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]

From: [redacted]
To: customerassist@chrysler.com
Date: Sat Jul 18 13:47:36 EDT 2015
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: Service and Maintenance

Brief Description:

AIR BAG LIGHT ON

Comments:

To whom it may concern, I had my car serviced in July 2013 for the recall on the air bag passive restraints. About a week ago my air bag light came back on. I had dropped it off to be serviced again July 2015. My report states that they had installed AIR BAG CONTROL REPLACED THE AIR BAG MOUDLE. I picked up my car this morning and about 10 miles down the road the light came back on. I proceeded back to the dealership and their is nothing they can do till Monday. I am really nervous about driving my vehicle in fear my airbags wont deploy. i have a 6 month old and I am concerned for her safety as well. I am not a happy customer at this moment considering this is twice I had to bring the car in for the same thing. Thank you for your time.
Sincerely, [redacted]

Sender Information:

Title:

First [redacted]

Middle Initial:

Last Name: [redacted]

From: customerassist@chrysler.com
To: [redacted]
Date: Thu Jul 23 12:22:08 EDT 2015
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [redacted]
Thank you for your recent inquiry to Mopar.com.
We regret the problem your vehicle has experienced and appreciate the time and effort you took to bring this matter to our attention.
Your letter was forwarded by the Mopar.com Customer Assistance Center to the appropriate internal department for their attention.
We believe our referral action will provide the best opportunity for review.
You are more than welcome to take your vehicle to a second certified dealership to confirm the diagnosis and repairs done to your vehicle. You may also contact our Chrysler Customer Care line at 800-247-9753.
We are in service to those who drive us
Thanks again for contacting Mopar.com
Sincerely,
Karolyn
Customer Service Representative
Mopar Customer Assistance

PE17-003

FLAT CHRYSLER

8/3/2017

ENCLOSURE 04

CAIR BACKUP



From: [redacted]
To: customerassistre@chrysler.com
Date: Wed Aug 05 21:30:07 EDT 2015
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: Recall Information

Brief Description:

Airbag Repair

Comments:

I recently had to have my Jeep dealer replace my Module Occupant Restraint on my 2012 Jeep Liberty. I was disappointed to find out with a little research that this seems to be a very common problem with my model and year. As the airbag system failure is a serious safety concern, I would think that a recall or reimbursement would be in order. The car is only 3 years old and has never been in an accident or had the airbags deploy. This leads me to believe that this is a defective part. I would appreciate a refund of the $387.83 I spent to replace the part. I absolutely love my Jeep aside from this issue and it would mean a lot to a first time car owner if you were to make this right.

Thanks,
[redacted]

Sender Information:

Title:

First Name: [redacted]

Middle Initial:

Last Name: [redacted]

From: customerassistre@chrysler.com
To: [redacted]
Date: Wed Aug 12 21:49:08 EDT 2015
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [redacted]
Thank you for contacting the Jeep Customer Assistance Center. We have received your recent email regarding service repair reimbursement consideration for the Recall N38. A case has been opened for you and the number is at the bottom of this page.
You can submit the documentation as follows:
Mail to:
Customer Assistance Center
P.O. Box 21-8007
Auburn Hills MI 48321-8007
FAX: 877-768-5076
Additionally, you can submit it through the document link. I am pleased to provide the 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.
Please allow up to 60 day for processing from the date the documents are received.
We trust this information will be of assistance to you and appreciate the time and effort you took to contact us with 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 1-877-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=KMM9282468V30548L0KM&
Original Message Follows:

Recall Information - Jeep Brand Site
Brief Description:
Airbag Repair
Comments:
I recently had to have my Jeep dealer replace my Module Occupant Restraint
on my 2012 Jeep Liberty. I was disappointed to find out with a little
research that this seems to be a very common problem with my model and

year. As the airbag system failure is a serious safety concern, I would think that a recall or reimbursement would be in order. The car is only 3 years old and has never been in an accident or had the airbags deploy. This leads me to believe that this is a defective part. I would appreciate a refund of the $387.83 I spent to replace the part. I absolutely love my Jeep aside from this issue and it would mean a lot to a first time car owner if you were to make this right. Thanks,[redacted]

VIN:
CW[redacted]
Mileage:
45000
Servicing Dealer:
Jake Sweeny of Cincinnati
Title:

First Name:
[redacted]
Middle Initial:

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

City:
Cincinnati
State:
OH
Zip:
[redacted]
Email:
[redacted]
Home Phone:
[redacted]

Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2015-08-13 08:46:24.970480
Files Not Recieved: 0

Thanks for taking a look at my request. I have attached the invoice from my service.

CUSTOMER #: [redacted]

[redacted]

CINCINNATI, OH [redacted]

HOME[redacted]

BUS: CELL:

INVOICE

PAGE 1

JAKE SWEENEY
CHRYSLER-JEEP
85 West Kemper Road
Cincinnati, Ohio 45246-2536
Phone: (513) 782-1000
41-66487
www.chryslerjeepstore.com
Email: srvc@one.net

SERVICE ADVISOR: 9917 BRIAN FISHER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	12	JEEP LIBERTY	1C4PJMFK3CW[redacted]		45545/45545	T2337

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31MAY12 DD			WAIT 04AUG15		0.00	CASH	04AUG15

R.O. OPENED	READY	OPTIONS:
08:30 04AUG15	10:38 04AUG15	DLR:66487 ENG:3.7_Liter

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
E	INSP			Multipoint inspection (according to maintenance interval)			
	INSP			Multipoint inspection (according to maintenance interval)			
	9806			CPR		0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00							
45545 INSPECT VEHICLE.							
				**********			
F	9500			Interior Concern CUSTOMER STATES AIR BAG LIGHT IS ON			
	9500			Interior Concern CUSTOMER STATES AIR BAG LIGHT IS ON			
	9806			CPR		150.00	150.00
	1	68148047AC		MODULE-OCCUPANT RESTRAINT	205.35	205.35	205.35
PARTS: 205.35 LABOR: 150.00 OTHER: 0.00 TOTAL LINE F: 355.35							
45545 1.5 HOURS CHECK DTC'S. FOUND THAT THE ORC HAD AN INTERNAL FAILURE. REPLACED ORC MODULE.							
				**********			
G	RECALL			Recall / CSN 1 N38 Revised Safety Recall N38 Active Head Restraints			
CAUSE: F							
	08N38184			REPL. ORC - RECALL N38			
	9806WAR40						(N/C)
	FC: PART#: COUNT:						
	CLAIM TYPE: S						
	AUTH CODE:						
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE G: 0.00							
45545 REPROGRAM TIPM LOP 08-N3-81-84							
				**********			
CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER							7.11

Thanks for Visiting Jake Sweeney CJD

PAID
AUG 04 2015
BY: Amex-KC

Each Jake Sweeney employee is committed to ensuring your complete satisfaction with your vehicle. If you are not completely satisfied, please tell us. If you are completely satisfied, please tell your friends.

Thank you for your business!

STATEMENT OF DISCLAIMER

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

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	150.00
PARTS AMOUNT	205.35
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	7.11
TOTAL CHARGES	362.46
LESS INSURANCE	0.00
SALES TAX	25.37
PLEASE PAY THIS AMOUNT	387.83

CUSTOMER COPY

PE17-003

FLAT CHRYSLER

8/3/2017

ENCLOSURE 04

CAIR BACKUP



From: [redacted]
To: customerassistre@chrysler.com
Date: Sat Aug 08 09:54:32 EDT 2015
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: Recall Information

Brief Description:

Dispute-Lack of action on Chrysler's part

Comments:

Hello. As a possible future return Jeep owner, your action to this will determine our choice in vehicle purchase. We are shocked at the unprofessionalism. We acted appropriately by contacting our local dealer in regards to recall #N38 in November 2013. There seemed to be confusion with them and Chrysler corporation because the local dealer said they did the recall, yet Chrysler Corp told us the part had not been sent out. A few days after our vehicle was returned to us, an airbag trouble light appeared on our dash. We immediately contacted the local dealer, who in return, checked it out, after much confusion, and said it was NOT related to the recall N38 and the cost to fix was $300! We found this ridiculous so we contacted Chrysler Corporation, who immediately opened a case. This has been a mess so we are asking for you to please reopen this case and have this fixed. There are many disturbing details by the case worker, finishing with "his regional manager would be mad if he had to discuss this again" and closed the file, after it had been closed erroneous once-too many issues to write about. Many other disturbing things happened as well. The local dealer offered us 50% off at one point-We should NOT have to pay for anything. We were disrespected and this should have been handled more professionally and efficiently. Please contact us so we can try to get this matter resolved. We feel Chrysler Jeep owes us this fix and an apology for the hassle we have had to go through.
The case worker errors:
said first that our car was in an accident-we had to pull the car fax AGAIN to prove it wasn't-then he said the date of manufacture was not in compliance-it WAS not-he repeatedly tried to GET OUT of this issue. Is this how you stand behind your company? Thank you and have a nice day.

Sender Information:

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

From: Reply_By_Link_Only@chrysler.com
To: [redacted]
Date: Tue Aug 25 10:48:34 EDT 2015
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [redacted],
Thank you for contacting the Jeep Customer Assistance Center.
Our records show that you have contacted us by telephone and we have addressed your concern to the best of our ability. We are not able to override an Area Manager's decision to decline cost assistance, nor can we change the offer made by your servicing Dealership. We have updated your file to reflect the latest information you provided in the email message.
If you are experiencing any another concerns, please email or contact the FCA 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 1-877-I-AM-JEEP (1-877-426-5337).
Sincerely,
Hayley
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=KMM9315161V14114L0KM&
Original Message Follows:

Recall Information - Jeep Brand Site
Brief Description:
Dispute-Lack of action on Chrysler's part
Comments:
Hello. As a possible future return Jeep owner, your action to this will determine our choice in vehicle purchase. We are shocked at the unprofessionalism. We acted appropriately by contacting our local dealer in regards to recall #N38 in November 2013. There seemed to be confusion with them and Chrysler corporation because the local dealer said they did the recall, yet Chrysler Corp told us the part had not been sent out. A few days after our vehicle was returned to us, an airbag trouble light appeared on our dash. We immediately contacted the local dealer, who in return, checked it out, after much confusion, and said it was NOT related to the recall N38 and the cost to fix was $300! We found this ridiculous so we contacted Chrysler Corporation, who immediately opened a case. This

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VIN:

CW[redacted]5

Mileage:

66309

Servicing Dealer:

Flagler Chrysler Jeep-Palm Coast, Florid

Title:

First Name:

[redacted]

Middle Initial:

Last Name:

[redacted]

Address 1:

[redacted]

Address 2:

City:

Palm Coast

State:

FL

Zip:

[redacted]

Email:

[redacted]

Home Phone:

[redacted]4

PE17-003
FLAT CHRYSLER
8/3/2017
ENCLOSURE 04
CAIR BACKUP



[redacted]

Peabody, Ma[redacted]

[redacted]

Attention case #[redacted] (4 pages total)

Herb Chambers
Chrysler Jeep Dodge Ram of Danvers
107 Andover Street, Rte. 114
Danvers, MA 01923
978-774-8840
www.herbchambers.com

CHRYSLER Jeep DODGE RAM

Our Other Chrysler Jeep Dodge Ram Location:
Herb Chambers
Chrysler Jeep Dodge Ram of Millbury
2 Latti Farm Road, Rte. 20
Millbury, MA 01527
508-757-7444

CUSTOMER NO.	SERVICE ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	53101 JEFFREY JAMES MC	T069	08 Apr 2015	[redacted]
[redacted]	HOURLY RATE / LICENSE NO. / PO NO.		COLOR	NO. STOCK / STOCK NO.
	0.00			
	YEAR/MAKE/MODEL		MILEAGE IN	MILEAGE OUT
	12 JEEP LIBERTY		17595	17595
PEABODY, MA [redacted]	VEHICLE IDENTIFICATION NO.		DELIVERY DATE	IN SERVICE DATE
	1C4PJMAK1CW [redacted]		22 Mar 2012	
EMAIL ADDRESS	CELL PHONE / SALES PERSON		R.O. DATE	WAR EXP.
			07 Apr 2015	
[redacted] / TEL BUSINESS EXT.	COMMENTS ENG:3.7_Liter 5			

LINE OPCODE TECH TYPE HOURS		LIST	NET	TOTAL
A 01 General Concern #1 Customer states Clock loses 7 to 9 minutes every half week				
01 General Concern #1 Customer states Clock loses 7 to 9 minutes every half week				
6578 MCGOWAN,JEFFREY LIC#: Y				
CP 0.00			0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00			TOTAL LINE A:	0.00
TECH VERIFIED CONCERN. WCM HAS INTERNAL FAILURE. MODULE SHOULD BE REPLACED TO FIX CONDITION. $392+TAX. CUSTOMER DECLINED				
**********				
B 01LOF Change engine oil and filter				
01LOF Change engine oil and filter				
6578 MCGOWAN,JEFFREY LIC#: Y				
CPM 0.30			8.05	8.05
1 5184231AA FILTER-ENGINE OIL		8.75	8.40	8.40
6 OIL6 OIL		3.25	3.25	19.50
PARTS: 27.90 LABOR: 8.05 OTHER: 0.00			TOTAL LINE B:	35.95
COMPLETED				
**********				
C 9016 Multipoint inspection				
9016 Multipoint inspection				
6578 MCGOWAN,JEFFREY LIC#: Y				
CP 0.00			0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00			TOTAL LINE C:	0.00
**********				
D WASH Car Wash				
WASH Car Wash				
7777 CP 0.00			0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00			TOTAL LINE D:	0.00
**********				
ENVIRONMENTAL COMPLIANCE CHARGE				2.69

PAID

☐CASH ☐CHECK CK NO. [ ]
☐VISA ☐MASTERCARD
☐AMEX ☐CHARGE ☐OTHER

THANK YOU FOR CHOOSING
HERB CHAMBERS CHRYSLER JEEP DODGE RAM OF DANVERS

Customer Signature

Environmental Compliance

Federal and state laws require that all hazardous waste (oil, solvents, anti-freeze, etc.) must be disposed of by a licensed contractor in an environmentally safe manner. Any charges for environmental compliance reflect our conformity to federal and state law in addition to our concern for the preservation of the environment.

DESCRIPTION	TOTALS
LABOR AMOUNT	$ 8.05
PARTS	$ 27.90
GAS, OIL, LUBE	$ 0.00
SUBLET REPAIRS	$ 0.00
MISCELLANEOUS CHARGES	$ 2.69
TOTAL CHARGES	$ 38.64
LESS DISCOUNT/INSURANCE	$ 0.00
SALES TAX	$ 1.74
PLEASE PAY THIS AMOUNT	$ 40.38

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CUSTOMER COPY

Herb Chambers
Chrysler Jeep Dodge Ram of Danvers
107 Andover Street, Rte. 114
Danvers, MA 01923
978-774-8840
www.herbchambers.com

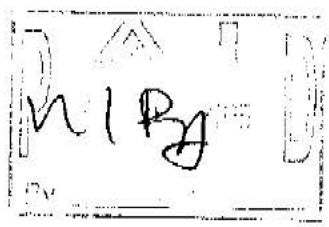
CHRYSLER Jeep DODGE RAM

Our Other Chrysler Jeep Dodge Ram Location:
Herb Chambers
Chrysler Jeep Dodge Ram of Millbury
2 Latti Farm Road, Rte. 20
Millbury, MA 01527
508-757-7444

CUSTOMER NO.	SERVICE ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	59862 SEAN STASKAWICZ	T069	08 Apr 2015	[redacted]
	HOURLY RATE: 0.00 / LICENSE NO. / PO NO.		COLOR	NO. STOCK / STOCK NO.
[redacted]	YEAR/MAKE/MODEL: 12 JEEP LIBERTY		MILEAGE IN: 17595	MILEAGE OUT: 17595
PEABODY, MA [redacted]	VEHICLE IDENTIFICATION NO.: 1C4PJMAK1CW[redacted]		DELIVERY DATE: 22 Mar 2012	IN SERVICE DATE
EMAIL ADDRESS	CELL PHONE / SALES PERSON		R.O. DATE: 07 Apr 2015	WAR EXP.
[redacted] / TEL BUSINESS EXT.	COMMENTS: ENG:3.7_Liter 5			

```
LINE OPCODE TECH TYPE HOURS                                   LIST      NET      TOTAL
F Moved to: 109752C Line: D
     999 Moved to: 109752C Line: D
          999ISPLI  0.00                                                        (N/C)
PARTS:       0.00  LABOR:       0.00  OTHER:       0.00   TOTAL LINE F:         0.00
             **************************************************
 *** THE FOLLOWING WORK NOT DONE-TRANSFERRED TO RO#109752C ***
B Moved to: 109752C Line: A
D Moved to: 109752C Line: B
E Moved to: 109752C Line: C
F Moved to: 109752C Line: D

EST: 150.95          07APR15 16:01  SA: 59862
```



☐CASH ☐CHECK CK NO. [ ] ☐VISA ☐MASTERCARD ☐AMEX ☐CHARGE ☐OTHER

DESCRIPTION	TOTALS
LABOR AMOUNT	$ 295.95
PARTS	$ 222.00
GAS, OIL, LUBE	$ 0.00
SUBLET REPAIRS	$ 0.00
MISCELLANEOUS CHARGES	$ 0.00
TOTAL CHARGES	$ 517.95
LESS DISCOUNT/INSURANCE	$ 0.00
SALES TAX	$ 13.88
PLEASE PAY THIS AMOUNT	**$ 531.83**

THANK YOU FOR CHOOSING
HERB CHAMBERS CHRYSLER JEEP DODGE RAM OF DANVERS

Customer Signature

Environmental Compliance

Federal and state laws require that all hazardous waste (oil, solvents, anti-freeze, etc.) must be disposed of by a licensed contractor in an environmentally safe manner. Any charges for environmental compliance reflect our conformity to federal and state law in addition to our concern for the preservation of the environment.

Copyright 2000 ASP, Inc. CLF R5140

CUSTOMER COPY

Herb Chambers
Chrysler Jeep Dodge Ram of Danvers
107 Andover Street, Rte. 114
Danvers, MA 01923
978-774-8840
www.herbchambers.com

CHRYSLER Jeep DODGE RAM

Our Other Chrysler Jeep Dodge Ram Location:
Herb Chambers
Chrysler Jeep Dodge Ram of Millbury
2 Latti Farm Road, Rte. 20
Millbury, MA 01527
508-757-7444

CUSTOMER NO. [redacted]	SERVICE ADVISOR 59862 SEAN STASKAWICZ		TAG NO. T069	INVOICE DATE 08 Apr 2015	INVOICE NO. [redacted]
[redacted]	HOURLY RATE 0.00	LICENSE NO.	PO NO.	COLOR	VEHICLE IDENTIFICATION NO.
	YEAR/MAKE/MODEL 12 JEEP LIBERTY			MILEAGE IN 17595	MILEAGE OUT 17595
PEABODY, MA [redacted]	VEHICLE IDENTIFICATION NO. 1C4PJMAK1CW1[redacted]			DELIVERY DATE 22 Mar 2012	IN SERVICE DATE
EMAIL ADDRESS	CELL PHONE		SALES PERSON	R.O. DATE 07 Apr 2015	WARR EXP.
TEL HOME [redacted]	TEL BUSINESS EXT.	COMMENTS ENG:3.7_Liter 5			

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A	10	Perform DTC Inspection Customer states Airbag light is on.						
	10	Perform DTC Inspection Customer states Airbag light is on.						
		6578 MCGOWAN,JEFFREY LIC#: Y						
			CP	2.50			295.95	295.95
	1	68148047AC MODULE-OCCUPANT RESTRAINT				222.00	222.00	222.00
PARTS: 222.00 LABOR: 295.95 OTHER: 0.00 TOTAL LINE A: 517.95								
TECH VERIFIED CONCERN. FOUND ORC MODULE HAS INTERNAL FAILURE. TECH REPLACED MODULE. AIRBAG LIGHT IS OUT AT THIS TIME								
**********								
B	Moved to: 109752C Line: A							
	999	Moved to: 109752C Line: A						
		999ISPLI 0.00						(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00								
**********								
C	99	Recall / CSN 1 N38 Revised Safety Recall N38 Active Head Restraints						
	99	Recall / CSN 1 N38 Revised Safety Recall N38 Active Head Restraints						
		6578 MCGOWAN,JEFFREY LIC#: Y						
			WS	0.20				(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00								
COMPLETED								
**********								
D	Moved to: 109752C Line: B							
	999	Moved to: 109752C Line: B						
		999ISPLI 0.00						(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00								
**********								
E	Moved to: 109752C Line: C							
	999	Moved to: 109752C Line: C						
		999ISPLI 0.00						(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00								
**********								

☐CASH ☐CHECK CK NO. [ ]
☐VISA ☐MASTERCARD
☐AMEX ☐CHARGE ☐OTHER

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS	
GAS, OIL, LUBE	
SUBLET REPAIRS	
MISCELLANEOUS CHARGES	
TOTAL CHARGES	
LESS DISCOUNT/INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

THANK YOU FOR CHOOSING
HERB CHAMBERS CHRYSLER JEEP DODGE RAM OF DANVERS

Customer Signature

Environmental Compliance

Federal and state laws require that all hazardous waste (oil, solvents, anti-freeze, etc.) must be disposed of by a licensed contractor in an environmentally safe manner. Any charges for environmental compliance reflect our conformity to federal and state law in addition to our concern for the preservation of the environment.

Copyright 2000 ADP, Inc. ELP 16446

CUSTOMER COPY

[redacted]
PEABODY MA [redacted]

CARDMEMBER SERVICE
PO BOX 15153
WILMINGTON DE 19886-5153

[redacted]

CHASE freedom

Manage your account online: www.chase.com/freedom

Customer Service: 1-800-524-3880

Mobile: Visit chase.com on your mobile browser

ACCOUNT SUMMARY

Account Number: [redacted]

Previous Balance	$7,846.48
Payment, Credits	-$7,900.00
Purchases	+$1,423.73
Cash Advances	$0.00
Balance Transfers	$0.00
Fees Charged	$0.00
Interest Charged	$0.00
New Balance	$1,370.21
Opening/Closing Date	03/15/15 - 04/14/15
Credit Access Line	$18,500
Available Credit	$17,129
Cash Access Line	$3,700
Available for Cash	$3,700
Past Due Amount	$0.00
Balance over the Credit Access Line	$0.00

PAYMENT INFORMATION

New Balance	$1,370.21
Payment Due Date	05/11/15
Minimum Payment Due	$25.00

Late Payment Warning: If we do not receive your minimum payment by the date listed above, you may have to pay a late fee of up to $35.00.

Minimum Payment Warning: If you make only the minimum payment each period, you will pay more in interest and it will take you longer to pay off your balance. For example:

If you make no additional charges using this card and each month you pay...	You will pay off the balance shown on this statement in about...	And you will end up paying an estimated total of...
Only the minimum payment	7 years	$2,090
$46	3 years	$1,670 (Savings=$420)

If you would like information about credit counseling services, call 1-866-797-2885.

CHASE FREEDOM: ULTIMATE REWARDS® SUMMARY

Previous points balance	11,220
+ 1% (1 Pt)/$1 earned on all purchases	1,424
+ 1% (1 Pt)/$1 on Ultimate Rewards travel	0
= Total points available for redemption	12,644

Redeeming your points for Cash Back rewards is easy! For example, 2,000 points = $20 Cash Back rewards. To review your reward options visit chase.com/freedom.

You always earn unlimited 1% cash back on all your purchases. Activate new bonus categories every quarter. You'll earn an additional 4% cash back, for a total of 5% cash back on up to $1,500 in combined bonus category purchases each quarter. Activate for free at chase.com/freedom, visit a Chase branch or call the number on the back of your card.

ACCOUNT ACTIVITY

Date of Transaction	Merchant Name or Transaction Description	$ Amount
PAYMENTS AND OTHER CREDITS		
04/11	Payment Thank You - Web	-7,900.00
PURCHASES		
03/14	MASSPIKE 00200055 888-5253278 MA	10.00
03/16	TRI CITY SALES SALEM MA	774.56
03/19	CLINIQUE ONLINE 800-419-4041 PA	58.97
03/26	NETFLIX.COM NETFLIX.COM CA	7.99
04/08	HERB CHAMBERS DODG DANVERS MA	572.21

PE17-003

FLAT CHRYSLER

8/3/2017

ENCLOSURE 04

CAIR BACKUP



PNC BANK

FAX

TO	Chrystler customer service
TELEPHONE	___-___-____ FAX 877-768-5076
DATE	9/15/2015 PAGES INCLUDING COVER 1
FROM	[redacted]
TELEPHONE	FAX ___-___-____

COMMENTS

case number [redacted]
Submission for proof of payment receipt for Wilma Rutland

A member of the PNC Financial Services Group
Leigha Covington-Branch Financial Sales Consultant
www.pncbank.com

CUSTOMER #: [redacted]

[redacted]

INVOICE

PAGE 1

JAKE SWEENEY CHRYSLER-JEEP
85 West Kemper Road
Cincinnati, Ohio 45246-2536
Phone: (513) 782-1000
41-66487
www.chryslerjeepstore.com
Email: srvc@one.net

[redacted]
CINCINNATI, OH [redacted]
HOME: [redacted]
BUS: [redacted] CELL:

SERVICE ADVISOR: 7200 TOM WATSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	12	CHRYSLER 200CONV	1C3CCBAB1CN2[redacted]		63869/63869	T7502

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26MAR12 DD			WAIT 08SEP15		0.00	CASH	08SEP15

R.O. OPENED	READY	OPTIONS:
08:28 08SEP15	10:19 08SEP15	DLR:66487 ENG:2.4_Liter

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A DTC Perform DTC Inspection Customer states Airbag light stays on			
DTC Perform DTC Inspection Customer states Airbag light stays on			
17 DUMFORD,GIO LIC#: 1			
CPR		100.00	100.00
PARTS: 0.00 LABOR: 100.00 OTHER: 0.00 TOTAL LINE A:			100.00

63869 AIR BAG LAMP ON FOR 1.0HRS ----B2208 OCCUPANT RESTRAINT CONTROLLER INTERNAL 2. EST TO REMOVED THE CONSOLE AND REPLACE THE MODULE WAS DECLINED ~ 425.00 est To replace

****

B RECALL Recall / CSN 1 N38 Revised Safety Recall N38 Active Head Restraints

CAUSE: F

08N38182 RECALL NRO HEAD RESTRAINT

17 DUMFORD,GIO LIC#: 1

WAR40 (N/C)

FC: PART#: COUNT:

CLAIM TYPE: S

AUTH CODE:

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

63869 N38 RECALL

Reprogram TIPM module

(2012 - 2013 JS sedan models) 08-N3-81-82 0.2 hours

****

CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER 2.00

Thanks for Visiting Jake Sweeney CJD

Each Jake Sweeney employee is committed to ensuring your complete satisfaction with your vehicle. If you are not completely satisfied, please tell us. If you are completely satisfied, please tell your friends.

Thank you for your business!

STATEMENT OF DISCLAIMER

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

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	100.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	2.00
TOTAL CHARGES	102.00
LESS INSURANCE	0.00
SALES TAX	7.14
PLEASE PAY THIS AMOUNT	109.14

CUSTOMER COPY

CHRYSLER

November 6, 2015

[redacted]
Cincinnati, OH[redacted]

Referenc[redacted]

Dear Mrs. H[redacted]

Thank you for your recent letter regarding your 2012 Chrysler 200 LX.

I have attempted to contact you by phone but have been unable to do so. Please contact me at: 1-800-992-1997 to discuss your letter. Please refer to the reference number above or have your Vehicle Identification Number, CN[redacted]vailable when you call.

Sincerely,
Beverly
Customer Service Representative

PE17-003

FLAT CHRYSLER

8/3/2017

ENCLOSURE 04

CAIR BACKUP



Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2015-09-16 15:17:58.078295
Files Not Recieved: 0

Here is the bill for repairing the air bag light last year. Thank you for your assistance.

[redacted]

CUSTOMER #: [redacted]

[redacted]

BROWN
You'll Love The Service

INVOICE

BROWN DODGE CHRYSLER JEEP SUBARU
960 Hilton Heights Road
Charlottesville, VA 22901
PH: 434-973-1351
www.brownautos.com

[redacted]
TROY, VA [redacted]

PAGE 1

HOME: [redacted]
BUS: CELL:

SERVICE ADVISOR: 555 TIMOTHY BAUGHER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	12	JEEP LIBERTY	1C4PJMAK4CW1[redacted]		64284/64284	T5368

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14AUG14 DL			17:00 14AUG14		97.50	CASH	15AUG14

R.O. OPENED	READY	OPTIONS:
07:10 14AUG14	10:22 15AUG14	ENG:3.7_Liter

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	C/S THAT THE AIR BAG LIGHT IS ON						
	50DOZ	BODY ELECTRICAL					
		945	CP			192.62	192.62
	1	1RL171DVAA	HEADREST-FRONT		304.00	304.00	304.00
PARTS: 304.00 LABOR: 192.62 OTHER: 0.00 TOTAL LINE A: 496.62							
	64284 REPLACED PASSENGER HEAD REST						
	**********						
B	CHECK TO SEE IF STATE INSPECTION IS DUE, INSPECT BATTERY CHARGE AND CONDITION, INSPECT TIRE TREAD DEPTHS AND INSPECT BRAKES						
	34F	CHECK TO SEE IF STATE INSPECTION IS DUE, INSPECT BATTERY CHARGE AND CONDITION, INSPECT TIRE TREAD DEPTHS AND INSPECT BRAKES					
		945	CP			0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00							
	**********						

EST: 95.00 14AUG14 07:10 SA: 555

CUSTOMER PAY ENVIROMENT DISPOSAL FOR REPAIR ORDER 6.33

THANK YOU FOR YOUR BUSINESS.
YOU MAY RECEIVE A SURVEY FROM CHRYSLER ABOUT YOUR VISIT TODAY. IF FOR ANY REASON, YOU ARE NOT ABLE GO GIVE US A "10," PLEASE LET US KNOW BEFORE YOU LEAVE TODAY. WE WANT TO EARN YOUR COMPLETE SATISFACTION!!!

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 VEHICLE MANUFACTURER OR THE PARTS MANUFACTURER OR DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.
By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this Invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

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

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	192.62
PARTS AMOUNT	304.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	6.33
TOTAL CHARGES	502.95
LESS INSURANCE	0.00
SALES TAX	16.45
PLEASE PAY THIS AMOUNT	519.40

DealerCAP ©2006 ADP (07/08) SERVICE INVOICE TYPE 2 - 2SI2C - "AS IS" - VIRGINIA - 9698020

CUSTOMER COPY

PE17-003

FLAT CHRYSLER

8/3/2017

ENCLOSURE 04

CAIR BACKUP



Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2015-10-02 10:00:58.978466
Files Not Recieved: 0

Customer No. [redacted]

WHITTEN BROS, INC.
10701 MIDLOTHIAN TRPK
RICHMOND, VA. 23235

********** D U P L I C A T E I N V O I C E **********

CUSTOMER NO. | ADVISOR | HAT NO. | INVOICE NO.

[redacted]7 | KEITH | [redacted] [redacted] [redacted] | 09/29/15 | JECS460989

LABOR RATE | LICENSE NO | MIL.IN | COLOR | STOCK NO.

JESSICA BILECKY | WXA2659 | 45133 | BLACK/

YEAR/MAKE/MODEL | DEL. DATE | DEL. MILES

12405 TIVERTON LN | 12/JEEP/LIBERTY/4DR RWD SPORT

VEHICLE ID. NO. | SELL DLR NO | PROD DATE

1 C 4 P J L A K 7 C W [redacted] 6

F.T.E. NO. | P.O. NO. | R.O. DATE

GLEN ALLEN, VA 23059 | 09/29/15

HOME PHONE | BUS. PHONE | COMMENTS | MIL. OUT

45133

LABOR & PARTS----------

J# 1 00CHZ LUBE, OIL AND FILTER TECH(S):401 19.98

CUSTOMER REQUESTS LUBE,OIL AND FILTER

OEM Oil & Filter Change 3.7L

09/12

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	5184231-AA	FILTER EN	
09057006		9.97	9.97	
JOB # 1	5	68055890-AA	OIL 5W20	
01081090		2.00	10.00	

JOB # 1 TOTAL

PARTS 19.97

```
                                                          JOB #  1 TOTAL LABOR &
PARTS         39.95
--------------------------------------------------------------------------------
------------------
J# 2 03CHZ           STATE
INSPECTION                   TECH(S):401                          16.00
             CUSTOMER REQUESTS VIRGINIA STATE
INSPECTION
             REQUESTED STATE
INSPECTION
             PERFORM VIRGINIA STATE
INSPECTION

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

                                                          JOB #  2 TOTAL LABOR &
PARTS         16.00
--------------------------------------------------------------------------------
------------------
J# 3
10CHZ           DRIVEABILITY                       TECH(S):401
        218.88
             CUST STATES THE AIRBAG LIGHT IS ON. PLEASE CHECK AND
ADVISE
             CHECKED AND REPLACED
ORC

PARTS------QTY---FP-NUMBER---------------DESCRIPTION--------------------UNIT
PRICE-
JOB # 3       1     68148047-AC          MODULE OC
08035034                  230.99       230.99
                                                                  JOB #  3 TOTAL
PARTS        230.99

                                                          JOB #  3 TOTAL LABOR &
PARTS        449.87
--------------------------------------------------------------------------------
------------------
J# 4
00CHZRECALL     RECALL                             TECH(S):401
      WARRANTY
             RECALL
N38
             PERFORMED
RECALL

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

                                                          JOB #  4 TOTAL LABOR &
PARTS          0.00
```

```
--------------------------------------------------------------------------------
-------------------
J# 5 00CHZ9016       CHRY 16 POINT
CHECK                TECH(S):401                      INTERNAL
             PERFORM 16-POINT
INSPECTION
             PERFORMED 16-POINT
INSPECTION

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

                                                      JOB #  5 TOTAL LABOR &
PARTS          0.00
--------------------------------------------------------------------------------
-------------------
ESTIMATE--------------------------------------------------------------------------
------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
         ORIGINAL ESTIMATE OF   $520.00 (+TAX)
COMMENTS--------------------------------------------------------------------------
-------
WAIT

TOTALS----------------------------------------------------------------------------
-------------------
**********************************************                    TOTAL
LABOR....        254.86
*             PAYMENT METHOD                   *                  TOTAL
PARTS....        250.96
*                                              *                  TOTAL
SUBLET...          0.00
*  [  ] Cash   [  ] Check # ..........         *                  TOTAL
G.O.G....          0.00
*                                              *                  TOTAL MISC
CHG.          0.00
*  [  ] Visa   [  ] MasterCard  [  ] Amex      *                  TOTAL MISC
DISC          0.00
*                                              *                  TOTAL
TAX......         13.30
*  [  ] Discover  [  ]
A/R                    *                                        --------
*                                              *                    TOTAL
INVOICE $        519.12
*  Payment received by.............[Initials] *
*                                              *
*  Payment received date............Space......*
**********************************************
 Whitten Brothers, Inc. Appreciates Your Business!
---------------------------------
       CUSTOMER SIGNATURE
************************  D U P L I C A T E   I N V O I C E
************************
```

PE17-003

FLAT CHRYSLER

8/3/2017

ENCLOSURE 04

CAIR BACKUP



From: [redacted]
To: customerassist@chrysler.com
Date: Sun Nov 08 15:11:13 EST 2015
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

2012 Jeep Liberty

Comments:

I have been a loyal Jeep customer for over a decade now, most recently (Sept 21, 2015 I purchased a new Jeep Grand Cherokee. My daughter is driving the 2012 Liberty, which is the reason for this email. On October 21 of this year, I brought the Liberty in for service, the airbag light came on and would not shut off. When I received the call from service telling me what needed to be done I was shocked. The occupant restraint control module had to be replaced, it would cost over $360.00. Upon researching this online, I found multiple websites that showed there was a recall (#N38), which described the problem and stated that the occupant restraint control module, if defective, would be replaced free of charge. I called Summit service, and told them about the recall and I was told that my Liberty was NOT included in the recall. HOW IS THIS POSSIBLE? I contacted Jeep directly and was told the same thing. I purchased My Liberty in August 2012, which, according to multiple sources, DOES qualify mine to be covered. I just put my daughter in that vehicle, and I cannot express my horror and disappointment in Jeep. This is MUCH bigger than the $360 I paid to have it serviced. I trusted Jeep with the safety of my daughter and you failed, miserably. You knew that recall was out there, the second the airbags failed, and the occupant restraint control module malfunctioned, you should have stepped up and covered the repair. Do you have any idea whatsoever how epic a failure this is? Not knowing what other recalls are out there, what could fail next? I trusted Jeep to keep my daughter safe, and to give me peace of mind. You gave me neither. The fact that you don't stand behind your vehicles, at least not ALL of them, is proof that the safety and well being of your customers is of absolutely no concern to you. Unless the vehicle has been in an accident, there should be no problems with the airbags. The second there's an issue, you need to step up and make it right. It's no longer about the price of the service call, that's just money. I've lost my confidence, trust and respect for you and your

products, and nothing can change that. You've taken away my piece of mind. Shame on you. Shame on every single one of you.

Sender Information:

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

From: customerassist@chrysler.com
To: [redacted]
Date: Mon Nov 09 01:06:14 EST 2015
Subject: Re: Chrysler Group LLC Customer Assistance
Dear[redacted]
Thank you for contacting the Jeep 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 FCA 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 1-877-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=KMM9428760V49174L0KM&
Original Message Follows:

US Customer Service - Jeep Brand Site
Brief Description:
2012 Jeep Liberty
Comments:
I have been a loyal Jeep customer for over a decade now, most recently (Sept 21, 2015 I purchased a new Jeep Grand Cherokee. My daughter is driving the 2012 Liberty, which is the reason for this email. On October 21 of this year, I brought the Liberty in for service, the airbag light came on and would not shut off. When I received the call from service telling me what needed to be done I was shocked. The occupant restraint control module had to be replaced, it would cost over $360.00. Upon researching this online, I found multiple websites that showed there was a recall (#N38), which described the problem and stated that the occupant restraint control module, if defective, would be replaced free of charge. I called Summit service, and told them about the recall and I was told that my Liberty was NOT included in the recall. HOW IS THIS POSSIBLE? I contacted Jeep directly and was told the same thing. I purchased My Liberty in August 2012, which,

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VIN:

CW[redacted]

Mileage:

65000

Servicing Dealer:

Summit - Oneida NY

Title:

First Name:

[redacted]

Middle Initial:

Last Name:

[redacted]

Address 1:

[redacted]

Address 2:

City:

Rome

State:

NY

Zip:

[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: 2015-12-30 17:23:36.308186
Files Not Recieved: 0

BUTTON DODGE SERVICE CENTER

1220 E Boulevard Kokomo, IN 46902 765-457-1189 fax 765-868-4014 Dealer 52488

To: Customer Care

From: Ethan /Service Advisor

ph 765-457-1189 fax 765-868-4014

Date: 12/30
3:20 PM

Total Pages Including Cover Sheet: 2 pages

Notes :

12/30/2015 4:19 PM FAX 7656864014 BUTTONSERVICE 002/002

BUTTON DODGE
1220 East Boulevard
P.O. BOX 2616
Kokomo, IN 46901-2616
Telephone: (765) 457-1189
Toll Free: (800) 575-0219
info@buttondodge.com

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

R/O Open Date	R/O Number
12/29/15	[redacted]
R/O Close Date	**Status**
12/29/15	Reprint
Mileage In	**Mileage Out**
35015	35015
Service Advisor / Tag #	
Caleb Guerre/2085	

[redacted]
KOKOMO, IN [redacted]

Work Phone	Vehicle Identification Number
	1C4PJMFK3C[redacted]
Home Phone	**Delivery Date** / **In-Service Date**
[redacted]	7/06/12 / 7/06/12

Year	Make	Model	Body	Color	License Number
2012	JEEP	LIBERTY	UT	BRILLIANT	

121018

DESCRIPTION OF SERVICE AND PARTS		AMOUNT
Email [redacted]		
#1 - MR ELEC: ELECTRICAL RELATED CONCERN ELECTRICAL/NON PCM FLASHES CONCERN ORC MODULE EITHER SOP OR BEING HELD IN PARTS. DIAG ON PREVIOUS RO 6222132		
Work performed by Chad Miller(413)		98.75
Installed 68148047AC :MODULE: OCCUPANT RESTRAINT	1@240.00	240.00
Sub Total: Labor: 98.75 Parts: 240.00 Total: 338.75		
RMOVED CENTER CONSOLE AND REPLACED ORC MODULE. REI NSTALLED CONSOLE. RETESTED OK. 1.0		
#2 - MR FREE: COMPLIMENTARY VEHICLE INSPECTION MULTI-POINT INSPECTION (ACCORDING TO MAINTENANCE INTERVAL)		
Work performed by Chad Miller(413)		.01
Sub Total: Labor: .01 Parts: .00 Total: .01		
INSPECTED RECENTLY. STILL NEED TUNE UP, AIR FILTER AND INJECTION SVC. CUSTOMER DECLINED LAST VISIT.		
#3 - MR GTIRE: 8/32" OR GREATER TREAD DEPTH TIRE TREAD DEPTH - GREEN (>6/32)		
DISCOUNT-OTHER		-.01
**********		
* Thank You *		
**********		

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	98.76
PARTS	240.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	14.81
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	16.80
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	-.01
TOTAL DUE	370.37
VISA, MC & DIS 04952C	370.36

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS

X

(C) 2003 ARCADIA, Inc. Dealership Applications Group (800)845-3626

12 30 2015 1:19 PM FAX 17655684014 BUTTONSERVICE 0002/0002

PE17-003

FLAT CHRYSLER

8/3/2017

ENCLOSURE 04

CAIR BACKUP



From: [redacted]
To: customerassist@chrysler.com
Date: Wed Jan 06 22:03:49 EST 2016
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

ORC Module & more bad!

Comments:

2012 Liberty $449 for Airbag module replacement. Light still flashes and audible ding while driving. Doors won't lock. Took back, ATC, Ser 4WD, chk eng, brake, ABS lights all on. Just turned 13000 miles. You advertise a better product than that. Help please. (Ser. Advisor Roger Rivet @ Salsbury Dodge, BR, La.- 2259229000 - Dealer #65-43378)

Sender Information:

Title:

First Name: [redacted]

Middle Initial:

Last Name: [redacted]

From: customerassist@chrysler.com
To: [redacted]
Date: Thu Jan 07 01:13:05 EST 2016
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [redacted]
Thank you for contacting the Jeep Customer Assistance Center.
We are sorry to learn you?ve had such an experience regarding the concerns mentioned in the email, and would definitely like to take the opportunity to assist you with your request.
We have reviewed your email and your concern has been forwarded to a more appropriate area for their attention and response.
A Case Manager will contact you by phone at the number provided with your email message [redacted]. If you wish to be contacted at an alternate number please advise.
FCA Group LLC 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.
This referral action will provide the best opportunity for 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 1-877-I-AM-JEEP (1-877-426-5337).
Sincerely,
Michael
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=KMM9547935V47185L0KM&
Original Message Follows:

US Customer Service - Jeep Brand Site
Brief Description:
ORC Module & more bad!
Comments:
2012 Liberty $449 for Airbag module replacement. Light still flashes and audible ding while driving. Doors won't lock. Took back, ATC, Ser 4WD, chk eng, brake, ABS lights all on. Just turned 13000 miles. You advertise a better product than that. Help please. (Ser. Advisor Roger Rivet @ Salsbury Dodge, BR, La.- 2259229000 - Dealer #65-43378)

VIN:

CW[redacted]

Mileage:

13109

Servicing Dealer:

Salsbury's Dodge

Title:

First Name:

[redacted]

Middle Initial:

Last Name:

[redacted]

Address 1:

[redacted]

Address 2:

City:

Baton Rouge

State:

LA

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: Wed Feb 17 17:08:31 EST 2016
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: Recall Information

Brief Description:

---

recall airbag failure

Comments:

My airbag warning light has come on. I called and there is a recall on my vehicle. The dealership did the software update but did not fix problem. They stated that the air bag has an internal failure of ORC, and want 450.00 to fix airbag/restrain system. According to what I gather, they should replace console or parts to fix airbag problem.

Sender Information:

Title:

First [redacted]

Middle Initial:

Last Name: [redacted]

From: customerassistre@chrysler.com
To: [redacted]T
Date: Thu Feb 18 00:42:03 EST 2016
Subject: Re: Chrysler Group LLC Customer Assistance
Dear[redacted]
Thank you for contacting the Dodge Customer Assistance Center.
Chrysler is dedicated to producing a quality product and we are saddened to hear of the issues you have had with your vehicle. Products are not put out onto the market with specific faults in mind and we cannot foresee when a vehicle may require specific maintenance outside of the suggested maintenance routines.
Our records indicate that the following recall campaign has not been performed by an authorized dealer:
N38 ACTIVE HEAD RESTRAINTS
We regret that this recall does not cover all the repairs your vehicle needs.
We realize that vehicle service expenses cannot always be predicted and as such, they are often disappointing to the vehicle owner. Within warranty parameters, Chrysler Group LLC will not hesitate to assume the repair costs; however, after the warranty terms have been exceeded, charges must be accepted by the vehicle owner.
After reviewing the matter and issues raised, your request for consideration in this matter must be declined, because the vehicle in question has exceeded the time and mileage limitations of the manufacturer's warranty at the time the expense was incurred.
We sympathize with your inconvenience and we are sorry that we cannot honor 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 1-800-4A-DODGE (1-800-423-6343).
Sincerely,
Athena
Customer Service Representative
Dodge Customer Assistance Center
For any future communications related to this email, please refer to the following information:
REFERENCE [redacted]
[redacted]
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM9610607V74123L0KM&
Original Message Follows:

Recall Information - Chrysler Brand Site
Brief Description:
recall airbag failure
Comments:
My airbag warning light has come on. I called and there is a recall on my

vehicle. The dealership did the software update but did not fix problem. They stated that the air bag has an internal failure of ORC, and want 450.00 to fix airbag/restrain system. According to what I gather, they should replace console or parts to fix airbag problem.

VIN:
CN1[redacted]
Mileage:
70435
Servicing Dealer:
Arrigo Dodge/chrysler
Title:

First Name:
[redacted]
Middle Initial:

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

City:
PORT ST LUCIE
State:
FL
Zip:
[redacted]
Email:
[redacted]
[redacted] Phone:
[redacted]

From: R[redacted]
To: customerassistre@chrysler.com
Date: Thu Feb 18 01:08:21 EST 2016
Subject: Re: Chrysler Group LLC Customer Assistance (KMM9610607V74123L0KM)
Complaint has been filed. Attorney notified. Future business lost.

Sent from my iPhone

> On Feb 18, 2016, at 12:42 AM, customerassistre <customerassistre@chrysler.com> wrote:
>
> Dear[redacted]
>
> Thank you for contacting the Dodge Customer Assistance Center.
>
> Chrysler is dedicated to producing a quality product and we are saddened
> to hear of the issues you have had with your vehicle. Products are not
> put out onto the market with specific faults in mind and we cannot
> foresee when a vehicle may require specific maintenance outside of the
> suggested maintenance routines.
>
> Our records indicate that the following recall campaign has not been
> performed by an authorized dealer:
>
> N38 ACTIVE HEAD RESTRAINTS
> We regret that this recall does not cover all the repairs your vehicle
> needs.
>
> We realize that vehicle service expenses cannot always be predicted and
> as such, they are often disappointing to the vehicle owner. Within
> warranty parameters, Chrysler Group LLC will not hesitate to assume the
> repair costs; however, after the warranty terms have been exceeded,
> charges must be accepted by the vehicle owner.
>
> After reviewing the matter and issues raised, your request for
> consideration in this matter must be declined, because the vehicle in
> question has exceeded the time and mileage limitations of the
> manufacturer's warranty at the time the expense was incurred.
>
> We sympathize with your inconvenience and we are sorry that we cannot
> honor 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 1-800-4A-DODGE (1-800-423-6343).
>
> Sincerely,
>
> Athena
>
> 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: 3[redacted]
> REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM9610607V74123L0KM&
>
>
>
> Original Message Follows:
> ----------
> Recall Information - Chrysler Brand Site
> Brief Description:
> recall airbag failure
> Comments:
> My airbag warning light has come on. I called and there is a recall on
> my
> vehicle. The dealership did the software update but did not fix
> problem.
> They stated that the air bag has an internal failure of ORC, and want
> 450.00 to fix airbag/restrain system. According to what I gather, they
> should replace console or parts to fix airbag problem.
>
>
>
> VIN:
> CN[redacted]
> Mileage:
> 70435
> Servicing Dealer:

> Arrigo Dodge/chrysler
> Title:
>
> First Name:
> [redacted]
> Middle Initial:
>
> Last Name:
> [redacted]
> Address 1:
> [redacted]
> Address 2:
>
> City:
> PORT ST LUCIE
> State:
> FL
> Zip:
> 3[redacted]
> Email:
> [redacted]
> Work Phone:
> [redacted]

PE17-003

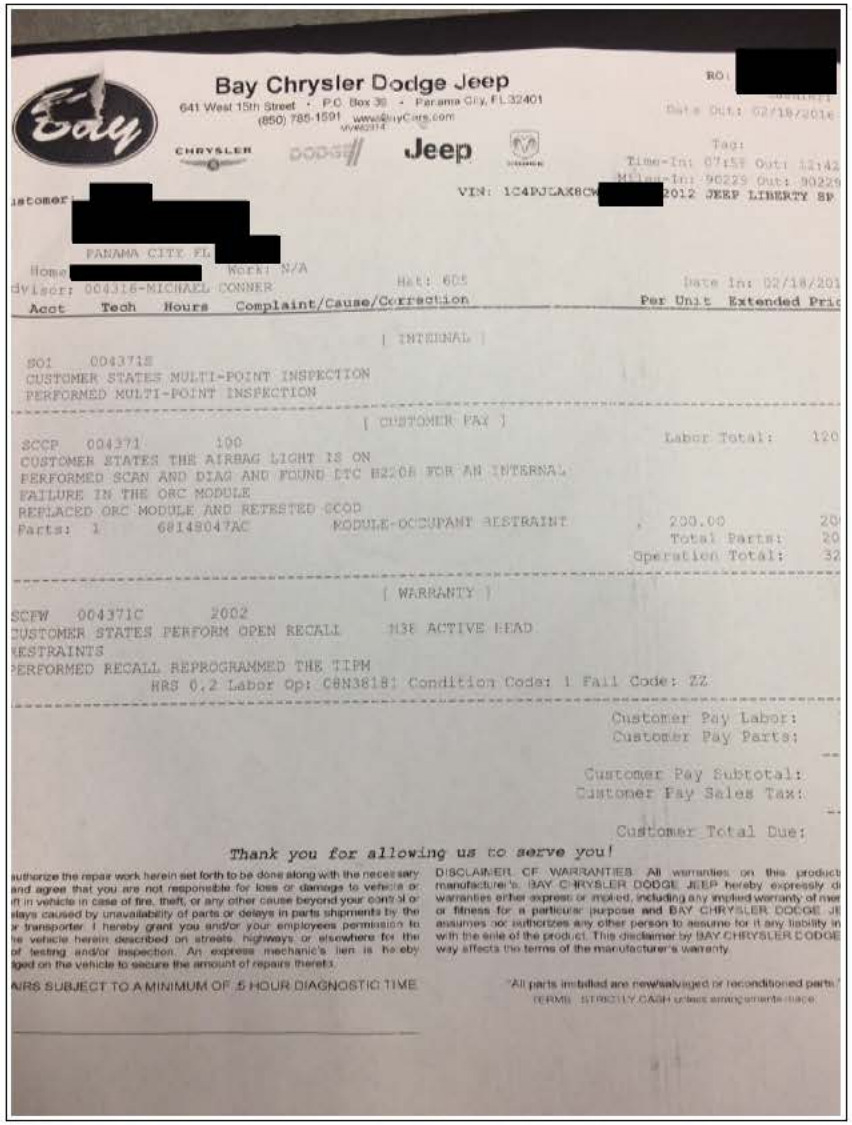
FLAT CHRYSLER

8/3/2017

ENCLOSURE 04

CAIR BACKUP





Bay Chrysler Dodge Jeep
641 West 15th Street • P.O. Box 36 • Panama City, FL 32401
(850) 785-1591 www.BayCars.com
VW0314

CHRYSLER DODGE Jeep RAM

RO: [redacted]
Date Out: 02/18/201[illegible]
Tag:
Time-In: 07:58 Out: 12:42
Mileage-In: 90229 Out: 90229
VIN: 1C4PJLAX8CW[redacted] 2012 JEEP LIBERTY SP

Customer: [redacted]
PANAMA CITY FL [redacted]
Home: [redacted] Work: N/A
Advisor: 004316-MICHAEL CONNER Hat: 605 Date In: 02/18/201

Acct	Tech	Hours	Complaint/Cause/Correction	Per Unit	Extended Pric

[INTERNAL]

SOI 004371S
CUSTOMER STATES MULTI-POINT INSPECTION
PERFORMED MULTI-POINT INSPECTION

[CUSTOMER PAY]

SCCP 004371 100 Labor Total: 120
CUSTOMER STATES THE AIRBAG LIGHT IS ON
PERFORMED SCAN AND DIAG AND FOUND LTC B2108 FOR AN INTERNAL
FAILURE IN THE ORC MODULE
REPLACED ORC MODULE AND RETESTED GCOD
Parts: 1 68148047AC MODULE-OCCUPANT RESTRAINT , 200.00 20
Total Parts: 20
Operation Total: 32

[WARRANTY]

SCFW 004371C 2002
CUSTOMER STATES PERFORM OPEN RECALL M3E ACTIVE HEAD
RESTRAINTS
PERFORMED RECALL REPROGRAMMED THE TIPM
HRS 0.2 Labor Op: C8N3818: Condition Code: 1 Fail Code: ZZ

Customer Pay Labor:
Customer Pay Parts:
Customer Pay Subtotal:
Customer Pay Sales Tax:
Customer Total Due:

Thank you for allowing us to serve you!

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

AIRS SUBJECT TO A MINIMUM OF .5 HOUR DIAGNOSTIC TIME

DISCLAIMER OF WARRANTIES: All warranties on this product manufacturer's. BAY CHRYSLER DODGE JEEP hereby expressly di warranties either express or implied, including any implied warranty of mer or fitness for a particular purpose and BAY CHRYSLER DODGE JE assumes nor authorizes any other person to assume for it any liability in with the sale of the product. This disclaimer by BAY CHRYSLER DODGE way affects the terms of the manufacturer's warranty.

*All parts installed are new/salvaged or reconditioned parts
TERMS: STRICTLY CASH unless arrangements made


Tuesday
Wednesday
Thursday
Friday
BAY INC MERC CHRY
641 W 15TH ST
PANAMA CITY, FL 32401
850-785-1591
SALE
MID: 3377 Store: 3934 Term: 2745
REF#: [redacted]
Batch #: 442 RRN: 604
02/18/16 17:36:39
Trans ID: 466049813993885
APPR CODE: 003944
[redacted]
Swiped
/
AMOUNT $342.92
APPROVED
THANK YOU
PLEASE COME AGAIN
CUSTOMER COPY
Bay
Lincoln-Hyundai-Mitsubishi-Ford
Dodge-Chrysler-Jeep
DUSTY CONNER
Service Advisor
641 W. 15th Street
Panama City, FL 32401
dusty.baydodge@gmail.com
(850) 785-1591
800-553-0892
Cell: (850) 866-3265
[CUSTOMER PAY]
BAG LIGHT IS ON
PERFORMED SCAN AND DIAG AND FOUND DTC B2208 FOR AN INTERNAL

PE17-003

FLAT CHRYSLER

8/3/2017

ENCLOSURE 04

CAIR BACKUP



Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2016-04-05 14:32:55.773455
Files Not Recieved: 0

Revised 12/18/2015

CUSTOMER CAIR PREP-SHEET

GENERAL INFORMATION

Case Manager:	REGNIER RD1106		
CAIR Number:	[redacted]	Customer:	[redacted]
Vehicle:	VIN # : 1C3CDZEG4 CN[redacted] Desc : 2012 DODGE AVENGER SXT PLUS 4-DOOR SEDAN		ISD : 06/27/2012
Customer Email:	[redacted]	COIN Updated? y	Customer Text #: NA
What is the reason the case is being opened?	Customer aware of previous N38 recall and TIPM being flashed. transmission issue and to see if N38 was related air bag light is acting up		
What does the customer want from FCA?	Assistance		
Who has the vehicle?	Owner	Is the customer in rental?	No
Does situation fall within the Warranty Goodwill Administration Process?			Yes
Has vehicle been diagnosed?	Yes	If yes, what dealer performed the diagnosis?	Dealer Code: 71-45565 Dealer Name : TURLOCK CHRYSLER DODGE JEEP RAM Dealer Phone : 888-753-6493
Original Owner?	No	Owner History: # New:	# Used: 1

VEHICLE INFORMATION

Current mileage?		Does it look accurate/make sense?	Choose an item.	WCC	536	ISD	06/27/2012
MVP Contract? (Mechanical, Maintenance, Other)?	NA						
3rd Party Service Contract?	NA					Extended Warranty?	No

VIP THIS VEHICLE HAS RETURNED FOR SERVICE WITHIN 90 DAYS	Yes	GPO P	No	Restriction?	No	Recall?	No		
Reason Codes Appropriate?	Yes	Active/Recent STAR cases?	No	Previous DM Notes?	No				
Legal or Arb case?	No	Previous CAIRS?	Yes	Tech Connect detail?	Yes				
If yes for Tech Connect, note:	62TE Transmission, Delayed Upshifts S1521000008 STAR Case Speed Control Operation On Hills S1221000012 STAR Case								

TOOLS AND ACTIONS

Who will be the best person to contact first?	Dealer	If other, specify	
What Answer Connect Articles will be used?	NA		
What information am I missing and what questions do I need to ask?	Customer needs to get the PCM/TPIM reflashed The recall could have possible addected the Airbag light. The transmission had to be rebuilt and had an EGR cod.		

Revised 12/18/2015

CUSTOMER CAIR PREP-SHEET	
What are my intentions/thoughts/direction?	02/11/2015 TRANSFER GEAR AREA REMOVED COMPOUNDER AND FOUND BEARINGS SCORED REPLACED --- RO 28053 03/30/2015 REMOVE TRANS AND TEAR DOWNFOUND LEAKING SEALS AND WORN COMPOUNDERBEARINGS BURNING OF THE CLUTCHS OH TRANSWITH ALL CLUTCHES, STEELS, REPLACED L/RPISTON AND 2/4 RETAINER, REPLACED PISTONSEALS IN COMPOUNDER REPLACED CLUTCHS INCOMPONDER, REPLACED CLUTCHES AND STEELS IN ODAND UD AND L/R 2/4. REPLACED CONVERTER.REPLACED COMPOUNDER BEARINGS AND REFLECTERAND NUT. REV FLUSHED TRANS COOLER. PERFORMEDQUICK LEARN TRANS ROAD TESTED

CURSORY LEMON LAW REVIEW	
State: California (Allows 91L escalation within 60 days OOW)	What is the alleged defect?
Is this a Final Repair Attempt (FRA) state? **Yes**	# of allowed repair attempts within the specified period? **5**
Is this a vehicle registered to a business or used for business purposes? **No**	According to GWA, # of similar/related repair attempts? **3**
Are business vehicles covered by the state lemon law? **Yes**	# of allowed days out of svc within the specified period? **30**
In your opinion, does the alleged defect substantially impair the vehicle's use, value, or safety? Choose an item.	Number of days down if known?

* * * * * * * * * Case Management - District O * * * * * * * * *
OOW: out of warranty 1 yr. 3 months 44421 Miles
MVP: NONE
Household: 1 USED

Customer is calling in because: thinks recall N38 is part is affecting airbag light to be actvated

The dealer is saying that it had nothing to do with the recall and is a different part.

Dealer Naider SA

The vehicle had an appointment last month 3/14/16 and the transmission had to be rebuilt also at the time the dealer preformed the N38 recall, if the customer is having issues with the airbag light that he should bring the vehicle back to flash update the TIPM.

Events | Claims | DM Notes |

Image	Reference #	Modified Date	Created Date	Event	CSI Survey	Type	Mileage	Status	Amount	Reason ↓
	[redacted]	02/25/2016	02/25/2016	CLAIM		WARRANTY	79340	REJECTED	$456.82	

	[redacted]	02/25/2016	02/25/2016	CLAIM		WARRANTY	79340	REJECTED	$214.54	
		12/26/2014	02/10/2015	CLAIM		WARRANTY	35596	PAID	$1,576.00	All other engines|Steering gear, Hydraulic
		12/26/2014	02/10/2015	CLAIM		WARRANTY	35596	REJECTED	$1,576.00	All other engines|Steering gear, Hydraulic
		02/25/2016	03/14/2016	CLAIM		WARRANTY	79340	PAID	$522.40	Assembly-Right or left|Includes: Replace outer wheel bearing where applicable.|Shaft, axle
		05/28/2015	06/05/2015	CLAIM		WARRANTY	51702	PAID	$766.88	Assembly-Right or left|Includes: Replace outer wheel bearing where applicable.|Shaft, axle
		07/12/2012	07/12/2012	CLAIM		PrepNV	0	PAID	$74.94	Basic Prep|Road Ready
		01/12/2015	02/10/2015	CLAIM		WARRANTY	35959	PAID	$45.86	Cross switch all|Not to be used for maintenance|Tires cross switch
		03/23/2015	03/06/2015	CAIR		TELEPHONE	43844	CLOSED	$0.00	Field Call or Email
		03/20/2015	04/01/2015	CLAIM		WARRANTY	43844	PAID	$2,392.55	Group A can be used only with Group D or E|Group A Repair|Transaxle|
		02/25/2016	03/14/2016	CLAIM		WARRANTY	79340	PAID	$1,209.73	Group E can be used only with Group A or B or C|Group E Repair (Includes Group D)|Transaxle
		11/26/2014	12/23/2014	CLAIM		WARRANTY	32918	PAID	$45.86	Module, Powertrain Control (PCM)|Module, Powertrain Control (PCM) - Reprogram|Note: Generic Controller
		10/31/2013	11/01/2013	CLAIM		SAFETY/RECALL	17576	PAID	$22.48	Reprogram TIPMCGW Module|Safety Recall N38 - Active Head Restraints
		03/23/2016	03/08/2016	CAIR		TELEPHONE	80421	REOPEN	$0.00	Transmission / Transaxle Inquiry

Hello, this is Regnier with XXXXX Customer Care. NAME OF DEALER has notified XXXXX Customer Care that your vehicle has been repaired and returned to you and I wanted to find out if everything is okay. If everything is okay, there is no need to call me back. However, I will leave your case open for 2 more days to make sure everything is to your satisfaction and then I will close your case. We also want to thank you for allowing XXXX Customer Care the opportunity to address your concern and we hope we were able to resolve your concern to your satisfaction. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case, therefore, you could possibly receive an email or telephone survey. We'd ask that you take the time to complete the survey so we'll know how we're doing and

what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a FCA customer. If you do need to contact me, please contact me at 1-800-763-8422, extension 40691. \

PE17-003

FLAT CHRYSLER

8/3/2017

ENCLOSURE 04

CAIR BACKUP



From: [redacted]
To: customerassist@chrysler.com
Date: Mon Mar 14 11:49:23 EDT 2016
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

2012 Jeep Liberty - Airbag light stays on!

Comments:

I have read on-line that many people are experiencing a problem with a failure of the airbags, causing the air bag warning light to come on and stay on. According to the Jeep dealerships, when the warning light is on, the airbags will not deploy. This recently happened to my 2012 Jeep Liberty (air bag light is on continuously). Jeep dealerships are charging customers in excess of $500 to repair and are not offering any recall or warranty coverage for the failure of this critical safety feature on this Jeep product. This failure is not any fault of the owner and is obviously a problem that Jeep has been aware of for some time. I am asking for Jeep to stand behind their products and fix this failed safety part at no cost before someone gets critically injured or killed. At the very least, Jeep should issue a recall on the 2012 Liberty for the failed part as soon as possible. In the interim, Jeep should provide financial compensation to anyone who has or will take on the repairs on their own volition before the recall. Please inform me of your intended action to remedy this issue and, if applicable, provide ample justification for any inaction. Thanks,

[redacted]
[redacted]

Sender Information:

Title:

First Name: [redacted]

Middle Initial:

Last Name: [redacted]

PE17-003

FLAT CHRYSLER

8/3/2017

ENCLOSURE 04

CAIR BACKUP



From: [redacted]
To: customerassist@chrysler.com
Date: Tue Mar 29 17:35:17 EDT 2016
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

No response from previous request

Comments:

I have not received a response from my previous request for resolution of an issue with the air bag light malfunction on my 2012 Jeep Liberty (reference number [redacted] If I do not receive a call or email with appropriate response I will address the issue directly with executive management.
Thanks.

Sender Information:

Title:

First Name: [redacted]

Middle Initial:

Last Name: [redacted]

From: customerassist@chrysler.com
To: [redacted]
Date: Wed Mar 30 01:29:13 EDT 2016
Subject: Re: Chrysler Group LLC Customer Assistance
Dear[redacted]
Thank you for contacting the Jeep Customer Assistance Center in regards to your airbag light concern.
We are sorry to hear of the problems you have encountered and your frustration in the matter is understandable.
In order for us to further assist you, we need to verify if your vehicle has been diagnosed in the last 30 days at a certified Chrysler dealership. If it has been diagnosed, please provide the name of the dealership, and the individual you have been working with.
If you have not had the vehicle diagnosed, please ensure you have a diagnosis completed. You can visit the Brand website and use the 'Find a Dealer' link to locate the nearest Chrysler dealership in your area.
Our records indicate that the following recall campaign(s) have not been performed by an authorized dealer:
N38 ACTIVE HEAD RESTRAINTS
We suggest that you contact your local Chrysler, Dodge, Jeep® and Ram dealer, or Fiat Studio, to make arrangements for an inspection and, if necessary, corrective action at no charge to you.
Please take a copy of this message with you at the time of service to aid the process. Although not required, it is recommended to bring a copy of the recall notification to your dealer's service department when you bring your vehicle in for this service.
We look forward to your response.
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,
Jenna
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=KMM9666860V15753L0KM&
Original Message Follows:

US Customer Service - Jeep Brand Site
Brief Description:
No response from previous request

Comments:
I have not received a response from my previous request for resolution of an issue with the air bag light malfunction on my 2012 Jeep Liberty (reference number 2[redacted]). If I do not receive a call or email with appropriate response I will address the issue directly with executive management. Thanks.

VIN:
0[redacted]
Mileage:
45000
Servicing Dealer:

Title:

First Name:
[redacted]
Middle Initial:

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

City:
San Antonio
State:
TX
Zip:
[redacted]
Email:
e[redacted]
Home Phone:
[redacted]

From: [redacted]m
To: customerassist@chrysler.com
Date: Fri Apr 01 17:40:06 EDT 2016
Subject: Reply to Chrysler Group LLC (KMM9666860V15753L0KM)
Reply Comments:

In response to your follow-up email regarding REFERENCE NUMBER: [redacted]
EMAIL CASE NUMBER: [redacted] I am providing the requested information: the 2012 Jeep Liberty was diagnosed at Star Dodge Chrysler Jeep in Abilene, Texas - Address: 5101 S 1st St, Abilene, TX 79605 - Phone:(325) 698-2222. The name of the service representative is Randy Fayette. The dealership performed the recall N38 ACTIVE HEAD RESTRAINTS but did not repair the air bag light. They would only repair this critical safety component for a charge of $500. We also called the Jeep customer service phone line and were told that this critical safety part was no different than tires that might wear out on our Jeep. It is very concerning that Jeep installs parts that operate critical safety functions of a vehicle that will "wear out or fail" just as a set of tires. Should someone be critically or fatally injured in an accident and the Jeep Liberty air bag did not deploy, Jeep should be held liable for being complacent with installing parts that they have been proven to fail (see blogs on the internet), even if a warning light indicates such failure has happened. Please let me know how Jeep will address this situation post haste. My next recourse will be to seek action from Jeep executive management, starting with Mr. Michael Manley, COO APAC. Thanks for your assistance.

From: customerassist@chrysler.com
To: [redacted]
Date: Fri Apr 01 23:33:04 EDT 2016
Subject: Re: Reply to Chrysler Group LLC (KMM9666860V15753L0KM)
Dear [redacted]
Thank you for confirming your recent diagnosis.
We are sorry to hear of the problems you have encountered and your frustration in the matter is understandable.
The handling of your case will require a call to the dealership. What we are going to do is contact the dealership on your behalf. We will be contacting you once the Dealer has been contacted to provide you with an update.
We appreciate your patience while we contact Star Dodge.
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,
Jenna
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=KMM9671684V67984L0KM&
Original Message Follows:

Comments:
In response to your follow-up email regarding REFERENCE NUMBER: [redacted]
EMAIL CASE NUMBER: [redacted]5, I am providing the requested information: the 2012 Jeep Liberty was diagnosed at Star Dodge Chrysler Jeep in Abilene, Texas - Address: 5101 S 1st St, Abilene, TX 79605 - Phone:(325) 698-2222. The name of the service representative is Randy Fayette. The dealership performed the recall N38 ACTIVE HEAD RESTRAINTS but did not repair the air bag light. They would only repair this critical safety component for a charge of $500. We also called the Jeep customer service phone line and were told that this critical safety part was no different than tires that might wear out on our Jeep. It is very concerning that Jeep installs parts that operate critical safety functions of a vehicle that will "wear out or fail" just as a set of tires. Should someone be critically or fatally injured in an accident and the Jeep Liberty air bag did not deploy, Jeep should be held liable for being complacent with installing parts that they

have been proven to fail (see blogs on the internet), even if a warning light indicates such failure has happened. Please let me know how Jeep will address this situation post haste. My next recourse will be to seek action from Jeep executive management, starting with Mr. Michael Manley, COO APAC. Thanks for your assistance.

Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2016-04-14 15:16:43.172232
Files Not Recieved: 0

Revised 12/18/2015

CUSTOMER CAIR PREP-SHEET

GENERAL INFORMATION

Case Manager:	**MAPLE COUVRETTE**				
CAIR Number:	[redacted]	Customer:	ERIC [redacted]		
Vehicle:	**2012 JEEP LIBERTY SPORT 4X2 SPORT UTILITY 4-DR**				
Customer Email:	[redacted]	COIN Updated?	Yes	Customer Text #:	TBD
What is the reason the case is being opened?	air bag light malfunction on my 2012 Jeep Liberty				
What does the customer want from FCA?	Assistance with repairs.				
Who has the vehicle?	Owner	Is the customer in rental?	No		
Does situation fall within the Warranty Goodwill Administration Process?	Yes				
Has vehicle been diagnosed?	Yes	If yes, what dealer performed the diagnosis?	42514		
Original Owner?	No	Owner History: # New:	0	# Used:	3

VEHICLE INFORMATION

Current mileage?	45000	Does it look accurate/make sense?	No	WCC	536				
MVP Contract? (Mechanical, Maintenance, Other)?	None								
3rd Party Service Contract?	Ask DLR					Extended Warranty?	No		
VIP	Yes	GPOP	Yes	Restriction?	No	Recall?	No		

Reason Codes Appropriate?	Yes	Active/Recent STAR cases?	No	Previous DM Notes?	No
Legal or Arb case?	No	Previous CAIRS?	Yes	Tech Connect detail?	Yes
If yes for Tech Connect, note:					

TOOLS AND ACTIONS

Who will be the best person to contact first?	Customer	If other, specify	
What Answer Connect Articles will be used?	17471		
What information am I missing and what questions do I need to ask?	DLR: Customer could have caused this concern? CUSTOMER: Expectations, vehicle locations, regular maintenance, when was the first time you noticed concern?		
What are my intentions/thoughts/direction?	Try to get issue resolved with the air bag.		

CURSORY LEMON LAW REVIEW

State: Texas	What is the alleged defect? Air bag light on
Is this a Final Repair Attempt (FRA) state? **No**	# of allowed repair attempts within the specified period? **4**
Is this a vehicle registered to a business or used for business purposes? **No**	According to GWA, # of similar/related repair attempts? **0**
Are business vehicles covered by the state lemon law? **No**	# of allowed days out of svc within the specified period? **30**
In your opinion, does the alleged defect substantially impair the vehicle's use, value, or safety? **Yes**	Number of days down if known? TBD

TEXAS LEMON LAW

COVERED VEHICLES	Motor vehicles, purchased, leased, and registered in this state, with two or more wheels, used to transport persons or property and engine transmissions or rear axles used for the same, having a GVW of 18,000 lbs. or more, whether or not attached to vehicle chassis.
USED VEHICLES	Yes.
COVERED CONSUMER	Purchaser, lessor or lessee, transferee or assignee, resident in the state, who purchased vehicle from a licensed holder or any person entitled to enforce a manufacturer's warranty. Includes active duty member of armed forces stationed in the state that registered, purchased or leased vehicle in the state.
REPAIR ATTEMPTS/ DAYS OUT OF SERVICE	4 repair attempts with 2 repairs made in 12 months/12,000 miles, whichever occurs first and the next 2 repairs in the next 12 months/12,000 miles; 2 repair attempts if serious safety hazard with at least one repair was made in the 12 months or 12,000 miles, whichever occurs first; or 30 days out of service in 24 months or 24,000 miles, whichever occurs first.
COVERAGE PERIOD	12 months/12,000 miles
NOTICE BY CONSUMER	Written notice to manufacturer required.
FINAL REPAIR ATTEMPT	Opportunity to cure before refund or replacement can be ordered.
DO REPAIRS HAVE TO HAPPEN WITHIN LL PERIOD?	No. The statute has outlined the following: 1.) 4 repair attempts to same nonconformity- 2 repairs made in 12 months/12,000 miles, whichever occurs first and the next 2 repairs in the next 12 months/12,000 miles; 2.) 2 repair attempts if serious safety hazard - At least 1 repair was made in the 12 months or 12,000 miles, whichever occurs first; 3.) 30 days out of service – at least 2 repair attempts were made in the 24 months or 24,000 miles following the date of delivery, whichever occurs first.
TIME PERIOD FOR FILING CLAIMS	6 months following earlier of (1) expiration of warranty or (2) 24 months or 24,000 miles following original delivery to a consumer.
NOTE	Lemon Law applies only to state arbitration procedure and does not provide for attorneys fees. For that reason, warranty claims where the customer is represented by counsel are typically brought under the Texas Deceptive Trade Practices Act (DTPA) and not the "Lemon Law." The presumptions under the Lemon Law do not apply to DTPA claims.

PE17-003

FLAT CHRYSLER

8/3/2017

ENCLOSURE 04

CAIR BACKUP



From: [redacted]m
To: customerassistre@chrysler.com
Date: Tue Apr 12 15:54:46 EDT 2016
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: Recall Information

Brief Description:

REcall work NOT done

Comments:

I brought my 2012 Jeep Liberty into Jeep for a recall notice that was sent to me. The airbag light never came off. The service rep, who wasn't very nice, told me all the recall was, was a code reset.
Years later my light is
still on and having other work done, I asked them if they could tell me whats wrong with it. They told me the module needs to be replaced. At the urging of friends, I looked on line and I see where that recall was to REPLACE THE MODULE! This was never done and for years now I have had to have my teenage son sit in the backseat of the Jeep due to nonworking airbag that should have been fixed... they marked my recall Complete on the system when it wasn't!
Can you please assist.

Thanks.

Sender Information:

Title:

First Name:[redacted]

Middle Initial:

Last Name:[redacted]

From: customerassistre@chrysler.com
To: [redacted]
Date: Tue Apr 12 23:02:04 EDT 2016
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [redacted],
Thank you for contacting the FCA 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.

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-FCA (1-800-247-9753).

Sincerely,
Dillon
Customer Service Representative
FCA 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=KMM9686409V16524L0KM&
Original Message Follows:

Recall Information - Jeep Brand Site
Brief Description:
REcall work NOT done
Comments:
I brought my 2012 Jeep Liberty into Jeep for a recall notice that was sent to me. The airbag light never came off. The service rep, who wasn't very nice, told me all the recall was, was a code reset. Years later my light is still on and having other work done, I asked them if they could tell me whats wrong with it. They told me the module needs to be replaced. At the urging of friends, I looked on line and I see where that recall was to REPLACE THE MODULE! This was never done and for years now I have had to have my teenage son sit in the backseat of the Jeep due to nonworking airbag that should have been fixed... they marked my recall Complete on the system when it wasn't! Can you please assist. Thanks.

VIN:
CW1[redacted]
Mileage:

70000

Servicing Dealer:

Title:

First Name:

[redacted]

Last Name:

[redacted]s

Address 1:

[redacted]

Address 2:

City:

Charlotte

State:

NC

Zip:

[redacted]

Email:

[redacted]

Work Phone:

2[redacted]

From: [redacted]
To: customerassistre@chrysler.com
Date: Wed Apr 13 06:08:12 EDT 2016
Subject: Re: Chrysler Group LLC Customer Assistance (KMM9686409V16524L0KM)
<HTML>
<BODY>
I did not get the assistance I needed... I was at work and she was going to put me on hold to call dealership and I asked her to call me back and she wouldn't so I needed to email you...

On Tuesday, April 12, 2016, customerassistre <customerassistre@chrysler.com> wrote:
<blockquote class="gmail_quote" style="margin:0 0 0 .8ex;border-left:1px #ccc solid;padding-left:1ex">Dear B[redacted]

Thank you for contacting the FCA 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.

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-FCA (1-800-247-9753).

Sincerely,

Dillon

Customer Service Representative
FCA 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=KMM9686409V16524L0KM&

Original Message Follows:

Recall Information - Jeep Brand Site
Brief Description:
REcall work NOT done
Comments:
I brought my 2012 Jeep Liberty into Jeep for a recall notice that was
sent
 to me. The airbag light never came off. The service rep, who wasn't
very
 nice, told me all the recall was, was a code reset. Years later my
light is
 still on and having other work done, I asked them if they could tell me
 whats wrong with it. They told me the module needs to be replaced. At
the
 urging of friends, I looked on line and I see where that recall was to
 REPLACE THE MODULE! This was never done and for years now I have had to
 have my teenage son sit in the backseat of the Jeep due to nonworking
 airbag that should have been fixed... they marked my recall Complete on
the
 system when it wasn't! Can you please assist. Thanks.

VIN:
CW[redacted]
Mileage:
70000
Servicing Dealer:

Title:

First Name:
[redacted]
Middle Initial:

Last Name:
[redacted]s
Address 1:

[redacted]br>
Address 2:

City:
Charlotte
State:
NC
Zip:
[redacted]
Email:
<a href="javascript:;" onclick="_e(event, 'cvml',
'b[redacted]/a>
Work Phone:
[redacted]
</blockquote>

--
Sent from Gmail Mobile

</BODY>
</HTML>

From: customerassistre@chrysler.com
To: [redacted]
Date: Wed Apr 13 23:08:15 EDT 2016
Subject: Re: Chrysler Group LLC Customer Assistance (KMM9686409V16524L0KM)
Dear [redacted],
Thank you for your response.
As you were previously advised by Shae?onna, the Recall N38 repair was the following:
For 2012 model KK vehicles: The Totally Integrated Power Module (TIPM) must be reprogrammed (flashed).
We encourage you to contact the dealership again about your Airbag light.
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-FCA (1-800-247-9753).

Sincerely,
Dillon
Customer Service Representative
FCA 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=KMM9688106V3295L0KM&
Original Message Follows:

I did not get the assistance I needed... I was at work and she was going to put me on hold to call dealership and I asked her to call me back and she wouldn't so I needed to email you...
On Tuesday, April 12, 2016, customerassistre <customerassistre@chrysler.com> wrote:
Dear [redacted]

Thank you for contacting the FCA 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.

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-FCA (1-800-247-9753).

Sincerely,

Dillon

Customer Service Representative
FCA 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=KMM9686409V16524L0KM&

Original Message Follows:

Recall Information - Jeep Brand Site
Brief Description:
REcall work NOT done
Comments:
I brought my 2012 Jeep Liberty into Jeep for a recall notice that was sent to me. The airbag light never came off. The service rep, who wasn't very nice, told me all the recall was, was a code reset. Years later my light is still on and having other work done, I asked them if they could tell me whats wrong with it. They told me the module needs to be replaced. At the urging of friends, I looked on line and I see where that recall was to REPLACE THE MODULE! This was never done and for years now I have had to have my teenage son sit in the backseat of the Jeep due to nonworking airbag that should have been fixed... they marked my recall Complete on the system when it wasn't! Can you please assist. Thanks.

VIN:
CW[redacted]

Mileage:

70000

Servicing Dealer:

Title:

First Name:

[redacted]

Last Name:

[redacted]

Address 1:

[redacted]

Address 2:

City:

Charlotte

State:

NC

Zip:

[redacted]

Email:

[redacted]

Work Phone:

[redacted]

--

Sent from Gmail Mobile

PE17-003

FLAT CHRYSLER

8/3/2017

ENCLOSURE 04

CAIR BACKUP



Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2016-04-18 14:27:24.477067
Files Not Recieved: 0

Revised 12/18/2015

CASE MANAGER WORKSHEET

GENERAL INFORMATION

Case Manager:	Luanne Vanderelburg		
CAIR Number:	[redacted]	Customer:	[redacted]
Vehicle:	**2014 CHRYSLER TOWN & COUNTRY TOURING-L WAGON**		
Customer Email:	[redacted]		
What is the reason the case is being opened?	Customer states the air bag light is on was the same concern 9/18/16 in previous case		
What does the customer want from FCA?	Customer is wanting assistance getting concern resolved		
Who has the vehicle?	Owner	Is the customer in rental?	No
Does situation fall within the Warranty Goodwill Administration Process?	Yes		
Has vehicle been diagnosed?	Yes	If yes, what dealer?	MILOSCH'S PALACE CHRYSLER JEEP,63975
Original Owner?	Yes	Owner History: # New:	16
# Used:	0		

VEHICLE INFORMATION

What is the mileage and does it look accurate/make sense? 39913	Yes	WCC	536	ISD	09/02/14		
MVP Contract? (Mechanical, Maintenance, Other)?	No						
3rd Party Service Contract?						No	
VIP	Yes	GPOP	No	Restriction?	No	Recall?	Yes
Reason Codes Appropriate?	Yes	Active/Recent STAR cases?	No	Previous DM Notes?	Yes		
Legal or Arb case?	No	Previous CAIRS?	Yes	Tech Connect detail?	No		
If yes for Tech Connect, note:							

TOOLS AND ACTIONS

Who will be the best person to contact first?	Dealer	If other, specify	
What Answer Connect Docs will be used?	None		
What information am I missing and what questions do I need to ask?	See if repairs are covered under warranty as was just completed 9/18/15		
What are my intentions/thoughts/direction?	Do what I can to assist		

LEMON LAW REVIEW

Does this vehicle appear to meet state LL requirements? **No**	Does it appear there a confirmed defect? **No**
State: MI	If yes, what is the defect(s)?
FRA state? MI	Is the defect covered under the manufacturer's warranty? **No**
Business vehicle? **No**	Number of repair attempts? **1**
# of allowed repair attempts within the specified period? **1**	Total number of days out of service **3 days**
# of allowed days out of svc within the specified period? **1**	Does the defect substantially impair the vehicle's use, value, or safety? **Yes**

PE17-003

FLAT CHRYSLER

8/3/2017

ENCLOSURE 04

CAIR BACKUP



From: [redacted]
To: customerassist@chrysler.com
Date: Mon Apr 18 11:56:24 EDT 2016
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

OCR MODULE

Comments:

I would like an explanation as to why the defective OCR module in my 2012 Liberty is not covered in the N38 recall. It took the dealer over 6 months to get my vehicle in for the recall only to tell me it was going to cost $400 (which I don't have) to fix the problem. Now I don't know if this is a safety hazard since it involves the airbags, but it doesn't give me a warm fuzzy feeling driving the vehicle with the warning light on.

Sender Information:

Title:

First Name: [redacted]

Middle Initial:

Last Name: [redacted]

From: customerassist@chrysler.com
To: [redacted]
Date: Mon Apr 18 22:52:36 EDT 2016
Subject: Re: Chrysler Group LLC Customer Assistance
[redacted]

Thank you for contacting the Jeep Customer Assistance Center.
I can understand how the dealership advising you to pay for the repair could be upsetting to you when you thought it was going to be covered under the recall and appreciate the time you have taken to bring this to our attention.
To better assist you with your concerns, we have reviewed your the recall and have found that the repair does not cover any consequential damage that is not related or a part of the recall repair. The only way the repair would normally be covered is if the condition you were experiencing was the same as the recall.
Regrettably, if the dealership has informed that you are required to pay to have the repair completed, then the concerns you are experiencing at this time are not related to the recall.
Based on this information, we're not in a position to fulfill your specific request and hope you can understand why. Of course if there is additional information that we should be considering that you haven't already shared, I definitely want to encourage you to call or email us again.
We wish we could provide you a more favorable response and thank you again for allowing us to review this matter with you.
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,
Ashley
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=KMM9694013V34356L0KM&
Original Message Follows:

US Customer Service - Jeep Brand Site
Brief Description:
OCR MODULE
Comments:
I would like an explanation as to why the defective OCR module in my 2012 Liberty is not covered in the N38 recall. It took the dealer over 6 months to get my vehicle in for the recall only to tell me it was going to cost

$400 (which I don't have) to fix the problem. Now I don't know if this is a safety hazard since it involves the airbags, but it doesn't give me a warm fuzzy feeling driving the vehicle with the warning light on.

VIN:
CW[redacted]
Mileage:
40000
Servicing Dealer:
Westborn
Title:

First Name:
[redacted]
Middle Initial:

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

City:
DEARBORN
State:
MI
Zip:
[redacted]
Email:
[redacted]
Work Phone:
3[redacted]

PE17-003

FLAT CHRYSLER

8/3/2017

ENCLOSURE 04

CAIR BACKUP



171 Chrysler Dodge Jeep Ram

244 Lewis Perkins Road
New Llano, LA 71461
Phone: (337) 404-4029
Fax: (337) 404-4023

FAX

To: Chrysler Cust Care From: 171 CDJR

Fax: 1-877-768-5076 Pages: # 5

Phone: Date: 04/25/16

Re: FCA cust Care. CC: Leigh Pruitt Service Advisor

☑ Urgent ☐ For Review ☐ Please Comment ☐ Please Reply

COMMENTS:

Cust payed 93.00 + TAX @ 10.5% = 102.77
DIAS fee.

[redacted]

PARAMOUNT COMPANY 4 LLC
171 Chrysler Dodge Jeep RAM
244 Lewis Perkins Rd.
New Llano, LA 71461
337-404-4029

[redacted]

CUSTOMER NO. [redacted]	ADVISOR LEIGH PRUITT 300003	TAG NO. 1342	INVOICE DATE 04/25/16	INVOICE NO. [redacted]	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 71,414	COLOR /	STOCK NO.
FISHER, LA [redacted]	YEAR / MAKE / MODEL 12/DODGE/AVENGER/4DR SDN SE			DELIVERY DATE	DELIVERY MILES
[redacted]	VEHICLE I.D. NO. 1C3CDZAB9C[redacted]			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P[redacted]		R.O. DATE 04/25/16	
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS			MO: 71414

JOB# 1 CHARGES----------

LABOR----------

J# 1 05CHZ ELECTRICAL HOURS: 1.00 TECH(S): 300004 93.00

C/S THE AIRBAG LIGHT IS ON
TECH FOUND THE CODE B2208 ORC INTERNAL 2
NEEDS ORC MOD REPLACED
CUST WILL RETURN UPON CONTACT FROM CHRYSLER CUST CARE3

JOB# 1 TOTALS----------

LABOR	93.00
JOB# 1 JOURNAL PREFIX CHCS JOB# 1 TOTAL	93.00

COMMENTS----------
CHRYSLER CASE #

TOTALS----------

TOTAL LABOR....	93.00
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.....	9.77
TOTAL INVOICE $	**102.77**

****
THANK YOU FOR THE CONFIDENCE YOU HAVE PLACED IN US. WE APPRECIATE THE OPPORTUNITY OF BEING ABLE TO BE OF SERVICE TO YOU.
****

AS PART OF OUR CONTINOUS IMPROVEMENT PROCESS, YOU WILL RECIEVE A QUESTIONAIRE CONCERNING THIS SERVICE VISIT. IF YOU CANNOT GRADE US ********EXCELLENT******** PLEASE LET US KNOW NOW, SO THAT WE CAN ATTEMPT TO SOLVE ANY PROBLEM THAT MAY HAVE OCCURRED.
****

[redacted]

Visa

Warranty Statement. Any warranties on the products sold hereby are those made by the manufacturer. The Seller, Paramount Company 4 LLC, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability of fitness for a particular purpose, and Paramount Company 4 LLC neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

NOT RESPONSIBLE FOR ANY CD PLAYERS, ANTENNAS, TAPE DECKS, TAPES OR ANY PERSONAL ITEMS LEFT IN THIS VEHICLE.

THANK YOU

FOR BRINGING YOUR CAR TO US FOR SERVICE

PAID:

☐ CASH
☐ CHECK
☑ C/C ☐ CHARGE

BY: DB
DATE: 4-25-16

PAGE 1 OF 1 ACCOUNTING COPY [END OF INVOICE] 09:46am

The Reynolds and Reynolds Company ERAINTINVE SEAR2538.O (09/16)

APR 25, 2016 COMMENTS Store 03 SERVC03 579/5031 3651

CUSTOMER COMMENTS
NAME: [redacted] NAME ID 54656

1.
2.
3.
4.
5.

VEHICLE COMMENTS
SERIAL # 1C3CDZAB9CN[redacted]

1. CHRYSLER CASE#[redacted]
2. FAX TO 1-877-768-5076
3. CASE WORKER IS CHYNA
4.
5.

(RETURN)

04/24/2016 23:05 FAX 0004/0005

PARAMOUNT COMPANY 3 LLC

HWY FORD

[redacted] JOHNNY B HALL MEMORIAL HIGHWAY

DERIDDER LA 70634

Customer: MARY LAROUX Home: 318-583-1555

MANY LA 71449 Mobile:

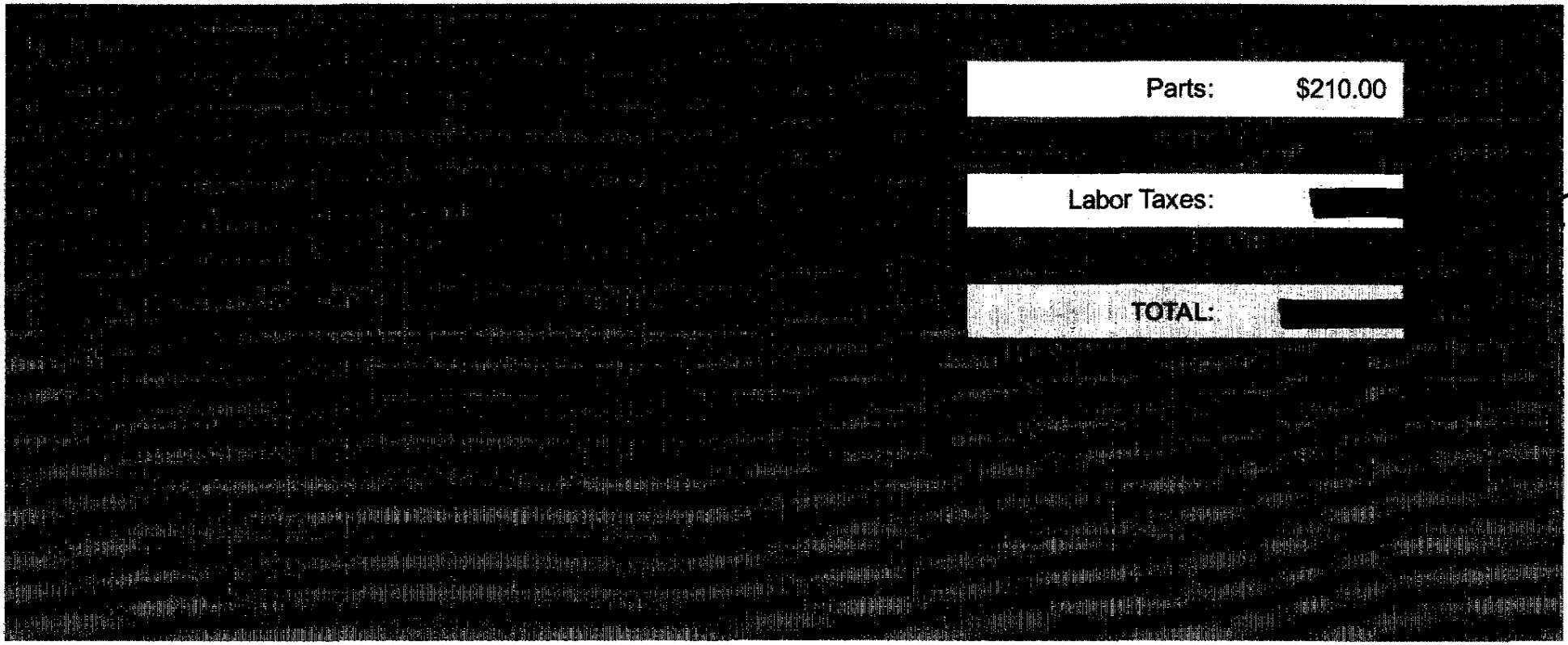
Work:

Email:

Date: 04/25/2016 09:40:28

Vehicle: 2012 Dodge Avenger 2.4L ENGINE

TYPE	DESCRIPTION	PART #	QTY	PRICE	RATE	HOURS	LINE TOTAL
Parts	OCCUPANT RESTRAINT MODULE	68186180-AC	1.0	$210.00	-	-	$210.00
Labor	REMOVE AND REPLACE ORC MOD	-	-	-	$93.00	2.0	$186.00
Sublet / Misc	DIAGNOSIS	-	-	-	-	-	$93.00



04/24/2016 23:13 FAX 0005/0005

PE17-003

FLAT CHRYSLER

8/3/2017

ENCLOSURE 04

CAIR BACKUP



Document Recieved from Customer
Cair Number: 2[redacted]
Date Received: 2016-04-27 12:53:48.504191
Files Not Recieved: 0

Please find attached documents regarding current dispute. When I spoke to Theresa she said I was correct that I should not have been charged for the ORC replacement. You can see that it is included in the recall notification I received with my vehicles VIN enclosed. Thank you for your prompt attention.

CHRYSLER

Case [redacted]

SAFETY RECALL N38 /NHTSA 13V-282
ACTIVE HEAD RESTRAINTS

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 some **2012 - 2013 model year Chrysler 200/Dodge Avenger, 2011 - 2012 model year Jeep Liberty and Dodge Nitro** vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 202a - "Head Restraints for Passenger Vehicles".

The problem is...	**The Active Head Restraints (AHR) on your vehicle (VIN: 1C4PJMFK8CW2[redacted] may not deploy during a rear end collision. As a result, these vehicles fail to conform to the requirements of Federal Motor Vehicle Safety Standard (FMVSS) No. 202a - "Head Restraints for Passenger Vehicles". This could increase the risk of injury to a front seat occupant during certain crash conditions.**
What your dealer will do...	**Chrysler will repair your vehicle free of charge (parts and labor).** To do this, your dealer will reprogram the Totally Integrated Power Module (TIPM) or replace the Occupant Restraint Control (ORC) module. 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 dealer** right away to schedule a service appointment. **Remember to 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.dodge.com or www.jeep.com.

If you have already experienced this condition and have paid to have it repaired, you may send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler Recall 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 noncompliance 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

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.

RECORDS
TIONS APPLY

ification Code [redacted]

y vehicle *(check one if*
be ok.
☐ exported
able):
address is unknown.
print the new owner's

he new owner's name
ess if it has changed):
☐ Dr.
☐ Business
MI
Code

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

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

Electronic Service Requested

IMPORTANT!
SAFETY RECALL NOTICE

IMPORTANT SAFETY RECALL INFORMATION

U.S. Department of Transportation

Issued in Accordance With Federal Law

NHTSA
www.nhtsa.gov

AUTOALL FOR AADC 07099 2/71
CW [redacted] N38 020411
[redacted]
NORTH BRUNSWICK, NJ [redacted]

020411/#69719/N38

Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2016-04-28 19:20:47.177881
Files Not Recieved: 0

Attached is additional information that you requested. Thank you for you prompt attention in this matter.

Case #[redacted]

4304 US HIGHWAY 9
FREEHOLD, NJ 07728

Merchant ID: 0052
Term #: 0001
Store #: 8739
Ref #: 6614

Sale

XXXXXXXXXXXX[redacted]
MASTERCARD
Entry Method: Chip

Total: $ 481.50

04/26/16 17:01:15
Inv #:[redacted]
Appr Code: 035058
Transaction ID: 0426MPLCBCUNW
Apprvd: Online
Batch#: 000073

Capital One
A[redacted]
TSI: 8C00
TVR: 8000008010

Customer Copy

Case [redacted]

[redacted]
N BRUNSWICK, NJ [redacted]

SERVICE ADVISOR JASON WRIGHT

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.
26APR16	26APR16		1C4PJMFK8CW[redacted]	[redacted]	T1259		26APR16	1[redacted]

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
06:47	12:05	12	JEEP LIBERTY		125.00	13AUG12	6794	6794

MILEAGE IN	MILEAGE OUT	LICENSE NO.
75603	75605	

TECH	TYPE	HOURS	LIST/UNIT	NET/UNIT	TOTAL	
A CUSTOMER STATES AIR BAG LIGHT IS ON AND HAS RECALL FOR AIR BAG						
CAUSE: F						
08N38183 REPROGRAM TIPM						
43WAR5J		0.20				(N/C)
FC: PART#: COUNT:						
CLAIM TYPE: W						
AUTH CODE:						
75603 ORC HAS INTERNAL FAULT.						
B CUST STATES PERFORM MULTI POINT INSPECTION ON VEHICE/ WHICH IS BASIC VISUAL INSPECTION ***						
27P TECHNICIAN REPLACED ORC MODULE						
43	CPJ	1.50		200.00	200.00	
1 68148047AC MODULE-OCCUPANT RESTRAINT			250.00	250.00	250.00	
75603 C/S AIRBAG LIGHT IS ON. INTERNAL FAULT IN ORC MODULE, CODE B2208. REPLACED ORC MODULE.						
C NO OTHER CONCERNS						

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!

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

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.

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

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

Case# [redacted]

[redacted]
N BRUNSWICK, NJ [redacted]

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4304 Route 9 South
FREEHOLD, NJ 07728
732-780-2900
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REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
26APR16	26APR16		1C4PJMFK8CW[redacted]	[redacted]	T1259		26APR16	[redacted]

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
06:47	12:05	12	JEEP LIBERTY		125.00	13AUG12	6794	6794

MILEAGE IN	MILEAGE OUT	LICENSE NO.
75603	75605	

TECH.	TYPE	HOURS	LIST/UNIT	NET/UNIT	DESCRIPTION	TOTAL
					NOC CUST STATES HAS READ AND AGREES WITH DESCRIPTION OF REPAIR ORDER AND HAS NO OTHER CONCERNS WITH VEHICLE ***	
43	ISP	0.00				(N/C)
					NOC CUST STATES HAS READ AND AGREES WITH DESCRIPTION OF REPAIR ORDER AND HAS NO OTHER CONCERNS WITH VEHICLE ***	
43	ISP	0.00				(N/C)

Jeep®

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

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DESCRIPTION	TOTALS
LABOR AMOUNT	200.00
PARTS AMOUNT	250.00
GAS,OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	450.00
LESS INSURANCE	0.00
SALES TAX	31.50
PLEASE PAY THIS AMOUNT	481.50

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



RECEIVED DATE: 05/04/16

POSTED DATE : 4/29

VIN (FIRST 9 DIGITS) 1C4 PJM AK7

VIN (LAST 8 DIGITS) CW[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR :

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

April 26, 2016

SCA US
Customer Care Complaint
P. O. Box 21-8004
Auburn Hills, MI 48321-8004

Dear Customer Service,

On April 4, 2015 I purchased a Certified used 2012 Jeep Liberty from Brigham Gill Chrysler Jeep Dodge in Natick, MA for $16,298 (copy of Bill-of-Sale enclosed). Since then I have returned to Brigham Gill with several problems. They sold me a car with numerous problems including a leaking main seal and a defective dist-heater housing and actuator. The latter problem was not discovered until I used the heat for the first time in the Fall of 2015 (therefore the defective heater existed at time of purchase). When I brought this to Brigham's attention, they would not replace the broken heater and charged me $768.07 (½ the cost of replacement).

In December of 2015 I then had to replace the waterpump. Brigham said the car was not under warranty and I had to pay for the repairs which cost me $231.71.

In March of 2016 I returned to Brigham Gill again because a PRINDLE bulb, which was originally replaced on December 3, 2015 at a cost of $17.89 to me was not working again. Brigham determined at that time that it was not the light bulb but the SOP Shifter Bezel and I would have to set up another appointment to have it repaired.

On April 7, 2016 I returned again to Natick (Brigham Gill) to have the SOP Shifter Bezel replaced at a cost of a $100 deductible. Each time I return to Brigham Gill with problems, I have to drive 60 miles round trip which costs several dollars in gas and in lost work time!

Enclosed with this letter are copies of all of the service invoices on my Jeep Liberty (except for the oil seal replacement which was covered under warranty.) I am writing to you today as I feel that I should be at least compensated for the broken heater and the deductible cost I paid for the broken SOP Shifter Bezel as this Jeep was supposed to be "Certified" and there were existing problems as well as new problems when I purchased it.

You can reach me on my cell if you have any questio[redacted]. My home address is on each copy of the service invoices enclosed. I look forward to speaking to someone from your office soon. Thank you for reviewing my customer complaint.

Regards,

[redacted]

Enc.

MOTOR VEHICLE PURCHASE CONTRACT

FOR CONSUMER USE ONLY

BRIGHAM GILL CHRYSLER-JEEP-DODGE
817 WORCESTER ROAD NATICK, MA 01760
508-655-4200 FAX: 508-651-3124

DEAL# 114643

DATE 04/04/2015	ORDER NO.	STOCK NO. [redacted]	SALESPERSON CAVICCHI, SCOTT
PURCHASER'S NAME(S) ("I" or "We") [redacted]		STREET ADDRESS 39 BRAE RD	
CITY/STATE/ZIP N WEYMOUTH MA [redacted]		HOME PHONE [redacted]	BUSINESS PHONE

ENTER MY ORDER FOR: ONE (QUANTITY) — NEW ☐ USED ☒ (IF APPLICABLE) — FORMER USE ☐ — DEMONSTRATOR ☐ — FORMER LEASED CAR ☐ — POLICE CAR ☐ — FORMER DAILY RENTAL ☐ — REBUILT INSURANCE TOTAL ☐ — TAXICAB ☐

Year	Make	Model Name	Body Style/Type	Model No.	Transmission	(Speeds)	Cyl.	Pass.	Doors
2012	JEEP	LIBERTY	UT	SPORT	Standard ☐ Automatic ☐	5	6	5	4

Vehicle Identification No.	Color 1st / 2nd / 3rd	Interior 1st / 2nd / 3rd	Top	Odometer mi. ☒ km. ☐	Approx. Delivery Date
1C4PJMAK7 [redacted]	WHITE			57307	

TRADE IN

Year	Make	
Model	Type	Color
V.I.N.		
Odometer	(mi. ☐ /km. ☐)	
Transmission ☐ Standard (Speeds) ___	☐ Auto	
No. of Cyl.	Pass.	Doors.
Salvage Title	Yes ☐	No ☐

PREVIOUS OWNER

City/State/Zip

LIENHOLDER

Address

City/State/Zip

Acct. No. | Check No.

Balance Due $ N/A

Additional Information-Vehicle Purchased

LIENHOLDER	TELEPHONE WORKERS
Address	100 HIGH ST
City/State/Zip	BOSTON MA 02110
INSURANCE CO.	
Agent/Branch	
Address/City	

WARRANTY INFORMATION

This vehicle carries an express warranty. Purchaser may obtain a copy of such warranty from the dealer upon request at time of order and will receive the warranty at time of delivery.

REGISTRATION FEE/TITLE FEE SALES TAX

Application for Title ☐
Application for Reg. ☒ New ☐ Transfer
Registration No.

Registration Fee	$ 60.00
Title Fee	$ 75.00
Mass. Sales Tax	$ 1043.56

*Sales Tax amount is included in right hand column only when dealership check is issued in payment of Mass. Sales Tax.

	N/A
	11/03/72
E-mail Address	SMEHLERS@COMCAST.NET
Price of Unit	$ 16298.00
Additional Equipment/Items	

Dealer Installed Accessories

In the event I fail to take delivery of the vehicle purchased by me within forty-eight (48) hours after I have been notified by you that it is ready for delivery and pay the total contract price in the manner indicated, my deposit in the amount of $ N/A may, at your option, be retained by you to compensate you in whole or in part for any loss sustained by you. Your right to retain my deposit shall be in addition to and not instead of any other right or remedy provided by applicable law including, without limiting the generality of the foregoing, the sale of the car or truck I agree to purchase. If the amount of my deposit exceeds actual damages sustained by you, you will promptly refund the difference to me.

Purchaser's Initials [ ]

ALL REBATES AND SALES INCENTIVES OFFERED BY THE MANUFACTURER OR DISTRIBUTOR ARE HEREBY ASSIGNED TO THE DEALER.

Purchaser's Initials [ ]

This contract is not binding upon either dealer or purchaser until the following conditions are met:
(1) The contract is signed by dealer or his/her authorized representative;
(2) Other: ___
(3) Other: ___

PURCHASER MAY CANCEL THIS CONTRACT AND RECEIVE A FULL REFUND AT ANY TIME UNTIL S/HE RECEIVES A COPY OF THIS CONTRACT SIGNED BY AN AUTHORIZED DEALER REPRESENTATIVE. PURCHASER MUST GIVE WRITTEN NOTICE OF CAN[redacted]

The front and back of this order comprise the entire agreement between the dealer and purchaser, and no other agreement or understanding has been made or entered into.

1. Total Price	$	16298.00
2. Discount	$	
3. Trade-In Allowance	$ N/A	
4. Rebate(s)	$	
5. Trade Difference (line 1 minus lines 2, 3 & 4)	$	16298.00
6. Documentary Fee	$	399.00
7. *Mass. Sales Tax (6.5 % of lines 5 & 6)	$	1043.56
8. Registration/Title Fee DMV FEES	$	135.00
9. Other	$	N/A
10. **TOTAL CONTRACT PRICE** (Total of lines 5, 6, 7, 8 & 9)	$	17875.56
11. Balance Due on Trade-In	$	N/A
12. **Subtotal (Total of lines 10 & 11)**	$	17875.56
13. Deposit	N/A	
14. Amount to be Financed	N/A	
15. **Cash Due on Delivery**	17875.56	
16. **TOTAL PAYMENT** (Total of lines 13, 14 &15) (line 16 must equal line 12)	$	17875.56

PURCHASER'S COPY

The Reynolds and Reynolds Company
THE PRINTER MAKES NO WARRANTY, EXPRESS OR IMPLIED, AS TO CONTENT OR FITNESS FOR PURPOSE OF THIS FORM. CONSULT YOUR OWN LEGAL COUNSEL.

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

CUSTOMER #: [redacted]

[redacted]

INVOICE

N WEYMOUTH, MA [redacted]
HOME: [redacted] CONT: [redacted]
BUS: CELL:

PAGE 1

SERVICE ADVISOR: 2577 JOHANNAH FRAENKEL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
WHITE	12	JEEP LIBERTY	1C4PJMAK7C[redacted]		57307/57307	T6566

IN SVC DATE	PROD. DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV. DATE
04APR15 DD			17:00 09APR15			CASH	09APR15

R.O. OPENED	CUST. NOTIFIED DATE	OPTIONS:	SOLD-STK: [redacted]	DLR: BRIGHAM-GILL 1) DOD
09:23 09APR15	15:26 09APR15	4.8.15 2) NONE		

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A	C/S	CK POWER STEERING RESERVIOR EMPTY CK & REPORT - SCOTT SALESMEN -						
		DELIVERY 4/11 @ 9AM.						
	39	TOPPED OFF FLUID						
			14	IUT				(N/C)
PARTS:		0.00	LABOR:	0.00	OTHER: 0.00		TOTAL LINE A:	0.00
FILLED RESERVIOR - INSPECTED FOR LEAKS NONE FOUND								
**********								
B	INSTALL AIR FILTER							
	R	B INSTALL AIR FILTER						
			14	IUT				(N/C)
	1	68037059AA	FILTER-AIR					(N/C)
PARTS:		0.00	LABOR:	0.00	OTHER: 0.00		TOTAL LINE B:	0.00
INSTALLED AIR FILTER								
**********								
C	TRANS FLUID FLUSH							
		TFLUS	TRANS FLUID FLUSH					
			14	IUT				(N/C)
	1	68218058AA	*OIL-AUTOMATICTRANSMISSIONATF+					(N/C)
PARTS:		0.00	LABOR:	0.00	OTHER: 0.00		TOTAL LINE C:	0.00
COMPLETED TRANS FLUSH								
**********								

****
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.

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

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CHRYSLER JEEP DODGE

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Natick, MA 01760
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FIVE STAR

CUSTOMER # [redacted]

[redacted]

INVOICE

N WEYMOUTH, MA [redacted]

PAGE 1

HOME: [redacted] CONT: [redacted]

BUS: CELL:

SERVICE ADVISOR: 5032 EDWARD SAUNDERS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
WHITE	12	JEEP LIBERTY	1C4PJMAK[redacted]		59538/59538	T1032

IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	P.O. NO.	RATE	PAYMENT	INV. DATE
04APR15 DD			17:00 29MAY15			CASH	29MAY15

R.O. OPENED	CUST. NOTIFIED DATE	OPTIONS:	SOLD-STK: [redacted]	DLR: BRIGHAM-GILL 1) DOD
06:42 29MAY15	11:10 29MAY15	4.8.15 2) NONE		

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A	"FREE"		VEHICLE EXTERIOR WASH					
	107		"FREE" VEHICLE EXTERIOR WASH					
		91	INCARDONE,JOHN LIC#: 2429					
			IUT					(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:		0.00

****

B	CUSTOMER STATES: THE POWER STEERING RACK IS LEAKING.							
	40		OIL FILTER LEAKING TIGHTEN AND CLEAN					
		91	INCARDONE,JOHN LIC#: 2429					
			IUT					(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:		0.00

CUSTOMER STATES: THE POWER STEERING RACK IS LEAKING. TEST FOR POWER STEERING LEAK NONE FOUND AT THIS TIME OIL WAS LEAKING FROM OIL FILTER TIGHTEN FILTER AND RETEST OK

****

C	CUSTOMER STATES: THE ENGINE HAS AN OIL LEAK.							
	40		ADD POIL DYE TO ENGINE					
		91	INCARDONE,JOHN LIC#: 2429					
			IUT					(N/C)
	1	5010042AB	*DYES-LEAK-4IN1					(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:		0.00

CUSTOMER STATES: THE ENGINE HAS AN OIL LEAK ADD OIL DYE TO ENGINE
CUSTOMER TO RETURN IN 500MILE TO INSPECT

****

****

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.

CUSTOMER

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

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CHRYSLER JEEP DODGE

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Natick, MA 01760
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3

CUSTOMER #: [redacted]

[redacted]

INVOICE

PAGE 1

N WEYMOUTH, MA [redacted]
HOME: [redacted]
BUS: CELL:

SERVICE ADVISOR: 5032 EDWARD SAUNDERS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
WHITE	12	JEEP LIBERTY	1C4PJMAK7CW[redacted]		66638/66641	T9282

IN SVC DATE	PROD DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
04APR15 DD			17:00 03DEC15			CASH	04DEC15

R.O. OPENED	CUST. NOTIFIED DATE	OPTIONS:
07:03 03DEC15	11:19 04DEC15	SOLD-STK:[redacted] DLR:BRIGHAM-GILL 1)DOD 4.8.15 2)NONE

LINE OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A CUSTOMER STATES PRINDLE LIGHTS							
28 REPLACE PRINDLE BULB							
	58	ANTONELLIS,ANTHONY LIC#: 2615					
		CPJ				14.95	14.95
1 L0000037		BULB				2.94	2.94
PARTS: 2.94	LABOR:	14.95	OTHER:	0.00	TOTAL LINE A:		17.89
CUSTOMER STATES PRINDLE LIGHTS INOP REPLACE BURNT OUT BULB							
**********							
B CUSTOMER STATES HEAT WILL NOT BLOW ON FLOOR							
47 TEST AND REPLACEDISTRIBUTION HEATER HOUSING AND ACTUATOR							
	58	ANTONELLIS,ANTHONY LIC#: 2615					
		IUT					(N/C)
1 68004022AA		HOUSING-DISTRIBUTION					(N/C)
1 68004016AA		ACTUATOR-A/C AND HEATER					(N/C)
PARTS: 0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:		0.00
CUSTOMER PAY DEDUCTIBLE FOR LINE B							750.00
CUSTOMER STATES HEAT WILL NOT BLOW ON FLOOR TEST AND REPLACE HEATER DISTRIBUTION HOUSING AND ACTUATOR 50/50 SPLIT OK TL							
**********							
C 23 POINT VEHICLE CHECK UP COUPON SPECIAL *THANKYOU*							
112 23 POINT VEHICLE CHECK UP COUPON SPECIAL *THANKYOU*							
	58	ANTONELLIS,ANTHONY LIC#: 2615					
		CPJ				0.00	0.00
PARTS: 0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:		0.00
23 POINT VEHICLE CHECK UP COUPON SPECIAL *THANKYOU* DRIVERS WINDOW SWITCH AND MOTOR, NOTE SWITCH FEELS LOOSE MOTOR BINDING							482.00
**********							

CUSTOMER

RECEIVED
DEC 08 2015
BY

EXCLUSION OF WARRANTIES

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DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	768.07

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

CUSTOMER #: [redacted]

INVOICE [redacted]

N WEYMOUTH MA [redacted]
HOM [redacted]
BUS: CELL:

SERVICE ADVISOR: 5032 EDWARD SAUNDERS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
WHITE	12	JEEP LIBERTY	1C4PJMAK7CW[redacted]		66638/66641	T9282

IN SVC DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
04APR15 DD			17:00 03DEC15			CASH	04DEC15

R.O. OPENED	CUST. NOTIFIED DATE	OPTIONS:
07:03 03DEC15	11:19 04DEC15	SOLD-STK [redacted] DLR:BRIGHAM-GILL 1)DOD 4.8.15 2)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.

4243283908B7
BRIGHAM-GILL
817 WORCESTER RD
NATICK, MA 01760
(508) 655-4200

Term ID: 004 Ref #: 008

Sale

[redacted]

MASTERCARD Entry Method: Swiped

12/05/15 12:41:44

Inv #[redacted] Appr Code: 83144C

Apprvd: Online Batch#: 000634

Total: $ 768.07

Customer Copy
THANK YOU!

CUSTOMER

EXCLUSION OF WARRANTIES

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DESCRIPTION	TOTALS
LABOR AMOUNT	14.95
PARTS AMOUNT	2.94
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	750.00
TOTAL CHARGES	767.89
LESS INSURANCE	0.00
SALES TAX	0.18
PLEASE PAY THIS AMOUNT	768.07

4

SAM'S AUTO
115 Washington St
Weymouth Ma 02188
781-331-5969
Sam's Cell 781-789-0351

Customer: [redacted]
Address:
City, State: Weymouth, MA
Day Phone:
Night Phone:
Fax:
Estimate Ref: 10683
Date: December 23, 2015
Time: 06:01 PM

Service Writer: Sam Draik
Service Tech: J M

VID: 1C4PJMAK7CV[redacted]
Mileage: 67238

Vehicle: 2015 Jeep Truck Liberty 4WD V6-3.7L

Description	Part #	Qty	Price	Extended
Water Pump				
Water Pump	53022189AC	1	64.95	64.95
Contact Dealer for most current part and price information.				
Antifreeze		1	11.95	11.95
Replace (B)			150.00	150.00

Labor Total		150.00
Parts Total		76.90
Sub-Total		226.90
Parts Tax	6.25%	4.81
Total		$ 231.71

Please keep this sale receipt for your warranty
If you have any questions or comments please
Email us at samdraik@yahoo.com or call Sam's cell 781 789 0351
We appreciate your business

Signature _____ Date _____

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

CUSTOMER #: 5[redacted]

[redacted]

INVOICE

[redacted]

N WEYMOUTH, MA [redacted]

PAGE 1

HOME [redacted]

BUS: CELL:

SERVICE ADVISOR: 1037 DAVID MARONI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
WHITE	12	JEEP LIBERTY	1C4PJMAK7CW[redacted]		69711/69711	T5978

IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
04APR15 DD			17:00 04MAR16			CASH	04MAR16

R.O. OPENED	CUST. NOTIFIED DATE	OPTIONS:
10:44 03MAR16	14:56 04MAR16	SOLD-STK:J[redacted] DLR:BRIGHAM-GILL 1)DOD 4.8.15 2)NONE

LINE OPCODE TECH TYPE HOURS				LIST	NET	TOTAL
A CUSTOMER STATES THE PRNDL BULB IS OUT AGAIN. CHECK AND REPORT						
56 ORDERED SHIFTER BEZEL.						
	58 ANTONELLIS,ANTHONY LIC#: 2615					
	IPS					(N/C)
PARTS: 0.00	LABOR: 0.00	OTHER: 0.00	TOTAL LINE A:			0.00
ORDERED SHIFTER BEZEL. WARRANTY WITH $100.00 DEDUCTIBLE.						
**********						
B CUSTOMER STATES THE REMOTE STARTER DOES NOT WORK. CHECK AND REPORT.						
57 CLASSIC DESIGN REPLACED MODULE.						
99 IPS						(N/C)
PARTS: 0.00	LABOR: 0.00	OTHER: 0.00	TOTAL LINE B:			0.00
SUBLET TO CLASSIC DESIGN TO REPLACE REMOTE START MODULE UNDER WARRANTY.						
**********						
C CLASSIC DESIGN INSTALLED REMOTE STARTER						
57 SEE LINE "B"						
99 IPS						(N/C)
PARTS: 0.00	LABOR: 0.00	OTHER: 0.00	TOTAL LINE C:			0.00
**********						
D CUSTOMER STATES THE IGNITION STAYS ON WHEN THE KEY IS OFF, VEHICLE DINGS LIKE THE KEY IS ON. CHECK AND REPORT						
57 IGNITION SORKING AS DESINGED AT THIS TIME.						
	58 ANTONELLIS,ANTHONY LIC#: 2615					
	IPS					(N/C)
PARTS: 0.00	LABOR: 0.00	OTHER: 0.00	TOTAL LINE D:			0.00
IGNITION WORKING AS DESIGNED AT THIS TIME.						
**********						
E LUBE OIL AND FILTER CHANGE						
LOS LUBE OIL AND FILTER CHANGE						
	58 ANTONELLIS,ANTHONY LIC#: 2615					
	CPJ				10.45	10.45
1 5184231AA	FILTER-ENGINE OIL			6.50	6.50	6.50
5 68055890AA	OIL			2.60	2.60	13.00
PARTS: 19.50	LABOR: 10.45	OTHER: 0.00	TOTAL LINE E:			29.95

MAR 0 5 2016

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DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	35.67

CUSTOMER COPY

CUSTOMER COPY

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

CUSTOMER #: [redacted]

[redacted]

N WEYMOUTH, MA [redacted]

HOM[redacted]

BUS: CELL:

INVOICE

PAGE 2

SERVICE ADVISOR: 1037 DAVID MARONI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
WHITE	12	JEEP LIBERTY	1C4PJMAK7CW[redacted]		69711/69711	T5978

IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
04APR15 DD			17:00 04MAR16			CASH	04MAR16

R.O. OPENED	CUST. NOTIFIED DATE	OPTIONS:
10:44 03MAR16	14:56 04MAR16	SOLD-STK: [redacted] DLR:BRIGHAM-GILL 1)DOD 4.8.15 2)NONE

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
	LUBE, OIL AND FILTER.						
	**********						
	CUSTOMER PAY ENVIR.EPA/CHG. FOR REPAIR ORDER ..						4.50

****

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

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DESCRIPTION	TOTALS
LABOR AMOUNT	10.45
PARTS AMOUNT	19.50
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	4.50
TOTAL CHARGES	34.45
LESS INSURANCE	0.00
SALES TAX	1.22
PLEASE PAY THIS AMOUNT	35.67

CUSTOMER COPY

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

CUSTOMER #[redacted]

[redacted]

INVOICE

[redacted]RS

N WEYMOUTH, MA [redacted]

PAGE 1

HOME [redacted]

BUS: CELL:

SERVICE ADVISOR: 1037 DAVID MARONI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
WHITE	12	JEEP LIBERTY	1C4PJMAK7C[redacted]		7113/7113	T7697

IN SVC. DATE	PROD. DATE	WARR. EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
04APR15	DD		WAIT 07APR16			CASH	07APR16

R.O. OPENED	CUST. NOTIFIED DATE	OPTIONS:	SOLD-STK:	DLR:
10:43 07APR16	11:22 07APR16	4.8.15 2)NONE	[redacted]	BRIGHAM-GILL 1) DOD

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A REPLACE SOP SHIFTER BEZEL.
CAUSE: INTERNAL FAILURE
21752325 Bezel, gearshift trim plate - Replace (0
- Low Skilled)
58 ANTONELLIS,ANTHONY LIC#: 2615
WPCE4 (N/C)
1 52125340AD SHIFTER-FLOOR SHIFTER (N/C)
FC: U
PART#: 52125340AD
COUNT: 1
CLAIM TYPE: W
AUTH CODE:

$100.00 Deductible

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

B 1037/58
57 INFO ONLY.
58 ANTONELLIS,ANTHONY LIC#: 2615
IPS (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

PAID
APR 07 2016
BY:

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.

CUSTOMER

CUSTOMER PAY DEDUCTIBLE FOR REPAIR ORDER 100.00

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DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	100.00
TOTAL CHARGES	100.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	100.00

CUSTOMER COPY

[redacted]

[redacted]

NO. WEYMOUTH, MA

SCA US

CUSTOMER CAR

P.O. Box

AUBURN Hill

Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2016-05-25 11:59:38.996742
Files Not Recieved: 0

Revised 12/18/2015

CASE MANAGER WORKSHEET

GENERAL INFORMATION

Case Manager:	Delilah Leany		
CAIR Number:	[redacted]	Customer:	[redacted]
Vehicle:	2012 JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR		
Customer Email:	[redacted]		

What is the reason the case is being opened?	Air module and drive side window switch need replacement		
What does the customer want from FCA?	Repair Resolution		
Who has the vehicle?	DLR	Is the customer in rental?	Don't Know
Does situation fall within the Warranty Goodwill Administration Process?	No		
Has vehicle been diagnosed?	Yes	If yes, what dealer?	

Original Owner?	No	Owner History: # New:	0	# Used:	3

VEHICLE INFORMATION

What is the mileage and does it look accurate/make sense? 71,133	No	WCC	536	ISD	05/03/2012
MVP Contract? (Mechanical, Maintenance, Other)?	None				
3rd Party Service Contract?	Don't know	Extended Warranty?	No		

VIP	Yes	GPOP	No	Restriction?	No	Recall?	No

Reason Codes Appropriate?	No	Active/Recent STAR cases?	No	Previous DM Notes?	No
Legal or Arb case?	No	Previous CAIRS?	No	Tech Connect detail?	No
If yes for Tech Connect, note:					

TOOLS AND ACTIONS

Who will be the best person to contact first?	Dealer	If other, specify	
What Answer Connect Docs will be used?			
What information am I missing and what questions do I need to ask?	Mileage? Diagnosis? Pricing? Rental? Parts ordered? ETA? Expectations?		
What are my intentions/thoughts/direction?	See if we can do some type of goodwill		

LEMON LAW REVIEW

Does this vehicle meet state LL requirements? **No**	Is there a confirmed defect? Choose an item.
State:	If yes, what is the defect(s)?
FRA state?	Is the defect covered under the manufacturer's warranty? Choose an item.
Business vehicle? Choose an item.	Number of repair attempts? Choose an item.
# of allowed repair attempts within the specified period? Choose an item.	Total number of days out of service Choose an item.
# of allowed days out of svc within the specified period? Choose an item.	Does the defect substantially impair the vehicle's use, value, or safety? Choose an item.

Document Recieved from Customer

Cair [redacted]

Date Received: 2016-06-03 12:31:13.264408

Files Not Recieved: 0

[redacted]

NORTH WEYMOUTH, MA [redacted]

FAX COVER SHEET

To: DELILAH, CASE MANAGER
JEEP CUSTOMER CARE

FROM: [redacted]

FAX 801-736-3929

PAGES: 5
(INCL. COVER)

PHONE [redacted]

DATE 3 JUNE 16

RE: CASE # [redacted]

June 3, 2016

To: Delilah Case Manager
Jeep Customer Care - Case #[redacted]

Per our recent conversations I am hoping you may proof of payment in the amount of $750.00 for replacement of the Distribution Housing and Actuator. (Diff. of $18.07 was for bulb)
This Certified Jeep was sold to me with these defective parts and not discovered until the cold weather when I first tried to use the heater.

I sincerely appreciate your help in getting reimbursement as I feel I should not have been Charged for this repair.

Thanks you so much Delilah. Could you please text me when you receive the fax.

Sincerely,

[redacted]

4241283900187
BRIGHAM-GILL
817 WORCESTER RD
NATICK, MA 01760
(508) 655-4200

Term ID: 0004 Ref #: 003

Sale

[redacted]

MASTERCARD Entry Method: Swiped

12/05/15 12:41:44
Inv #: [redacted] Appr Code: 03144C
Apprvd: Online Batch#: 000634

Total: $ 768.07

Customer Copy
THANK YOU!

BRIGHAM GILL
CHRYSLER JEEP DODGE
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PH: (508) 655-4200
Fax (508) 655-0899
www.brighamgill.com

CUSTOMER #: [redacted]

[redacted]

INVOICE

N WEYMOUTH, MA [redacted]
HOME [redacted]
BUS: CELL:

PAGE 1

SERVICE ADVISOR: 5032 EDWARD SAUNDERS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
WHITE	12	JEEP LIBERTY	1C4PJMAK7CW[redacted]		66638/66641	T9282

IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
04APR15 DD			17:00 03DEC15			CASH	04DEC15

R.O. OPENED	CUST. NOTIFIED DATE	OPTIONS:
07:03 03DEC15	11:19 04DEC15	SOLD-STK: [redacted] DLR:BRIGHAM-GILL 1)DOD 4.8.15 2)NONE

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUSTOMER STATES PRINDLE LIGHTS			
28 REPLACE PRINDLE BULB			
58 ANTONELLIS,ANTHONY LIC#: 2615			
CPJ	14.95	14.95	14.95
1 L0000037 BULB	2.94	2.94	2.94
PARTS: 2.94 LABOR: 14.95 OTHER: 0.00 TOTAL LINE A:			17.89
CUSTOMER STATES PRINDLE LIGHTS INOP REPLACE BURNT OUT BULB			
**********			
B CUSTOMER STATES HEAT WILL NOT BLOW ON FLOOR			
47 TEST AND REPLACEDISTRIBUTION HEATER HOUSING AND ACTUATOR			
58 ANTONELLIS,ANTHONY LIC#: 2615			
IUT			(N/C)
1 68004022AA HOUSING-DISTRIBUTION			(N/C)
1 68004016AA ACTUATOR-A/C AND HEATER			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:			0.00
CUSTOMER PAY DEDUCTIBLE FOR LINE B			750.00
CUSTOMER STATES HEAT WILL NOT BLOW ON FLOOR TEST AND REPLACE HEATER DISTRIBUTION HOUSING AND ACTUATOR 50/50 SPLIT CK TL			
**********			
C 23 POINT VEHICLE CHECK UP COUPON SPECIAL *THANKYOU*			
112 23 POINT VEHICLE CHECK UP COUPON SPECIAL *THANKYOU*			
58 ANTONELLIS,ANTHONY LIC#: 2615			
CPJ	0.00		0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C:			0.00
23 POINT VEHICLE CHECK UP COUPON SPECIAL *THANKYOU* DRIVERS WINDOW SWITCH AND MOTOR, NOTE SWITCH FEELS LOOSE MOTOR BINDING 482.00			
**********			

RECEIVED DEC 05 2015 BY

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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 as a licensed contractor in an environmentally safe manner.
Any charge for disposal of hazardous waste reflects our commitment to state law in addition to our desire 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	768.83

CUSTOMER #: [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] MA [redacted]

HOME: [redacted] CONT [redacted]

BUS: CELL:

SERVICE ADVISOR: 5032 EDWARD SAUNDERS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
WHITE	12	JEEP LIBERTY	1C4PJMAK7CW[redacted]		66638/66641	T9282

IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
04APR15 DD			17:00 03DEC15			CASH	04DEC15

R.O. OPENED	CUST. NOTIFIED DATE	OPTIONS:
07:03 03DEC15	11:19 04DEC15	SOLD-STK:J[redacted] DLR:BRIGHAM-GILL 1)DOD 4.8.15 2)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

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.
We charge for disposal of hazardous waste (which is customarily done) in addition to all charges for the parts/labor on a repair (environment).

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

DESCRIPTION	TOTALS
LABOR AMOUNT	14.95
PARTS AMOUNT	2.94
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	750.00
TOTAL CHARGES	767.89
LESS INSURANCE	0.00
SALES TAX	0.18
PLEASE PAY THIS AMOUNT	768.07

PE17-003

FLAT CHRYSLER

8/3/2017

ENCLOSURE 04

CAIR BACKUP



From: [redacted]
To: customerassistre@chrysler.com
Date: Thu Jun 09 18:10:35 EDT 2016
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: Recall Information

Brief Description:

INCOMPLETE ACTION TAKEN ON RECALL

Comments:

I took my car into my local dealership (Town and Country), where they said that they would take care of the recall regarding the active head restraint on my 2012 Avenger. My airbag light in my dash came on since last year, and they told me that they did the recall but that the airbag light stayed on, and that the reason is because of the occupant restraint control module. They said that would need to be replaced and that that is not covered in the recall. When I am looking at the information online regarding this recall, I have seen where it is stated that the occupant restraint control module may be replaced if needed at no charge. So, how do I get this taken care of???

Sender Information:

Title:

First Name: [redacted]

Middle Initial:

Last Name: H[redacted]

From: customerassistre@chrysler.com
To: [redacted]
Date: Fri Jun 10 06:58:28 EDT 2016
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [redacted]
Thank you for contacting the Dodge Customer Assistance Center Regarding your 2012 Dodge Avenger.
I am very sorry to learn of the problems you have encountered, and your frustration in the matter is understandable.
I will be escalating your case to involve a case manager in order to rectify your issue as quickly and efficiently as possible. We certainly do value your business and want to get this resolved for you. A case manager will contact you to address your concern further.
We look forward to addressing this matter further with you.
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 1-800-4A-DODGE (1-800-423-6343).
Sincerely,
Pam
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=KMM9761990V56308L0KM&
Original Message Follows:

Recall Information - Chrysler Brand Site
Brief Description:
INCOMPLETE ACTION TAKEN ON RECALL
Comments:
I took my car into my local dealership (Town and Country), where they said that they would take care of the recall regarding the active head restraint on my 2012 Avenger. My airbag light in my dash came on since last year, and they told me that they did the recall but that the airbag light stayed on, and that the reason is because of the occupant restraint control module. They said that would need to be replaced and that that is not covered in the recall. When I am looking at the information online regarding this recall, I have seen where it is stated that the occupant restraint control module may be replaced if needed at no charge. So, how do I get this taken care of???

VIN:

CN2[redacted]

Mileage:

81719

Servicing Dealer:

Town and Country Car and Truck Center

Title:

First Name:

[redacted]n

Middle Initial:

Last Name:

[redacted]

Address 1:

[redacted]

Address 2:

Unit 5

City:

Alamosa

State:

CO

Zip:

[redacted]

Email:

[redacted]

Home Phone:

[redacted]

Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2016-07-08 20:10:38.331700
Files Not Recieved: 0

Revised 12/18/2015

CUSTOMER CAIR PREP-SHEET

GENERAL INFORMATION

Case Manager:	Kassy Urbina				
CAIR Number:	[redacted]	Customer:	C[redacted]		
Vehicle:	**2012 DODGE AVENGER SE 4-DOOR SEDAN**				
Customer Email:	n/a	COIN Updated?	YES	Customer Text #:	[redacted]
What is the reason the case is being opened?	Air bag recall , needs head restraint repaired				
What does the customer want from FCA?	Cost assistance due to it being a recall repair.				
Who has the vehicle?	Customer	Is the customer in rental?	No		
Does situation fall within the Warranty Goodwill Administration Process?	Yes				
Has vehicle been diagnosed?	Yes	If yes, what dealer performed the diagnosis?	TOWN AND COUNTRY C G , INC		
Original Owner?	No	Owner History: # New:	0	# Used:	1

VEHICLE INFORMATION

Current mileage?	**81719**	Does it look accurate/make sense?	Yes	WCC	536	ISD	**04/18/2012**		
MVP Contract? (Mechanical, Maintenance, Other)?	None								
3rd Party Service Contract?	None					Extended Warranty?	No		
VIP	Yes	GPOP	No	Restriction?	Yes	Recall?	No		
Reason Codes Appropriate?	Yes	Active/Recent STAR cases?	No	Previous DM Notes?	No				
Legal or Arb case?	No	Previous CAIRS?	No	Tech Connect detail?	Yes				
If yes for Tech Connect, note:	Dealer/Distributor Service Instructions for: Safety Recall N38 / NHTSA 13V-282 Active Head Restraints 2012 - 2013 (JS) Chrysler 200 and Dodge Avenger (Reprogram TIPM)								

TOOLS AND ACTIONS

Who will be the best person to contact first?	Dealer	If other, specify	
What Answer Connect Articles will be used?	TAPS / **STAR** Escalations – Case Management Handling Process Answer ID 23008 | Published 02/20/2012 05:03 PM | Updated 04/20/2016 03:34 AM | Access Level All Agents What is the TAPS / **STAR** Escalations Case Management Handling Process?		
What information am I missing and what questions do I need to ask?	SM willing to help customer		
What are my intentions/thoughts/direction?	See what can be done for customer – technical support		

CURSORY LEMON LAW REVIEW

State:	CO	What is the alleged defect?	Head restraint replacement

Revised 12/18/2015

CUSTOMER CAIR PREP-SHEET	
Is this a Final Repair Attempt (FRA) state? **Yes**	# of allowed repair attempts within the specified period? **4**
Is this a vehicle registered to a business or used for business purposes? **No**	According to GWA, # of similar/related repair attempts? **0**
Are business vehicles covered by the state lemon law? **Yes**	# of allowed days out of svc within the specified period? **30**
In your opinion, does the alleged defect substantially impair the vehicle's use, value, or safety? **No**	Number of days down if known? Unknown

PE17-003

FLAT CHRYSLER

8/3/2017

ENCLOSURE 04

CAIR BACKUP



Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2016-06-13 16:33:47.376339
Files Not Recieved: 0

Revised 12/18/2015

CUSTOMER CAIR PREP-SHEET

GENERAL INFORMATION

Case Manager:	Pat Riet				
CAIR Number:	[redacted]	Customer:	[redacted]		
Vehicle:	2012 JEEP LIBERTY SPORT 4X2 SPORT UTILITY 4-DR				
Customer Email:	[redacted]	COIN Updated?	Yes	Customer Text #:	N/A
What is the reason the case is being opened?	The airbag module needs to be replaced				
What does the customer want from FCA?	Would like assistance with the repair				
Who has the vehicle?	Customer	Is the customer in rental?	No		
Does situation fall within the Warranty Goodwill Administration Process?	Yes				
Has vehicle been diagnosed?	Yes	If yes, what dealer performed the diagnosis?	WILLIE RACINE'S INC		
Original Owner?	No	Owner History:	# New: 0	# Used:	1

VEHICLE INFORMATION

Current mileage?	58632	Does it look accurate/make sense?	Yes	WCC	536	ISD	03/01/2012
MVP Contract? (Mechanical, Maintenance, Other)?	No Chrysler service contract						
3rd Party Service Contract?	Unknown			Extended Warranty?	No		
VIP	Yes	GPOP	No	Restriction?	No	Recall?	Yes
Reason Codes Appropriate?	Yes	Active/Recent STAR cases?	Yes	Previous DM Notes?	No		
Legal or Arb case?	No	Previous CAIRS?	No	Tech Connect detail?	No		
If yes for Tech Connect, note:							

TOOLS AND ACTIONS

Who will be the best person to contact first?	Dealer	If other, specify	
What Answer Connect Articles will be used?			
What information am I missing and what questions do I need to ask?	Verify mileage. Check on diagnosis and costs. See about D-12-27.		
What are my intentions/thoughts/direction?	Assist with the repair with a co-ay		

CURSORY LEMON LAW REVIEW

State:	Vermont	What is the alleged defect?	
Is this a Final Repair Attempt (FRA) state?	Choose an item.	# of allowed repair attempts within the specified period?	Choose an item.
Is this a vehicle registered to a business or used for business purposes?	Choose an item.	According to GWA, # of similar/related repair attempts?	Choose an item.

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CUSTOMER CAIR PREP-SHEET

Are business vehicles covered by the state lemon law?	Choose an item.	# of allowed days out of svc within the specified period?	Choose an item.
In your opinion, does the alleged defect substantially impair the vehicle's use, value, or safety?	Choose an item.	Number of days down if known? Unknown	**0 days**

PE17-003

FLAT CHRYSLER

8/3/2017

ENCLOSURE 04

CAIR BACKUP



From: [redacted]
To: customerassist@chrysler.com
Date: Fri Jun 17 01:50:40 EDT 2016
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Seat Belt Light

Comments:

My Air Bag light comes on. I took my 2013, 200 to dealer; they performed Recall N38. Returned to me with Air Bag Light on. I took car to my auto technician: he wants $500 to replace Occupant Restraint Module (plus dealer has to reprogram system). Recall data mentions the module in question (2011). Why isn't this problem warranted or corrected by Chrysler?

Sender Information:

Title:

First Name: [redacted]

Middle Initial:

Last Name: [redacted]

From: customerassist@chrysler.com
To: [redacted]
Date: Fri Jun 17 04:42:58 EDT 2016
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [redacted]
Thank you for contacting the FCA Customer Assistance Center.
We are very sorry to learn of the problems you are experiencing with the air bag light and completely understand how frustrating this must be. I would recommend returning to the dealership as they would need to see the vehicle in order to understand the issue that are occurring. There are always so many variables that it is not practical to diagnose your vehicle via email and I want to make sure that we identify the issues accurately for you. If the air bag light concern is deemed related to the recent recall repair, the dealership can complete the repair at no charge to you. Therefore, our dealerships are the best resource for you to utilize in the instance. If the vehicle is at the Dealership and the issues remain unresolved, please respond using your method of choice, either by phone or by using the link provided below to advise us of this information. We will be more than happy to further review your situation at that time.
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-FCA (1-800-247-9753).

Sincerely,
Carol
Customer Service Representative
FCA 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=KMM9770692V52978L0KM&
Original Message Follows:

US Customer Service - Chrysler Brand Site
Brief Description:
Seat Belt Light
Comments:
My Air Bag light comes on. I took my 2013, 200 to dealer; they performed Recall N38. Returned to me with Air Bag Light on. I took car to my auto technician: he wants $500 to replace Occupant Restraint Module (plus dealer has to reprogram system). Recall data mentions the module in question (2011). Why isn't this problem warranted or corrected by Chrysler?

VIN:

DN5[redacted]

Mileage:

86350

Servicing Dealer:

DodgeChryslerJeep of Vacavillle

Title:

First Name:

[redacted]

Middle Initial:

Last Name:

[redacted]

Address 1:

[redacted]

Address 2:

City:

Vacaville

State:

CA

Zip:

[redacted]

Email:

[redacted]

Home Phone:

[redacted]0

PE17-003

FLAT CHRYSLER

8/3/2017

ENCLOSURE 04

CAIR BACKUP



Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2016-06-22 09:53:49.463835
Files Not Recieved: 0

Revised 12/18/2015

CUSTOMER CAIR PREP-SHEET

GENERAL INFORMATION

Case Manager:	Dylan		
CAIR Number:	[redacted]	Customer:	[redacted]
Vehicle:	2012 JEEP LIBERTY		
Customer Email:	[redacted]	COIN Updated? No	Customer Text #: N/A
What is the reason the case is being opened?	Air Bag Lamp On/Flashing		
What does the customer want from FCA?	Wants issues fixed with no cost to customer		
Who has the vehicle?	Owner	Is the customer in rental?	No
Does situation fall within the Warranty Goodwill Administration Process?	Yes		
Has vehicle been diagnosed?	No	If yes, what dealer performed the diagnosis?	
Original Owner?	Yes	Owner History: # New: 7	# Used: 1

VEHICLE INFORMATION

Current mileage? Does it look accurate/make sense? 99,820	Yes	WCC:	536	ISD:	01/07/2013
MVP Contract? (Mechanical, Maintenance, Other)?	None				
3rd Party Service Contract?	Unknown	Extended Warranty?	No		
VIP Yes	GPOP No	Restriction? No	Recall? No		
Reason Codes Appropriate?	Yes	Active/Recent STAR cases?	No	Previous DM Notes?	No
Legal or Arb case?	No	Previous CAIRS?	No	Tech Connect detail?	No
If yes for Tech Connect, note:					

TOOLS AND ACTIONS

Who will be the best person to contact first?	Dealer	If other, specify	
What Answer Connect Articles will be used?	None		
What information am I missing and what questions do I need to ask?	Confirm customer's expectations		
What are my intentions/thoughts/direction?	Get issues fixed and help with costs if possible		

CURSORY LEMON LAW REVIEW

State: NY	What is the alleged defect? Airbag light
Is this a Final Repair Attempt (FRA) state? **No**	# of allowed repair attempts within the specified period? **4**
Is this a vehicle registered to a business or used for business purposes? **No**	According to GWA, # of similar/related repair attempts? **0**
Are business vehicles covered by the state lemon law? **No**	# of allowed days out of svc within the specified period? **30**
In your opinion, does the alleged defect substantially impair the vehicle's use, value, or safety? **Yes**	Number of days down if known? Unknown

PE17-003

FLAT CHRYSLER

8/3/2017

ENCLOSURE 04

CAIR BACKUP



Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2016-07-14 13:55:36.981147
Files Not Recieved: 0

Revised 12/18/2015

CASE MANAGER WORKSHEET

GENERAL INFORMATION

Case Manager:	PATTY ISAIS		
CAIR Number:	[redacted]	Customer:	M[redacted]
Vehicle:	**2012 JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR**		
Customer Email:	[redacted]		
What is the reason the case is being opened?	Air bag issue		
What does the customer want from FCA?	Customer believe that air bag issues has to do with recall N38		
Who has the vehicle?	Owner	Is the customer in rental?	No
Does situation fall within the Warranty Goodwill Administration Process?	Yes		
Has vehicle been diagnosed?	No	If yes, what dealer?	
Original Owner?	No	Owner History:1 # New: 0	# Used: 1

VEHICLE INFORMATION

What is the mileage and does it look accurate/make sense?	Yes	WCC	536	ISD	**01/28/2012**		
MVP Contract? (Mechanical, Maintenance, Other)?	None						
3rd Party Service Contract?	Unknown			Extended Warranty?	Yes		
VIP	Yes	GPOP	No	Restriction?	No	Recall?	No
Reason Codes Appropriate?	Yes	Active/Recent STAR cases?	No	Previous DM Notes?	No		
Legal or Arb case?	No	Previous CAIRS?	Yes	Tech Connect detail?	Yes		
If yes for Tech Connect, note:	Recall N38						

TOOLS AND ACTIONS

Who will be the best person to contact first?	Dealer	If other, specify	
What Answer Connect Docs will be used?	Recall N38		
What information am I missing and what questions do I need to ask?	Does the issue have anything to do with recall N38 if so will repairs be covered under warranty		
What are my intentions/thoughts/direction?	Get the vehicle back into the DLR for further diagnoses		

LEMON LAW REVIEW

Does this vehicle appear to meet state LL requirements? **No**	Does it appear there is a confirmed defect? **No**
State: CA	If yes, what is the defect(s)?
FRA state? CA	Is the defect covered under the manufacturer's warranty? **No**
Business vehicle? **No**	Number of repair attempts? **0**
# of allowed repair attempts within the specified period? **0**	Total number of days out of service **5 days**
# of allowed days out of svc within the specified period? **0**	Does the defect substantially impair the vehicle's use, value, or safety? **No**

PE17-003

FLAT CHRYSLER

8/3/2017

ENCLOSURE 04

CAIR BACKUP



Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2016-06-24 12:25:35.183564
Files Not Recieved: 0

Revised 12/18/2015

CASE MANAGER WORKSHEET

GENERAL INFORMATION

Case Manager:	Laural		
CAIR Number:	[redacted]	Customer:	[redacted]
Vehicle:	2012 JEEP LIBERTY		
Customer Email:	None		
What is the reason the case is being opened?	Air Bag Lamp On/Flashing		
What does the customer want from FCA?	Cost assistance		
Who has the vehicle?	Customer	Is the customer in rental?	No
Does situation fall within the Warranty Goodwill Administration Process?	No		
Has vehicle been diagnosed?	Yes	If yes, what dealer?	Tim Short
Original Owner?	Yes	Owner History: # New: 4	# Used: 5

VEHICLE INFORMATION

What is the mileage and does it look accurate/make sense? 38000	Choose an item.	WCC	536	ISD	8/20/12
MVP Contract? (Mechanical, Maintenance, Other)?	No				
3rd Party Service Contract?		Extended Warranty?	No		

VIP	No	GPOP	No	Restriction?	No	Recall?	Yes		
Reason Codes Appropriate?	Yes	Active/Recent STAR cases?	No	Previous DM Notes?	No				
Legal or Arb case?	No	Previous CAIRS?	No	Tech Connect detail?	Yes				
If yes for Tech Connect, note:	**CONTROLLER, Occupant Restraint (ORC) Standard Procedure (AIRBAG SYSTEM INTERMITTENT TEST)**								

TOOLS AND ACTIONS

Who will be the best person to contact first?	Dealer	If other, specify	
What Answer Connect Docs will be used?	Nothing expects recalls for ORC modules. This vehicle does not have a recall for an ORC module.		
What information am I missing and what questions do I need to ask?	Cost of repairs? Will DLR accept RA for repairs? Customer loyalty. Point of failure.		
What are my intentions/thoughts/direction?	Customer expectations. Follow thru to resolution.		

LEMON LAW REVIEW

Does this vehicle meet state LL requirements? **No**	Is there a confirmed defect? Choose an item.
State: Ky	If yes, what is the defect(s)?
FRA state? Ky	Is the defect covered under the manufacturer's warranty? Choose an item.
Business vehicle? **No**	Number of repair attempts? Choose an item.
# of allowed repair attempts within the specified period? **0**	Total number of days out of service Choose an item.
# of allowed days out of svc within the specified period? Choose an item.	Does the defect substantially impair the vehicle's use, value, or safety? Choose an item.

PE17-003

FLAT CHRYSLER

8/3/2017

ENCLOSURE 04

CAIR BACKUP



Document Recieved from Customer
Cair Number: 2[redacted]
Date Received: 2016-07-26 21:58:23.771895
Files Not Recieved: 0

Revised 12/18/2015

CASE MANAGER WORKSHEET

GENERAL INFORMATION

Case Manager:	D.J. Quilter		
CAIR Number:	[redacted]	Customer:	[redacted]
Vehicle:	2013 CHRYSLER 200 LIMITED 4-DOOR SEDAN		
Customer Email:	[redacted]		
What is the reason the case is being opened?	Air bag light concern		
What does the customer want from FCA?	Seeking cost assistance and help with rental		
Who has the vehicle?		Is the customer in rental?	no
Does situation fall within the Warranty Goodwill Administration Process?	yes		
Has vehicle been diagnosed?	yes	If yes, what dealer?	39705
Original Owner? Yes	Owner History: # New: 1	# Used:	0

VEHICLE INFORMATION

What is the mileage and does it look accurate/make sense?	39000 yes	WCC	536	ISD	01/05/2013		
MVP Contract? (Mechanical, Maintenance, Other)?	none						
3rd Party Service Contract?	none			Extended Warranty?	no		
VIP YES	GPOP N/A	Restriction?	no	Recall?	no		
Reason Codes Appropriate?	yes	Active/Recent STAR cases?	no	Previous DM Notes?	no		
Legal or Arb case?	no	Previous CAIRS?	no	Tech Connect detail?	N/A		
If yes for Tech Connect, note:							

TOOLS AND ACTIONS

Who will be the best person to contact first?	DLR	If other, specify	
What Answer Connect Docs will be used?			
What information am I missing and what questions do I need to ask?	Diagnosis – POF – pricing – expediting needed?		
What are my intentions/thoughts/direction?	Assist if able – expedite if needed – seek repair resolution		

LEMON LAW REVIEW

Does this vehicle meet state LL requirements? **No**	Is there a confirmed defect? **No**
State: MD	If yes, what is the defect(s)?
FRA state?	Is the defect covered under the manufacturer's warranty? **No**
Business vehicle? **No**	Number of repair attempts? **0**
# of allowed repair attempts within the specified period? **0**	Total number of days out of service **0 days**
# of allowed days out of svc within the specified period? **0**	Does the defect substantially impair the vehicle's use, value, or safety? **No**

PE17-003

FLAT CHRYSLER

8/3/2017

ENCLOSURE 04

CAIR BACKUP



Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2016-07-25 10:08:26.598508
Files Not Recieved: 0

Revised 12/18/2015

CUSTOMER CAIR PREP-SHEET

GENERAL INFORMATION

Case Manager:	Connor		
CAIR Number:	[redacted]	Customer:	[redacted]
Vehicle:	2012 JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR		
Customer Email:	[redacted]	COIN Updated? Yes	Customer Text #: No
What is the reason the case is being opened?	OCR is defective, customer wants ORC to be replaced for free		
What does the customer want from FCA?	To have the OCR fixed		
Who has the vehicle?	DLR	Is the customer in rental?	No
Does situation fall within the Warranty Goodwill Administration Process?	Yes		
Has vehicle been diagnosed?	Yes	If yes, what dealer performed the diagnosis?	23153
Original Owner? Yes	Owner History: # New: 9	# Used:	0

VEHICLE INFORMATION

Current mileage? Does it look accurate/make sense?	No	WCC	536	ISD	11/08/2012
MVP Contract? (Mechanical, Maintenance, Other)?	None				
3rd Party Service Contract?		Extended Warranty?	No		

VIP	Yes	GPOP	No	Restriction?	No	Recall?	Yes		
Reason Codes Appropriate?	Yes	Active/Recent STAR cases?	No	Previous DM Notes?	No				
Legal or Arb case?	No	Previous CAIRS?	Yes	Tech Connect detail?	No				
If yes for Tech Connect, note:									

TOOLS AND ACTIONS

Who will be the best person to contact first?	Dealer	If other, specify	
What Answer Connect Articles will be used?	24862 22938 17471		
What information am I missing and what questions do I need to ask?	CUSTOMER: Expectations? Issue? Reimburse? DEALER: Diagnosis? Mileage? Diagnostic fee? Defect or customer cause?		
What are my intentions/thoughts/direction?	Customer is very loyal, does not want to pay for the ORC, ORC would have to be paid for by reimbursement. DLR does not want to accept cost assistance		

CURSORY LEMON LAW REVIEW

State: New York	What is the alleged defect? ORC Module
Is this a Final Repair Attempt (FRA) state? **No**	# of allowed repair attempts <u>within</u> the specified period? **0**
Is this a vehicle registered to a business or used for business purposes? **No**	According to GWA, # of similar/related repair attempts? **0**
Are business vehicles covered by the state lemon law? **No**	# of allowed days out of svc <u>within</u> the specified period? **30**
In your opinion, does the alleged defect substantially impair the vehicle's use, value, or safety? **No**	Number of days down if known? 0

* * * * * * * * * Case Management - District T * * * * * * * *
OOW: 8 Months; 19000 Miles

MVP: None
HOUSEHOLD: 9 New, 0 Used

Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2016-07-28 13:58:51.744161
Files Not Recieved: 0

WESTBURY JEEP EAGLE IN
111 BOND ST
WESTBURY, NY 11590

07/22/2016 15:52:06

CREDIT CARD

VISA SALE

Card #	[redacted]
Chip Card:	Visa Credit
AID:	[redacted]
ATC:	0004
TC:	B6FAFAF4142937F0
SEQ #:	39
Batch #:	1379
INVOICE	[redacted]
Approval Code:	022872
Entry Method:	Chip Read
Mode:	Issuer

SALE AMOUNT $432.32

CUSTOMER COPY

CUSTOMER #: [redacted]
UNIT# 32194

[redacted]

WEST BABYLON, NY [redacted]
HOME: [redacted] CONT: [redacted]
BUS: CELL:

WESTBURY SINCE 1957
CHRYSLER Jeep DODGE

INVOICE

100 JERICHO TPKE. SALES/LEASING/FLEET (516) 997-3900
111 BOND STREET PARTS AND SERVICE (516) 333-2666
FAX: (516) 240-6558
WESTBURY, N.Y. 11590
MAKE YOUR NEXT SERVICE APOINTMENT AT: www.westburyjeep.com

WE LEASE ALL MAKES AND MODELS
THANK YOU FOR YOUR PATRONAGE

SERVICE ADVISOR: 2450 ANNA MANUZZI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BK	12	JEEP LIBERTY	1C4PJMAK2CW[redacted]		54434/54434	T1702

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06NOV12 DD			11:00 22JUL16		0.00	CASH	22JUL16

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] DLR:23153
09:23 22JUL16	14:45 22JUL16	ENG:EKG_3.7L_V6_Engine TRN:DGV_4-Spd._Automatic_VLP_42RLE_Trans

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

C Multipoint inspection (according to maintenance interval)
MPI Multipoint inspection (according to maintenance interval)
9860 ISP (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

D General Concern #1 Customer states Passenger air bag light is on check adv
MISC orc has an internal fault, replace orc module, CLEARED CODE LIGHT NO LONGER ON
9860 CPD 149.50 149.50
1 68148047AC MODULE-OCCUPANT RESTRAINT 248.50 248.50 248.50
PARTS: 248.50 LABOR: 149.50 OTHER: 0.00 TOTAL LINE D: 398.00

E Recall / CSN 1 N38 Revised Safety Recall N38 Active Head Restraints
CAUSE: 9
RECALL Recall / CSN 1 N38 Revised Safety Recall N38 Active Head Restraints
9860 WZ (N/C)
FC: PART#: COUNT:
CLAIM TYPE: W
AUTH CODE:

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

F General Concern #2 Advised customer of 135.00 diag
MISC General Concern #2 Advised customer of 135.00 diag
9860 ISP (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00

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	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
WARRANTY	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Copyright 2014 CDK Global, LLC - SERVICE INVOICE TYPE 2 - SI2C - IMAGING

CUSTOMER COPY

800763 8422
4066

CUSTOMER #: [redacted]
UNIT# 32194

[redacted]

WEST BABYLON, NY [redacted]
HOME: 6[redacted]
BUS:

INVOICE

PAGE 2

SERVICE ADVISOR: 2450 ANNA MANUZZI

WESTBURY
SINCE 1957
CHRYSLER Jeep DODGE

100 JERICHO TPKE. SALES/LEASING/FLEET (516) 997-3900
111 BOND STREET PARTS AND SERVICE (516) 333-2666
FAX: (516) 240-6558
WESTBURY, N.Y. 11590

MAKE YOUR NEXT SERVICE APOINTMENT AT:
www.westburyjeep.com

WE LEASE ALL MAKES AND MODELS

THANK YOU FOR YOUR PATRONAGE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BK	12	JEEP LIBERTY	1C4PJMAK2CW[redacted]		54434/54434	T1702

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06NOV12 DD			11:00 22JUL16		0.00	CASH	22JUL16

R.O. OPENED	READY	OPTIONS:
09:23 22JUL16	14:45 22JUL16	SOLD-STK: [redacted] DLR:23153 ENG:EKG_3.7L_V6_Engine TRN:DGV_4-Spd._Automatic_VLP_42RLE_Trans

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

THANK YOU FOR YOUR PATRONAGE
WESTBURY JEEP IS YOUR ONE-STOP SERVICE CENTER
WE MATCH ANY COMPETITORS COUPONS! WATCH FOR
OUR MONTHLY SPECIALS ONLINE AT OUR WEBSITE!
WWW.WESTBURYJEEP.COM NYS SHOP R7055541
THIS MONTH--FULL DETAILS ONLY $109.95!!!

WESTBURY SINCE 1957 CHRYSLER Jeep DODGE

PAID JUL 22 2016

Rescue and Mobile Service Available

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)

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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	149.50
PARTS AMOUNT	248.50
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
WARRANTY	0.00
TOTAL CHARGES	398.00
LESS INSURANCE	0.00
SALES TAX	34.32
PLEASE PAY THIS AMOUNT	432.32

Copyright 2014 CDK Global, LLC SERVICE INVOICE TYPE 1 - SI2C - IMAGING

CUSTOMER COPY

WESTBURY JEEP EAGLE IN
111 BOND ST
WESTBURY, NY 11590

07/22/2016 15:52:06

CREDIT CARD

VISA SALE

Card #:	[redacted]
Chip Card:	Visa Credit
AID:	A0000000031010
ATC:	0004
TC:	[redacted]
SEQ #:	39
Batch #:	1379
INVOICE	[redacted]
Approval Code:	022872
Entry Method:	Chip Read
Mode:	Issuer

SALE AMOUNT $432.32

CUSTOMER COPY

PE17-003

FLAT CHRYSLER

8/3/2017

ENCLOSURE 04

CAIR BACKUP



From: [redacted]
To: customerassist@chrysler.com
Date: Fri Jul 22 17:07:04 EDT 2016
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Faulty Airbag Module

Comments:

I had my airbag warning light go on in my Liberty. When I went to have that check out and also fix the Active Head restraints recall I found out the reason the light was on was due to the Driver's side airbag is not working. The module needs to be replaced which will cost over $800! With all the recalls on airbag issues lately, I have a huge safety concern and want this fixed. The problem is, it is way too expensive for me! I believe this is something the Jeep execs. should be aware of! I love my 5 year old Liberty, but am really feeling apprehensive to drive it because of the safety concern. It is our only family vehicle. Is there any possible way that I could get a voucher for my dealership to pay for the fix? I would really appreciate any help I could get to keep me happy and safe in my Jeep. Please contact me at your earliest convenience. Thank you.

Sender Information:

Title:

First Name: [redacted]

Middle Initial:

Last Name: [redacted]

From: customerassist@chrysler.com
To: [redacted]
Date: Sat Jul 23 21:29:30 EDT 2016
Subject: Re: Chrysler Group LLC Customer Assistance
Dear A[redacted]a,
Thank you for contacting the Jeep Customer Assistance Center.
We are sorry to learn you?ve had such an experience, and can only imagine the frustration you are feeling in regards to having replace such an expensive module.
What I would like to do is contact your dealership and find out more information. I will be in touch with you once I have contacted someone at the dealership.
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,
Jody
Customer Service Representative
Jeep 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=KMM9818294V23770L0KM&
Original Message Follows:

US Customer Service - Jeep Brand Site
Brief Description:
Faulty Airbag Module
Comments:
I had my airbag warning light go on in my Liberty. When I went to have that check out and also fix the Active Head restraints recall I found out the reason the light was on was due to the Driver's side airbag is not working. The module needs to be replaced which will cost over $800! With all the recalls on airbag issues lately, I have a huge safety concern and want this fixed. The problem is, it is way too expensive for me! I believe this is something the Jeep execs. should be aware of! I love my 5 year old Liberty, but am really feeling apprehensive to drive it because of the safety concern. It is our only family vehicle. Is there any possible way that I could get a voucher for my dealership to pay for the fix? I would really appreciate any help I could get to keep me happy and safe in my Jeep. Please contact me at your earliest convenience. Thank you.

VIN:

CW[redacted]

Mileage:

88918

Servicing Dealer:

Title:

First Name:

[redacted]

Middle Initial:

Last Name:

[redacted]

Address 1:

[redacted]

Address 2:

City:

Mason

State:

MI

Zip:

4[redacted]

Email:

[redacted]

Home Phone:

[redacted]

From: customerassist@chrysler.com
To: [redacted]
Date: Thu Jul 28 16:24:33 EDT 2016
Subject: Re: Chrysler Group LLC Customer Assistance

[redacted]

Thank you for your patience while I was looking into this for you, Andrea.
I certainly understand your frustration and safety concern with this situation with your driver airbag module. I have exhausted every avenue possible to determine what can be done for you today. I have reviewed and found that you do not fall within manufacturer's warranty, service contract, extended warranties or recalls.
I have examined your file in full however I would be unable to provide any type of cost assistance for your situation today. Is there any other information that I may not be aware of? If not, then I do hope that you understand why I am not able to provide any assistance today.
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,
Jody
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=KMM9825521V37473L0KM&
Previous Reply Follows:

[redacted]

Thank you for contacting the Jeep Customer Assistance Center.
We are sorry to learn you?ve had such an experience, and can only imagine the frustration you are feeling in regards to having replace such an expensive module.
What I would like to do is contact your dealership and find out more information. I will be in touch with you once I have contacted someone at the dealership.
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,
Jody
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=KMM9818294V23770L0KM&
Original Message Follows:

US Customer Service - Jeep Brand Site
Brief Description:
Faulty Airbag Module
Comments:
I had my airbag warning light go on in my Liberty. When I went to have that check out and also fix the Active Head restraints recall I found out the reason the light was on was due to the Driver's side airbag is not working. The module needs to be replaced which will cost over $800! With all the recalls on airbag issues lately, I have a huge safety concern and want this fixed. The problem is, it is way too expensive for me! I believe this is something the Jeep execs. should be aware of! I love my 5 year old Liberty, but am really feeling apprehensive to drive it because of the safety concern. It is our only family vehicle. Is there any possible way that I could get a voucher for my dealership to pay for the fix? I would really appreciate any help I could get to keep me happy and safe in my Jeep. Please contact me at your earliest convenience. Thank you.

VIN:
CW1[redacted]
Mileage:
88918
Servicing Dealer:

Title:

First Name:
[redacted]
Middle Initial:

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

City:

Mason

State:

MI

Zip:

[redacted]

Email:

[redacted]

Home Phone:

[redacted]

From: [redacted]
To: customerassist@chrysler.com
Date: Thu Jul 28 16:36:55 EDT 2016
Subject: Re: Chrysler Group LLC Customer Assistance (KMM9825521V37473L0KM)
<HTML>
<BODY>
When I get back from vacation I will contact the dealership and get you their information. I really appreciate you getting back with me.

On Thursday, July 28, 2016, 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 your patience while I was looking into this for you,
[redacted].

I certainly understand your frustration and safety concern with this
situation with your driver airbag module. I have exhausted every avenue
possible to determine what can be done for you today. I have reviewed
and found that you do not fall within manufacturer's warranty, service
contract, extended warranties or recalls.

I have examined your file in full however I would be unable to provide
any type of cost assistance for your situation today. Is there any other
information that I may not be aware of? If not, then I do hope that you
understand why I am not able to provide any assistance today.

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,

Jody

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]br>
REPLY LINK: <a
href="http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM9825521V37473L0KM
&"
target="_blank">http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM9825521V37
473L0KM&

Previous Reply Follows:

Dear[redacted]br>

Thank you for contacting the Jeep Customer Assistance Center.

We are sorry to learn you?ve had such an experience, and can only
imagine the frustration you are feeling in regards to having replace
such an expensive module.

What I would like to do is contact your dealership and find out more
information. I will be in touch with you once I have contacted someone
at the dealership.

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,

Jody

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=KMM9818294V23770L0KM
&"
target="_blank">http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM9818294V23

770L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site
Brief Description:
Faulty Airbag Module
Comments:
I had my airbag warning light go on in my Liberty. When I went to have
that
 check out and also fix the Active Head restraints recall I found out
the
 reason the light was on was due to the Driver's side airbag is not
working.
 The module needs to be replaced which will cost over $800! With all the
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would
 really appreciate any help I could get to keep me happy and safe in my
 Jeep. Please contact me at your earliest convenience. Thank you.

VIN:
CW[redacted]
Mileage:
88918
Servicing Dealer:

Title:

First Name:

[redacted]r>
Middle Initial:

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

City:
Mason
State:
MI
Zip:
[redacted]r>
Email:
<a href="javascript:;" onclick="_e(event, 'cvml',
'c[redacted]/a>
Home Phone:
[redacted]>
</blockquote>

</BODY>
</HTML>

From: c[redacted]
To: customerassist@chrysler.com
Date: Tue Aug 02 13:58:15 EDT 2016
Subject: Re: Chrysler Group LLC Customer Assistance (KMM9825521V37473L0KM)
This was not the response I was looking for! I was hoping Chrysler would at least help out with this expensive module that can only be fix through a dealership! My Jeep is less than 5 years old and an important safety feature has gone bad! Obviously it is something I need to fix right away, but I am very frustrated that it will be coming out of all of my pocket! PLEASE if there is any way I could get some help, I would greatly appreciate it. [redacted]

Sent from my iPad

> On Jul 28, 2016, at 4:32 PM, customerassist <customerassist@chrysler.com> wrote:
>
> Dear [redacted]
>
> Thank you for your patience while I was looking into this for you,
> Andrea.
>
> I certainly understand your frustration and safety concern with this
> situation with your driver airbag module. I have exhausted every avenue
> possible to determine what can be done for you today. I have reviewed
> and found that you do not fall within manufacturer's warranty, service
> contract, extended warranties or recalls.
>
> I have examined your file in full however I would be unable to provide
> any type of cost assistance for your situation today. Is there any other
> information that I may not be aware of? If not, then I do hope that you
> understand why I am not able to provide any assistance today.
>
> 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,
>
> Jody
>
> 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=KMM9825521V37473L0KM&
>
>
>
> Previous Reply Follows:
> ----------
> Dear [redacted]
>
> Thank you for contacting the Jeep Customer Assistance Center.
>
> We are sorry to learn you?ve had such an experience, and can only
> imagine the frustration you are feeling in regards to having replace
> such an expensive module.
>
> What I would like to do is contact your dealership and find out more
> information. I will be in touch with you once I have contacted someone
> at the dealership.
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> Thank you again for your email. Should you require additional
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>
> Sincerely,
>
> Jody
>
> 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=KMM9818294V23770L0KM&
>

>
>
> Original Message Follows:
> ----------
> US Customer Service - Jeep Brand Site
> Brief Description:
> Faulty Airbag Module
> Comments:
> I had my airbag warning light go on in my Liberty. When I went to have
> that
> check out and also fix the Active Head restraints recall I found out
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> Liberty, but am really feeling apprehensive to drive it because of the
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> way
> that I could get a voucher for my dealership to pay for the fix? I
> would
> really appreciate any help I could get to keep me happy and safe in my
> Jeep. Please contact me at your earliest convenience. Thank you.
>
>
>
> VIN:
> CW[redacted]
> Mileage:
> 88918
> Servicing Dealer:
>
> Title:
>
> First Name:
> [redacted]
> Middle Initial:

>
> Last Name:
[redacted]
> Address 1:
> [redacted]
> Address 2:
>
> City:
> Mason
> State:
> MI
> Zip:
> [redacted]
> Email:
> c[redacted]
> Home Phone:
> [redacted]

From: customerassist@chrysler.com
To: [redacted]
Date: Tue Aug 02 14:23:58 EDT 2016
Subject: Re: Chrysler Group LLC Customer Assistance (KMM9825521V37473L0KM)
Dear [redacted]
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.
Any future communication related to this issue will be retained in corporate records.
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,
Jody
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=KMM9831491V62238L0KM&
Original Message Follows:

This was not the response I was looking for! I was hoping Chrysler would at least help out with this expensive module that can only be fix through a dealership! My Jeep is less than 5 years old and an important safety feature has gone bad! Obviously it is something I need to fix right away, but I am very frustrated that it will be coming out of all of my pocket! PLEASE if there is any way I could get some help, I would greatly appreciate it. [redacted]

Sent from my iPad

> On Jul 28, 2016, at 4:32 PM, customerassist <customerassist@chrysler.com> wrote:
>
> Dear[redacted]
>
> Thank you for your patience while I was looking into this for you,
> [redacted]
>
> I certainly understand your frustration and safety concern with this
> situation with your driver airbag module. I have exhausted every avenue
> possible to determine what can be done for you today. I have reviewed
> and found that you do not fall within manufacturer's warranty, service

> contract, extended warranties or recalls.
>
> I have examined your file in full however I would be unable to provide
> any type of cost assistance for your situation today. Is there any other
> information that I may not be aware of? If not, then I do hope that you
> understand why I am not able to provide any assistance today.
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> 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,
>
> Jody
>
> 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=KMM9825521V37473L0KM&
>
>
>
> Previous Reply Follows:
> ----------
> [redacted]
>
> Thank you for contacting the Jeep Customer Assistance Center.
>
> We are sorry to learn you?ve had such an experience, and can only
> imagine the frustration you are feeling in regards to having replace
> such an expensive module.
>
> What I would like to do is contact your dealership and find out more
> information. I will be in touch with you once I have contacted someone
> at the dealership.
>

> 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,
>
> Jody
>
> 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=KMM9818294V23770L0KM&
>
>
>
> Original Message Follows:
> ----------
> US Customer Service - Jeep Brand Site
> Brief Description:
> Faulty Airbag Module
> Comments:
> I had my airbag warning light go on in my Liberty. When I went to have
> that
> check out and also fix the Active Head restraints recall I found out
> the
> reason the light was on was due to the Driver's side airbag is not
> working.
> The module needs to be replaced which will cost over $800! With all the
> recalls on airbag issues lately, I have a huge safety concern and want
> this
> fixed. The problem is, it is way too expensive for me! I believe this
> is
> something the Jeep execs. should be aware of! I love my 5 year old
> Liberty, but am really feeling apprehensive to drive it because of the
> safety concern. It is our only family vehicle. Is there any possible
> way

> that I could get a voucher for my dealership to pay for the fix? I
> would
> really appreciate any help I could get to keep me happy and safe in my
> Jeep. Please contact me at your earliest convenience. Thank you.
>
>
>
> VIN:
> CW[redacted]
> Mileage:
> 88918
> Servicing Dealer:
>
> Title:
>
> First Name:
> [redacted]
> Middle Initial:
>
> Last Name:
> [redacted]
> Address 1:
> [redacted]
> Address 2:
>
> City:
> Mason
> State:
> MI
> Zip:
> [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: 2016-09-09 13:47:22.412613
Files Not Recieved: 0

Attached is a copy of the invoice for repairs as well as a copy of the receipt that the repairs have been paid for.

[redacted]

SENECA FALLS, NY [redacted]

VEHICLE	MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
1C4PJMAK7C[redacted]	74514	74514	09/06/16 11:49	09/07/16	[redacted]

VEHICLE DESCRIPTION	TAG NO.	STATUS
2012 JEEP LIBERTY SP (BLUE)		COMPLETE

CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS
022399		.	,	03/17/14	03/17/14		Cash

HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.	RO COMMENT
[redacted]				STEVE SARRATORI (96)	

Customer Totals

Charge Description	Amount
Labor	$219.00
Parts	$237.00
SalesTax	$36.48
TOTAL CREDIT CARD	$492.48

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)

[redacted]

Finger Lakes Auto Group LLC.
dba
Finger Lakes Chrysler Dodge Jeep Ram
NYS Repair # 7113254



201 Fall St
Seneca Falls, NY 13148
Phone (315) 568-2211
fingerlakeschryslerdodgejeepram.com

[redacted]

SENECA FALLS, N[redacted]

VEHICLE ID	MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
1C4PJMAK7C[redacted]	74514	74514	09/06/16 11:49	09/07/16	[redacted]

VEHICLE DESCRIPTION	TAG NO.	STATUS
2012 JEEP LIBERTY SP (BLUE)		COMPLETE

CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS
022399				03/17/14	03/17/14		Cash

HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.	RO COMMENT
[redacted]				STEVE SARRATORI (96)	

YOU MAY RECEIVE A SURVEY FROM CHRYSLER.
IF, FOR ANY REASON YOU CANNOT GRADE US AS EXCELLENT, PLEASE CALL ME AT (315) 568-2211.

YOUR SATISFACTION IS VERY IMPORTANT TO US.
THANK YOU

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
A *	DIAG		A39		Customer	$75.00

Concern: Indicator/Warning Lights Concern [Customer states diag. Airbag light]
Cause: tech found fault code b2209 orc internal 3. tech checked bus wires.ok. has good ignition and battery positive and grounds.needs orc mod.
Correction: see line b

Line Total... $75.00

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
B +			A39		Customer	$144.00

Concern: Customer states replace orc module
Cause: airbag light is on
Correction: installed new orc module.

Part Number	Description	Qty.	Unit Price	Ext. Price
68148047AC	MODULE-OCCUPANT RESTRAINT	1	$237.00	$237.00

Parts Total... $237.00

Line Total... $381.00

Authorized Estimates

Date/Time	Amount	Authorized By	Authorization Method	Phone/Email
09/06/2016 11:49	$102.95		Initial Estimate	

434521156886
FINGER LAKES CHRYSLER
201 FALL STREET
SENECA FALLS, NY 13148
315-568-2981

Term ID: 001 Ref #: 002

Sale

[redacted]

MASTERCARD Entry Method: Swiped

09/08/16 15:20:52

Inv #[redacted] Appr Code: 041706

Apprvd: Online Batch#: 000635

Total: $ 432.48

Customer Copy
THANK YOU!

PE17-003

FLAT CHRYSLER

8/3/2017

ENCLOSURE 04

CAIR BACKUP



Phillips Jennifer (FCA)

Subject: FW: Recall Expansion Request

CAIR [redacted]9/12/16

From: Cuthbertson Lidia (FCA) **On Behalf Of** Morgan Shawn (FCA)
Sent: Monday, September 12, 2016 1:35 PM
To: MacDonald Mike (FCA); Thornton Rick (FCA)
Cc: Phillips Jennifer (FCA)
Subject: FW: Recall Expansion Request

Thank you,
Lidia

From: [redacted]
Sent: Monday, September 12, 2016 1:19 PM
To: Morgan Shawn (FCA); Betts Douglas (FCA); Marchionne Sergio (FCA)
Subject: Recall Expansion Request

Dear Mr. Sergio Marchionne, Doug Betts, and Shawn Morgan

First, thank you for taking time out of your busy schedules to read this.

My name is [redacted] and I have been a Jeep enthusiast since 2009. I currently own a 2012 Jeep Liberty Sport, which has been my most reliable vehicle yet.

I am writing to make you aware that the recall N38 does not include my model for replacement of the defective Occupant Restraint Control (OCR) Module, which is the component responsible for air bag deployment in the event of a collision.

My hopes would be that you could expand this recall to my specific case and/or continue further investigation to expand the recall to additional models and VINs. ***Doing so could potentially save lives, and prevent unnecessary litigation in the event these vehicles are involved in fatal accidents.***

Here is the situation. My vehicle is under recall N38, but only for a flash of the IPM system, which is supposed to resolve the issue. It is unfortunately not included as part of the models that require a replacement of the OCR module. My passenger air bag light remains on, even prior to flashing the system, and is throwing the code B2208 (Occupant Restraint Control Module) during diagnostic.

When a recall is put in place it is designed to resolve a manufacturer's defect in its entirety. For my vehicle to not be included as part of the models requiring replacement of this defective part is undoubtedly a clerical or investigative error on Chryslers part, and the right thing for Chrysler to do would be to re-open the investigation and/or make an exception in my circumstance.

I am not a mechanic by any means, but it is my understanding that the OCR module is not a part that wears down overtime, and that an internal failure is purely the result of defective manufacturing.

- I have reached out to my dealership in Bakersfield and Chrysler customer care, and it seems no one is willing to use any logic or common sense in resolving this very simple and uncomplicated problem; that is, the failure of my OCR module is not the result of my own doing or normal wear, but that it is the result of defective manufacturing and Chrysler's responsibility to repair under its own N38 recall.

I know you are all very busy individuals, and again I truly appreciate you taking the time to read this.

Sincerely,

[redacted]

<This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. Please notify the sender immediately by e-mail if you have received this e-mail by mistake and delete this e-mail from your system. If you are not the intended recipient you are notified that disclosing, copying, distributing or taking any action in reliance on the contents of this information is strictly prohibited.>

CJM AUTOMOTIVE GROUP, INC. dba

BAKERSFIELD CHRYSLER-JEEP

3101 Cattle Drive - Bakersfield, CA 93313

PHONE (661) 832-3000

www.drivecj.com

BAR# ARD-237158

EPA# CAL000203260

CAR # [redacted]

[redacted] ATWATER, CA 9[redacted]	ADVISOR: LETICIA	TAG NO: 324 100b	INVOICE DATE: 09/12/16	R.O. NO: C[redacted]	
	LICENSE NO	MILEAGE: 63,545	COLOR: /	TO NO	
	YEAR / MAKE / MODEL: 12/JEEP/LIBERTY/		DELIVERY DATE	DELIVERY MILES	
	VEHICLE ID NO: 1C4PJLAK4CW1[redacted]		SELLING DEALER NO	PRODUCTION DATE	
	P.V.C. NO	R.O. NO: 1	P.O. DATE: 09/10/16		
[redacted]	BUSINESS PHONE	COMMENTS		MO: 6354[redacted]	

JOB# 1 CHARGES

LABOR

J# 1 00CHZZFLASH1 FLASH UPDATE TECH(S):2452 WARRANTY

Software Flash for PCM (Flash Software 1)

perform pcm update

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CHCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

J# 2 61CHZ01 EXT TRIM CONCERN TECH(S):2452 135.00

Customer states air bag light on check and advise (Body System Trim Concern-Non-Electrical)

INTERNAL FAILURE

WHEN INSPECTING THE VEHICLE I FOUND INTERNAL CODE FOR THE ORC. INSPECTED THE FOR POWER AND GROUND AND WAS GOOD. NO PROBLEM WITH THE CONNECTOR RECOMMEND TO REPLACE THE ORC MODULE EST $ 590.00 +TAX

JOB# 2 TOTALS

LABOR 135.00

JOB# 2 JOURNAL PREFIX CHCS JOB# 2 TOTAL 135.00

JOB# 3 CHARGES

LABOR

J# 3 94CHZTIRE TIRE PRESSURE TECH(S):2452 0.00

CUSTOMER APPROVED TIRE PRESSURE ADJUSTED TO VEHICLE SPECIFICATIONS IN PSI. RESETTING TIRE PRESSURE MONITORING SYSTEMS (TPMS) IS NOT INCLUDED IN CHECKING AIR PRESSURE PERFORMED TIRE PRESSURE. ALL FOUR TIRES ARE SET AT:

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX CHCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR

J# 4 94CHZMPI 23 PT INSPECT TECH(S):2452 0.00

PERFORM 23 POINT INSPECTION.
PERFORM 23 POINT INSPECTION.
PERFORM 23 POINT INSPECTION.

JOB# 4 TOTALS

JOB# 4 JOURNAL PREFIX CHCS JOB# 4 TOTAL 0.00

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF $135.00 (+TAX)

IMPORTANT
You may receive a questionnaire from the manufacturer regarding this service visit. If for any reason you cannot grade us "Completely Satisfied" please contact our Service Manager (661) 832-3000

SERVICE DEPT HOURS:
Monday - Friday
7:00am to 6:00pm
Saturday: 8:00am to 1:00p

Thank You For Your Business

STATEMENT OF DISCLAIMER
The factory warranty constitutes all ... warranties with respect to the sale ... hereunder. The Seller hereby exp... disclaims all warranties, either expre... limited, including any implied warra... merchantability or fitness for a par... purpose. Seller neither assumes nor ... grants any other person to assume ... any liability in connection with the s... the vehicle.

The Reporting and Research Company, LP ... SF67907 ...

PAGE 1 OF 2 CUSTOMER COPY CONTINUED ON NEXT PAGE

NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

CJM AUTOMOTIVE GROUP, INC. dba
BAKERSFIELD CHRYSLER-JEEP
3101 Cattle Drive - Bakersfield, CA 93313
PHONE (661) 832-3000
www.drivecj.com

BAR# ARD-237158
EPA# CA1000203260

CUSTOMER NO: [redacted]
[redacted]
ATWATER, CA [redacted]
BUSINESS PHONE: [redacted]

ADVISOR: LETICIA
TAG NO: 324
100b
SERVICE DATE: 09/12/16
LICENSE NO:
MILEAGE: 63,545
COLOR: /
DELIVERY DATE:
DELIVERY MILES:
YEAR / MAKE / MODEL: 12/JEEP/LIBERTY/
SELLING DEALER NO:
PRODUCTION DATE:
VEHICLE I.D. NO: 1 C 4 P J L A K 4 C W [redacted]
R.O. NO: 1
R.O. DATE: 09/10/16
MO: 63545
COMMENTS:

TOTALS

TOTAL LABOR	135.00
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 $	**135.00**

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

THANK YOU FOR YOUR BUSINESS!!!

CUSTOMER SIGNATURE

CA/R # [redacted]

IMPORTANT
You may receive a questionnaire from the manufacturer regarding this service visit. If for any reason you cannot grade us "Completely Satisfied" please contact our Service Manager. (661) 832-3000

SERVICE DEPT HOURS:
Monday - Friday
7:00am to 6:00pm
Saturday: 8:00am to 1:00pm

Thank You For Your Business!

STATEMENT OF DISCLAIMER
The factory warranty constitutes all of th
warranties with respect to the sale of th
itemframe. The Seller hereby express
disclaims all warranties, either express
implied, including any implied warranty
merchantability or fitness for a particu
purpose. Seller neither assumes nor au
orides any other person to assume for
any liability in connection with the sale
itemframe.

The Reynolds and Reynolds Company (Ohio)
SF577907.0

END OF INVOICE

CUSTOMER COPY

PAGE 2 OF 2

PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

CO72 R&R 09/14

PE17-003

FLAT CHRYSLER

8/3/2017

ENCLOSURE 04

CAIR BACKUP



Document Recieved from Customer
Cair Number: 3[redacted]
Date Received: 2016-10-05 13:24:29.591762
Files Not Recieved: 0

ARMS® THOMPSON DODGE CHRYSLER JEEP

Rental Company: ENTERPRISE RENT-A-CAR
Invoice: D676398-1809
Alternate Invoice Number: 54DCGW

Bill To: N10003
THOMPSON DODGE CHRYSLER JEEP
ATTN: BILL FRIEND
1000 MERRITT BLVD
DUNDALK, MD 21222

RENTER INFORMATION:
Renter: [redacted]

RENTAL INFORMATION:
Rental Branch Location:
ENTERPRISE RENT-A-CAR (1809)
6902 EASTERN AVE.
BALTIMORE, MD 212241894
(410) 282-4211

ADDITIONAL CLAIM INFORMATION:
AP# or RO#/PO# [redacted]

Owner's Vehicle: 2013 CHRYSLER 300
Additional Driver: ECKER* THERESA*

Repair Facility:
THOMPSON DODGE/JEEP-1809
DUNDALK, MD 21222
(410) 285-7600

RENTAL DETAIL:

Rental Period: 7/25/16 to 8/3/16 (10 days)
Billed Period: 7/25/16 to 8/3/16 (10 days)

	Rate	Amount
10 DAYS @	35.38	$353.80
10 MD VLF	0.49	$4.90
1 SALES TAX	11.50%	$41.26
Total Charges:		$400.00
Less Amount Received:		$0.00
Total Amount Due:		**$400.00**

VEHICLES RENTED:

Effective Date and Time	Year	Make	Model	VIN	Starting Mileage	Ending Mileage	Mileage	Rate Charged
7/25/16 10:49 AM	2016	JEEP	RENE	ZACCJBCT9G[redacted]	1837	4057	2220	$35.38

Rental Invoice

Please Return This Portion with Remittance

Make Payment To:
ENTERPRISE RENT-A-CAR (1899)
701 WEDEMAN AVE

LINTHICUM, MD 21090-1415
Federal ID:26-4548300

Total Charges:	$400.00
Less Amount Received:	$0.00
Total Amount Due.....	**$400.00**

Please include on your check:
Invoice: D676398-1809

Welcome STACE JONES 10/5/16 Sign Out

ARMS® THOMPSON DODGE CHRYSLER JEEP

Office: 01 THOMPSON DODGE CHRYSLER JEEP File Owner: UMPLEBY, JIM

Invoicing: for BARNES, JOSHUA AP# or RO#/PO#: 866948

APPROVAL

Apply Payment To:

ENTERPRISE RENT-A-CAR (1899)
701 WEDEMAN AVE

LINTHICUM, MD 21090-1415
Federal ID:26-4548300

Total Rental $520.00
Amount Received -$0.00

Note to Self:

Print Rental Notebook

Use the "Print" button from your browser after clicking the "Printer Friendly Page" button

RENTAL:
Rental Branch Location:
ENTERPRISE RENT-A-CAR (1809)
6902 EASTERN AVE. ,
BALTIMORE, MD 21224-1894
(410) 282-4211

INVOICE:
Invoice Number: D675976-1809
Alternate Invoice Number: 4Z0GWG
Invoice Date:7/29/16

CLAIM:
Renter: BARNES, JOSHUA
AP# or RO#/PO#:

866948
Claim Type:: Unknown

Date Of Loss:
Insured Last Name:
Insured First Name:

Additional Driver:

AUTHORIZATION DETAIL:
Policy Daily Rate/
Maximum Dollars:0.00/ 0.00
Days: 13
Rate: No Limit
Direct Bill Percent: 100%
Total Authorized: **$0.00***
* Does not include taxes and surcharges

RENTAL DETAIL:
Rental Period: 7/8/16 to 7/21/16 (13 day(s))
Billed Period: 7/8/16 to 7/21/16 (13 day(s))

	Rate	Amount
13 DAYS @	35.38	$459.94
13 MD VLF	0.49	$6.37
1 SALES TAX	11.50%	$53.63
Direct Bill Percent:		100%
Total Rental:		$520.00
Amount Received:		$0.00
Total Amount Due:		**$520.00**

VEHICLES RENTED:

Effective Date and Time	Year	Make	Model	VIN	Starting Mileage	Ending Mileage	Mileage	Rate Charged
7/8/16 4:14 PM	2016	JEEP	RENE	ZACCJBCT3[redacted]	7500	8302	802	$35.38

NOTEBOOK

Extensions Request Extension Maintain Authorization

7/29/16	4:58 PM	RENTAL, BRANCH	Ticket 675976 closed on 7/21/16 at 4:22 PM.
7/29/16	4:58 PM	SYSTEM, ARMS	INVOICE RECEIVED. AMOUNT DUE $520.00
7/29/16	12:21 PM	MYER, BRIAN	Authorization changed by MYER, BRIAN at 12:21 PM. Rental extended by MYER, BRIAN at 12:21 PM for 1 day(s). Current authorized date is 7/21/16. Extended 1 days up to No Limit/day.
7/21/16	5:27 PM	RENTAL, BRANCH	BRIAN AGREED TO PAY FOR EXTRA DAY Ticket has been close pended on 7/21/16.
7/20/16	6:52 AM	UMPLEBY, JIM	Authorization changed by UMPLEBY, JIM at 6:52 AM. Extended 4 days up to No Limit/day. Last authorized day will be 7/20/16. Last day of rental set by UMPLEBY, JIM at 6:52 AM. Last Day Set --Repairs complete

7/8/16	4:23 PM	RENTAL, BRANCH	Ticket 675976 opened on 7/8/16 at 4:14 PM.
7/7/16	5:00 PM	RENTAL, BRANCH	Authorization confirmed by Enterprise at 4:00 PM. Reservation number 558782.
7/7/16	5:00 PM	UMPLEBY, JIM	Authorization sent at 5:00 PM for 8 days up to No Limit/day. Authorized by UMPLEBY, JIM. Direct Bill Authorization set at 100 % CUSTOMER PICKING UP VEHICLE ON FRIDAY,JULY 8TH AT 4PM

Enterprise® Employee Note To Self

** Time is displayed based on your local time zone: GMT-04:00*

Top Of Page

U.S. Patent No. 7,275,038 covers the Automated Rental Management System (ARMS®) and related systems and programs. Other U.S. and foreign patents pending.

CUSTOMER #: [redacted]

[redacted]

INVOICE

DUPLICATE 1
PAGE 3

THOMPSON
CHRYSLER - DODGE - JEEP
124 North Point Blvd.
Baltimore, Maryland 21224
Phone: (410) 288-3100
Fax: (410) 285-5529

8102 TIMBERBRO[redacted]
BALTI[redacted] MD [redacted]
HOME: [redacted] CONT: [redacted]
BUS: CELL: [redacted]

SERVICE ADVISOR: 73657 JIM UMPLEBY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	12	JEEP LIBERTY	1C4PJMAKXCW[redacted]		59400/59618	T521B

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19AUG12 DL			08:45 20AUG16			CASH	03AUG16

R.O. OPENED	BOOKED	OPTIONS: DLR:THOMPSON ENG:3.7_Liter
08:09 15JUN16	14:02 03AUG16	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
SHOP SUPPLIES							34.87

I ACKNOWLEDGE THAT I HAVE BEEN GIVEN A CLEAR EXPLANATION OF ALL REPAIRS PERFORMED

SIGNATURE [redacted]

RENTAL

FAX TO ZURICH

RENTAL

Fax to
1-913-604-4129

Visa

IMPORTANT
You may receive a survey from Chrysler Corporation in reference to this service visit. If for any reason you cannot grade us "Completely Satisfied" please contact Service Dept. or Service Manager.
Thank You,
THOMPSON
CHRYSLER-DODGE-JEEP
(410) 288-3100

STATEMENT OF DISCLAIMER

LIMITED EXPRESS WARRANTY
12 Months or 12,000 (on Chrysler parts only) Miles whichever comes first. All labor performed and parts replaced were necessary to perform repairs unless requested by the customer. Vehicles tested or test-driven when needed. Mechanic's work performed satisfactory. All parts are new unless otherwise specified.

DODGE P & A CODE
35 43026

CUSTOMER SIGNATURE
X

DESCRIPTION	TOTALS
LABOR AMOUNT	610.20
PARTS AMOUNT	235.75
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	34.87
TOTAL CHARGES	880.82
LESS INSURANCE	0.00
SALES TAX	16.24
PLEASE PAY THIS AMOUNT	897.06

R - SERVICE INVOICE TYPE 2 - SI2C - IMAGING

SIGNATURE COPY

CUSTOMER #: [redacted]

[redacted]

INVOICE

DUPLICATE 1
PAGE 1

THOMPSON
CHRYSLER - DODGE - JEEP
124 North Point Blvd.
Baltimore, Maryland 21224
Phone: (410) 288-3100
Fax: (410) 285-5529

[redacted]
BALTIMORE, MD [redacted]
HOME: [redacted] CONT:
BUS: CELL: [redacted]

SERVICE ADVISOR: 73657 JIM UMPLEBY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	12	JEEP LIBERTY	1C4PJMAKXCW1[redacted]		59400/59618	T521B

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19AUG12 DD			08:45 20AUG16			CASH	03AUG16

R.O. OPENED	BOOKED	OPTIONS: DLR:THOMPSON ENG:3.7_Liter
08:09 15JUN16	14:02 03AUG16	

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A	AIR BAG LIGHT COMES ON INTERMITTENTLY							
	DIAG				diagnostics and installation			
		73568			WANCOWICZ,MICHAEL D LIC#: 0496			
			CDT				234.00	234.00
	1	68148047AC			MODULE-OCCUPANT RESTRAINT	214.00	214.00	214.00
PARTS:		214.00	LABOR:	234.00	OTHER: 0.00	TOTAL LINE A:		448.00
					**********			
B	DTC Perform DTC Inspection							
	DTC b2207 orc internal failure and also can bus codes							
		73568			WANCOWICZ,MICHAEL D LIC#: 0496			
			CDT				0.00	0.00
PARTS:		0.00	LABOR:	0.00	OTHER: 0.00	TOTAL LINE B:		0.00
	59400 LIBERTY WILL HAVE TO PROGRESS FURTHER TO CONTINUE DIAGNOSTICS							
					**********			
C	FS1 Flash Software 1 Software Flash for PCM							
	FS1				Flash Software 1 Software Flash for PCM			
		73568			WANCOWICZ,MICHAEL D LIC#: 0496			
			CDT				0.00	0.00
PARTS:		0.00	LABOR:	0.00	OTHER: 0.00	TOTAL LINE C:		0.00
					**********			
D	CUSTOMER ALSO STATES THE TRACTION LIGHT COMES ON AND THEN THE CRUISE CONTROL DOES NOT WORK							
	DIAG				install brake switch			
		73568			WANCOWICZ,MICHAEL D LIC#: 0496			
			CD				26.70	26.70
	1	5083344AA			SW PKG-STOP LAMP	21.75	21.75	21.75
PARTS:		21.75	LABOR:	26.70	OTHER: 0.00	TOTAL LINE D:		48.45
					**********			
E	** WHEN TURNING HVAC SYSTEM ON WITH A/C ,THE AIR BAG LIGHT IS MORE PRONE TO COME ON							
	NSP				NO SERVICE PERFORMED AT THIS TIME			
		73568			WANCOWICZ,MICHAEL D LIC#: 0496			
			CD				0.00	0.00

IMPORTANT
You may receive a survey from Chrysler Corporation in reference to this service visit. If for any reason you cannot grade us "Completely Satisfied" please contact Service Dept. or Service Manager.
Thank You,
THOMPSON CHRYSLER-DODGE-JEEP
(410) 288-3100

STATEMENT OF DISCLAIMER

LIMITED EXPRESS WARRANTY
12 Months or 12,000 ton Chrysler parts only) Miles whichever comes first. All labor performed and parts replaced were necessary to perform repairs unless requested by the customer. Vehicles tested or test-driven when needed. Mechanic's work performed satisfactory. All parts are new unless otherwise specified.

DODGE P & A CODE
35 43026

CUSTOMER SIGNATURE
X

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

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SIGNATURE COPY

CUSTOMER #: [redacted]

[redacted]

BALTIMORE, MD [redacted]
HOME [redacted] CONT:4
BUS: CELL:4 [redacted]

INVOICE

DUPLICATE 1
PAGE 2

THOMPSON
CHRYSLER - DODGE - JEEP
124 North Point Blvd.
Baltimore, Maryland 21224
Phone: (410) 288-3100
Fax: (410) 285-5529

SERVICE ADVISOR: 73657 JIM UMPLEBY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	12	JEEP LIBERTY	1C4PJMAKXC[redacted]		59400/59618	T521B

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19AUG12 DD			08:45 20AUG16			CASH	03AUG16

R.O. OPENED	BOOKED	OPTIONS: DLR:THOMPSON ENG:3.7_Liter
08:09 15JUN16	14:02 03AUG16	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

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

****

F** THE CUSTOMER IS ADVISED THAT A 24 HOUR GRACE PERIOD IS ALOTTED ONCE WE NOTIFY YOU OF YOUR VEHICLE'S COMPLETION. AFTER THE FIRST 24 HOURS, ANY ADDITIONAL RENTAL CHARGES ARE THE CUSTOMER'S RESPONSIBILITY AT A FIXED RATE OF $50 PER DAY. SIGN HERE:
RENTAL ZURICH PAYING FOR 4 DAYS,WE ARE COVERING REMAINDER
73568 WANCOWICZ,MICHAEL D LIC#: 0496
CD 0.00 0.00

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

59515 CHRYSLER AUTH 14 DAYS OF RENTAL,PER JENNY AT CHRYSLER #40636

****

G** ZURICH WARRANTY AUTH#C002835308 P 235.75,260.70 L,R 120.00
16 CUSTOMER HAS $100 DEDUCT
427 CD 0.00 0.00

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

****

H** UPON FURTHER DIAGNOSTICS,THE IS AN ELECTRICAL CONTINUITY BREAK,HAD TO TRACE SEVERAL HARNESSES TO DETERMINE CAUSE
ELEC ELECTRICAL REPAIR
73568 WANCOWICZ,MICHAEL D LIC#: 0496
CD 349.50 349.50

PARTS: 0.00 LABOR: 349.50 OTHER: 0.00 TOTAL LINE H: 349.50

59515
after driving the jeep lights on dash would come and go
lights would come and go when hitting bumps brought jeep into shop
starter to play with wireing still nothing removed all a b c d pilleter
come car to get to main ground wires all wires are good removed center
consol starter to play with wires still nothing removed all seats in
car to get under carbit starter to play with wires still nothing
started to remove dash tirm to get to wires and seen ground wires lose
on dash and 1 ground not even hooked up
fixed lose ground wires on dash put car back to oem

IMPORTANT
You may receive a survey from Chrysler Corporation in reference to this service visit. If for any reason you cannot grade us "Completely Satisfied" please contact Service Dept. or Service Manager.
Thank You.
THOMPSON
CHRYSLER-DODGE-JEEP
(410) 288-3100

STATEMENT OF DISCLAIMER

LIMITED EXPRESS WARRANTY
12 Months or 12,000 (on Chrysler parts only) Miles whichever comes first. All labor performed and parts replaced were necessary to perform repairs unless requested by the customer. Vehicles tested or test-driven when needed. Mechanic's work performed satisfactory. All parts are new unless otherwise specified.

DODGE P & A CODE
35 43026

CUSTOMER SIGNATURE
X

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

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SIGNATURE COPY

PFC uTil eXit

RO : [redacted] TAG : T5218 SA : 73657 12 JEEP LIBERTY VIN : 1C4PJMAKXCW1[redacted]
NAME : [redacted] PMT : CASH MILEAGE : 59400 OPENED DATE : 15JUN16
RO STATUS : READY TO POST PROMISED : 20AUG16 08:45 OPENED TIME : 08:09
REMARKS : WAR EXP DATE :
ESTIMATE: 116.50

REPAIR ORDER #[redacted]ETAIL

LC	DESCRIPTION	TECH...	LTYPE	ACT	SOLD	SALE AMT
F	THE CUSTOMER IS ADVISED THAT A 24 HOU	C93				
	L1 RENTAL ZURICH PAYING FOR 4 DAYS,WE	73568	CD	0.00	0.00	0.00
G	ZURICH WARRANTY AUTH#C002835308 P 235	C93				
	L1 16 CUSTOMER HAS $100 DEDUCT	427	CD	0.00	0.00	0.00
H	UPON FURTHER DIAGNOSTICS,THE IS AN EL	C93				
	L1 ELEC ELECTRICAL REPAIR	73568	CD	3.28	3.00	349.50

◀ (END OF DISPLAY) ▶

Command Window

COMMAND:

F1-Help F3-Save/Exit

HP Officejet Pro 8620 Series

Fax Log for
Service
4432490102
Aug 03 2016 1:13PM

Last Transaction

Date	Time	Type	Station ID	Duration	Pages	Result
				Digital Fax		
Aug 3	1:10PM	Fax Sent	19136644100	3:06 N/A	4	OK

CUSTOMER [redacted]

[redacted]

BALTIMORE, MD [redacted]
HOME: [redacted] CONT: [redacted]
BUS: CELL: [redacted]

INVOICE

PAGE 2

THOMPSON
CHRYSLER - DODGE - JEEP
124 North Point Blvd.
Baltimore, Maryland 21224
Phone: (410) 288-3100
Fax: (410) 285-5529

SERVICE ADVISOR: 73657 JIM UMPLEBY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	12	JEEP LIBERTY	1C4PJMAKXCW[redacted]		59400/59515	T521B

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19AUG12 DD			08:45 23JUL16			CASH	19JUL16

R.O. OPENED	BOOKED	OPTIONS:
08:09 15JUN16	17:59 19JUL16	DLR:THOMPSON ENG:3.7_Liter

E9618

LINE	OPCODE	TECH	TYPE	HOURS				LIST	NET	TOTAL
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE E:				0.00

****

F** THE CUSTOMER IS ADVISED THAT A 24 HOUR GRACE PERIOD IS ALOTTED ONCE WE NOTIFY YOU OF YOUR VEHICLE'S COMPLETION. AFTER THE FIRST 24 HOURS, ANY ADDITIONAL RENTAL CHARGES ARE THE CUSTOMERS RESPONSIBILITY AT A FIXED RATE OF $50 PER DAY. SIGN HERE:

RENTAL

RENTAL ZURICH PAYING FOR 4 DAYS,WE ARE COVERING REMAINDER

73568 WANCOWICZ,MICHAEL D LIC#: 0496

CD 0.00 0.00

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

****

G** ZURICH WARRANTY AUTH#C002835308 P 235.75,260.70 L,R 120.00

16 CUSTOMER HAS $100 DEDUCT

427 CD 0.00 0.00

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

****

I ACKNOWLEDGE THAT I HAVE BEEN GIVEN A CLEAR EXPLANATION OF ALL REPAIRS PERFORMED

SIGNATURE [signature] RENTAL

FAX 9136644129

JOSH PAYS $100.00 DEDUCT

IMPORTANT
You may receive a survey from Chrysler Corporation in reference to this service visit. If for any reason you cannot grade us "Completely Satisfied" please contact Service Dept. or Service Manager.
Thank You,
THOMPSON
CHRYSLER-DODGE-JEEP
(410) 288-3100

STATEMENT OF DISCLAIMER

LIMITED EXPRESS WARRANTY
12 Months or 12,000 (on Chrysler parts only) Miles whichever comes first. All labor performed and parts replaced were necessary to perform repairs unless requested by the customer. Vehicles tested or test driven when needed. Mechanic's work performed satisfactory. All parts are new unless otherwise specified.

DODGE P & A CODE
35 43026

CUSTOMER SIGNATURE
X

DESCRIPTION	TOTALS
LABOR AMOUNT	260.70
PARTS AMOUNT	235.75
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	496.45
LESS INSURANCE	0.00
SALES TAX	14.15
PLEASE PAY THIS AMOUNT	510.60

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SIGNATURE COPY

CUSTOMER # [redacted]

[redacted]

INVOICE

THOMPSON
CHRYSLER - DODGE - JEEP
124 North Point Blvd.
Baltimore, Maryland 21224
Phone: (410) 288-3100
Fax: (410) 285-5529

[redacted]
BALTIMORE, MD [redacted]
HOME: [redacted] CONT: [redacted]
BUS: CELL: [redacted]

PAGE 1

SERVICE ADVISOR: 73657 JIM UMPLEBY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	12	JEEP LIBERTY	1C4PJMAKXC[redacted]		59400/59515	T521B

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19AUG12 DL			08:45 23JUL16			CASH	19JUL16

R.O. OPENED	BOOKED	OPTIONS: DLR:THOMPSON ENG:3.7_Liter
08:09 15JUN16	17:59 19JUL16	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A AIR BAG LIGHT COMES ON INTERMITTENTLY			
DIAG diagnostics and installation			
73568 WANCOWICZ,MICHAEL D LIC#: 0496			
CDT		234.00	234.00
1 68148047AC MODULE-OCCUPANT RESTRAINT	214.00	214.00	214.00
PARTS: 214.00 LABOR: 234.00 OTHER: 0.00		TOTAL LINE A:	448.00
**********			
B DTC Perform DTC Inspection			
DTC b2207 orc internal failure and also can bus codes			
73568 WANCOWICZ,MICHAEL D LIC#: 0496			
CDT		0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00		TOTAL LINE B:	0.00
59400 LIBERTY WILL HAVE TO PROGRESS FURTHER TO CONTINUE DIAGNOSTICS			
**********			
C FS1 Flash Software 1 Software Flash for PCM			
FS1 Flash Software 1 Software Flash for PCM			
73568 WANCOWICZ,MICHAEL D LIC#: 0496			
CDT		0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00		TOTAL LINE C:	0.00
**********			
D CUSTOMER ALSO STATES THE TRACTION LIGHT COMES ON AND THEN THE CRUISE CONTROL DOES NOT WORK			
DIAG install brake switch			
73568 WANCOWICZ,MICHAEL D LIC#: 0496			
CD		26.70	26.70
1 5083344AA SW PKG-STOP LAMP	21.75	21.75	21.75
PARTS: 21.75 LABOR: 26.70 OTHER: 0.00		TOTAL LINE D:	48.45
**********			
E** WHEN TURNING HVAC SYSTEM ON WITH A/C ,THE AIR BAG LIGHT IS MORE PRONE TO COME ON			
NSP NO SERVICE PERFORMED AT THIS TIME			
73568 WANCOWICZ,MICHAEL D LIC#: 0496			
CD		0.00	0.00

IMPORTANT
You may receive a survey from Chrysler Corporation in reference to this service visit. If for any reason you cannot grade us "Completely Satisfied" please contact Service Dept. or Service Manager
Thank You,
THOMPSON CHRYSLER-DODGE-JEEP
(410) 288-3100

STATEMENT OF DISCLAIMER

LIMITED EXPRESS WARRANTY
12 Months or 12,000 (on Chrysler parts only) Miles whichever comes first. All labor performed and parts replaced were necessary to perform repairs unless requested by the customer. Vehicles tested or test-driven when needed. Mechanic's work performed satisfactory. All parts are new unless otherwise specified

DODGE P & A CODE
35 43026

CUSTOMER SIGNATURE
X

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

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SIGNATURE COPY

CUSTOMER #: [redacted]

[redacted]

BALTIMORE, MD [redacted]

[redacted]

5515

WORKORDER
REPRINT
PAGE 2

THOMPSON
CHRYSLER - DODGE - JEEP
124 North Point Blvd.
Baltimore, Maryland 21224
Phone: (410) 288-3100
Fax: (410) 285-5529

HOME: [redacted] CONT: [redacted]
BUS: CELL: [redacted]

SERVICE ADVISOR: 73657 UMPLEBY,JIM

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	12	JEEP LIBERTY	1C4PJMAKXCW[redacted]		59400/	T521B

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19AUG12 DD			08:45 23JUL16			CASH	

R.O. OPENED	BOOKED	OPTIONS: DLR:THOMPSON ENG:3.7_Liter
15JUN2016 08:09		

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	INFO		CDT	AIR BAG LIGHT COMES ON INTERMITTENTLY
# B	DTC		CDT	DTC Perform DTC Inspection
# C	FS1		WDF	FS1 Flash Software 1 Software Flash for PCM
# D			CD	CUSTOMER ALSO STATES THE TRACTION LIGHT COMES ON AND THEN THE CRUISE CONTROL DOES NOT WORK
# E *			CD	WHEN TURNING HVAC SYSTEM ON WITH A/C ,THE AIR BAG LIGHT IS MORE PRONE TO COME ON

RENTAL

736.

1436107051

MIKE
PART
ORDERED

JMD

EXCLUSION OF WARRANTIES

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

AUTHORIZATION FOR REPAIRS

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

CUSTOMER'S RIGHTS

1. Do you want parts returned? Yes ☐ No ☐ 2. Do you want written estimate? Yes ☐ No ☐
3. If job exceeds estimate by 10% or more I do ☐, do not ☐, authorize you to proceed.
4. If additional repairs are found necessary I do ☐, do not ☐, authorize you to proceed.

X _____ ACCEPTED BY _____

PURCHASER'S SIG DATE DEALER OR AUTH REP

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CUSTOMER COPY

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

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

X _____

CUSTOMER SIGNATURE

CUSTOMER #: [redacted]

[redacted]

BALTIMORE, MD 2[redacted]

HOME: [redacted] CONT: [redacted]

BUS: CELL: [redacted]

[redacted]

WORKORDER

PAGE 2

THOMPSON
CHRYSLER - DODGE - JEEP
124 North Point Blvd.
Baltimore, Maryland 21224
Phone: (410) 288-3100
Fax: (410) 285-5529

SERVICE ADVISOR: 73657 UMPLEBY, JIM

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	12	JEEP LIBERTY	1C4PJMAKXCW[redacted]		59400/	T521B

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19AUG12 DD			08:45 15JUN16			CASH	

R.O. OPENED	BOOKED	OPTIONS: DLR:THOMPSON ENG:3.7 Liter
15JUN2016 08:09		

2 Turn Wrns

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	INFO		CDT	INFO AIR BAG LIGHT AIR BAG LIGHT
				not on
# B	DTC		CDT	DTC Perform DTC Inspection
# C	FS1		WDF	FS1 Flash Software 1 Software Flash for PCM
				Won't let me flash
# D			CD	CUSTOMER ALSO STATES THE TRACTION LIGHT COMES ON AND THEN THE CRUISE CONTROL DOES NOT WORK
				not on

DRIVE 10 MILES

QUALITY CONTROL YES/NO

TECH#_____

BRAKE SWITCH

BROKEN WIRE

[redacted] COSP

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.

AUTHORIZATION FOR REPAIRS

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

CUSTOMER'S RIGHTS

Do you want parts returned? Yes☐ No☐ 2. Do you want written estimate? Yes☐ No☐
Job exceeds estimate by 10% or more I do☐, do not☐, authorize you to proceed.
Additional repairs are found necessary I do☐, do not☐, authorize you to proceed.

ACCEPTED BY

CUSTOMER'S SIG DATE DEALER OR AUTH REP

PRELIMINARY ESTIMATE $_____

AUTHORIZED BY X

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

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

X

CUSTOMER SIGNATURE

CUSTOMER COPY

VIP SUMMARY REPORT

Thompson Chrysler Jeep Dodge

Dealer Code: 43026
Date: 06/15/2016
Time: 07:32 AM

Name: [redacted]
VIN: 1C4PJMAKXCW[redacted]
Current Odometer: 59,400 miles

Vehicle Information

Year / Model:	2012 JEEP LIBERTY SPORT 4X4 SPORT UTILITY
Engine:	3.7L V6 Engine
Transmission:	DGV-4-Spd. Automatic VLP 42RLE Trans
VIN:	1C4PJMAKXCW[redacted]
Current Odometer:	59,400 miles
Last Odometer and Date:	55,250 miles on 03/18/2016
In-Service Odometer and Date:	38 miles on 08/18/2012
Build Date:	03/02/2012
Current Market Register:	USA

Customer Information

Name:	[redacted]
Preferred Name:	
Address:	[redacted]
City:	BALTIMORE
State/Province:	[redacted]
Zip Code:	[redacted]
Telephone (home/mobile):	[redacted]
Telephone (work):	
Language Preference:	n/a
Original Owner:	MR [redacted]

Warning Messages

REFER TO SPECIFIC LOPS FOR ADDITIONAL COVERAGE AND LIMITS
WARRANTY TOWING COVERAGE IS ONLY FOR POWERTRAIN COMPONENTS PLEASE CONTACT CROSS COUNTRY MOTOR CLUB FOR TOWING ASSISTANCE
800.521.2724

Vehicle Restrictions

Description	Restricted LOPs	Restricted Parts	Part / LOP Description
NO RESTRICTIONS			

Service Actions

Incomplete Recalls

None

Completed Recalls

Recall #	Description	Launch Date	Repair Date
N38	ACTIVE HEAD RESTRAINTS	09/19/2013	07/19/2014

Open RRT's

None

DTC's Present

ECU	DTC	Description
ORC	B223D	stored - OCM DTC Present
OCM	U0002	stored - CAN C Bus Off Performance
ABS	C1000	stored - Brake Pedal Switch 1 Circuit Performance
PCM	P0703	stored - Brake Switch 2 Performance
DMFL	B21A1	stored - ECU Reset/Recovery Occurred
DMFR	B21A1	stored - ECU Reset/Recovery Occurred

Software Updates

PCM (**Customer Declined**)

Warranty Information

Warranty coverage goes with the vehicle. Inform Chrysler of any subsequent owner's name and address changes using the Sales Tab in DealerCONNECT

Type of Warranty	Original	Deductible	Expiration	Remaining
BASIC	36 months or 36000 miles	0 USD	08/18/2015	Expired(time)
POWERTRAIN	60 months or 100000 miles	0 USD	08/18/2017	14 months or 40600 miles
PERFORATION	60 months or 100000 miles	0 USD	08/18/2017	14 months or 40600 miles
EMISSIONS	36 months or 36000 miles	0 USD	08/18/2015	Expired(time)
ADJUSTMENT	36 months or 36000 miles	0 USD	08/18/2015	Expired(time)
AIR CONDITIONING	36 months or 36000 miles	0 USD	08/18/2015	Expired(time)
EXTENDED FEDERAL EMISSIONS	96 months or 80000 miles	0 USD	08/18/2020	50 months or 20600 miles

WCC Code	Roadside Assistance	Towing Assistance	Master Shield	Transferable-Powertrain Warranty
536	No	Yes	N/A	N/A

Existing Mopar Vehicle Protection Plans

Service Contract (1 of 1)

Option	Name	Deductible	Exp. Date	Exp. Mileage	Description
ECP24N	ESSENTIAL CARE PLUS	0.00 USD	12/11/2017	999,999 miles	THIS OPTION COVERS OIL AND FILTER CHANGES ONLY. ADDITIONAL MAINTENANCE SERVICES ARE NOT COVERED THIS SERVICE CONTRACT OPTION IS NOT TRANSFERABLE

Contract Number	37591382	Effective Date / Odometer	12/12/2015 / 50,119 miles
Option Sale Date	12/12/2015	Contract Selling Dealer	26145 - ADAMS JEEP OF MARYLAND INC
Max. Oil Change Allowance	25.00 USD	Remaining Oil Changes	2
Remaining Tire Rotations	0	First Day Rental	No
Maximum Rental Amount per Day	0.00 USD	Maximum Rental Allowance per Visit	0.00 USD
Towing Allowance	0.00 USD	Road Hazard	No
Trip Interruption	No	Reduce Warranty Deductible	No
Transfer Fee	0.00 USD	Cancellation Fee	75.00 USD
Transferred		Status	01

Service History

Repair Date	Dealer Name	Service Performed	Odometer	Transaction Type
03/18/2016	68849 - HERITAGE CHRYSLER DODGE JEEP R	26860303 - Oil and Filter Change - All In	55,250 miles	SERVICE CONTRACT
12/12/2015	26145 - ADAMS JEEP OF MARYLAND INC	26860303 - Oil and Filter Change - All In	50,119 miles	SERVICE CONTRACT
10/27/2015	68849 - HERITAGE CHRYSLER DODGE JEEP R	24650101 - Core, Heater-Front unit-Air co	47,484 miles	WARRANTY
08/29/2015	26145 - ADAMS JEEP OF MARYLAND INC	26860303 - Oil and Filter Change - All In	45,194 miles	SERVICE CONTRACT
03/31/2015	68849 - HERITAGE CHRYSLER DODGE JEEP R	26860303 - Oil and Filter Change - All In	40,070 miles	SERVICE CONTRACT
11/04/2014	68849 - HERITAGE CHRYSLER DODGE JEEP R	26860303 - Oil and Filter Change - All In	34,907 miles	SERVICE CONTRACT
07/21/2014	26145 - ADAMS JEEP OF MARYLAND INC	26860303 - Oil and Filter Change - All In	29,943 miles	SERVICE CONTRACT
07/19/2014	26145 - ADAMS JEEP OF MARYLAND INC	08N38183 - Safety Recall N38 - Active Hea	29,943 miles	RECALL REPAIR
03/15/2014	26145 - ADAMS JEEP OF MARYLAND INC	26860303 - Oil and Filter Change - All In	24,816 miles	SERVICE CONTRACT
11/09/2013	26145 - ADAMS JEEP OF MARYLAND INC	26860303 - Oil and Filter Change - All In	19,952 miles	SERVICE CONTRACT
08/02/2013	26145 - ADAMS JEEP OF MARYLAND INC	26860303 - Oil and Filter Change - All In	14,982 miles	SERVICE CONTRACT
04/15/2013	26145 - ADAMS JEEP OF MARYLAND INC	26860303 - Oil and Filter Change - All In	9,848 miles	SERVICE CONTRACT
03/19/2012	26145 - ADAMS JEEP OF MARYLAND INC	85900040 - Road Ready-Basic Prep	1 miles	PREPARATION

Open CAIRs

CAIR #	CAIR Owner	Date Opened	Description / Narrative
28017630	CLOSED	10/14/2015	

EACH ITEM SUBJECT TO $116.50 DIAGNOSTIC FEE

ADDITIONAL EXPLANATION

Airbag light intermittently comes on. I have noticed and observed the following conditions:

1. Appears to be more frequent when hotter and using air conditioning
2. Goes on/off when you turn blower on/off
3. During extreme conditions, traction control light comes on as well. When this occurs, the cruise control does not work
4. I have already changed out the blower motor resister as a potential fix to eliminate that as a cause

Sent a video of issue to Service Advisor Jim.

Thank You, We sincerely appreciate your business!

ZURICH®

VEHICLE OWNER

Name
[redacted]

Address
[redacted]

City: BALTIMORE | State: MD | Zip Code: [redacted]

If a business name is listed above, please name the Primary Driver of the vehicle.

SELLER

Name
ADAMS JEEP OF MARYLAND INC.

Address
3465 CHURCHVILLE RD.

City: ABERDEEN | State: MD | Zip Code: 21001

LIENHOLDER

Name
PNC

VEHICLE INFORMATION

Vehicle Identification Number
1C4PJMAKXCW164392

Year: 2012 | Make: JEEP | Model: LIBERTY SPORT

Cylinders: | Odometer Reading: 7

Vehicle Date of Sale: 08/18/2012 | Vehicle Purchase Price: $ 29,286.00

Check if vehicle is:
☐ Diesel Powered ☐ Turbo/Super Charged ☒ 4WD/AWD
☐ Manufacturer Certified Vehicle

LIMITED WARRANTY

☐ Check box if vehicle includes a limited warranty provided by the seller.

LW Term:
Months _____ / Miles

LW Deductible: $ (B4/B1)

For seller use only if applicable: ☐ (C4) ☐ (T4/T1)

V36160AH (1/08) VEHICLE SERVICE CONTRACT

Contract Date of Sale: 08/18/2012 | Contract Purchase Price: $1,385.00 | Deductible: $100 (If a deductible is not indicated a $100 deductible will apply.)

Term Selection:
(See Definitions - Term - to determine expiration date and miles.)
☒ New Vehicle Plan ☐ Manufacturer Certified Vehicle Upgrade Plan
- In-service date required: _____
☐ Used Vehicle Plan
Months 72 / Miles 75,000

Coverage Selection:
☒ Comprehensive (DC/C4/WC) ☐ Preferred (DP/P4/WP)
☐ Standard (DT/T4/T1/WT) ☐ Powertrain (DB/B4/B1) ☐ Rental Plus (DR)

Contract Options:
☐ $100 Disappearing Deductible Option - $100 deductible will be waived if covered repairs are performed by the seller.
☐ Personal Snowplow Option - This box must be checked and the additional contract charge paid if this vehicle is equipped with a snowplow or if a snow-plow will be added. (Can not be combined with the Commercial Use Option).
☐ Commercial Use Option - This box must be checked and the additional contract charge paid if this vehicle is used for business/commercial purposes.

Admin Use Only

TIRE & WHEEL PLAN

Term: _____ months | Deductible: $0

Purchase Price: $ _____

Coverage Limits: No tire or wheel reimbursement limit per occurrence.

☐ Standard (H1) ☐ Premium (H2) ☐ Luxury (H3)

Maximum Plan Benefit:	Maximum Plan Benefit:	Maximum Plan Benefit:
$1500	$2500	$5000

MAINTENANCE PLAN

Plan Term: ☐ 12 months ☐ 24 months ☐ 36 months ☐ 48 months ☐ 60 months

Purchase Price: $ _____

Service Interval Selection: ☐ 3,000 Miles (1) ☐ 3,750 Miles (2)
☐ 5,000 Miles (3) ☐ 7,500 Miles (4) ☐ 10,000 Miles (5)

For seller use only. Plan Class Selection:
☐ 25/20 (A) ☐ 35/20 (R) ☐ 50/20 (G) ☐ 75/20 (M) ☐ 100/20 (N)

ACKNOWLEDGEMENT

You (Purchaser) whose signature appears below, acknowledge that you have read and understand the contract coverages, what is not covered, your vehicle maintenance responsibilities, how to file a claim, and any state changes that may apply. Furthermore, you understand that all repairs performed under this contract must be authorized by us. You have reviewed the above coverage schedule which indicates the contract coverages you are purchasing. You understand the purchase of this contract and/or the Optional Tire & Wheel and Maintenance Plans are not required in order to purchase, register or obtain financing for this vehicle.

Purchaser's Signature _____ Telephone Numbe[redacted] te 08/18/2012

Seller Authorized Representative Signature _____ Telephone Numbe[redacted] te 08/18/2012

ZURICH

VEHICLE OWNER

Name
[redacted]
Address
[redacted]
City: BALTIMORE | State: MD | Zip Code: [redacted]
If a business name is listed above, please name the Primary Driver of the vehicle.

SELLER

Name: ADAMS JEEP OF MARYLAND INC
Address: 3485 CHURCHVILLE RD.
City: ABERDEEN | State: MD | Zip Code: 21001

LIENHOLDER

Name: PNC

VEHICLE INFORMATION

Vehicle Identification Number: 1C4PJMAKXCW[redacted]
Year: 2012 | Make: JEEP | Model: LIBERTY SPORT
Cylinders: | Odometer Reading: 7
Vehicle Date of Sale: 08/18/2012 | Vehicle Purchase Price: $29,286.00
Check if vehicle is:
☐ Diesel Powered ☐ Turbo/Super Charged ☒ 4WD/AWD
☐ Manufacturer Certified Vehicle

LIMITED WARRANTY

☐ Check box if vehicle includes a limited warranty provided by the seller.
LW Term:
Months _____ / Miles _____
LW Deductible: $ (B4/B1)
For seller use only if applicable: ☐ (C4) ☐ (T4/T1)

V36160AH (1/08) VEHICLE SERVICE CONTRACT

Contract Date of Sale: 08/18/2012 | Contract Purchase Price: $1,385.00 | Deductible: $100 (If a deductible is not indicated a $100 deductible will apply.)

Term Selection:
(See Definitions - **Term** - to determine expiration date and miles.)
☒ **New Vehicle Plan** ☐ **Manufacturer Certified Vehicle Upgrade Plan**
- In-service date required: _____
☐ **Used Vehicle Plan**
Months 72 / Miles 75,000

Coverage Selection:
☒ Comprehensive (DC/C4/VC) ☐ Preferred (DP/P4/VP)
☐ Standard (DT/T4/T1/VT) ☐ Powertrain (CB/B4/B1) ☐ Rental Plus (DR)

Contract Options:
☐ $100 Disappearing Deductible Option - $100 deductible will be waived if covered repairs are performed by the seller.
☐ Personal Snowplow Option - This box must be checked and the additional contract charge paid if this vehicle is equipped with a snowplow or if a snow-plow will be added. (Can not be combined with the Commercial Use Option)
☐ Commercial Use Option - This box must be checked and the additional contract charge paid if this vehicle is used for business/commercial purposes.

Admin Use Only

TIRE & WHEEL PLAN

Term: _____ months **Deductible:** $0
Purchase Price: $ _____
Coverage Limits: No tire or wheel reimbursement limit per occurrence.
☐ **Standard** (H1) ☐ **Premium** (H2) ☐ **Luxury** (H3)

Maximum Plan Benefit: $1500	Maximum Plan Benefit: $2500	Maximum Plan Benefit: $5000

MAINTENANCE PLAN

Plan Term: ☐ 12 months ☐ 24 months ☐ 36 months ☐ 48 months ☐ 60 months
Purchase Price: $ _____
Service Interval Selection: ☐ 3,000 Miles (1) ☐ 3,750 Miles (2)
☐ 5,000 Miles (3) ☐ 7,500 Miles (4) ☐ 10,000 Miles (5)
For seller use only. Plan Class Selection:
☐ 25/20 (A) ☐ 35/20 (R) ☐ 50/20 (G) ☐ 75/20 (M) ☐ 100/20 (N)

ACKNOWLEDGEMENT

You (Purchaser) whose signature appears below, acknowledge that you have read and understand the **contract** coverages, what is not covered, your **vehicle** maintenance responsibilities, how to file a claim, and any state changes that may apply. Furthermore, you understand that all repairs performed under this **contract** must be authorized by **us**. You have reviewed the above coverage schedule which indicates the **contract** coverages **you** are purchasing. You understand the purchase of this **contract** and/or the Optional Tire & Wheel and Maintenance Plans are not required in order to purchase, register or obtain financing for this **vehicle**.

Purchaser's Signature _____ Telephone Number [redacted] Date 08/18/2012

Seller Authorized Representative Signature _____ Telephone Number [redacted] Date 08/18/2012

ZURICH

VEHICLE OWNER

Name [redacted]

[redacted]

BALTIMORE | State MD | Zip Code [redacted]

If a business name is listed above, please name the Primary Driver of the vehicle.

SELLER

Name
ADAMS JEEP OF MARYLAND INC.

Address
3485 CHURCHVILLE RD.

City ABERDEEN | State MD | Zip Code 21001

LIENHOLDER

Name
PNC

VEHICLE INFORMATION

Vehicle Identification Number
1C4PJMAKXC[redacted]

Year 2012 | Make JEEP | Model LIBERTY SPORT

Cylinders | Odometer Reading 7

Vehicle Date of Sale 08/18/2012 | Vehicle Purchase Price $29,286.00

Check if **vehicle** is:

☐ Diesel Powered ☐ Turbo/Super Charged ☒ 4WD/AWD

☐ Manufacturer Certified Vehicle

LIMITED WARRANTY

☐ Check box if **vehicle** includes a limited warranty provided by the **seller**.

LW Term:
Months _____ / Miles _____

LW Deductible: $ (B4/B1)

For **seller** use only if applicable: ☐ (C4) ☐ (T4/T1)

V36160AH (1/08) VEHICLE SERVICE CONTRACT

Contract Date of Sale 08/18/2012 | Contract Purchase Price $1,365.00 | **Deductible** $100 (If a deductible is not indicated a $100 deductible will apply.)

Term Selection:

(See Definitions - Term - to determine expiration date and miles.)

☒ **New Vehicle Plan** ☐ **Manufacturer Certified Vehicle Upgrade Plan**

- In-service date required: _____

☐ **Used Vehicle Plan**

Months 72 / Miles 75,000

Coverage Selection:

☒ Comprehensive (DC/C4/MC) ☐ Preferred (DP/P4/MP)

☐ Standard (DT/T4/TP/WT) ☐ Powertrain (DB/B4/B1) ☐ Rental Plus (DR)

Contract Options:

☐ $100 Disappearing Deductible Option - $100 deductible will be waived if covered repairs are performed by the seller.

☐ Personal Snowplow Option - This box must be checked and the additional contract charge paid if this vehicle is equipped with a snowplow or if a snow-plow will be added. (Can not be combined with the Commercial Use Option).

☐ Commercial Use Option - This box must be checked and the additional contract charge paid if this vehicle is used for business/commercial purposes.

Admin Use Only

TIRE & WHEEL PLAN

Term: _____ months **Deductible:** $0

Purchase Price: $ _____

Coverage Limits: No tire or wheel reimbursement limit per occurrence.

☐ **Standard** (H1) ☐ **Premium** (H2) ☐ **Luxury** (H3)

Maximum Plan Benefit:	Maximum Plan Benefit	Maximum Plan Benefit:
$1500	$2500	$5000

MAINTENANCE PLAN

Plan Term: ☐ 12 months ☐ 24 months ☐ 36 months ☐ 48 months ☐ 60 months

Purchase Price: $ _____

Service Interval Selection: ☐ 3,000 Miles (1) ☐ 3,750 Miles (2)

☐ 5,000 Miles (3) ☐ 7,500 Miles (4) ☐ 10,000 Miles (5)

For seller use only. Plan Class Selection:

☐ 25/20 (A) ☐ 35/20 (R) ☐ 50/20 (G) ☐ 75/20 (M) ☐ 100/20 (N)

ACKNOWLEDGEMENT

You (Purchaser) whose signature appears below, acknowledge that you have read and understand the **contract** coverages, what is not covered, your **vehicle** maintenance responsibilities, how to file a claim, and any state changes that may apply. Furthermore, you understand that all repairs performed under this **contract** must be authorized by **us**. You have reviewed the above coverage schedule which indicates the **contract** coverages you are purchasing. You understand the purchase of this **contract** and/or the Optional Tire & Wheel and Maintenance Plans are not required in order to purchase, register or obtain financing for this **vehicle**.

Purchaser's Signature _____ Telephone Number [redacted] Date 08/18/2012

Seller Authorized Representative Signature _____ Telephone Number [redacted] Date 08/18/2012

UNIVERSAL UNDERWRITERS SERVICE CORPORATION
(dba UUSC Service Company in the State of New York)
7045 College Boulevard, Overland Park, KS 66211 Claims (800) 643-9069 Customer Service (888) 835-5063

LZX 13350

If you are the first retail purchaser of this **contract,** you may transfer the remaining **contract** coverage to the next individual purchaser of the **vehicle.** (No dealers or brokers.) Remaining coverage must be properly transferred within 30 days of **vehicle** ownership transfer or the **contract** will no longer be in force. Transferred **contracts** are non-cancelable.

In order to transfer **your contract you** must provide **us** with the following:

1. Copies of the receipts for required maintenance and servicing of **your vehicle**;
2. A notarized copy of the documentation evidencing change of title and odometer reading at time of transfer;
3. Evidence that **you** transferred any remaining manufacturer's warranty;
4. A completed transfer form. To obtain a transfer form, please call Customer Service at (888) 835-5063;
5. A check made payable to Universal Underwriters Service Corporation in the amount of $50.

Cancellation of Contract

1. **You** may cancel **your contract** by mailing or delivering written notice of cancellation to the **seller** or **us. Your** signed cancellation request must specify the reason for cancellation, the effective date of cancellation and if applicable, evidence that the lienholder has been paid in full. If the lienholder has not been paid in full, **you** will need to provide the lienholder's name, address and **your** account number.
2. **We** may only cancel **your contract** for fraud, material misrepresentations, or for non-payment of the **contract** charge.
3. If **your contract** is cancelled, a portion of the **contract** charge will be refunded to **you** or a party authorized by **you** to receive it for **your** account. **You** will receive a full refund if cancellation is within 60 days of the **contract** date of sale and **you** have not incurred a claim. If cancellation is after 60 days of the **contract** date of sale, or **you** have incurred a claim, the amount of the refund will be prorated based on the lesser of days or miles remaining of the **contract** term, less a $50 cancellation fee.
4. When financing is provided for **your contract, you** authorize **your** lienholder, as shown on the front page of this **contract,** to be named as payee on any refund check. **Your** lienholder will be sole payee with authorization to cancel **your contract** in the event **your vehicle** is a total loss or is repossessed.

If cancelled, **your contract** may not be repurchased or coverage reinstated on **your vehicle.**

Important Items

Limit of Liability: Total of all benefits paid or payable for each repair visit is limited to the actual cash value of **your vehicle** not considering loss of value due to the **mechanical breakdown** of a covered part, less **deductible,** if applicable. The total of all benefits paid or payable during the term of this **contract shall** not exceed the purchase price paid for **your vehicle.**

Subrogation: In the event coverage is provided under this **contract, we** shall be subrogated to the rights **you** may have to recover against any person or organization arising out of any safety defect or mechanical breakdown, as well as out of any order, judgment, consent decree or other settlement, and **you** shall execute and deliver instruments and papers and do whatever is necessary to secure such rights. **You** shall do nothing to prejudice those rights. Further, after **you** have been fully indemnified for any loss sustained under the terms of this **contract,** all amounts recovered by **you** for which **you** have received benefits under this **contract** shall belong to, and be paid to **us** up to the amount of benefits paid under this **contract.**

Terms of Contract Conformed to Statute: Terms of this **contract** which are in conflict with the statutes of the state in which this **contract** was signed are hereby amended to conform to the minimum standards of those statutes.

Insurance Company Obligation: This **contract** is guaranteed under a service contract reimbursement insurance policy by Universal Underwriters Insurance Company, 7045 College Boulevard, Overland Park, KS 66211. In the event **your** claim is not paid within 60 days, **you** may file a claim directly with Universal Underwriters Insurance Company. To do so, please call the following toll free number: (800) 643-8059.

State Changes. These changes apply to the Vehicle Service Contract coverage and optional Tire and Wheel Protection coverage:

Maryland: MD120715 (12/15) -

Cancellation of Contract item 3 the following is added: A ten percent (10%) penalty per month shall be added to a refund that is not paid or credited within 45 days after return of the **contract** to **us.**

1. Use reasonable means to protect your vehicle from further damage in order to prevent additional expenses; repairs or complete denial of the claim. You will be responsible to pay any such additional expenses;
2. Return your vehicle to the Seller. If this is not possible, call us toll free at (800) 643-9059, for assistance;
3. Authorize any charges necessary to determine the cause of failure. This includes disassembly and diagnostic charges. You will be required to pay the expense of the disassembly and diagnosis if the mechanical breakdown is not covered by your contract;
4. Permit an independent inspection before repairs are completed if we request an inspection;
5. Obtain a repair authorization number from us before any repair is made. A repair authorization can be obtained from us by calling toll free at (800) 643-9059. Should an emergency occur which requires a mechanical breakdown repair be made at a time when our office is closed, you must call us no later than the next business day to determine if such repair will be covered by the contract. If covered, you will be eligible for reimbursement on covered repairs provided you follow all other procedures outlined in this section;
6. Submit invoice/repair order exhibiting that the authorized repair has been completed to us;
7. Pay deductible, if applicable, and any non-covered expenses.

What is Not Covered (applies to VSC coverage only)

1. This contract does not provide coverage for:
   A. Any part not specifically listed as covered under the coverage you selected, including but not limited to any of the following parts: Glass, lenses, sealed beams, light bulbs, wheels, wheel covers, tires, interior trim, moldings, bright metal parts, sheet metal, flexible body parts, weather strips, upholstery, convertible and/or vinyl top, paint, rust, physical damage, catalytic converter, exhaust system, brake rotors and drums, wiper blades, hoses, shock absorbers, batteries, carburetor, throttle body assembly, spark/glow plugs, drive belts, brake pads, brake linings and shoes, manual clutch disc;
   B. Repairs of water and air leaks, rattles, squeaks and wind noise; alignment of body parts, bumpers and glass;
   C. The normal maintenance services and parts required or recommended by your vehicle manufacturer and other normal maintenance services and parts which include, but are not limited to: engine tune up, suspension alignment and wheel balancing. Filters, lubricants, engine coolant, fluids and refrigerants will only be covered in connection with the repair of a covered mechanical breakdown;
   D. Repairs covered by any other insurance policy, service contract, written warranty or otherwise covered by a manufacturer's or a repairer's guarantee even if the coverage is revoked or denied for any reason;
   E. Repairs, replacements or alterations not authorized by us;
   F. Repair or replacement of any part when it has been determined that the condition existed prior to the purchase of your contract;
   G. A mechanical breakdown which does not occur during or is not reported to us within the term of your contract unless expiration of contract falls on a holiday or weekend, then the next business day will be acceptable;
   H. Repairs if the odometer has ceased to operate and odometer repairs have not been made immediately, or the odometer has been altered, tampered with, disconnected, or in any way misrepresents the vehicle's actual mileage after you purchased your vehicle;
   I. Repairs or replacements of any parts or components that are not installed by the vehicle manufacturer at the time of original vehicle assembly;
   J. Any part(s) which has not sustained a mechanical breakdown, but which a repair facility recommends or requires be repaired or replaced in connection with the repair or replacement of a covered part(s). This includes any expense due to engineering upgrades or for repairs made solely to meet or maintain governmental emission standards;
   K. Storage charges, shop supplies, hazardous waste disposal fees; freight and/or delivery charges incurred for procurement of replacement parts;
   L. Economic loss, including loss of time, inconvenience, or other incidental loss or damage that may result from a mechanical breakdown (except as may otherwise be provided under Additional Program Benefits in this contract);
   M. Consequential loss or damage that is the result of a mechanical breakdown;
   N. Mechanical breakdowns that occur and/or repairs made outside of the United States of America or Canada.
2. This contract does not provide coverage if your vehicle:
   A. Has been modified to plow snow, whether the plow blade is attached to your vehicle or not;
   B. Is used for business use by more than one driver on a regular basis, commercial towing or hauling, livery (except car pooling) or delivery;
   C. Is used for hauling or towing in excess of the manufacturer's limitations and specifications;
   D. Is used for rental, racing or other competition, as a taxi, police car, security vehicle or emergency vehicle.
3. This contract does not provide coverage for repairs caused by:
   A. Collision or impact, fire, theft or attempted theft, freezing, vandalism, malicious mischief, riot, civil commotion, explosion, lightning, water, flood, falling missiles or objects, or contributed to by foreign objects and/or the use of contaminated fuels, fluids, lubricants or refrigerants, and the resultant rust, corrosion or consequential damage;
   B. Misuse, alteration, abuse, negligence, or lack of proper maintenance or breakdowns caused by improper servicing or improper repairs, insufficient coolants or lubricants, rust and/or corrosion;
   C. A non-covered part;
   D. The direct result of aftermarket modifications made after you purchased your vehicle which do not meet factory specifications;

If your vehicle's odometer reading is greater than 100,000 miles on the contract date of sale, then the following exclusions apply:

   E. Gradual reductions in drivetrain operating performance due to wear and use. This includes, but is not limited to, gradual loss of engine compression necessitating the repair of valves or piston rings and gradual increase of oil consumption due to normal operation;
   F. Freezing or overheating due to any cause, including resultant engine damage from overheating due to water pump failure.

Transfer of Contract

VEHICLE SERVICE CONTRACT COVERAGE

Definitions

Contract: **Your** vehicle service contract. It is a **contract** between you and **us**.

Deductible: The amount to be paid by **you** for repair or replacement costs of a **mechanical breakdown**, per covered repair visit

In-Service Date: **(Applies to Manufacturer Certified Vehicle Upgrade Plans Only)** This is the date the original manufacturer's warranty first went into effect. This is the date the **vehicle** was first registered as a new vehicle or first went into demonstrator service. This may or may not be the date you purchased **your vehicle**. If the **in-service date** is not provided or the incorrect **in-service date** is entered, January 1 of the **vehicle** model year shall be used as the **in-service date** to calculate **term** expiration.

Mechanical Breakdown: The failure of a covered part because of a mechanical defect or faulty workmanship by the manufacturer which renders the covered part incapable of performing the function for which it was designed. If **your vehicle's** odometer reading is greater than 100,000 miles on the **contract** date of sale, then this does not include gradual reductions in operating performance due to wear and use.

Seller: The entity identified as "**SELLER**" on the front page of this **contract**.

Term: The period during which **mechanical breakdown** coverage applies. The **term** selected is shown on the front page of this **contract**. This **contract** will automatically terminate when **you** sell **your vehicle** unless it is properly transferred or cancelled as described in this **contract**.

New Vehicle Plans. The time and mileage limits of the **term** selected start on the **contract** date of sale and at zero (0) miles. The coverage expires when the length of time or accumulated mileage of the **term** is reached (12:01 a.m. local standard time), whichever occurs first.

We/Us/Our: Universal Underwriters Service Corporation, dba UUSC Service Company in the State of New York, the service contract provider and obligor of this **contract**. **You** may contact **us** to have questions answered or to receive help in filing a claim under this **contract** at 7045 College Boulevard, Overland Park, Kansas 66211. Or call **us** toll-free at (888) 835-5063.

You/Your: The purchaser of the **contract**.

Vehicle: The vehicle identified on the front page of this **contract**.

Coverage

The coverage that you have selected is shown on the front page of this **contract**. Coverage applies only to the parts listed under the coverage you selected, and to related labor, but not if they are covered by insurance or the manufacturer's warranty. If a **mechanical breakdown** occurs, **we** will repair or replace the covered part(s), or **we** will pay an authorized repair facility reasonable and customary charges to do so, not to exceed manufacturer's suggested list price for covered parts, and specific labor times published in Motor, Chilton, Mitchell or the manufacturer's warranty labor time standards, subject to the **deductible** and the other provisions of this **contract**. Reimbursement may be made directly to **you** for an authorized claim. **Replacements will be made with parts of like kind and quality (including new, re-manufactured, exchanged, or serviceable used components or parts at our option).**

Comprehensive Coverage:

In the event of a **mechanical breakdown, we** will repair or replace all parts of **your vehicle** except those listed under **What is Not Covered** of this **contract**. **Comprehensive Coverage** also includes all items listed in **Additional Program Benefits**.

Footnotes:

* Seals and gaskets coverage does not apply if **your vehicle's** odometer reading is greater than 100,000 miles on the **contract** date of sale

** When damaged as a result of the failure of a covered internally lubricated part.

*** When required in connection with the repair or replacement of a covered part.

Additional Program Benefits (applies to VSC coverage only)

Rental Car Coverage: (This benefit is not included with the Rental Plus Coverage)

In the event of a **mechanical breakdown** covered by this **contract** or the manufacturer's warranty, **we** will reimburse you for the expense actually incurred for the rental of a substitute **vehicle** through a licensed rental agency during the repair, subject to the following provisions. **our** liability shall not (a) exceed $30 per day for each eight (8) hours of approved labor time (or fraction of eight hours), nor (b) total more than $180 for each covered repair visit. In computing the maximum $180 reimbursement per repair visit, up to three (3) days of down time, required for parts procurement only, is reimbursable (**we** must be advised in advance of all such delays). Delays caused by repair facility scheduling do not qualify for rental benefits.

Towing and Emergency Roadside Service:

If **your vehicle** is in need of emergency roadside service, **you** must call the 24-hour toll free number at (800) 831-6870 for service. The following benefits are subject to a maximum benefit of $100 per occurrence: towing, jump starts, flat tire changes (using your inflated spare), fluid delivery, lockout service (key cutting extra), concierge service (assistance with up to three phone calls - relatives, police, etc.). Any towing or emergency roadside service not initiated through the 24-hour toll free number at (800) 831-6870 is limited to a maximum benefit of $50 per occurrence; valid receipts will be required for reimbursement.

Trip Interruption Coverage:

If a **mechanical breakdown**, covered by this **contract** or a manufacturer's warranty, causes **your vehicle** to become inoperable and **you** are required to remain overnight while repairs are completed more than one hundred (100) miles from **your** home, **we** will reimburse **you** for expenses actually incurred for meals (restaurants only) and lodging (hotel or motel only), during the period repairs are being made. The maximum daily allowance for meals and lodging combined is limited to $100 per day for a maximum of three (3) days or the period of time that it took to repair **your vehicle**, whichever is less, and shall not exceed $300 for each covered repair visit. The date of the **mechanical breakdown** shall be considered the first day of the three-day period. Valid receipts for meals and lodging and a copy of the corresponding repair order will be required for reimbursement.

Your Vehicle Maintenance Requirements

Maintenance expenses are your responsibility.

1. **In order to maintain valid contract coverage, you must have your vehicle checked and serviced in accordance with the manufacturer's recommendations as outlined in your vehicle's Owner's Manual. NOTE: your Owner's Manual lists different servicing recommendations based upon your individual driving habits and climate conditions. You are required to follow the maintenance schedule that applies to your conditions. Failure to follow the manufacturer's recommendations that apply to your specific conditions may result in the denial of coverage.**
2. **It is required that verifiable receipts be retained for the services. If you perform your own service, you must retain verifiable receipts showing purchases of all required parts and materials necessary to perform the required maintenance showing the date and odometer reading when the services were performed.**
3. **If requested, furnish us with maintenance and/or service receipts as proof of your vehicle's regular maintenance during the contract term.**

Your Duties in the Event of a Mechanical Breakdown

ZURICH

VEHICLE OWNER

Name
[redacted]
Address
[redacted]
City: BALTIMORE | State: MD | Zip Code: [redacted]
If a business name is listed above, please name the Primary Driver of the vehicle.

SELLER

Name
ADAMS JEEP OF MARYLAND INC.
Address
3485 CHURCHVILLE RD.
City: ABERDEEN | State: MD | Zip Code: 21001

LIENHOLDER

Name
PNC

VEHICLE INFORMATION

Vehicle Identification Number
1C4PJMAKXCW[redacted]
Year: 2012 | Make: JEEP | Model: LIBERTY SPORT
Cylinders | Odometer Reading: 7
Vehicle Date of Sale: 08/18/2012 | Vehicle Purchase Price: $ 29,286.00
Check if vehicle is:
☐ Diese. Powered ☐ Turbo/Super Charged ☒ 4WD/AWD
☐ Manufacturer Certified Vehicle

LIMITED WARRANTY

☐ Check box if vehicle includes a limited warranty provided by the seller.
LW Term:
Months _____ / Miles
LW Deductible: $ (B4/B1)
For seller use only if applicable: ☐ (C4) ☐ (T4/T1)

V36160AH (1/08) VEHICLE SERVICE CONTRACT

Contract Date of Sale: 08/18/2012 | Contract Purchase Price: $1,385.00 | Deductible: $100 (If a deductible is not indicated a $100 deductible will apply.)

Term Selection:
(See Definitions - Term - to determine expiration date and miles.)
☒ New Vehicle Plan ☐ Manufacturer Certified Vehicle Upgrade Plan
- In-service date required: _____
☐ Used Vehicle Plan
Months 72 / Miles 75,000

Coverage Selection:
☒ Comprehensive (DC/C4/WC) ☐ Preferred (DP/P4/WP)
☐ Standard (DT/T4/T1/WT) ☐ Powertrain (DB/B4/B1) ☐ Rental Plus (DR)

Contract Options:
☐ $100 Disappearing Deductible Option - $100 deductible will be waived if covered repairs are performed by the seller
☐ Personal Snowplow Option - This box must be checked and the additional contract charge paid if this vehicle is equipped with a snowplow or if a snow-plow will be added. (Can not be combined with the Commercial Use Option).
☐ Commercial Use Option - This box must be checked and the additional contract charge paid if this vehicle is used for business/commercial purposes.

Admin Use Only

TIRE & WHEEL PLAN

Term: _____ months | Deductible: $0
Purchase Price: $ _____
Coverage Limits: No tire or wheel reimbursement limit per occurrence.
☐ Standard (H1) ☐ Premium (H2) ☐ Luxury (H3)

Maximum Plan Benefit: $1500	Maximum Plan Benefit: $2500	Maximum Plan Benefit: $5000

MAINTENANCE PLAN

Plan Term: ☐ 12 months ☐ 24 months ☐ 36 months ☐ 48 months ☐ 60 months
Purchase Price: $ _____
Service Interval Selection: ☐ 3,000 Miles (1) ☐ 3,750 Miles (2) ☐ 5,000 Miles (3) ☐ 7,500 Miles (4) ☐ 10,000 Miles (5)
For seller use only. Plan Class Selection:
☐ 25/20 (A) ☐ 35/20 (R) ☐ 50/20 (G) ☐ 75/20 (M) ☐ 100/20 (N)

ACKNOWLEDGEMENT

You (Purchaser) whose signature appears below, acknowledge that you have read and understand the contract coverages, what is not covered, your vehicle maintenance responsibilities, how to file a claim, and any state changes that may apply. Furthermore, you understand that all repairs performed under this contract must be authorized by us. You have reviewed the above coverage schedule which indicates the contract coverages you are purchasing. You understand the purchase of this contract and/or the Optional Tire & Wheel and Maintenance Plans are not required in order to purchase, register or obtain financing for this vehicle.

Purchaser's Signature _____ Telephone Number [redacted] Date 08/18/2012

Seller Authorized Representative Signature _____ Telephone Number [redacted] Date 08/18/2012

UNIVERSAL UNDERWRITERS SERVICE CORPORATION
(dba UUSC Service Company in the State of New York)
7045 College Boulevard, Overland Park, KS 66211 Claims (800) 643-9059 Customer Service (888) 835-5063

23525
26020P
4 DAYS RENTAL $530.60
1.0
1.0
1.40

THOMPSON DODGE

124 North Point Blvd.
BALTIMORE, MARYLAND 21224
(410) 288-3832

B2207
ORC INTERNAL
1

The Dealer hereby expressly disclaims all warranties with respect to any parts furnished under this order.

NO PARTS EXCHANGED WITHOUT THIS INVOICE.
NO REFUNDS ON SPECIAL ORDER PARTS.
ALL CLAIMS AND RETURNED GOODS MUST BE ACCOMPANIED BY THIS BILL. 15% HANDLING CHARGE ON CHARGE ON REFUNDS.
NO REFUNDS AFTER TWO WEEKS.
NO REFUNDS ON ELECTRICAL ITEMS.
OVER THE COUNTER PARTS ARE GUARANTEED FOR REPLACEMENT 1 YEAR OR 12,000 MILES WHICHEVER OCCURS FIRST

+ [redacted]

DATE ENTERED	YOUR ORDER NO.	DATE SHIPPED	INVOICE DATE	INVOICE NUMBER
28 JUN 16		07 JUL 16	07 JUL 16	[redacted]

**** R O P A R T S Q U O T E - DO NOT PAY ****
PAGE 1 OF 1

SOLD TO
ACCOUNT NO. [redacted]
[redacted]
BALTIMORE, MD [redacted]

SHIP TO

SHIP VIA	SLSM.	B/L NO.	TERMS	F.O.B. POINT
	5			BALTIMORE MD

ORD	QUANTITY SHIP	B.O.	PART NO.	DESCRIPTION	LIST	NET	AMOUNT
			RO Quote for Service Repair Order: 866948				
			Service Advisor: 7365 Vehicle: CW164392				
			Part(s) quoted on LineD	CUSTOMER ALSO STATES THE TRACTI			
0	0	0	5083344AA 38	SW PKG-STOP	27.54	0.00	0.00
			Part(s) quoted on LineA	AIR BAG LIGHT COMES ON INTERMIT			
1	1	0	68148047AC 532	MODULE-OCCUP	255.96	237.00	237.00
			Parts quoted on RO# [redacted]				
			**** R O P A R T S Q U O T E - DO NOT PAY ****				

214.00

NEED CODE FOR MODULE & LABOR TIMES FOR MODULE & SWITCH

ORDER YOUR PARTS O
WWW.THOMPSONCDJ.CO
LOOK FOR SPECIALS
DEALERS 1 DAY R
LIMITED WARRANTY O

IES

	237.00
	0.00
	0.00
L	$0.00

Copyright 2014 CDK Global, LLC PARTS INVOICE 10iP (PSCI) IMAGING

CUSTOMER COPY

THOMPSON DODGE

124 North Point Blvd.
BALTIMORE, MARYLAND 21224
(410) 288-3832

100 deduc

41,56

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NO REFUNDS AFTER TWO WEEKS.
NO REFUNDS ON ELECTRICAL ITEMS.
OVER THE COUNTER PARTS ARE GUARANTEED FOR **REPLACEMENT** 1 YEAR OR 12,000 MILES WHICHEVER OCCURS FIRST.

913 664 4150

C00283 5308

DATE ENTERED	YOUR ORDER NO.	DATE SHIPPED	INVOICE DATE	INVOICE NUMBER
28 JUN 16		28 JUN 16	28 JUN 16	[redacted]

**** R O P A R T S Q U O T E - DO NOT PAY ****
PAGE 1 OF 1

SOLD TO
ACCOUNT NO. [redacted]
[redacted]
BALTIMORE, MD [redacted]

SHIP TO

SHIP VIA	SLSM.	B/L NO.	TERMS	F.O.B. POINT
	73112			BALTIMORE MD

ESP/trac

QUANTITY ORD	QUANTITY SHP	QUANTITY B/O	PART NO.	DESCRIPTION	LIST	NET	AMOUNT
			RO Quote for Service Repair Order: 866948				
			Service Advisor: 7365 Vehicle: CW164392				
			Part(s) quoted on LineD CUSTOMER ALSO STATES THE TRACTI				
1	1	0	5083344AA	38 SW PKG-STOP	27.54	27.54	27.54
			Parts quoted on RO# [redacted]				
			**** R O P A R T S Q U O T E - DO NOT PAY ****				

L 60
Pg 60
21.75

ORDER YOUR PARTS ONLINE.....
WWW.THOMPSONCDJ.COM E-STORE BUTTON
LOOK FOR SPECIALS
DEALERS 1 DAY RETURN WITH CALL
LIMITED WARRANTY ON MOST PARTS

CUSTOMER'S SIGNATURE
X

MISC SUPPLIES	
PARTS	27.54
SUBLET	
FREIGHT	0.00
SALES TAX	0.00
TOTAL	$0.00

Copyright 2014 CDK Global, LLC PARTS INVOICE (UP - P3C1 - IMAGING

CUSTOMER COPY

wi 16.05.15

Utilities | Reports | Monitors | Preferences | About | Help

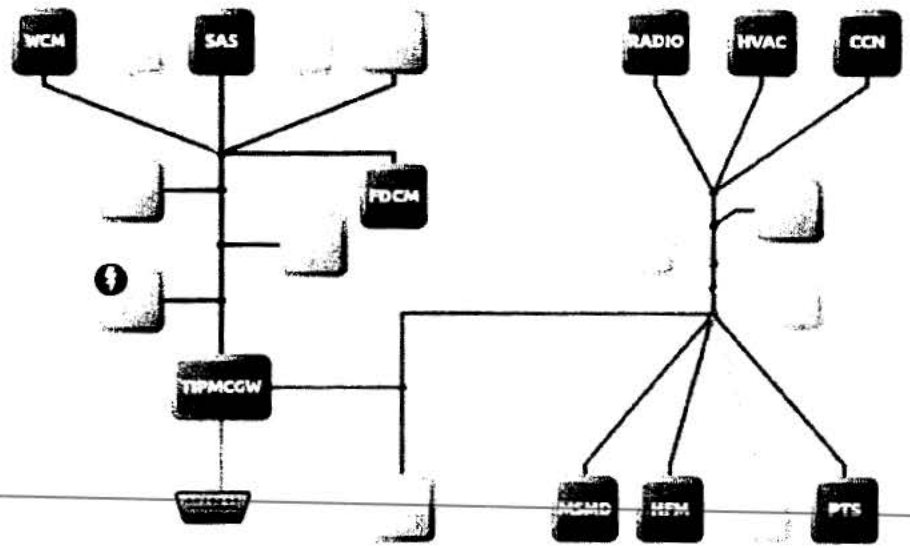
Search Service Information

Vehicle View

Roll over an ECU to see full name. Click on an ECU for complete details.

2012 KK 3.7L
VIN: 1C4PJMAKXCW[redacted]
Battery: 12.18 volts

Legend
- Active ECU
- Non-responsive ECU
- DTCs Present
- ECU Not Built
- Scanning ECU
- New Flash Available
- Diag CAN-C
- CAN-C
- CAN-IHS



All DTCs | Diagnostic Procedures | Customer Preferences | Vehicle Preparations

Double-click row selection to view environmental data. Click on column heading to sort table.

Active Stored Pending

View Freeze Frame | Clear Stored DTCs

		ECU	Code	Status	Description
📷		PCM	P0703	Stored	Brake Switch 2 Performance
📷		PCM	P2299	Stored	Brake Pedal Position / Accelerator Pedal Position Incompatible
		ABS	C1000	Stored	Brake Pedal Switch 1 Circuit Performance
		OCM	U0002	Stored	CAN C Bus Off Performance
		ORC	B223D	Stored	OCM DTC Present
		DMFL	B21A1	Stored	ECU Reset/Recovery Occurred
		DMFR	B21A1	Stored	ECU Reset/Recovery Occurred

Knowledge Base Articles | Online | Disconnect | Warnings: 0 Errors: 0

9:14 AM
6/26/2016

PE17-003

FLAT CHRYSLER

8/3/2017

ENCLOSURE 04

CAIR BACKUP



CAIR [redacted]
10/14/16
10/1

[redacted]
Kings Park N.Y. [redacted]
September 28, 2016

Mr. Richard Thornton
Head of Operations – Customer Care
FCA US LLC
CIMS 423-04-02
800 Chrysler Dr.
Auburn Hills, MI 48326

Dear Mr. Thornton:
I am writing to you as, despite my best efforts I have been unable to resolve this issue through the lower channels of your Customer Care Departments.

My wife owns a 2012 Jeep Liberty Sport (1C4PJMAK2CW[redacted]). She received a recall notice for the N38 Active Head Restraint Recall. The details of the recall notice state " ...your dealer will reprogram the Totally Integrated Power Module (TIPM), or replace the Occupant Restraint Control (ORC) module". The vehicle was taken to Smith Haven Chrysler Jeep Dodge for the repair. It should be noted that the airbag light was also lit. The TIPM was reprogrammed, at least the dealer claims it was, but the airbag light remained lit. The dealer quoted a price of $ 407.00 plus tax for replacing the ORC module, and charged my wife $146.64 for a diagnostic test, which she had no choice but to pay in order to get her vehicle back.

Through my own investigation I found that the Chrysler tech sheets state that if the airbag light remains on after the TIPM is reprogramed, damage to the ORC module is considered "collateral damage", and is therefore covered under the N38 recall and should be replaced as part of the same.

To make matters worse; when she did get the vehicle back, not only was the airbag light still on, but now the Check Engine light was on despite the "complimentary 27 point inspection" that the dealer claimed was performed as part of this service. When it was brought the their attention, a tech turned the Check Engine light off, but offered no explanation as to why the light only came on when the vehicle was in their care. He stated that the only way to find out why it came on was to perform another diagnostic test for $ 146.64.

Through my own investigation I also found that there are no fees charged or diagnostic tests performed in consideration of a recall.

So there is the matter of $ 146.64 that my wife was forced to pay in order to get her vehicle back.

The dealer offered me no resolution when I brought to their attention the fact that by Chrysler's own admission the ORC module should be replaced as part of this recall as previously stated. It was then that I contacted Chrysler Customer Care to resolve this issue.

Please refer to www.arfc.org/complaints/2012/jeep/liberty/air_bags/problem.aspx which will illustrate how widespread this problem is, something that Chrysler is obviously aware of. And also note that the ORC module was recalled for replacement in the 2011 Jeep Liberty, something that obviously should have been done outright with the 2012 Liberty as well.

I had numerous conversations with various representatives from the Customer Care Department. Please refer to case number [redacted] where a Chrysler representative agrees that Chrysler will take responsibility for the repair by offering me reimbursement for the repair if I submit proof of same. The fact of the matter is that I cannot afford to pay $ 450.00 and then wait 60-90 days for reimbursement. And I should not have to, as by Chrysler's own admission it is a repair that is covered as part of the N38 recall.

My wife and I purchased 2 Chrysler vehicles on the same day: a 2012 Liberty, and a 2012 Town and Country. We have been satisfied so far with the performance of both vehicles. But our experiences with customer service at both the dealership and corporate levels have left us wondering if we will ever consider a Chrysler vehicle again.

I hope you are able to help me resolve this issue and perhaps restore my confidence in your product; because without customer service, a product is worthless.

Thank you for your time and assistance in this matter. Please call me with any question/concerns you may have regarding this matter. I look forward to hearing from you soon.

Sincerely,

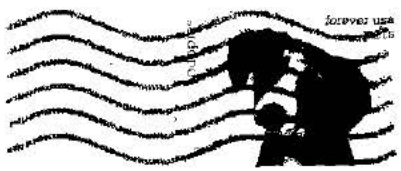
[redacted]

[redacted]

Kings Park NY [redacted]

MID-ISLAND NY 117

01 OCT 2016 PM 1 L



Mr Richard Thornton
Head of Operations - Customer Care
FCA US LLC
CIMS 422-04-02
800 Chr
Auburn Hills FWP
48326-275700

THOR800 482 4E 1 N C2210/05/16
UNABLE TO FORWARD/FOR REVIEW
####

BC: 48326999955 DU *1302-10330-01-42

PH: (631) 863-2000 · FAX (631) 863-2020
NYS Repair Shop No. 7077480
www.smithhaven.com

INVOICE

DUPLICATE 1
PAGE 1

[redacted]
KINGS PARK, NY 1[redacted]
HOME [redacted] CONT [redacted]
BUS: [redacted] CUST:

SERVICE ADVISOR: 3874 JOSH WEINER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	12	JEEP LIBERTY	1C4PJMAK2[redacted]		32480/32480	T950

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26FEB12 DD			23:00 16JUN16		0.00	CASH	17JUN16

R.O. OPENED	READY	OPTIONS
07:37 15JUN16	14:02 17JUN16	DLR:44812 ENG:3.7_Liter

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A RECALL Recall / CSN 1 N38 Revised Safety Recall N38 Active Head Restraints			
CAUSE:			
RECALL Recall / CSN 1 N38 Revised Safety Recall N38 Active Head Restraints			
74 WROD 0.20			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:			0.00
32480 0.20 PERFORMED RECALL N38 FLASHED TIPM			
**********			
B CUSTOMER REPORTS AIR BAG LIGHT IS ON, IF NOT RECALL RELATED, DIAGNOSE, $135			
ELECTRICAL Electrical/Non PCM Flashes Concern CUSTOMER REPORTS AIR BAG LIGHT IS ON, IF NOT RECALL RELATED, DIAGNOSE, $135			
74 CPL 1.00	135.00	135.00	
PARTS: 0.00 LABOR: 135.00 OTHER: 0.00 TOTAL LINE B:			135.00
32480 0.50 PERFORMED DIAGNOSIS, FOUND OCCUPANCY RESTRAINT CONTROL MODULE FAULTY, QUOTED $407 UPON RETURN IF CUSTOME RWOULD LIKE TO MAKE REPAIR			
**********			
C COMPLIMENTARY 27 POINT INSPECTION			
27P COMPLIMENTARY 27 POINT INSPECTION			
74 IRON 0.00			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C:			0.00
**********			
D** PROVIDE LOANER VEHICLE DURING REPAIRS			
CAUSE:			
LOANER PROVIDE LOANER VEHICLE DURING REPAIRS			
74 WROD 0.00			(N/C)
SUBL 1 DAY LOANER			
WROD			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D:			0.00
**********			

STATEMENT OF DISCLAIMER

1. LABOR AND PARTS ARE COVERED BY "OUR LIMITED WARRANTY OF 90 DAYS OR 4,000 MILES", WHICHEVER COMES FIRST CHRYSLER JEEP DODGE AUTO GROUP LABOR AND PARTS ARE COVERED BY "OUR LIMITED WARRANTY OF 12 MONTHS OR 12,000 MILES", WHICHEVER COMES FIRST.
2. FACTORY REPAIRS ARE COVERED BY THE "MANUFACTURERS LIMITED WARRANTY" AS OUTLINED IN THE OWNERS WARRANTY STATEMENT.
3. ALL PARTS INSTALLED ARE FACTORY REBUILT OR NEW UNLESS OTHERWISE SPECIFIED.
4. SMITH HAVEN CHRYSLER JEEP DODGE, SMITH HAVEN AUTO GROUP IS NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS DUE TO FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.
5. STORAGE CHARGES $20.00 PER DAY 48 HRS. AFTER WORK COMPLETION.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	135.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	135.00
LESS INSURANCE	0.00
SALES TAX	11.64
PLEASE PAY THIS AMOUNT	146.64

CUSTOMER COPY

Jennifer Miller

[redacted]

Merchant ID: [redacted]
Term ID: [redacted]

Sale

MASTERCARD

[redacted]

Entry Method: Manual

Approvd: Online Batch#: [redacted]

06/17/16 13:58:24

Inv#: [redacted] Appr Code: 017763

Total: $ 146.64

[redacted]

PE17-003
FLAT CHRYSLER
8/3/2017
ENCLOSURE 04
CAIR BACKUP



From: [redacted]
To: customerassistre@chrysler.com
Date: Fri Nov 04 14:52:48 EDT 2016
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: Recall Information

Brief Description:

Urgent Concern Regarding Recall

Comments:

To Whom It May Concern:

I am writing with regard to my 2012 Chrysler 200.
Living in the State of Virginia, I am required to do an annual safety inspection on my vehicle. My inspection was due by October 31, 2016 and I went in to complete my inspection on October 18, 2016 to be in compliance with this requirement. I was informed that my vehicle could not pass the inspection due to airbag warning light. I took the vehicle to two different auto shops both of which indicated that the issue was the Occupant Restraint Control module which needed to be replaced. I also spoke with two different Chrysler dealerships, one of which indicated it would cost roughly $700 to repair.=20

On Friday, October 21st, I learned that this particular issue was under a national recall (S61). After speaking with Chrysler=E2=80=99s Recall Division, I learned that the part was unavailable=
.
This puts me in a predicament as the part remains unavailable and without it I cannot drive my car. I also spoke with the State Regional Inspection Office to explain the situation and seek a waiver until the part was available. I was informed that this was not possible as the issue with the Occupant Restraint Control module was a safety hazard. I was prepared to pay to fix my vehicle, however, after learning that this particular concern the focus of a national recall, I turned to Chrysler to resolve the issue. In particular, I went to the Safford Chrysler in Warrenton, VA who confirmed that the part is unavailable.

Not having access to my vehicle is an undue hardship to me and my family. I depend on my car to commute to

and from work (80 miles each day) and while public transportation is available, I would need to drive 10 miles to access it. I am also responsible for transporting my children to and from school/daycare and other activities and knowing that the car presents a danger to them, I am not willing to risk their safety.

At this point, my car is unable to be
legally driven due to no fault of my own. I am asking Chrysler=E2=80=99s assistance with obtaining a temporary vehicle until the issue can be resolved. In speaking with the corporate office, I was told that they would assist me with a rental vehicle and that they would get back to me but I have not received any additional correspondence.=20

A response to this email
at your earliest convenience would be greatly
appreciated.

Sincerely,

[redacted]

Sender Information:

Title: =20
First Name: [redacted]
Middle Initial: =20
Last Name: [redacted]

From: customerassistre@chrysler.com
To: [redacted]
Date: Sun Nov 06 09:23:11 EST 2016
Subject: Re: Chrysler Group LLC Customer Assistance
Dear[redacted]
Thank you for contacting the FCA Customer Assistance Center.
I am sorry to learn of the inconvenience you are experiencing.
David, we know you have a choice in brands and we appreciate that you have chosen ours.
We are here to assist you 24.
Chrysler intends to repair your vehicle free of charge (parts and labor). However, the parts required to provide a permanent remedy for this condition are currently not available. Chrysler is making every effort to obtain these parts as quickly as possible.
I have confirmed that you have been placed on our special tracking list, once the part is available, you will receive a letter in the mail as well as, a notification by email.
Upon further review, I can see that you are working with a rental Case Manager Krista. An email was sent to you November 5, 2016.
Below I have listed the email;
I will authorize a rental vehicle for you starting today 11-05-16 until the recall S61- ACTIVE HEAD RESTRAINTS OCCUPANT RESTRAINT CONTROLLER is available. You will have to arrange for a rental vehicle and I will reimburse you up to $40.00 per day plus the taxes. I am not able to pay for fuel, insurance or any extras. You will be able to fax documents and proof of payment, weekly, bi-weekly or monthly to me, whichever is the easiest for you. Please let me know what you decide to do so I can send you the additional information.
Thank you for your patience and understanding.
I hope you have a great Sunday!
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 1-800-247-9753.
Sincerely,
Randi
Customer Service Representative
FCA 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=KMM9951407V42191L0KM&
Original Message Follows:

Recall Information - Chrysler Brand Site
Brief Description:
Urgent Concern Regarding Recall

Comments:
To Whom It May Concern: I am writing with regard to my 2012 Chrysler 200. Living in the State of Virginia, I am required to do an annual safety inspection on my vehicle. My inspection was due by October 31, 2016 and I went in to complete my inspection on October 18, 2016 to be in compliance with this requirement. I was informed that my vehicle could not pass the inspection due to airbag warning light. I took the vehicle to two different auto shops both of which indicated that the issue was the Occupant Restraint Control module which needed to be replaced. I also spoke with two different Chrysler dealerships, one of which indicated it would cost roughly $700 to repair. On Friday, October 21st, I learned that this particular issue was under a national recall (S61). After speaking with Chryslerâs Recall Division, I learned that the part was unavailable.
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[redacted]

VIN:
CN1[redacted]
Mileage:
120000
Servicing Dealer:

Safford Chrysler, Warrenton, VA

Title:

First Name:

[redacted]

[redacted]l:

Last Name:

[redacted]

Address 1:

[redacted]r

Address 2:

City:

Haymarket

State:

VA

Zip:

[redacted]

Email:

[redacted]

Home Phone:

[redacted]

PE17-003

FLAT CHRYSLER

8/3/2017

ENCLOSURE 04

CAIR BACKUP



From: [redacted]m
To: customerassist@chrysler.com
Date: Fri Nov 04 14:55:09 EDT 2016
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Urgent Concern Regarding Recall

Comments:

To Whom It May Concern:

I am writing with regard to my 2012 Chrysler 200.
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A response to this email
at your earliest convenience would be greatly
appreciated.

Sincerely,

[redacted]

Sender Information:

Title: =20
First Name: [redacted]
Middle Initial: =20
Last Name: F[redacted]

From: customerassist@chrysler.com
To: [redacted]
[redacted] 2016
Subject: Re: Chrysler Group LLC Customer Assistance
[redacted]

Thank you for contacting the FCA Customer Assistance Center in regards to your rental request and recall concern.

I can definitely understand how frustrating and inconvenient this situation could be for you.

I have reviewed your file in full and can see you have contacted in and the concerns are being addressed further.

I have updated your file to reflect your recent email message, and appreciate the time you took to contact us via email and by telephone.

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 1-800-247-9753.

Sincerely,

Jenna

Customer Service Representative

FCA 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=KMM9951545V55617L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:

Urgent Concern Regarding Recall

Comments:

To Whom It May Concern: I am writing with regard to my 2012 Chrysler 200. Living in the State of Virginia, I am required to do an annual safety inspection on my vehicle. My inspection was due by October 31, 2016 and I went in to complete my inspection on October 18, 2016 to be in compliance with this requirement. I was informed that my vehicle could not pass the inspection due to airbag warning light. I took the vehicle to two different auto shops both of which indicated that the issue was the Occupant Restraint Control module which needed to be replaced. I also spoke with two different Chrysler dealerships, one of which indicated it would cost roughly $700 to repair. On Friday, October 21st, I learned that this particular issue was under a national recall (S61). After speaking with Chryslerâs Recall Division, I learned that the part was unavailable.

This puts me in a predicament as the part remains unavailable and without it I cannot drive my car. I also spoke with the State Regional Inspection Office to explain the situation and seek a waiver until the part was available. I was informed that this was not possible as the issue with the Occupant Restraint Control module was a safety hazard. I was prepared to pay to fix my vehicle, however, after learning that this particular concern the focus of a national recall, I turned to Chrysler to resolve the issue. In particular, I went to the Safford Chrysler in Warrenton, VA who confirmed that the part is unavailable. Not having access to my vehicle is an undue hardship to me and my family. I depend on my car to commute to and from work (80 miles each day) and while public transportation is available, I would need to drive 10 miles to access it. I am also responsible for transporting my children to and from school/daycare and other activities and knowing that the car presents a danger to them, I am not willing to risk their safety. At this point, my car is unable to be legally driven due to no fault of my own. I am asking Chryslerâs assistance with obtaining a temporary vehicle until the issue can be resolved. In speaking with the corporate office, I was told that they would assist me with a rental vehicle and that they would get back to me but I have not received any additional correspondence. A response to this email at your earliest convenience would be greatly appreciated. Sincerely,
[redacted]

VIN:
CN[redacted]
Mileage:
120000
Servicing Dealer:
Safford Chrysler, Warrenton, VA
Title:

First Name:
[redacted]
[redacted]:

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

City:

Haymarket

State:

VA

Zip:

[redacted]

Email:

[redacted]

Home Phone:

[redacted]

PE17-003

FLAT CHRYSLER

8/3/2017

ENCLOSURE 04

CAIR BACKUP



[Company name]

fax

TO: REIMBURSTMENT CASE # [redacted] FROM: [redacted]

FAX: 877-768-5076 PAGES: 3

PHONE: 800-853-1403 DATE: DECMEBER 12, 2016

RE: FCA-US CC: [Names]

☐ Urgent ☐ For Review ☐ Please Comment ☐ Please Reply ☐ Please Recycle

Comments: [Your comments here]

ENTERPRISE LEASING COMPANY OF CHICAGO, 9650 INDIANAPOLIS BLVD, HIGHLAND, IN 463222637 (219) 924-0707

RENTAL AGREEMENT REF# [redacted]

RENTER [redacted]

DATE & TIME OUT
12/02/2016 08:22 AM
DATE & TIME IN
12/10/2016 07:30 AM

BILLING CYCLE
24-HOUR

CAR CLASS CHARGED
IFAR

VEH #1 2016 FORD ESCA 1SE2
VIN# 1FMCU0G97GUC[redacted]
LIC# [redacted]
MILES DRIVEN 347
CAR CLASS: IRAR

SUMMARY OF CHARGES

Charge Description	Date	Quantity	Per	Rate	Total
TIME & DISTANCE	12/02 - 12/09	1	WEEK	$199.99	$199.99
TIME & DISTANCE	12/09 - 12/10	1	DAY	$9.99	$9.99
DW	12/02 - 12/09	7	DAY	$16.99	$118.93
PAI	12/02 - 12/09	7	DAY	$3.00	$21.00
RAP	12/02 - 12/09	7	DAY	$3.99	$27.93
REFUELING CHARGE	12/02 - 12/10	4	GALLON	$2.35	$9.40
			Subtotal:		**$387.24**
Taxes & Surcharges					
RENTAL EXCISE TAX	12/02 - 12/10			4%	$15.56
SALES TAX	12/02 - 12/10			7%	$27.22
VEHICLE LICENSE FEE RECOVERY	12/02 - 12/10	8	DAY	$0.21	$1.68
			Total Charges:		**$431.70**
Bill-To / Deposits					
DEPOSITS					($409.95)

Total Estimated Amount Due **$21.75**

PAYMENT INFORMATION

AMOUNT PAID	TYPE	CREDIT CARD NUMBER
$21.75	Visa	xxxxxxxx[redacted] ENDING
$409.95	Visa	xxxxxxxx[redacted]

ENTERPRISE LEASING COMPANY OF CHICAGO, 9650 INDIANAPOLIS BLVD, HIGHLAND, IN 463222637 (219) 924-0707

RENTAL AGREEMENT [redacted]

[redacted]

DATE & TIME OUT
10/28/2016 08:05 AM
DATE & TIME IN
11/07/2016 08:33 AM

BILLING CYCLE
24-HOUR

CAR CLASS CHARGED
CCAR

VEH #1 2016 JEEP PATR LAT4
VIN# 1C4NJRFB7GD[redacted]
LIC# [redacted]
MILES DRIVEN 1104
CAR CLASS: IFAR

SUMMARY OF CHARGES

Charge Description	Date	Quantity	Per	Rate	Total
TIME & DISTANCE	10/28 - 11/01	4	DAY	$9.99	$39.96
TIME & DISTANCE	11/01 - 11/07	1	WEEK	$100.99	$100.99
DW	10/28 - 11/07	10	DAY	$16.99	$169.90
PAI	10/28 - 11/07	10	DAY	$3.00	$30.00
REFUELING CHARGE	10/28 - 11/07				$0.00
			Subtotal:		**$340.85**
Taxes & Surcharges					
RENTAL EXCISE TAX	10/28 - 11/07			4%	$13.71
SALES TAX	10/28 - 11/07			7%	$24.01
VEHICLE LICENSE FEE RECOVERY	10/28 - 11/07	10	DAY	$0.21	$2.10
			Total Charges:		**$380.67**
Bill-To / Deposits					
DEPOSITS					($380.67)

Total Estimated Amount Due **$0.00**

PAYMENT INFORMATION

AMOUNT PAID	TYPE	CREDIT CARD NUMBER
$380.67	Visa	[redacted]

[Company name]
|

fax

TO: REIMBURSTMENT CASE # [redacted]	FROM: [redacted]
FAX: 877-768-5076	PAGES: 3
PHONE: 800-853-1403	DATE: DECMEBER 12, 2016
RE: FCA-US	CC: [Names]

☐ Urgent ☐ For Review ☐ Please Comment ☐ Please Reply ☐ Please Recycle

Comments: [Your comments here]

ENTERPRISE LEASING COMPANY OF CHICAGO, 9650 INDIANAPOLIS BLVD, HIGHLAND, IN 463222637 (219) 924-0707

RENTAL AGREEMENT [redacted] **REF#** [redacted]

RENTER
[redacted]

DATE & TIME OUT
12/02/2016 08:22 AM
DATE & TIME IN
12/16/2016 07:30 AM

SUMMARY OF CHARGES

Charge Description	Date	Quantity	Per	Rate	Total
TIME & DISTANCE	12/02 - 12/09	1	WEEK	$199.99	$199.99
TIME & DISTANCE	12/09 - 12/16	7	DAY	$9.99	$69.93
DW	12/02 - 12/09	7	DAY	$16.99	$118.93
PAI	12/02 - 12/09	7	DAY	$3.00	$21.00
RAP	12/02 - 12/09	7	DAY	$3.99	$27.93
REFUELING CHARGE	12/02 - 12/16				$0.00
			Subtotal:		**$437.78**

ENTERPRISE LEASING COMPANY OF CHICAGO, 9650 INDIANAPOLIS BLVD, HIGHLAND, IN 463222637 (219) 924-0707

RENTAL AGREEMENT **REF#** [redacted]

[redacted]

RENTER

[redacted]

DATE & TIME OUT

SUMMARY OF CHARGES

Charge Description	Date	Quantity	Per	Rate	Total
TIME & DISTANCE	12/02 - 12/09	1	WEEK	$199.99	$199.99
TIME & DISTANCE	12/09 - 12/16	7	DAY	$9.99	$69.93
DW	12/02 - 12/09	7	DAY	$16.99	$118.93
PAI	12/02 - 12/09	7	DAY	$3.00	$21.00

ENTERPRISE LEASING COMPANY OF CHICAGO, 9650 INDIANAPOLIS BLVD, HIGHLAND, IN 463222637 (219) 924-0707

RENTAL AGREEMENT REF# [redacted]

RENTER
[redacted]

DATE & TIME OUT
12/02/2016 08:22 AM
DATE & TIME IN
12/16/2016 07:30 AM

BILLING CYCLE
24-HOUR

CAR CLASS CHARGED
IFAR

VEH #1 2016 FORD ESCA 1SE2
VIN# 1FMCU0G97GU[redacted]
LIC# [redacted]
MILES DRIVEN 1000
CAR CLASS: IRAR

SUMMARY OF CHARGES

Charge Description	Date	Quantity	Per	Rate	Total
TIME & DISTANCE	12/02 - 12/09	1	WEEK	$199.99	$199.99
TIME & DISTANCE	12/09 - 12/16	7	DAY	$9.99	$69.93
DW	12/02 - 12/09	7	DAY	$16.99	$118.93
PAI	12/02 - 12/09	7	DAY	$3.00	$21.00
RAP	12/02 - 12/09	7	DAY	$3.99	$27.93
REFUELING CHARGE	12/02 - 12/16				$0.00
			Subtotal:		**$437.78**
Taxes & Surcharges					
RENTAL EXCISE TAX	12/02 - 12/16			4%	$17.63
SALES TAX	12/02 - 12/16			7%	$30.85
VEHICLE LICENSE FEE RECOVERY	12/02 - 12/16	14	DAY	$0.21	$2.94
			Total Charges:		**$489.20**
Bill-To / Deposits					
DEPOSITS					($459.95)

Total Estimated Amount Due **$29.25**

PAYMENT INFORMATION

AMOUNT PAID	TYPE
$29.25	Visa
$50.00	CHECK
$409.95	Visa

CREDIT CARD NUMBER [redacted] **ENDING**

PE17-003

FLAT CHRYSLER

8/3/2017

ENCLOSURE 04

CAIR BACKUP



From: [redacted]
To: customerassist@chrysler.com
Date: Sat Nov 19 17:14:15 EST 2016
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

---

recall

Comments:

What to do in the mean time s-61 recall and airbag light on told it will be a few months till parts are available so my 17 yo son drives this car and I'm supposed to just wait?

Sender Information:

Title:

First Name: [redacted]

Middle Initial:

Last Name: [redacted]

From: customerassist@chrysler.com
To: [redacted]
Date: Mon Nov 21 08:15:34 EST 2016
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [redacted]
Thank you for contacting the Dodge Customer Assistance Center.
I apologize for the inconvenience you have experienced.
The letter you received was the interim letter informing that the recall has been issued and, you will receive a second letter once the parts are available.
Chrysler intends to repair your vehicle free of charge (parts and labor). However, the parts required to provide a permanent remedy for this condition are currently not available. Chrysler is making every effort to obtain these parts as quickly as possible.
At this time I will forward your file for special tracking on the recall, once the part is available, you will receive a letter in the mail as well as, a notification by email.
As a Mom and a vehicle owner I can understand your concern.
We know you have a choice in brands and we appreciate you have chosen ours. That being said we are here to assist you 24/7.
Thank you for your patience and understanding.
I hope you have a great day.
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 1-800-4A-DODGE (1-800-423-6343).
Sincerely,
Randi
Customer Service Representative
Dodge Customer Assistance Center
For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 3[redacted]
EMAIL CASE NUMBER: [redacted]9
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM9970074V34134L0KM&
Original Message Follows:

US Customer Service - MOPAR Brand Site
Brief Description:
recall
Comments:
What to do in the mean time s-61 recall and airbag light on told it will be
a few months till parts are available so my 17 yo son drives this car and
I'm supposed to just wait?

VIN:

DN[redacted]

Mileage:

60000

Servicing Dealer:

ipac san antonio

Title:

First Name:

k[redacted]

Middle Initial:

Last Name:

[redacted]

Address 1:

[redacted]

Address 2:

City:

san antonio

State:

TX

Zip:

[redacted]3

Email:

[redacted]

Home Phone:

[redacted]

PE17-003

FLAT CHRYSLER

8/3/2017

ENCLOSURE 04

CAIR BACKUP



PAULS AUTO SERVICE

128 Happy Street
Virginia Beach, VA 23452
757-486-1575
FIND US ON FACEBOOK OR WWW.PAULSAUTOSERVICE.COM

Repair Order # [redacted]
Date : 6/25/2016 **Page 1 of 1**
Orig Est #: **Center : 1**

Customer : [redacted]
Address : [redacted]01
City : VIRGINIA BEACH, VA [redacted]
Home : (757) - **Ext :**
Work : (757) - **Ext :**

Vehicle : 2012 CHRY 200 SERIES
License : [redacted] **Stoc :**
VIN : 1C3CCBABBCN[redacted]
Fleet #:
Engine : 4-144 2.4L DOHC **Color :**
Mileage : 70591

Parts

Quan	Part Number	Description	Price
1.00		OCCUPANT RESTRAINT CON	Declined

		Payments:	
	VISA/M, on 06/25/16		$90.00

Labor

Op	Tech	Description	Time	Charge
DG 0	SL	AIR BAG LIGHT ON. SCAN AIR BAG SYSTEMS TO FIND CODE B2208, INTERNAL COMPUTER FAULT. CODE WILL NOT CLEAR. NEEDS AIR BAG COMPUTER REPLACED AND PROGRAMMED.		90.00
5550	SL	REPLACE OCCUPANT RESTRAINT CONTROLLER		Declined
SUB0	SUB	PROGRAM NEW AIR BAG COMPUTER.		Declined

I hereby authorize the repair work to be done along with the necessary parts and materials and hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere, at your discretion, for the purpose of testing and/or inspection. An express mechanicslien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto. I understand that dealer/owner is not responsible for delay or other consequence due to the unavailability of parts shipments beyond their control. Not responsible for damage or articles left in car in case of fire,theft or any other cause beyond our control.

WARRANTY IS 12 MONTHS OR 12,000 MILES WHICH EVER OCCURS FIRST, UNLESS SPECIFIED OTHERWISE. WARRANTY REPAIRS MUST TAKE PLACE AT PAUL'S AUTO.

Labor :	$90.00
Parts :	$0.00
Sublet :	$0.00
Other Fees :	$0.00
Shop/Enviro	$0.00
Subtotal :	$90.00
Sales Tax :	$0.00
Total :	$90.00
Paid :	$90.00
Due :	$0.00

Signature X _____

PAULS AUTO SERVICE

128 Happy Street
Virginia Beach, VA 23452
757-486-1575
FIND US ON FACEBOOK OR WWW.PAULSAUTOSERVICE.COM

Repair Order [redacted]
Date : 6/29/2016 **Page 1 of 1**
Orig Est #: **Center : 1**

Customer : [redacted]
Address : [redacted]
City : VIRGINIA BEACH, VA 2[redacted]
Home : (757) - **Ext :**
Work : (757) - **Ext :**

Vehicle : 2012 CHRY 200 SERIES
License : [redacted] **Stoc :**
VIN : 1C3CCBABBCN[redacted]
Fleet #:
Engine : 4-144 2.4L DOHC **Color :**
Mileage : 70741

Parts

Quan	Part Number	Description	Price
1.00	68186182AC	OCCUPANT RESTRAINT CON	162.00
1.00	1	BRAKE PAD	Declined
2.00	1	ROTOR	Declined
1.00	VS	VALVE STEM	Declined
1.00	2255018	GOODYEAR	Declined
		Warranty: 0	

		Payments:	
	VISA/M, on 06/29/16		$377.20

Labor

Op	Tech	Description	Time	Charge
SIN005	SUB	VA STATE INSPECTION		16.00
5550	SUB	REPLACE OCCUPANT RESTRAINT CONTROLLER		180.00
SUB0	SUB	PROGRAM NEW AIR BAG COMPUTER.		0.00
COM0	SUB	AIR BAG CODE B2208 INTERNAL ORC MODULE		0.00
0	SUB	REAR PADS AND ROTORS		Declined
TIR005	SUB	MOUNT & BALANCE ONE TIRE		Declined
		LABOR DISCOUNT		-18.00

I hereby authorize the repair work to be done along with the necessary parts and materials and hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere, at your discretion, for the purpose of testing and/or inspection. An express mechanicslien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto. I understand that dealer/owner is not responsible for delay or other consequence due to the unavailability of parts shipments beyond their control. Not responsible for damage or articles left in car in case of fire,theft or any other cause beyond our control.

WARRANTY IS 12 MONTHS OR 12,000 MILES WHICH EVER OCCURS FIRST, UNLESS SPECIFIED OTHERWISE. WARRANTY REPAIRS MUST TAKE PLACE AT PAUL'S AUTO.

Labor :	$178.00
Parts :	$162.00
Sublet :	$0.00
Other Fees :	$0.00
Shop/Enviro	$25.92
Subtotal :	$365.92
Sales Tax :	$11.28
Total :	$377.20
Paid :	$377.20
Due :	$0.00

Signature X _____

NAVY FEDERAL
Credit Union
PO Box 3000 • Merrifield, VA • 22119-3000
navyfederal.org

Statement of Account
For [redacted]

Statement Period
06/18/16 - 07/17/16

Access No. [redacted]

EveryDay Checking - [redacted]

(Continued from previous page)

Joint Owner(s): NONE

Date	Transaction Detail	Amount($)	Balance($)
06-24	POS Debit Visa Check Card [redacted] 6-23-16 Walgreens #15087 Virginia Beac VA	21.74-	394.95
06-27	POS Debit Visa Check Card [redacted] 6-25-16 Lc Eagle Haven1353 Virginia Beac VA	4.00-	390.95
06-27	POS Debit Visa Check Card [redacted] 6-24-16 Taco Bell 00150015 Virginia Bch VA	4.43-	386.52
06-27	POS Debit Visa Check Card [redacted] 6-25-16 McDonald's F1416 Virginia Beac VA	6.79-	379.73
06-27	POS Debit Visa Check Card [redacted] 6-25-16 Domino's Pizza 421 734-930-3030 VA	15.85-	363.88
06-27	POS Debit Visa Check Card [redacted] 6-24-16 Wawa 675 Virginia Bch VA	30.49-	333.39
06-27	POS Debit - VCC 3114 Tran [redacted] 06-26-16 Little Creek CO 1180 A Norfolk VA	80.25-	253.14
06-27	POS Debit Visa Check Card [redacted] 6-25-16 Pauls Auto Service Virginia Beac VA	90.00-	163.14
06-28	POS Debit Visa Check Card [redacted] 6-27-16 Farm Fresh #672 Virginia Bch VA	5.41-	157.73
06-28	Transfer To Checking	25.00-	132.73
06-29	Transfer From Checking	380.00	512.73
06-30	Deposit - ACH Paid From Employment Servi Payroll 01Afd1	1,152.22	1,664.95
06-30	POS Debit Visa Check Card [redacted] 06-28-16 McDonald's F4852 Virginia Beac VA	2.89-	1,662.06
06-30	POS Debit Visa Check Card [redacted] 06-29-16 Pauls Auto Service Virginia Beac VA	377.20-	1,284.86
06-30	Dividend	0.02	1,284.88
07-01	Transfer From Checking	650.00	1,934.88
07-01	POS Debit Visa Check Card [redacted] 06-30-16 Target Virginia Beac VA	2.55-	1,932.33
07-01	POS Debit Visa Check Card [redacted] 06-30-16 7-Eleven 37079 Virginia Beac VA	4.93-	1,927.40
07-01	POS Debit Visa Check Card [redacted] 06-29-16 McDonald's F4852 Virginia Beac VA	7.24-	1,920.16
07-01	POS Debit Visa Check Card [redacted] 06-29-16 Teeoff.Com 8553833 855-383-3633 IL	39.98-	1,880.18
07-01	Transfer To Checking	1,250.00-	630.18
07-05	eDeposit-Scan/Mobile 000000034635017	500.00	1,130.18
07-05	POS Debit Visa Check Card [redacted] 07-01-16 McDonald's F4852 Virginia Beac VA	2.66-	1,127.52
07-05	POS Debit Visa Check Card [redacted] 07-04-16 Rays Ny Pizza Virginia Beac VA	22.57-	1,104.95
07-05	POS Debit Visa Check Card [redacted] 07-01-16 Ulta #677 Virginia Beac VA	29.65-	1,075.30
07-05	POS Debit Visa Check Card [redacted] 07-04-16 Farm Fresh #672 Virginia Bch VA	47.92-	1,027.38
07-06	POS Debit Visa Check Card [redacted] 07-05-16 Odu Meters Norfolk VA	1.50-	1,025.88
07-06	POS Debit Visa Check Card [redacted] 07-05-16 7-Eleven 26002 Virginia Beac VA	4.93-	1,020.95
07-06	Paid To - Sprint8006396111 [redacted] lpay Chk 2100002	137.55-	883.40
07-06	Paid To - Gm Financial Onlin [redacted] Chk 12114128	400.00-	483.40
07-07	POS Debit Visa Check Card [redacted] 07-06-16 Dick's Clothing&sp Virginia Beac VA	45.52-	437.88
07-08	POS Debit Visa Check Card [redacted] 07-07-16 Farm Fresh #672 Virginia Bch VA	2.08-	435.80
07-08	POS Debit Visa Check Card [redacted] 07-07-16 Farm Fresh #672 Virginia Bch VA	2.45-	433.35
07-08	POS Debit Visa Check Card [redacted] 07-06-16 McDonald's F4852 Virginia Beac VA	3.78-	429.57
07-08	POS Debit Visa Check Card [redacted] 07-07-16 7-Eleven 37079 Virginia Beac VA	5.46-	424.11
07-08	POS Debit Visa Check Card [redacted] 07-07-16 Food Lion #1672 Virginia Beac VA	12.69-	411.42
07-08	POS Debit Visa Check Card [redacted] 07-06-16 Marshalls #0539 Norfolk VA	33.91-	377.51
07-11	POS Debit Visa Check Card [redacted] 07-08-16 McDonald's F4852 Virginia Beac VA	2.66-	374.85
07-11	POS Debit Visa Check Card [redacted] 07-08-16 Subway Virginia Bch VA	6.69-	368.16
07-11	POS Debit Visa Check Card [redacted] 07-10-16 Sonic Drive IN #47 Virginia Beac VA	7.44-	360.72
07-11	POS Debit Visa Check Card [redacted] 07-08-16 Avail Virginia Bea Virginia Beac VA	12.72-	348.00
07-11	POS Debit Visa Check Card [redacted] 07-07-16 Marshalls #0539 Norfolk VA	28.54-	319.46
07-11	POS Debit Visa Check Card [redacted] 07-10-16 7-Eleven 37100 Virginia Beac VA	28.89-	290.57
07-11	POS Debit Visa Check Card [redacted] 07-09-16 Treadquarters 0000 Virginia Beac VA	270.13-	20.44
07-12	POS Debit Visa Check Card [redacted] 07-11-16 7-Eleven 37079 Virginia Beac VA	5.46-	14.98
07-13	POS Credit Adjustment 3114 Transaction 07-11-16 John W Lee Pc	231.00	245.98
07-13	Transfer From Checking	40.00	285.98

PE17-003

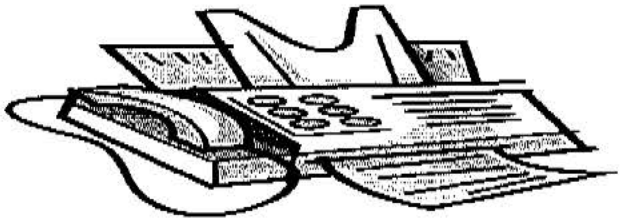
FLAT CHRYSLER

8/3/2017

ENCLOSURE 04

CAIR BACKUP





FAX COVER SHEET

Date: Jan. 2, 2017

To: Chrysler Customer Care
P.O. Box 21-8007
Fax: Auburn Hills, Michigan 48321

Phone: fax# 877-768-5076

From: [redacted]

Phone: [redacted]

Total Pages Sent Including Cover Sheet

1

FROM West Virginia Park f:972-283-5800 (MON)JAN 2 2017 15:16/ST. 15:15/No. 7530590415 P 1

972 CUSTOMS IN DUNCANVILLE

Case# [redacted]

INVOICE

1002 N. DUNCANVILLE RD.
DUNCANVILLE, TX 75116

Phone # 972.296.4800 INFO@972CUSTOMS.COM
Fax # 972.296.4802 972CUSTOMS.COM

Date	Invoice #
11/4/2014	1377

PAID

Bill To

[redacted]
DESOTO, T[redacted]
2012 CHRYSLER 200 LX

Item	Description	Quantity	Rate	Amount
	****VIN #1C3CCBABX[redacted]**			
12	PARTS CTR GRILL	1	84.45	84.45T
12	PARTS FRONT BUMPER	1	133.12	133.12T
12	PARTS REINFORCEMENT BAR	1	108.12	108.12T
12	PARTS ENERGY ABSORBER	1	51.75	51.75T
12	PARTS GRILLE BLACK W/CHROME	1	180.00	180.00T
12	PARTS WINDSHIELD AM	1	154.00	154.00T
12 *	PARTS DRIVER AIR BAG	1	*612.00	612.00T
12 *	PARTS PSNGR AIR BAG	1	*519.00	519.00T
12	PARTS CLOCKSPRING	1	270.00	270.00T
12	PARTS DIGANOSTIC UNIT	1	90.85	90.85T
12 *	PARTS RT FRT IMPACT SENSOR	1	*40.75	40.75T
12 *	PARTS LFT FRT IMPACT SENSOR	1	*40.75	40.75T
12 *	PARTS LFT RETRACTOR ASSY BLACK	1	*217.00	217.00T
12 *	PARTS RT RETRACTOR ASSY BLACK	1	*217.00	217.00T
12	PARTS LFT BUCKLE END BLACK	1	55.60	55.60T
12	PARTS LFT ADJUSTER	1	32.25	32.25T
12	PARTS LFT FRT DOOR GLASS AM	1	196.00	196.00T
2	REMOVE & REPLACE ABOVE PARTS	20	42.00	840.00
1	REPAIR FRAME SET UP AND MEASURE/PULL	15	44.00	660.00
1	REPAIR SCRATCH ON RT SIDE FROM FENDER TO QTR	4	44.00	176.00
6	MECHANICAL LABOR	10	85.00	850.00
5	REFINISH FRT BUMPER, BLEND RT SIDE	15	42.00	630.00
9	PAINT MATERIALS, FREON, TRANSMISSION FLUID	15	13.32467	199.87T
	REPAIRED TO CUSTOMER'S SATISFACTION, SAVED $500.00 DEDUCTIBLE, AND REFUNDED CUSTOMER $400.00			

I have read the above, received a copy and the described work is herby authorized. I agree that 972 CUSTOMS is not responsible for any articles left in vehicle or for any loss or damage to vehicle in case of fire, theft, mechanical or electrical failure or any other cause beyond 972 CUSTOMS control.
An express mechanics lien is hereby acknowledged on above vehicle to secure the amount or repairs and expenses thereto.

Signature_____ DATE_____

Sales Tax (8.25%)	$264.21
Subtotal	$6,358.51
Total	$6,622.72

FROM West Virginia Park f:972-288-5800 (MON)JAN 2 2017 15:16/ST. 15:15/No. 7580590415 P 2

PE17-003

FLAT CHRYSLER

8/3/2017

ENCLOSURE 04

CAIR BACKUP



FAIR. [redacted] 1/12/17

Phillips Jennifer (FCA)

From: MacDonald Mike (FCA)
Sent: Thursday, January 12, 2017 2:06 PM
To: Phillips Jennifer (FCA)
Subject: FW: Jeep Liberty 2012 Engine Issue

Follow Up Flag: Follow up
Flag Status: Flagged

Categories: MUST DO!!!!

FYI

Mike MacDonald
Executive Referrals Manager
Fiat Chrysler Automobiles (FCA)
Office: 586.274.8085
Mobile: 248.376.8340
Fax: 586.497.1294
Email: Mike.MacDonald@FCAGroup.com

From: Moran Renee (FCA) **On Behalf Of** Heck Joann (FCA)
Sent: Thursday, January 12, 2017 2:03 PM
To: MacDonald Mike (FCA); Thornton Rick (FCA)
Subject: FW: Jeep Liberty 2012 Engine Issue

Renee
897-2402
586-497-2402

From: Manley Michael (FCA)
Sent: Thursday, January 12, 2017 1:22 PM
To: Heck Joann (FCA)
Subject: Fwd: Jeep Liberty 2012 Engine Issue

Sent from my iPhone

Begin forwarded message:

From: [redacted]
Date: January 12, 2017 at 12:45:51 PM EST

To: mike.manley@chrysler.com
Cc: [redacted]
Subject: Jeep Liberty 2012 Engine Issue

Hi Mike,
I wanted to reach out to you to let you know about my current issue with my Jeep Liberty 2012. The engine completely stopped while I was driving. Lucky this happen in the my neighbor and not on the highway. My jeep is under 5 years old and has about 60,000 miles which the engine should be covered under warranty. My jeep is currently is at Buhler Chrysler Jeep Dodge Ram 3290 NJ-35, Hazlet, NJ 07730, this issue has been going on now for almost a month and the service manger is declining this claim. I have a case number with jeep car which #[redacted] and my vehicle vin is 1C4PJMAKZCW[redacted] have also provide to jeep this week service documents for 2015 & 2016.

I would except Jeep to stand behind there product and feel they are currently not doing so. I feel Jeep is just pushing this issue to the side and making it extremely hard for me.
I have been a value jeep customer for over 10 years now and my family has many jeep products. Can you please look into this issue and let me know if this can be corrected?

Thank you for your attention this matter.

[redacted]

Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2017-02-13 10:14:43.070591
Files Not Recieved: 0

Hi Regina,

Thank you again for all your help in this process. I have attached the receipt from the airbag and car payment.

Please let me know if you need any additional information.

Thank you,

[redacted]

[redacted]

Customer [redacted]
[redacted]
Holmdel, NJ [redacted]
Work: *
Home [redacted]
Cell:

Buhler & Bitter Inc.
3290 Highway 35
Hazlet, NJ 07730
877.297.1374 732.264.5000
http://www.buhlerbitter.com

Invoice [redacted]
Service Advisor: Richard J Guzman
Started: 12/12/16 4:41 PM

Priority: 5
Appointment: 199623

Vehicle: 1C4PJMAK2CW[redacted]
2012 Jeep LIBERTY SPORT

Task	Opcode	Description	Part or Technician	Qty	Pay Type	Price
4	08CHZ02	**REPLACE BATTERY**				
	Complaint	REPLACE BATTERY				
	08CHZ02	Technician: Mike Capuano	1058		CHCS	$100.00
		BATTERY -STORAGE	BB034700AB	1	CHCS	$142.00
					Task Discount:	0.00
					Task Total:	242.00

BUHLER AND BITTER
3290 RT 35 SOUTH
HAZLET NJ 07730
732-264-5000
Terminal ID: 01567451 0615
2/8/17 2:20 PM
CLERK #: 7730
Discover Credit - INSERT
AID: A0000001[redacted]
ACCT #: **********2293
CREDIT SALE
UID: 703944106455 REF #: 1429
BATCH #: 389 AUTH #: 00815P
AMOUNT $861.21
APPROVED

TC 39AE334589DA0DAE
CUSTOMER COPY

Parts are new unless otherwise indicated. We guarantee our service work for 24 months or 24,000 miles, whichever comes first. Factory parts and labor.

The Factory Warranty constitutes all of the warranties with respect to the sale of this item/items. Unless a separate written document showing the terms of any dealer warranty or service contract is furnished by the dealer to the purchaser, 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.

$25.00 per day storage fee for vehicles left longer than three days after completion date.

Repairs properly completed and checked by:

Authorized Signature

Labor:	$437.50
Parts:	$447.30
Miscellaneous:	$9.50
Subtotal:	$894.30
Sales Tax:	$62.60
Total:	$956.90
10%	- 95.69
	861.21

RO Has Not Been Closed

Custome[redacted]
[redacted]
Holmdel, N[redacted]
Work: *
Home:
Cell: [redacted]

Buhler & Bitter Inc.
3290 Highway 35
Hazlet, NJ 07730
877.297.1374 732.264.5000
http://www.buhlerbitter.com

Vehicle: 1C4PJMAK2CW[redacted]
2012 Jeep LIBERTY SPORT

Invoic[redacted]

Service Advisor: Richard J Guzman
Started: 12/12/16 4:41 PM

Priority: 5
Appointment: 199623

Task	Opcode	Description	Part or Technician	Qty	Pay Type	Price
		PUMP -WATER	53022189AH	1	CHWS	$0.00
		MANIFOLD -ENGINE INTAKE	53034181AD	1	CHWS	$0.00
		PLUG -NONE	SPZFR6F11G	6	CHWS	$0.00
		GASKET -OIL PAN	53021001AB	1	CHWS	$0.00
		BOLT -HEX HEAD	06104426AA	4	CHWS	$0.00
		NUT -NONE	06508305AA	4	CHWS	$0.00
		NUT -HEX LOCK	06505623AA	1	CHWS	$0.00
		SLEEVE -CRANK SHAFT PILOT	04736483AA	1	CHWS	$0.00
		GASKET -EXHAUST MANIFOLD	53013932AB	1	CHWS	$0.00
		FLUID -POWER STEERING	68088485AB	1	CHWS	$0.00
		COVER -CYLINDER HEAD	53021938AB	1	CHWS	$0.00
		THERMOSTA-NONE	68174083AA	1	CHWS	$0.00
		ANTIFREEZ-COOLANT	68048953AB	1	CHWS	$0.00
		BELT -SERPENTINE	05135746AA	1	CHWS	$0.00
		OIL -5W20	68055890AA	6	CHWS	$0.00
		FILTER -ENGINE OIL	04781452BA	1	CHWS	$0.00
	09017076	Technician: ISP TIME	1058		CHWS	$0.00
	09017011	Technician: REPL LONG BLOCK	1058		CHWS	$0.00
	09017062	Technician: 4 X 4	1058		CHWS	$0.00
	24011002	Technician: EVAC AND RECHARGE A/C	1058		CHWS	$0.00
	09017000	Technician: EXTRA TIME	1058		CHWS	$0.00
					Task Discount:	0.00
					Task Total:	0.00

3 18CHZ CUST STATES AIR BAG LIGHT ON...DIAG $135.00

Complaint CUST STATES AIR BAG LIGHT ON...DIAG $135.00
Cause TECH DIAG CODE FAULTY ORC MODULE
Correction REPLACE ORC MODULE AND CLEAR CODE

	18CHZ	Technician: Mike Capuano	1058		CHCS	$337.50
		MODULE -OCCUPANT RESTRAINT	68148047AC	1	CHCS	$305.30
					Task Discount:	0.00
					Task Total:	642.80

BUHLER CHRYSLER • JEEP Jeep

Buhler & Bitter Inc.
3290 Highway 35
Hazlet, NJ 07730
877.297.1374 732.264.5000
http://www.buhlerbitter.com

Service Advisor: Richard J Guzman
Started: 12/12/16 4:41 PM

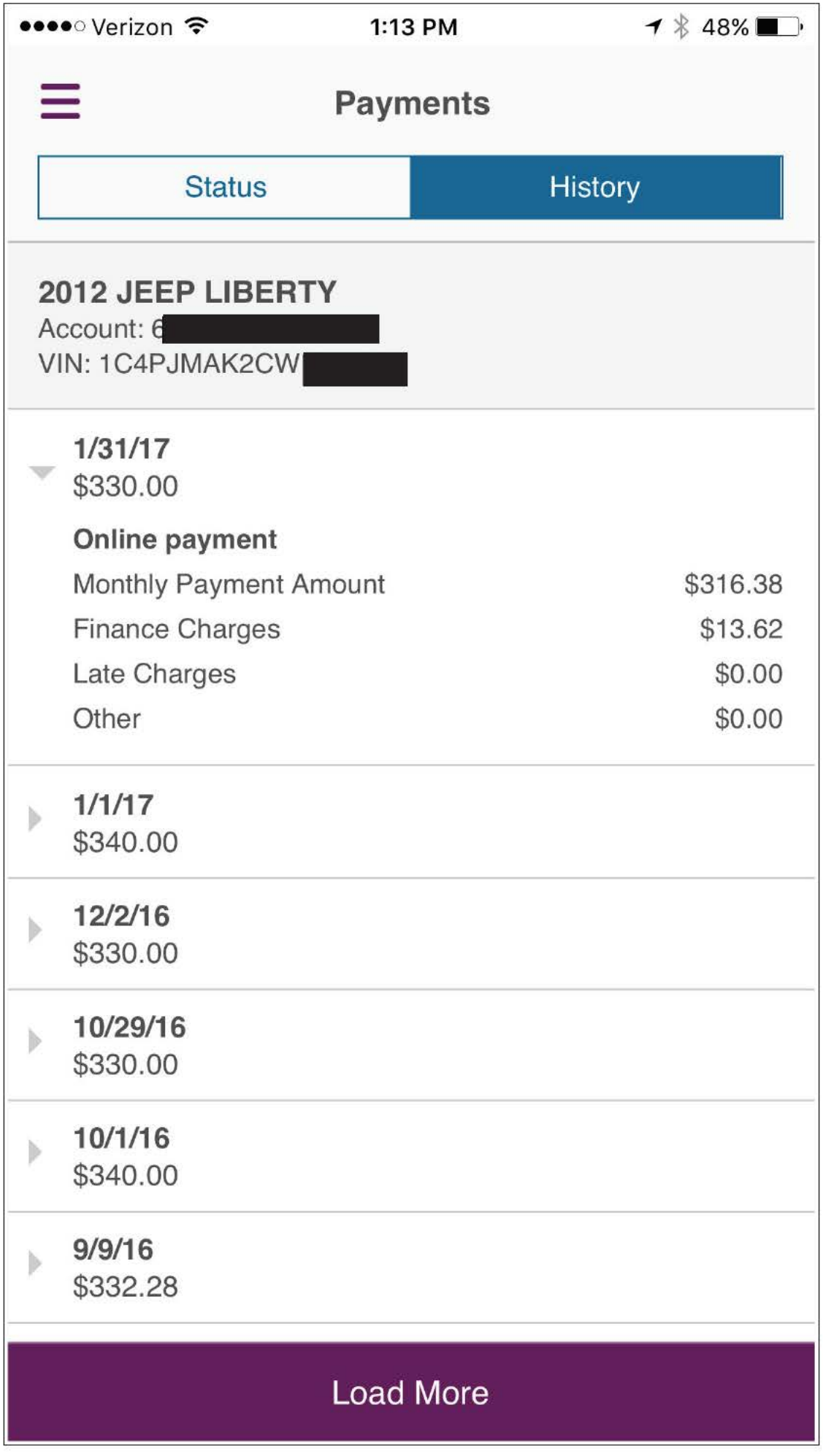
Priority: 5
Appointment: 199623

Repair Orde[redacted]

R507 Version MPK2.75.00

Customer 51854	Vehicle	
[redacted]	**2012 Jeep LIBERTY SPORT 4X4**	
8 Green Leaf Way	Color	Brilliant Black Crystal Pearl Coat
Holmdel, NJ [redacted]	VIN	1C4PJMAK2CW[redacted]
Work:	Mileage	In: 62075 Out: 62075
Home: [redacted]	**Tag Number**	**Plate No.**
Cell:	In-Service	07/02/12
	Engine	EKG-3.7L V6 Engine
	Coverage	**536**
	Build Date	03/26/12
	Comments	

Task	Opcode	Description	Part or Technician	Qty	Pay Type	Price
1	**00CHZ MPI**	**Perform Complimentary Multi-Point Inspection**				
		Complaint Perform Complimentary Multi-Point Inspection				
		Cause Maintenance				
		Correction Completed Multi-Point Inspection -- See Inspection Sheet				
	00CHZ MPI	Technician: Mike Capuano	1058		CHIS	$0.00
					Task Discount:	0.00
					Task Total:	0.00
2	**18CHZ**	**TOW IN NO START**				
		Complaint TOW IN NO START				
		Cause TECH DIAG INTERNAL DAMAGE TO ENGINE				
		SEE DI PICS ATTACHED				
		Correction REPLACED ENGINE AS PER WARR ADM.				
	18CHZ	Technician: Mike Capuano	1058		CHWS	$0.00
		ENGINE -LONG BLOCK	R2637078AB	1	CHWS	$0.00
		ENGINE -ENGINE	U2637078AB	1	CHWS	$0.00
		ENGINE -ENGINE	U2637078AB	-1	CHWS	$0.00


●●●●○ Verizon
1:13 PM
48%
Payments
Status
History
2012 JEEP LIBERTY
Account: 6[redacted]
VIN: 1C4PJMAK2CW[redacted]
1/31/17
$330.00
Online payment
Monthly Payment Amount $316.38
Finance Charges $13.62
Late Charges $0.00
Other $0.00
1/1/17
$340.00
12/2/16
$330.00
10/29/16
$330.00
10/1/16
$340.00
9/9/16
$332.28
Load More

PE17-003

FLAT CHRYSLER

8/3/2017

ENCLOSURE 04

CAIR BACKUP



FCA

FIAT CHRYSLER AUTOMOBILES

February 27, 2017

[redacted]
Haymarket, VA [redacted]

Reference #[redacted]

Dear Mr. H[redacted]

Thank you for your recent letter regarding your 2012 Dodge Avenger SE.

I have attempted to contact you by phone but have been unable to do so. Please contact me at: 1-800-992-1997, extension 4720741, to discuss your letter. Please refer to the reference number above or have your Vehicle Identification Number, 1C3CDZAB5CN[redacted] available when you call.

Sincerely,
Ray
Case Manager

FCA US LLC
[redacted]

Batch #:	222
INVOICE	3
Approval Code	012143
Entry Method:	Chip Read
Mode:	Issuer
SALE AMOUNT	$631.27

CUSTOMER COPY

on Court
irginia 20169

2012 DODGE AVENGER
2.4L L4 SFI DOHC 16V cc
VIN: 1C3CDZAB5CN [redacted]
Lic# [redacted] Miles: 83172

Description	Qty	Each	Amount	
Replace Left Rear (Drivers Side) Tail Light Assembly	1	$0.00		DT
WE COULD NOT FIND THE CARPET RETAINORS THAT HOLD THE CARPET AROUND THE TAIL LIGHT.				DT
Replace the ORC module and run air bag self test.	1	$133.50	$133.50	DT
			$133.50	

PARTS

Item Number	Description	Qty	Each	Amount	
125339C	Left Rear Tail Light Assembly	1	$204.00	$204.00	DT
68186180AC	ORC Module	1	$249.00	$249.00	DT
				$453.00	

I hereby acknowledge notice and oral approval of this invoice amount, and I have read the comments section.

Signed: _____

Fees	$17.59
Tax	$27.18
Total	**$631.27**

Comments:
Our hours of operation are from 10:00 AM to 8:00 PM Monday through Friday and 10:00 AM to 3:00 PM Saturday. We can be reached via email at haymarketmotors@verizon.net or fax at (703) 753-8139. We accept all major credit cards.

Any warranties on the parts and/or accessories sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including all implied warranties of merchantability or fitness for the particular purpose, the seller neither assumes or authorizes any other person to assume for it any liability in connection with the sale of the parts and/or accessories. A 15% service charge will be made for returned parts. No returns after 30 days. Electrical parts sales are final. No refund without this invoice. No refund on special order parts.

H: 571-248-6886 W: C. 571-241-5941 P: F:
Printed: 08-12-2016 4:09:36 PM

20JUL16 DD		WAIT 05AUG16		Mode: SALE AMOUNT	$161.78

R.O. OPENED	READY	OPTIONS: ENG:2.4 Liter
09:26 05AUG16	11:20 05AUG16	

CUSTOMER COPY

LINE OPCODE TECH TYPE HOURS

B Recall / CSN 1 N38 Revised Safety Recall N38 Active He

** RECALL N38 ACTIVE HEAD RESTRAINTS

CAUSE: RECALL

08N38182 n38 recall

4558 WC (N/C)

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

2016

Cashier

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

Reprogram TIPM module

(2012 - 2013 JS sedan models) 08-N3-81-82 0.2 hours

****

C Multipoint inspection (according to maintenance interval)

23C ADVISED NEEDS LR TAIL LIGHT FRONT TIRES ARE BADLY WORN AND ORC MODULE

4558 C 0.00 0.00

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

PERFORMED VISUAL MULTI-POINT VEHICLE INSPECTION TO INCLUDE TIRES, BRAKES, ALL VEHICLE FLUIDS, OUTSIDE BULBS, BELTS AND HOSES. left rear tail light assembly has hole. 2 front tires and alignment.

****

D** CHECK FOR AIR BAG LIGHT ON

DIAG ADVISED NEEDS ORC MODULE PART IS 394.80

LABOR TO INSTALL $165.00

4558 C 139.58 139.58

PARTS: 0.00 LABOR: 139.58 OTHER: 0.00 TOTAL LINE D: 139.58

DTC FOR ORC INTERNAL 2. REC. REPLACE ORC MODULE.

****

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this Invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

*SHOP SUPPLY COSTS: We have added a charge equal to 15% of the total cost of labor and parts, not to exceed $49.95, to the Repair Order for shop supplies used in connection with this repair.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

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

DealerCAP ©2006 ADP (07/04) SERVICE INVOICE TYPE 2 - SI2C - PRINTED IN U.S.A.

Batch #:	222
INVOICE	3
Approval Code	012143
Entry Method:	Chip Read
Mode:	Issuer
SALE AMOUNT	$631.27

CUSTOMER COPY

on Court
irginia 20169

2012 DODGE AVENGER
2.4L L4 SFI DOHC 16V cc

VIN: 1C3CDZAB5C[redacted]
Lic# [redacted] Miles: 83172

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				$453.00	

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Signed: _____

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Tax	$27.18
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R.O. OPENED	READY	OPTIONS: ENG:2.4 Liter
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B Recall / CSN 1 N38 Revised Safety Recall N38 Active He

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CAUSE: RECALL

08N38182 n38 recall

4558 WC (N/C)

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

2016

Cashier

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

Reprogram TIPM module

(2012 - 2013 JS sedan models) 08-N3-81-82 0.2 hours

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23C ADVISED NEEDS LR TAIL LIGHT FRONT TIRES ARE BADLY WORN AND ORC MODULE

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

PERFORMED VISUAL MULTI-POINT VEHICLE INSPECTION TO INCLUDE TIRES, BRAKES, ALL VEHICLE FLUIDS, OUTSIDE BULBS, BELTS AND HOSES. left rear tail light assembly has hole. 2 front tires and alignment.

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LABOR TO INSTALL $165.00

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ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

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

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PE17-003

FLAT CHRYSLER

8/3/2017

ENCLOSURE 04

CAIR BACKUP



CHRYSLER Jeep DODGE

EST. 1914
OLIVER C. JOSEPH, INC.
America's Original Dodge Dealership! Family Owned & Operated Since 1914

3795 West State Route 15
Belleville, IL 62226
(618) 233-8140
www.olivercjoseph.com
Parts & Service Hours:
Mon-Fri 7:00am - 5:30pm
Sat 8:00am - 4:30pm

RO 6[redacted]	VIN 1C3CCBAB0CN[redacted]		[redacted]		DATE IN 11/29/16
YEAR 2012	MAKE CHRYSLER	MODEL 200 LX	COLOR O		TIME IN 09:10
MILES IN [redacted]	MILES OUT 70312	I.S.D. 00/00/00 00/00/00	USC. IL	O FALLON IL[redacted]	CLOSED 10:20 12/01/16
SEE ALSO [redacted]			H[redacted] -		WRITER 5158 JENNIFER

CUSTOMER IS WAITING

(1) ELECTRICAL DIAGNOSIS CUSTOMER STATES AIRBAG LIGHT IS ON CHECK CODES B2208 ORC INTERNAL DIAGNOSE AND ORDER ORC MODULE, REPLACED OCCUPANT RESTRAINT CONTROL MODULE AND RETEST, VERIFIED REPAIR (Tech:87) A	Labor	T87		240.00
	68186182AC	(MODULE)	1	173.65
	Total Labor			240.00
	Total Parts			173.65
	Total Repair (Customer)			413.65
(2) PERFORM 27 POINT COURTESY INSPECTION AND AND ADJUST TIRE PRESSURE NO CHARGE TO CUSTOMER. DUE FOR FUEL INJECTION SERVICE-$189.95 (Tech:87) A	27 INS	T87		
	.....(Internal)			

FIVE STAR

THANK YOU FOR YOUR BUSINESS
CHAD HOERLE, SERVICE MANAGER
618-233-8140 X 322

IMPORTANT
YOU MAY RECEIVE A SURVEY FROM CHRYSLER IN REFERENCE TO THIS SERVICE VISIT. IF FOR ANY REASON YOU CANNOT GRADE US "COMPLETELY SATISFIED" PLEASE CONTACT OUR SERVICE MANAGER. THANK YOU OLIVER C. JOSEPH

PAID
MC #200.00
MC #100.00
VISA #12772
12-1-16

ASE CERTIFIED

	W/C	INT.		CUSTOMER
			Labor	240.00
			Parts	173.65
			Sublet	.00
	.00	.00	Shop Supply/	.00
			Oil/Grease	.00
			Sub Total	413.65
	.00	.00	Tax	14.07
			Total (Cash)	427.72

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 483

[redacted] Customer Copy

DEALERMARKET.COM 844-668-9100

CHRYSLER Jeep DODGE

EST. 1914
OLIVER C. JOSEPH, INC.
America's Original Dodge Dealership! Family Owned & Operated Since 1914

3795 West State Route 15
Belleville, IL 62226
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Parts & Service Hours:
Mon-Fri 7:00am - 5:30pm
Sat 8:00am - 4:30pm

RO	VIN		DATE IN
6[redacted]	1C3CCBAB0CN[redacted]	[redacted]	11/29/16

YEAR	MAKE	MODEL	COLOR		TIME IN
2012	CHRYSLER	200 LX	O	O FALLON IL[redacted]	09:10

MILES IN	MILES OUT	I.S.D.	USC.		CLOSED
[redacted]	70312	00/00/00 00/00/00	IL	N/A	12/01/16

SEE ALSO		WRITER
[redacted]	H[redacted] -	5158 JENNIFER

CUSTOMER IS WAITING

(1) ELECTRICAL DIAGNOSIS CUSTOMER STATES AIRBAG LIGHT IS ON CHECK CODES B2208 ORC INTERNAL DIAGNOSE AND ORDER ORC MODULE, REPLACED OCCUPANT RESTRAINT CONTROL MODULE AND RETEST, VERIFIED REPAIR (Tech:87) A	Labor T87 68186182AC (MODULE) 1 Total Labor ..... Total Parts ..... Total Repair (Customer)		240.00 173.65 240.00 173.65 413.65
(2) PERFORM 27 POINT COURTESY INSPECTION AND AND ADJUST TIRE PRESSURE NO CHARGE TO CUSTOMER. DUE FOR FUEL INJECTION SERVICE-$189.95 (Tech:87) A	27 INS T87 .....(Internal).....		

FIVE STAR

THANK YOU FOR YOUR BUSINESS
CHAD HOERLE, SERVICE MANAGER
618-233-8140 X 322

IMPORTANT
YOU MAY RECEIVE A SURVEY FROM CHRYSLER IN REFERENCE TO THIS SERVICE VISIT. IF FOR ANY REASON YOU CANNOT GRADE US "COMPLETELY SATISFIED" PLEASE CONTACT OUR SERVICE MANAGER. THANK YOU OLIVER C. JOSEPH

PAID
MC #200.00
MC #100.00
VISA #1272 12-1-16

	W/C	INT.		CUSTOMER
			Labor	240.00
			Parts	173.65
			Sublet	.00
	.00	.00	Shop Supply/	.00
			Oil/Grease	.00
			Sub Total	413.65
	.00	.00	Tax	14.07
			Total (Cash)	427.72

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 483

[redacted] Customer Copy

DEALERMARKET.COM 844-668-9100

PE17-003

FLAT CHRYSLER

8/3/2017

ENCLOSURE 04

CAIR BACKUP



Medclaims Billing Services, Inc
707 Civic Center Dr., Suite 210
Vista, CA 92084

To: Reimbursement Request **From:** [redacted]

Fax: 800 768 5076 **Pages:** 2

Phone: **Date:** 02/20/2017

Re: Ref: Case: CAIR [redacted] **CC:**

Dear sir or madam.

An original diagnostic test was performed by a local mechanic – see attached documentation. The mechanic referred me to Chrysler dealer, since they found a recall issue.

I am contacting you, requesting reimbursement of $96.00 for the diagnostic test.

Thank you in advance,

[redacted]

Confidentiality Notice: This fax message transmission contains information from this company which may be confidential or privileged. This information is intended to be for the use of the individual or entity named above. If you are not the intended recipient, be aware that any disclosure, copying, distribution, or use of the contents of this information is prohibited. If you have received this electronic transmission in error, please notify the sender immediately.

VISTA FIRESTONE BRAKE AND SMOG

711 S. SANTA FE AVE
VISTA, CA 92083
(760) 726-0890
Web/eMail vistafirestone@sbcglobal.net
Fax #

Monday - Friday 8:am to 5:pm

Our Business hours are 8:am to 5:pm M-F. We accept VISA/MC

R.O. [redacted] Page: 1
Date 17 FEB 2017
Lic. [redacted]
E.P.A. CAL000335945

[redacted]
VISTA CA [redacted]
Home # (7[redacted] Work # [redacted] Ext.
Remarks/PO: EMAIL:
Open Date 17 FEB 2017 Ready By: 17 FEB 2017 08:43

Make JEEP
Model LIBERTY
Miles/Km 103,586.0
Vin
Year 2012 Sales: 00
Cell. # [redacted]

License 6[redacted]
Eng. Type
Eng. No.
Prod.
Unit
Other (CAP) Fax:

Description of Labor / Service Provided	H.	T/L Tech.	Amount
DIAGNOSE POOR DRIVABILITY, CHECK ENGINE LIGHT ON; TEST DRIVE VEHICLE TO CONFIRM CUSTOMER COMPLAINT, CONNECT TO ENGINE ANALYZER, RUN COMPLETE SYSTEMS TEST, EXTRACT CODES FROM COMPUTER (WHERE APPLICABLE), AND FOLLOW APPLICABLE FLOW CHARTS TO MAKE DIAGNOSIS BASED ON FINDINGS		05	N/C
FOUND: P0301 CYLINDER #1 MISFIRE DETECTED. TECHNICINA PERFORMED IGNITION SYSTEM TEST FOUND #1 SPARK PLUG DEFFECTIVE			
REMOVE AND REPLACE #1 CYLINDER SPARK PLUG(WARRANTY)		05	N/C
DIAGNOSE AIR BAG LIGHT ON; TEST DRIVE VEHICLE TO CONFIRM CUSTOMER COMPLAINT, CONNECT TO ENGINE ANALYZER, RUN COMPLETE SYSTEMS TEST, EXTRACT CODES FROM COMPUTER (WHERE APPLICABLE), AND FOLLOW APPLICABLE FLOW CHARTS TO MAKE DIAGNOSIS BASED ON FINDINGS		05	96.00
FOUND: AIR BAG CODE B1BCF,B2208, TECHNICIAN PERFORM AIR BAG SYSTEM CHECK FOUND VEHICLE HAS DEFFECTIVE O.R.C. (AIR BAG MODULE). VERIFIED VEHICLE IS UNDER SAFETY RECALL N38 THAT HAS NOT BEEN PERFORMED. RECOMMEND TO PERFORM RECALL AND RE-EVALUATE SYSTEM			

AIR
FEB 17 2017

	Parts / Material	Description	Qty	Each $	Extended $
New	3169N	SPARK PLUG WARR.	1.00	0.00	0.00

Recommended Repairs / Notes *FRONT BRAKES LOW, LR 27.93, RR 27.91 MIN 26.4. CHECK TIRES NEXT SERVICE*

Original Estimate: $ 96.00 X:_____ X:_____
I acknowledge notice and oral approval of an increase in the original estimated price

Revision #1 .00 Increase 0.00
Revision #2 .00 Increase 0.00
Revision #3 .00 Increase 0.00

********** ALL PARTS ARE NEW UNLESS OTHERWISE NOTED ********

* I hereby authorize VISTA FIRESTONE to perform the above repair work along with necessary materials. You and your employees may operate the above vehicle for the purposes of testing, inspection or delivery, at my risk. An express mechanics lien is acknowledged on above vehicle to secure the amount of repairs. Thereto it is understood that this company assumes no responsibility for loss or damage by fire or theft to vehicles placed with them for storage, repair or road testing.
If any vehicle left at Vista Firestone is not paid for and picked up within 24 hours of notification of completed repairs, said vehicle will be assessed a $25.00 vehicle storage fee per day, until vehicle is paid for and picked up.

WARRANTY: PARTS, MANUFACTURERS WARRANTY. LABOR, 4mo. 4,000 mi. CONDITIONALLY

Labor	$ 96.00
Parts	$ 0.00
Environmental:	$ 0.00
E.P.A./ TIRE ...	$ 0.00
Sub Total Charges	$ 0.00
Sublet	$ 0.00
Total Sales Tax	$ 0.00
Tot.Before Sales Tax	$ 96.00
Total Sale	**$ 96.00**
Total Due	**$ 96.00**

X:_____ Account # 3160 Key#
Payment 1: 0.00 Payment 2: 0.00

Thank You From: **VISTA FIRESTONE BRAKE AND SMOG**

PE17-003

FLAT CHRYSLER

8/3/2017

ENCLOSURE 04

CAIR BACKUP



From: itow@anaheimmitsubishi.com
To: customerassist@chrysler.com
Date: Thu Feb 23 11:09:27 EST 2017
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

SRS light is on

Comments:

SRS (air bag) indicator is on. Dealership representative states no parts are available. Dealership has requested us to pick vehicle up when safety restraints warning indicator is on. This is unacceptable to have a vehicle on the road in use with a safety concern.

Sender Information:

Title:

First Name: Mike

Middle Initial:

Last Name: Itow

From: customerassist@chrysler.com
To: itow@anaheimmitsubishi.com
Date: Fri Feb 24 01:38:35 EST 2017
Subject: Re: Chrysler Group LLC Customer Assistance

Dear Mike,

Thank you for contacting the FCA Customer Assistance Center.

I can understand your concern at the airbag light being on.

I note from the file that the only recall you have that relates to a safety system is the S61 recall. Having the airbag light illuminate is not a symptom of that recall so the concern is not directly recall related.

I would be happy to further review the situation but you did not state in your email if the dealership did a full diagnosis on the concern. If they have, please reply to advise this and who you spoke with at the dealership. I can then look into options further for you.

If it has not been diagnosed at this point, that would be a necessary step to determine the correct way forward to best address the situation for you.

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 1-800-247-9753.

Sincerely,

Royal

Customer Service Representative

FCA 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=KMM10085843V18315L0KM&

Original Message Follows:

US Customer Service - MOPAR Brand Site

Brief Description:

SRS light is on

Comments:

SRS (air bag) indicator is on. Dealership representative states no parts are available. Dealership has requested us to pick vehicle up when safety restraints warning indicator is on. This is unacceptable to have a vehicle on the road in use with a safety concern.

VIN:

CN[redacted]

Mileage:

61358

Servicing Dealer:
Mc Peeks Dodge of Anaheim
Title:

First Name:
Mike
Middle Initial:

Last Name:
Itow
Address 1:
1300 S. Auto Center Drive
Address 2:

City:
Anaheim
State:
CA
Zip:
92806
Email:
itow@anaheimmitsubishi.com
Work Phone:
714.533.2200

From: itow@anaheimmitsubishi.com
To: customerassist@chrysler.com
Date: Fri Feb 24 10:07:26 EST 2017
Subject: RE: Re: Chrysler Group LLC Customer Assistance (KMM10085843V18315L0KM)
--=_07a46fbb0259442214a1329817564a9e
Content-Transfer-Encoding: quoted-printable
Content-Type: text/plain;
 charset=utf-8

Good morning Royal,
This vehicle has been at Mc Peeks Dodge since 1/31/17 waiting on the contro=
ller for S61 and also N38 active head restraints. Previous diagnosis was th=
e SRS controller was at fault for SRS indicator and this information was re=
layed to the service consultant however parts were not available. Please ve=
rify the codes in the system pertain to SRS controller. We show a diagnosti=
c from Premier Chrysler Jeep invoice # [redacted] of ORC internal fault.If in f=
act the codes do not relate to the recall the service consultant should hav=
e notified us. If the recall S61 is to replace the ORC we will be requestin=
g a refund of the diagnostic paid on the invoice# 1[redacted] I have scanned a =
copy of this invoice for your review. My concern is the consultant has requ=
ested us to pick up the vehicle until parts are available. This poses a saf=
ety concern with use of this vehicle. What is the ETA of parts for the open=
 recall(s) on this vehicle?
=20

Mike Itow
Parts & Service Director
Anaheim Mitsubishi
E: itow@anaheimmitsubishi.com
P: 714-533-2200 x230
F: 714-533-2364

=20
--------- Original Message --------- Subject: Re: Chrysler Group LLC Custom=
er Assistance (KMM10085843V18315L0KM)
From: "customerassist" <customerassist@chrysler.com>
Date: 2/23/17 10:39 pm
To: itow@anaheimmitsubishi.com

Dear Mike,

=20
Thank you for contacting the FCA Customer Assistance Center.
=20
I can understand your concern at the airbag light being on.
=20
I note from the file that the only recall you have that relates to a=20
safety system is the S61 recall. Having the airbag light illuminate is=20
not a symptom of that recall so the concern is not directly recall=20
related.
=20
I would be happy to further review the situation but you did not state=20
in your email if the dealership did a full diagnosis on the concern. If=20
they have, please reply to advise this and who you spoke with at the=20
dealership. I can then look into options further for you.
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step to determine the correct way forward to best address the situation=20
for you.
=20
Thank you again for your email. Should you require additional=20
assistance, or have any new information to provide, please reply to this
email message or call 1-800-247-9753.=20
=20
Sincerely,=20
=20
Royal=20
=20
Customer Service Representative=20
FCA Customer Assistance Center
=20
For any future communications related to this email, please refer to the
following information:=20
REFERENCE NUMBER: [redacted]
EMAIL CASE NUMBER:[redacted]
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=
=3DKMM10085843V18315L0KM&
=20
=20
=20
Original Message Follows:

US Customer Service - MOPAR Brand Site
Brief Description:=20
SRS light is on
Comments:
SRS (air bag) indicator is on. Dealership representative states no parts
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vehicle
on the road in use with a safety concern.
=20
=20
=20
VIN:
CN[redacted]
Mileage:
61358
Servicing Dealer:
Mc Peeks Dodge of Anaheim
Title:
=20
First Name:
Mike
Middle Initial:
=20
Last Name:
Itow
Address 1:
1300 S. Auto Center Drive
Address 2:
=20
City:
Anaheim
State:
CA
Zip:
92806
Email:
itow@anaheimmitsubishi.com
Work Phone:
714.533.2200

--=_07a46fbb0259442214a1329817564a9e
Content-Transfer-Encoding: quoted-printable
Content-Type: text/html;
 charset=utf-8

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as relayed to the service consultant however parts were not available. Plea=
se verify the codes in the system pertain to SRS controller. We show a diag=
nostic from Premier Chrysler Jeep invoice # [redacted] of ORC internal fau=
lt.If in fact the codes do not relate to the recall the service consultant =
should have notified us. If the recall S61 is to replace the ORC we will be=
 requesting a refund of the diagnostic paid on the invoice# 149287. I have =
scanned a copy of this invoice for your review. My concern is the cons=
ultant has requested us to pick up the vehicle until parts are available. T=
his poses a safety concern with use of this vehicle. What is the ETA of par=
ts for the open recall(s) on this vehicle?

Mike Itow
Parts & Service Director
Anaheim Mitsubishi
E: itow@anaheimmitsubishi.com
P: 714-533-2200 x230
F: 714-533-2364

<blockquote class=3D"threadBlockQuote" style=3D"border-left: 2px solid #C2C=
2C2; padding-left: 3px; margin-left: 4px;">--------- Original Message -----=

Subject: Re: Chrysler Group LLC Customer Assistance (KMM10085843V18315=
L0KM)
From: "customerassist" <customerassist@chrysler.com>
=
Date: 2/23/17 10:39 pm
To: itow@anaheimmitsubishi.com

Dear =
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l message or call 1-800-247-9753.

 Sincerely,

 Ro=
yal

 Customer Service Representative
 FCA Customer Assis=
tance Center

 For any future communications related to this ema=
il, please refer to the
 following information:
 REFERENCE NUMBE=
R: [redacted]
 EMAIL CASE NUMBER: [redacted]
 REPLY LINK: http://www=
=2Echrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=3DKMM10085843V18315L0K=
M&

 Original Message Follows:
 ---------=

 US Customer Service - MOPAR Brand Site
 Brief De=
scription:
 SRS light is on
 Comments:
 SRS (air bag) indic=
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 are
 avail=
able. Dealership has requested us to pick vehicle up when safety
 rest=
raints warning indicator is on. This is unacceptable to have a
 vehic=
le
 on the road in use with a safety concern.

 <br =
/> VIN:
 CN115751
 Mileage:
 61358
 Servicing Dealer:<b=
r /> Mc Peeks Dodge of Anaheim
 Title:

 First Name:
 =
Mike
 Middle Initial:

 Last Name:
 Itow
 Address=
 1:
 1300 S. Auto Center Drive
 Address 2:

 City:<br =
/> Anaheim
 State:
 CA
 Zip:
 92806
 Email:
 =
itow@anaheimmitsubishi.com
 Work Phone:
 714.533.2200
</blockquote>

--=_07a46fbb0259442214a1329817564a9e--

From: customerassist@chrysler.com
To: itow@anaheimmitsubishi.com
Date: Fri Feb 24 23:22:46 EST 2017
Subject: RE: Re: Chrysler Group LLC Customer Assistance (KMM10085843V18315L0KM)

Dear Mike,

Thank you for the reply.

This email system blocks any and all attachments sent through it for security reasons, and thus it is not possible to view any documentation that you may choose to attach to your email.

Any and all technical diagnosis and repair is carried out by our dealership network and as such, I would not be able to confirm any coding. The S61 is essentially an error that only appears in the event of an accident and therefore does not display codes prior to the event. Currently the parts, whether hardware or software are currently predicted to be available towards the end of the second quarter of this year.

With any recall, there is always the option of reimbursement if you had a repair done for the same issue previously. If the ORC needs replacing, it may not be related to the recall as the symptoms you are experiencing are not part of the recall. The dealership should still be able to repair the vehicle, though it would still need the recall done once new parts become available.

No reimbursement is available until the repair information for the recall is made available which would happen when the parts become available. According to the vehicle details, the N38 has been completed so only the S61 remains at this time.

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 1-800-247-9753.

Sincerely,

Royal

Customer Service Representative

FCA 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=KMM10087444V96566L0KM&

Original Message Follows:

Good morning Royal,

This vehicle has been at Mc Peeks Dodge since 1/31/17 waiting on the controller for S61 and also N38 active head restraints. Previous diagnosis was the SRS controller was at fault for SRS indicator and this information was relayed to the service consultant however parts were not available. Please verify the codes in the system pertain to SRS controller. We show a diagnostic from Premier Chrysler Jeep invoice # 1[redacted] of ORC internal fault.If in fact the codes do not relate to the recall the service consultant should have notified us. If the recall S61 is to replace the ORC we will be requesting a refund of the diagnostic paid on the invoice# [redacted]. I have scanned a copy of this invoice for your review. My concern is the consultant has requested us to pick up the

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Mike Itow
Parts & Service Director
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To: itow@anaheimmitsubishi.com
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Sincerely,

Royal

Customer Service Representative
FCA 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=KMM10085843V18315L0KM&

Original Message Follows:

US Customer Service - MOPAR Brand Site
Brief Description:
SRS light is on
Comments:
SRS (air bag) indicator is on. Dealership representative states no parts are
available. Dealership has requested us to pick vehicle up when safety restraints warning indicator is on. This is unacceptable to have a vehicle
on the road in use with a safety concern.

VIN:
CN[redacted]
Mileage:
61358
Servicing Dealer:
Mc Peeks Dodge of Anaheim
Title:

First Name:
Mike
Middle Initial:

Last Name:
Itow
Address 1:
1300 S. Auto Center Drive
Address 2:

City:
Anaheim
State:
CA
Zip:
92806
Email:
itow@anaheimmitsubishi.com
Work Phone:
714.533.2200

PE17-003

FLAT CHRYSLER

8/3/2017

ENCLOSURE 04

CAIR BACKUP



Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2017-03-15 18:21:01.705721
Files Not Recieved: 0

Thanks Kandy. Case [redacted].
Please send $239.50 reimbursement to
[redacted]
[redacted]
Lauderhill, FL [redacted]
How do I assure the two year warranty is in place?
Thanks you again!

2 YEAR WARRANTY PER FRANK

CUSTOMER #: [redacted] [redacted]

INVOICE

[redacted]

LAUDERHILL, FL [redacted]

PAGE 1

ARRIGO DODGE CHRYSLER JEEP RAM Sawgrass
5901 Madison Ave · Tamarac, FL 33321
(954) 861-6200 · Fax: (954) 861-6233
www.ARRIGO.net
Registration No. MV 70113

HOME [redacted]
BUS: CELL:

SERVICE ADVISOR: 12418 FRANK PICCIOTTI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	12	JEEP LIBERTY	1C4PJLCK9CW[redacted]		43717/43722	T1436

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31OCT11 IS 31OCT11 DD			17:00 10MAR17			CASH	10MAR17

R.O. OPENED	READY	OPTIONS:
07:39 10MAR17	16:14 10MAR17	DLR:NONE ENG:3.7_Liter

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUSTOMER STATES AIRBAG LIGHT ON ALL THE TIME PLEASE CHECK AND PULL CODE ADVISE IF LIGHT IS ON DUE TO RECALL JUST PERFORMED AS PER CHRYSLER CUSTOMER CARE # 31199179 STAR CASE NEEDS TO BE OPENED AND DOCUMENTED			
CAUSE: Found air bag module is short internal.			
08450901 Module, occupant restraint controller - Test and Replace Module (2 - Skilled) 9233 WARR			(N/C)
1 68148047AC MODULE-OCCUPANT RESTRAINT			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:			0.00
CUSTOMER PAY DEDUCTIBLE FOR LINE A			106.00
Replace air bag module road test vehicle check operation now is fine.			
**********			
B O.F.I. NEEDS TO BE ADDRESSED BY TEAM LEADER. REPAIR AND QUALITY CONTROL INSPECTION MUST BE SIGNED OFF BY TEAM LEADER WITH MILEAGE OUT AFTER ROAD TEST. SHOP FOREMAN SIGNATURE:			
11DOZ-OFI O.F.I. NEEDS TO BE ADDRESSED BY TEAM LEADER. REPAIR AND QUALITY CONTROL INSPECTION MUST BE SIGNED OFF BY TEAM LEADER WITH MILEAGE OUT AFTER ROAD TEST. SHOP FOREMAN SIGNATURE: 9233ISPER			(N/C)
10 MAINTENANCE SERVICE 9233 CPS	119.95		119.95
PARTS: 0.00 LABOR: 119.95 OTHER: 0.00 TOTAL LINE B:			119.95
Done.			
**********			

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PERFORMED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY 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 ACCESSORIES OR ANY REPAIRS PERFORMED TO THE VEHICLE. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR 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.

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DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

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

PAID MAR 10 PAID By

Section 501.98, Florida Statutes, requires that, at least 30 days before bringing any claim against a motor vehicle dealer for an unfair or deceptive trade practice, a consumer must provide the dealer with a written demand letter stating the name, address, and telephone number of the consumer; the name and address of the dealer; a description of the facts that serve as the basis for the claim; the amount of damages; and copies of any documents in the possession of the consumer which relate to the claim. Such notice must be delivered by the United States Postal Service or by a nationally recognized carrier, return receipt requested, to the address where the subject vehicle was purchased or leased or where the subject transaction occurred, or an address at which the dealer regularly conducts business.

Customer X _____ Customer X _____

DealerCAP 2014 CDK Global, LLC (03/15) SERVICE INVOICE TYPE 2 - 2SI2C - "AS-IS" - DN - FL - 9698193

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

CUSTOMER COPY

(2-2016)

CUSTOMER #: [redacted]

[redacted]

LAUDERHILL, FL [redacted]

HOME: [redacted] CONT [redacted]
BUS: CELL:

INVOICE

PAGE 2

ARRIGO DODGE CHRYSLER JEEP RAM Sawgrass
5901 Madison Ave · Tamarac, FL 33321
(954) 861-6200 · Fax: (954) 861-6233
www.ARRIGO.net
Registration No. MV 70113

SERVICE ADVISOR: 12418 FRANK PICCIOTTI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	12	JEEP LIBERTY	1C4PJLCK9CW[redacted]		43717/43722	T1436

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31OCT11 IS 31OCT11 DD			17:00 10MAR17			CASH	10MAR17

R.O. OPENED	READY	OPTIONS: DLR:NONE ENG:3.7_Liter
07:39 10MAR17	16:14 10MAR17	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

NOW ARRIGO DODGE CHRYSLER JEEP SAWGRASS IS
OPEN MONDAY THRU FRIDAY 7:30AM TO 6:00PM
SATURDAY 8:00AM TO 5:00PM
BOOK YOUR NEXT SERVICE APPOINTMENT ONLINE
AT WWW.ARRIGOSAWGRASS.COM
THANK YOU AND COME AGAIN!

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DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	119.95
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	106.00
TOTAL CHARGES	225.95
LESS INSURANCE	0.00
SALES TAX	13.55
PLEASE PAY THIS AMOUNT	239.50

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Customer X _____ Customer X _____

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DealerCAP 2014 CDK Global, LLC (03/15) SERVICE INVOICE TYPE 2 - 2S12C - "AS-IS" - DN - FL - 9698193

CUSTOMER COPY

(2-2016)

2 YEAR WARRANTY PER FRANK

CUSTOMER #: [redacted] [redacted]

INVOICE

[redacted]

LAUDERHILL, FL [redacted]

PAGE 1

ARRIGO DODGE CHRYSLER JEEP RAM Sawgrass
5901 Madison Ave · Tamarac, FL 33321
(954) 861-6200 · Fax: (954) 861-6233
www.ARRIGO.net
Registration No. MV 70113

HOME: [redacted] CONT: [redacted]
BUS: CELL:

SERVICE ADVISOR: 12418 FRANK PICCIOTTI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	12	JEEP LIBERTY	1C4PJLCK9CW[redacted]		43717/43722	T1436

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R.O. OPENED	READY	OPTIONS:
07:39 10MAR17	16:14 10MAR17	DLR:NONE ENG:3.7_Liter

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUSTOMER STATES AIRBAG LIGHT ON ALL THE TIME PLEASE CHECK AND PULL CODE ADVISE IF LIGHT IS ON DUE TO RECALL JUST PERFORMED AS PER CHRYSLER CUSTOMER CARE # 31199179 STAR CASE NEEDS TO BE OPENED AND DOCUMENTED			
CAUSE: Found air bag module is short internal.			
08450901 Module, occupant restraint controller - Test and Replace Module (2 - Skilled)			
9233 WARR			(N/C)
1 68148047AC MODULE-OCCUPANT RESTRAINT			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:			0.00
CUSTOMER PAY DEDUCTIBLE FOR LINE A			106.00
Replace air bag module road test vehicle check operation now is fine.			
**********			
B O.F.I. NEEDS TO BE ADDRESSED BY TEAM LEADER. REPAIR AND QUALITY CONTROL INSPECTION MUST BE SIGNED OFF BY TEAM LEADER WITH MILEAGE OUT AFTER ROAD TEST. SHOP FOREMAN SIGNATURE:			
11DOZ-OFI O.F.I. NEEDS TO BE ADDRESSED BY TEAM LEADER. REPAIR AND QUALITY CONTROL INSPECTION MUST BE SIGNED OFF BY TEAM LEADER WITH MILEAGE OUT AFTER ROAD TEST. SHOP FOREMAN SIGNATURE:			
9233ISPER			(N/C)
10 MAINTENANCE SERVICE			
9233 CPS	119.95	119.95	
PARTS: 0.00 LABOR: 119.95 OTHER: 0.00 TOTAL LINE B:			119.95
Done.			
**********			

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

PAID MAR 10 PAID BY

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CUSTOMER COPY

(2-2016)

CUSTOMER #: [redacted]

[redacted]

INVOICE

[redacted]

LAUDERHILL, FL [redacted]

PAGE 2

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5901 Madison Ave · Tamarac, FL 33321
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www.ARRIGO.net
Registration No. MV 70113

HOME [redacted] CONT: 9[redacted]
BUS: CELL:

SERVICE ADVISOR: 12418 FRANK PICCIOTTI

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CUSTOMER COPY

(2-2016)

Arrigo Dodge Chrysler Jeep

5901 Madison Ave

Tamarac Florida 33321

9548616200

Customer information

Street:

Zip code:

Cardholder Signature



[redacted]

Transaction information

Sale

Date:	03/10/2017 4:16 PM
Merchant ID:	[redacted]
Terminal ID:	00000001
Invoice No.:	[redacted]
Amount:	$239.50
Card Number:	********** [redacted]
Response Msg:	Approved
Auth Code:	[redacted]
Auth Mode:	Issuer
Application Name:	MasterCard
Processed as:	MASTERCARD
Entry Method:	Chip Read
Trace No.:	[redacted]
Reference No.:	[redacted]
Match AVS:	Not Present
Match ZIP:	Not Present
Match CVV:	Not Present
Chip Card AID:	[redacted]
TVR:	0800008000
IAD:	01106010032200000000 00000000000000FF
TSI:	[redacted]
ARC:	00
User ID:	[redacted]

I Agree to Pay Above Total Amount According to Card Issuer Agreement (Merchant Agreement if Credit Voucher).

Merchant / Customer Copy

PE17-003

FLAT CHRYSLER

8/3/2017

ENCLOSURE 04

CAIR BACKUP



1 of 3

Attn:
Reimbursement

Case #: [redacted]

CHRYSLER Jeep RAM

QUIGLEY

CHRYSLER / DODGE / JEEP / RAM

565 ROUTE 100 NORTH
P.O. BOX 433
Boyertown, PA 19512
www.quigleymotors.net

MOPAR.

SERVICE PHONE 610-367-2192 READING AREA 610-689-8800

2 of 3

CUSTOMER NO. [redacted]	ADVISOR HARRY DONNELLY 225	TAG NO.	INVOICE DATE 09/14/16	INVOICE NO. [redacted]
[redacted]	LABOR RATE	LICENSE NO. [redacted]	MILEAGE 31,063	COLOR TUNGSTEN ME	STOCK NO. [redacted]
MONT CLARE, PA [redacted]	YEAR / MAKE / MODEL 13/DODGE/AVENGER/SDN		DELIVERY DATE 04/06/13	DELIVERY MILES 000013
	VEHICLE I.D. NO. 1 C 3 C D Z A B 7 D N [redacted]		SELLING DEALER NO. 57325	PRODUCTION DATE 03/19/13
	F. T. E. NO.	P.O. NO.	R. O. DATE 09/13/16	
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS		MO: 31063

LABOR & PARTS

J# 1 55D0Z RESTRAINTS TECH(S): 362 WARRANTY

CUSTOMER STATES AIR BAG LIGHT IS ON
VERIFIED CONCERN. PERFROMED DIAGNOSTIC FOR FAULT
B1C14-DRIVERS ACTIVE HEADREST.CONFIRMED INTERNAL FAILURE
IN OCCUPANT RESTRAINT CONTROL MODULE.REPLACED MODULE
AND VERIFIED REPAIR

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	1		68186180-AC	MODULE AI 08035034			WARRANTY
					JOB # 1 TOTAL PARTS		0.00
					JOB # 1 TOTAL LABOR & PARTS		0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 1	CP	CUSTOMER PARTICIPATION PMT	70724	100.00
JOB # 1	CP-BUYDOWN	CUST PARTICIPATION BUYDOWN (WARR)	70724	WARRANTY
			TOTAL - MISC	100.00

TOTALS

[ ] CASH [ ] CHECK CK NO. [ ]	TOTAL LABOR....	0.00
	TOTAL PARTS....	0.00
	TOTAL SUBLET...	0.00
	TOTAL G.O.G....	0.00
[ ] VISA [ ] MASTERCARD [ ] DISCOVER	TOTAL MISC CHG.	100.00
	TOTAL MISC DISC	0.00
[ ] AMER XPRESS [ ] OTHER [ ] CHARGE	TOTAL TAX.....	6.00
	TOTAL INVOICE $	**106.00**

THANK YOU. WE LOOK FORWARD TO SEEING YOU AGAIN!
$25.00 SERVICE CHARGE ON ALL RETURNED CHECKS

CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

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

THANK YOU FOR THIS OPPORTUNITY TO SERVE YOU. IT IS OUR AIM TO PERFORM ALL THE REPAIRS REQUESTED ON THIS REPAIR ORDER TO YOUR COMPLETE SATISFACTION. IF OUR SERVICE WAS SATISFACTORY TELL YOUR FRIENDS, IF NOT, PLEASE TELL US IMMEDIATELY.

The Reynolds and Reynolds Company ERAINTIME
SF610916 O (09/13)

Mar 06 17,11:05a 423
610-917-0122 p.2

FEB 25, 2017 R/O CLOSE OUT Store 01 SERVC01 332/5015 3651

X. R/O NO. [redacted] TYPE SERVICE	11. ADVISOR 225
1. CUSTOMER [redacted]	12. DATE IN 09/13/2016
MONT CLARE PA [redacted]	13. TIME IN 11:35am
PHONE(B) PHONE(H) [redacted]	14. DATE PR 09/13/2016
	15. TIME PR 11:00pm
	16. TAG NO.
2. SERIAL# 1C3CDZAB7DN[redacted] PROD DT 03/19/2013	17. MI I/O 31063/31063
LICENSE# [redacted] STK#7265 DEL 04/06/2013	18. PO NO.
DESC. DO AVENGER TUNGSTEN MET CC PREM CLOTH	19. COMMENTS
	20. RECOMMEN

PAYMENTS

CUSTOMER#	NAME	AMOUNT	PAY TYPE
[redacted]	[redacted]	106.00	DISCOVER

AMOUNT	106.00	PAYMENT	106.00	BALANCE	0.00

(E=ENTER) (F=FORWARD)

3 of 3

PE17-003

FLAT CHRYSLER

8/3/2017

ENCLOSURE 04

CAIR BACKUP



From: [redacted]
To: customerassist@chrysler.com
Date: Thu Mar 16 20:12:08 EDT 2017
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Check engine light due to air bag

Comments:

We purchased this 2013 200 for our son with 33,000 miles. At 51,000. The air bag light came on. Dealer said it was 'ORC B1C14 active-Driver active headrest control circuit open'. They said there was a broken wire in the headrest and the unit needed to be replaced for a cost of approx. $700. I checked recalls and this was apparently a recall in some 200s but not his. ???? A wire in the headrest shouldn't just break. I feel this should be covered by Chrysler. Please contact me at your earliest convenience. Thanks

[redacted]

Sender Information:

Title:

First Name: [redacted]

Middle Initial:

Last Name: [redacted]

From: customerassist@chrysler.com
To: [redacted]
Date: Fri Mar 17 13:15:19 EDT 2017
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [redacted],
Thank you for contacting the FCA Customer Assistance Center.
We are sorry to learn of the concerns you have encountered with your Chrysler 200 and we would be more than happy to assist you with your concerns.
Due to the nature of your issue, we would like to discuss this matter with you in more detail. We are taking your concern seriously and have decided to send this case up to our case management division for further review. Someone will be contacting you within one business day.
Our records indicate that the following recall campaign has not been performed by an authorized dealer:
S61 - Occupant Restraint Controller
Reason: The above vehicles may experience a loss of air bag and seat belt pretensioner deployment capability during a crash due to a shorting condition resulting in a negative voltage transient that travels to the Occupant Restraint Controller via the front impact sensor wires.
Resolution: The remedy for this condition is not currently available. We are making every effort to finalize a remedy and obtain parts as quickly as possible, and will service your vehicle free of charge (parts and labor).
With this recall in mind I am creating a second case which I will be resigning to our special tracking division. As soon as these parts are available, they will contact you via phone and/or email.

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 1-800-247-9753.
Sincerely,
Jessica
Customer Service Representative
FCA 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=KMM10115176V70919L0KM&
Original Message Follows:

US Customer Service - MOPAR Brand Site
Brief Description:
Check engine light due to air bag
Comments:
We purchased this 2013 200 for our son with 33,000 miles. At 51,000. The air

bag light came on. Dealer said it was 'ORC B1C14 active-Driver active headrest control circuit open'. They said there was a broken wire in the headrest and the unit needed to be replaced for a cost of approx. $700. I checked recalls and this was apparently a recall in some 200s but not his. ???? A wire in the headrest shouldn't just break. I feel this should be covered by Chrysler. Please contact me at your earliest convenience. Thanks
[redacted]

VIN:
DN[redacted]
Mileage:
55000
Servicing Dealer:
Bald hill dodge, Warwick RI
Title:

First Name
[redacted]
Middle Initial:

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

City:
Saunderstown
State:
RI
Zip:
[redacted]
Email:
[redacted]
Home Phone:
[redacted]

Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2017-04-13 10:17:53.779737
Files Not Recieved: 0

4/12/17

Page 1 OF 3

FROM: [redacted]

Case # [redacted]

ATTN: Lanoy

(PLEASE DO Not FAX BACK TO this FAX #)

FAX 801 736-3929

DODGE CHRYSLER Jeep RAM

BALD HILL

1035 Bald Hill Road
Warwick Rhode Island 02886
www.baldhill.com

Service Hours
Mon Tues Thurs Fri
7:30AM to 6:30PM
Wednesday
7:30AM to 7:00PM
Saturday
8:00AM to 4:00PM

(401) 822-8125

[redacted]

[redacted]
NARRAGANSETT, RI [redacted]

VEHICLE ID	MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
1C3CCBAB9DN[redacted]	56795	56795	04/10/17 09:50	04/10/17	[redacted]

VEHICLE DESCRIPTION	TAG NO.	STATUS
2013 CHRYSLER 200 LX (WHITE)		COMPLETE

CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV. DATE	DELIV. DATE	DELIV. MILES	TERMS
[redacted]	[redacted]		04/23/13	05/02/13	10/30/15	33378	Cash

HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.	RO COMMENTS
[redacted]			[redacted]	PATRICIA MARTINS (23)	2.4L I4 6S 62TE

THANKYOU FOR YOUR BUSINESS

IMPRINT QUESTION*

HOW LIKELY WOULD YOU BE TO RECOMMEND US TO YOUR FRIENDS OR COLLEAGUES??
LET US KNOW BY ANSWERING 9 OR 10 ON OUR SURVEY
THANKYOU
SATISFACTION IS OUR #1 GOAL !!

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
A *	MULTI		A11		Internal	
Concern	PERFORMED MULTI POINT INSPECTION					
Cause	NOTE *** BRAKES ARE NOT INSPECTED UNLESS WHEELS ARE REMOVED ***					
B *	HEADREST		A11		Customer	$169.41
Concern	CUSTOMER STATES THE AIRBAG LIGHT KEEPS COMING ON REPLACE SOP HEADREST					
	ORC B1C14 active - Driver Active Headrest Control Circuit Open					
Correction	Complete					

Part Number	Description	Qty.	Unit Price	Ext. Price
1WN16HL1AB	HEADREST FRONT	1	$456.25	$456.25

Parts Total... $456.25

Line Total... $625.66

Wi

BALD HILL DODGE CHRYSLER
1035 BALD HILL RD
WARWICK , RI 02886
401-822-8100

Merchant ID: 8169218863
Term ID: 2222

Phone Order

VISA XXXXXXXXXXXX[redacted]

Entry Method: Manual
Approved: Online
04/10/17

Batch#: 000002
15:23:59

AVS Code: N
CVV2 Code: M

Auth Code: 416153

Inv# [redacted]

Total: $ 684.19

Customer Copy

THANK YOU

DODGE CHRYSLER Jeep RAM MOPAR

BALD HILL

1035 Bald Hill Road
Warwick Rhode Island 02886
www.baldhill.com

Service Hours
Mon Tues Thurs Fri
7:30AM to 5:30PM
Wednesday
7:30AM to 7:00PM
Saturday
8:00AM to 4:00PM

(401) 822-8125

[redacted]

[redacted]
NARRAGANSETT, RI [redacted]

VEHICLE ID	MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
1C3CCBAB9DN[redacted]	56795	56795	04/10/17 09:50	04/10/17	[redacted]

VEHICLE DESCRIPTION	TAG NO.	STATUS
2013 CHRYSLER 200 LX (WHITE)		COMPLETE

CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS
[redacted]	[redacted]		04/23/13	05/02/13	10/30/15	33378	Cash

HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.	RO COMMENTS
[redacted]			[redacted]	PATRICIA MARTINS (23)	2.4L I4 6S 62TE

Totals

	Amount
Parts	$456.25
ENV/HAZ WASTE	$24.85
SalesTax	$33.68
Labor	$169.41
TOTAL CREDIT CARD	$684.19

VISA
P.

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

******IMPORTANT INFORMATION*****

*****YOU WILL BE RECEIVING A SURVEY FROM FCA. THIS IS OUR REPORT CARD WITH MANAGEMENT. PLEASE TAKE THE TIME TO RESPOND TO THE SURVEY. IF FOR ANY REASON YOU CAN NOT RATE US A "10" FOR YOUR SERVICE TODAY , PLEASE CONTACT US SO WE MAY BE ABLE TO IMPROVE YOUR CUSTOMER EXPERIENCE.

SATISFACTION IS OUR #1 GOAL !! THANK YOU FOR YOU BUSINESS!!
(401) 822-8125

PE17-003

FLAT CHRYSLER

8/3/2017

ENCLOSURE 04

CAIR BACKUP



From: p[redacted]
To: customerassist@chrysler.com
Date: Fri Mar 17 16:07:00 EDT 2017
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

ORC Mod is bad

Comments:

I had the N38 recall done. The service guy said that they couldn't test it becasue the ORC module is bad and needs to be replaced. That was the reason the dashboard alarm was on. My wife says that it's been about 3 years that it has been on. We bought the car new. I'm told it will cost $700 to replace. I don't understand how that is not covered for 100,000 miles? She doesn't have the $700 to fix it so I hope she doesn't get into an accident.
Can you explain how it went bad before 15,000 miles and why it's not covered?

Sender Information:

Title:

First Name: [redacted]

Middle Initial:

Last Name: [redacted]

From: customerassist@chrysler.com
To: [redacted]
Date: Sat Mar 18 04:42:02 EDT 2017
Subject: Re: Chrysler Group LLC Customer Assistance
Dear[redacted]
Thank you for contacting the Jeep Customer Assistance Center.
I would be more than happy to answer your questions regarding the Occupant Restraint Controller.
At this time this would be an item covered under the basic warranty which would be for three years, or thirty six thousand miles.
The 100,000 mile warranty which you are speaking about covers mainly the engine, drive train, and components in the transmission or otherwords powertrain nature.
However; at does not mean that we can review your case to see what options are available to assist.
Depending on the outcome of the diagnosis we may have different options available to assist you; however, we will need to speak with the dealership regarding what may have caused this to fail.
Once we have spoken to the dealership we will be contacting you with an update.
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,
Michael
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=KMM10115916V26522L0KM&
Original Message Follows:

US Customer Service - Jeep Brand Site
Brief Description:
ORC Mod is bad
Comments:
I had the N38 recall done. The service guy said that they couldn't test it becasue the ORC module is bad and needs to be replaced. That was the reason the dashboard alarm was on. My wife says that it's been about 3 years that it has been on. We bought the car new. I'm told it will cost $700 to replace. I don't understand how that is not covered for 100,000 miles? She doesn't have the $700 to fix it so I hope she doesn't get into an accident.

Can you explain how it went bad before 15,000 miles and why it's not covered?

VIN:
CW1[redacted]
Mileage:
49116
Servicing Dealer:
Security Dodge Amiltyville, NY
Title:

First Name:
[redacted]
Middle Initial:

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

City:
Deer Park
State:
NY
Zip:
1[redacted]
Email:
[redacted]
Work Phone:
[redacted]

PE17-003

FLAT CHRYSLER

8/3/2017

ENCLOSURE 04

CAIR BACKUP



RECEIVED DATE: 03/21/17

POSTED DATE : 3/14

VIN (FIRST 9 DIGITS) 1C3 CCB AG7

VIN (LAST 8 DIGITS) CN[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR :

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

CUSTOMER #: [redacted]

[redacted]

INVOICE

PAGE 1

LANDMARK
DODGE • CHRYSLER • JEEP • RAM

Chrysler Jeep — 1857 S. NOLAND RD. INDEPENDENCE, MO 64055 (816) 836-0100

Dodge / RAM — 1900 SO. NOLAND RD. INDEPENDENCE, MO 64055 (816) 833-2100

KANSAS CITY, MO [redacted]
HOM[redacted]
BUS: CELL:

SERVICE ADVISOR: 3131 STAN WILHITE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	12	CHRYSLER 200	1C3CCBAG7CN[redacted]		59907/59907	T920

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN12 DD			WAIT 23APR15		0.00	CASH	23APR15

R.O. OPENED	READY	OPTIONS: ENG:3.6_LITER TRN:A
07:47 23APR15	08:48 23APR15	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUSTOMER STATES THE AIR BAG LIGHT STAYS ON ALWAYS			
CAUSE: LOSS OF AIR BAG DEPLOYMENT			
08 ELECTRICAL			
2617 CP 1.00		115.00	115.00
1 68186182AC MODULE-AIR BAG CONTROL STL	152.90	152.90	152.90
(PREPAID SPECIAL ORDER PART)			
PARTS: 152.90 LABOR: 115.00 OTHER: 0.00		TOTAL LINE A:	267.90
VERIFIED CONCERN AND FOUND INTERNAL FAILURE OF THE ORC MODULE.			
ORDERED PART TO CORRECT ISSUE			
MR WEST HAS PREPAID DIAG AND PART: WILL ONLY OWE $230.00 FOR INSTALLATION			
**********			
B 23 POINT VEHICLE INSPECTION			
CAUSE: COMPLIMENTARY VISUAL INSPECTION			
MPI 23 POINT VEHICLE INSPECTION			
2617 CP 0.00		0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00		TOTAL LINE B:	0.00
CAR WAS NOT ON LIFT, INSPECTION WAS NOT COMPLETED			
**********			
SC SENIOR CITIZEN 10% DISCOUNT			
CP		-26.79	-26.79

PAID APR 23 2015
CIC

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The Seller LANDMARK DODGE CHRYSLER JEEP, INC., hereby express or implied, including any implied warranty of merchantability or fitness for a particular purpose and LANDMARK DODGE CHRYSLER JEEP, INC. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. I understand that I am responsible for all warranty repairs not paid for by factory or service contract.

DESCRIPTION	TOTALS
LABOR AMOUNT	115.00
PARTS AMOUNT	152.90
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	267.90
LESS INSURANCE	26.79
SALES TAX	10.63
PLEASE PAY THIS AMOUNT	251.74

Copyright 2014 CDK Global, LLC SERVICE INVOICE TYPE 2 - 512C - IMAGING

CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

KANSAS CITY, MO [redacted]
HOME [redacted]
BUS: CELL:

INVOICE

PAGE 1

LANDMARK
DODGE • CHRYSLER • JEEP • RAM

Jeep
1857 S. NOLAND RD.
INDEPENDENCE, MO 64055
(816) 836-0100

DODGE
1900 SO. NOLAND RD.
INDEPENDENCE, MO 64055
(816) 833-2100

SERVICE ADVISOR: 3131 STAN WILHITE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	12	CHRYSLER 200	1C3CCBAG7CN[redacted]		59964/59964	TB01

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN12 DD			WAIT 24APR15		0.00	CASH	24APR15

R.O. OPENED	READY	OPTIONS: ENG:3.6_LITER TRN:A
09:06 24APR15	11:04 24APR15	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CUSTOMER STATES TO INSTALL AIR BAG CONTROL MODULE: PART HAS BEEN PRE-PAID						
	CAUSE: NO AIR BAG DEPLOYMENT						
	08 ELECTRICAL						
		2617	CP	1.50		190.00	190.00

PARTS: 0.00 LABOR: 190.00 OTHER: 0.00 TOTAL LINE A: 190.00

HAD PREVIOUSLY VERIFIED FAILED ORC MODULE
REPLACED AIR BAG CONTROL MODULE

****

PAID APR 24 2015

CW

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The Seller LANDMARK DODGE CHRYSLER JEEP, INC., hereby express or implied, including any implied warranty of merchantability or fitness for a particular purpose and LANDMARK DODGE CHRYSLER JEEP, INC. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. I understand that I am responsible for all warranty repairs not paid for by factory or service contract.

DESCRIPTION	TOTALS
LABOR AMOUNT	190.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	190.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	190.00

444.82

Copyright 2014 CDK Global, LLC SERVICE INVOICE TYPE 2 - SIZC - IMAGING

CUSTOMER COPY

[redacted]
Kansas City MO [redacted]

KANSAS CITY 640
14 MAR 2017 PM 6 L



FCA US Customer Assistance
P.O. Box 21-8004
Auburn Hills MI 48321-8007
Attention: Recall Reimbursement

48321-800404

PE17-003

FLAT CHRYSLER

8/3/2017

ENCLOSURE 04

CAIR BACKUP



RECEIVED DATE: 04/25/17

POSTED DATE : 4/19

VIN (FIRST 9 DIGITS) 1C3 CCB BB41

VIN (LAST 8 DIGITS) CN [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR :

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

CHRYSLER DODGE Jeep RAM

13475 PORTAGE ROAD • P.O. BOX 200 • VICKSBURG, MI 49097 • (269) 649-2000

CUSTOMER NO. [redacted]	ADVISOR JONATHAN HECHAVARR 1665	TAG NO. 702	INVOICE DATE 06/17/16	[redacted]	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 58,540	COLOR /	STOCK NO.
GALESBURG, MI [redacted]	YEAR / MAKE / MODEL 12/CHRYSLER/200/4DR SDN TOUR		DELIVERY DATE		DELIVERY MILES
	VEHICLE I.D. NO. 1C3CCBBB4CN[redacted]		SELLING DEALER NO.		PRODUCTION DATE
	F.T.E. NO.	P.O. [redacted]	P.O. DATE 06/16/16		
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS			MO: 58540

TOTALS

THANK YOU FOR YOUR BUSINESS

OUR TEAMS GOAL IS TO " FIX IT RIGHT ON THE FIRST VISIT."

IF YOU ARE NOT "COMPLETELY SATISFIED" WITH YOUR SERVICE EXPERIENCE AT VICKSBURG CHRYSLER PLEASE CONTACT OUR PARTS AND SERVICE DIRECTOR

OUR SERVICE TEAM PERFORMS QUALITY ASSURANCE PHONE CALLS AND LEAVES A POSTAGE PAID SURVEY CARD IN EACH VEHICLE WE WILL BE CALLING YOU TO CONFIRM YOUR COMPLETE SATISFACTION. PLEASE RETURN THE CARD WITH YOUR COMMENTS.
**** WE NOW HAVE A TOLL FREE NUMBER 1-888 221-1300 *********

HOURS ARE TUES THUR FRI 7:00AM-6:00PM MON WED TILL 8:00PM

CUSTOMER SIGNATURE

TOTAL LABOR....	237.50
TOTAL PARTS....	166.10
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	20.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	11.17
TOTAL INVOICE $	**434.77**

Vicksburg CDJR
JUN 17 2016
PAID
M/C

STATE REG. NO. F135994
FEDERAL I.D. NO. 38-2845257

CERTIFICATION
ALL REPAIRS AND PARTS LISTED WERE FURNISHED IN COMPLIANCE WITH MICHIGAN AUTO REPAIR ACT. (P.A. 300)

REPAIRS PROPERLY COMPLETED AND CHECKED BY
X K McCw

*EPA: HAZARDOUS WASTE/MISC. SUPPLIES
VICKSBURG CHRYSLER DODGE JEEP RAM IS AN ENVIRONMENTALLY RESPONSIVE FACILITY AND IN ACCORDANCE WITH EPA REGULATIONS A HAZARDOUS WASTE DISPOSAL FEE IS CHARGED.

HERE ARE SOME OF THE ITEMS REFERRED TO:

Nuts, Bolts, Washers	Hose
Cotter Keys	Steel Wool
Screws	Tubing
Penetrating Oil	Sandpaper
Solvent	Fuses
Lubricant	Caliper Lube
Battery Cleaner	Spray Undercoating
Silicone Spray	Electrical Tape
Bulbs	Wire Brushes
Oil Dry	Razor Blades
Window Cleaner	Fender Protectors
Gasket Spray	Seat Covers
Starting Fluids	Floor Protectors
Belt Dressing	Shop Towels
Carb Cleaner	Argon
Adhesives	Oxygen
Sealers	Acetylene
Fluids	Welding Rod
Permatex	Lithium Grease
Hack Saw Blades	Brake Cleaner
Wire	

We have attempted to list the majority of sundry items, however, there could be other special items not listed here.

THANK YOU,

VICKSBURG
CHRYSLER DODGE
JEEP RAM

CUSTOMER COPY

[END OF INVOICE] 02:40pm

CHRYSLER DODGE Jeep RAM

13475 PORTAGE ROAD • P.O. BOX 200 • VICKSBURG, MI 49097 • (269) 649-2000

N38 RECALL CASE# [redacted]

CUSTOMER NO. [redacted]	ADVISOR JONATHAN HECHAVARR 1665	TAG NO. 702	INVOICE DATE 06/17/16	INVOICE NO. [redacted]	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 58,540	COLOR /	STOCK NO.
GALESBURG, MI [redacted]	YEAR / MAKE / MODEL 12/CHRYSLER/200/4DR SDN TOUR		DELIVERY DATE		DELIVERY MILES
	VEHICLE I.D. NO. 1C3CCBBB4CN[redacted]		SELLING DEALER NO.		PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 06/16/16		
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS			MO: 58540

JOB# 1 CHARGES

LABOR

O# 1148CHZ	DRIVEABLITIY	UNITS 2.50 TECH(S) 1642	237.50

CUSTOMER STATES AIRBAG LIGHT IS ON. ALSO NOTICED WIRE DISCONNECTED BEHIND GLOVE BOX WHEN CHECKING CABIN AIR FILTER. CHECK AND ADVISE
AIR BAG LIGHT IS FOR INTERNAL FAULT IN ORC MODULE.
WIRE IS FOR OPTIONAL EQUIPMENT NOT INSTALLED.
PERFORMED DIAGNOSIS AND FOUND INTERNAL FAULT IN ORC MODULE
REPLACED AND INITIALIZED OCCUPANT RESTRAINT CONTROL MODULE
CLEARED CODES. CHECKED FOR PROPER OPERATION. OK NOW.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1	68186182-AC	MODULE AI	166.10	166.10	166.10
					TOTAL - PARTS	166.10

JOB# 1 TOTALS

LABOR	237.50
PARTS	166.10
JOB# 1 JOURNAL PREFIX CHCS JOB# 1 TOTAL	403.60

JOB# 2 CHARGES

LABOR

O# 2150CHZ0	RECALL	UNITS 0.20 TECH(S) 1642	WARRANTY

PERFORM RECALL N38
FACTORY RECALL
REPROGRAMMED TIPM PER RECALL

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CHCS JOB# 2 TOTAL	0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	11	SHOP SUPPLIES		20.00
			TOTAL - MISC	20.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $100.00 (+TAX)
APPROVED REVISED ESTIMATE (# 1) OF $435.00 (+TAX) ON 06/17/16 AT 02:36pm
BY RENEE VANDELAARE COMMENTS PHONE CONVERSATION
TECHNICIAN CERTIFICATION

1642	TERRENCE BOGGS	M214438

STATE REG. NO. F135994
FEDERAL I.D. NO. 38-2845257

CERTIFICATION
ALL REPAIRS AND PARTS LISTED WERE FURNISHED IN COMPLIANCE WITH MICHIGAN AUTO REPAIR ACT. (P.A. 300)

REPAIRS PROPERLY COMPLETED AND CHECKED BY
X R. Mallew

*EPA: HAZARDOUS WASTE/MISC. SUPPLIES VICKSBURG CHRYSLER DODGE JEEP RAM IS AN ENVIRONMENTALLY RESPONSIVE FACILITY AND IN ACCORDANCE WITH EPA REGULATIONS A HAZARDOUS WASTE DISPOSAL FEE IS CHARGED.

HERE ARE SOME OF THE ITEMS REFERRED TO:

Nuts, Bolts, Washers	Hose
Cotter Keys	Steel Wool
Screws	Tubing
Penetrating Oil	Sandpaper
Solvent	Fuses
Lubricant	Caliper Lube
Battery Cleaner	Spray Undercoating
Silicone Spray	Electrical Tape
Bulbs	Wire Brushes
Oil Dry	Razor Blades
Window Cleaner	Fender Protectors
Gasket Spray	Seat Covers
Starting Fluids	Floor Protectors
Belt Dressing	Shop Towels
Carb Cleaner	Argon
Adhesives	Oxygen
Sealers	Acetylene
Fluids	Welding Rod
Permatex	Lithium Grease
Hack Saw Blades	Brake Cleaner
Wire	

We have attempted to list the majority of sundry items, however, there could be other special items not listed here.

THANK YOU,

VICKSBURG
CHRYSLER DODGE
JEEP RAM

CUSTOMER COPY

[CONTINUED ON NEXT PAGE]

02:40pm

CC619644 (0613) Adobe Systems Incorporated ERAMSYSTEMS

[redacted]
Galesburg MI [redacted]

Case # [redacted]
N38

48321-002121

FCA US Customer Care
P.O. Box 21-8007
Auburn Hills, MI 48321

PE17-003

FLAT CHRYSLER

8/3/2017

ENCLOSURE 04

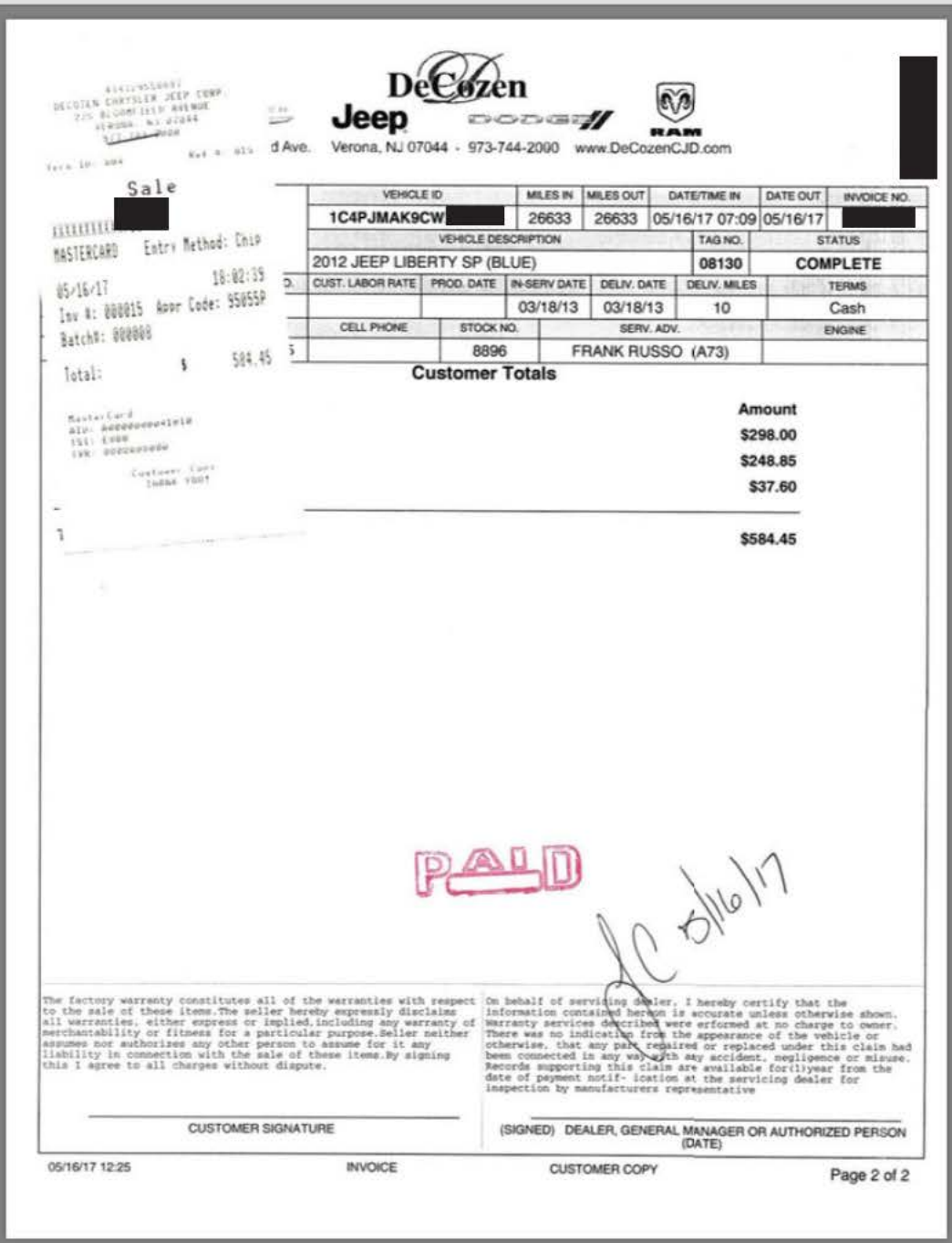
CAIR BACKUP



Document Recieved from Customer
Cair Number: 3[redacted]
Date Received: 2017-05-17 16:12:21.105634
Files Not Recieved: 0

●●●●● Verizon LTE 4:10 PM 41%

Done jeepliberty.pdf



DeCozen Jeep Dodge RAM

d Ave. Verona, NJ 07044 - 973-744-2000 www.DeCozenCJD.com

Sale

MASTERCARD Entry Method: Chip

05/16/17 16:02:39

Inv #: 000015 Appr Code: 950559

Batch#: 000005

Total: $ 584.45

VEHICLE ID	MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
1C4PJMAK9CW[redacted]	26633	26633	05/16/17 07:09	05/16/17	[redacted]

VEHICLE DESCRIPTION	TAG NO.	STATUS
2012 JEEP LIBERTY SP (BLUE)	08130	COMPLETE

CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS
		03/18/13	03/18/13	10	Cash

CELL PHONE	STOCK NO.	SERV. ADV.	ENGINE
	8896	FRANK RUSSO (A73)	

Customer Totals

	Amount
	$298.00
	$248.85
	$37.60
	$584.45

PAID

JC 5/16/17

The factory warranty constitutes all of the warranties with respect to the sale of these items.The seller hereby expressly disclaims all warranties, either express or implied,including any 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 these items.By signing this I agree to all charges without dispute.

CUSTOMER SIGNATURE

On behalf of servicing dealer, I hereby certify that the information contained herein is accurate unless otherwise shown. Warranty services described were erformed 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 notifi- lcation at the servicing dealer for inspection by manufacturers representative

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

05/16/17 12:25 INVOICE CUSTOMER COPY Page 2 of 2

PE17-003

FLAT CHRYSLER

8/3/2017

ENCLOSURE 04

CAIR BACKUP



6/16/17

[redacted]

BRANCHVILLE, NJ

[redacted]

CASE # [redacted]

To:

FCA Customer Assitance Ctr.
Att: Christa / Wendy

Service Inv / Proof of payment
for replacement of ORC Module - 2012 Jeep Liberty

2 pgs to follow

BEYER

Driving Value Since 1914

200 Ridgedale Ave. · Morristown, NJ 07960
Phone: (973) 267-8300

[redacted]
BRANCHVILLE, NJ [redacted]

SERVICE ADVISOR BUSTER NICHOLS

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
09JUN17	12JUN17	[redacted]	1C4PJMAK9CW[redacted]	[redacted]	T821		12JUN17	[redacted]

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY HOURLY RATE	DELIVERY DATE	PREPARED BY	R/A
09:03	13:44	12	JEEP LIBERTY	[redacted]	119.95	24JUL12	7232	7232

MILEAGE IN	MILEAGE OUT	LICENSE NO.
35465	35489	

TECH/ TYPE	HOURS	LIST/UNIT	NET/UNIT	TOTAL
A C/S AIRBAG LIGHT ON				
12 REPLACE ORC MODULE				
1427 BAUMANN,STEVE LIC#: 1427				
CP		250.00	250.00	
1 68148047AC				
MODULE-OCCUPANT				
RESTRAINT		237.00	237.00	237.00
TECH FOUND CODE B2208-00 CHECKED POWER AND				
GROUND TO MODULE-OK. TECFH REMOVED AND				
REPLACED ORC MODULE AND VERIFIED OPERATION				
AFTER REPAIR				
FEE FOR LEGAL DISPOSAL OF HAZARDOUS WASTE				14.61

Important Customer Information

We at Beyer Chrysler Jeep Dodge Ram would like to thank you for your patronage.

"PHOTOCOPY NOT ACCEPTED"

Thank You!

LIMITED LABOR WARRANTY

The Repair Facility guarantees the Labor used in performing the repairs listed on the front of this Repair Order for a period of 90 days or 4,000 miles (whichever comes first) (Some Nissan and Ford parts are for 12,000 miles or 12 months whichever comes first - see your service advisor for details.) from the date such repairs were completed. This Limited Warranty specifically excludes front end alignments, electrical wiring and shorts, and fuel system - when due to contamination. This Limited Warranty is extended to the vehicle owner/customer and is not transferable to, not enforceable by, any other person.

During the duration period of this Limited Warranty, the Repair Facility will provide additional labor, at no expense to customer, for any additional repairs that are necessitated as a result of any defect in labor performed while completing the repairs listed on the front of this Repair Order.

To obtain repairs under this Limited Warranty, customer must: (a) notify the Repair Facility at the address shown on the front of this Repair Order of any defect in labor within a reasonable time after customer discovers or should have discovered any such defect, such notice, however, must be given to the Repair Facility before the end of the duration period of this Limited Warranty, as specified above; (b) deliver the vehicle to the Repair Facility at the address shown on the front of this Repair Order within five (5) days of notice of such defect in labor; (c) authorize the Repair Facility to make the repairs required, and (d) pay the charges for any additional parts required together with sales tax upon completion of such repair.

Any implied warranties, including the implied warranties of merchantability and fitness for a particular purpose, are limited to the duration period of this limited warranty. Under no circumstances will the Repair Facility be liable to customer for any incidental or consequential damages including, but not limited to, damages for loss of property, loss of vehicle use, loss of time, loss of income and profits, inconvenience or commercial loss.

** PRE-INVOICE **

DESCRIPTION	TOTALS
LABOR AMOUNT	250.00
PARTS AMOUNT	237.00
GAS,OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	14.61
TOTAL CHARGES	501.61
LESS INSURANCE	0.00
SALES TAX	34.48
PLEASE PAY THIS AMOUNT	536.09

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

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X _____

CHRYSLER

Jeep

DODGE

RAM

VISIT US ON THE WEB!
www.BeyerCJDR.com

Is your basic warranty expired or expiring? We offer many options to continue your peace of mind regarding automobile repairs. Please ask your Service Advisor or call 973-538-4010 for details. We can tailor a plan to fit your driving needs and your budget. No interest payment plans available.

P. 2

BEYER OF MORRISTOWN LL
200 RIDGEDALE AVE
MORRISTOWN, NJ 07960

06/12/2017 16:41:49

CREDIT CARD

DISCVR SALE

Card #	XXXXXXXXXX[redacted]
Chip Card:	Discover Credit
AID:	A0000001523010
ATC:	[redacted]
TC:	
SEQ #:	2
Batch #:	105
INVOICE	[redacted]
Approval Code:	01244P
Entry Method:	Chip Read
Mode:	Issuer

SALE AMOUNT $536.09

CUSTOMER COPY