



National Center for Dispute Settlement

12900 Hall Road • Suite 401

Sterling Heights, MI 48313

(800) 777-8119

(586) 226-2470

Fax: (586) 226-2559

October 24, 2017

[REDACTED]
Mobile, AL [REDACTED]

RE: CASE # [REDACTED]

Dear [REDACTED]

We received your additional information on October 23, 2017, regarding the above referenced case. Please be aware that we will make this a part of your file, as well as forward copies to all interested parties.

Sincerely,

NCDS

Nicole Lech x.
Case Administrator

Enclosures: as noted

cc: Customer Relations Manager, FCA US LLC
Board Members

Continuation of FCA US LLC

CASE #

First Name:

Last Name :

Email:

MAKE/MODEL/YEAR : CHRYSLER/ PACIFICA/2017

VIN # 2C4RC1EGXHR

VEHICLE PROBLEM(S)

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?
DVD player is inoperable	AutoNation Chrysler Dodge Jeep Ram, Mobile, Alabama	12/27/2016_7444 miles _RO#	No
DVD player are not working	AutoNation Chrysler Dodge Jeep Ram, Mobile, Alabama	12/17/2016_6949 miles RO#	No
Check engine light is on. Evaporator small leak. Radio system needs replacement. Video routing module is non responsive.	AutoNation Chrysler Dodge Jeep Ram, Mobile, Alabama	9/12/2017_19,600 miles. 10/12/2017 - After one month I got the vehicle back. RO#	No
Check engine light is on.	AutoNation Chrysler Dodge Jeep Ram, Mobile, Alabama	10/23/2017_20,000 miles. Vehicle is in the shop . They will call by the end of business day to inform what is wrong.	Yes.



[REDACTED] v Chrysler [REDACTED] _New issue as 10-23-2017

To: NLech@ncdsusa.org

10/23/2017 02:53 PM

Cc: "ken@syonics.com"

From:

To: "NLech@ncdsusa.org" <NLech@ncdsusa.org>

Cc: "ken@syonics.com" <ken@syonics.com>

Mrs. Lech,

This morning when I was leaving home to go to work, the engine light turned on my dashboard. I called Autonation Chrysler and they asked to bring it back to check what is wrong.

I had my vehicle less than two weeks (10 days exactly) and I have the same warning. My husband and I had to leave our jobs and take time to drop our vehicle.

Please add this complain to my case, it is so frustrating I have to leave during my work hours to take my vehicle at the dealership.

I hope you pay attention to my case.

Attached is the updated list of my visits to the Autonation Chrysler store.

Thanks.



Autonation invoices as 10-23-2017.xlsx



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October 13, 2017

[REDACTED]
Mobile, AL [REDACTED]

RE: CASE # [REDACTED]

Dear [REDACTED]

We received your additional information on October 13, 2017, regarding the above referenced case. Please be aware that we will make this a part of your file, as well as forward copies to all interested parties.

Sincerely,

NCDS

Nicole Lech x.
Case Administrator

Enclosures: as noted

cc: Customer Relations Manager, FCA US LLC
Board Members



Re: [REDACTED] v Chrysler [REDACTED] - New Case and Hearing Confirmation
Ken [REDACTED] to: NLech@ncdsusa.org
Cc: [REDACTED]

10/13/2017 10:27 AM

Nicole,

What are the steps for us to go forward on this vehicle? The safety of my family is my number one concern when it comes to these issues. Both my wife and I have lost faith in this van and it's had problems since we have had it. I cannot tell you the amount of time this van has been on the road, it's been in the shop way more. My wife chose this vehicle for safety and travel. It has failed on both of those reasons. She also wanted to buy American. This is her first experience with an American vehicle and as such, she is very disappointed as am I. This vehicle has definitely been a lemon and I can't believe it takes this long to go through this process.

How can we speed up this process? The holidays are coming and the family takes trips out of town. I'm very aggravated and disappointed by this lengthy process. This van has broken down with me driving the kids to the mall before and had to get it towed during the pouring rain.

Please advise what is the next phase and how soon it will be resolved. What are our options? Should we try to get into another vehicle? Will you all assist?

Sincerely,

CONFIDENTIALITY NOTICE:

The information contained in this electronic message and any attachments is intended only for the use of the individual or entity to which it is addressed and may contain information that is privileged, confidential and exempt from disclosure under applicable law. If you are neither the intended recipient nor the employee or agent responsible for delivering the message to the intended recipient, you are hereby notified that any dissemination, distribution, or copying of this communication or any attachments is strictly prohibited.

From: [REDACTED]
Date: Friday, October 13, 2017 at 9:01 AM
To: "NLech@ncdsusa.org" <NLech@ncdsusa.org>
Cc: [REDACTED]

Subject: RE: [REDACTED] v Chrysler [REDACTED] - New Case and Hearing Confirmation

Mrs. Lech,

I picked up the vehicle yesterday Chrysler Auto Nation service, after they had my vehicle for one month in order to fix some problems.

Attached is the latest record of the issues and the updated table with the dates and descriptions of these visits.

I very concerned driving this vehicle when I take my family, in special when I have to take my [REDACTED] years old boy out.

I hope the Board can understand my concern and agree with my request of replacing the vehicle for the safety of my family and myself.

[REDACTED]
Thank you.

Regards,

[REDACTED]
SHIPS SYSTEMS SUPPORT

From: NLech@ncdsusa.org [mailto:NLech@ncdsusa.org]

Sent: Friday, September 29, 2017 11:52 AM

To: [REDACTED]

Subject: [REDACTED] v Chrysler [REDACTED] - New Case and Hearing Confirmation

NCDS has received your Chrysler claim, deemed it eligible for the arbitration process and assigned the above referenced case number. Your case has been scheduled for a document only hearing. The hearing is scheduled for the Board session on November 7, 2017. Please find attached your formal notice which will include the date your case will be considered by the Board as well as the deadline for submitting additional documents, statements and evidence.

I have attached a copy of your claim for your review and records as well.

Thank you,

Nicole Lech
Case Administrator
National Center for Dispute Settlement
12900 Hall Road, Suite 401
Sterling Heights, MI 48313

Phone: 800.777.8119 ext.118

Fax: 586.226.2559

AutoNation

CUSTOMER #:

INVOICE

AutoNation Chrysler Dodge Jeep Ram Mobile

3118 Government Blvd.

Mobile, AL 36606

Main Phone (251) 478-5252

Fax (251) 450-2347

MOBILE, AL

PAGE 1

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 9018 TROY YOST

COLOR		YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN / OUT		TAG
RED		17	CHRYSLER PACIFICA		2C4RC1EGXHR		19600/19600		
DEL. DATE		PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE	
01OCT16 DE				18:00 21NOV17		110.00	CASH	12OCT17	
H.O. OPENED			READY		OPTIONS: SOLD-STK:		DLR:26904		
					ENG:3.6 LITER DOHC				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	PERFORM	MULTI-POINT	INSPECTION				
			MULTI-A PERFORM MULTI-POINT INSPECTION				
			8685CDMPI		0.00	0.00	0.00
			GBATT BATTERY OK				
			8685CDMPI		0.00	0.00	0.00
			GTIRE TIRES OK				
			8685CDMPI		0.00	0.00	0.00
			GBK BRAKES OK				
			8685CDMPI		0.00	0.00	0.00
			DSRT Declined Tire Rotation				
			8685CDMPI		0.00	0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00

19600 COMPLETED AUTONATION FULL MULTI-A INSPECTION OF TIRES, BRAKES, BATTERY, FILTERS, FLUIDS, HOSES, BELTS, LIGHTS, WIPERS, SUSPENSION, EXHAUST.

COMPLETED AUTONATION FULL MULTI-A INSPECTION OF TIRES, BRAKES, BATTERY, FILTERS, FLUIDS, HOSES, BELTS, LIGHTS, WIPERS, SUSPENSION, EXHAUST.

C: CUST STATES THE CHECK ENGINE LIGHT IS ON. CHECK AND ADVISE

TU001 CUST STATES THE CHECK ENGINE LIGHT IS ON.

CHECK AND ADVISE

8685 WD (N/C)

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

19600 confirmed customer concern. found check engine light on.

Found DTC P0456 Evap. small leak. performed PCM flash. Code did not return after flash. test drove vehicle over 45 miles. allowed multiple key cycles. also found DTCs for Radio module found that the radio is losing communications with other modules. radio was losing communication with BCM, ICS, HVAC, VRM, FSM, DSM. which was causing issues with other modules also causing the CEL to come on

D 2016-2017 EGR VALVE FUNCTION

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	
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
		PLEASE PAY THIS AMOUNT	

AutoNation

CUSTOMER #: [REDACTED]

INVOICE

AutoNation Chrysler Dodge Jeep Ram Mobile

3118 Government Blvd.

Mobile, AL 36608

Main Phone (251) 478-5252

Fax (251) 450-2347

MOBILE, AL

HOME:

CONT:

BUS:

CELL:

-PAGE-2-

SERVICE ADVISOR: 9018 TROY YOST

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
RED	17	CHRYSLER PACIFICA	2C4RC1EGXHR		19600/19600	

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	DATE	PAYMENT	INV DATE
01OCT16 DD			18:00 21NOV17			110.00 CASH	12OCT17

R.O. OPENED	READY	OPTIONS:	SOLD-STK:	DLR:26904
17:42 12SEP17	10:31 12OCT17	ENG:3.6_LITER_DOHC		

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

RECALL PERFORM RECALL

8685 WD (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00
19600 reprogrammed PCM per recall

G** CUST STATES THE REAR . CHECK AND ADVISE
TU001 CUST STATES THE REAR . CHECK AND ADVISE

8685 WD (N/C)
1 68227168AN MODULE-VIDEO (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE G: 0.00
19600

scanned and tested system. Confirmed concern of rear entertainment system not operating properly, also found that the radio was losing communication with multiple modules and components. Replaced Radio module.
Also found that the VRM (video routing module) was offline and non responsive. Tested system and found that the video Routing module was at fault causing the Rear entertainment system to not function and not receive signal. Module was unresponsive. Replaced Video Routing Module reprogrammed entertainment remotes for rear system.

CREATED 2016-10-03 01:34:00PM Dealer is not authorized to perform recall
TAKEN BY JOY SMITH repairs for non-Dealer brand vehicles and Dealer's Vehicle Safety and Condition
Inspection and/or service does not include a review of possible pending recalls or service campaigns issued by manufacturers of other makes and models.

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 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.

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

CUSTOMER SIGNATURE

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

Continuation of FCA US LLC

CASE #

First Name:

Last Name :

Email:

MAKE/MODEL/YEAR : CHRYSLER/ PACIFICA/2017

VIN # 2C4RC1EGXHR

VEHICLE PROBLEM(S)

Problem	List dealer(s) which have repaired or attempted repair (include city & state).	List the date, mileage, and repair order number for each repair attempty.	Does the problem currently exist?
DVD player is inoperable	AutoNation Chrysler Dodge Jeep Ram, Mobile, Alabama	12/27/2016_7444 miles _RO#	No
DVD player are not working	AutoNation Chrysler Dodge Jeep Ram, Mobile, Alabama	12/17/2016_6949 miles RO#	Yes
Check engine light is on. Evaporator small leak. Radio system needs replacement. Video routing module is non responsive.	AutoNation Chrysler Dodge Jeep Ram, Mobile, Alabama	9/12/2017_19,600 miles. 10/12/2017 - After one month I got the vehicle back. RO#	No



RE: [REDACTED] v Chrysler [REDACTED] - New Case and Hearing Confirmation

[REDACTED] to: NLech@ncdsusa.org

10/13/2017 09:56 AM

Cc: "ken@syonics.com", [REDACTED]

From: [REDACTED]

To: "NLech@ncdsusa.org" <NLech@ncdsusa.org>

Cc: "ken@syonics.com" <ken@syonics.com>, [REDACTED]

Mrs. Lech,

I picked up the vehicle yesterday Chrysler Auto Nation service, after they had my vehicle for one month in order to fix some problems.

Attached is the latest record of the issues and the updated table with the dates and descriptions of these visits.

I very concerned driving this vehicle when I take my family, in special when I have to take my [REDACTED] years old boy out.

I hope the Board can understand my concern and agree with my request of replacing the vehicle for the safety of my family and myself.

Thank you.

Regards,

[REDACTED]

SHIPS SYSTEMS SUPPORT

From: NLech@ncdsusa.org [mailto:NLech@ncdsusa.org]

Sent: Friday, September 29, 2017 11:52 AM

To: [REDACTED]

Subject: [REDACTED] v Chrysler [REDACTED] - New Case and Hearing Confirmation

NCDS has received your Chrysler claim, deemed it eligible for the arbitration process and assigned the above referenced case number. Your case has been scheduled for a document only hearing. The hearing is scheduled for the Board session on November 7, 2017. Please find attached your formal notice which will include the date your case will be considered by the Board as well as the deadline for submitting additional documents, statements and evidence.

I have attached a copy of your claim for your review and records as well.

Thank you,

Nicole Lech



National Center for Dispute Settlement

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Stegling Heights, MI 48313

(800) 777-8119

(586) 226-2470

Fax: (586) 226-2559

September 29, 2017

[REDACTED]
Mobile, AL

RE: CASE # [REDACTED]

Dear [REDACTED]

The above referenced case has been placed on the agenda for review of the Boards' meeting on November 7, 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 10/24/2017, 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.

[REDACTED]
[REDACTED]
[REDACTED]
Sincerely,

NCDS

Nicole Lech x.
Case Administrator

cc: Board Members

Customer Relations Manager, FCA US LLC

[REDACTED]

Where interests converge, agreements emerge



National Center for Dispute Settlement

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Sterling Heights, MI 48313

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Fax: (586) 226-2559

September 29, 2017

[REDACTED]
Mobile, AL

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.

[REDACTED]
Sincerely,

NCDS

[REDACTED]
Nicole Lech x.
Case Administrator

Enclosure: as noted [REDACTED]

cc: Customer Relations Manager, FCA US LLC
Autonation Cdj



National Center for Dispute Settlement

September 29, 2017

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

[REDACTED]
Mobile, AL [REDACTED]

RE: CASE # [REDACTED]
[REDACTED]
[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 Mobile State AL Zip Code [REDACTED]
Day phone [REDACTED] Evening phone [REDACTED] Email [REDACTED]

VEHICLE INFORMATION

Name(s) that appears on the vehicle title: [REDACTED]
Is this a leased vehicle: Yes ☐ No ☒ Delivery Date: 10 / 01 / 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: 18,000 miles
Vehicle Identification Number: 2C4RC1EGXHR [REDACTED]
Selling dealer and address: MOBILE, 3118 GOVERNMENT BLVD
AUTONATION CHRYSLER DODGE JEEP RAM / MOBILE, AL. 36606
AUTONATION CHRYSLER DODGE JEEP RAM, Mobile, AL.
Dominant Servicing Dealer:

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

Problem	List dealer(s) which have repaired or attempted repair (include city & state).	List the date, mileage, and repair order number for each repair attempt.	Does the problem currently exist? (Circle)
Example: A/C won't cool properly	Autoworld, Inc Anytown, VA	4/23/99 3,500 miles	Yes No
CHECK ENGINE LIGHT WAS ON, VEHICLE DIED OUT.	AUTONATION CHRYSLER DODGE JEEP RAM, MOBILE, AL	7/24/17 18,840 MILES	Yes No
CHECK ENGINE LIGHT WAS ON PHONE SYSTEM DISTORTS WORSE	AUTONATION, AL MOBILE, AL	6/28/17 18,267 MILES	Yes No
DASH SPEAKER HAVE POOR SOUND QUALITY - CRACKLING NOISE	AUTONATION LL MOBILE, AL	5/10/17 15,545 MILES	Yes No
PASSENGER SIDE WINDOW HOOKS ARE BROKEN.	AUTONATION LL MOBILE, AL	4/8/17 12,726 MILES	Yes No
CLICKING NOISE WHEN MAKING LEFT TURNS	AUTONATION LL MOBILE, AL	3/11/17 10,597 MILES	Yes No

Has the vehicle been involved in an accident?

☒ YES ☐ NO

(done by SPECTRUM COLLISION)

If YES, give date of accident: 8/14/2017

Specify damaged area: Replaced New Bumper & parts

Resolution Sought:

Repurchase ☐ Replacement ☒
Repair ☐ Reimbursement ☐

X [REDACTED] 9/28/17
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)

Continuation of FCA US LLC

First Name: [REDACTED]

Last Name: [REDACTED]

Email: [REDACTED]

MAKE/MODEL/YEAR : CHRYSLER/ PACIFICA/2017

VIN # 2C4RC1EGXHR [REDACTED]

VEHICLE PROBLEM(S)

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?
DVD player is inoperable	AutoNation Chrysler Dodge Jeep Ram, Mobile, Alabama	12/27/2016_7444 miles RO# [REDACTED]	No
DVD player are not working	AutoNation Chrysler Dodge Jeep Ram, Mobile, Alabama	12/17/2016 6949 miles RO# [REDACTED]	Yes
Check engine light is on. Radio system needs replacement.	AutoNation Chrysler Dodge Jeep Ram, Mobile, Alabama	9/12/2017_18,000 miles plus. Vehicle is still in service waiting to replace radio (as 9/28/2017)	Yes

AutoNation

AutoNation Chrysler Dodge Jeep Ram Mobile

3118 Government Blvd.

Mobile, AL 36606

Main Phone (251) 478-5252

Fax (251) 450-2347

CUSTOMER #: [REDACTED]

INVOICE

PAGE 1

MOBILE, AL [REDACTED]

HOME: [REDACTED]

CONT: [REDACTED]

BUS: [REDACTED]

CELL: [REDACTED]

SERVICE ADVISOR: 8266 RYAN SMITH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
RED	17	CHRYSLER PACIFICA	2C4RC1EGXHR [REDACTED]		6949/6949	[REDACTED]
DEL. DATE	PROD. DATE	WARR EXP.	PROMISED	PO NO.	RATE	PAYMENT
01OCT16 DD			17:00 17DEC16		110.00	CASH
R.O. OPENED	READY	OPTIONS:	SOLD-STK: [REDACTED]	DLR: 26904		
10:19 17DEC16	15:19 20DEC16	ENG: 3.6 LITER DOHC				

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

A PERFORM MULTI-POINT INSPECTION

MULTI-A PERFORM MULTI-POINT INSPECTION

4555CDMPI

0.00

0.00

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

6949
COMPLETED AUTONATION FULL MULTI-A INSPECTION OF TIRES, BRAKES, BATTERY, FILTERS, FLUIDS, HOSES, BELTS, LIGHTS, WIPERS, SUSPENSION, EXHAUST.

COMPLETED AUTONATION FULL MULTI-A INSPECTION OF TIRES, BRAKES, BATTERY, FILTERS, FLUIDS, HOSES, BELTS, LIGHTS, WIPERS, SUSPENSION, EXHAUST.

B C/S SCREENS FOR DVD PLAYER ARE NOT WORKING, CHECK AND ADVISE

CAUSE: ORDERED PART

MISC MISCELLANEOUS

4555 WD

(N/C)

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

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

6949 U11BB-00 PERFORMED NO RESPONSE FROM VRM INSPECTED POWER A936 AND GROUND Z916 CIRCUITS MEASURED BUS VOLTAGE AND INSPECTED CONNECTOR FOR LOOSE PINS FOUND MODULE INTERNALLY CIRCUIT OPEN ORDERED NEW V.R.M

C "Your NEXT service appointment has been tentatively set-up for:"

NEXT "Your NEXT service appointment has been

tentatively set-up for:"

4555IDEPS

(N/C)

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

D **Thank you for joining us in the fight against cancer. We've

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

AutoNation

AutoNation Chrysler Dodge Jeep Ram Mobile

3118 Government Blvd.

Mobile, AL 36606

Main Phone (251) 478-5252

Fax (251) 450-2347

CUSTOMER #:

INVOICE

PAGE 1

MOBILE, AL

HOME:

BUS:

CONT:

CELL:

SERVICE ADVISOR: 8266 RYAN SMITH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
RED	17	CHRYSLER PACIFICA	2C4RC1EGXHF		7444/7444		
DEL DATE	PROD. DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
01OCT16 DL			18:00 27DEC16		110.00	CASH	27DEC16
R.O. OPENED		READY	OPTIONS: SOLD-STK: DLR:26904				
			ENG:3.6 LITER DOHC				

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

A C/S DVD PLAYER IS INOP, SPECIAL ORDERED PART HERE

CAUSE: REPAIRS

08199101 Module, video router - Test and Replace

(2 - Skilled)

4555 WD

1 68227168AL MODULE-VIDEO

(N/C)

(N/C)

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

7444 REFER TO RO FOR DIAGNOSIS INSTALLED NEW VIDEO ROUTING

MODULE

B MULTI-POINT INSPECTION NOT NEEDED

MULTI-N MULTI-POINT INSPECTION NOT NEEDED

4555CDMPI

0.00

0.00

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

C **Thank you for joining us in the fight against cancer. We've partnered with the BCRF to raise funds for the world's most promising research to eradicate breast cancer. 100% of your donation goes to BCRF. Please visit DrivePink.com for more info.*

DDRV AutoNation Supports BCRF...If you decide to

donate at later time please visit

www.drivepink.com. Thank you for your

support!

4555 CD

0.00

0.00

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

CREATED 2016-12-22 10:29:00AM

TAKEN BY JOY SMITH

Dealer is not authorized to perform recall repairs for non-Dealer brand vehicles and Dealer's Vehicle Safety and Condition Inspection and/or service does not include a review of possible pending recalls or service campaigns issued by manufacturers of other makes and models.

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			PARTS AMOUNT	0.00
			GAS, OIL, LUBE	0.00
			SUBLET AMOUNT	0.00
			MISC. CHARGES	0.00
			TOTAL CHARGES	0.00
			LESS INSURANCE	0.00
			SALES TAX	0.00
		CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	0.00

AutoNation

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CUSTOMER #:

INVOICE

PAGE 1

MOBILE, AL

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 6073 JAMES ELKS

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN / OUT	TAG	
RED	17	CHRYSLER PACIFICA		2C4RC1EGXHR		9740/9740		
DEL DATE	PROD DATE	WARR EXP	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE
01OCT16 DD			17:00 13FEB17			110.00	VMC	13FEB17
R.O. OPENED		READY		OPTIONS: SOLD-STK:		DLR:26904		
16:40 13FEB17		17:16 13FEB17		ENG:3.6 LITER DOHC				
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL	

A VEHICLE SAFETY CONDITION INSPECTION INCLUDED
MULTI-I VEHICLE SAFETY CONDITION INSPECTION
INCLUDED

1501CDMPI	0.00	0.00
GTIRE TIRES OK		
1501CDMPI	0.00	0.00
GBK BRAKES OK		
1501CDMPI	0.00	0.00
GBATT BATTERY OK		
1501CDMPI	0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00	TOTAL LINE A: 0.00	

9740 COMPLETED LUBE OIL AND FILTER SERVICE ADJUSTING PSI IN TIRES
AND TOPPING OFF FLUIDS

B ECG 24M four synthetic blend oil changes 2year contract

CAUSE: ECG 24n four synthetic blend oil changes 2year 4 oil change
contract

ECG ECG 24M four synthetic blend oil changes
2year contract

1501CDFMM	180.00	180.00
PARTS: 0.00 LABOR: 180.00 OTHER: 0.00	TOTAL LINE B: 180.00	

C Chrysler CSC Redemption \$50

CSC50 Chrysler CSC Redemption \$50

1501WDXMT

6 68258687AA *OIL-5W20

1 68191349AB FILTER-ENGINE OIL

(N/C)

(N/C)

(N/C)

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

9740 COMPLETED LUBE OIL AND FILTER SERVICE ADJUSTING PSI IN TIRES
AND TOPPING OFF FLUIDS

D "Your NEXT service appointment has been tentatively set-up for:"

NEXT "Your NEXT service appointment has been
tentatively set-up for:"

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			PARTS AMOUNT	
			GAS, OIL, LUBE	
			SUBLET AMOUNT	
			MISC. CHARGES	
			TOTAL CHARGES	
			LESS INSURANCE	
			SALES TAX	
(SIGNED) CUSTOMER SIGNATURE			PLEASE PAY THIS AMOUNT	

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CUSTOMER - [REDACTED]

INVOICE

PAGE 1

MOBILE, AL [REDACTED]

HOME: [REDACTED]

CONT: [REDACTED]

BUS: [REDACTED]

CELL: [REDACTED]

SERVICE ADVISOR: 9018 TROY YOST

COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN / OUT	TAG
RBD	17	CHRYSLER PACIFICA		2C4RC1EGXHR			10597/10597	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED		PONO	RATE	PAYMENT	INV. DATE
01OCT16 DL			18:00 01MAR17			110.00	CASH	02MAR17
R.O. OPENED		READY		OPTIONS: SOLD-STK:		DLR:26904		
07:30 01MAR17		14:43 02MAR17		ENG:3.6_LITER_DOHC				

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

A PERFORM MULTI-POINT INSPECTION

MULTI-A PERFORM MULTI-POINT INSPECTION

8207CDMPI	0.00	0.00
GBATT BATTERY OK		
8207CDMPI	0.00	0.00
GTIRE TIRES OK		
8207CDMPI	0.00	0.00
GBK BRAKES OK		
8207CDMPI	0.00	0.00
DSA DECLINE ALIGNMENT		
8207CDMPI	0.00	0.00

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

B NEXT SERVICE APPOINTMENT

NSA DEFAULT

8207IDEPS

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

C CUST STATES THERE IS A CLICKING NOISE WHEN MAKING LEFT TURNS AND THERE IS PINK GREASE SLINGING UP ON THE FENDER AND ALONG THE DRIVER SIDE OF THE VEHICLE. CHECK AND ADVISE

TU001 CUST STATES THERE IS A CLICKING NOISE WHEN MAKING LEFT TURNS AND THERE IS PINK GREASE SLINGING UP ON THE FENDER AND ALONG THE DRIVER SIDE OF THE VEHICLE. CHECK AND ADVISE

8207 WD

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

10597 could not duplicate noise. found that vehicle rolled over something splattering goo along side of the vehicle.

D CUST STATES THE PASSENGER SLIDING DOOR SHADE CLIP IS BROKE OFF. CHECK AND ADVISE

TU001 CUST STATES THE PASSENGER SLIDING DOOR SHADE CLIP IS BROKE OFF. CHECK AND ADVISE

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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

AutoNation

CUSTOMER #: [REDACTED]

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PAGE 1

MOBILE, AL [REDACTED]

HOME: [REDACTED]

CONT: [REDACTED]

BUS: [REDACTED]

CELL: [REDACTED]

SERVICE ADVISOR: 9018 TROY YOST

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
RED	17	CHRYSLER PACIFICA	2C4RC1EGXHR		12726/12726		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01OCT16 DD			17:00 08APR17		110.00	CASH	11APR17
R.O OPENED		READY	OPTIONS: SOLD-STK: DLR:26904				
			ENG:3.6 LITER DOHC				
11:04 08APR17		11:12 11APR17					

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

A PERFORM MULTI-POINT INSPECTION

MULTI-A PERFORM MULTI-POINT INSPECTION

8207CDMPI

0.00 0.00

GBATT BATTERY OK

8207CDMPI

0.00 0.00

GBK BRAKES OK

8207CDMPI

0.00 0.00

GTIRE TIRES OK

8207CDMPI

0.00 0.00

DSRT Declined Tire Rotation

8207CDMPI

0.00 0.00

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

12726

COMPLETED AUTONATION FULL MULTI-A INSPECTION OF TIRES, BRAKES, BATTERY, FILTERS, FLUIDS, HOSES, BELTS, LIGHTS, WIPERS, SUSPENSION, EXHAUST.

COMPLETED AUTONATION FULL MULTI-A INSPECTION OF TIRES, BRAKES, BATTERY, FILTERS, FLUIDS, HOSES, BELTS, LIGHTS, WIPERS, SUSPENSION, EXHAUST.

B CUST STATES THE PASSENGER SIDE WINDOW HOOKS ARE BROKEN. SOR PART IS HERE

CAUSE: E

23105600 REPLACE SUNSHADE HOOKS

8207 WD

(N/C)

2 5XR76DX9AA HOOK-WINDOW SHADE

(N/C)

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

12726 confirmed customers concern replaced sun shade hooks

C CUST STATES THE FRONT DASH SPEAKERS SOUND LIKE SOMETHING IS RATTLING

TU001 CUST STATES THE FRONT DASH SPEAKERS SOUND

LIKE SOMETHING IS RATTLING

8207 WD

(N/C)

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

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

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

(DATE)

CUSTOMER SIGNATURE

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CUSTOMER #: [REDACTED]

INVOICE

PAGE 3

MOBILE, AL [REDACTED]

HOME: [REDACTED]

CONT: [REDACTED]

BUS: [REDACTED]

CELL: [REDACTED]

SERVICE ADVISOR: 9018 TROY YOST

COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN / OUT		TAG
RED	17	CHRYSLER PACIFICA		2C4RC1EGXHR			12726/12726		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
01OCT16 DE			17:00 08APR17			110.00	CASH	11APR17	
R.O. OPENED		READY		OPTIONS: SOLD-STK:		DLR: 26904			
11:04 08APR17		11:12 11APR17		ENG: 3.6_LITER_DOHC					
LINE OPCODE TECH TYPE HOURS						LIST	NET	TOTAL	

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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

AutoNation

CUSTOMER #: [REDACTED]

AutoNation Chrysler Dodge Jeep Ram Mobile

INVOICE

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Fax (251) 450-2347

MOBILE, AL

PAGE 1

HOME:

CONT

BUS:

CELL:

SERVICE ADVISOR: 9018 TROY YOST

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
RED	17	CHRYSLER PACIFICA	2C4RC1EGXHR		15545/15545		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01OCT16 DD			17:00 10MAY17		110.00	CASH	11MAY17
R.O. OPENED		READY		OPTIONS: SOLD-STK		DLR:26904	
				ENG:3.6 LITER DOHC			

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

A C/S CHECK ENGINE LIGHT IS ON

MISC MISCELLANEOUS

8207 WD

(N/C)

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

0.00

15545 confirmed customers concern found code p0456 for small evap performed eism forced monitor test vehicle passed performed evap smoke test no leaks found at this time come back in 3000 miles to retest

B C/S DASH SPEAKER HAVE POOR SOUND QUALITY MAKING A CRACKLING NOISE.

SPECIAL ORDERED PARTS HERE

CAUSE: E

08607003 Speaker - Test and Replace Instrument panel-Left (1 - Semi-Skilled)

8207 WD

(N/C)

3 5064359AB SPEAKER

(N/C)

08607002 Speaker - Test and Replace Instrument panel-Right (1 - Semi-Skilled)

8207 WD

(N/C)

08607001 Speaker - Test and Replace Instrument panel-Center (1 - Semi-Skilled)

8207 WD

(N/C)

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

0.00

15545 confirmed customers concern found all 3 dash speakers playing distorted sound replaced all 3 speakers audio system now operating as designed at this time

C VEHICLE SAFETY CONDITION INSPECTION INCLUDED

MULTI-I VEHICLE SAFETY CONDITION INSPECTION

INCLUDED

8207 IDEPS

(N/C)

GRATT BATTERY OK

8207 IDEPS

(N/C)

GTIRE TIRES OK

8207 IDEPS

(N/C)

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(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)		CUSTOMER SIGNATURE		LABOR AMOUNT	
				PARTS AMOUNT	
				GAS, OIL, LUBE	
				SUBLET AMOUNT	
				MISC. CHARGES	
				TOTAL CHARGES	
				LESS INSURANCE	
				SALES TAX	
				PLEASE PAY THIS AMOUNT	

AutoNation

AutoNation Chrysler Dodge Jeep Ram Mobile

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CUSTOMER #:

INVOICE

PAGE 3

MOBILE, AL

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 9018 TROY YOST

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
RED	17	CHRYSLER PACIFICA	2C4RC1EGXHR		15545/15545		
DEL. DATE	PROD DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01OCT16 DD			17:00 10MAY17		110.00	CASH	11MAY17
R.O. OPENED		READY	OPTIONS: SOLD-STK: DLR:26904				
07:14 10MAY17		12:24 11MAY17	ENG:3.6_LITER_DOHC				
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

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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

AutoNation

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INVOICE

PAGE 1

MOBILE, AL

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 9301 MICHAEL ROBINSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
RED	17	CHRYSLER PACIFICA	2C4RC1EGXHR		18267/18267		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01OCT16 DE			18:00 03JUL17		110.00	CASH	05JUL17
R.O. OPENED		READY	OPTIONS: SOLD-STK: DLR:26904				
07:37 28JUN17		18:35 05JUL17	ENG:3.6 LITER DOHC				

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

A PERFORM MULTI-POINT INSPECTION

MULTI-A PERFORM MULTI-POINT INSPECTION

4578CDMPI

0.00 0.00

GBATT BATTERY OK

4578CDMPI

0.00 0.00

GBK BRAKES OK

4578CDMPI

0.00 0.00

GTIRE TIRES OK

4578CDMPI

0.00 0.00

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

18267
COMPLETED AUTONATION FULL MULTI-A INSPECTION OF TIRES, BRAKES,
BATTERY, FILTERS, FLUIDS, HOSES, BELTS, LIGHTS, WIPERS, SUSPENSION,
EXHAUST.

COMPLETED AUTONATION FULL MULTI-A INSPECTION OF TIRES, BRAKES,
BATTERY, FILTERS, FLUIDS, HOSES, BELTS, LIGHTS, WIPERS, SUSPENSION,
EXHAUST.

B NEXT SERVICE APPOINTMENT

NSA DEFAULT

4574 CD

0.00 0.00

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

18267 SAFETY COMPLETED

C CUSTOMER STATES CHECK ENGINE LIGHT IS ON

CAUSE:

25011201 Monitor, evaporative system integrity -

Replace (2 - skilled)

4578 WD

(N/C)

1 4861962AB DETECTOR-EVAPORATIVE SYSTEM

INTEGRIT

(N/C)

85410000 DIAGNOSTIC TIME

4578 WD

(N/C)

LOANER SERVICE LOANER

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/terms. 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/terms.	DESCRIPTION	TOTALS
		LABOR AMOUNT	
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
		PLEASE PAY THIS AMOUNT	

AutoNation

AutoNation Chrysler Dodge Jeep Ram Mobile

3118 Government Blvd.

Mobile, AL 36606

Main Phone (251) 478-5252

Fax (251) 450-2347

CUSTOMER #:

INVOICE

PAGE 3

MOBILE, AL

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 9301 MICHAEL ROBINSON

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN / OUT		TAG
RED	17	CHRYSLER PACIFICA		2C4RC1EGXHR		18267/18267		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV DATE
01OCT16 DL			18:00 03JUL17			110.00	CASH	05JUL17
R.O. OPENED		READY		OPTIONS: SOLD-STK:		DLR:26904		
07:37 28JUN17		18:35 05JUL17		ENG:3.6_LITER_DOHC				
LINE OPCODE TECH TYPE HOURS						LIST	NET	TOTAL
WORSE								

CAUSE:

EL001 CUST STATES WHEN PLUGS INTO AUX WITH MP3 OR
PHONE SYSTEM DISTORTS WORSE

4578 WD

(N/C)

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE I: 0.00
18267 CHECKED AUX. PLUG WORKING AS DESIGNED AT THIS TIME

J** CUSTOMER REQUEST TO INSTALL FRONT TAG BRACKET

BY001 Miscellaneous Body - Repair

4578 IDNT

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE J: 0.00
18267 INSTALLED TAG BRACKET

CREATED 2017-06-26 04:20:00PM
TAKEN BY JOY SMITH

Dealer is not authorized to perform recall
repairs for non-Dealer brand vehicles and
Dealer's Vehicle Safety and Condition
Inspection and/or service does not include
a review of possible pending recalls or
service campaigns issued by manufacturers
of other makes and models.

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/vehicle. 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/vehicle.

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

AutoNation

CUSTOMER #:

AutoNation Chrysler Dodge Jeep Ram Mobile

* INVOICE *

3118 Government Blvd.
Mobile, AL 36606

Main Phone (251) 478-5252
Fax (251) 450-2347

DUPLICATE 1
PAGE 1

MOBILE, AL

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 9301 MICHAEL ROBINSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
RED	17	CHRYSLER PACIFICA	2C4RC1EGXHR		18840/18996		
DEL DATE	PROD DATE	WARR EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
01OCT16 DE			17:00 24AUG17		110.00	CASH	08AUG17
R.O. OPENED		READY	OPTIONS: SOLD-STK: DLR:26904				
10:26 24JUL17		16:04 08AUG17	ENG:3.6_LITER_DOHC				

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

A PERFORM MULTI-POINT INSPECTION

MULTI-A PERFORM MULTI-POINT INSPECTION

8685IDEPS (N/C)

GBK BRAKES OK

8685IDEPS (N/C)

GTIRE TIRES OK

8685IDEPS (N/C)

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

18840

COMPLETED AUTONATION FULL MULTI-A INSPECTION OF TIRES, BRAKES, BATTERY, FILTERS, FLUIDS, HOSES, BELTS, LIGHTS, WIPERS, SUSPENSION, EXHAUST.

COMPLETED AUTONATION FULL MULTI-A INSPECTION OF TIRES, BRAKES, BATTERY, FILTERS, FLUIDS, HOSES, BELTS, LIGHTS, WIPERS, SUSPENSION, EXHAUST.

B "Your NEXT service appointment has been tentatively set-up for:"

NEXT "Your NEXT service appointment has been tentatively set-up for:"

99IDEPS (N/C)

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

C CUSTOMER STATES CHECK ENGINE LIGHT IS ON WAS DRIVING SUNDAY HAD MESSAGE SAY PUT IN PARK WHEN HE DID IT DIED OUT, STARTER KEPT TURNING BUT WOULD NOT RESTART, HAS HAD SEVERAL TIMES THAT VAN WOULD NOT START WHEN ATTEMPTED TO START

CEL CUSTOMER STATES CHECK ENGINE LIGHT IS ON WAS DRIVING SUNDAY HAD MESSAGE SAY PUT IN PARK WHEN HE DID IT DIED OUT, STARTER KEPT TURNING BUT WOULD NOT RESTART, HAS HAD SEVERAL TIMES THAT VAN WOULD NOT START WHEN ATTEMPTED TO START

8685IDEPS (N/C)

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

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

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

CUSTOMER SIGNATURE



Re: FW: [REDACTED] to request a Case Number for Arbitration 

Info to: [REDACTED]

09/29/2017 10:30 AM

Sent by: Rosemary Bass

Cc: [REDACTED]

Dear Customer:

In response to your submission:

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

Thank you,

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

[REDACTED] To whom it may concern, Attached is my Custo... 09/28/2017 02:31:28 PM

From: [REDACTED]

To: "info@ncdsusa.org" <info@ncdsusa.org>

Cc: [REDACTED]

<fcampomanes@yahoo.com>

Date: 09/28/2017 02:31 PM

Subject: FW: [REDACTED] to request a Case Number for Arbitration

To whom it may concern,

Attached is my Customer claim form, with an extra sheet of the vehicle problems and the history of my visits to "AutoNation Chrysler Dodge Jeep Ram" Mobile, Alabama.

I hope you can answer my email and obtain the case number to solve our issue.

You can also contact me by phone: [REDACTED]

Thanks.

Regards,

[REDACTED]

SHIPS SYSTEMS SUPPORT



[REDACTED] Chrysler Pacifica 2017_Arbitration_Request case number.pdf