



**National Center for Dispute Settlement**

September 18, 2017

12900 Hall Road • Suite 401  
Sterling Heights, MI 48313  
(800) 777-8119  
(586) 226-2470  
Fax: (586) 226-2559

[REDACTED]  
Garner, NC

**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, Terry Alston, 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  
Capital Chrysler Jeep Dodge, LLC  
Terry Alston



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Sterling Heights, MI 48313

(800) 777-8119

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[REDACTED]  
Garner, NC [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**

|                                     |           |                                                                                       |               |       |                                                                                  |                                                                                 |
|-------------------------------------|-----------|---------------------------------------------------------------------------------------|---------------|-------|----------------------------------------------------------------------------------|---------------------------------------------------------------------------------|
| <input type="checkbox"/>            | Mr.       | First name <span style="background-color: black; color: black;">[REDACTED]</span>     | MI            | L     | Last name <span style="background-color: black; color: black;">[REDACTED]</span> |                                                                                 |
| <input checked="" type="checkbox"/> | Mrs.      | Street address <span style="background-color: black; color: black;">[REDACTED]</span> |               |       |                                                                                  |                                                                                 |
| <input type="checkbox"/>            | Ms.       |                                                                                       |               |       |                                                                                  |                                                                                 |
|                                     |           | City                                                                                  | Garner        | State | NC                                                                               | Zip Code <span style="background-color: black; color: black;">[REDACTED]</span> |
|                                     | Day phone | <span style="background-color: black; color: black;">[REDACTED]</span>                | Evening phone | same  | Email                                                                            | <span style="background-color: black; color: black;">[REDACTED]</span>          |

**VEHICLE INFORMATION**

|                                                                                                                   |                                                                                                                   |
|-------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------|
| Name(s) that appears on the vehicle title: <span style="background-color: black; color: black;">[REDACTED]</span> |                                                                                                                   |
| Is this a leased vehicle: Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>                     | Delivery Date: 04 / 08 / 2017                                                                                     |
| Was this vehicle purchased used? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>              | Is vehicle used by a business? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> % of use _____ |
| Make: Chrysler                                                                                                    | Model: Pacifica                                                                                                   |
| Year: 2017                                                                                                        | Current mileage: 7000                                                                                             |
| Vehicle Identification Number: 2C4RC1EG5HR <span style="background-color: black; color: black;">[REDACTED]</span> |                                                                                                                   |
| Selling dealer and address: Capital Chrysler, 200 Waterfield Ridge Place, Garner, NC 27529                        |                                                                                                                   |
| Dominant Servicing Dealer: Same as above                                                                          |                                                                                                                   |

**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:<br>A/C won't cool properly                                         | Autoworld, Inc<br>Anytown, VA                                                  | 4/23/99 3,500 miles<br># <span style="background-color: black; color: black;">[REDACTED]</span> | Yes                                        | No |
| Transmission malfunctioning requiring replacement.                          | Capital Chrysler, Garner, NC                                                   | 6/2/17 3725 Miles<br># <span style="background-color: black; color: black;">[REDACTED]</span>   | <u>Yes</u>                                 | No |
| Transmission will not go into gear. Cannot go into drive or reverse         | Myrtle Beach Chrysler, Myrtle Beach, SC                                        | 7/14/17 5106 Miles<br># <span style="background-color: black; color: black;">[REDACTED]</span>  | <u>Yes</u>                                 | No |
| Will not go into gear. Won't go into drive or reverse.                      | Capital Chrysler, Garner, NC                                                   | 7/26/17 5664 Miles<br># <span style="background-color: black; color: black;">[REDACTED]</span>  | <u>Yes</u>                                 | No |
| Check engine light went on while driving. Wouldn't go forward on exit ramp. | Capital Chrysler, Garner, NC                                                   | 9/13/17 7604 Miles<br># <span style="background-color: black; color: black;">[REDACTED]</span>  | <u>Yes</u>                                 | No |
| Check engine light went on.                                                 | Capital Chrysler, Garner, NC                                                   | 9/15/17 PENDING REPAIR                                                                          | Yes <u>Pending</u>                         | 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)

9/15/17  
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](mailto:info@ncdsusa.org))

CUSTOMER #:

## INVOICE



GARNER, NC

PAGE 1

 200 Waterfield Ridge Place  
 Garner, NC 27529  
 (919) 582-0202

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 7543 GREGORY P FINKELSTEI

| COLOR       |            | YEAR       | MAKE/MODEL        |  | VIN         | LICENSE | MILEAGE IN/ OUT |           | TAG |
|-------------|------------|------------|-------------------|--|-------------|---------|-----------------|-----------|-----|
| VELVET RED  |            | 17         | CHRYSLER PACIFICA |  | 2C4RC1EG5HR |         | 3725/3734       |           |     |
| DEL DATE    | PROD. DATE | WARR. EXP. | PROMISED          |  | PO NO.      | RATE    | PAYMENT         | INV. DATE |     |
| 08APR17 DD  |            |            | 13:30 02JUN17     |  |             | 120.00  | CASH            | 29JUN17   |     |
| R.O. OPENED |            | READY      | OPTIONS:          |  | SOLD STK    |         |                 |           |     |

10:46 02JUN17 16:05 29JUN17

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

A Automatic Transmission Concern [C/S MAKING A NASCAR "VROOM" NOISE  
 WHEN SHIFTING GEARS. PLEASE CHECK AND ADVISE.]

CAUSE: INTERNAL TRANS FAILURE

21950158 REPLACE VALVE BODY

7521 W

968 W

1 RL752830AB VALVE-COMplete

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

(N/C)

(N/C)

(N/C)

21000633 Transmission, Replace - automatic -  
 Replace 3.6 liter engine - 948TE (3 - Highly  
 Skilled)

968 W

3 68218925AA FLUID-AUTOMATIC TRANSMISSION

1 RL311996AA PKG PART-WITH TORQUE CONVERTER

21000652 Transmission - Replace-9-Spd 948TE

Transmission Quick Lear

968 W

21550238 Pan, Oil - Related Repairs - Remove and  
 Install All Others (3 - Highly Skilled)

968 W

(N/C)

(N/C)

(N/C)

(N/C)

(N/C)

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

3734 NOISE IS INTERNAL TO TRANSMISSION.

TRANS HAS SEVERE PRRURE WHINE FROM VALVE BODY VALVES STICKING AND  
 ALLOWING TRANS TO SHIFT HARD AND SLIP, REPLACED VALVE BODY PERFORMED  
 RELEARN, QUICK LEARN REST CLUTCH VOLUMES, ROAD TESTED AND FOUND WHINE  
 GONE HOWEVER TRANS HAD VERY HARSH 2-1 DOWN SHFT, REPACED TRANS DUE TO  
 BEING 9 SPEED AND PARTS NOT AVAILABLE AND NOT REC. TO REBUILD  
 , PERFORMED RELEARNS ROAD TESTED FINE

\*\*\*\*\*

AUTHORIZED DEALER CHRYSLER CORPORATION

## SERVICE HOURS:

 MONDAY THRU FRIDAY 7:30 AM TO 6:00 PM  
 SATURDAY 8:00 AM TO 6:00 PM

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

All warranties on parts are the manufacturer's. The seller, CAPITAL CHRYSLER JEEP DODGE, INC., hereby expressly disclaims all warranties, either express or  
 implied, including any implied warranty of merchantability or fitness for a particular purpose, and CAPITAL CHRYSLER JEEP DODGE, INC., neither assumes nor  
 authorizes any other person to assume for it any liability in connection with the sale of these parts. This disclaimer by the seller, CAPITAL CHRYSLER JEEP  
 DODGE, INC., in no way affects the terms of the manufacturer's warranty.

X

SHOP MATERIALS - THIS FIGURE INCLUDES SUPPLIES USED IN SERVICING YOUR VEHICLE AND THE DISPOSAL OF HAZARDOUS MATERIALS IN  
 COMPLIANCE WITH FEDERAL, STATE AND LOCAL REGULATIONS. A FULL LIST OF THESE SUPPLIES IS AVAILABLE FOR YOUR INSPECTION AT THE  
 CASHIER'S DESK.

| DESCRIPTION               | TOTALS |
|---------------------------|--------|
| LABOR AMOUNT              |        |
| PARTS AMOUNT              |        |
| TIRE DISPOSAL FEE         |        |
| SUBLET AMOUNT             |        |
| MISC. CHARGES             |        |
| TOTAL CHARGES             |        |
| LESS INSURANCE            |        |
| SALES TAX                 |        |
| PLEASE PAY<br>THIS AMOUNT |        |



CUSTOMER #: [REDACTED]

INVOICE



GARNER, NC

PAGE 2

200 Waterfield Ridge Place  
Garner, NC 27529  
(919) 582-0202

HOME: [REDACTED] CONT: [REDACTED]  
BUS: [REDACTED] CELL: [REDACTED] SERVICE ADVISOR: 7543 GREGORY P FINKELSTEI

| COLOR         | YEAR          | MAKE/MODEL        | VIN                    | LICENSE | MILEAGE IN/OUT | TAG        |           |
|---------------|---------------|-------------------|------------------------|---------|----------------|------------|-----------|
| VELVET RED    | 17            | CHRYSLER PACIFICA | 2C4RC1EG5HR [REDACTED] |         | 3725/3734      | [REDACTED] |           |
| DEL DATE      | PROD. DATE    | WARR. EXP.        | PROMISED               | PO NO.  | RATE           | PAYMENT    | INV. DATE |
| 08APR17 DD    |               |                   | 13:30 02JUN17          |         | 120.00         | CASH       | 29JUN17   |
| R.O. OPENED   | READY         | OPTIONS:          | SOLD-STK:              |         |                |            |           |
| 10:46 02JUN17 | 16:05 29JUN17 |                   |                        |         |                |            |           |

| LINE | OPCODE                                                                  | TECH | TYPE | HOURS | LIST | NET | TOTAL |
|------|-------------------------------------------------------------------------|------|------|-------|------|-----|-------|
| B**  | PROVIDE CUSTOMER WITH ALTERNATE TRANSPORTATION WHILE PERFORMING REPAIRS |      |      |       |      |     |       |

CAUSE: RENTAL  
RENTAL PROVIDE CUSTOMER WITH ALTERNATE TRANSPORTATION WHILE PERFORMING REPAIRS  
99 WCSC  
FC: PART#: COUNT:  
CLAIM TYPE: W  
AUTH CODE:

(N/C)

SUBL 13 DAYS RENTAL WHILE REPAIRING TRANSMISSION  
WCSC

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

EST: 105.00 02JUN17 10:46 SA: 7543

THANK YOU FOR CHOOSING CAPITAL CJD FOR ALL  
YOUR SERVICE NEEDS.

| DESCRIPTION            | TOTALS |
|------------------------|--------|
| LABOR AMOUNT           | 0.00   |
| PARTS AMOUNT           | 0.00   |
| TIRE DISPOSAL FEE      | 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   |

**AUTHORIZED DEALER** **CHRYSLER CORPORATION**

**SERVICE HOURS:**  
MONDAY THRU FRIDAY 7:30 AM TO 8:00 PM  
SATURDAY 8:00 AM TO 5:00 PM

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

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X \_\_\_\_\_

SHOP MATERIALS - THIS FIGURE INCLUDES SUPPLIES USED IN SERVICING YOUR VEHICLE AND THE DISPOSAL OF HAZARDOUS MATERIALS IN COMPLIANCE WITH FEDERAL, STATE AND LOCAL REGULATIONS. A FULL LIST OF THESE SUPPLIES IS AVAILABLE FOR YOUR INSPECTION AT THE CASHIER'S DESK.



785 Jason Boulevard  
Myrtle Beach, South Carolina 29577  
(843) 448-1191 • Fax (843) 448-7815

CELL: [REDACTED]

|              |                     |                                           |                 |            |
|--------------|---------------------|-------------------------------------------|-----------------|------------|
| CUSTOMER NO. | ADDITION            | 55790                                     | INVOICE DATE    | 07/14/17   |
| GARNER, NC   | LABOR RATE          | 5.106                                     | DEALER NO.      | REPRINT# 1 |
|              | YEAR / MAKE / MODEL | 17 / CHRYSLER / PACIFICA / 4DR WGN TOUR L | DELIVERY DATE   |            |
|              | VEHICLE NO.         | 2 C 4 R C 1 E G 5 H R                     | PRODUCTION DATE |            |
|              | R.T.E. NO.          |                                           | R.O. DATE       | 07/14/17   |
|              | BUSINESS PHONE      |                                           |                 | MO: 5112   |

JOB# 1 CHARGES

LABOR  
3/1 HCHZ ENGINE MINOR HOURS 0.20 TECH(S) 01AB  
CUSTOMER STATES THE CHECK ENGINE LIGHT IS ON.  
LAST NIGHT VEHICLE IN LIMP MODE, WOULD NOT SHIFT.  
CEL was not on when vehicle was received, stored p0934 and  
plcc9  
flash tcm per tsb21-027-17 and test drove vehicle, operates  
as designed

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CHCS JOB# 1 TOTAL 0.00

ESTIMATE  
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
ORIGINAL ESTIMATE OF \$0.00 (+TAX)  
TOTALS

\*\*\*\*\*  
\* [ ] CASH [ ] CHECK CK NO. [ ] \*  
\* [ ] VISA [ ] MASTERCARD [ ] DISCOVER \*  
\* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE \*  
\*\*\*\*\*

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

IF YOU HAVE ANY QUESTIONS OR CONCERNS PLEASE CALL THE  
SERVICE MANAGER, MATT FLAGG AT 843-448-1191 EXT 1228

WE LOVE FEEDBACK!

CUSTOMER SIGNATURE

DUPLICATE INVOICE



CUSTOMER #:

\*INVOICE\*

DUPLICATE 1  
PAGE 1200 Waterfield Ridge Place  
Garner, NC 27529  
(919) 582-0202

GARNER NC

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 7543 GREGORY P FINKELSTEI

| COLOR         | YEAR       | MAKE/MODEL        | VIN           | LICENSE            | MILEAGE IN/OUT | TAG     |           |
|---------------|------------|-------------------|---------------|--------------------|----------------|---------|-----------|
| VELVET RED    | 17         | CHRYSLER PACIFICA | 2C4RC1EG5HR   |                    | 5664/5675      |         |           |
| DEL DATE      | PROD. DATE | WARR. EXP.        | PROMISED      | PO NO.             | RATE           | PAYMENT | INV. DATE |
| 08APR17 DD    |            |                   | 17:45 26JUL17 |                    | 120.00         | CASH    | 11AUG17   |
| R.O. OPENED   |            | READY             |               | OPTIONS: SOLD-STK: |                |         |           |
| 14:23 26JUL17 |            | 16:05 11AUG17     |               |                    |                |         |           |

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

A Automatic Transmission Concern [Customer States VEHICLE SOMETIMES  
WONT GO INTO GEAR OR IN REVERSE, MIL IS ON]

CAUSE: HYDRAULIC PRESSURE SENSOR FAILURE IN VALVE BODY

21550238 Pan, Oil - Related Repairs - Remove and

Install All Others (2 - Skilled)

7521 W

(N/C)

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

21950158 REPLACE VALVE BODY

7521 W

(N/C)

1 RL752830AB VALVE-COMplete

(N/C)

3 68218925AA FLUID-AUTOMATIC TRANSMISSION

(N/C)

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

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

5664 VEHICLE HAD A P0934 CODE HYDRAULIC PRESSURE SENSOR. THAT CODE  
WILL CAUSE THE TRANSMISSION GO INTO LIMP MODE. I REPLACED THE VALVE  
BODY TO FIX THIS ISSUE. THE HYDRAULIC PRESSURE SENSOR IS ON THE VALVE  
BODY AND CANNOT BE REPLACED SEPARATELY. AFTER REPLACING IT I TEST DROVE  
THE VEHICLE AND NO CODES RETURNED.

\*\*\*\*\*

B\*\* PROVIDE CUSTOMER WITH ALTERNATE TRANSPORTATION WHILE PERFORMING  
REPAIRS

CAUSE: RENTAL

RENTAL PROVIDE CUSTOMER WITH ALTERNATE  
TRANSPORTATION WHILE PERFORMING REPAIRS

99 WCSC

(N/C)

FC: PART#: COUNT:

AUTHORIZED DEALER

CHRYSLER  
CORPORATION

SERVICE HOURS:

MONDAY THRU FRIDAY 7:30 AM TO 6:30 PM  
SATURDAY 8:00 AM TO 5:00 PM

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to  
vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in  
parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets,  
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X

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CASHIER'S DESK.

| DESCRIPTION               | TOTALS |
|---------------------------|--------|
| LABOR AMOUNT              |        |
| PARTS AMOUNT              |        |
| TIRE DISPOSAL FEE         |        |
| SUBLET AMOUNT             |        |
| MISC. CHARGES             |        |
| TOTAL CHARGES             |        |
| LESS INSURANCE            |        |
| SALES TAX                 |        |
| PLEASE PAY<br>THIS AMOUNT |        |

CUSTOMER #:

\*INVOICE\*

DUPLICATE 1  
PAGE 2200 Waterfield Ridge Place  
Gamer, NC 27529  
(919) 582-0202

GARNER NC

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 7543 GREGORY P FINKELSTEI

| COLOR      | YEAR | MAKE/MODEL        | VIN         | LICENSE | MILEAGE IN/OUT | TAG |
|------------|------|-------------------|-------------|---------|----------------|-----|
| VELVET RED | 17   | CHRYSLER PACIFICA | 2C4RC1EG5HR |         | 5664/5675      |     |

| DEL DATE   | PROD. DATE | WARR. EXP. | PROMISED      | PO NO. | RATE   | PAYMENT | INV. DATE |
|------------|------------|------------|---------------|--------|--------|---------|-----------|
| 08APR17 DD |            |            | 17:45 26JUL17 |        | 120.00 | CASH    | 11AUG17   |

| R.O. OPENED   | READY         | OPTIONS: | SOLD-STK: |
|---------------|---------------|----------|-----------|
| 14:23 26JUL17 | 16:05 11AUG17 |          |           |

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

CLAIM TYPE: W  
AUTH CODE:

SUBL 7 DAY RENTAL

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

EST: 105.00 26JUL17 14:23 SA: 7543

THANK YOU FOR CHOOSING CAPITAL CJD FOR ALL  
YOUR SERVICE NEEDS.

AUTHORIZED DEALER CHRYSLER CORPORATION

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SATURDAY 8:00 AM TO 6:00 PM

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| DESCRIPTION            | TOTALS |
|------------------------|--------|
| LABOR AMOUNT           | 0.00   |
| PARTS AMOUNT           | 0.00   |
| TIRE DISPOSAL FEE      | 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 #:

\*INVOICE\*



GARNER, NC

PAGE 1

 200 Waterfield Ridge Place  
 Garner, NC 27529  
 (919) 582-0202

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 7543 GREGORY P FINKELSTEI

| COLOR      | YEAR       | MAKE/MODEL        | VIN           | LICENSE | MILEAGE IN/OUT | TAG     |           |
|------------|------------|-------------------|---------------|---------|----------------|---------|-----------|
| VELVET RED | 17         | CHRYSLER PACIFICA | 2C4RC1EG5HR   |         | 7604/7604      |         |           |
| DEL DATE   | PROD. DATE | WARR. EXP.        | PROMISED      | PO NO.  | RATE           | PAYMENT | INV. DATE |
| 08APR17 DD |            |                   | 12:00 13SEP17 |         | 120.00         | CASH    | 15SEP17   |

| R.O. OPENED   | READY         | OPTIONS: | SOLD-STK: |
|---------------|---------------|----------|-----------|
| 11:27 11SEP17 | 16:28 15SEP17 |          |           |

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

A Automatic Transmission Concern [while customer was driving check engine light came on when On exit ramp and went to take off again transmission would not accelerate]

CAUSE: F

130 Automatic Transmission Concern [while customer was driving check engine light came on when On exit ramp and went to take off again transmission would not accelerate]

7338 W  
7521 W

(N/C)  
(N/C)

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

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

7604 THE CUSTOMER COMPLAINS THAT THE CHECK ENGINE LIGHT IS ON AND THE TRANSMISSION IS NOT SHIFTING SMOOTHLY. I FOUND THE CODES P0934 FOR HYDRAULIC PRESSURE SENSOR LOW. I PERFORMED A CAPACITOR DISCHARGE AND VEHICLE RESTORE, I ALSO TOOK ALL CONNECTIONS TO THE TIPM OFF AND THEN RESEATED ALL CONNECTORS. I RESISTANCE CHECKED THE WIRING FROM THE TRANSMISSION TO THE VALVE BODY AND THE EXTERNAL TRANSMISSION WIRING HARNESS. I CHECK FOR ALL POWERS AND GROUNDS FOR THE TCM. I FOUND TWO GROUNDS ON THE BODY OF THE CAR TO BE DIRTY. I CLEANED THE GROUNDS AND THEN CLEARED THE CODES AND DROVE. NOW EVERYTHING WORKS NORMALLY.

\*\*\*\*\*

B Multi-point inspection (according to maintenance interval)

27P Multi-point inspection (according to maintenance interval)

967 ISP

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

\*\*\*\*\*

C PROVIDE CUSTOMER WITH ALTERNATE TRANSPORTATION WHILE PERFORMING

AUTHORIZED DEALER


**CHRYSLER  
CORPORATION**

SERVICE HOURS:

 MONDAY THRU FRIDAY 7:30 AM TO 6:30 PM  
 SATURDAY 8:00 AM TO 5:00 PM

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

All warranties on parts are the manufacturer's. The seller, CAPITAL CHRYSLERJEEP DODGE INC., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and CAPITAL CHRYSLERJEEP DODGE INC. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of these parts. This disclaimer by the seller, CAPITAL CHRYSLERJEEP DODGE, INC., in no way affects the terms of the manufacturer's warranty.

X

SHOP MATERIALS - THIS FIGURE INCLUDES SUPPLIES USED IN SERVICING YOUR VEHICLE AND THE DISPOSAL OF HAZARDOUS MATERIALS IN COMPLIANCE WITH FEDERAL, STATE AND LOCAL REGULATIONS. A FULL LIST OF THESE SUPPLIES IS AVAILABLE FOR YOUR INSPECTION AT THE CASHIER'S DESK.

| DESCRIPTION            | TOTALS |
|------------------------|--------|
| LABOR AMOUNT           |        |
| PARTS AMOUNT           |        |
| TIRE DISPOSAL FEE      |        |
| SUBLET AMOUNT          |        |
| MISC. CHARGES          |        |
| TOTAL CHARGES          |        |
| LESS INSURANCE         |        |
| SALES TAX              |        |
| PLEASE PAY THIS AMOUNT |        |

CUSTOMER #: [REDACTED]

\*INVOICE\*



GARNER, NC

PAGE 2

 200 Waterfield Ridge Place  
 Garner, NC 27529  
 (919) 582-0202

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 7543 GREGORY P FINKELSTEI

|                             |            |                   |               |                    |         |                 |         |           |
|-----------------------------|------------|-------------------|---------------|--------------------|---------|-----------------|---------|-----------|
| COLOR                       | YEAR       | MAKE/MODEL        |               | VIN                | LICENSE | MILEAGE IN/ OUT |         | TAG       |
| VELVET RED                  | 17         | CHRYSLER PACIFICA |               | 2C4RC1EG5HR        |         | 7604/7604       |         |           |
| DEL DATE                    | PROD. DATE | WARR. EXP.        | PROMISED      |                    | PO NO.  | RATE            | PAYMENT | INV. DATE |
| 08APR17 DD                  |            |                   | 12:00 13SEP17 |                    |         | 120.00          | CASH    | 15SEP17   |
| R.O. OPENED                 |            | READY             |               | OPTIONS: SOLD-STK: |         |                 |         |           |
| 11:27 11SEP17               |            | 16:28 15SEP17     |               |                    |         |                 |         |           |
| LINE OPCODE TECH TYPE HOURS |            |                   |               |                    |         | LIST            | NET     | TOTAL     |

## REPAIRS

CAUSE: RENTAL

 RENTAL PROVIDE CUSTOMER WITH ALTERNATE  
 TRANSPORTATION WHILE PERFORMING REPAIRS

99 W

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

(N/C)

SUBL 3 DAY RENTAL

W

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C:

(N/C)  
0.00

\*\*\*\*\*

D T23 RECALL

CAUSE: F

 18T23182 Customer Satisfaction Notification T23 -  
 Powertrain Control Module Software Update -  
 Reprogram Reprogram Powertrain Control  
 Module (0 - Low Skilled)

7521 W

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

7604 COMPLETED T23 RECALL. 18-T2-31-82

\*\*\*\*\*

AUTHORIZED DEALER CHRYSLER CORPORATION

## SERVICE HOURS:

 MONDAY THRU FRIDAY 7:30 AM TO 6:30 PM  
 SATURDAY 8:00 AM TO 5:00 PM

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

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X

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| DESCRIPTION            | TOTALS |
|------------------------|--------|
| LABOR AMOUNT           |        |
| PARTS AMOUNT           |        |
| TIRE DISPOSAL FEE      |        |
| SUBLET AMOUNT          |        |
| MISC. CHARGES          |        |
| TOTAL CHARGES          |        |
| LESS INSURANCE         |        |
| SALES TAX              |        |
| PLEASE PAY THIS AMOUNT |        |

CUSTOMER #: [REDACTED]

\*INVOICE\*



GARNER, NC

PAGE 3

200 Waterfield Ridge Place  
Garner, NC 27529  
(919) 582-0202

HOME:

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CELL:

SERVICE ADVISOR: 7543 GREGORY P FINKELSTEI

| COLOR         | YEAR       | MAKE/MODEL             | VIN                | LICENSE | MILEAGE IN/ OUT | TAG     |           |
|---------------|------------|------------------------|--------------------|---------|-----------------|---------|-----------|
| VELVET RED    | 17         | CHRYSLER PACIFICA      | 2C4RC1EG5HR        |         | 7604/7604       |         |           |
| DEL DATE      | PROD. DATE | WARR. EXP.             | PROMISED           | PO NO.  | RATE            | PAYMENT | INV. DATE |
| 08APR17 DE    |            |                        | 12:00 13SEP17      |         | 120.00          | CASH    | 15SEP17   |
| R.O. OPENED   |            | READY                  | OPTIONS: SOLD-STK: |         |                 |         |           |
| 11:27 11SEP17 |            | 16:28 15SEP17          |                    |         |                 |         |           |
| LINE          | OPCODE     | TECH                   | TYPE               | HOURS   | LIST            | NET     | TOTAL     |
| EST: 120.00   |            | 11SEP17 11:27 SA: 7519 |                    |         |                 |         |           |

THANK YOU FOR CHOOSING CAPITAL CJD FOR ALL  
YOUR SERVICE NEEDS.

AUTHORIZED DEALER CHRYSLER CORPORATION

**SERVICE HOURS:**  
MONDAY THRU FRIDAY 7:30 AM TO 6:30 PM  
SATURDAY 8:00 AM TO 5:00 PM

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X  
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| DESCRIPTION            | TOTALS |
|------------------------|--------|
| LABOR AMOUNT           | 0.00   |
| PARTS AMOUNT           | 0.00   |
| TIRE DISPOSAL FEE      | 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   |



To: [REDACTED]  
Cc: [REDACTED]  
Bcc: [REDACTED]  
Subject: Re: Oral Hearing Request

---

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] Hello, I have made several attempts over the...

09/15/2017 06:18:37 PM

From: [REDACTED]  
To: "info@ncdsusa.org" <info@ncdsusa.org>  
Date: 09/15/2017 06:18 PM  
Subject: Oral Hearing Request

---

Hello,

I have made several attempts over the course of several months to resolve the issue I am having with my new vehicle.

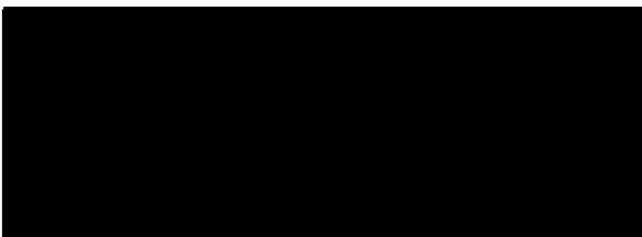
I have had it 5 months and it has been at the dealership 4 times for a total of 48 days. It is now at the dealership again for the same problem for a 5<sup>th</sup> time.

I have tried to contact Chrysler Customer Care on several occasions to no avail. They call me and when I call them back, it always goes to voice mail. I am unable to resolve this issue without intervention. No one seems to be able to help at the dealership level or the corporate level.

I am now seeking your help. I would like a buyback of my leased vehicle as soon as possible. It is unsafe to drive, which is evidenced by me almost being hit twice due to the transmission issues.

I have attached the Claim Form and the service records. There is one service record still pending, as it is back at the dealership as I write this.

Thank you for your prompt attention to this matter.





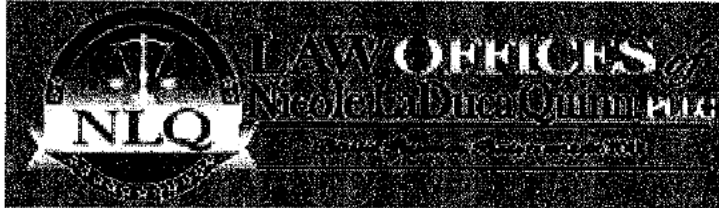
Garner, NC [REDACTED]

Office: [REDACTED]

Fax: [REDACTED]

Mobile: [REDACTED]

REAL ESTATE CLOSING SERVICES: I will travel to you or your client's location of choice for closings and perform closings after-hours.



CONFIDENTIAL

This electronic message contains information from the Law Offices of [REDACTED] PLLC, which may be confidential, privileged or otherwise protected from disclosure, and is to be used solely by the intended recipient. Any unauthorized review, disclosure, copying, distribution or use of this transmission or its contents is prohibited. If you are not the intended recipient, and have received this transmission in error, please notify the sender immediately by reply email to [REDACTED] and destroy all copies of the original message. Thank you.

This communication does not create an attorney-client relationship; further, unless the above communication expressly states that the email is intended to constitute written legal advice, the sender intends by this communication to share general information for discussion purposes only, and you should not interpret the statements otherwise.

The sender, unless expressly provided herein, does not intend to be bound by any E-Signature act.



Request for Arbitration Claim Form.pdf Service Records.pdf



**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 4, 2017

[REDACTED]  
Brownsville, TX

**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, Spencer Ray Balentine, 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  
Don Johnson Motors Inc  
Spencer Ray Balentine



**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 4, 2017

[REDACTED]  
Brownsville, TX

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 [redacted] Last name [redacted]  
☐ Mrs. Street address [redacted]  
☐ Ms. [redacted]  
City Brownsville State TX Zip Code [redacted]  
Day phone [redacted] Evening phone same Email [redacted]

**VEHICLE INFORMATION**

Name(s) that appears on the vehicle title: [redacted]  
Is this a leased vehicle: Yes ☐ No ☒ Delivery Date: 10/14/16  
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: 10,278  
Vehicle Identification Number: 2C4RC1CGBHR [redacted]  
Selling dealer and address: Lithia CDR of Corpus Christi  
4313 S. Staples, Corpus Christi, TX 78411  
Don Johnson Motors  
Dominant Servicing Dealer: 2101 Central Blvd., Brownsville, TX 78520

**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:<br>A/C won't cool properly | Autoworld, Inc<br>Anytown, VA                                                  | 4/23/99 3,500 miles<br># [redacted]                                      | Yes No <input checked="" type="radio"/>    |
| check engine light on               | Don Johnson<br>Brownsville, TX                                                 | 12/14/16 3089m<br>[redacted]                                             | Yes No <input checked="" type="radio"/>    |
| check engine light on               | Don Johnson<br>Brownsville, TX                                                 | 12/21/16 4787m<br>[redacted]                                             | Yes No <input checked="" type="radio"/>    |
| Engine Blowout                      | Don Johnson<br>Brownsville, TX                                                 | 1/10/17 5052m<br>[redacted]                                              | Yes No <input checked="" type="radio"/>    |
| Engine shakes, whistles, smells     | Don Johnson<br>Brownsville, TX                                                 | 2/1/17 5127m<br>none                                                     | Yes No <input checked="" type="radio"/>    |
| Backup camera doesn't display       | Don Johnson<br>Brownsville, TX                                                 | none                                                                     | Yes No <input checked="" type="radio"/>    |

Has the vehicle been involved in an accident?

☐ YES ☒ NO

If YES, give date of accident: \_\_\_\_\_

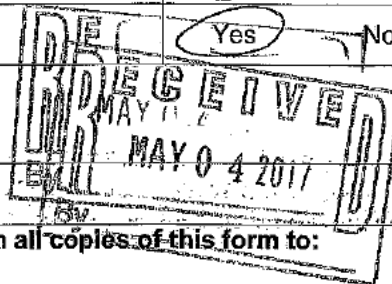
Specify damaged area: \_\_\_\_\_

**Resolution Sought:**

Repurchase ☐ Replacement ☐  
Repair ☐ Reimbursement ☒

X

4/26/17  
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)



2101 Central Blvd  
Brownsville, TX 78520  
(956)546-2288

SERVICE DEPARTMENT HOURS  
7:30 a.m. to 6:00 p.m.  
Monday - Friday  
9:00 a.m. - 1:00 p.m. - Saturday

|                               |                 |
|-------------------------------|-----------------|
| R/O Open Date                 | R/O Number      |
| 12/14/16                      |                 |
| R/O Close Date                | Status          |
| 12/16/16                      | Reprint         |
| Mileage In                    | Mileage Out     |
| 3989                          | 4155            |
| Service Advisor / Tag #       |                 |
| RANULFO AVILES /              |                 |
| Vehicle Identification Number |                 |
| 2C4RC1CG8HR                   |                 |
| Delivery Date                 | In-Service Date |
|                               |                 |
| Color                         | License Number  |
|                               |                 |

|                       |          |            |            |
|-----------------------|----------|------------|------------|
| [REDACTED]            |          | Work Phone | [REDACTED] |
| OLMITO, TX [REDACTED] |          | Home Phone | [REDACTED] |
| Year                  | Make     | Model      | Body       |
| 2017                  | CHRYSLER | PACIFICA   | LX FWD     |

| DESCRIPTION OF SERVICE AND PARTS                                                                                                                                                                                                                                                                                                              |                      | AMOUNT               |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|----------------------|
| Cell: [REDACTED]                                                                                                                                                                                                                                                                                                                              | Email: none provided |                      |
| #1 - MR RRT: RAPID RESPONSE TRANSMITTALS (RRT) ARE ISSUED<br>AS<br>RRT 16097 AIR CONDITIONING INOP<br>Corrected by 24452593: (ZZ)<br>Work performed by ANTHONY HERNANDEZ(15)<br>DID RRT 16097 NO LEAKS FOUND ON AC HOSE ,ALL OK                                                                                                               |                      | Warranty             |
| #2 - MR AAENGINEW: ENGINE REPAIR (W)<br>STATES CHECK ENGINE LIGHT IS ON<br>Caused by<br>FOUND DTC P0305 DUE TO VVL SOLENOID ON RIGHT REAR<br>MISSING O RING<br>Corrected by 090539P2: (71)<br>Work performed by ANTHONY HERNANDEZ(15)<br>Installed 5047901AC :SOLENOID: VARIABLE VALVE LIFT Qty: 1<br>REPLACED RIGTH REAR VVL SOLENOID,ALL OK |                      | Warranty<br>Warranty |

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



2101 Central Blvd  
Brownsville, TX 78520  
(956)546-2288

SERVICE DEPARTMENT HOURS  
7:30 a.m. to 6:00 p.m.  
Monday - Friday  
9:00 a.m. - 1:00 p.m. - Saturday

|                               |                 |
|-------------------------------|-----------------|
| R/O Open Date                 | R/O Number      |
| 12/27/16                      |                 |
| R/O Close Date                | Status          |
| 1/09/17                       | Reprint         |
| Mileage In                    | Mileage Out     |
| 4787                          | 4794            |
| Service Advisor / Tag #       |                 |
| RANULFO AVILES /              |                 |
| Vehicle Identification Number |                 |
| 2C4RC1CG8HR                   |                 |
| Delivery Date                 | In-Service Date |
|                               |                 |
| Color                         | License Number  |
|                               |                 |

|                       |          |            |        |
|-----------------------|----------|------------|--------|
| [REDACTED]            |          | Work Phone |        |
| OLMITO, TX [REDACTED] |          |            |        |
| [REDACTED]            |          | Home Phone |        |
| [REDACTED]            |          | [REDACTED] |        |
| Year                  | Make     | Model      | Body   |
| 2017                  | CHRYSLER | PACIFICA   | LX FWD |

| DESCRIPTION OF SERVICE AND PARTS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | AMOUNT                                                                 |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------|
| Cell: [REDACTED] Email: none provided                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                        |
| #1 - MR AAENGINE: ENGINE REPAIR (C)<br>STATES CHECK ENGINE LIGHT IS ON<br>Caused by<br>FOUND DTC P0305 #5MISFIRE, COUNTS UP TO 250 ON 5, SWAPPED COILS, PLUGS, INJECTORS, CHECKED FUEL THAT IS OK AND MISFIRE STAYS ON 5, COMPRESSION ON 5 AT 150, 1 AND 3 AT 150, HAS NEW OIL CONTROL VALVE, CALLED TECH SUPPORT AND WAS TOLD TO CHECK INJECTOR, WAS OK, CHECKED POWERS AND GROUND AT PCM AND WERE OK, NEED TO REPLACE PCM<br>Corrected by 08190601: (ML)<br>Work performed by ANTHONY HERNANDEZ (15)<br>Caused by<br>EXTENDED DIAGNOSIS WITH STAR CENTER. VIN-SPECIFIC DATA UNAVAILABLE IN TECHCONNECT. SUPPORT CASE 170103-000646.<br>Corrected by 85410000:<br>Work performed by ANTHONY HERNANDEZ (15)<br>Installed 5150888AD :MODULE: ENGINE CONTROLLER<br>REPLACED PCM AND PROGRAMMED ,ALL OK | Warranty<br><br><br><br><br><br><br><br>Qty: 1<br>Warranty<br>Warranty |
| #2 * MR SUBLET: SUBLET<br>ADDED OPERATION<br>9 DAYS LOANER<br>Work performed by DON 001 : 7040359 ()                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Warranty                                                               |

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



2101 Central Blvd  
Brownsville, TX 78520  
(956)546-2288

SERVICE DEPARTMENT HOURS

7:30 a.m. to 6:00 p.m.  
Monday - Friday  
9:00 a.m. - 1:00 p.m. - Saturday

|                               |                 |          |        |       |                |
|-------------------------------|-----------------|----------|--------|-------|----------------|
| R/O Open Date                 | R/O Number      |          |        |       |                |
| 1/10/17                       |                 |          |        |       |                |
| R/O Close Date                | Status          |          |        |       |                |
| 1/26/17                       | Reprint         |          |        |       |                |
| Mileage In                    | Mileage Out     |          |        |       |                |
| 5052                          | 5059            |          |        |       |                |
| Service Advisor / Tag #       |                 |          |        |       |                |
| RANULFO AVILES/               |                 |          |        |       |                |
| Vehicle Identification Number |                 |          |        |       |                |
| 2C4RC1CG8HR                   |                 |          |        |       |                |
| Delivery Date                 | In-Service Date |          |        |       |                |
|                               |                 |          |        |       |                |
| Year                          | Make            | Model    | Body   | Color | License Number |
| 2017                          | CHRYSLER        | PACIFICA | LX FWD |       |                |

|            |  |  |  |            |            |
|------------|--|--|--|------------|------------|
| [REDACTED] |  |  |  | Work Phone | [REDACTED] |
| OLMITO, TX |  |  |  | Home Phone | [REDACTED] |

DESCRIPTION OF SERVICE AND PARTS

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                      |                                                                                                          |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|----------------------------------------------------------------------------------------------------------|
| Cell: [REDACTED]                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Email: none provided | AMOUNT                                                                                                   |
| #1 - MR AAENGINEW: ENGINE REPAIR (W)<br>STATES SMOKE CAME OUT OF ENGINE AREA WHILE DRIVING<br>VEHICLE STALLED OUT<br>Caused by<br>#2 PISTON ROD HAD CASTING DEFECT, BROKE APART<br>WHILE DRIVING. ROD BURST THROUGH CYLINDER BLOCK<br>AND DESTROYED ENGINE.<br>Corrected by 090101P1: (22)<br>Work performed by ANTHONY HERNANDEZ (15)<br>Corrected by 07FF0150:<br>Work performed by ANTHONY HERNANDEZ (15)<br>Corrected by 09FF0350:<br>Work performed by ANTHONY HERNANDEZ (15)<br>Corrected by 24011103:<br>Work performed by ANTHONY HERNANDEZ (15)<br>Corrected by 09019076:<br>Work performed by ANTHONY HERNANDEZ (15)<br>Corrected by 85700001:<br>Work performed by HOUSE (999)<br>Installed 68166583AC :ENGINE: 3.6L AUTO TRANS GAS Qty: 1<br>Installed 68163848AB :ANTIFREEZ: COOLANT Qty: 1<br>COMPLETELY DISASSEMBLED ENGINE AT REQUEST OF<br>POWERTRAIN SERVICE CENTER. VERIFIED NO WATER<br>INGESTION AND VACUUM TESTED FUEL INJECTORS.<br>REPLACED COMPLETE ENGINE AND ROAD CHECKED. ALL OK. |                      | Warranty<br>Warranty<br>Warranty<br>Warranty<br>Warranty<br>Warranty<br>Warranty<br>Warranty<br>Warranty |
| #2 * MR SUBLET: SUBLET                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                      |                                                                                                          |

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

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|                               |                 |
|-------------------------------|-----------------|
| R/O Open Date                 | R/O Number      |
| 1/10/17                       |                 |
| R/O Close Date                | Status          |
| 1/26/17                       | Reprint         |
| Mileage In                    | Mileage Out     |
| 5052                          | 5059            |
| Service Advisor / Tag #       |                 |
| RANULFO AVILES /              |                 |
| Vehicle Identification Number |                 |
| 2C4RC1CG8HR                   |                 |
| Delivery Date                 | In Service Date |
|                               |                 |
| Color                         | License Number  |
|                               |                 |

|            |          |          |            |
|------------|----------|----------|------------|
| [Redacted] |          |          | Work Phone |
| OLMITO, TX |          |          |            |
| [Redacted] |          |          | Home Phone |
| [Redacted] |          |          |            |
| 2017       | CHRYSLER | PACIFICA | LX FWD     |

| DESCRIPTION OF SERVICE AND PARTS                                                 | AMOUNT   |
|----------------------------------------------------------------------------------|----------|
| ADDED OPERATION<br>UP TO 5 DAYS LOANER<br>Work performed by DON 001 : 7040397 () | Warranty |

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



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](http://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 19, 2017

FCA US LLC - Via FedEx

Keith Rose, Esquire- Via Email [mail@rosewaldorf.com](mailto:mail@rosewaldorf.com)

RE: **Pre-Lit Program**

[REDACTED] FCA US LLC

Vehicle Type: 2017 CHRYSLER PACIFICA TOURING

VIN: 2C4RC1DG7HR [REDACTED]

To Whom It May Concern:

As you know, this office represents the above-captioned individual for problems encountered with his 2017 Chrysler pacifica Touring. 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.

FCAUS LLC  
Office of the General Counsel

OCT 20 2017

By: [REDACTED] ent/  
Sec. of State/Proc. Server

Very truly yours,

RMS\jh  
Enclosure

**RECEIVED**

OCT 23 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 COMPONOV\*\*

JASON L. GRESHES\*\*

SHANNON R. HARKINS\*\*

CHAD P. DOMAN\*

RYAN FITZGERALD\*

RACHEL M. MALL\*

RACHEL R. STEVENS\*

JOSEPH C. HOEPEL\*

RICHARD J. ALBANESE\*

KAREEM R. SEIFELDIN\*



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PLEASE REMIT ALL CORRESPONDENCE TO THE AMBLER OFFICE

October 9, 2017

VIA FAX ONLY

518-869-3334

FCA US LLC

1000 Chrysler Drive

CIMS [REDACTED]

Auburn Hills, MI 48326-2766

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

Vehicle: 2017 Chrysler Pacifica Touring

Date of Purchase: 02/01/2017

Place of Purchase: Garden City Chrysler, Hempstead

VIN: 2C4RC1DG7HR [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.



MAN, PC

RMS\jh

cc: [REDACTED]

ROBERT M. SILVERMAN<sup>\*,\*\*</sup>  
CRAIG THOR KIMMEL<sup>\*,\*\*</sup>

<sup>\*</sup> Member, PA Bar  
<sup>\*</sup> Member, NJ Bar  
<sup>\*</sup> Member, DE Bar  
<sup>\*</sup> Member, NY Bar  
<sup>\*</sup> Member, MA Bar  
<sup>\*</sup> Member, MD Bar  
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<sup>\*</sup> Member, WY Bar  
<sup>\*</sup> Member, DC Bar  
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<sup>\*</sup> Member, WI Bar  
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ROBERT A. RAPKIN<sup>\*</sup>  
ANGELA K. TROCCOLI<sup>\*,\*\*</sup>  
AMY L. BENNECOFF GINSBURG<sup>\*,\*\*</sup>  
W. CHRISTOPHER COMPONONO<sup>\*,\*\*</sup>  
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RYAN FITZGERALD<sup>\*</sup>  
RACHEL M. MALL<sup>\*</sup>  
RACHEL R. STEVENS<sup>\*</sup>  
JOSEPH C. HOEFFEL<sup>\*</sup>  
RICHARD J. ALBANESE<sup>\*</sup>  
KAREEM R. SEIFELDIN<sup>\*</sup>

LEASE NUMBER \_\_\_\_\_

| PARTIES          |                                          | VEHICLE INFORMATION                                                                                                                                                      |          |                                                                       |            |
|------------------|------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|-----------------------------------------------------------------------|------------|
| Lease Date       | 01/31/2017                               | No. of Months in Lease                                                                                                                                                   | 39       | <input checked="" type="checkbox"/> New <input type="checkbox"/> Used | VIN        |
| Lessor (Dealer)  | GARDEN CITY JEEP CHRY DODGE              | 2017                                                                                                                                                                     | CHRYSLER | PACIFICA S00R                                                         | 45         |
| Address          | 283 W FRANKLIN ST<br>HENPSTEAD, NY 11550 | YEAR                                                                                                                                                                     | MAKE     | MODEL                                                                 | BODY STYLE |
| Lessee           | [REDACTED]                               | Optional Factory Equipment                                                                                                                                               |          |                                                                       |            |
| Billing Address  | HENPSTEAD, NASSAU, NY                    | <input type="checkbox"/> Please Specify _____                                                                                                                            |          |                                                                       |            |
| (Include County) |                                          | Primary Intended Use                                                                                                                                                     |          |                                                                       |            |
|                  |                                          | <input checked="" type="checkbox"/> Personal, Family, or Household Purposes <input type="checkbox"/> Business, Commercial <input type="checkbox"/> Agricultural Purposes |          |                                                                       |            |

Unless otherwise specified, "Lease" refers to this Motor Vehicle Lease Agreement; "vehicle" refers to the vehicle described above; "you" and "your" refer to the Lessee, and "we," "us", "our" refer to the Lessor and, after the Lease is assigned, to Fusion Auto Finance LLC and/or Credit Union, or its successors, assigns servicing agent. The disclosures in this Lease are made on behalf of the Lessor and its assignee(s). You agree to lease the vehicle described above on the terms and conditions in this Lease.

**CONSUMER LEASING ACT DISCLOSURES**

|                                                                                             |                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                |                                                                                                                                             |
|---------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------|
| <b>1. Amount Due at Lease Signing or Delivery</b><br>(Itemized below)*<br>\$ <u>7000.00</u> | <b>2. Monthly Payments</b><br>a. Your First Total Monthly Payment of \$ <u>340.00</u><br>is due on <u>01/31/2017</u> , followed by<br><u>38</u> payments of \$ <u>340.00</u> due<br>on the <u>2ND</u> of each month.<br>b. The total of your<br>Monthly Payments is \$ <u>13260.00</u> | <b>3. Other Charges</b><br>(not part of your Total Monthly Payments)<br>a. Disposition Fee (if you do not purchase the vehicle) \$ <u>400.00</u><br>b. <u>N/A</u><br>c. Total \$ <u>400.00</u> | <b>4. Total of Payments</b><br>(The amount you will have paid by the end of the lease)<br>(1 + 2b + 3c - 5-a1 - 5-a6)<br>\$ <u>20320.00</u> |
|---------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------|

**\*5. Itemization of Amount Due at Lease Signing or Delivery**
**a. Amount Due at Lease Signing or Delivery**

|                                                      |                    |
|------------------------------------------------------|--------------------|
| 1. First Total Monthly Payment                       | \$ <u>340.00</u>   |
| 2. Capitalized Cost Reduction                        | +\$ <u>4619.31</u> |
| 3. Pro Rata Base Monthly Payment (____ days)         | +\$ <u>N/A</u>     |
| 4. Acquisition Fee (if not capitalized)              | +\$ <u>N/A</u>     |
| 5. Sales/use taxes                                   | +\$ <u>1575.22</u> |
| 6. Refundable Security Deposit                       | +\$ <u>N/A</u>     |
| 7. First year's title, license and registration fees | +\$ <u>361.50</u>  |
| 8. Waste Tire Recycling Fee                          | +\$ <u>12.50</u>   |
| 9. <u>DOC FEE + SALES TAX ON DOC FE</u>              | +\$ <u>81.47</u>   |
| 10. <u>INSPECTION</u>                                | +\$ <u>10.00</u>   |
| 11. Total                                            | =\$ <u>7000.00</u> |

**b. How the Amount Due at Lease Signing or Delivery will be paid:**

|                                 |                    |
|---------------------------------|--------------------|
| 1. Net Trade-In Allowance       | \$ <u>N/A</u>      |
| 2. Rebates and non-cash credits | +\$ <u>4000.00</u> |
| 3. Amount to be paid in cash    | +\$ <u>3000.00</u> |
| 4. <u>N/A</u>                   | +\$ <u>N/A</u>     |
| 5. Total                        | =\$ <u>7000.00</u> |

**6. Your monthly payment is determined as shown below:**

|                                                                                                                                                                                                                           |                     |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|
| a. Gross Capitalized Cost: The agreed upon value of the vehicle (\$ <u>30452.67</u> ) and any items you pay over the Lease Term (such as service contracts, insurance, and any outstanding prior credit or lease balance) | \$ <u>31447.67</u>  |
| b. Capitalized Cost Reduction: The amount of any net trade-in allowance, rebate, non-cash credit, or cash you pay that reduces the Gross Capitalized Cost                                                                 | -\$ <u>4619.31</u>  |
| c. Adjusted Capitalized Cost: The amount used in calculating your Base Monthly Payment                                                                                                                                    | =\$ <u>26828.36</u> |
| d. Estimated Residual Value: The value of the vehicle at the end of the Lease used in calculating your Base Monthly Payment                                                                                               | -\$ <u>15638.40</u> |
| e. Depreciation and any amortized amounts: The amount charged for the vehicle's decline in value through normal use and for other items paid over the Lease term                                                          | =\$ <u>11189.56</u> |
| f. Rent Charge: The amount charged in addition to the Depreciation and any amortized amounts                                                                                                                              | +\$ <u>2070.04</u>  |
| g. Total of Base Monthly Payments: Depreciation and any amortized amounts plus the Rent Charge                                                                                                                            | =\$ <u>13260.00</u> |
| h. Lease Payments: The number of payments in your Lease                                                                                                                                                                   | +\$ <u>38</u>       |
| i. Base Monthly Payment                                                                                                                                                                                                   | =\$ <u>340.00</u>   |
| j. Monthly Sales / Use Taxes                                                                                                                                                                                              | +\$ <u>N/A</u>      |
| k. <u>N/A</u>                                                                                                                                                                                                             | +\$ <u>N/A</u>      |
| l. Total Monthly Payment                                                                                                                                                                                                  | =\$ <u>340.00</u>   |

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

**8. Excessive Wear and Use.** You may be charged for excessive wear based on our standards for normal use and for mileage in excess of 30,000 miles (Mileage Allowance) for the term of this Lease, at a specific rate per mile for each additional mile thereafter, based on the Price of Vehicle (11a). If 11a is less than \$20,001, rate per mile is 15 cents; if 11a is \$20,001 - \$35,000, rate per mile is 18 cents; if 11a is \$35,001 - \$50,000, rate per mile is 25 cents; if 11a is greater than \$50,000, the rate per mile is 40 cents.

**9. Purchase Option at End of Lease Term.** You have an option to purchase the vehicle ("as is") at the end of the Lease term for \$ 15638.40, plus a Purchase Option Fee of \$ 500.00 plus all official fees and taxes. See the Purchase Option section for more information.

**10. Other Important Terms.** See your Lease documents for additional information on early termination, purchase option, maintenance responsibilities, warranties, late and default charges, insurance, and any security interest, if applicable.

a. Price of Vehicle \$ 3041.87  
 b. Approved Dealer-Installed Equipment \$ 151.00  
 c. Acquisition Fee (if capitalized) \$ 895.00  
 d. Optional Warranty / Service Contract \$ N/A  
 e. Sales / Use Tax \$ N/A  
 f. Other Tax (describe) N/A \$ N/A  
 g. N/A \$ N/A  
 h. N/A \$ N/A  
 j. Gross Capitalized Cost \$ 31447.67

If the vehicle is new, it is covered by a standard new vehicle warranty from the manufacturer.

If the vehicle is used, it is not covered by a warranty unless identified below:

Remainder of standard new vehicle warranty from manufacturer

Used vehicle warranty from manufacturer

Used vehicle warranty from other third-party provider

We lease the vehicle to you "AS IS". EXCEPT AS EXPRESSLY PROVIDED UNDER THIS LEASE, AND UNLESS PROHIBITED BY LAW, WE MAKE NO WARRANTIES OR REPRESENTATIONS, EITHER EXPRESS OR IMPLIED, AS TO THE VEHICLE'S (OR ANY PART OR ACCESSORY THEREOF) CONDITION, MERCHANTABILITY, OR FITNESS FOR ANY PARTICULAR PURPOSE AND WE MAKE NO OTHER REPRESENTATION OR WARRANTY WHATSOEVER.

## 12. Estimated Official Fees and Taxes

The total estimated amount you will pay for official fees, license, title and registration fees, and taxes over the term of your Lease, whether included with your Monthly Payment or assessed otherwise is \$ 1825.44. This is an estimate and the actual total of Official Fees and Taxes may be higher or lower than this estimate. The actual total of Official Fees and Taxes depends on the rates in effect, the value of the vehicle, and the garage location of the vehicle at the time the fees and taxes are assessed.

## 13. Mileage Allowance

The Base Monthly Payment and Residual Value for this Lease have been calculated, in part, using the Mileage Allowance entered for the term of this Lease: 39,000

Mileage Allowance for the term of this Lease.

Enter mileage allowance

## 14. Additional Disclosures Required by New York Law

**Capitalized Cost** - this is the sum of the Adjusted Capitalized Cost and any Capitalized Cost Reduction. The Capitalized Cost and the amount of the Monthly Payment may be negotiable. \$ 31447.67

**Adjusted Capitalized Cost** - this is the amount which is capitalized in connection with the lease and is used in determining the amount of your Monthly Payment. This amount will be used in determining your Early Termination Liability. The Adjusted Capitalized Cost may be used to compare the early termination provisions of competing lessors. \$ 26828.36

## 16. Optional Extended Warranty / Service Plans

You choose the optional coverage(s) for the price(s) indicated, below:

Coverage will be for N/A months or N/A miles, whichever happens first. This coverage is not provided by the Lessor. You must pursue all matters related to this coverage, including refunds, through the provider. The terms and conditions for this coverage are in a separate contract, which you have received and read.

If the price of this coverage is also included in the itemization of Gross Capitalized Cost, line 11d, it will be included in the Base Monthly Payments. If not, you have paid for the coverage in full upon signing this Lease.

Service Agreement \$ N/A Extended Warranty Agreement \$ N/A  
 Coverage Provider(s): N/A

## NOTICES / SIGNATURES

**WARNING:** Important consumer protections may not apply if this agreement indicates that you are leasing the vehicle primarily for agriculture, business, or commercial use.

**NOTICE TO LESSEE:** (1) DO NOT SIGN THIS AGREEMENT BEFORE YOU READ IT OR IF IT CONTAINS ANY BLANK SPACES. (2) YOU ARE ENTITLED TO A COMPLETELY FILLED IN COPY OF THIS AGREEMENT WHEN YOU SIGN IT.

### LESSEE

By signing below, you acknowledge that:

- This Lease is completely filled out;
- You have read this entire Lease carefully and agree to all of its terms, INCLUDING THE IMPORTANT ARBITRATION DISCLOSURES AND PRIVACY POLICY ON THE FOLLOWING PAGES;
- You have received a completed copy of this Lease; and the Lessor may assign all right, title and interest in this Lease, vehicle and Guaranty to anyone.

## MOTOR VEHICLE LEASE AGREEMENT

X  
 Lessee  
 By [Signature]  
 Title NY  
 Driver's license number / State

### GUARANTY

The Guarantor(s) named below absolutely and unconditionally guarantee(s) payment of amounts owed under this Lease, including attorney's fees that the Lessor incurs in enforcing this Lease or Guaranty. Guarantor(s) shall be jointly and severally liable and agree that this Guaranty shall not be affected by any changes to this Lease. Guarantor(s) has/have received a completed copy of this Lease and Guaranty at the time of signing.

X  
 Guarantor  
 Print Name  
 Address  
 Address

### Insurance Verification

Lessor (or Dealer) has verified that the Insurance coverage described in Section 19 is in force on the date of this Lease. All matters regarding insurance should be sent to: Fusion Auto Finance LLC, 210 Airport Freeway, Bedford, TX 76022.

GEICO  
 My insurance company Policy No. Insurance verified by (initials of employee of Lessor/Dealer)  
 GEICO  
 ONE GEICO PLAZA WASHINGTON DC 20076 Phone number  
 Address

### LESSOR SIGNATURE AND ASSIGNMENT

By signing below, the Lessor accepts the terms and conditions of this Lease.

GARDEN CITY JEEP CHR  
 Lessor (or its attorney-in-fact) Title

NOTICE - SEE OTHER SIDE FOR IMPORTANT INFORMATION.  
 THE ADDITIONAL TERMS AND CONDITIONS ON THE REVERSE SIDE ARE A PART OF THIS LEASE.

Keep this document to show to the police and courts.

NY-639TR (10/15) NEW YORK STATE REGISTRATION DOCUMENT



E PAS

2017 CHRYS NONTRANSFERABLE

SUBN BK 2C4RC1DG7HR

JAN 31 2017

Wt/Seats Fuel/Cyl

Expires 11/23/17

\*NYMA\*

36.75

HEMPSTEAD

NY

ANNUAL CHG

AMT PAID (INCL ADD CHG)

VOID IF ALTERED EXCEPT FOR ADDRESS

65.00



Keep this document to show to the police and courts.

NY-639CR (1/15) NEW YORK STATE REGISTRATION DOCUMENT



E PAS

2017 CHRYS NONTRANSFERABLE

SUBN BK 2C4RC1DG7HR

SEP 23 2017

Wt/Seats Fuel/Cyl

WEB WEBCDA

Expires 11/23/19

\*NYMA\*

36.75

HEMPSTEAD NY

ANNUAL CHG

AMT PAID (INCL ADD CHG)

VOID IF ALTERED EXCEPT FOR ADDRESS

153.50



|              |        |
|--------------|--------|
| PYMT. MONTH  | OCT 17 |
| PAYMENT NO.  | 010    |
| CHECK NUMBER |        |
| DATE PAID    |        |
| AMOUNT PAID  |        |

|                |     |
|----------------|-----|
| PYMT. NO.      | 010 |
| ACCOUNT NUMBER |     |

|           |            |
|-----------|------------|
| DUE DATE  | AMOUNT DUE |
| OCT 28 17 | \$340.00   |

|               |  |
|---------------|--|
| LATE CHARGE   |  |
| SHARE DEPOSIT |  |
| TOTAL PAID    |  |

Use this address for mailing PAYMENTS  
 Teachers Federal Credit Union



The Federal Credit Union for Educators  
 76 Remittanza Dr. Dept. 1060, Chicago, IL 60676-1060  
 Please include your account number on all checks and other correspondence.

COUPON MUST ACCOMPANY PAYMENT  
 DO NOT SEND CASH IN THE MAIL

DETACH COUPON HERE

## SALES AND LEASING

283 North Franklin St.  
Hempstead, NY 11550  
(516) 483-2700

Fax (516) 483-1474

We Lease All Makes And Models  
www.gardencitycardeals.com  
sales@gardencitycardeals.com



## SERVICE AND PARTS

Parts (516) 292-9764  
Service (516) 483-5777



BUSINESSLINK

## LEASE ORDER

Lessee Name

Address

City Hempstead State NY Zip Home Phone  Bus. Phone Cell Phone  E-Mail 

Co-Lessee Name

Address

City  State  Zip Home Phone  Bus. Phone Cell Phone  E-Mail 

## VEHICLE DESCRIPTION

| YEAR | MAKE     | MODEL    | BODY TYPE | COLOR |
|------|----------|----------|-----------|-------|
| 2017 | Chrysler | Pacifica | MINIVAN   | BLACK |

VIN 2C4RC1D67H212121NEW ☒ USED ☐ DEMO ☐ MILEAGE: 

## FACTORY INSTALLED OPTIONS

NO OTHER obligations offered  
OR implied

## DEALER INSTALLED OPTIONS

## DESCRIPTION OF TRADE

| YEAR | MAKE  | MODEL | BODY TYPE | COLOR |
|------|-------|-------|-----------|-------|
| 2015 | Chevy | Tahoe | TRUCK     | Blue  |

VIN 1G1NEK1377YJMileage:  Appraisal Date: Trade Allowance \$ 500LESS BALANCE OWED (-) NET TRADE ALLOWANCE \$ 500

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 SUBMIT YOUR OWN APPLICATION FOR REGISTRATION AND/OR CERTIFICATE OF TITLE OR FOR A SPECIAL OR DISTINCTIVE PLATE TO ANY MOTOR VEHICLE ISSUING OFFICE. \*\*New York State Law requires us to accept and manage waste tires from vehicles in exchange for an equal number of new tires that we sell or install. We are required to charge a separate and distinct waste tire management and recycling fee of \$2.50 for each new tire we sell. Any additional tire management recycling fee of \$2.50 for each new tire we sell. Any additional tire management recycling costs are included in the advertised price of the new tire.

\* Negotiable Filing fee includes administrative costs to process all documents including lease and finance documents. Travel expenses to and from required facilities, as well as additional profit (if any) to the seller.

## SPECIAL NOTICE TO CUSTOMER

UNDER THE LAW OF THE STATE OF NEW YORK CONTROLLING THE SALE OF USED MOTOR VEHICLES, YOU SHOULD BE ENTITLED TO A REFUND IN CONNECTION WITH THIS TRANSACTION, THE VALUE OF ANY VEHICLE YOU MAY HAVE RADED-IN (IF SELLER CHOOSES NOT TO RETURN IT TO YOU) SHALL NOT BE THE VALUE LISTED IN THIS DOCUMENT, INSTEAD, THE VALUE WILL BE DETERMINED BASED ON THE NATIONAL AUTO DEALERS ASSOCIATION USED CAR GUIDE /WHOLESALE VALUE OR OTHER GUIDE APPROVED BY THE COMMISSIONER OF MOTOR VEHICLES, AND ADJUSTED FOR MILEAGE, IMPROVEMENTS AND ANY MAJOR PHYSICAL OR MECHANICAL DEFECTS.

THE AMOUNT INDICATED ON THIS SALES CONTRACT OR LEASE AGREEMENT FOR REGISTRATION AND TITLE FEES IS AN ESTIMATE. IN SOME INSTANCES IT MAY EXCEED THE ACTUAL FEES DUE THE COMMISSIONER OF MOTOR VEHICLES. THE DEALER WILL AUTOMATICALLY AND WITHIN SIXTY DAYS OF SECURING SUCH REGISTRATION AND TITLE, REFUND ANY AMOUNT OVERPAID FOR SUCH FEES.

Customer Initials:  Date: 1/30/17DATE: 1/30/17 STOCK NO. SALESPERSON GARY

## LEASE TERMS

MONTHLY PAYMENT \$ 340.

PAYMENTS SUBJECT TO PRIMARY LENDERS APPROVAL

LEASE TERM 39 MONTHSMILEAGE ALLOWANCE 12,000 MILES PER YEAREXCESS MILEAGE CHARGE .25 ¢ PER MILE

## TOTAL DUE AT LEASE SIGNING

FIRST MONTHLY PAYMENT \$ 340SECURITY DEPOSIT (+) \$ BANK ACQUISITION FEES (+) \$ SALES TAX IF PAID UP FRONT (+) \$ CAPITALIZED COST REDUCTION (+) \$ TAX ON CAPITALIZED COST REDUCTION (+) \$ FILING FEE\*\*\* (+) \$ 299 50TAX ON REBATE (IF ANY) (+) \$ TITLE & REGISTRATION FEES (+) \$ 197 50

\*\*\*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\*

STATE INSPECTION FEES (+) \$ 75 00TIRE DISPOSAL FEE\*\* (+) \$ 10 00TIRE DISPOSAL FEE\*\* (+) \$ 12 50SUBTOTAL (=) \$ REBATES (IF ANY) (-) \$ 4000NET TRADE ALLOWANCE (-) \$ 500DEPOSIT (-) \$ 500TOTAL DUE AT LEASE SIGNING (=) \$ 2000.

## NOTES

LEASE INCLUDES ALL REBATES, PROGRAMS AND INCENTIVES  
N.Y.S. FACILITY LIC. NO. 7100746

ALL IN-STOCK VEHICLES MUST BE DELIVERED  
WITHIN 48 HRS. FROM TIME OF PURCHASE

Subject to A+ Credit Approval - X

THIS ORDER SHALL NOT BE GUARANTEED UNLESS AND UNTIL IT HAS BEEN ACCEPTED BY A MANAGER, LESSEE, BY HIS/HER EXECUTION OF THIS ORDER ACKNOWLEDGES THAT HE/SHE HAS READ THE TERMS AND CONDITIONS OF THIS ORDER, AND HAS RECEIVED A TRUE COPY THEREOF (SEE OTHER SIDE FOR ADDITIONAL TERMS)



Wednesday, March 01, 2017

Teachers Federal Credit Union



Hempstead, NY

2017 CHRYSLER PACIFICA

Vehicle ID: 2C4RC1DG7HR

Lease Number:

Loan Number:

Dear Valued Credit Union Member,

On behalf of Teachers Federal Credit Union, Fusion Auto Finance thanks you for leasing your vehicle with the credit union and the CU Xpress Lease program. Fusion has partnered with your credit union to make the leasing program available to credit union members like yourself. We welcome you and hope that you enjoy driving your leased vehicle. This letter provides important information about your lease and what to expect throughout the term of the lease.

- Fusion Auto Finance is the titled owner of your leased vehicle and the credit union is the lienholder on the title.
- Your credit union is the lender and assigned lessor of the lease agreement and you are the lessee.
- Please refer to your copy of the lease agreement that you received from the dealership for your payment due date and other important terms and conditions of the lease.
- Your vehicle insurance policy must indicate Fusion and the credit union as loss payee and additional insured. Your lease agreement includes Gap waiver coverage – see the insurance sections of your lease for details.
- Monthly lease payments are made payable to the credit union – they will offer you multiple repayment options. Please contact your credit union at 631-698-7000 for any payment related questions.
- You have the opportunity to purchase your leased vehicle at any time including at the end of your lease. Please contact Fusion at 877-800-9911 for a payoff amount at any time – have the last 4 numbers of your social security number and the last 7 numbers of your vehicle identification number (VIN) available when calling. Fusion can also arrange financing of your lease vehicle purchase with your credit union.
- Maintain and service your leased vehicle according to the manufacturer's recommendations and have any necessary repairs made. A vehicle inspection will be made near the end of your lease to determine any excess damage or excess mileage that you are responsible for. Fusion will make contact with you at that time.
- Fusion will contact you over the final six months of your lease term to discuss the vehicle inspection and to offer options, including but not limited to purchase of the vehicle, extending the lease term, or returning the vehicle to Fusion at a designated time and location.

On behalf of all of us at Teachers Federal Credit Union and Fusion Auto Finance, we sincerely appreciate your business and look forward to continuing to provide for your vehicle leasing and financing needs.

Don Porter  
President  
Fusion Auto Finance  
866-870-8015



Member Number: [REDACTED]

**Fusion Lease New - [REDACTED]**

**Account Summary**

| Date       | Description               | Amount      | Description       | Amount     |
|------------|---------------------------|-------------|-------------------|------------|
| 02/02/2017 | Previous Balance          | \$0.00      | Past Due Payments | \$0.00     |
|            | Payments made this period | \$680.00    | Past Due Date     | 04/02/2017 |
|            | Principal paid            | \$0.00      | Payment Amount    | \$0.00     |
|            | Interest Paid This Period | \$55.18     | Payment Due Date  | 04/02/2017 |
|            | Interest Paid YTD         | \$55.18     |                   |            |
|            | Interest Rate             | 3.0000%     |                   |            |
| 02/28/2017 | New Balance               | \$26,203.54 |                   |            |

**Account Activity**

| Posting Date | Effective Date | Description                                                          | Amount      |
|--------------|----------------|----------------------------------------------------------------------|-------------|
| 01/31/2017   | 02/02/2017     | Eff. 01-31 New Loan Disbursement<br>Principal \$26,828.36            | \$26,828.36 |
| 01/31/2017   | 02/02/2017     | Eff. 01-31 Regular Payment<br>Principal \$340.00                     | \$340.00    |
| 02/25/2017   | 02/27/2017     | Eff. 02-25 Regular Payment<br>Principal \$284.82<br>Interest \$55.18 | \$340.00    |



# Repair Order Detail - Internal Copy

RO Number: [REDACTED]

RO Status: CLOSED

Customer: [REDACTED]

Phone(s): Contact: [REDACTED]

Vehicle: 2C4RC1DG7HR [REDACTED]

Main: [REDACTED]

2017 PACI

BK

Click to View Cust Copy

Cell:

Mileage: 25

Service advisor: 7900

Tag number: [REDACTED]

Payment type: CASH

Promised time: 05:00 PM

Promised date: 01/31/2017

Waiter: No

Estimate: 0.00

Customer Comments: No

|       |                  |      |                                  |        |      |                      |
|-------|------------------|------|----------------------------------|--------|------|----------------------|
| ~~~~~ |                  |      |                                  |        |      |                      |
| A     | NEW VEHICLE PREP |      |                                  |        |      |                      |
|       | NPDI             | IRR  | NYSI AND PRE-DELIVERY INSPECTION |        | 0.90 | 113.99               |
|       | Tech(s): 8021    |      |                                  |        |      |                      |
| Pts:  | 0.00             | Lbr: | 113.99                           | Other: | 0.00 | Total Line A: 113.99 |
| ~~~~~ |                  |      |                                  |        |      |                      |
| B     | SAFETY NY SI     |      |                                  |        |      |                      |
|       | SNYSI            | IDE  | SAFETY NY SI                     |        | 0.40 | 10.00                |
|       | Tech(s): 8021    |      |                                  |        |      |                      |
| Pts:  | 0.00             | Lbr: | 10.00                            | Other: | 0.00 | Total Line B: 10.00  |
| ~~~~~ |                  |      |                                  |        |      |                      |

|                           |      |
|---------------------------|------|
| 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: 2C4RC1DG7HR [REDACTED]

Main: [REDACTED]

2017 PACI

BK

Click to View Cust Copy  
Cell:

Mileage: 1,966

Service advisor: 2450

Tag number: [REDACTED]

Payment type: CASH

Promised time: 02:00 PM

Promised date: 04/11/2017

Waiter: No

Estimate: 0.00

Customer Comments: No

~~~~~

A AC/Heating Concern [Customer states Ad blown warm check adv]  
24011201 WP R1234YF - System leak 1.00 126.65  
test and recharge -  
Leak Test and Correct  
Fill This operation  
is only used when  
refrigerant is  
missing and no leaks  
are found (1 -  
Semi-Skilled)

Tech(s): 5571

Pts: 0.00 Lbr: 126.65 Other: 0.00 Total Line A: 126.65

Story: 1966 Verified customer concern, inspected system and find  
low on refrigerant. Removed under body shields front to back  
and inspected all lines for signs of leakage. No external  
leaks found. Hooked up R1234yf machine and evacuated, leak  
tested, re-evacuated and charged system and checked for  
leaks again. No external leaks found, recovered refrigerant  
and evacuated and re-charged system with refrigerant and  
tested system.

~~~~~

B RRT 1 [16-097: 2017 RU AIR CONDITIONING INOPERATIVE]  
24452593 WP Line, suction and 0.20 25.33  
liquid - Inspect  
Inspect A/C System  
for Refrigerant Leaks  
(1 - Semi-Skilled)

Tech(s): 5571

Pts: 0.00 Lbr: 25.33 Other: 0.00 Total Line B: 25.33

Story: 1966 20 Inspected lines for leaks, none found.

~~~~~

C RRT 2 [16-080: 2017 RU AIR CONDITIONING INOPERATIVE]  
2410019C WP Compressor - Test 0.30 38.00  
Conduct A/C  
Performance Test (1 -  
Semi-Skilled)

Tech(s): 5571

Pts: 0.00 Lbr: 38.00 Other: 0.00 Total Line C: 38.00

Story: 1966 RAn A/C performance test, failed. Inspected system  
and find low on refrigerant.

~~~~~

D Multi-point inspection (according to maintenance interval)  
VC ICOUP Multi-point 0.00 0.00  
inspection (according  
to maintenance

# 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: 2C4RC1DG7HR [REDACTED] 2017 PACI BK

Mileage: 1,966 Payment type: CASH Waiter: No  
Service advisor: 2450 Promised time: 02:00 PM Estimate: 0.00  
Tag number: [REDACTED] Promised date: 04/11/2017 Customer Comments: No

~~~~~ interval) ~~~~~  
Tech(s): 5571  
Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line D: 0.00

E\*\* SCAN FOR WI TECH UPDATES

18191497 WP Module, Door - 0.20 25.33  
Reprogram Module,  
Door (DDM and PDM) -  
Reprogram (0 - Low  
Skilled)

Tech(s): 5571  
18523392 WP Module, Memory Seat 0.30 38.00  
Control - Reprogram  
Module, Memory Seat  
Module (MSM) -  
Reprogram (0 - Low  
Skilled)

Tech(s): 5571  
Pts: 0.00 Lbr: 63.33 Other: 0.00 Total Line E: 63.33

Story: 1966 50 Flash updated DDM, PDM and MSM modules.  
Initialized modules and cleared all codes.

~~~~~  
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: 2C4RC1DG7HR [REDACTED]

Main: [REDACTED]

2017 PACI [REDACTED] BK

Click to View Cust Copy

Cell:

Mileage: 3,014

Service advisor: 2450

Tag number: [REDACTED]

Payment type:

Promised time: 11:15 AM

Promised date: 05/25/2017

Waiter: No

Estimate: 0.00

Customer Comments: No

~~~~~

C      Replace synthetic engine oil and filter  
3800OF      ICoup      \$38.00 FULL SYNTHETIC      0.30      38.00  
                                 OIL CHANGE

Tech(s): 5571

68191349AB

2AMO2004AA

1 FILTER-ENGINE OIL

6 OIL-0W20

3800OF      ICoup      \$38.00 FULL SYNTHETIC      0.00      38.00  
                                 OIL CHANGE

Tech(s): 5571

Pts:      41.03 Lbr:      76.00 Other:      0.00 Total Line C:      117.03

Story: 3014 30 LUBE OIL AND FILTER SERVICE USING FULL SYNTHETIC  
0W-20 OIL, SET TIRE PSI, TOP WASHER FLUID.

~~~~~

D      C/S A/C BLOWS WARM AIR DIAG ADVISE  
85410000      WP      OPERATION DIAGNOSTIC      1.80      227.97

Tech(s): 5571

68322280AA

68322273AA

1 O-RING-A/C LINE

1 O-RING-A/C LINE

Pts:      1.53 Lbr:      227.97 Other:      0.00 Total Line D:      229.50

Story: 3014 Recovered 0.80 lbs refrigerant, inspected system for  
leaks and find residue on line connections where front to  
rear lines meet. Accessed lines and replaced seals.  
Evacuated, leak checked, re-evacuated and charged system  
with 1050gms r1234yf refrigerant. Tested operation, OK.

~~~~~

E      CUSTOMER REQUESTS PERFORM MULTI-POINT INSPECTION  
VC      ICoup      CUSTOMER REQUESTS      0.00      0.00  
                                 PERFORM MULTI-POINT  
                                 INSPECTION

Tech(s): 5571

Pts:      0.00 Lbr:      0.00 Other:      0.00 Total Line E:      0.00

~~~~~

F      DIAGNOSTIC SERVICE  
DIAG      ICoup      DIAGNOSTIC SERVICE      0.00      0.00

Tech(s): 5571

Pts:      0.00 Lbr:      0.00 Other:      0.00 Total Line F:      0.00

~~~~~

G      SUPPLIED CUST WITH RENTAL AS PER TRANSPORTATION AGREEMENT COVERED  
                                 FOR A MAXIMUM OF 5 DAYS ONLY, AS PER SERVICE CONTRACT GUIDE LINE,  
                                 ANYTHING OVER 5 DAYS WILL BECOME CUSTOMERS RESPONSIBILITY  
LOANER      ICoup      SUPPLIED CUST WITH      0.00      0.00  
                                 RENTAL AS PER  
                                 TRANSPORTATION  
                                 AGREEMENT COVERED FOR  
                                 A MAXIMUM OF 5 DAYS

# 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: 2C4RC1DG7HR [REDACTED] 2017 PACI BK

Mileage: 3,014 Payment type: Waiter: No  
Service advisor: 2450 Promised time: 11:15 AM Estimate: 0.00  
Tag number: [REDACTED] Promised date: 05/25/2017 Customer Comments: No

ONLY, AS PER SERVICE  
CONTRACT GUIDE LINE,  
ANYTHING OVER 5 DAYS  
WILL BECOME CUSTOMERS  
RESPONSIBILITY

Tech(s): 5571  
Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line G: 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: 2C4RC1DG7HR [REDACTED]

Main: [REDACTED]

2017 PACI

BK

Click to View Cust Copy

Cell:

Mileage: 3,334

Service advisor: 2450

Tag number: [REDACTED]

Payment type: CASH

Promised time: 12:45 PM

Promised date: 06/14/2017

Waiter: No

Estimate: 0.00

Customer Comments: No

~~~~~

C General Concern #1 [Repair scratch on front bumper drivers side  
marked in yellow marker]

|             |      |                          |      |                                    |
|-------------|------|--------------------------|------|------------------------------------|
| 99          | ISP  | SENT TO NORTH STAR       | 0.00 | 0.00                               |
| Tech(s): 99 |      |                          |      |                                    |
| SUBL        | ISP  | VIN# HR [REDACTED] BILL# |      | 325.00                             |
|             |      | 2745                     |      |                                    |
| Pts:        | 0.00 | Lbr:                     | 0.00 | Other: 325.00 Total Line C: 325.00 |

~~~~~

D General Concern #2 [Lanier car]

|             |       |                    |      |                                |
|-------------|-------|--------------------|------|--------------------------------|
| 99          | ICOUP | General Concern #2 | 0.00 | 0.00                           |
|             |       | [Lanier car]       |      |                                |
| Tech(s): 99 |       |                    |      |                                |
| Pts:        | 0.00  | Lbr:               | 0.00 | Other: 0.00 Total Line D: 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: 2C4RC1DG7HR [REDACTED]

Main: [REDACTED]  
2017 PACI BK

Click to View Cust Copy  
Cell:

Mileage: 3,741  
Service advisor: 4947  
Tag number: [REDACTED]

Payment type: CASH  
Promised time: 09:00 AM  
Promised date: 07/11/2017

Waiter: No  
Estimate: 0.00  
Customer Comments: No

~~~~~  
B AC/Heating Concern [Customer states is not blowing cold]  
24011102 WP R1234YF - System 1.20 151.98  
refrigerant recovery  
and recharge - With  
Repair Note: this  
operation is used  
whenever it is  
necessary to test,  
recover, replace  
failed A/C plumbing  
component, and  
recharge the A/C  
system.  
Tech(s): 1048  
241001P1 WP Compressor - Replace 1.00 126.65  
3.2-3.6 Liter engine  
(1 - Semi-Skilled)  
Tech(s): 1048  
68225206AB 1 COMPRESSO-AIR 313.52  
CONDITIONING  
68322211AA 1 SEAL-SLIM LINE 5.26  
68030834AA 1 SEAL-SLIM LINE 22.37  
Pts: 341.15 Lbr: 278.63 Other: 0.00 Total Line B: 619.78  
Story: 3741 verified concern. evacuated syystem and pulled out  
105 kg. system almost empty. filled system and leak tested  
found back of ac compressor covered in refrigerant. removed  
and replaced compressor and two seals. charged system and  
releak tested. no problem found. operating as designed  
~~~~~

C Multi-point inspection (according to maintenance interval)  
VC ICOUP Multi-point 0.00 0.00  
inspection (according  
to maintenance  
interval)  
Tech(s): 1048  
Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line C: 0.00  
~~~~~

D SUPPLIED CUST WITH RENTAL AS PER TRANSPORTATION AGREEMENT COVERED  
FOR A MAXIMUM OF 5 DAYS ONLY, AS PER SERVICE CONTRACT GUIDE LINE,  
ANYTHING OVER 5 DAYS WILL BECOME CUSTOMERS RESPONSIBILITY  
LOANER ICOUP SUPPLIED CUST WITH 0.00 0.00  
RENTAL AS PER  
TRANSPORTATION  
AGREEMENT COVERED FOR  
A MAXIMUM OF 5 DAYS



# Repair Order Detail - Internal Copy

RO Number: [REDACTED] RO Status: CLOSED

Customer: [REDACTED]  
Phone(s): Contact: [REDACTED]  
Vehicle: 2C4RC1DG7HR [REDACTED]

Main: [REDACTED]  
2017 PACI BK

Click to View Cust Copy  
Cell:

Mileage: 3,741  
Service advisor: 4947  
Tag number: [REDACTED]

Payment type: CASH  
Promised time: 09:00 AM  
Promised date: 07/11/2017

Waiter: No  
Estimate: 0.00  
Customer Comments: No

~~~~~  
ONLY, AS PER SERVICE  
CONTRACT GUIDE LINE,  
ANYTHING OVER 5 DAYS  
WILL BECOME CUSTOMERS  
RESPONSIBILITY

Tech(s): 1048  
Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line D: 0.00

~~~~~  
E STAR CASE 31950098

99 WP MISC REPAIR 0.00 0.00  
Tech(s): 1048  
Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line E: 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: 2C4RC1DG7HR [REDACTED]

Main: [REDACTED]

2017 PACI

BK

Click to View Cust Copy

Cell:

Mileage: 3,886

Service advisor: 4947

Tag number: [REDACTED]

Payment type: CASH

Promised time: 11:00 AM

Promised date: 07/18/2017

Waiter: No

Estimate: 0.00

Customer Comments: No

~~~~~

A C/S CK ENGINE LIGHT IS ON

|          |    |                      |      |       |
|----------|----|----------------------|------|-------|
| 14701026 | WP | Line/tube fuel -     | 0.40 | 50.66 |
|          |    | Replace Front        |      |       |
|          |    | disconnect to fuel   |      |       |
|          |    | rail one or all (1 - |      |       |
|          |    | Semi-Skilled)        |      |       |

Tech(s): 5571  
52030445AA

1 TUBE-FUEL SUPPLY

Pts: 43.59 Lbr: 50.66 Other: 0.00 Total Line A: 94.25

Story: 3886 Checked for codes find P018C. Followed diagnostics and diagnose failed fuel rail pressure sensor. Ordered part 7/19/2017. Replaced fuel rail pressure sensor and cleared code.

~~~~~

B MULTI POINT INSPECTION

|    |      |                     |      |      |
|----|------|---------------------|------|------|
| VC | ICOU | CUSTOMER REQUESTS   | 0.00 | 0.00 |
|    |      | PERFORM MULTI-POINT |      |      |
|    |      | INSPECTION          |      |      |

Tech(s): 5571

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line B: 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: 2C4RC1DG7HR [REDACTED]

Main: [REDACTED]  
2017 PACI BK

Click to View Cust Copy  
Cell:

Mileage: 4,642  
Service advisor: 4947  
Tag number: [REDACTED]

Payment type: CASH  
Promised time: 08:45 AM  
Promised date: 08/10/2017

Waiter: No  
Estimate: 0.00  
Customer Comments: No

A General Concern #1 [Customer states the lift gate does not make the beep sound when opening or closing]  
08453801 WP Module, warning chime 0.30 38.00  
- Test and Replace  
Power liftgate (1 -  
Semi-Skilled)

Tech(s): 1048  
55364517AB

1 CHIME-WARNING

9.85

Pts: 9.85 Lbr: 38.00 Other: 0.00 Total Line A: 47.85

Story: 4517 verified concern. tested for power and ground at chime module found it good and module inop. removed and replaced chime. operated liftgate. chime operating as designed

B Loaner Vehicle  
LOANER ICoup NO LOANER WAS NEEDED 0.00 0.00

Tech(s): 99

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line B: 0.00

C CUSTOMER REQUESTS PERFORM MULTI-POINT INSPECTION  
VC CP CUSTOMER REQUESTS 0.00 0.00  
PERFORM MULTI-POINT  
INSPECTION

Tech(s): 1048

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line C: 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

CUSTOMER #: [REDACTED]

## GARDEN CITY JEEP CHRYSLER DODGE LLC

283 N. FRANKLIN ST.  
HEMPSTEAD, NY 11550-1310

PHONE: (516) 483-2700 FAX: (516) 483-1474

\*INVOICE\*

HEMPSTEAD, NY

PAGE 1

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 4947 JENNIE SUMRAH

| COLOR | YEAR | MAKE/MODEL        | VIN                    | LICENSE | MILEAGE IN / OUT | TAG        |
|-------|------|-------------------|------------------------|---------|------------------|------------|
| BK    | 17   | CHRYSLER PACIFICA | 2C4RC1DG7HR [REDACTED] |         | 5383/5383        | [REDACTED] |

| DEL. DATE  | PROD. DATE | WARR. EXP. | PROMISED      | PO NO. | RATE | PAYMENT | INV. DATE |
|------------|------------|------------|---------------|--------|------|---------|-----------|
| 31JAN17 DD |            |            | 19:30 07SEP17 |        | 0.00 | CASH    | 08SEP17   |

| R.O. OPENED   | READY         | OPTIONS:                                   | SOLD-STK: | DLR:60227 |
|---------------|---------------|--------------------------------------------|-----------|-----------|
| 17:47 07SEP17 | 12:18 08SEP17 | ENG:ERF 3.6L V6 24V VVT Engine             |           |           |
|               |               | TRN:DFH 9-Spd 948TE FWD Auto Trans 9)C5759 |           |           |

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A Recall / CSN 1 [T23: Customer Satisfaction Notification T23 - EGR Valve Function\*\*]

CAUSE: t23 egr flash

18T23182 Customer Satisfaction Notification T23 -

Powertrain Control Module Software Update

Reprogram Reprogram Powertrain Control

Module (0 - Low Skilled)

1048 WP

FC: PART#: COUNT:

CLAIM TYPE: S

AUTH CODE:

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00  
updated pcm software as per t23 instructionsB General Concern #3 [Customer States WHEN MAKING A RIGHT TURN OR JUST  
DRIVING THE ENGINE SHUT OF BUT THE LIGHTS ARE ON THE DASH AND  
THE D IS ON THE SHIFTER BLINKS]

CAUSE: cs: vehicle stalls

85410905 Engine Mechanical, Trouble Not Found -

No Repair/Trouble Not Found Engine

Performance (2 - Skilled)

1048 WP

FC: OD PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

(N/C)

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

test drove vehicle making right and left turn and could not  
duplicate. scanned vehicle and found no related codes. found no related

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

## STATEMENT OF DISCLAIMER

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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

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

CUSTOMER SIGNATURE

CUSTOMER #: [REDACTED]

GARDEN CITY JEEP CHRYSLER DODGE LLC

283 N. FRANKLIN ST.

HEMPSTEAD, NY 11550-1310

PHONE: (516) 483-2700 FAX: (516) 483-1474

\*INVOICE\*

HEMPSTEAD, NY

PAGE 2

HOME: [REDACTED]

CONT: [REDACTED]

BUS: [REDACTED]

CELL: [REDACTED]

SERVICE ADVISOR: 4947 JENNIE SUMRAH

| COLOR | YEAR | MAKE/MODEL        | VIN                    | LICENSE | MILEAGE IN / OUT | TAG        |
|-------|------|-------------------|------------------------|---------|------------------|------------|
| BK    | 17   | CHRYSLER PACIFICA | 2C4RC1DG7HR [REDACTED] |         | 5383/5383        | [REDACTED] |

| DEL. DATE  | PROD. DATE | WARR. EXP. | PROMISED      | PO NO. | RATE | PAYMENT | INV. DATE |
|------------|------------|------------|---------------|--------|------|---------|-----------|
| 31JAN17 DL |            |            | 19:30 07SEP17 |        | 0.00 | CASH    | 08SEP17   |

| R.O. OPENED   | READY         | OPTIONS:                                   | SOLD-STK: | DLR:60227 |
|---------------|---------------|--------------------------------------------|-----------|-----------|
| 17:47 07SEP17 | 12:18 08SEP17 | ENG:ERF_3.6L V6 24V VVT Engine             |           |           |
|               |               | TRN:DFH_9-Spd 948TE FWD Auto Trans 9)C5759 |           |           |

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

star cases or updates. operating as designed at this time

\*\*\*\*\*

C Multi-point inspection (according to maintenance interval)

VC Multi-point inspection (according to maintenance interval)

1048ICUP (N/C)  
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00  
\*\*\*\*\*

D Loaner Vehicle

LOANER Loaner Vehicle

1048ICUP (N/C)  
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00  
\*\*\*\*\*

THANK YOU FOR YOUR PATRONAGE. IF WE DID NOT  
PROVIDE YOU WITH EXCELLENT SERVICE PLEASE  
CONTACT MATT MESSINA AT 516-483-5777 EXT365  
NY STATE SHOP ID #R7100746



DODGE

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

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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   |

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

CUSTOMER SIGNATURE

CUSTOMER #:

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PAGE 1

HEMPSTEAD, NY

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 4947 JENNIE SUMRAH

| COLOR      | YEAR       | MAKE/MODEL        | VIN           | LICENSE | MILEAGE IN / OUT | TAG     |           |
|------------|------------|-------------------|---------------|---------|------------------|---------|-----------|
| BK         | 17         | CHRYSLER PACIFICA | 2C4RC1DG7HR   |         | 6011/6011        |         |           |
| DEL. DATE  | PROD. DATE | WARR. EXP.        | PROMISED      | PO NO.  | RATE             | PAYMENT | INV. DATE |
| 31JAN17 DD |            |                   | 17:00 27SEP17 |         | 0.00             | CASH    | 04OCT17   |

| R.O. OPENED   | READY         | OPTIONS:                       | SOLD-STK:                                  | DLR:60227      |
|---------------|---------------|--------------------------------|--------------------------------------------|----------------|
| 10:32 27SEP17 | 12:26 04OCT17 | ENG:ERF_3.6L_V6_24V_VVT Engine | TRN:DFH_9-Spd_948TE FWD Auto Trans 9)C5759 |                |
| LINE OPCODE   | TECH          | TYPE                           | HOURS                                      |                |
|               |               |                                |                                            | LIST NET TOTAL |

A CUSTOMER REQUESTS PERFORM MULTI-POINT INSPECTION

VC CUSTOMER REQUESTS PERFORM MULTI-POINT

INSPECTION

1048ICOU

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

\*\*\*\*\*

B C/S THE REAR AC NO AIR FROM THE VENTS

CAUSE: rear hvac inop

85410700 Cooling, Trouble Not Found - No

Repair/Trouble Not Found Cooling (2 -

Skilled)

1048 WP

FC: OD PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

CHRYSLER

(N/C)

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

initially hvac system was working correctly. after about 10 min of operation rear fan went inop. RHVAC module threw code b10e8-11. followed diag AND found no problems. through the course of the diag the ac became operational again. found star case and found poor pin fit at rear hvac power supply. corrected pin fit. operating as designed

\*\*\*\*\*

C C/S THE CAR STALLS OUT AT A STOP INTERMITTLY9DID IT LESS SINCE THE EGR

RECALL

CAUSE: car stalls intermittently

85411001 Engine Driveability, Trouble Not Found -

No Repair/Trouble Not Found Driveability (2

- Skilled)

1048 WP

FC: PART#: COUNT:

(N/C)

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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 |        |

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

CUSTOMER SIGNATURE



CUSTOMER #:

## GARDEN CITY JEEP CHRYSLER DODGE LLC

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PAGE 2

HEMPSTEAD, NY

HOME: [REDACTED] CONT: [REDACTED]

US: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 4947 JENNIE SUMRAH

|                             |               |                                            |                        |         |                  |            |
|-----------------------------|---------------|--------------------------------------------|------------------------|---------|------------------|------------|
| COLOR                       | YEAR          | MAKE/MODEL                                 | VIN                    | LICENSE | MILEAGE IN / OUT | TAG        |
| K                           | 17            | CHRYSLER PACIFICA                          | 2C4RC1DG7HR [REDACTED] |         | 6011/6011        | [REDACTED] |
| DEL. DATE                   | PRGD. DATE    | WARR. EXP.                                 | PROMISED               | PO NO.  | RATE             | PAYMENT    |
| 1JAN17 DD                   |               |                                            | 17:00 27SEP17          |         | 0.00             | CASH       |
| R.O. OPENED                 | READY         | OPTIONS: SOLD-STK: [REDACTED] DLR:60227    |                        |         |                  |            |
| 0:32 27SEP17                | 12:26 04OCT17 | ENG:ERF 3.6L V6 24V VVT Engine             |                        |         |                  |            |
| LINE OPCODE TECH TYPE HOURS |               | TRN:DFH 9-Spd 948TE FWD Auto Trans 9)C5759 |                        |         |                  |            |
| CLAIM TYPE: W               |               | LIST NET TOTAL                             |                        |         |                  |            |
| AUTH CODE:                  |               |                                            |                        |         |                  |            |

ARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

could not duplicate concern. operating as designed

\*\*\*\*\*

SUPPLIED CUST WITH RENTAL AS PER TRANSPORTATION AGREEMENT COVERED FOR

A MAXIMUM OF 5 DAYS ONLY, AS PER SERVICE CONTRACT GUIDE LINE,

ANYTHING OVER 5 DAYS WILL BECOME CUSTOMERS RESPONSIBILITY

LOANER SUPPLIED CUST WITH RENTAL AS PER

TRANSPORTATION AGREEMENT COVERED FOR A

MAXIMUM OF 5 DAYS ONLY, AS PER SERVICE

CONTRACT GUIDE LINE, ANYTHING OVER 5 DAYS

WILL BECOME CUSTOMERS RESPONSIBILITY

1048 CP

ARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

\*\*\*\*\*

THANK YOU FOR YOUR PATRONAGE. IF WE DID NOT  
 PROVIDE YOU WITH EXCELLENT SERVICE PLEASE  
 CONTACT MATT MESSINA AT 516-483-5777 EXT365  
 NY STATE SHOP ID # [REDACTED]



DODGE

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

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 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.

## 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 |

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

CUSTOMER SIGNATURE

PLEASE PAY  
THIS AMOUNT

0.00

| RO NUMBER | DATE CLOSED | MILEAGE | S W N | T C H | Y P E  | OP CODE | DESCRIPTION     | OP CODE | DESCRIPTION      | OP CODE | DESCRIPTION      | OP CODE | DESCRIPTION    |
|-----------|-------------|---------|-------|-------|--------|---------|-----------------|---------|------------------|---------|------------------|---------|----------------|
|           | 09SEP17     | 538347  | 48    | WP    | 18T231 |         | Customer Satis  | 854109  | Engine Mechan    | VC      | Multi-point in   | LOANER  | Loaner Vehicle |
|           | 15AUG17     | 464247  | 48    | WP    | 084538 |         | Module, warnin  | LOANER  | NO LOANER WAS    | VC      | CUSTOMER REQUE   |         |                |
|           | 21JUL17     | 388647  | 71    | WP    | 147010 |         | Line/tube fuel  | VC      | CUSTOMER REQUE   |         |                  |         |                |
|           | 17JUL17     | 374147  | 48    | WP    | 240111 |         | R1234YF - Syst  | 241001  | Compressor - RVC |         | Multi-point in   | LOANER  | SUPPLIED CUST  |
|           |             |         |       |       | 99     |         | MISC REPAIR     |         |                  |         |                  |         |                |
|           | 29JUN17     | 334450  | 99    | SP    | 99     |         | SENT TO NORTH   | 9999    | VIN# HR502193    | 99      | General Concer   |         |                |
|           | 06JUN17     | 301450  | 71    | UP    | 3800OF |         | \$38.00 FULL SY | 3800OF  | \$38.00 FULL SY  | 854100  | OPERATION DIAGVC |         | CUSTOMER REQUE |

SHOWN ABOVE ARE THE MOST RECENT SERVICES PERFORMED ON YOUR VEHICLE.

#### CURRENT MILEAGE

6011

BASED ON THE CURRENT MILEAGE OF YOUR VEHICLE, THE MANUFACTURER RECOMMENDS THAT THE SERVICES MARKED WITH AN 'X' BE PERFORMED NOW.

|             |                           |             |                    |                     |                                     |                        |                                |                    |              |              |                     |                      |                                 |                              |                              |         |                   |                     |                                   |                    |                              |
|-------------|---------------------------|-------------|--------------------|---------------------|-------------------------------------|------------------------|--------------------------------|--------------------|--------------|--------------|---------------------|----------------------|---------------------------------|------------------------------|------------------------------|---------|-------------------|---------------------|-----------------------------------|--------------------|------------------------------|
| LUBRICATION | CL AND OIL FILTER CHANGES | STEEL CHECK | CHECK FLUID LEVELS | SERVICE AIR CLEANER | SERVICE BATTERY AND STARTING SYSTEM | SERVICE COOLING SYSTEM | SERVICE AUTOMATIC TRANSMISSION | REPLACE TIRE FLUID | ROTATE TIRES | WHEEL BLANKS | FRONT END ALIGNMENT | INSPECT DRIVE SHAFTS | INSPECT SUSPENSION AND STEERING | REPLACE WORN/OLD WHEEL BEATS | SERVICE WORN/OLD WHEEL BEATS | TUNE UP | CARBURETOR ADJUST | SERVICE AIR CLEANER | INSPECT NO TEST ELECTRICAL SYSTEM | SERVICE DEFROSTING | DRY AND FLUSH COOLING SYSTEM |
|-------------|---------------------------|-------------|--------------------|---------------------|-------------------------------------|------------------------|--------------------------------|--------------------|--------------|--------------|---------------------|----------------------|---------------------------------|------------------------------|------------------------------|---------|-------------------|---------------------|-----------------------------------|--------------------|------------------------------|

SERVICE # 483-5777

PARTS # 292-9764

SALES # 483-2700

SERVICE FAX # 489-6330

GARDEN CITY JEEP CHRY DODGE  
283 N FRANKLIN ST  
HEMPSTEAD NY 11550

#### EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchase understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer include, but are not limited to, any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

DATE:

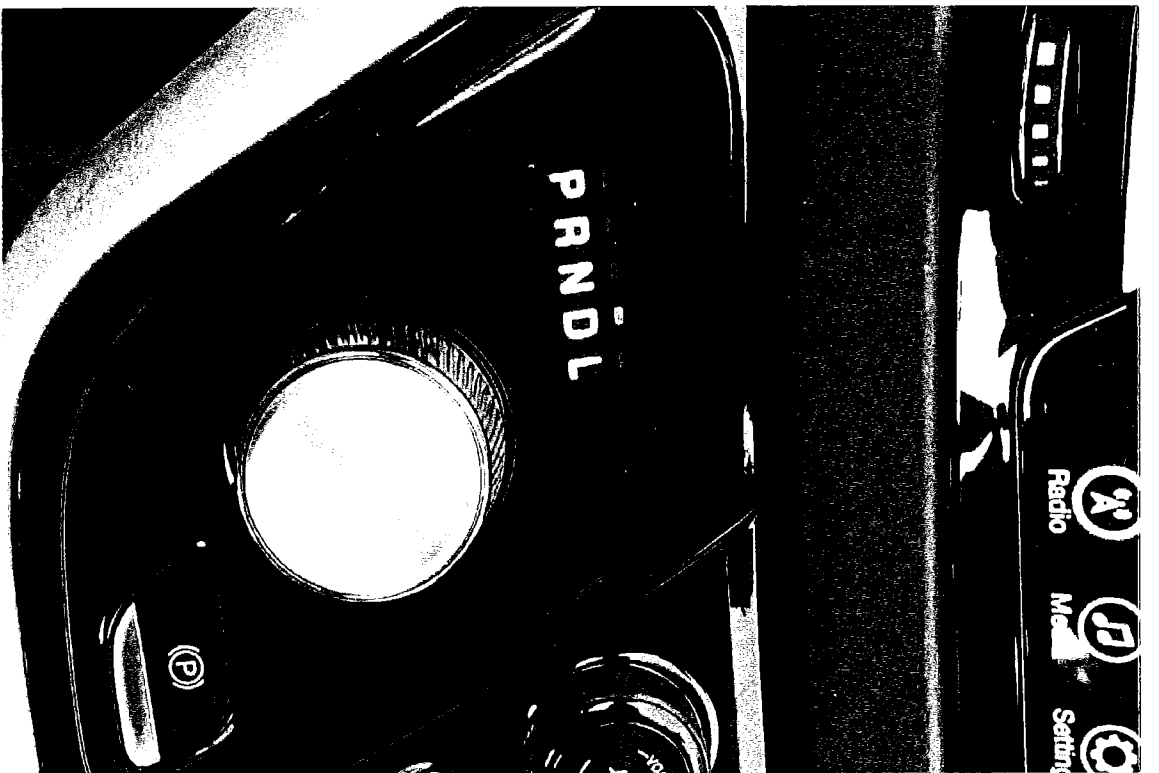
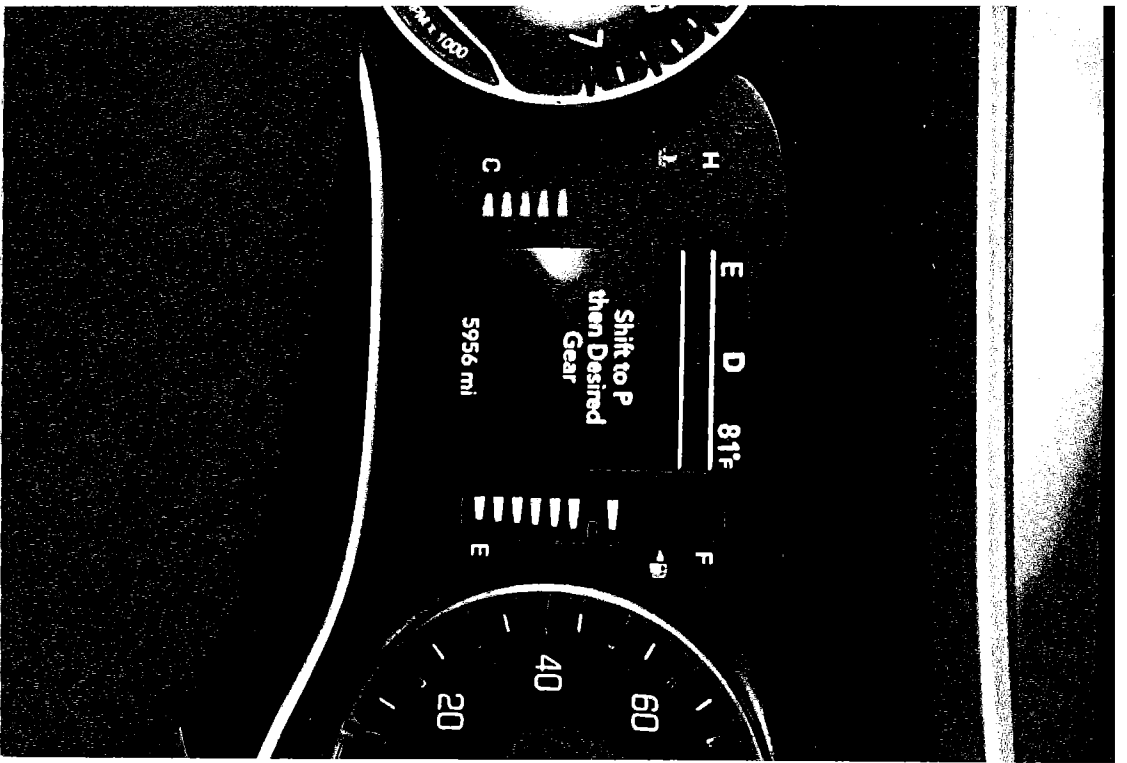
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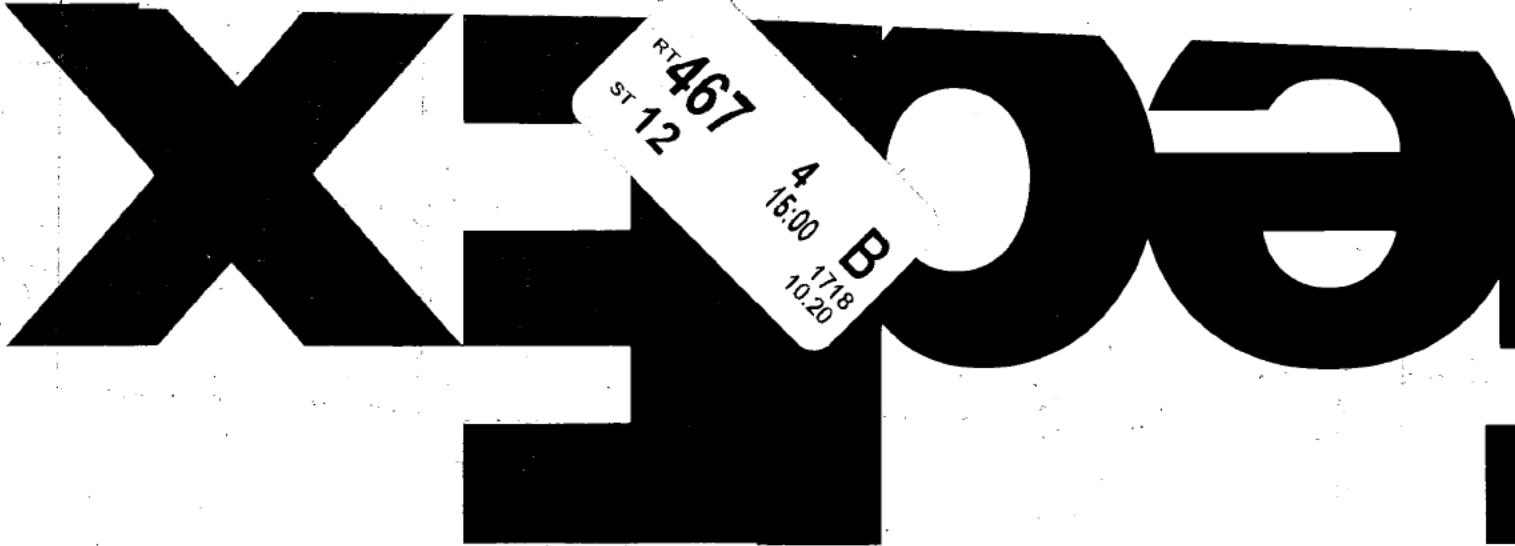
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|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------|----------------------|--------------|-------------------------------------------|------|--------------------------------|--|------------------------------|------------|
| CUST. NO. [REDACTED]                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                               | STOCK NO. [REDACTED] |              | TAG NO. [REDACTED]                        |      | COLOR BK                       |  | PAGE 1 OF 1                  |            |
| DATE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | VEHICLE IDENTIFICATION NUMBER | MILEAGE              | DELIVER DATE | LICENSE NUMBER                            | YEAR | MAKE AND MODEL                 |  | WRITTEN BY                   | RO NUMBER  |
| 27SEP2017                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | 2C4RC1DG7HR [REDACTED]        | 6011                 | 06AUG16      |                                           | 17   | CHRYSLER PACIFICA              |  | 4947                         | [REDACTED] |
| I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount or repairs thereto. Not responsible for damage from freezing due to lack of antifreeze. |                               |                      |              | NAME<br>[REDACTED]                        |      | TIME PROMISED<br>17:00 27SEP17 |  |                              |            |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                               |                      |              | ADDRESS<br>[REDACTED]                     |      |                                |  | HOME PHONE<br>[REDACTED]     |            |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                               |                      |              | CITY/STATE/ZIP<br>HEMPSTEAD NY [REDACTED] |      |                                |  | BUSINESS PHONE<br>[REDACTED] |            |
| PRELIMINARY ESTIMATE \$                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                               |                      |              | BILL TO:                                  |      | P.O. NO.                       |  |                              |            |
| AUTHORIZED BY: X                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                               |                      |              | ENGINE NO.                                |      | TRANSM. NO.                    |  | AXLE NO.                     |            |
| REVISED ESTIMATE(1) \$                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                               |                      |              | ERF 3.6L V6 24V VVT EngDFH                |      | 9-Spd 948TE                    |  | FWD A                        |            |
| REVISED ESTIMATE(2) \$                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                               |                      |              | 9) C5759                                  |      | PROD. DATE                     |  | LABOR RATE                   |            |
| I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                               |                      |              |                                           |      | METHOD OF PAYMENT              |  | CASH                         |            |
| X                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                               |                      |              |                                           |      | SELLING DEALER                 |  | 60227                        |            |
| CUSTOMER SIGNATURE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                               |                      |              |                                           |      | WARRANTY EXPIRES               |  |                              |            |

| LINE | OP CODE | LABOR INSTRUCTIONS AND DESCRIPTION                                                                                                                                                            | GAS/OIL/GREASE  | AMOUNT |
|------|---------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|--------|
| # A  | VC      | CUSTOMER REQUESTS PERFORM MULTI-POINT INSPECTION                                                                                                                                              |                 |        |
| # B  |         | C/S THE REAR AC NO AIR FROM THE VENTS                                                                                                                                                         |                 |        |
| # C  |         | C/S THE CAR STALLS OUT AT A STOP INTERMITTLY 9DID IT LESS SINCE THE EGR RECALL                                                                                                                |                 |        |
| # D  | LOANER  | SUPPLIED CUST WITH RENTAL AS PER TRANSPORTATION AGREEMENT COVERED FOR A MAXIMUM OF 5 DAYS ONLY, AS PER SERVICE CONTRACT GUIDE LINE, ANYTHING OVER 5 DAYS WILL BECOME CUSTOMERS RESPONSIBILITY |                 |        |
|      |         |                                                                                                                                                                                               | MISC. CHARGES   | AMOUNT |
|      |         |                                                                                                                                                                                               |                 |        |
|      |         |                                                                                                                                                                                               | SUBLETS P.O.NO. | AMOUNT |
|      |         |                                                                                                                                                                                               |                 |        |

FOREMAN'S  
SIGNATURE







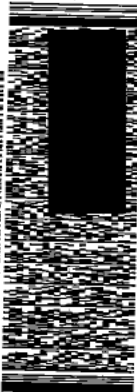
RT 467  
ST 12  
4 16:00  
1718  
10:20  
B

ORIGINATOR (215) 540-8888  
SHARON STARYNSKI  
KAMAL S. SILVERMAN P.C.  
30 EAST BUTLER PIKE  
AMBLER, PA 19002  
UNITED STATES US

SHIP DATE: 10CT17  
CITY: WILMINGTON  
CA: DE  
ZIP: 19380  
BILL SENDER

TO FCA US LLC  
WARRANTY LITIGATION DEPARTMENT  
1000 CHRYSLER DRIVE  
CIMS 485-13-62  
AUBURN HILLS MI 48326  
(215) 540-8888  
INV. PO

DEPT



FedEx  
Express



FRI - 20 OCT 3:00P  
STANDARD OVERNIGHT



ET MTCA  
48326  
MI-US  
DTW



its label:  
button on this page to print your label to your laser or inkjet printer.  
d page along the horizontal line.  
shipping pouch and affix it to your shipment so that the barcode portion of the label can be read and scanned.  
ity 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  
number.  
n constitutes your agreement to the service conditions in the current FedEx Services Guide, available on [fedex.com](http://fedex.com). FedEx will not be responsible for any claim in excess of \$100 per  
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,  
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  
x Service Guide.  
Items of extraordinary value is \$1,000, e.g. jewelry, precious metals, negotiable instruments and other items listed in our ServiceGuide. Written claims must be filed within strict time limits.

Small

Align top of FedEx Express

**Service of Process  
Transmittal**

10/31/2017

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], Jr., Pltf. vs. FCA US LLC, Dft.

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

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

**NATURE OF ACTION:** Product Liability Litigation - Lemon Law - 2017 Chrysler Pacifica Touring, VIN: 2C4RC1DG7HR [REDACTED]

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

**DATE AND HOUR OF SERVICE:** By Certified Mail on 10/31/2017 postmarked on 10/27/2017

**JURISDICTION SERVED :** New York

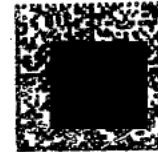
**APPEARANCE OR ANSWER DUE:** Within 30 days after service

**ATTORNEY(S) / SENDER(S):** Jason L. Greshes  
Kimmel & Silverman, P.C.  
1001 Avenue of the Americas, 12th Floor  
New York, NY 10018  
1-800-536-6652

**ACTION ITEMS:** CT has retained the current log, Retain Date: 11/01/2017, Expected Purge Date: 11/06/2017  
  
Image SOP

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

CERTIFIED MAIL



U.S. POSTAGE PITNEY BOWES



ZIP 19002 \$ 008.13<sup>0</sup>  
02 4W

OCT 27 2017

# First Class Mail



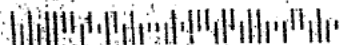
**KIMMEL & SILVERMAN**

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. SILVERMAN<sup>1</sup>  
CRAIG THOR KIMMEL<sup>2</sup>

<sup>1</sup> Member, PA Bar  
<sup>2</sup> Member, NJ Bar  
<sup>3</sup> Member, DE Bar  
<sup>4</sup> Member, NY Bar  
<sup>5</sup> Member, MA Bar  
<sup>6</sup> Member, MD Bar  
<sup>7</sup> Member, OH Bar  
<sup>8</sup> Member, NH Bar  
<sup>9</sup> Member, CT Bar  
<sup>10</sup> Member, TN Bar  
<sup>11</sup> Member, WY Bar  
<sup>12</sup> Member, DC Bar  
<sup>13</sup> Member, CA Bar  
<sup>14</sup> Member, WI Bar  
<sup>15</sup> Member FL Bar



# KIMMEL & SILVERMAN

P.C.

1-800-LEMON LAW  
[www.lemonlaw.com](http://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 27, 2017

VIA CERTIFIED MAIL

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

RE: [REDACTED] Jr. 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 Nassau County. Please answer within the time period prescribed by the New York Rules of Civil Procedure.

JLG/gpk  
Enclosure

JACQUELINE C. HERRITT<sup>1</sup>  
ROBERT A. RAPKIN<sup>2</sup>  
ANGELA K. TROCCOLI<sup>3</sup>  
AMY L. BENNECOFF GINSBURG<sup>4</sup>  
W. CHRISTOPHER COMPONONO<sup>5</sup>  
JASON L. GRESHES<sup>6</sup>  
SHANNON R. HARKINS<sup>7</sup>  
CHAD P. DOMAN<sup>8</sup>  
RYAN FITZGERALD<sup>9</sup>  
RACHEL M. MALL<sup>10</sup>  
RACHEL R. STEVENS<sup>11</sup>  
JOSEPH C. HOEFFEL<sup>12</sup>  
RICHARD J. ALBANESE<sup>13</sup>  
KAREEM R. SEIFELDIN<sup>14</sup>

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

[REDACTED] Jr.,

**Plaintiff.**

**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.**

**Plaintiff designates NASSAU COUNTY as the place of trial. The basis of venue is: Plaintiff resides in NASSAU COUNTY, NEW YORK.**

[REDACTED]  
Jason L. Greshes, Esquire  
Kimmel & Silverman, P.C.  
1001 Avenue of the Americas  
12<sup>th</sup> 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 NASSAU**

[REDACTED] Jr.,

**Plaintiff.**

**Index No.:  
Date of Filing:  
COMPLAINT**

**FCA US LLC,**

**Defendant.**

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

1. At all times pertinent hereto, Plaintiff, [REDACTED] Jr., was and still is a resident of the State of New York, residing at [REDACTED] Hempstead, NY [REDACTED]
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 31, 2017, Plaintiff leased a new 2017 Chrysler Pacifica Touring, manufactured and warranted by Defendant, bearing the Vehicle Identification Number 2C4RC1DG7HR [REDACTED]
4. At all times pertinent hereto the vehicle was leased 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, but excluding other collateral charges not specified, yet defined by the Lemon Law, totaled more than \$20,320.00. A true and correct copy of the contract is attached hereto, made a part hereof, and marked Exhibit "A".
6. In consideration for the lease 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. That 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. 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 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 1,966 miles. The repair order on the date notes that non-conformities were reported by Plaintiff, including but not limited to: air conditioner blowing warm air. 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 May 25, 2017, when the vehicle odometer showed 3,014 miles. The repair order on the date notes that non-conformities were reported by Plaintiff, including but not limited to: air conditioner blowing warm air. 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 June 14, 2017, when the vehicle odometer showed 3,334 miles. The repair order on the date notes that non-conformities were reported by Plaintiff, including but



not limited to: scratch on the front bumper. 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 July 11, 2017, when the vehicle odometer showed 3,741 miles. The repair order on the date notes that non-conformities were reported by Plaintiff, including but not limited to: air conditioner blowing warm air. 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 July 18, 2017, when the vehicle odometer showed 3,886 miles. The repair order on the date notes that non-conformities were reported by Plaintiff, including but not limited to: check engine light illuminating. 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 August 10, 2017, when the vehicle odometer showed 4,642 miles. The repair order on the date notes that non-conformities were reported by Plaintiff, including but not limited to: liftgate not beeping when operating. 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 September 07, 2017, when the vehicle odometer showed 5,383 miles. The repair order on the date notes that non-conformities were reported by Plaintiff, including but not limited to: the vehicle shutting off while driving but all lights remain on and the "D" on the shifter is blinking. 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 September 27, 2017, when the vehicle odometer showed 6,011 miles. The repair order on the date notes that non-conformities were reported by Plaintiff,

including but not limited to: the rear air conditioner not working with no air coming out of the vents and a stalling condition. 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. Plaintiff hereby incorporates all facts and allegations set forth in this Complaint by reference as if fully set forth at length herein.

12. Plaintiff, is a "Consumer" 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 Garden City Chrysler, Hempstead, 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 31, 2017, Plaintiff 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 Plaintiff 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. Plaintiff has 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 Plaintiff has 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. Plaintiff has 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, Plaintiff avers 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. 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 The New York Lemon Law.

27. Pursuant to The New York Lemon Law, Plaintiff seeks 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, Plaintiff 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. Plaintiff hereby incorporates all facts and allegations set forth in this Complaint by reference as if fully set forth at length herein.

29. The sale of the subject vehicle to the Plaintiff 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.

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

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

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

33. 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;

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

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

36. 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.

37. Defendant violated the law willfully and knowingly.

WHEREFORE, the Plaintiff respectfully demands 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 Plaintiff is 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 Plaintiff is not entitled to repurchase or replacement; any other relief this Court deems just; and attorneys' fees.

RESPECTFULLY SUBMITTED,

[REDACTED]  
\_\_\_\_\_  
Jason L. Gyeskes, Esquire  
Kimmel & Silverman, P.C.  
1001 Avenue of the Americas  
12<sup>th</sup> 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 plaintiff is that plaintiff resides 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 Plaintiff

## PLAINTIFF VERIFICATION

STATE OF NEW YORK

JESS

COUNTY OF NASSAU

[REDACTED] being duly sworn deposes and says:

I am the plaintiff in the action herein. I have read the annexed VERIFIED COMPLAINT. I know the contents thereof and the same are true to my knowledge, except those matters herein which are stated to be alleged on information and belief, and as to those matters I believe them to be true.

Sworn before me this

Date 10/27/17

[REDACTED]

ALEXSANDRA DAZZO  
Notary Public, State of New York  
No. 01DA4378654  
Qualified in Nassau County  
Commission Expires January 22, 2019

[REDACTED]

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

---

[REDACTED]

**Plaintiff,**

**against**

**FCA US LLC,**

**Defendant.**

---

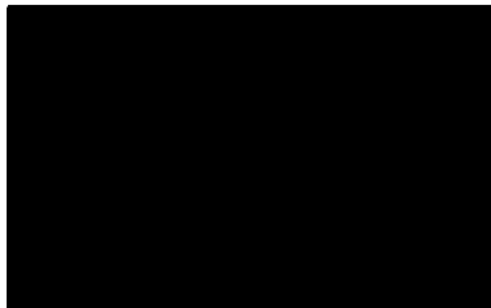
**SUMMONS AND VERIFIED COMPLAINT**

---

Jason L. Greshes, Esquire  
Kimmel & Silverman, P.C.  
1001 Avenue of the Americas  
12<sup>th</sup> 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.





**CUXPRESS LEASE**  
auto leasing

## NEW YORK - MOTOR VEHICLE LEASE AGREEMENT

LEASE NUMBER [REDACTED]

| PARTIES         |                                  | VEHICLE INFORMATION                     |                      |
|-----------------|----------------------------------|-----------------------------------------|----------------------|
| Lease Date      | 01/31/2017                       | No. of Months in Lease                  | 39                   |
| Lessor (Dealer) | GARDEN CITY JEEP CHRY DODGE      | Year                                    | 2017                 |
| Address         | 283 N FRANKLIN ST                | Make                                    | CHRYSLER             |
|                 | HEMPSTEAD, NY 11550              | Model                                   | PACIFICA SDRH        |
| Lessee          | [REDACTED]                       | Body Style                              | 4D                   |
| Billing Address | HEMPSTEAD, NASSAU, NY [REDACTED] | Odometer Reading                        |                      |
|                 | (Include County)                 | Optional Factory Equipment              |                      |
|                 |                                  | Please Specify                          |                      |
|                 |                                  | Primary Intended Use                    |                      |
|                 |                                  | Personal, Family, or Household Purposes | Business, Commercial |
|                 |                                  | (Please Initial)                        | (Please Initial)     |

Unless otherwise specified, "Lease" refers to this Motor Vehicle Lease Agreement; "vehicle" refers to the vehicle described above; "you" and "your" refer to the Lessee, and "we," "us," "our" refer to the Lessor and, after the Lease is assigned, to Fusion Auto Finance LLC and/or Credit Union, or its successors, assigns servicing agent. The disclosures in this Lease are made on behalf of the Lessor and its assignee(s). You agree to lease the vehicle described above on the terms and conditions in this Lease.

## CONSUMER LEASING ACT DISCLOSURES

|                                                                              |                                                                                                                                                                                                                          |                                                                                                                                                                    |                                                                                                                             |
|------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------|
| 1. Amount Due at Lease Signing or Delivery<br>(Itemized below)<br>\$ 7000.00 | 2. Monthly Payments<br>a. Your First Total Monthly Payment of \$ 340.00 is due on 01/31/2017, followed by 38 payments of \$ 340.00 due on the 2ND of each month.<br>b. The total of your Monthly Payments is \$ 13260.00 | 3. Other Charges<br>(not part of your Total Monthly Payments)<br>a. Disposition Fee (if you do not purchase the vehicle) \$ 400.00<br>b. N/A<br>c. Total \$ 400.00 | 4. Total of Payments<br>(The amount you will have paid by the end of the lease)<br>(1 + 2b + 3c - 5a1 - 5a6)<br>\$ 20320.00 |
|------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------|

## 5. Itemization of Amount Due at Lease Signing or Delivery

|                                                                  |             |
|------------------------------------------------------------------|-------------|
| a. Amount Due at Lease Signing or Delivery                       |             |
| 1. First Total Monthly Payment                                   | \$ 340.00   |
| 2. Capitalized Cost Reduction                                    | +\$ 4619.31 |
| 3. Pro Rata Base Monthly Payment (____ days)                     | +\$ N/A     |
| 4. Acquisition Fee (if not capitalized)                          | +\$ N/A     |
| 5. Sales/use taxes                                               | +\$ 1575.22 |
| 6. Refundable Security Deposit                                   | +\$ N/A     |
| 7. First year's title, license and registration fees             | +\$ 361.50  |
| 8. Waste Tire Recycling Fee                                      | +\$ 12.50   |
| 9. DOC FEE + SALES TAX ON DOC FEE                                | +\$ 81.47   |
| 10. INSPECTION                                                   | +\$ 10.00   |
| 11. Total                                                        | =\$ 7000.00 |
| b. How the Amount Due at Lease Signing or Delivery will be paid: |             |
| 1. Net Trade-In Allowance                                        | \$ N/A      |
| 2. Rebates and non-cash credits                                  | +\$ 4000.00 |
| 3. Amount to be paid in cash                                     | +\$ 3000.00 |
| 4. N/A                                                           | +\$ N/A     |
| 5. Total                                                         | =\$ 7000.00 |

## 6. Your monthly payment is determined as shown below:

|                                                                                                                                                                                                                   |              |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|
| a. Gross Capitalized Cost: The agreed upon value of the vehicle (\$ 30552.67) and any items you pay over the Lease Term (such as service contracts, insurance, and any outstanding prior credit or lease balance) | \$ 31447.67  |
| b. Capitalized Cost Reduction: The amount of any net trade-in allowance, rebate, non-cash credit, or cash you pay that reduces the Gross Capitalized Cost                                                         | -\$ 4619.31  |
| c. Adjusted Capitalized Cost: The amount used in calculating your Base Monthly Payment                                                                                                                            | =\$ 26828.36 |
| d. Estimated Residual Value: The value of the vehicle at the end of the Lease used in calculating your Base Monthly Payment                                                                                       | -\$ 15638.40 |
| e. Depreciation and any amortized amounts: The amount charged for the vehicle's decline in value through normal use and for other items paid over the Lease term                                                  | =\$ 11189.96 |
| f. Rent Charge: The amount charged in addition to the Depreciation and any amortized amounts                                                                                                                      | +\$ 2070.04  |
| g. Total of Base Monthly Payments: Depreciation and any amortized amounts plus the Rent Charge                                                                                                                    | =\$ 13260.00 |
| h. Lease Payments: The number of payments in your Lease                                                                                                                                                           | + 39         |
| i. Base Monthly Payment                                                                                                                                                                                           | =\$ 340.00   |
| j. Monthly Sales / Use Taxes                                                                                                                                                                                      | +\$ N/A      |
| k. N/A                                                                                                                                                                                                            | +\$ N/A      |
| l. Total Monthly Payment                                                                                                                                                                                          | =\$ 340.00   |

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

8. Excessive Wear and Use. You may be charged for excessive wear and use (Mileage Allowance) for the term of this Lease, at a specific rate per mile for 15 cents; if 11a is \$20,001 - \$35,000, rate per mile is 18 cents; if 11a is \$35,001 - \$50,000, rate per mile is 25 cents; if 11a is greater than \$50,000, the rate per mile is 40 cents.
9. Purchase Option at End of Lease Term. You have an option to purchase the vehicle at the end of the Lease term for \$ 15638.40, plus a Purchase Option Fee of \$ 500.00 plus all official fees and taxes. See the information for details.
10. Other Important Terms. See your Lease documents for additional information, including maintenance responsibilities, warranties, late and default charges, and any security interest, if applicable.

ALL-STATE LEGAL

PLAINTIFF'S  
EXHIBIT

A

NYSCEP Motor Vehicle 1

b. Approved Dealer Installed Equipment \$ 1511.00  
 c. Acquisition Fee (if capitalized) \$ 895.00  
 d. Optional Warranty / Service Contract \$ N/A  
 e. Sales / Use Tax \$ N/A  
 f. Other Tax (describe) N/A \$ N/A  
 g. N/A \$ N/A  
 h. N/A \$ N/A  
 j. Gross Capitalized Cost \$ 31447.67

## 12. Estimated Official Fees and Taxes

The total estimated amount you will pay for official fees, license, title and registration fees, and taxes over the term of your Lease, whether included with your Monthly Payment or assessed otherwise is \$ 1823.44. This is an estimate and the actual total of Official Fees and Taxes may be higher or lower than this estimate. The actual total of Official Fees and Taxes depends on the rates in effect, the value of the vehicle, and the garage location of the vehicle at the time the fees and taxes are assessed.

## 13. Mileage Allowance

The Base Monthly Payment and Residual Value for this Lease have been calculated, in part, using the Mileage Allowance entered for the term of this Lease. 39,000  
 Enter mileage allowance Mileage Allowance for the term of this Lease.

## 14. Additional Disclosures Required by New York Law

Capitalized Cost - this is the sum of the Adjusted Capitalized Cost and any Capitalized Cost Reduction. The Capitalized Cost and the amount of the Monthly Payment may be negotiable. \$ 31447.67

Adjusted Capitalized Cost - this is the amount which is capitalized in connection with the lease and is used in determining the amount of your Monthly Payment. This amount will be used in determining your Early Termination Liability. The Adjusted Capitalized Cost may be used to compare the early termination provisions of competing lessors. \$ 26828.36

If the vehicle is new, it is covered by a standard new vehicle warranty from the manufacturer.

If the vehicle is used, it is not covered by a warranty unless identified below:

Please initial Remainder of standard new vehicle warranty from manufacturer

Please initial Used vehicle warranty from manufacturer

Please initial Used vehicle warranty from other third-party provider

We lease the vehicle to you "AS IS". EXCEPT AS EXPRESSLY PROVIDED UNDER THIS LEASE, AND UNLESS PROHIBITED BY LAW, WE MAKE NO WARRANTIES OR REPRESENTATIONS, EITHER EXPRESS OR IMPLIED, AS TO THE VEHICLE'S (OR ANY PART OR ACCESSORY THEREOF) CONDITION, MERCHANTABILITY, OR FITNESS FOR ANY PARTICULAR PURPOSE AND WE MAKE NO OTHER REPRESENTATION OR WARRANTY WHATSOEVER.

## 16. Optional Extended Warranty / Service Plans

You choose the optional coverage(s) for the price(s) indicated, below:

Coverage will be for N/A months or N/A miles, whichever happens first. This coverage is not provided by the Lessor. You must pursue all matters related to this coverage, including refunds, through the provider. The terms and conditions for this coverage are in a separate contract, which you have received and read.

If the price of this coverage is also included in the Remization of Gross Capitalized Cost, line 11d, it will be included in the Base Monthly Payments. If not, you have paid for the coverage in full upon signing this Lease.

Service Agreement \$ N/A Extended Warranty Agreement \$ N/A  
 Coverage Provider(s): N/A

## NOTICES/SIGNATURES

**WARNING: Important consumer protections may not apply if this agreement indicates that you are leasing the vehicle primarily for agriculture, business, or commercial use.**

**NOTICE TO LESSEE: (1) DO NOT SIGN THIS AGREEMENT BEFORE YOU READ IT OR IF IT CONTAINS ANY BLANK SPACES. (2) YOU ARE ENTITLED TO A COMPLETELY FILLED IN COPY OF THIS AGREEMENT WHEN YOU SIGN IT.**

## LESSEE

By signing below, you acknowledge that:

- This Lease is completely filled out;
- You have read this entire Lease carefully and agree to all of its terms, INCLUDING THE IMPORTANT ARBITRATION DISCLOSURES AND PRIVACY POLICY ON THE FOLLOWING PAGES;
- You have received a completed copy of this Lease; and the Lessor may assign all right, title and interest in this Lease, vehicle and Guaranty to anyone.

## MOTOR VEHICLE LEASE AGREEMENT

X  
 Lessor  
 By [REDACTED]

X  
 Lessee  
 By [REDACTED]

Title NY  
 Driver's license number / State

Title  
 Driver's license number / State

## GUARANTY

The Guarantor(s) named below absolutely and unconditionally guarantee(s) payment of all amounts owed under this Lease, including attorney's fees that the Lessor incurs in enforcing this Lease or Guaranty. Guarantor(s) shall be jointly and severally liable and agree that this Guaranty shall not be affected by any changes to this Lease. Guarantor(s) has/have received a completed copy of this Lease and Guaranty at the time of signing.

X Guarantor X Guarantor  
 Print Name Print Name  
 Address Address  
 Address Address

## Insurance Verification

Lessor (or Dealer) has verified that the Insurance coverage described in Section 19 is in force on the date of this Lease. All matters regarding insurance should be sent to:  
 Fusion Auto Finance LLC, 210 Airport Freeway, Bedford, TX 76022.

GEICO [REDACTED]  
 My insurance company Policy No. Insurance verified by (initials of employee of Lessor/Dealer)  
 GEICO  
 ONE GEICO PLAZA WASHINGTON DC 20076 Phone number  
 Address

## LESSOR SIGNATURE AND ASSIGNMENT

By signing below, the Lessor accepts the terms and conditions of this Lease.

GARDEN CITY JEEP CHR

Lessor (or its attorney-in-fact)

Title

NOTICE - SEE OTHER SIDE FOR IMPORTANT INFORMATION.  
 THE ADDITIONAL TERMS AND CONDITIONS ON THE REVERSE SIDE ARE A PART OF THIS LEASE.

## Repair Order Detail - Internal Copy

RO Number: [REDACTED]

RO Status: CLOSED

Customer: [REDACTED]  
Phone(s): Contact: [REDACTED]  
Vehicle: 2C4RC1DG7HR [REDACTED]Main: [REDACTED]  
2017 PACI BKClick to View Cust Copy  
Cell:Mileage: 1,966  
Service advisor: 2450  
Tag number: [REDACTED]Payment type: CASH  
Promised time: 02:00 PM  
Promised date: 04/11/2017Waiter: No  
Estimate: 0.00  
Customer Comments: No

A AC/Heating Concern [Customer states Ad blew warm check adv]  
24011201 WP R1234YF - System leak 1.00 126.65  
test and recharge -  
Leak Test and Correct  
Fill This operation  
is only used when  
refrigerant is  
missing and no leaks  
are found (1 -  
Semi-Skilled)

Tech(s): 5571

Pts: 0.00 Lbr: 126.65 Other: 0.00 Total Line A: 126.65  
Story: 1966 Verified customer concern, inspected system and find  
low on refrigerant. Removed under body shields front to back  
and inspected all lines for signs of leakage. No external  
leaks found. Hooked up R1234yf machine and evacuated, leak  
tested, re-evacuated and charged system and checked for  
leaks again. No external leaks found, recovered refrigerant  
and evacuated and re-charged system with refrigerant and  
tested system.

B RRT 1 [16-097: 2017 RU AIR CONDITIONING INOPERATIVE]  
24452593 WP Line, suction and 0.20 25.33  
liquid - Inspect  
Inspect A/C System  
for Refrigerant Leaks  
(1 - Semi-Skilled)

Tech(s): 5571

Pts: 0.00 Lbr: 25.33 Other: 0.00 Total Line B: 25.33  
Story: 1966 20 Inspected lines for leaks, none found.

C RRT 2 [16-080: 2017 RU AIR CONDITIONING INOPERATIVE]  
2410019C WP Compressor - Test 0.30 38.00  
Conduct A/C  
Performance Test (1 -  
Semi-Skilled)

Tech(s): 5571

Pts: 0.00 Lbr: 38.00 Other: 0.00 Total Line C: 38.00  
Story: 1966 RAn A/C performance test, failed. Inspected system  
and find low on refrigerant.

D Multi-point inspection (according to ma  
VC ICOUP Multi-point 0.00 0.00  
inspection (acc  
to maintenance



## Repair Order Detail - Internal Copy

RO Number: [REDACTED]

RO Status: CLOSED

Customer: [REDACTED]  
Phone(s): Contact: [REDACTED]  
Vehicle: 2C4RC1DG7HR [REDACTED]Main: [REDACTED]  
2017 PACI BKClick to View Cust Copy  
Cell:Mileage: 1,966  
Service advisor: 2450  
Tag number: [REDACTED]Payment type: CASH  
Promised time: 02:00 PM  
Promised date: 04/11/2017Waiter: No  
Estimate: 0.00  
Customer Comments: No

interval)

Tech(s): 5571  
Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line D: 0.00

---

E\*\* SCAN FOR WI TECH UPDATES

18191497 WP Module, Door - 0.20 25.33  
Reprogram Module,  
Door (DDM and PDM) -  
Reprogram (0 - Low  
Skilled)

Tech(s): 5571  
18523392 WP Module, Memory Seat 0.30 38.00  
Control - Reprogram  
Module, Memory Seat  
Module (MSM) -  
Reprogram (0 - Low  
Skilled)

Tech(s): 5571  
Pts: 0.00 Lbr: 63.33 Other: 0.00 Total Line E: 63.33

Story: 1966 50 Flash updated DDM, PDM and MSM modules.  
Initialized modules and cleared all codes.

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: 2C4RC1DG7HR [REDACTED]Main: [REDACTED]  
2017 PACI BKClick to View Cust Copy  
Cell:Mileage: 3,014  
Service advisor: 2450  
Tag number: [REDACTED]Payment type:  
Promised time: 11:15 AM  
Promised date: 05/25/2017Waiter: No  
Estimate: 0.00  
Customer Comments: No

C Replace synthetic engine oil and filter  
3800OF ICoup \$38.00 FULL SYNTHETIC OIL CHANGE 0.30 38.00

Tech(s): 5571  
68191349AB 1 FILTER-ENGINE OIL 7.37  
2AMO2004AA 6 OIL-0W20 33.66  
3800OF ICoup \$38.00 FULL SYNTHETIC OIL CHANGE 0.00 38.00

Tech(s): 5571  
Pts: 41.03 Lbr: 76.00 Other: 0.00 Total Line C: 117.03  
Story: 3014 30 LUBE OIL AND FILTER SERVICE USING FULL SYNTHETIC  
0W-20 OIL, SET TIRE PSI, TOP WASHER FLUID.

D C/S A/C BLOWS WARM AIR DIAG ADVISE  
85410000 WP OPERATION DIAGNOSTIC 1.80 227.97

Tech(s): 5571  
68322280AA 1 O-RING-A/C LINE 0.67  
68322273AA 1 O-RING-A/C LINE 0.86

Pts: 1.53 Lbr: 227.97 Other: 0.00 Total Line D: 229.50  
Story: 3014 Recovered 0.80 lbs refrigerant, inspected system for  
leaks and find residue on line connections where front to  
rear lines meet. Accessed lines and replaced seals.  
Evacuated, leak checked, re-evacuated and charged system  
with 1050gms r1234yf refrigerant. Tested operation, OK.

E CUSTOMER REQUESTS PERFORM MULTI-POINT INSPECTION  
VC ICoup CUSTOMER REQUESTS PERFORM MULTI-POINT INSPECTION 0.00 0.00

Tech(s): 5571  
Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line E: 0.00

F DIAGNOSTIC SERVICE  
DIAG ICoup DIAGNOSTIC SERVICE 0.00 0.00

Tech(s): 5571  
Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line F: 0.00

G SUPPLIED CUST WITH RENTAL AS PER TRANSPORTATION AGREEMENT COVERED  
FOR A MAXIMUM OF 5 DAYS ONLY, AS PER SERVICE CONTRACT GUIDE LINE,  
ANYTHING OVER 5 DAYS WILL BECOME CUSTOMERS RESPONSIBILITY  
LOANER ICoup SUPPLIED CUST WITH RENTAL AS PER  
TRANSPORTATION AGREEMENT COVERED FOR A MAXIMUM OF 5 DAYS 0.00 0.00



## Repair Order Detail - Internal Copy

RO Number: [REDACTED]

RO Status: CLOSED

Customer: [REDACTED]  
Phone(s): Contact: [REDACTED]  
Vehicle: 2C4RC1DG7HR [REDACTED]Main: [REDACTED]  
2017 PACI BKClick to View Cust Copy  
Cell:Mileage: 3,014  
Service advisor: 2450  
Tag number: [REDACTED]Payment type:  
Promised time: 11:15 AM  
Promised date: 05/25/2017Waiter: No  
Estimate: 0.00  
Customer Comments: No~~~~~  
ONLY, AS PER SERVICE  
CONTRACT GUIDE LINE,  
ANYTHING OVER 5 DAYS  
WILL BECOME CUSTOMERS  
RESPONSIBILITYTech(s): 5571  
Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line G: 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: 2C4RC1DG7HR [REDACTED]

Main: [REDACTED]

2017 PACI

BK

Click to View Cust Copy

Cell:

Mileage: 3,334

Service advisor: 2450

Tag number: [REDACTED]

Payment type: CASH

Promised time: 12:45 PM

Promised date: 06/14/2017

Waiter: No

Estimate: 0.00

Customer Comments: No

|             |                                                                                          |                                 |       |        |                             |
|-------------|------------------------------------------------------------------------------------------|---------------------------------|-------|--------|-----------------------------|
| C           | General Concern #1 [Repair scratch on front bumper drivers side marked in yellow marker] |                                 |       |        |                             |
| 99          | ISP                                                                                      | SENT TO NORTH STAR              |       | 0.00   | 0.00                        |
| Tech(s): 99 |                                                                                          |                                 |       |        |                             |
| SUBL        | ISP                                                                                      | VIN# HR [REDACTED]              | BILL# |        | 325.00                      |
|             |                                                                                          | 2745                            |       |        |                             |
| Pts:        | 0.00                                                                                     | Lbr:                            | 0.00  | Other: | 325.00 Total Line C: 325.00 |
| D           | General Concern #2 [Lanier car]                                                          |                                 |       |        |                             |
| 99          | ICOUP                                                                                    | General Concern #2 [Lanier car] |       | 0.00   | 0.00                        |
| Tech(s): 99 |                                                                                          |                                 |       |        |                             |
| Pts:        | 0.00                                                                                     | Lbr:                            | 0.00  | Other: | 0.00 Total Line D: 0.00     |

Customer Pay

Labor

Parts

Lube

Sublet

Miscellaneous/Shop Charge

Deductible

Total Charges

Less Insurance/Adjustment

Sales Tax

Total

0.00  
0.00  
0.00  
0.00  
0.00  
0.00  
0.00  
0.00  
0.00  
0.00



## Repair Order Detail - Internal Copy

RO Number: [REDACTED]

RO Status: CLOSED

Customer: [REDACTED]  
Phone(s): Contact: [REDACTED]  
Vehicle: 2C4RC1DG7HR [REDACTED]Main: [REDACTED]  
2017 PACI BKClick to View Cust Copy  
Cell:Mileage: 3,741  
Service advisor: 4947  
Tag number: [REDACTED]Payment type: CASH  
Promised time: 09:00 AM  
Promised date: 07/11/2017Waiter: No  
Estimate: 0.00  
Customer Comments: No

~~~~~

B AC/Heating Concern [Customer states is not blowing cold]  
24011102 WP R1234YF - System 1.20 151.98  
refrigerant recovery  
and recharge - With  
Repair Note: this  
operation is used  
whenever it is  
necessary to test,  
recover, replace  
failed A/C plumbing  
component, and  
recharge the A/C  
system..

Tech(s): 1048  
241001P1 WP Compressor - Replace 1.00 126.65  
3.2-3.6 Liter engine  
(1 - Semi-Skilled)

Tech(s): 1048  
68225206AB 1 COMPRESSO-AIR 313.52  
CONDITIONING  
68322211AA 1 SEAL-SLIM LINE 5.26  
68030834AA 1 SEAL-SLIM LINE 22.37

Pts: 341.15 Lbr: 278.63 Other: 0.00 Total Line B: 619.78

Story: 3741 verified concern. evacuated syystem and pulled out  
.105 kg. system almost empty. filled system and leak tested  
found back of ac compressor covered in refrigerant. removed  
and replaced compressor and two seals. charged system and  
releak tested. no problem found. operating as designed

~~~~~

C Multi-point inspection (according to maintenance interval)  
VC ICoup Multi-point 0.00 0.00  
inspection (according  
to maintenance  
interval)

Tech(s): 1048

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line C: 0.00

~~~~~

D SUPPLIED CUST WITH RENTAL AS PER TRANSPORTATION AGREEMENT COVERED  
FOR A MAXIMUM OF 5 DAYS ONLY, AS PER SERVICE CONTRACT GUIDE LINE,  
ANYTHING OVER 5 DAYS WILL BECOME CUSTOMERS RESPONSIBILITY

LOANER ICoup SUPPLIED CUST WITH 0.00 0.00  
RENTAL AS PER  
TRANSPORTATION  
AGREEMENT COVERED FO  
A MAXIMUM OF 5 DAYS





## Repair Order Detail - Internal Copy

RO Number: [REDACTED]

RO Status: CLOSED

Customer: [REDACTED]

Phone(s): Contact: [REDACTED]

Vehicle: 2C4RC1DG7HR [REDACTED]

Main: [REDACTED]

2017 PACI [REDACTED]

BK

Click to View Cust Copy  
Cell:

Mileage: 3,741

Service advisor: 4947

Tag number: [REDACTED]

Payment type: CASH

Promised time: 09:00 AM

Promised date: 07/11/2017

Waiter: No

Estimate: 0.00

Customer Comments: No

~~~~~

ONLY, AS PER SERVICE  
CONTRACT GUIDE LINE,  
ANYTHING OVER 5 DAYS  
WILL BECOME CUSTOMERS  
RESPONSIBILITY

|               |                    |             |      |               |      |
|---------------|--------------------|-------------|------|---------------|------|
| Tech(s): 1048 |                    |             |      |               |      |
| Pts:          | 0.00               | Lbr:        | 0.00 | Other:        | 0.00 |
|               |                    |             |      | Total Line D: | 0.00 |
| ~~~~~         |                    |             |      |               |      |
| E             | STAR CASE 31950098 |             |      |               |      |
| 99            | WP                 | MISC REPAIR |      |               | 0.00 |
| Tech(s): 1048 |                    |             |      |               |      |
| Pts:          | 0.00               | Lbr:        | 0.00 | Other:        | 0.00 |
|               |                    |             |      | Total Line E: | 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: 2C4RC1DG7HR [REDACTED]

Main: [REDACTED]

2017 PACI

BK

Click to View Cust Copy

Cell:

Mileage: 3,886

Service advisor: 4947

Tag number: [REDACTED]

Payment type: CASH

Promised time: 11:00 AM

Promised date: 07/18/2017

Waiter: No

Estimate: 0.00

Customer Comments: No

~~~~~

A C/S CK ENGINE LIGHT IS ON  
 14701026 WP Line/tube fuel - 0.40 50.66  
 Replace Front  
 disconnect to fuel  
 rail one or all (1 -  
 Semi-Skilled)

Tech(s): 5571  
 52030445AA 1 TUBE-FUEL SUPPLY  
 Pts: 43.59 Lbr: 50.66 Other: 0.00 Total Line A: 94.25

Story: 3886 Checked for codes find P018C. Followed diagnostics  
 and diagnose failed fuel rail pressure sensor. Ordered part  
 7/19/2017. Replaced fuel rail pressure sensor and cleared  
 code.

~~~~~

B MULTI POINT INSPECTION  
 VC ICoup CUSTOMER REQUESTS 0.00 0.00  
 PERFORM MULTI-POINT  
 INSPECTION

Tech(s): 5571  
 Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line B: 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: 2C4RC1DG7HR [REDACTED]Main: [REDACTED]  
2017 PACI BKClick to View Cust Copy  
Cell:Mileage: 4,642  
Service advisor: 4947  
Tag number: [REDACTED]Payment type: CASH  
Promised time: 08:45 AM  
Promised date: 08/10/2017Waiter: No  
Estimate: 0.00  
Customer Comments: No

~~~~~

A General Concern #1 [Customer states the lift gate does not make the beep sound when opening or closing]

|          |    |                       |      |       |
|----------|----|-----------------------|------|-------|
| 08453801 | WP | Module, warning chime | 0.30 | 38.00 |
|          |    | - Test and Replace    |      |       |
|          |    | Power liftgate (1 -   |      |       |
|          |    | Semi-Skilled)         |      |       |

Tech(s): 1048  
55364517AB 1 CHIME-WARNING.

|      |      |      |       |        |      |               |       |
|------|------|------|-------|--------|------|---------------|-------|
| Pts: | 9.85 | Lbr: | 38.00 | Other: | 0.00 | Total Line A: | 9.85  |
|      |      |      |       |        |      |               | 47.85 |

Story: 4517 verified concern. tested for power and ground at chime module found it good and module inop. removed and replaced chime. operated liftgate. chime operating as designed

~~~~~

B Loaner Vehicle

|        |       |                      |      |      |
|--------|-------|----------------------|------|------|
| LOANER | ICOUP | NO LOANER WAS NEEDED | 0.00 | 0.00 |
|--------|-------|----------------------|------|------|

Tech(s): 99

|      |      |      |      |        |      |               |      |
|------|------|------|------|--------|------|---------------|------|
| Pts: | 0.00 | Lbr: | 0.00 | Other: | 0.00 | Total Line B: | 0.00 |
|------|------|------|------|--------|------|---------------|------|

~~~~~

C CUSTOMER REQUESTS PERFORM MULTI-POINT INSPECTION

|    |    |                     |      |      |
|----|----|---------------------|------|------|
| VC | CP | CUSTOMER REQUESTS   | 0.00 | 0.00 |
|    |    | PERFORM MULTI-POINT |      |      |
|    |    | INSPECTION          |      |      |

Tech(s): 1048

|      |      |      |      |        |      |               |      |
|------|------|------|------|--------|------|---------------|------|
| Pts: | 0.00 | Lbr: | 0.00 | Other: | 0.00 | Total Line C: | 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 |



CUSTOMER #: [REDACTED]

GARDEN CITY JEEP CHRYSLER DODGE LLC  
283 N. FRANKLIN ST.  
HEMPSTEAD, NY 11550-1310  
PHONE: (516) 483-2700 FAX: (516) 483-1474

\*INVOICE\*

HEMPSTEAD, NY

PAGE 1

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

SERVICE ADVISOR: 4947 JENNIE SUMRAH

| COLOR         | YEAR          | MAKE/MODEL                     | VIN                                   | LICENSE | MILEAGE IN/OUT | TAG      |
|---------------|---------------|--------------------------------|---------------------------------------|---------|----------------|----------|
| BK            | 17            | CHRYSLER PACIFICA              | 2C4RC1DG7HR                           |         | 5383/5383      |          |
| DEL DATE      | PROD DATE     | WARR EXP                       | PROMISED                              | PO NO   | RATE           | PAYMENT  |
| 31JAN17 DD    |               |                                | 19:30 07SEP17                         |         | 0.00           | CASH     |
| R/O OPENED    | READY         | OPTIONS                        | SOLD-STK                              | DLR     | 60227          | INV DATE |
| 17:47 07SEP17 | 12:18 08SEP17 | ENG:ERF 3.6L V6 24V VVT Engine | TRN:DFH 9-Spd 948TE FWD Auto Trans 9) |         |                | 08SEP17  |

| LINE | OPCODE         | TECH                                                                 | TYPE | HOURS | LIST | NET | TOTAL |
|------|----------------|----------------------------------------------------------------------|------|-------|------|-----|-------|
| A    | Recall / CSN 1 | [T23: Customer Satisfaction Notification T23 - EGR Valve Function**] |      |       |      |     |       |

CAUSE: t23 egr flash  
18T23182 Customer Satisfaction Notification T23 -  
Powertrain Control Module Software Update -  
Reprogram Reprogram Powertrain Control  
Module (0 - Low Skilled)  
1048 WP  
FC: PART#: COUNT: (N/C)  
CLAIM TYPE: S  
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00  
updated pcm software as per t23 instructions

B General Concern #3 [Customer States WHEN MAKING A RIGHT TURN OR JUST  
DRIVING THE ENGINE SHUT OF BUT THE LIGHTS ARE ON THE DASH AND  
THE D IS ON THE SHIFTER BLINKS]

CAUSE: cs vehicle stalls  
85410905 Engine Mechanical, Trouble Not Found -  
No Repair/Trouble Not Found Engine  
Performance (2 - Skilled)  
1048 WP  
FC: OD PART#: COUNT: (N/C)  
CLAIM TYPE: W  
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00  
test drove vehicle making right and left turn and could not  
duplicate. scanned vehicle and found no related codes. found no related

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

STATEMENT OF DISCLAIMER  
The factory warranty constitutes all  
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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 liability in  
of this

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

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



CUSTOMER #: [REDACTED]

GARDEN CITY JEEP CHRYSLER DODGE LLC  
283 N. FRANKLIN ST.  
HEMPSTEAD, NY 11550-1310  
PHONE: (516) 483-2700 FAX: (516) 483-1474

\*INVOICE\*

HEMPSTEAD, NY

PAGE 2

HOME [REDACTED]

CONT: [REDACTED]

BUS: [REDACTED]

CELL: [REDACTED]

SERVICE ADVISOR: 4947 JENNIE SUMRAH

|             |  |           |                   |               |             |          |         |                  |         |          |
|-------------|--|-----------|-------------------|---------------|-------------|----------|---------|------------------|---------|----------|
| COLOR       |  | YEAR      | MAKE/MODEL        |               | VIN         |          | LICENSE | MILEAGE IN / OUT |         | TAG      |
| BK          |  | 17        | CHRYSLER PACIFICA |               | 2C4RC1DG7HR |          |         | 5383/5383        |         |          |
| DEL DATE    |  | PROD DATE | WARR EXP          | PROMISED      |             | PO NO    |         | RATE             | PAYMENT | INV DATE |
| 31JAN17 DD  |  |           |                   | 19:30 07SEP17 |             |          |         | 0.00             | CASH    | 08SEP17  |
| R.O. OPENED |  | READY     |                   | OPTIONS       |             | SOLD STK |         |                  |         |          |

17:47 07SEP17 12:18 08SEP17

ENG:ERF 3.6L V6 24V VVT Engine  
TRN:DFH 9-Spd 948TE FWD Auto Trans 9)

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

star cases or updates, operating as designed at this time

C Multi-point inspection (according to maintenance interval)  
VC Multi-point inspection (according to maintenance interval)

1048IC0UP  
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: (N/C) 0.00

D Loaner Vehicle

LOANER Loaner Vehicle

1048IC0UP  
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: (N/C) 0.00

THANK YOU FOR YOUR PATRONAGE. IF WE DID NOT  
PROVIDE YOU WITH EXCELLENT SERVICE PLEASE  
CONTACT MATT MESSINA AT 516-483-5777 EXT365  
NY STATE SHOP ID #R7160746



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

## 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.

| 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   |

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

CUSTOMER SIGNATURE



CUSTOMER #: [REDACTED]

GARDEN CITY JEEP CHRYSLER DODGE LLC  
 283 N. FRANKLIN ST.  
 HEMPSTEAD, NY 11550-1310  
 PHONE: (516) 483-2700 FAX: (516) 483-1474

\*INVOICE\*

HEMPSTEAD, NY

PAGE 1

HOME [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 4947 JENNIE SUMRAH

|             |           |          |                   |         |             |         |                |          |     |
|-------------|-----------|----------|-------------------|---------|-------------|---------|----------------|----------|-----|
| COLOR       |           | YEAR     | MAKE/MODEL        |         | VIN         | LICENSE | MILEAGE IN/OUT |          | TAG |
| BK          |           | 17       | CHRYSLER PACIFICA |         | 2C4RC1DG7HR |         | 6011/6011      |          |     |
| DEL DATE    | PROD DATE | WARR EXP | PROMISED          |         | PO NO       | RATE    | PAYMENT        | INV DATE |     |
| 31JAN17 DL  |           |          | 17:00 27SEP17     |         |             | 0.00    | CASH           | 04OCT17  |     |
| R.O. OPENED |           | READY    |                   | OPTIONS |             |         |                |          |     |

| LINE | OPCODE                                              | TECH | TYPE | HOURS | LIST | NET | TOTAL |
|------|-----------------------------------------------------|------|------|-------|------|-----|-------|
| A    | CUSTOMER REQUESTS PERFORM MULTI-POINT INSPECTION    |      |      |       |      |     |       |
|      | VC CUSTOMER REQUESTS PERFORM MULTI-POINT INSPECTION |      |      |       |      |     |       |
|      | 1048ICOU                                            |      |      |       |      |     |       |

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

B C/S THE REAR AC NO AIR FROM THE VENTS  
 CAUSE: rear hvac inop  
 85410700 Cooling, Trouble Not Found - No  
 Repair/Trouble Not Found Cooling (2 -  
 Skilled)

|                      |  |  |  |  |  |  |       |
|----------------------|--|--|--|--|--|--|-------|
| 1048 WP              |  |  |  |  |  |  | (N/C) |
| FC: OD PART#: COUNT: |  |  |  |  |  |  |       |
| CLAIM TYPE: W        |  |  |  |  |  |  |       |
| AUTH CODE:           |  |  |  |  |  |  |       |

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00  
 initially hvac system was working correctly. after about 10 min of  
 operation rear fan went inop. RHVAC module threw code b10e8-11  
 followed diag AND found no problems. through the course of the diag the  
 ac became operational again. found star case [REDACTED] and found poor  
 pin fit at rear hvac power supply. corrected pin fit. operating as  
 designed.

C C/S THE CAR STALLS OUT AT A STOP INTERMITTENTLY DID IT LESS SINCE THE EGR  
 RECALL  
 CAUSE: car stalls intermittently  
 85411001 Engine Driveability, Trouble Not Found -  
 No Repair/Trouble Not Found Driveability (2  
 - Skilled)

|                   |  |  |  |  |  |  |       |
|-------------------|--|--|--|--|--|--|-------|
| 1048 WP           |  |  |  |  |  |  | (N/C) |
| FC: PART#: COUNT: |  |  |  |  |  |  |       |

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE  
 INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE  
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 VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED  
 UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY  
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 Seller neither assumes nor  
 authorizes any other person to  
 make any statement of this

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

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON



CUSTOMER COPY

CUSTOMER #: [REDACTED]

GARDEN CITY JEEP CHRYSLER DODGE LLC  
283 N. FRANKLIN ST.  
HEMPSTEAD, NY 11550-1310  
PHONE: (516) 483-2700 FAX: (516) 483-1474

\*INVOICE\*

PAGE 2

HEMPSTEAD, NY

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 4947 JENNIE SUMRAH

|              |  |            |                   |  |                                |        |           |                  |           |           |
|--------------|--|------------|-------------------|--|--------------------------------|--------|-----------|------------------|-----------|-----------|
| COLOR        |  | YEAR       | MAKE/MODEL        |  | VIN                            |        | LICENSE   | MILEAGE IN / OUT |           | TAG       |
| 3K           |  | 17         | CHRYSLER PACIFICA |  | 2C4RC1DG7HR                    |        |           | 6011/6011        |           |           |
| DEL. DATE    |  | PROD. DATE | WARR. EXP.        |  | PROMISED                       | PO NO. | RATE      | PAYMENT          |           | INV. DATE |
| 11JAN17 DE   |  |            |                   |  | 17:00 27SEP17                  |        | 0.00      | CASH             |           | 04OCT17   |
| R.O. OPENED  |  |            | READY             |  | OPTIONS:                       |        | SOLD-STK: |                  | DLR:60227 |           |
| 0:32 27SEP17 |  |            | 12:26 04OCT17     |  | ENG:ERF_3.6L V6 24V VVT Engine |        |           |                  |           |           |
| LINE         |  |            | OPCODE            |  | TECH                           |        | TYPE      |                  | HOURS     |           |
|              |  |            | CLAIM TYPE        |  |                                |        | LIST      |                  | NET TOTAL |           |

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00  
could not duplicate concern, operating as designed

\*\*\*\*\*  
I SUPPLIED CUST WITH RENTAL AS PER TRANSPORTATION AGREEMENT COVERED FOR  
A MAXIMUM OF 5 DAYS ONLY, AS PER SERVICE CONTRACT GUIDE LINE,  
ANYTHING OVER 5 DAYS WILL BECOME CUSTOMERS RESPONSIBILITY  
LOANER SUPPLIED CUST WITH RENTAL AS PER  
TRANSPORTATION AGREEMENT COVERED FOR A  
MAXIMUM OF 5 DAYS ONLY, AS PER SERVICE  
CONTRACT GUIDE LINE, ANYTHING OVER 5 DAYS  
WILL BECOME CUSTOMERS RESPONSIBILITY

1048 CP  
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00  
\*\*\*\*\*

THANK YOU FOR YOUR PATRONAGE. IF WE DID NOT  
PROVIDE YOU WITH EXCELLENT SERVICE PLEASE  
CONTACT MATT MESSINA AT 516-483-5777 EXT365  
NY STATE SHOP ID # [REDACTED]

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE  
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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.

| 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<br>THIS AMOUNT | 0.00   |

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

CUSTOMER SIGNATURE



**National Center for Dispute Settlement**

December 19, 2016

12900 Hall Road • Suite 401

Sterling Heights, MI 48313

(800) 777-8119

(586) 226-2470

Fax: (586) 226-2559

[REDACTED]  
Priceton, IN [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, Mark Lammers, 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

[REDACTED]

Rosemary Bass x.114  
Case Administrator

Enclosure: as noted

cc: Customer Relations Manager, FCA US LLC  
J Wilderman Autoplex Corp  
Mark Lammers





**National Center for Dispute Settlement**

December 19, 2016

12900 Hall Road • Suite 401

Sterling Heights, MI 48313

(800) 777-8119

(586) 226-2470

Fax: (586) 226-2559

[REDACTED]  
Priceton, IN [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

[REDACTED]  
Rosemary Bass x.114  
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 [REDACTED] Last name [REDACTED]  
☒ Mrs. Street address [REDACTED]  
☐ Ms. [REDACTED]  
 City Princeton State IN 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: 06 / 28 / 2016  
 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: 5000 miles  
 Vehicle Identification Number: 2C4RC1EG0HR [REDACTED]  
 Selling dealer and address: J. Wilderman Autoplex, 1422 W. Ninth Street, Mt. Carmel, IL 62863  
 Dominant Servicing Dealer: J. Wilderman Autoplex

**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:<br>A/C won't cool properly                | Autoworld, Inc<br>Anytown, VA                                                  | 4/23/99 3,500 miles<br># [REDACTED]                                      | Yes No                                     |
| Battery is dead , won't take charge                | J. Wilderman autoplex                                                          | 8/22/2016                                                                | Yes No <input checked="" type="checkbox"/> |
| Stalled in traffic                                 | J. Wilderman                                                                   | 10/08/2016                                                               | Yes No <input checked="" type="checkbox"/> |
| Seat heater came on , heated steerin wheel came on |                                                                                | 7/12/2016, 11/20/2016                                                    | Yes No <input checked="" type="checkbox"/> |
| Battery is dead                                    | J. Wilderman                                                                   | 10/26/2016                                                               | Yes No <input checked="" type="checkbox"/> |
| Battery is dead                                    | J. Wilderman                                                                   | 11/27/2016                                                               | Yes No <input checked="" type="checkbox"/> |

Has the vehicle been involved in an accident?

☐ YES ☒ NO

If YES, give date of accident: \_\_\_\_\_

Specify damaged area: \_\_\_\_\_

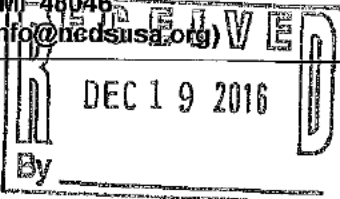
**Resolution Sought:**

Repurchase ☐ Replacement ☒  
 Repair ☐ Reimbursement ☐

X [REDACTED] 12/09/2016  
 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](mailto:info@ncdsusa.org))



Dec. 10, 2016

To Whom It May Concern:

Enclosed is the Customer Claim Form for our 2017 Chrysler Pacifica, Vin # 2C4RC1EG0HR [REDACTED]

I would like to give you more information than what I was able to include on the form. The issues with our van are entirely random, and that is why the dealership cannot replicate the problems. We have replaced the battery, and the van still was dead a month later. The van is garage-kept, and so the weather has not been a factor. The first time, in August, one of the salesmen from the dealership tried to start it, but it would not take a charge. We ended up calling Roadside Assistance--he could not get it to take a charge either, and so he towed it to the dealership--where it took a charge!

Since then it has stalled in traffic as I was turning left! The heated steering wheel and heated seats have each come on at will, and it has been dead 2 more times. The dealership has been driving the car off and on for 4 months--we are still using a loaner vehicle--but the van will not act up for them. I am afraid to drive the vehicle because I am reasonably sure it must be electrical/computer problems- which as you know are entirely unpredictable.

We are very frustrated with the van and need help. We paid for extended warranty protection and for Xzilon protection , an additional \$2500, besides \$40,000 for a vehicle that we do not trust.

Please understand that we do NOT complain often----this is our 7th Chrysler van since 1986----In addition, my father owned a Desoto/Plymouth and later Dodge dealership beginning in the 1950's. I grew up on a Chrysler car lot and am well aware of the difficulties of dissatisfied customers. However, I have been a loyal Chrysler customer since I bought my first vehicle in 1972. Both of my children drive Chrysler products as well.

My husband and I are asking for your help in replacing this van--we still want a Pacifica. I hope that we can resolve these issues .

Sincerely,

[REDACTED]  
[REDACTED]  
[REDACTED] Princeton, IN [REDACTED]

Print

Date: Thursday, December 1, 2016 12:48 PM  
From: Libby Crockett <ecrockett@agero.com>  
To: [REDACTED]  
Subject: Proof of Service Letter - Case # [REDACTED]

8/22/2016

[REDACTED]  
PRINCETON, IN [REDACTED]

Dear Ms. [REDACTED]

Thank you for contacting Chrysler Roadside Assistance to request a service history for a 2017 CHRYSLER Pacifica.

Vehicle Identification Number: 2C4RC1EG0HR [REDACTED]

Date of Service: 8/22/2016

Reference Number: [REDACTED]

Reason for Service: Won't Start

Disablement Location: 545 Old Petersburg Rd Princeton, IN 47670

Tow To Location: J Wilderman Autoplex Corp. 1422 West 9th St Mt Carmel, IL 62863

The above listed service call reflects the time that you or your designate called for roadside assistance. This call does not reflect the nature of any warranty service that may or may not have been required once the vehicle was delivered to the dealership. For information on diagnostic evaluations, please contact your dealership.

Sincerely,

Libby Crockett  
Customer Care Specialist  
ecrockett@agero.com  
(888) 551-1050

## Repair Order Details

PRINCETON, IN

17 CHRY CHRYSLER P  
VIN: 2C4RC1EG0HR

RO

|                        |                     |                 |       |                     |            |               |        |
|------------------------|---------------------|-----------------|-------|---------------------|------------|---------------|--------|
| Serv. Adv.             | WILLINGHAM,<br>JOHN | Mileage In      | 3,697 | Invoice Date        | 10/18/2016 | Mileage Out   | 3,708  |
| RO Date                | 10/12/2016          | G/L Group       | 1     | Shop Charge?        | Y          | Warr. Type    | C      |
| Pay Method             | Cash                | Warr. Auth. No. |       | Serv. Cont. Deduct. | \$0.00     | Warr. Deduct. | \$0.00 |
| Customer Control No.   |                     | Sales Tax?      | Y     | Charge 1?           | N          | Charge 2?     | N      |
| Discount Coupon Amount | \$0.00              |                 |       |                     |            |               |        |

## Line A

Op-Code:

Type: Internal

Pay Rate:

Complaint: Customer states vehicle stalled while turning advise

Cause: checked for fault codes, no fault codes in pcm, searched for tsbs and service info for concern n/a, test drove vehicle, operation normal at this time

Correction: no problem found at this time.

| TECH | NAME             | BILL. HOURS | ACT. HOURS | COST        | SELL PRICE |
|------|------------------|-------------|------------|-------------|------------|
| A25  | HELRING, CHARLES | 0.0         | 0.0        | \$0.00      | \$0.00     |
|      |                  |             |            | Labor Total | \$0.00     |
|      |                  |             |            | Line Total  | \$0.00     |

## Line B

Op-Code: 2410019C

Type: Warranty

Pay Rate:

Complaint: Customer states rrt 16-080

Cause: needs rrt performed

Correction: conducted a/c performance test per rrt 16-080 passed

| TECH | NAME             | BILL. HOURS | ACT. HOURS | COST        | SELL PRICE |
|------|------------------|-------------|------------|-------------|------------|
| A25  | HELRING, CHARLES | 0.3         | 0.3        | \$5.40      | \$26.73    |
|      |                  |             |            | Labor Total | \$26.73    |
|      |                  |             |            | Line Total  | \$26.73    |

## Summary of Charges

| War/Int/SvCont Charges |          |             |          |         | Charges for |             |          |        |
|------------------------|----------|-------------|----------|---------|-------------|-------------|----------|--------|
| Payable                | Type     | Acct No.    | Cost     | Amount  | Payable     | Acct No.    | Cost     | Amount |
| Labor                  | Warranty | 552A        | \$5.40   | \$26.73 |             |             | \$0.00   | \$0.00 |
|                        |          |             | \$5.40   | \$26.73 |             |             |          |        |
|                        |          |             |          |         |             |             |          |        |
| Receivable             |          | Control No. | Acct No. | Amount  | Receivable  | Control No. | Acct No. | Amount |
| Warranty               |          |             | 116      | \$26.73 |             |             |          | \$0.00 |
|                        |          |             |          | \$26.73 |             |             |          |        |

## Repair Order Details

PRINCETON, IN

17 CHRY CHRYSLER P  
VIN: 2C4RC1EG0HR

RO

Serv. Adv. WILLINCHAM, JOHN  
 RO Date 11/04/2016 Mileage In 4,118 Invoice Date 11/10/2016 Mileage Out 4,149  
 Pay Method Cash G/L Group 3 Shop Charge? N Warr. Type C  
 Customer Control No. Warr. Auth. No. Serv. Cont. Deduct. \$0.00 Warr. Deduct. \$0.00  
 Discount Coupon Amount \$0.00 Sales Tax? Y Charge 1? N Charge 2? N

## Line A

Op-Code:

Type: Internal

Pay Rate:

Complaint: Customer states vehicle would not start after sitting three days, had to jump start advise

Correction: checked over and could not verify concern, test drove thirty one miles and let vehicle sit for several days and checked for draw. no draw found. customer requested replace battery. could not find battery bad. Installed new battery for customer per Kelly D

| TECH | NAME          | BILL. HOURS | ACT. HOURS | COST               | SELL PRICE    |
|------|---------------|-------------|------------|--------------------|---------------|
| A80  | LAWSON, DUSTY | 0.0         | 0.0        | \$0.00             | \$0.00        |
|      |               |             |            | <b>Labor Total</b> | <b>\$0.00</b> |

| PART         | DESCRIPTION | QTY | UNIT PRICE | EXT. PRICE         |
|--------------|-------------|-----|------------|--------------------|
| C,BB94R750AA | BATTERY     | 1   | \$145.20   | \$145.20           |
|              |             |     |            | <b>Parts Total</b> |
|              |             |     |            | <b>\$145.20</b>    |
|              |             |     |            | <b>Line Total</b>  |
|              |             |     |            | <b>\$145.20</b>    |

## Summary of Charges

| War/Int/SvCont Charges |          |             |          |          | Charges for |             |          |        |  |
|------------------------|----------|-------------|----------|----------|-------------|-------------|----------|--------|--|
| Payable                | Type     | Acct No.    | Cost     | Amount   | Payable     | Acct No.    | Cost     | Amount |  |
| Parts                  | Internal | 575A        | \$89.95  | \$145.20 |             |             |          |        |  |
|                        |          |             | \$89.95  | \$145.20 |             |             | \$0.00   | \$0.00 |  |
| Receivable             |          | Control No. | Acct No. | Amount   | Receivable  | Control No. | Acct No. | Amount |  |
| Internal               |          |             | 346A     | \$145.20 |             |             |          | \$0.00 |  |
|                        |          |             |          | \$145.20 |             |             |          |        |  |

## Repair Order Details

PRINCETON, IN

17 CHRY CHRYSLER P  
VIN: 2C4RC1EG0HR

RO

|                        |                     |                 |       |                     |        |               |
|------------------------|---------------------|-----------------|-------|---------------------|--------|---------------|
| Serv. Adv.             | WILLINGHAM,<br>JOHN | Mileage In      | 5,039 | Shop Charge?        | Y      | Warr. Type    |
| RO Date                | 11/28/2016          | G/L Group       | 0     | Serv. Cont. Deduct. | \$0.00 | Warr. Deduct. |
| Pay Method             | Receivable          | Warr. Auth. No. |       | Charge 1?           | N      | Charge 2?     |
| Customer Control No.   |                     | Sales Tax?      | Y     |                     |        |               |
| Discount Coupon Amount | \$0.00              |                 |       |                     |        |               |

## Line A (WIP)

Op-Code:

Type: Customer

Pay Rate:

Complaint: Customer states heated steering and heated driver seat just came on while driving down road advise

| TECH | NAME          | BILL. HOURS | ACT. HOURS | COST        | SELL PRICE |
|------|---------------|-------------|------------|-------------|------------|
| A80  | LAWSON, DUSTY | 0.0         | 0.0        | \$0.00      | \$0.00     |
|      |               |             |            | Labor Total | \$0.00     |
|      |               |             |            | Line Total  | \$0.00     |

## Line B (WIP)

Op-Code:

Type: Customer

Pay Rate:

Complaint: Customer states vehicle stalled while turning left advise

| TECH | NAME          | BILL. HOURS | ACT. HOURS | COST        | SELL PRICE |
|------|---------------|-------------|------------|-------------|------------|
| A80  | LAWSON, DUSTY | 0.0         | 0.0        | \$0.00      | \$0.00     |
|      |               |             |            | Labor Total | \$0.00     |
|      |               |             |            | Line Total  | \$0.00     |

## Line C (WIP)

Op-Code:

Type: Customer

Pay Rate:

Complaint: Customer states vehicle sat from tuesday to sunday and vehicle would not start. ( had to charge battery to start)

| TECH | NAME          | BILL. HOURS | ACT. HOURS | COST        | SELL PRICE |
|------|---------------|-------------|------------|-------------|------------|
| A80  | LAWSON, DUSTY | 0.0         | 0.0        | \$0.00      | \$0.00     |
|      |               |             |            | Labor Total | \$0.00     |
|      |               |             |            | Line Total  | \$0.00     |

## Line D (WIP)

Op-Code:

Type: Customer

Pay Rate:

Complaint: Customer states perform rrt 16-097

| TECH | NAME          | BILL. HOURS | ACT. HOURS | COST        | SELL PRICE |
|------|---------------|-------------|------------|-------------|------------|
| A80  | LAWSON, DUSTY | 0.0         | 0.0        | \$0.00      | \$0.00     |
|      |               |             |            | Labor Total | \$0.00     |
|      |               |             |            | Line Total  | \$0.00     |

## Line E (WIP)

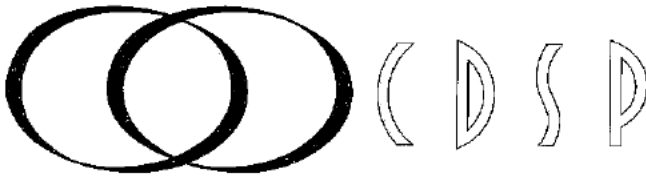
Op-Code:

Type: Customer

Pay Rate:

Complaint: Customer states perform rrt 16-100

| TECH | NAME          | BILL. HOURS | ACT. HOURS | COST        | SELL PRICE |
|------|---------------|-------------|------------|-------------|------------|
| A80  | LAWSON, DUSTY | 0.0         | 0.0        | \$0.00      | \$0.00     |
|      |               |             |            | Labor Total | \$0.00     |



Administered by NCDS

November 2, 2017

**California Dispute Settlement Program**

12900 Hall Road • Suite 401

Sterling Heights, MI 48313

(800) 777-8119

(586) 226-2470

Fax: (586) 226-2559

[REDACTED]  
Highland, CA [REDACTED]

**RE: CASE #** [REDACTED]

Dear [REDACTED]

Your request for arbitration has been received. Your claim appears to meet the California Dispute Settlement Program parameters for eligibility and has been assigned the case number shown above. This process is regulated by the Federal Trade Commission (FTC) under the Magnuson-Moss Warranty Act and California law, which provides for the expedient resolution of Customer complaints. Under federal law, the California Dispute Settlement Program (CDSP) is required to close your case within forty (40) days of the date on this letter.

Enclosed are the "California Dispute Settlement Program Hearing Process Rules." Please review them carefully so that you are familiar with the process. You have the option of having an oral hearing (in person or via teleconference) or a "documents only" process (please see enclosed hearing process rules). If you choose to make an oral presentation and do not appear at the scheduled hearing, FCA will still be entitled to make their presentation. If you do not want to make an oral presentation, your dispute will be decided on the basis of the documents submitted by all parties. You do not need to be present at a "documents only" decision process.

Should you choose an oral hearing, a CDSP Case Administrator will be contacting you with the date, time and location of the hearing. Please be sure to inform the CDSP Case Administrator of your preferences at the time of scheduling; in the alternative, you may fax the attached "Hearing Process Selection" form to CDSP at (586) 226-2559. The form must be received within seven (7) days of the date of this letter.

A CDSP Mediation Specialist may also contact you prior to the hearing date in an effort to help you and FCA reach voluntary agreements to resolve your dispute. If you agree to a mediated settlement, the terms of the agreement will be put in writing and you will be asked to sign the mediation Settlement Agreement. Your case will then be closed after verification of performance.

If you do not agree to any settlement offer, your dispute will be decided at your scheduled oral hearing or document review. You will receive a written decision by the Arbitrator(s) within ten (10) days after the oral hearing or document review. You may either accept or reject the decision. If you accept the decision, FCA will comply with the decision within thirty (30) days. If you reject the decision, your case will be closed and you may pursue any other legal remedies available to you.

If you have not done so already, please provide us with copies of all relevant repair orders, as well as a copy of your title, current registration or bill of sale or lease contract. Your participation in the CDSP does not relieve you of any obligation you have with the lender or leasing agent. CDSP will be responsible for monitoring the progress of this case and will be happy to answer any questions you may have about the arbitration process. You may call CDSP toll free at 888-300-6237.

Sincerely,

CDSP

[REDACTED]  
Diane Kimbrough x.120  
Case Administrator

Enclosures: as noted  
cc: 71

*Where interests converge, agreements emerge*



**California Dispute Settlement Program**  
**HEARING PROCESS SELECTION FORM**

[REDACTED]  
[REDACTED]  
Highland, CA [REDACTED]

**RE: CASE #** [REDACTED]

I. I elect to have my claim decided through *(please check one of the following)*:

\_\_\_\_\_ a "document only" process.

OR

\_\_\_\_\_ an oral hearing.

OR

\_\_\_\_\_ via teleconference call.

II. If you selected "oral hearing" above, please complete this Section; otherwise, please skip this Section.

I prefer to have my hearing held at *(please check one or more of the following)*:

\_\_\_\_\_ a site to be identified by the arbitrator other than  
a dealership (eg. library, hotel, or other public conference facility).

OR

\_\_\_\_\_ my servicing FCA dealership, \_\_\_\_\_ alternate  
dealership, if these facilities are available.

Your choice of hearing location does not impact either the outcome of the arbitration or how soon your case will be heard.

III. PLEASE NOTE: The hearing will be conducted in English. If you require an interpreter, it is your responsibility to arrange for an interpreter to attend the hearing with you.

\_\_\_\_\_  
Customer Signature

Please sign and fax this form to CDSP at **(586) 226-2559**. In the alternative, you may mail it to:

CDSP  
12900 Hall Road  
Suite 401  
Sterling Heights, MI 48313

Thank you.



**California Dispute Settlement Program**

12900 Hall Road, Suite 401

Sterling Heights, MI 48313

(800) 777-8119

(586) 226-2470

Fax: (586) 226-2559

November 2, 2017

FCA US LLC f/k/a Chrysler Group LLC

71

26001 Lawrence Avenue

Center Line, MI 48015

**RE: CASE #** [REDACTED]

Dear Manufacturer:

Please complete a Manufacturer's Response Form and forward a copy to the California Dispute Settlement Program (CDSP) within ten (10) days from the date on this letter in order for it to be considered during the decision making process.

Enclosed are the "Rules and Procedures for the Informal Resolution of Automobile Warranty Disputes." Please review them carefully so that you are familiar with the process.

It is essential to the decision making process that all available information concerning each case be provided to the decision maker.

As with any hearing, lack of participation by a concerned party deprives the process of information on which a reasoned decision can be made.

Thank you for your participation in the process.

Sincerely,

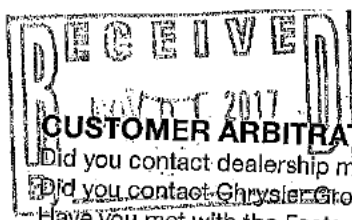
CDSP

[REDACTED]

Diane Kimbrough x.120  
Case Administrator

cc:

[REDACTED]



# CUSTOMER ARBITRATION PROCESS APPLICATION

Did you contact dealership management regarding your complaint?  
Did you contact Chrysler Group directly regarding your complaint?  
Have you met with the Factory Representative regarding your complaint?  
AR Consumers only: Indicate if you are requesting a panel review.  
I want (check one only)  
☒ A single decision maker and an oral hearing  
☐ A 3-person panel and a documents-only review

Yes ☒ No ☐  
Yes ☒ No ☐  
Yes ☐ No ☒  
Yes ☐ No ☐

Your Name \_\_\_\_\_ Date 10/27/17  
Address \_\_\_\_\_  
(City) (State) (ZIP Code) \_\_\_\_\_  
Phone (H) \_\_\_\_\_  
Phone (W) Same

Selling Dealer Moss Bros CJDR Servicing Dealer Moss Bros CJDR

Vehicle: Year 2017 Make Chrysler Model Pacifica Delivery Date 2/3/17

Identification No. 2C4K1C1G7HR \_\_\_\_\_

Is this a leased vehicle? Yes ☐ No ☒  
Lessor's name and address, if yes: \_\_\_\_\_

Mileage at time of dispute 3000 miles Current Mileage 7029 miles

**VERY IMPORTANT:** Be very specific in describing your current unresolved problems. Include copies of any receipts, service repair orders, complaint letters to the dealer or Zone Representative, and any other relevant documents.

Nature of current unresolved problem: Transmission clunk loss of power then stops trans. will not go. push on pedal still will not move total of 4 times. Once on freeway. Computer will state at different times the computer not engaging trans. Not engaging. Disent. Warning lights come on randomly. Fall  
Number and dates of repair attempts (if any): (1) 9/13/17 (2) 10/24/17 (3) 8/22/17  
If more, specify: 3 Repair attempts

What do you feel should be done to resolve your problem: The car should be taken back. I'm afraid of it. Never know when it will stop. I avoid freeways now, even stop in town. I have children in the car 90% of time. To dangerous.

**ARBITRATION AGREEMENT** In signing this Arbitration Agreement, I understand that I am not bound by the decision of the arbitration process unless I accept it. I also understand that if I accept the decision, Chrysler Group LLC will be bound by the decision and will be required to perform the terms of the decision within the timeframe prescribed in the decision. I further understand that if I am dissatisfied with the decision or Chrysler Group LLC's eventual performance of the decision, I may pursue other legal remedies available to me in my state, including the use of small claims court. Whether or not I accept the decision of the arbitration process, the decision is admissible in any subsequent legal proceeding concerning my dispute. I acknowledge notification that this dispute settlement process does not take the place of any available state or federal court.

Signed by \_\_\_\_\_  
\*Please use additional sheets of paper as needed

Jrafton

**LEMON LAW GROUP PARTNERS PLC**

Attorneys and Counselors at Law

150 N Robertson Blvd

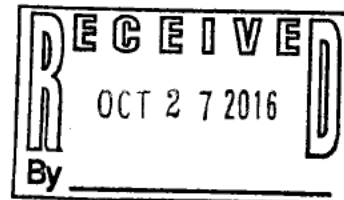
Suite 307

Beverly Hills, CA 90211

Telephone (888) 415-0610

Facsimile (888) 809-7010

Email: info@lemonlawgrouppartners.com



October 13, 2016

FCA US LLC

7700 Irvine Center Drive, 1<sup>st</sup> Floor

Irvine, CA 92618

Re:

Vehicle: 2017 Chrysler Pacifica

VIN: 2C4RC1DG0HR

Dear Sir/Madam:

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

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

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

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

Respectfully submitted,

LEMON LAW GROUP PARTNERS PLC

By: s/n Kathryn Abrams

Of Counsel Attorney for Plaintiff

CC: PUNETE HILLS CHRYSLER

**RECEIVED**

OCT 28 2016

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

# IM

**neoplasia**

10/14/2016  
US POSTAGE

**\$05.115**

ZIP 35124  
04111:244948

RETURN RECEIPT REQUESTED ELECTRIC

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

CM-wSig  
00000007

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



**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 12, 2017

[REDACTED]  
Cadet, MO

RE: CASE # [REDACTED]

Dear [REDACTED]

The above referenced case has been placed on the agenda for review of the Boards' meeting on July 18, 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 07/05/2017, in order to be considered by the Board.

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

Sincerely,

NCDS

[REDACTED]  
Rosemary Bass x.114  
Case Administrator

cc: Board Members

Customer Relations Manager, FCA US LLC



**National Center for Dispute Settlement**

12900 Hall Road • Suite 401

Sterling Heights, MI 48313

(800) 777-8119

(586) 226-2470

Fax: (586) 226-2559

June 12, 2017

[REDACTED]  
Cadet, MO [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  
Auto Plaza Chrysler Dodge Jeep Ram



**National Center for Dispute Settlement**

June 12, 2017

12900 Hall Road • Suite 401

Sterling Heights, MI 48313

(800) 777-8119

(586) 226-2470

Fax: (586) 226-2559

[REDACTED]  
Cadet, MO [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

[REDACTED]  
Rosemary Bass x.114  
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 L Last name: [REDACTED]  
☐ Mrs. Street address: [REDACTED]  
☐ Ms. [REDACTED]  
City: Cadett State: MO 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: Pacifica Year: 2017 Current mileage: 0  
Vehicle Identification Number: 2C4RC1EG9HR [REDACTED]  
Selling dealer and address: Auto Plaza 970 East Woodlawn Drive Farmington MO  
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:<br>A/C won't cool properly                                  | Autoworld, Inc<br>Anytown, VA                                                  | 4/23/99 3,500 miles<br># [REDACTED]                                      | Yes No                                     |
| Screen goes black on<br>radio - heated seats come<br>on by itself    | Auto Plaza Farmington MO                                                       | 4-27-17 1777<br>[REDACTED]                                               | Yes No                                     |
| Shift issue when<br>trying to accelerate Among the things            | Auto Plaza Farmington                                                          | they didn't write<br>one up 5-16-17                                      | Yes No                                     |
| All kinds of electrical issue                                        |                                                                                |                                                                          | Yes No                                     |
| No power to windows<br>Doesn't DVD when vehicle running - Auto Plaza | Farmington                                                                     | 5-26-17<br>[REDACTED] 3538                                               | 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] 5-26-17  
(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](mailto:info@ncdsusa.org))

They have wrong mileage on last ticket that 2850 belongs on 5-16-17 where there was noticed



**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 29, 2017

[REDACTED]  
Trafford, PA [REDACTED]

RE: CASE # [REDACTED]

Dear [REDACTED]

The above referenced case has been placed on the agenda for review of the Boards' meeting on January 2, 2018, based solely on documents. If either party has any further documentation, including ALL SERVICE RECORDS, it must be received by NCDS no later than 12/20/2017, in order to be considered by the Board.

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

Sincerely,

NCDS

[REDACTED]

Rosemary Bass x.114  
Case Administrator

cc: Board Members

Customer Relations Manager, FCA US LLC



**National Center for Dispute Settlement**

12900 Hall Road • Suite 401

Sterling Heights, MI 48313

(800) 777-8119

(586) 226-2470

Fax: (586) 226-2559

November 29, 2017

[REDACTED]  
Trafford, PA [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.

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Sincerely,

NCDS

[REDACTED]

Rosemary Bass x.114  
Case Administrator

Enclosure: as noted

cc: Customer Relations Manager, FCA US LLC  
Jim Shorkey Family Auto Group



**National Center for Dispute Settlement**

November 29, 2017

12900 Hall Road • Suite 401  
Sterling Heights, MI 48313  
(800) 777-8119  
(586) 226-2470  
Fax: (586) 226-2559

Trafford, PA [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.

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Sincerely,

NCDS



Rosemary Bass x.114  
Case Administrator

Enclosures: as noted

cc: Customer Relations Manager, FCA US LLC



To: [REDACTED]  
Cc: [REDACTED]  
Bcc: [REDACTED]  
Subject: Re: FCA customer complaint 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)

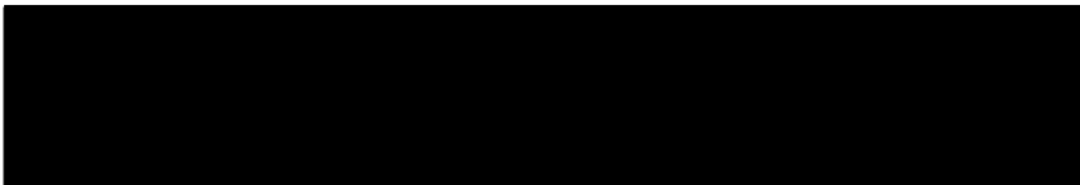
---

|            |                       |                      |                        |
|------------|-----------------------|----------------------|------------------------|
| [REDACTED] | Thank you, [REDACTED] | Human Services Pr... | 11/22/2017 08:54:43 AM |
|------------|-----------------------|----------------------|------------------------|

From: [REDACTED]  
To: "info@ncdsusa.org" <info@ncdsusa.org>  
Date: 11/22/2017 08:54 AM  
Subject: FCA customer complaint form

---

Thank you,



Mental illness affects 1 out of every 4 persons. OMHSAS challenges you to change a life, save a life and commit to participation in a Mental Health First Aid Class.



NOTICE: This confidential message/attachment contains information intended for a specific individual(s) and purpose. Any inappropriate use, distribution or copying is strictly prohibited. If received in error, notify the sender and immediately delete the message.



FCA customer complaint form.pdf

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 R Last name [REDACTED]  
☐ Mrs. Street address [REDACTED]  
☐ Ms. [REDACTED]  
City Trafford State PA 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: 1 / 1 / 1  
Was this vehicle purchased used? Yes ☐ No ☒ Is vehicle used by a business? Yes ☐ No ☒ % of use 100  
Make: Chrysler Model: Pacifica Year: 2017 Current mileage: 10,600  
Vehicle Identification Number: 2C4RC1DG6HR [REDACTED]  
Selling dealer and address: Jim Shorkey Chrysler Dodge Jeep Ram Fiat  
13230 Lincoln Hwy North Huntingdon, PA 15642  
Dominant Servicing Dealer: SAME ↑

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)                    |
|---------------------------|--------------------------------------------------------------------------------|--------------------------------------------------------------------------|---------------------------------------------------------------|
| Outside temperature gauge | All By Shorkey ↑                                                               | 2 attempts so far, another coming 11-24-17                               | Yes <input checked="" type="radio"/> No <input type="radio"/> |
| Engine/Transmission       | ↑ (Vehicle has shut off while driving high speed)                              | 1 so far, another 11-24-17                                               | Yes <input checked="" type="radio"/> No <input type="radio"/> |
| Air conditioner           | ↑                                                                              | A/C compressor replaced                                                  | Yes <input type="radio"/> No <input checked="" type="radio"/> |
| DVD player                | ↑                                                                              | Took 2 visits, got new DVD player                                        | Yes <input type="radio"/> No <input checked="" type="radio"/> |
| Radio                     | ↑                                                                              | 1 visit so far, another one emergency call 2 arrives                     | Yes <input checked="" type="radio"/> No <input type="radio"/> |
| Sliding door (driverside) | ↑                                                                              | They lubricated it                                                       | Yes <input type="radio"/> No <input checked="" type="radio"/> |

Seat belt 11-24-17 - recall  
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

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)

Dealer has all invoice #s, miles, etc.

11-22-17

To Whom It May Concern:

Let me first state this is in no way intended to bemoan the service I have received from Shorkey Chrysler in North Huntingdon, PA. The service department has been willing to try to help any time I have called and have treated me very well. My problems are almost 100% with the vehicle itself.

My wife and I traded in our 2013 Chrysler Town and Country when we purchased the Pacifica on 4/29/17. We loved our Town and Country. It was a great van. My wife and I have 6 kids now, though, so when we knew she was pregnant with #6, we knew we would need an 8 passenger van. So, we made the deal to acquire the Pacifica.

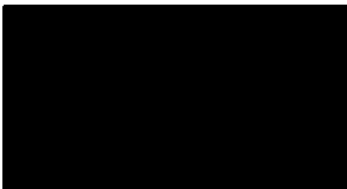
Attached to this letter are the numerous emails I've sent with Shorkey Chrysler detailing my problems. But I feel that the engine/transmission problem requires more of an explanation because of how truly serious the issues are. 1) As you can see in my email from 8/21/17, this vehicle has shut down while I was driving on a main highway. Someone could have easily been killed had I not been in the far right hand lane and able to pull the van over onto the berm of the road while other vehicles whizzed by. While this specific issue has not reoccurred, the dealer was not able to replicate the problem and I'm beginning to think it's only a matter of time before it happens again. Most importantly, my wife does not feel safe driving the vehicle. 2) The vehicle has started to pause between reverse/park and drive, when shifting to drive. It's not a long pause, but it's there, suggesting something is going on with the transmission or engine or whatever. 3) Recently, the vehicle refused to shift while it was in drive. My wife said it just got stuck in some gear for about 75 yards with no error message.

The dealer is taking the vehicle in on 11-24-17 to address the shifting pause issue, seat belt recall, and ambient temperature sensor issue again (for the 3<sup>rd</sup> time). I am also still waiting for my radio replacement which is on backorder. I have videos of our radio randomly jumping between inputs, mostly when we hit a bump in the road.

I've already had my A/C compressor replaced and DVD player replaced. The sliding door on the drivers side was noisy and grinding. The dealer added lubricant, which didn't solve the problem. I tightened two screws and the problem went away.

It seems like every day, we have a new issue pop up with our Pacifica. We were so excited to get this vehicle and are equally disappointed in it. We are requesting a resolution. Please buy back our vehicle or offer a parallel resolution.

Thank you,



11/22/2017

Gmail - Under drivers seat



---

## Under drivers seat

5 messages

Sat, Aug 5, 2017 at 4:12 PM

To:  mikestrait@jimshorkey.com

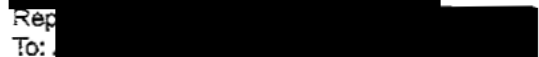
Hi, our 2017 Pacifica has 5420 miles on it. Just started feeling gears shift (or something) under drivers side seat when driving slow. Has never done this before. Seems to drive fine except for the weird feeling/noise. Is this something we should be concerned about or will it maybe go away on its own? It started today and hasn't stopped.

Thanks,

  
Sent from my iPhone

---

Mon, Aug 7, 2017 at 8:01 AM

Re:  
To:   


Probably should schedule it in and have us take a look at it, maybe there is a software update for the transmission module. Let me know if there is a day we can get it in?

Thanks

Mike Strait  
Service & Parts Director  
Jim Shorkey Chrysler/Dodge/Jeep/Ram  
412-872-2400

[Quoted text hidden]

---



11/22/2017

Gmail - Under drivers seat

Mon, Aug 7, 2017 at 8:09 AM

To: [REDACTED]  
Cc: [REDACTED]

Hi Mike,

It seems to have stopped doing it as quickly as it started...just kind've all of the sudden. If you think we should still bring it in, we will. Just thinking that if the problem can't be replicated, it might not be a good time to bring it in. Just let us know.

Thanks!

[Quoted text hidden]

Mon, Aug 7, 2017 at 8:14 AM

Reply-to: [REDACTED]  
To: [REDACTED]

Maybe wait a bit or if you are due for an oil change and coming to us just mention it when you are here and we will check it. There will be times that the computers in the vehicle will have a software glitch but after the vehicle is shut off and restated they usually clear them out.

Thanks

Mike Strait  
Service & Parts Director  
Jim Shorkey Chrysler/Dodge/Jeep/Ram  
412-872-2400 EXT. 1440

[Quoted text hidden]

Mon, Aug 7, 2017 at 9:52 AM

To: [REDACTED]  
Cc: [REDACTED]

Thanks, Mike. We had shut the van off and restarted it, but it continued to act up that day. Then, yesterday morning it seemed to be fine. If it starts happening again, we'll bring it.

11/22/2017

Gmail - Couple more hiccups



---

## Couple more hiccups

10 messages

Sun, Aug 20, 2017 at 3:40 PM

To: mikestrait@jimshorkey.com

Cc: [REDACTED]

Hi Mike,

Took the family to Arlington this weekend in the Pacifica. Pulling out of the driveway, realized the DVD player and car chargers weren't working. Stopped the car, restarted, and still not working.

Saturday, in Arlington, started the car. Chargers worked, but DVD player still wasn't working.

Drove home from Arlington today. Going 70 mph on highway, Pacifica all of the sudden stalls out. Message on dash says "Shift to P to Start" or something to that effect. Luckily, was able to pull over to the side of the road with 4-way flashers. Car was still in drive. Moved it to park. Was stuck for about 30 seconds; i.e. Wouldn't change gears or even turn off. Completely stuck. Then, after 30 seconds to 1 minute, car worked again. Got home safely, but turned off the stall-out engine feature thing the whole way home.

DVD player still not working. But mostly concerned for our safety with what happened. Doubting the problem will be able to be duplicated at the shop, but not sure what to do. Seems there is an electrical issue or something with our vehicle, (see email chain below).

Let us know what you want us to do. Sorry if this is choppy, but I'm emailing from my phone. Approx 6400 miles on car I believe.

Thanks,

Sent from my iPhone

---

Mon, Aug 21, 2017 at 9:23 AM

Reply-To: [REDACTED]

To: [REDACTED]

Mr [REDACTED]

We need to get it look at, lets pick a day you can drop it off and let us go over the vehicle. We do have rental vehicles here but I can't promise a van in return. Let me know what you would like to do.

---

11/22/2017

Gmail - Couple more hiccups

Thanks

Mike Strait  
Service & Parts Director  
Jim Shorkey Chrysler/Dodge/Jeep/Ram  
412-872-2400 EXT. 1440

[Quoted text hidden]

---

To: [REDACTED]

Mon, Aug 21, 2017 at 9:40 AM

Sent from my iPhone

Begin forwarded message:

From: [REDACTED]  
Date: August 21, 2017 at 9:23:21 AM EDT  
To: [REDACTED]  
Subject: Re: Couple more hiccups  
Reply-To: [REDACTED]

[Quoted text hidden]

---

To: [REDACTED]  
Cc: [REDACTED]

Mon, Aug 21, 2017 at 12:52 PM

Hi Mike. I am working from home Thursday. Could we do it then? Also, are you in North Huntington? Thanks, [REDACTED]

Sent from my iPhone

[Quoted text hidden]

---

Reply-To: [REDACTED]  
To: [REDACTED]

Mon, Aug 21, 2017 at 1:00 PM

[REDACTED]

11/22/2017

Gmail - Couple more hiccups

Thursday works and yes North Huntingdon Chrysler store. Also I can have the service advisor have a driver pick it up at your house and then return it by end of day, if that makes it any better.

Let me know

Thanks

Mike Strait  
Service & Parts Director  
Jim Shorkey Chrysler/Dodge/Jeep/Ram  
412-872-2400 EXT. 1440

[Quoted text hidden]

---

Mon, Aug 21, 2017 at 1:37 PM

To: [REDACTED]

Sent from my iPhone

Begin forwarded message:

From: [REDACTED]  
Date: August 21, 2017 at 1:00:32 PM EDT  
To: [REDACTED]  
Subject: Re: Couple more hiccups  
Reply-To: [REDACTED]

[Quoted text hidden]

[Quoted text hidden]

---

Mon, Aug 21, 2017 at 1:38 PM

[REDACTED]

11/22/2017

Gmail - Couple more hiccups

To: [REDACTED]  
Cc: [REDACTED]

Mike, that would be great for Thursday. But if they can't come get it, we will drop it off. Thanks!

Sent from my iPhone  
[Quoted text hidden]

---

Mon, Aug 21, 2017 at 1:41 PM

Reply-To: [REDACTED]  
To: [REDACTED]

We will come get it, just give me the best number to call you Thursday morning. I assume the address is: 112 Coventry CT Trafford ?

Thanks

Mike Strait  
Service & Parts Director  
Jim Shorkey Chrysler/Dodge/Jeep/Ram  
412-872-2400 EXT. 1440

[Quoted text hidden]

---

Mon, Aug 21, 2017 at 2:26 PM

To: [REDACTED]  
Cc: [REDACTED]

Great! Yes, that is the correct address. My cell is [REDACTED] and [REDACTED] is [REDACTED] Either number should work Thurs morning. Thanks again.

Sent from my iPhone  
[Quoted text hidden]

---

Tue, Nov 21, 2017 at 9:35 PM

To: [REDACTED]

Sent from my iPhone

[REDACTED]

11/22/2017

Gmail - Couple more hiccups

Begin forwarded message:

From: [REDACTED]  
Date: August 21, 2017 at 9:23:21 AM EDT  
To: [REDACTED]  
Subject: Re: Couple more hiccups  
Reply-To: [REDACTED]

[Quoted text hidden]

[REDACTED]

---

11/22/2017

Gmail - Under drivers seat

Thank you very much!

[Quoted text hidden]



11/22/2017

Gmail - Volume issues



---

## Volume issues

8 messages

Sat, Sep 2, 2017 at 5:05 PM

To: mikestrait@jimshorkey.com

Cc: [REDACTED]

Hi Mike,

Just wanted to let you know the volume to the DVD player wasn't working today during a trip to Lowe's. Message was to "connect device" but the movie was working with sound. Just couldn't get volume to adjust. Started car after the trip and volume worked fine.

Now, driving home from restaurant, volume is working. Noticed we can't use any screen controls for the DVD player though. Can't hit play/fwd/rev, etc.

Seems to be something going on again with the DVD player. Can you help us get this fixed? Thanks!

[REDACTED]

Sent from my iPhone

---

Tue, Sep 5, 2017 at 11:52 AM

Reply-to: [REDACTED]

To: [REDACTED]

Sorry to hear that you are having the issue with the DVD player. Let me know if you would like us to pick it up again or if you would like to drop it off? Just let me know what day works and we will get it looked at.

Thanks Again

Mike Strait  
Service & Parts Director  
Jim Shorkey Chrysler/Dodge/Jeep/Ram  
412-872-2400

[Quoted text hidden]

---



11/22/2017

Gmail - Volume Issues

Tue, Sep 5, 2017 at 12:56 PM

To: [REDACTED]

What do you want to do to get it fixed

Sent from my iPhone

Begin forwarded message:

From: [REDACTED]  
Date: September 5, 2017 at 11:52:26 AM EDT  
To: [REDACTED]  
Subject: Re: Volume Issues  
Reply-To: [REDACTED]

[Quoted text hidden]

Tue, Sep 5, 2017 at 2:14 PM

To: [REDACTED]

Hi Mike, we could probably drop it off at night as long as we had a substitute vehicle to drive—doesn't have to be a van; any car will do—[REDACTED] just needs to be able to drive to and from work. Then pick it up the next evening maybe?

Picking up the van worked great last time but neither of us are working from home this week or next. We are also heading out of town this weekend but need the van to do so.

Wasn't sure if the video we sent helps with the diagnosis...

Thanks for getting back to us. Take it easy.

Sent from my iPhone

[Quoted text hidden]

Wed, Sep 20, 2017 at 11:21 AM

To: [REDACTED]

Hi Mike, we're bringing the van in Saturday to have the DVD player fixed. Jonathon has been very helpful. I also mentioned to him that when it's hot outside (like, 80 degrees and higher) our outside temperature gauge is always reading about 8-12 degrees high, even after we've driven the vehicle for several minutes. I googled the issue and found out Chrysler issued a fix for this issue on 7-15-17, so I've asked Jonathon to look into that as well. Also, the air conditioner stopped working all of the sudden...it blows air, but only hot air. So we'll have to make an appointment to get that fixed because all of the sudden it's nice outside again. Just wanted to make sure I've kept you in the loop. We love our van, but the problems have been many!! Thanks for your time,

[REDACTED]  
[Quoted text hidden]

11/22/2017

Gmail - Volume Issues

Wed, Sep 20, 2017 at 12:29 PM

Reply-To: [REDACTED]

To: [REDACTED]

Thank you for the email and I will keep involved with Johnathan. I know there are some issues and it is frustrating for us as well to try and work through them. Sometimes on new product launches we need to work with Chrysler to help resolve some of the intermittent issues that we come across but hopefully we can work to get everything taken care of. We appreciate your help as well and your patience to get everything resolved.

Thanks Again'

Mike Strait  
Service & Parts Director  
Jim Shorkey Chrysler/Dodge/Jeep/Ram  
412-872-2400

[Quoted text hidden]

Wed, Sep 20, 2017 at 1:54 PM

To: [REDACTED]

No problem! I'll try to call Johnathan today to try to arrange the A/C fix. Have a good one!

[Quoted text hidden]

Wed, Sep 20, 2017 at 3:29 PM

To: [REDACTED]

In case this helps with the outside temp issue...

Thanks!



Mail ●●●●● LTE

3:26 PM

↑ \* 60%

[pacificforums.com](http://pacificforums.com)

## Chrysler Pacifica Forums

2017+ Chrysler Pacifica Tech Section | Electronics

"NUMBER: [REDACTED]

GROUP: 08 - Electrical

DATE: July 15, 2017

SUBJECT:

Flash: BCM Diagnostic and System Improvements

SYMPTOM/CONDITION:

A customer may describe a higher ambient temperature (up to +12° C (10° F)) being displayed in the cluster and radio than the actual ambient temperature outside the

vehicle. This condition can be noticed during normal driving conditions, stop and go driving conditions (the most apparent) and also after an engine cold soak."

Your local dealership will be able to apply this update to your vehicle and assist you further. Please feel free to PM our name with any

\*\*\*  
WHEN YOU CAN HAVE THE WHOLE PIE?  
\*\*\*

Sent from my iPhone  
[Quoted text hidden]



---

**2017 Pacifica appointment**

3 messages

---

**To:** johnathanthomas@jimshorkey.com**Cc:** [REDACTED]**Bcc:** [REDACTED]

Mon, Oct 2, 2017 at 8:00 PM

Hi Johnathan,

I have an appointment to get the Pacifica's A/C fixed Wednesday at Shorkey.

Can we add the following:

The driver's side sliding door seems to need lubricant when opening. It's rough all of the sudden. You'll hear it when it opens.

The outside temperature gauge has been stuck at 42 degrees all day.

Thanks!

[REDACTED]  
Sent from my iPhone

---

**2 attachments**image1.JPG  
3674K



Image2.PNG  
323K

johnnathanthomas@jimshorkey.com <johnnathanthomas@jimshorkey.com>

Tue, Oct 3, 2017 at 4:02 PM

To: [REDACTED]

I will add those to your appointment and I will see you tomorrow for your appointment

[Quoted text hidden]

Thanks!

Sent from my iPhone

Tue, Oct 3, 2017 at 4:36 PM

To: johnnathanthomas@jimshorkey.com

Cc: [REDACTED]

Thanks, Johnathan! I'm planning on dropping it off today so it's ready for you guys tomorrow. Thanks for your help with the van.

Sent from my iPhone

[Quoted text hidden]



---

**2017+ Chrysler Pacifica Minivan Forums**2 messages

---

Thu, Oct 5, 2017 at 3:25 PM

To: [REDACTED]

<http://www.pacificaforums.com/forum/#/>

Sent from my iPhone

Thu, Oct 5, 2017 at 3:30 PM

To: johnathanthomas@jimshorkey.com

Cc: mikestrait@jimshorkey.com

Bcc: [REDACTED]

Hi Johnathan,

As always, thanks for all of your help getting my vehicle fixed. Hopefully I can pick it up tonight.

My biggest concern remains the time my Pacifica shut off on a major highway. Below is a thread that appears to be related to the issue I had. I'll email another thread in a second.

Is there any way Chrysler can be made aware my vehicle had the same problem so I can be notified if a fix is ever found... thank you!

[REDACTED]  
Sent from my iPhone

Begin forwarded message:

From: [REDACTED]

Date: October 5, 2017 at 3:25:53 PM EDT

To: [REDACTED]

Subject: 2017+ Chrysler Pacifica Minivan Forums

<http://www.pacificaforums.com/forum/#/>

---

11/22/2017

Gmail - 2017+ Chrysler Pacifica Minivan Forums

- Sent from my iPhone





---

## Chrysler Pacifica Engine Shut Off Without Warning Problems

2 messages

To: [REDACTED]

Thu, Oct 5, 2017 at 3:27 PM

<http://www.carproblemzoo.com/chrysler/pacifica/engine-shut-off-without-warning-problems.php>

Sent from my iPhone

---

To: johnathanthomas@jimshorkey.com  
Cc: mikestrait@jimshorkey.com  
Bcc: [REDACTED]

Thu, Oct 5, 2017 at 3:31 PM

The other thread is below. Thanks!

Sent from my iPhone

Begin forwarded message:

From: [REDACTED]  
Date: October 5, 2017 at 3:27:25 PM EDT  
To: [REDACTED]  
Subject: Chrysler Pacifica Engine Shut Off Without Warning Problems

<http://www.carproblemzoo.com/chrysler/pacifica/engine-shut-off-without-warning-problems.php>

Sent from my iPhone

11/22/2017

Gmail - IMG\_2445.mov



---

**IMG\_2445.mov**

1 message

Fri, Oct 20, 2017 at 3:01 PM

To: jonathanthomas@jimshorkey.com

Cc: [REDACTED]

Hi Johnathan, here's another video just in case it's helpful for fixing the issue.

Thanks!

[REDACTED]

Sent from my iPhone

---

 **IMG\_2445.mov**  
9452K

11/22/2017

Radio problem - [REDACTED] - Gmail

johnathanthomas@jimshorkey.com

Gmail

Move to Inbox

More

COMPOSE

Radio problem

Inbox (18)

Starred

Important

Sent Mail

Drafts

[Gmail]

[Imap]/Sent

[Imap]/Trash

Junk

Junk E-mail

Notes

Personal

Straight to Trash

Travel

More



[REDACTED]  
to johnathanthomas, mikestrait, [REDACTED]

Download Attachment  
Available until Nov 10, 2017

Hi Johnathan,

Since we got the van back, the radio has been switching to "aux" when we hit a bump in the road while driving. The first 15 secs



Click to Download  
IMG\_2673.MOV  
340 MB

Sent from my iPhone



johnathanthomas@jimshorkey.com

to me

Hi [REDACTED]

I do apologize for the inconvenience. When would we be able to get the vehicle in hear to take a look at the

11/22/2017

Gmail - Radio



---

## Radio

1 message

Sat, Nov 4, 2017 at 8:42 AM

To: johnnathanthomas@jimshorkey.com

Hi Johnathan,

Has the radio replacement arrived?

Thanks!

Sent from my iPhone

**Additional things to inspect**

2 messages

Wed, Nov 15, 2017 at 7:41 PM

To: johnathanthomas@jimshorkey.com

Cc: mikestrait@jimshorkey.com

Bcc: [REDACTED]

Hi Johnathan,

Hope you're doing well

Before I forget, I need to add another item to be looked at when I bring in the van to have the radio replaced after it arrives at the shop. We are also fixing the seatbelt recall that day, and I had mentioned the vehicle had developed an odd, albeit small, delay between park and drive. As of tonight, while the van is in drive, it went about 75 yards without shifting...just was in low and giving it gas just revved the engine. No check engine light or error code, just didn't switch gears.

The van had been driven earlier today and was parked in the garage until I took it out just now and had the shifting issue. So please add that to the other 3 items above. And maybe the delay and shifting issue are related?

Thanks, Johnathan!

Sent from my iPhone

Thu, Nov 16, 2017 at 7:45 AM

To: johnathanthomas@jimshorkey.com

Cc: [REDACTED]

Good morning, Johnathan,

Also, since the thermometer got stuck at least once, we'll ask that it be looked at too

I've reached out to Chrysler as of last night after the van didn't shift gears. We don't want to file a lemon law claim, but are seeking a resolution such as 100k bumper to bumper (minimum), swapping out vans, or having our van bought back and buying a new one or one from Shorkey Kia.

Thank you for all of your help.

Sent from my iPhone

Begin forwarded message:

11/22/2017

Gmail - Additional things to inspect

From: [REDACTED]

Date: November 15, 2017 at 7:41:17 PM EST

To: johnnathanthomas@jimshorkey.com

Cc: mikestrait@jimshorkey.com

Subject: Additional things to inspect

[Quoted text hidden]



**DIXON HAYES &  
WITHERELL, LTD**  
ATTORNEYS & COUNSELORS AT LAW

Randall C. Dixon\*  
Jill Hayes  
Craig M. Witherell  
Andrea P. Rentner

3361 Executive Parkway, Suite 100  
Toledo, Ohio 43606

Telephone 419-536-8600  
Fax 419-534-5934

\*Licensed in Ohio and Michigan

randydixon@dixonhayes.com

December 8, 2017

Charlie's Dodge Chrysler Jeep  
725 Illinois Avenue  
P.O. Box 370  
Maumee, OH 43537  
**REGULAR & CERTIFIED MAIL**

FCA US LLC  
Customer Care  
P.O. Box 21-8004  
Auburn Hills, MI 48321-8004  
**REGULAR & CERTIFIED MAIL**

US Bank, N.A.  
P.O. Box 790117  
St. Louis, MO 63179-0117

Re: My Client: [REDACTED] Jr. 2018 Chrysler Pacifica Touring L FWD  
VIN #2C4RC1BG7JR [REDACTED]  
Mileage: 972

Dear Charlie's, Fiat Chrysler and US Bank:

This office represents [REDACTED] leased the above-captioned vehicle for his personal family and household use on October 26, 2017. Mr. [REDACTED] has driven the car less than 900 miles. To date, this car has suffered five sudden and complete shutdowns while in highway operation that have placed the occupants and other people on the road in life threatening situations. The selling dealer has been given adequate opportunity to cure. The deadly defect has been documented by the factory-trained mechanics at Charlie's Dodge. The Pacifica remains in the shop unrepaired and dangerous.

Mr. [REDACTED] on several occasions has told the dealer he does not want the car back because of the dangerous and continuing nonconformity. His faith has been shaken in the vehicle. He fears for his safety and the safety of his family and others on the road.

Please accept this letter as written confirmation of his revocation of acceptance of this vehicle, cancellation of the lease on this vehicle, and rescission of any and all dealings concerning the 2018 Chrysler Pacifica.

12-11  
RECEIVED

DEC 15 2017

Special Investigations

Retired:  
Robert B. Dixon

RECEIVED

DEC 18 2017

CCRG  
Office of the General Counsel

RECEIVED

DEC 19 2017

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

Charlie's Dodge Chrysler Jeep  
FCA US LLC  
US Bank  
December 8, 2017  
Page 2

Mr. [REDACTED] stands ready to return possession and title of the vehicle to the dealer, lender or manufacturer upon refund of his \$2,500.00 deposit and his \$320.00 November payment. He also requests consideration of his \$235 attorney fee to date.

RCD/bcs







☎ 419-536-8600  
☎ 419-534-5934

**DIXON HAYES &  
WITHERELL, LTD**  
ATTORNEYS & COUNSELORS AT LAW

3361 Executive Pkwy, Suite 100  
Toledo, OH 43606

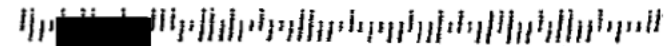
**CERTIFIED MAIL**



**US POSTAGE**  
**\$06.56<sup>9</sup>**  
**First-Class**

Mailed From 43606  
12/11/2017

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







Texas Department of Motor Vehicles

HELPING TEXANS GO. HELPING TEXAS GROW.

December 1, 2017

GILLMAN CHRYSLER  
10585 W Sam Houston Pkwy S  
Houston, -none- 77099  
**VIA US MAIL**

Jan Kershaw  
FCA US LLC (KNOWN IN TEXAS AS FCA GROUP US LLC)  
Po Box 397  
Industry, Texas 78944-0397  
**VIA US MAIL AND EMAIL**

RE: [REDACTED], Complainant vs.  
FCA US LLC, Respondent  
CASE NO. [REDACTED] CAF

To the Parties Addressed:

A file has been opened with the Texas Department of Motor Vehicles on the above reference complaint. The complaint will be processed under Section **2301.604 (Repurchase/Replacement)** of the Texas Occupations Code until further review.

Please review the enclosed copy of the complaint and send your written comments along with the repair history, repair orders, and any other information available to the above address within **twenty (20) days** of the date of this letter.

Although written comments are being requested from the selling and servicing dealers, as applicable, they will usually not be joined as parties or respondents to the proceeding.

If you have any questions about the above information, write to the below address or call (512) 465-4080.

Sincerely,

[REDACTED]

John DuFour, Case Advisor  
Lemon Law Section

Enclosures



Texas Department  
of Motor Vehicles

## LEMON LAW COMPLAINT FORM

### Instructions:

Forms submitted incomplete and/or without the attachments listed below may cause a delay that could result in your complaint being rejected due to untimely filing.

Return this form with the following attachments:

- 1) Purchase order or sales contract.
- 2) Repair order(s).
- 3) Copy of written notice to manufacturer, converter and/or distributor.
- 4) Extended service contract, if applicable.
- 5) Lease agreement, if applicable.
- 6) Other relevant information.

If you are seeking repurchase or replacement of your vehicle, along with the attachments you must include a \$35 filing fee. You can submit the fee by check or money order payable to the Texas Department of Motor Vehicles. Do not mail cash. Send to:

Texas Department of Motor Vehicles, PO Box 13044, Austin, TX 78711-3044.

If you are seeking repairs only, send this form and the requested attachments to:

Texas Department of Motor Vehicles, 4000 Jackson Ave., Austin, TX 78731.

OWNER: \_\_\_\_\_

MAILING ADDRESS: \_\_\_\_\_

CITY: \_\_\_\_\_

HOUSTON

STATE: \_\_\_\_\_

TX

ZIP: \_\_\_\_\_

WORK PHONE: \_\_\_\_\_

HOME PHONE: \_\_\_\_\_

FAX: \_\_\_\_\_

E-MAIL ADDRESS: \_\_\_\_\_

CHECK ALL THAT APPLY:

☒ NEW

☐ USED

☐ DEMO

☐ PROGRAM

☐ LEASE

☐ CONVERSION

YEAR: \_\_\_\_\_

2017

MFG/MAKE: \_\_\_\_\_

Chrysler

MODEL: \_\_\_\_\_

Pacifica

VIN: \_\_\_\_\_

2C4RC1DG2HR

DATE PURCHASED: \_\_\_\_\_

MILEAGE\*: CURRENT \_\_\_\_\_

1600

AT DELIVERY: \_\_\_\_\_

64

DATE 24,000 MILES REACHED: \_\_\_\_\_

\*Not applicable to Towable Recreational Vehicles

CONVERSION CO: \_\_\_\_\_

LEASE CO: \_\_\_\_\_

SELLING DEALER: \_\_\_\_\_

GILLMAN COMPANIES

CITY: \_\_\_\_\_

HOUSTON

SERVICING DEALERS

1) \_\_\_\_\_

GILLMAN CHRYSLER

CITY: \_\_\_\_\_

HOUSTON

2) \_\_\_\_\_

CITY: \_\_\_\_\_

3) \_\_\_\_\_

CITY: \_\_\_\_\_

DEALER ADDED OPTIONS: \_\_\_\_\_

## EXISTING PROBLEMS LOG

You MUST complete this section on this form or the form will be returned as incomplete. "See Attached" or equivalent is NOT a substitute for completion. You may make copies of this page to address additional concerns.

|                                                                                                                                                                                                                                                  |                      |                |                 |                |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|----------------|-----------------|----------------|
| <b>Description of one problem that <u>CONTINUES TO EXIST</u>:</b><br>The car's engine suddenly shut off while driving. It's happened twice. The first incident was 2 weeks after the purchase. I have video recording of the dashboard's errors. | <b>Repair Visits</b> | <b>Date In</b> | <b>Date Out</b> | <b>Mileage</b> |
|                                                                                                                                                                                                                                                  | 1st visit            | 07/01/17       | 08/11/17        | 637            |
|                                                                                                                                                                                                                                                  | 2nd visit            | 09/15/17       | 11/06/17        | 1491           |
|                                                                                                                                                                                                                                                  | 3rd visit            |                |                 |                |
|                                                                                                                                                                                                                                                  | 4th visit            |                |                 |                |

|                                                                   |                      |                |                 |                |
|-------------------------------------------------------------------|----------------------|----------------|-----------------|----------------|
| <b>Description of one problem that <u>CONTINUES TO EXIST</u>:</b> | <b>Repair Visits</b> | <b>Date In</b> | <b>Date Out</b> | <b>Mileage</b> |
|                                                                   | 1st visit            |                |                 |                |
|                                                                   | 2nd visit            |                |                 |                |
|                                                                   | 3rd visit            |                |                 |                |
|                                                                   | 4th visit            |                |                 |                |

|                                                                   |                      |                |                 |                |
|-------------------------------------------------------------------|----------------------|----------------|-----------------|----------------|
| <b>Description of one problem that <u>CONTINUES TO EXIST</u>:</b> | <b>Repair Visits</b> | <b>Date In</b> | <b>Date Out</b> | <b>Mileage</b> |
|                                                                   | 1st visit            |                |                 |                |
|                                                                   | 2nd visit            |                |                 |                |
|                                                                   | 3rd visit            |                |                 |                |
|                                                                   | 4th visit            |                |                 |                |

|                                                                   |                      |                |                 |                |
|-------------------------------------------------------------------|----------------------|----------------|-----------------|----------------|
| <b>Description of one problem that <u>CONTINUES TO EXIST</u>:</b> | <b>Repair Visits</b> | <b>Date In</b> | <b>Date Out</b> | <b>Mileage</b> |
|                                                                   | 1st visit            |                |                 |                |
|                                                                   | 2nd visit            |                |                 |                |
|                                                                   | 3rd visit            |                |                 |                |
|                                                                   | 4th visit            |                |                 |                |



☒ YES ☐ NO

The manufacturer, converter or distributor of the vehicle (**NOT THE DEALER**) was give  
written notice of the problem(s), on 10/31/17, 2017

IF YOU ANSWERED NO, PLEASE SEND A LETTER TO THE MANUFACTURER, CONVERTER (DISTRIBUTOR AS SOON AS POSSIBLE (CERTIFIED MAIL/RETURN RECEIPT IS SUGGESTED) AND INCLUDE A COPY OF THE LETTER WITH THIS COMPLAINT FORM.

☒ YES ☐ NO

The vehicle has been inspected by a factory representative. If you answered yes, please provide the inspection date, location, personnel involved, and outcome. Use a separate sheet if needed.

DATE: 11/01/17 LOCATION: Gillman Chrysler Dea

BY WHOM: [REDACTED]

OUTCOME: Cannot find the cause of  
engine shutting off

I UNDERSTAND THAT THE INFORMATION I AM SUBMITTING MAY BE SHARED WITH THE OTHER INTERESTED PARTIES TO MY COMPLAINT IN ORDER TO RESOLVE THIS MATTER.

I HEREBY CERTIFY, UNDER PENALTY OF PERJURY, THAT ALL STATEMENTS IN THIS COMPLAINT ARE TRUE AND CORRECT.

[REDACTED]  
SIGNATURE OF VEHICLE OWNER/LESSEE

11/24/2017  
DATE:

The Texas Department of Motor Vehicles maintains the information collected through this form. With few exceptions, you are entitled request to be informed about the information that we collect about you. Under Section 552.001 and 552.023 of the Government Code, you also are entitled to receive and review this information. Under Section 559.004 of the Government Code, you are also entitled to have correct information about you that is incorrect.

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](http://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 1, 2017

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

RE: Pre-Lit Program  
MANUEL NOGUERA v FCA US LLC  
Vehicle Type: 2017 CHRYSLER PACIFICA LIMITED  
VIN: 2C4RC1GG0H1[REDACTED]

FCAUS LLC  
Office of the General Counsel

AUG 02 2017

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

To Whom It May Concern:

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

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

I look forward to hearing from you.

Very truly yours,

[Signature]  
Jacqueline C. Herritt

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

RECEIVED

AUG - 3 2017

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



LEASED VEHICLE REGISTRATION



PLATE NO: S11HEF GOOD THRU: 10/2020

VIN: 2C4RC1GG0HR

CHR 2017 WAGON BK PAC WC: 8

USB LEASING LT PASSENGER 08

1850 OSBORNE AVE CC:

OSHKOSH WI 54902 INITIAL PT:PA

EQ:8 FEE: 283.00 Z3

USB LEASING LT  
1850 OSBORNE AVE  
OSHKOSH WI

54902

VIN: 2C4RC1GG0HR MAKE: CHR  
MODEL: PAC YEAR: 2017  
PLATE NO: S11HEF GOOD THRU: 10/2020  
REG Initial: 283.00  
FD REG:  
POST AUDIT:  
PLATE FEE:  
TITLE FEE: 60.00  
TOTAL: 343.00  
Z3

LESSEE:

HILLSIDE

NJ





No. [REDACTED]

## CASHIER'S CHECK

DATE OCTOBER 26, 2016

PAY TO THE  
ORDER OF ROUTE 46 LTD

\$ 16,127.38

SIXTEEN THOUSAND ONE HUNDRED TWENTY SEVEN AND 38 / 100 DOLLARS

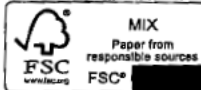
 Security features  
included.  
Details on back.

ROBERT NOGUERA

REMITTER

PNC

tion



**DODGE****Jeep****RAM**

1655 Route 46 East • Little Falls, NJ 07424  
(973) 774-1000 • Fax: (973) 200-6599

Route 46 CJD

Date 10/22/2016

I, [REDACTED] promise to pay to the order of  
ROUTE 46 CHRYSLER JEEP DODGE, the amount of \$ \$16127.38 Dollars:

payable at ROUTE 46 CHRYSLER JEEP DODGE, 1655 Route 46 East, Little Falls, New Jersey 07424.

Amount Due: \$ \$16127.38

Month 10 Day 22 Year 2016

I, the undersigned understand and agree to the following provisions that accompany this note:

1. This note is a cash advance made to me by ROUTE 46 CHRYSLER JEEP DODGE.
2. Repayment of this note shall be made promptly; no later than closing time of date due.
3. Repayment of this demand note is due regardless of the condition of the vehicle brought from ROUTE 46 CHRYSLER JEEP DODGE.
4. Non-payment of this note, in lieu of repairs done or that may be needed to the vehicle purchased from ROUTE 46 CHRYSLER JEEP DODGE is not allowed and will not be permitted.
5. In case of default by me, I will be liable for all Attorney, Legal and Service fees that may be incurred by ROUTE 46 CHRYSLER JEEP DODGE in order to recover whatever balance is due.

[REDACTED]  
CUSTOMER SIGNATURE

[REDACTED]  
ADDRESS

HILLSIDE  
CITY

NJ  
STATE

[REDACTED]  
ZIP

H: [REDACTED]  
TELEPHONE

B: [REDACTED]  
TELEPHONE

[REDACTED]  
W

\$16127.38  
AMOUNT

10-26-16  
DUE DATE

[REDACTED]  
STOCK #

2017  
YEAR

CHRYSLER  
MAKE

PACIFICA  
MODEL

2C4RC1GG0HR  
VIN #

# ROUTE 46 CHRYSLER JEEP DODGE



PAGE 1 OF 1

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

AMOUNT PAID BY COMMENT  
16,127.38 CASHIER DP/MIKE R  
STK# [REDACTED] CK# [REDACTED]



HILLSIDE NJ



TOTAL RECEIVED: \$16,127.38

DATE-TIME: 26OCT2016 11:38

CASHIER: SABRINA

LOCATION:

CASH DRAWER:



## ACCOUNTING DISTRIBUTION

| CO | JOURNAL | CO | ACCOUNT | AMOUNT     | CONTROL | CONTROL2 |
|----|---------|----|---------|------------|---------|----------|
| 2  | 56      | 2  | 10200   | 16,127.38  |         |          |
|    |         | 2  | 11100   | -16,127.38 | 20936   |          |

CASH  
RECEIPT

RT 46 100551K 01P 10003  
RTS 10 100000 46 1  
10001 10001 10001 10001  
10001 10001 10001 10001

Merchant ID: 24012563  
Term ID: 0826

## Sale

Merchant ID: 24012563

VISA

XXXXXXXXXXXX191

Alt: [REDACTED]

Entry Method: Chip

Approved: Online

BatchID: [REDACTED]

10/22/16

18:19:03

Invit: [REDACTED]

Appr Code: [REDACTED]

Total: \$

627.24

ENV: 0000000000  
EST: 0000

Amount: 0000000000 627.24

Customer ID:

Term ID:

ROUTE 46 CHRYSLER JEEP DODGE



Jeep



DODGE

PAGE 1 OF 1

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

AMOUNT PAID BY COMMENT  
627.24 V/MC DEP/MIKER/STK# [REDACTED] CC# [REDACTED]

TOTAL RECEIVED: \$627.24

[REDACTED]  
HILLSIDE

NJ [REDACTED]

DATE-TIME: 22OCT2016 19:47

CASHIER: JUDY

LOCATION:

CASH DRAWER:



Jeep



ACCOUNTING DISTRIBUTION

| CO | JOURNAL | CO | ACCOUNT | AMOUNT  | CONTROL | CONTROL2 |
|----|---------|----|---------|---------|---------|----------|
| 2  | 56      | 2  | 10200   | 627.24  |         |          |
|    |         | 2  | 11100   | -627.24 | 20936   |          |

CASH  
RECEIPT



060  
WESTSIDE (443)  
405 VAN HOUTEN AVENUE  
PASSAIC, NJ, 07055  
Cashbox 06

RT 46 CHRYSLER JEEP BUICK  
1655 US HIGHWAY 46 E  
CHRYSLER NJ 07024  
(973) 774 1000

Merchant ID: 24016569  
Term ID: 0526

Sale

Business Date OCT 26, 2016  
Calendar Date OCT 26, 2016

Transaction Label: VISA DEBIT  
VISA

Purchase 11:10  
Transaction Number [REDACTED]  
Account Type Official Check  
Account Number XXXXXX  
Document Number [REDACTED]  
Transaction Amount \$ 16,127.38  
Funded by Check \$ 16,127.38

10/26/16  
Auth: [REDACTED]  
Entry Method: Unk  
Apprvd: Online  
10/22/16  
Invtl [REDACTED] Appr Code: 247124  
Total: \$ 4,300.00

Payee:  
ROUTE 46 CJD  
Remitter:  
[REDACTED]

LEN: 0000000000  
LEN: 0000

This deposit or payment is accepted subject to  
verification and to the rules and regulations of  
this bank. Deposits may not be available for  
immediate withdrawal. Receipt should be held  
until verified with your statement.

Customer Code  
00000000

ROUTE 46 CHRYSLER JEEP DODGE



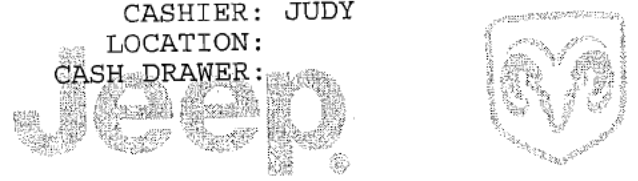
1655 ROUTE 46 EAST · LITTLE FALLS, NJ 07424  
PH: (973) 774-1000

|          |         |                                           |
|----------|---------|-------------------------------------------|
| AMOUNT   | PAID BY | COMMENT                                   |
| 4,300.00 | V/MC    | DEP/MIKER/STK# [REDACTED] /CC# [REDACTED] |

[REDACTED]  
HILLSIDE NJ [REDACTED]

TOTAL RECEIVED: \$4,300.00

DATE-TIME: 22OCT2016 19:38  
CASHIER: JUDY  
LOCATION:  
CASH DRAWER:



ACCOUNTING DISTRIBUTION

| CO | JOURNAL | CO | ACCOUNT | AMOUNT    | CONTROL    | CONTROL2 |
|----|---------|----|---------|-----------|------------|----------|
| 2  | 56      | 2  | 10200   | 4,300.00  | [REDACTED] |          |
|    |         | 2  | 11100   | -4,300.00 |            |          |

CASH  
RECEIPT



060  
WESTSIDE (443)  
405 VAN HOUTEN AVENUE  
PASSAIC, NJ, 07055  
Cashbox 06

Business Date  
Calendar Date

OCT 26, 2016  
OCT 26, 2016

Account Number

XXXXXX

The balance in your account does not include any pending transactions submitted for posting to your account.

|                   |    |          |
|-------------------|----|----------|
| Balance           | \$ | 991.03   |
| Available Balance | \$ | 2,863.65 |

Balance = The balance in an account at the beginning of each business day; which includes all deposits and withdrawals that were posted from the previous day's processing, whether or not funds have been collected.

Available Balance = The dollar amount available for immediate withdrawal, from a checking, savings or money market account.

Pending Transaction = These are authorized or submitted debits or credits not yet processed against your account. When these items are posted, they will be reflected in your Balance amount.

To check your account balance and get detailed account information, visit our website at [pnc.com](http://pnc.com) or call 1-888-762-2265



LOT LOCATION:

CUSTOMER #:

ROUTE 46 CHRYSLER JEEP DODGE



Jeep



\*INVOICE\*

1655 ROUTE 46 EAST · LITTLE FALLS, NJ 07424

PH: (973) 774-1000

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HILLSIDE, NJ

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 2476 LISETTE TORRES

| COLOR           | YEAR       | MAKE/MODEL        | VIN          | LICENSE                               | MILEAGE IN/ OUT | TAG     |           |
|-----------------|------------|-------------------|--------------|---------------------------------------|-----------------|---------|-----------|
| BLACK           | 17         | CHRYSLER PACIFICA | 2C4RC1GG0HR  |                                       | 17884/17884     |         |           |
| IN-SERVICE DATE | PROD. DATE | WARR. EXP.        | PROMISED     | PO NO.                                | RATE            | PAYMENT | INV. DATE |
| 22OCT16 DD      |            |                   | WAIT 15JUL17 |                                       | 125.00          | CASH    | 17JUL17   |
| R.O. OPENED     |            | READY             |              | OPTIONS: SOLD-STK: ENG:3.6 Liter DOHC |                 |         |           |
| 09:35 14JUL17   |            | 12:46 17JUL17     |              | TRN:DFH_9-Spd_948TE_FWD_Auto_Trans 9) |                 |         |           |
|                 |            |                   |              | TOTAL                                 |                 |         |           |

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

A Multi-point inspection (according to maintenance interval)

26 Multi-point inspection (according to maintenance interval)

4959 ISP

(N/C)

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

17884 Performed multi point inspection.

B Indicator/Warning Lights - Check engine light on [CUSTOMER STATES CHECK ENGINE LIGHT IS ON PLEASE CHECK AND ADVISE]

CAUSE:

25012901 Sensor, fuel tank pressure - Replace In-line Evap Purge Flow (2 - Skilled)

4959 W

(N/C)

1 52030445AA TUBE-FUEL SUPPLY

(N/C)

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

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

17884 Verified customers concern. Plugged in the micro pod and retrieved dtc P018c for fuel rail pressure sensor. Performed diagnostics and found that the fuel rail pressure sensor needed to be replaced. Removed and replaced frps and cleared dtc. Test drove the vehicle and check engine light did not return. 08142201 Sensor, fuel pressure - Test and Replace tube fuel supply (1 - Semi-Skilled) 1 - Engine Repair and Performance ML MALFUNCTION LIGHT MIL (all modules) NS NO START 14 SHORT OR OPEN 18 CIRCUIT OPEN 83 CONNECTION LOOSE 0.00 Primary 0.4

C SYN OIL CHANGE

FOF Perform complimentary oil and filter change, top off washer fluid, set tire pressures and

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I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE

X

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

Thank You!

LOT LOCATION:

CUSTOMER #:

ROUTE 46 CHRYSLER JEEP DODGE



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HILLSIDE, NJ

PAGE 2

HOME: CONT:

BUS: CELL:

SERVICE ADVISOR: 2476 LISETTE TORRES

|                 |  |            |  |                                       |  |              |  |                    |  |                 |  |         |  |           |  |
|-----------------|--|------------|--|---------------------------------------|--|--------------|--|--------------------|--|-----------------|--|---------|--|-----------|--|
| BUS:            |  | CELL:      |  | SERIAL:                               |  | VIN:         |  | LICENSE:           |  | MILEAGE IN/OUT: |  | TAG:    |  |           |  |
| COLOR           |  | YEAR       |  | MAKE/MODEL                            |  | VIN          |  | LICENSE            |  | MILEAGE IN/OUT  |  | TAG     |  |           |  |
| BLACK           |  | 17         |  | CHRYSLER PACIFICA                     |  | 2C4RC1GG0HR  |  |                    |  | 17884/17884     |  |         |  |           |  |
| IN SERVICE DATE |  | PROD. DATE |  | WARR. EXP.                            |  | PROMISED     |  | PO NO.             |  | RATE            |  | PAYMENT |  | INV. DATE |  |
| 22OCT16 DD      |  |            |  |                                       |  | WAIT 15JUL17 |  |                    |  | 125.00          |  | CASH    |  | 17JUL17   |  |
| R.O. OPENED     |  | READY      |  | OPTIONS:                              |  | SOLD-STK:    |  | ENG:3.6 Liter DOHC |  |                 |  |         |  |           |  |
|                 |  |            |  | TRN:DFH 9-Spd_948TE_FWD_Auto_Trans 9) |  |              |  |                    |  |                 |  |         |  |           |  |

| 09:35 14JUL17               | 12:46 17JUL17 | LIST | NET | TOTAL |
|-----------------------------|---------------|------|-----|-------|
| LINE OPCODE TECH TYPE HOURS |               |      |     |       |

reset maintenance reminder light.

(N/C)

4959IALOF

0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C:

17884 Performed oil change.

\*\*\*\*\*

D Engine Performance Concern/Drivability [CUSTOMER STATES REMOTE  
STARTER DID NOT START THE VEHICLE PLEASE CHECK]

RELATED RELATED TO REPAIRS PERFORMED

(N/C)

4959 ISP

0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D:

17884 Remote start will not operate with check engine light on.

\*\*\*\*\*

E Engine Performance Concern/Drivability [CUSTOMER STATES NAVI WAS  
RUNNING BACKWARDS PLEASE CHECK AND ADVISE]

SS SEE STORY

0.00

0.00

4959 C

0.00

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

17884 Test drove the vehicle and operated the navigation.

Navigation operates as designed.

\*\*\*\*\*

F Engine Mechanical Concern [CUSTOMER WANTS TO KNOW WHY HIS VEHICLE  
KEEP BURNING OUT SENSORS. CUSTOMER STATES HE HAS HAD MODULE FOR  
THE SEAT REPLACED, THE BUMPER BRAKE ASSIST SENSOR WAS REPLACED  
AS WELL, AND PASSING WARNING SENSOR BURNT OUT AS WELL PLEASE  
CHECK]

09 Engine Mechanical Concern [CUSTOMER WANTS TO  
KNOW WHY HIS VEHICLE KEEP BURNING OUT  
SENSORS. CUSTOMER STATES HE HAS HAD MODULE  
FOR THE SEAT REPLACED, THE BUMPER BRAKE  
ASSIST SENSOR WAS REPLACED AS WELL, AND  
PASSING WARNING SENSOR BURNT OUT AS WELL  
PLEASE CHECK]

0.00

0.00

4959 C

0.00

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

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X

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

LOT LOCATION:

CUSTOMER #:

ROUTE 46 CHRYSLER JEEP DODGE



\*INVOICE\*

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

HILLSIDE, NJ

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HOME:

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BUS:

CELL:

SERVICE ADVISOR: 2476 LISETTE TORRES

|                 |  |            |  |                                       |  |              |  |                    |  |                 |  |
|-----------------|--|------------|--|---------------------------------------|--|--------------|--|--------------------|--|-----------------|--|
| BUS:            |  | YEAR:      |  | VIN                                   |  | LICENSE      |  | MILEAGE IN/ OUT    |  | TAG             |  |
| COLOR           |  | YEAR       |  | MAKE/MODEL                            |  | VIN          |  | LICENSE            |  | MILEAGE IN/ OUT |  |
| BLACK           |  | 17         |  | CHRYSLER PACIFICA                     |  | 2C4RC1GG0HR  |  | 17884/17884        |  |                 |  |
| IN SERVICE DATE |  | PROD. DATE |  | WARR. EXP.                            |  | PROMISED     |  | PO NO.             |  | RATE            |  |
| 22OCT16 DD      |  |            |  |                                       |  | WAIT 15JUL17 |  |                    |  | 125.00          |  |
| R.O. OPENED     |  | READY      |  | OPTIONS:                              |  | SOLD-STK:    |  | ENG:3.6 Liter DOHC |  |                 |  |
|                 |  |            |  | TRN:DFH_9-Spd_948TE_FWD_Auto_Trans 9) |  |              |  |                    |  |                 |  |

09:35 14JUL17 12:46 17JUL17

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

G\*\* 866-275-1420 FROM CHRYSTLER EXT 40541 DEBBIE

INFO INFO ONLY

(N/C)

4959 ISP  
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE G: 0.00

\*\*\*\*\*

CUSTOMER IS COMING IN TODAY (7  
13) JUST TO SEE IF VEHICLE IS  
SAFE TO DRIVE FOR LONG  
DISTANCE W ITH MIL LIGHT BUT  
WILL COME IN FOR MORE IN DEPT  
H SERVICE ON WEDNESDAY (7 19)

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I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE

X

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

LOT LOCATION:

CUSTOMER #:

ROUTE 46 CHRYSLER JEEP DODGE



\*INVOICE\*

1655 ROUTE 46 EAST · LITTLE FALLS, NJ 07424

PH: (973) 774-1000

HILLSIDE, NJ

PAGE 1

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 9505 SAL BAWAB

|                 |            |            |                   |                                       |             |         |                |           |     |
|-----------------|------------|------------|-------------------|---------------------------------------|-------------|---------|----------------|-----------|-----|
| COLOR           |            | YEAR       | MAKE/MODEL        |                                       | VIN         | LICENSE | MILEAGE IN/OUT |           | TAG |
| BLACK           |            | 17         | CHRYSLER PACIFICA |                                       | 2C4RC1GG0HR |         | 3111/3111      |           |     |
| IN SERVICE DATE | PROD. DATE | WARR. EXP. | PROMISED          |                                       | PO NO.      | RATE    | PAYMENT        | INV. DATE |     |
| 22OCT16 DD      |            |            | 09:30 02DEC16     |                                       |             | 120.00  | CASH           | 02DEC16   |     |
| R.O. OPENED     |            | READY      |                   | OPTIONS: SOLD-STK: ENG:3.6_Liter DOHC |             |         |                |           |     |
|                 |            |            |                   | TRN:DFH 9-Spd 948TE FWD Auto Trans 9  |             |         |                |           |     |

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

A Flash Software 1 Software Flash for FSM

CAUSE:

18522991 Software Flash - Reprogram Module,  
Folding Seat (FSM) - Reprogram (0 - Low  
Skilled)

(N/C)

11 W

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

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

3111 18-52-29-91 Module, Seat Folding (FSM) - Reprogram (0 -  
Introduction) 6 - Electrical and Body System 0.3 Hrs

\*\*\*\*\*

B Flash Software 2 Software Flash for PSDML

CAUSE:

18193195 Module, Power Liftgate Control -  
Reprogram Module, Power Sliding Door (PSDML  
/ PSDMR) (0 - Low Skilled)

(N/C)

11 W

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

3111 18-19-31-95 Module, Power Sliding Door (PSDM) - Reprogram (0 -  
Introduction) 6 - Electrical and Body Systems 0.3 Hrs.

\*\*\*\*\*

C Engine Performance Concern/Drivability Customer states when driving  
can notice loss of power occurs at local or highway speeds ,  
when accelerating could feel a bog down

NPF COULD NOT VERIFY CONCERN AT THIS TIME

(N/C)

11 ISP

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

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X

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



LOT LOCATION:

CUSTOMER #:

ROUTE 46 CHRYSLER JEEP DODGE



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HILLSIDE, NJ

PAGE 1

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 8937 DANNY PALOMINO

|                 |      |                   |  |                                       |  |               |  |                    |  |
|-----------------|------|-------------------|--|---------------------------------------|--|---------------|--|--------------------|--|
| BUS:            |      | CELL:             |  | SERVICE ADVISOR:                      |  | DATE:         |  | TIME:              |  |
| COLOR           | YEAR | MAKE/MODEL        |  | VIN                                   |  | LICENSE       |  | MILEAGE IN/ OUT    |  |
| BLACK           | 17   | CHRYSLER PACIFICA |  | 2C4RC1GG0HR                           |  |               |  | 9941/9941          |  |
| IN SERVICE DATE |      | PROD. DATE        |  | WARR. EXP.                            |  | PROMISED      |  | PO NO.             |  |
| 22OCT16 DD      |      |                   |  |                                       |  | 11:00 22FEB17 |  | 125.00             |  |
|                 |      |                   |  |                                       |  |               |  | CASH               |  |
|                 |      |                   |  |                                       |  |               |  | 24FEB17            |  |
| R.O. OPENED     |      | READY             |  | OPTIONS:                              |  | SOLD-STK:     |  | ENG:3.6_Liter DOHC |  |
|                 |      |                   |  | TRN:DFH 9-Spd 948TE_FWD_Auto_Trans 9) |  |               |  |                    |  |

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

A Flash Software 1 [Software Flash for MSMP]

CAUSE:

UPDATE UPDATED SOFTWARE

3705 W

(N/C)

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

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

B Electrical Concern [Customer states WHEN USING EASY STOW BUTTON ON "B" PILLARS SAYS OBSTRUCTION WHEN SEAT IS MOVING FORWARD]

CAUSE:

Z REPAIRED WIRING LEADING UP TO BODY CONTROL MODULE, FOUND BCM TO HAVE INTERNAL SHORT, PART IS ON BACK ORDER. WILL NOTIFY WHEN PARTS ARRIVE

3705 W

(N/C)

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

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

C Radio/Nav/Telematics Concern [Customer states SEEMS LIKE RADIO STOPS WORKING FOR A SECOND WHEN SWITCHING STATIONS]

CAUSE:

Z MUST REPLACE BCM THEN CHECK AFTER REPAIR

3705 ISP

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

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I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE

X

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

LOT LOCATION:

CUSTOMER #:

ROUTE 46 CHRYSLER JEEP DODGE



Jeep



\*INVOICE\*

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

HILLSIDE, NJ

PAGE 2

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 8937 DANNY PALOMINO

| COLOR           | YEAR       | MAKE/MODEL        | VIN                                   | LICENSE | MILEAGE IN/OUT | TAG     |           |
|-----------------|------------|-------------------|---------------------------------------|---------|----------------|---------|-----------|
| BLACK           | 17         | CHRYSLER PACIFICA | 2C4RC1GG0HR                           |         | 9941/9941      |         |           |
| IN SERVICE DATE | PROD. DATE | WARR. EXP.        | PROMISED                              | PO NO.  | RATE           | PAYMENT | INV. DATE |
| 22OCT16 DD      |            |                   | 11:00 22FEB17                         |         | 125.00         | CASH    | 24FEB17   |
| R.O. OPENED     |            | READY             | OPTIONS: SOLD-STK: ENG:3.6 Liter DOHC |         |                |         |           |
|                 |            |                   | TRN:DFH 9-Spd 948TE FWD Auto Trans 9) |         |                |         |           |

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

D SUPPLIED RENTAL

CAUSE:

RENTAL SUPPLIED RENTAL

(N/C)

3705 W

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

\*\*\*\*\*

E perform multi-point safety inspection and check for any available  
flash software updates.

26 perform multi-point safety inspection and  
check for any available flash software  
updates.

3705 ISP

(N/C)

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

\*\*\*\*\*

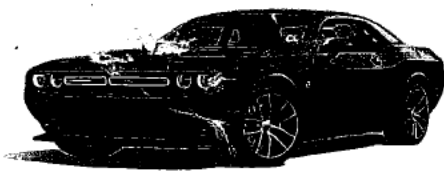
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I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE

X

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



# Multi-Point Inspection Report Card As Recommended by Route 46 Auto Group

CUSTOMER NAME: [REDACTED] YEAR / MODEL: 17 / Pacifica

DATE: 12/2/16 RO: TAG: MILEAGE: 3111

CHECKED AND OKAY AT THIS TIME MAY REQUIRE FUTURE ATTENTION REQUIRES IMMEDIATE ATTENTION

Diagram of a car with inspection points and checkboxes:

- EXHAUST SYSTEM (LEAKS, DAMAGED, LOOSE) [ ] [ ] [ ]
- STEERING & SUSPENSION [ ] [ ] [ ]
- WASHER FLUID LEVEL [ ] [ ] [ ]
- DRIVE SHAFT & U-JOINTS (IF EQUIPPED) [ ] [ ] [ ]
- ENGINE AIR FILTER [ ] [ ] [ ]
- WIPER BLADES [ ] [ ] [ ]
- HORN [ ] [ ] [ ]
- BULBS [ ] [ ] [ ]
- BELTS & HOSES [ ] [ ] [ ]
- FRONT BRAKES [ ] [ ] [ ]
- LEFT FRONT TIRE [ ] [ ] [ ]
- RIGHT FRONT TIRE [ ] [ ] [ ]
- REAR BRAKES [ ] [ ] [ ]
- LEFT REAR TIRE [ ] [ ] [ ]
- RIGHT REAR TIRE [ ] [ ] [ ]
- BATTERY PERFORMANCE [ ] [ ] [ ]

COMMENTS: \_\_\_\_\_

SERVICE ADVISOR: [Signature]

LOT LOCATION:

CUSTOMER #:

ROUTE 46 CHRYSLER JEEP DODGE



Jeep



\*INVOICE\*

1655 ROUTE 46 EAST · LITTLE FALLS, NJ 07424

PH: (973) 774-1000

HILLSIDE, NJ

PAGE 2

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 9505 SAL BAWAB

| COLOR | YEAR | MAKE/MODEL        | VIN         | LICENSE | MILEAGE IN/ OUT | TAG |
|-------|------|-------------------|-------------|---------|-----------------|-----|
| BLACK | 17   | CHRYSLER PACIFICA | 2C4RC1GG0HR |         | 3111/3111       |     |

| IN SERVICE DATE | PROD. DATE | WARR. EXP. | PROMISED      | PO NO. | RATE   | PAYMENT | INV. DATE |
|-----------------|------------|------------|---------------|--------|--------|---------|-----------|
| 22OCT16 DD      |            |            | 09:30 02DEC16 |        | 120.00 | CASH    | 02DEC16   |

| R.O. OPENED   | READY         | OPTIONS:                           | SOLD-STK: | ENG:           |
|---------------|---------------|------------------------------------|-----------|----------------|
| 07:58 02DEC16 | 09:29 02DEC16 | TRN:DFH_9-Spd_948TE_FWD_Auto_Trans | 9)170066  | 3.6 Liter DOHC |

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

3111 Could Not Verify Customer Concern. Test Drove Vehicle and Found No Anomalies in Driving. Vehicle Functioning as Designed.

\*\*\*\*\*

D Multipoint inspection (according to maintenance interval)

26 Multipoint inspection (according to maintenance interval)

11 ISP

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

3111 26 inspection performed.

\*\*\*\*\*

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I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE

X

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



LOT LOCATION:

CUSTOMER #:

ROUTE 46 CHRYSLER JEEP DODGE



Jeep



\*INVOICE\*

1655 ROUTE 46 EAST · LITTLE FALLS, NJ 07424

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PAGE 3

HILLSIDE, NJ

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 7225 AARON ROSENZWEIG

HOME: [REDACTED] BUS: [REDACTED] CELL: [REDACTED] SERVICE ADVISOR: 7225 AARON ROSENZWEIG

| COLOR           | YEAR       | MAKE/MODEL                                       | VIN                    | LICENSE | MILEAGE IN/OUT | TAG        |           |
|-----------------|------------|--------------------------------------------------|------------------------|---------|----------------|------------|-----------|
| BLACK           | 17         | CHRYSLER PACIFICA                                | 2C4RC1GG0HR [REDACTED] |         | 292/292        | [REDACTED] |           |
| IN-SERVICE DATE | PROD. DATE | WARR. EXP.                                       | PROMISED               | PO NO.  | RATE           | PAYMENT    | INV. DATE |
| 22OCT16 DD      |            |                                                  | 17:00 28OCT16          |         | 120.00         | CASH       | 28OCT16   |
| R.O. OPENED     | READY      | OPTIONS: SOLD-STK: [REDACTED] ENG:3.6 Liter DOHC |                        |         |                |            |           |
|                 |            | TRN:DFH 9-Spd_948TE_FWD_Auto_Trans 9) [REDACTED] |                        |         |                |            |           |

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

\*\*\* THE FOLLOWING WORK NOT DONE-TRANSFERRED TO RO# \*\*\*

A Moved to: Line: A

B Moved to: Line: B

C Moved to: Line: C

E Moved to: Line: D

H Moved to: Line: E

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I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE

X

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

LOT LOCATION:

CUSTOMER #:

ROUTE 46 CHRYSLER JEEP DODGE



Jeep



\*INVOICE\*

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PH: (973) 774-1000

HILLSIDE, NJ

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HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 7225 AARON ROSENZWEIG

|                 |            |                   |               |                                       |        |         |        |                |           |     |  |
|-----------------|------------|-------------------|---------------|---------------------------------------|--------|---------|--------|----------------|-----------|-----|--|
| BUS:            |            | CELL:             |               | VIN                                   |        | LICENSE |        | MILEAGE IN/OUT |           | TAG |  |
| COLOR           | YEAR       | MAKE/MODEL        |               | VIN                                   |        | LICENSE |        | MILEAGE IN/OUT |           | TAG |  |
| BLACK           | 17         | CHRYSLER PACIFICA |               | 2C4RC1GG0HR                           |        |         |        | 292/292        |           |     |  |
| IN SERVICE DATE | PROD. DATE | WARR. EXP.        | PROMISED      |                                       | PO NO. |         | RATE   | PAYMENT        | INV. DATE |     |  |
| 22OCT16 DD      |            |                   | 17:00 28OCT16 |                                       |        |         | 120.00 | CASH           | 28OCT16   |     |  |
| R.O. OPENED     |            | READY             |               | OPTIONS: SOLD-STK: ENG:3.6 Liter DOHC |        |         |        |                |           |     |  |
|                 |            |                   |               | TRN:DFH_9-Spd_948TE_FWD_Auto_Trans 9  |        |         |        |                |           |     |  |
| 10:51 24OCT16   |            | 19:59 28OCT16     |               |                                       |        |         |        |                |           |     |  |
|                 |            |                   |               | TOTAL                                 |        |         |        |                |           |     |  |

| LINE                              | OPCODE                                   | TECH | TYPE | HOURS | LIST | NET | TOTAL |
|-----------------------------------|------------------------------------------|------|------|-------|------|-----|-------|
| 24-45-25-93                       | Inspect A/C System for Refrigerant Leaks |      |      |       |      |     |       |
| (1 - Semi - Skilled)              |                                          |      |      |       |      |     |       |
| 07 - Air Conditioning and Heating |                                          |      |      |       |      |     |       |
| 0.2 Hrs.                          |                                          |      |      |       |      |     |       |

G\*\* 16-089 2017 RU DUAL PANE SUNROOF ASSY MAKING CONT W/ROOF  
CAUSE: VEHICLE FLAGGED FOR RRT

2330659F Glass, sunroof - Adjust Sunroof, Dual  
Pane - Adjust Stationary Glass (RRT/Unsold  
Vehicle) (0 - Low Skilled)

(N/C)

8124 W  
FC: PART#: COUNT:  
CLAIM TYPE: W  
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE G: 0.00  
292

23-30-65-9F Sunroof Dual Pane - Adjust  
(RRT For Unsold Vehicles)  
(1 - Semi - Skilled)  
6 - Electrical  
and Body  
Systems  
0.2 Hrs

H Moved to: 208454C Line: E

SPLIT Moved to: 208454C Line: E

(N/C)

99 ISP

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

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I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE

X

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

LOT LOCATION:

CUSTOMER #:

ROUTE 46 CHRYSLER JEEP DODGE



\*INVOICE\*

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

PAGE 1

HILLSIDE, NJ

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 7225 AARON ROSENZWEIG

|                 |            |                   |               |                                       |         |                 |           |
|-----------------|------------|-------------------|---------------|---------------------------------------|---------|-----------------|-----------|
| BUS:            |            | CELL:             |               | SERIAL:                               |         | TAG:            |           |
| COLOR           | YEAR       | MAKE/MODEL        |               | VIN                                   | LICENSE | MILEAGE IN/ OUT |           |
| BLACK           | 17         | CHRYSLER PACIFICA |               | 2C4RC1GG0HR                           |         | 292/292         |           |
| IN SERVICE DATE | PROD. DATE | WARR. EXP.        | PROMISED      | PO NO.                                | RATE    | PAYMENT         | INV. DATE |
| 22OCT16 DD      |            |                   | 17:00 28OCT16 |                                       | 120.00  | CASH            | 28OCT16   |
| R.O. OPENED     |            | READY             |               | OPTIONS: SOLD-STK: ENG:3.6 Liter DOHC |         |                 |           |
|                 |            |                   |               | TRN:DFH 9-Spd_948TE_FWD_Auto_Trans 9) |         |                 |           |

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

A Moved to: 208454C Line: A  
SPLIT Moved to: 208454C Line: A

99 ISP  
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00  
\*\*\*\*\*

B Moved to: 208454C Line: B  
SPLIT Moved to: 208454C Line: B

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

C Moved to: 208454C Line: C  
SPLIT Moved to: 208454C Line: C

99 ISP  
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00  
\*\*\*\*\*

E Moved to: 208454C Line: D  
SPLIT Moved to: 208454C Line: D

99 ISP  
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00  
\*\*\*\*\*

F\*\* 16-097 2017 RU AIR CONDITIONING INOPERATIVE  
CAUSE: VEHICLE FLAGGED FOR RRT

24452593 Line, suction and liquid - Inspect  
Inspect A/C System for Refrigerant Leaks (1  
- Semi-Skilled)

8124 W  
FC: PART#: COUNT:  
CLAIM TYPE: W  
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00  
292

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X

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

LOT LOCATION:

CUSTOMER #:

ROUTE 46 CHRYSLER JEEP DODGE



Jeep



\*INVOICE\*

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PH: (973) 774-1000

HILLSIDE, NJ

PAGE 1

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 7225 AARON ROSENZWEIG

|                 |            |                   |               |                                       |        |            |        |                    |           |       |  |
|-----------------|------------|-------------------|---------------|---------------------------------------|--------|------------|--------|--------------------|-----------|-------|--|
| BUS:            |            | CEL:              |               | SERVICE ADVISOR:                      |        | 7225 ARROW |        | MILEAGE IN/ OUT    |           | TAG   |  |
| COLOR           | YEAR       | MAKE/MODEL        |               | VIN                                   |        | LICENSE    |        | MILEAGE IN/ OUT    |           | TAG   |  |
| BLACK           | 17         | CHRYSLER PACIFICA |               | 2C4RC1GG0HR                           |        |            |        | 292/299            |           |       |  |
| IN SERVICE DATE | PROD. DATE | WARR. EXP.        | PROMISED      |                                       | PD NO. |            | RATE   | PAYMENT            | INV. DATE |       |  |
| 22OCT16 DD      |            |                   | 17:00 28OCT16 |                                       |        |            | 120.00 | CASH               | 28OCT16   |       |  |
| R.O. OPENED     |            | READY             |               | OPTIONS:                              |        | SOLD-STK:  |        | ENG:3.6 Liter DOHC |           |       |  |
| 10:51 24OCT16   |            | 20:00 28OCT16     |               | TRN:DFH_9-Spd_948TE_FWD_Auto_Trans 9) |        |            |        |                    |           |       |  |
|                 |            |                   |               |                                       |        | LIST       |        | NET                |           | TOTAL |  |

LINE OPCODE TECH TYPE HOURS  
A C/S DRIVERS DOOR WAS SCRATCHED UPON DELIVERY.

JLA JLA RESTORATION REPAIR

(N/C)

99 INT

SUBL JLA RESTORATION

(N/C)

INT

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

0.00

\*\*\*\*\*

B C/S P/S SECOND ROW SEAT WAS DIRTY UPON DELIVERY

Z SEE LINE C

(N/C)

99 ISP

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

0.00

\*\*\*\*\*

C PERFORM FULL CAR WASH DETAIL

DETAIL PERFORM FULL CAR WASH W/ DETAIL INSIDE AND

OUT

(N/C)

99 ISP

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C:

0.00

\*\*\*\*\*

D C/S PROVIDE ESTIMATE TO INSTALL ENTERTAINMENT SYSTEM.

Z FACTORY UPGRADE NOT AVAILABLE. AFTERMARKET

MODEL MATCHING INTERIOR NOT AVAILABLE YET.

(N/C)

99 ISP

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D:

0.00

\*\*\*\*\*

E\*\* SUPPLIED RENTAL

RENTAL SUPPLIED RENTAL

(N/C)

99 INT

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

0.00

\*\*\*\*\*

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I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE

X

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



LOT LOCATION:

CUSTOMER #:

ROUTE 46 CHRYSLER JEEP DODGE



INVOICE

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PAGE 1

HILLSIDE, NJ

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 7225 AARON ROSENZWEIG

|                 |               |                                                  |                        |         |                |            |
|-----------------|---------------|--------------------------------------------------|------------------------|---------|----------------|------------|
| COLOR           | YEAR          | MAKE/MODEL                                       | VIN                    | LICENSE | MILEAGE IN/OUT | TAG        |
| BLACK           | 17            | CHRYSLER PACIFICA                                | 2C4RC1GG0HR [REDACTED] |         | 3125/3125      | [REDACTED] |
| IN SERVICE DATE | PROD. DATE    | WARR. EXP.                                       | PROMISED               | PO NO.  | RATE           | PAYMENT    |
| 22OCT16 DD      |               |                                                  | 17:00 05DEC16          |         | 120.00         | CASH       |
| R.O. OPENED     | READY         | OPTIONS: SOLD-STK: [REDACTED] ENG:3.6 Liter DOHC |                        |         |                |            |
|                 |               | TRN:DFH_9-Spd_948TE_FWD_Auto_Trans 9) [REDACTED] |                        |         |                |            |
| 08:04 05DEC16   | 09:44 30DEC16 |                                                  |                        |         |                |            |

| LINE | OPCODE | TECH | TYPE                                                   | HOURS | LIST | NET | TOTAL |
|------|--------|------|--------------------------------------------------------|-------|------|-----|-------|
| A    | C/S    | R/S  | MIDDLE SEAT RELEASE LATCH ISN'T WORKING PROPERLY SINCE |       |      |     |       |
|      |        |      | REPLACEMENT. CHECK AND ADVISE.                         |       |      |     |       |

POO \*\*\*\*\*PARTS ORDERED. TO CHECK ON STATUS  
OF PART, CALL PARTS DEPT. 973-774-1000 Ext.  
1081 or Ext. 1080 or EXT. 1072\*\*\*\*\*  
513 ISP (N/C)  
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00  
\*\*\*\*\*

B\*\* C/S P/S MIDDLE ROW SEAT BOTTOM COVER IS DISCOLORED.  
POO \*\*\*\*\*PARTS ORDERED. TO CHECK ON STATUS  
OF PART, CALL PARTS DEPT. 973-774-1000 Ext.  
1081 or Ext. 1080 or EXT. 1072\*\*\*\*\*  
513 ISP (N/C)  
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00  
\*\*\*\*\*

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X

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

Thank You!

LOT LOCATION:

CUSTOMER #: [REDACTED]

ROUTE 46 CHRYSLER JEEP DODGE



\*INVOICE\*

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PH: (973) 774-1000

HILLSIDE, NJ

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HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 8937 DANNY PALOMINO

|                             |            |                   |               |                                       |         |                     |           |     |
|-----------------------------|------------|-------------------|---------------|---------------------------------------|---------|---------------------|-----------|-----|
| BUS:                        |            | CELL:             |               | SERVICE ADVISOR:                      |         | 8937 DANNY PALOMINO |           |     |
| COLOR                       | YEAR       | MAKE/MODEL        |               | VIN                                   | LICENSE | MILEAGE IN/ OUT     |           | TAG |
| BLACK                       | 17         | CHRYSLER PACIFICA |               | 2C4RC1GG0HR                           |         | 12984/12985         |           |     |
| IN SERVICE DATE             | PROD. DATE | WARR. EXP.        | PROMISED      | PO NO.                                | RATE    | PAYMENT             | INV. DATE |     |
| 22OCT16 DD                  |            |                   | 11:30 11APR17 |                                       | 125.00  | CASH                | 13APR17   |     |
| R.O. OPENED                 |            | READY             |               | OPTIONS: SOLD-STK: ENG:3.6 Liter DOHC |         |                     |           |     |
| 09:01 11APR17               |            | 15:39 13APR17     |               | TRN:DFH_9-Spd_948TE_FWD_Auto_Trans 9) |         |                     |           |     |
| LINE OPCODE TECH TYPE HOURS |            |                   |               |                                       | LIST    | NET                 | TOTAL     |     |

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

I perform multi-point safety inspection and check for any available flash software updates.

26 perform multi-point safety inspection and check for any available flash software updates.

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

12984 M.P.I Performed M.P.I.

E.C.S. CASE # [REDACTED]

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I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE

X

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

LOT LOCATION:

CUSTOMER #:

ROUTE 46 CHRYSLER JEEP DODGE



\*INVOICE\*

1655 ROUTE 46 EAST • LITTLE FALLS, NJ 07424

PH: (973) 774-1000

HILLSIDE, NJ

PAGE 2

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 8937 DANNY PALOMINO

BUS: CELL: SERVICE ADVISOR: 6997

| COLOR           | YEAR       | MAKE/MODEL        | VIN           | LICENSE                               | MILEAGE IN/ OUT | TAG     |           |
|-----------------|------------|-------------------|---------------|---------------------------------------|-----------------|---------|-----------|
| BLACK           | 17         | CHRYSLER PACIFICA | 2C4RC1GG0HR   |                                       | 12984/12985     |         |           |
| IN SERVICE DATE | PROD. DATE | WARR. EXP.        | PROMISED      | PO NO.                                | RATE            | PAYMENT | INV. DATE |
| 22OCT16 DD      |            |                   | 11:30 11APR17 |                                       | 125.00          | CASH    | 13APR17   |
| R.O. OPENED     |            | READY             |               | OPTIONS: SOLD-STK: ENG:3.6_Liter DOHC |                 |         |           |
|                 |            |                   |               | TRN:DFH 9-Spd 948TE FWD Auto Trans 9  |                 |         |           |

| LINE | OPCODE            | TECH | TYPE | HOURS | LIST | NET | TOTAL |
|------|-------------------|------|------|-------|------|-----|-------|
|      | (0 - Low Skilled) |      |      |       |      |     | (N/C) |

5056 W

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

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

12984 MSM software update Performed MSM software update for  
68321862AA - 68321862AB. LOP: 18-52-33-92 0.3hrs.

\*\*\*\*\*

G Exterior Concern [Customer states WHEN CLOSING LIFTGATE GATE BEEP  
SOUNDS MUFFLED]

CAUSE:

08453801 Module, warning chime - Test and Replace  
Power liftgate (1 - Semi-Skilled)

5056 W

1 55364517AB CHIME-WARNING

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

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

12984 Chime Verified customer's concern that chime. Removed  
D-pillar and scuff plate. Checked chime power and ground. Chime  
shorted. Replaced chime. Tested lift gate chime operating as designed.

\*\*\*\*\*

H SUPPLIED RENTAL

RENTAL SUPPLIED RENTAL

5056 W

(N/C)

DISCLAIMER OF WARRANTIES

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

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE

X

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

# ROUTE 46

CHRYSLER



Jeep



1655 Route 46 East • Little Falls, NJ 07424  
Tel: 973-774-1000 • Fax: 973-200-6599

Dear Valued Customer,

I just wanted to know I truly enjoyed working with you and feel honored to be part of the team you chose to service your vehicle. Your business is **much appreciated** and I will do my very best to continue to meet all of your automotive needs.

You **will be receiving a survey** VIA email from FCA (Fiat Chrysler Automobiles) regarding this visit. The survey is used to determine your overall experience with our Service Department and is considered my **personal report card** (even the questions that do not reflect me personally).

If there is any reason you cannot grade me all **"10's"** (COMPLETELY SATISFIED) on every question... **STOP** and please call Service Manager, Carlos Mercado immediately at 973-774-1000 ext. 1145.

Your continued patronage and suggestions are a vital part of our growth. And for that, we are most grateful.

Best Regards,



Daniel Palomino



LOT: [REDACTED] ION:

CUSTOMER #: [REDACTED]

ROUTE 46 CHRYSLER JEEP DODGE



\*INVOICE\*

1655 ROUTE 46 EAST · LITTLE FALLS, NJ 07424

PH: (973) 774-1000

HILLSIDE, NJ

PAGE 1

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 8937 DANNY PALOMINO

| COLOR | YEAR | MAKE/MODEL        | VIN                    | LICENSE | MILEAGE IN/ OUT | TAG        |
|-------|------|-------------------|------------------------|---------|-----------------|------------|
| BLACK | 17   | CHRYSLER PACIFICA | 2C4RC1GG0HR [REDACTED] |         | 12984/12985     | [REDACTED] |

| IN SERVICE DATE | PROD. DATE | WARR. EXP. | PROMISED      | PO NO. | RATE   | PAYMENT | INV. DATE |
|-----------------|------------|------------|---------------|--------|--------|---------|-----------|
| 22OCT16 DD      |            |            | 11:30 11APR17 |        | 125.00 | CASH    | 13APR17   |

| R.O. OPENED   | READY         | OPTIONS:                             | SOLD-STK:  | ENG:           |
|---------------|---------------|--------------------------------------|------------|----------------|
| 09:01 11APR17 | 15:39 13APR17 | TRN:DFH_9-Spd_948TE_FWD_Auto_Trans 9 | [REDACTED] | 3.6 Liter DOHC |

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

D CUSTOMER STATES WHEN USING EASY STOW BUTTON ON "B" PILLAR SAYS

OBSTRUCTION WHEN SEAT IS MOVING FORWARD, SOP IS IN]

CAUSE:

08523301 Module, memory seat - Test and Replace

(2 - Skilled)

5056 W

1 68321862AB MODULE-SEAT MEMORY

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

(N/C)

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

12984 Memory seat module Verified customer's concern that memory seat module shorted. Performed diagnostic procedures for memory seat module. Checked G502 circuit. Replaced memory seat module passenger side. Tested, seat operating as designed.

\*\*\*\*\*

E Replace synthetic engine oil and filter

FOF Perform complimentary oil and filter change, top off washer fluid, set tire pressures and reset maintenance reminder light.

5056IALOF

1 68283520AA OIL-0W20

6 68191349AB FILTER-ENGINE OIL

1 4318067A W/W FLUID

(N/C)

(N/C)

(N/C)

(N/C)

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

12984 L.O.F Performed L.O.F service.

\*\*\*\*\*

F Flash Software 1 [Software Flash for MSMP]

CAUSE:

18523392 Module, Memory Seat Control - Reprogram

Module, Memory Seat Module (MSM) - Reprogram

#### DISCLAIMER OF WARRANTIES

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I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE

X

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



# FACE PAGE RENTAL AGREEMENT

| DEALER INFORMATION                          |                    |                     |
|---------------------------------------------|--------------------|---------------------|
| Name<br><b>ROUTE 46 CHRYSLER JEEP DODGE</b> |                    |                     |
| Address<br><b>1655 US-46</b>                |                    |                     |
| City<br><b>LITTLE FALLS</b>                 | State<br><b>NJ</b> | Zip<br><b>07424</b> |
| Phone<br><b>(973) 774-1000 E1169</b>        | Advisor            |                     |

| CUSTOMER VEHICLE INFORMATION                           |       |
|--------------------------------------------------------|-------|
| License No.                                            | State |
| VIN                                                    |       |
| Year/Make/Model/Color<br><b>2017 CHRYSLER PACIFICA</b> |       |

| RENTAL VEHICLE INFORMATION |                                  |
|----------------------------|----------------------------------|
| Date and Time OUT          | <b>04/11/2017 09:17 AM</b>       |
| Date and Time IN           |                                  |
| Date and Time DUE IN       | <b>04/12/2017 09:17 AM</b>       |
| Vehicle VIN                | <b>1C3CCCCBXGN</b>               |
| Vehicle Description        | <b>2016 CHRYSLER 200 - BLACK</b> |
| License No.                | State <b>NJ</b>                  |
| Mileage IN                 |                                  |
| Mileage OUT                | <b>6146</b>                      |
| Miles Driven               |                                  |
| Miles Allowed              | <b>0</b>                         |
| Chargeable Miles           | <b>0</b>                         |
| <b>FUEL</b>                |                                  |
| OUT                        | IN                               |
| <b>X</b>                   | <b>F</b>                         |
| 3/4                        | 3/4                              |
| 1/2                        | 1/2                              |
| 1/4                        | 1/4                              |
| E                          | E                                |

|                             |                                   |                              |
|-----------------------------|-----------------------------------|------------------------------|
| RO#                         | Unit#                             | RA#                          |
| <b>CUSTOMER INFORMATION</b> |                                   |                              |
| Customer                    |                                   |                              |
| Home Address                |                                   |                              |
| City<br><b>PASSAIC</b>      | State<br><b>NJ</b>                | Zip<br><b>07055</b>          |
| Driver's License No.        | State<br><b>NJ</b>                | Expires<br><b>04/30/2017</b> |
| Birth Date                  | Telephone (H) <b>973-241-1111</b> |                              |

|                                         |                    |         |
|-----------------------------------------|--------------------|---------|
| Additional Driver's Name<br><b>NONE</b> | Birth Date         |         |
| Driver's License No.                    | State<br><b>NJ</b> | Expires |
| Additional Driver's Name<br><b>NONE</b> | Birth Date         |         |
| Driver's License No.                    | State<br><b>NJ</b> | Expires |

| CUSTOMER INSURANCE INFORMATION |                                      |           |
|--------------------------------|--------------------------------------|-----------|
| Insurer<br><b>GEICO</b>        | Agent                                |           |
| Policy No.                     | Expiration Date<br><b>07/24/2017</b> | Telephone |

| DAMAGE DESCRIPTION |                |
|--------------------|----------------|
| Initials           | Condition Out: |
|                    | Condition In:  |

| RATES DO NOT INCLUDE FUEL                 |                                | RENTAL CHARGES    |  |
|-------------------------------------------|--------------------------------|-------------------|--|
| MILES: <b>0</b> @ <b>0.00</b>             |                                | <b>0.00</b>       |  |
| DAYS: <b>1</b> @ <b>\$ 35.00</b>          |                                | <b>35.00</b>      |  |
| <b>TOTAL TIME AND MILEAGE CHARGES</b>     |                                | <b>35.00</b>      |  |
| <b>TAXABLE FUEL</b>                       |                                |                   |  |
| GAL @ \$                                  |                                |                   |  |
| <b>TAXABLE SUB-TOTAL</b>                  |                                | <b>35.00</b>      |  |
| TAX @ <b>7.00%</b>                        |                                | <b>0.00</b>       |  |
| NON-TAXABLE FUEL GAL @ <b>\$ 3.00</b>     |                                | <b>0.00</b>       |  |
| Domestic Security Fee @ <b>\$5/day</b>    |                                | <b>0.00</b>       |  |
| NET DUE CUSTOMER DEPOSIT / REFUND / OTHER |                                |                   |  |
| <b>SUB-TOTAL</b>                          |                                | <b>35.00</b>      |  |
| <b>TOTAL CHARGE</b>                       |                                | <b>35.00</b>      |  |
| METHOD OF PAYMENT                         |                                | REFUNDED          |  |
| <b>\$ 250.00</b>                          |                                | <b>0.00</b>       |  |
| <input type="checkbox"/> CHECK            | <input type="checkbox"/> AMEX  | CUSTOMER INITIALS |  |
| <input type="checkbox"/> / EXPIRES        | <input type="checkbox"/> MC    |                   |  |
| <input type="checkbox"/> XXXX-XXXX-XXXX   | <input type="checkbox"/> VISA  |                   |  |
| <input type="checkbox"/> CARD VERIFIED    | <input type="checkbox"/> OTHER |                   |  |

NOTICE: New Jersey requires that every child under 8 years of age and weighing less than 80 pounds be transported in the back seat of the Vehicle in a child passenger restraint system or booster seat that meets federal standards. You are responsible for supplying a child safety seat or renting one from us.

**\$50 Fee**  
**For Toll Violation**

By signing below, you: agree to the terms and conditions of this Agreement set forth on the Face Page and in the Terms and Conditions; acknowledge that you had an opportunity to read the Agreement before signing; authorize us to process a separate credit/debit card voucher in your name for all Charges, including Tolls and Violations; authorize us to release your billing/rental information to third parties for billing/processing purposes; and agree to the terms described in Section 2 of the

ALL CHARGES SUBJECT TO FINAL AUDIT

**Jeep**

**CHRYSLER**



Thank you for choosing Route 46 Auto Mall for your vehicle's service needs. Our rental department is here for your convenience and to save you time, we want to make sure you are aware of our rental guidelines.

**To rent a vehicle from Route 46 Auto Mall;**

- We will take a **\$250 deposit** on a credit/debit card (this charge will be refunded back to you within **7-10 business days**, as long as you return the rental car with no damage, smoke damage, return it clean AND the same amount of **FUEL** it left with otherwise there may be a charge applied to your bill.
- For any vehicle covered under warranty or by our company, once your service advisor calls to let you know that your vehicle has been completed and is ready for pick up you will have a **24 HOUR** window to pick up your vehicle and drop off the rental; **OTHERWISE** you will be responsible for payment of at least **\$40 a day**.
- Customers **MUST** have **FULL COVERAGE INSURANCE** and will be responsible for all damages under his/her insurance. If your vehicle is here for service or due to a sales issue you must be **21 years** of age to receive a rental. All other customer pay renters must be **25 years or older**.
- Route 46 Auto Mall is not responsible for any **TOLL VIOLATIONS, PARKING TICKETS OR TRAFFIC TICKETS** that we may receive from the time you are driving our rental. **WE RESERVE THE RIGHT TO CHARGE THE CREDIT/DEBIT CARD THAT WE HAVE BEEN PROVIDED BY OUR RENTERS.**

We hope to make your rental experience as quick and easy as possible so thank you in advance for your cooperation. We also ask that you kindly refrain from smoking in or having animals in our rentals so everyone can have a safe and enjoyable experience. Failure to comply may result in a cleaning fee of up to **\$250** and a fuel charge of **\$3** for every gallon not replaced prior to return.

Vehicles must be pulled into the service drive to be checked in and inspected by a rental agent or service porter. It is mandatory to have your rental agreement copy upon returning your vehicle to the dealership.

Sincerely,

Route 46 Auto Mall Rental Team

Manager: Anthony Spinato

Victoria Maratene 973-256-1200\*1062

Route 46 Nissan/Mitsubishi

Millie Baringtto 973-774-1000\*1169

Route 46 Chrysler Jeep Dodge

X



# FACE PAGE RENTAL AGREEMENT

| DEALER INFORMATION                   |             |                  |  |
|--------------------------------------|-------------|------------------|--|
| Name<br>ROUTE 46 CHRYSLER JEEP DODGE |             |                  |  |
| Address<br>1655 US-46                |             |                  |  |
| City<br>LITTLE FALLS                 | State<br>NJ | Zip<br>07424     |  |
| Phone<br>(973) 774-1000              |             | Advisor<br>E1169 |  |

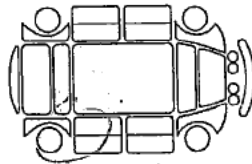
| CUSTOMER VEHICLE INFORMATION                    |       |
|-------------------------------------------------|-------|
| License No.                                     | State |
| VIN                                             |       |
| Year/Make/Model/Color<br>2017 CHRYSLER PACIFICA |       |

| RENTAL VEHICLE INFORMATION |                             |             |     |
|----------------------------|-----------------------------|-------------|-----|
| Date and Time OUT          | 12/28/2016                  | 11:36 AM    |     |
| Date and Time IN           |                             |             |     |
| Date and Time DUE IN       | 12/29/2016                  | 11:36 AM    |     |
| Vehicle VIN                | 1C4PJMC57GW                 |             |     |
| Vehicle Description        | 2016 JEEP CHEROKEE - SILVER |             |     |
| License No.                |                             | State       | NJ  |
| Mileage IN                 |                             | <b>FUEL</b> |     |
| Mileage OUT                | 23174                       | OUT         | IN  |
| Miles Driven               |                             | F           | F   |
| Miles Allowed              | 0                           | 3/4         | 3/4 |
| Chargeable Miles           | 0                           | 1/2         | 1/2 |
|                            |                             | 1/4         | 1/4 |
|                            |                             | E           | E   |

|                                  |               |                       |
|----------------------------------|---------------|-----------------------|
| RO#                              | Unit#         | PA#                   |
| CUSTOMER INFORMATION             |               |                       |
| Customer                         |               |                       |
| Home Address                     |               |                       |
| City<br>PASSAIC                  | State<br>NJ   | Zip                   |
| Driver's License No.             | State<br>NJ   | Expires<br>04/30/2017 |
| Birth Date                       | Telephone (H) |                       |
| Additional Driver's Name<br>NONE |               | Birth Date            |
| Driver's License No.             |               | State<br>Expires      |
| Additional Driver's Name<br>NONE |               | Birth Date            |
| Driver's License No.             |               | State<br>Expires      |

| CUSTOMER INSURANCE INFORMATION |                               |           |
|--------------------------------|-------------------------------|-----------|
| Insurer<br>GEICO               | Agent                         |           |
| Policy No.                     | Expiration Date<br>01/24/2017 | Telephone |

| DAMAGE DESCRIPTION      |          |
|-------------------------|----------|
| Condition Out:          | Initials |
| Small dent              |          |
| Small chip front bumper |          |
| Condition In:           |          |
|                         |          |
|                         |          |
|                         |          |



| RATES DO NOT INCLUDE FUEL                 |                                | RENTAL CHARGES |  |
|-------------------------------------------|--------------------------------|----------------|--|
| MILES: 0 @ 0.00                           |                                | 0.00           |  |
| DAYS: 1 @ \$ 40.00                        |                                | 40.00          |  |
| TOTAL TIME AND MILEAGE CHARGES            | →                              | 40.00          |  |
| TAXABLE FUEL GAL. @ \$                    |                                |                |  |
| TAXABLE SUB-TOTAL                         | →                              | 40.00          |  |
| TAX @ 7.00%                               |                                | 0.00           |  |
| NON-TAXABLE FUEL GAL. @ \$ 3.00           |                                | 0.00           |  |
| Domestic Security Fee @ \$5/day           |                                | 0.00           |  |
| NET DUE CUSTOMER DEPOSIT / REFUND / OTHER |                                |                |  |
| SUB-TOTAL                                 |                                | 40.00          |  |
| TOTAL CHARGE                              | →                              | 40.00          |  |
| METHOD OF PAYMENT                         |                                | REFUNDED       |  |
| \$ 250.00                                 |                                | 0.00           |  |
| <input type="checkbox"/> CHECK            | <input type="checkbox"/> AMEX  |                |  |
| <input type="checkbox"/> / EXPIRES        | <input type="checkbox"/> MC    |                |  |
| # XXXX-XXXX-XXXX                          | <input type="checkbox"/> VISA  |                |  |
| <input type="checkbox"/> CARD VERIFIED    | <input type="checkbox"/> OTHER |                |  |
|                                           | CUSTOMER INITIALS              |                |  |
|                                           | X                              |                |  |

NOTICE: New Jersey requires that every child under 8 years of age and weighing less than 80 pounds be transported in the back seat of the Vehicle in a child passenger restraint system or booster seat that meets federal standards. You are responsible for supplying a child safety seat or renting one from us.

## \$50 Fee For Toll Violation

By signing below, you: agree to the terms and conditions of this Agreement set forth on the Face Page and in the Terms and Conditions; acknowledge that you had an opportunity to read the Agreement before signing; authorize us to process a separate credit/debit card voucher in your name for all Charges, including Tolls and Violations; authorize us to release your billing/rental information to third parties for billing/processing purposes; and agree that binding consideration exists, as further described in Section 2 of the

ALL CHARGES SUBJECT TO FINAL AUDIT



# FACE PAGE RENTAL AGREEMENT

| DEALER INFORMATION                   |                  |              |  |
|--------------------------------------|------------------|--------------|--|
| Name<br>ROUTE 46 CHRYSLER JEEP DODGE |                  |              |  |
| Address<br>1655 US-46                |                  |              |  |
| City<br>LITTLE FALLS                 | State<br>NJ      | Zip<br>07424 |  |
| Phone<br>(973) 774-1000              | Advisor<br>E1169 |              |  |

| CUSTOMER VEHICLE INFORMATION                    |       |
|-------------------------------------------------|-------|
| License No.                                     | State |
| VIN                                             |       |
| Year/Make/Model/Color<br>2017 CHRYSLER PACIFICA |       |

| RENTAL VEHICLE INFORMATION |                                |             |     |
|----------------------------|--------------------------------|-------------|-----|
| Date and Time OUT          | 10/28/2016                     | 09:05 AM    |     |
| Date and Time IN           |                                |             |     |
| Date and Time DUE IN       | 10/29/2016                     | 09:05 AM    |     |
| Vehicle VIN                | 2C4RC1CG2HF                    |             |     |
| Vehicle Description        | 2017 CHRYSLER PACIFICA - BLACK |             |     |
| License No.                |                                | State       | NJ  |
| Mileage IN                 |                                | <b>FUEL</b> |     |
| Mileage OUT                | 661                            | OUT         | IN  |
| Miles Driven               |                                | F           | F   |
| Miles Allowed              | 0                              | 3/4         | 3/4 |
| Chargeable Miles           | 0                              | 1/2         | 1/2 |
|                            |                                | 1/4         | 1/4 |
|                            |                                | E           | E   |

| RATES DO NOT INCLUDE FUEL                 |                                | RENTAL CHARGES |  |
|-------------------------------------------|--------------------------------|----------------|--|
| MILES: 0 @ 0.00                           | \$                             | 0.00           |  |
| DAYS: 1 @ 25.00                           | \$                             | 25.00          |  |
| TOTAL TIME AND MILEAGE CHARGES            | ➔                              | 25.00          |  |
| TAXABLE FUEL GAL. @ \$                    |                                | 5.00           |  |
| TAXABLE SUB-TOTAL                         | ➔                              | 30.00          |  |
| TAX @ 7.00%                               |                                | 0.00           |  |
| NON-TAXABLE FUEL GAL. @ \$3.00            |                                | 0.00           |  |
| Domestic Security Fee @ \$5/day           |                                | 0.00           |  |
| NET DUE CUSTOMER DEPOSIT / REFUND / OTHER |                                |                |  |
| SUB-TOTAL                                 |                                | 30.00          |  |
| TOTAL CHARGE                              | ➔                              | 30.00          |  |
| METHOD OF PAYMENT                         |                                | REFUNDED       |  |
| \$ 250.00                                 |                                | 0.00           |  |
| <input type="checkbox"/> CHECK            | <input type="checkbox"/> AMEX  |                |  |
| <input type="checkbox"/> / EXPIRES        | <input type="checkbox"/> MC    |                |  |
| # XXXX-XXXX-XXXX                          | <input type="checkbox"/> VISA  |                |  |
| <input type="checkbox"/> CARD VERIFIED    | <input type="checkbox"/> OTHER |                |  |
|                                           | CUSTOMER INITIALS              |                |  |
|                                           | X                              |                |  |

| PO#                              | Unit#                         | RA#                   |
|----------------------------------|-------------------------------|-----------------------|
| CUSTOMER INFORMATION             |                               |                       |
| Customer                         |                               |                       |
| Home Address                     |                               |                       |
| City<br>PASSAIC                  | State<br>NJ                   | Zip                   |
| Driver's License No.             | State<br>NJ                   | Expires<br>04/30/2017 |
| Birth Date                       | Telephone (H)                 |                       |
| Additional Driver's Name<br>NONE |                               | Birth Date            |
| Driver's License No.             |                               | State<br>NJ           |
| Additional Driver's Name<br>NONE |                               | Birth Date            |
| Driver's License No.             |                               | State<br>NJ           |
| CUSTOMER INSURANCE INFORMATION   |                               |                       |
| Insurer<br>GEICO                 | Agent                         |                       |
| Policy No.                       | Expiration Date<br>11/11/2016 | Telephone             |
| DAMAGE DESCRIPTION               |                               |                       |
| Initials                         | Condition Out:                |                       |
|                                  |                               |                       |
|                                  | Condition In:                 |                       |
|                                  |                               |                       |
|                                  |                               |                       |

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By signing below, you: agree to the terms and conditions of this Agreement set forth on the Face Page and in the Terms and Conditions; acknowledge that you had an opportunity to read the Agreement before signing; authorize us to process a separate credit/debit card voucher in your name for all Charges, including Tolls and Violations; authorize us to release your billing/rental information to third parties for billing/processing purposes; and agree to the other described in Section 2 of the

Customer

ALL CHARGES SUBJECT TO FINAL AUDIT

RT 466  
ST 11  
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15:00  
9983  
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ET MTCA  
M-US DTW  
WED - 02 AUG 3:00P  
STANDARD OVERNIGHT



TO FCA US LLC  
WARRANTY LITIGATION DEPARTMENT  
1000 CHRYSLER DRIVE  
CIMS 485-13-62  
AUBURN HILLS MI 48326  
REF  
TX  
549J1577E/04C

ORIGINATOR: (215) 546-8888  
SHARON STRANISH  
KIMBERLY STRANISH P.C.  
30 E 25th STREET  
ANNAPOLIS, PA 19002  
UNITED STATES US

SHIP DATE: 01AUG17  
C/O: [REDACTED]  
BILL SENDER

**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](http://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.

**Service of Process  
Transmittal**

09/22/2017

CT Log Number [REDACTED]

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

**RE: Process Served in New Jersey**

**FOR:** FCA US LLC (Domestic State: DE)

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

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

**DOCUMENT(S) SERVED:** Summons, Complaint, Jury Demand, Designation, Exhibit(s)

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

**NATURE OF ACTION:** Product Liability Litigation - Lemon Law - 2017 Chrysler Pacifica Limited, VIN: 2C4RC1GG0HR [REDACTED]

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

**DATE AND HOUR OF SERVICE:** By Process Server on 09/22/2017 at 12:50

**JURISDICTION SERVED :** New Jersey

**APPEARANCE OR ANSWER DUE:** Within 35 days from the date you received this summons, not counting the date you received it

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

**ACTION ITEMS:** CT has retained the current log, Retain Date: 09/22/2017, Expected Purge Date: 09/27/2017  
  
Image SOP

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

## SUMMONS

Attorney(s) JACQUELINE C. HERRITT, ESQUIRE

Office Address Executive Quarters  
1930 E. Marlton Pike, Suite Q29

Town, State, Zip Code Cherry Hill, NJ 08003

Telephone Number 856-429-8334

Attorney(s) for Plaintiff [REDACTED]

Plaintiff(s)

Vs.

FCA US LLC

Defendant(s)

## Superior Court of New Jersey

UNION COUNTY COUNTY

LAW DIVISION

Docket No: [REDACTED]

## CIVIL ACTION SUMMONS

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

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

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

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

Michelle M. Smith  
Clerk of the Superior Court

DATED: August 1, 2017

Name of Defendant to Be Served: FCA US LLC

Address of Defendant to Be Served: 820 Bear Tavern Road, West Trenton, NJ

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



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

ATTORNEYS FOR PLAINTIFF

[REDACTED]  
Hillside, NJ [REDACTED]

v.

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

SUPERIOR COURT OF NEW JERSEY  
UNION COUNTY

CIVIL ACTION

NO.

**COMPLAINT**

1. Plaintiff, [REDACTED] is an adult individual citizen and legal resident of the State of New Jersey, [REDACTED] Hillside, NJ [REDACTED]

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

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

## **BACKGROUND**

4. On or about October 22, 2016, Plaintiff leased a new 2017 Chrysler Pacifica Limited, manufactured and warranted by Defendant, bearing the Vehicle Identification Number 2C4RC1GG0HR[REDACTED]

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

6. The lease price of the vehicle, including registration charges, document fees, sales tax, finance and bank charges, but excluding other collateral charges not specified, yet defined by the Lemon Law, totaled more than \$52,535.74. A true and correct copy of the contract is attached hereto, made a part hereof, and marked Exhibit "A".

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

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

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

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

11. The first documented warranty repair attempt is believed to have occurred on or before October 24, 2016, when the vehicle odometer showed 292 miles. On that date, repair attempts were made to the seat; scratched door; air conditioner and sunroof. A true and correct copy of the repair invoice is attached hereto, made a part hereof and marked Exhibit "B".

12. The second documented warranty repair attempt is believed to have occurred on or before December 2, 2016, when the vehicle odometer showed 3,111 miles. On that date, repair attempts were made to the transmission; engine and electrical system. A true and correct copy of the repair invoice is attached hereto, made a part hereof and marked Exhibit "C".

13. The third documented warranty repair attempt is believed to have occurred on or before December 5, 2016, when the vehicle odometer showed 3,125 miles. On that date, repair attempts were made to the seat latch and discoloration. A true and correct copy of the repair invoice is attached hereto, made a part hereof and marked Exhibit "D".

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

**COUNT I**  
**NEW JERSEY MOTOR VEHICLE WARRANTY ACT**

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

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

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

18. Route 46 Chrysler, Little Falls, is and/or was at the time of sale a "Dealer or Motor Vehicle Dealer" in the business of buying, selling, and/or exchanging vehicles as defined by N.J.S.A. 56:12-30.

19. On or about October 22, 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.

20. Defendant through its authorized dealer failed to provide written notification that the vehicle was covered by the New Jersey Motor Vehicle Warranty Act as provided in N.J.S.A. 56:12-34(c). Plaintiff believes and therefore avers said failure is a per se violation of the New

Jersey Consumer Fraud Act, N.J.S.A. 56:8-1 et seq., as well as a violation of the New Jersey Motor Vehicle Warranty Act.

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

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

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

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

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

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

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

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

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

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

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

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

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

**COUNT II**  
**MAGNUSON-MOSS (FTC) WARRANTY IMPROVEMENT ACT**

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

KIMMEL & SILVERMAN, P.C.

B

JACQUELINE C. HERRN, ESQUIRE  
Attorney for Plaintiff  
Executive Quarters  
1930 E. Marlton Pike, Suite Q29  
Cherry Hill, NJ 08003  
(856) 429-8334

**JURY-DEMAND**

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

KIMMEL & SILVERMAN, P.C.

By

JACQUELINE C. HERRITT, ESQUIRE  
Attorney for Plaintiff

**CERTIFICATION PURSUANT TO R.4:15-1**

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

KIMMEL & SILVERMAN, P.C.

By

JACQUELINE C. HERRITT, ESQUIRE  
Attorney for Plaintiff



**DESIGNATION OF TRIAL COUNSEL**

PLEASE TAKE NOTICE that pursuant to Rule 4:25-4, Jason L. Greshes, Attorney ID Number [REDACTED], is designated as trial counsel for plaintiff, [REDACTED] in this case.

KIMMEL & SILVERMAN, P.C.

By [REDACTED]

JACQUELINE C. HERRITY, ESQUIRE  
Attorney for Plaintiff



1. The first part of the document is a list of names and addresses, including "John Doe, 123 Main St, New York, NY" and "Jane Smith, 456 Elm St, Los Angeles, CA".

2. The second part is a list of dates and times, such as "January 1, 1950, 10:00 AM" and "February 1, 1950, 2:00 PM".

3. The third part is a list of locations, including "New York City, NY" and "Los Angeles, CA".

4. The fourth part is a list of events, such as "Meeting with Mr. Doe" and "Conference with Mr. Smith".

5. The fifth part is a list of people, including "Mr. Doe" and "Mr. Smith".

6. The sixth part is a list of organizations, such as "The American Red Cross" and "The United Nations".

7. The seventh part is a list of countries, including "United States of America" and "United Kingdom".

8. The eighth part is a list of continents, such as "North America" and "Europe".

9. The ninth part is a list of oceans, including "Atlantic Ocean" and "Pacific Ocean".

10. The tenth part is a list of planets, such as "Earth" and "Mars".

11. The eleventh part is a list of stars, including "Sirius" and "Betelgeuse".

12. The twelfth part is a list of galaxies, such as "Andromeda Galaxy" and "Milky Way Galaxy".

13. The thirteenth part is a list of constellations, including "Orion" and "Scorpio".

14. The fourteenth part is a list of zodiac signs, such as "Aries" and "Taurus".

15. The fifteenth part is a list of months, including "January" and "February".

16. The sixteenth part is a list of days of the week, such as "Monday" and "Tuesday".

17. The seventeenth part is a list of seasons, including "Spring" and "Summer".

18. The eighteenth part is a list of years, such as "1950" and "1951".

19. The nineteenth part is a list of decades, including "1950s" and "1960s".

20. The twentieth part is a list of centuries, such as "20th Century" and "21st Century".

It is a fact that the *Journal of the American Medical Association* has been the most influential of the medical journals in the United States. It is a fact that the *Journal of the American Medical Association* has been the most influential of the medical journals in the United States. It is a fact that the *Journal of the American Medical Association* has been the most influential of the medical journals in the United States.



## ADDITIONAL TERMS AND CONDITIONS

**DEFINITIONS.** "Selling Dealer" and "Dealer" mean the authorized Dealer to whom this Order is addressed; one who shall become a party to its acceptance. "Customer" means the party executing this Order as such on the face hereof. "Manufacturer" means the Division or Corporation of which said manufacturer is the ventricle of chassis, it being understood by Customer that Dealer is in no respect the agent of said manufacturer.

**RELATIONSHIP OF PARTIES TO AGREEMENT.** Doctor and Customer are the sole parties to this order. Any reference to "third parties" is for the purpose of giving notice of certain contractual relationships existing between the Doctor and third parties, in response to the parties' earlier actions.

**MANUFACTURER'S PRICE INCREASES.** The Manufacturer has reserved the right to change the price to Dealer of new motor vehicles without notice if the cost of the new motor vehicle ordered by Customer is changed by the Manufacturer prior to its delivery to Customer. Dealer reserves the right to change the cash delivery price to Dealer for the cash delivery price of motor vehicle payment in the event Customer has a direct order to Dealer for a vehicle financed by Dealer. Customer may, at his/her option, cancel this Order, in the event the cash delivery price of a motor vehicle is changed, as part of the consideration for the new motor vehicle, the trade-in that is used motor vehicle, or upon placing a refundable cash fee for storage and repairs in any. If the trade-in has been previously sold by Dealer, the amount received for the trade-in will be returned to Customer less a selling commission of 15% and any expenses incurred in selling, including, but not limited to, advertising and trade-in for sale.

**TRADE-IN AND APPRAISAL:** Where your car was to trade in a used motor vehicle ("trade-in") as part of the consideration for the vehicle being purchased, the dealer may, at the time of the execution of this Order by Customer, Dealer also reserves the right to temporarily re-trade the trade-in at the time of delivery.

**THE NEW YORK PUBLIC LIBRARY**

- [illegible]

If such transportation is required, the original amount of the fee of this Order, Customer may, if desired, cancel this Order. Such right of cancel must be exercised prior to actual delivery to the Customer of the motor vehicle subject to the terms and conditions of the original order.

Cummins' representatives stated that, because the vehicle has not been modified, there is no significant service life left or change; the engine has not been involved in any accident, and the emission control equipment, including catalytic converters, have never been altered or removed.

**DELIVERY OF TITLE TO DEALER.** Last under clause is delivery of title to Dealer satisfactory evidence of title is any trade-in vehicle used as part of the consideration for the motor vehicle ordered at the time of delivery of such used motor vehicle to Dealer. Customer or warrant guaranty vehicle to his property free and clear of all liens and encumbrances except as otherwise noted on the Order.

**NON-REFUNDABLE DEPOSIT.** Dealer shall have the right to refuse sale of Customer to accept delivery of the ordered vehicle or to comply with the terms of the Order to start as liquidated damages any cash deposit. In addition, where Customer has traded a used vehicle very close to the purchase price of the vehicle ordered, Dealer shall have the right to sell such trade-in and retain any proceeds of such sale for the expenses specified in Paragraphs 3 and 4 above and for such other reasonable costs and charges. Dealer may itself or suffer as a result of the Customer's failure or refusal to comply with the provisions of this Order

**DESIGN CHANGES BY THE MANUFACTURER.** The Manufacturer has reserved the right to change the design of any new motor vehicle, class, chassis, accessories or parts of vehicles at any time without notice and without obligation to make any refund or return of any similar, changed, or second-hand motor vehicle, class, chassis, accessories or parts of vehicles previously purchased by a Customer from the Dealer, except in accordance with the Dealer's orders. In the event of any such change by the Manufacturer, Dealer shall have no obligation to Customer to make a refund or any similar change in any motor vehicle, class, chassis, accessories or parts of the vehicle covered by this Order either before or after delivery to Customer.

**DELAYS IN DELIVERY.** Dealer not at all liable for failure to deliver, or for any delay in delivering, the motor vehicle covered by this order when such failure or delay is due, in whole or in part, to any cause beyond the control or without the fault or negligence of dealer.

**PAYMENT OF SALES AND USE TAXES.** The price for the motor vehicle specified on the face of this Order includes reimbursement for certain Federal Excise taxes, but does not include sales (state and use taxes (Federal, State or Local)) or other taxes, unless expressly stated. Customer agrees to pay all applicable sales, use, or occupational taxes. In the event Dealer fails to collect or miscalculate an applicable tax, customer agrees to pay any additional amount due up to the location of the

**EXECUTION OF OTHER DOCUMENTS.** The Customer, before or at the time of delivery of the motor vehicle covered by this Order will execute such other forms of assignment or documents as may be required by the terms and conditions of the financing agreement in accordance with Customer's election to purchase and finance or to lease the vehicle covered by this Order.

**PAYMENT OF BALANCE DUE AND ACCEPTANCE BY CUSTOMER.** The Customer agrees to advise Dealer of his intention to purchase a finance or to lease the vehicle recovered by this Order, and to pay the balance due on the terms stated at the time of delivery of the ordered vehicle within 48 hours after notification that the vehicle is ready to be picked up by the Dealer. Customer's failure to take delivery of the vehicle, Customer's signature may be retained by Dealer as payment for Dealer's expense and efforts in its order. In addition Dealer may dispose of or sell the ordered vehicle by any means.

**SALES OF DEMONSTRATORS AND USED VEHICLES ONLY:** The information you see on the window form for this vehicle is part of a conflict of interest on the window form covers any contrary provision in the contract of sale.

**PROHIBITION ON EXCHANGING NEW VEHICLES:** The Customer agrees that the new vehicle to be purchased or leased from Dealer will be used only in and for the United States and will be delivered to the Customer in the United States. Dealer, its agents and its employees shall not be responsible for any violation of this provision, but any violation of this provision by any person associated with or working for Dealer or Dealer's Manufacturer shall be cause for Dealer to suspend or terminate the use of a leased or financed vehicle in the United States. Dealer or its agents, the manufacturer, or the lessor, without the knowledge or consent of the Customer, shall not be permitted to sell, lease, or otherwise dispose of the vehicle in the United States. In the event that Dealer alleges to the Superior Court of the State of New York that the Customer has violated this provision, Dealer shall be entitled to recover its costs and expenses, including reasonable attorney's fees, incurred in connection with the enforcement of this provision.

**ASSIGNMENT OF ORDER PROHIBITED:** Customer and Dealer agree that this Order cannot be assigned in any way, past, present, future, or otherwise, without the written consent of both Customer and Dealer.

**TITLE AND REGISTRATION FEES:** There are fees charged by the State of New Jersey for the title and registration on your vehicle, any real estate broker's necessary to process your title and registration, and where applicable, for transfer of the title of your car. These fees may be estimated. If we send the actual fees charged by the State are different, we may refund any amount paid to you. Customer is the primary source of business. In the event of an undercharge, we must agree to pay any undercharge to the Dealer.

**DOCUMENTARY FEE** is a fee charged to the dealer in an auction that covers costs and reflects the value of the information provided by his service. In non-auctions, the fee includes some services that may be performed by the dealer.

[illegible]

LOT LOCATION:

CUSTOMER #:

ROUTE 46 CHRYSLER JEEP DODGE



Jeep



\*INVOICE\*

1655 ROUTE 46 EAST • LITTLE FALLS, NJ 07424

PH: (973) 774-1000

HILLSIDE, NJ

PAGE 1

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 7225 AARON ROSENZWEIG

| COLOR           | YEAR       | MAKE/MODEL        |               | VIN         |        | LICENSE | MILEAGE IN/ OUT |           | TAG |
|-----------------|------------|-------------------|---------------|-------------|--------|---------|-----------------|-----------|-----|
| BLACK           | 17         | CHRYSLER PACIFICA |               | 2C4RC1GG0HR |        |         | 292/299         |           |     |
| IN SERVICE DATE | PROD. DATE | WARR. EXP.        | PROMISED      |             | PO NO. | RATE    | PAYMENT         | INV. DATE |     |
| 22OCT16 DE      |            |                   | 17:00 28OCT16 |             |        | 120.00  | CASH            | 28OCT16   |     |

| R.O. OPENED   | READY         | OPTIONS:                              | SOLD-STK: | ENG:3.6 Liter DOHC |
|---------------|---------------|---------------------------------------|-----------|--------------------|
| 10:51 24OCT16 | 20:00 28OCT16 | TRN:DFH_9-Spd_948TE_FWD_Auto_Trans 9) |           |                    |

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

A C/S DRIVERS DOOR WAS SCRATCHED UPON DELIVERY.

JLA JLA RESTORATION REPAIR

99 INT

(N/C)

SUBL JLA RESTORATION

INT

(N/C)

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

\*\*\*\*\*

B C/S P/S SECOND ROW SEAT WAS DIRTY UPON DELIVERY

Z SEE LINE C

99 ISP

(N/C)

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

\*\*\*\*\*

C PERFORM FULL CAR WASH DETAIL

DETAIL PERFORM FULL CAR WASH W/ DETAIL INSIDE AND

OUT

99 ISP

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

\*\*\*\*\*

D C/S PROVIDE ESTIMATE TO INSTALL ENTERTAINMENT SYSTEM.

Z FACTORY UPGRADE NOT AVAILABLE. AFTERMARKET

MODEL MATCHING INTERIOR NOT AVAILABLE YET.

99 ISP

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

\*\*\*\*\*

E\*\* SUPPLIED RENTAL

RENTAL SUPPLIED RENTAL

99 INT

(N/C)

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

\*\*\*\*\*

| DISCLAIMER OF WARRANTIES                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  | DESCRIPTION            | TOTALS |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|------------------------|--------|
| ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE WARRANTIES, IF ANY, MADE BY THE MANUFACTURER. THE SELLER, ROUTE 46 CHRYSLER JEEP DODGE, HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR ANY PURPOSE, AND ROUTE 46 CHRYSLER JEEP DODGE NEITHER ASSUMES NOR ACCEPTS LIABILITY FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE PRODUCT.<br><br>I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE.<br><br>X |  | LABOR AMOUNT           | 0.00   |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |  | PARTS AMOUNT           | 0.00   |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |  | GAS, OIL, LUBE         | 0.00   |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |  | SUBLET AMOUNT          | 0.00   |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |  | MISC. CHARGES          | 0.00   |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |  | TOTAL CHARGES          | 0.00   |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |  | LESS INSURANCE         | 0.00   |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |  | SALES TAX              | 0.00   |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |  | PLEASE PAY THIS AMOUNT | 0.00   |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |  |                        |        |



Thank You!

LOT LOCATION:

CUSTOMER #:

ROUTE 46 CHRYSLER JEEP DODGE



Jeep



\*INVOICE\*

1655 ROUTE 46 EAST · LITTLE FALLS, NJ 07424

PH: (973) 774-1000

HILLSIDE, NJ

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CELL:

SERVICE ADVISOR: 7225 AARON ROSENZWEIG

| COLOR           | YEAR       | MAKE/MODEL        | VIN           | LICENSE                               | MILEAGE IN/OUT | TAG     |           |
|-----------------|------------|-------------------|---------------|---------------------------------------|----------------|---------|-----------|
| BLACK           | 17         | CHRYSLER PACIFICA | 2C4RC1GG0HR   |                                       | 292/292        |         |           |
| IN SERVICE DATE | PROD. DATE | WARR. EXP.        | PROMISED      | PO NO.                                | RATE           | PAYMENT | INV. DATE |
| 22OCT16 DE      |            |                   | 17:00 28OCT16 |                                       | 120.00         | CASH    | 28OCT16   |
| R.O. OPENED     |            | READY             |               | OPTIONS: SOLD-STK: ENG:3.6 Liter DOHC |                |         |           |
| 10:51 24OCT16   |            | 19:59 28OCT16     |               | TRN:DFH_9-Spd_948TE_FWD_Auto_Trans 9) |                |         |           |

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

A Moved to: 208454C Line: A

SPLIT Moved to: 208454C Line: A

99 ISP

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

\*\*\*\*\*

B Moved to: 208454C Line: B

SPLIT Moved to: 208454C Line: B

99 ISP

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

\*\*\*\*\*

C Moved to: 208454C Line: C

SPLIT Moved to: 208454C Line: C

99 ISP

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

\*\*\*\*\*

E Moved to: 208454C Line: D

SPLIT Moved to: 208454C Line: D

99 ISP

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

\*\*\*\*\*

F\*\* 16-097 2017 RU AIR CONDITIONING INOPERATIVE

CAUSE: VEHICLE FLAGGED FOR RRT

24452593 Line, suction and liquid - Inspect

Inspect A/C System for Refrigerant Leaks (1

- Semi-Skilled)

8124 W

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

(N/C)

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

292

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I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE

X

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

Thank You!

LOT LOCATION:

CUSTOMER #:

ROUTE 46 CHRYSLER JEEP DODGE



Jeep



\*INVOICE\*

1855 ROUTE 46 EAST · LITTLE FALLS, NJ 07424

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HILLSIDE, NJ

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SERVICE ADVISOR: 7225 AARON ROSENZWEIG

| COLOR | YEAR | MAKE/MODEL        | VIN        | LICENSE | MILEAGE IN/ OUT | TAG |
|-------|------|-------------------|------------|---------|-----------------|-----|
| BLACK | 17   | CHRYSLER PACIFICA | 2C4RC1GG0H |         | 292/292         |     |

| IN SERVICE DATE | PROD. DATE | WARR. EXP. | PROMISED      | PO NO. | RATE   | PAYMENT | INV. DATE |
|-----------------|------------|------------|---------------|--------|--------|---------|-----------|
| 22OCT16 DE      |            |            | 17:00 28OCT16 |        | 120.00 | CASH    | 28OCT16   |

| R.O. OPENED   | READY         | OPTIONS:                              | SOLD-STK: | ENG:3.6 Liter DOHC |
|---------------|---------------|---------------------------------------|-----------|--------------------|
| 10:51 24OCT16 | 19:59 28OCT16 | TRN:DFH_9-Spd_948TE_FWD_Auto_Trans 9) |           |                    |

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

24-45-25-93 Inspect A/C System for Refrigerant Leaks  
(1 - Semi - Skilled)  
07 - Air Conditioning and Heating  
0.2 Hrs.

\*\*\*\*\*

G\*\* 16-089 2017 RU DUAL PANE SUNROOF ASSY MAKING CONT W/ROOF

CAUSE: VEHICLE FLAGGED FOR RRT

2330659F Glass, sunroof - Adjust Sunroof, Dual Pane - Adjust Stationary Glass (RRT/Unsold Vehicle) (0 - Low Skilled)

8124 W

(N/C)

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

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

292  
23-30-65-9F Sunroof Dual Pane - Adjust (RRT For Unsold Vehicles)  
(1 - Semi - Skilled)  
6 - Electrical and Body Systems  
0.2 Hrs

\*\*\*\*\*

H Moved to: 208454C Line: E

SPLIT Moved to: 208454C Line: E

99 ISP

(N/C)

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

\*\*\*\*\*

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I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE

X

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

Thank You!



LOT LOCATION:

CUSTOMER #:

ROUTE 46 CHRYSLER JEEP DODGE

CHRYSLER

Jeep DODGE

\*INVOICE\*

1855 ROUTE 46 EAST · LITTLE FALLS, NJ 07424

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HILLSIDE, NJ

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SERVICE ADVISOR: 7225 AARON ROSENZWEIG

| COLOR | YEAR | MAKE/MODEL        | VIN         | LICENSE | MILEAGE IN/ OUT | TAG |
|-------|------|-------------------|-------------|---------|-----------------|-----|
| BLACK | 17   | CHRYSLER PACIFICA | 2C4RC1GG0HR |         | 292/292         |     |

| IN SERVICE DATE | PROD. DATE | WARR. EXP. | PROMISED      | PO NO. | RATE   | PAYMENT | INV. DATE |
|-----------------|------------|------------|---------------|--------|--------|---------|-----------|
| 22OCT16 DE      |            |            | 17:00 28OCT16 |        | 120.00 | CASH    | 28OCT16   |

|               |               |                                      |           |                    |
|---------------|---------------|--------------------------------------|-----------|--------------------|
| B.O. OPENED   | READY         | OPTIONS:                             | SOLD-STK: | ENG:3.6 Liter DOHC |
| 10:51 24OCT16 | 19:59 28OCT16 | TRN:DFH_9-Spd_948TE_FWD_Auto_Trans 9 |           |                    |

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

\*\*\* THE FOLLOWING WORK NOT DONE-TRANSFERRED TO RO# \*\*\*

A Moved to: Line: A  
B Moved to: Line: B  
C Moved to: Line: C  
E Moved to: Line: D  
H Moved to: Line: E

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I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE

X

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

Thank You!

LOT LOCATION:

CUSTOMER #:

ROUTE 46 CHRYSLER JEEP DODGE



Jeep



\*INVOICE\*

1655 ROUTE 46 EAST - LITTLE FALLS, NJ 07424

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HILLISIDE, NJ

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SERVICE ADVISOR: 9505 SAL BAWAB

|                 |  |            |                   |               |             |        |         |                 |           |     |
|-----------------|--|------------|-------------------|---------------|-------------|--------|---------|-----------------|-----------|-----|
| COLOR           |  | YEAR       | MAKE/MODEL        |               | VIN         |        | LICENSE | MILEAGE IN/ OUT |           | TAG |
| BLACK           |  | 17         | CHRYSLER PACIFICA |               | 2C4RC1GG0HR |        |         | 3111/3111       |           |     |
| IN SERVICE DATE |  | PROD. DATE | WARR. EXP.        | PROMISED      |             | PO NO. | RATE    | PAYMENT         | INV. DATE |     |
| 22OCT16 DE      |  |            |                   | 09:30 02DEC16 |             |        | 120.00  | CASH            | 02DEC16   |     |

| R.O. OPENED   | READY         | OPTIONS:                              | SOLD-STK: | ENG:3.6 Liter DOHC |
|---------------|---------------|---------------------------------------|-----------|--------------------|
| 07:58 02DEC16 | 09:29 02DEC16 | TRN:DFH_9-Spd_948TE_FWD_Auto_Trans 9) |           |                    |

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

A Flash Software 1 Software Flash for FSM

CAUSE: 18522991 Software Flash - Reprogram Module, Folding Seat (FSM) - Reprogram (0 - Low Skilled)  
11 W (N/C)  
FC: PART#: COUNT:  
CLAIM TYPE: W  
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00  
3111 18-52-29-91 Module, Seat Folding (FSM) - Reprogram (0 - Introduction) 6 - Electrical and Body System 0.3 Hrs  
\*\*\*\*\*

B Flash Software 2 Software Flash for PSDML

CAUSE: 18193195 Module, Power Liftgate Control - Reprogram Module, Power Sliding Door (PSDML / PSDMR) (0 - Low Skilled)  
11 W (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00  
3111 18-19-31-95 Module, Power Sliding Door (PSDM) - Reprogram (0 - Introduction) 6 - Electrical and Body Systems 0.3 Hrs.  
\*\*\*\*\*

C Engine Performance Concern/Drivability Customer states when driving can notice loss of power occurs at local or highway speeds , when accelerating could feel a bog down  
NPF COULD NOT VERIFY CONCERN AT THIS TIME

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

| DISCLAIMER OF WARRANTIES                                                                                                                                                                                                                                                                                                                                                           |  | DESCRIPTION            | TOTALS |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|------------------------|--------|
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|                                                                                                                                                                                                                                                                                                                                                                                    |  | PARTS AMOUNT           |        |
|                                                                                                                                                                                                                                                                                                                                                                                    |  | GAS, OIL, LUBE         |        |
|                                                                                                                                                                                                                                                                                                                                                                                    |  | SUBLET AMOUNT          |        |
|                                                                                                                                                                                                                                                                                                                                                                                    |  | MISC. CHARGES          |        |
|                                                                                                                                                                                                                                                                                                                                                                                    |  | TOTAL CHARGES          |        |
|                                                                                                                                                                                                                                                                                                                                                                                    |  | LESS INSURANCE         |        |
|                                                                                                                                                                                                                                                                                                                                                                                    |  | SALES TAX              |        |
| I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE                                                                                                                                                                                                                                                                                                                          |  | PLEASE PAY THIS AMOUNT |        |



Thank You!

LOT LOCATION:

CUSTOMER #:

ROUTE 46 CHRYSLER JEEP DODGE



Jeep



\*INVOICE\*

1655 ROUTE 46 EAST · LITTLE FALLS, NJ 07424

PH: (973) 774-1000

HILLSIDE, NJ

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SERVICE ADVISOR: 9505 SAL BAWAB

|                 |            |                   |               |                                             |                |         |           |
|-----------------|------------|-------------------|---------------|---------------------------------------------|----------------|---------|-----------|
| COLOR           | YEAR       | MAKE/MODEL        | VIN           | LICENSE                                     | MILEAGE IN/OUT | TAG     |           |
| BLACK           | 17         | CHRYSLER PACIFICA | 2C4RC1GG0HR   |                                             | 3111/3111      |         |           |
| IN SERVICE DATE | PROD. DATE | WARR. EXP.        | PROMISED      | PO NO.                                      | RATE           | PAYMENT | INV. DATE |
| 22OCT16 DD      |            |                   | 09:30 02DEC16 |                                             | 120.00         | CASH    | 02DEC16   |
| R.O. OPENED     |            | READY             |               | OPTIONS: SOLD-STK: ENG:3.6 Liter DOHC       |                |         |           |
| 07:58 02DEC16   |            | 09:29 02DEC16     |               | TRN:DPH_9-Spd_948TE_FWD_Auto_Trans 9)170066 |                |         |           |

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

3111 Could Not Verify Customer Concern. Test Drove Vehicle and Found No Anomalies in Driving. Vehicle Functioning as Designed.

\*\*\*\*\*

D Multipoint inspection (according to maintenance interval)

26 Multipoint inspection (according to maintenance interval)

11 ISP

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D:

(N/C)

3111 26 inspection performed.

0.00

\*\*\*\*\*

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I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE

X

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

Thank You!

LOT LOCATION:

CUSTOMER #:

ROUTE 46 CHRYSLER JEEP DODGE

CHRYSLER

Jeep

DODGE

INVOICE

1655 ROUTE 46 EAST • LITTLE FALLS, NJ 07424

PH: (973) 774-1000

HILLSIDE, NJ

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SERVICE ADVISOR: 7225 AARON ROSENZWEIG

|                 |               |                                       |               |         |                |         |
|-----------------|---------------|---------------------------------------|---------------|---------|----------------|---------|
| COLOR           | YEAR          | MAKE/MODEL                            | VIN           | LICENSE | MILEAGE IN/OUT | TAG     |
| BLACK           | 17            | CHRYSLER PACIFICA                     | 2C4RC1GG0HR   |         | 3125/3125      |         |
| IN SERVICE DATE | PROD. DATE    | WARR. EXP.                            | PROMISED      | PO NO.  | RATE           | PAYMENT |
| 22OCT16 DL      |               |                                       | 17:00 05DEC16 |         | 120.00         | CASH    |
| R.O. OPENED     | READY         | OPTIONS: SOLD-STK: ENG:3.6 Liter DOHC |               |         |                |         |
| 08:04 05DEC16   | 09:44 30DEC16 | TRN:DFH_9-Spd_948TE_FWD_Auto_Trans 9) |               |         |                |         |

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

A C/S R/S MIDDLE SEAT RELEASE LATCH ISN'T WORKING PROPERLY SINCE REPLACEMENT. CHECK AND ADVISE.

POO \*\*\*\*\*PARTS ORDERED. TO CHECK ON STATUS  
OF PART, CALL PARTS DEPT. 973-774-1000 Ext.  
1081 or Ext. 1080 or EXT. 1072\*\*\*\*\*

513 ISP

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

\*\*\*\*\*

B\*\* C/S P/S MIDDLE ROW SEAT BOTTOM COVER IS DISCOLORED.

POO \*\*\*\*\*PARTS ORDERED. TO CHECK ON STATUS  
OF PART, CALL PARTS DEPT. 973-774-1000 Ext.  
1081 or Ext. 1080 or EXT. 1072\*\*\*\*\*

513 ISP

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

\*\*\*\*\*

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I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE

X



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

Thank You!

LOT LOCATION:

CUSTOMER #:

ROUTE 46 CHRYSLER JEEP DODGE

CHRYSLER

Jeep

DODGE

\*INVOICE\*

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PH: (973) 774-1000

HILLSIDE, NJ

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CELL:

SERVICE ADVISOR: 8937 DANNY PALOMINO

| COLOR | YEAR | MAKE/MODEL        | VIN         | LICENSE | MILEAGE IN/OUT | TAG |
|-------|------|-------------------|-------------|---------|----------------|-----|
| BLACK | 17   | CHRYSLER PACIFICA | 2C4RC1GG0HR |         | 9941/9941      |     |

| IN SERVICE DATE | PROD. DATE | WARR. EXP. | PROMISED      | PO NO. | RATE   | PAYMENT | INV. DATE |
|-----------------|------------|------------|---------------|--------|--------|---------|-----------|
| 22OCT16 DE      |            |            | 11:00 22FEB17 |        | 125.00 | CASH    | 24FEB17   |

| R.O. OPENED   | READY         | OPTIONS:                                                              |
|---------------|---------------|-----------------------------------------------------------------------|
| 08:23 22FEB17 | 11:57 24FEB17 | SOLD-STK: ENG:3.6 Liter DOHC<br>TRN:DFH_9-Spd_948TE_FWD_Auto_Trans 9) |

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

A Flash Software 1 [Software Flash for MSMP]

CAUSE: .  
UPDATE UPDATED SOFTWARE  
3705 W (N/C)  
FC: PART#: COUNT:  
CLAIM TYPE: W  
AUTH CODE:

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

\*\*\*\*\*

B Electrical Concern [Customer states WHEN USING EASY STOW BUTTON ON  
"B" PILLARS SAYS OBSTRUCTION WHEN SEAT IS MOVING FORWARD]

CAUSE: .  
Z REPAIRED WIRING LEADING UP TO BODY CONTROL  
MODULE, FOUND BCM TO HAVE INTERNAL SHORT,  
PART IS ON BACK ORDER. WILL NOTIFY WHEN  
PARTS ARRIVE  
3705 W (N/C)  
FC: PART#: COUNT:  
CLAIM TYPE: W  
AUTH CODE:

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

\*\*\*\*\*

C Radio/Nav/Telematics Concern [Customer states SEEMS LIKE RADIO STOPS  
WORKING FOR A SECOND WHEN SWITCHING STATIONS]

CAUSE: .  
Z MUST REPLACE BCM THEN CHECK AFTER REPAIR  
3705 ISP (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

| DISCLAIMER OF WARRANTIES                                                                                                                                                                                                                                                                                                                                                                            |  | DESCRIPTION            | TOTALS |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|------------------------|--------|
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|                                                                                                                                                                                                                                                                                                                                                                                                     |  | PARTS AMOUNT           |        |
|                                                                                                                                                                                                                                                                                                                                                                                                     |  | GAS, OIL, LUBE         |        |
|                                                                                                                                                                                                                                                                                                                                                                                                     |  | SUBLET AMOUNT          |        |
|                                                                                                                                                                                                                                                                                                                                                                                                     |  | MISC. CHARGES          |        |
|                                                                                                                                                                                                                                                                                                                                                                                                     |  | TOTAL CHARGES          |        |
|                                                                                                                                                                                                                                                                                                                                                                                                     |  | LESS INSURANCE         |        |
|                                                                                                                                                                                                                                                                                                                                                                                                     |  | SALES TAX              |        |
|                                                                                                                                                                                                                                                                                                                                                                                                     |  | PLEASE PAY THIS AMOUNT |        |
| I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE                                                                                                                                                                                                                                                                                                                                           |  |                        |        |



THANK YOU!

LOT LOCATION:

CUSTOMER #:

ROUTE 46 CHRYSLER JEEP DODGE



Jeep



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HILLSDALE, NJ

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SERVICE ADVISOR: 8937 DANNY PALOMINO

| COLOR | YEAR | MAKE/MODEL        | VIN         | LICENSE | MILEAGE IN/OUT | TAG |
|-------|------|-------------------|-------------|---------|----------------|-----|
| BLACK | 17   | CHRYSLER PACIFICA | 2C4RC1GG0HR |         | 9941/9941      |     |

| IN SERVICE DATE | PROD. DATE | WARR. EXP. | PROMISED      | PO NO. | RATE   | PAYMENT | INV. DATE |
|-----------------|------------|------------|---------------|--------|--------|---------|-----------|
| 22OCT16 DD      |            |            | 11:00 22FEB17 |        | 125.00 | CASH    | 24FEB17   |

| R.O. OPENED   | READY         | OPTIONS:                              | SOLD-STK: | ENG:3.6 Liter DOHC |
|---------------|---------------|---------------------------------------|-----------|--------------------|
| 08:23 22FEB17 | 11:57 24FEB17 | TRN:DFH_9-Spd_948TE_FWD_Auto_Trans 9) |           |                    |

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

D SUPPLIED RENTAL

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

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

E perform multi-point safety inspection and check for any available flash software updates.  
 26 perform multi-point safety inspection and check for any available flash software updates.

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

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I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE

X

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

Thank You!

LO1 . TION:

CUSTOMER #:

ROUTE 46 CHRYSLER JEEP DODGE



Jeep



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SERVICE ADVISOR: 8937 DANNY PALOMINO

| COLOR                       | YEAR       | MAKE/MODEL        | VIN                                   | LICENSE | MILEAGE IN/ OUT | TAG     |           |
|-----------------------------|------------|-------------------|---------------------------------------|---------|-----------------|---------|-----------|
| BLACK                       | 17         | CHRYSLER PACIFICA | 2C4RC1GG0HR                           |         | 12984/12985     |         |           |
| IN SERVICE DATE             | PROD. DATE | WARR. EXP.        | PROMISED                              | PO NO.  | RATE            | PAYMENT | INV. DATE |
| 22OCT16 DL                  |            |                   | 11:30 11APR17                         |         | 125.00          | CASH    | 13APR17   |
| R.O. OPENED                 |            | READY             | OPTIONS: SOLD-STK: ENG:3.6 Liter DOHC |         |                 |         |           |
| 09:01 11APR17               |            | 15:39 13APR17     | TRN:DFH_9-Spd_948TE_FWD_Auto_Trans 9) |         |                 |         |           |
| LINE OPCODE TECH TYPE HOURS |            |                   |                                       | LIST    | NET             | TOTAL   |           |

D CUSTOMER STATES WHEN USING EASY STOW BUTTON ON "B" PILLAR SAYS  
OBSTRUCTION WHEN SEAT IS MOVING FORWARD, SOP IS IN]

CAUSE:

08523301 Module, memory seat - Test and Replace  
(2 - Skilled)

5056 W

1 68321862AB MODULE-SEAT MEMORY

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

(N/C)

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00  
12984 Memory seat module Verified customer's concern that memory  
seat module shorted. Performed diagnostic procedures for memory seat  
module. Checked G502 circuit. Replaced memory seat module passenger  
side. Tested, seat operating as designed.

\*\*\*\*\*

E Replace synthetic engine oil and filter

FOF Perform complimentary oil and filter change,  
top off washer fluid, set tire pressures and  
reset maintenance reminder light.

5056IALOF

1 68283520AA OIL-0W20

6 68191349AB FILTER-ENGINE OIL

1 4318067A W/W FLUID

(N/C)

(N/C)

(N/C)

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00  
12984 L.O.F Performed L.O.F service.

\*\*\*\*\*

F Flash Software 1 [Software Flash for MSMP]

CAUSE:

18523392 Module, Memory Seat Control - Reprogram  
Module, Memory Seat Module (MSM) - Reprogram

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X

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

Thank You!

LOT LOCATION:

CUSTOMER #:

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| COLOR                       | YEAR       | MAKE/MODEL        | VIN           | LICENSE                               | MILEAGE IN/ OUT | TAG     |           |
|-----------------------------|------------|-------------------|---------------|---------------------------------------|-----------------|---------|-----------|
| BLACK                       | 17         | CHRYSLER PACIFICA | 2C4RC1GG0HR   |                                       | 12984/12985     |         |           |
| IN SERVICE DATE             | PROD. DATE | WARR. EXP.        | PROMISED      | PO NO.                                | RATE            | PAYMENT | INV. DATE |
| 22OCT16 DE                  |            |                   | 11:30 11APR17 |                                       | 125.00          | CASH    | 13APR17   |
| R.O. OPENED                 |            | READY             |               | OPTIONS: SOLD-STK: ENG:3.6 Liter DOHC |                 |         |           |
| 09:01 11APR17               |            | 15:39 13APR17     |               | TRN:DFH_9-Spd_948TE_FWD_Auto_Trans 9) |                 |         |           |
| LINE OPCODE TECH TYPE HOURS |            |                   |               | LIST                                  | NET             | TOTAL   |           |

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

\*\*\*\*\*

I perform multi-point safety inspection and check for any available flash software updates.

26 perform multi-point safety inspection and check for any available flash software updates.

5056 ISP

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

12984 M.P.I Performed M.P.I.

\*\*\*\*\*

E.C.S. CASE #

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I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE

X

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

Thank You!



LOT LOCATION:

CUSTOMER #:

ROUTE 46 CHRYSLER JEEP DODGE

CHRYSLER

Jeep

DODGE

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| COLOR | YEAR | MAKE/MODEL        | VIN         | LICENSE | MILEAGE IN/ OUT | TAG |
|-------|------|-------------------|-------------|---------|-----------------|-----|
| BLACK | 17   | CHRYSLER PACIFICA | 2C4RC1GG0HR |         | 12984/12985     |     |

| IN SERVICE DATE | PROD. DATE | WARR. EXP. | PROMISED      | PO NO. | RATE   | PAYMENT | INV. DATE |
|-----------------|------------|------------|---------------|--------|--------|---------|-----------|
| 22OCT16 DE      |            |            | 11:30 11APR17 |        | 125.00 | CASH    | 13APR17   |

| R.O. OPENED   | READY         | OPTIONS:                              | SOLD-STK: | ENG:           |
|---------------|---------------|---------------------------------------|-----------|----------------|
| 09:01 11APR17 | 15:39 13APR17 | TRN:DFH_9-Spd_948TE_FWD_Auto_Trans 9) |           | 3.6 Liter DOHC |

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

(0 - Low Skilled)

5056 W

(N/C)

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

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

12984 MSM software update Performed MSM software update for

68321862AA - 68321862AB. LOP: 18-52-33-92 0.3hrs.

\*\*\*\*\*

G Exterior Concern [Customer states WHEN CLOSING LIFTGATE GATE BEEP SOUNDS MUFFLED]

CAUSE:

08453801 Module, warning chime - Test and Replace

Power liftgate (1 - Semi-Skilled)

5056 W

(N/C)

1 55364517AB CHIME-WARNING

(N/C)

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

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

12984 Chime Verified customer's concern that chime. Removed

D-pillar and scuff plate. Checked chime power and ground. Chime

shorted. Replaced chime. Tested lift gate chime operating as designed.

\*\*\*\*\*

H SUPPLIED RENTAL

RENTAL SUPPLIED RENTAL

5056 W

(N/C)

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I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE

X

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

Thank You!

LOT LOCATION:

CUSTOMER #:

ROUTE 46 CHRYSLER JEEP DODGE

CHRYSLER

Jeep

DODGE

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|                 |            |               |                   |                                       |             |  |         |                 |           |     |
|-----------------|------------|---------------|-------------------|---------------------------------------|-------------|--|---------|-----------------|-----------|-----|
| COLOR           |            | YEAR          | MAKE/MODEL        |                                       | VIN         |  | LICENSE | MILEAGE IN/ OUT |           | TAG |
| BLACK           |            | 17            | CHRYSLER PACIFICA |                                       | 2C4RC1GG0HR |  |         | 17884/17884     |           |     |
| IN SERVICE DATE | PROD. DATE | WARR. EXP.    | PROMISED          |                                       | PO NO.      |  | RATE    | PAYMENT         | INV. DATE |     |
| 22OCT16 DD      |            |               | WAIT 15JUL17      |                                       |             |  | 125.00  | CASH            | 17JUL17   |     |
| R.O. OPENED     |            | READY         |                   | OPTIONS: SOLD-STK: ENG:3.6 Liter DOHC |             |  |         |                 |           |     |
| 09:35 14JUL17   |            | 12:46 17JUL17 |                   | TRN:DFH_9-Spd_948TE_FWD_Auto_Trans 9) |             |  |         |                 |           |     |

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

A Multi-point inspection (according to maintenance interval)

26 Multi-point inspection (according to maintenance interval)

4959 ISP

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

17884 Performed multi point inspection.

\*\*\*\*\*

B Indicator/Warning Lights - Check engine light on [CUSTOMER STATES

CHECK ENGINE LIGHT IS ON PLEASE CHECK AND ADVISE]

CAUSE:

25012901 Sensor, fuel tank pressure - Replace

In-line Evap Purge Flow (2 - Skilled)

4959 W

1 52030445AA TUBE-FUEL SUPPLY

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

(N/C)  
(N/C)

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

17884 Verified customers concern. Plugged in the micro pod and retrieved dtc P018c for fuel rail pressure sensor. Performed diagnostics and found that the fuel rail pressure sensor needed to be replaced. Removed and replaced frps and cleared dtc. Test drove the vehicle and check engine light did not return. 08142201 Sensor, fuel pressure - Test and Replace tube fuel supply (1 - Semi-Skilled) 1 - Engine Repair and Performance ML MALFUNCTION LIGHT MIL (all modules) NS NO START 14 SHORT OR OPEN 18 CIRCUIT OPEN 83 CONNECTION LOOSE 0.00 Primary 0.4

\*\*\*\*\*

C SYN OIL CHANGE

FOF Perform complimentary oil and filter change,  
top off washer fluid, set tire pressures and

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I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE

X

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

Thank You!

LOT LOCATION:

CUSTOMER #:

ROUTE 46 CHRYSLER JEEP DODGE



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SERVICE ADVISOR: 2476 LISETTE TORRES

| COLOR | YEAR | MAKE/MODEL        | VIN         | LICENSE | MILEAGE IN/OUT | TAG |
|-------|------|-------------------|-------------|---------|----------------|-----|
| BLACK | 17   | CHRYSLER PACIFICA | 2C4RC1GG0HR |         | 17884/17884    |     |

| IN SERVICE DATE | PROD. DATE | WARR. EXP. | PROMISED     | PO NO. | RATE   | PAYMENT | INV. DATE |
|-----------------|------------|------------|--------------|--------|--------|---------|-----------|
| 22OCT16 DD      |            |            | WAIT 15JUL17 |        | 125.00 | CASH    | 17JUL17   |

| R.O. OPENED   | READY         | OPTIONS:                              | SOLD-STK: | ENG:3.6 Liter DOHC |
|---------------|---------------|---------------------------------------|-----------|--------------------|
| 09:35 14JUL17 | 12:46 17JUL17 | TRN:DFH_9-Spd_948TE_FWD_Auto_Trans 9) |           |                    |

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

reset maintenance reminder light.

4959IALOF

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

17884 Performed oil change.

\*\*\*\*\*

D Engine Performance Concern/Drivability [CUSTOMER STATES REMOTE

STARTER DID NOT START THE VEHICLE PLEASE CHECK]

RELATED RELATED TO REPAIRS PERFORMED

4959 ISP

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

17884 Remote start will not operate with check engine light on.

\*\*\*\*\*

E Engine Performance Concern/Drivability [CUSTOMER STATES NAVI WAS

RUNNING BACKWARDS PLEASE CHECK AND ADVISE]

SS SEE STORY

4959 C

0.00

0.00

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

17884 Test drove the vehicle and operated the navigation.

Navigation operates as designed.

\*\*\*\*\*

F Engine Mechanical Concern [CUSTOMER WANTS TO KNOW WHY HIS VEHICLE  
KEEP BURNING OUT SENSORS. CUSTOMER STATES HE HAS HAD MODULE FOR  
THE SEAT REPLACED, THE BUMPER BRAKE ASSIST SENSOR WAS REPLACED  
AS WELL, AND PASSING WARNING SENSOR BURNT OUT AS WELL PLEASE  
CHECK]

09 Engine Mechanical Concern [CUSTOMER WANTS TO  
KNOW WHY HIS VEHICLE KEEP BURNING OUT  
SENSORS. CUSTOMER STATES HE HAS HAD MODULE  
FOR THE SEAT REPLACED, THE BUMPER BRAKE  
ASSIST SENSOR WAS REPLACED AS WELL, AND  
PASSING WARNING SENSOR BURNT OUT AS WELL  
PLEASE CHECK]

4959 C

0.00

0.00

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

**Thank You!**

LOT LOCATION:

CUSTOMER #:

ROUTE 46 CHRYSLER JEEP DODGE

CHRYSLER

Jeep

DODGE

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SERVICE ADVISOR: 2476 LISETTE TORRES

| COLOR           | YEAR       | MAKE/MODEL        | VIN                                   | LICENSE | MILEAGE IN/ OUT | TAG     |           |
|-----------------|------------|-------------------|---------------------------------------|---------|-----------------|---------|-----------|
| BLACK           | 17         | CHRYSLER PACIFICA | 2C4RC1GG0HR                           |         | 17884/17884     |         |           |
| IN SERVICE DATE | PROD. DATE | WARR. EXP.        | PROMISED                              | PO NO.  | RATE            | PAYMENT | INV. DATE |
| 22OCT16 DE      |            |                   | WAIT 15JUL17                          |         | 125.00          | CASH    | 17JUL17   |
| R.O. OPENED     |            | READY             | OPTIONS: SOLD-STK: ENG:3.6 Liter DOHC |         |                 |         |           |
|                 |            |                   | TRN:DFH_9-Spd_948TE_FWD_Auto_Trans 9) |         |                 |         |           |
| 09:35 14JUL17   |            | 12:46 17JUL17     |                                       |         |                 |         |           |
| LINE            | OPCODE     | TECH              | TYPE                                  | HOURS   | LIST            | NET     | TOTAL     |

G\*\* 866-275-1420 FROM CHRYSTLER EXT 40541 DEBBIE

INFO INFO ONLY

PARTS: 4959 ISP 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE G: (N/C)  
0.00

\*\*\*\*\*

CUSTOMER IS COMING IN TODAY (7  
13) JUST TO SEE IF VEHICLE IS  
SAFE TO DRIVE FOR LONG  
DISTANCE W ITH MIL LIGHT BUT  
WILL COME IN FOR MORE IN DEPT  
H SERVICE ON WEDNESDAY (7 19)

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I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE

X

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

Thank You!

LOT LOCATION:

CUSTOMER #:

ROUTE 46 CHRYSLER JEEP DODGE



Jeep



\*INVOICE\*

1655 ROUTE 46 EAST • LITTLE FALLS, NJ 07624

PH: (973) 774-1033

HILLSIDE, NJ

PAGE 1

HOME:

CONT

BUS:

CELL

SERVICE ADVISOR: 8937 DANNY PALOMINO

| COLOR                                 | YEAR       | MAKE/MODEL        | VIN               | LICENSE | MILEAGE IN/OUT | TAG     |                     |
|---------------------------------------|------------|-------------------|-------------------|---------|----------------|---------|---------------------|
| BLACK                                 | 20         | CHRYSLER PACIFICA | 3C4RC1GG0HR       |         | 19642/19642    |         |                     |
| IN SERVICE DATE                       | PROD. DATE | WARR. EXP.        | PROMISED          | PC NO.  | RATE           | PAYMENT | INV. DATE           |
| 12/30/15                              | 01         |                   | 21/31             | 22AUG17 | 125.00         | CASH    | 23AUG17             |
| R.O. OPENED                           |            | READY             | OPTIONS: SOLD-STK |         |                |         | ENG: 3.6 Liter DONG |
| TRN: DPH 9-Spd 948TE FWD Auto Trans 9 |            |                   |                   |         |                |         |                     |

11:11 23AUG17 11:05 23AUG17

| LINE | ORCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |
|------|--------|------|------|-------|------|-----|-------|
|------|--------|------|------|-------|------|-----|-------|

3 Electrical Concern (Customer States WHEN OPENING LIFTGATE ALARM SOUNDS, INTERMITTENT HAS ONLY HAPPENED TWICE IN PAST MONTH)

CAUSE:

1541999 BCM/TIPV/FM Modules, Trouble Not Found -

No Repair/Trouble Not Found Body Control

Module (2 - Skilled)

6999 W

(N/C)

ED: PART#: COENT:

CLAIM TYPE: W

ACTN. CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE 3: 0.00

19642 Customer states when opening liftgate alarm sounds, intermittent has only happened twice in past month. Scanned vehicle for DTCs and found a power lift gate module code but its not related to customer complaint. Disconnect all PLGX harness connectors.

Disconnected all related in-line harness connections. Disconnected the related component harness connectors. Inspected harness connectors, component connectors, and all male and female terminals for the

following conditions: - Proper connector installation. - Damaged connector locks. - Corrosion. - Other signs of water intrusion. - Weather seal damage (if equipped). - Bent terminals. - Terminals that

have been pushed back into the connector cavity. - Perform a terminal drag test on each connector terminal to verify proper terminal tension. Found no back. At this moment we have completed all possible

diagnosis. Customer complaint does not exist or present and we are unable to duplicated customer complaint at this time. Vehicle power lift gate is operating as designed.

\*\*\*\*\*

perform multi-point safety inspection and check for any available flash software updates.

perform multi-point safety inspection and

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FACTORY WARRANTY RECEIPT ON THE PARTS AND LABOR LISTED ABOVE

| 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

Thank You!

LOT LOCATION:

CUSTOMER #:

ROUTE 46 CHRYSLER JEEP DODGE

CHRYSLER

Jeep

DODGE

\*INVOICE\*

1655 ROUTE 46 EAST • LITTLE FALLS, NJ 07424

PH: (973) 774-1000

HILLSIDE, NJ

HOME:

CONT:

BUS:

CELL:

PAGE 2

SERVICE ADVISOR: 8937 DANNY PALOMINO

|                 |               |                                       |               |         |                |         |
|-----------------|---------------|---------------------------------------|---------------|---------|----------------|---------|
| COLOR           | YEAR          | MAKE/MODEL                            | VIN           | LICENSE | MILEAGE IN/OUT | TAG     |
|                 | 17            | CHRYSLER PACIFICA                     | 2C4RC1GG0HR   |         | 19642/19642    |         |
| IN SERVICE DATE | PRCD. DATE    | WARR. EXP.                            | FROM-SED      | PO NO.  | RATE           | PAYMENT |
| 08/21/16        |               |                                       | 21:30 23AUG17 |         | 125.00         | CASH    |
| NO. OPENED      | READY         | OPTIONS: SOLD-STK: ENG:3.6 Liter DOHC |               |         |                |         |
|                 |               | TRN:DFH_9-Spd_548TE_FWD_Auto_Trans 9) |               |         |                |         |
| 01:51 23AUG17   | 11:06 23AUG17 |                                       |               |         |                |         |

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

check for any available flash software updates.

6999 USP  
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: (H/C) 0.00  
 19642 MIF completed

\*\*\*\*\*

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I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE

X

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

Thank You!

CUSTOMER COPY

LOT LOCATION:

CUSTOMER #

ROUTE 46 CHRYSLER JEEP DODGE

CHRYSLER

Jeep

DODGE

\*INVOICE\*

1655 ROUTE 46 EAST - LITTLE FALLS, NJ 07424

PH: (973) 774-1000

PAGE 1

HILLSIDE, NJ

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 5816 DAVE FRESCO

|                 |               |                                       |             |                    |                |         |
|-----------------|---------------|---------------------------------------|-------------|--------------------|----------------|---------|
| COLOR           | YEAR          | MAKE/MODEL                            | VIN         | LICENSE            | MILEAGE IN/OUT | TAG     |
| BLACK           | 17            | CHRYSLER PACIFICA                     | 2C4RC1GG6HR |                    | 19871/19872    |         |
| 7. SERVICE DATE | PROD. DATE    | WARR. EXP.                            | PROMISED    | PO NO.             | RATE           | PAYMENT |
| 12OCT16 DD      |               |                                       |             |                    | 125.00         | CASH    |
| R.O. OPENED     | READY         | OPTIONS:                              | SOLD-STK:   | ENG:3.6 Liter DOHC | 29AUG17        |         |
| 09:33 28AUG17   | 17:23 29AUG17 | TRN:DPH_9-Spd_948TE_FWD_Auto_Trans 9) |             |                    |                |         |

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A Exterior Concern [Customer States ALARM GOES OFF BY ITSELF SEE CODE FOR LATCH]

CAUSE: F

23 Exterior Concern [Customer States ALARM GOES OFF BY ITSELF SEE CODE FOR LATCH]

8624 W

1 68303556AB LATCH-LIFTGATE

PC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

(N/C)

(N/C)

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

198971 CHECK OUT FOUND CODE REAR LEFT LATCH HAS OPEN-REPLACE LATCH

CLEAR CODE TEST OUT OK

\*\*\*\*\*

perform multi-point safety inspection and check for any available flash software updates.

26 perform multi-point safety inspection and check for any available flash software updates.

8624 ISF

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

SUPPLIED RENTAL

CAUSE: F

RENTAL SUPPLIED RENTAL

8624 W

PC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

(N/C)

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A KNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE

| 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

Thank You!

LOT LOCATION:

CUSTOMER #:

ROUTE 46 CHRYSLER JEEP DODGE



Jeep

DODGE

\*INVOICE\*

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

PAGE 2

HILLSIDE, NJ

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 5816 DAVE FRESCO

|                             |               |                                       |              |                    |                |         |
|-----------------------------|---------------|---------------------------------------|--------------|--------------------|----------------|---------|
| COLOR                       | YEAR          | MAKE/MODEL                            | VIN          | LICENSE            | MILEAGE IN/OUT | TAX     |
| BLACK                       | 17            | CHRYSLER PACIFICA                     | 2C4RC1GG0HR  |                    | 19871/19872    |         |
| IN SERVICE DATE             | PROD DATE     | WARR. EXP.                            | PROMISED     | PO NO.             | RATE           | PAYMENT |
| 12OCT16 DJ                  |               |                                       | WAIT 28AUG17 |                    | 125.00         | CASH    |
| R.O. OPENED                 | READY         | OPTIONS:                              | SOLD-STK:    | ENG:3.6 Liter DOHC |                | 29AUG17 |
| 09:38 28AUG17               | 17:23 29AUG17 | TRN:DFH_9-Spd_948TE_FWD_Auto_Trans 9) |              |                    |                |         |
| LINE CPCODE TECH TYPE HOURS |               |                                       |              |                    |                |         |

|        | LIST | NET    | TOTAL         |
|--------|------|--------|---------------|
| PARTS: | 0.00 | LABOR: | 0.00          |
|        | 0.00 | OTHER: | 0.00          |
| *****  |      |        | TOTAL LINE C: |
|        |      |        | 0.00          |

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ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE

X

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

CUSTOMER COPY

Thank You!



# Civil Case Information Statement

Case Details: UNION | Civil Part Docket# [REDACTED]

Case Caption: [REDACTED] VS FCA US LLC

Case Initiation Date: 09/20/2017

Attorney Name: JACQUELINE C HERRITT

Firm Name: KIMMEL & SILVERMAN, PC

Address: 1930 E MARLTON PIKE STE Q29

CHERRY HILL NJ 080030000

Phone:

Name of Party: PLAINTIFF: [REDACTED]

Name of Defendant's Primary Insurance Company

(if known): Unknown

Case Type: LEMON LAW

Document Type: Complaint

Jury Demand: NONE

Hurricane Sandy related? NO

Is this a professional malpractice case? NO

Related cases pending: NO

If yes, list docket numbers:

Do you anticipate adding any parties (arising out of same transaction or occurrence)? NO

**THE INFORMATION PROVIDED ON THIS FORM CANNOT BE INTRODUCED INTO EVIDENCE**

CASE CHARACTERISTICS FOR PURPOSES OF DETERMINING IF CASE IS APPROPRIATE FOR MEDIATION

Do parties have a current, past, or recurrent relationship? NO

If yes, is that relationship:

Does the statute governing this case provide for payment of fees by the losing party? NO

Use this space to alert the court to any special case characteristics that may warrant individual management or accelerated disposition:

Do you or your client need any disability accommodations? NO

If yes, please identify the requested accommodation:

Will an interpreter be needed? NO

If yes, for what language:

I certify that confidential personal identifiers have been redacted from documents now submitted to the court, and will be redacted from all documents submitted in the future in accordance with *Rule 1:38-7(b)*

09/20/2017

Dated

/s/ JACQUELINE C HERRITT

Signed



**National Center for Dispute Settlement**

12900 Hall Road • Suite 401

Sterling Heights, MI 48313

(800) 777-8119

(586) 226-2470

Fax: (586) 226-2559

April 28, 2017

[REDACTED]  
Rolesville, NC

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, Terry Alston, 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  
Auto Park East  
Terry Alston



**National Center for Dispute Settlement**

April 28, 2017

12900 Hall Road • Suite 401

Sterling Heights, MI 48313

(800) 777-8119

(586) 226-2470

Fax: (586) 226-2559

[REDACTED]  
Rolesville, 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 ☒ if local

**FCA US LLC  
Customer Claim Form****FOR NCDS USE****CASE NUMBER:****CUSTOMER NAME AND ADDRESS**

|                                         |                |               |            |       |            |            |
|-----------------------------------------|----------------|---------------|------------|-------|------------|------------|
| <input checked="" type="checkbox"/> Mr. | First name     | [REDACTED]    | MI         | D     | Last name  | [REDACTED] |
| <input type="checkbox"/> Mrs.           | Street address | [REDACTED]    |            |       |            |            |
| <input type="checkbox"/> Ms.            |                |               |            |       |            |            |
|                                         | City           | Rolesville    |            | State | NC         | Zip Code   |
| 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 <input type="checkbox"/> No <input checked="" type="checkbox"/>        |                 | Delivery Date: 03/02/17                                                                                           |                        |
| Was this vehicle purchased used? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> |                 | Is vehicle used by a business? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> % of use _____ |                        |
| Make: 2017 Chrysler                                                                                  | Model: Pacifica | Year: 2017                                                                                                        | Current mileage: 1,809 |
| Vehicle Identification Number: 2C4RC1EG4HR [REDACTED]                                                |                 |                                                                                                                   |                        |
| Selling dealer and address: Leith Autopark Wendell, 5300 Rolesville Rd, Wendell, NC 27591            |                 |                                                                                                                   |                        |
| Dominant Servicing Dealer: Leith Autopark Wendell, 5300 Rolesville Rd, Wendell, NC, 27591            |                 |                                                                                                                   |                        |

**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:<br>A/C won't cool properly | Autoworld, Inc<br>Anytown, VA                                                  | 4/23/99 3,500 miles<br># [REDACTED]                                      | Yes                                        | No |
| See                                 |                                                                                |                                                                          | Yes                                        | No |
| Attached                            |                                                                                |                                                                          | Yes                                        | No |
| List                                |                                                                                |                                                                          | Yes                                        | No |
|                                     |                                                                                |                                                                          | Yes                                        | No |
|                                     |                                                                                |                                                                          | Yes                                        | No |
|                                     |                                                                                |                                                                          | Yes                                        | No |

**Has the vehicle been involved in an accident?**

If YES, give date of accident: \_\_\_\_\_

☐ YES ☒ NO

Specify damaged area: \_\_\_\_\_

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

or lifetime extended warranty

**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

SIGNATURE(S)

DATE

4/24/17

**CUSTOMER ARBITRATION PROCESS APPLICATION**

Did you contact dealership management regarding your complaint?

Yes ☒ No ☐

Did you contact Chrysler Group directly regarding your complaint?

Yes ☒ Yes ☐ No ☐

Have you met with the Factory Representative regarding your complaint?

Yes ☐ No ☒ *Not offered*

AR Consumers only: Indicate if you are requesting a panel review.

Yes ☐ No ☐

I want (check one only)

\* ☐ A single decision maker and an oral hearing if local I will take this option \*☒ A 3-person panel and a documents-only review

Your Name

Date

4/24/17

Address

(Street)

Raleigh, NC

(City)

(State)

(ZIP Code)

Phone (H)

Phone (W)

Selling Dealer

Leith Auto Park Wendell

Servicing Dealer

Leith Auto Park Wendell

Vehicle: Year

2017

Make

Chrysler

Model

Pacifica

Delivery Date

03/02/17

Identification No.

2C4RC1E64HR

Is this a leased vehicle? Yes ☐ No ☒

Lessor's name and address, if yes:

Mileage at time of dispute

1500

Current Mileage

1809

**VERY IMPORTANT:** Be very specific in describing your current unresolved problems. Include copies of any receipts, service repair orders, complaint letters to the dealer or Zone Representative, and any other relevant documents.

Nature of current unresolved problem: Please see attached for records and statement. We contacted Chrysler without resolve. We are seeking a replacement or lifetime warranty. Case # for Chrysler is 31492006.

Number and dates of repair attempts (if any):  
If more, specify:

(1) 4/16/11 See attached. Too many  
can start (2) dates to list.

What do you feel should be done to resolve your problem: New vehicle or lifetime warranty.

#### ARBITRATION AGREEMENT

In signing this Arbitration Agreement, I understand that I am not bound by the decision of the arbitration process unless I accept it. I also understand that if I accept the decision, Chrysler Group LLC will be bound by the decision and will be required to perform the terms of this decision within the timeframe prescribed in the decision. I further understand that if I am dissatisfied with the decision or Chrysler Group LLC's eventual performance of the decision, I may pursue other legal remedies available to me in my state, including the use of small claims court. Whether or not I accept the decision of the arbitration process, the decision is admissible in any subsequent legal proceedings concerning my dispute. I acknowledge notification that this dispute settlement process does not take the place of legal remedies.

Signed by

\*Please use additional sheets of paper as necessary to describe these items.

Chrysler Resolution Case # [REDACTED]

W/ April 5: Service Engine Soon Light Came On

\* attempted to drive van to dealership, but shortly after leaving SES light started blinking and dinging. Drove van back home, van began shaking and vibrating.

\* van  
in shop

Th/ April 6: Tow Truck arrived at 9:00 am to take van  
exact mileage: 1500

\* had to arrange rental van

\* van  
in shop

Fri/ April 7: Dealership was unsure of van's problem, they were waiting for word from Chrysler for assistance

S/ April 8:

S/ April 9

M/ April 10

T/ April 11

W/ April 12

\* van  
in shop

Th/ April 13

F/ April 14

S/ April 15

S/ April 16

\* van  
in shop

M/ April 17: after taking engine apart and fixing cam, dealership stated fuel injection now needs to be replaced

\* van

in shop T/ April 18: 4:00 pm returned rental van, picked up van from dealership

W/ April 19: drove van to take our children to school, burning smell and smoke emitted from hood of engine. Called dealership to inform of problem, told them I had no way to bring van

to shop, husband was out of town. They came and got van to service.

\* van back in shop

Tu/April 20: 3:00 pm Van was delivered back to us  
"Screw was loose allowing oil vapor to release" hence the smoke

\* case manager from Chrysler called regarding van and told us to drive van over weekend, she would call back Monday with an "offer"

M/April 24: case manager called to offer "4 free oil changes for our refurbished vehicle."



CUSTOMER #: [REDACTED]

## LEITH AUTO PARK EAST

5310 Rolesville Rd.

WENDELL, NC 27591

(919) 366-7000

\*INVOICE\*

PAGE 1

ROLESVILLE, NC [REDACTED]

HOME:

CONT [REDACTED]

BUS:

CELL [REDACTED]

SERVICE ADVISOR: 9278 PATRICK MCDUFFY

| COLOR         | YEAR          | MAKE/MODEL        | VIN                    | LICENSE   | MILEAGE IN / OUT     | TAC        |
|---------------|---------------|-------------------|------------------------|-----------|----------------------|------------|
| GRANITE CR    | 17            | CHRYSLER PACIFICA | 2C4RC1EG4HR [REDACTED] |           | 1500/1620            | [REDACTED] |
| DEL DATE      | PROD DATE     | WAHL EXP          | PROMISED               | PO NO     | RATE                 | PAYMENT    |
| 02MAR17 DD    |               |                   | 18:00 20APR17          |           |                      | CASH       |
| REG OPENED    | READY         | OPTIONS           | STK                    | DLR:37583 | ENG:3.6L_24V_VVT_ESS | INV DATE   |
| 10:26 06APR17 | 14:03 20APR17 |                   |                        |           |                      | 20APR17    |

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

A CUSTOMER STATES CEL CAME ON, THEN LOST POWER. CHECK AND ADVISE.

CAUSE: LEFT INTAKE CAM SHAFT P000C, P0300, P0201, P0301, P0203 PCM

INTERNAL AND INJECTOR 1

090530P1 SPOCKET/PHASER,CAMSHAFT REPLACE 3.6

ENGINE LEFT HEAD

1490 TYBURSKI,JOHN LIC#: 1490

WC

5798 RICE,JAMES LIC#: 5798

WC

1 5047785AE GEAR-CAMSHAFT

6 68217514AB GASKET-PLENUM

1 4893805AB GASKET-CYLINDER HEAD COVER

1 68163849AB \*ANTIREEZE-COOLANT

08190601 Module, powertrain control (PCM) - Test  
and Replace All other engines (2 - Skilled)

1490 TYBURSKI,JOHN LIC#: 1490

WC

1 5150888AD MODULE ENGINE CONTROLLER

143020P1 TEST AND REPLACE ONE FUEL INJECTOR 3.6

1490 TYBURSKI,JOHN LIC#: 1490

WC

1 5281427AA INJECTOR-FUEL

(N/C)

(N/C)

(N/C)

(N/C)

(N/C)

(N/C)

(N/C)

(N/C)

(N/C)

(N/C)

Found Dtc P000c- Bank 2 Camshaft 1 position slow response, Found  
Star Case# [REDACTED] case involves checking the camshafts for a flat  
spot, if the flat spot is present no action required, if not present  
replace camshaft, Intake camshaft has the flat spot no action required,  
continued with normal diagnostics.  
After diagnosing found the Camshaft phaser was not operating  
correctly removed and replaced  
intake camshaft phaser.  
When road tested service engine soon light came on with codes p0201  
fuel injector circuit open, and p0301 cylinder 1 misfire. Tested  
injector 1 resistance found out of specifications.

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

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.

I hereby authorize the above 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  
above car or truck to secure the amount of repairs thereto.

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

X

CUSTOMER #: [REDACTED]

## LEITH AUTO PARK EAST

5310 Rolesville Rd.

WENDELL, NC 27591

(919) 366-7000

\*INVOICE\*

PAGE 2

ROLESVILLE, NC [REDACTED]

HOME: [REDACTED]

CONT: [REDACTED]

BUS: [REDACTED]

CELL: [REDACTED]

SERVICE ADVISOR: 9278 PATRICK MCDUFFY

|            |           |          |                   |          |             |                                     |                |          |     |
|------------|-----------|----------|-------------------|----------|-------------|-------------------------------------|----------------|----------|-----|
| COLOR      |           | YEAR     | MAKE/MODEL        |          | VIN         | LICENSE                             | MILEAGE IN/OUT |          | TAG |
| GRANITE CR |           | 17       | CHRYSLER PACIFICA |          | 2C4RC1EG4HR |                                     | 1500/1620      |          |     |
| DEL DATE   | PROD DATE | WARR EXP | PROMISED          |          | PO NO       | RATE                                | PAYMENT        | INV DATE |     |
| 02MAR17 DD |           |          | 18:00 20APR17     |          |             |                                     | CASH           | 20APR17  |     |
| PO OPENED  |           | READY    |                   | OPTIONS: |             | STK: DLR:37583 ENG:3.6L 24V VVT ESS |                |          |     |

10:26 06APR17 14:03 20APR17

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

,,,Switched injector 1 with injector 3. Code move directly to cylinder  
,,,3.,,,Replaced injector and roadtested vehicle. After about 5 miles of  
,,,driving, code p0201 returned so went to diagnostic on dealer connect.

,,,Inspect wiring and connector which looked good.

,,,Checked F342 fused asd relay output circuit for open or high

,,,resistance--checked ok

,,,Checked K11 injector 1 control circuit for short to ground--no  
,,,continuity.

,,,Checked K11 injector 1 control circuit for open or high

,,,resistance--resistance at .2 ohms.

,,,Rechecked injector resistance--exactly 12 ohms.

,,,Checked for further bulletins or updates. none found

,,,Checked pcm powers and grounds and connectors, all ok

,,,Next step was replace pcm.

,,,Replaced PCM, initialized and programmed.

,,,Road tested vehicle. Code did not return.

\*\*\*\*\*

B 23 POINT VEHICLE CHECKUP / CHECK FOR FLASH UPDATES

9023 23 POINT VEHICLE CHECKUP / CHECK FOR FLASH

UPDATES

5798 RICE, JAMES LIC#: 5798

CP5

0.00

0.00

\*\*\*\*\*

C\*\* SERVICE DETAIL

99 ENTER DESCRIPTION

99 IPS

\*\*\*\*\*

(N/C)

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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.

I hereby authorize the above 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 above car or truck to secure the amount of repairs thereto.

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

X

CUSTOMER #: [REDACTED]

**LEITH AUTO PARK EAST**

5310 Rolesville Rd.

**WENDELL, NC 27591**

(919) 366-7000

\*INVOICE\*

PAGE 3

ROLESVILLE, NC [REDACTED]

HOME: [REDACTED]

CONT: [REDACTED]

BUS: [REDACTED]

CELL: [REDACTED]

SERVICE ADVISOR: 9278 PATRICK MCDUFFY

|             |           |                                              |               |         |                |         |          |
|-------------|-----------|----------------------------------------------|---------------|---------|----------------|---------|----------|
| COLOR       | YEAR      | MAKE/MODEL                                   | VIN           | LICENSE | MILEAGE IN/OUT | TAG     |          |
| GRANITE CR  | 17        | CHRYSLER PACIFICA                            | 2C4RC1EG4HR   |         | 1500/1620      |         |          |
| DEL DATE    | PROD DATE | WARR EXP                                     | PROMISED      | PO NO   | RATE           | PAYMENT | INV DATE |
| 02MAR17 DD  |           |                                              | 18:00 20APR17 |         |                | CASH    | 20APR17  |
| H.O. OPENED | READY     | OPTIONS: STK: DLR:37583 ENG:3.6L 24V VVT ESS |               |         |                |         |          |

10:26 06APR17 14:03 20APR17

LINE OPCODE TECH TYPE HOURS

ENTERPRISE RENTAL APR 6TH  
START DATE. WAITING T O HEAR  
FROM STAR.

LIST NET TOTAL

OIL CHANGE SPECIAL: 4 FOR \$85.00 ASK ADVISOR  
\*IMPORTANT\* You may receive a satisfaction  
survey regarding your service experiences.  
It is your advisors performance report. If  
for any reason you can not score them a "10"  
or "VERY SATISFIED" please contact a Service  
Manager at 919-366-7000. Thank You.



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X

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

PURCHASE / LEASE  
AGREEMENT

LEITH BUICK GMC

5320 Rolesville Road • Wendell, NC 27591 • (919) 366-1000

Date 02 MAR 2017

Deal No. [REDACTED]

NAME: 1 [REDACTED] 2 [REDACTED]  
ADDRESS: 1 [REDACTED] 2 [REDACTED]  
HOME PHONE: 1 [REDACTED] 2 [REDACTED] CELL: 1 [REDACTED] 2 [REDACTED]  
D.L.#: 1 [REDACTED] 2 [REDACTED]  
Salesman: 1 RUSS, XAVIER A. 2 [REDACTED]  
CITY: ROLESVILLE STATE: NC ZIP: [REDACTED]  
EMAIL: 1 PERF100@YAHOO.COM 2 [REDACTED]

THIS VEHICLE TRANSACTION IS A ☒ PURCHASE ☐ LEASE

☒ NEW ☐ USED ☐ DEMO

Work Promised (Work must be completed in 30 days)

Receipt of copy acknowledged

Purchaser's Signature

|                                 |                             |              |       |        |
|---------------------------------|-----------------------------|--------------|-------|--------|
| Make                            | Model                       | Color        | Type  | Stk. # |
| CHRYSLER                        | PACIFICA                    | GRANITE      |       |        |
| Year                            | Serial No.                  |              |       |        |
| 2017                            | 2C1RC1EG4NR                 |              |       |        |
| Miles                           | Correct                     | Yes          | No    |        |
| 12                              |                             |              |       |        |
| Cash Price of Vehicle           |                             |              |       |        |
| Accessories                     |                             |              |       |        |
| 41050.00                        |                             |              |       |        |
| LIEN                            |                             |              |       |        |
| TOTAL                           |                             |              |       |        |
| 41050.00                        |                             |              |       |        |
| USER FEE                        |                             |              |       |        |
| 1075.44                         |                             |              |       |        |
| REGISTRATION FEE                |                             |              |       |        |
| 94.00                           |                             |              |       |        |
| ADMINISTRATIVE / PROCESSING FEE |                             |              |       |        |
| 598.00                          |                             |              |       |        |
| TOTAL CASH DELIVERED PRICE      |                             |              |       |        |
| 42617.44                        |                             |              |       |        |
| C                               | Trade-In Allowance          | 1            | 2     |        |
| R                               | Less Balance Owed           | 1            | 2     |        |
| E                               | Net Trade Equity            | 1            | 2     |        |
| D                               | Partial Payment             |              |       |        |
| I                               | Rebate                      |              |       |        |
| S                               | Cash to be Paid at Delivery |              |       |        |
| Total Credits                   |                             |              |       |        |
| 1000.00                         |                             |              |       |        |
| Balance Due                     |                             |              |       |        |
| 30467.44                        |                             |              |       |        |
| T                               | Make                        | Model        | Type  | Year   |
| R                               | 2017                        | CADILLAC     | XT5   | 2011   |
| A                               | Serial No.                  |              |       |        |
| D                               | 2D4RN5D048R                 |              |       |        |
| E                               | Make                        | Model        | Type  | Year   |
| 2                               |                             |              |       |        |
|                                 | Miles                       | Title Status | Color |        |
|                                 |                             |              |       |        |
|                                 | Serial No.                  |              |       |        |

AGREEMENT TO ARBITRATE DISPUTES

The following Agreement to Arbitrate Disputes can significantly affect your rights in any dispute with us. Please read it carefully before signing this Contract.

1. EITHER YOU OR WE MAY CHOOSE TO HAVE ANY DISPUTE BETWEEN US DECIDED BY ARBITRATION AND NOT IN COURT OR BY JURY TRIAL.
2. IF A DISPUTE IS ARBITRATED, YOU WILL GIVE UP YOUR RIGHT TO PARTICIPATE AS A CLASS REPRESENTATIVE OR A CLASS MEMBER ON ANY CLASS CLAIM YOU MAY HAVE AGAINST US INCLUDING ANY RIGHT TO CLASS ARBITRATION OR ANY CONSOLIDATION OF INDIVIDUAL ARBITRATIONS.
3. DISCOVERY AND RIGHTS TO APPEAL IN ARBITRATION ARE GENERALLY MORE LIMITED THAN IN A LAWSUIT, AND OTHER RIGHTS THAT YOU AND WE WOULD HAVE IN COURT MAY NOT BE AVAILABLE IN ARBITRATION.

Any and all claims or disputes of any kind, whether in contract, tort, statute or otherwise (including the interpretation and scope of this clause, and the arbitrability of the claim or dispute), between you and us or our employees or agents which arise out of or relate to any advertisement, representation or warranty, or your credit application, this contract or any resulting transaction or relationship shall, at your or our election, be resolved by neutral, binding arbitration and not by a court action, unless otherwise provided herein. This Agreement to Arbitrate Disputes shall not apply to any claims you may have against a third party finance source who accepts assignment of your retail installment sales contract. Any claim or dispute is to be arbitrated by a single arbitrator on an individual basis and not as a class action. You expressly waive any right you may have to arbitrate a class action or to proceed as a private attorney general. You or we may choose one of the following arbitration organizations and its applicable rules: the American Arbitration Association (www.adr.org), the National Arbitration Forum (www.naf-forum.com), JAMS (www.jamsadr.com) or any other widely recognized arbitration organization. You may obtain a copy of the rules of these organizations by contacting the arbitration organization or visiting its website. Arbitrators shall be attorneys or retired judges and shall be selected pursuant to the applicable rules. The arbitrator shall apply governing substantive law in making an award. The arbitration hearing shall be conducted in the federal district in which you reside. We will pay your filing, service or case management fee and your arbitrator or hearing fee up to a maximum of \$1,500. We shall also pay any additional amount of such fees that the arbitrator determines we must pay in order to make this Agreement to Arbitrate Disputes enforceable. Each party shall be responsible for its own attorney, expert and other fees, unless awarded by the arbitrator under applicable law. The arbitrator's award shall be final and binding on all parties, except that the losing party may request a new arbitration under the rules of the arbitration organization by a three-party panel if allowed by such rules. If any provision under this Agreement to Arbitrate Disputes, other than waivers of class action rights, is deemed or found to be unenforceable for any reason, the remainder shall remain enforceable. This Agreement to Arbitrate Disputes, and any arbitration conducted hereunder, shall be governed by the Federal Arbitration Act (9 U.S.C. § 1, et seq.). Any court having jurisdiction may enter judgment on the arbitrator's award. You and we retain any rights to self-help remedies including, but not limited to, repossession, involuntary bankruptcy petitions, right of set-off, resale, acceleration and cure. You and we further retain the right to seek individual remedies in court for individual claims or disputes only (as opposed to a class claim) so long as the amount in controversy is \$4000.00 or less. This arbitration agreement shall survive execution of a retail installment contract, notwithstanding any language in the retail installment contract to the contrary.

Customer Initials acknowledging this Agreement contains an agreement to arbitrate disputes.

DEALER MAY CHARGE AN ADMINISTRATIVE/PROCESSING FEE IN THE AMOUNT SET FORTH ON THIS PURCHASE/LEASE AGREEMENT. DEALER MAY RECEIVE A FEE, COMMISSION, OR OTHER COMPENSATION FOR PROVIDING, PROCURING, OR ARRANGING FINANCING FOR THE RETAIL LEASE OR PURCHASE OF A MOTOR VEHICLE, FOR WHICH THE CUSTOMER MAY BE RESPONSIBLE. Purchaser may arrange for financing through dealer or finance source of purchaser's choosing. Purchaser may be able to obtain more favorable financing from a third party. Purchaser understands the annual percentage rate ("APR") quoted by dealer may be negotiable.

NOTICE TO PURCHASER(S): DO NOT SIGN THIS AGREEMENT UNTIL YOU READ IT, YOU ARE ENTITLED TO A COPY OF ALL AGREEMENTS AND/OR DOCUMENTS THAT YOU SIGN. YOU ACKNOWLEDGE RECEIPT OF A COMPLETE COPY OF THIS AGREEMENT PRIOR TO CONTRACTING. THIS AGREEMENT IS NOT BINDING UNLESS SIGNED BY AN OFFICER OR MANAGER OF THE SELLER AND BY PURCHASER(S). YOU AGREE THAT THE ADDITIONAL TERMS AND CONDITIONS PRINTED ON THE BACK OF THIS DOCUMENT ARE A PART OF THIS AGREEMENT, INCLUDING PARAGRAPH 10 REFERRING TO NO WARRANTIES OF MERCHANTABILITY OR FITNESS. THE FRONT AND BACK OF THIS AGREEMENT CONTAINS THE ENTIRE AGREEMENT RELATED TO THIS PURCHASE AND NO OTHER AGREEMENTS, UNDERSTANDINGS OR PROMISES WILL BE RECOGNIZED UNLESS OTHERWISE AGREED TO IN WRITING BY BOTH PURCHASER(S) AND SELLER. HEREIN BY REFERENCE.

ADDITIONAL DOCUMENTS - YOU AGREE TO EXECUTE ADDITIONAL FORMS, CONTRACTS OR OTHER DOCUMENTS PREPARED IN CONNECTION WITH THE PURCHASE, THOSE REQUIRED BY THE VARIOUS PURCHASE DOCUMENTS, ANY RETAIL INSTALLMENT OR CONSUMER CREDIT SALE OR LEASE CONTRACT ("RISC") OR THOSE REQUIRED BY FEDERAL AND/OR STATE LAW, RULE OR REQUIREMENT. THESE DOCUMENTS ARE INCORPORATED HEREIN BY REFERENCE. IN THE EVENT OF A CONFLICT BETWEEN TERMS OF THIS AGREEMENT AND THE RISC, THIS AGREEMENT PREVAILS.

ARE: BY EXECUTION OF THIS AGREEMENT, YOU CERTIFY THAT YOU ARE 18 YEARS OF AGE OR OLDER.

CONDITIONAL DELIVERY - IF THIS IS A CONDITIONAL RETAIL PURCHASE/LEASE AND SELLER IS ASSISTING WITH FINANCE SOURCING, YOU ACKNOWLEDGE THAT THE SALE OF THE ABOVE DESCRIBED VEHICLE IS NOT FINAL UNTIL YOUR LOAN APPLICATION HAS BEEN APPROVED BY A THIRD PARTY FINANCE SOURCE ACCEPTABLE TO SELLER, AND A RETAIL INSTALLMENT OR CONSUMER CREDIT SALE OR LEASE CONTRACT HAS BEEN FULLY EXECUTED WITH RESPECT TO THIS TRANSACTION AND WE HAVE RECEIVED FUNDS FOR THE UNPAID BALANCE FROM YOU OR THE THIRD PARTY FINANCE SOURCE. IF A FINANCE SOURCE APPROVES YOUR LOAN, IT MAY REQUIRE ADDITIONAL DOWN PAYMENT OR A CHANGE IN THE TERMS OR NUMBER OF PAYMENTS. IF CHANGES ARE REQUIRED, YOU AGREE TO RETURN TO SELLER'S PREMISES TO EXECUTE REVISED DOCUMENTS WITHIN THREE (3) WORKING DAYS OF NOTIFICATION. CHANGES TO THIS AGREEMENT OR PERMITTING YOU TO REMOVE THE VEHICLE FROM THE PREMISES.

IF THE FINANCE SOURCE DECLINES YOUR CREDIT APPLICATION OR THE TERMS AS SUBMITTED, PARAGRAPH 2(a), PRINTED ON THE BACK OF THIS DOCUMENT SHALL APPLY. THE ADDITIONAL TERMS AND CONDITIONS RELATED TO THE CONDITIONAL DELIVERY OF THE ABOVE-IDENTIFIED VEHICLE AS SET FORTH IN PARAGRAPH 2(a) ON THE REVERSE SIDE HEREOF AND, IF APPLICABLE, CASH/PURCHASER ARRANGED FINANCING - IF THIS IS A RETAIL PURCHASE AND NO SELLER FINANCE SOURCING IS PROVIDED, YOU CHOOSE TO PAY THE UNPAID BALANCE OR THE CASH SELLING PRICES BY PROVIDING YOUR OWN CASH AND/OR FINANCING. THE SALE IS FINAL WHEN YOU SIGN THE RETAIL PURCHASE/LEASE AGREEMENT AND WE HAVE RECEIVED FUNDS FOR THE UNPAID BALANCE FROM YOU OR YOUR FINANCING SOURCE.

PURCHASER(S) HAS READ THE TERMS AND CONDITIONS ABOVE, ON THE REVERSE SIDE HEREOF AND IN ALL ASSOCIATED DOCUMENTS SIGNED BY PURCHASER(S) AND IT IS UNDERSTOOD AND AGREED THAT ALL SUCH TERMS AND CONDITIONS ARE MADE A PART OF THIS PURCHASE/LEASE AGREEMENT WITH THE SAME EFFECT AS IF THEY WERE PRINTED ABOVE THE PURCHASER'S SIGNATURE.

(1) [REDACTED] (2) [REDACTED] APPROVED [REDACTED] DATE [REDACTED]  
Purchaser Purchaser Dealer or Authorized Representative



**Chrysler**

[REDACTED] to: info

04/27/2017 12:58 PM

From:

To: info@ncdsusa.org

To Whom It May Concern:

Please find the attached documents requesting resolution. Please respond with notification of receipt.

Thank you,

[REDACTED]

PDF

scan.pdf

Sent from my iPhone