INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

PE17-003

FLAT CHRYSLER

8/3/2017

ENCLOSURE 04

CAIR BACKUP

[redacted]

Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2012-08-03 15:27:04.771781
Files Not Recieved: 0

Clark

CHRYSLER ~ JEEP ~ DODGE

175 Pelham St Methuen, Ma 01844

Phone (978) 683-8775 Fax (978) 682-0221

TO: MICHAEL	FROM: ERIK JOHNSON
FAX:	FAX:
PHONE:	PHONE:
SUBJECT:	DATE:

COMMENTS :

CASE # [redacted]

FIVE STAR

enterprise

219 BROADWAY # 221
METHUEN MA 01844-3003

Rental Agreement D184156 - 10R2

Bill To:

CLARK CHRYSLER-METHUEN
ATTN: ERIC**
175 PELHAM STREET
METHUEN MA 01982

BILLING DETAIL

Description	Rate	Amount
22 DAYS @	34.97	769.34
VLCREC FEE		1.83
VLCREC FEE		1.83
PKGSCH		.03
PKGSCH		.57
VLCREC FEE		36.67
PKGSCH		.03
TOTAL CHARGES		806.64
CHARGED TO OTHERS		36.64
AMOUNT DUE		**770.00**

RENTAL INFORMATION

Date Out 7/05/12 3:34PM **Date In** 7/27/12 1:54P

Renter [redacted]

Additional Driver

Name
NONE

RENTAL VEHICLES

Color	License No.	Claim #/Policy #/P.O. #
RED BRIG	[redacted]	[redacted]

Model	Unit #	Insured
11 IMPA	7FL9L9	

Color	License No.	Date of Loss	Type of Loss
WHITE	[redacted]		

Model	Unit #	Type of Car	Repair Shop
11 CHAR	7FCSWX		

Vin # 2G1WG5EKXB1[redacted]

IMPORTANT INFORMATION

Billing Inquiries Call 978-691-4313
Fed Tax ID # 43-1526718
Billing Information
8643

Thank You For Choosing Enterprise

CALL 1-800-RENT-A-CAR TO ASK
ABOUT LOW WEEKEND RATES

Please Return This Portion with Remittance

AMOUNT DUE 770.00

Remit to:

ENTERPRISE RENT-A-CAR
ATTN: ACCTS RECEIVABLE
P.O. BOX 414373
BOSTON MA 02241-4373

Paid by:

CLARK CHRYSLER-METHUEN
ATTN: ERIC**
175 PELHAM STREET
METHUEN MA 01982

Customer#	Rental Agreement	Amount	GPBR
[redacted]	[redacted]	770.00	10R2

07/28

PE17-003

FLAT CHRYSLER

8/3/2017

ENCLOSURE 04

CAIR BACKUP



From: [redacted]
To: customerassist@chrysler.com
Date: Fri Sep 07 14:03:09 EDT 2012
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Car has been in Napa Chrysler for a month and a half

Comments:

I am an employee of Enteprise Rent A Car. Our vehicle has been in Napa
Chrysler since July 28th, 2012. There is still no resolution on when this
will be fixed. I have not been able to get much information from the dealer. I would like to know when this will be resolved and why it is taking so long to diagnose. Thank you.

Eric Friedman

Sender Information:

Title: Mr.
First Name: Eric
Middle Initial: C
Last Name: Friedman

From: customerassist@chrysler.com
To: e3408n@erac.com
Date: Fri Sep 07 16:17:12 EDT 2012
Subject: Re: Chrysler Group LLC Customer Assistance
Dear Eric:

Thank you for contacting the Chrysler Customer Assistance Center in regards to the 2012 200.

Due to the nature of your concern, I would like to discuss this matter with you in more detail. Therefore, I will attempt to call you on Sat. Sept. 8, 2012 at the phone number you provided in your email.

My name is Lorrie and I will be your Case Manager. I look forward to assisting you; as such, here is some information that will be helpful for you to have when I contact you:

*Your case number is: [redacted]
*The Chrysler Case Management telephone number is 877-759-5427
*My direct extension: 4718150

If you need immediate assistance, please call the Customer Care Center at 1-800-CHRYSLER (247-9753). Before calling, please have the following information handy.

? Vehicle owner name
? Vehicle owner address
? Day and evening phone numbers
? Vehicle Identification Number (VIN)
? Current vehicle mileage
? Further explanation of the problem

Thanks for contacting us. I look forward to talking to you soon.

Sincerely,

Lorrie

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: [redacted]
EMAIL CASE NUMBER: [redacted]
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7864985V49032L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site
Brief Description:
Car has been in Napa Chrysler for a month and a half
Comments:
I am an employee of Enteprise Rent A Car. Our vehicle has been in Napa
Chrysler since July 28th, 2012. There is still no resolution on when this
will be fixed. I have not been able to get much information from the

dealer. I would like to know when this will be resolved and why it is
taking so long to diagnose. Thank you. Eric Friedman

VIN:
CN[redacted]
Mileage:
14225
Servicing Dealer:
Napa Chrysler
Title:
Mr.
First Name:
Eric
Middle Initial:
C
Last Name:
Friedman
Address 1:
2950 MERCED STREET #200
Address 2:

City:
San Leandro
State:
CA
Zip:
94577
Email:
e3408n@erac.com
Work Phone:
510.205.1498

From: e3408n@erac.com
To: customerassist@chrysler.com
Date: Mon Sep 10 14:09:36 EDT 2012
Subject: Reply to Chrysler Group LLC (KMM7864985V49[redacted]
Reply Comments:

Hello,

I did not recieve a phone call on Saturday as I was told. Just making sure that this is being handled.

Thank you.

PE17-003

FLAT CHRYSLER

8/3/2017

ENCLOSURE 04

CAIR BACKUP



Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2013-02-15 14:18:36.585223
Files Not Recieved: 0

Total= 1,273.04

To: Shontel

ORANGE COAST Jeep DODGE CHRYSLER RAM www.ocauto.com
2929 Harbor Blvd. Costa Mesa, CA 92626-6199
(714) 444-5310 • Fax: (714) 434-9310
www.ocauto.com

BAR # [redacted]

EPA # CAL000225254

CUSTOMER NO. [redacted]	ADVISOR ERIC WESTPHAL 1532	TAG NO. 2919	INVOICE DATE 02/08/13	INVOICE NO. [redacted]	
[redacted]	LICENSE NO.	MILEAGE 54,775	COLOR GOLD/	STOCK NO.	
COSTA MESA, CA [redacted]	YEAR / MAKE / MODEL 02/DODGE/NEON		DELIVERY DATE	DELIVERY MILES	
	VEHICLE I.D. NO. 1B3ES56C22D[redacted]		SELLING DEALER NO.	PRODUCTION DATE	
	R. T. E. NO.	P.O. NO	R.O. DATE 02/06/13		
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS			

MO: 54777

LABOR & PARTS

J# 1 01JEZCOMPLETEV1 VEHICLE INSPECTION TECH(S):9037 0.00
PERFORM COURTSEY VISUAL INSPECTION

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

J# 2 01JEZTPC TIRE PRESSURE CHECK TECH(S):9037 0.00
CHECK AND INFLATE ALL TIRES TO THE RECOMMENDED TIRE PRESSURE
COMPLETED TIRE INFLATION SERVICE, INCLUDING MEASURING FOR
RECOMMENDED PRESSURE

PARTS QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
		JOB # 2 TOTAL PARTS		0.00
		JOB # 2 TOTAL LABOR & PARTS		0.00

J# 3 10JEZENGINECOMP ENGINE COMPARTMENT TECH(S):9037 900.00
CUSTOMER STATES AN ENGINE MOUNT IS BROKEN. PLEASE CHECK AND
ADVISE
ALL THREE ENGINE MOUNTS BROKEN
REPLACED CENTER AND BOTH SIDE MOUNTS, ALSO REPLACED BOTH
DRIVE MOUNTS

PARTS QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 3 1	5085121-AC	BRACKET T 21030416	121.09	121.09
JOB # 3 1	5274903-AD	BRACKET T 21030416	105.37	105.37
JOB # 3 1	5086709-AC	SUPPORT E 9043003	117.10	117.10
JOB # 3 1	P0127439	BELTS	50.00	50.00
		JOB # 3 TOTAL PARTS		393.56
		JOB # 3 TOTAL LABOR & PARTS		1293.56

MISC CODE	DESCRIPTION	CONTROL NO	
JOB # 3 PDIS	PARTS DISCOUNT		-25.00
JOB # 3 SDIS	SERVICE DISCOUNT LABOR		-25.00
		TOTAL - MISC	-50.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $0.00 (+TAX)
APPROVED REVISED ESTIMATE (# 1) OF $1244.00 (+TAX) ON 02/07/13 AT 09:47am
BY CHARLES E. CASSITY COMMENTS MOUNTS

ORANGE COAST Jeep RAM
2929 Harbor Blvd. Costa Mesa, CA 92626-6199
(714) 444-5310 • Fax: (714) 434-9310

FOR YOUR CONVENIENCE
SERVICE AND PARTS DEPT. HOURS:
MONDAY - FRIDAY
7:00 A.M. to 7:00 P.M.
SATURDAY
7:00 A.M. to 5:00 P.M.
CLOSED SUNDAY
NO APPOINTMENT NECESSARY

PLEASE NOTE!
FOR OUR LATEST PARTS & SERVICE SPECIALS VISIT OUR WEB SITE @ www.ocauto.com

PLEASE COMMUNICATE WITH YOUR TEAM SERVICE MANAGER IF THERE ARE ANY QUESTIONS RELATIVE TO SERVICE OR PRICE.

THANK YOU

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK

Reynolds and Reynolds Company (ERA-IGHT) CONTRACT (05/11)

RF883653 © (06/11)

ORANGE COAST Jeep CHRYSLER RAM
www.ocauto.com
2929 Harbor Blvd. Costa Mesa, CA 92626-6199
(714) 444-5310 • Fax: (714) 434-9310
www.ocauto.com

BAR # ARD-265903 **EPA # CAL000225254**

CUSTOMER NO. [redacted]	ADVISOR: ERIC WESTPHAL 1532	TAG NO. 2919	INVOICE DATE 02/08/13	INVOICE NO. [redacted]	
[redacted]	LICENSE NO	MILEAGE 54,775	COLOR GOLD/	STOCK NO.	
COSTA MESA, CA [redacted]	YEAR / MAKE / MODEL 02/DODGE/NEON		DELIVERY DATE	DELIVERY MILES	
	VEHICLE I.D. NO. 1B3ES56C22D[redacted]		SELLING DEALER NO.	PRODUCTION DATE	
	R.T.C. NO.	P.O. NO.	R.O. DATE 02/06/13		
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS		MO: 54777	

TOTALS

THE REGISTERED NAME WITH B.A.R.ORANGE COAST CHRYS/JEEP/DODGE
.....ARD-265903.....EPA# CAL000225254.....
OUR GOAL IS 100% CUSTOMER SATISFACTION. WE HAVE BUILT OUR
BUSINESS ON THIS. IF YOU ARE NOT COMPLETELY SATISFIED
PLEASE CONTACT SERVICE MANAGER AT 714 549-8023.....
ASK FOR JEFF PETERS.....
ALL PARTS ARE NEW OR REMANUFACTURED BY MOPAR UNLESS STATED
.....
.....

TOTAL LABOR....	900.00
TOTAL PARTS....	393.56
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	-50.00
TOTAL TAX.....	29.48
TOTAL INVOICE $	**1273.04**

.....
CASH.....CHECK.....CHARGE.....
VISA.....MASTERCARD.....DISCOVER.....
CASHIER.....DATE PAID.....
CUSTOMERS ARE NOTIFIED OF REPAIR COMPLETION ON INVOICE DATE.

CUSTOMER SIGNATURE

ORANGE COAST Jeep
2929 Harbor Blvd. Costa Mesa, CA 92626-6199
(714) 444-5310 • Fax: (714) 434-9310

FOR YOUR CONVENIENCE
SERVICE AND PARTS DEPT. HOURS:
MONDAY - FRIDAY
7:00 A.M. to 7:00 P.M.
SATURDAY
7:00 A.M. to 5:00 P.M.
CLOSED SUNDAY
NO APPOINTMENT NECESSARY

PLEASE NOTE!
FOR OUR LATEST PARTS & SERVICE SPECIALS VISIT OUR WEB SITE @
www.ocauto.com

PLEASE COMMUNICATE WITH YOUR TEAM SERVICE MANAGER IF THERE ARE ANY QUESTIONS RELATIVE TO SERVICE OR PRICE.

THANK YOU

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

CUSTOMER COPY

(END OF INVOICE) 10:30am

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK

PE17-003

FLAT CHRYSLER

8/3/2017

ENCLOSURE 04

CAIR BACKUP



RECEIVED DATE:

2/12/13

POSTED DATE : 2-7-13

VIN (FIRST 9 DIGITS) 1C3CCBBB3

VIN (LAST 8 DIGITS) CN [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : [redacted]

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

[redacted]

SAN Antonio, TX

Case #

[redacted]

SAN·ANTONIO

Texas Friendly. Big on Value.
35 at O'Connor

11910 I-35 NORTH
SAN ANTONIO, TX 78233
(210) 967-2000

GUARANTEED SATISFACTION!

SERVICE HOURS	
Mon - Fri	7:00 am - 6:30 pm
Sat	7:30 am - 4:00 pm
Sun	Closed

NOTICE PURSUANT TO TEX. BUS. & COM. CODE ANN. §9.609

I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR CONTRACT. I UNDERSTAND THAT THIS VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH TEX. BUS. & COM. CODE ANN. §9.609. IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER OR DRAWER OF THE ORDER OR THE CREDIT HOLDER HAS NO ACCOUNT ORTHE ACCOUNT HAS BEEN CLOSED. TEX. PROP. CODE ANN. §70.001.

SIGNATURE OF PERSON RESPONSIBLE OR AGENT FOR PERSON RESPONSIBLE FOR PAYMENT

Adv: 262 DANIEL CAVANAUGH	Tag: 1657	License: NA	1C3CCBBB3 C[redacted]	Page: 2	Invoice [redacted]

Invoice to [redacted] (GON)

Driver/Owner: BOWIE, ARNOLD

Invoiced: 01/31/13 10:46:00 DC

12 CHRYSLER 200 TOURING 4DR SDN PBV Blackb

Summary of Charges for Invoice [redacted]		Payment Distribution for Invoice [redacted]	
PARTS	131.74	TOTAL CHARGE	450.52
LAB-MECHANICAL	308.08		
SUB-TOTAL	439.82	CASH DUE	450.52
TEXAS STATE SALES TAX	10.70		
TOTAL CHARGE	450.52		

YOU MAY RECEIVE A SURVEY FROM CHRYSLER MOTOR COMPANY ABOUT YOUR VISIT TO SAN ANTONIO CHRYSLER JEEP DODGE. PLEASE SEE A MANAGER IMMEDIATLEY IF YOU ARE NOT "COMPLETELY SATISIFIED" OR CALL 210-967-2000. THANK YOU REVIEW THIS DEALER ON GOOGLE REVIEW AND RECEIVE 5% OFF YOUR NEXT VISIT JUST BRING IN THE REVIEW AND GIVE IT TO YOUR ADVISOR.

Last Page

CUSTOMER SIGNATURE X

UCS©2004

CUSTOMER

[redacted]

San Antonio, TX. [redacted]

SAN ANTONIO TX 780
RIO GRANDE DISTRICT
07 FEB 2003 PM 5 1

RECEIVED
FEB 12
By

Chrysler Customer Assistance
P.O. Box 21-8004
Auburn Hill Mi
48321-8004

48321800404

RECEIVED DATE:

3/11/13

POSTED DATE : 3-5-13

VIN (FIRST 9 DIGITS) 1C3CCBBB3

VIN (LAST 8 DIGITS) CN[redacted]

FIRST NAME: [redacted]

LAST NAME : [redacted]

CAIR : 

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

SAN ANTONIO

Texas Friendly. Big on Value.
35 at O'Connor

11910 I-35 NORTH
SAN ANTONIO, TX 78233
(210) 967-2000

GUARANTEED SATISFACTION!

SERVICE HOURS	
Mon - Fri	7:00 am - 6:30 pm
Sat	7:30 am - 4:00 pm
Sun	Closed

NOTICE PURSUANT TO TEX. BUS. & COM. CODE ANN. §9.609
I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR CONTRACT. I UNDERSTAND THAT THIS VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH TEX. BUS. & COM. CODE ANN. §9.609, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER OR DRAWER OF THE ORDER OR THE CREDIT HOLDER HAS NO ACCOUNT ORTHE ACCOUNT HAS BEEN CLOSED. TEX. PROP. CODE ANN. §70.001.

SIGNATURE OF PERSON RESPONSIBLE OR AGENT FOR PERSON RESPONSIBLE FOR PAYMENT

Adv: 262 DANIEL CAVANAUGH	Tag: 1657	License: NA	1C3CCBBB3 CN[redacted]	Page: 1	Invoice[redacted]

Estimate	Driver/Owner Information
[redacted] SAN ANTONIO, TX [redacted] Home: [redacted]	[redacted] SAN ANTONIO, TX [redacted] Home: [redacted]
For Office Use	**Vehicle Information**
Odometer in: 73106 Out: 73106 Dist: CMC CUS C Quote	12 CHRYSLER 200 TOURING 4DR SDN PBV Blackb
Begin: 01/28/13 Done: 01/31/13 Invoiced: 02/26/13 13:04 GT	Inservice: 01/12/12 Production: 12/06/11

*** R.O. not Complete *** Reprinted 1 times

Concern 24	MULTI POINT VEHICLE INSPECTION	Operation / Tech	Amount
Correction	PERFORM MULTI POINT VEHICLE INSPECTION Tech 422 ZAMARRIPA, FRAN	27PT 422	
Type: SPC	Line Flags: NOS	TOTAL CHARGE FOR CONCERN	0.00
Concern 51	CUSTOMER STATES AIR BAG LIGHT IS ON, HAZARDS LIGHT WERE FLASHING BEFORE AIRBAG LIGHT CAME ON CHECK ANBD AVISE	Operation / Tech	Amount
Cause	UPON DIAGNOSIS TECHNICIAN FOUND OCCUPANT RESTRAINT CONTROL MODULE FAILED INTERNALLY.	DIAG 422	213.08
Correction	REMOVE, REPLACE AND RE-INTERGRATE OCCUPANT RESTRAINT CONTROL MODULE.		
Parts	Part Number / PO# / Note / Description: SPO 68148052AD — MODULE OCCUPANT REST Tech 422 ZAMARRIPA, FRAN	Qty 1 — Sell 131.74 — 131.74	
		Subtotal	
		PARTS	131.74
		LAB-MECHANICAL	213.08
Type: C	Line Flags: NOS	TOTAL CHARGE FOR CONCERN	344.82
Concern 52	CUSTOMER STATES PASSENGER SIDE VENTS ONLY GET COLD/OUTSIDE TEMP AIR, HEAT INOP, DRIVERS SIDE NORMAL	Operation / Tech	Amount
Cause	UPON INSPECTION AND TESTING TECHNICINA FOUND UNKNOWN DEBRIS THROUGH COOLING SYSTEM. RESOVOIR HAS 3 INCHES OF DEBRIS AT BOTTOM.	DIAG 422	
Correction	CUSTOMER DECLINED REPAIR AT THIS TIME, HEATER CORE CLOGGED PARTIALLY, RADIATOR AND COOLANT PASSAGES WILL BECOME CLOGGED OVER TIME AND COULD RESULT IN ENGINE FAILURE IF NOT REPAIRED. CUSTOMER DECLINED ALL WORK AT THIS TIME. Tech 422 ZAMARRIPA, FRAN		
Type: C	Line Flags: NOS	TOTAL CHARGE FOR CONCERN	95.00

CUSTOMER SIGNATURE X

SAN·ANTONIO

Texas Friendly. Big on Value.
35 at O'Connor

11910 I-35 NORTH
SAN ANTONIO, TX 78233
(210) 967-2000

GUARANTEED SATISFACTION!

SERVICE HOURS	
Mon - Fri	7:00 am - 6:30 pm
Sat	7:30 am - 4:00 pm
Sun	Closed

NOTICE PURSUANT TO TEX. BUS. & COM. CODE ANN. §9.609
I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR CONTRACT. I UNDERSTAND THAT THIS VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH TEX. BUS. & COM. CODE ANN. §9.609, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER OR DRAWER OF THE ORDER OR THE CREDIT HOLDER HAS NO ACCOUNT ORTHE ACCOUNT HAS BEEN CLOSED. TEX. PROP. CODE ANN. §70.001.

SIGNATURE OF PERSON RESPONSIBLE OR AGENT FOR PERSON RESPONSIBLE FOR PAYMENT

Adv: 262 DANIEL CAVANAUGH	Tag: 1657	License: NA	1C3CCBBB3 C[redacted]	Page: 2	Invoice: [redacted]

Invoice to: [redacted]

Driver/Owner: [redacted]

Invoiced: 02/26/13 13:04:45 GT

12 CHRYSLER 200 TOURING 4DR SDN PBV Blackb

Summary of Charges for Invoic[redacted]	
PARTS	131.74
LAB-MECHANICAL	308.08
SUB-TOTAL	439.82
TEXAS STATE SALES TAX	10.70
TOTAL CHARGE	450.52

Payment Distribution for Invoice[redacted]	
TOTAL CHARGE	450.52
CASH DUE	**450.52**

YOU MAY RECEIVE A SURVEY FROM CHRYSLER MOTOR COMPANY ABOUT YOUR VISIT TO SAN ANTONIO CHRYSLER JEEP DODGE. PLEASE SEE A MANAGER IMMEDIATLEY IF YOU ARE NOT "COMPLETELY SATISIFIED" OR CALL 2[redacted]THANK YOU
REVIEW THIS DEALER ON GOOGLE REVIEW AND RECEIVE 5% OFF YOUR NEXT VISIT JUST BRING IN THE REVIEW AND GIVE IT TO YOUR ADVISOR.

Last Page

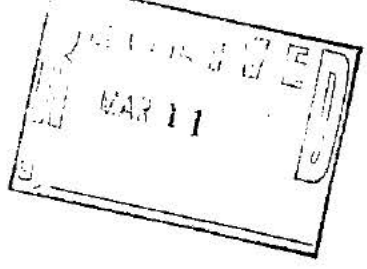
CUSTOMER SIGNATURE X

[redacted]

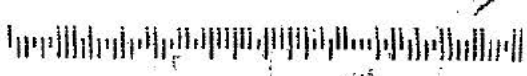
San Antonio, Tx.

Case #[redacted]





Chrysler Group
Customer Assistance Center
P.O. Box 21-8004
Auburn Hill, Michigan
48321-8004



48321800404

(att) #[redacted]

PE17-003

FLAT CHRYSLER

8/3/2017

ENCLOSURE 04

CAIR BACKUP



DOUGLAS F. GANSLER
Attorney General

KATHERINE WINFREE
Chief Deputy Attorney General

JOHN B. HOWARD, JR.
Deputy Attorney General



WILLIAM D. GRUHN
Chief
Consumer Protection Division

STATE OF MARYLAND
OFFICE OF THE ATTORNEY GENERAL
CONSUMER PROTECTION DIVISION

March 27, 2013

3-27

RECEIVED
APR 02
SPECIAL INVESTIGATIONS

Chrysler Corp LLC
Att: Customer Intervention Office
P. O. Box 21-8004
Rochester Hills, MI 48321-8004

Re: [redacted]
Greensboro, MI[redacted]
Our Case #[redacted]

Dear Sir or Madam:

On March 12, 2013 [redacted] wrote to you regarding the problems she has experienced with the 2012 Chrysler 200 she purchased from Fred Frederick Chrysler Dodge Jeep on April 21, 2012. A copy of her letter is enclosed. Ms. [redacted] has advised us that the radio/bluetooth/navigation system was again replaced in her vehicle on March 18, 2013. However, the replacement bluetooth does not cancel her calls with voice command as it did when the vehicle was new. The consumer states that she is required to manually cancel telephone calls after leaving voice messages by using the touch screen. She feels this could be a safety hazzard. Hands free operation is required by local motor vehicle safety regulations in Maryland. On March 26, 2013, the system again failed to recognize her telephone making it inoperable.

As you know, Section 14-1502 (b) of Maryland's Lemon Law (Commercial Law, MD CODE ANN.) states that an automobile manufacturer must correct any nonconformity, defect or condition that arises during the warranty period at no charge to the consumer within 30 days of the manufacturer's receipt of the consumer's notification.

Please contact me by April 12, 2013, regarding your intention toward resolving this complaint. I can be reached at 410-713-3620 x 4030.

Sincerely,

Emalu G. Myer

Emalu G. Myer
Consumer Affairs Specialist

cc: Gail Whitehead

[redacted]
[redacted] MD [redacted]
[redacted]

March 12, 2013

Chrysler Corporation
Attn: Customer Assistance Center
P.O. Box 21-8004
Auburn Hills, MI 48321-8004

BY CERTIFIED MAIL
RETURN RECEIPT REQUESTED
RE: Chrysler Case# [redacted]

Dear Sir or Madam:

I am writing to notify you of the continuous problems I have been having with my 2012, Chrysler, 200, VIN# 1C3BCBFG7CN[redacted], current mileage 14,790, pursuant to Maryland's Automotive Warranty Enforcement Act. MD. Code Ann., Com. Law 14-1501 et seq.

I purchased my car from Fred Frederick Chrysler Dodge Jeep on April 21, 2012. To-date, the car has been out of service 29 days, plus it will go back in as soon as the new radio/bluetooth/nav. system comes in. So far I have taken it to the dealer for repairs on the following dates. (Those marked with an "**" include problems with the radio/bluetooth/navigation system, as well as other problems):

1) 4/23/12
2) 7/9/12
3) 8/9/12
4) 11/8/12 **
5) 12/28/12 **
6) 1/5/13 **
7) 1/23/13 **
8) 2/6/13 ** system again deleted my phone from it's memory. I called the dealership because I could not get back over to them, and they emailed me directions and I did the re-pairing myself. (I don't have a work order for this date, but I am sending copies of the emails)
9) 2/13/13 **
10) 3/1/13 **

Attached are copies of all work orders and emails that document the dates and problems. Since the time I was at the dealership last week, the SAT radio/bluetooth/navigation system has progressed to a total failure—none of which are responding.

These problems substantially impair both the use and value of my car. Therefore, I request that you replace my vehicle under the provisions of Md. Code Ann., Com. Law 14-1502. This is my only vehicle, so every time a repair has been required, I have had to arrange for a friend to take me to and from work and other appointments. The only time that I have been given a loaner car to use is during the last repair in March. Please contact me at the above address or telephone number to arrange a mutually convenient date and time for you to inspect my car if necessary.

Sincerely,

[redacted]

Enclosures

Dealer Number _____ Contract Number _____

Buyer Name and Address (including County and Zip Code)	Co-Buyer Name and Address (including County and Zip Code)	Creditor-Seller (Name and Address)
CAROLINE [redacted] REENSBORO MD [redacted]		FRED FREDERICK CHRYSLER EASTO 8562 OCEAN GATEWAY EASTON MD 21601

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

New/Used	Year	Make and Model	Vehicle Identification Number	Primary Use For Which Purchased
N	2012	CHRYSLER 200 LIMI	1C3BCBFB7CN[redacted]	☒ personal, family or household ☐ business ☐ agricultural ☐ _____

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of $ 8721.00 is
4.348 %	$ 3887.94	$ 28247.10	$ 32135.04	$ 40856.04

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due
72	446.32	Monthly beginning 05/21/2012

Or As Follows: NO

Late Charge. If payment is not received in full within 15 days after it is due, you will pay a late charge of 10 % of the part of the payment that is late, with a minimum charge of $ 5

Prepayment. If you pay off all your debt early, you will not have to pay a penalty.
Security Interest. You are giving a security interest in the vehicle being purchased.
Additional Information: See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date and security interest.

ITEMIZATION OF AMOUNT FINANCED

1 Cash Price		
A Cash Price of Motor Vehicle (including accessories, services, and taxes)	$ 36724.10	(A)
B Dealer Processing Charge (not required by law)	$ NO	(B)
C Freight Charge	$ NO	(C)
D Other	$ NO	(D)
To Whom Paid _____		
E Other	$ NO	(E)
To Whom Paid _____		
Total Cash Price	$ 36724.10	(1)
2 Total Downpayment 0985 CHRYSLER 300C		
Trade-in _____ (Year) (Make) (Model)		
Gross Trade-In Allowance	$ 5400.00	
Less Pay Off Made By Seller	$ 529.00	
Equals Net Trade-In	$ 5671.00	
+ Cash	$ NO	
+ Other CREDIT	$ 3250.00	
(If total downpayment is negative, enter "0" and see 4I below)	$ 8721.00	(2)
3 Unpaid Balance of Cash Price (1 minus 2)	$ 28003.10	(3)
4 Other Charges Including Amounts Paid to Others on Your Behalf		
(Seller may keep part of these amounts):		
A Cost of Optional Credit Insurance Paid to Insurance		

Insurance. You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit unless the box indicating Vendor's Single Interest is required is checked below.

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

Check the insurance you want and sign below:

Optional Credit Insurance

☐ Credit Life ☐ Buyer ☐ Co-Buyer ☐ Both
☐ Credit Disability (Buyer Only)

Premium:
Credit Life $ NO
Credit Disability $ NO
Insurance Company Name _____
Home Office Address _____

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

Other Optional Insurance

☐ _____ Type of Insurance _____ Term
Premium $ NO
Insurance Company Name NO
NO
Home Office Address NO
NO
☐ _____ NO Type of Insurance NO Term
Premium $ NO
Insurance Company Name NO

1 Cash Price

A Cash Price of Motor Vehicle (including accessories, services, and taxes)	$ 36724.10	(A)
B Dealer Processing Charge (not required by law)	$ NO	(B)
C Freight Charge	$ NO	(C)
D Other	$ NO	(D)
To Whom Paid		
E Other	$ NO	(E)
To Whom Paid		
Total Cash Price	$ 36724.10	(1)

2 Total Downpayment 05 CHRYSLER 300C

Trade-in _____ (Year) (Make) (Model)

Gross Trade-In Allowance	$ 5000.00	
Less Pay Off Made By Seller	$ 529.00	
Equals Net Trade-In	$ 5471.00	
+ Cash	$ NO	
+ Other REBATE	$ 3250.00	
(If total downpayment is negative, enter "0" and see 4I below)	$ 8721.00	(2)
3 Unpaid Balance of Cash Price (1 minus 2)	$ 28003.10	(3)

4 Other Charges Including Amounts Paid to Others on Your Behalf
(Seller may keep part of these amounts):

A Cost of Optional Credit Insurance Paid to Insurance Company or Companies.		
Life $ NO		
Disability $ NO	$ NO	
B Vendor's Single Interest Insurance Paid to Insurance Company	$ NO	
C Other Optional Insurance Paid to Insurance Company or Companies	$ NO	
D Official Fees Paid to Government Agencies	$ 20.00	
E Government Taxes Not Included in Cash Price	$ NO	
F Government License and/or Registration Fees LICENSE/REG./TEMP. TAG FEES	$ 100.00	
G Government Certificate of Title Fees (includes $ NO security interest recording fee)	$ 120.00	
H Optional Gap Contract	$ NO	
I Other Charges (Seller must identify who is paid and describe purpose)		
to NO for Prior Credit or Lease Balance	$ NO	
to FRED FREDERICK CHR for ELECTRONIC FILE	$ 20.00	
to for	$ NO	
to STATE OF MD for TIRE RECYCLE	$ 4.00	
to for	$ NO	
Total Other Charges and Amounts Paid to Others on Your Behalf	$ 264.00	(4)
5 Amount Financed (3 + 4)	$ 28267.10	(5)

☐ VENDOR'S SINGLE INTEREST INSURANCE (VSI Insurance): If the preceding box is checked, the Creditor requires VSI insurance for the initial term of the contract to protect the Creditor for loss or damage to the vehicle (collision, fire, theft). VSI insurance is for the Creditor's sole protection. This insurance does not protect your interest in the vehicle. You may choose the insurance company through which the VSI insurance is obtained. If you elect to purchase VSI insurance through the Creditor, the cost of this insurance is $ NO and is also shown in item 4B of the Itemization of Amount Financed. The coverage is for the initial term of the contract.

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

If you choose this insurance, the cost is shown in item 4A of the Itemization of Amount Financed. Credit life insurance is based on your original payment schedule. This insurance may not pay all you owe on this contract if you make late payments. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown below.

Other Optional Insurance

☐ _____ Type of Insurance _____ Term

Premium $ NO

Insurance Company Name NO

NO

Home Office Address NO

NO

☐ NO Type of Insurance NO Term

Premium $ NO

Insurance Company Name NO

NO

Home Office Address NO

NO

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

I want the insurance checked above.

X _____ _____
Buyer Signature Date

X _____ _____
Co-Buyer Signature Date

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

Returned Check Charge: You agree to pay a charge of $ 15.00 if any check you give us is dishonored on the second presentment.

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

Term NO Mos

NO
Name of Gap Contract

I want to buy a gap contract.

Buyer Signs X _____

NO COOLING OFF PERIOD

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

The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contrac

C Other Optional Insurance Paid to Insurance Company or Companies	$	NO
D Official Fees Paid to Government Agencies	$	20.00
E Government Taxes Not Included in Cash Price	$	NO
F Government License and/or Registration Fees LICENSE/REG. /TEMP. TAG FEES	$	196.00
G Government Certificate of Title Fees (includes $ NO security interest recording fee)	$	100.00
H Optional Gap Contract	$	NO
I Other Charges (Seller must identify who is paid and describe purpose)		
to NO for Prior Credit or Lease Balance	$	NO
to FRED FREDERICK CHR for ELECTRONIC FILE	$	20.00
to for	$	NO
to STATE OF NO for TIRE RECYCLE	$	4.00
to for	$	NO
Total Other Charges and Amounts Paid to Others on Your Behalf	$	244.00 (4)
5 Amount Financed (3 + 4)	$	28247.10 (5)

will not be a factor in the credit approval process. It will not be provided unless you sign and agree to pay its extra cost.

I want the insurance checked above.

X _____ _____
Buyer Signature Date

X _____ _____
Co-Buyer Signature Date

THIS INSURANCE DOES NOT INCLUD INSURANCE ON YOUR LIABILITY FOR BODI INJURY OR PROPERTY DAMAGE. WITHOU SUCH INSURANCE YOU MAY NOT OPERAT THIS VEHICLE ON PUBLIC HIGHWAYS.

Returned Check Charge: You agree to pay a charge of $ 15.00 if any check you give us is dishonored on the second presentment.

☐ **VENDOR'S SINGLE INTEREST INSURANCE (VSI insurance):** If the preceding box is checked, the Creditor requires VSI insurance for the initial term of the contract to protect the Creditor for loss or damage to the vehicle (collision, fire, theft). VSI insurance is for the Creditor's sole protection. This insurance does not protect your interest in the vehicle. You may choose the insurance company through which the VSI insurance is obtained. If you elect to purchase VSI insurance through the Creditor, the cost of this insurance is $ NO and is also shown in item 4B of the Itemization of Amount Financed. The coverage is for the initial term of the contract.

OPTIONAL GAP CONTRACT. A gap contract (debt cancellat contract) is not required to obtain credit and will not be provid unless you sign below and agree to pay the extra charge. If y choose to buy a gap contract, the charge is shown in item 4H of t Itemization of Amount Financed. See your gap contract for deta on the terms and conditions it provides. It is a part of this contra

Term NO Mo
NO
Name of Gap Contract

I want to buy a gap contract.

Buyer Signs X _____

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

NO COOLING OFF PERIOD

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

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

HOW THIS CONTRACT CAN BE CHANGED. This contract, along with all other documents signed by you in connection with the purchase of this vehicle, comprise the entire agreement between you and us affecting this purchase. No oral agreements or understandings are binding. Upon assignment of this contract: (i) only this contract and the addenda to this contract comprise the entire agreement between [redacted] any change to this contract must be in writing and the assignee must sign it and (ii) no oral changes are binding. Buyer Signs X [redacted] Co-Buyer Signs X _____
If any part of this contract is not valid, all other parts stay valid. We may delay or waive [illegible] any of our rights under this contract without losing them. For example, we may extend the time for making some payments without extending the time for making others.
See back for other important agreements.

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

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

Buyer Signs X [redacted] Date 04/21/12 Co-Buyer Signs X _____ Date _____

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

Other owner signs here X _____ Address _____
Seller signs FRED FREDERICK CHRYSLER EAST Date 04/21/12 By X [signature] Title [illegible]

Seller assigns its interest in this contract to SPRINGEIGH CHASE BANK, N.A. (Assignee) under the terms of Seller's agreement(s) with Assignee

☐ Assigned with recourse ☐ Assigned without recourse ☐ Assigned with limited recourse

Seller FRED FREDERICK CHRYSLER EASTERN, INC By [signature] Title [illegible]

HERTRICH
Chevrolet • Dodge

1123 Industrial Parkway, Denton, MD 21629 • (410) 479-1144

SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:30 p.m.
Monday - Friday

12/28/12	[redacted]
12/28/12	Pre-Invoic
73126	73126
JOHN FRISBIE	
1C3BCBFG7C[redacted]	

[redacted]
GREENSBORO, MD [redacted]

2012	CHRYSLER	200	2DR CONV LIMITED	BLUE	

#1 - 17REPAIRIN: INTERIOR REPAIRPER CUSTOMER REQUESTS
INSTALL SPECIAL ORDER DEFLECTOR
Corrected by23095601:
Work performed by Kevin G (KG) Warranty
Installed 1DN90DX9AD :SCREEN: WIND Qty: 1 Warranty
SERVICE REPLACED WIND SCREEN FOR POOR FIT AND NOT
STAYING IN PLACE WHILE DRIVING

#2 - 17REPAIRIN: INTERIOR REPAIRPER CUSTOMER REQUESTS
CUSTOMER SAYS PHONE WILL NOT DISCONNECT
Caused by
CHECKED FOR SOFTWARE UP DATES - NONE. CHECKED TO S
EE IF CUSTOMERS PHONE IS ON COMPATABLE UCONNECT LI
ST SAMSUNG BRITE SIDE. CUSTOMER WILL NEED TO CHECK
SOFTWARE VERSION IN PHONE NEEDS TO BE U380.EK05
SERVICE CONTACTED CHRYSLER STAR CENTER, THEY STATE
D PHONE MY NOT BE COMPATIABLE WITH UCONNECT.
Work performed by Kevin G (KG)
Sub Total: .00

#3 * 0299P: PERFORM HERTRICH COURTESY INSPECTION
Sub Total: .00

#4 * 02GBATT: BATTERY CONDITION IS GOOD
Sub Total: .00

#5 * 02GBK: BRAKE LININGS ARE OK AT THIS TIME
Sub Total: .00

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	

TRICH
rolet • Dodge
[redacted] Parkway, Dundalk, MD 21229 • (410) 479-1144

SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:30 p.m.
Monday - Friday

12/28/12	[redacted]
12/28/12	Pre-Invoice
73126	73126
JOHN FRISBIE	
1C3BCBFG7CE[redacted]	

[redacted]
GREENSBORO, MD [redacted]

2012	CHRYSLER	200	2DR CONV LIMITED	BLUE	

#6 * 02GTIRE: TIRE TREAD AND WEAR IS OK AT THIS TIME
Sub Total: .00

****
* "CHECK OUT OUR EVERYDAY LOW PRICES' *
****

Your next service is due on 04/08/2013 at 78126 miles

Service Due 99NEXT YOUR NEXT APPOINTMENT REMINDER HAS BEEN SET IN THE SYSTEM. WE WILL CALL-REMIND AND CONFIRM. WE LOOK FORWARD TO SEEING YOU THEN !

...S: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair 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 deliveries 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 inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

...AIMER 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 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 ID.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

[redacted]

HERTRICH
Chevrolet • Dodge

1123 Industrial Parkway, Denton, MD 21629 • (410) 479-1144

SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:30 p.m.
Monday – Friday

11/08/12	[redacted]
11/09/12	Pre-Invoic
10020	10020
Joe Jacobs	

[redacted]
GREENSBORO, MD [redacted]

1C3BCBFG7CN[redacted]

2012	CHRYSLER	200	2DR CONV LIMITED	BLUE	

#1 - 17REPAIRIN: INTERIOR REPAIRPER CUSTOMER REQUESTS SEAT BELT Corrected by23130105: Work performed by Kevin G (KG) Installed 1NS491L1AC :BUCKLE: NONE Qty: 1 SERVICE REPLACED LEFT INNER SEAT BELT BUCKLE FOR S QUEEKING NOISE. SEATBELT BUCKLE WAS IMPROPERLY INS TALLED.MISSING RUBBER GROMET/ BUSHING	Warranty Warranty
#2 - 17REPAIRIN: INTERIOR REPAIRPER CUSTOMER REQUESTS CUSTOMER SAYS WIND BLOCK SCREEN WILL NOT LOCK INTO PLACE ON RIGHT SIDE Caused by SERVICE INSPECTED WIND SCREEN, RIGHT SIDE IS HARD TO LOCK INTO PLACE. SERVICE ORDERED REPLACMENT WIN D SCREEN Work performed by Kevin G (KG) Unrealized 1DN90DX9AD :SCREEN: WIND 1D Qty: 1	Warranty Warranty
#3 - 17REPAIRIN: INTERIOR REPAIRPER CUSTOMER REQUESTS CUSTOMER SAYS WHEN USING BLUE TOOTH DEVICE WHEN CALL GOES INTO OTHER PERSONS VOICE MAIL UNABLE TO DISCONNECT Corrected by1860026J: Work performed by Kevin G (KG) SERVICE UPDATED UCONNECT WITH LATEST SOFTWARE PER SB 08-053-12	Warranty

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

SCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by e manufacturer. The seller hereby expressly disclaims all warranties either express or implied, includ- g any implied warranty of merchantability or fitness for a particular purpose, and the seller neither sumes nor authorizes any other person to assume for it any liability in connection with the sale of id 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 REFUNDS ON ELECTRICAL OR ELECTRONIC ITEMS OR SPECIAL ORDERS

RTRICH
evrolet • Dodge
dustrial Parkway, Denton, MD 21629 • (410) 479-1144

SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:30 p.m.
Monday - Friday

11/08/12	[redacted]
11/09/12	Pre-Invoi
I0020	10020
Joe Jacobs	

[redacted]
GREENSBORO, MD [redacted]

1C3BCBFG7CN1[redacted]

2012	CHRYSLER	200	2DR CONV LIMITED	BLUE	

#4 * 0299P: PERFORM HERTRICH COURTESY INSPECTION
Sub Total: .00

#5 * 02GBATT: BATTERY CONDITION IS GOOD
Sub Total: .00

#6 * 02GBK: BRAKE LININGS ARE OK AT THIS TIME
Sub Total: .00

#7 * 02GTIRE: TIRE TREAD AND WEAR IS OK AT THIS TIME
Sub Total: .00

****
* "CHECK OUT OUR EVERYDAY LOW PRICES" *
****

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 thereon."

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	.0
PARTS	.0
DEDUCTIBLE	.0
SUBLET	.0
SHOP SUPPLIES	.0
HAZARDOUS MATERIALS	.0
SALES TAX OR TAX I.D.	.0
SPECIAL ORDER DEPOSIT	.0
DISCOUNTS	.0
TOTAL DUE	.0

[redacted]

HERTRICH
Chevrolet - Dodge

1123 Industrial Parkway, Denton, MD 21629 - (410) 479-4144

SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:30 p.m.
Monday - Friday

1/23/13	[redacted]
1/23/13	Pre-Invoi
12485	12485
Joe Jacobs	

[redacted]
GREENSBORO, MD [redacted]

1C3BCBPG7CN[redacted]

2012	CHRYSLER	200	2DR CONV LIMITED	BLUE	

#1 - 16REPAIR: ELECTRICAL BODY REPAIRPER CUSTOMER REQUESTS INSALL SPECIAL ORDER RADIO
Caused by
DIAG. BLUE TOOTH AND NAVE WILL LOCK UP. DISPLAY WO UD SHOW UPDATING. SERVICE CHECKED WIRING AND CONNE CTIONS - OK. RADIO HAS INTERNAL FAILURE.
Corrected by08600270:
Work performed by Kevin G (KG) Warranty
SERVICE REMOVED AND REPLACED RADIO

Your next service is due on 04/08/2013 at 17485 miles

Service Due 99NEXT YOUR NEXT APPOINTMENT REMINDER HAS BEEN SET IN THE SYSTEM. WE WILL CALL-REMIND AND CONFIRM. WE LOOK FORWARD TO SEEING YOU THEN !

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	.0
PARTS	.0
DEDUCTIBLE	.0
SUBLET	.0
SHOP SUPPLIES	.0
HAZARDOUS MATERIALS	.0
SALES TAX OR TAX I.D.	.0
SPECIAL ORDER DEPOSIT	.0
DISCOUNTS	.0
TOTAL DUE	.0

RE: uconnect touchscreen

Fro[redacted]
Sent: Wed 2/13/13 3:00 PM
To: lmahoney@hertrichs.com

Yes the bluetooth symbol is on my phone, but not on the car's screen. I'll see you later most likely. I'll stop and talk to John first.

Subject: RE: uconnect touchscreen
From:[redacted]
To:[redacted]
Date: Wed, 13 Feb 2013 18:16:57 +0000

Hi Ms[redacted]

I am not sure whats going on with your system. Your phones bluetooth setting is obviously on....correct? I will be here until 5:00 if you would like me to look at it or one of the techs.

Laura

Hi Laura, it's me again, having the same problem with my car's blue tooth. Yesterday after work I got in and attempted to make a phone call and the car responded saying that there is no phone available. I'm wondering if there is some button, either on my phone or the car, that I'm hitting that is turning the blue tooth off. I just spoke to John in the service dept. and asked him if it's okay for me to come over to the dealer after work (around 4:20), and see either a service tech or sales person to see if that's the case. It doesn't make sense that the phone needs to be paired again, because it was working since I did that with your instructions last week. It also doesn't make sense to me that the phone would suddenly not be compatible with the car's system, because I've been able to make calls for all the months I've owned the car, and during the times between these problems. Any thoughts?

Will you be working at that time today by chance so you can look at it?

Subject: RE: uconnect touchscreen
From: lmahoney@hertrichs.com
To:[redacted]
Date: Thu, 7 Feb 2013 15:59:37 +0000

You are very welcome Ms[redacted].I am glad that I couldhelp. I am not sure why that happened. Its a computer and computers haveglitches unfortunately. Hope that it doesnt happen again. Let me know ifyou need more assistance. :)

Laura

I just wanted to thank you for sending these instructions to me yesterday.I was able to figure it out, and hope this will be the last time I have towony with repairing the phone. I had the car in for this problem about aweek ago, and they had a salesman repair it for me. It was working fineuntil I had to hit the soft button to switch the phone conversation fromthe car to my actual phone because I was leaving the car. The switch wentfine, but the next time I got in the car the blue tooth symbol was gonefrom the screen and the nice little lady inside the radio kept telling me"device not available". I have no idea what kicked it out. Sometimes she's very frustrating if you know what I mean!! If you have anyknowledge on what could've happened, please let me know. Thanksagain!

Date: Wed, 6 Feb 2013 15:05:53 -0500
Subject: uconnect touchscreen
From:[redacted]
To:[redacted]

DISCLAIMER:
This e-mail may contain confidential, proprietary information of HertrichFamily of Auto Dealerships. It is intended solely for the namedrecipient(s) listed above and should be maintained in strictestconfidence. If you are not the intended recipient, you are hereby notifiedthat any disclosure, copying, distribution, or use of the informationcontained herein (including any reliance thereon) is STRICTLY PROHIBITED.If you have received this e-mail in error, please immediately notify thesender and delete this information from your computer and destroy anyrelated paper copies.

— Check Out Hertrich News -> www.Hertrichblog.com —
--
Laura Mahoney
Internet Manager~Sales Consultant
Hertrich Chevrolet Dodge
Denton MD
410~479~1144 x 7217
lmahoney@hertrichs.com

RE: uconnect touchscreen

From: [redacted]
Sent: Wed 2/13/13 1:08 PM
To: lmahoney@hertrichs.com

Hi Laura, it's me again, having the same problem with my car's blue tooth. Yesterday after work I got in and attempted to make a phone call and the car responded saying that there is no phone available. I'm wondering if there is some button, either on my phone or the car, that I'm hitting that is turning the blue tooth off. I just spoke to John in the service dept. and asked him if it's okay for me to come over to the dealer after work (around 4:20), and see either a service tech or sales person to see if that's the case. It doesn't make sense that the phone needs to be paired again, because it was working since I did that with your instructions last week. It also doesn't make sense to me that the phone would suddenly not be compatible with the car's system, because I've been able to make calls for all the months I've owned the car, and during the times between these problems. Any thoughts?

Will you be working at that time today by chance so you can look at it?

Subject: RE: uconnect touchscreen
From: lmahoney@hertrichs.com
[redacted]
Date: Thu, 7 Feb 2013 15:59:37 +0000

You are very welcome M[redacted] I am glad that I could help. I am not sure why that happened. Its a computer and computers have glitches unfortunately. Hope that it doesnt happen again. Let me know if you need more assistance. :)

Laura

I just wanted to thank you for sending these instructions to me yesterday. I was able to figure it out, and hope this will be the last time I have to worry with repairing the phone. I had the car in for this problem about a week ago, and they had a salesman repair it for me. It was working fine until I had to hit the soft button to switch the phone conversation from the car to my actual phone because I was leaving the car. The switch went fine, but the next time I got in the car the blue tooth symbol was gone from the screen and the nice little lady inside the radio kept telling me "device not available". I have no idea what kicked it out. Some times she's very frustrating if you know what I mean!! If you have any knowledge on what could've happened, please let me know. Thanks again!

Date: Wed, 6 Feb 2013 15:05:53 -0500
Subject: uconnect touchscreen
From: lmahoney@hertrichs.com
To: [redacted]

DISCLAIMER:
This e-mail may contain confidential, proprietary information of Hertrich Family of Auto Dealerships. It is intended solely for the named recipient(s) listed above and should be maintained in strictest confidence. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution, or use of the information contained herein (including any reliance thereon) is STRICTLY PROHIBITED. If you have received this e-mail in error, please immediately notify the sender and delete this information from your computer and destroy any related paper copies.

--- Check Out Hertrich News -> www.Hertrichblog.com ---

Laura Mahoney
Internet Manager~Sales Consultant
Hertrich Chevrolet Dodge
Denton MD
410~479~1144 x 7217
lmahoney@hertrichs.com

HERTRICH
Chevrolet • Dodge

1123 Industrial Parkway, Denton, MD 21629 - (410) 479-1144

SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:30 p.m.
Monday - Friday

	2/13/13
2/13/13	Pre-Invoic
13735	13735
JOHN FRISBIE	
	1C3BCBFG7CN

[redacted]
GREENSBORO, MD [redacted]

2012	CHRYSLER	200	2DR CONV LIMITED	BLUE	

#1 - 16REPAIR: ELECTRICAL BODY REPAIRPER CUSTOMER REQUESTS UCONNECT COULD NOT RECONIZE PHONE
Caused by
SERVICE UCONNECT FOUND CUSTOMERS PHONE NOT STORED. IN UCONNECT, VEHICLE WAS STORED IN CUSTOMERS PHONE . SERVICE PAIRED PHONE TO VEHICLE, PHONE NOW WORKI NG
Work performed by House Tech (999)
Sub Total: .00

Your next service is due on 04/08/2013 at 18735 miles

Service Due 99NEXT YOUR NEXT APPOINTMENT REMINDER HAS BEEN SET IN THE SYSTEM. WE WILL CALL-REMIND AND CONFIRM. WE LOOK FORWARD TO SEEING YOU THEN !

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

FRED FREDERICK CHRYSLER DODGE JEEP RAM

8562 OCEAN GATEWAY
EASTON, MD 21601
(410)822-2100
YOUR FIVE STAR DEALER

[redacted]

[redacted]
GREENSBORO MD [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
1C3BCBFG7CN[redacted]	14302	03/07/13	[redacted]

YEAR	MAKE	MODEL	COLOR	TAG NO.
12	CHRYSLER	200 LTD CV	CRYSTAL BL	00000

CUST.NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD.DATE	SERV.ADV.	TERMS
6762998		[redacted]	- -	12169	10/25/11	346	CASH

CUST.LABOR RATE	DELIV.DATE	DELIV.MILES	MILEAGE IN	DATE IN	IN SERV DATE	
90.00	04/21/12	15	14300	03/01/13	04/21/12	

SERVICE HOURS: MONDAY THRU FRIDAY 8AM-5PM
THANK YOU, WE APPRECIATE YOUR BUSINESS
THERE IS $35.00 AND 1% PER MONTH FEE ON RETURNED CHECKS

Genuine Mopar Parts and Accessories Replacement Warranty is 12 months or 12,000 miles

LINE	OP.CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT

A
Com Customer States air bag light on
Cau b2208 orc internal
rec replacing orc module
Cor replaced orc module

1	08450901	58	A29	.70	W	
	56054856AD	MODULE	OCCUP	1	W	

Line Total.....

B +
Com Customer states radio looses paired device & yellow battery indicator comes up. radio does not switch back after call dropped or ended!
Cor cust phone s not on capatibility list, we paired an iphone with succes s. can not duplicate at this time

2	85418707	UC	A29	.50	W	

Line Total.....

C +
Com Customer states noise coming from rear deck area (crackling sound)
Cau found folding top panel making crackling noise rec replacing rear pane l folding top
Cor replaced rear folding top panel

3	23207201	11	A75	.50	W	

CUSTOMER COPY - PAGE 01 Printed: 03/07/2013 @ 15:52

STATEMENT OR DISCLAIMER

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

CUSTOMER SIGNATURE

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

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

FRED FREDERICK CHRYSLER DODGE JEEP RAM

8562 OCEAN GATEWAY
EASTON, MD 21601
(410)822-2100
YOUR FIVE STAR DEALER

[redacted]

	VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
[redacted]	1C3BCBFG7CN[redacted]	14302	03/07/13	[redacted]
GREENSBORO MD [redacted]	YEAR: 12	MAKE: CHRYSLER	MODEL: 200 LTD CV	COLOR: CRYSTAL BL

TAG NO.
00000

CUST NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD DATE	SERV ADV.	TERMS
[redacted]		[redacted]	- -	12169	10/25/11	346	CASH

CUST LABOR RATE	DELIV DATE	DELIV MILES	MILEAGE IN	DATE IN	IN-SERV DATE
90.00	04/21/12	15	14300	03/01/13	04/21/12

SERVICE HOURS: MONDAY THRU FRIDAY 8AM-5PM
THANK YOU, WE APPRECIATE YOUR BUSINESS
THERE IS $35.00 AND 1% PER MONTH FEE ON RETURNED CHECKS

Genuine Mopar Parts and Accessories Replacement Warranty is 12 months or 12,000 miles

LINE	OP CODE	FAIL-CD	TECH	HOURS/QTY	TYPE	AMOUNT
	68028458AB	PANEL	FOLDI	1	W	
			Line Total.....			

Warranty Claim Type: W Authorization Code:

TOTAL-CUSTOMER NoCharge

CUSTOMER COPY - PAGE 02 Printed: 03/07/2013 @ 15:52

STATEMENT OF DISCLAIMER

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

CUSTOMER SIGNATURE

On behalf of servicing dealer, I hereby certify that the information contained herein is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance o 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 notif cation at the servicing dealer for inspection by manufacturer's representative.

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

FRED FREDERICK CHRYSLER DODGE JEEP RAM

8562 OCEAN GATEWAY
EASTON, MD 21601
(410)822-2100
YOUR FIVE STAR DEALER

[redacted]

[redacted]	VEHICLE IDENTIFICATION: 1C3BCBFG7CN[redacted]	MILEAGE OUT: 14420	DATE OUT: 03/18/13	INVOICE NO: [redacted]	
GREENSBORO MD[redacted]	YEAR: 12	MAKE: CHRYSLER	MODEL: 200 LTD CV	COLOR: CRYSTAL BL	TAG NO: 00000

CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
[redacted]		[redacted]	- -	12169	10/25/11	409	CASH

CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV. DATE
90.00	04/21/12	15	14420	03/08/13	04/21/12

SERVICE HOURS: MONDAY THRU FRIDAY 8AM-5PM
THANK YOU, WE APPRECIATE YOUR BUSINESS
THERE IS $35.00 AND 1% PER MONTH FEE ON RETURNED CHECKS

Genuine Mopar Parts and Accessories Replacement Warranty is 12 months or 12,000 miles

LINE	OP CODE	FAIL-CD	TECH	HOURS/QTY	TYPE	AMOUNT

A
Com Customer States radio does not go back to radio when call is ended or canceled.
Cau CONTACTED STAR STAR REC REPLACING RADIO
Cor REPLACED RADIO
1 08600270 58 A75 .20 W
Line Total.....

B +
Com Customer states CHECK GRILL CHROME SLAT IS MISSING
Cor WILL SUBMIT DIGITAL IMAGE AND GET BACK TO CUST
0 A75
Line Total.....

C +
Com Customer states OBTAINED ESN
Cor
OBTAINED ESN
1 08600251 A75 .10 W
Line Total.....

CUSTOMER COPY - PAGE 01 Printed: 03/18/2013 @ 17:18

STATEMENT OF DISCLAIMER

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

CUSTOMER SIGNATURE

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

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

FRED FREDERICK CHRYSLER DODGE JEEP RAM

8562 OCEAN GATEWAY
EASTON, MD 21601
(410)822-2100
YOUR FIVE STAR DEALER

[redacted]

[redacted]
GREENSBORO MD [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
1C3BCBFG7CN[redacted]	14420	03/18/13	[redacted]

YEAR	MAKE	MODEL	COLOR	TAG NO.
12	CHRYSLER	200 LTD CV	CRYSTAL BL	00000

CUST NO	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD DATE	SERV ADV	TERMS
[redacted]		[redacted]	- -	12169	10/25/11	409	CASH

CUST LABOR RATE	PROM DATE	DELIV MILES	MILEAGE IN	DATE IN	PROM SERV DATE
90.00	04/21/12	15	14420	03/08/13	04/21/12

SERVICE HOURS: MONDAY THRU FRIDAY 8AM-5PM
THANK YOU, WE APPRECIATE YOUR BUSINESS
THERE IS $35.00 AND 1% PER MONTH FEE ON RETURNED CHECKS

Genuine Mopar Parts and Accessories Replacement Warranty is 12 months or 12,000 miles

LINE	OP CODE	FAIL CD	TECH	HOURS/QTY	TYPE	AMOUNT

D +
Com Customer states Radio/Telematics Gateway Module Radio, MYGIG - Transfer hard drive data to new radio
Cor Radio/Telematics Gateway Module Radio, MYGIG - Transfer hard drive data to new radio

1	08600252		A75	.20	W

Line Total.....

Warranty Claim Type: W Authorization Code:

TOTAL-CUSTOMER NoCharge

CUSTOMER COPY - PAGE 02 Printed: 03/18/2013 @ 17:18

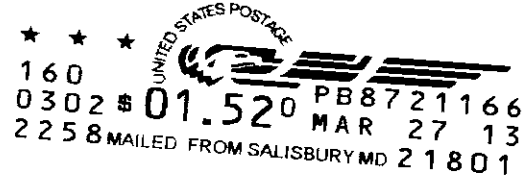
STATEMENT OF DISCLAIMER

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

CUSTOMER SIGNATURE

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

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



OFFICE OF

THE ATTORNEY GENERAL
CONSUMER PROTECTION DIVISION
201 BAPTIST STREET SUITE 30
SALISBURY, MARYLAND 21801

TO:

CHRYSLER CORP LLC
ATT: CUSTOMER INTERVENTION OFFICE
P. O. BOX 21-8004
ROCHESTER HILLS, MI 48321-8004

PE17-003

FLAT CHRYSLER

8/3/2017

ENCLOSURE 04

CAIR BACKUP



From: [redacted]
To: customerassist@chrysler.com
Date: Tue Sep 17 16:54:06 EDT 2013
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

---

air bag light on safety issue

Comments:

---

air bag light on. had to service. needs module for safety. Air bags have never deployed. this is a defective part and should be covered by Chrysler. Many have been recalled but my vin is not on the list. Can it be added to the recall list?Please respond in writing.

Sender Information:

Title: Mrs.
First Name: [redacted]
Middle Initial:
Last Name: [redacted]

From: customerassist@chrysler.com
To: [redacted]
Date: Wed Sep 18 22:22:48 EDT 2013
Subject: Re: Chrysler Group LLC Customer Assistance
Dear[redacted]
Thank you for contacting the Chrysler Customer Assistance Center.
Our records show that you have contacted us by email and we have addressed your concern. We have updated your file to reflect the latest information you provided in the email message.
After thoroughly reviewing your request and the files on this matter, we respectfully concur with the decision rendered by the Business Center Office.
Thank you for taking the time to communicate with us. We're sorry we cannot provide you a more favorable reply.
Sincerely,
Melissa
Customer Service Representative
Chrysler Customer Assistance Center
For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER:[redacted]
EMAIL CASE NUMBER: [redacted]
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8274862V57368L0KM&
Original Message Follows:

US Customer Service - Chrysler Brand Site
Brief Description:
air bag light on safety issue
Comments:
air bag light on. had to service. needs module for safety. Air bags have
never deployed. this is a defective part and should be covered by Chrysler.
Many have been recalled but my vin is not on the list. Can it be added to
the recall list?Please respond in writing.

VIN:
CN[redacted]
Mileage:
45000
Servicing Dealer:
hemet, ca chrsyler
Title:
Mrs.
First Name:

[redacted]

Middle Initial:

Last Name:

[redacted]

Address 1:

[redacted]

Address 2:

City:

Hemet

State:

CA

Zip:

[redacted]

Email:

[redacted]

Home Phone:

9[redacted]

From: [redacted]
To: customerassist@chrysler.com
Date: Mon Sep 23 14:12:41 EDT 2013
Subject: Reply to Chrysler Group LLC (KMM8274862V57368L0KM)
Reply Comments:

I understand that you have responded twice and I too have put the VIN number in twice to check on the recall and we are all in agreement that it was not included in the recall. I am asking what can be done by Chrysler regarding this particular vehicle with a defective module which creates a safety concern. If decision remains as prior, I would like the contact information for the legal department

From: customerassist@chrysler.com
To: [redacted]
Date: Mon Sep 23 17:26:56 EDT 2013
Subject: Re: Reply to Chrysler Group LLC (KMM8274862V57368L0KM)
Dear [redacted]
Thank you for contacting the Chrysler Customer Assistance Center.
Our records show that you have contacted us by email and we have addressed your concern. We have updated your file to reflect the latest information you provided in the email message.
Lemon laws are regulated by state governments. To get information about your rights, you may wish to contact your State Attorney General's Office. .
In addition, there should be a white and blue booklet with your owner's information packet that explains how to go through the lemon law process.
Thanks again for your email.
Sincerely,
Melissa
Customer Service Representative
Chrysler Customer Assistance Center
For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: [redacted]
EMAIL CASE NUMBER: [redacted]
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8280288V71616L0KM&
Original Message Follows:

Comments:
I understand that you have responded twice and I too have put the VIN number in twice to check on the recall and we are all in agreement that it was not included in the recall. I am asking what can be done by Chrysler regarding this particular vehicle with a defective module which creates a safety concern. If decision remains as prior, I would like the contact information for the legal department

From: [redacted]
To: customerassist@chrysler.com
Date: Tue Sep 24 13:08:24 EDT 2013
Subject: Re: Reply to Chrysler Group LLC (KMM8280288V71616L0KM)
Melissa,=0A=A0=0AIs anyone actually reading my communications?=0AThank you =
for your information on lemon laws but I have no idea why I would want that=
. I do not have any reason to consider my vehicle a lemon.=0AAGAIN, I am as=
king about the airbag module being defective. Chrysler is aware of this pro=
blem on their products but my VIN number was not part of the recall. Is the=
re anything that can be done to correct the problem with my 2012, 200 Chrys=
ler?=0AI specifically asked for a way to contact your legal department and =
did not receive an answer.=0AIf you are not able to address my question or =
provide me with information I need, would you kindly forwarded this to a ma=
nager?=0A=A0=0AThank You,=[redacted]=0A =0A=0A_____=
_____=0A From: customerassist <customerassist@chrysler.com>=0ATo: [redacted]
[redacted] =0ASent: Monday, September 23, 2013 2:26 PM=0ASubject: Re:=
Reply to Chrysler Group LLC (KMM8280288V71616L0KM)=0A =0A=0ADear [redacted]=
=0A=0AThank you for contacting the Chrysler Customer Assistance Center. =0A=
=0AOur records show that you have contacted us by email and we have =0Aaddr=
essed your concern. We have updated your file to reflect the latest =0Ainfo=
rmation you provided in the email message.=0A=0ALemon laws are regulated by=
state governments. To get information about =0Ayour rights, you may wish t=
o contact your State Attorney General's =0AOffice. .=0A=0AIn addition, ther=
e should be a white and blue booklet with your owner's =0Ainformation packe=
t that explains how to go through the lemon law =0Aprocess.=0A=0AThanks aga=
in for your email.=A0=A0=A0 =A0=A0=A0 =A0=A0=A0 =0A=0ASincerely, =0A=0AMeli=
ssa=A0 =0A=0ACustomer Service Representative =0AChrysler Customer Assistanc=
e Center=0A=0AFor any future communications related to this email, please r=
efer to the=0Afollowing information: =0AREFERENCE NUMBER:[redacted]0AEMAIL =
CASE NUMBER:=A0[redacted] =0AREPLY LINK: http://www.chrysler.com/wccs/brand_f=
orms/us/reply.jsp?trk_ID=3DKMM8280288V[redacted]L0KM&=0A=0A=0A=0A=0AOriginal Mes=
sage Follows:=0A----------=0AComments:=0AI understand that yo=
u have responded twice and I too have put the VIN =0Anumber=0Ain twice to c=
heck on the recall and we are all in agreement that it was=0Anot=0Aincluded=
in the recall. I am asking what can be done by Chrysler =0Aregarding=0Athi=
s particular vehicle with a defective module which creates a safety=0Aconce=
rn. If decision remains as prior, I would like the contact =0Ainformation=
=0Afor the legal department

From: customerassist@chrysler.com
To: [redacted]
Date: Tue Sep 24 16:05:07 EDT 2013
Subject: Re: Reply to Chrysler Group LLC (KMM8280288V71616L0KM)
Dear[redacted]
Thank you for contacting the Chrysler Customer Assistance Center.
We fully appreciate your concern, particularly in view of the expense and inconvenience involved, however, we are unable to accommodate your request for out-of-warranty consideration. The vehicle has exceeded the time and/or mileage limitations of the warranty (or warranties) we offered on the vehicle at the time it was purchased. Although we are unable to provide a more favorable reply, we appreciate the opportunity to review your request.
We do not have a direct legal department. To get information about your rights, you may wish to contact your State Attorney General's Office.
Thanks again for your email.
Sincerely,
Melissa
Customer Service Representative
Chrysler Customer Assistance Center
For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER:
EMAIL CASE NUMBER: [redacted]
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8281678V53107L0KM&
Original Message Follows:

Melissa,

Is anyone actually reading my communications?
Thank you for your information on lemon laws but I have no idea why I would want that. I do not have any reason to consider my vehicle a lemon.
AGAIN, I am asking about the airbag module being defective. Chrysler is aware of this problem on their products but my VIN number was not part of the recall. Is there anything that can be done to correct the problem with my 2012, 200 Chrysler?
I specifically asked for a way to contact your legal department and did not receive an answer.
If you are not able to address my question or provide me with information I need, would you kindly forwarded this to a manager?

Thank You,
[redacted]
From: customerassist <customerassist@chrysler.com>
To: [redacted]

Sent: Monday, September 23, 2013 2:26 PM
Subject: Re: Reply to Chrysler Group LLC (KMM8280288V71616L0KM)

Dear [redacted]
Thank you for contacting the Chrysler Customer Assistance Center.
Our records show that you have contacted us by email and we have addressed your concern. We have updated your file to reflect the latest information you provided in the email message.
Lemon laws are regulated by state governments. To get information about your rights, you may wish to contact your State Attorney General's Office. .
In addition, there should be a white and blue booklet with your owner's information packet that explains how to go through the lemon law process.
Thanks again for your email.
Sincerely,
Melissa
Customer Service Representative
Chrysler Customer Assistance Center
For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: [redacted]
EMAIL CASE NUMBER: [redacted]
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8280288V71616L0KM&
Original Message Follows:

Comments:
I understand that you have responded twice and I too have put the VIN number
in twice to check on the recall and we are all in agreement that it was not
included in the recall. I am asking what can be done by Chrysler regarding
this particular vehicle with a defective module which creates a safety
concern. If decision remains as prior, I would like the contact information
for the legal department

PE17-003

FLAT CHRYSLER

8/3/2017

ENCLOSURE 04

CAIR BACKUP



RECEIVED DATE:

9/10/13

POSTED DATE : 9-3-13

VIN (FIRST 9 DIGITS) 1C4PJMAK3

VIN (LAST 8 DIGITS) CW[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000 00000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

[redacted]

Clayton, N[redacted]

September 2, 2013

Jeep Customer Service
PO Box 21-8004
Auburn Hills, Michigan 48321

I am writing this letter as a concerned Jeep customer. I have owned 4 Jeeps in my driving career and I have been very satisfied until now.

Here's why:

I was driving my 2012 Jeep Liberty at the end of July when a red light started glowing on the control panel. At first glance I wasn't sure what it was. Looking closer I saw it was an airbag light. The following day I took my Jeep to FX Caprara in Alexandria Bay, NY. The service person told me that the air bag sensor wasn't operating correctly. It would need to be replaced. I was also told that replacing this sensor would not be covered under warranty as I have 40,000 miles on my Jeep. I was shocked to hear that this part would cost me over $400 (see attached repair slip).

As I was talking about this defect at work, I was amazed to hear about *three* other people with Jeeps that have had a similar experience with their Jeeps (similar mileage too) this summer. All of us have had our airbag sensors go out over the same period of time???

So here is my question:

Is this a common problem with newer Jeeps? I was wondering if this might be looked into as a potential recall. I was also not too happy to hear that this repair only has a 90 day warranty!

Thanks for letting me vent.

[redacted]

F.X. CAPRARA DODGE-CHRYSLER-JEEP, INC.

44170 N.Y.S. Rt. 12
ALEXANDRIA BAY, NEW YORK 13607
315-482-7400

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	ROBIN S. SAYYEAU 42		08/03/13	[redacted]
[redacted]	LABOR RATE: 75.00 / LICENSE NO: / MILEAGE: 40,060 / COLOR: / STOCK NO: [redacted]			
CLAYTON, NY [redacted]	YEAR / MAKE / MODEL: 12/JEEP/LIBERTY/SUBN		DELIVERY DATE: 11/02/11	DELIVERY MILES: 186
	VEHICLE I.D. NO: 1 C 4 P J M A K 3 C W [redacted]		SELLING DEALER NO:	PRODUCTION DATE:
	F.T.E. NO:	P.O. NO:	R.O. DATE: 07/29/13	
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS		MO: 40063

LABOR & PARTS

JOB # 1 99CHZ OF 5 LOF SERVICE HOURS: .5 TECH(S): 516 10.57

CUSTOMER STATES: PLEASE PERFORM LUBE, OIL & FILTER SERVICE.
CUSTOMER REQUESTED SERVICE, MAINTENANCE DUE.
LUBE, OIL & FILTER SERVICE COMPLETED.

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	1		5184231-AA	FILTER EN 9057006	8.75	5.78	5.78
JOB # 1	5		68055890-AA	OIL 5W20 1081090	3.55	2.32	11.60
				JOB # 1 TOTAL PARTS			17.38
				JOB # 1 TOTAL LABOR & PARTS			27.95

JOB # 2 08CHZ ELECTRICAL SYSTEMS HOURS: 2.00 TECH(S): 516 150.00

CUST STATES AIRBAG LITE IS ON CK AND ADVISE
7/29 ORDERED ORC MODULE.CUST HAS APPT SAT 08-03
INSTALLED OCCUPANT RESTRIANT CONTROLLER

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 2	1		68148047-AC	MODULE OC 8035034	199.00	199.00	199.00
				JOB # 2 TOTAL PARTS			199.00
				JOB # 2 TOTAL LABOR & PARTS			349.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	SM	SHOP SUPPLIES AND MATERIALS		2.41
			TOTAL - MISC	2.41

TOTALS

TOTAL LABOR....	160.57	
TOTAL PARTS....	216.38	
TOTAL SUBLET...	0.00	
TOTAL G.O.G....	0.00	
TOTAL MISC CHG.	2.41	
TOTAL MISC DISC	0.00	
TOTAL TAX.....	29.40	
TOTAL INVOICE $	**408.76**	

**********THANK YOU FOR YOUR BUSINESS**********
** YOU MAY RECEIVE A SURVEY FROM DAIMLERCHRYSLER. PLEASE **
** TAKE THE TIME TO ANSWER THE QUESTIONS AND RETURN IT. **
** IF FOR ANY REASON YOU CAN NOT GIVE A 100% POSITIVE **
** SCORE, PLEASE CONTACT US AND WE WILL DO OUR BEST TO **
** RESOLVE ANY PROBLEMS YOU MAY HAVE WITH YOUR VEHICLE. **
**
** CHRIS HUNT-SERVICE MANAGER **
** ROBIN SAYYEAU-SERVICE ADVISOR **
**
** MOST REPAIRS HAVE A 12 MONTH/12,000 MILE WARRANTY **
****

CUSTOMER SIGNATURE

N.Y.S. REPAIR SHOP
NUMBER 7063859

DISCLAIMER
OF WARRANTIES

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 WARRANTIES 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. THIS COMPANY WILL NOT ASSUME RESPONSIBILITY FOR LOSS OR DAMAGE TO VEHICLES OR ARTICLES LEFT IN THEM IN CASE OF FIRE, THEFT, ACCIDENT, OR ANY OTHER CAUSE BEYOND COMPANY'S CONTROL. STORAGE CHARGES WILL START 48 HOURS AFTER COMPLETION OF REPAIRS. DISSATISFACTION WITH THEIR CHARGES OR SERVICE RENDERED OR ANY CLAIM FOR ADJUSTMENT MUST BE REPORTED TO MANAGEMENT WITHIN 30 DAYS.

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.

THANK YOU!

CUSTOMER COPY

[END OF INVOICE] 01:43pm



SYRACUSE NY 130
03 SEP 2013 PM 4 L

SEP 10

Jeep Customer Service
PO Box 21-8004
Auburn Hills, Michigan
48321

48321800404

PE17-003

FLAT CHRYSLER

8/3/2017

ENCLOSURE 04

CAIR BACKUP



RECEIVED DATE:

10/23/13

POSTED DATE : 10.18.13

VIN (FIRST 9 DIGITS) 000000000

VIN (LAST 8 DIGITS) 00000000

FIRST NAME: [redacted]

LAST NAME :

CAIR : 00000002

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

Chrysler Recall Assistance Center, October 16, 2013

To whom it may concern,

In August the airbag light came on in my 2012 Dodge Avenger CN193303.

I had the car scanned and it read B 2208 Occupant Controller Internal 2.

Angie Fleming a service writer at Jerry Ulm Dodge said the ORC needed to be replaced.

The cost of replacing the ORC with labor was $531.97. I chose to buy the ORC for $170.25 and install it myself. As soon as I installed it and started the car the air bag warning light went out immediately.

I would like to be reimbursed for my cost of the ORC which was $170.25 because of recall N38. All receipts and pertinent information are included.

I also have the original ORC if you would like to inspect it.

If you have any questions feel free to call me at [redacted].

[redacted]

Sincerely,

[redacted]

Tampa, Fl 33603

RECEIVED
By Recall Management Division at 11:27 am, Jul 02, 2013

Ref 56

13V-282
(4 pages)

Called in Angus
Reference
564259

CHRYSLER

July 2, 2013

Ms. Nancy Lummen Lewis
Associate Administrator for Enforcement
National Highway Traffic Safety Administration
Recall Management Division (NVS-215)
Room: W48-302
1200 New Jersey Ave. SE
Washington, DC 20590

Dear Ms. Lewis:

Attached is Chrysler Group LLC's ("Chrysler") Defect Information Report, complying with the requirements of 49 CFR Part 573, Defect and Noncompliance Reports, which contains details of a potential safety related defect in vehicles.

Chrysler Group will conduct a voluntary safety recall on all affected vehicles to flash the Totally Integrated Power Module (TIPM) or replace the Occupant Restraint Control Module (ORC) as required.

Sincerely,

Kristin Kolodge

Kristin J. Kolodge

Enclosure: Defect Information Report for Chrysler Group LLC: Recall N38

cc: Frank Borris, NHTSA

JERRY ULM

DODGE CHRYSLER Jeep

Name	[redacted]			Date	8/29/2013
Address				Phone	
VIN				RO Number	
Year		Make		Model	Mileage

Description of Labor or Material	Parts	Labor	Total
ORC MODULE	$233.92	$248.25	$482.17

The above is an estimate based on our inspection and does not cover additional parts or labor which may be required after the work has been opened up. Occasionally after the work has started worn parts are discovered which are not evident during the initial inspection.
Because of this the above prices are not guaranteed.

Advisor	ANGIE
Phone	813-781-8850

JERRY ULM DODGE — We Treat You Like Family — 2005 Dealer of the Year — America's Official #1 Dodge Dealer!

Sub Total	$482.17
Miscellaneous	$15.00
Sublet	
Towing/Storage	
Tax	$34.80
Grand Total	$531.97

JERRY ULM

DODGE CHRYSLER Jeep

2966 N. DALE MABRY
TAMPA, FLORIDA 33607
(813) 872-6645
www.jerryulmdcj.com

CUST NO.	TAX EXEMPT NUMBER	CUST. P.O. NO.	SHIP VIA	PAY	SOLD BY	INVOICE DATE	INVOICE NO.
1 [redacted] 3				CPPN	PENDING	JOSEPH LANZETTI	09/05/13	[redacted]

813-875-0611

BILL TO
SNYDER'S GASOLINE ALLEY
2108 W HILLSBOROUGH AVE
TAMPA, FL 33603-1051

CREDIT CARD

SHIP TO
WILL CALL'

SHIP QTY	B.O. QTY	PART NUMBER / DESCRIPTION	BIN	LIST	NET	AMOUNT
1	0	68186180-AC MODULE AI 8035034	GR8	227.00	170.25	170.25

The Seller, JERRY ULM DODGE CHRYSLER JEEP, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose. JERRY ULM DODGE CHRYSLER JEEP neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of its product.

SUBTOTAL	170.25
TAX	0.00
FREIGHT	0.00
PAY THIS AMOUNT	170.25

HILLSBOROUGH
813-879-0927
TOLL FREE
1-800-282-0546
FAX
1-813-877-3978

NOTICE:

NO REFUNDS, RETURNS OR EXCHANGES ON ELECTRICAL OR SPECIAL ORDERED ITEMS.

NO REFUNDS WITHOUT THIS INVOICE.

NO RETURNS AFTER 15 DAYS.

ALL RETURNS SUBJECT TO 10% HANDLING CHARGE.

ALL RETURNS OVER $20.00 WILL BE REIMBURSED VIA CHECK.

24 HR CHEMICAL EMERGENCY
1-800-424-9300

CUSTOMER COPY

PARTS INVOICE

[redacted]

Tampa FL [redacted]

SAINT PETERSBURG FL
18 OCT 2013 PM 5 L

FOREVER

OCT 23

Chrysler Recall Assistance C
P.O. Box 21-8007
Auburn Hills, MI 48321-

48321800707

Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2013-11-01 09:50:33.462154
Files Not Recieved: 0

Michelle. I have the documents that state Recall N38 covers 2012 Avengers and covers the ORC. Please call me if you have any questions. Thanks, [redacted]

RECEIVED
By Recall Management Division at 11:27 am, Jul 02, 2013

Ref [redacted] 13V-282 (4 pages)

564259

CHRYSLER

Reference # [redacted]

July 2, 2013

Ms. Nancy Lummen Lewis
Associate Administrator for Enforcement
National Highway Traffic Safety Administration
Recall Management Division (NVS-215)
Room: W48-302
1200 New Jersey Ave. SE
Washington, DC 20590

Dear Ms. Lewis:

Attached is Chrysler Group LLC's ("Chrysler") Defect Information Report, complying with the requirements of 49 CFR Part 573, Defect and Noncompliance Reports, which contains details of a potential safety related defect in vehicles.

Chrysler Group will conduct a voluntary safety recall on all affected vehicles to flash the Totally Integrated Power Module (TIPM) or replace the Occupant Restraint Control Module (ORC) as required.

Sincerely,

Kristin Kolodge

Kristin J. Kolodge

Enclosure: Defect Information Report for Chrysler Group LLC. Recall N38

cc: Frank Borris, NHTSA

DEFECT INFORMATION REPORT FOR CHRYSLER GROUP LLC

Submission Date: July 2, 2013

573.6(c)(1): Manufacturer's Name, Brand Name

Chrysler Group LLC, Chrysler, Dodge, Jeep

573.6(c)(2): Identification of Affected Vehicles

Make(s)	Model(s)	Model Year(s)	Inclusive Dates of Manufacture
Chrysler	Sebring, 200	2011-2013	June 28, 2011 – December 13, 2012
Dodge	Avenger	2011-2013	June 25, 2011 – January 14, 2013
Dodge	Nitro	2011-2012	June 17, 2011 – December 15, 2011
Jeep	Liberty	2011-2012	June 17, 2011 – August 15, 2012

573.6(c)(2)(iv): Component manufacturer name, address, telephone number, and country of origin:

TRW Automotive
24175 Research Drive
Farmington Hills, MI 48335-2642
248-489-4655
USA

573.6(c)(3): Potentially Affected Vehicle Population

442,481 (estimated)

573.6(c)(4): Percentage of Affected Vehicles

Unknown

573.6(c)(5): Description of Defect or Noncompliance

Some vehicles may illuminate an airbag warning lamp (ABWL) due to an electrical overstress (EOS) condition to a resistor (R198) within the Occupant Restraint Control (ORC) Module which would cause the active head restraints (AHR) to not deploy in certain rear impact collisions. The resistor, which controls deployment of the AHR, was experiencing an EOS condition due to an in-rush of current that exceeded the resistors power dissipation ability.

AHR are required in these vehicles to meet FMVSS-202a.


PICK A
DDSRT Z- Z-
A2622E1
6818 6180 AC
1
GRD
(43654000)

PE17-003

FLAT CHRYSLER

8/3/2017

ENCLOSURE 04

CAIR BACKUP



From: [redacted]
To: customerassist@chrysler.com
Date: Wed Nov 13 16:03:06 EST 2013
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Dissatisfied Jeep owner

Comments:

I just want to voice my disappointment in Jeep's willingness to stand behind their product. When something like an air bag sensor goes bad when the Jeep is a 2012, why I should pay for the repair? I would certainly expect it to last more than a year. Even though I have higher than average mileage I do not see how this relates to a sensor for the air bags. I have been told by Brighton Chrysler that I would have to pay roughly $200 to replace. Today I was told by Hall Jeep in Fenton, MI that since I was over the 36,000 mile warranty I have to pay. In the meantime I took the Jeep in for the recall on the airbags, thinking that this sensor was probably a related problem. It really doe not make sense for Jeep to correct a defect in the air bag mechanism and not cover the sensor which controls it. From what I understand the airbags will not deploy .
This is a safety issue and I plan
to continue to try to get Jeep to take care of it as I strongly believe they should.

Sincerely,
[redacted]

Sender Information:

Title:
First Name: [redacted]
Middle Initial:
Last Name: [redacted]

From: customerassist@chrysler.com
To: [redacted]
Date: Wed Nov 13 23:20:34 EST 2013
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [redacted]:
Thank you for contacting the Jeep Customer Assistance Center.
The handling of your case will require a call to the Dealer. The Dealer is currently closed. What I am going to do is assign your case to an Agent that will contact the Dealer on your behalf within the next business day, and continue to work on this case. The Agent will be contacting you within one business day, after the Dealer has been contacted to provide you an update. This will ensure that your concern is reviewed as quickly as possible.
Thanks again for your email.
Sincerely,
Sierra
Customer Service Representative
Jeep Customer Assistance Center
For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: [redacted]
EMAIL CASE NUMBER: [redacted]
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8346116V2834L0KM&
Original Message Follows:

US Customer Service - Jeep Brand Site
Brief Description:
Dissatisfied Jeep owner
Comments:
I just want to voice my disappointment in Jeep's willingness to stand behind their product. When something like an air bag sensor goes bad when the Jeep is a 2012, why I should pay for the repair? I would certainly expect it to last more than a year. Even though I have higher than average mileage I do not see how this relates to a sensor for the air bags. I have been told by Brighton Chrysler that I would have to pay roughly $200 to replace. Today I was told by Hall Jeep in Fenton, MI that since I was over the 36,000 mile warranty I have to pay. In the meantime I took the Jeep in for the recall on the airbags, thinking that this sensor was probably a related problem. It really doe not make sense for Jeep to correct a defect in the air bag mechanism and not cover the sensor which controls it. From what I understand the airbags will not deploy . This is a safety issue and I plan to continue to try to get Jeep to take care of it as I strongly believe they should. Sincerely, [redacted]

VIN:

CW1[redacted]

Mileage:

54722

Servicing Dealer:

Title:

First Name:

B[redacted]

Middle Initial:

Last Name:

[redacted]

Address 1:

[redacted]

Address 2:

City:

Byron

State:

MI

Zip:

[redacted]

Email:

[redacted]

Home Phone:

[redacted]

PE17-003

FLAT CHRYSLER

8/3/2017

ENCLOSURE 04

CAIR BACKUP



RECEIVED DATE:

11/14/13

POSTED DATE : 11-8-13

VIN (FIRST 9 DIGITS) 1C3CD3AB9

VIN (LAST 8 DIGITS) CN [redacted]

FIRST NAME: [redacted]

LAST NAME : [redacted]

CAIR : 00000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

[redacted]
Wellington, UT [redacted]

November 7, 2013

Chrysler Customer Care
P O Box 21-8004
Auburn Hills, MI 48321-8004

RE: [redacted] Salt Lake City, UT [redacted] Wellington, UT [redacted]
[redacted]
VIN: 1C3CDZAB9CN[redacted]
2012 Dodge Avenger
Mileage at repair: 37423
Mileage at occurrence: 36800
Bought from Incredible Auto Sales, North Salt Lake City, UT
Repaired at Larry H Miller, Sandy, UT

To Whom It May Concern:

I am writing to you requesting reimbursement of repaid costs for the replacement of the ORC Module on my 2012 Dodge Avenger. This vehicle was only 1 year old when the part went out. The vehicle is barely at 37000 miles and it should have at least lasted a full 3 years anyway. The amount of mileage shouldn't affect the light because it was on the passenger seat which isn't even used 50% of the time.

Hopefully after consideration of this problem we can come to a mutual agreement.

Thank you,

[redacted]

CARRY H MILLER CHRYS
16905 AUTO MALL DR
SANDY, UT, 84070-4162
801-553-5900

ment ID: 0022000202
ID: 0010E000000022000202010

Sale

[redacted]

Entry Method: Swiped

$ 473.35

16:31:23

Appr Code: [redacted]

al:

13/13

000018

rvd: Online

Customer Copy

THANK YOU!

TOMER #: [redacted]

[redacted]

INVOICE

Larry H. Miller
Chrysler Jeep Dodge Ram SANDY
10905 S. AUTOMALL DRIVE · SANDY, UTAH 84070
Chrysler (801) 553-5950
Dodge (801) 553-5550
www.lhmchryslerjeep.com

[redacted]

SALT LAKE CITY, UT [redacted]

PAGE 2

HOME: [redacted] CONT: [redacted]

BUS: CELL:

SERVICE ADVISOR: 193 JOE EDSALL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
WHITE	12	DODGE AVENGER	1C3CDZAB9CN[redacted]		37423/37423	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.		PAYMENT	INV. DATE
08DEC11 DD	07DEC11	08DEC2014	17:00 19OCT13			CASH	19OCT13

R.O. OPENED	CUSTOMER NOTIFIED	OPTIONS:
11:14 19OCT13	16:27 19OCT13	DLR:08011 ENG:2.4 Liter

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

EST: 0.00 19OCT13 11:14 SA: 193

CUSTOMER PAY SHOP SUPPLIES FOR REPAIR ORDER 16.00

I have received a Demonstration/Explanation of Repairs.

* *

All MOPAR parts carry a limited warranty. See your Service Advisor for details.

* *

___Cash ___Check ___Credit Card

Jeep

DODGE

RAM

Disclaimer of Warranties: Any warranties on the products sold hereby are: those of the manufacturer. LARRY H. MILLER CHRYSLER JEEP DODGE RAM SANDY HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE and Larry H. Miller Chrysler Jeep Dodge Ram Sandy, neither assumes nor authorizes any other person to assume for it any liability in connection with this sale. For a detail of your warranty see your service advisor/consultant or ASM.

SUPPLIES: A token charge not to exceed 8% of the labor charge is included for supplies used on your vehicle. Applicable supply items are: aerosols, solvents, rags, wipes, protective gloves, nuts, bolts, washers, tape, pins, towels, solder, wire, sealers, battery cleaners, lubricant spray and etc.
A HAZARDOUS WASTE DISPOSAL charge will be made for hazardous material removed from your vehicle. Hazardous waste include: Oils, gasoline, antifreeze, freon, tires, batteries, etc.

I have received a demonstration/explanation of repairs.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	200.00
PARTS AMOUNT	227.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	16.00
TOTAL CHARGES	443.00
LESS INSURANCE	0.00
SALES TAX	30.89
PLEASE PAY THIS AMOUNT	473.89

CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

SALT LAKE CITY, UT [redacted]

HOME: [redacted] CONT: [redacted]

BUS: CELL:

INVOICE

PAGE 1

Larry H. Miller
Chrysler Jeep Dodge Ram SANDY
10905 S. AUTOMALL DRIVE · SANDY, UTAH 84070
Chrysler (801) 553-5950
Dodge (801) 553-5550
www.lhmchryslerjeep.com

SERVICE ADVISOR: 193 JOE EDSALL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
WHITE	12	DODGE AVENGER	1C3CDZAB9C[redacted]		37423/37423	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.		PAYMENT	INV. DATE
08DEC11	DD07DEC11	08DEC2014	17:00 19OCT13			CASH	19OCT13

R.O. OPENED	CUSTOMER NOTIFIED	OPTIONS:
11:14 19OCT13	16:27 19OCT13	DLR:08011 ENG:2.4_Liter

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A	CUSTOMER STATES THE AIR BAG LIGHT IS ON CK AND ADVISE							
	450				REPLACED ORC MODULE			
		439			MILLER,SCOTT LIC#: 0439			
			CP			200.00	200.00	200.00
	1	68186180AC			MODULE-AIR BAG CONTROL	227.00	227.00	227.00
PARTS: 227.00 LABOR: 200.00 OTHER: 0.00 TOTAL LINE A:								427.00
37423 SCANNED FOR CODES AND FOUND INTERNAL FAULT #2. REPLACED ORC AND LOCKED. AIR BAG LIGHT IS NOW OFF . PAYS 1.8								
**********								
B	RECLL N38							
CAUSE: RECALL								
	08N38182				Safety Recall N38 - Active Head Restraints - Reprogram Reprogram TIPMCGW Module (1 - Semi-Skilled)			
		439			MILLER,SCOTT LIC#: 0439			
			W					(N/C)
FC: PART#: COUNT:								
CLAIM TYPE: S								
AUTH CODE:								
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:								0.00
37423 RECALL COMPLETE. FLASHED TIPM								
**********								
C	MULTI	POINT "ROAD READY" VEHICLE INSPECTION						
	15	MULTI	POINT "ROAD READY" VEHICLE INSPECTION					
		439			MILLER,SCOTT LIC#: 0439			
			IFREE					(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C:								0.00
37423 COMPLETE REC:30K SERVICE								
**********								

Disclaimer of Warranties: Any warranties on the products sold hereby are those of the manufacturer. LARRY H. MILLER CHRYSLER JEEP DODGE RAM SANDY HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE and Larry H. Miller Chrysler Jeep Dodge Ram Sandy, neither assumes nor authorizes any other person to assume for it any liability in connection with this sale. For a detail of your warranty see your service advisor/consultant or ASM.

SUPPLIES: A token charge not to exceed 8% of the labor charge is included for supplies used on your vehicle. Applicable supply items are: aerosols, solvents, rags, wipes, protective gloves, nuts, bolts, washers, tape, pins, towels, solder, wire, sealers, battery cleaners, lubricant spray and etc.
A HAZARDOUS WASTE DISPOSAL charge will be made for hazardous material removed from your vehicle. *Hazardous waste include:* Oils, gasoline, antifreeze, freon, tires, batteries, etc.

I have received a demonstration/explanation of repairs.

CUSTOMER SIGNATURE

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

CUSTOMER COPY

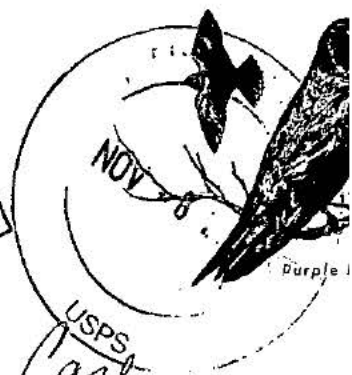
[redacted]

Willington CT [redacted]

CERTIFIED MAIL™

[redacted]





UNITED STATES POSTAL SERVICE

1000

[redacted]

U.S. POSTAGE
PAID
PRICE UT
84501
NOV 08, 13
AMOUNT

$3.10
00020750-09

Chrysler Customer Care
P O Box 21-8004
Auburn Hills MI 48321-80

48321$8004

PE17-003

FLAT CHRYSLER

8/3/2017

ENCLOSURE 04

CAIR BACKUP



Document Recieved from Customer
Cair Number: 2[redacted]
Date Received: 2013-12-11 19:15:43.421317
Files Not Recieved: 0

Mopar Fleet Service Technical Assistance Request Form

Fleet Name	Fleet Contact Name	Fleet Contact Phone	Fleet Contact Er
Fox Rent A Car	Richard Silver	702-274-3521	rsilver@foxrentacar

FMC Name (if applicable)	VIN	Mileage	Location of Vehicle
	1C4PJLAKXCW1[redacted]	52003	Henderson, NV

Dealer Name	Dealer Contact Name	Dealer Phone
Towbin Dodge	Steve Johnson	702-592-5396

Drivers Name (if applicable)	Drivers Phone (if applicable)

Customer Request / All Relevant Information
Vehicle at dealer since 11/15/13. MOR Module, Part Number CBA2N389-AA is on National Back Order. No release date. Please expedite this part.

PE17-003

FLAT CHRYSLER

8/3/2017

ENCLOSURE 04

CAIR BACKUP



From: [redacted]
To: customerassist@chrysler.com
Date: Tue Jan 07 08:42:30 EST 2014
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Airbag Module Failure

Comments:

I was informed by my personal mechanic yesterday that the airbag module control failed on my 2012 Avengar. I know that my vehicle has over 37000 miles on it. However, there should be no reason that the airbag module control should fail when the car is a 2012. Since it is the original part, perhaps it is the fault of Dodge that the part failed.

I think that Dodge should assist in me paying to have the necessary repairs done. This would be the correct thing to do for Dodge to keep a customer.

This is the first time that I have purchased a Dodge and I am very happy with it. However, if Dodge does not want to assist me with this matter, I will take my business elsewhere the next time I purchase a vehicle.

I will also not refer Dodge anyone else that I know. The last thing that a company wants is bad public relations.

So, I am asking that Dodge offer me some assistance with this faulty part.

I look forward to hearing your reply.

Thank you.

Sender Information:

Title:
First Name: [redacted]
Middle Initial:
Last Name: [redacted]

From: customerassist@chrysler.com
To: [redacted]
Date: Thu Jan 09 06:14:09 EST 2014
Subject: Re: Chrysler Group LLC Customer Assistance
Dear[redacted]
Thank you for contacting the Dodge Assistance Center.
Our records show that you have contacted us by telephone and we have addressed your concern.
We have updated your file to reflect the latest information you provided in the email message.

If your concerns have not been addressed, or you have other concerns, please email or contact the Chrysler Group Customer Care Center by telephone at:1-800-4A-DODGE (423-6343).
Thanks again for your email.
Sincerely,
Sierra
Customer Service Representative
Dodge Customer Assistance Center
For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER:[redacted]
EMAIL CASE[redacted]
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8411177V66049L0KM&
Original Message Follows:

US Customer Service - Dodge Brand Site
Brief Description:
Airbag Module Failure
Comments:
I was informed by my personal mechanic yesterday that the airbag module control failed on my 2012 Avengar. I know that my vehicle has over 37000 miles on it. However, there should be no reason that the airbag module control should fail when the car is a 2012. Since it is the original part, perhaps it is the fault of Dodge that the part failed. I think that Dodge should assist in me paying to have the necessary repairs done. This would be the correct thing to do for Dodge to keep a customer. This is the first time that I have purchased a Dodge and I am very happy with it. However, if Dodge does not want to assist me with this matter, I will take my business elsewhere the next time I purchase a vehicle. I will also not refer Dodge anyone else that I know. The last thing that a company wants is bad public relations. So, I am asking that Dodge offer me some assistance with this faulty part. I look forward to hearing your reply. Thank you.

VIN:

CN[redacted]

Mileage:

37300

Servicing Dealer:

Title:

First Name:

[redacted]

Middle Initial:

Last Name:

H[redacted]

Address 1:

[redacted]

Address 2:

City:

Erie

State:

PA

Zip:

[redacted]

Email:

r[redacted]

Home Phone:

[redacted]

From: [redacted]
To: customerassist@chrysler.com
Date: Thu Jan 09 06:28:25 EST 2014
Subject: Re: Chrysler Group LLC Customer Assistance (KMM8411177V66049L0KM)
My concern has not been met. There is no way that the air bag module should fail already. Perhaps this is due to lack of engineering by Dodge or that the part was faulty from the beginning. Yes I understand that my car has surpassed the basic warranty plateau. However since the car is less than 3 years old and Dodge's hope in keeping me as a customer in the future, it would be in the best interest of Dodge to offer some assistance in getting the part repaired. The assistance should be covering at least some of the cost to have the part replaced.

On my last car when the water pump failed with around 60,000 miles on that car, the local Pontiac dealership was able to get the parent company to cover about 90% of the total cost.

I think that Dodge should show the same high class of customer service that the local Pontiac dealership and parent did. As a result, I was a customer of theirs for 14 years.

If Dodge is unable to assist me with the issue with my current vehicle, I see no reason to stay as a Dodge customer.

Thank you,

[redacted]

Sent from Gmail Mobile

> On Jan 9, 2014, at 6:14 AM, customerassist <customerassist@chrysler.com> wrote:
>
> Dear [redacted]
>
> Thank you for contacting the Dodge Assistance Center.
>
> Our records show that you have contacted us by telephone and we have
> addressed your concern. We have updated your file to reflect the latest
> information you provided in the email message.
>
> If your concerns have not been addressed, or you have other concerns,
> please email or contact the Chrysler Group Customer Care Center by
> telephone at:1-800-4A-DODGE (423-6343).
>

> Thanks again for your email.
>
> Sincerely,
>
> Sierra
>
> Customer Service Representative
> Dodge Customer Assistance Center
>
> For any future communications related to this email, please refer to the
> following information:
> REFERENCE NUMBER: [redacted]2
> EMAIL CASE NUMBER: [redacted]
> REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8411177V66049L0KM&
>
>
>
>
> Original Message Follows:
> ----------
> US Customer Service - Dodge Brand Site
> Brief Description:
> Airbag Module Failure
> Comments:
> I was informed by my personal mechanic yesterday that the airbag module
> control failed on my 2012 Avengar. I know that my vehicle has over
> 37000
> miles on it. However, there should be no reason that the airbag module
> control should fail when the car is a 2012. Since it is the original
> part,
> perhaps it is the fault of Dodge that the part failed. I think that
> Dodge
> should assist in me paying to have the necessary repairs done. This
> would
> be the correct thing to do for Dodge to keep a customer. This is the
> first time that I have purchased a Dodge and I am very happy with it.
> However, if Dodge does not want to assist me with this matter, I will
> take
> my business elsewhere the next time I purchase a vehicle. I will also
> not

> refer Dodge anyone else that I know. The last thing that a company
> wants
> is bad public relations. So, I am asking that Dodge offer me some
> assistance with this faulty part. I look forward to hearing your reply.
> Thank you.
>
>
>
> VIN:
> CN[redacted]
> Mileage:
> 37300
> Servicing Dealer:
>
> Title:
>
> First Name:
> [redacted]
> Middle Initial:
>
> Last Name:
> [redacted]
> Address 1:
> [redacted]
> Address 2:
>
> City:
> Erie
> State:
> PA
> Zip:
> [redacted]
> Email:
> [redacted]
> Home Phone:
> [redacted]

From: customerassist@chrysler.com
To: [redacted]
Date: Thu Jan 09 06:51:57 EST 2014
Subject: Re: Chrysler Group LLC Customer Assistance (KMM8411177V66049L0KM)
Dear [redacted]:
Thank you for contacting the Dodge Assistance Center.
Thank you for your recent email, although it does not contain any information that would cause a change in the previous decision. Your request must again be respectfully declined due to being out of warranty.

Any future communication related to this issue will be retained in corporate records.

If at some future date, we can be of assistance to you in some other area, please let us know.
Thanks again for your email.
Sincerely,
Sierra
Customer Service Representative
Dodge Customer Assistance Center
For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER:
EMAIL CASE NUMBER: [redacted]
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8411189V68317L0KM&
Original Message Follows:

My concern has not been met. There is no way that the air bag module should fail already. Perhaps this is due to lack of engineering by Dodge or that the part was faulty from the beginning. Yes I understand that my car has surpassed the basic warranty plateau. However since the car is less than 3 years old and Dodge's hope in keeping me as a customer in the future, it would be in the best interest of Dodge to offer some assistance in getting the part repaired. The assistance should be covering at least some of the cost to have the part replaced.

On my last car when the water pump failed with around 60,000 miles on that car, the local Pontiac dealership was able to get the parent company to cover about 90% of the total cost.

I think that Dodge should show the same high class of customer service that the local Pontiac dealership and parent did. As a result, I was a customer of theirs for 14 years.

If Dodge is unable to assist me with the issue with my current vehicle, I see no reason to stay as a Dodge customer.

Thank you,

[redacted]

Sent from Gmail Mobile

> On Jan 9, 2014, at 6:14 AM, customerassist <customerassist@chrysler.com> wrote:
>
> Dear [redacted]
>
> Thank you for contacting the Dodge Assistance Center.
>
> Our records show that you have contacted us by telephone and we have
> addressed your concern. We have updated your file to reflect the latest
> information you provided in the email message.
>
> If your concerns have not been addressed, or you have other concerns,
> please email or contact the Chrysler Group Customer Care Center by
> telephone at:1-800-4A-DODGE (423-6343).
>
> Thanks again for your email.
>
> Sincerely,
>
> Sierra
>
> Customer Service Representative
> Dodge Customer Assistance Center
>
> For any future communications related to this email, please refer to the
> following information:
> REFERENCE NUMBER:[redacted]
> EMAIL CASE NUMBER: [redacted]
> REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8411177V66049L0KM&
>
>
>
>
> Original Message Follows:

> ----------
> US Customer Service - Dodge Brand Site
> Brief Description:
> Airbag Module Failure
> Comments:
> I was informed by my personal mechanic yesterday that the airbag module
> control failed on my 2012 Avengar. I know that my vehicle has over
> 37000
> miles on it. However, there should be no reason that the airbag module
> control should fail when the car is a 2012. Since it is the original
> part,
> perhaps it is the fault of Dodge that the part failed. I think that
> Dodge
> should assist in me paying to have the necessary repairs done. This
> would
> be the correct thing to do for Dodge to keep a customer. This is the
> first time that I have purchased a Dodge and I am very happy with it.
> However, if Dodge does not want to assist me with this matter, I will
> take
> my business elsewhere the next time I purchase a vehicle. I will also
> not
> refer Dodge anyone else that I know. The last thing that a company
> wants
> is bad public relations. So, I am asking that Dodge offer me some
> assistance with this faulty part. I look forward to hearing your reply.
> Thank you.
>
>
>
> VIN:
> CN[redacted]
> Mileage:
> 37300
> Servicing Dealer:
>
> Title:
>
> First Name:
> [redacted]
> Middle Initial:
>

> Last Name:
> [redacted]
> Address 1:
> [redacted]
> Address 2:
>
> City:
> Erie
> State:
> PA
> Zip:
> [redacted]
> Email:
> [redacted]
> Home Phone:
> [redacted]

From: [redacted]m
To: customerassist@chrysler.com
Date: Thu Jan 09 07:54:19 EST 2014
Subject: Re: Chrysler Group LLC Customer Assistance (KMM8411189V68317L0KM)
Guess I won't be buying another Dodge ever again.

Sent from Gmail Mobile

> On Jan 9, 2014, at 6:52 AM, customerassist <customerassist@chrysler.com> wrote:
>
> Dear [redacted]
>
> Thank you for contacting the Dodge Assistance Center.
>
> Thank you for your recent email, although it does not contain any
> information that would cause a change in the previous decision. Your
> request must again be respectfully declined due to being out of
> warranty.
>
> Any future communication related to this issue will be retained in
> corporate records.
>
> If at some future date, we can be of assistance to you in some other
> area, please let us know.
>
> Thanks again for your email.
>
> Sincerely,
>
> Sierra
>
> Customer Service Representative
> Dodge Customer Assistance Center
>
> For any future communications related to this email, please refer to the
> following information:
> REFERENCE NUMBER:
> EMAIL CASE NUMBER: 2[redacted]
> REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8411189V68317L0KM&

>
>
>
>
> Original Message Follows:
> ----------
> My concern has not been met. There is no way that the air bag module
> should fail already. Perhaps this is due to lack of engineering by Dodge
> or that the part was faulty from the beginning. Yes I understand that my
> car has surpassed the basic warranty plateau. However since the car is
> less than 3 years old and Dodge's hope in keeping me as a customer in
> the future, it would be in the best interest of Dodge to offer some
> assistance in getting the part repaired. The assistance should be
> covering at least some of the cost to have the part replaced.
>
> On my last car when the water pump failed with around 60,000 miles on
> that car, the local Pontiac dealership was able to get the parent
> company to cover about 90% of the total cost.
>
> I think that Dodge should show the same high class of customer service
> that the local Pontiac dealership and parent did. As a result, I was a
> customer of theirs for 14 years.
>
> If Dodge is unable to assist me with the issue with my current vehicle,
> I see no reason to stay as a Dodge customer.
>
> Thank you,
>
> [redacted]
>
> ---
> Sent from Gmail Mobile
>
>>> On Jan 9, 2014, at 6:14 AM, customerassist
>> <customerassist@chrysler.com> wrote:
>>
>> Dear [redacted]
>>
>> Thank you for contacting the Dodge Assistance Center.
>>
>> Our records show that you have contacted us by telephone and we have

>> addressed your concern. We have updated your file to reflect the
> latest
>> information you provided in the email message.
>>
>> If your concerns have not been addressed, or you have other concerns,
>> please email or contact the Chrysler Group Customer Care Center by
>> telephone at:1-800-4A-DODGE (423-6343).
>>
>> Thanks again for your email.
>>
>> Sincerely,
>>
>> Sierra
>>
>> Customer Service Representative
>> Dodge Customer Assistance Center
>>
>> For any future communications related to this email, please refer to
> the
>> following information:
>> REFERENCE [redacted]
>> EMAIL CASE NUMBER: [redacted]
>> REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8411177V66049L0KM&
>>
>>
>>
>>
>> Original Message Follows:
>> ------------------------
>> US Customer Service - Dodge Brand Site
>> Brief Description:
>> Airbag Module Failure
>> Comments:
>> I was informed by my personal mechanic yesterday that the airbag
> module
>> control failed on my 2012 Avengar. I know that my vehicle has over
>> 37000
>> miles on it. However, there should be no reason that the airbag module
>> control should fail when the car is a 2012. Since it is the original
>> part,

>> perhaps it is the fault of Dodge that the part failed. I think that
>> Dodge
>> should assist in me paying to have the necessary repairs done. This
>> would
>> be the correct thing to do for Dodge to keep a customer. This is the
>> first time that I have purchased a Dodge and I am very happy with it.
>> However, if Dodge does not want to assist me with this matter, I will
>> take
>> my business elsewhere the next time I purchase a vehicle. I will also
>> not
>> refer Dodge anyone else that I know. The last thing that a company
>> wants
>> is bad public relations. So, I am asking that Dodge offer me some
>> assistance with this faulty part. I look forward to hearing your
> reply.
>> Thank you.
>>
>>
>>
>> VIN:
>> CN2[redacted]
>> Mileage:
>> 37300
>> Servicing Dealer:
>>
>> Title:
>>
>> First Name:
>> [redacted]
>> Middle Initial:
>>
>> Last Name:
>> H[redacted]
>> Address 1:
>> [redacted]
>> Address 2:
>>
>> City:
>> Erie
>> State:
>> PA

>> Zip:
>> [redacted]
>> Email:
>> [redacted]
>> Home Phone:
>> [redacted]

PE17-003

FLAT CHRYSLER

8/3/2017

ENCLOSURE 04

CAIR BACKUP



From: [redacted]
To: customerassistre@chrysler.com
Date: Tue Feb 25 16:29:15 EST 2014
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: Recall Information

Brief Description:

Center ORC control module

Comments:

On 2/18/2014 the airbag light appears in my 2012 Jeep Liberty. We took in to a non-Chrysler service center. The technician found two codes up, one for the side airbag and one for the rollover sensor we're hint up. The technician performed a visual inspection, finding nothing wrong. The technician realized a recall was in effect and recommended http we bring the jeep into a dealership to see if the recall would fix the problem.

We
took the jeep to a dealer. The dealer performed the N38 recall to reprogram the forward control module, which did not fix the problem. The dealer than had to replace the center ORC control module, which solved the issue. The dealer mentioned "we have a lot of these in stock, since we have been seeing a few of if these go bad lately.

How is this not a safety related
recall if it affects the airbag system, and there is a significant volume of repairs that require the dealer to carry an inventory of Center ORC Modules?

This cost me $450 to repair a safety related issue!

Sender Information:

Title:

First Name: [redacted]

Middle Initial:

Last Name: [redacted]

From: customerassistre@chrysler.com
To: [redacted]
Date: Thu Feb 27 14:00:15 EST 2014
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [redacted]:
Thank you for contacting the Jeep Customer Assistance Center.
We are sorry to hear that you had an issue with your ORC control module. There are no recalls on your vehicle related to this issue. We will document your complaint today and if there ever is a recall related to this you will be notified by mail with the address you have provided and at that time you would be able to submit your repair order for possible reimbursement.
Thanks again for your email.
Sincerely,
Natasha
Customer Service Representative
Jeep Customer Assistance Center
For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: [redacted]2
EMAIL CASE NUMBER: [redacted]
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8481426V27615L0KM&
Original Message Follows:

Recall Information - Chrysler Brand Site
Brief Description:
Center ORC control module
Comments:
On 2/18/2014 the airbag light appears in my 2012 Jeep Liberty. We took in to a non-Chrysler service center. The technician found two codes up, one for the side airbag and one for the rollover sensor we're hint up. The technician performed a visual inspection, finding nothing wrong. The technician realized a recall was in effect and recommended http we bring the jeep into a dealership to see if the recall would fix the problem. We took the jeep to a dealer. The dealer performed the N38 recall to reprogram the forward control module, which did not fix the problem. The dealer than had to replace the center ORC control module, which solved the issue. The dealer mentioned "we have a lot of these in stock, since we have been seeing a few of if these go bad lately. How is this not a safety related recall if it affects the airbag system, and there is a significant volume of repairs that require the dealer to carry an inventory of Center ORC Modules? This cost me $450 to repair a safety related issue!

VIN:

CW[redacted]

Mileage:

70644

Servicing Dealer:

St Charles

Title:

First Name:

[redacted]

Middle Initial:

Last Name:

[redacted]

Address 1:

[redacted]

Address 2:

City:

Geneva

State:

IL

Zip:

[redacted]

Email:

[redacted]m

Home Phone:

[redacted]

PE17-003

FLAT CHRYSLER

8/3/2017

ENCLOSURE 04

CAIR BACKUP



Document Recieved from Customer

Cair [redacted]

Date Received: 2014-04-28 17:13:15.546513

Files Not Recieved: 0

Sale

XXXXXXXXXXXX6992 Entry Method: Swiped

MASTERCARD 10:03:11

04/19/14 Appr Code: 024787

Inv [redacted] Batch#: 000057

Approved: Online

Total: $ 668.66

BRIGHAM GILL
CHRYSLER JEEP DODGE

817 Worcester Rd., P.O. Box 30
Natick, MA 01760
PH: (508) 655-4200
Fax (508) 655-0899
www.brighamgill.com

FIVE STAR

[redacted]

INVOICE

PAGE 1

*:N/A

:[redacted] SERVICE ADVISOR: 1037 DAVID MARONI

/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BERTY	1C4PJMAK0CW[redacted]		36867/36869	T7295

EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
	17:00 17APR14			CASH	18APR14

FIED DATE	OPTIONS:	STK [redacted] DLR:BRIGHAM-GILL 1)DOD 11/9/11
APR14	3)NONE	

OURS	LIST	NET	TOTAL
AIR BAG WARNING LIGHT HAS BEEN ON FOR TWO DAYS.			
D ORC MODULE.			
CEDERONE LIC#: 9552			
		129.95	129.95
DIAGNOSTIC TIME			
71 TERRY CEDERONE LIC#: 9552			
CPJ		120.00	120.00
39 REPLACED ORC MODULE.			
71 TERRY CEDERONE LIC#: 9552			
CPJ		120.00	120.00
1 68148047AC MODULE-OCCUPANT RESTRAINT	216.45	216.45	216.45
PARTS: 216.45 LABOR: 369.95 OTHER: 0.00	TOTAL LINE A:		586.40
DIAGNOSED FAILED ORC MODULE. REPLACED ORC MODULE.			
**********			
B CUSTOMER REQUESTS: PERFORM N38 ACTIVE HEAD RESTRAINT RECALL			
CAUSE: RECALL			
90 RECALL DOES NOT APPLY PER STAR			
71 TERRY CEDERONE LIC#: 9552			
IPS			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00	TOTAL LINE B:		0.00
RECALL DOES NOT APPLY PER STAR.			
**********			
C LEVEL ONE SERVICE INTERVAL, CHANGE OIL & FILTER, CHECK & TOP OFF ALL FLUIDS, LUBE CHASSIS & SUSPENSION, SET TIRE PRESSURE, INSPECT ALL BELTS & HOSES, CHECK STATE INSPECTION STICKER, CHECK FOR OPEN RECALLS.			
33 PERFORMED LUBE, OIL AND FILTER SERVICE.			
71 TERRY CEDERONE LIC#: 9552			
CPJ		16.40	16.40
1 5184231AA FILTER-ENGINE OIL	5.65	5.65	5.65
6 68055890AA OIL	2.60	2.60	15.60
PARTS: 21.25 LABOR: 16.40 OTHER: 0.00	TOTAL LINE C:		37.65

CUSTOMER

EXCLUSION OF WARRANTIES

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

"LIMITED LABOR WARRANTY"

The repair facility guarantees the labor used in performing the repairs listed on this repair order for a period of 90 days or 4,000 miles (whichever comes first) from the date such repairs were completed. If our repair or replacement fails in normal service within that period, we'll fix it free of charge.

DISPOSAL OF HAZARDOUS WASTE

The State of Massachusetts requires that all hazardous waste (Oil, Solvents, Anti-Freeze, etc.) must be disposed of by a licensed contractor in an environmentally safe manner.
Any charge for disposal of hazardous waste reflects our conformity to state law in addition to our concern for the preservation of the environment.

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

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

CUSTOMER COPY

Document Recieved from Customer
Cair Number: 2[redacted]
Date Received: 2014-05-09 08:14:44.482506
Files Not Recieved: 0

BRIGHAM GILL
CHRYSLER JEEP DODGE

817 Worcester Rd., P.O. Box 30
Natick, MA 01760
PH: (508) 655-4200
Fax (508) 655-0899
www.brighamgill.com
FIVE STAR

[redacted]

INVOICE

[redacted]

[redacted]

WORCESTER, MA [redacted]

PAGE 3

HOME: [redacted] CONT:N/A

BUS: CELL: [redacted]

SERVICE ADVISOR: 1037 DAVID MARONI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
RED	12	JEEP LIBERTY	1C4PJMAK0CW11[redacted]		36867/36869	T7295

IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09NOV11 DD			17:00 17APR14			CASH	18APR14

R.O. OPENED	CUST. NOTIFIED DATE	OPTIONS:
09:02 17APR14	11:05 18APR14	STK:[redacted] LR:BRIGHAM-GILL 1)DOD 11/9/11 3)NONE

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

****

FIND MY NAME IN THE UPPER RIGHT CORNER, DO YO
U HAVE ANY QUESTIONS?? CALL ME I CAN HELP.DID
YOU KNOW WE HAVE A BODY SHOP? WE SERVICE ALL
MAKES ALL MODELS & ARE ON INS. CO PREFFERRED
VENDORS LIST'S. WE DO IT ALL ONE PHONE CALL.
508-655-4200 IT'S A PLEASURE TO SERVE YOU.

CHRYSLER Jeep DODGE

CUSTOMER

EXCLUSION OF WARRANTIES

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

"LIMITED LABOR WARRANTY"

The repair facility guarantees the labor used in performing the repairs listed on this repair order for a period of 90 days or 4,000 miles (whichever comes first) from the date such repairs were completed. If our repair or replacement fails in normal service within that period, we'll fix it free of charge.

DISPOSAL OF HAZARDOUS WASTE

The State of Massachusetts requires that all hazardous waste (Oil, Solvents, Anti-Freeze, etc.) must be disposed of by a licensed contractor in an environmentally safe manner.
Any charge for disposal of hazardous waste reflects our conformity to state law in addition to our concern for the preservation of the environment.

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

DESCRIPTION	TOTALS
LABOR AMOUNT	386.35
PARTS AMOUNT	237.70
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	29.95
TOTAL CHARGES	654.00
LESS INSURANCE	0.00
SALES TAX	14.86
PLEASE PAY THIS AMOUNT	668.86

RECEIVED
APR 18 2014
BY: [redacted]

CUSTOMER COPY

[redacted]

[redacted]

BRIGHAM GILL
CHRYSLER JEEP DODGE

817 Worcester Rd., P.O. Box 30
Natick, MA 01760
PH: (508) 655-4200
Fax (508) 655-0899
www.brighamgil.com

INVOICE

WORCESTER, MA [redacted]
HOM[redacted] ONT:N/A
BUS: CELL:5[redacted] SERVICE ADVISOR: 1037 DAVID MARONI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
RED	12	JEEP LIBERTY	1C4PJMAK0CW1[redacted]		36867/36869	T7295

IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09NOV11 DD			17:00 17APR14			CASH	18APR14

R.O. OPENED	CUST. NOTIFIED DATE	OPTIONS:
09:02 17APR14	11:05 18APR14	STK:[redacted] DLR:BRIGHAM-GILL 1)DCD 11/9/11 3)NONE

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
PERFORMED LUBE, OIL AND FILTER SERVICE.			
**********			
D 23 POINT VEHICLE CHECK UP COUPON SPECIAL *THANKYOU*			
112 PERFORMED 23 POINT CHECK UP.			
71 TERRY CEDERONE LIC#: 9552			
CPJ		0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D:			0.00
NOTE: THE REAR BRAKES ARE 95-98% WORN, ESTIMATE TO REPLACE REAR BRAKE PADS AND MACHINE ROTORS IS $385.00. ALSO, THE FRONT AND REAR DIFFERENTIAL FLUIDS ARE DUE TO BE CHANGED ($175.00).			
**********			
E "FREE" VEHICLE EXTERIOR WASH			
107 PERFORMED FREE CAR WASH.			
99 CPJ		0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E:			0.00
PERFORMED FREE CAR WASH.			
**********			
F** CUSTOMER REQUESTS: CHECK FRONT BALL JOINTS.			
67 BALL JOINTS ALL OK AT THIS TIME.			
71 TERRY CEDERONE LIC#: 9552			
IPS			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F:			0.00
CHECKED BALL JOINTS PER CUSTOMER REQUEST. ALL OK AT THIS TIME.			
**********			
CUSTOMER PAY ENVIR.EPA/CHG. FOR REPAIR ORDER			29.95

CUSTOMER

EXCLUSION OF WARRANTIES

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

"LIMITED LABOR WARRANTY"

The repair facility guarantees the labor used in performing the repairs listed on this repair order for a period of 90 days or 4,000 miles (whichever comes first) from the date such repairs were completed. If our repair or replacement fails in normal service within that period, we'll fix it free of charge.

DISPOSAL OF HAZARDOUS WASTE

The State of Massachusetts requires that all hazardous waste (Oil, Solvents, Anti-Freeze, etc.) must be disposed of by a licensed contractor in an environmentally safe manner.
Any charge for disposal of hazardous waste reflects our conformity to state law in addition to our concern for the preservation of the environment.

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

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

CUSTOMER COPY

[redacted] [redacted]

INVOICE

BRIGHAM GILL
CHRYSLER JEEP DODGE

817 Worcester Rd., P.O. Box 30
Natick, MA 01760
PH: (508) 655-4200
Fax (508) 655-0899
www.brighamgill.com

[redacted]
WORCESTER, MA 0[redacted]
HOME: [redacted] CONT: N/A
BUS: CELL: [redacted]

PAGE 1

SERVICE ADVISOR: 1037 DAVID MARONI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
RED	12	JEEP LIBERTY	1C4PJMAK0CW1[redacted]		36867/36869	T7295

IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09NOV11 DD			17:00 17APR14			CASH	18APR14

R.O. OPENED	CUST. NOTIFIED DATE	OPTIONS:	STK: [redacted]	DLR: BRIGHAM-GILB	1) DOD 11/9/11
09:02 17APR14	11:05 18APR14	3) NONE			

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A	CUSTOMER STATES: THE AIR BAG WARNING LIGHT HAS BEEN ON FOR TWO DAYS.							
	29	DIAGNOSED FAILED ORC MODULE.						
		71	TERRY CEDERONE LIC#: 9552					
			CPJ				129.95	129.95
	39	ADDITIONAL DIAGNOSTIC TIME						
		71	TERRY CEDERONE LIC#: 9552					
			CPJ				120.00	120.00
	39	REPLACED ORC MODULE.						
		71	TERRY CEDERONE LIC#: 9552					
			CPJ				120.00	120.00
	1	68148047AC	MODULE-OCCUPANT RESTRAINT			216.45	216.45	216.45
PARTS:	216.45	LABOR:	369.95	OTHER:	0.00	TOTAL LINE A:		586.40
	DIAGNOSED FAILED ORC MODULE. REPLACED ORC MODULE.							
	**********							
B	CUSTOMER REQUESTS: PERFORM N38 ACTIVE HEAD RESTRAINT RECALL							
	CAUSE: RECALL							
	90	RECALL DOES NOT APPLY PER STAR						
		71	TERRY CEDERONE LIC#: 9552					
			IPS					(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:		0.00
	RECALL DOES NOT APPLY PER STAR.							
	**********							
C	LEVEL ONE SERVICE INTERVAL, CHANGE OIL & FILTER, CHECK & TOP OFF ALL FLUIDS, LUBE CHASSIS & SUSPENSION, SET TIRE PRESSURE, INSPECT ALL BELTS & HOSES, CHECK STATE INSPECTION STICKER, CHECK FOR OPEN RECALLS.							
	33	PERFORMED LUBE, OIL AND FILTER SERVICE.						
		71	TERRY CEDERONE LIC#: 9552					
			CPJ				16.40	16.40
	1	5184231AA	FILTER-ENGINE OIL			5.65	5.65	5.65
	6	68055890AA	OIL			2.60	2.60	15.60
PARTS:	21.25	LABOR:	16.40	OTHER:	0.00	TOTAL LINE C:		37.65

Jeep DODGE CUSTOMER

EXCLUSION OF WARRANTIES

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

"LIMITED LABOR WARRANTY"

The repair facility guarantees the labor used in performing the repairs listed on this repair order for a period of 90 days or 4,000 miles (whichever comes first) from the date such repairs were completed. If our repair or replacement fails in normal service within that period, we'll fix it free of charge.

DISPOSAL OF HAZARDOUS WASTE

The State of Massachusetts requires that all hazardous waste (Oil, Solvents, Anti-Freeze, etc.) must be disposed of by a licensed contractor in an environmentally safe manner.
Any charge for disposal of hazardous waste reflects our conformity to state law in addition to our concern for the preservation of the environment.

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

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

CUSTOMER COPY

PE17-003

FLAT CHRYSLER

8/3/2017

ENCLOSURE 04

CAIR BACKUP



From: [redacted]
To: customerassist@chrysler.com
Date: Thu Apr 24 09:13:12 EDT 2014
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

---

air bag light

Comments:

I just came from Five Star Dodge in Macon, GA. on Riverside Dr. I went in to have this light checked out along with oil change. I left furious after the serviceman told me that because I was out of warranty, he would have to charge me to look at light. I advised him that I had previously brought the vehicle in for inspection but was told they had to oder the part. He went on to tell me that the notes stated that I did not have time to wait and left. That was bull crap. I left my car there the entire day and a co-worker took me to work. I was told that evening that the part was on order. I have not had any other problems with my vehicle but I will not do appreciate the way he spoke to me, nor do I appreciate having to pay for an inspection on this part. I left the shop and I am very upset!!!

Sender Information:

Title:
First Name: [redacted]
Middle Initial:
Last Name: [redacted]

From: customerassist@chrysler.com
To: [redacted]
Date: Fri Apr 25 01:19:38 EDT 2014
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [redacted],
Thank you for contacting the Chrysler Customer Assistance Center.
Our records show that you have contacted us by telephone and we have addressed your concern.
We have updated your file to reflect the latest information you provided in the email message.

If your concerns have not been addressed, or you have other concerns, please email or contact the Chrysler Group Customer Care Center by telephone at 1-800-CHRYSLER (247-9753).
Thank you again for your email.
Sincerely,
Sierra
Customer Service Representative
Chrysler Customer Assistance Center
For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 2[redacted]
EMAIL CASE NUMBER: [redacted]
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8559369V3178L0KM&
Original Message Follows:

US Customer Service - Chrysler Brand Site
Brief Description:
air bag light
Comments:
I just came from Five Star Dodge in Macon, GA. on Riverside Dr. I went in to have this light checked out along with oil change. I left furious after the serviceman told me that because I was out of warranty, he would have to charge me to look at light. I advised him that I had previously brought the vehicle in for inspection but was told they had to oder the part. He went on to tell me that the notes stated that I did not have time to wait and left. That was bull crap. I left my car there the entire day and a co-worker took me to work. I was told that evening that the part was on order. I have not had any other problems with my vehicle but I will not do appreciate the way he spoke to me, nor do I appreciate having to pay for an inspection on this part. I left the shop and I am very upset!!!

VIN:
CN[redacted]

Mileage:
55260
Servicing Dealer:
five star
Title:

First Name:
[redacted]
Middle Initial:

Last Name:
[redacted]
Address 1:
[redacted]
[redacted] 2:

City:
Gray
State:
GA
Zip:
[redacted]
Email:
[redacted]
Home Phone:
4[redacted]

From: [redacted]
To: customerassist@chrysler.com
Date: Fri Apr 25 19:44:51 EDT 2014
Subject: Reply to Chrysler Group LLC (KMM8559369V3178L0KM)
Reply Comments:

After speaking with you yesterday, this morning I took my vehicle back to dealership for scheduled appointment. The serviceman, Chris, assisted me upon arrival. He stated that he remembered me from yesterday (which I'm sure they all remembered me) being upset with another serviceman. He also stated that he was the same Chris on the phone with Chrysler when my appointment was made. He stated that he would inspect my vehicle and perform the necessary work to correct the recall item. He also went on to say that he "doubted" this was the reason my airbag light was on. Once again, I left my vehicle at the dealership (their notes months ago stated that I did not have time to wait, a lie.) and went to work. It was 8am this morning. At 9:30 Chris called and stated that he corrected the recall item but as suspected, the light was still on. He stated that I needed to replace the ORC Module and a couple of other things which would be a total of $590, which I did not have. At lunch I picked up my vehicle. My receipt states as follows: performed recall reprogramming TIPM LO 08N38182... work
recommended but not performed: recommended replacing the ORC Module, cabin filter and tire rotation $590- customer declined repairs at this time. Ok, so here is where I have great concern. Months ago, well before I turned 50k miles, I had taken them my car for this same repair (airbag light) and was told that they had to order the part. He stated not to worry "its not going to pop out or anything on you." He assured me that everything would be ok. I honestly did not worry about the light being on after that. I've even taken my car to other places to pay for an oil change knowing that I still had free changes at the dealership. Now that I decide to get oil changed free from them, and "by the way, check on the light again for me" now its not free because I'm over the mileage and should have brought it in a long time ago???? Their notes on computer shows where I tried to get it fix back then but they "supposedly" didnt have the part. Yesterday, the serviceman read me notes that stated "customer did not have time to wait" which was bull. I left my vehicle there that day as well. I think they are intentionally NOT wanting to repair my car because our discussion got a little "heated" when they advised it would not be free.I feel like they should have honored the work to be done for free because this was not my first time bringing this to their attention. Ok, so here we go... I'm now

reading about this recall. It states that dealer will reprogram the TIPM or replace the ORC as needed. They are intentionally increasing the risk of injury since they declined to repair free of charge. I will be filing a formal complaint with the National Highway Traffic Safety Administration in Washington. If an injury occurs, it will be well documented. After reading all about the different recalls, there is no way that this work should not be performed free of charge. Five Star Dodge in Macon GA. can thank their service dept for this complaint!

From: customerassist@chrysler.com
To: [redacted]
Date: Sat Apr 26 03:27:23 EDT 2014
Subject: Re: Reply to Chrysler Group LLC (KMM8559369V3178L0KM)
Dear [redacted],
We are very sorry to learn of the problem you have encountered and have documented your concern.
We appreciate the time and effort you took to tell us of your dissatisfaction in our product.
The handling of your case will require a call to the Dealer. The Dealer is currently closed. What I am going to do is assign your case to an agent that will contact the Dealer on your behalf. We will be contacting you once the Dealer has been contacted to provide you with an update.
This will ensure that your concern is reviewed as quickly as possible.
Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-CHRYSLER (1-800-247-9753).
Sincerely,
Sierra
Customer Service Representative
Chrysler Customer Assistance Center
For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: [redacted]
EMAIL CASE NUMBER: [redacted]
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8560929V97243L0KM&
Original Message Follows:

Comments:
After speaking with you yesterday, this morning I took my vehicle back to dealership for scheduled appointment. The serviceman, Chris, assisted me upon arrival. He stated that he remembered me from yesterday (which I'm sure they all remembered me) being upset with another serviceman. He also stated that he was the same Chris on the phone with Chrysler when my appointment was made. He stated that he would inspect my vehicle and perform the necessary work to correct the recall item. He also went on to say that he "doubted" this was the reason my airbag light was on. Once again, I left my vehicle at the dealership (their notes months ago stated that I did not have time to wait, a lie.) and went to work. It was 8am this morning. At 9:30 Chris called and stated that he corrected the recall item but as suspected, the light was still on. He stated that I needed to replace the ORC Module and a couple of other things which would be a total of $590, which I did not have. At lunch I picked up my vehicle. My receipt

states as follows: performed recall reprogramming TIPM LO 08N38182... work recommended but not performed: recommended replacing the ORC Module, cabin filter and tire rotation $590- customer declined repairs at this time. Ok, so here is where I have great concern. Months ago, well before I turned 50k miles, I had taken them my car for this same repair (airbag light) and was told that they had to order the part. He stated not to worry "its not going to pop out or anything on you." He assured me that everything would be ok. I honestly did not worry about the light being on after that. I've even taken my car to other places to pay for an oil change knowing that I still had free changes at the dealership. Now that I decide to get oil changed free from them, and "by the way, check on the light again for me" now its not free because I'm over the mileage and should have brought it in a long time ago???? Their notes on computer shows where I tried to get it fix back then but they "supposedly" didnt have the part. Yesterday, the serviceman read me notes that stated "customer did not have time to wait" which was bull. I left my vehicle there that day as well. I think they are intentionally NOT wanting to repair my car because our discussion got a little "heated" when they advised it would not be free.I feel like they should have honored the work to be done for free because this was not my first time bringing this to their attention. Ok, so here we go... I'm now reading about this recall. It states that dealer will reprogram the TIPM or replace the ORC as needed. They are intentionally increasing the risk of injury since they declined to repair free of charge. I will be filing a formal complaint with the National Highway Traffic Safety Administration in Washington. If an injury occurs, it will be well documented. After reading all about the different recalls, there is no way that this work should not be performed free of charge. Five Star Dodge in Macon GA. can thank their service dept for this complaint!

From: customerassist@chrysler.com
To: [redacted]
Date: Wed Apr 30 22:24:49 EDT 2014
Subject: Re: Reply to Chrysler Group LLC (KMM8559369V3178L0KM)
Dear C[redacted]
We have contacted Five Star Chrysler on your behalf and spoke to Brad who advised us the recall has been completed on your vehicle. Brad advised us the TIPM was repaired but the ORC module was not. The TIPM is able to be repaired free of cost but any other repairs will be at the owners expense.
Your comments have been documented into our system for review. If you have any further issues and/or details you would like documented, feel free to re-contact us and they will be documented into our system as well. We apologize for the inconvenience you have encountered and appreciate the time you took to write to us.
Information received from customers such as yourself enables better evaluation of dealers' service activities. Your complaint will be retained in the dealers file. Also, their conduct has been documented in our system.
You may want to pursue the matter directly with dealership management for further resolution.
Thank you again for your email.
Sincerely,
Sierra
Customer Service Representative
Chrysler Customer Assistance Center
For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: [redacted]3
EMAIL CASE NUMBER: [redacted]
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8568702V11089L0KM&
Previous Reply Follows:

Dear [redacted]
We are very sorry to learn of the problem you have encountered and have documented your concern.
We appreciate the time and effort you took to tell us of your dissatisfaction in our product.
The handling of your case will require a call to the Dealer. The Dealer is currently closed. What I am going to do is assign your case to an agent that will contact the Dealer on your behalf. We will be contacting you once the Dealer has been contacted to provide you with an update.
This will ensure that your concern is reviewed as quickly as possible.
Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-CHRYSLER (1-800-247-9753).
Sincerely,

Sierra
Customer Service Representative
Chrysler Customer Assistance Center
For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: [redacted]
EMAIL CASE NUMBER: [redacted]
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8560929V97243L0KM&
Original Message Follows:

Comments:
After speaking with you yesterday, this morning I took my vehicle back to dealership for scheduled appointment. The serviceman, Chris, assisted me upon arrival. He stated that he remembered me from yesterday (which I'm sure they all remembered me) being upset with another serviceman. He also stated that he was the same Chris on the phone with Chrysler when my appointment was made. He stated that he would inspect my vehicle and perform the necessary work to correct the recall item. He also went on to say that he "doubted" this was the reason my airbag light was on. Once again, I left my vehicle at the dealership (their notes months ago stated that I did not have time to wait, a lie.) and went to work. It was 8am this morning. At 9:30 Chris called and stated that he corrected the recall item but as suspected, the light was still on. He stated that I needed to replace the ORC Module and a couple of other things which would be a total of $590, which I did not have. At lunch I picked up my vehicle. My receipt states as follows: performed recall reprogramming TIPM LO 08N38182... work recommended but not performed: recommended replacing the ORC Module, cabin filter and tire rotation $590- customer declined repairs at this time. Ok, so here is where I have great concern. Months ago, well before I turned 50k miles, I had taken them my car for this same repair (airbag light) and was told that they had to order the part. He stated not to worry "its not going to pop out or anything on you." He assured me that everything would be ok. I honestly did not worry about the light being on after that. I've even taken my car to other places to pay for an oil change knowing that I still had free changes at the dealership. Now that I decide to get oil changed free from them, and "by the way, check on the light again for me" now its not free because I'm over the mileage and should have brought it in a long time ago???? Their notes on computer shows where I tried to get it fix back then but they "supposedly" didnt have the part. Yesterday, the serviceman read me notes that stated "customer did not have time to wait" which was bull. I left my vehicle there that day as well. I think they are

intentionally NOT wanting to repair my car because our discussion got a little "heated" when they advised it would not be free.I feel like they should have honored the work to be done for free because this was not my first time bringing this to their attention. Ok, so here we go... I'm now reading about this recall. It states that dealer will reprogram the TIPM or replace the ORC as needed. They are intentionally increasing the risk of injury since they declined to repair free of charge. I will be filing a formal complaint with the National Highway Traffic Safety Administration in Washington. If an injury occurs, it will be well documented. After reading all about the different recalls, there is no way that this work should not be performed free of charge. Five Star Dodge in Macon GA. can thank their service dept for this complaint!

From: [redacted]
To: customerassist@chrysler.com
Date: Mon May 05 20:45:24 EDT 2014
Subject: Re: Reply to Chrysler Group LLC (KMM8568702V11089L0KM)
<HTML>
<BODY>
The only problem I have with this is the fact that I initially had taken my vehicle to them and brought this to their attention long before the warranty expired only for them to say that they had to "ORDER THE PART!" I could understand their reluctance if this was a new issue... and also still overwhelmed with the untrue statement that was keyed into their computer, "customer did not have time to wait. " I took the car there around 8am before work and caught a ride with a coworker! They called me back and stated that they had changed the oil but had to order the part for the other....but yet they say i couldn't wait? I guess this is how they make their money, by intentionally defrauding their customers!

On Apr 30, 2014 10:30 PM, "customerassist" <customerassist@chrysler.com> wrote:<br type="attribution"><blockquote class="gmail_quote" style="margin:0 0 0 .8ex;border-left:1px #ccc solid;padding-left:1ex">
Dear C[redacted],

We have contacted Five Star Chrysler on your behalf and spoke to Brad
who advised us the recall has been completed on your vehicle. Brad
advised us the TIPM was repaired but the ORC module was not. The TIPM
is able to be repaired free of cost but any other repairs will be at the
owners expense.

Your comments have been documented into our system for review. If you
have any further issues and/or details you would like documented, feel
free to re-contact us and they will be documented into our system as
well. We apologize for the inconvenience you have encountered and
appreciate the time you took to write to us.

Information received from customers such as yourself enables better
evaluation of dealers' service activities. Your complaint will be
retained in the dealers file. Also, their conduct has been documented in
our system.

You may want to pursue the matter directly with dealership management
for further resolution.

Thank you again for your email.

Sincerely,

Sierra

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the
following information:
REFERENCE NUMBER: [redacted]
EMAIL CASE NUMBER: [redacted]
REPLY LINK: <a
href="http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8568702V11089L0KM
&"
target="_blank">http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8568702V11
089L0KM&

Previous Reply Follows:

Dear [redacted]

We are very sorry to learn of the problem you have encountered and have
documented your concern.

We appreciate the time and effort you took to tell us of your
dissatisfaction in our product.

The handling of your case will require a call to the Dealer. The Dealer
is currently closed. What I am going to do is assign your case to an
agent that will contact the Dealer on your behalf. We will be contacting
you once the Dealer has been contacted to provide you with an update.

This will ensure that your concern is reviewed as quickly as possible.

Thank you again for your email. Should you require additional
assistance, or have any new information to provide, please reply to this
email message or call 1-800-CHRYSLER <a href="tel:%281-800-247-9753"
value="+18002479753">(1-800-247-9753).

Sincerely,

Sierra

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the
following information:
REFERENCE NUMBER: [redacted]
EMAIL CASE NUMBER: [redacted]
REPLY LINK: <a
href="http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8560929V97243L0KM
&"
target="_blank">http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8560929V97
243L0KM&

Original Message Follows:

Comments:
After speaking with you yesterday, this morning I took my vehicle back
to
 dealership for scheduled appointment. The serviceman, Chris, assisted
me
 upon arrival. He stated that he remembered me from yesterday (which I'm
 sure they all remembered me) being upset with another serviceman. He
also
 stated that he was the same Chris on the phone with Chrysler when my
 appointment was made. He stated that he would inspect my vehicle and
 perform the necessary work to correct the recall item. He also went on
to
 say that he "doubted" this was the reason my airbag light was on. Once
 again, I left my vehicle at the dealership (their notes months ago
stated
 that I did not have time to wait, a lie.) and went to work. It was 8am
this
 morning. At 9:30 Chris called and stated that he corrected the recall

item
 but as suspected, the light was still on. He stated that I needed to
 replace the ORC Module and a couple of other things which would be a
total
 of $590, which I did not have. At lunch I picked up my vehicle. My
receipt
 states as follows: performed recall reprogramming TIPM LO 08N38182...
work
 recommended but not performed: recommended replacing the ORC Module,
cabin
 filter and tire rotation $590- customer declined repairs at this time.
Ok,
 so here is where I have great concern. Months ago, well before I turned
50k
 miles, I had taken them my car for this same repair (airbag light) and
was
 told that they had to order the part. He stated not to worry "its not
going
 to pop out or anything on you." He assured me that everything would be
ok.
 I honestly did not worry about the light being on after that. I've even
 taken my car to other places to pay for an oil change knowing that I
still
 had free changes at the dealership. Now that I decide to get oil
changed
 free from them, and "by the way, check on the light again for me" now
its
 not free because I'm over the mileage and should have brought it in a
long
 time ago???? Their notes on computer shows where I tried to get it fix
back
 then but they "supposedly" didnt have the part. Yesterday, the
serviceman
 read me notes that stated "customer did not have time to wait" which
was
 bull. I left my vehicle there that day as well. I think they are
 intentionally NOT wanting to repair my car because our discussion got a
 little "heated" when they advised it would not be free.I feel like they
 should have honored the work to be done for free because this was not
my
 first time bringing this to their attention. Ok, so here we go... I'm

now
 reading about this recall. It states that dealer will reprogram the
TIPM or
 replace the ORC as needed. They are intentionally increasing the risk
of
 injury since they declined to repair free of charge. I will be filing a
 formal complaint with the National Highway Traffic Safety
Administration in
 Washington. If an injury occurs, it will be well documented. After
reading
 all about the different recalls, there is no way that this work should
not
 be performed free of charge. Five Star Dodge in Macon GA. can thank
their
 service dept for this complaint!
</blockquote>

</BODY>
</HTML>

From: customerassist@chrysler.com
To: [redacted]
Date: Mon May 05 21:39:01 EDT 2014
Subject: Re: Reply to Chrysler Group LLC (KMM8568702V11089L0KM)
Dear [redacted],
We regret your dissatisfaction with the service you received and appreciate the time and effort you took to bring this matter to our attention.
We realize our reputation depends in part on the quality of service provided by our dealers. Because dealers are responsible for addressing concerns directly related to their sales and service activities, as well as their personnel. We do not have the authority to resolve concerns related to dealer workmanship, service scheduling, or repair pricing, so will need to pursue the matter directly with dealership management for further resolution.
Information received from customers such as yourself enables better evaluation of dealers' service and sales activities.
Your dissatisfaction is regrettable, but we hope you will understand our position. We hope this experience will not cause customers to misjudge our products.
Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-CHRYSLER (1-800-247-9753).
Sincerely,
Sierra
Customer Service Representative
Chrysler Customer Assistance Center
For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER:
EMAIL CASE NUMBER: [redacted]
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8575760V40341L0KM&
Original Message Follows:

The only problem I have with this is the fact that I initially had taken my vehicle to them and brought this to their attention long before the warranty expired only for them to say that they had to "ORDER THE PART!" I could understand their reluctance if this was a new issue... and also still overwhelmed with the untrue statement that was keyed into their computer, "customer did not have time to wait. " I took the car there around 8am before work and caught a ride with a coworker! They called me back and stated that they had changed the oil but had to order the part for the other....but yet they say i couldn't wait? I guess this is how they make their money, by intentionally defrauding their customers!
On Apr 30, 2014 10:30 PM, "customerassist" <customerassist@chrysler.com> wrote:
Dear [redacted]

We have contacted Five Star Chrysler on your behalf and spoke to Brad who advised us the recall has been completed on your vehicle. Brad advised us the TIPM was repaired but the ORC module was not. The TIPM is able to be repaired free of cost but any other repairs will be at the owners expense.

Your comments have been documented into our system for review. If you have any further issues and/or details you would like documented, feel free to re-contact us and they will be documented into our system as well. We apologize for the inconvenience you have encountered and appreciate the time you took to write to us.

Information received from customers such as yourself enables better evaluation of dealers' service activities. Your complaint will be retained in the dealers file. Also, their conduct has been documented in our system.

You may want to pursue the matter directly with dealership management for further resolution.

Thank you again for your email.

Sincerely,

Sierra

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: [redacted]
[redacted]2961734
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8568702V11089L0KM&

Previous Reply Follows:

Dear [redacted]

We are very sorry to learn of the problem you have encountered and have documented your concern.

We appreciate the time and effort you took to tell us of your dissatisfaction in our product.

The handling of your case will require a call to the Dealer. The Dealer is currently closed. What I am going to do is assign your case to an agent that will contact the Dealer on your behalf. We will be contacting you once the Dealer has been contacted to provide you with an update.

This will ensure that your concern is reviewed as quickly as possible.

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-CHRYSLER (1-800-247-9753).

Sincerely,

Sierra

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: [redacted]
EMAIL CASE NUMBER: [redacted]
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8560929V97243L0KM&

Original Message Follows:

Comments:
After speaking with you yesterday, this morning I took my vehicle back to
dealership for scheduled appointment. The serviceman, Chris, assisted

me
upon arrival. He stated that he remembered me from yesterday (which I'm sure they all remembered me) being upset with another serviceman. He also stated that he was the same Chris on the phone with Chrysler when my appointment was made. He stated that he would inspect my vehicle and perform the necessary work to correct the recall item. He also went on to say that he "doubted" this was the reason my airbag light was on. Once again, I left my vehicle at the dealership (their notes months ago stated that I did not have time to wait, a lie.) and went to work. It was 8am this morning. At 9:30 Chris called and stated that he corrected the recall item but as suspected, the light was still on. He stated that I needed to replace the ORC Module and a couple of other things which would be a total of $590, which I did not have. At lunch I picked up my vehicle. My receipt states as follows: performed recall reprogramming TIPM LO 08N38182... work recommended but not performed: recommended replacing the ORC Module, cabin filter and tire rotation $590- customer declined repairs at this time. Ok, so here is where I have great concern. Months ago, well before I turned 50k miles, I had taken them my car for this same repair (airbag light) and was told that they had to order the part. He stated not to worry "its not going to pop out or anything on you." He assured me that everything would be ok. I honestly did not worry about the light being on after that. I've even taken my car to other places to pay for an oil change knowing that I still had free changes at the dealership. Now that I decide to get oil changed free from them, and "by the way, check on the light again for me" now its

not free because I'm over the mileage and should have brought it in a long
time ago???? Their notes on computer shows where I tried to get it fix back
then but they "supposedly" didnt have the part. Yesterday, the serviceman
read me notes that stated "customer did not have time to wait" which was
bull. I left my vehicle there that day as well. I think they are
intentionally NOT wanting to repair my car because our discussion got a
little "heated" when they advised it would not be free.I feel like they
should have honored the work to be done for free because this was not my
first time bringing this to their attention. Ok, so here we go... I'm now
reading about this recall. It states that dealer will reprogram the TIPM or
replace the ORC as needed. They are intentionally increasing the risk of
injury since they declined to repair free of charge. I will be filing a
formal complaint with the National Highway Traffic Safety Administration in
Washington. If an injury occurs, it will be well documented. After reading
all about the different recalls, there is no way that this work should not
be performed free of charge. Five Star Dodge in Macon GA. can thank their
service dept for this complaint!

PE17-003

FLAT CHRYSLER

8/3/2017

ENCLOSURE 04

CAIR BACKUP



From: [redacted]
To: customerassist@chrysler.com
Date: Thu Apr 24 19:33:26 EDT 2014
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Complaint

Comments:

Went to Koon Chrysler in Tysons Corner Va.for repair of trunk.Was told airbag recall in effect and no cost to fix.made appointment for trunk and airbag.told airbag req 4 hours of labor $125 per Hour.What happen to free to fix?Decided to travel to Jacksonville Fl where car purchased.work done in 0ne hour.Not real happy with integrity of Koon Chrysler.Never go to them for ANYTHING .

Sender Information:

Title:

First Name: [redacted]

Middle Initial:

Last Name: [redacted]

From: customerassist@chrysler.com
To: [redacted]
Date: Fri Apr 25 14:02:56 EDT 2014
Subject: Re: Chrysler Group LLC Customer Assistance

Dear J[redacted]

Thank you for contacting the Chrysler Customer Assistance Center in regards to your 2012 200.

I am sorry to learn of the servicing concerns raised regarding vehicle's recall. I appreciate the time taken to bring this matter to my attention.

We have received your email regarding Koon Chrysler of Tyson Corner, VA and your comments have been documented into our system for review. If you have any further issues and/or details you would like documented, feel free to re-contact us and they will be documented into our system as well. We apologize for the inconvenience you have encountered and appreciate the time you took to write to us.

Information received from customers such as yourself enables better evaluation of dealers' service activities. Your complaint will be retained in the dealers file. Also, their conduct has been documented in our system.

Although we recommend that you return to your selling dealer for service, any authorized Chrysler Group LLC dealership can repair your vehicle. You are not limited to the dealership that sold you your vehicle.

Concerns such as these are taken seriously and the information provided will be made available to the Chrysler Business Center. The Dealership Management will also be made aware of the concerns. Your file will at this time be closed to reflect this information.

Your feedback and opinion are very important to us. We hope this experience will not cause customers to misjudge our products.

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-CHRYSLER (1-800-247-9753).

Sincerely,

Jeff

Customer Service Representative

Chrysler Customer Assistance Center

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

REFERENCE NUMBER: [redacted]

EMAIL CASE NUMBER: [redacted]

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8560176V48976L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:

Complaint

Comments:
Went to Koon Chrysler in Tysons Corner Va.for repair of trunk.Was told airbag recall in effect and no cost to fix.made appointment for trunk and airbag.told airbag req 4 hours of labor $125 per Hour.What happen to free to fix?Decided to travel to Jacksonville Fl where car purchased.work done in 0ne hour.Not real happy with integrity of Koon Chrysler.Never go to them for ANYTHING .

VIN:
00000000
Mileage:
100000
Servicing Dealer:
Jacksonville Fl
Title:

First Name:
[redacted]
Middle Initial:

Last Name:
[redacted]
Address 1:
[redacted]
Address 2:

City:
Oakton
State:
VA
Zip:
[redacted]
Email:
[redacted]
Work Phone:
9[redacted]

From: [redacted].com
To: customerassist@chrysler.com
Date: Fri Apr 25 18:40:27 EDT 2014
Subject: Re: Chrysler Group LLC Customer Assistance (KMM8560176V48976L0KM)
<HTML>
<BODY>
I forgot to mention they sent me a survey after the work on my trunk, and told me to be Honest so they could improve their customer service.I did so ,but did not give the dealer a passing grade.I gave them a zero for customer service.Your case manager ,Mickie did a GREAT job in helping me get some relief on the cost to fix air bag module.However he told me the dealership would not do the work because of my HONEST answers on THEIR SURVEY.This is the reason I drove 13 hours to Jacksonville Fl just to have my purchasing dealership do the work.One heck of a way to treat a 100% service connected disabled veteran.In hind sight I should have not done the survey and paid THEIR FEE,considering cost factors involved for the trip.
Thank you very much for your kind and prompt reply.

 On Fri, Apr 25, 2014 at 2:03 PM, customerassist <customerassist@chrysler.com> wrote:
<blockquote class="gmail_quote" style="margin:0 0 0 .8ex;border-left:1px #ccc solid;padding-left:1ex">Dear [redacted],

Thank you for contacting the Chrysler Customer Assistance Center in
regards to your 2012 200.

I am sorry to learn of the servicing concerns raised regarding vehicle's
recall. I appreciate the time taken to bring this matter to my
attention.

We have received your email regarding Koon Chrysler of Tyson Corner, VA
and your comments have been documented into our system for review. If
you have any further issues and/or details you would like documented,
feel free to re-contact us and they will be documented into our system
as well. We apologize for the inconvenience you have encountered and
appreciate the time you took to write to us.

Information received from customers such as yourself enables better
evaluation of dealers' service activities. Your complaint will be
retained in the dealers file. Also, their conduct has been documented in
our system.

Although we recommend that you return to your selling dealer for

service, any authorized Chrysler Group LLC dealership can repair your
vehicle. You are not limited to the dealership that sold you your
vehicle.

Concerns such as these are taken seriously and the information provided
will be made available to the Chrysler Business Center. The Dealership
Management will also be made aware of the concerns. Your file will at
this time be closed to reflect this information.

Your feedback and opinion are very important to us. We hope this
experience will not cause customers to misjudge our products.

Thank you again for your email. Should you require additional
assistance, or have any new information to provide, please reply to this
email message or call 1-800-CHRYSLER <a href="tel:%281-800-247-9753"
value="+18002479753">(1-800-247-9753).

Sincerely,

Jeff

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the
following information:
REFERENCE [redacted]br>
EMAIL CASE NUMBER: [redacted]
REPLY LINK: <a
href="http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8560176V48976L0KM
&"
target="_blank">http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8560176V48
976L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site
Brief Description:

Complaint
Comments:
Went to Koon Chrysler in Tysons Corner Va.for repair of trunk.Was told
 airbag recall in effect and no cost to fix.made appointment for trunk
and
 airbag.told airbag req 4 hours of labor $125 per Hour.What happen to
free
 to fix?Decided to travel to Jacksonville Fl where car purchased.work
done
 in 0ne hour.Not real happy with integrity of Koon Chrysler.Never go to
them
 for ANYTHING .

VIN:
	00000000
Mileage:
	100000
Servicing Dealer:
	Jacksonville Fl
Title:

First Name:
	[redacted]r>
Middle Initial:

Last Name:
	[redacted]r>
Address 1:
	[redacted]
Address 2:

City:
	Oakton
State:
	VA
Zip:
	[redacted]
Email:
	

Work Phone:
<a href="[redacted]
</blockquote>

</BODY>
</HTML>

From: customerassist@chrysler.com
To: [redacted]
Date: Fri Apr 25 18:54:16 EDT 2014
Subject: Re: Chrysler Group LLC Customer Assistance (KMM8560176V48976L0KM)
Dear J[redacted]
Thank you for your response. I have updated your file to reflect the information provided in your response. It will be made available to an appropriate department for their attention.
Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-CHRYSLER (1-800-247-9753).
Sincerely,
Jeff
Customer Service Representative
Chrysler Customer Assistance Center
Original Message Follows:

I forgot to mention they sent me a survey after the work on my trunk, and told me to be Honest so they could improve their customer service.I did so ,but did not give the dealer a passing grade.I gave them a zero for customer service.Your case manager ,Mickie did a GREAT job in helping me get some relief on the cost to fix air bag module.However he told me the dealership would not do the work because of my HONEST answers on THEIR SURVEY.This is the reason I drove 13 hours to Jacksonville Fl just to have my purchasing dealership do the work.One heck of a way to treat a 100% service connected disabled veteran.In hind sight I should have not done the survey and paid THEIR FEE,considering cost factors involved for the trip.

Thank you very much for your kind and prompt reply.

On Fri, Apr 25, 2014 at 2:03 PM, customerassist <customerassist@chrysler.com> wrote:
Dear [redacted]

Thank you for contacting the Chrysler Customer Assistance Center in regards to your 2012 200.

I am sorry to learn of the servicing concerns raised regarding vehicle's recall. I appreciate the time taken to bring this matter to my attention.

We have received your email regarding Koon Chrysler of Tyson Corner, VA and your comments have been documented into our system for review. If you have any further issues and/or details you would like documented, feel free to re-contact us and they will be documented into our system as well. We apologize for the inconvenience you have encountered and appreciate the time you took to write to us.

Information received from customers such as yourself enables better evaluation of dealers' service activities. Your complaint will be retained in the dealers file. Also, their conduct has been documented in our system.

Although we recommend that you return to your selling dealer for service, any authorized Chrysler Group LLC dealership can repair your vehicle. You are not limited to the dealership that sold you your vehicle.

Concerns such as these are taken seriously and the information provided will be made available to the Chrysler Business Center. The Dealership Management will also be made aware of the concerns. Your file will at this time be closed to reflect this information.

Your feedback and opinion are very important to us. We hope this experience will not cause customers to misjudge our products.

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-CHRYSLER (1-800-247-9753).

Sincerely,

Jeff

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: [redacted]
EMAIL CASE NUMBER: [redacted]
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8560176V48976L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site
Brief Description:
Complaint
Comments:
Went to Koon Chrysler in Tysons Corner Va.for repair of trunk.Was told airbag recall in effect and no cost to fix.made appointment for trunk and airbag.told airbag req 4 hours of labor $125 per Hour.What happen to free to fix?Decided to travel to Jacksonville Fl where car purchased.work done in 0ne hour.Not real happy with integrity of Koon Chrysler.Never go to them for ANYTHING .

VIN:
00000000
Mileage:
100000
Servicing Dealer:
Jacksonville Fl
Title:

First Name:
[redacted]
Middle Initial:

Last Name:
[redacted]
Address 1:
[redacted]
Address 2:

City:
Oakton
State:
VA
Zip:
[redacted]

Email:

[redacted]

[redacted]

[redacted]

PE17-003

FLAT CHRYSLER

8/3/2017

ENCLOSURE 04

CAIR BACKUP



Document Recieved from Customer
Cair Number: 2[redacted]
Date Received: 2014-05-29 10:07:54.747067
Files Not Recieved: 0

Case #: [redacted]

PRINCE FREDERICK
CHRYSLER DODGE JEEP

265 SOLOMONS ISLAND ROAD • PRINCE FREDERICK • MARYLAND 20678
MAIN PHONE: (410) 535-1200
VISIT OUR WEBSITE @ www.princefrederickdodge.com

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. We agree that any claim, dispute or controversy directly or indirectly relating to the repair work, parts or materials, or any vehicle involved herein, shall be resolved by binding arbitration through the National Arbitration Forum, under its code of procedure then in effect. Rules and forms of the National Arbitration Forum may be obtained and all claims shall be filed at any National Arbitration Forum office, www.arb-forum.com or PO Box 50191, Minneapolis, Minnesota 55405. This is a transaction involving interstate commerce and shall be governed by the Federal Arbitration Act, 9 U.S.C. Sections 1-16. Judgment upon any award may be entered in any court having jurisdiction. The parties acknowledge that they have knowingly waived their rights to a judge or jury trial. Nothing herein shall be construed to prevent either party's use of repossession, replevin, detinue or any other remedy, with or without judicial process, concerning any lien relating to the vehicle, nor shall anything herein be construed to limit any remedies under the Magnuson Moss Act.

Adv: 372 JOHN HUBERT LEE JR	Tag: 1162	License: [redacted]	LC4RDMFN8 CW[redacted]	Page: 1	Invoice: C[redacted]

Estimate	Driver/Owner Information
[redacted] HUNTINGTON, MD [redacted] Cell: [redacted]	[redacted] HUNTINGTON, MD 2[redacted] Cell: (301) [redacted]
For Office Use	**Vehicle Information**
Odometer In: 44923 Out: 44926	Dist: USF CUS C W Quote: 12 JEEP LIBERTY 4WD 4DR SUV BLACK
	Stock#: 00111005
Begin: 05/27/14 Done: 05/27/14	Invoiced: 05/29/14 09:53 AM

*** R.O. not Complete *** Reprinted 1 times

		Operation	Tech	Amount
Concern #24 Correction Comment Type: C	TIRE ROTATION. CK BRAKES, ADJUST AIR PRESSURE JOB COMPLETE APPROVED BY ROB	KOT	170	
		TOTAL CHARGE FOR CONCERN		0.00

		Operation	Tech	Amount
Concern #25 Correction Comment Parts Type: C	ENTERPRISE RENTAL ENTERPRISE RENTAL ENTERPRISE RENTAL APPROVED BY ROB Part Number POS Note Description ENTERPRISE	ERC	999	
		Qty	Sell	
		1		
		TOTAL CHARGE FOR CONCERN		0.00

		Operation	Tech	Amount
Concern #1 Cause Correction Parts Type: C	CUSTOMER STATES AIR BAG LIGHT IS ON. ADVISE OF $120 CHECK OUT FEE. CODE B2208 FOR ORC INTERNAL FAULT. REPLACED ORC MODULE Part Number POS Note Description CHC 68149047AC MODULE OC	ORC	170	$ 300.00
		Qty	Sell	
		1	196.10	196.10
		TOTAL CHARGE FOR CONCERN		496.10

		Operation	Tech	Amount
Concern #32 Correction Type: C	TIRE ROTATION NO CHARGE TIRE ROTATION	NCTIRE	170	0.00
		TOTAL CHARGE FOR CONCERN		0.00

X _____
CUSTOMER SIGNATURE

PRINCE FREDERICK
CHRYSLER DODGE JEEP

265 SOLOMONS ISLAND ROAD • PRINCE FREDERICK • MARYLAND 20678
MAIN PHONE: (410) 535-1200
VISIT OUR WEBSITE @ www.princefrederickdodge.com

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. We agree that any claim, dispute or controversy directly or indirectly relating to the repair work, parts or materials, or any vehicle involved herein, shall be resolved by binding arbitration through the National Arbitration Forum, under its code of procedure then in effect. Rules and forms of the National Arbitration Forum may be obtained and all claims shall be filed at any National Arbitration Forum office, www.arb-forum.com or PO Box 50191, Minneapolis, Minnesota 55405. This is a transaction involving interstate commerce and shall be governed by the Federal Arbitration Act, 9 U.S.C. Sections 1-16. Judgment upon any award may be entered in any court having jurisdiction. The parties acknowledge that they have knowingly waived their rights to a judge or jury trial. Nothing herein shall be construed to prevent either party's use of repossession, replevin, detinue or any other remedy, with or without judicial process, concerning any lien relating to the vehicle, nor shall anything herein be construed to limit any remedies under the Magnuson Moss Act.

Adv: 372 JOHN HUBERT LEE JR	Tag: 1162	License: [redacted]	1C4PJMFK5 CW[redacted]	Page: 1	Invoice: [redacted]

Estimate	Driver/Owner Information
[redacted] HUNTINGTOWN, MD [redacted] Cell: [redacted]	[redacted] HUNTINGTOWN, MD [redacted] Cell: (301) [redacted]
For Office Use	**Vehicle Information**
Odometer In: 44922 Out: 44926	WAR C W Quote: 12 JEEP LIBERTY 4WD 4DR SUV BLACK
	Stock#: 80111005
Begin: 05/27/14	Done: 05/28/14	Invoiced: 05/29/14 09:54 AM	In-service: 09/10/12	Production: 04/10/12	Sold: 09/10/12

*** R.O. not Complete *** Reprinted 1 times

		Operation	Tech Units	Amount
Concern: 40	N39 ACTIVE HEAD RESTRAINTS	08-N3-81-83	170 0.2	19.21
Cause:	THIS COULD INCREASE THE RISK OF INJURY TO A FRONT SEAT OCCUPANT DURING CERTAIN CRASH CONDITIONS.			
Correction:	THE TOTALLY INTEGRATED POWER MODULE (TIPM) MUST BE REPROGRAMMED (FLASHED).			
	Line Auth: LEEJOHNK 05/27/14 11:25			
Type: N		Subtotal		
		LAB-MECHANICAL		19.21
		DODGE WARRANTY		19.21

Summary of Charges for Invoice [redacted]		Payment Distribution for Invoice W41394	
LAB-MECHANICAL	19.21	TOTAL CHARGE	19.21
TOTAL CHARGE	19.21	FAC WARRANTY	19.21

If you have any questions - please see JOHN HUBERT LEE JR
NOW THAT WE HAVE COMPLETED YOUR SERVICE, WE WOULD LIKE TO MAKE AN APPOINTMENT WITH YOU FOR A FOLLOW UP CALL. WHAT WOULD BE CONVENIENT FOR YOU?

DATE:_____ TIME:_____
PHONE#_____
EMAIL:_____

Last Page

X_____
CUSTOMER SIGNATURE

PRINCE FREDERICK
CHRYSLER DODGE JEEP

265 SOLOMONS ISLAND ROAD • PRINCE FREDERICK • MARYLAND 20678
MAIN PHONE: (410) 535-1200
VISIT OUR WEBSITE @ www.princefrederickdodge.com

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. We agree that any claim, dispute or controversy directly or indirectly relating to the repair work, parts or materials, or any vehicle involved herein, shall be resolved by binding arbitration through the National Arbitration Forum, under its code of procedure then in effect. Rules and forms of the National Arbitration Forum may be obtained and all claims shall be filed at any National Arbitration Forum office, www.arb-forum.com or PO Box 50191, Minneapolis, Minnesota 55405. This is a transaction involving interstate commerce and shall be governed by the Federal Arbitration Act, 9 U.S.C. Sections 1-16. Judgment upon any award may be entered in any court having jurisdiction. The parties acknowledge that they have knowingly waived their rights to a judge or jury trial. Nothing herein shall be construed to prevent either party's use of repossession, replevin, detinue or any other remedy, with or without judicial process, concerning any lien relating to the vehicle, nor shall anything herein be construed to limit any remedies under the Magnuson Moss Act.

Adv: 313 JOHN HUBERT LEE JR	Tag: 1162	License: [redacted]	1C4PJMEK8 CW[redacted]	Page: 2	Invoice: [redacted]
Invoice to [redacted]			Driver/Owner: [redacted]		
Invoiced [redacted]			12 JEEP LIBERTY 4WD 4DR SUV BLACK		

Summary of Charges for Invoice C41394			Payment Distribution for Invoice C41394	
PARTS		196.10	TOTAL CHARGE	494.52
PARTS DISCOUNT		19.61-		
SUBLET REPAIRS		35.00	VISA	494.52
SERVICE MATERIAL		40.00		
LAB-MECHANICAL		324.95		
LAB DISCOUNT		30.00-		
258 CHARGE TO	7130D	63.69-		
SUB-TOTAL		482.75		
SALES TAX		11.77		
TOTAL CHARGE		494.52		

If you have any questions - please see JOHN HUBERT LEE JR
. CUSTOMER HAS BEEN NOTIFIED VEHICLE IS READY.
. ALL WORK AND ANY CHARGES HAVE BEEN CAREFULLY EXPLAINED

DATE: _____

NMO: _____ Last Page

PRINCE FREDERICK CHRYSLER
265 SOLOMONS ISLAND RD S
PRNC FREDERCK MD 20678
410-535-1200

Merchant ID: [redacted]
Term ID: 5246

Sale

VISA
XXXXXXXXXX[redacted]
Entry Method: Swiped
Apprvd: Online Batch#: 000005
05/27/14 16:56:01

Inv#: [redacted] Appr Code: 169792

Total: $ 494.52

Customer Copy

X _____
CUSTOMER SIGNATURE

PE17-003

FLAT CHRYSLER

8/3/2017

ENCLOSURE 04

CAIR BACKUP



From: [redacted]
To: customerassist@chrysler.com
Date: Wed Jun 11 20:44:07 EDT 2014
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

---

air bag light

Comments:

I took my car in on June 11 because my air bag lightwas on. The brightom Michigan told me the part was on recall so I had the repair done. when they called me they told me was the acitive restraint but the manufactuer would cover that also. They then proceeed to call me and said it was module air bag control which they said was covered under warranty. I then picked up car and recived a bill for $94.00. They then proceeded to tell me the part was covered but not labor which seems very odd and the first I have heard of that. I have 2012 200 which I use for business and has 75,000 miles on. I have always loved this car but I am disappointed in these misleading statements and having to ffot the bill. Is there any way I can get some assistance with this? i dont feel I should have paid this but I went ahead and did it

sincerely

[redacted]

Sender Information:

Title:

First Name: [redacted]

Middle Initial:

Last Name: [redacted]

From: customerassist@chrysler.com
To: [redacted]
Date: Sat Jun 14 06:17:48 EDT 2014
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [redacted]
[redacted] contacting the Chrysler Customer Assistance Center.
We regret the problem you have experienced and appreciate the time and effort you took to bring this matter to my attention.
The handling of your case will require a call to the dealership. Unfortunately, the dealership is currently closed. What I am going to do is assign your case to an agent that will contact the dealership on your behalf. We will be contacting you once the Dealer has been contacted to provide you with an update.
We will do our best to reach out to any available resources the dealership may have.
This will ensure that your concern is reviewed as quickly as possible.
Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-CHRYSLER (1-800-247-9753).
Sincerely,
William
Customer Service Representative
Chrysler Customer Assistance Center
For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: [redacted]
EMAIL CASE NUMBER: [redacted]
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8640860V41068L0KM&
Original Message Follows:

US Customer Service - Chrysler Brand Site
Brief Description:
air bag light
Comments:
I took my car in on June 11 because my air bag lightwas on. The brightom Michigan told me the part was on recall so I had the repair done. when they called me they told me was the acitive restraint but the manufactuer would cover that also. They then proceeed to call me and said it was module air bag control which they said was covered under warranty. I then picked up car and recived a bill for $94.00. They then proceeded to tell me the part was covered but not labor which seems very odd and the first I have heard of that. I have 2012 200 which I use for business and has 75,000 miles on. I have always loved this car but I am disappointed in these misleading

statements and having to ffot the bill. Is there any way I can get some assistance with this? i dont feel I should have paid this but I went ahead and did it sincerely [redacted]

VIN:

CN[redacted]

Mileage:

75000

Servicing Dealer:

Brighton MI chrysler

Title:

First Name:

[redacted]

Middle Initial:

Last Name:

[redacted]

Address 1:

[redacted]

Address 2:

City:

burton

State:

MI

Zip:

[redacted]

Email:

[redacted]

Work Phone:

[redacted]

From: customerassist@chrysler.com
To: [redacted]
Date: Mon Jun 16 21:49:54 EDT 2014
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [redacted]
Thank you for contacting the Chrysler Customer Assistance Center.
In regards to your 2012 CHRYSLER 200, we fully appreciate your concern, particularly in view of the expense and inconvenience involved, however, we are unable to accommodate your request for out-of-warranty consideration. The vehicle has exceeded the time and/or mileage limitations of the warranty (or warranties) we offered on the vehicle at the time it was purchased.
Although we are unable to provide a more favorable reply, we appreciate the opportunity to review your request.
Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-CHRYSLER (1-800-247-9753).
Sincerely,
William
Customer Service Representative
Chrysler Customer Assistance Center
For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER:
EMAIL CASE NUMBER: 2[redacted]
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8644015V69794L0KM&
Previous Reply Follows:

Dear [redacted]
Thank you for contacting the Chrysler Customer Assistance Center.
We regret the problem you have experienced and appreciate the time and effort you took to bring this matter to my attention.
The handling of your case will require a call to the dealership. Unfortunately, the dealership is currently closed. What I am going to do is assign your case to an agent that will contact the dealership on your behalf. We will be contacting you once the Dealer has been contacted to provide you with an update.
We will do our best to reach out to any available resources the dealership may have.
This will ensure that your concern is reviewed as quickly as possible.
Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-CHRYSLER (1-800-247-9753).
Sincerely,
William

Customer Service Representative
Chrysler Customer Assistance Center
For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: [redacted]
EMAIL CASE NUMBER: [redacted]
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8640860V41068L0KM&
Original Message Follows:

US Customer Service - Chrysler Brand Site
Brief Description:
air bag light
Comments:
I took my car in on June 11 because my air bag lightwas on. The brightom Michigan told me the part was on recall so I had the repair done. when they called me they told me was the acitive restraint but the manufactuer would cover that also. They then proceeed to call me and said it was module air bag control which they said was covered under warranty. I then picked up car and recived a bill for $94.00. They then proceeded to tell me the part was covered but not labor which seems very odd and the first I have heard of that. I have 2012 200 which I use for business and has 75,000 miles on. I have always loved this car but I am disappointed in these misleading statements and having to ffot the bill. Is there any way I can get some assistance with this? i dont feel I should have paid this but I went ahead and did it sincerely [redacted]

VIN:
CN[redacted]
Mileage:
75000
Servicing Dealer:
Brighton MI chrysler
Title:

First Name:
[redacted]
Middle Initial:

Last Name:
[redacted]
Address 1:

[redacted]

Address 2:

City:

burton

State:

MI

Zip:

[redacted]

Email:

[redacted]

Work Phone:

8[redacted]

From: [redacted]
To: customerassist@chrysler.com
Date: Tue Jun 17 20:50:47 EDT 2014
Subject: RE: Chrysler Group LLC Customer Assistance (KMM8644015V69794L0KM)
I don't understand if it was out of warranty as to why they told me the par=
t was under warranty but I had to pay labor?=20

> Date: Mon=2C 16 Jun 2014 21:57:21 -0400
> From: customerassist@chrysler.com
> To: [redacted]
> Subject: Re: Chrysler Group LLC Customer Assistance (KMM8644015V69794L0K=
M)
>=20
> Dear [redacted]=2C
>=20
> Thank you for contacting the Chrysler Customer Assistance Center.
>=20
> In regards to your 2012 CHRYSLER 200=2C we fully appreciate your concern=
=2C=20
> particularly in view of the expense and inconvenience involved=2C however=
=2C
> we are unable to accommodate your request for out-of-warranty=20
> consideration. The vehicle has exceeded the time and/or mileage=20
> limitations of the warranty (or warranties) we offered on the vehicle at
> the time it was purchased.=20
>=20
> Although we are unable to provide a more favorable reply=2C we appreciate=
=20
> the opportunity to review your request.
>=20
> Thank you again for your email. Should you require additional=20
> assistance=2C or have any new information to provide=2C please reply to t=
his
> email message or call 1-800-CHRYSLER (1-800-247-9753). =20
>=20
>=20
> Sincerely=2C=20
>=20
> William=20
>=20
> Customer Service Representative=20

> Chrysler Customer Assistance Center
>=20
> For any future communications related to this email=2C please refer to th=
e
> following information:=20
> REFERENCE NUMBER:=20
> EMAIL CASE NUMBER: [redacted]=20
> REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=
=3DKMM8644015V69794L0KM&
>=20
>=20
>=20
> Previous Reply Follows:
> ----------
> Dear [redacted]=2C
>=20
> Thank you for contacting the Chrysler Customer Assistance Center.
>=20
> We regret the problem you have experienced and appreciate the time and=20
> effort you took to bring this matter to my attention.
>=20
> The handling of your case will require a call to the dealership.=20
> Unfortunately=2C the dealership is currently closed. What I am going to d=
o
> is assign your case to an agent that will contact the dealership on your
> behalf. We will be contacting you once the Dealer has been contacted to=20
> provide you with an update.
>=20
> We will do our best to reach out to any available resources the=20
> dealership may have.
>=20
> This will ensure that your concern is reviewed as quickly as possible.
>=20
> Thank you again for your email. Should you require additional=20
> assistance=2C or have any new information to provide=2C please reply to t=
his
> email message or call 1-800-CHRYSLER (1-800-247-9753). =20
>=20
>=20
> Sincerely=2C=20
>=20

> William =20
>=20
> Customer Service Representative=20
> Chrysler Customer Assistance Center
>=20
> For any future communications related to this email=2C please refer to th=
e
> following information:=20
> REFERENCE NUMBER: [redacted]
> EMAIL CASE NUMBER: [redacted]20
> REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=
=3DKMM8640860V41068L0KM&
>=20
>=20
>=20
> Original Message Follows:
> ----------
> US Customer Service - Chrysler Brand Site
> Brief Description:=20
> air bag light
> Comments:
> I took my car in on June 11 because my air bag lightwas on. The brightom
> Michigan told me the part was on recall so I had the repair done. when=20
> they
> called me they told me was the acitive restraint but the manufactuer=20
> would
> cover that also. They then proceeed to call me and said it was module=20
> air
> bag control which they said was covered under warranty. I then picked=20
> up
> car and recived a bill for $94.00. They then proceeded to tell me the=20
> part
> was covered but not labor which seems very odd and the first I have=20
> heard
> of that. I have 2012 200 which I use for business and has 75=2C000 miles=
=20
> on.
> I have always loved this car but I am disappointed in these misleading
> statements and having to ffot the bill. Is there any way I can get some
> assistance with this? i dont feel I should have paid this but I went=20
> ahead

> and did it sincerely Scott Hynes
>=20
>=20
> =20
> VIN:
> CN[redacted]
> Mileage:
> 75000
> Servicing Dealer:
> Brighton MI chrysler
> Title:
> =20
> First Name:
> [redacted]
> Middle Initial:
> =20
> Last Name:
> [redacted]
> Address 1:
> [redacted]
> Address 2:
> =20
> City:
> burton
> State:
> MI
> Zip:
> [redacted]
> Email:
> [redacted]
> Work Phone:
> [redacted]
  =

From: customerassist@chrysler.com
To: [redacted]
Date: Wed Jun 18 02:54:27 EDT 2014
Subject: RE: Chrysler Group LLC Customer Assistance (KMM8644015V69794L0KM)
Original Message Follows:

I don't understand if it was out of warranty as to why they told me the part was under warranty but I had to pay labor?
> Date: Mon, 16 Jun 2014 21:57:21 -0400
> From: customerassist@chrysler.com
> To: s[redacted]
> Subject: Re: Chrysler Group LLC Customer Assistance (KMM8644015V69794L0KM)
>
> Dear [redacted]
>
> Thank you for contacting the Chrysler Customer Assistance Center.
>
> In regards to your 2012 CHRYSLER 200, we fully appreciate your concern,
> particularly in view of the expense and inconvenience involved, however,
> we are unable to accommodate your request for out-of-warranty
> consideration. The vehicle has exceeded the time and/or mileage
> limitations of the warranty (or warranties) we offered on the vehicle at
> the time it was purchased.
>
> Although we are unable to provide a more favorable reply, we appreciate
> the opportunity to review your request.
>
> Thank you again for your email. Should you require additional
> assistance, or have any new information to provide, please reply to this
> email message or call 1-800-CHRYSLER (1-800-247-9753).
>
>
> Sincerely,
>
> William
>
> Customer Service Representative
> Chrysler Customer Assistance Center
>
> For any future communications related to this email, please refer to the
> following information:

> REFERENCE NUMBER:
> EMAIL CASE NUMBER: [redacted]
> REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8644015V69794L0KM&
>
>
>
> Previous Reply Follows:
> ----------
> Dear [redacted]
[redacted]u for contacting the Chrysler Customer Assistance Center.
>
> We regret the problem you have experienced and appreciate the time and
> effort you took to bring this matter to my attention.
>
> The handling of your case will require a call to the dealership.
> Unfortunately, the dealership is currently closed. What I am going to do
> is assign your case to an agent that will contact the dealership on your
> behalf. We will be contacting you once the Dealer has been contacted to
> provide you with an update.
>
> We will do our best to reach out to any available resources the
> dealership may have.
>
> This will ensure that your concern is reviewed as quickly as possible.
>
> Thank you again for your email. Should you require additional
> assistance, or have any new information to provide, please reply to this
> email message or call 1-800-CHRYSLER (1-800-247-9753).
>
>
> Sincerely,
>
> William
>
> Customer Service Representative
> Chrysler Customer Assistance Center
>
> For any future communications related to this email, please refer to the
> following information:

> REFERENCE NUMBER: [redacted]
> EMAIL CASE NUMBER: [redacted]
> REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8640860V41068L0KM&
>
>
>
> Original Message Follows:
> ----------
> US Customer Service - Chrysler Brand Site
> Brief Description:
> air bag light
> Comments:
> I took my car in on June 11 because my air bag lightwas on. The brightom
> Michigan told me the part was on recall so I had the repair done. when
> they
> called me they told me was the acitive restraint but the manufactuer
> would
> cover that also. They then proceeed to call me and said it was module
> air
> bag control which they said was covered under warranty. I then picked
> up
> car and recived a bill for $94.00. They then proceeded to tell me the
> part
> was covered but not labor which seems very odd and the first I have
> heard
> of that. I have 2012 200 which I use for business and has 75,000 miles
> on.
> I have always loved this car but I am disappointed in these misleading
> statements and having to ffot the bill. Is there any way I can get some
> assistance with this? i dont feel I should have paid this but I went
> ahead
> and did it sincerely [redacted]
>
>
>
> VIN:
> CN[redacted]
> Mileage:
> 75000
> Servicing Dealer:

> Brighton MI chrysler
> Title:
>
> First Name:
> [redacted]
> Middle Initial:
>
> Last Name:
> [redacted]
[redacted]:
> [redacted]
> Address 2:
>
> City:
> burton
> State:
> MI
> Zip:
> [redacted]
> Email:
>[redacted]
> Work Phone:
> [redacted]

PE17-003

FLAT CHRYSLER

8/3/2017

ENCLOSURE 04

CAIR BACKUP



Document Recieved from Customer
Cair Number: [redacted]7
Date Received: 2014-07-01 13:21:51.324857
Files Not Recieved: 0

COVER Letter ; TO:

ATT. MA1138

CASE - [redacted]

Imperial Vending — [redacted]

CUSTOMER #: [redacted]

[redacted]

INVOICE

Valley MOTORS
3115 E. Main Street · Russellville, AR 72802
Phone: (479) 968-4566
www.valleyautos.net

RUSSELLVILLE, AR [redacted]
HOME [redacted] CONT: [redacted]
BUS: CELL:

PAGE 1

SERVICE ADVISOR: 307 DARRELL STUTZMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	12	CHRYSLER 200	1C3CCBCB1CN[redacted]		59065/59065	T858

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN12 DD			17:00 23JUN14		76.00	CASH	23JUN14

R.O. OPENED	READY	OPTIONS:
08:11 20JUN14	14:57 23JUN14	DLR:0 ENG:2.4_Liter

LINE OPCODE TECH TYPE HOURS		LIST	NET	TOTAL
A CHECK OUT NOISE IN DASH WHEN CHANGING FROM DEFROST TO FLOOR				
9996 CHECKED OUT FOUND ACUATOR BAD REPLACED				
ACUATOR AND TESTED TO FIX				
1 CC 2.00			158.00	158.00
1 68018109AA ACTUATOR-A/C AND HEATER		45.72	45.72	45.72
PARTS: 45.72 LABOR: 158.00 OTHER:		0.00	TOTAL LINE A:	203.72
**********				
B** AIR BAG LIGHT				
9996 FOUND OCCUPANT RESTRAINT BAD REPLACED AND				
TESTED TO FIX				
1 CC 2.50			197.50	197.50
1 68186182AC MODULE-AIR BAG CONTROL		163.20	163.20	163.20
PARTS: 163.20 LABOR: 197.50 OTHER:		0.00	TOTAL LINE B:	360.70
**********				

APPROVED

CUSTOMER COPY

AMOUNT $615.22

BATCH #: 948 AUTH #: [redacted]

REF #: [redacted]

CREDIT SALE [redacted]

6/23/14 11:43:04 4:43 PM

VALLEY MOTORS, LLC
3115 E MAIN
RUSSELLVILLE AR 72801
479 968-4566
THANK YOU

[redacted]

TAX - 50.80

SERVICE DEPARTMENT HOURS
Mon - Fri: 7:30 am to 5:30 pm · Sat: 8:00 am to 1:00 pm

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.

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X _____

DESCRIPTION	TOTALS
LABOR AMOUNT	355.50
PARTS AMOUNT	208.92
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	564.42
LESS INSURANCE	0.00
SALES TAX	50.80
PLEASE PAY THIS AMOUNT	615.22

CUSTOMER COPY

Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2014-07-02 10:00:33.713748
Files Not Recieved: 0

Dad

COVER Letter ; TO:

ATT. MA1138

CASE - [redacted]

Imperial Vending — [redacted]

CUSTOMER #: [redacted]

[redacted]

INVOICE

PAGE 1

Valley MOTORS
3115 E. Main Street · Russellville, AR 72802
Phone: (479) 968-4566
www.valleyautos.net

RUSSELLVILLE, AR [redacted]
HOME [redacted] CONT [redacted]
BUS: CELL:

SERVICE ADVISOR: 307 DARRELL STUTZMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	12	CHRYSLER 200	1C3CCBCB1CN[redacted]		59065/59065	T858

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN12 DD			17:00 23JUN14		76.00	CASH	23JUN14

R.O. OPENED	READY	OPTIONS: DLR:0 ENG:2.4 Liter
08:11 20JUN14	14:57 23JUN14	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CHECK OUT NOISE IN DASH WHEN CHANGING FROM DEFROST TO FLOOR			
9996 CHECKED OUT FOUND ACUATOR BAD REPLACED ACUATOR AND TESTED TO FIX			
1 CC 2.00		158.00	158.00
1 68018109AA ACTUATOR-A/C AND HEATER	45.72	45.72	45.72
PARTS: 45.72 LABOR: 158.00 OTHER: 0.00 TOTAL LINE A:			203.72
**********			
B** AIR BAG LIGHT			
9996 FOUND OCCUPANT RESTRAINT BAD REPLACED AND TESTED TO FIX			
1 CC 2.50		197.50	197.50
1 68186182AC MODULE-AIR BAG CONTROL	163.20	163.20	163.20
PARTS: 163.20 LABOR: 197.50 OTHER: 0.00 TOTAL LINE B:			360.70
**********			

APPROVED

CUSTOMER COPY

AMOUNT $615.22

BATCH #: 949 AUTH #: [redacted]

CREDIT SALE

REF #: [redacted]

[redacted] 11 08/06/121 0005

4:43 PM

VALLEY MOTORS, INC
3115 E MAIN
RUSSELLVILLE AR 72802
479 968-4566
THANK YOU

SB

UDA

TAX - 50.80

SERVICE DEPARTMENT HOURS
Mon - Fri: 7:30 am to 5:30 pm · Sat: 8:00 am to 1:00 pm

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.

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS

X _____

DESCRIPTION	TOTALS
LABOR AMOUNT	355.50
PARTS AMOUNT	208.92
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	564.42
LESS INSURANCE	0.00
SALES TAX	50.80
PLEASE PAY THIS AMOUNT	615.22

CUSTOMER COPY

PE17-003

FLAT CHRYSLER

8/3/2017

ENCLOSURE 04

CAIR BACKUP



Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2014-08-04 21:23:22.471973
Files Not Recieved: 0

Hello Jennifer,

I was requested to upload my bill for your consideration for reimbursement. Of course I hope that you will reimburse me for this major repair bill that occurred so shortly after my warranty expired, but I also hope that you seek reimbursement from Jim Cogdill Dodge because it doesn't seem fair that they profit from this unfortunate circumstance and told me, "there is nothing they could do, it was out of their hands, they only sell cars, they don't make enough money selling cars to afford to take care of these issues, and you must contact Chrysler." All of that just sounded to me like a "story" so that they could get paid and someone else could deal with the issues. Jim Cogdill is not the type of place I will be doing business with. Everyone at Chrysler (corporate) so far has been very pleasant to speak with. I hope to have a favorable outcome. We all like to buy cars and talk about our experiences, and my stories have not been pleasant so far. In my time in marketing and customer service, I've noticed that issues happen, and it's not the issue that taints the product, but it is how you deal with the issues that makes a lasting impression. I've also noticed, and read many studies about how powerful word of mouth has become these days in this world where we are bumbarded with corporate advertising. We all want our customers telling great stories about our products.

Thanks for your time and consideration, and hope you are able to reimburse me for this bill.

[redacted]n

CUSTOMER #: [redacted]

6[redacted]

INVOICE

PAGE 1

JIM COGDILL DODGE CHRYSLER JEEP RAM
8544 KINGSTON PIKE
KNOXVILLE, TENNESSEE 37919
(865) 690-1611 · Fax: (865) 691-8853
www.jimcogdilldodge.com

[redacted]
KNOXVILLE, TN [redacted]
HOME: [redacted] CONT: [redacted]
BUS: [redacted] CELL:

SERVICE ADVISOR: 506 JOHN WINKLER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
PDM Minera	12	JEEP LIBERTY	1C4PJMFK1C[redacted]		39870/39870	T7508

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31DEC11 DD			17:00 25JUN14			CASH	25JUN14

R.O. OPENED	READY	OPTIONS: SOLD-STK:[redacted] DLR:42576
08:29 25JUN14	17:06 25JUN14	ENG:3.7_Liter TRN:DGV 4-Spd. Automatic VLP 42RLE Trans

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A C/S AIR BAG LIGHT ON, ADVISE								
CAUSE: DIAG FOR AIRBAG LIGHT ON ORC HAS INTERNAL FAULT								
MIS REPLACED ORC MODULE								
	504		C				200.00	200.00
1	68148047AC		MODULE-OCCUPANT RESTRAINT			205.35	205.35	205.35
PARTS: 205.35 LABOR: 200.00 OTHER: 0.00 TOTAL LINE A:								405.35
39870 DIAG FOR AIRBAG LIGHT ON ORC HAS INTERNAL FAULT REPLACED ORC MODULE,CLEARED CODES								
**********								
B** N38 RECALL, ACTIVE HEAD RESTRAINTS								
CAUSE: RECALL N38								
08N38183 Safety Recall N38 - Active Head Restraints - Reprogram Reprogram TIPMCGW Module (1 - Semi-Skilled)								
	504	W94						(N/C)
FC: PART#: COUNT:								
CLAIM TYPE: W								
AUTH CODE:								
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:								0.00
39870 RECALL N38 REPROGRAMMED TIPM								
**********								
CUSTOMER PAY SHOP MATERIALS FOR REPAIR ORDER								4.00

American Express BB

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and 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.

X

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	200.00
PARTS AMOUNT	205.35
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	4.00
TOTAL CHARGES	409.35
LESS INSURANCE	0.00
SALES TAX	37.86
PLEASE PAY THIS AMOUNT	447.21

Copyright 2000 ADP, Inc. SERVICE INVOICE #2 XSI2C

CUSTOMER COPY

PE17-003

FLAT CHRYSLER

8/3/2017

ENCLOSURE 04

CAIR BACKUP



Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2014-07-02 11:45:25.934168
Files Not Recieved: 0

[redacted]

KAPICA

3

SERVICE ADVISOR KEVIN SPIZZIRRI

FREEHOLD CHRYSLER JEEP

4304 Route 9 South
FREEHOLD, NJ 07728
732-780-2900
www.freeholdchryslerjeep.com

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
28MAY14	29MAY14		1C4PJMAK1CW[redacted]	[redacted]	T2072		29MAY14	1[redacted]

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
15:04	15:45	12	JEEP LIBERTY	[redacted]	0.00	23AUG11	7920	3788

MILEAGE IN	MILEAGE OUT	LICENSE NO.
42924	42932	

	TECH	TYPE	HOURS	LIST/UNIT	NET/UNIT	TOTAL
A CUSTOMER STATES THE AIR BAGLIGHT IS ON						
MISC TECH REPLACED THE ORC MODULE						
	104	CPJ			259.15	259.15
1 68148047AC MODULE-OCCUPANT RESTRAINT				205.35	205.35	205.35
B CUSTOMER STATES TIRE PRESSURE LIGHT IS ON						
MISC MISC. SALE						
	104	CPJ			0.00	0.00
C CUSTOMER STATES PERFORM 27 POINT INSPECTION, INCLUDING PERFORMING ANY OPEN RECALL OR FLASH UPDATES						
27P CUSTOMER STATES PERFORM 27 POINT INSPECTION, INCLUDING PERFORMING ANY OPEN RECALL OR FLASH UPDATES						
	104	CPJ			0.00	0.00
D CUSTOMER HAS READ AND AGREED WITH DESCRIPTION OF REPAIRS AND HAS NO OTHER CONCERN _____						
ZNOC CUSTOMER HAS READ AND AGREED WITH DESCRIPTION OF REPAIRS AND HAS NO OTHER CONCERN _____						
	104	CPJ			0.00	0.00
CUSTOMER PAY HAZARDOUS WASTE FOR REPAIR ORDER						1.99

Jeep®

NO CARS RELEASED AFTER _____ P.M.

STORAGE CHARGE - $20.00 PER DAY, 24 HOURS AFTER WORK COMPLETION OR IF NO WORK IS DONE THEN FROM DATE OF RECEIPT.

Thank You For Your Business!

** PRE-INVOICE **

A Service Charge will apply if a balance is not paid within 30 days of billing. Said charges are computed by a periodic rate of 1.5% per month which is an annual percentage rate of 18% applied to the unpaid balance after deducting current payments and/or credits appearing on each statement from the previous balance. The undersigned further agrees and understands that they will be held responsible for any collection fees and reasonable attorney's fees in the event that payments are not maintained in accordance with this agreement such action would be deemed necessary to remedy a default of credit terms.

DESCRIPTION	TOTALS
LABOR AMOUNT	259.15
PARTS AMOUNT	205.35
GAS,OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	1.99
TOTAL CHARGES	466.49
LESS INSURANCE	0.00
SALES TAX	32.65
PLEASE PAY THIS AMOUNT	499.14

I HEREBEFORE AUTHORIZED THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIAL. I ALSO AGREED THAT YOU WERE 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 HEREBEFORE GRANTED 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 WAS HEREBEFORE ACKNOWLEDGED ON VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO.

CUSTOMER SIGNATURE

OUR CUSTOMER SERVICE DEPT IS HERE FOR YOU.
PLEASE CONTACT YOUR SERVICE ADVISOR IF YOU HAVE ANY QUESTIONS OR CONCERNS.
THANK YOU AGAIN FOR YOUR BUSINESS!!!

THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY. LABOR AND PARTS FOR 90 DAYS OR 4000 MILES, WHICHEVER COMES FIRST. WARRANTY REPAIRS TO BE PERFORMED AT SELLER'S PLACE OF BUSINESS. SELLER HEREBY LIMITS IMPLIED WARRANTIES TO THE PERIOD STATED. WARRANTY DETAILS AVAILABLE.
ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE.

PAYMENT IN CASH ONLY SERVICE * PARTS * COLLISION REPAIRS

CUSTOMER COPY

PE17-003

FLAT CHRYSLER

8/3/2017

ENCLOSURE 04

CAIR BACKUP



From: [redacted]
To: customerassist@chrysler.com
Date: Fri Jul 04 15:55:40 EDT 2014
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Dissatisfied customer

Comments:

To whom it may concern ,
I was excited when I leased a new 2012 jeep
liberty in late September of 2012. Little did I know I would be paying for repairs so soon. My airbag light came on and I brought it to my dealer in Levittown NY on 6/23/14 and was told that I needed a new module and was chArged $500 for the repair . I asked why and was told I was over in mileage on my warranty(only by 2500miles) . I also had a recall on my head restraints which are part of my SRS system and I asked if that had any relation to my airbag problem. I was told no which I find hard to believe .
I never expected to be paying so much money for a new car that is only 1 1/2 old . I never had this problem with other companies . I was going to upgrade when my lease is up to a jeep wrangler but I'm probably going to go back to Nissan who never gave me a problem.
Sincerely ,
[redacted]
A
Very disappointed customer

Sender Information:

Title:

First Name: [redacted]

Middle Initial:

Last Name: [redacted]

From: customerassist@chrysler.com
To: [redacted]
Date: Tue Jul 08 05:07:19 EDT 2014
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [redacted]
Thank you for contacting the Jeep Customer Assistance Center.
We are very sorry to learn of the problem you have encountered and have documented your concern.

We appreciate the time and effort you took to tell us of your dissatisfaction in our product.
The handling of your case will require a call to the Dealer. The Dealer is currently closed. What I am going to do is assign your case to an agent that will contact the Dealer on your behalf and I will continue to work on this case. You will be contacted once the Dealer has been contacted to provide you with an update.
This will ensure that your concern is reviewed as quickly as possible.
Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).
Sincerely,
Victoria
Customer Service Representative
Jeep Customer Assistance Center
For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: [redacted]
EMAIL CASE NUMBER: [redacted]
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8676499V10439L0KM&
Original Message Follows:

US Customer Service - Jeep Brand Site
Brief Description:
Dissatisfied customer
Comments:
To whom it may concern , I was excited when I leased a new 2012 jeep liberty in late September of 2012. Little did I know I would be paying for repairs so soon. My airbag light came on and I brought it to my dealer in Levittown NY on 6/23/14 and was told that I needed a new module and was chArged $500 for the repair . I asked why and was told I was over in mileage on my warranty(only by 2500miles) . I also had a recall on my head restraints which are part of my SRS system and I asked if that had any relation to my airbag problem. I was told no which I find hard to believe .

I never expected to be paying so much money for a new car that is only 1 1/2 old . I never had this problem with other companies . I was going to upgrade when my lease is up to a jeep wrangler but I'm probably going to go back to Nissan who never gave me a problem. Sincerely , [redacted]o A Very disappointed customer

VIN:

CW[redacted]

Mileage:

39000

Servicing Dealer:

Title:

First Name:

[redacted]

Middle Initial:

Last Name:

[redacted]

Address 1:

[redacted]

Address 2:

City:

Manorville

State:

NY

Zip:

[redacted]

Email:

[redacted]

Home Phone:

[redacted]

From: [redacted]
To: customerassist@chrysler.com
Date: Mon Jul 21 20:10:39 EDT 2014
Subject: Re: Chrysler Group LLC Customer Assistance (KMM8676499V10439L0KM)
Dear Victoria or whom it may concern,
I'm writing to inform you that when my lease is up next sept I will not be getting another jeep product or will I be buying or leasing any jeep ever . Also I will not recommend my friends or family to buy a jeep. Paying $500 dollars for repairs for a malfunction in my airbag system for a car that is only a year and half old is not right especially when there was a recall for my head restraints which are part of the same system. I believe that the two are related . But since I'm not a big corporation just a hard working man I'm not important. When you buy a brand new car one should not be putting out that much money in such a short time. I'm going back to Nissan for my next car they never gave me a problem like jeep did.
Sincerely
[redacted]

Sent from my iPhone

> On Jul 8, 2014, at 5:07 AM, customerassist <customerassist@chrysler.com> wrote:
>
> Dear [redacted],
>
> Thank you for contacting the Jeep Customer Assistance Center.
>
> We are very sorry to learn of the problem you have encountered and have
> documented your concern.
>
> We appreciate the time and effort you took to tell us of your
> dissatisfaction in our product.
>
> The handling of your case will require a call to the Dealer. The Dealer
> is currently closed. What I am going to do is assign your case to an
> agent that will contact the Dealer on your behalf and I will continue to
> work on this case. You will be contacted once the Dealer has been
> contacted to provide you with an update.
>
> This will ensure that your concern is reviewed as quickly as possible.
>
> Thank you again for your email. Should you require additional
> assistance, or have any new information to provide, please reply to this
> email message or call 1-877-I-AM-JEEP (1-877-426-5337).

>
> Sincerely,
>
> Victoria
>
> Customer Service Representative
> Jeep Customer Assistance Center
>
> For any future communications related to this email, please refer to the
> following information:
> REFERENCE NUMBER: [redacted]
> EMAIL CASE NUMBER: [redacted]
> REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8676499V10439L0KM&
>
>
>
> Original Message Follows:
> ----------
> US Customer Service - Jeep Brand Site
> Brief Description:
> Dissatisfied customer
> Comments:
> To whom it may concern , I was excited when I leased a new 2012 jeep
> liberty in late September of 2012. Little did I know I would be paying
> for
> repairs so soon. My airbag light came on and I brought it to my dealer
> in
> Levittown NY on 6/23/14 and was told that I needed a new module and was
> chArged $500 for the repair . I asked why and was told I was over in
> mileage on my warranty(only by 2500miles) . I also had a recall on my
> head
> restraints which are part of my SRS system and I asked if that had any
> relation to my airbag problem. I was told no which I find hard to
> believe .
> I never expected to be paying so much money for a new car that is only
> 1
> 1/2 old . I never had this problem with other companies . I was going
> to
> upgrade when my lease is up to a jeep wrangler but I'm probably going
> to go

> back to Nissan who never gave me a problem. Sincerely ,[redacted]
> A
> Very disappointed customer
>
>
>
> VIN:
> CW[redacted]
> Mileage:
> 39000
> Servicing Dealer:
>
> Title:
>
> First Name:
> [redacted]
[redacted]
>
> Last Name:
[redacted]
> Address 1:
> [redacted]
> Address 2:
>
> City:
> Manorville
> State:
> NY
> Zip:
> 1[redacted]
> Email:
> [redacted]
> Home Phone:
> [redacted]

PE17-003

FLAT CHRYSLER

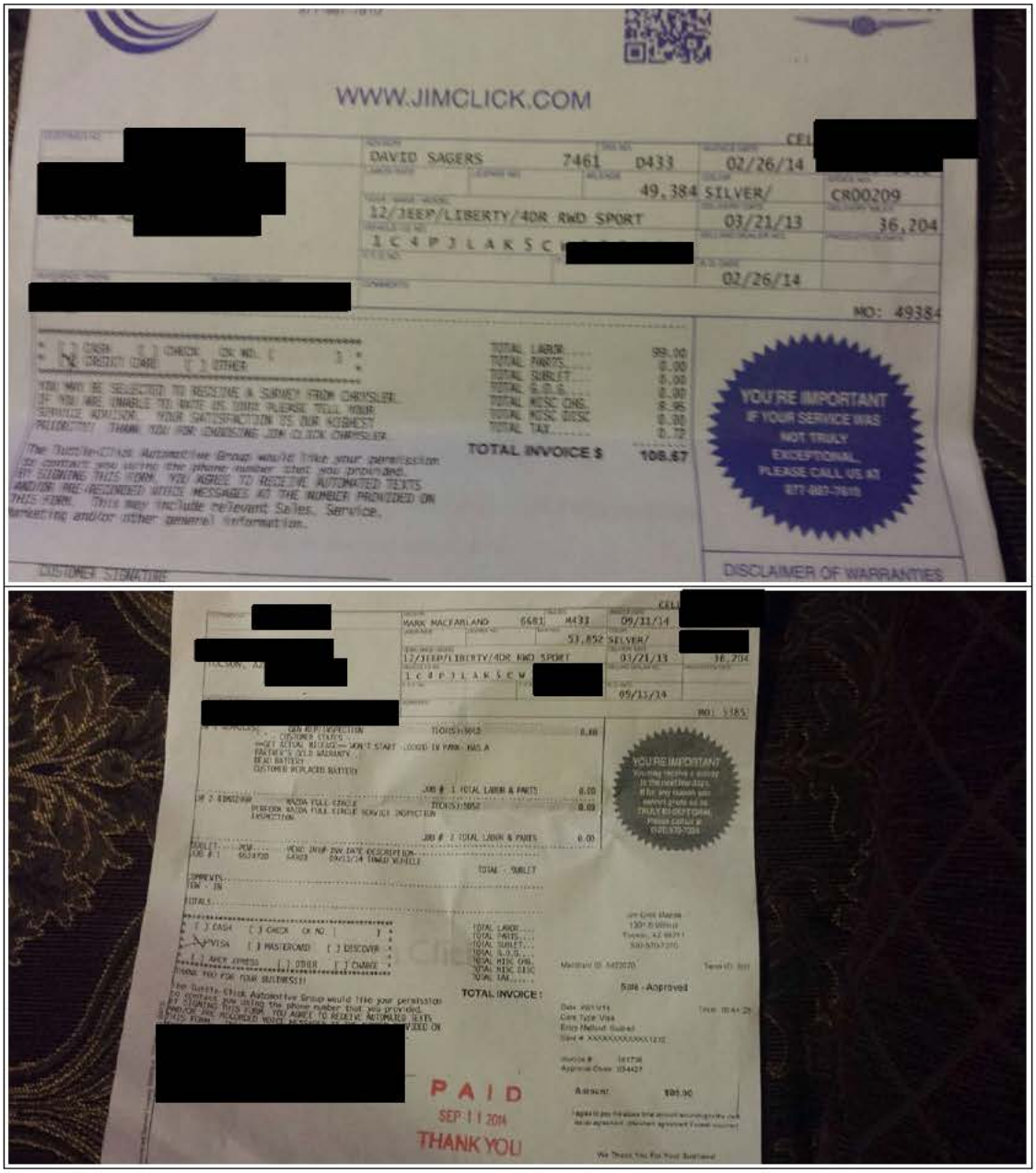
8/3/2017

ENCLOSURE 04

CAIR BACKUP



Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2014-10-07 14:49:44.022567
Files Not Recieved: 0



WWW.JIMCLICK.COM

[redacted]

DAVID SAGERS 7461 D433 02/26/14 [redacted]

49,384 SILVER/ CR00209

12/JEEP/LIBERTY/4DR RWD SPORT 03/21/13 36,204

1C4PJLAK5C[redacted]

02/26/14

[redacted]

MO: 49384

[ ] CASH [ ] CHECK OK NO. [ ]
[X] CREDIT CARD [ ] OTHER

YOU MAY BE SELECTED TO RECEIVE A SURVEY FROM CHRYSLER. IF YOU ARE UNABLE TO RATE US 10/10 PLEASE TELL YOUR SERVICE ADVISOR. YOUR SATISFACTION IS OUR HIGHEST PRIORITY!!! THANK YOU FOR CHOOSING JIM CLICK CHRYSLER.

The Tumbleweed Automotive Group would like your permission to contact you using the phone number that you provided. BY SIGNING THIS FORM, YOU AGREE TO RECEIVE AUTOMATED TEXTS AND/OR PRE-RECORDED VOICE MESSAGES AT THE NUMBER PROVIDED ON THIS FORM. This may include relevant Sales, Service, Marketing and/or other general information.

TOTAL LABOR	99.00
TOTAL PARTS	0.00
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG	8.95
TOTAL MISC DISC	0.00
TOTAL TAX	0.72
TOTAL INVOICE $	108.67

YOU'RE IMPORTANT
IF YOUR SERVICE WAS NOT TRULY EXCEPTIONAL, PLEASE CALL US AT 877-887-7819

DISCLAIMER OF WARRANTIES

CUSTOMER SIGNATURE

[redacted]

MARK MACFARLAND 6681 M433 09/11/14 [redacted]

53,852 SILVER/ [redacted]

12/JEEP/LIBERTY/4DR RWD SPORT 03/21/13 36,204

1C4PJLAK5CW[redacted]

09/11/14

[redacted]

MO: 53852

GEN 80 PT INSPECTION TOOLS: MAC 0.00
CUSTOMER STATES:
--HOT STOCK BUILD-- WON'T START - LOOSE IN PARK - WAS A FATHER'S DAY WARRANTY
DEAD BATTERY
CUSTOMER REPLACED BATTERY

JOB # 1 TOTAL LABOR & PARTS 0.00

MAZDA FULL CIRCLE STORE(S): 5052 0.00
PERFORM MAZDA FULL CIRCLE SERVICE INSPECTION
INSPECTION

JOB # 2 TOTAL LABOR & PARTS 0.00

SUBLET: POP... HOSE, INTAKE DW DATE DESCRIPTION
LOG # 1 6524720 14420 09/11/14 TOWED VEHICLE

TOTAL - SUBLET

COMMENTS:
TOW - IN

TOTALS:

YOU'RE IMPORTANT
You may receive a survey in the next few days. If for any reason you cannot give us the TRULY EXCEPTIONAL [redacted]

[ ] CASH [ ] CHECK OK NO. [ ]
[X] VISA [ ] MASTERCARD [ ] DISCOVER
[ ] AMEX [ ] OTHER [ ] CHARGE
THANK YOU FOR YOUR BUSINESS!!!

TOTAL LABOR	
TOTAL PARTS	
TOTAL SUBLET	
TOTAL G.O.G.	
TOTAL MISC CHG	
TOTAL MISC DISC	
TOTAL TAX	
TOTAL INVOICE:	

Sale - Approved

Date: 09/11/14 Time: 10:44:29
Card Type: Visa
Entry Method: Swiped
Card #: XXXXXXXXXXXX1212
Invoice #: 161736
Approval Code: 034427
Amount: $95.90

I agree to pay the above total amount according to my card issuer agreement. (Merchant agreement if credit voucher)

We Thank You For Your Business!

The Tumbleweed Automotive Group would like your permission to contact you using the phone number that you provided. BY SIGNING THIS FORM, YOU AGREE TO RECEIVE AUTOMATED TEXTS AND/OR PRE-RECORDED VOICE MESSAGES ON THIS FORM [redacted]

PAID
SEP 11 2014
THANK YOU

PE17-003

FLAT CHRYSLER

8/3/2017

ENCLOSURE 04

CAIR BACKUP



RECEIVED DATE:

10/14/14

POSTED DATE : 10-9-14

VIN (FIRST 9 DIGITS) 1C3CDZAB5

VIN (LAST 8 DIGITS) CN[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR :

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

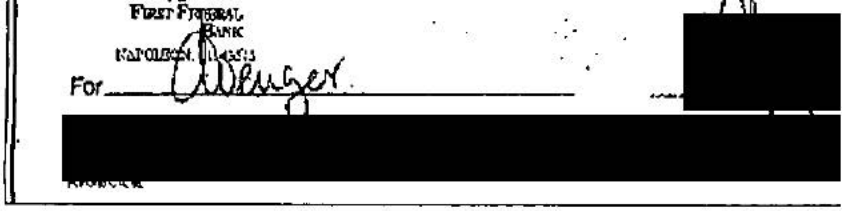
Oct 08 2014

Chrysler Customer Assistanee
Auburn Hills, MI.
Att: Lisa
Case #[redacted]

My name is [redacted]
regarding to Dodge Avenger
VIN# 1C3CDZAB5CN[redacted]
[redacted] reason of my request
was due to the Airbag OPC Module
~~Air bag~~ went bad according to
inspection made by dealer Terry
Henricks. It was replaced (enclosed
dealer work order). For so I would
appreciatte any help. Enclosed
copy of check.

Thank you for
your attention.

[redacted]
Wauseon, OH [redacted]
Phone: [redacted]


FIRST FEDERAL
BANK
For

TERRY HENRICKS
CHRYSLER-DODGE-JEEP-RAM

1935 S. Defiance St., P.O. Box 217
Archbold, OH 43502
Phone 419-445-2576
or Toll Free 1-800-445-6576
www.terryhenricks.com

CHRYSLER Dodge Jeep RAM

R/O	VIN		DATE IN
10582	1 C 3 C D Z A B 5 C N [redacted]	[redacted]	09/29/14
YEAR 2012	MAKE DODGE	MODEL AVENGER SE	COLOR WHITE O
MILES IN 48528	MILES OUT 48528	FIRST USE 00/00/00 00/00/00	LISC. OH
SEE ALSO		WAUSEON OH [redacted] na	TIME IN 10:56 CLOSED 11:43 09/29/14
		H: [redacted] W: (419) -	WRITER MIKE\03

CUSTOMER IS WAITING.

(1) AIRBAG LIGHT ON
REPLACED THE ORC MODULE

Labor	T06		135.00
68186180AC	(MODULE)	1	192.99
Total Labor			135.00
Total Parts			192.99
Total Repair (Customer)			327.99

(Tech:06) A

(2) SAFETY INSPECTION/WALKAROUND
OK

Labor	MSAF	T06	.00
Total Repair (Customer)			.00

(Tech:06) A

REMEMBER AT TERRY HENRICKS
ONLY YOUR VEHICLE GETS MORE
ATTENTION THAN YOU DO.

PAID SEP 29 2014
OK 1152

Next Service JAN '15 Lube-Oil-Filter

	W/C	INT.		CUSTOMER
		.00	Labor	135.00
		.00	Parts	192.99
		.00	Sublet	.00
		.00	Shp. Sup.	13.50
		.00	Oil/Grease	.00
		.00	Sub Total	341.49
		.00	Tax	24.76
		.00	Total (Cash)	366.25

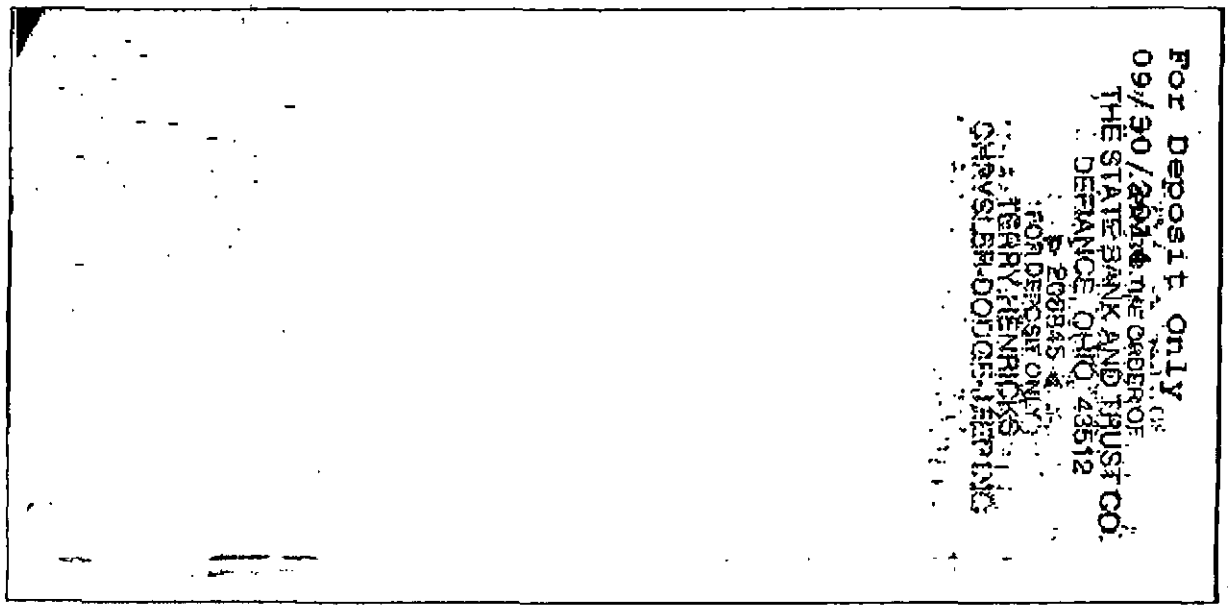
DISCLAIMER OF WARRANTIES
Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither assumes nor authorizes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

X CUSTOMER SIGNATURE

Job 006936

[redacted]

Customer Copy


For Deposit Only
THE STATE BANK AND TRUST CO.
DEFIANCE, OHIO 43512
FOR DEPOSIT ONLY

[redacted]

Wauseon, OH [redacted]

METROPLEX MI 480

09 OCT 2004 PM 2 L

RECEIVED
OCT 14
By

Chrysler Customer Assistance
P.O. Box 21-8004
Auburn Hills, MI 48321

Attn: Lisa

48321800404

RECEIVED DATE:

10/15/14

POSTED DATE : 10.10.14

VIN (FIRST 9 DIGITS) 1C3CD2AB5

VIN (LAST 8 DIGITS) CN [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 00600000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

Oct 10, 2019

Chrysler Customer Assistance Center

Att Lisa

Case #[redacted]

Enclosed is [redacted] work order (original) of Avenger VIN 1C3CDZAB5 CN[redacted], due to you requested original and I sent a copy (yesterday).

Thank you again for your attention.

[redacted]

Wanseon OH

Phone #([redacted]

(1) AIRBAG LIGHT ON
REPLACED THE ORC MODULE

Labor
68186180AC
Total Labor .
Total Parts .
Total Repair

(Tech:06) A [redacted]

(2) SAFETY INSPECTION/WALKAROUND
OK

Labor
Total Repair

(Tech:06) A

REMEMBER AT TERRY HENRICKS
ONLY YOUR VEHICLE GETS MORE
ATTENTION THAN YOU DO.

Next Service JAN '15 Lube-Oil-Filter

DISCLAIMER OF WARRANTIES

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

X CUSTOMER SIGNATURE

Job 006936

[redacted]

Customer Copy

[redacted]

Wauseon, OH [redacted]

METROPLEX MI 480

10 OCT 2014 PM 16 L

RECEIVED
OCT 15
BK

Chrysler Customer Assistance Ce
P. O. Box 21-8004
Auburn Hills, MI 48321

Att: Lisa

48321800404

PE17-003

FLAT CHRYSLER

8/3/2017

ENCLOSURE 04

CAIR BACKUP



Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2014-12-03 20:46:05.518657
Files Not Recieved: 0

Attached please find documentation evidencing the failure of the occupant restraint controller module. It is believed to be part of the recall from February 2014. Per dealership management recommendation, we are petitioning for reimbursement.

LARRY ROESCH CHRYSLER/JEEP/DODGE/RAM
200 West Grand Avenue
Elmhurst, Illinois 60126
Phone (630) 834-8000

Stick with the Specialists™

MOPAR.

Jeep Case # [redacted]

Spoke with Diamond 12-1-14

CUSTOMER NO. [redacted]	ADVISOR BRIAN 3050	TAG NO. 1712	INVOICE DATE 02/18/14	INVOICE NO. [redacted]	
[redacted]	LABOR RATE	LICENSE NO. [redacted]	MILEAGE 29,093	COLOR RED/	STOCK NO. [redacted]
ELMHURST, IL [redacted]	YEAR / MAKE / MODEL 12/JEEP/PATRIOT/4DR 4WD LIMITED		DELIVERY DATE 07/24/12	DELIVERY MILES 914	
	VEHICLE I.D. NO. 1 C 4 N J R C B 9 C D [redacted]		SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 02/18/14		
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS			

LABOR & PARTS

J# 1 55CH7 CHRYSLER RECALL TECH(S):587 WARRANTY

RECALL NO1 REPROGRAM OCCUPANT RESTRAINT CONTROL MOD
SAFETY RECALL
PERFORMED RECALL PER CHRYSLERS REQUEST

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 00CHZ00 WORLD CLASS INSPECT TECH(S):587 INTERNAL

PERFORM WORLD CLASS INSPECTION TO VEHICLE
EST TO HOOK UP AFTER MAKERT HORN THAT WAS INSTALLED
INSPECTION
RECOMMEND TO NOT HOOK UP AFTERMARKET HORNS
PERFORMED WORLD CLASS INSPECTION TO VEHICLE

JOB # 2 TOTAL LABOR & PARTS 0.00

TOTALS

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

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

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

CHRYSLER

Jeep

DODGE

RAM

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.

LARRY ROESCH FAMILY AUTO GROUP SINCE 1923

www.larryroesch.com



The Reynolds and Reynolds Company ERA/KTINVE OD701241 Q (8311)

CUSTOMER COPY [END OF INVOICE] 10:44am

Thank You! We Appreciate Your Business

Original Customer Requests

The following is what you requested we perform or investigate regarding your vehicle:

- ✔ 1. RECALL N01 REPROGRAM OCCUPANT RESTRAINT CONTROL MOD
- ✔ 2. PERFORM WORLD CLASS INSPECTION TO VEHICLE EST TO HOOK UP AFTER MAKERT HORN THAT WAS INSTALLED

Recommended Services

Our technicians recommend the following services for your vehicle.

Original Customer Requests	Status	Declined	Approved
1. RECALL N01 REPROGRAM OCCUPANT RESTRAINT CONTROL MOD			X
2. PERFORM WORLD CLASS INSPECTION TO VEHICLE EST TO HOOK UP AFTER MAKERT HORN THAT WAS INSTALLED			X

CHRYSLER

Done
2/18/14

SAFETY RECALL N01 / NHTSA 13V-233
REPROGRAM OCCUPANT RESTRAINT CONTROL MODULE

Dear [redacted]

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Chrysler has decided that a defect, which relates to motor vehicle safety, exists in some **2010 through 2012 model year Jeep® Patriot and Compass vehicles.**

The problem is...	**The Occupant Restraint Control Module (ORC) in your vehicle** (VIN: **1C4NJRCB9CD[redacted]**) **may have a software error. This could result in non-deployment of the seatbelt pretensioner and/or side airbag curtains during certain low speed roll-over events and increase the risk of serious injury to vehicle occupants.**
What your dealer will do...	**Chrysler will repair your vehicle free of charge (parts and labor).** To do this, your dealer will reprogram the ORC module with new software. The work will take about ½ hour to complete. However, additional time may be necessary depending on service schedules.
What you must do to ensure your safety...	Simply **contact your Chrysler, Jeep, or Dodge dealer** right away to schedule a service appointment. **Please bring this letter with you to your dealer.**
If you need help...	If you have questions or concerns which your dealer is unable to resolve, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.

Please help us update our records by filling out the attached prepaid postcard if any of the conditions listed on the card apply to you or your vehicle. You may also update this information on the web at www.chrysler.com/ownersreg.

If you have already experienced this condition and have paid to have it repaired, please send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days.

If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to http://www.safercar.gov.

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Services / Field Operations
Chrysler Group LLC
Notification Code N01

Note to lessors receiving this recall: Federal regulation requires that you forward this recall notice to the lessee within 10 days.

RAM DODGE CHRYSLER Jeep SRT FIAT MOPAR

Chrysler, Jeep, Dodge, Ram, SRT and Mopar are registered trademarks of Chrysler Group LLC.
FIAT is a registered trademark of Fiat Group Marketing & Corporate Communication S.p.A., used under license by Chrysler Group LLC.

CHRYSLER GROUP LLC
CIMS 482-00-85
PO Box 218008
Auburn Hills MI USA 48321-8008
Electronic Service Requested

PRESORTED
FIRST CLASS
U.S. POSTAGE
P A I D
PERMIT #2655
DETROIT, MI

IMPORTANT!
SAFETY RECALL NOTICE

IMPORTANT SAFETY RECALL INFORMATION

Issued in Accordance
With Federal Law

U.S. Department of Transportation

NHTSA
www.nhtsa.gov

C[redacted] N01 0082848
[redacted]
ELMHURST, IL [redacted]

0082848/#60203 / N01_EVEN

0082848#60203 / N01_EVEN

PLEASE HELP US UPDATE OUR RECORDS IF ANY OF THE FOLLOWING CONDITIONS APPLY

VIN (Last 8 Characters of Vehicle Identification Number)

CD [redacted]

Notification Code

N01

This service was previously performed on my vehicle *(check one if applicable)*:

- ☐ My vehicle was inspected and found to be ok.
- ☐ My vehicle was repaired.

This vehicle was *(check one if applicable)*:

☐ scrapped ☐ stolen ☐ exported

This vehicle was sold to *(check one if applicable)*:

- ☐ A dealer, or someone whose name and address is unknown.
- ☐ Someone other than a dealer *(type or print the new owner's name and address below)*.

Date of sale: _____

Updated name and address *(type or print the new owner's name and address or your new name and/or address if it has changed)*:

Owner's title *(check one if applicable)*:

☐ Mr. ☐ Miss ☐ Mr. & Mrs. ☐ Dr.
☐ Mrs. ☐ Ms. ☐ Rev. ☐ Business

First Name _____ MI _____

Last Name _____

Street Address _____

_____

City _____

State _____ Zip Code _____

Email Address _____

LARRY ROESCH CHRYSLER/JEEP/DODGE/RAM

200 West Grand Avenue
Elmhurst, Illinois 60126
Phone (630) 834-8000

Stick with the Specialists™

MOPAR.

Jeep Case # [redacted] Spoke with Diamond 12-1-14

CUSTOMER NO. [redacted]	ADVISOR ERIC 67021	TAG NO. 5071	INVOICE DATE 12/01/14	INVOICE NO. [redacted]	
[redacted]	LABOR RATE	LICENSE NO. [redacted]	MILEAGE 42,362	COLOR RED/	[redacted]
ELMHURST, IL [redacted]	YEAR / MAKE / MODEL 12/JEEP/PATRIOT/4DR 4WD LIMITED		DELIVERY DATE 07/24/12	DELIVERY MILES 914	
	VEHICLE I.D. NO. 1 C 4 N J R C B 9 C D [redacted]		SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 11/28/14		
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS			

LABOR & PARTS

O# 1 00CHZ00 WORLD CLASS INSPECT TECH(S):6 INTERNAL

PERFORM WORLD CLASS INSPECTION TO VEHICLE
INSPECTION
PERFORMED WORLD CLASS INSPECTION TO VEHICLE

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

O# 2 22CHZ05 MOUNT AND BALANCE 4 TECH(S):6 83.20

MOUNT AND BALANCE FOUR TIRE PER CUSTOMERS REQUEST
CUSTOMER TO ORDER, PREPAY FOR TIRES, MONDAY APPOINTMENT
WORN TIRES
MOUNTED AND BALANCED FOUR TIRES PER CUSTOMERS REQUEST

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 2	3	Y1836784-18 DOT# MDA6 DYWR 0714	TIRE P215 22001026	124.50	123.50	370.50
JOB # 2	1	Y1836784-18 DOT# MDA6 DYWR 0513	TIRE P215 22001026	124.50	1.00	1.00
			JOB # 2 TOTAL PARTS			371.50
			JOB # 2 TOTAL LABOR & PARTS			454.70

O# 3 08CHZ ELECTRICAL TECH(S):6 130.00

CUSTOMER STATES AIR BAG LIGHT ON INSTALL SOP 130.00 TO INSTA
LL.

INSTALL SOP OCCUPANT RESTRAINT CONTROLLER MODULE CLEARED
FAULTS AND TESTED SYSTEM.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
			JOB # 3 TOTAL PARTS			0.00
			JOB # 3 TOTAL LABOR & PARTS			130.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 1	TDF	TIRE DISPOSAL FEE		10.00
JOB # 1	TTF	TIRE TAX FEE		10.00
			TOTAL - MISC	20.00

800-992-1997

CHRYSLER

Jeep

DODGE

RAM

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.

LARRY ROESCH FAMILY AUTO GROUP SINCE 1924

www.larryroesch.com



The Reynolds and Reynolds Company ERAINTINVE CC791241 Q (0311)

Thank You! We Appreciate Your Business

LARRY ROESCH CHRYSLER/JEEP/DODGE/RAM
200 West Grand Avenue
Elmhurst, Illinois 60126
Phone (630) 834-8000

Stick with the Specialists™

MOPAR.

CUSTOMER NO. [redacted]	ADVISOR ERIC 67021	TAG NO. 5071	INVOICE DATE 12/01/14	[redacted]	
[redacted]	LABOR RATE	LICENSE NO. [redacted]	MILEAGE 42,362	COLOR RED/	STOCK NO. [redacted]
ELMHURST, IL [redacted]	YEAR / MAKE / MODEL 12/JEEP/PATRIOT/4DR 4WD LIMITED		DELIVERY DATE 07/24/12	DELIVERY MILES 914	
	VEHICLE I.D. NO. 1 C 4 N J R C B 9 C D [redacted]		SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 11/28/14		
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS			

TOTALS----------

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

TOTAL LABOR....	213.20
TOTAL PARTS....	371.50
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	20.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	29.72
TOTAL INVOICE $	**634.42**

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

CHRYSLER

Jeep

DODGE

RAM

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.

LARRY ROESCH FAMILY AUTO GROUP SINCE 1923

www.larryroesch.com



The Reynolds and Reynolds Company ERARINVE CO701241 O (02/11)

CUSTOMER COPY

[END OF INVOICE] 04:19pm

Thank You! We Appreciate Your Business

Larry Roesch CJD

Payment Receipt

Transaction Id:	[redacted]
Type:	Payment
Status:	Success
Credit Card Number:	[redacted] exp. 03/17
Amount:	$504.42
Authorization Code:	[redacted]
Date:	11/28/2014 15:19:35 CST
Customer Name:	[redacted]
Billing Name:	
Address:	
Service Type:	Repair Order
Number:	[redacted]

Signature

Larry Roesch CJD

Payment Receipt

Transaction Id:	[redacted]
Type:	Payment
Status:	Success
Credit Card Number:	[redacted](DISC) exp. 08/19
Amount:	$130.00
Authorization Code:	[redacted]
Date:	12/01/2014 18:50:50 CST
Billing Name:	[redacted]
Address:	
Service Type:	Repair Order
Number:	[redacted]

Signature

LARRY ROESCH CHRYSLER/JEEP/DODGE/RAM

LARRY ROESCH CHRYSLER JEEP DODGE RAM Elmhurst

200 West Grand Avenue
Elmhurst, Illinois 60126
Phone (630) 834-8000

Stick with the Specialists™

MOPAR

Jeep
Case # [redacted]

Spoke with Diamond 12-1-14

CUSTOMER NO. [redacted]	ADVISOR ERIC 67021	TAG NO. 2998	INVOICE DATE 11/24/14	INVOICE NO. [redacted]	
[redacted]	LABOR RATE	LICENSE NO. [redacted]	MILEAGE 42,157	COLOR RED/	STOCK NO. [redacted]
ELMHURST, IL [redacted]	YEAR / MAKE / MODEL 12/JEEP/PATRIOT/4DR 4WD LIMITED		DELIVERY DATE 07/24/12	DELIVERY MILES 914	
	VEHICLE I.D. NO. 1C4NJRCB9CD [redacted]		SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 11/22/14		
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS			

LABOR & PARTS

J# 1 OBCHZ ELECTRICAL TECH(S):5 130.00

CUSTOMER STATES AIR BAG LIGHT ON.
INSPECTED AND FOUND INTERNAL FAILURE WITH OCCUPANT
RESTRAINT CONTROLLER MODULE
ORDERED NEW MODULE EST TO INSTALL WHEN PARTS ARRIVE 130.00

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	1	56054702-AA	MODULE OC 08035034	203.13	203.13	203.13
				JOB # 1 TOTAL PARTS		203.13
				JOB # 1 TOTAL LABOR & PARTS		333.13

J# 2 OBCHZ00 WORLD CLASS INSPECT TECH(S):5 INTERNAL

PERFORM WORLD CLASS INSPECTION TO VEHICLE
INSPECTION
PERFORMED WORLD CLASS INSPECTION TO VEHICLE
SEE NOTES

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
				JOB # 2 TOTAL PARTS		0.00
				JOB # 2 TOTAL LABOR & PARTS		0.00

RECOMMENDATIONS

NOTE
CAR NEEDS TIRES EST 504.42
WRANGLER SR-A OWL SKU 183678418
PART# Y183678418
ALSO NOTE CAR DUE TO HAVE SPARK PLUGS REPLACED
EST 216.00 PLUS TAX

TOTALS

TOTAL LABOR....	130.00
TOTAL PARTS....	203.13
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	16.25
TOTAL INVOICE $	**349.38**

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

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

CHRYSLER

Jeep

DODGE

RAM

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.

LARRY ROESCH FAMILY AUTO GROUP SINCE 1923

www.larryroesch.com



The Reynolds and Reynolds Company ERIANTINVE CC7012412 (09/11)

Thank You! We Appreciate Your Business

LARRY ROESCH
200 W. GRAND AVENUE
ELMHURST, IL

(630) 834-8000



Dear Customer:
It was necessary for us to SPECIAL order the item(s) listed below. As soon as they arrive you will be notified.

Order # [redacted] Date 11-24-2014

To: [redacted]
ELMHurst [redacted]

QTY:	PART NUMBER	DESCRIPTION	BIN
1	56054302AA	ONE	

Paid
160576
ENG

C.I./R.O. # Phone [redacted]

YEAR	MAKE	MODEL	SERIAL NUMBER	TRIM NUMBER
			CD524328	

Rec Date [redacted]

Cust # [redacted]

Thank You For Your Order

By

Larry Roesch CJD

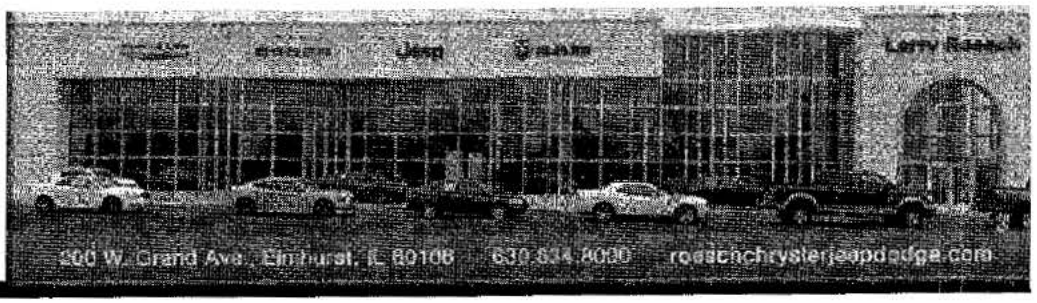
Payment Receipt

Transaction Id:	[redacted]
Type:	Payment
Status:	Success
Credit Card Number:	6011xxxxxxxx[redacted] exp. 08/19
Amount:	$349.38
Authorization Code:	[redacted]
Date:	11/24/2014 18:51:32 CST
Customer Name:	[redacted]
Billing Name:	
Address:	
Service Type:	Repair Order
Number:	[redacted]

Signature

Roesch

CHRYSLER Jeep DODGE RAM



KNOW YOUR VEHICLE™

FITNESS INSPECTION & TREATMENT PLAN

OUR VALUED CUSTOMER

[redacted]

[redacted]

ELMHURST, IL

[redacted]

Eric Bock
Service Consultant
ericbock@larryroesch.com
(630) 834-8000 ex 7237

Julio Santana
Certified Technician

YOUR VEHICLE

Year	Make	Model	Engine Type
2012			

Odometer	VIN #	License #	Date
42,157	1C4NJRCB9CD[redacted]		11/24/2014

Vehicle Care Commitment

It's about "Peace of Mind..."



Thank you for choosing our service department to handle your vehicle's service needs. In order to provide the quality service you deserve, we have invested in the latest diagnostic equipment and information systems. These help us fully understand your vehicle's service and maintenance requirements so that we can service your vehicle in the most comprehensive and economical way possible.



We are pleased to present to you a "Know Your Vehicle™" report today. It's important to us that you leave our dealership with peace of mind, so we take the extra time necessary to analyze your vehicle's health to make sure it is operating at its optimum levels. This complete bumper-to-bumper inspection report will help you better understand your vehicle's performance and health. Staying on top of your vehicle's wellness is vitally important to ensuring your safety on the road.



Thank you for this opportunity to assist you. We appreciate your business. Please feel free to contact your service advisor if you have any questions or concerns. We will do all in our power to put your mind at ease and keep you and your family safe on the road.

How we give you "Peace of Mind..."

To help you understand what your vehicle needs to stay in top operating condition, we:

- Perform a world class visual inspection on your vehicle every visit
- Review your vehicle's maintenance schedules and search our extensive database to uncover anything we believe you should know about your vehicle based on its odometer reading and time on the road
- Make recommendations and complete a Estimate for your vehicle
- Offer a complete easy to read and understand report that enables you to make an educated decision for your vehicle's service needs. Items on the report will be classified as follows:
  Pass- Items are new or "like new" and do not require service at this time
  Caution- Items that are dirty or showing signs of wear and would benefit from being serviced soon
  Fail- Items that have either worn below minimum specifications or are no longer doing what it was designed to do and need to be repaired immediately

**Addressing any identified issues listed by the report, should improve the safety and performance of your vehicle. However, please remember that the inspection is limited to a visual inspection of the items listed on the report without disassembling or test driving your vehicle. Therefore, it is not possible for the technician to see or identify all potential defects, especially those that are internal to the engine, transmission, driveline, electrical system or other components. The cleanliness of the vehicle both inside and out at the time of the actual inspection may reduce the accuracy of the inspection. Your vehicle may have conditions that are not evident at the time of the inspection or otherwise not presented or noticed during the inspection process. Therefore, the inspection and condition report does not provide any guarantee or warranty that the vehicle will not break down in the future, or have conditions that were undetected during the inspection or were omitted from the report.*

Original Customer Requests

The following is what you requested we perform or investigate regarding your vehicle:

- ✓ 1. CUSTOMER STATES AIR BAG LIGHT ON. (B2208 ACTIVE ORC CONTROLLER INTERNAL 2 . YOU CAN ONLY REPLACE THIS CONTROLLER.)
- ✓ PRICE ON ORC 68148041AD
- ✓ 2. PERFORM WORLD CLASS INSPECTION TO VEHICLE (NEED 4 TIRES.)
- ✓ WRANGLER SR-A P215/65R17 98S

Package Results

Larry Roesch World Class Inspection*

Failed Task	Observation	Recommendation	Done
Measure rear tire tread depth	3/32" or less		

Cautioned Task	Observation	Recommendation	Done
Measure front tire tread depth	4/32" : Will need tires soon		
Check engine performance/smooth acceleration	• Found throttle body to be dirty • Due for tune-up	Replace spark plugs	
Measure front brake lining thickness	7 mm: Inspect brakes next service (disc brakes)		
Measure rear brake lining thickness	6 mm: Inspect brakes next service (disc brakes)		

Passed Tasks

- ✓ Check hazard light operation
- ✓ Check back-up light operation
- ✓ Inspect exhaust system heat shields
- ✓ Inspect fog lights, DRL and headlight low and bright beam operation
- ✓ Inspect taillight, turn signal, side marker, and license plate lights
- ✓ Inspect hazard light operation
- ✓ Inspect brake light operation
- ✓ Inspect axles, driveshaft(s) U-joints and CV joints/boots
- ✓ Inspect exhaust system for leaks, damage, and loose parts
- ✓ Inspect battery terminals and cables

Recommended Services

Our technicians recommend the following services for your vehicle.

Original Customer Requests	Status	Cost	Deferred	Approved
1. CUSTOMER STATES AIR BAG LIGHT ON.		$0.00		X
PRICE ON ORC 68148041AD (B2208 ACTIVE ORC CONTROLLER INTERNAL 2 . YOU CAN ONLY REPLACE THIS CONTROLLER.)		$464.00		X
2. PERFORM WORLD CLASS INSPECTION TO VEHICLE		$0.00		X
WRANGLER SR-A P215/65R17 98S (NEED 4 TIRES.)		$505.00	X	
Subtotal		$969.00	$505.00	$464.00
Inspection Recommendations	**Status**	**Cost**	**Deferred**	**Approved**
Replace spark plugs (Due for tune-up)	Caution	$216.00	X	*See AI-56*
Subtotal		$216.00	$216.00	
Totals, Taxes and Fees		**Cost**	**Deferred**	**Approved**
Estimate Subtotal		$1,185.00	$721.00	$464.00
Shop Fees				$18.20
Tax				$37.12
Estimate Total				**$519.32**

For "See AI-" items [redacted] *see the "Additional Information" section*

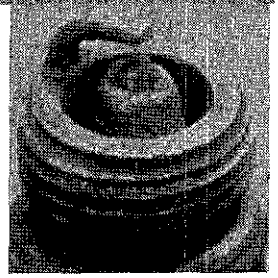
Additional Information

Below is information we feel would help you better understand some of the reasons for taking preventive maintenance steps -- steps that help to ensure the reliability and safety of your vehicle for you and your family.

** The following section may contain instructions for servicing various components of your vehicle. These are an overview of the process that will be performed by a skilled technician in our shop. They are not intended to be a guide for a "do-it-yourself" operation.

Operation Description:

Remove the spark plugs and spark plug wires. Replace the spark plugs and reinstall the spark plug wires. Note: It is a good idea to examine the spark plug wires at this point as they may have been damaged during removal or need replacement along with the spark plugs due to the vehicle mileage. Test drive the vehicle to confirm proper engine performance.



Worn Out Spark Plug.

Significance:

The engine's efficiency and performance depend on it staying in proper tune. Spark plugs wear over time and require periodic replacement. Worn out spark plugs can negatively affect the way your engine runs. A rough running engine that is out of tune, will also have excessive tailpipe emissions, and may not pass a state emissions inspection and test. An engine with excessive emissions also runs the risk of damaging the oxygen sensors and catalytic converter.

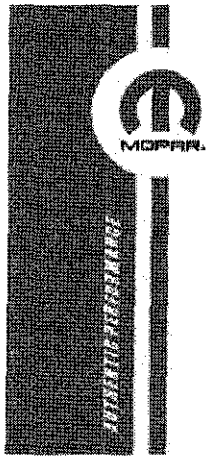


New Spark Plug.

Advantage:

Keeping your engine in proper tune is essential to long engine life and good fuel economy. An engine that is well maintained will provide you with good, reliable service for many years.

Larry Roesch Chrysler Dodge Jeep and Ram
200 West Grand Avenue Elmhurst, IL • (630) 834-8000 • pauldicaro@larryroesch.com





MOPAR TIRE PRICE MATCH GUARANTEE

IT DOESN'T GET ANY BETTER. LEARN MORE.

RAM Dodge CHRYSLER Jeep SRT FIAT

MAKE YOUR NEXT SERVICE APPOINTMENT, SHOP FOR TIRES AND OTHER SERVICE SPECIALS AT

www.roeschcars.com

PE17-003

FLAT CHRYSLER

8/3/2017

ENCLOSURE 04

CAIR BACKUP



Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2015-01-19 13:47:05.657181
Files Not Recieved: 0

GREENWAY Jeep
9051 EAST COLONIAL DRIVE
ORLANDO, FL 32817
407-275-3200
www.greenwaydodge.com

GUARANTEED SATISFACTION!

SERVICE HOURS	
Mon - Fri	7:00 am - 7:00 pm
Sat	7:30 am - 5:00 pm

STATE OF FLORIDA
REGISTRATION # MV-48166

I acknowledge receipt of the parts and labor operations as listed below. Warranty information entitled "Disclaimer Of Warranty And Limitation Of Remedies" along with other information required by F.S. Sections 559.901-559-923 is listed on the back of this document. I have read the material printed on the back and agree to it as part of this contract the same as if it were printed above my signature.

Customer Signature _____

Adv: LAH NICOLAS LAHERA	Tag: 8107	License: BPA	1C4PJMAK6 [redacted]	Page: 1	Invoice: [redacted]

Invoice to	Driver/Owner Information
[redacted] ORLANDO, FL [redacted] Cell: [redacted]	[redacted] ORLANDO, FL [redacted] Cell: [redacted]

For Office Use			Vehicle Information	
Odometer in: 59682 Out: 59682	Dist: CMC CUS C	Prelim	12 JEEP LIBERTY 4WD 4DR SUV WHITE	
Begin: 01/16/15 Done: 01/16/15	Invoiced: 01/16/15 14:14 NL		Inservice: 03/23/12	Production: 03/12/12

Customer Concern

Concern 24	MULTI POINT VEHICLE INSPECTION		Operation 27PT	Tech BBJ
Correction	PERFORM MULTI POINT VEHICLE INSPECTION Tech BBJ FOUST, LUCAS			
Type: C	Line Flags: NOS		TOTAL CHARGE FOR CONCERN	0.00
Concern 51	CUSTOMER HAS RETURNED FOR INSTALLATION OF ORC MODULE		Operation C	Tech BBJ
Cause	FOUND ORC MODULE INTERNALLY FAILED CAUSING AIR BAG LIGHT ON			
Correction	REPLACE ORC MODULE PROGRAM NEW MODULE CALIBRATE RF SEAT WEIGHT SENSORS			
Tech Notes	REPLACE ORC MODULE PROGRAM NEW MODULE CALIBRATE RF SEAT WEIGHT SENSORS			
Parts	Part Number / PO# / Note / Description		Qty / Sell	Amount
	CMC 68148047AC	MODULE OCCUPANT REST	1 241.47	241.47
	Tech BBJ FOUST, LUCAS			
			Subtotal	
			PARTS	241.47
			LAB-MECHANICAL	242.30
Type: C			TOTAL CHARGE FOR CONCERN	483.77

Summary of Charges for Invoice C74300		Payment Distribution for Invoice C74300	
PARTS	241.47	TOTAL CHARGE	541.72
SERVICE MATERIALS	24.89		
LAB-MECHANICAL	242.30	CASH DUE	541.72
SUB-TOTAL	508.66		
STATE SALES TAX	33.06		
TOTAL CHARGE	541.72		

X

UCS©2004

CUSTOMER

9051 EAST COLONIAL DRIVE
ORLANDO, FL 32817
407-275-3200
www.greenwaydodge.com

GUARANTEED SATISFACTION!

SERVICE HOURS	
Mon - Fri	7:00 am - 7:00 pm
Sat	7:30 am - 5:00 pm

STATE OF FLORIDA
REGISTRATION # MV-48166

I acknowledge receipt of the parts and labor operations as listed below. Warranty information entitled "Disclaimer Of Warranty And Limitation Of Remedies" along with other information required by F.S. Sections 559.901-559-923 is listed on the back of this document. I have read the material printed on the back and agree to it as part of this contract the same as if it were printed above my signature.

Customer Signature _____

Adv: LAH NICOLAS LAHERA	Tag: **8107**	License: **BPA**	1C4PJMAK6C[redacted]	Page: 2	Invoice[redacted]
Invoice to: [redacted]			**Driver/Owner** [redacted]		
Invoiced: 01/16/15 14:14:13 NL			12 JEEP LIBERTY 4WD 4DR SUV WHITE		

YOU MAY RECEIVE A SURVEY FROM CHRYSLER MOTOR COMPANY ABOUT YOUR VISIT
TO GREENWAY CHRYSLER JEEP DODGE. IF YOU ARE NOT "COMPLETELY SATISFIED"
PLEASE SEE A MANAGER IMMEDIATELY OR CALL (407) 275-3200. THANK YOU.

Last Page

X

CUSTOMER

SALES DRAFT

GREENWAY CHRYSLER JEEP
9051 EAST COLONIAL DR
ORLANDO, FL 32817
TERMINAL 5903275

425254344996
01/16/2015 15:11:52

MC [redacted]

AUTH. TRANS. ID. MPLAUNIOP 011GA090
INVOICE [redacted]
AUTH. CODE [redacted]

SALE TOTAL $500.00

CUSTOMER COPY

SALES DRAFT

GREENWAY CHRYSLER JEEP
9051 EAST COLONIAL DR
ORLANDO, FL 32817
TERMINAL 5903275

425254344996
01/16/2015 15:12:30

VISA [redacted]
XXXXXXXXXXXX
AUTH. TRANS. ID. [redacted]
INVOICE
AUTH. CODE [redacted]

SALE TOTAL $41.72

CUSTOMER COPY

PE17-003

FLAT CHRYSLER

8/3/2017

ENCLOSURE 04

CAIR BACKUP



From: [redacted]
To: customerassist@chrysler.com
Date: Tue Dec 09 06:19:10 EST 2014
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

---

case [redacted]0 started 10-20-14

Comments:

I have been dealing with this issue for way too long. I feel like your company is intentionally dragging this problem out. I've had two case reps. On 12-1-14 Ashley called saying she couldn't find a phone number for Kings CJD, (really?) so I googled it for her. I left a voice message again on 12-4-14. I'm getting to the point of investigating Ohio lemon law shortly if not resolved soon,

Sender Information:

Title:

First Name: [redacted]

Middle Initial:

Last [redacted]

From: customerassist@chrysler.com
To: [redacted]
Date: Tue Dec 09 10:03:22 EST 2014
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [redacted]
Thank you for contacting the Jeep Customer Assistance Center.
I am sorry to hear in the delay of contact from your case manager.
I have updated your file to reflect the latest information you provided in the email message.
Your best chance at a resolution is to continue working with your current case manager.
Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).
Sincerely,
Heather
Customer Service Representative
Jeep Customer Assistance Center
For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: [redacted]
EMAIL CASE NUMBER: [redacted]8
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8926203V37402L0KM&
Original Message Follows:

US Customer Service - Chrysler Brand Site
Brief Description:
case #[redacted]0 started 10-20-14
Comments:
I have been dealing with this issue for way too long. I feel like your
company is intentionally dragging this problem out. I've had two case reps.
On 12-1-14 Ashley called saying she couldn't find a phone number for Kings
CJD, (really?) so I googled it for her. I left a voice message again on
12-4-14. I'm getting to the point of investigating Ohio lemon law shortly
if not resolved soon,

VIN:
CW[redacted]
Mileage:
40000
Servicing Dealer:
Kings CJD
Title:

First Name:

[redacted]

Middle Initial:

Last Name:

[redacted]

Address 1:

[redacted]

Address 2:

City:

Maineville

State:

OH

Zip:

[redacted]

Email:

[redacted]

Work Phone:

[redacted]

From: [redacted]
To: customerassist@chrysler.com
Date: Fri Dec 19 19:08:35 EST 2014
Subject: Re: Chrysler Group LLC Customer Assistance (KMM8926203V37402L0KM)

[redacted]r,=20I=20left=20another=20voice=20message=20for=20Ashley=20on=2012-12-14=20=
and=20still=20no=20reply.=20Just=20so=20you=20know,=20I=20currently=20have=20a=20=
97=20Wrangler=20for=20my=20son,=20a=2099=20Cherokee=20for=20my=20daughter,=20and=
=20before=20that=20I=20bought=20a=2096=20Cherokee=20brand=20new.=20After=20my=20=
initial=20Jeep=20experience,=20my=20brother=20(Grand=20Cherokee),=20two=20nieces=
=20(Liberty=20and=20new=20Wrangler),=20and=20my=20sister=20bought=20Jeeps=20(new=
=20JK=20bought=20October=2014).=20However,=20at=20the=20snail=20pace=20of=20Jeep=
=20handling=20my=20air=20bag,=20this=20will=20be=20my=20last=20unless=20you=20co=
rrect=20quickly.=20And=20trust=20me,=20my=20relatives=20will=20know=20too.=20I=20=
will=20also=20be=20looking=20into=20lemon=20laws.=20I'm=20done=20with=20ashley,=20=
get=20me=20a=20rep=20that=20can=20get=20this=20done=0A=0A=0A=0A-----Original=20M=
essage-----=0AFrom:=20customerassist=20<customerassist@chrysler.com>=0ATo:=20nck=
vn5=20<[redacted]>=0ASent:=20Tue,=20Dec=209,=202014=2010:04=20am=0ASubject:=
20=
Re:=20Chrysler=20Group=20LLC=20Customer=20Assistance=20=20(KMM8926203V37402L0KM
)=
=0A=0A=0ADear=20Nick,=0A=0AThank=20you=20for=20contacting=20the=20Jeep=20Custome=

r=20Assistance=20Center.=0A=0AI=20am=20sorry=20to=20hear=20in=20the=20delay=20of=
=20contact=20from=20your=20case=20manager.=20=0A=0AI=20have=20updated=20your=20f=
ile=20to=20reflect=20the=20latest=20information=20you=20provided=20=0Ain=20the=20=
email=20message.=20=0A=0AYour=20best=20chance=20at=20a=20resolution=20is=20to=20=
continue=20working=20with=20your=20=0Acurrent=20case=20manager.=20=20=0A=0AThank=
=20you=20again=20for=20your=20email.=20=20Should=20you=20require=20additional=20=
=0Aassistance,=20or=20have=20any=20new=20information=20to=20provide,=20please=20=
reply=20to=20this=0Aemail=20message=20or=20call=201-877-I-AM-JEEP=20(1-877-426-5=
337).=20=20=20=20=20=20=0A=0ASincerely,=20=0A=0AHeather=20=20=0A=0ACustomer=20S
e=
rvice=20Representative=20=0AJeep=20Customer=20Assistance=20Center=0A=0AFor=20any=
=20future=20communications=20related=20to=20this=20email,=20please=20refer=20to=20=
the=0Afollowing=20information:=20=0AREFERENCE=20NUMBER:=[redacted]=0AEMAIL=20C
AS=
E=20NUMBER:=20[redacted]=20=0AREPLY=20LINK:=20http://www.chrysler.com/wccs/brand=

_forms/us/reply.jsp?trk_ID=3DKMM8926203V37402L0KM&=0A=0A=0A=0AOriginal=20Message=

=20Follows:=0A----------=0AUS=20Customer=20Service=20-=20Chrysler=20=

Brand=20Site=0ABrief=20Description:=20=0Acase=20[redacted]=20started=2010-20-14=0A=
Comments:=0AI=20have=20been=20dealing=20with=20this=20issue=20for=20way=20too=20=
long.=20I=20feel=20like=20your=0A=20company=20is=20intentionally=20dragging=20th=
is=20problem=20out.=20I've=20had=20two=20case=20=0Areps.=0A=20On=2012-1-14=20Ash=
ley=20called=20saying=20she=20couldn't=20find=20a=20phone=20number=20for=20=0AKi=
ngs=0A=20CJD,=20(really?)=20so=20I=20googled=20it=20for=20her.=20I=20left=20a=20=
voice=20message=20again=20on=0A=2012-4-14.=20I'm=20getting=20to=20the=20point=20=
of=20investigating=20Ohio=20lemon=20law=20=0Ashortly=0A=20if=20not=20resolved=20=
soon,=0A=0A=0A=20=0AVIN:=0A=20=20=20=20=20=20=20CW199530=0AMileage:=0A=20=20=
20=20=
=20=20=2040000=0AServicing=20Dealer:=0A=20=20=20=20=20=20=20Kings=20CJD=0ATitle:=
=0A=20=20=20=20=20=20=20=0AFirst=20Name:=0A=20=20=20=20=20=20=2[redacted]=0AMiddle=
20=
Initial:=0A=20=20=20=20=20=20=20=0ALast=20Name:=0A=20=20=20=20=20=20=20Van=20B[redacted]
=
[redacted]=0AAddress=201:=0A=20=20=20=20=20=20[redacted]=20Windsor=20Meadow=20Dr=0AA
dd=
ress=202:=0A=20=20=20=20=20=20=20=0ACity:=0A=20=20=20=20=20=20=20Maineville=0ASt=

ate:=0A=20=20=20=20=20=20=20OH=0AZip:=0A=20=20=20=20=20=20=2045039=0AEmail:=0A
=20=
=20=20=20=20=20=20[redacted]=0AWork=20Phone:=0A=20=20=20=20=20=20=[redacted]
[redacted]=
[redacted]=0A=0A=20=0A

From: customerassist@chrysler.com
To: [redacted]
Date: Sat Dec 20 04:49:25 EST 2014
Subject: Re: Chrysler Group LLC Customer Assistance (KMM8926203V37402L0KM)
Dear [redacted]
Thank you for contacting the Jeep Customer Assistance Center.
I am sorry for the delay.
I regret I am not able to reassigned you to another Case Manager. This request does have to go through your current Case Manager or another in the Management department.
I am sorry I was not able to offer further assistance with this concern and hope you have a quick resolution.
Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).
Sincerely,
Heather
Customer Service Representative
Jeep Customer Assistance Center
For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER:
EMAIL CASE NUMBER: 3[redacted]
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8941796V68965L0KM&
Original Message Follows:

Heather, I left another voice message for Ashley on 12-12-14 and still no reply. Just so you know, I currently have a 97 Wrangler for my son, a 99 Cherokee for my daughter, and before that I bought a 96 Cherokee brand new. After my initial Jeep experience, my brother (Grand Cherokee), two nieces (Liberty and new Wrangler), and my sister bought Jeeps (new JK bought October 14). However, at the snail pace of Jeep handling my air bag, this will be my last unless you correct quickly. And trust me, my relatives will know too. I will also be looking into lemon laws. I'm done with ashley, get me a rep that can get this done

-----Original Message-----
From: customerassist <customerassist@chrysler.com>
To: nckvn5 <[redacted]
Sent: Tue, Dec 9, 2014 10:04 am
Subject: Re: Chrysler Group LLC Customer Assistance (KMM8926203V37402L0KM)

[redacted]

Thank you for contacting the Jeep Customer Assistance Center.
I am sorry to hear in the delay of contact from your case manager.
I have updated your file to reflect the latest information you provided in the email message.
Your best chance at a resolution is to continue working with your current case manager.
Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).
Sincerely,
Heather
Customer Service Representative
Jeep Customer Assistance Center
For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: [redacted]
EMAIL CASE NUMBER: [redacted]
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8926203V37402L0KM&
Original Message Follows:

US Customer Service - Chrysler Brand Site
Brief Description:
case [redacted] started 10-20-14
Comments:
I have been dealing with this issue for way too long. I feel like your company is intentionally dragging this problem out. I've had two case reps.
On 12-1-14 Ashley called saying she couldn't find a phone number for Kings
CJD, (really?) so I googled it for her. I left a voice message again on 12-4-14. I'm getting to the point of investigating Ohio lemon law shortly
if not resolved soon,

VIN:
CW[redacted]
Mileage:
40000
Servicing Dealer:

Kings CJD

Title:

First Name:

[redacted]

Middle Initial:

Last Name:

[redacted]

Address 1:

[redacted]

Address 2:

City:

Maineville

State:

OH

Zip:

4[redacted]

Email:

[redacted]

Work Phone:

[redacted]

From: n[redacted]
To: customerassist@chrysler.com
Date: Sat Jan 10 10:56:00 EST 2015
Subject: Re: Chrysler Group LLC Customer Assistance (KMM8941796V68965L0KM)
Heather,=20Please=20relay=20to=20Marcia=20(her=20ext.=20is=2040633)=20as=20I=20d=
o=20not=20have=20her=20email=20address.=20=0A=0A=0AMarcia,=20I=20took=20my=20Jee=
p=20to=20KingsCJD=20today=20and=20they=20diagnosed=20the=20problem=20to=20be=20O=

ccupant=20Restraint=20Control=20Module.the=20Estimate=20is=20for=20$299.=20When=20=
they=20answered=20that=20my=20air=20bags=20are=20not=20functioning,=20I=20said=20=
to=20order=20the=20part=20as=20I=20have=20to=20have=20bags=20that=20work.=20The=20=

soonest=20the=20part=20will=20be=20in=20is=20Tuesday.=20What=20is=20Chrysler=20w=
illing=20to=20do=20in=20this=20matter?=20=0AThank=20you,=20[redacted]=20513-267-5683=0A=
=0A=0A=0A-----Original=20Message-----=0AFrom:=20customerassist=20<customerassist=
@chrysler.com>=0ATo:=20nckvn5=20<n[redacted]>=0ASent:=20Sat,=20Dec=2020,=2020=

14=204:49=20am=0ASubject:=20Re:=20Chrysler=20Group=20LLC=20Customer=20Assistance=
=20=20(KMM8941796V68965L0KM)=0A=0A=0ADear=20Nick,=0A=0AThank=20you=20for=20co
nta=
cting=20the=20Jeep=20Customer=20Assistance=20Center.=0A=0AI=20am=20sorry=20for=20=
the=20delay.=0A=0AI=20regret=20I=20am=20not=20able=20to=20reassigned=20you=20to=20=
another=20Case=20Manager.=20=20This=20=0Arequest=20does=20have=20to=20go=20throu=
gh=20your=20current=20Case=20Manager=20or=20another=20in=20=0Athe=20Management=20
=
department.=20=20=0A=0AI=20am=20sorry=20I=20was=20not=20able=20to=20offer=20furt=
her=20assistance=20with=20this=20concern=20=0Aand=20hope=20you=20have=20a=20quic=
k=20resolution.=20=0A=0AThank=20you=20again=20for=20your=20email.=20=20Should=20=
you=20require=20additional=20=0Aassistance,=20or=20have=20any=20new=20informatio=
n=20to=20provide,=20please=20reply=20to=20this=0Aemail=20message=20or=20call=201=
-877-I-AM-JEEP=20(1-877-426-5337).=20=20=20=20=20=20=0A=0ASincerely,=20=0A=0AHea=
ther=20=20=0A=0ACustomer=20Service=20Representative=20=0AJeep=20Customer=20Assis=
tance=20Center=0A=0AFor=20any=20future=20communications=20related=20to=20this=20=
email,=20please=20refer=20to=20the=0Afollowing=20information:=20=0AREFERENCE=20N=
UMBER:=20=0AEMAIL=20CASE=20NUMBER:=20=[redacted]=20=0AREPLY=20LINK:=20http://
www.=
chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=3DKMM8941796V[redacted]0KM&=0A=0A=0A=

=0AOriginal=20Message=20Follows:=0A----------=0AHeather,=20I=20lef=
t=20another=20voice=20message=20for=20Ashley=20on=2012-12-14=20and=20still=20=0A=
no=20reply.=20Just=20so=20you=20know,=20I=20currently=20have=20a=2097=20Wrangler=

=20for=20my=20son,=20a=0A99=20Cherokee=20for=20my=20daughter,=20and=20before=20t=
hat=20I=20bought=20a=2096=20Cherokee=20=0Abrand=20new.=20After=20my=20initial=20=
Jeep=20experience,=20my=20brother=20(Grand=20=0ACherokee),=20two=20nieces=20(Lib=
erty=20and=20new=20Wrangler),=20and=20my=20sister=20bought=20=0AJeeps=20(new=20J=
K=20bought=20October=2014).=20However,=20at=20the=20snail=20pace=20of=20Jeep=20=0A
=
handling=20my=20air=20bag,=20this=20will=20be=20my=20last=20unless=20you=20corre=
ct=20quickly.=20=0AAnd=20trust=20me,=20my=20relatives=20will=20know=20too.=20I=20=
will=20also=20be=20looking=20into=20=0Alemon=20laws.=20I'm=20done=20with=20ashle=
y,=20get=20me=20a=20rep=20that=20can=20get=20this=20done=0A=20=0A=20=0A=20=0A---=
--Original=20Message-----=0A=20From:=20customerassist=20<customerassist@chrysler=
.com>=0A=20To:=20nckvn5=20<[redacted]m>=0A=20Sent:=20Tue,=20Dec=209,=202014=
20=
10:04=20am=0A=20Subject:=20Re:=20Chrysler=20Group=20LLC=20Customer=20Assistance=2
0=
=0A(KMM8926203V37402L0KM)=0A=20=0A=0ADear=2[redacted]=0A=0AThank=20you=20for=20co
nta=
cting=20the=20Jeep=20Customer=20Assistance=20Center.=0A=0AI=20am=20sorry=20to=20=
hear=20in=20the=20delay=20of=20contact=20from=20your=20case=20manager.=20=0A=0AI=
=20have=20updated=20your=20file=20to=20reflect=20the=20latest=20information=20yo=
u=20provided=20=0Ain=20the=20email=20message.=20=0A=0AYour=20best=20chance=20at=2
0=
a=20resolution=20is=20to=20continue=20working=20with=20your=20=0Acurrent=20case=20=
manager.=20=20=0A=0AThank=20you=20again=20for=20your=20email.=20=20Should=20you=2
0=
require=20additional=20=0Aassistance,=20or=20have=20any=20new=20information=20to=
=20provide,=20please=20reply=20to=20this=0Aemail=20message=20or=20call=201-877-I=
-AM-JEEP=20(1-877-426-
5337).=20=20=20=20=20=20=0A=0ASincerely,=20=0A=0AHeather=20=
=20=0A=0ACustomer=20Service=20Representative=20=0AJeep=20Customer=20Assistance=20
=
Center=0A=0AFor=20any=20future=20communications=20related=20to=20this=20email,=20=
please=20refer=20to=20the=0Afollowing=20information:=20=0AREFERENCE=20NUMBER:=20=
26088198=0AEMAIL=20CASE=20NUMBER:=20[redacted]=20=0AREPLY=20LINK:=20http://w
ww.c=
hrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=3DKMM8926203V37402L0KM&=0A=0A=0A=
=0AOriginal=20Message=20Follows:=0A----------=0AUS=20Customer=20Se=
rvice=20-=20Chrysler=20Brand=20Site=0ABrief=20Description:=20=0Acase=20#[redacted]
=20started=2010-20-14=0AComments:=0AI=20have=20been=20dealing=20with=20this=20is=
sue=20for=20way=20too=20long.=20I=20feel=20like=20your=0A=20company=20is=20inten=
tionally=20dragging=20this=20problem=20out.=20I've=20had=20two=20case=20=0Areps.=

=0A=20On=2012-1-14=20Ashley=20called=20saying=20she=20couldn't=20find=20a=20phon=
e=20number=20for=20=0AKings=0A=20CJD,=20(really?)=20so=20I=20googled=20it=20for=20=
her.=20I=20left=20a=20voice=20message=20again=20on=0A=2012-4-14.=20I'm=20getting=
=20to=20the=20point=20of=20investigating=20Ohio=20lemon=20law=20=0Ashortly=0A=20=
if=20not=20resolved=20soon,=0A=0A=0A=20=0AVIN:=0A=20=20=20=20=20=20=20CW199530=
0A=
Mileage:=0A=20=20=20=20=20=20=2040000=0AServicing=20Dealer:=0A=20=20=20=20=20=20
=
=20Kings=20CJD=0ATitle:=0A=20=20=20=20=20=20=20=0AFirst=20Name:=0A=20=20=20=20=
20=
=20=2[redacted]=0AMiddle=20Initial:=0A=20=20=20=20=20=20=20=0ALast=20Name:=0A=20=20=20
=
=20=20=20=20[redacted]n=0AAddress=201:=0A=20=20=20=20=20=20=[redacted]=20[redacted]
[redacted]r=0AAddress=202:=0A=20=20=20=20=20=20=20=0ACity:=0A=20=20=20=20=
20=
=20=20Maineville=0AState:=0A=20=20=20=20=20=20=20OH=0AZip:=0A=20=20=20=20=20=20=
20=
[redacted]=0AEmail:=0A=20=20=20=20=20=20=20[redacted]=0AWork=20Phone:=0A=20=20=
20=
=20=20=20=[redacted]=0A=0A=20=0A

From: customerassist@chrysler.com
To: [redacted]
Date: Sun Jan 11 07:34:07 EST 2015
Subject: Re: Chrysler Group LLC Customer Assistance (KMM8941796V68965L0KM)
Dear [redacted]
Thank you for contacting the Jeep Customer Assistance Center.
I have added the note to your file.
Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).
Sincerely,
Heather
Customer Service Representative
Jeep Customer Assistance Center
For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER:
EMAIL CASE NUMBER: [redacted]
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8964666V79647L0KM&
Original Message Follows:

Heather, Please relay to Marcia (her ext. is 40633) as I do not have her email address.
Marcia, I took my Jeep to KingsCJD today and they diagnosed the problem to be Occupant Restraint Control Module.the Estimate is for $299. When they answered that my air bags are not functioning, I said to order the part as I have to have bags that work. The soonest the part will be in is Tuesday. What is Chrysler willing to do in this matter?
Thank [redacted]

-----Original Message-----
From: customerassist <customerassist@chrysler.com>
To: [redacted]
Sent: Sat, Dec 20, 2014 4:49 am
Subject: Re: Chrysler Group LLC Customer Assistance (KMM8941796V68965L0KM)

Dear [redacted]
Thank you for contacting the Jeep Customer Assistance Center.
I am sorry for the delay.
I regret I am not able to reassigned you to another Case Manager. This request does have to go through your current Case Manager or another in the Management department.

I am sorry I was not able to offer further assistance with this concern and hope you have a quick resolution.
Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).
Sincerely,
Heather
Customer Service Representative
Jeep Customer Assistance Center
For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER:
EMAIL CASE NUMBER: [redacted]
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8941796V68965L0KM&
Original Message Follows:

Heather, I left another voice message for Ashley on 12-12-14 and still no reply. Just so you know, I currently have a 97 Wrangler for my son, a 99 Cherokee for my daughter, and before that I bought a 96 Cherokee brand new. After my initial Jeep experience, my brother (Grand Cherokee), two nieces (Liberty and new Wrangler), and my sister bought Jeeps (new JK bought October 14). However, at the snail pace of Jeep handling my air bag, this will be my last unless you correct quickly. And trust me, my relatives will know too. I will also be looking into lemon laws. I'm done with ashley, get me a rep that can get this done

-----Original Message-----
From: customerassist <customerassist@chrysler.com>
To: nckvn5 [redacted]>
Sent: Tue, Dec 9, 2014 10:04 am
Subject: Re: Chrysler Group LLC Customer Assistance (KMM8926203V37402L0KM)

Dear [redacted]
Thank you for contacting the Jeep Customer Assistance Center.
I am sorry to hear in the delay of contact from your case manager.
I have updated your file to reflect the latest information you provided in the email message.

Your best chance at a resolution is to continue working with your current case manager.
Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).
Sincerely,
Heather
Customer Service Representative
Jeep Customer Assistance Center
For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: [redacted]
EMAIL CASE NUMBER: [redacted]
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8926203V37402L0KM&
Original Message Follows:

US Customer Service - Chrysler Brand Site
Brief Description:
case #2[redacted] started 10-20-14
Comments:
I have been dealing with this issue for way too long. I feel like your company is intentionally dragging this problem out. I've had two case reps.
On 12-1-14 Ashley called saying she couldn't find a phone number for Kings
CJD, (really?) so I googled it for her. I left a voice message again on 12-4-14. I'm getting to the point of investigating Ohio lemon law shortly
if not resolved soon,

VIN:
CW[redacted]
Mileage:
40000
Servicing Dealer:
Kings CJD
Title:

First Name:
[redacted]

Middle Initial:

Last Name:
[redacted]
Address 1:
[redacted]
Address 2:

City:
Maineville
State:
OH
Zip:
[redacted]
Email:
[redacted]
Work Phone:
[redacted]

PE17-003

FLAT CHRYSLER

8/3/2017

ENCLOSURE 04

CAIR BACKUP



From: [redacted]
To: customerassistre@chrysler.com
Date: Mon Dec 22 23:30:01 EST 2014
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: Recall Information

Brief Description:

Recall N38 2012 Liberty

Comments:

Brought in for N38 recall dealer said I need occupant controller and that I need to pay $510 and its not covered under recall My airbag light has been on and during a recent crash no airbags have deployed. Can u help me. I will try to call the recall assistance center as well. Thank you.

Sender Information:

Title:

First Name: [redacted]

Middle Initial:

Last Name: [redacted]

From: customerassistre@chrysler.com
To: [redacted]m
Date: Mon Dec 29 23:19:40 EST 2014
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [redacted]
Thank you for contacting the Chrysler Customer Assistance Center.
Our records show that you have contacted us by telephone and we have addressed your concern.
We have updated your file to reflect the latest information you provided in the email message.

If your concerns have not been addressed, or you have other concerns, please email or contact the Chrysler Group Customer Care Center by telephone at 1-877-IAM-JEEP (426-5337).
Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-CHRYSLER (1-800-247-9753).
Sincerely,
Joe
Customer Service Representative
Chrysler Customer Assistance Center
For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: [redacted]
EMAIL CASE NUMBER: [redacted]
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8949753V13180L0KM&
Original Message Follows:

Recall Information - Chrysler Brand Site
Brief Description:
Recall N38 2012 Liberty
Comments:
Brought in for N38 recall dealer said I need occupant controller and that I need to pay $510 and its not covered under recall My airbag light has been on and during a recent crash no airbags have deployed. Can u help me. I will try to call the recall assistance center as well. Thank you.

VIN:
CW1[redacted]
Mileage:
49000
Servicing Dealer:
Hawk Jeep Forest Park, IL
Title:

First Name:

[redacted]

Middle Initial:

Last Name:

[redacted]

Address 1:

[redacted]

Address 2:

City:

Brookfield

State:

IL

Zip:

[redacted]

Email:

[redacted]

Work Phone:

[redacted]

PE17-003

FLAT CHRYSLER

8/3/2017

ENCLOSURE 04

CAIR BACKUP



Document Recieved from Customer
Cair Number: 2[redacted]
Date Received: 2015-01-23 17:55:26.566564
Files Not Recieved: 0

HILLVIEW MOTORS Inc.



5309 Route 30, Greensburg, PA 15601
Phone: 724.834.8440
Fax: 724-834-5721 Toll Free: 1.800.686.4455

TO: Diana

COMPANY: Chryler

FAX NO: 801-736-3929

PHONE NO:

NO. OF PAGES (Including Cover):

FROM: Gary Nesster

COMPANY: HILLVIEW MOTORS Inc.

OUR FAX NO: 724-834-5721

OUR PHONE NO: 724-834-8440

DATE:

RE: [redacted] case # [redacted]

CONFIDENTIALITY NOTICE: The documents accompanying this telefax transmission may contain confidential information belonging to the sender, which is legally privileged. The information is intended only for the use of the individual or entity named above. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution, or the taking of any action in reliance on the contents of this telefaxed information is strictly prohibited. If you have received this telefax in error, please immediately notify us by telephone or arrange for the return of the original documents to us.

CUSTOMER #: [redacted]

Ka 1/20

[redacted]

WARRANTY

PAGE 1

CHRYSLER RAM Jeep DODGE

HILLVIEW MOTORS Inc.

5309 Rt. 30 · Greensburg, PA 15601
(724) 834-8440 · (800) 686-4455
Fax (724) 834-5721
www.hillviewmotors.com

[redacted]
STAHLSTOWN, PA [redacted]

HOME: [redacted] CONT: [redacted]
BUS: CELL:

SERVICE ADVISOR: 210 HOLLY KILPATRICK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE / REG. #	MILEAGE IN / OUT	TAG
SILVER	12	JEEP LIBERTY	1C4PJMAK7C[redacted]		29511/29512	

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
21AUG14 DD			09:30 15JAN15		100.00	CASH	15JAN15

R.O. OPENED	READY	OPTIONS:
15JAN15	15JAN15	DLR:23468 ENG:3.7_Liter

LINE	OPCODE	TECH TYPE	HOURS		LIST	NET	TOTAL
B	DG	Electrical/Non PCM Flashes		Concern CUSTOMER STATES AIR BAG LIGHT IS ON, PARTS ORDERED			
		CAUSE: REPLACED ORC MODULE					
		08193401 Module, occupant classification system - Test and replace (2 - Skilled)					
		222 HOOPER, CHESTER LIC#: 4518					
		WJ40 0.40				34.88	34.88
		1 68148047AC MODULE-OCCUPANT RESTRAINT			185.00	179.27	179.27
		FC: UC					
		PART#: 68148047AC					
		COUNT: 1					
		CLAIM TYPE: W					
		AUTH CODE:					
				11100 17927 TPARTS			
				800 3488 TLABOR			
		CUSTOMER PAY DEDUCTIBLE FOR LINE B					-100.00

Case # [redacted]

****

COST, SALE, & COMP TOTALS 11900 21415 0

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

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

Service Hours

Mon., Wed., Fri.
7:30am - 5:00pm

Tues., Thur.
7:30am - 5:00pm

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	34.88
PARTS AMOUNT	179.27
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	-100.00
TOTAL CHARGES	114.15
MISC. DISCOUNTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	114.15

DealerCAP © 2006 ADP (00/00) SERVICE INVOICE TYPE 2 - 2B2C - "AS IS" - PENNSYLVANIA - 8888888

WARRANTY

PE17-003

FLAT CHRYSLER

8/3/2017

ENCLOSURE 04

CAIR BACKUP



From: [redacted]
To: customerassist@chrysler.com
Date: Tue Jan 20 22:10:25 EST 2015
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Airbag module

Comments:

Good day,

Just as my 2012 Liberty went off warranty, my airbag sensor light came on, and stayed on. Every Jeep discussion group on the Internet, shows, this is a serious problem, and that we should report it to the Feds.

I'd like a refund for what I paid the dealer. Customer #[redacted]
$414.95

Date of service 1/14/2015

Sender Information:

Title:

First Name: [redacted]

Middle Initial:

Last Name: [redacted]

From: customerassist@chrysler.com
To: [redacted]
Date: Thu Jan 22 05:37:45 EST 2015
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [redacted],
Thank you for contacting the Jeep Customer Assistance Center.
I noticed that the name and address provided in your email are different from the name and address in our customer database and need to verify that you are the current owner of this vehicle. It is important to keep this database current so that we can reach you on recalls, customer satisfaction notifications and other important information.
Please reply using the link below letting us know that you are verifying ownership and would like the information to be updated in our system. Please also provide the date of purchase, the vehicle mileage at the time of sale and either the name of the selling dealer or that it was a private owner transaction.
Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).
Sincerely,
Carol
Customer Service Representative
Jeep Customer Assistance Center
For any future communications related to this email, please refer to the following information:
REFERENCE [redacted]
EMAIL CASE NUMBER: [redacted]
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8983160V23065L0KM&
Original Message Follows:

US Customer Service - Chrysler Brand Site
Brief Description:
Airbag module
Comments:
Good day, Just as my 2012 Liberty went off warranty, my airbag sensor light
came on, and stayed on. Every Jeep discussion group on the Internet,
shows, this is a serious problem, and that we should report it to the Feds.
I'd like a refund for what I paid the dealer. Customer [redacted] $414.95
Date of service 1/14/2015

VIN:
CW[redacted]
Mileage:

36945

Servicing Dealer:

Miller Auto Group, ,

Title:

First Name:

[redacted]

Middle Initial:

Last Name:

w[redacted]t

Address 1:

[redacted]

Address 2:

City:

south royalton

State:

VT

Zip:

0[redacted]

Email:

[redacted]

Home Phone:

[redacted]

From: [redacted]
To: customerassist@chrysler.com
Date: Thu Jan 22 08:40:22 EST 2015
Subject: Reply to Chrysler Group LLC (KMM8983160V23065L0KM)
Reply Comments:

Hi,

My name is [redacted], I purchased the Jeep Liberty in Burlington Vermont back in September/October 2013 from Burlington Subaru. I was told at the time, that it had been a lease vehicle, that was turned in early.

The vehicle has approximately 11,000 miles at the time of purchase. The vehicle, if you check, is in fact, registered in Vermont, to me, [redacted].

From: customerassist@chrysler.com
To: [redacted]
Date: Sat Jan 24 05:24:07 EST 2015
Subject: Re: Reply to Chrysler Group LLC (KMM8983160V23065L0KM)
Dear[redacted]
Thank you for verifyiing your ownership information. Our corporate owner information database has been updated to reflect the name/address change contained in your email. If your vehicle is involved in a future factory recall campaign, you will be notified promptly by the USPS to your correct address.
We have received your email and are sorry to learn of the concerns you are experiencing with your vehicle.
In order for further assistance to be provided, we require you to have your vehicle diagnosed by a Chrysler, Dodge, Jeep, Ram dealer. If you need assistance locating a dealer in your area we have provided the following: A dealership locator can be found on the brand web site in the "Find a Dealer" field of Dodge - http://www.dodge.com home page.
Once your vehicle has been diagnosed by a dealer, please advise by responding to this email message using the link below or calling Dodge Customer Assistance at 1-800-423-6343 and we will then direct your concern to the appropriate area to assist you further.
Chrysler Group has made tremendous gains in customer satisfaction and vehicle quality and we are dismayed to learn that your expectations have not been met. Please accept our apology for the problems you have experienced.
Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).
Sincerely,
Carol
Customer Service Representative
Jeep Customer Assistance Center
For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: [redacted]
EMAIL CASE NUMBER: [redacted]
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8986718V95047L0KM&
Original Message Follows:

Comments:
Hi, My name is [redacted]t, I purchased the Jeep Liberty in Burlington Vermont back in September/October 2013 from Burlington Subaru. I was told at the time, that it had been a lease vehicle, that was turned in early. The vehicle has approximately 11,000 miles at the time of purchase. The vehicle, if you check, is in fact, registered in Vermont, to me, [redacted]

From: r[redacted]
To: customerassist@chrysler.com
Date: Sat Jan 24 08:20:44 EST 2015
Subject: Reply to Chrysler Group LLC (KMM8986718V95047L0KM)
Reply Comments:

As requested by customer service, here is the information regarding the failed airbag ORC sensor on my Jeep VIN # 1C4PJMAK8CW1[redacted] Liberty.

The vehicle was brought to Miller Auto Group/Chrysler, Dodge, Jeep in Lebanon New Hampshire on January 14, 2015. They diagnosed a failed airbag ORC sensor module.

I gave my approval to replace the sensor, which they did on the spot. The cost was $414.95. Given the vehicle was just off warranty, I should be compensated for the repair cost.

From: customerassist@chrysler.com
To: [redacted]
Date: Sun Jan 25 22:24:58 EST 2015
Subject: Re: Reply to Chrysler Group LLC (KMM8986718V95047L0KM)
Dear [redacted],
Thank you for providing the dealership information.
We cannot receive documents through our email system. I am providing a document link. The link will follow this email and will expire in 7 days. Please do not change the subject of the email, and please follow the instructions in the letter that you received. Once we receive your documentation, your case will be sent for review.
Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).
Sincerely,
Carol
Customer Service Representative
Jeep Customer Assistance Center
For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: [redacted]
EMAIL CASE NUMBER: [redacted]
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8988078V42698L0KM&
Original Message Follows:

Comments:
As requested by customer service, here is the information regarding the failed airbag ORC sensor on my Jeep VIN # 1C4PJMAK8CW[redacted] Liberty. The vehicle was brought to Miller Auto Group/Chrysler, Dodge, Jeep in Lebanon New Hampshire on January 14, 2015. They diagnosed a failed airbag ORC sensor module. I gave my approval to replace the sensor, which they did on the spot. The cost was $414.95. Given the vehicle was just off warranty, I should be compensated for the repair cost.

From: [redacted]
To: customerassist@chrysler.com
Date: Mon Jan 26 10:04:58 EST 2015
Subject: Reply to Chrysler Group LLC (KMM8988078V42698L0KM)
Reply Comments:

My Jeep VIN1C4PJMAK8CW[redacted] was taken to Miller Jeep in Lebanon, NH for a Faulty ORC Module. The service date was January 14, 2015. The invoice [redacted] was for $414.95.

According to every Jeep Forum, this is a serious problem that is widespread. Given my vehicle was just over the warranty miles, I believe I should be compensated, for what was described as a software problem.

[redacted]

From: customerassist@chrysler.com
To: [redacted]
Date: Tue Jan 27 00:11:37 EST 2015
Subject: Re: Reply to Chrysler Group LLC (KMM8988078V42698L0KM)
Dear [redacted]
We require a copy of the invoice, in order to consider the repair for reimbursement. If you do not want to use the document link. You can send the documents the following ways:
FAX to:
1-877-768-5076
or
Mail to:
Chrysler Customer Assistance Center
P.O. Box 21-8007
Auburn Hills, MI 48321-8007
Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).
Sincerely,
Carol
Customer Service Representative
Jeep Customer Assistance Center
For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: [redacted]
EMAIL CASE NUMBER: [redacted]
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8990249V35497L0KM&
Original Message Follows:

Comments:
My Jeep VIN1C4PJMAK8CW[redacted] was taken to Miller Jeep in Lebanon, NH for a Faulty ORC Module. The service date was January 14, 2015. The invoice #[redacted] was for $414.95. According to every Jeep Forum, this is a serious problem that is widespread. Given my vehicle was just over the warranty miles, I believe I should be compensated, for what was described as a software problem. [redacted]

PE17-003

FLAT CHRYSLER

8/3/2017

ENCLOSURE 04

CAIR BACKUP



RECEIVED DATE:

12/10/14

POSTED DATE : 12.4.14

VIN (FIRST 9 DIGITS) 1C4PJMAK1

VIN (LAST 8 DIGITS) CW [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 00000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

4 December 2014

Corporate,

I recently had to take my 2012 Jeep Liberty in for service (Colorado Jeep, 350 S. Havana St, Aurora CO) because the air bag light randomly came on while I was sitting at a stop light. I bought this Jeep new in January 2013 and it only had 2 miles on it. It came with the standard 36,000 miles or 3 year warranty, PLUS we purchased an additional life time bumper to bumper warranty thinking this would more than cover any possible issue we might have. I've had the Jeep less than 2 years after buying it brand new in Jan 2013. I am way under the 3 years but unfortunately because of the distance I drive to work every day I have exceeded the 36,000 miles by 3,000 miles. Of course this is one of the many reasons I chose to buy a Jeep. Living in Colorado the roads can get very hazardous in the winter and I feel very confident when driving my Jeep in adverse conditions. That and being a family of 3 generations (father, husband, daughter) of military service I feel strongly that I should also do my part as well and buy American made products. Anyway, come to find out the air bag ORC module (or whatever it's called) was NOT covered in the bumper to bumper extended life time warranty resulting in a bill to have it fixed of $550. WOW!!! I pleaded with the service manager that my Jeep is less than 2 years old and this is not a part that goes up and down, in and out, round and round.....it does not get used every day and basically just exists until it is needed in the event of an accident, and I feel very strongly this was a defective part. The Service Manager, Robert Valladao, did admit that it was definitely a premature failure of the part. He adjusted my bill down to $391.84 and said that unfortunately that was the best he could do. So I am writing this letter in hope that everything considered, you will please consider reimbursing me the remaining amount.

In 2004 I bought a Jeep Liberty brand new and right after my standard warranty expired the transmission went out costing me about $2,000 for a rebuild. **Then again after the warranty went out on the rebuild so did the transmission again, costing me another $3,000**. These repairs were done at Centennial Chrysler Jeep, 9980E Arapahoe Rd, Englewood, CO. Hence the reason I bought the bumper to bumper life time extended warranty on my 2012 Jeep. I still have the 2004 Jeep today because despite the transmission issue I love that Jeep. At that time I wrote Jeep asking for any kind of relief from the expense I had incurred because I felt the transmission had gone out prematurely considering it was a little over 3 years old and had never been off road but my letter went **completely unacknowledged**. I hope I don't get the same lack of customer service this time. There are other American made vehicles I can purchase; however, the last 2 times I have chosen Jeep. Although I had issues with my 2004 Jeep, I gave Jeep the benefit of the doubt and bought Jeep again, as well as given rave reviews to anyone who has asked me how I like my Jeep. I'm hoping that I have just had a streak of bad luck with your vehicles and not all are prone to part defects or premature part failure. My peers are always trying to talk me in to trading in my Jeep and to buy a non-American SUV, they point out that nothing like this has happened to their foreign vehicles. But I will buy American as long as cars are made in the US to support the workers and their families that work in these factories.

I'm hoping you will understand my frustration, take the newness of my Jeep in to consideration, and stand behind your automobile and reimburse me. This was an expense I was not expecting on such a new vehicle. This is why I buy new and not used, to hopefully avoid expenses like this. I'm 2 for 2 with JEEP and the unexpected expense they have caused me, however, I'm still hopeful this is just the exception and not the normal.

I can be reached a[redacted] if you have any questions or would like further information.

Thank You and Happy Holidays,

[redacted]

Aurora, C[redacted]

[redacted]

Colorado CHRYSLER Jeep

350 S. Havana
AURORA, CO 80012
Phone
303-341-4050

Thank You

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR ROBERT VALLADAO 267	TAG NO. 675Y	INVOICE DATE 11/19/14	[redacted]	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 39,057	COLOR /	STOCK NO.
AURORA, CO [redacted]	YEAR/MAKE/MODEL 12/JEEP/LIBERTY/4DR 4WD			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1C4PJMAK1CW [redacted]			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		R.O. DATE 11/15/14	REPRINT# 1
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			MO: 39057

LABOR & PARTS

J#1	08CHZ ELECTRICAL	TECH(S): 23	210.00

CUSTOMER STATES THE AIRBAG LIGHT IS ON
CHECKED OUT CUSTOMER CONCERN; REPLACED ORC MODULE AND
CLEARED ENGINE FAULTS. TEST DROVE AND RECHECKED

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	68148047-AC	MODULE OC 08035034	208.68	208.68
			JOB # 1 TOTAL PARTS		208.68
			JOB # 1 TOTAL LABOR & PARTS		418.68

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 1	SNL	SERVICE NET LABOR DISC		-21.00
JOB # 1	SNP	SERVICE NET PARTS DISC		-20.87
			TOTAL - MISC	-41.87

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $135.00 (+TAX)

TOTALS

$$$$$$$$$$$$$$$$$$FOR OFFICE USE ONLY$$$$$$$$$$$$$$$$$$$$

( )MASTERCARD ( )VISA ( )DISCOVER ( )AMERICAN EPRESS

( )CASH ( )CHECK #

( )CHARGE ACCOUNT#

CASHIER INTL'S [redacted] DATE: 11/18/14

$$

TOTAL LABOR....	210.00
TOTAL PARTS....	208.68
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	-41.87
TOTAL TAX.....	15.03
TOTAL INVOICE $	**391.84**

THANK YOU FOR YOUR BUSINESS TODAY
PLEASE IF YOU HAVE ANY QUESTIONS OR CONCERNS ABOUT THIS VISI
PLEASE CONTACT BOB VALLADAO @ 303-363-3535 SERVICE MANAGER
OUR GOAL IS YOUR 100% SATISFACTION

(01/13)

AS IS: The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and the selling dealer neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income or any other consequential damages.
NO PARTS OR LABOR WARRANTY WHEN USED PARTS ARE INSTALLED

REPAIR ORDER NOTICE

Colorado law provides from imposition of a lien in favor of any person who repairs or bestows labor on personal property such as motor vehicles. If the repair or service work authorized in this Repair Order is not paid for, or is paid with a check, draft, or order which is subsequently dishonored for any reason, or is charged to an account which is not paid when due, the law gives the motor vehicle repair garage the right to take possession of the motor vehicle and/or commence an action in court to foreclose the lien which may result in the vehicle being sold pursuant to court order.

Supplies - A token charge equivalent to 15% of the labor charge is included for supplies used. Applicable supply items are: Nuts, bolts, washers, tape, pins, rags, cleaners, towels, hazardous waste charges, etc.

Section 25-17-202, Colorado Revised Statutes, requires retailers to collect a $1.50 waste tire recycling development fee on the sale of each [illegible] tire.

Colorado Jeep CHRYSLER
350 SOUTH HAVANA STREET
AURORA, CO 80012
(303) 341-4050

Merchant ID: 8000514238876
Term ID: 51423876

Ref #: 0032

Sale

[redacted]
VISA

Entry Method: Swiped

Total: $ 391.84

11/19/14 17:22:45
Inv #: [redacted] Appr Code: 536439
Approval: Online Batch#: 000042

Customer Copy

THANK YOU FOR YOUR BUSINESS!

[END OF INV

Colorado CHRYSLER Jeep

Robert "Bob" Valladao
Service Manager
Main: 303-341-4050 • Direct: 303-363-3535 • Cell: 720-633-5158
Fax: 303-360-7536 • Email: bvalladao@coloradojeepchrysler.com
350 S. Havana St. • Aurora, CO 80012
www.coloradochryslerjeep.com

[redacted]

Aurora Co [redacted]

DENVER CO 802

04 DEC 2014 PM 10 T



RECEIVED
DEC 10
By

Chrysler Group Customer Care
PO Box 21-8004
Auburn Hills MI
48321-8004

48321@8004

PE17-003

FLAT CHRYSLER

8/3/2017

ENCLOSURE 04

CAIR BACKUP



Edward Jones

Fax Sheet

25 Feb 2015	Chrysler Customer Care		(187) 776-8507
Date	TO		FAX NUMBER
4	[redacted]	13608	(877) 861-9499
NUMBER OF PAGES (including cover sheet)	FROM	BRANCH #	FAX NUMBER

CLIENT ACCOUNT NUMBER (optional)

COMMENTS: (NOTE - only 24 lines will print)

RE: Case [redacted]
Recall # N38

Please call our office with any questions. (570) 675-3335

© 2013 Edward D. Jones & Co., L.P. All rights reserved.

Case # [redacted]
Recall# N38

[redacted]

White Haven, Pa [redacted]

On February 9, 2015 we took our 2012 Jeep Liberty to Coccia Ford, in Plains,Pa, due to the air bag light staying on on the dash. We took our vehicle there because we purchased it (used) from them a few months ago and were told to come to them with any concerns.
We contacted Coccia several times during this week and the next to inquire about an update on the vehicle, they confirmed that the air bag module needed to be replaced and were waiting for an opening at a Jeep dealer -Eartly Motor World.
On February 23, 2015 Cossia Ford called to say our Jeep was repaired by Eartly Motor World and ready for pick up at the Coccia Ford Service area.
To our surprise, the bill was $432.46 AND stated that Coccia took our vehicle to a corner garage -Siviski's for a diagnosis, without making us aware it was going anywhere except Coccia's service area and Eartly Motor World. Once the vehicle was picked up from Coccia, it was noticed that the covering under the dash was hanging down and not re installed properly.

-Per the conversation on 2/24/2015 with a Chrysler customer service specialist we found that the repairs were actually a recall.

Please find included in this fax, the original invoice and proof of payment for the repairs/parts

Thank you for helping with this matter and reimbursing what is entitled to us.

[redacted]

COCCIA FORD LINCOLN

577 EAST MAIN STREET
WILKES-BARRE, PA 18702
570-823-8888 FAX 570-270-4154
WWW.COCCIACARS.COM

[redacted]

[redacted]
WHITE HAVEN PA [redacted]
[redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
1C4PJMAK4CW[redacted]	62210	02/23/15	[redacted]

YEAR	MAKE	MODEL	COLOR	TAG NO.
12	JEEP	LIBERTY SP	SILVER	00000

CUST.NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD.DATE	SERV.ADV.	TERMS
[redacted]	[redacted]	[redacted]	- -	U5234	00/00/00	410	CASH

CUST.LABOR RATE	DELIV.DATE	DELIV.MILES	MILEAGE IN	DATE IN	IN-SERV DATE
88.00	07/26/14	52841	62210	02/09/15	00/00/00

DO YOU NEED BODY, PAINT OR COLLISION REPAIRS? CONTACT OUR COLLISION CENTER 1600 ROUTE 315 LAFLIN, PA. (570)-655-8845 *WHEELS MUST BE RE-TORQUED AFTER 100 MILES*

ACCESSORIZE YOUR NEW OR USED TRUCK OR CAR. VISIT OUR NEW ACCESSORY CENTER 1600 ROUTE 315 LAFLIN, PA. (570)-655-8845 *WHEELS MUST BE RE-TORQUED AFTER 100 MILES*

LINE	OP.CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT

A *
Com Customer states AIR BAG LIGHT ON. (SEND TO SAVITSKI'S)
Cor SCANNED COMPUTER FOR CODES AND FOUND VEHICLE NEEDS AIRBAG CONTROL MODU LE.

C10

SUBLET	SIVISKI'S	DIAG.	1	C	45.00
SUBLET	MOTORWORLD	046461	1	C	362.98
		Line Total.....			407.98

B *
Com Customer states remote starter was just installed - concern happen after
Cor NOT RELATED TO REMOTE STARTER.

C10

Line Total.....

Sublets	407.98
Sales Tax	24.48
TOTAL-CUST-CASH	432.46

Pd - CK# 1101 2/23/15

CUSTOMER COPY - PAGE 01 Printed: 02/23/2015 @ 12:44

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties in respect to the sale of this item/items. The Seller hereby expressly disclaims all warranti es either express or implied, including any implied warranty of merchantabi lity or fitness for a particular purpose. Seller neither assumes nor author izes any other person to asume for it any liability in connection with th sale of this item/items. *WHEELS MUST BE RE-TORQUED AFTER 100 MILES*

CUSTOMER SIGNATURE

Dear Valued Customer, We appreciate your Patronage. Our Goal is to provide you with the most pleasant service as possible. If for any reason you feel you may have a concern with this service visit, please contact us and we will do every thing in or power to address your concerns. we truly appreciate your business. Thank you. Rudy Podost Parts and Service Director Coccia Ford Lincoln

WHEELS MUST BE RE-TORQUED AFTER 100 MILES

1800-334-9200

[redacted]
WHITE HAVEN, PA [redacted]

1101
62-15/311

2/23/2015
Date

Pay to the Order of Coccia Ford $ 432.46

four hundred thirty two & 46/ Dollars

E C

Edward Jones

313

For Air bag module -

[redacted]

FOR DEPOSIT ONLY
COCCIA FORD INC [redacted]

PE17-003

FLAT CHRYSLER

8/3/2017

ENCLOSURE 04

CAIR BACKUP



Skinner Susan (FCA) [redacted]

To: CAP Void and Reissue Checks Group
Subject: RE: Gawlick stop pay req. ck. #1646283

From: CAP Void and Reissue Checks Group
Sent: Wednesday, May 13, 2015 11:42 AM
To: Skinner Susan (FCA); CAP Void and Reissue Checks Group
Subject: RE[redacted] stop pay req. ck. #[redacted]

Susan,

Your request has been processed and payment will not be reissued.

Thank you,

Void & Reissue Group

From: Skinner Susan (FCA)
Sent: Tuesday, May 12, 2015 8:42 AM
To: CAP Void and Reissue Checks Group
Subject: Gawlick stop pay req. ck. #1646283

Sue Skinner
Senior Clerk
Customer Assistance Center

Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2015-03-04 16:56:25.862235
Files Not Recieved: 0

Case Number [redacted]

CHRYSLER DODGE Jeep RAM
NORTH STAR
7242 San Pedro
San Antonio, TX 78216
Phone (210) 249-7500
Fax (210) 249-7553
www.nsdodge.com

CUSTOMER NO.	SERVICE ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	PAUL 2195	6342		[redacted]
[redacted]	LABOR RATE / LICENSE NO. / MILEAGE: 53,605		COLOR: /SPORT	STOCK NO.
SAN ANTONIO, TX [redacted]	YEAR / MAKE / MODEL: 12/JEEP/LIBERTY/4DR RWD SPORT		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO.: 1C4PJLAK2CW[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO. / P.O. NO.		R. O. DATE: 11/29/14	
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS		

MO: 53605

LABOR & PARTS----------

J# 1 45CHZ RECALLS UNITS: 0.20 TECH(S):3063 WARRANTY
N38 ACTIVE HEAD RESTRAINTS NO PARTS
REPROGRAMMED TIPM AS PER RECALL

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

J# 2+08CHZ01 ELECTRICAL CONCERN UNITS: TECH(S):3063 65.00
REPLACE ORC MODULE
B2208 ORC INTERNAL
REPLACED ORC MODULE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1	68148047-AC	MODULE OC 08035034	210.90	210.90
			JOB # 2 TOTAL PARTS		210.90
			JOB # 2 TOTAL LABOR & PARTS		275.90

MISC	CODE	DESCRIPTION	CONTROL NO		
JOB # A	B1	SHOP SUPPLIES			3.00
			TOTAL - MISC		3.00

TOTALS----------

TOTAL LABOR....	65.00
TOTAL PARTS....	210.90
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	3.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	17.40
TOTAL INVOICE $	**296.30**

****

PRE-INVOICE

Maintaining and repairing your car inevitably involves the use of chemicals and the generation of wastes (solvents, oils, caustics, leads, asbestos, oil filters, batteries, tires, etc.) that must be stored, managed and disposed of in strict compliance with Federal, State and local environmetal regulations. We support these regulations and believe our customers do also, because these measures help ensure a safer and healthier environment for everyone. A charge for supplies and materials is made on each invoice. This will be shown as **Shop Supplies**. A charge for disposal for hazardous waste items will be shown as **Hazardous Waste Fees**.

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.

I authorize the retrieval of on-board data as needed to facilitate vehicle repair, as well as the sharing of that data with the vehicle manufacturer for diagnostic and research purposes.

NOTICE PURSUANT TO PROPERTY CODE § 70.001

I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH BUSINESS & COMMERCE CODE, §9.609, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER OR DRAWER OF THE ORDER OR THE CREDIT CARD HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.

SIGNATURE OF PERSON RESPONSIBLE OR AGENT FOR PERSON RESPONSIBLE FOR PAYMENT

N STAR DODGE CHRYSLER JEEP
7242 SAN PEDRO AVE
SAN ANTONIO, TX 78216
210-249-7500

Merchant ID: 1345

Ref #: 0012

Sale

XXXXXXXXXX[redacted]
DISCOVER Entry Method: Swiped
Total: $ 296.30
11/29/14 14:31:11
Inv #: [redacted] Appr Code: 02978R
Apprvd: Online Batch#: 000780

Customer Copy

THANK YOU!
PLEASE COME AGAIN!

NOV 29 2014

Drive

STOMER COPY [END OF INVOICE] 02:15pm

SF670557 Q (02/13)

PE17-003

FLAT CHRYSLER

8/3/2017

ENCLOSURE 04

CAIR BACKUP



From: [redacted]
To: customerassist@chrysler.com
Date: Wed Apr 15 14:02:41 EDT 2015
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Vehicle Repairs

Comments:

1.5/2/13 Customer complaint: Air bag light came on
oService receipt states:
R&R occupant restraint module, no codes set =3D 1 full day without vehicle
2.8/27/13 Customer Complaint: Transmission temp gauge shows hot when in 4WD and no other time, transmission concerns
oService receipt
states: no problem found =3D 1 full day without vehicle
3.10/24/13 Customer
Complaint: Fluid leaking
oService receipts states: Transmission fluid
leaking =3D 1 full day without vehicle
4.10/24/13 Customer Complaint:
Transmission overheat light comes on when using 4WD and no other time, transmission concerns
oService receipts states: Upon inspection, found that
Jeep needs transmission cooler. Removed A/C condenser and transmission cooler, installed new transmission and A/C cooler. Also performed 2 recalls: SI and TIPM =3D 1 full day without vehicle
5.4/9/14 Customer
Complaint: When in drive, vehicle would stick in lower gear, also getting a propane smell. Manual transmission or drivetrain concerns
oService receipts
states: unable to duplicate shifting concerns, found pcm updates for system enhancements =3D 1 full day without vehicle
6.6/2/2014 Customer Complaint:
Transmission temp light is on in 4WD, smells like propane when A/C is on.
oService receipts states: Transmission: Inspected and found DTC P0218.

Verified proper operation of engine cooling/transmission system and found
no issues. Recommend after-market add on of transmission cooler system.
Propane smell: cabin air filter was dirty, cleaned and reinstalled =3D 1 fu=
ll
day without vehicle
7.9/16/14 Customer Complaint: Transmission light keeps
coming on for overheating in 4WD
8.9/16/14 Customer Complaint: Spare tire
is cracked
9.9/16/14 Customer Complaint: All electrical will stay on after
key is out and doors are open
10.9/16/14 Customer Complaint: Seat belt will
not latch intermittently on driver side
oNo service receipt stating what
was corrected =3D 1 full day without vehicle
11.11/18/14 Customer Complaint:
Heater fan makes noise intermittently.
oService receipts states: Tested
HVAC blower motor at different speeds and found that blower motor was
vibrating. Removed and reinstalled new blower motor
12.11/18/14 Customer
Complaint: Drivers seat belt will not latch intermittently
oService
receipts states: Removed driver=E2=80=99s seat and removed and installed ne=
w seat
belt latch =3D 1 full day without vehicle
13.12/29/14-1/26/15 Customer
Complaint: Smells oil smell and oil is leaking from front of
vehicle.
oService receipts states: Front differential overheating, causing
seal to blow out of hosing. Replaced front axel assembly =3D 29 full days
without vehicle
14.12/29/14 Customer Complaint: Vehicle will not switch
blowing modes on HVAC system.
oService receipts states: Could not
duplicate concern
15.12/29/14 Customer Complaint: Passenger side seat belt
will not latch intermittently=09
oService receipts states: Tested and buckled
every time.
16.2/2/15 Customer Complaint: Loud grinding and popping sound

when driving
oNo service receipt given, but was told a bolt was loose =3D 1
full day without vehicle
17.Ongoing problems we have experienced but were
not mentioned on Service Reports: Vehicle smelled like grease from being in repair shop for a month, vehicle pulls to the right in 4WD, rear brakes are failing too soon, Heating system does not correspond to the heating knob telling it where to blow heat, brakes have been known to smoke, and the clock has never kept the correct time.
I want a return call or email on how
to speak to someone concerning these repairs. I've called 8+ times with the same response: someone will call me within 1-2 business days but I've never received a call back to speak to someone. I consulted with an attorney and you only spoke to him, but I never authorized that conversation. Call me, aka the consumer!

Sender Information:

Title: =20
First [redacted]
Middle Initial: =20
Last Name: [redacted]

From: customerassist@chrysler.com
To: [redacted]
Date: Thu Apr 16 01:57:25 EDT 2015
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [redacted]
Thank you for contacting the Jeep Customer Assistance Center in regards to your 2012 Jeep Liberty.
I regret to learn of the concerns you have experienced with your vehicle and appreciate the time you have taken to contact us with your request for contact information.
I have forwarded your request for contact to the appropriate department and regret to inform you at this time I am unable to provide you with the contact information you are seeking. You should receive contact back within 1-2 business days.
Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).
Sincerely,
Jennifer
Customer Service Representative
Jeep Customer Assistance Center
For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: [redacted]9
EMAIL CASE NUMBER: [redacted]
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM9109886V63845L0KM&
Original Message Follows:

US Customer Service - Jeep Brand Site
Brief Description:
Vehicle Repairs
Comments:
1.5/2/13 Customer complaint: Air bag light came on oService receipt states:
R&R occupant restraint module, no codes set = 1 full day without vehicle
2.8/27/13 Customer Complaint: Transmission temp gauge shows hot when in 4WD
and no other time, transmission concerns oService receipt states: no
problem found = 1 full day without vehicle 3.10/24/13 Customer Complaint:
Fluid leaking oService receipts states: Transmission fluid leaking = 1 full
day without vehicle 4.10/24/13 Customer Complaint: Transmission overheat
light comes on when using 4WD and no other time, transmission concerns
oService receipts states: Upon inspection, found that Jeep needs
transmission cooler. Removed A/C condenser and transmission cooler,
installed new transmission and A/C cooler. Also performed 2 recalls: SI and

TIPM = 1 full day without vehicle 5.4/9/14 Customer Complaint: When in drive, vehicle would stick in lower gear, also getting a propane smell. Manual transmission or drivetrain concerns oService receipts states: unable to duplicate shifting concerns, found pcm updates for system enhancements = 1 full day without vehicle 6.6/2/2014 Customer Complaint: Transmission temp light is on in 4WD, smells like propane when A/C is on. oService receipts states: Transmission: Inspected and found DTC P0218. Verified proper operation of engine cooling/transmission system and found no issues. Recommend after-market add on of transmission cooler system. Propane smell: cabin air filter was dirty, cleaned and reinstalled = 1 full day without vehicle 7.9/16/14 Customer Complaint: Transmission light keeps coming on for overheating in 4WD 8.9/16/14 Customer Complaint: Spare tire is cracked 9.9/16/14 Customer Complaint: All electrical will stay on after key is out and doors are open 10.9/16/14 Customer Complaint: Seat belt will not latch intermittently on driver side oNo service receipt stating what was corrected = 1 full day without vehicle 11.11/18/14 Customer Complaint: Heater fan makes noise intermittently. oService receipts states: Tested HVAC blower motor at different speeds and found that blower motor was vibrating. Removed and reinstalled new blower motor 12.11/18/14 Customer Complaint: Drivers seat belt will not latch intermittently oService receipts states: Removed driverâs seat and removed and installed new seat belt latch = 1 full day without vehicle 13.12/29/14-1/26/15 Customer Complaint: Smells oil smell and oil is leaking from front of vehicle. oService receipts states: Front differential overheating, causing seal to blow out of hosing. Replaced front axel assembly = 29 full days without vehicle 14.12/29/14 Customer Complaint: Vehicle will not switch blowing modes on HVAC system. oService receipts states: Could not duplicate concern 15.12/29/14 Customer Complaint: Passenger side seat belt will not latch intermittently oService receipts states: Tested and buckled every time. 16.2/2/15 Customer Complaint: Loud grinding and popping sound when driving oNo service receipt given, but was told a bolt was loose = 1 full day without vehicle 17.Ongoing problems we have experienced but were not mentioned on Service Reports: Vehicle smelled like grease from being in repair shop for a month, vehicle pulls to the right in 4WD, rear brakes are failing too soon, Heating system does not correspond to the heating knob telling it where to blow heat, brakes have been known to smoke, and the clock has never kept the correct time. I want a return call or email on how to speak to someone concerning these repairs. I've called 8+ times with the same response: someone will call me within 1-2 business days but I've never received a call back to speak to someone. I consulted with an attorney and you only spoke to him, but I never authorized that conversation. Call me,

aka the consumer!

VIN:
CW[redacted]
Mileage:
40000
Servicing Dealer:
Chrysler Town and Country
Title:

First [redacted]
Josh
Middle Initial:

Last Name:
[redacted]
Address 1:
[redacted]
Address 2:

City:
Salida
State:
CO
Zip:
[redacted]
Email:
j[redacted]
Home Phone:
[redacted]

From: [redacted]m
To: customerassist@chrysler.com
Date: Wed May 06 10:42:53 EDT 2015
Subject: Re: Chrysler Group LLC Customer Assistance (KMM9109886V63845L0KM)
<HTML>
<BODY>
is any one going to call me or am I just wasting more of my time it has ben a long time are going to help or do I need to contact a lawyer I have made several calls like 15 propyl and they tell 1-2 busnes days and ne one calls I would hope you would be working on your bad rap and get things taken care of but not yet I'am loosing faith.
 On Wed, Apr 15, 2015 at 11:58 PM, customerassist <customerassist@chrysler.com> wrote:
<blockquote class="gmail_quote" style="margin:0 0 0 .8ex;border-left:1px #ccc solid;padding-left:1ex">Dear Josh,

Thank you for contacting the Jeep Customer Assistance Center in regards
to your 2012 Jeep Liberty.

I regret to learn of the concerns you have experienced with your vehicle
and appreciate the time you have taken to contact us with your request
for contact information.

I have forwarded your request for contact to the appropriate department
and regret to inform you at this time I am unable to provide you with
the contact information you are seeking. You should receive contact
back within 1-2 business days.

Thank you again for your email. Should you require additional
assistance, or have any new information to provide, please reply to this
email message or call 1-877-I-AM-JEEP (1-877-426-5337).

Sincerely,

Jennifer

Customer Service Representative
Jeep Customer Assistance Center

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

following information:
REFERENCE NUMBER: [redacted]br>
EMAIL CASE NUMBER: [redacted]br>
REPLY LINK: <a
href="http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM9109886V63845L0KM
&"
target="_blank">http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM9109886V63
845L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site
Brief Description:
Vehicle Repairs
Comments:
1.5/2/13 Customer complaint: Air bag light came on oService receipt
states:
R&R occupant restraint module, no codes set = 1 full day without
vehicle
2.8/27/13 Customer Complaint: Transmission temp gauge shows hot when in
4WD
and no other time, transmission concerns oService receipt states: no
problem found = 1 full day without vehicle 3.10/24/13 Customer
Complaint:
Fluid leaking oService receipts states: Transmission fluid leaking = 1
full
day without vehicle 4.10/24/13 Customer Complaint: Transmission
overheat
light comes on when using 4WD and no other time, transmission concerns
oService receipts states: Upon inspection, found that Jeep needs
transmission cooler. Removed A/C condenser and transmission cooler,
installed new transmission and A/C cooler. Also performed 2 recalls: SI
and
TIPM = 1 full day without vehicle 5.4/9/14 Customer Complaint: When in
drive, vehicle would stick in lower gear, also getting a propane smell.
Manual transmission or drivetrain concerns oService receipts states:
unable
to duplicate shifting concerns, found pcm updates for system
enhancements =

1 full day without vehicle 6.6/2/2014 Customer Complaint: Transmission
temp
light is on in 4WD, smells like propane when A/C is on. oService
receipts
states: Transmission: Inspected and found DTC P0218. Verified proper
operation of engine cooling/transmission system and found no issues.
Recommend after-market add on of transmission cooler system. Propane
smell:
cabin air filter was dirty, cleaned and reinstalled = 1 full day
without
vehicle 7.9/16/14 Customer Complaint: Transmission light keeps coming
on
for overheating in 4WD 8.9/16/14 Customer Complaint: Spare tire is
cracked
9.9/16/14 Customer Complaint: All electrical will stay on after key is
out
and doors are open 10.9/16/14 Customer Complaint: Seat belt will not
latch
intermittently on driver side oNo service receipt stating what was
corrected = 1 full day without vehicle 11.11/18/14 Customer Complaint:
Heater fan makes noise intermittently. oService receipts states: Tested
HVAC blower motor at different speeds and found that blower motor was
vibrating. Removed and reinstalled new blower motor 12.11/18/14
Customer
Complaint: Drivers seat belt will not latch intermittently oService
receipts states: Removed driverâ??s seat and removed and installed new
seat
belt latch = 1 full day without vehicle 13.12/29/14-1/26/15 Customer
Complaint: Smells oil smell and oil is leaking from front of vehicle.
oService receipts states: Front differential overheating, causing seal
to
blow out of hosing. Replaced front axel assembly = 29 full days without
vehicle 14.12/29/14 Customer Complaint: Vehicle will not switch blowing
modes on HVAC system. oService receipts states: Could not duplicate
concern 15.12/29/14 Customer Complaint: Passenger side seat belt will
not
latch intermittently oService receipts states: Tested and buckled every
time. 16.2/2/15 Customer Complaint: Loud grinding and popping sound
when
driving oNo service receipt given, but was told a bolt was loose = 1
full

day without vehicle 17.Ongoing problems we have experienced but were
not
mentioned on Service Reports: Vehicle smelled like grease from being in
repair shop for a month, vehicle pulls to the right in 4WD, rear brakes
are
failing too soon, Heating system does not correspond to the heating
knob
telling it where to blow heat, brakes have been known to smoke, and the
clock has never kept the correct time. I want a return call or email on
how
to speak to someone concerning these repairs. I've called 8+ times with
the
same response: someone will call me within 1-2 business days but I've
never
received a call back to speak to someone. I consulted with an attorney
and
you only spoke to him, but I never authorized that conversation. Call
me,
aka the consumer!

VIN:
CW[redacted]
Mileage:
40000
Servicing Dealer:
Chrysler Town and Country
Title:

First Name:
[redacted]r>
Middle Initial:

Last Name:
[redacted]br>
Address 1:
[redacted]br>
Address 2:

City:

Salida
State:
CO
Zip:
81201
Email:
<a href="mailto:[redacted]
Home Phone:
<a href="[redacted]
</blockquote>

</BODY>
</HTML>

From: customerassist@chrysler.com
To: [redacted]
Date: Thu May 07 23:15:30 EDT 2015
Subject: Re: Chrysler Group LLC Customer Assistance (KMM9109886V63845L0KM)
Dear [redacted]
I appreciate the time you have taken to contact me back in regards to the lack of contact, and I request to learn of the length of time you have been waiting.
I have forwarded your request for contact to the appropriate department again. You should receive contact back within 1-2 business days. If you do not receive contact within that time frame please give us a call back at 1-877-426-5337.
Sincerely,
Jennifer
Customer Service Representative
Jeep Customer Assistance Center
Original Message Follows:
---
is any one going to call me or am I just wasting more of my time it has ben a long time are going to help or do I need to contact a lawyer I have made several calls like 15 propyl and they tell 1-2 busnes days and ne one calls I would hope you would be working on your bad rap and get things taken care of but not yet I'am loosing faith.
On Wed, Apr 15, 2015 at 11:58 PM, customerassist <customerassist@chrysler.com> wrote:
[redacted]

Thank you for contacting the Jeep Customer Assistance Center in regards to your 2012 Jeep Liberty.

I regret to learn of the concerns you have experienced with your vehicle and appreciate the time you have taken to contact us with your request for contact information.

I have forwarded your request for contact to the appropriate department and regret to inform you at this time I am unable to provide you with the contact information you are seeking. You should receive contact back within 1-2 business days.

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).

Sincerely,

Jennifer

Customer Service Representative
Jeep Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 2[redacted]
EMAIL CASE NUMBER: [redacted]
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM9109886V63845L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site
Brief Description:
Vehicle Repairs
Comments:
1.5/2/13 Customer complaint: Air bag light came on oService receipt states:
R&R occupant restraint module, no codes set = 1 full day without vehicle
2.8/27/13 Customer Complaint: Transmission temp gauge shows hot when in 4WD
and no other time, transmission concerns oService receipt states: no problem found = 1 full day without vehicle 3.10/24/13 Customer Complaint:
Fluid leaking oService receipts states: Transmission fluid leaking = 1 full
day without vehicle 4.10/24/13 Customer Complaint: Transmission overheat
light comes on when using 4WD and no other time, transmission concerns oService receipts states: Upon inspection, found that Jeep needs transmission cooler. Removed A/C condenser and transmission cooler, installed new transmission and A/C cooler. Also performed 2 recalls: SI and
TIPM = 1 full day without vehicle 5.4/9/14 Customer Complaint: When in drive, vehicle would stick in lower gear, also getting a propane smell.
Manual transmission or drivetrain concerns oService receipts states:

unable
to duplicate shifting concerns, found pcm updates for system
enhancements =
1 full day without vehicle 6.6/2/2014 Customer Complaint: Transmission
temp
light is on in 4WD, smells like propane when A/C is on. oService
receipts
states: Transmission: Inspected and found DTC P0218. Verified proper
operation of engine cooling/transmission system and found no issues.
Recommend after-market add on of transmission cooler system. Propane
smell:
cabin air filter was dirty, cleaned and reinstalled = 1 full day
without
vehicle 7.9/16/14 Customer Complaint: Transmission light keeps coming
on
for overheating in 4WD 8.9/16/14 Customer Complaint: Spare tire is
cracked
9.9/16/14 Customer Complaint: All electrical will stay on after key is
out
and doors are open 10.9/16/14 Customer Complaint: Seat belt will not
latch
intermittently on driver side oNo service receipt stating what was
corrected = 1 full day without vehicle 11.11/18/14 Customer Complaint:
Heater fan makes noise intermittently. oService receipts states: Tested
HVAC blower motor at different speeds and found that blower motor was
vibrating. Removed and reinstalled new blower motor 12.11/18/14
Customer
Complaint: Drivers seat belt will not latch intermittently oService
receipts states: Removed driverâ??s seat and removed and installed new
seat
belt latch = 1 full day without vehicle 13.12/29/14-1/26/15 Customer
Complaint: Smells oil smell and oil is leaking from front of vehicle.
oService receipts states: Front differential overheating, causing seal
to
blow out of hosing. Replaced front axel assembly = 29 full days without
vehicle 14.12/29/14 Customer Complaint: Vehicle will not switch blowing
modes on HVAC system. oService receipts states: Could not duplicate
concern 15.12/29/14 Customer Complaint: Passenger side seat belt will
not
latch intermittently oService receipts states: Tested and buckled every
time. 16.2/2/15 Customer Complaint: Loud grinding and popping sound

when
driving oNo service receipt given, but was told a bolt was loose = 1
full
day without vehicle 17.Ongoing problems we have experienced but were
not
mentioned on Service Reports: Vehicle smelled like grease from being in
repair shop for a month, vehicle pulls to the right in 4WD, rear brakes
are
failing too soon, Heating system does not correspond to the heating
knob
telling it where to blow heat, brakes have been known to smoke, and the
clock has never kept the correct time. I want a return call or email on
how
to speak to someone concerning these repairs. I've called 8+ times with
the
same response: someone will call me within 1-2 business days but I've
never
received a call back to speak to someone. I consulted with an attorney
and
you only spoke to him, but I never authorized that conversation. Call
me,
aka the consumer!

VIN:
CW[redacted]
Mileage:
40000
Servicing Dealer:
Chrysler Town and Country
Title:

First Name
[redacted]
Middle Initial:

Last Name:
[redacted]
Address 1:
[redacted]

Address 2:

City:

Salida

State:

CO

[redacted]

[redacted]

Email:

[redacted]

Home Phone:

[redacted]

From: [redacted]
To: customerassist@chrysler.com
Date: Thu May 14 13:23:06 EDT 2015
Subject: Re: Chrysler Group LLC Customer Assistance (KMM9142509V54930L0KM)
<HTML>
<BODY>
Again no call what the hell can you call or what is the deal I would like to know what I should do iam going to put a sandwich board on and walk up down in front of the dealer and see if some one calls then and I live in a small town it will be shur to make front page of the paper. Again thanks for the help
 On Thu, May 7, 2015 at 9:16 PM, customerassist <customerassist@chrysler.com> wrote:
<blockquote class="gmail_quote" style="margin:0 0 0 .8ex;border-left:1px #ccc solid;padding-left:1ex">Dear Josh,

I appreciate the time you have taken to contact me back in regards to
the lack of contact, and I request to learn of the length of time you
have been waiting.

I have forwarded your request for contact to the appropriate department
again. You should receive contact back within 1-2 business days. If
you do not receive contact within that time frame please give us a call
back at 1-877-426-5337.

Sincerely,

Jennifer

Customer Service Representative
Jeep Customer Assistance Center

Original Message Follows:
----
is any one going to call me or am I just wasting more of my time it has
ben a long time are going to help or do I need to contact a lawyer I
have made several calls like 15 propyl and they tell 1-2 busnes days and
ne one calls I would hope you would be working on your bad rap and get
things taken care of but not yet I'am loosing faith.

On Wed, Apr 15, 2015 at 11:58 PM, customerassist
<customerassist@chrysler.com>
wrote:

Dear [redacted]br>

Thank you for contacting the Jeep Customer Assistance Center in regards
to your 2012 Jeep Liberty.

I regret to learn of the concerns you have experienced with your
vehicle
and appreciate the time you have taken to contact us with your request
for contact information.

I have forwarded your request for contact to the appropriate department
and regret to inform you at this time I am unable to provide you with
the contact information you are seeking. You should receive contact
back within 1-2 business days.

Thank you again for your email. Should you require additional
assistance, or have any new information to provide, please reply to
this
email message or call 1-877-I-AM-JEEP <a href="tel:%281-877-426-5337"
value="+18774265337">(1-877-426-5337).

Sincerely,

Jennifer

Customer Service Representative
Jeep Customer Assistance Center

For any future communications related to this email, please refer to
the
following information:
REFERENCE [redacted]br>
EMAIL CASE NUMBER: [redacted]
REPLY LINK: <a
href="http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM9109886V63845L0KM
&"
target="_blank">http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM9109886V63
845L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site
Brief Description:
Vehicle Repairs
Comments:
1.5/2/13 Customer complaint: Air bag light came on oService receipt
states:
R&R occupant restraint module, no codes set = 1 full day without
vehicle
2.8/27/13 Customer Complaint: Transmission temp gauge shows hot when
in
4WD
and no other time, transmission concerns oService receipt states: no
problem found = 1 full day without vehicle 3.10/24/13 Customer
Complaint:
Fluid leaking oService receipts states: Transmission fluid leaking = 1
full
day without vehicle 4.10/24/13 Customer Complaint: Transmission
overheat
light comes on when using 4WD and no other time, transmission concerns
oService receipts states: Upon inspection, found that Jeep needs
transmission cooler. Removed A/C condenser and transmission cooler,
installed new transmission and A/C cooler. Also performed 2 recalls:
SI
and
TIPM = 1 full day without vehicle 5.4/9/14 Customer Complaint: When in
drive, vehicle would stick in lower gear, also getting a propane
smell.
Manual transmission or drivetrain concerns oService receipts states:
unable
to duplicate shifting concerns, found pcm updates for system
enhancements =
1 full day without vehicle 6.6/2/2014 Customer Complaint: Transmission
temp
light is on in 4WD, smells like propane when A/C is on. oService
receipts
states: Transmission: Inspected and found DTC P0218. Verified proper

operation of engine cooling/transmission system and found no issues.
Recommend after-market add on of transmission cooler system. Propane
smell:
cabin air filter was dirty, cleaned and reinstalled = 1 full day
without
vehicle 7.9/16/14 Customer Complaint: Transmission light keeps coming
on
for overheating in 4WD 8.9/16/14 Customer Complaint: Spare tire is
cracked
9.9/16/14 Customer Complaint: All electrical will stay on after key is
out
and doors are open 10.9/16/14 Customer Complaint: Seat belt will not
latch
intermittently on driver side oNo service receipt stating what was
corrected = 1 full day without vehicle 11.11/18/14 Customer Complaint:
Heater fan makes noise intermittently. oService receipts states:
Tested
HVAC blower motor at different speeds and found that blower motor was
vibrating. Removed and reinstalled new blower motor 12.11/18/14
Customer
Complaint: Drivers seat belt will not latch intermittently oService
receipts states: Removed driverâ??s seat and removed and installed new
seat
belt latch = 1 full day without vehicle 13.12/29/14-1/26/15 Customer
Complaint: Smells oil smell and oil is leaking from front of vehicle.
oService receipts states: Front differential overheating, causing seal
to
blow out of hosing. Replaced front axel assembly = 29 full days
without
vehicle 14.12/29/14 Customer Complaint: Vehicle will not switch
blowing
modes on HVAC system. oService receipts states: Could not duplicate
concern 15.12/29/14 Customer Complaint: Passenger side seat belt will
not
latch intermittently oService receipts states: Tested and buckled
every
time. 16.2/2/15 Customer Complaint: Loud grinding and popping sound
when
driving oNo service receipt given, but was told a bolt was loose = 1
full
day without vehicle 17.Ongoing problems we have experienced but were

not
mentioned on Service Reports: Vehicle smelled like grease from being
in
repair shop for a month, vehicle pulls to the right in 4WD, rear
brakes
are
failing too soon, Heating system does not correspond to the heating
knob
telling it where to blow heat, brakes have been known to smoke, and
the
clock has never kept the correct time. I want a return call or email
on
how
to speak to someone concerning these repairs. I've called 8+ times
with
the
same response: someone will call me within 1-2 business days but I've
never
received a call back to speak to someone. I consulted with an attorney
and
you only spoke to him, but I never authorized that conversation. Call
me,
aka the consumer!

VIN:
CW[redacted]
Mileage:
40000
Servicing Dealer:
Chrysler Town and Country
Title:

First Name:
[redacted]
Middle Initial:

Last Name:
[redacted]
Address 1:

[redacted]br>
Address 2:

City:
Salida
State:
CO
Zip:
[redacted]br>
Email:

Home Phone:
<a href="[redacted]
</blockquote>

</BODY>
</HTML>

From: customerassist@chrys [redacted]
[redacted]gmail.com
Date: Thu May 14 22:59:51 EDT 2015
Subject: Re: Chrysler Group LLC Customer Assistance (KMM9142509V54930L0KM)
Dear[redacted],
I regret to learn of the continued lack of contact. I have escalated your request to another avenue with your request for contact and again, you should hear back within 1-2 business days.
Sincerely,
Jennifer
Customer Service Representative
Jeep Customer Assistance Center
Original Message Follows:

Again no call what the hell can you call or what is the deal I would like to know what I should do iam going to put a sandwich board on and walk up down in front of the dealer and see if some one calls then and I live in a small town it will be shur to make front page of the paper. Again thanks for the help
On Thu, May 7, 2015 at 9:16 PM, customerassist <customerassist@chrysler.com> wrote:
Dear [redacted]

I appreciate the time you have taken to contact me back in regards to the lack of contact, and I request to learn of the length of time you have been waiting.

I have forwarded your request for contact to the appropriate department again. You should receive contact back within 1-2 business days. If you do not receive contact within that time frame please give us a call back at 1-877-426-5337.

Sincerely,

Jennifer

Customer Service Representative
Jeep Customer Assistance Center

Original Message Follows:
---
is any one going to call me or am I just wasting more of my time it has ben a long time are going to help or do I need to contact a lawyer I have made several calls like 15 propyl and they tell 1-2 busnes days and

ne one calls I would hope you would be working on your bad rap and get things taken care of but not yet I'am loosing faith.

On Wed, Apr 15, 2015 at 11:58 PM, customerassist <customerassist@chrysler.com> wrote:

Dear [redacted]

Thank you for contacting the Jeep Customer Assistance Center in regards to your 2012 Jeep Liberty.

I regret to learn of the concerns you have experienced with your vehicle
and appreciate the time you have taken to contact us with your request for contact information.

I have forwarded your request for contact to the appropriate department and regret to inform you at this time I am unable to provide you with the contact information you are seeking. You should receive contact back within 1-2 business days.

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this
email message or call 1-877-I-AM-JEEP (1-877-426-5337).

Sincerely,

Jennifer

Customer Service Representative
Jeep Customer Assistance Center

For any future communications related to this email, please refer to the
following information:
REFERENCE NUMBER: [redacted]
EMAIL CASE NUMBER: [redacted]
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM9109886V63845L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site
Brief Description:
Vehicle Repairs
Comments:
1.5/2/13 Customer complaint: Air bag light came on oService receipt states:
R&R occupant restraint module, no codes set = 1 full day without vehicle
2.8/27/13 Customer Complaint: Transmission temp gauge shows hot when in 4WD
and no other time, transmission concerns oService receipt states: no problem found = 1 full day without vehicle 3.10/24/13 Customer Complaint:
Fluid leaking oService receipts states: Transmission fluid leaking = 1 full
day without vehicle 4.10/24/13 Customer Complaint: Transmission overheat
light comes on when using 4WD and no other time, transmission concerns oService receipts states: Upon inspection, found that Jeep needs transmission cooler. Removed A/C condenser and transmission cooler, installed new transmission and A/C cooler. Also performed 2 recalls: SI and
TIPM = 1 full day without vehicle 5.4/9/14 Customer Complaint: When in drive, vehicle would stick in lower gear, also getting a propane smell.
Manual transmission or drivetrain concerns oService receipts states: unable
to duplicate shifting concerns, found pcm updates for system enhancements =
1 full day without vehicle 6.6/2/2014 Customer Complaint: Transmission temp
light is on in 4WD, smells like propane when A/C is on. oService receipts
states: Transmission: Inspected and found DTC P0218. Verified proper

operation of engine cooling/transmission system and found no issues. Recommend after-market add on of transmission cooler system. Propane smell: cabin air filter was dirty, cleaned and reinstalled = 1 full day without vehicle 7.9/16/14 Customer Complaint: Transmission light keeps coming on for overheating in 4WD 8.9/16/14 Customer Complaint: Spare tire is cracked 9.9/16/14 Customer Complaint: All electrical will stay on after key is out and doors are open 10.9/16/14 Customer Complaint: Seat belt will not latch intermittently on driver side oNo service receipt stating what was corrected = 1 full day without vehicle 11.11/18/14 Customer Complaint: Heater fan makes noise intermittently. oService receipts states: Tested HVAC blower motor at different speeds and found that blower motor was vibrating. Removed and reinstalled new blower motor 12.11/18/14 Customer Complaint: Drivers seat belt will not latch intermittently oService receipts states: Removed driverâ??s seat and removed and installed new seat belt latch = 1 full day without vehicle 13.12/29/14-1/26/15 Customer Complaint: Smells oil smell and oil is leaking from front of vehicle. oService receipts states: Front differential overheating, causing seal to blow out of hosing. Replaced front axel assembly = 29 full days without vehicle 14.12/29/14 Customer Complaint: Vehicle will not switch blowing modes on HVAC system. oService receipts states: Could not duplicate concern 15.12/29/14 Customer Complaint: Passenger side seat belt will not latch intermittently oService receipts states: Tested and buckled every time. 16.2/2/15 Customer Complaint: Loud grinding and popping sound when driving oNo service receipt given, but was told a bolt was loose = 1 full day without vehicle 17.Ongoing problems we have experienced but were

not
mentioned on Service Reports: Vehicle smelled like grease from being
in
repair shop for a month, vehicle pulls to the right in 4WD, rear
brakes
are
failing too soon, Heating system does not correspond to the heating
knob
telling it where to blow heat, brakes have been known to smoke, and
the
clock has never kept the correct time. I want a return call or email
on
how
to speak to someone concerning these repairs. I've called 8+ times
with
the
same response: someone will call me within 1-2 business days but I've
never
received a call back to speak to someone. I consulted with an attorney
and
you only spoke to him, but I never authorized that conversation. Call
me,
aka the consumer!

VIN:
CW1[redacted]
Mileage:
40000
Servicing Dealer:
Chrysler Town and Country
Title:

First Name:
[redacted]
Middle Initial:

Last Name:
[redacted]
Address 1:

[redacted]

[redacted] 2:

City:

Salida

State:

CO

Zip:

[redacted]

Email:

[redacted]

Home Phone:

[redacted]

From: [redacted]

Date: Mon May 18 15:14:44 EDT 2015

Subject: Re: Chrysler Group LLC Customer Assistance (KMM9151625V58791L0KM)

<HTML>

<BODY>

I still have not got a phone call! will I ever get a phone call?this has ben a long time and is really frustrating. do you care that your customers and the people that baled you out of a bankruptcy can not even get a phone call back after several moths.I wish I never got a Chrysler i would have ben better off taking the bus. I have ben calling also and no response.
 On Fri, May 15, 2015 at 2:41 PM, customerassist <customerassist@chrysler.com> wrote:
<blockquote class="gmail_quote" style="margin:0 0 0 .8ex;border-left:1px #ccc solid;padding-left:1ex">Dear Josh,

I regret to learn of the continued lack of contact. I have escalated

your request to another avenue with your request for contact and again,

you should hear back within 1-2 business days.

Sincerely,

Jennifer

Customer Service Representative

Jeep Customer Assistance Center

Original Message Follows:

Again no call what the hell can you call or what is the deal I would

like to know what I should do iam going to put a sandwich board on and

walk up down in front of the dealer and see if some one calls then and

I live in a small town it will be shur to make front page of the paper.

Again thanks for the help

On Thu, May 7, 2015 at 9:16 PM, customerassist

<customerassist@chrysler.com>

wrote:

Dear [redacted]

I appreciate the time you have taken to contact me back in regards to
the lack of contact, and I request to learn of the length of time you
have been waiting.

I have forwarded your request for contact to the appropriate department
again. You should receive contact back within 1-2 business days. If
you do not receive contact within that time frame please give us a call
back at 1-877-426-5337.

Sincerely,

Jennifer

Customer Service Representative
Jeep Customer Assistance Center

Original Message Follows:
----
is any one going to call me or am I just wasting more of my time it has
ben a long time are going to help or do I need to contact a lawyer I
have made several calls like 15 propyl and they tell 1-2 busnes days
and
ne one calls I would hope you would be working on your bad rap and get
things taken care of but not yet I'am loosing faith.

On Wed, Apr 15, 2015 at 11:58 PM, customerassist
<customerassist@chrysler.com>
wrote:

Dear [redacted]

Thank you for contacting the Jeep Customer Assistance Center in
regards
to your 2012 Jeep Liberty.

I regret to learn of the concerns you have experienced with your
vehicle
and appreciate the time you have taken to contact us with your request
for contact information.

I have forwarded your request for contact to the appropriate
department
and regret to inform you at this time I am unable to provide you with
the contact information you are seeking. You should receive contact
back within 1-2 business days.

Thank you again for your email. Should you require additional
assistance, or have any new information to provide, please reply to
this
email message or call 1-877-I-AM-JEEP <a href="tel:%281-877-426-5337"
value="+18774265337">(1-877-426-5337).

Sincerely,

Jennifer

Customer Service Representative
Jeep Customer Assistance Center

For any future communications related to this email, please refer to
the
following information:
REFERENCE NUMBER: [redacted]
EMAIL CASE NUMBER: [redacted]
REPLY LINK: <a
href="http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM9109886V63845L0KM
&"
target="_blank">http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM9109886V63
845L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site
Brief Description:
Vehicle Repairs
Comments:
1.5/2/13 Customer complaint: Air bag light came on oService receipt
states:

R&R occupant restraint module, no codes set = 1 full day without
vehicle
2.8/27/13 Customer Complaint: Transmission temp gauge shows hot when
in
4WD
and no other time, transmission concerns oService receipt states: no
problem found = 1 full day without vehicle 3.10/24/13 Customer
Complaint:
Fluid leaking oService receipts states: Transmission fluid leaking =
1
full
day without vehicle 4.10/24/13 Customer Complaint: Transmission
overheat
light comes on when using 4WD and no other time, transmission
concerns
oService receipts states: Upon inspection, found that Jeep needs
transmission cooler. Removed A/C condenser and transmission cooler,
installed new transmission and A/C cooler. Also performed 2 recalls:
SI
and
TIPM = 1 full day without vehicle 5.4/9/14 Customer Complaint: When
in
drive, vehicle would stick in lower gear, also getting a propane
smell.
Manual transmission or drivetrain concerns oService receipts states:
unable
to duplicate shifting concerns, found pcm updates for system
enhancements =
1 full day without vehicle 6.6/2/2014 Customer Complaint:
Transmission
temp
light is on in 4WD, smells like propane when A/C is on. oService
receipts
states: Transmission: Inspected and found DTC P0218. Verified proper
operation of engine cooling/transmission system and found no issues.
Recommend after-market add on of transmission cooler system. Propane
smell:
cabin air filter was dirty, cleaned and reinstalled = 1 full day
without
vehicle 7.9/16/14 Customer Complaint: Transmission light keeps coming
on

for overheating in 4WD 8.9/16/14 Customer Complaint: Spare tire is
cracked
9.9/16/14 Customer Complaint: All electrical will stay on after key
is
out
and doors are open 10.9/16/14 Customer Complaint: Seat belt will not
latch
intermittently on driver side oNo service receipt stating what was
corrected = 1 full day without vehicle 11.11/18/14 Customer
Complaint:
Heater fan makes noise intermittently. oService receipts states:
Tested
HVAC blower motor at different speeds and found that blower motor was
vibrating. Removed and reinstalled new blower motor 12.11/18/14
Customer
Complaint: Drivers seat belt will not latch intermittently oService
receipts states: Removed driverâ??s seat and removed and installed
new
seat
belt latch = 1 full day without vehicle 13.12/29/14-1/26/15 Customer
Complaint: Smells oil smell and oil is leaking from front of vehicle.
oService receipts states: Front differential overheating, causing
seal
to
blow out of hosing. Replaced front axel assembly = 29 full days
without
vehicle 14.12/29/14 Customer Complaint: Vehicle will not switch
blowing
modes on HVAC system. oService receipts states: Could not duplicate
concern 15.12/29/14 Customer Complaint: Passenger side seat belt will
not
latch intermittently oService receipts states: Tested and buckled
every
time. 16.2/2/15 Customer Complaint: Loud grinding and popping sound
when
driving oNo service receipt given, but was told a bolt was loose = 1
full
day without vehicle 17.Ongoing problems we have experienced but were
not
mentioned on Service Reports: Vehicle smelled like grease from being
in

repair shop for a month, vehicle pulls to the right in 4WD, rear
brakes
are
failing too soon, Heating system does not correspond to the heating
knob
telling it where to blow heat, brakes have been known to smoke, and
the
clock has never kept the correct time. I want a return call or email
on
how
to speak to someone concerning these repairs. I've called 8+ times
with
the
same response: someone will call me within 1-2 business days but I've
never
received a call back to speak to someone. I consulted with an
attorney
and
you only spoke to him, but I never authorized that conversation. Call
me,
aka the consumer!

VIN:
CW[redacted]
Mileage:
40000
Servicing Dealer:
Chrysler Town and Country
Title:

First Name:
[redacted]
Middle Initial:

Last Name:
[redacted]
Address 1:
[redacted]
Address 2:

City:
Salida
State:
CO
Zip:
[redacted]
Email:
<a href="mailto:[redacted]
Home Phone:
<a href="tel[redacted]>
</blockquote>

</BODY>
</HTML>

From: customerassist@chrysler.com
[redacted]
Date: Mon May 18 21:21:23 EDT 2015
Subject: Re: Chrysler Group LLC Customer Assistance (KMM9151625V58791L0KM)
Dear[redacted]
I appreciate the time you have taken to contact me back with this information and I have updated your file. I understand that this situation has been very frustrating and we do appreciate your patience.
I have again sent your request to the appropriate department with your request for phone contact.
Sincerely,
Jennifer
Customer Service Representative
Jeep Customer Assistance Center
Original Message Follows:

I still have not got a phone call! will I ever get a phone call?this has ben a long time and is really frustrating. do you care that your customers and the people that baled you out of a bankruptcy can not even get a phone call back after several moths.I wish I never got a Chrysler i would have ben better off taking the bus. I have ben calling also and no response.
On Fri, May 15, 2015 at 2:41 PM, customerassist <customerassist@chrysler.com> wrote:
Dear Josh,

I regret to learn of the continued lack of contact. I have escalated
your request to another avenue with your request for contact and again,
you should hear back within 1-2 business days.

Sincerely,

Jennifer

Customer Service Representative
Jeep Customer Assistance Center

Original Message Follows:

Again no call what the hell can you call or what is the deal I would
like to know what I should do iam going to put a sandwich board on and
walk up down in front of the dealer and see if some one calls then and
I live in a small town it will be shur to make front page of the paper.
Again thanks for the help

On Thu, May 7, 2015 at 9:16 PM, customerassist <customerassist@chrysler.com> wrote:

Dear [redacted],

I appreciate the time you have taken to contact me back in regards to the lack of contact, and I request to learn of the length of time you have been waiting.

I have forwarded your request for contact to the appropriate department again. You should receive contact back within 1-2 business days. If you do not receive contact within that time frame please give us a call back at 1-877-426-5337.

Sincerely,

Jennifer

Customer Service Representative
Jeep Customer Assistance Center

Original Message Follows:
---
is any one going to call me or am I just wasting more of my time it has ben a long time are going to help or do I need to contact a lawyer I have made several calls like 15 propyl and they tell 1-2 busnes days and
ne one calls I would hope you would be working on your bad rap and get things taken care of but not yet I'am loosing faith.

On Wed, Apr 15, 2015 at 11:58 PM, customerassist <customerassist@chrysler.com> wrote:

Dear [redacted]

Thank you for contacting the Jeep Customer Assistance Center in regards
to your 2012 Jeep Liberty.

I regret to learn of the concerns you have experienced with your vehicle
and appreciate the time you have taken to contact us with your request for contact information.

I have forwarded your request for contact to the appropriate department
and regret to inform you at this time I am unable to provide you with the contact information you are seeking. You should receive contact back within 1-2 business days.

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this
email message or call 1-877-I-AM-JEEP (1-877-426-5337).

Sincerely,

Jennifer

Customer Service Representative
Jeep Customer Assistance Center

For any future communications related to this email, please refer to the
following information:
REFERENCE NUMBER: [redacted]
EMAIL CASE NUMBER: [redacted]
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM9109886V63845L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site
Brief Description:
Vehicle Repairs
Comments:
1.5/2/13 Customer complaint: Air bag light came on oService receipt states:

R&R occupant restraint module, no codes set = 1 full day without vehicle
2.8/27/13 Customer Complaint: Transmission temp gauge shows hot when in 4WD
and no other time, transmission concerns oService receipt states: no problem found = 1 full day without vehicle 3.10/24/13 Customer Complaint:
Fluid leaking oService receipts states: Transmission fluid leaking = 1 full
day without vehicle 4.10/24/13 Customer Complaint: Transmission overheat
light comes on when using 4WD and no other time, transmission concerns
oService receipts states: Upon inspection, found that Jeep needs transmission cooler. Removed A/C condenser and transmission cooler, installed new transmission and A/C cooler. Also performed 2 recalls: SI and
TIPM = 1 full day without vehicle 5.4/9/14 Customer Complaint: When in drive, vehicle would stick in lower gear, also getting a propane smell.
Manual transmission or drivetrain concerns oService receipts states: unable
to duplicate shifting concerns, found pcm updates for system enhancements =
1 full day without vehicle 6.6/2/2014 Customer Complaint: Transmission temp
light is on in 4WD, smells like propane when A/C is on. oService receipts
states: Transmission: Inspected and found DTC P0218. Verified proper operation of engine cooling/transmission system and found no issues. Recommend after-market add on of transmission cooler system. Propane smell:
cabin air filter was dirty, cleaned and reinstalled = 1 full day without
vehicle 7.9/16/14 Customer Complaint: Transmission light keeps coming on

for overheating in 4WD 8.9/16/14 Customer Complaint: Spare tire is cracked
9.9/16/14 Customer Complaint: All electrical will stay on after key is
out
and doors are open 10.9/16/14 Customer Complaint: Seat belt will not latch
intermittently on driver side oNo service receipt stating what was
corrected = 1 full day without vehicle 11.11/18/14 Customer Complaint:
Heater fan makes noise intermittently. oService receipts states: Tested
HVAC blower motor at different speeds and found that blower motor was
vibrating. Removed and reinstalled new blower motor 12.11/18/14 Customer
Complaint: Drivers seat belt will not latch intermittently oService
receipts states: Removed driverâ??s seat and removed and installed new
seat
belt latch = 1 full day without vehicle 13.12/29/14-1/26/15 Customer
Complaint: Smells oil smell and oil is leaking from front of vehicle.
oService receipts states: Front differential overheating, causing seal
to
blow out of hosing. Replaced front axel assembly = 29 full days without
vehicle 14.12/29/14 Customer Complaint: Vehicle will not switch blowing
modes on HVAC system. oService receipts states: Could not duplicate
concern 15.12/29/14 Customer Complaint: Passenger side seat belt will not
latch intermittently oService receipts states: Tested and buckled every
time. 16.2/2/15 Customer Complaint: Loud grinding and popping sound when
driving oNo service receipt given, but was told a bolt was loose = 1 full
day without vehicle 17.Ongoing problems we have experienced but were not
mentioned on Service Reports: Vehicle smelled like grease from being in

repair shop for a month, vehicle pulls to the right in 4WD, rear brakes are failing too soon, Heating system does not correspond to the heating knob telling it where to blow heat, brakes have been known to smoke, and the clock has never kept the correct time. I want a return call or email on how to speak to someone concerning these repairs. I've called 8+ times with the same response: someone will call me within 1-2 business days but I've never received a call back to speak to someone. I consulted with an attorney and you only spoke to him, but I never authorized that conversation. Call me, aka the consumer!

VIN:
CW[redacted]
Mileage:
40000
Servicing Dealer:
Chrysler Town and Country
Title:

First Name:
[redacted]
Middle Initial:

Last Name:
[redacted]
Address 1:
[redacted]
Address 2:

City:

Salida

State:

CO

Zip:

[redacted]

Email:

[redacted]

Home Phone:

[redacted]

From: [redacted]
To: customerassist@chrysler.com
Date: Thu May 21 23:00:28 EDT 2015
Subject: Re: Chrysler Group LLC Customer Assistance (KMM9155654V98483L0KM)
Still no call. I mean really what do you people do there it is not customer service.

Sent from [redacted] iPhone

On May 18, 2015, at 7:21 PM, customerassist <customerassist@chrysler.com> wrote:

> Dear [redacted]
>
> I appreciate the time you have taken to contact me back with this
> information and I have updated your file. I understand that this
> situation has been very frustrating and we do appreciate your patience.
>
>
> I have again sent your request to the appropriate department with your
> request for phone contact.
>
> Sincerely,
>
> Jennifer
>
> Customer Service Representative
> Jeep Customer Assistance Center
>
> Original Message Follows:
> ----------
> I still have not got a phone call! will I ever get a phone call?this has
> ben a long time and is really frustrating. do you care that your
> customers and the people that baled you out of a bankruptcy can not
> even get a phone call back after several moths.I wish I never got a
> Chrysler i would have ben better off taking the bus. I have ben calling
> also and no response.
>
>
> On Fri, May 15, 2015 at 2:41 PM, customerassist
> <customerassist@chrysler.com> wrote:
>
> Dear [redacted]

>
> I regret to learn of the continued lack of contact. I have escalated
> your request to another avenue with your request for contact and again,
> you should hear back within 1-2 business days.
>
> Sincerely,
>
> Jennifer
>
> Customer Service Representative
> Jeep Customer Assistance Center
>
> Original Message Follows:
> ----------
> Again no call what the hell can you call or what is the deal I would
> like to know what I should do iam going to put a sandwich board on and
> walk up down in front of the dealer and see if some one calls then and
> I live in a small town it will be shur to make front page of the paper.
> Again thanks for the help
>
>
> On Thu, May 7, 2015 at 9:16 PM, customerassist
> <customerassist@chrysler.com> wrote:
>
> Dear [redacted]
>
> I appreciate the time you have taken to contact me back in regards to
> the lack of contact, and I request to learn of the length of time you
> have been waiting.
>
> I have forwarded your request for contact to the appropriate
> department
> again. You should receive contact back within 1-2 business days. If
> you do not receive contact within that time frame please give us a
> call
> back at 1-877-426-5337.
>
> Sincerely,
>
> Jennifer
>

> Customer Service Representative
> Jeep Customer Assistance Center
>
> Original Message Follows:
> ----------
> is any one going to call me or am I just wasting more of my time it
> has
> ben a long time are going to help or do I need to contact a lawyer I
> have made several calls like 15 propyl and they tell 1-2 busnes days
> and
> ne one calls I would hope you would be working on your bad rap and get
> things taken care of but not yet I'am loosing faith.
>
>
> On Wed, Apr 15, 2015 at 11:58 PM, customerassist
> <customerassist@chrysler.com> wrote:
>
> Dear J[redacted]
>
> Thank you for contacting the Jeep Customer Assistance Center in
> regards
> to your 2012 Jeep Liberty.
>
> I regret to learn of the concerns you have experienced with your
> vehicle
> and appreciate the time you have taken to contact us with your
> request
> for contact information.
>
> I have forwarded your request for contact to the appropriate
> department
> and regret to inform you at this time I am unable to provide you with
> the contact information you are seeking. You should receive contact
> back within 1-2 business days.
>
> Thank you again for your email. Should you require additional
> assistance, or have any new information to provide, please reply to
> this
> email message or call 1-877-I-AM-JEEP (1-877-426-5337).
>
> Sincerely,

>
> Jennifer
>
> Customer Service Representative
> Jeep Customer Assistance Center
>
> For any future communications related to this email, please refer to
> the
> following information:
> REFERENCE NUMBER: [redacted]
> EMAIL CASE NUMBER: [redacted]
> REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM9109886V63845L0KM&
>
>
>
> Original Message Follows:
> ----------
> US Customer Service - Jeep Brand Site
> Brief Description:
> Vehicle Repairs
> Comments:
> 1.5/2/13 Customer complaint: Air bag light came on oService receipt
> states:
> R&R occupant restraint module, no codes set = 1 full day without
> vehicle
> 2.8/27/13 Customer Complaint: Transmission temp gauge shows hot when
> in
> 4WD
> and no other time, transmission concerns oService receipt states: no
> problem found = 1 full day without vehicle 3.10/24/13 Customer
> Complaint:
> Fluid leaking oService receipts states: Transmission fluid leaking =
> 1
> full
> day without vehicle 4.10/24/13 Customer Complaint: Transmission
> overheat
> light comes on when using 4WD and no other time, transmission
> concerns
> oService receipts states: Upon inspection, found that Jeep needs
> transmission cooler. Removed A/C condenser and transmission cooler,

> installed new transmission and A/C cooler. Also performed 2 recalls:
> SI
> and
> TIPM = 1 full day without vehicle 5.4/9/14 Customer Complaint: When
> in
> drive, vehicle would stick in lower gear, also getting a propane
> smell.
> Manual transmission or drivetrain concerns oService receipts states:
> unable
> to duplicate shifting concerns, found pcm updates for system
> enhancements =
> 1 full day without vehicle 6.6/2/2014 Customer Complaint:
> Transmission
> temp
> light is on in 4WD, smells like propane when A/C is on. oService
> receipts
> states: Transmission: Inspected and found DTC P0218. Verified proper
> operation of engine cooling/transmission system and found no issues.
> Recommend after-market add on of transmission cooler system. Propane
> smell:
> cabin air filter was dirty, cleaned and reinstalled = 1 full day
> without
> vehicle 7.9/16/14 Customer Complaint: Transmission light keeps
> coming
> on
> for overheating in 4WD 8.9/16/14 Customer Complaint: Spare tire is
> cracked
> 9.9/16/14 Customer Complaint: All electrical will stay on after key
> is
> out
> and doors are open 10.9/16/14 Customer Complaint: Seat belt will not
> latch
> intermittently on driver side oNo service receipt stating what was
> corrected = 1 full day without vehicle 11.11/18/14 Customer
> Complaint:
> Heater fan makes noise intermittently. oService receipts states:
> Tested
> HVAC blower motor at different speeds and found that blower motor
> was
> vibrating. Removed and reinstalled new blower motor 12.11/18/14
> Customer

> Complaint: Drivers seat belt will not latch intermittently oService
> receipts states: Removed driverâ??s seat and removed and installed
> new
> seat
> belt latch = 1 full day without vehicle 13.12/29/14-1/26/15 Customer
> Complaint: Smells oil smell and oil is leaking from front of
> vehicle.
> oService receipts states: Front differential overheating, causing
> seal
> to
> blow out of hosing. Replaced front axel assembly = 29 full days
> without
> vehicle 14.12/29/14 Customer Complaint: Vehicle will not switch
> blowing
> modes on HVAC system. oService receipts states: Could not duplicate
> concern 15.12/29/14 Customer Complaint: Passenger side seat belt
> will
> not
> latch intermittently oService receipts states: Tested and buckled
> every
> time. 16.2/2/15 Customer Complaint: Loud grinding and popping sound
> when
> driving oNo service receipt given, but was told a bolt was loose = 1
> full
> day without vehicle 17.Ongoing problems we have experienced but were
> not
> mentioned on Service Reports: Vehicle smelled like grease from being
> in
> repair shop for a month, vehicle pulls to the right in 4WD, rear
> brakes
> are
> failing too soon, Heating system does not correspond to the heating
> knob
> telling it where to blow heat, brakes have been known to smoke, and
> the
> clock has never kept the correct time. I want a return call or email
> on
> how
> to speak to someone concerning these repairs. I've called 8+ times
> with
> the

> same response: someone will call me within 1-2 business days but
> I've
> never
> received a call back to speak to someone. I consulted with an
> attorney
> and
> you only spoke to him, but I never authorized that conversation.
> Call
> me,
> aka the consumer!
>
>
>
> VIN:
> CW1[redacted]
> Mileage:
> 40000
> Servicing Dealer:
> Chrysler Town and Country
> Title:
>
> First Name:
> [redacted]
> Middle Initial:
>
> Last Name:
> [redacted]
> Address 1:
> [redacted]
> Address 2:
>
> City:
> Salida
> State:
> CO
> Zip:
> [redacted]
> Email:
> [redacted]
> Home Phone:
> 7[redacted]

From: customerassist@chrysler.com
To: [redacted]
Date: Sun May 24 16:48:20 EDT 2015
Subject: Re: Chrysler Group LLC Customer Assistance (KMM9155654V98483L0KM)
Dear [redacted],
I appreciate the time you have taken to contact me back with your request for further contact.
According to our information, your attorney has rejected our offer and stopped communicating with our team and therefore, the file was closed.
At this time we recommend that you contact your attorney for further assistance.
Sincerely,
Jennifer
Customer Service Representative
Jeep Customer Assistance Center
Original Message Follows:

Still no call. I mean really what do you people do there it is not customer service.

Sent from J[redacted] iPhone

On May 18, 2015, at 7:21 PM, customerassist <customerassist@chrysler.com> wrote:

> Dear [redacted]
>
> I appreciate the time you have taken to contact me back with this
> information and I have updated your file. I understand that this
> situation has been very frustrating and we do appreciate your patience.
>
>
> I have again sent your request to the appropriate department with your
> request for phone contact.
>
> Sincerely,
>
> Jennifer
>
> Customer Service Representative
> Jeep Customer Assistance Center
>
> Original Message Follows:
> ---
> I still have not got a phone call! will I ever get a phone call?this has

> ben a long time and is really frustrating. do you care that your
> customers and the people that baled you out of a bankruptcy can not
> even get a phone call back after several moths.I wish I never got a
> Chrysler i would have ben better off taking the bus. I have ben calling
> also and no response.
>
>
> On Fri, May 15, 2015 at 2:41 PM, customerassist
> <customerassist@chrysler.com> wrote:
>
> Dear J[redacted]
>
> I regret to learn of the continued lack of contact. I have escalated
> your request to another avenue with your request for contact and again,
> you should hear back within 1-2 business days.
>
> Sincerely,
>
> Jennifer
>
> Customer Service Representative
> Jeep Customer Assistance Center
>
> Original Message Follows:
> ----------
> Again no call what the hell can you call or what is the deal I would
> like to know what I should do iam going to put a sandwich board on and
> walk up down in front of the dealer and see if some one calls then and
> I live in a small town it will be shur to make front page of the paper.
> Again thanks for the help
>
>
> On Thu, May 7, 2015 at 9:16 PM, customerassist
> <customerassist@chrysler.com> wrote:
>
> Dear [redacted]
>
> I appreciate the time you have taken to contact me back in regards to
> the lack of contact, and I request to learn of the length of time you
> have been waiting.
>

> I have forwarded your request for contact to the appropriate
> department
> again. You should receive contact back within 1-2 business days. If
> you do not receive contact within that time frame please give us a
> call
> back at 1-877-426-5337.
>
> Sincerely,
>
> Jennifer
>
> Customer Service Representative
> Jeep Customer Assistance Center
>
> Original Message Follows:
> ----------
> is any one going to call me or am I just wasting more of my time it
> has
> ben a long time are going to help or do I need to contact a lawyer I
> have made several calls like 15 propyl and they tell 1-2 busnes days
> and
> ne one calls I would hope you would be working on your bad rap and get
> things taken care of but not yet I'am loosing faith.
>
>
> On Wed, Apr 15, 2015 at 11:58 PM, customerassist
> <customerassist@chrysler.com> wrote:
>
> Dear [redacted]
>
> Thank you for contacting the Jeep Customer Assistance Center in
> regards
> to your 2012 Jeep Liberty.
>
> I regret to learn of the concerns you have experienced with your
> vehicle
> and appreciate the time you have taken to contact us with your
> request
> for contact information.
>
> I have forwarded your request for contact to the appropriate

> department
> and regret to inform you at this time I am unable to provide you with
> the contact information you are seeking. You should receive contact
> back within 1-2 business days.
>
> Thank you again for your email. Should you require additional
> assistance, or have any new information to provide, please reply to
> this
> email message or call 1-877-I-AM-JEEP (1-877-426-5337).
>
> Sincerely,
>
> Jennifer
>
> Customer Service Representative
> Jeep Customer Assistance Center
>
> For any future communications related to this email, please refer to
> the
> following information:
> REFERENCE NUMBER: 2[redacted]
> EMAIL CASE NUMBER: 3[redacted]
> REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM9109886V63845L0KM&
>
>
>
> Original Message Follows:
> ----------
> US Customer Service - Jeep Brand Site
> Brief Description:
> Vehicle Repairs
> Comments:
> 1.5/2/13 Customer complaint: Air bag light came on oService receipt
> states:
> R&R occupant restraint module, no codes set = 1 full day without
> vehicle
> 2.8/27/13 Customer Complaint: Transmission temp gauge shows hot when
> in
> 4WD
> and no other time, transmission concerns oService receipt states: no

> problem found = 1 full day without vehicle 3.10/24/13 Customer
> Complaint:
> Fluid leaking oService receipts states: Transmission fluid leaking =
> 1
> full
> day without vehicle 4.10/24/13 Customer Complaint: Transmission
> overheat
> light comes on when using 4WD and no other time, transmission
> concerns
> oService receipts states: Upon inspection, found that Jeep needs
> transmission cooler. Removed A/C condenser and transmission cooler,
> installed new transmission and A/C cooler. Also performed 2 recalls:
> SI
> and
> TIPM = 1 full day without vehicle 5.4/9/14 Customer Complaint: When
> in
> drive, vehicle would stick in lower gear, also getting a propane
> smell.
> Manual transmission or drivetrain concerns oService receipts states:
> unable
> to duplicate shifting concerns, found pcm updates for system
> enhancements =
> 1 full day without vehicle 6.6/2/2014 Customer Complaint:
> Transmission
> temp
> light is on in 4WD, smells like propane when A/C is on. oService
> receipts
> states: Transmission: Inspected and found DTC P0218. Verified proper
> operation of engine cooling/transmission system and found no issues.
> Recommend after-market add on of transmission cooler system. Propane
> smell:
> cabin air filter was dirty, cleaned and reinstalled = 1 full day
> without
> vehicle 7.9/16/14 Customer Complaint: Transmission light keeps
> coming
> on
> for overheating in 4WD 8.9/16/14 Customer Complaint: Spare tire is
> cracked
> 9.9/16/14 Customer Complaint: All electrical will stay on after key
> is
> out

> and doors are open 10.9/16/14 Customer Complaint: Seat belt will not
> latch
> intermittently on driver side oNo service receipt stating what was
> corrected = 1 full day without vehicle 11.11/18/14 Customer
> Complaint:
> Heater fan makes noise intermittently. oService receipts states:
> Tested
> HVAC blower motor at different speeds and found that blower motor
> was
> vibrating. Removed and reinstalled new blower motor 12.11/18/14
> Customer
> Complaint: Drivers seat belt will not latch intermittently oService
> receipts states: Removed driverâ??s seat and removed and installed
> new
> seat
> belt latch = 1 full day without vehicle 13.12/29/14-1/26/15 Customer
> Complaint: Smells oil smell and oil is leaking from front of
> vehicle.
> oService receipts states: Front differential overheating, causing
> seal
> to
> blow out of hosing. Replaced front axel assembly = 29 full days
> without
> vehicle 14.12/29/14 Customer Complaint: Vehicle will not switch
> blowing
> modes on HVAC system. oService receipts states: Could not duplicate
> concern 15.12/29/14 Customer Complaint: Passenger side seat belt
> will
> not
> latch intermittently oService receipts states: Tested and buckled
> every
> time. 16.2/2/15 Customer Complaint: Loud grinding and popping sound
> when
> driving oNo service receipt given, but was told a bolt was loose = 1
> full
> day without vehicle 17.Ongoing problems we have experienced but were
> not
> mentioned on Service Reports: Vehicle smelled like grease from being
> in
> repair shop for a month, vehicle pulls to the right in 4WD, rear
> brakes

> are
> failing too soon, Heating system does not correspond to the heating
> knob
> telling it where to blow heat, brakes have been known to smoke, and
> the
> clock has never kept the correct time. I want a return call or email
> on
> how
> to speak to someone concerning these repairs. I've called 8+ times
> with
> the
> same response: someone will call me within 1-2 business days but
> I've
> never
> received a call back to speak to someone. I consulted with an
> attorney
> and
> you only spoke to him, but I never authorized that conversation.
> Call
> me,
> aka the consumer!
>
>
>
> VIN:
> CW[redacted]
> Mileage:
> 40000
> Servicing Dealer:
> Chrysler Town and Country
> Title:
>
> First Name:
> [redacted]
> Middle Initial:
>
> Last Name:
> [redacted]
> Address 1:
> [redacted]
> Address 2:

>
> City:
> Salida
> State:
> CO
> Zip:
> [redacted]
> Email:
> [redacted]m
> Home Phone:
> [redacted]

From: [redacted]
To: customerassist@chrysler.com
Date: Tue May 26 10:46:09 EDT 2015
Subject: Re: Chrysler Group LLC Customer Assistance (KMM9163383V500L0KM)
<HTML>
<BODY>
we never gave no attorney permission to take this case you would know this if any body ever called me. I guess you send money to every lawyer that said the got a case or needs a quick and easy cash. you tell me where I gave him permission or a seined document from me that said I wanted a lawyer. I will try to get in contact with a lawyer this week if that is the rout you what to go I will ask if a attorney can take a case with no permission. This just keeps getting better every day this like watching Jerry Springer. So I ask what lawyer?
 On Sun, May 24, 2015 at 2:48 PM, customerassist <customerassist@chrysler.com> wrote:
<blockquote class="gmail_quote" style="margin:0 0 0 .8ex;border-left:1px #ccc solid;padding-left:1ex">Dear [redacted]

I appreciate the time you have taken to contact me back with your
request for further contact.

According to our information, your attorney has rejected our offer and
stopped communicating with our team and therefore, the file was closed.

At this time we recommend that you contact your attorney for further
assistance.

Sincerely,

Jennifer

Customer Service Representative
Jeep Customer Assistance Center

Original Message Follows:

Still no call. I mean really what do you people do there it is not
customer service.

Sent from [redacted]'s iPhone

On May 18, 2015, at 7:21 PM, customerassist
<customerassist@chrysler.com>
wrote:

> Dear [redacted]br>
>
> I appreciate the time you have taken to contact me back with this
> information and I have updated your file. I understand that this
> situation has been very frustrating and we do appreciate your
patience.
>
>
> I have again sent your request to the appropriate department with your

> request for phone contact.
>
> Sincerely,
>
> Jennifer
>
> Customer Service Representative
> Jeep Customer Assistance Center
>
> Original Message Follows:
> ----------
> I still have not got a phone call! will I ever get a phone call?this
has
> ben a long time and is really frustrating. do you care that your
> customers and the people that baled you out of a bankruptcy can not
> even get a phone call back after several moths.I wish I never got a
> Chrysler i would have ben better off taking the bus. I have ben
calling
> also and no response.
>
>
> On Fri, May 15, 2015 at 2:41 PM, customerassist
> <customerassist@chrysler.com>
wrote:
>
> [redacted]br>

>
> I regret to learn of the continued lack of contact. I have escalated
> your request to another avenue with your request for contact and
again,
> you should hear back within 1-2 business days.
>
> Sincerely,
>
> Jennifer
>
> Customer Service Representative
> Jeep Customer Assistance Center
>
> Original Message Follows:
> ----------
> Again no call what the hell can you call or what is the deal I would
> like to know what I should do iam going to put a sandwich board on and
> walk up down in front of the dealer and see if some one calls then
and
> I live in a small town it will be shur to make front page of the
paper.
> Again thanks for the help
>
>
> On Thu, May 7, 2015 at 9:16 PM, customerassist
> <customerassist@chrysler.com>
wrote:
>
> Dear [redacted]
>
> I appreciate the time you have taken to contact me back in regards to
> the lack of contact, and I request to learn of the length of time you
> have been waiting.
>
> I have forwarded your request for contact to the appropriate
> department
> again. You should receive contact back within 1-2 business days. If
> you do not receive contact within that time frame please give us a
> call
> back at 1-877-426-5337.
>

> Sincerely,
>
> Jennifer
>
> Customer Service Representative
> Jeep Customer Assistance Center
>
> Original Message Follows:
> ----------
> is any one going to call me or am I just wasting more of my time it
> has
> ben a long time are going to help or do I need to contact a lawyer I
> have made several calls like 15 propyl and they tell 1-2 busnes days
> and
> ne one calls I would hope you would be working on your bad rap and
get
> things taken care of but not yet I'am loosing faith.
>
>
> On Wed, Apr 15, 2015 at 11:58 PM, customerassist
> <customerassist@chrysler.com>
wrote:
>
> Dear [redacted]
>
>   Thank you for contacting the Jeep Customer Assistance Center in
> regards
>   to your 2012 Jeep Liberty.
>
>   I regret to learn of the concerns you have experienced with your
> vehicle
>   and appreciate the time you have taken to contact us with your
> request
>   for contact information.
>
>   I have forwarded your request for contact to the appropriate
> department
>   and regret to inform you at this time I am unable to provide you
with
>   the contact information you are seeking. You should receive contact
>   back within 1-2 business days.

>
> Thank you again for your email. Should you require additional
> assistance, or have any new information to provide, please reply to
> this
> email message or call 1-877-I-AM-JEEP (1-877-426-5337).
>
> Sincerely,
>
> Jennifer
>
> Customer Service Representative
> Jeep Customer Assistance Center
>
> For any future communications related to this email, please refer to
> the
> following information:
> REFERENCE NUMBER: [redacted]
> EMAIL CASE NUMBER: [redacted]
> REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM9109886V63845L0KM&
>
>
>
> Original Message Follows:
> ----------
> US Customer Service - Jeep Brand Site
> Brief Description:
> Vehicle Repairs
> Comments:
> 1.5/2/13 Customer complaint: Air bag light came on oService receipt
> states:
>   R&R occupant restraint module, no codes set = 1 full day without
> vehicle
>   2.8/27/13 Customer Complaint: Transmission temp gauge shows hot
 when
> in
> 4WD

> and no other time, transmission concerns oService receipt states:
no
> problem found = 1 full day without vehicle 3.10/24/13 Customer
> Complaint:
> Fluid leaking oService receipts states: Transmission fluid leaking
=
> 1
> full
> day without vehicle 4.10/24/13 Customer Complaint: Transmission
> overheat
> light comes on when using 4WD and no other time, transmission
> concerns
> oService receipts states: Upon inspection, found that Jeep needs
> transmission cooler. Removed A/C condenser and transmission cooler,
> installed new transmission and A/C cooler. Also performed 2
recalls:
> SI
> and
> TIPM = 1 full day without vehicle 5.4/9/14 Customer Complaint: When
> in
> drive, vehicle would stick in lower gear, also getting a propane
> smell.
> Manual transmission or drivetrain concerns oService receipts
states:
> unable
> to duplicate shifting concerns, found pcm updates for system
> enhancements =
> 1 full day without vehicle 6.6/2/2014 Customer Complaint:
> Transmission
> temp
> light is on in 4WD, smells like propane when A/C is on. oService
> receipts
> states: Transmission: Inspected and found DTC P0218. Verified
proper
> operation of engine cooling/transmission system and found no
issues.
> Recommend after-market add on of transmission cooler system.
Propane
> smell:
> cabin air filter was dirty, cleaned and reinstalled = 1 full day
> without

> vehicle 7.9/16/14 Customer Complaint: Transmission light keeps
> coming
> on
> for overheating in 4WD 8.9/16/14 Customer Complaint: Spare tire is
> cracked
> 9.9/16/14 Customer Complaint: All electrical will stay on after key
> is
> out
> and doors are open 10.9/16/14 Customer Complaint: Seat belt will
not
> latch
> intermittently on driver side oNo service receipt stating what was
> corrected = 1 full day without vehicle 11.11/18/14 Customer
> Complaint:
> Heater fan makes noise intermittently. oService receipts states:
> Tested
> HVAC blower motor at different speeds and found that blower motor
> was
> vibrating. Removed and reinstalled new blower motor 12.11/18/14
> Customer
> Complaint: Drivers seat belt will not latch intermittently oService
> receipts states: Removed driverâ??s seat and removed and installed
> new
> seat
> belt latch = 1 full day without vehicle 13.12/29/14-1/26/15
Customer
> Complaint: Smells oil smell and oil is leaking from front of
> vehicle.
> oService receipts states: Front differential overheating, causing
> seal
> to
> blow out of hosing. Replaced front axel assembly = 29 full days
> without
> vehicle 14.12/29/14 Customer Complaint: Vehicle will not switch
> blowing
> modes on HVAC system. oService receipts states: Could not duplicate
> concern 15.12/29/14 Customer Complaint: Passenger side seat belt
> will
> not
> latch intermittently oService receipts states: Tested and buckled
> every

> time. 16.2/2/15 Customer Complaint: Loud grinding and popping sound
> when
> driving oNo service receipt given, but was told a bolt was loose =
1
> full
> day without vehicle 17.Ongoing problems we have experienced but
were
> not
> mentioned on Service Reports: Vehicle smelled like grease from
being
> in
> repair shop for a month, vehicle pulls to the right in 4WD, rear
> brakes
> are
> failing too soon, Heating system does not correspond to the heating
> knob
> telling it where to blow heat, brakes have been known to smoke, and
> the
> clock has never kept the correct time. I want a return call or
email
> on
> how
> to speak to someone concerning these repairs. I've called 8+ times
> with
> the
> same response: someone will call me within 1-2 business days but
> I've
> never
> received a call back to speak to someone. I consulted with an
> attorney
> and
> you only spoke to him, but I never authorized that conversation.
> Call
> me,
> aka the consumer!
>
>
>
> VIN:
> CW[redacted]r>
> Mileage:

> 40000
> Servicing Dealer:
> Chrysler Town and Country
> Title:
>
> First Name:
> [redacted]
> Middle Initial:
>
> Last Name:
> [redacted]br>
> Address 1:
> [redacted]t
> Address 2:
>
> City:
> Salida
> State:
> CO
> Zip:
> [redacted]>
> Email:
> jdholmes72@gmail.com
> Home Phone:
> <a href="te[redacted]" value="+1[redacted]a>

</blockquote>

</BODY>
</HTML>

PE17-003

FLAT CHRYSLER

8/3/2017

ENCLOSURE 04

CAIR BACKUP



From: t[redacted]
To: customerassistre@chrysler.com
Date: Mon Apr 27 09:00:44 EDT 2015
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: Recall Information

Brief Description:

Head retraint (airbags)

Comments:

I got a recall notice from your company for a flush or replacement of the module for air bags. Flush did nothing on my 2012 200 with 60,000 miles on it now and the airbag light is still on. I was told the replacement cost was going to be over $500 by the dealership in Leesburg VA.

I was also
told that the 2011 would be replaced but not the 2012. Why is that when it is the same problem and the same part number? You have a life saving part that is defective and you are not covering the replacement; this is wrong.

Sender Information:

Title:

First Name: T[redacted]

Middle Initial:

Last Name: [redacted]

From: customerassistre@chrysler.com
To: [redacted]
Date: Mon Apr 27 23:29:13 EDT 2015
Subject: Re: Chrysler Group LLC Customer Assistance
Dear T[redacted]
Thank you for contacting the Chrysler Customer Assistance Center.
We are sorry to hear of the problem you had and appreciate the time and effort it took for you to contact us. Recalls are VIN specific because it depends on when and where a vehicle was built whether it is part of the recall and if it is, to what extent. The Other vehicles in this recall were being built why the recalled part and programming were being used while other vehicles, like your, were being built while just the wrong programming was being used. That is why the others are having a part replaced and this vehicle is not. If you feel that the concern is part of the replacement recall, we can suggest contacting your dealership to diagnose the issue. If it is found not to be a defect there could be a diagnostic charge you would be responsible for. If the dealership feels the problem is due to a recall please feel free to contact us again.
Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-CHRYSLER (1-800-247-9753).
Sincerely,
Robert
Customer Service Representative
Chrysler Customer Assistance Center
For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: [redacted]
[redacted]
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM9127592V91753L0KM&
Original Message Follows:

Recall Information - Chrysler Brand Site
Brief Description:
Head retraint (airbags)
Comments:
I got a recall notice from your company for a flush or replacement of the module for air bags. Flush did nothing on my 2012 200 with 60,000 miles on it now and the airbag light is still on. I was told the replacement cost was going to be over $500 by the dealership in Leesburg VA. I was also told that the 2011 would be replaced but not the 2012. Why is that when it is the same problem and the same part number? You have a life saving part that is defective and you are not covering the replacement; this is wrong.

VIN:

CN3[redacted]

Mileage:

61000

Servicing Dealer:

Leesburg VA

Title:

First Name:

[redacted]s

Middle Initial:

Last Name:

[redacted]n

Address 1:

[redacted]

Address 2:

City:

Leesburg

State:

VA

Zip:

[redacted]

Email:

[redacted]

Home Phone:

7[redacted]

From: [redacted]
To: customerassist@chrysler.com
Date: Tue Apr 28 10:19:08 EDT 2015
Subject: Reply to Chrysler Group LLC (KMM9127592V91753L0KM)
Reply Comments:

Car was already brought to the dealership. It was deemed the module needs to be replaced. You are covering the cost for the same problem with other cars. Now I have to pay 500 to keep my car safe. I will contact the government next I guess

From: customerassist@chrysler.com
To: [redacted]
Date: Tue Apr 28 23:19:09 EDT 2015
Subject: Re: Reply to Chrysler Group LLC (KMM9127592V91753L0KM)
Dear [redacted],
Thank you for the response. What we can suggest is to keep all the repair documents and proof of payment. If the recall is extended to include your vehicle you can then submit for reimbursement consideration.
Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-CHRYSLER (1-800-247-9753).
Sincerely,
Robert
Customer Service Representative
Chrysler Customer Assistance Center
For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: [redacted]
EMAIL CASE NUMBER: [redacted]
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM9129555V77549L0KM&
Original Message Follows:

Comments:
Car was already brought to the dealership. It was deemed the module needs
to be replaced. You are covering the cost for the same problem with other
cars. Now I have to pay 500 to keep my car safe. I will contact the
government next I guess

PE17-003

FLAT CHRYSLER

8/3/2017

ENCLOSURE 04

CAIR BACKUP



Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2015-06-01 09:26:39.289594
Files Not Recieved: 0

Good morning --

Attached please find my car repair information for reimbursement as discussed. Please advise as to the timeframe for reimbursement. If you need anything further, please do not hesitate to call me at [redacted]

Thank you so much for your assistance.

P.S. I love my Chrysler 200 and the way you have handled my case, I would definitely purchase another Chrysler vehicle and refer my friends. Thank you, again.

CUSTOMER #: [redacted]

[redacted]

ATLANTIC HLDS, NJ

HOME [redacted]

BUS: CELL:

[redacted]

INVOICE

PAGE 1

WORLD JEEP CHRYSLER

681 Shrewsbury Avenue
Shrewsbury, NJ 07702
Service: 732-440-1101
Fax: 732-440-1118
Visit us @ http:\\www.worldjeep.net

SERVICE ADVISOR: 2511 DONNA SCALA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WHITE	12	CHRYSLER 200 LIMITED	1C3BCBEBXCN[redacted]		66816/66816	T3202

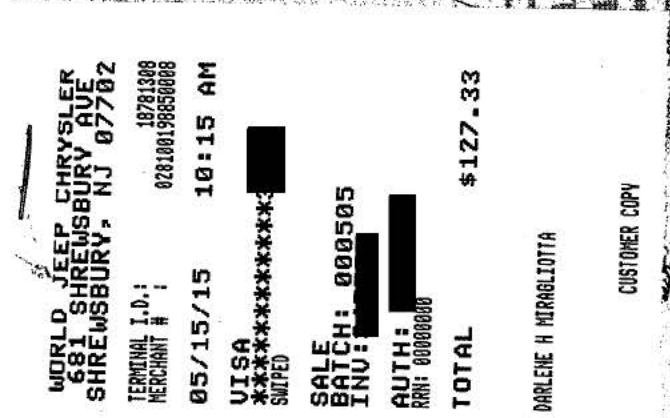
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
24JUN14 DD			WAIT 15MAY15		119.00	CASH	15MAY15

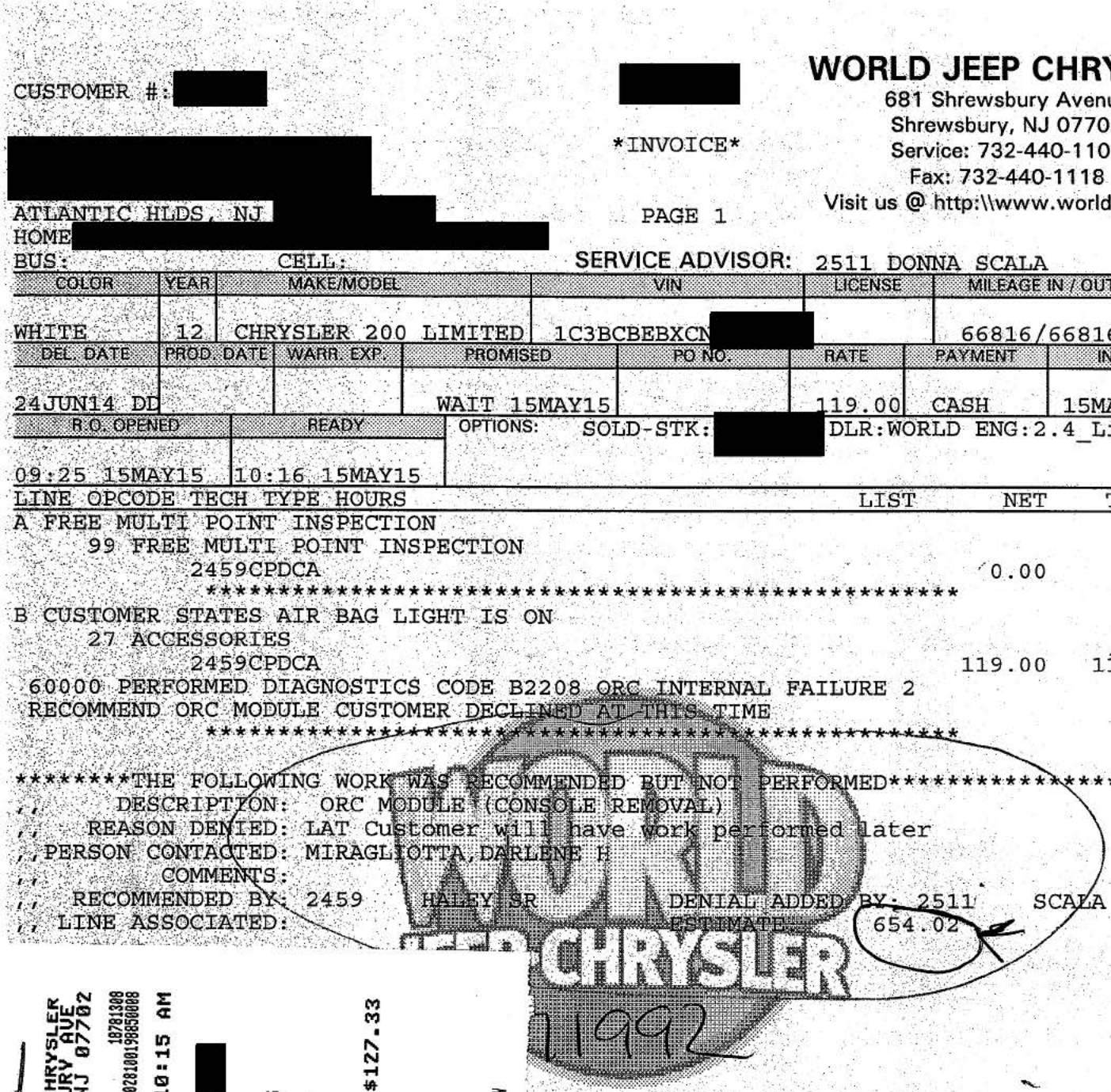
R.O. OPENED	READY	OPTIONS:
09:25 15MAY15	10:16 15MAY15	SOLD-STK: [redacted] DLR:WORLD ENG:2.4_Liter

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A	FREE MULTI POINT INSPECTION							
	99		FREE MULTI POINT INSPECTION					
		2459	CPDCA			0.00		0.00
	**********							
B	CUSTOMER STATES AIR BAG LIGHT IS ON							
	27		ACCESSORIES					
		2459	CPDCA			119.00		119.00
	60000		PERFORMED DIAGNOSTICS CODE B2208 ORC INTERNAL FAILURE 2					
	RECOMMEND ORC MODULE CUSTOMER DECLINED AT THIS TIME							
	**********							

********THE FOLLOWING WORK WAS RECOMMENDED BUT NOT PERFORMED**********

,, DESCRIPTION: ORC MODULE (CONSOLE REMOVAL)
,, REASON DENIED: LAT Customer will have work performed later
,,PERSON CONTACTED: MIRAGLIOTTA,DARLENE H
,, COMMENTS:
,, RECOMMENDED BY: 2459 HALEY SR DENIAL ADDED BY: 2511 SCALA
,, LINE ASSOCIATED: ESTIMATE 654.02





Chrysler Last Service

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.

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

STATEMENT OF DISCLAIMER

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

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	119.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	119.00
LESS INSURANCE	0.00
SALES TAX	8.33
PLEASE PAY THIS AMOUNT	127.33

Copyright 2000 ADP, Inc. SERVICE INQUIRE #2 V6.15C

CUSTOMER COPY

WORLD JEEP CHRYSLER
681 SHREWSBURY AVE
SHREWSBURY, NJ 07702

TERMINAL I.D.: 18781308
MERCHANT #: 028108198508008

05/30/15 11:40 AM

[redacted]
**********[redacted]
SWIPED

SALE
BATCH: 000520
INV:346309

AUTH: [redacted]
RRN: 00000000

TOTAL $519.05

DARLENE H MIRAGLIOTTA

CUSTOMER COPY

[redacted]

INVOICE

PAGE 1

WORLD JEEP CHRYSLER

681 Shrewsbury Avenue
Shrewsbury, NJ 07702
Service: 732-440-1101
Fax: 732-440-1118
Visit us @ http:\\www.worldjeep.net

[redacted]
:[redacted]
:

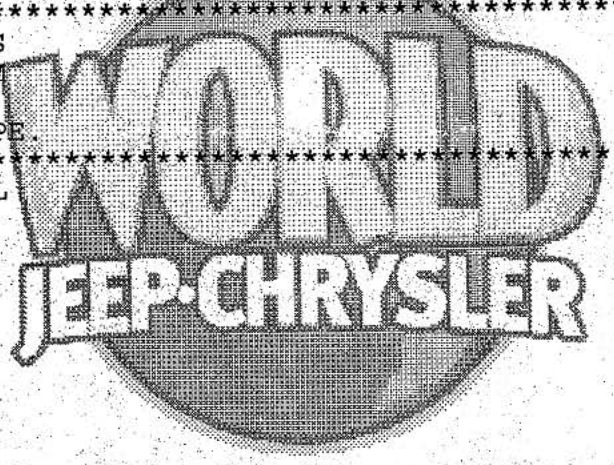
SERVICE ADVISOR: 2511 DONNA SCALA

/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
R 200 LIMITED	1C3BCBEBXCN[redacted]		67508/67508	T3984

EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
	17:00 29MAY15		119.00	CASH	29MAY15

DY	OPTIONS:
9MAY15	SOLD-STK:[redacted] DLR:WORLD ENG:2.4_Liter

HOURS		LIST	NET	TOTAL
PECTION				
99	FREE MULTI POINT INSPECTION			
	2459CPDCA		0.00	0.00
	**********			
B	CUSTOMER STATES INSTALL SOP ORC MODULE			
	27 ACCESSORIES			
	2459CPDCA		245.14	245.14
1	56054856AD MODULE-OCCUPANT RESTRAINT	229.95	229.95	229.95
67508	TC B220B. ORC INTERNAL. REPLACE ORC. CLEAR CODES.			
	**********			
C	CUST STATES CHECK BRAKES			
	5 BRAKES/BRAKE SYSTEM			
	2459CPDCA		0.00	0.00
67508	BRAKES IN GOOD SHAPE.			
	**********			
WASTE/AND/OR/TIRE DISPOSAL				10.00



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.

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

STATEMENT OF DISCLAIMER

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

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	245.14
PARTS AMOUNT	229.95
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	10.00
TOTAL CHARGES	485.09
LESS INSURANCE	0.00
SALES TAX	33.96
PLEASE PAY THIS AMOUNT	519.05

CUSTOMER #: [redacted]

[redacted]

INVOICE

WORLD JEEP CHRYSLER
681 Shrewsbury Avenue
Shrewsbury, NJ 07702
Service: 732-440-1101
Fax: 732-440-1118
Visit us @ http:\\www.worldjeep.net

ATLANTIC HLDS, NJ [redacted]
HOME: [redacted] CONT: [redacted]
BUS: CELL:

SERVICE ADVISOR: 2511 DONNA SCALA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WHITE	12	CHRYSLER 200 LIMITED	1C3BCBEBXCN[redacted]		66816/66816	T3202

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
24JUN14 DD			WAIT 15MAY15		119.00	CASH	15MAY15

R.O. OPENED	READY	OPTIONS:
09:25 15MAY15	10:16 15MAY15	SOLD-STK [redacted] DLR:WORLD ENG:2.4_Liter

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A FREE MULTI POINT INSPECTION			
99 FREE MULTI POINT INSPECTION			
2459CPDCA		0.00	0.00
**********			
B CUSTOMER STATES AIR BAG LIGHT IS ON			
27 ACCESSORIES			
2459CPDCA		119.00	119.00
60000 PERFORMED DIAGNOSTICS CODE B2208 ORC INTERNAL FAILURE 2			
RECOMMEND ORC MODULE CUSTOMER DECLINED AT THIS TIME			
**********			

********THE FOLLOWING WORK WAS RECOMMENDED BUT NOT PERFORMED**********
,, DESCRIPTION: ORC MODULE (CONSOLE REMOVAL)
,, REASON DENIED: LAT Customer will have work performed later
,, PERSON CONTACTED: MIRAGLIOTTA,DARLENE H
,, COMMENTS:
,, RECOMMENDED BY: 2459 HALEY SR DENIAL ADDED BY: 2511 SCALA
,, LINE ASSOCIATED: ESTIMATE: 654.02

JEEP CHRYSLER

PAID

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.

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

STATEMENT OF DISCLAIMER

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

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	119.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	119.00
LESS INSURANCE	0.00
SALES TAX	8.33
PLEASE PAY THIS AMOUNT	127.33

Copyright 2000 ADP, Inc. SERVICE INVOICE #2 XSI2C

CUSTOMER COPY

PE17-003

FLAT CHRYSLER

8/3/2017

ENCLOSURE 04

CAIR BACKUP



Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2015-06-11 19:54:33.970959
Files Not Recieved: 0

Concord Auto Repair Service

WWW.CONCORDAUTO.NET
9862 JOHNNYCAKE RIDGE ROAD
CONCORD, OH 44060
440-352-9966

Invoice [redacted] Dealer ID# 744649 Page 1 of 1
Date 06/10/2015 Emp: 1-52 HR / 1-2 Admin
In Jun 10, 2015 12:32 pm
Out Jun 10, 2015 5:15 pm

******INVOICE******

Sold To:
[redacted]
MENTOR OH [redacted]
Business Phone: 440-796-9850

Ship To:

Unit#:
Vehicle: 12 JEEP LIBERTY JET V6 3.7
License: [redacted]
Mileage: In: 0 Out: 71,968
Vin#: 1C4PJMFK6CW[redacted]
PO#:

Salesman	Mechanic	Part #	QTY	Description	Parts	Labor	FET	Total
52	8	INSP-CC	1.00	COURTESY CHECK	0.00	0.00	0.00	0.00
52	8	DIAG-COMP	1.00	. ON BOARD COMPUTER DIAGNOSTICS	0.00	99.99	0.00	99.99
52	8	NON-INV-PT	1.00	. O/PVD AIR BAG ORC MODULE	231.25	0.00	0.00	231.25
52	8	NON-INV-LBR	2.00	. AIR BAG DIAGNOSTIC MODULE - Remove	0.00	92.00	0.00	184.00

AIR BAG LIGHT ON

Card Ty[redacted] Auth. # SALE:06337 Amount: $573.52

Signatu[redacted]
Buye[redacted]ement with issuer.

All parts & services are warrantied for 12 months or 12,000 miles, whichever comes first, unless otherwise noted. Some exclusions may apply. Warranties apply to parts installed and services performed on private passenger vehicles. All warranties in excess of the 12 month, 12 ,000 miles are subject to the product manufactor warranty and are for parts only. This warranty is valid at all Firestone Affiliated Retailer Stores.

Cash: Check: 0.00 Credit: 573.52 Charge:
Change:

Parts:	231.25
Labor:	283.99
SHOP SUPPLIES:	20.76
Subtotal:	536.00
Sales Tax:	37.52
Total:	$573.52

PE17-003

FLAT CHRYSLER

8/3/2017

ENCLOSURE 04

CAIR BACKUP



From: J[redacted]
To: customerassist@chrysler.com
Date: Wed Jun 24 08:53:54 EDT 2015
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Jeep liberty

Comments:

My liberty has the air bag light on.i was told by fox jeep the bags will not work and I have to pay for repair. How could this be my fault ?

Sender Information:

Title:

First Name: J[redacted]

Middle Initial:

Last Name: [redacted]

From: customerassist@chrysler.com
To: [redacted]
Date: Thu Jun 25 22:46:16 EDT 2015
Subject: Re: Chrysler Group LLC Customer Assistance
Dear[redacted]
Thank you for contacting the Jeep Customer Assistance Center.
I am sorry to learn of the air bag lamp issues you have had with your vehicle.
Your e-mail was reviewed and has been forwarded to a more appropriate area for their attention and response.
This referral action will provide the best opportunity for your request.
Thank you again for your e-mail. Should you require additional assistance, or have any new information to provide, please reply to this e-mail message or call 1-877-I-AM-JEEP (1-877-426-5337).
Sincerely,
Santosh
Customer Service Representative
Jeep Customer Assistance Center
For any future communications related to this e-mail, please refer to the following information:
REFERENCE [redacted]
EMAIL CASE NUMBER: [redacted]
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM9207306V86776L0KM&
Original Message Follows:

US Customer Service - Jeep Brand Site
Brief Description:
Jeep liberty
Comments:
My liberty has the air bag light on.i was told by fox jeep the bags will not
work and I have to pay for repair. How could this be my fault ?

VIN:
CW1[redacted]
Mileage:
43231
Servicing Dealer:
Fox
Title:

First Name:
[redacted]

Middle Initial:

Last Name:

[redacted]

Address 1:

[redacted]d

Address 2:

City:

Scipio center

State:

NY

Zip:

[redacted]

Email:

[redacted]

Home Phone:

[redacted]

Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2015-07-15 09:07:39.757273
Files Not Recieved: 0

Case [redacted]
PE525

Fox Chrysler Plymouth Dodge Jeep Inc.

346 Grant Avenue
Auburn, New York 13021
Phone 252-7273 • Fax 252-7276
1-877-633-6507

CHRYSLER DODGE Jeep

CASE # [redacted]
PE525

CUSTOMER NO. [redacted]	ADVISOR TOM 5359	TAG NO.	INVOICE DATE 07/09/15	INVOICE NO. [redacted]	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 44,177	COLOR TRUE BLUE P	STOCK NO. [redacted]
SCIPIO CENTER, NY [redacted]	YEAR / MAKE / MODEL 12/JEEP/LIBERTY/SPORT		DELIVERY DATE 07/30/12		236
	VEHICLE I.D. NO. 1 C 4 P J M A K X C W [redacted]		SELLING DEALER NO.		PRODUCTION DATE
	F. T. E. NO.	P.O. NO.	R. O. DATE 07/09/15		
RES [redacted]	COMMENTS				

MO: 44178

LABOR & PARTS----------

J# 1 11CHZ CUSTOMER COMPLIANT TECH(S):9546 255.00

C/S AIR BAG LIGHT ON.
ORC CONTROL PROBLEM
WE DIAG.AND TRACED THE PROBLEM TO THE ORC MODULE.WE
REPLACED IT AND SET UP.RETESTED,OK.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	1	68148047-AC	MODULE OC 08035034	185.00	185.00	185.00
				JOB # 1 TOTAL PARTS		185.00
				JOB # 1 TOTAL LABOR & PARTS		440.00

TOTALS----------

TOTAL LABOR....	255.00
TOTAL PARTS....	185.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	35.20
TOTAL INVOICE $	**475.20**

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

YOU MAY BE ASKED BY CHRYSLER TO COMPLETE A SURVEY ASKING ABOUT YOUR SATISFACTION WITH FOX CHRYSLER DURING THIS SERVICE VISIT. IF YOU FEEL YOU CANNOT GIVE US A 10 OUT OF 10 ON THE SURVEY, PLEASE CONTACT ROB CAPP THE SERVICE MANAGER BEFORE SUBMITTING THE SERVEY.THANKS FOR YOUR BUSINESS.

FOX CHRYSLER PLYMTH DODGE JEEP
346 GRANT AVE RD
AUBURN, NY 13021
315-252-7273

07/09/2015 12:29:44
Merchant ID: 4223698200476926
Device ID: 8926
Terminal ID: PPX1.

Credit Sale:

Transaction #: 5
Card Type: MasterCard
Account: **********[redacted]
Entry: Swiped

Amount: $475.20

STAN: 005
Auth. Code: 087677
Response: AUTH/TKI
TRANS ID: MPLB7HDEA0709

CUSTOMER COPY

ER COPY

[END OF INVOICE] 11:23am

THANK YOU

N.Y. STATE REPAIR SHOP #
7001858

DISCLAIMER OF WARRANTIES

THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

LIMITED EXPRESS WARRANTY

All factory replacement parts are warranted for 12 months or 12,000 miles whichever comes first. All other parts installed are warranted for 30 days or 3,000 mi. unless otherwise specified, parts & labor.

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED.

THANK YOU!

Reynolds and Reynolds ERAINTINVE CC619823 D (03/03)

SF610845 (03/03)