'S SERVICE RECORD AND IS NOT TRANSFERABLE TO ANY OTHER VEHICLE.

UNDER THE PROVISIONS OF THIS LIMITED WARRANTY, BRIDGEPORT CITY WILL REPAIR ANY DEFECTS IN LABOR, AT NO CHARGE TO CUSTOMER, FOR ANY ADDITIONAL REPAIRS THAT ARE NECESSARY TO CORRECT THE DEFECT. BRIDGEPORT CITY WILL NOT BE RESPONSIBLE FOR ANY DEFECTS IN LABOR THAT ARE NOT COVERED BY THIS LIMITED WARRANTY. BRIDGEPORT CITY WILL NOT BE RESPONSIBLE FOR ANY DEFECTS IN LABOR THAT ARE NOT COVERED BY THIS LIMITED WARRANTY. BRIDGEPORT CITY WILL NOT BE RESPONSIBLE FOR ANY DEFECTS IN LABOR THAT ARE NOT COVERED BY THIS LIMITED WARRANTY.

THIS WARRANTY DOES NOT COVER: LOSS OF VEHICLE, LOSS OF INCOME, LOSS OF PROFITS, LOSS OF BUSINESS, LOSS OF DATA, LOSS OF PERSONAL OR BUSINESS PROPERTY, LOSS OF TIME, LOSS OF CONVENIENCE, LOSS OF REPUTATION, LOSS OF CREDIT, LOSS OF INTEREST, LOSS OF EARNINGS, LOSS OF BENEFITS, LOSS OF EMPLOYMENT, LOSS OF OPPORTUNITY, LOSS OF FUTURE EARNINGS, LOSS OF FUTURE BENEFITS, LOSS OF FUTURE EMPLOYMENT, LOSS OF FUTURE OPPORTUNITY, LOSS OF FUTURE EARNINGS, LOSS OF FUTURE BENEFITS, LOSS OF FUTURE EMPLOYMENT, LOSS OF FUTURE OPPORTUNITY.

BRIDGEPORT CITY WILL NOT BE RESPONSIBLE FOR ANY DEFECTS IN LABOR THAT ARE NOT COVERED BY THIS LIMITED WARRANTY. BRIDGEPORT CITY WILL NOT BE RESPONSIBLE FOR ANY DEFECTS IN LABOR THAT ARE NOT COVERED BY THIS LIMITED WARRANTY. BRIDGEPORT CITY WILL NOT BE RESPONSIBLE FOR ANY DEFECTS IN LABOR THAT ARE NOT COVERED BY THIS LIMITED WARRANTY.

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

CUSTOMER COPY

CUSTOMER # [REDACTED]
UNIT# [REDACTED]

INVOICE

DUPLICATE 1
PAGE 3



JOBSTOWN NJ

HOME

CONT: [REDACTED]

BUS:

CELL: [REDACTED]

SERVICE ADVISOR: 458 ROCCO CIRILLO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
RED	17	CHRYSLER PACIFICA	2C4RC1DGXHR		26898/26932		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
13JUN16 DE			11:30 13JUL17		0.00	CASH	20JUL17
R.O. OPENED		READY		OPTIONS: SOLD-STK:		DLR:43272	
				ENG:3.6 Liter DOHC			

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

H CUSTOMER STATES WHEN PUTTING VEHICLE INTO REVERSE THE BACK UP CAMERA SCREEN WENT BLUE AND STATED CAMERA SYSTEM UN AVAILABLE

MISC DIAGNOSIS PERFORMED

984 IZ

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

FCA TECHNICIAN SPECIALISTS PERFORMED EXTENDED TEST DRIVE AND COULD NOT DUPLICATE ISSUE AT THIS TIME. 34 MILES DRIVEN WITH NO ISSUES

I. CUSTOMER HAD TO PUT INTO DRIVE THEN BACK INTO REVERSE TO FIX

MISC DIAGNOSIS PERFORMED

984 IZ

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

FCA TECHNICIAN SPECIALISTS PERFORMED EXTENDED TEST DRIVE AND COULD NOT DUPLICATE ISSUE AT THIS TIME. 34 MILES DRIVEN WITH NO ISSUES

J CUSTOMER STATES ONE TIME THE VEHICLE WAS STARTED IT WAS RUNNING BUT

DASH STATED THE KEY FOB IS NOT DETECTED.

MISC DIAGNOSIS PERFORMED

984 IZ

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

FCA TECHNICIAN SPECIALISTS PERFORMED EXTENDED TEST DRIVE AND COULD NOT DUPLICATE ISSUE AT THIS TIME. 34 MILES DRIVEN WITH NO ISSUES. POSSIBLE OPTION OR RECOMMEND NOT LEAVING KEYS IN CUP HOLDER IF DONE SO, DUE TO CUP HOLDERS BEING INSULATED WHICH CAN CREATE SIGNAL INTERFERENCE, BUT AT THIS TIME ISSUE CAN NOT BE DUPLICATED.

K CUSTOMER STATES OVER TWO TIMES THE ODOMETER ENTIRE SCREEN STARTS GETTING DISTORTED.

MISC DIAGNOSIS PERFORMED

984 IZ

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

FCA TECHNICIAN SPECIALISTS PERFORMED EXTENDED TEST DRIVE AND COULD NOT DUPLICATE ISSUE AT THIS TIME. 34 MILES DRIVEN WITH NO ISSUES

"LIMITED LABOR WARRANTY"

THE ABOVE FACILITY GUARANTEES THE LABOR USED IN PERFORMING THE REPAIRS LISTED ON THIS SERVICE ORDER FOR A PERIOD OF 90 DAYS OR 10,000 MILES, WHICHEVER COMES FIRST FROM THE DATE THIS WARRANTY IS COMPLETED. THIS WARRANTY SPECIFICALLY EXCLUDES: FRONT END ALIGNMENT, ELECTRICAL WIRING AND SHOCKS, AND FLUIDS. EXCEPT DUE TO CORROSION, THIS LIMITED WARRANTY IS SUBJECT TO THE OTHER CONDITIONS AND IS NOT TRANSFERABLE TO ANY OTHER PERSON.

WHEN THE DURATION PERIOD OF THE LIMITED WARRANTY, THE ABOVE FACILITY WILL PROVIDE ACCESSORY LABOR, AT NO CHARGE TO CUSTOMER, FOR ANY ADDITIONAL REPAIRS THAT ARE NECESSARY AS A RESULT OF ANY DEFECT IN LABOR PERFORMED WHILE COMPLETING THE REPAIRS LISTED ON THIS SERVICE ORDER.

TO OBTAIN REPAIRS UNDER THIS LIMITED WARRANTY, CUSTOMER MUST NOTIFY THE ABOVE FACILITY AT THE ADDRESS SHOWN ON THE SERVICE ORDER OF ANY DEFECT IN LABOR WITHIN A REASONABLE TIME AFTER CUSTOMER RECEIVING OR LEAVING THEIR EQUIPMENT. SUCH NOTICE MUST BE GIVEN TO AGENCY FACILITY BEFORE THE END OF THE DURATION PERIOD OF THE LIMITED WARRANTY. NO WORKING ABOVE, IN EXCESS OF THE VEHICLE TO THE ABOVE FACILITY OF THE ADDRESS SHOWN ON THIS SERVICE ORDER, WITHOUT THE WRITTEN NOTICE OF SUCH DEFECT IN LABOR, WILL ENTITLE THE ABOVE FACILITY TO MAKE THE REPAIRS LISTED; AND NO PAY WILL BE CHARGED FOR ANY SUCH WORKING ABOVE, WITHOUT THE WRITTEN NOTICE OF SUCH DEFECT IN LABOR.

ADDITIONAL WORKING ABOVE, WITHOUT THE WRITTEN NOTICE OF SUCH DEFECT IN LABOR, WILL ENTITLE THE ABOVE FACILITY TO MAKE THE REPAIRS LISTED; AND NO PAY WILL BE CHARGED FOR ANY SUCH WORKING ABOVE, WITHOUT THE WRITTEN NOTICE OF SUCH DEFECT IN LABOR.

THE ABOVE FACILITY, UNDER NO CIRCUMSTANCES, SHALL BE RESPONSIBLE FOR ANY DAMAGE TO CUSTOMER'S PROPERTY OR TO ANY OTHER PERSON OR PROPERTY, INCLUDING BUT NOT LIMITED TO, DAMAGE TO CUSTOMER'S PROPERTY, LOSS OF INCOME OR LOSS OF TIME, LOSS OF DATA OR INFORMATION, OR DAMAGE TO CUSTOMER'S REPUTATION OR BUSINESS, ARISING FROM THE USE OF THE ABOVE FACILITY'S SERVICES, WHETHER OR NOT SUCH DAMAGE IS CAUSED BY THE ABOVE FACILITY'S NEGLIGENCE OR OTHERWISE.

THE ABOVE FACILITY, UNDER NO CIRCUMSTANCES, SHALL BE RESPONSIBLE FOR ANY DAMAGE TO CUSTOMER'S PROPERTY OR TO ANY OTHER PERSON OR PROPERTY, INCLUDING BUT NOT LIMITED TO, DAMAGE TO CUSTOMER'S PROPERTY, LOSS OF INCOME OR LOSS OF TIME, LOSS OF DATA OR INFORMATION, OR DAMAGE TO CUSTOMER'S REPUTATION OR BUSINESS, ARISING FROM THE USE OF THE ABOVE FACILITY'S SERVICES, WHETHER OR NOT SUCH DAMAGE IS CAUSED BY THE ABOVE FACILITY'S NEGLIGENCE OR OTHERWISE.

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

CUSTOMER COPY

UNIT#

DUPLICATE 1
PAGE 4

HQMG

CONT:

SERVICE ADVISOR: 458 ROCCO CIRILLO

RED	17	CHRYSLER PACIFICA	2C4RC1DGXHE		26898/26932
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PD NO.	RATE
13JUN16 DD			11:30 13JUL17		0.00
R.O. OPENED					CASH
					20JUL17

LINE	OPCODE	TECH	TYPE	HOURS
1	000000	0000	0000	0000
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LINE	OPCODE	TECH	TYPE	HOURS
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L Performed 23 Multi Point Inspection

MPI Performed 23 Multi Point Inspection

994 12

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE L:	0.00
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PERFORMED WITH CONJUNCTION WITH ALL ABOVE LISTED COMPONENTS

THANK YOU FOR YOUR BUSINESS!

THE REPAIR FACTORY GUARANTEES THE LABOR (AND BY EXTENSION THE MATERIALS) FOR THE REPAIR ORDER FOR A PERIOD OF 90 DAYS OR 10,000 MILES, WHATEVER COMES FIRST FROM THE DATE SUCH REPAIR WORK COMPLETES. THIS LIMITED WARRANTY SPECIFICALLY EXCLUDES: FRONT END ALIGNMENT, ELECTRICAL WORK AND EXHAUST, AND FULL ENGINE OILCHANGES.

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 COPY



08/19/17
AUG 17 UNIT

\$6.65
R2305M143398-21

PRESS FIRMLY TO SEAL

ABEEL & ASSOCIATES, P.C.
25 REGENCY PLAZA
GLEN MILLS, PA 19342

FCA US LLC
CIMS [REDACTED]
1000 Chrysler Drive
Auburn Hills, MI 48326

ITEM USED
BY CUSTOMER
ABEEL MA

Expected Delivery Day: 08/19/2017

USPS TRACKING NUMBER



VISIT US AT USPS.COM®
ORDER FREE SUPPLIES ONLINE





National Center for Dispute Settlement

12900 Hall Road • Suite 401

Sterling Heights, MI 48313

(800) 777-8119

(586) 226-2470

Fax: (586) 226-2559

October 12, 2017

[REDACTED]
Grimesland, NC

RE: CASE # [REDACTED]

Dear [REDACTED]

The above referenced case has been placed on the agenda for review of the Boards' meeting on November 14, 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 11/01/2017, 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

Nicole Lech x.
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

October 12, 2017

[REDACTED]
Grimesland, NC [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

Nicole Lech x.
Case Administrator

Enclosure: as noted

cc: Customer Relations Manager, FCA US LLC
East Carolina Chrysler-Dodge-Jeep



National Center for Dispute Settlement

October 12, 2017

12900 Hall Road • Suite 401

Sterling Heights, MI 48313

(800) 777-8119

(586) 226-2470

Fax: (586) 226-2559

[REDACTED]
Grimesland, NC

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

Nicole Lech x.
Case Administrator

Enclosures: as noted

cc: Customer Relations Manager, FCA US LLC

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 A Last name [REDACTED]
☐ Mrs. Street address [REDACTED]
☐ Ms. [REDACTED]
City GREENVILLE State NC Zip Code [REDACTED]
Day phone [REDACTED] Evening phone [REDACTED] Email [REDACTED]

VEHICLE INFORMATION

Name(s) that appears on the vehicle title: [REDACTED]
Is this a leased vehicle: Yes ☐ No ☒ Delivery Date: 10 / 20 / 16
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: 65K 18000
Vehicle Identification Number: 2C4RC1E66HR [REDACTED] VEHICLE CURRENTLY IN REPAIR SHOP
Selling dealer and address: EAST CAROLINA DODGE
3401 S. MEMORIAL DR GREENVILLE, NC 27834
Dominant Servicing Dealer: EAST CAROLINA DODGE
3401 S. MEMORIAL DR GREENVILLE, NC 27834

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
SOFTWARE UPDATE / AC ISSUE SLEW DOOR NOT WORKING	EAST CAROLINA GREENVILLE, NC	12/29/16 7,248 miles # [REDACTED]	☒ Yes ☐ No
SLEW DOOR, SLEW DOOR WENT OUT.	EAST CAROLINA GREENVILLE, NC	12/30/16 7,382 miles # [REDACTED]	☒ Yes ☐ No
TRANSMISSION SLIPPING UNCONNECT THROTTLE NOT WORK	EAST CAROLINA GREENVILLE, NC	1/30/17 8,473 miles # [REDACTED]	☒ Yes ☐ No
ENGINE, SLEW DOOR TRANSMISSION, A/C	EAST CAROLINA GREENVILLE, NC	3/14/17 11,803 miles # [REDACTED]	☒ Yes ☐ No
A/C, SLEW DOOR, SLEW DOOR NOT WORKING, SLEW DOOR	EAST CAROLINA GREENVILLE, NC	6/28/17 16,331 miles # [REDACTED]	☒ 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)

9/27/17
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)

ADDITIONAL REPAIRS PAGE 2

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 _____	MI _____	Last name _____
☐ Mrs.	Street address _____		
☐ Ms.	_____		
	City _____	State _____	Zip Code _____
Day phone _____	Evening phone _____	Email _____	

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: _____	Model: _____	Year: _____	Current mileage: _____
Vehicle Identification Number: _____			
Selling dealer and address: _____			
Dominant Servicing Dealer: _____			

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
TRANSMISSION REPLACED AFTER BREAK DOWN ON FAMILY TRIP	MOUNT ATRY CHRYSLER MT. AERY, NC	7/11/17 16,028 miles # [REDACTED]	Yes No
ACOMFORT NOT WORKING	EAST CAROLINA GREENVILLE, NC	7/14/17 17,055 miles # [REDACTED]	Yes No
TRANSMISSION REPLACED & ROCKER DOOR WOULD NOT CLOSE	EAST CAROLINA GREENVILLE, NC	9/20/17 19,930 miles # [REDACTED]	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 [REDACTED] SIGNATURE(S) 7/21/17 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)

Repair Order Detail - Internal Copy

RO Number: [REDACTED]

RO Status: CLOSED

Customer:

Phone(s): Contact:

Vehicle: 2C4RC1EG6HR [REDACTED]

Main:

2017 PACIF

WHITE

[Click to View Cust Copy](#)

Cell:

Mileage: 4,016

Service advisor: 594

Tag number: [REDACTED]

Payment type: CASH

Promised time: 05:30 PM

Promised date: 10/20/2016

Waiter: No

Estimate: 0.00

A	SOLD NEW AND USED CLEAN UP FOR DELIVERY				
	SOLD	IUC	SOLD NEW AND USED	0.80	20.00
			CLEAN UP FOR DELIVERY		
	Tech(s): 617				
Pts:	0.00	Lbr:	20.00	Other:	0.00
				Total Line A:	20.00

Customer Pay

Labor

0.00

Parts

0.00

Lube

0.00

Sublet

0.00

Miscellaneous/Shop Charge

0.00

Deductible

0.00

Total Charges

0.00

Less Insurance/Adjustment

0.00

Sales Tax

0.00

Total

0.00

Repair Order Detail - Internal Copy

RO Number: [REDACTED]

RO Status: CLOSED

Customer: [REDACTED]

Phone(s): Contact: [REDACTED]

Main: [REDACTED]

Click to View Cust Copy

Vehicle: 2C4RC1EG6HR [REDACTED]

2017 PACIF

WHITE

Cell:

Mileage: 7,348

Service advisor: 1173

Tag number: [REDACTED]

Payment type: CASH

Promised time: 08:30 AM

Promised date: 12/29/2016

Waiter: Yes

Estimate: 0.00

Customer Comments: No

~~~~~  
A Complete Flash Update #1 [Software Flash for PSDML]  
00 ISP NO CHARGE 0.00 0.00  
Tech(s): 755  
Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line A: 0.00  
Story: 7348 SEE LINE C

~~~~~  
B Complete Flash Update #2 [Software Flash for RADIO]
186002KP WC RADIO SOFTWARE UPDATE 0.50 40.99
Tech(s): 755
Pts: 0.00 Lbr: 40.99 Other: 0.00 Total Line B: 40.99
Story: 7348 18-60-02-KP 50 08-081-16 DOWNLOADED RADIO UPDATE TO
FLASHDRIVE THEN UPDATED RADIO

~~~~~  
C Complete Open RRT #1 [16-100: 2017 RU PWR SLIDING DOOR MODULE  
ENHANCEMENT/FLASH]  
18193195 WC SOFTWARE FLASH PSDML 0.30 24.59  
Tech(s): 755  
Pts: 0.00 Lbr: 24.59 Other: 0.00 Total Line C: 24.59  
Story: 7348 18-19-31-95 30 FLASHED PSDML & PSDMR MODULES AND  
PERFORMED DOOR CALIBRATION

~~~~~  
D Complete Open RRT #2 [16-097: 2017 RU AIR CONDITIONING
INOPERATIVE]
24452593 WC RRT 16-097 AIR 0.20 16.40
CONDITIONING INOP
Tech(s): 755
Pts: 0.00 Lbr: 16.40 Other: 0.00 Total Line D: 16.40
Story: 7348 21-45-25-93 20 INSPECTED BRAZE JOINTS FOR LEAKS, NONE
PRESENT

~~~~~  
E General Concern #1 [Sliding side doors making a crunchy sound.  
Needs to be lubed]  
85412300 WC DIAG WITHOUT REPAIR 0.20 16.40  
Tech(s): 755  
Pts: 0.00 Lbr: 16.40 Other: 0.00 Total Line E: 16.40  
Story: 7348 LUBRICATED DOORS WITH WHITE LITHIUM GREASE, DID NOT  
HEAR ANY CRUNCHY SOUND

Customer Pay

Labor

Parts

Lube

Sublet

Miscellaneous/Shop Charge

0.00

0.00

0.00

0.00

0.00

# Repair Order Detail - Internal Copy

RO Number: [REDACTED]

RO Status: CLOSED

Customer: [REDACTED]

Phone(s): Contact: [REDACTED]

Main: [REDACTED]

Click to View Cust Copy

Vehicle: 2C4RC1EG6HR [REDACTED]

2017 PACIF

WHITE

Cell:

Mileage: 7,382

Payment type: CASH

Waiter: No

Service advisor: 1173

Promised time: 11:45 AM

Estimate: 0.00

Tag number: [REDACTED]

Promised date: 12/30/2016

Customer Comments: No

~~~~~

A Multi-point inspection (according to maintenance interval)
[Customer states that the tachometer and speedometer quit working
yesterday but working now. Flash up done yest]

23PT	C	Multi-point inspection (according to maintenance interval) [Customer states that the tachometer and speedometer quit working yesterday but working now. Flash up done yest]	0.00	0.00
------	---	--	------	------

Tech(s): 755

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line A: 0.00

Story: 7382 23-POINT INSPECTION

~~~~~

B General Concern #2 [Customer states That the drivers side sliding  
door still has a crunchy noise]

|          |    |                                                      |      |       |
|----------|----|------------------------------------------------------|------|-------|
| 23402206 | WC | BRACKET/ROLLER/HINGE,<br>SLIDING DOOR-Replace<br>(B) | 0.30 | 24.59 |
|----------|----|------------------------------------------------------|------|-------|

Tech(s): 755

68240040AC

1 BRACKET-HINGE

Pts: 21.76 Lbr: 24.59 Other: 0.00 Total Line B: 46.35

Story: 7382 driver slidig door middle track and rollers are  
making a grinding noise when opening, track is shimmying  
when the grinding is happening. recommend replacing the  
roller assembly with the track to resolve REPLACED MIDDLE  
ROLLER ASSEMBLY AND GRINDING NOISE WAS NO LONGER PRESENT,  
TRACK WAS NOT NEEDED. DID NOT REPLACE TRACK

~~~~~

C CUSTOMER STATES THE TACH AND SPEEDOMETER QUIT WORKING YESTERDAY
WORKING NOW

85418604	WC	SCAN TESTS/CK WIRING/RECALIBRATED	0.90	73.78
----------	----	--------------------------------------	------	-------

Tech(s): 755

Pts: 0.00 Lbr: 73.78 Other: 0.00 Total Line C: 73.78

Story: 7382 radio update with usb and psdml & r updated
yesterday not ipc ipc is up to date with current flash no
active or stored dtcs present, performed self test and test
ran through fine and did not set dtcs no ipc flash to
reflash current part # with it just says up to date test
drove vehicle and tach and speedo worked like normal for

Repair Order Detail - Internal Copy

RO Number: [REDACTED]

RO Status: CLOSED

Customer: [REDACTED]

[Click to View Cust Copy](#)

Phone(s): Contact: [REDACTED]

Main: [REDACTED]

Cell:

Vehicle: 2C4RC1EG6HR [REDACTED]

2017 PACIF

WHITE

Mileage: 7,382

Payment type: CASH

Walter: No

Service advisor: 1173

Promised time: 11:45 AM

Estimate: 0.00

Tag number: [REDACTED]

Promised date: 12/30/2016

Customer Comments: No

~~~~~  
drive cluster working as designed at this time  
~~~~~

Customer Pay	
Labor	0.00
Parts	0.00
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	0.00
Deductible	0.00
Total Charges	0.00
Less Insurance/Adjustment	0.00
Sales Tax	0.00
Total	0.00

Repair Order Detail - Internal Copy

RO Number: [REDACTED]

RO Status: CLOSED

Customer: [REDACTED]
Phone(s): Contact: [REDACTED]
Vehicle: 2C4RC1EG6HR [REDACTED]Main: [REDACTED]
2017 PACIF WHITEClick to View Cust Copy
Cell:Mileage: 8,473
Service advisor: 1173
Tag number: [REDACTED]Payment type: CC
Promised time: 01:00 PM
Promised date: 01/30/2017Walter: No
Estimate: 0.00
Customer Comments: No

~~~~~

D OIL CHANGE AND FILTER CHANGE, CHECK FLUID LEVELS, CHECK TIRE PRESSURES [OIL CHANGE AND FILTER CHANGE, CHECK FLUID LEVELS, CHECK TIRE PRESSURES]

|      |   |                                                                                                                                                 |      |       |
|------|---|-------------------------------------------------------------------------------------------------------------------------------------------------|------|-------|
| 3KMC | C | OIL CHANGE AND FILTER CHANGE, CHECK FLUID LEVELS, CHECK TIRE PRESSURES [OIL CHANGE AND FILTER CHANGE, CHECK FLUID LEVELS, CHECK TIRE PRESSURES] | 0.30 | 10.95 |
|------|---|-------------------------------------------------------------------------------------------------------------------------------------------------|------|-------|

Tech(s): 84  
15C \$5995 SYNTHETIC OIL CHANGE COUPON -13.75

|            |                     |       |
|------------|---------------------|-------|
| 68152004PA | 6 *OIL-0W20         | 54.00 |
| 68191349AB | 1 FILTER-ENGINE OIL | 8.75  |

Pts: 62.75 Lbr: 10.95 Other: -13.75 Total Line D: 59.95

~~~~~

E 23-POINT VEHICLE CHECK-UP CHECK FOR NEEDED REPAIRS & INFORM CUSTOMER [23-POINT VEHICLE CHECK-UP CHECK FOR NEEDED REPAIRS & INFORM CUSTOMER]

23PT	C	23-POINT VEHICLE CHECK-UP CHECK FOR NEEDED REPAIRS & INFORM CUSTOMER [23-POINT VEHICLE CHECK-UP CHECK FOR NEEDED REPAIRS & INFORM CUSTOMER]	0.00	0.00
------	---	---	------	------

Tech(s): 84

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line E: 0.00

~~~~~

F C/S THAT THE TRANS SEEM TO SLIP WHEN YOU ALMOST COMES TO A COMPLETE STOP BUT YOU PRESS ON THE GAS PEDAL BECAUSE THE LIGHT CHANGE TO GREEN [C/S THAT THE TRANS SEEM TO SLIP WHEN YOU ALMOST COMES TO A COMPLETE STOP BUT YOU PRESS ON THE GAS PEDAL BECAUSE

|          |    |                                |      |       |
|----------|----|--------------------------------|------|-------|
| 85412101 | WC | NPF-UNUSUAL TRANSMISSION NOISE | 0.90 | 73.78 |
|----------|----|--------------------------------|------|-------|

Tech(s): 84

|     |     |                                      |      |      |
|-----|-----|--------------------------------------|------|------|
| 300 | ISP | ***** ELECTRICAL SYSTEM REPAIR ***** | 0.00 | 0.00 |
|-----|-----|--------------------------------------|------|------|

Tech(s): 84

Pts: 0.00 Lbr: 73.78 Other: 0.00 Total Line F: 73.78

Story: 8477 DIAGNOSE TRANSMISSION SLIP. TEST DRIVE VEHICLE FOUND

# Repair Order Detail - Internal Copy

RO Number: [REDACTED]

RO Status: CLOSED

Customer: [REDACTED]

[Click to View Cust Copy](#)

Phone(s): Contact: [REDACTED]

Main: [REDACTED]

Cell: [REDACTED]

Vehicle: 2C4RC1EG6HR [REDACTED]

2017 PACIF

WHITE

Mileage: 8,473

Payment type: CC

Waiter: No

Service advisor: 1173

Promised time: 01:00 PM

Estimate: 0.00

Tag number: [REDACTED]

Promised date: 01/30/2017

Customer Comments: No

~~~~~  
ALL SYSTEMS WORKING AS DESIGNED. CHECK FLUID LEVEL FOUND
GOOD LEVEL CHECK DTCS FOUND NO DTCS IN MODULE. VERIFY
SOFTWARE IS UP TO DATE, FOUND SOFTWARE UP TO DATE. ALL
SYSTEMS WORKING AS DESIGNED
~~~~~

G General Concern #1 [Customer states The Uconnect isn't connecting  
to wife's phone and Uconnect theater aren't working all the  
time.]

85418707

WC

CK BLUETOOTH/NO  
CODES/NO TSBs/WENT TO  
UCONNECT WEBSITE

0.90

73.78

Tech(s): 84

Pts:

0.00 Lbr:

73.78 Other:

0.00 Total Line G:

73.78

Story: 8477 DIAGNOSE UCONNECT THEATER FOR NON OPERATION , VERIFY  
OPERATION OF UCONNECT THEATER WITH A DVD IN PLAYER. FOUND  
ALL SYSTEMS WORKING AS DESIGNED. ROW 2 SCREENS ARE OPERATING  
AS DESIGNED AND FRONT SCREEN WILL PLAY AS LONG AS VEHICLE IS  
NOT MOVING. AS YOU BEGIN DRIVING SCREEN WILL NOTIFY NOT  
AVAILABLE WHILE MOVING THEN FREEZE. ALL SYSTEMS WORKING AS  
DESIGNED  
~~~~~

Customer Pay

Labor

10.95

Parts

62.75

Lube

0.00

Sublet

0.00

Miscellaneous/Shop Charge

-12.98

Deductible

0.00

Total Charges

60.72

Less Insurance/Adjustment

0.00

Sales Tax

4.19

Total

64.91

Repair Order Detail - Internal Copy

RO Number: [REDACTED]

RO Status: CLOSED

Customer: [REDACTED]
Phone(s): Contact: [REDACTED]
Vehicle: 2C4RC1EG6HR [REDACTED]Main: [REDACTED]
2017 PACIF WHITEClick to View Cust Copy
Cell:Mileage: 11,803
Service advisor: 9310
Tag number: [REDACTED]Payment type: CASH
Promised time: 03:00 PM
Promised date: 03/14/2017Waiter: No
Estimate: 0.00
Customer Comments: No

~~~~~

A REAR DVD INTERMITTENTLY INOP  
300 ISP TECHNICIAN DUPLICATED 0.00 0.00  
CONCERN. THERE WAS AN  
UPDATE FOR VRM MODULE  
TO ALLEVIATE CONCERN.  
OPERATING AS DESIGNED

Tech(s): 84  
Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line A: 0.00  
Story: 9100 DIAGNOSE DVD PLAYER NOT WORKING INTERMITTENTLY,  
FOUND SERVICE BULLETIN TO UPDATE VRM SOFTWARE MAY ALLEVIATE  
BLACK SCREEN CONDITION. PERFORM SOFTWARE ON VRM MODULE

~~~~~

B RIGHT SIDE SLIDING DOOR IS MAKING CRUNCH NOISE
23402208 WC Hinge bracket 0.50 41.69
w/roller, sliding
cargo door - Replace
Lower hinge
bracket-Right (1 -
Semi-Skilled)

Tech(s): 84
68240040AC 1 BRACKET-HINGE 22.48
Pts: 22.48 Lbr: 41.69 Other: 0.00 Total Line B: 64.17
Story: 9100 DIAGNOSE RIGHT SIDE SLIDING DOOR MAKING CRUNCH NOISE
FOUND REAR ROLLERS MAKING NOISE ORDERED NEW ROLLERS.

~~~~~

C TRANSMISSION STILL FEELS LIKE SLIPPING WHEN RELEASING BRAKE AND  
TRYING TO ACCELERATE..  
85412003 WC TRANSMISSION, 0.50 41.69  
MECHANICAL-TROUBLE  
NOT FOUND

Tech(s): 84  
Pts: 0.00 Lbr: 41.69 Other: 0.00 Total Line C: 41.69  
Story: 9100 DIAGNOSE TRANSMISSION SLIPPING FROM A COAST. TEST  
DROVE VEHICLE ANF FOUND ALL SYSTEMS WORKING S DESIGNED.  
CHECKED FOR DTCS AND SOFTWARE UP DATES , FOUND NO DTCS OR  
SOFTWARE UPDATES. ALL SYSTEMS WORKING AS DESIGNED

~~~~~

D A/C IS TURNING OFF WHEN PRESSING THE CONTROL ARROW
300 ISP TECHNICIAN FOUND AC 0.00 0.00
TURNING OFF BEING
DEPRESSED. SOP
ORDERED. WILL CONTACT
CUSTOMER WHEN PART IS
IN

Tech(s): 84

Repair Order Detail - Internal Copy

RO Number: [REDACTED]

RO Status: CLOSED

Customer: [REDACTED]

Phone(s): Contact: [REDACTED]

Vehicle: 2C4RC1EG6HR [REDACTED]

Main: [REDACTED]

2017 PACIF

WHITE

Click to View Cust Copy

Cell:

Mileage: 11,803

Service advisor: 9310

Tag number: [REDACTED]

Payment type: CASH

Promised time: 03:00 PM

Promised date: 03/14/2017

Walter: No

Estimate: 0.00

Customer Comments: No

~~~~~  
 Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line D: 0.00  
 Story: 9100 DIAGNOSE CONDITION AC TURNING OFF WHEN COLD ARROW  
 BEING DEPRESSED. ATTEMPTED SEVERAL TIMES TO TURN OFF AC WITH  
 COLD BUTTON. COULD NOT SUCCEED ALL SYSTEMS WORKING AS  
 DESIGNED  
 ~~~~~

E CTP LOANER
 RENTAL WC CTP RENTAL - 3 DAYS 0.00 0.00
 Tech(s): 84
 SUBL WC CTP 121 105.00
 Pts: 0.00 Lbr: 0.00 Other: 105.00 Total Line E: 105.00
 ~~~~~

F FLASH DDM  
 18523392 WC MSM FLASH 0.30 25.01  
 Tech(s): 84  
 Pts: 0.00 Lbr: 25.01 Other: 0.00 Total Line F: 25.01  
 ~~~~~

G FLASH MSM
 18523392 WC MSM FLASH 0.30 25.01
 Tech(s): 84
 Pts: 0.00 Lbr: 25.01 Other: 0.00 Total Line G: 25.01
 ~~~~~

H\*\* FLASH MSM P  
 18523392 WC MSM FLASH 0.30 25.01  
 Tech(s): 84  
 Pts: 0.00 Lbr: 25.01 Other: 0.00 Total Line H: 25.01  
 ~~~~~

I** FLASH VRM
 1819919U WC VRM FLASH 0.50 41.69
 Tech(s): 84
 Pts: 0.00 Lbr: 41.69 Other: 0.00 Total Line I: 41.69
 ~~~~~

J\*\* FLASH PDM  
 18191497 WC PDM FLASH 0.20 16.67  
 Tech(s): 84  
 Pts: 0.00 Lbr: 16.67 Other: 0.00 Total Line J: 16.67  
 ~~~~~

K** 23-POINT VEHICLE CHECK-UP CHECK FOR NEEDED REPAIRS & INFORM
 CUSTOMER
 23PT C 23-POINT VEHICLE
 CHECK-UP CHECK FOR
 NEEDED REPAIRS &
 INFORM CUSTOMER 0.00 0.00
 ~~~~~

Tech(s): 84

# Repair Order Detail - Internal Copy

RO Number: [REDACTED]

RO Status: CLOSED

Customer: [REDACTED]  
Phone(s): Contact: [REDACTED]  
Vehicle: 2C4RC1EG6HR [REDACTED]

Main: [REDACTED]  
2017 PACIF WHITE

Click to View Cust Copy  
Cell:

Mileage: 11,803  
Service advisor: 9310  
Tag number: [REDACTED]

Payment type: CASH  
Promised time: 03:00 PM  
Promised date: 03/14/2017

Waiter: No  
Estimate: 0.00  
Customer Comments: No

~~~~~  
Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line K: 0.00
Story: 9100 23-POINT INSPECTION

~~~~~  
L\*\* Customer Satisfaction  
CEI C Customer Satisfaction 0.00 0.00  
Tech(s): 84  
Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line L: 0.00  
~~~~~

~~~~~  
Customer Pay  
Labor 0.00  
Parts 0.00  
Lube 0.00  
Sublet 0.00  
Miscellaneous/Shop Charge 0.00  
Deductible 0.00  
Total Charges 0.00  
Less Insurance/Adjustment 0.00  
Sales Tax 0.00  
Total 0.00

# Repair Order Detail - Internal Copy

RO Number: [REDACTED]

RO Status: CLOSED

Customer: [REDACTED]  
Phone(s): Contact: [REDACTED]  
Vehicle: 2C4RC1EG6HR [REDACTED]Main: [REDACTED]  
2017 PACIF WHITEClick to View Cust Copy  
Cell:Mileage: 16,331  
Service advisor: 9310  
Tag number: [REDACTED]Payment type: CASH  
Promised time: 04:00 PM  
Promised date: 06/23/2017Waiter: No  
Estimate: 0.00  
Customer Comments: No

~~~~~

E Rotate tires [ROTATE TIRES]
24 C Rotate tires [ROTATE TIRES] 0.40 19.95

Tech(s): 84
FTR TIRE ROTATION
 PURCHASED FROM
 US -19.95

Pts: 0.00 Lbr: 19.95 Other: -19.95 Total Line E: 0.00
Story: 16331 ROTATED TIRES

~~~~~

F      OIL CHANGE AND FILTER CHANGE, CHECK FLUID LEVELS, CHECK TIRE PRESSURES [OIL CHANGE AND FILTER CHANGE, CHECK FLUID LEVELS, CHECK TIRE PRESSURES]  
3KMC                      C      OIL CHANGE AND FILTER CHANGE, CHECK FLUID LEVELS, CHECK TIRE PRESSURES [OIL CHANGE AND FILTER CHANGE, CHECK FLUID LEVELS, CHECK TIRE PRESSURES]      0.30      10.95

Tech(s): 84  
15C      \$62.20 OFF OIL CHANGE      -62.20  
68191349AB      1 FILTER-ENGINE OIL      8.75  
2AMO2004AA      5 0W20      42.50

Pts:                      51.25 Lbr:                      10.95 Other:                      -62.20 Total Line F:                      0.00  
Story: 16331      PERFORMED OIL AND FILTER CHANGE, CHECK TIRE PRESSURES

~~~~~

G SOP IN - A/C REPAIR [SOP IN - A/C REPAIR]
24501005 WC Control Assembly, Instrument Panel HVAC - Test and Replace ATC Automatic Temp Control HVAC system controls (2 - Skilled) 0.30 25.01

Tech(s): 84
56054984AE 1 CONTROL-VEHICLE FEATURE CONTROLS 496.00

85410000 WC ADDL TIME FOR DIAGNOSIS 0.30 25.01

Tech(s): 84

Pts: 496.00 Lbr: 50.02 Other: 0.00 Total Line G: 546.02
Story: 16331 attempted to repair ac control head is not operating properly. wrong control head ordered. install

Repair Order Detail - Internal Copy

RO Number: [REDACTED]

RO Status: CLOSED

Customer: [REDACTED]
Phone(s): Contact: [REDACTED]
Vehicle: 2C4RC1EG6HR [REDACTED]

Main: [REDACTED]
2017 PACIF WHITE

Click to View Cust Copy
Cell:

Mileage: 16,331
Service advisor: 9310
Tag number: [REDACTED]

Payment type: CASH
Promised time: 04:00 PM
Promised date: 06/23/2017

Walter: No
Estimate: 0.00
Customer Comments: No

~~~~~  
correct ac control head unit all systems working as designed  
~~~~~

H STOW AND GO BUTTON INOP [STOW AND GO BUTTON INOP check driver
side rear sliding door sometimes not opening making noises again]
18523392 WC MSM FLASH 0.30 25.01
Tech(s): 84
500 ISP SOP HINGES ORDERED 0.00 0.00
Tech(s): 84
Pts: 0.00 Lbr: 25.01 Other: 0.00 Total Line H: 25.01
Story: 16331 perform diagnostic of stow and go button, perform
scan test found dtc b1d9b-54 n horizontal position
calibration is missing. perform calibration on seat track.
all systems working as designed. recommend not placing neck
support on head restraint causes interference on seat
travel.

~~~~~  
I\*\* C/S REAR DRIVER SIDE SLIDING DOOR NOT OPENING AT TIMES AND MAKING  
NOISE STILL. CHECK AND ADVISE  
23402204 WC Hinge bracket 0.30 25.01  
w/roller, sliding  
cargo door - Replace  
Front lower-Right (1  
- Semi-Skilled)  
Tech(s): 84  
68240040AD 1 BRACKET-HINGE 22.48  
68240040AD 1 BRACKET-HINGE 22.48  
23402205 WC Hinge bracket 0.30 25.01  
w/roller, sliding  
cargo door - Replace  
Front lower-Left (1 -  
Semi-Skilled)  
Tech(s): 84  
Pts: 44.96 Lbr: 50.02 Other: 0.00 Total Line I: 94.98

~~~~~  
J** RENTAL
RENTAL WC RENTAL 0.00 0.00
Tech(s): 84
SUBL WC CTP 105 175.00
Pts: 0.00 Lbr: 0.00 Other: 175.00 Total Line J: 175.00

~~~~~  
K\*\* 23-POINT VEHICLE CHECK-UP CHECK FOR NEEDED REPAIRS & INFORM  
CUSTOMER  
23PT C 23-POINT VEHICLE 0.00 0.00  
CHECK-UP CHECK FOR

# Repair Order Detail - Internal Copy

RO Number: [REDACTED]

RO Status: CLOSED

Customer: [REDACTED]

Phone(s): Contact [REDACTED]

Vehicle: 2C4RC1EG6HR [REDACTED]

Main: [REDACTED]

2017 PACIF

WHITE

[Click to View Cust Copy](#)

Cell:

Mileage: 16,331

Service advisor: 9310

Tag number: [REDACTED]

Payment type: CASH

Promised time: 04:00 PM

Promised date: 06/23/2017

Walter: No

Estimate: 0.00

Customer Comments: No

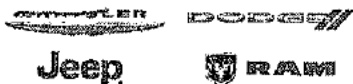
## NEEDED REPAIRS & INFORM CUSTOMER

~~~~~

Tech(s):	84					
Pts:	0.00	Lbr:	0.00	Other:	0.00	Total Line K: 0.00

~~~~~

|                           |        |
|---------------------------|--------|
| Customer Pay              |        |
| Labor                     | 30.90  |
| Parts                     | 51.25  |
| Lube                      | 0.00   |
| Sublet                    | 0.00   |
| Miscellaneous/Shop Charge | -82.15 |
| Deductible                | 0.00   |
| Total Charges             | 0.00   |
| Less Insurance/Adjustment | 0.00   |
| Sales Tax                 | 0.00   |
| Total                     | 0.00   |



538 N. Andy Griffith Pkwy  
Mt. Airy, NC 27030

[www.clickmountair.com](http://www.clickmountair.com)

(336) 789-8105

|                  |                                                         |               |                       |                          |                 |
|------------------|---------------------------------------------------------|---------------|-----------------------|--------------------------|-----------------|
| CUSTOMER NO.     | ADVISOR<br>GALE ROSS                                    | 522           | TAG NO.               | INVOICE DATE<br>07/11/17 | INVOICE NO.     |
|                  | LABOR RATE                                              | LICENSE NO.   | 16,825                | COLOR                    | STOCK NO.       |
| GRIMESLAND, NC   | YEAR/MAKE/MODEL<br>17/CHRYSLER/PACIFICA (3.6L)/PACIFICA | DELIVERY DATE | DELIVERY MILES        | SELLING DEALER NO.       | PRODUCTION DATE |
|                  | VEHICLE ID NO.<br>2C4RC1EG6HR                           | R.O. NO.      | R.O. DATE<br>07/03/17 |                          |                 |
| REPAIR ORDER NO. | BUSINESS PHONE                                          | COMMENTS      |                       |                          |                 |

MO: 16837

JOB# 1 CHARGES

|                                                                                                                                                                                                                                                                                                                      |               |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|
| LABOR                                                                                                                                                                                                                                                                                                                | WARRANTY      |
| J# 1 01CHZWARNLIGHT WARNING LIGHT CONC HOURS: 6.10 TECH(S):151 297<br>Customer states Check engine light is on Diag and advise (In<br>dicatorWarning Lights Concern)<br>TROUBLE CODE P0732-00<br>DIAG TEST FOR TROUBLE CODE/948 TRANS/REMOVED/REPLACED TRANS/<br>PROGRAMED AS NEEDSD TCM/VIN QUICKLEARN/CHECKED GOOD |               |
| PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----<br>1 RL311996-AA PKG PART 21002003                                                                                                                                                                                                                   | WARRANTY 0.00 |
| TOTAL - PARTS                                                                                                                                                                                                                                                                                                        |               |

|               |                                              |
|---------------|----------------------------------------------|
| JOB# 1 TOTALS | JOB# 1 JOURNAL PREFIX CHCS JOB# 1 TOTAL 0.00 |
|---------------|----------------------------------------------|

|                                                                                                                                                            |          |
|------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|
| JOB# 2 CHARGES                                                                                                                                             | WARRANTY |
| LABOR                                                                                                                                                      |          |
| J# 2 01CHZMPI MULTI PT INSPECTION HOURS: 0.00 TECH(S):297<br>(Multi-point inspection according to maintenance interval)<br>COMPLETED MULTIPOINT INSPECTION | 0.00     |
| JOB# 2 TOTALS                                                                                                                                              |          |
| JOB# 2 JOURNAL PREFIX CHCS JOB# 2 TOTAL 0.00                                                                                                               |          |

|                                                                                        |               |
|----------------------------------------------------------------------------------------|---------------|
| JOB# 3 CHARGES                                                                         | WARRANTY      |
| LABOR                                                                                  |               |
| J# 3+01CHZCONCERN1 GENERAL CONCERN 1 HOURS: TECH(S):<br>SUBLET RENTAL<br>SUBLET RENTAL |               |
| SUBLET-----PO#-----VEND INV#-INV.DATE-DESCRIPTION-----<br>3622 RENTAL                  | WARRANTY 0.00 |
| TOTAL - SUBLET                                                                         |               |

|               |                                              |
|---------------|----------------------------------------------|
| JOB# 3 TOTALS | JOB# 3 JOURNAL PREFIX CHCS JOB# 3 TOTAL 0.00 |
|---------------|----------------------------------------------|

Any warranties on the item/items sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

I hereby authorize the repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on below car or truck to secure the amount of repairs thereto. Not responsible for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. It is agreed and understood that if the purchases listed below are not paid when due, I, we or either of us agree to pay all attorney fees and all other costs which may be incurred in the collection of this account. All repairs are considered satisfactory unless we are advised (in writing) within ten days from the date of this order. NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

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LIMITED WARRANTY

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DEPT HOURS

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7:00 AM to 6:00 PM  
Saturday  
7:30 AM to 1:00 PM  
Closed Sunday

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NEARLY ALL TIRE PRICES ON TIRE  
Mount Airy Chrysler Dodge Jeep Ram Fiat

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Jeep Dodge

Jeep

RAM

18 N. Andy Griffith Pkwy  
Mt. Airy, NC 27030

**Mount Airy**  
CHRYSLER DODGE JEEP RAM FIAT

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|                |                                                             |                    |                          |             |
|----------------|-------------------------------------------------------------|--------------------|--------------------------|-------------|
| CUSTOMER NO.   | ADVISOR<br>GALE ROSS                                        | TAG NO.            | INVOICE DATE<br>07/11/17 | INVOICE NO. |
|                | LABOR RATE                                                  | LICENSE NO.        | 16,825                   | COLOR       |
| GRIMESLAND,    | YEAR / MAKE / MODEL<br>17/CHRYSLER/PACIFICA (3.6L)/PACIFICA | DELIVERY DATE      | DELIVERY MILES           |             |
|                | VEHICLE ID NO.<br>2C4RC1EG6HR                               | SELLING DEALER NO. | PRODUCTION DATE          |             |
|                | F.T.E. NO.                                                  | P.O. NO.           | R.O. DATE<br>07/03/17    |             |
| BUSINESS PHONE | COMMENTS                                                    | MO: 16837          |                          |             |

|                       |      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  |
|-----------------------|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| TOTALS                |      | Any warranties on the item/items sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  |
| TOTAL LABOR...        | 0.00 | I hereby authorize the repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on below car or truck to secure the amount of repairs thereto. Not responsible for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. It is agreed and understood that if the purchases listed below are not paid when due, I, we or either of us agree to pay all attorney fees and all other costs which may be incurred in the collection of this account. All repairs are considered satisfactory unless we are advised (in writing) within ten days from the date of this order.<br>NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL. |  |
| 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 |      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  |

CUSTOMER SIGNATURE \*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*

12 MONTHS OR 12,000 MILES  
LIMITED WARRANTY

SERVICE & PARTS  
DEPT HOURS

Mon - Fri  
7:00 AM to 6:00 PM  
Saturday  
7:30 AM to 1:00 PM  
Closed Sunday

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GUARANTEE  
WE'LL MEET ANYONE'S PRICE ON TIRES  
Mount Airy Chrysler Dodge Jeep Ram Fiat

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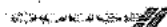
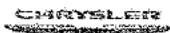
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- SHUTTLE SERVICE
- BODY SHOP
- ONLINE APPOINTMENTS

## Service Hours

Monday-Friday

7:30AM to 5:30PM

Saturday

8:00AM to 4:00PM



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AGREEMENT. SEE

CHRIS SMITH 317-2231

RALPH KENNEDY 317-2261

FOR DETAILS

Customer Copy

\*INVOICE\*

Page 1 of 2

TAG: [REDACTED]

PO NO:

Invoice # [REDACTED]

| CUSTOMER        |                           | INFORMATION     |                        |
|-----------------|---------------------------|-----------------|------------------------|
| CUST. NUMBER    | 20OCT16                   | VIN             | 2C4RC1EG6HR [REDACTED] |
| DELIVERY DATE   | 20OCT16                   | YEAR            | 17                     |
| STOCK NUMBER    |                           | MAKE AND MODEL  | CHRYSLER PACIFICA      |
| OPEN DATE/TIME  | 14JUL17/07:06             | READY DATE/TIME | 19JUL17/17:12          |
| MILEAGE IN      | 17055                     | MILEAGE OUT     | 17055                  |
| WRITTEN BY      | 9310 MEGAN ZULLO          | PAYMENT TYPE    | CASH                   |
| NAME            | [REDACTED]                | HOME PHONE      | [REDACTED]             |
| ADDRESS         | [REDACTED]                | BUSINESS PHONE  | [REDACTED]             |
| CITY/STATE/ZIP  | GRIMESLAND, NC [REDACTED] | CELL PHONE      | [REDACTED]             |
| EMAIL ADDRESS   | [REDACTED]                | home            | [REDACTED]             |
| ADDITIONAL INFO | [REDACTED]                | home            | [REDACTED]             |
| SOLD-STK        | [REDACTED]                | DLR:24          | ENG:3.6L TRN:A         |

| CONCERN                                                                                                                                   | CAUSE        | CORRECTION  |
|-------------------------------------------------------------------------------------------------------------------------------------------|--------------|-------------|
| A C/S THAT VEHICLE DVD PLAYERS ARE NOT WORKING AGAIN                                                                                      |              |             |
| CAUSE:                                                                                                                                    |              |             |
| 300 TECHNICIAN REMOVED AND REPLACED VIDEO ROUTING MODULE                                                                                  |              |             |
| 121 WC                                                                                                                                    |              | (N/C)       |
| FC: PART#: COUNT:                                                                                                                         |              |             |
| CLAIM TYPE: W                                                                                                                             |              |             |
| AUTH CODE:                                                                                                                                |              |             |
| PARTS: 0.00                                                                                                                               | LABOR: 0.00  | OTHER: 0.00 |
| *****                                                                                                                                     |              |             |
| B 23-POINT VEHICLE CHECK-UP CHECK FOR NEEDED REPAIRS & INFORM CUSTOMER                                                                    |              |             |
| 23PT 23-POINT VEHICLE CHECK-UP CHECK FOR NEEDED REPAIRS & INFORM CUSTOMER                                                                 |              |             |
| 121 C                                                                                                                                     |              | 0.00        |
| PARTS: 0.00                                                                                                                               | LABOR: 0.00  | OTHER: 0.00 |
| *****                                                                                                                                     |              |             |
| C Customer Satisfaction                                                                                                                   |              |             |
| CAUSE: If you are not completely satisfied with your service experience please contact Donald Ernesty our service manager at 252-317-2244 |              |             |
| CEI Customer Satisfaction                                                                                                                 |              |             |
| 121 C                                                                                                                                     |              | 0.00        |
| PARTS: 0.00                                                                                                                               | LABOR: 0.00  | OTHER: 0.00 |
| *****                                                                                                                                     |              |             |
| D** WASH/DRY, VACUUM, CLEAN WINDOWS AND SHINE TIRES                                                                                       |              |             |
| CAUSE: WASH/DRY, VACUUM, CLEAN WINDOWS AND SHINE TIRES                                                                                    |              |             |
| WV WASH/DRY, VACUUM, CLEAN WINDOWS AND SHINE TIRES                                                                                        |              |             |
| 617 C                                                                                                                                     |              | 30.00       |
| PARTS: 0.00                                                                                                                               | LABOR: 30.00 | OTHER: 0.00 |
| *****                                                                                                                                     |              |             |
| TOTAL LINE D: 30.00                                                                                                                       |              |             |

### DISCLAIMER OF WARRANTIES

Any warranty on the products sold hereby are those made by the manufacturer. The seller, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the vehicle or said products.

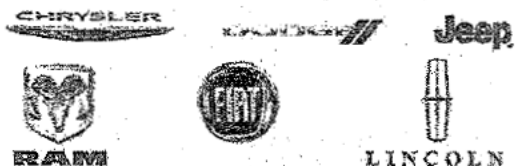
X \_\_\_\_\_  
CUSTOMER SIGNATURE

### DESCRIPTION

LABOR AMOUNT  
PARTS AMOUNT  
GAS, OIL, LUBE  
SUBLET AMOUNT  
MISC. CHARGES  
TOTAL CHARGES  
LESS COUPONS/DISC.  
SALES TAX  
PLEASE PAY  
THIS AMOUNT

### TOTALS

It's our way of saying  
Thank You!



- FACTORY CERTIFIED TECHNICIANS
- FRIENDLY STAFF
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- SHUTTLE SERVICE
- BODY SHOP
- ONLINE APPOINTMENTS

### Service Hours



Monday-Friday  
7:30AM to 5:30PM  
Saturday  
8:00AM to 4:00PM



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RALPH KENNEDY 317-2261  
FOR DETAILS

Customer Copy

\*INVOICE\*

Page 2 of 2

TAG: [REDACTED]

RO NO:

Invoice # [REDACTED]

| CUST. NUMBER                                                                                              |      | DELIVERY DATE                                     | STOCK NUMBER | VIN                                   | YEAR             | MAKE AND MODEL        |
|-----------------------------------------------------------------------------------------------------------|------|---------------------------------------------------|--------------|---------------------------------------|------------------|-----------------------|
| [REDACTED]                                                                                                |      | 20OCT16                                           |              | 2C4RC1EG6HR [REDACTED]                | 17               | CHRYSLER PACIFICA     |
| OPEN DATE/TIME                                                                                            |      | READY DATE/TIME                                   | MILEAGE IN   | MILEAGE OUT                           | WRITTEN BY       | PAYMENT TYPE          |
| 14JUL17/07:06                                                                                             |      | 19JUL17/17:12                                     | 17055        | 17055                                 | 9310 MEGAN ZULLO | CASH                  |
| NAME                                                                                                      |      | HOME PHONE                                        |              | BUSINESS PHONE                        |                  | CELL PHONE            |
| [REDACTED]                                                                                                |      | [REDACTED]                                        |              | [REDACTED]                            |                  | [REDACTED]            |
| ADDRESS                                                                                                   |      | EMAIL ADDRESS                                     |              | HOME                                  |                  | HOME                  |
| [REDACTED]                                                                                                |      | [REDACTED]                                        |              | [REDACTED]                            |                  | [REDACTED]            |
| CITY / STATE / ZIP                                                                                        |      | ADDITIONAL INFO                                   |              | SOLD-STK                              |                  | DLR:24 ENG:3.6L TRN:A |
| GRIMESLAND, NC [REDACTED]                                                                                 |      | [REDACTED]                                        |              | [REDACTED]                            |                  | [REDACTED]            |
| CONCERN                                                                                                   |      | CAUSE                                             |              | CORRECTION                            |                  |                       |
| E** C/S UCONNECT SCREEN WILL BE BLACK WHEN IN PARK AND DVD PLAYER IN USE CANT SEE THE DVD SCREEN ON RADIO |      |                                                   |              |                                       |                  |                       |
| CAUSE:                                                                                                    |      | 300 TECHNICIAN FLASHED VRM PER S.B. 08-033-17 R.A |              | (N/C)                                 |                  |                       |
|                                                                                                           |      | 543 WC                                            |              |                                       |                  |                       |
|                                                                                                           |      | FC: PART#: COUNT:                                 |              |                                       |                  |                       |
|                                                                                                           |      | CLAIM TYPE: W                                     |              |                                       |                  |                       |
|                                                                                                           |      | AUTH CODE:                                        |              |                                       |                  |                       |
| PARTS:                                                                                                    | 0.00 | LABOR:                                            | 0.00         | OTHER:                                | 0.00             | TOTAL LINE E:         |
|                                                                                                           |      |                                                   |              | *****                                 |                  | 0.00                  |
| MISCELLANEOUS SHOP EXPENSE                                                                                |      |                                                   |              |                                       |                  | 2.10                  |
|                                                                                                           |      |                                                   |              | *****                                 |                  |                       |
|                                                                                                           |      |                                                   |              | EAST CAROLINA CDJR YOUR ONE STOP SHOP |                  |                       |
|                                                                                                           |      |                                                   |              | SERVICE AND PARTS 252-355-3333        |                  |                       |
|                                                                                                           |      |                                                   |              | COLLISION CENTER 252-317-2257         |                  |                       |
|                                                                                                           |      |                                                   |              | *****                                 |                  |                       |

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X

CUSTOMER SIGNATURE

#### DESCRIPTION

LABOR AMOUNT  
PARTS AMOUNT  
GAS, OIL, LUBE  
SUBLET AMOUNT  
MISC. CHARGES  
TOTAL CHARGES  
LESS COUPONS/DISC.  
SALES TAX  
PLEASE PAY THIS AMOUNT

#### TOTALS

30.00  
0.00  
0.00  
0.00  
2.10  
32.10  
0.00  
2.10  
34.20

It's our way of saying  
Thank You!

**Dave Davis**  
**East Carolina**  
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- LINCOLN PARTS DEPT.
- SHUTTLE SERVICE
- BODY SHOP
- ONLINE APPOINTMENTS

### Service Hours

Monday-Friday

7:30AM to 5:30PM



Saturday

8:00AM to 4:00PM

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**PARTS AND SERVICE  
 AGREEMENT. SEE**

**CHRIS SMITH 317-2231**

**RALPH KENNEDY 317-2261**

**FOR DETAILS**

Customer Copy

\*INVOICE\*

Page 1 of 3

TAG: [REDACTED]

RO NO:

**Invoice #** [REDACTED]

| CUST. NUMBER              |                 | DELIVERY DATE   | STOCK NUMBER | VIN                     | YEAR | MAKE AND MODEL    |
|---------------------------|-----------------|-----------------|--------------|-------------------------|------|-------------------|
| [REDACTED]                |                 | 20OCT16         | 2C4RC1EG6H   | [REDACTED]              | 17   | CHRYSLER PACIFICA |
| OPEN DATE/TIME            | READY DATE/TIME | MILEAGE IN      | MILEAGE OUT  | WRITTEN BY              |      |                   |
| 20SEP17/09:58             | 28SEP17/07:10   | 19890           | 19930        | 594 DONALD ERNESTY CASH |      |                   |
| NAME                      |                 | HOME PHONE      |              | BUSINESS PHONE          |      | CELL PHONE        |
| [REDACTED]                |                 | [REDACTED]      |              | [REDACTED]              |      | [REDACTED]        |
| ADDRESS                   |                 | EMAIL ADDRESS   |              | home                    |      |                   |
| [REDACTED]                |                 | [REDACTED]      |              | home                    |      |                   |
| CITY / STATE / ZIP        |                 | ADDITIONAL INFO |              | SOLD-STK                |      |                   |
| GRIMESLAND, NC [REDACTED] |                 | [REDACTED]      |              | DLR:24 ENG:3.6L TRN:A   |      |                   |

| CONCERN                                                                                                                               | CAUSE                                                                                                                                                                                                                                                                                                                                                                                                                 | CORRECTION                                         |
|---------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------|
| A C/S THAT TRANSMISSION IS SHIFTING REALLY HARD. ESPECIALLY IN STOP AND GO TRAFFIC                                                    | CAUSE:<br>21000633 948TE TRANSMISSION REPLACE<br>2508 WC<br>1 RL311996AA PKG PART-WITH TORQUE CONVERTER<br>2 68218925AA FLUID-AUTOMATIC TRANSMISSION<br>21FF0550 948TE TRANS DRAIN AND FILL<br>2508 WC<br>21000652 TRANSMISSION-QUICKLEARN<br>2508 WC<br>SUBL GAS<br>C<br>PARTS: 0.00 LABOR: 0.00 OTHER: 15.00 TOTAL LINE A: 15.00<br>19925 trans has a noise in rear diff and shifts poor with no dtc replaced trans | (N/C)<br>(N/C)<br>(N/C)<br>(N/C)<br>(N/C)<br>(N/C) |
| B C/S THAT REAR PASSENGER SLIDING DOOR IS MKAING LOUD CLUNKING NOISE AGAIN                                                            | CAUSE:<br>500 REMOVED AND REPLACED RIGHT SLIDING DOOR<br>ROLLERS<br>2508 WC<br>FC: PART#: COUNT:<br>CLAIM TYPE: W<br>AUTH CODE:                                                                                                                                                                                                                                                                                       | (N/C)                                              |
| PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00<br>19899 right sliding door rollere failure replaced right sliding door roller |                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                    |
| C C/S THAT DRIVER SLIDING DOOR WILL AT TIMES NOT OPEN OR NOT CLOSE                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                    |

#### DISCLAIMER OF WARRANTIES

Any warranty on the products sold hereby are those made by the manufacturer. The seller, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the vehicle or said products.

X

CUSTOMER SIGNATURE

#### DESCRIPTION

LABOR AMOUNT  
 PARTS AMOUNT  
 GAS, OIL, LUBE  
 SUBLET AMOUNT  
 MISC. CHARGES  
 TOTAL CHARGES  
 LESS COUPONS/DISC.  
 SALES TAX  
 PLEASE PAY  
 THIS AMOUNT

#### TOTALS

*It's our way of saying  
 Thank You!*

# Steve Davis' East Carolina

CHRYSLER • DODGE • JEEP • RAM • FIAT  
LINCOLN

3491 S. MEMORIAL DR. • GREENVILLE, NC 27834

252-355-3333

www.ecauto.com

CHRYSLER



RAM



LINCOLN

- FACTORY CERTIFIED TECHNICIANS
- FRIENDLY STAFF
- CUSTOMER LOUNGE
- MOPAR SUZUKI & MOTORCRAFT FORD LINCOLN PARTS DEPT.
- SHUTTLE SERVICE
- BODY SHOP
- ONLINE APPOINTMENTS

## Service Hours

Monday-Friday

7:30AM to 5:30PM

Saturday

8:00AM to 4:00PM



www.ecauto.com

ARE YOU COVERED?

\$200.00 OFF

PARTS AND SERVICE  
AGREEMENT. SEE

CHRIS SMITH 317-2231

RALPH KENNEDY 317-2261

FOR DETAILS

Customer Copy

\*INVOICE\*

Page 2 of 3

TAG: [REDACTED]

RO NO: [REDACTED]

Invoice # [REDACTED]

CUSTOMER

INFORMATION

|                |                 |                |                       |                         |                   |
|----------------|-----------------|----------------|-----------------------|-------------------------|-------------------|
| CUST. NUMBER   | DELIVERY DATE   | STOCK NUMBER   | VIN                   | YEAR                    | MAKE AND MODEL    |
| [REDACTED]     | 20OCT16         | 2C4RC1EG6H     | [REDACTED]            | 17                      | CHRYSLER PACIFICA |
| OPEN DATE/TIME | READY DATE/TIME | MILEAGE IN     | MILEAGE OUT           | WRITTEN BY              | PAYMENT TYPE      |
| 20SEP17/09:58  | 28SEP17/07:10   | 19890          | 19930                 | 594 DONALD ERNESTY CASH |                   |
| NAME           | HOME PHONE      | BUSINESS PHONE | CELL PHONE            |                         |                   |
| [REDACTED]     | [REDACTED]      | [REDACTED]     | [REDACTED]            |                         |                   |
| ADDRESS        | EMAIL ADDRESS   | home           | home                  |                         |                   |
| [REDACTED]     | [REDACTED]      | [REDACTED]     | [REDACTED]            |                         |                   |
| CITY/STATE/ZIP | ADDITIONAL INFO | SOLD-STK       | DLR:24 ENG:3.6L TRN:A |                         |                   |
| GRIMESLAND, NC |                 |                |                       |                         |                   |

CONCERN

CAUSE

CORRECTION

CAUSE:

300 DRIVER DOOR OPERATING AS DESIGNED

2508 WC

1 68240040AD BRACKET-HINGE

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

(N/C)

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

19925 ck door npf

\*\*\*\*\*

D ENTERPRISE LOANER

CAUSE:

LOANER LOANER

2508 WC

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

\*\*\*\*\*

E 23-POINT VEHICLE CHECK-UP CHECK FOR NEEDED REPAIRS & INFORM CUSTOMER

23PT 23-POINT VEHICLE CHECK-UP CHECK FOR NEEDED

REPAIRS & INFORM CUSTOMER

2508 C

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

\*\*\*\*\*

F Customer Satisfaction

CAUSE: If you are not completely satisfied with your service experience please contact Antonio Jones our customer relations manager at

### DISCLAIMER OF WARRANTIES

Any warranty on the products sold hereby are those made by the manufacturer. The seller, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the vehicle or sold products.

X

CUSTOMER SIGNATURE

### DESCRIPTION

LABOR AMOUNT  
PARTS AMOUNT  
GAS, OIL, LUBE  
SUBLET AMOUNT  
MISC. CHARGES  
TOTAL CHARGES  
LESS COUPONS/DISC.  
SALES TAX  
PLEASE PAY  
THIS AMOUNT

### TOTALS

It's our way of saying  
Thank You!



- FACTORY CERTIFIED TECHNICIANS
- FRIENDLY STAFF
- CUSTOMER LOUNGE
- MOPAR SUZUKI & MOTORCRAFT FORD LINCOLN PARTS DEPT.
- SHUTTLE SERVICE
- BODY SHOP
- ONLINE APPOINTMENTS

### Service Hours



Monday-Friday  
7:30AM to 5:30PM  
Saturday  
8:00AM to 4:00PM



[www.ecauto.com](http://www.ecauto.com)

Customer Copy

\*INVOICE\*

Page 3 of 3

TAG: [REDACTED]

RO NO:

Invoice # [REDACTED]

CUSTOMER

INFORMATION

|                    |                        |                |             |                         |                   |
|--------------------|------------------------|----------------|-------------|-------------------------|-------------------|
| CUST. NUMBER       | DELIVERY DATE          | STOCK NUMBER   | VIN         | YEAR                    | MAKE AND MODEL    |
| [REDACTED]         | 20OCT16                | 2C4RC1EG6HR    | [REDACTED]  | 17                      | CHRYSLER PACIFICA |
| OPEN DATE/TIME     | READY DATE/TIME        | MILEAGE IN     | MILEAGE OUT | WRITTEN BY              | PAYMENT TYPE      |
| 20SEP17/09:58      | 28SEP17/07:10          | 19890          | 19930       | 594 DONALD ERNESTY CASH |                   |
| NAME               | HOME PHONE             | BUSINESS PHONE | CELL PHONE  |                         |                   |
| [REDACTED]         | [REDACTED]             | [REDACTED]     | [REDACTED]  |                         |                   |
| ADDRESS            | EMAIL ADDRESS          | HOME           | HOME        |                         |                   |
| [REDACTED]         | [REDACTED]             | [REDACTED]     | [REDACTED]  |                         |                   |
| CITY / STATE / ZIP | ADDITIONAL INFORMATION | SOLD-STK       | DLR:24      | ENG:3.6L                | TRN:A             |
| GRIMESLAND, NC     | [REDACTED]             | [REDACTED]     |             |                         |                   |

CONCERN CAUSE CORRECTION

### CEI Customer Satisfaction

2508 C  
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00

G\*\* \*\*\*\*\* ENGINE REPAIR \*\*\*\*\*  
00 NO CHARGE

2508 C  
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE G: 0.00

H\*\* WASH/DRY, VACUUM, CLEAN WINDOWS AND SHINE TIRES  
CAUSE: WASH/DRY, VACUUM, CLEAN WINDOWS AND SHINE TIRES  
WV WASH/DRY, VACUUM, CLEAN WINDOWS AND SHINE TIRES

6918 C  
LWASH WASH AND VAC  
PARTS: 0.00 LABOR: 30.00 OTHER: -30.00 TOTAL LINE H: 0.00

MISCELLANEOUS SHOP EXPENSE

\*\*\*\*\*  
EAST CAROLINA CDJR YOUR ONE STOP SHOP  
SERVICE AND PARTS 252-355-3333  
COLLISION CENTER 252-317-2257  
\*\*\*\*\*



It's our way of saying  
Thank You!

| DISCLAIMER OF WARRANTIES                                                                                                                                                                                                                                                                                                                                                                              | DESCRIPTION            | TOTALS |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|--------|
| Any warranty on the products sold hereby are those made by the manufacturer. The seller, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the vehicle or sold products. | LABOR AMOUNT           | 30.00  |
|                                                                                                                                                                                                                                                                                                                                                                                                       | PARTS AMOUNT           | 0.00   |
|                                                                                                                                                                                                                                                                                                                                                                                                       | GAS, OIL, LUBE         | 0.00   |
|                                                                                                                                                                                                                                                                                                                                                                                                       | SUBLET AMOUNT          | 15.00  |
|                                                                                                                                                                                                                                                                                                                                                                                                       | MISC. CHARGES          | -27.90 |
|                                                                                                                                                                                                                                                                                                                                                                                                       | TOTAL CHARGES          | 17.10  |
|                                                                                                                                                                                                                                                                                                                                                                                                       | LESS COUPONS/DISC.     | 0.00   |
|                                                                                                                                                                                                                                                                                                                                                                                                       | SALES TAX              | 1.05   |
|                                                                                                                                                                                                                                                                                                                                                                                                       | PLEASE PAY THIS AMOUNT | 18.15  |
|                                                                                                                                                                                                                                                                                                                                                                                                       |                        | 0.00   |

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



To: [REDACTED]  
Cc: "Kenneth L. Lather" <lather@marshall-melhorn.com>,  
Bcc:  
Subject: Re: 2017 Chrysler Pacifica Customer Claim Form

---

Dear Customer:

In response to your submission:

Your NCDS claim form has been received. NCDS will review your claim and contact you within in 3 - 5 business days.

Thank you,

NCDS  
12900 Hall Road, Suite 401  
Sterling Heights, MI 48313  
Fax 586.226.2559  
Phone 800.777.8119  
Email [info@ncdsusa.org](mailto:info@ncdsusa.org)

---

To whom it may concern, My wife and I have pu...

10/12/2017 01:27:11 PM

From: [REDACTED]  
To: [info@ncdsusa.org](mailto:info@ncdsusa.org)  
Cc: "Kenneth L. Lather" <lather@marshall-melhorn.com>  
Date: 10/12/2017 01:27 PM  
Subject: 2017 Chrysler Pacifica Customer Claim Form

---

To whom it may concern,

My wife and I have purchased a 2017 Chrysler Pacifica 1 yr ago. To this date we have had numerous issues that are quite concerning as the transmission. To be a brand new vehicle there should not be as many problems with this vehicle in which we have had. After consulting with my attorney at The Marshall-Melhorn Law Firm we are requesting that this vehicle get replaced. By all the documenting paperwork in which I have attached it falls under each of the four criteria for the Lemon Law.

## LEMON LAW

The North Carolina Lemon Law, also known as the New Motor Vehicles Warranties Act (N.C.G.S. 20-351), applies to new passenger cars, pick-up trucks, motorcycles and most vans bought in North Carolina. It requires manufacturers to repair defects that affect the use, value, or safety of a new motor vehicle within the first 24 months or 24,000 miles (whichever comes first).

**Your car may be covered by the Lemon Law if all of the following have happened:**

- The problem occurs in some part of the vehicle that is covered by the manufacturer's warranty and you are within the warranty period. It does not need to be something that keeps you from being able to drive the car. For example, faulty air conditioning or peeling paint could be considered defects under the Lemon Law.



- You tell the manufacturer about the problem in writing and give them a reasonable period, but not more than 15 days, to fix it.
- The manufacturer makes "a reasonable number of attempts" to fix the vehicle. This means that the car has been repaired for the same problem four or more times, or that it has been out of service a **cumulative total** of 20 or more business days during a 12 month period of **the warranty**.
- The manufacturers' efforts to fix the vehicle fail. Under the law, they must either replace your car or buy it back. You get to decide between a comparable new car and a refund.

This vehicle is our only mode of transportation for my family and we thought by buying a new vehicle that it would be reliable. I can totally understand that problems occur off the factory line and we are quite certain we got one of those issues with this vehicle. We are only asking the the vehicle get replaced with a new and similar vehicle.

I look forward to hearing back regarding this issue in a timely manner. Thanks

[REDACTED]  
Grimesland, NC



[REDACTED] Scan 2017-10-12 13.05.32.pdf Scan 2017-10-12 13.15.41.pdf

Marshall

**LEMON LAW GROUP PARTNERS PLC**

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

Telephone (888) 415-0610

Facsimile (888) 809-7010

Email: info@lemonlawgrouppartners.com

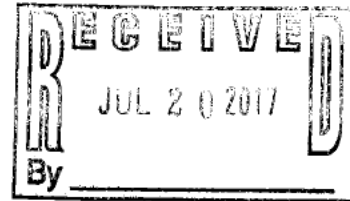
July 12, 2017

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

in

Re:

Vehicle: 2017 Chrysler Pacifica  
VIN: 2C4RC1BGXHR

**RECEIVED**

JUL 20 2017

Special Investigations

Dear Sir/Madam:

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

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

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

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

Respectfully submitted,

LEMON LAW GROUP PARTNERS

By: s/n Brooks Siegel

Attorney for Plaintiff

**RECEIVED**

JUL 24 2017

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

CC: Bill Luke Chrysler



RETURN RECEIPT REQUESTED ELECTRONICALLY

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

---

USPS CERTIFIED MAIL



CM-wSig  
00000009



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



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**CERTIFIED MAIL™**

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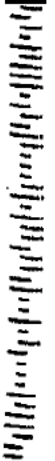
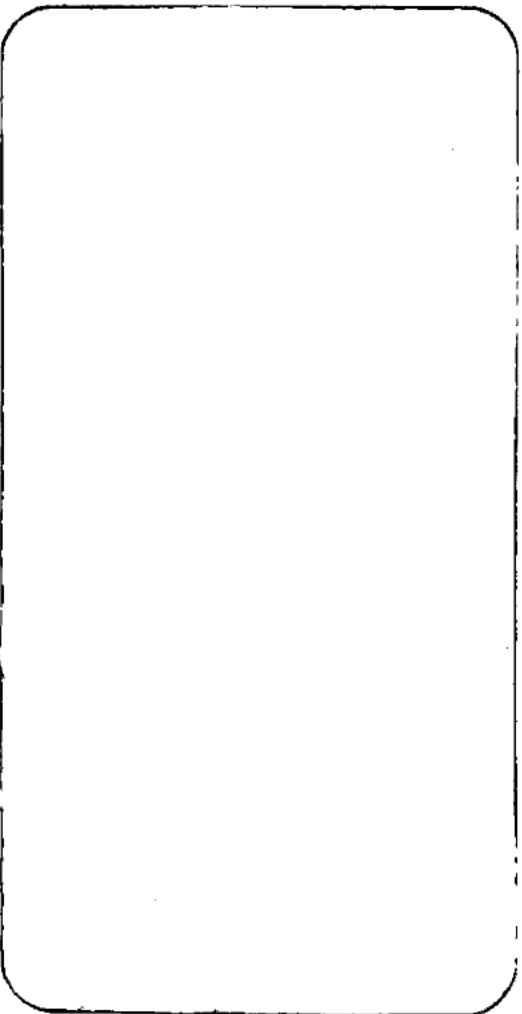
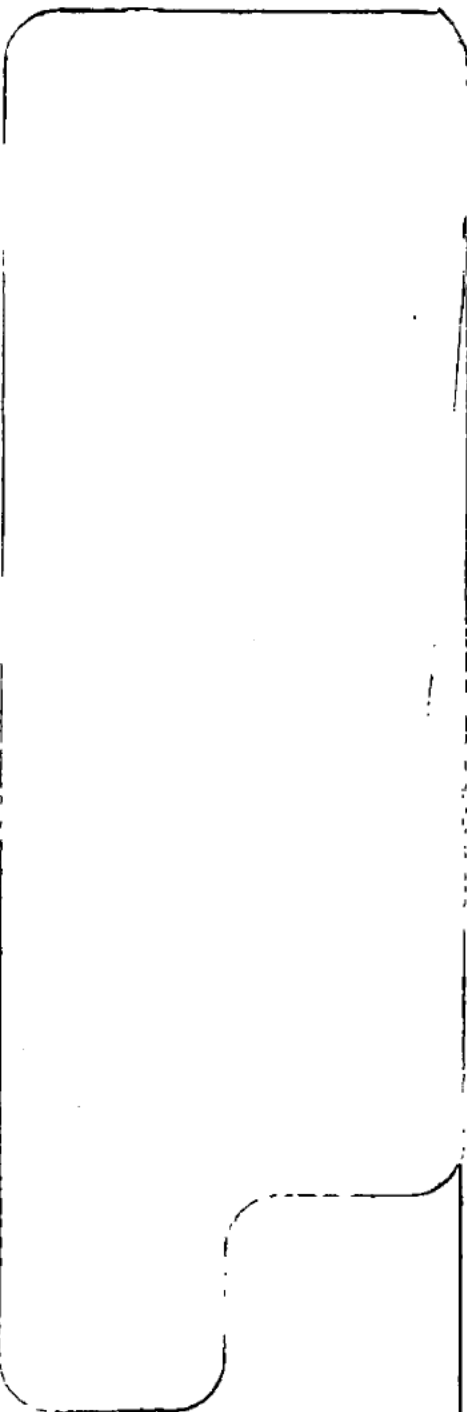
07/13/2017

**US POSTAGE**

**\$05.26<sup>0</sup>**



ZIP 35124



marshall

**LEMON LAW GROUP PARTNERS PLC**

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

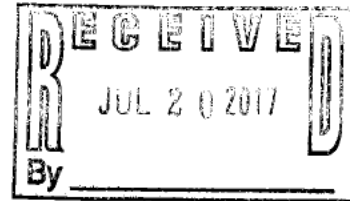
Telephone (888) 415-0610  
Facsimile (888) 809-7010  
Email: [info@lemonlawgrouppartners.com](mailto:info@lemonlawgrouppartners.com)

July 12, 2017

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

in

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

**RECEIVED**

JUL 20 2017

Special Investigations

Dear Sir/Madam:

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

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Respectfully submitted,

LEMON LAW GROUP PARTNERS  
By: s/n Brooks Siegel  
Attorney for Plaintiff

CC: Bill Luke Chrysler

**RECEIVED**

JUL 24 2017

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

RETURN RECEIPT REQUESTED ELECTRONICALLY

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

---

USPS CERTIFIED MAIL



CM-wSig  
00000009



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



UNITED STATES POSTAL SERVICE®  
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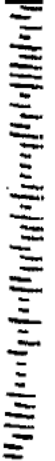
07/13/2017

**US POSTAGE**

**\$05.26<sup>9</sup>**



ZIP 35124





**National Center for Dispute Settlement**

November 9, 2017

12900 Hall Road • Suite 401

Sterling Heights, MI 48313

(800) 777-8119

(586) 226-2470

Fax: (586) 226-2559

[REDACTED]  
Gilbert, AZ [REDACTED]

RE: CASE # [REDACTED]

Dear [REDACTED]

This will confirm your decision to select the EDS process administered by the National Center for Dispute Settlement (NCDS). Accordingly, we have appointed arbitrator, Kathleen Foster, to hear and decide your claim.

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 Arbitrator will consider the State "Lemon Law" in discussing and resolving your claims. You should be familiar with that law and be prepared to present relevant evidence, including ALL SERVICE REPAIR RECORDS.

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 preliminary 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 your 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

Nicole Lech x.  
Case Administrator

Enclosure: as noted

cc: Customer Relations Manager, FCA US LLC  
Earnhardt Chrysler Jeep Dodge  
Kathleen Foster



November 9, 2017

**National Center for Dispute Settlement**

12900 Hall Road • Suite 401

Sterling Heights, MI 48313

(800) 777-8119

(586) 226-2470

Fax: (586) 226-2559

[REDACTED]  
Gilbert, AZ

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

Nicole Lech x.  
Case Administrator

Enclosures: as noted

cc: Customer Relations Manager, FCA US LLC

Documents Only Hearing ☐  
In Person Oral Hearing ☒

FOR NCDS USE  
CASE NUMBER:

☐ Mr. First name [REDACTED] MI [REDACTED] Last name [REDACTED]  
☐ Mrs. Street address [REDACTED]  
☐ Ms. \_\_\_\_\_  
 City Gilbert State AZ Zip Code [REDACTED]  
 Day phone [REDACTED] Evening phone \_\_\_\_\_ Email [REDACTED]

Name(s) that appears on the vehicle title: [REDACTED]

Is this a leased vehicle: Yes ☐ No ☒ Delivery Date: 5/1/2017

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: 7400

Vehicle Identification Number: 2C4RC1E62HR [REDACTED]

Selling dealer and address: Earnhardt Chrysler Dodge Jeep Gilbert, AZ

Dominant Servicing Dealer: Earnhardt Chrysler Dodge Jeep Gilbert, AZ

| 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:<br>A/C won't cool properly | Autoworld, Inc<br>Anytown, VA                                                  | 4/23/99 3,500 miles<br>[REDACTED]                                        | Yes                                        | No |
| Engine shuts down                   | Earnhardt                                                                      | 9/26/17 7400                                                             | <input checked="" type="radio"/> Yes       | No |
| randomly while driving              | Gilbert, AZ                                                                    |                                                                          | Yes                                        | No |
|                                     |                                                                                |                                                                          | Yes                                        | No |
|                                     |                                                                                |                                                                          | Yes                                        | No |
|                                     |                                                                                |                                                                          | Yes                                        | No |

☐ YES ☒ NO

Specify damaged area:

|            |                                     |               |                          |
|------------|-------------------------------------|---------------|--------------------------|
| Repurchase | <input checked="" type="checkbox"/> | Replacement   | <input type="checkbox"/> |
| Repair     | <input type="checkbox"/>            | Reimbursement | <input type="checkbox"/> |

|   |              |         |
|---|--------------|---------|
| X |              | 11/8/17 |
|   | SIGNATURE(S) | DATE    |

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





To: [REDACTED]  
Cc: [REDACTED]  
Bcc: [REDACTED]  
Subject: Re: Customer Claim Form - [REDACTED]

---

Dear Customer:

In response to your submission:

Your NCDS claim form has been received. NCDS will review your claim and contact you within in 3 - 5 business days.

Thank you,

NCDS  
12900 Hall Road, Suite 401  
Sterling Heights, MI 48313  
Fax 586.226.2559  
Phone 800.777.8119  
Email [info@ncdsusa.org](mailto:info@ncdsusa.org)

[REDACTED] Claim form attached this time. Thanks,

11/09/2017 11:30:59 AM

---

From: [REDACTED]  
To: "info@ncdsusa.org" <[info@ncdsusa.org](mailto:info@ncdsusa.org)>  
Date: 11/09/2017 11:30 AM  
Subject: Re: Customer Claim Form - [REDACTED]

---

Claim form attached this time.

Thanks,  
[REDACTED]

---

**From:** RBass@ncdsusa.org <[RBass@ncdsusa.org](mailto:RBass@ncdsusa.org)> on behalf of [info@ncdsusa.org](mailto:info@ncdsusa.org) <[info@ncdsusa.org](mailto:info@ncdsusa.org)>  
**Sent:** Thursday, November 9, 2017 8:59 AM  
**To:** [REDACTED]  
**Subject:** Re: Customer Claim Form - [REDACTED]

Dear Customer:

In response to your submission: **There were No Attachment to this email.**

In order to initiate a claim with NCDS, you must complete the attached Customer claim form and submit it to our office for review. You may return it to our office via fax 586.226.2559, email [info@ncdsusa.org](mailto:info@ncdsusa.org) or regular mail 12900 Hall Road, Ste 401, Sterling Heights, MI 48313.

NCDS is a third party neutral administrator for automobile warranty disputes. The NCDS process is an informal dispute process between the customer and the manufacturer. The dealership is not a party to this claim. If you were/are working with a dealer representative, it has no bearing on this process. NCDS is not a representative for the customer or the manufacturer in this dispute.

**This is not a verbal process, everything must be in writing.** Once we have received your completed form,

we will review your claim for eligibility for the arbitration process.

Also, you **must** select one of two options for a hearing process selection as noted below.

**1. In Person Oral Hearing** - You will appear in person **at the servicing dealer** and present your case to a single arbitrator. A representative from Manufacturer will also be present at this hearing. This option affords you the opportunity to test drive and/or inspect the vehicle in an attempt to demonstrate or duplicate the issue in the presence of the arbitrator. Also, the hearings are held **Monday - Friday between 9:00 AM - 3:00 PM** and typically last for about an hour. Pursuant to the rules which govern the process, **the arbitrator sets the date and time of the hearing** and must provide the parties at least a 10 day notice.

**2. Document Only Hearing** - NCDS will forward all evidence from your claim as well as any evidence from Manufacturer to a three member arbitration panel, who will render a decision based solely on the documents. **You will not need to appear in person for this hearing or by the phone for this hearing.** The "document only" has 3 panel members and a deadline to submit evidence prior to the hearing. Additionally, the panel will be unable to inspect the vehicle or participate in a test drive.

**NOTE:** Also, please submit the supporting documentation (**Copy (s) of any receipts, service repair order(s), complaint letters to the dealer or Zone Representative, registration or title, purchase or lease agreement and any other relevant documents**).via email, fax or mail to NCDS physical address on the cover letter.

Also: Pursuant to the rules which govern the process, **the arbitrator sets the date and time of the hearing** and must provide the parties at least a 10 day notice.

The options available to you as a resolution are:

1. **Repair**
2. **Replacement** of the vehicle - Brand New Vehicle
3. **Repurchase** of the vehicle - Refund/Buyback
4. **Reimbursement** - for Repair Paid for Out of Pocket

We appreciate your assistance in this matter.

Thank you,

NCDS  
12900 Hall Road, Suite 401  
Sterling Heights, MI 48313  
Fax 586.226.2559  
Phone 800.777.8119  
Email [info@ncdsusa.org](mailto:info@ncdsusa.org)

From: [REDACTED]  
To: "[info@ncdsusa.org](mailto:info@ncdsusa.org)" <[info@ncdsusa.org](mailto:info@ncdsusa.org)>  
Date: 11/08/2017 04:47 PM

Subject: Customer Claim Form [REDACTED]

Hi,

Attached is my customer claim form for a new case.

My 2017 Chrysler Pacifica has been in the shop for 43 days for a safety critical issue. The engine randomly shuts down while driving.

Thanks,



[REDACTED]CDS Form 11\_8\_17.PDF