

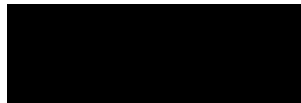
DP18-004

FCA

5/30/2019

ENCLOSURE 4

FINAL BACKUP



Please image these documents to the CAIR

AIR Number:



IN number:

Jw



Customer Name:



Cost Associated:

(Documents)

Date Placed in Scan Bin:

4/12/18

Murawski Kerry (FCA)

From: West Diana (FCA) on behalf of Heck Joann (FCA)
Sent: Friday, April 06, 2018 7:49 AM
To: Murrenus Kathy (FCA); MacDonald Mike (FCA); Murawski Kerry (FCA)
Subject: FW: Easter Jeep Safari - JL frame with potential weld issue?

From: Galesi Renato (FCA)
Sent: Friday, April 06, 2018 7:01 AM
To: Heck Joann (FCA) <joann.heck@fcagroup.com>
Cc: Cottrell David (FCA) <david.cottrell@fcagroup.com>; Balogh Jerry (FCA) <jerry.balogh@fcagroup.com>; Blazevic Antony (FCA) <antony.blazevic@fcagroup.com>
Subject: FW: Easter Jeep Safari - JL frame with potential weld issue?

Hello Joann

Please see below. John Mrozowski met a person at Easter Jeep Safari, and that customer apparently complained about a bad/cracked weld on the frame of his new JL. We (Supplier Quality) would like to contact this customer and take a look at this weld he is mentioning. Either pictures from himself, or better yet, have the car brought to a dealer. I looked it up in our Warranty database, and so far there are no claims for this car.

Who should I contact for assistance on this matter in your team?

Thanks for your guidance.

Renato Galesi
Supplier Quality Manager
Chassis – Air Suspension, Shocks, Structures & CVA
cel. 248 425 3152

From: Mrozowski John (FCA)
Sent: Thursday, April 05, 2018 12:24 PM
To: Durham Raynard (FCA) <raynard.durham@fcagroup.com>; Rasbach Adam (FCA) <adam.rasbach@fcagroup.com>; Love Jr Jim (FCA) <jim.love@fcagroup.com>; Sheppard Gloria (FCA) <gloria.sheppard@fcagroup.com>
Subject: FW: Easter Jeep Safari

Folks –

While I was in Moab last week, I bumped into a person who purchased one of the first JL's and noticed weld separation (sounds like the same issues we've seen in the past). Please see the VIN below... it would be good to understand how big of an issue we're dealing with and clean point.

Thanks,

John C. Mrozowski
Vehicle Line Executive – Large SUV and Wrangler Programs
FCA US LLC
(248) 512-2768 (office)
(248) 941-8633 (cell)
(248) 512-3831 (fax)
CIMS 482-20-02
e-mail: john.mrozowski@fcagroup.com

From: [REDACTED]
Sent: Thursday, April 05, 2018 11:52 AM
To: Mrozowski John (FCA) <john.mrozowski@fcagroup.com>
Subject: Easter Jeep Safari

Hey John,

This is Tony Carvallo, It was great catching up with you at Easter Jeep Safari! Hoping you enjoyed the event and found it productive. In addition, I'm happy you got a chance to see/drive my unique show vehicle.

Per our conversation,

Here is my vin 1C4HJXDGXJW [REDACTED]
Please feel free to call me on my cell [REDACTED] if you have any questions regarding my vehicle or other off road items. As you may know, I'm very passionate about the off-road culture and more then willing to help if needed.

Attached above is the teaser for the Dirt Every Day show. Please note, Discovery Channel is using this episode as a test pilot to move all shows as a paid subscription through MotorTrend on Demand (**First 14day subscription is free). Full episode is now available.

Thanks,

[REDACTED]

Huntington Beach Ca

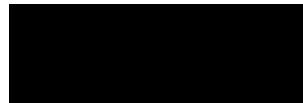
DP18-004

FCA

5/30/2019

ENCLOSURE 4

FINALBACKUP



[REDACTED]
MacDonald Mike (FCA)

From: Gorlier Pietro (FCA)
Sent: Thursday, May 03, 2018 8:54 PM
To: Garberding Scott (FCA)
Cc: michael.manley@fcagroup.com; Bigland Reid (FCA); Heck Joann (FCA); MacDonald Mike (FCA)
Subject: Re: New 2018 Jeep Wrangler Rubicon Frame Weld Failure

Ok, already sent to Joann and Cc team too. Pg

On May 3, 2018, at 8:52 PM, Garberding Scott (FCA) <scott.garberding@fcagroup.com> wrote:

I will take care of this.

Scott

On May 3, 2018, at 8:46 PM, [REDACTED] wrote:

Weld Failure on track bar to Frame and Immediate Loss of Steering on my 2018 Jeep Wrangler Rubicon Vin #1C4HJXFG2JW [REDACTED]

To whom it may concern,

I'd like to bring my story to your attention.

While driving my 2018 Jeep Wrangler Rubicon (VIN above) at the beginning of April, with less than 800 highway miles, the vehicle experienced immediate loss of steering control while at highway speed. By the Grace of God and luck, I was able to get the vehicle to slow down and off the road without injury or without impacting another vehicle, pedestrian or object. The vehicle was towed to Hudson Chrysler Jeep Dodge Ram in Jersey City, NJ.

Upon examination at the dealership service center, it was determined that the track bar to frame weld had failed due to manufacturer defect. See attached photos. I was told by service manager Peter that they would have a professional welder come down from Chrysler to re-weld the track bar back to the frame. I felt this was the wrong thing to do and denied the vehicle back (as if one weld is bad there could be others) and reached out to my sales representative (Bernadine Dessalines) from Nielsen Dodge Chrysler in NJ. She was shocked and informed me they would get me into a new vehicle.

This was a relief but the issues didn't stop there. They told me since my vehicle was "fixed" by a professional welder they could not give me a loaner car. They pretty much asked me to get back into a vehicle that almost killed my Fiancé and I. So I am without a vehicle as of now.

So I built a new Rubicon, and realized there is now a 750 dollar increase on all Jeep builds. The dealer informed me I would have to cover this. With everything I've been through, I feel this is unfair. Not only do I have to wait over 8 weeks, I have to pay more out of pocket to get this new vehicle.

I loved the new Rubicon for the amount of time I had it for. I have always trusted legendary Jeep quality and wrangler durability and trust your corporation will do the right thing to address this issue.

I feel fortunate that my vehicle's steering failure was "Without Consequences" – and hopefully led your company to uncover this critical safety issue that could have resulted in a fatality of myself, my fiancé or others. I know this will have your highest level of attention and therefore hope to receive a response.

Thank you for your time.

I can be reached at cell: [REDACTED]

Sincerely
[REDACTED]

Address:
[REDACTED]

Weehawken, NJ [REDACTED]

E-mail: [REDACTED]

New VON# [REDACTED]

Buy Back Tracking Coordinator:

Gartrell Cooper

Office phone: [REDACTED]

<IMG_1836.JPG>

<IMG_1844.JPG>

<IMG_1842.JPG>

[REDACTED]
MacDonald Mike (FCA)

From: Gorlier Pietro (FCA)
Sent: Thursday, May 03, 2018 8:54 PM
To: Garberding Scott (FCA)
Cc: michael.manley@fcagroup.com; Bigland Reid (FCA); Heck Joann (FCA); MacDonald Mike (FCA)
Subject: Re: New 2018 Jeep Wrangler Rubicon Frame Weld Failure

Ok, already sent to Joann and Cc team too. Pg

On May 3, 2018, at 8:52 PM, Garberding Scott (FCA) <scott.garberding@fcagroup.com> wrote:

I will take care of this.

Scott

On May 3, 2018, at 8:46 PM, [REDACTED] wrote:

Weld Failure on track bar to Frame and Immediate Loss of Steering on my 2018 Jeep Wrangler Rubicon Vin #1C4HJXFG2JW [REDACTED]

To whom it may concern,

I'd like to bring my story to your attention.

While driving my 2018 Jeep Wrangler Rubicon (VIN above) at the beginning of April, with less than 800 highway miles, the vehicle experienced immediate loss of steering control while at highway speed. By the Grace of God and luck, I was able to get the vehicle to slow down and off the road without injury or without impacting another vehicle, pedestrian or object. The vehicle was towed to Hudson Chrysler Jeep Dodge Ram in Jersey City, NJ.

Upon examination at the dealership service center, it was determined that the track bar to frame weld had failed due to manufacturer defect. See attached photos. I was told by service manager Peter that they would have a professional welder come down from Chrysler to re-weld the track bar back to the frame. I felt this was the wrong thing to do and denied the vehicle back (as if one weld is bad there could be others) and reached out to my sales representative (Bernadine Dessalines) from Nielsen Dodge Chrysler in NJ. She was shocked and informed me they would get me into a new vehicle.

This was a relief but the issues didn't stop there. They told me since my vehicle was "fixed" by a professional welder they could not give me a loaner car. They pretty much asked me to get back into a vehicle that almost killed my Fiancé and I. So I am without a vehicle as of now.

So I built a new Rubicon, and realized there is now a 750 dollar increase on all Jeep builds. The dealer informed me I would have to cover this. With everything I've been through, I feel this is unfair. Not only do I have to wait over 8 weeks, I have to pay more out of pocket to get this new vehicle.

I loved the new Rubicon for the amount of time I had it for. I have always trusted legendary Jeep quality and wrangler durability and trust your corporation will do the right thing to address this issue.

I feel fortunate that my vehicle's steering failure was "Without Consequences" – and hopefully led your company to uncover this critical safety issue that could have resulted in a fatality of myself, my fiancé or others. I know this will have your highest level of attention and therefore hope to receive a response.

Thank you for your time.

I can be reached at cell: [REDACTED]

Sincerely,
[REDACTED]

Address:
[REDACTED]

Weehawken, NJ [REDACTED]

E-mail: [REDACTED]

New VON# [REDACTED]

Buy Back Tracking Coordinator:

Gartrell Cooper

Office phone: [REDACTED]

<IMG_1836.JPG>

<IMG_1844.JPG>

<IMG_1842.JPG>

DP18-004

FCA

5/30/2019

ENCLOSURE 4

FINALBACKUP



From: [REDACTED]
To: customerassist@chrysler.com
Date: Sun Jul 22 16:09:33 EDT 2018
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

New JL Frame Weld Issues

Comments:

I just purchased my new 18 JL Wrangler Rubicon Unlimited about 4 weeks ago. This is my 7th CJ/ Wrangler purchase and I absolutely like the new JL platform. Unfortunately, while washing and detailing the Jeep, I noticed a few of the welds on the frame looked to be not uniform with the rest. Upon a closer look, a large amount of the welds on the entire frame are full of porosity with a large amount of weld spatter indicating improper weld settings and or lack of shielding gas during welding. If not full of porosity, others do not have proper fusion/ penetration and have overlap. There are some locations where the welds are so bad, you can tell it was missed by the robotic welder and done by hand from an inexperienced welder. I am not comfortable having my family in this vehicle because of this and I am blown away that this frame ever made it past quality control. I want a full refund of what I paid for the Jeep and I will consider purchasing a new JK platform because I am now scared of the JL Wranglers with their quality control. I traded a 2013 Rubicon on this purchase and couldn't have been happier with the quality of that Wrangler and only traded to upgrade to 4 doors and the new body style. I have numerous pics of the welds that I can email and I am a Welding instructor for a community college and also have a degree in welding technology, so I am very aware of welding defects and the effects they can have on structural parts and safety. I haven't brought this issue to the attention of my local dealer yet as I wanted to find out what course of action I need to take first. I am not looking for a repair on the frame because there are so many welds compromised, so the repair would have to consist of grinding many welds out and re-welding and I do not want that done on a 52k new vehicle. I have not shared this issue with anyone or discussed with my lawyer at this point; I want to give FCA the chance to make things right and I hope that will be the reality here. Thank you for your time and assistance. I look

forwards to hearing from someone soon. [REDACTED] [REDACTED]

Sender Information:

Title: =20

First Name: [REDACTED]=20

Middle Initial: =20

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Wed Jul 25 13:26:38 EDT 2018

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

Thank you for contacting Jeep Wave Premium Care.

Thank you very much for your email. I can understand how difficult and frustrating it can be when a vehicle does not live up to the expectations that we have for them and I do truly apologize for the inconvenience of the situation.

I will be certainly documenting everything here on file. Before we can really move on with any further assistance however we would need the dealerships input on the concern. They will be able to determine if there are any defects in the welds and from there they will move on to a resolution to the problem.

I am showing the closest dealership to be;

Deacon Jones Chrysler Dodge Jeep

1109 N Brightleaf Blvd Smithfield, NC 27577

(919) 934-2101

If you need assistance scheduling an appointment please do not hesitate to call the number below. I truly appreciate you taking the time to email in about this Calvin.

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 1-844-JEEP-WAVE (1-844-533-7928).

Sincerely,

Andrew

Customer Service Representative

Jeep Wave Premium Care

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=\[REDACTED\]](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=[REDACTED])

Original Message Follows:

US Customer Service - MOPAR Brand Site

Brief Description:

New JL Frame Weld Issues

Comments:

I just purchased my new 18 JL Wrangler Rubicon Unlimited about 4 weeks ago. This is my 7th CJ/ Wrangler purchase and I absolutely like the new JL platform. Unfortunately, while washing and detailing the Jeep, I noticed a few of the welds on the frame looked to be not uniform with the rest. Upon a closer look, a large amount of the welds on the entire frame are full of porosity with a large amount of weld spatter indicating improper weld settings and or lack of shielding gas during

welding. If not full of porosity, others do not have proper fusion/ penetration and have overlap. There are some locations where the welds are so bad, you can tell it was missed by the robotic welder and done by hand from an inexperienced welder. I am not comfortable having my family in this vehicle because of this and I am blown away that this frame ever made it past quality control. I want a full refund of what I paid for the Jeep and I will consider purchasing a new JK platform because I am now scared of the JL Wranglers with their quality control. I traded a 2013 Rubicon on this purchase and couldn't have been happier with the quality of that Wrangler and only traded to upgrade to 4 doors and the new body style. I have numerous pics of the welds that I can email and I am a Welding instructor for a community college and also have a degree in welding technology, so I am very aware of welding defects and the effects they can have on structural parts and safety. I haven't brought this issue to the attention of my local dealer yet as I wanted to find out what course of action I need to take first. I am not looking for a repair on the frame because there are so many welds compromised, so the repair would have to consist of grinding many welds out and re-welding and I do not want that done or a frame replacement on a \$52k new vehicle. I have not shared this issue with anyone or discussed with my lawyer at this point; I want to give FCA the chance to make things right and I hope that will be the reality here. Thank you for your time and assistance. I look forward to hearing from someone soon. [REDACTED]

VIN:

1C4HJXFG2JW [REDACTED]

Mileage:

1400

Servicing Dealer:

Deacon Jones Jeep Smithfield NC

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Four Oaks

State:

NC

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:

[REDACTED]

From: [REDACTED]
To: customerassist@chrysler.com
Date: Sun Jul 22 16:09:33 EDT 2018
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

New JL Frame Weld Issues

Comments:

I just purchased my new 18 JL Wrangler Rubicon Unlimited about 4 weeks ago. This is my 7th CJ/ Wrangler purchase and I absolutely like the new JL platform. Unfortunately, while washing and detailing the Jeep, I noticed a few of the welds on the frame looked to be not uniform with the rest. Upon a closer look, a large amount of the welds on the entire frame are full of porosity with a large amount of weld spatter indicating improper weld settings and or lack of shielding gas during welding. If not full of porosity, others do not have proper fusion/ penetration and have overlap. There are some locations where the welds are so bad, you can tell it was missed by the robotic welder and done by hand from an inexperienced welder. I am not comfortable having my family in this vehicle because of this and I am blown away that this frame ever made it past quality control. I want a full refund of what I paid for the Jeep and I will consider purchasing a new JK platform because I am now scared of the JL Wranglers with their quality control. I traded a 2013 Rubicon on this purchase and couldn't have been happier with the quality of that Wrangler and only traded to upgrade to 4 doors and the new body style. I have numerous pics of the welds that I can email and I am a Welding instructor for a community college and also have a degree in welding technology, so I am very aware of welding defects and the effects they can have on structural parts and safety. I haven't brought this issue to the attention of my local dealer yet as I wanted to find out what course of action I need to take first. I am not looking for a repair on the frame because there are so many welds compromised, so the repair would have to consist of grinding many welds out and re-welding and I do not want that done on a 52k new vehicle. I have not shared this issue with anyone or discussed with my lawyer at this point; I want to give FCA the chance to make things right and I hope that will be the reality here. Thank you for your time and assistance. I look

forwards to hearing from someone soon. [REDACTED] [REDACTED]

Sender Information:

Title: =20

First Name: [REDACTED]=20

Middle Initial: =20

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Wed Jul 25 13:26:38 EDT 2018

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

Thank you for contacting Jeep Wave Premium Care.

Thank you very much for your email. I can understand how difficult and frustrating it can be when a vehicle does not live up to the expectations that we have for them and I do truly apologize for the inconvenience of the situation.

I will be certainly documenting everything here on file. Before we can really move on with any further assistance however we would need the dealerships input on the concern. They will be able to determine if there are any defects in the welds and from there they will move on to a resolution to the problem.

I am showing the closest dealership to be;

Deacon Jones Chrysler Dodge Jeep

1109 N Brightleaf Blvd Smithfield, NC 27577

(919) 934-2101

If you need assistance scheduling an appointment please do not hesitate to call the number below. I truly appreciate you taking the time to email in about this Calvin.

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 1-844-JEEP-WAVE (1-844-533-7928).

Sincerely,

Andrew

Customer Service Representative

Jeep Wave Premium Care

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=\[REDACTED\]](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=[REDACTED])

Original Message Follows:

US Customer Service - MOPAR Brand Site

Brief Description:

New JL Frame Weld Issues

Comments:

I just purchased my new 18 JL Wrangler Rubicon Unlimited about 4 weeks ago. This is my 7th CJ/ Wrangler purchase and I absolutely like the new JL platform. Unfortunately, while washing and detailing the Jeep, I noticed a few of the welds on the frame looked to be not uniform with the rest. Upon a closer look, a large amount of the welds on the entire frame are full of porosity with a large amount of weld spatter indicating improper weld settings and or lack of shielding gas during

welding. If not full of porosity, others do not have proper fusion/ penetration and have overlap. There are some locations where the welds are so bad, you can tell it was missed by the robotic welder and done by hand from an inexperienced welder. I am not comfortable having my family in this vehicle because of this and I am blown away that this frame ever made it past quality control. I want a full refund of what I paid for the Jeep and I will consider purchasing a new JK platform because I am now scared of the JL Wranglers with their quality control. I traded a 2013 Rubicon on this purchase and couldn't have been happier with the quality of that Wrangler and only traded to upgrade to 4 doors and the new body style. I have numerous pics of the welds that I can email and I am a Welding instructor for a community college and also have a degree in welding technology, so I am very aware of welding defects and the effects they can have on structural parts and safety. I haven't brought this issue to the attention of my local dealer yet as I wanted to find out what course of action I need to take first. I am not looking for a repair on the frame because there are so many welds compromised, so the repair would have to consist of grinding many welds out and re-welding and I do not want that done or a frame replacement on a \$52k new vehicle. I have not shared this issue with anyone or discussed with my lawyer at this point; I want to give FCA the chance to make things right and I hope that will be the reality here. Thank you for your time and assistance. I look forward to hearing from someone soon. [REDACTED]

VIN:

1C4HJXFG2JW[REDACTED]

Mileage:

1400

Servicing Dealer:

Deacon Jones Jeep Smithfield NC

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Four Oaks

State:

NC

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:

[REDACTED]

DP18-004

FCA

5/30/2019

ENCLOSURE 4

FINALBACKUP



[REDACTED]
MacDonald Mike (FCA)

From: Heck Joann (FCA)
Sent: Tuesday, July 24, 2018 8:41 PM
To: MacDonald Mike (FCA)
Cc: Murawski Kerry (FCA); Thomas Marie (FCA); Sassorossi Jim (FCA)
Subject: FW: [REDACTED] - New, 2018 Rubicon & Weld Issues

Mike – We have not heard from M [REDACTED] previously (or at least with this phone number).

Kerry – Please get involved if necessary. Have we been seeing this issue?

JoAnn

From: Manley Michael (FCA)
Sent: Tuesday, July 24, 2018 6:31 PM
To: Heck Joann (FCA) <joann.heck@fcagroup.com>
Subject: Fwd: [REDACTED] - New, 2018 Rubicon & Weld Issues

Sent from my iPhone

Begin forwarded message:

From: [REDACTED]
Date: July 24, 2018 at 11:51:33 PM GMT+2
To: mike.manley@fcagroup.com
Subject: [REDACTED] - New, 2018 Rubicon & Weld Issues

Vehicle: 2018 Jeep Rubicon JL
VIN: 1C4HJXFG6JW [REDACTED]
Build date: February/2018

Date: July 24, 2018

Dear Mr. Manley,

I appreciate your time and will try to keep this email as brief as possible. I am reaching out to you today in regards to the above Jeep Wrangler Rubicon that I leased through Chrysler Capital on July 2, 2018 from a Wendell, NC Jeep dealership. Currently, the vehicle has a Star Case created for it regarding the chassis welds and steering issues (loose, vague steering requiring excessive driver's input to stay in lane).

Let me start out by mentioning a couple of things. First, we are a Jeep family. We have owned 9 Jeeps in the past 13 years — two Wranglers, two Cherokee Trailhawks, two Grand Cherokees,

one Liberty, one Patriot, and one Compass. We are truly Jeep fans and loyal to the Jeep brand. We have no immediate plans to stop this trend.

Secondly, I have stage IV cancer. I was diagnosed with stage IV melanoma in October of 2017 with metastasis to 23 locations, including my brain, lungs, pancreas, bone, intestines, adrenals, and other internal areas. I feel that letting you know that I have cancer is very pertinent to this email, as it is the sole reason I recently leased this 2018 Jeep Rubicon.

You see, my son, who is currently [REDACTED] years old, and I share a love for Wranglers, off-roading, and tinkering with the Jeeps we have owned. My number one goal in purchasing this Wrangler was that, if something happened to me while on this unfortunate journey with cancer, my wife would be able to buy the Wrangler in full with a part of my life insurance so that my son could have a more permanent reminder and connection to the fun times we had together while working on these Jeeps. I know it would mean the world to him since the vehicle belonged to me and he could keep the Rubicon for many more years to come.

However, it breaks my heart that this Jeep could potentially be the one left to him.

The JL I purchased has some serious weld defects. There are quite a few owners who have also voiced concerns about significant JL and JK weld issues in the JL Wrangler forums, on several Jeep Facebook pages, and in other online communities. Unfortunately, I'm also one of those owners. I have recently had the welds inspected by two, independent auto welders with 43 combined years of welding experience and they have provided informal, written documentation to notate just how defective and potentially dangerous the track bar weld is along with other weld defects on the chassis. The robot welding my chassis was simply not calibrated correctly, leaving malformed and very porous, weakened welds that will quickly rust from the inside-out and quickly fail. One JL owner's track bar has already failed at highway speeds (see: <https://www.jlwranglerforums.com/forum/threads/track-bar-sheared-off-at-the-weld-i-feel-like-i%E2%80%99m-cursed-with-my-new-jl.6979/>). My track bar appears as defective as the owner's pics provided in that forum thread. The outer track bar weld on my Jeep looks like "thinly layered, burnt cheese" as one of my weld inspectors put it. All of the brown/rust colors showing through the thin layer of paint on the welds is slag, flux, or silica that also surfaced during the weld process.

Here is a link to a handful of pictures from my Dropbox folder. Also included in this folder is the document concluding the findings from the two professional welders. The images are individually named with the location of where the picture was taken under my JL:

<https://www.dropbox.com/sh/wjj032vidjoazbd/AACD2o3glv6Pjiu8JTwaEJama?dl=0>

We simply do not feel that this Jeep's chassis welds are up to any acceptable level of automotive welding standards and would kindly ask that your office step in to facilitate a replacement JL that has been properly inspected and free of weld defects.

In my transparency, I will also mention that I have been contacted by one, and potentially a second, online auto publication, as well as a non-profit automotive safety and advocacy group to discuss the serious weld defects on this JL. As I already mentioned above, I love Jeeps. I don't particularly desire to be the mouthpiece promoting this problem with the JLs and JKs. My son and I would simply appreciate owning a defective-free Jeep. However, the dealership from where I purchased the car, Mike from Chrysler (mb97@chrysler.com), and JeepCares has yet to respond and have each gone silent on the issue.

Thanks in advance for any help and assistance you may be able to provide.

Sincerely,



Adapt Partners
Senior Advisor, Online Reputation Management / Technical SEO
225 North Salem St #122, Apex, NC 27502
<https://adaptpartners.com/>

[REDACTED]
MacDonald Mike (FCA)

From: Heck Joann (FCA)
Sent: Tuesday, July 24, 2018 8:41 PM
To: MacDonald Mike (FCA)
Cc: Murawski Kerry (FCA); Thomas Marie (FCA); Sassorossi Jim (FCA)
Subject: FW: [REDACTED] - New, 2018 Rubicon & Weld Issues

Mike – We have not heard from M [REDACTED] previously (or at least with this phone number).

Kerry – Please get involved if necessary. Have we been seeing this issue?

JoAnn

From: Manley Michael (FCA)
Sent: Tuesday, July 24, 2018 6:31 PM
To: Heck Joann (FCA) <joann.heck@fcagroup.com>
Subject: Fwd: [REDACTED] - New, 2018 Rubicon & Weld Issues

Sent from my iPhone

Begin forwarded message:

From: [REDACTED]
Date: July 24, 2018 at 11:51:33 PM GMT+2
To: mike.manley@fcagroup.com
Subject: [REDACTED] - New, 2018 Rubicon & Weld Issues

Vehicle: 2018 Jeep Rubicon JL
VIN: 1C4HJXFG6JW [REDACTED]
Build date: February/2018

Date: July 24, 2018

Dear Mr. Manley,

I appreciate your time and will try to keep this email as brief as possible. I am reaching out to you today in regards to the above Jeep Wrangler Rubicon that I leased through Chrysler Capital on July 2, 2018 from a Wendell, NC Jeep dealership. Currently, the vehicle has a Star Case created for it regarding the chassis welds and steering issues (loose, vague steering requiring excessive driver's input to stay in lane).

Let me start out by mentioning a couple of things. First, we are a Jeep family. We have owned 9 Jeeps in the past 13 years — two Wranglers, two Cherokee Trailhawks, two Grand Cherokees,

one Liberty, one Patriot, and one Compass. We are truly Jeep fans and loyal to the Jeep brand. We have no immediate plans to stop this trend.

Secondly, I have stage IV cancer. I was diagnosed with stage IV melanoma in October of 2017 with metastasis to 23 locations, including my brain, lungs, pancreas, bone, intestines, adrenals, and other internal areas. I feel that letting you know that I have cancer is very pertinent to this email, as it is the sole reason I recently leased this 2018 Jeep Rubicon.

You see, my son, who is currently [REDACTED] years old, and I share a love for Wranglers, off-roading, and tinkering with the Jeeps we have owned. My number one goal in purchasing this Wrangler was that, if something happened to me while on this unfortunate journey with cancer, my wife would be able to buy the Wrangler in full with a part of my life insurance so that my son could have a more permanent reminder and connection to the fun times we had together while working on these Jeeps. I know it would mean the world to him since the vehicle belonged to me and he could keep the Rubicon for many more years to come.

However, it breaks my heart that this Jeep could potentially be the one left to him.

The JL I purchased has some serious weld defects. There are quite a few owners who have also voiced concerns about significant JL and JK weld issues in the JL Wrangler forums, on several Jeep Facebook pages, and in other online communities. Unfortunately, I'm also one of those owners. I have recently had the welds inspected by two, independent auto welders with 43 combined years of welding experience and they have provided informal, written documentation to notate just how defective and potentially dangerous the track bar weld is along with other weld defects on the chassis. The robot welding my chassis was simply not calibrated correctly, leaving malformed and very porous, weakened welds that will quickly rust from the inside-out and quickly fail. One JL owner's track bar has already failed at highway speeds (see: <https://www.jlwranglerforums.com/forum/threads/track-bar-sheared-off-at-the-weld-i-feel-like-i%E2%80%99m-cursed-with-my-new-jl.6979/>). My track bar appears as defective as the owner's pics provided in that forum thread. The outer track bar weld on my Jeep looks like "thinly layered, burnt cheese" as one of my weld inspectors put it. All of the brown/rust colors showing through the thin layer of paint on the welds is slag, flux, or silica that also surfaced during the weld process.

Here is a link to a handful of pictures from my Dropbox folder. Also included in this folder is the document concluding the findings from the two professional welders. The images are individually named with the location of where the picture was taken under my JL: <https://www.dropbox.com/sh/wjj032vidjoazbd/AACD2o3glv6Pjiu8JTwaEJama?dl=0>

We simply do not feel that this Jeep's chassis welds are up to any acceptable level of automotive welding standards and would kindly ask that your office step in to facilitate a replacement JL that has been properly inspected and free of weld defects.

In my transparency, I will also mention that I have been contacted by one, and potentially a second, online auto publication, as well as a non-profit automotive safety and advocacy group to discuss the serious weld defects on this JL. As I already mentioned above, I love Jeeps. I don't particularly desire to be the mouthpiece promoting this problem with the JLs and JKs. My son and I would simply appreciate owning a defective-free Jeep. However, the dealership from where I purchased the car, Mike from Chrysler (mb97@chrysler.com), and JeepCares has yet to respond and have each gone silent on the issue.

Thanks in advance for any help and assistance you may be able to provide.

Sincerely,



Adapt Partners
Senior Advisor, Online Reputation Management / Technical SEO
225 North Salem St #122, Apex, NC 27502
<https://adaptpartners.com/>

DP18-004

FCA

5/30/2019

ENCLOSURE 4
FINALBACKUP

-1

From: h [REDACTED]
To: customerassist@chrysler.com
Date: Thu Jul 26 07:19:38 EDT 2018
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: Service and Maintenance

Brief Description:

App Customer Support Request

Comments:

Hi I'm interested in finding who I speak to about bad welds on my frame. There is alot of porosity in the welds and areas of slag. I took the vehicle to the dealer I purchased it from and was told that they all look like this and there is nothing they can do. Ive spoken with some welder friends who have told me I shouldnt have purchased the vehicle due to the quality of the welds and now I'm worried that the frame may separate where some of these welds have too much porosity. Any help would be appreciated as this is my first Jeep and I love it but dont want to put myself or my wife at risk driving it.

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Fri Jul 27 12:41:41 EDT 2018

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

Thank you for contacting the FCA Customer Assistance Center.

Thank you very much for your email. I can understand how difficult and frustrating it can be when a vehicle does not live up to the expectations that we have for them and I do truly apologize for the inconvenience of the situation.

As you are experiencing a reoccurring and unresolved issue, I would like to escalate your case to a Level 2 Jeep Wave Case Manager. The Case Manager will work with you and the dealership directly as well as FCA engineers to ensure that your issue is resolved.

However, to do so I will just need to know when you brought the vehicle into your dealership, who at the dealership you mainly worked with as I can only send a case forward if you've recently been at a dealership (within the last 14 days) after getting the vehicle diagnosed, if you have an appointment set up with the dealership or lastly if the vehicle is there.

Please get back to me as soon as you can Timothy.

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,

Andrew

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=\[REDACTED\]&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=[REDACTED]&)

Original Message Follows:

Service and Maintenance - MOPAR Brand Site

Brief Description:

App Customer Support Request

Comments:

Hi I'm interested in finding who I speak to about bad welds on my frame. The re is alot of porosity in the welds and areas of slag. I took the vehicle to the dealer I purchased it from and was told that they all look like this an d there is nothing they can do. Ive spoken with some welder friends who have told me I shouldnt have purchased the vehicle due to the quality of the wel ds and now I'm worried that the frame may separate where some of these welds have too much porosity. Any help would be appreciated as this is my first J eep and I love it but dont want to put myself or my wife at risk driving it.

VIN:

1C4HJXDG0JW

Mileage:

3000

Servicing Dealer:

Anchorage Chrysler Center

Title:

First Name:

Middle Initial:

Last Name:

Address 1:

Address 2:

City:

WASILLA

State:

AK

Zip:

Email:

..

From: [REDACTED]

To: customerassist@chrysler.com

Date: Fri Jul 27 14:45:19 EDT 2018

Subject: Reply to Chrysler Group LLC ([REDACTED])

Reply Comments:

Thank you for the reply. I went to the dealership Friday, July 20th and I believe the service advisor who helped me was Robert.

From: customerassist@chrysler.com

To: [REDACTED]

Date: Fri Jul 27 18:25:55 EDT 2018

Subject: Re: Reply to Chrysler Group LLC ([REDACTED])

Dear [REDACTED]

Thank you for your prompt response!

I will be getting this case escalated forward to our level 2 Jeep Wave Case Managers.

You shall be contacted back in 1 business day [REDACTED]

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,

Andrew

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=\[REDACTED\]](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=[REDACTED])

Original Message Follows:

Comments:

Thank you for the reply. I went to the dealership Friday, July 20th and I believe the service advisor who helped me was Robert.

From: [REDACTED]
To: customerassist@chrysler.com
Date: Thu Jul 26 07:19:38 EDT 2018
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: Service and Maintenance

Brief Description:

App Customer Support Request

Comments:

Hi I'm interested in finding who I speak to about bad welds on my frame. There is alot of porosity in the welds and areas of slag. I took the vehicle to the dealer I purchased it from and was told that they all look like this and there is nothing they can do. Ive spoken with some welder friends who have told me I shouldnt have purchased the vehicle due to the quality of the welds and now I'm worried that the frame may separate where some of these welds have too much porosity. Any help would be appreciated as this is my first Jeep and I love it but dont want to put myself or my wife at risk driving it.

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Fri Jul 27 12:41:41 EDT 2018

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

Thank you for contacting the FCA Customer Assistance Center.

Thank you very much for your email. I can understand how difficult and frustrating it can be when a vehicle does not live up to the expectations that we have for them and I do truly apologize for the inconvenience of the situation.

As you are experiencing a reoccurring and unresolved issue, I would like to escalate your case to a Level 2 Jeep Wave Case Manager. The Case Manager will work with you and the dealership directly as well as FCA engineers to ensure that your issue is resolved.

However, to do so I will just need to know when you brought the vehicle into your dealership, who at the dealership you mainly worked with as I can only send a case forward if you've recently been at a dealership (within the last 14 days) after getting the vehicle diagnosed, if you have an appointment set up with the dealership or lastly if the vehicle is there.

Please get back to me as soon as you can [REDACTED]

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,

Andrew

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=\[REDACTED\]&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=[REDACTED]&)

Original Message Follows:

Service and Maintenance - MOPAR Brand Site

Brief Description:

App Customer Support Request

Comments:

Hi I'm interested in finding who I speak to about bad welds on my frame. The re is alot of porosity in the welds and areas of slag. I took the vehicle to the dealer I purchased it from and was told that they all look like this an d there is nothing they can do. Ive spoken with some welder friends who have told me I shouldnt have purchased the vehicle due to the quality of the wel ds and now I'm worried that the frame may separate where some of these welds have too much porosity. Any help would be appreciated as this is my first J eep and I love it but dont want to put myself or my wife at risk driving it.

VIN:

1C4HJXDG0JW

Mileage:

3000

Servicing Dealer:

Anchorage Chrysler Center

Title:

First Name:

Middle Initial:

Last Name:

Address 1:

Address 2:

City:

WASILLA

State:

AK

Zip:

Email:

..

From: [REDACTED]

To: customerassist@chrysler.com

Date: Fri Jul 27 14:45:19 EDT 2018

Subject: Reply to Chrysler Group LLC ([REDACTED])

Reply Comments:

Thank you for the reply. I went to the dealership Friday, July 20th and I believe the service advisor who helped me was Robert.

From: customerassist@chrysler.com

To: [REDACTED]

Date: Fri Jul 27 18:25:55 EDT 2018

Subject: Re: Reply to Chrysler Group LLC ([REDACTED])

Dear [REDACTED]

Thank you for your prompt response!

I will be getting this case escalated forward to our level 2 Jeep Wave Case Managers.

You shall be contacted back in 1 business day [REDACTED]

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,

Andrew

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=\[REDACTED\]](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=[REDACTED])

Original Message Follows:

Comments:

Thank you for the reply. I went to the dealership Friday, July 20th and I believe the service advisor who helped me was Robert.

[REDACTED]
MacDonald Mike (FCA)

From: [REDACTED]
Sent: Sunday, August 12, 2018 6:40 PM
To: Manley Michael (FCA)
Cc: MacDonald Mike (FCA); scott.gerberding@fcagroup.com
Subject: Track Bar Failure on 2018 JLUR

Dear Sirs,

My name is [REDACTED] and I took delivery of a 2018 JLUR on 7/14. I ordered on 5/15 and it was built on 6/6. Prior to yesterday, I had 1300 trouble free miles. However, as I merged on to the highway, the engine bogged, the traction control light came on, ABS started engaging, service electronic stability control message popped up, the steering tightened up then loosened. I had to keep the steering wheel anywhere from a 45 to 90 degree angle to keep the Jeep tracking straight. I was extraordinarily lucky to keep from crashing.

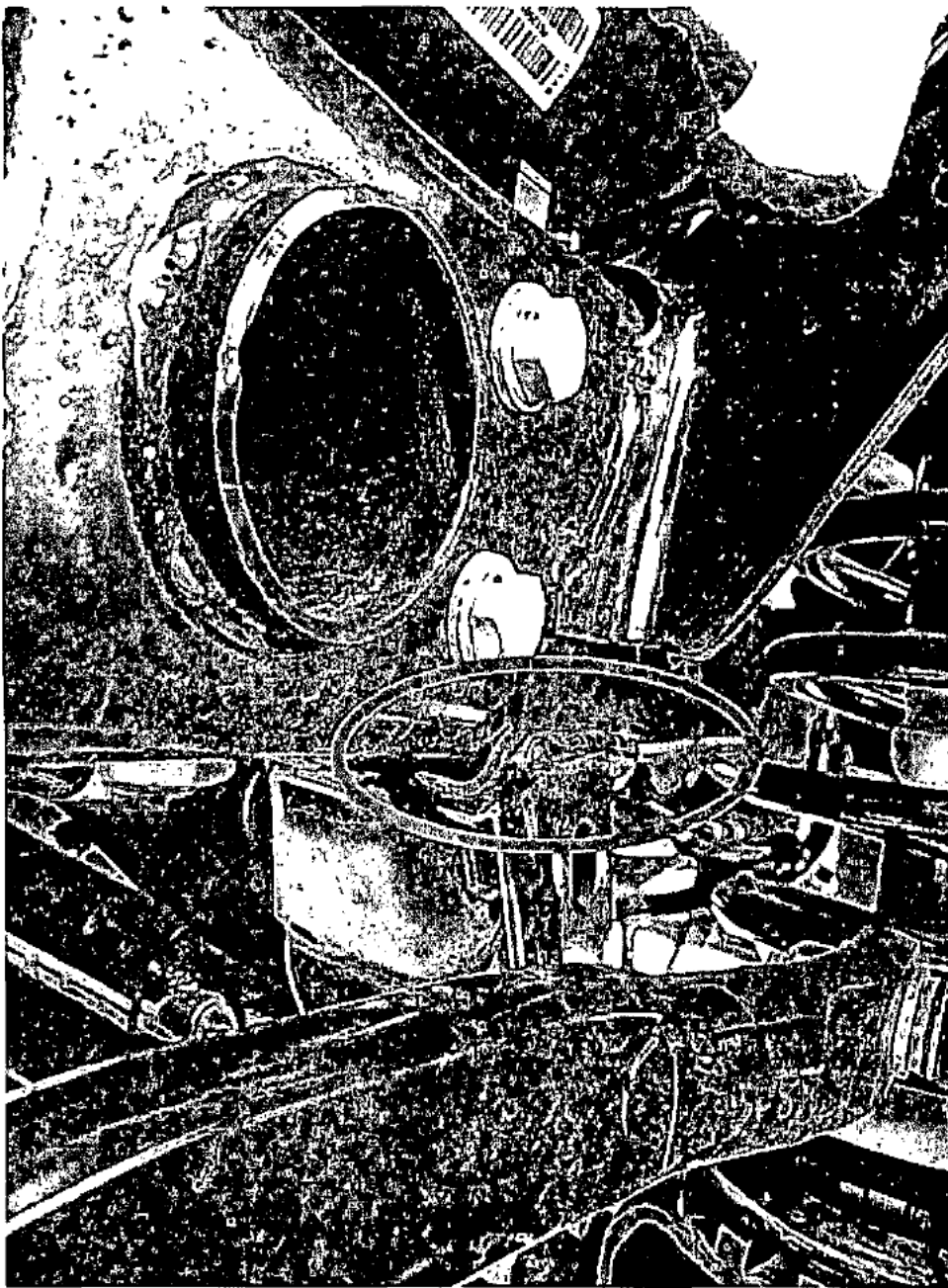
I managed to limp home and crawled under the jeep to find that the track bar mount had essentially sheared from the frame. The weld on the outboard side is on the mount itself and not even touching the frame. The welds on the front and back side of the mount are cracked. The only intact weld is on the onboard side. It is the only thing that has kept the steering from failing completely.

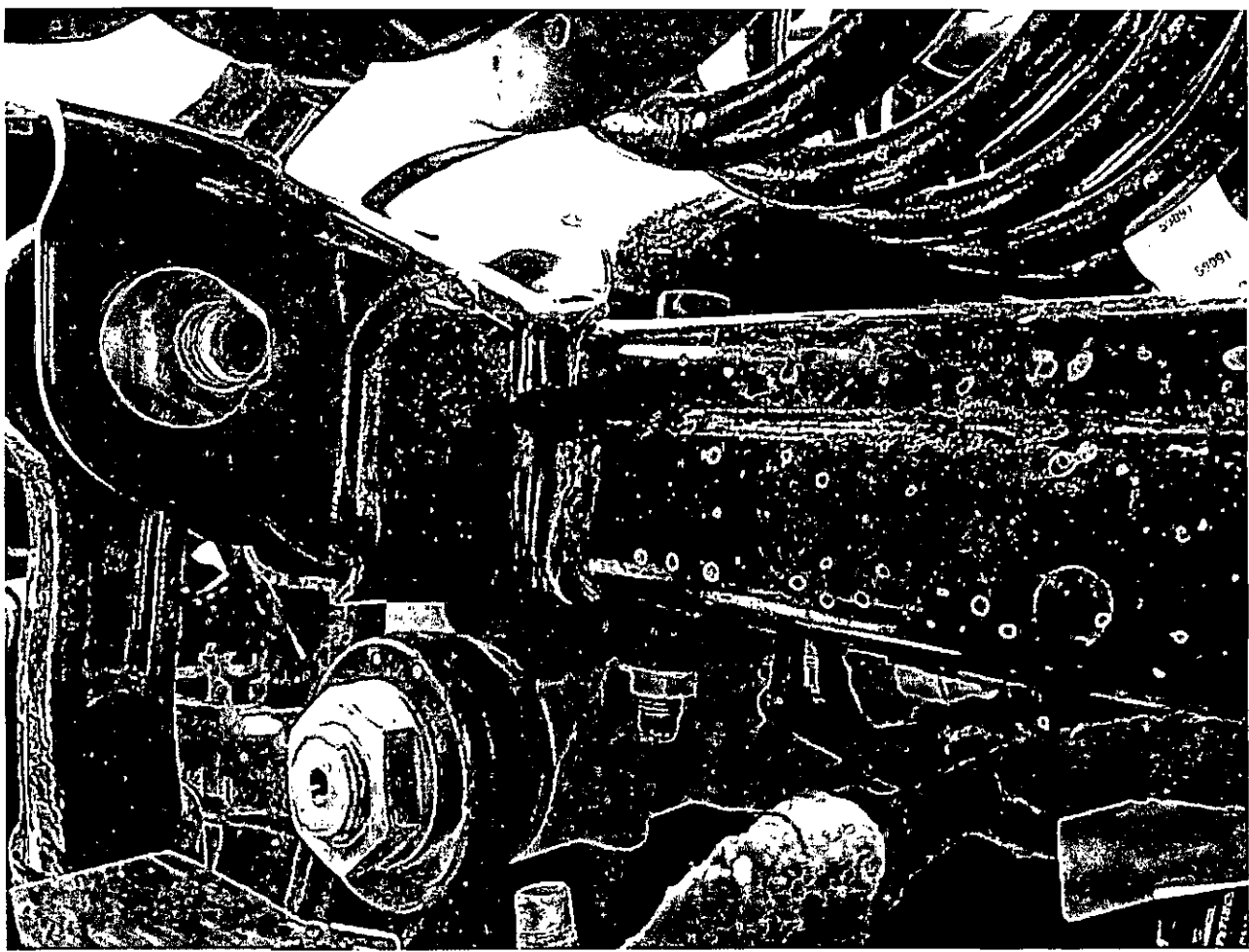
I will be having the Jeep towed to the Kernersville Dodge Jeep, in Kernersville, NC, tomorrow morning.

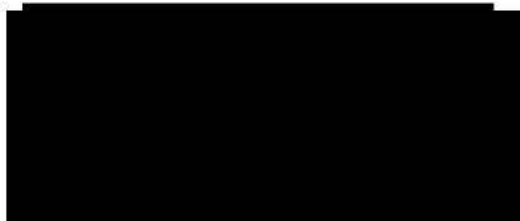
The lack of quality control on the new JLs is mind boggling and terrifying. I have 3 children [REDACTED] or younger. I cannot bring myself to think what would have happened if they had been in the Jeep and the steering completely failed.

I spent nearly \$50,000 on this vehicle and it's literally a rolling death trap. This is absolutely unacceptable.

I am attaching pictures and links to my YouTube account that will provide more detail about what is going on.







I expect a timely and well thought out response to this issue.

Sincerely,



[REDACTED]
MacDonald Mike (FCA)

From: [REDACTED]
Sent: Sunday, August 12, 2018 6:40 PM
To: Manley Michael (FCA)
Cc: MacDonald Mike (FCA); scott.gerberding@fcagroup.com
Subject: Track Bar Failure on 2018 JLUR

Dear Sirs,

My name is [REDACTED] and I took delivery of a 2018 JLUR on 7/14. I ordered on 5/15 and it was built on 6/6. Prior to yesterday, I had 1300 trouble free miles. However, as I merged on to the highway, the engine bogged, the traction control light came on, ABS started engaging, service electronic stability control message popped up, the steering tightened up then loosened. I had to keep the steering wheel anywhere from a 45 to 90 degree angle to keep the Jeep tracking straight. I was extraordinarily lucky to keep from crashing.

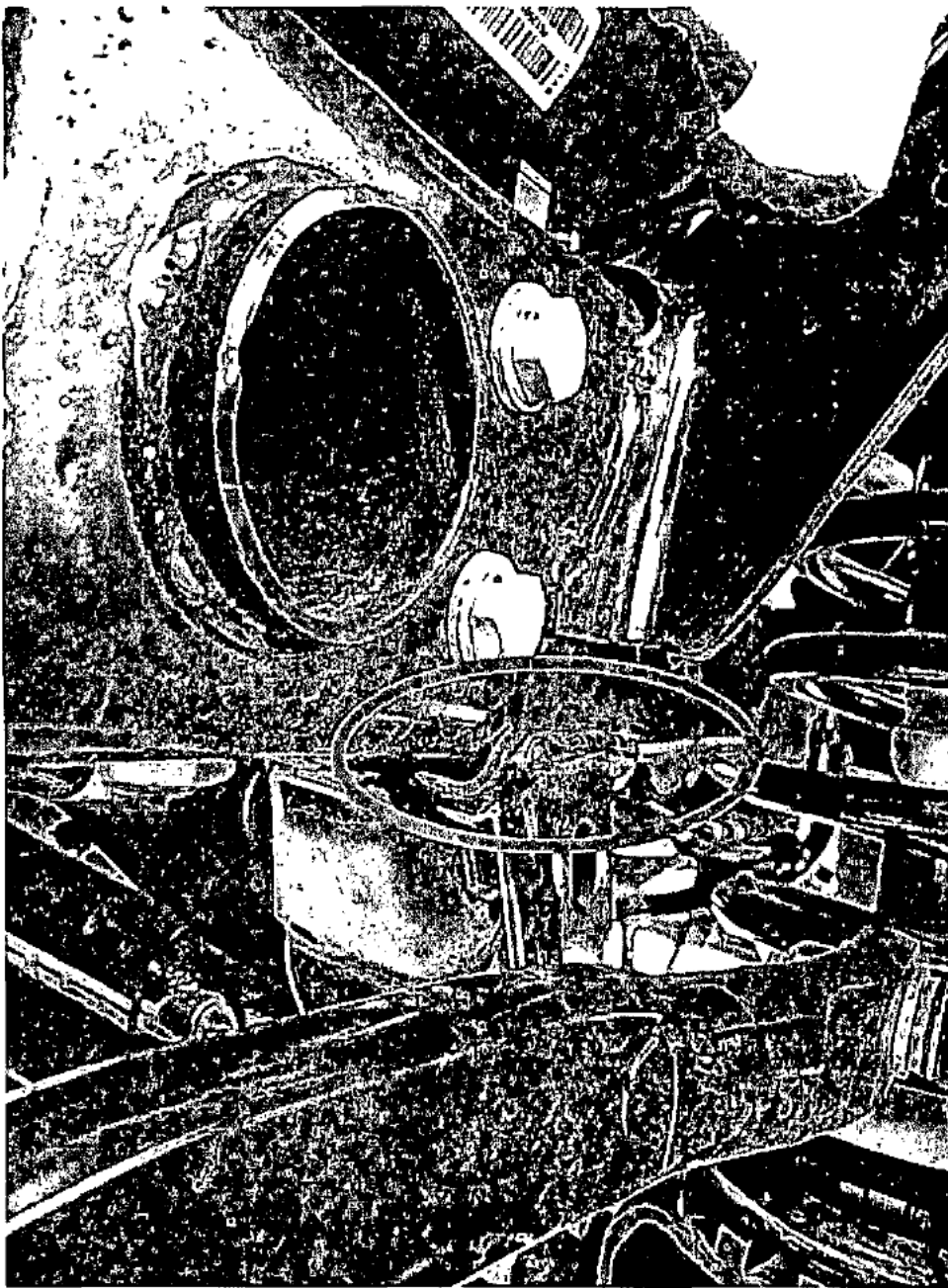
I managed to limp home and crawled under the jeep to find that the track bar mount had essentially sheared from the frame. The weld on the outboard side is on the mount itself and not even touching the frame. The welds on the front and back side of the mount are cracked. The only intact weld is on the onboard side. It is the only thing that has kept the steering from failing completely.

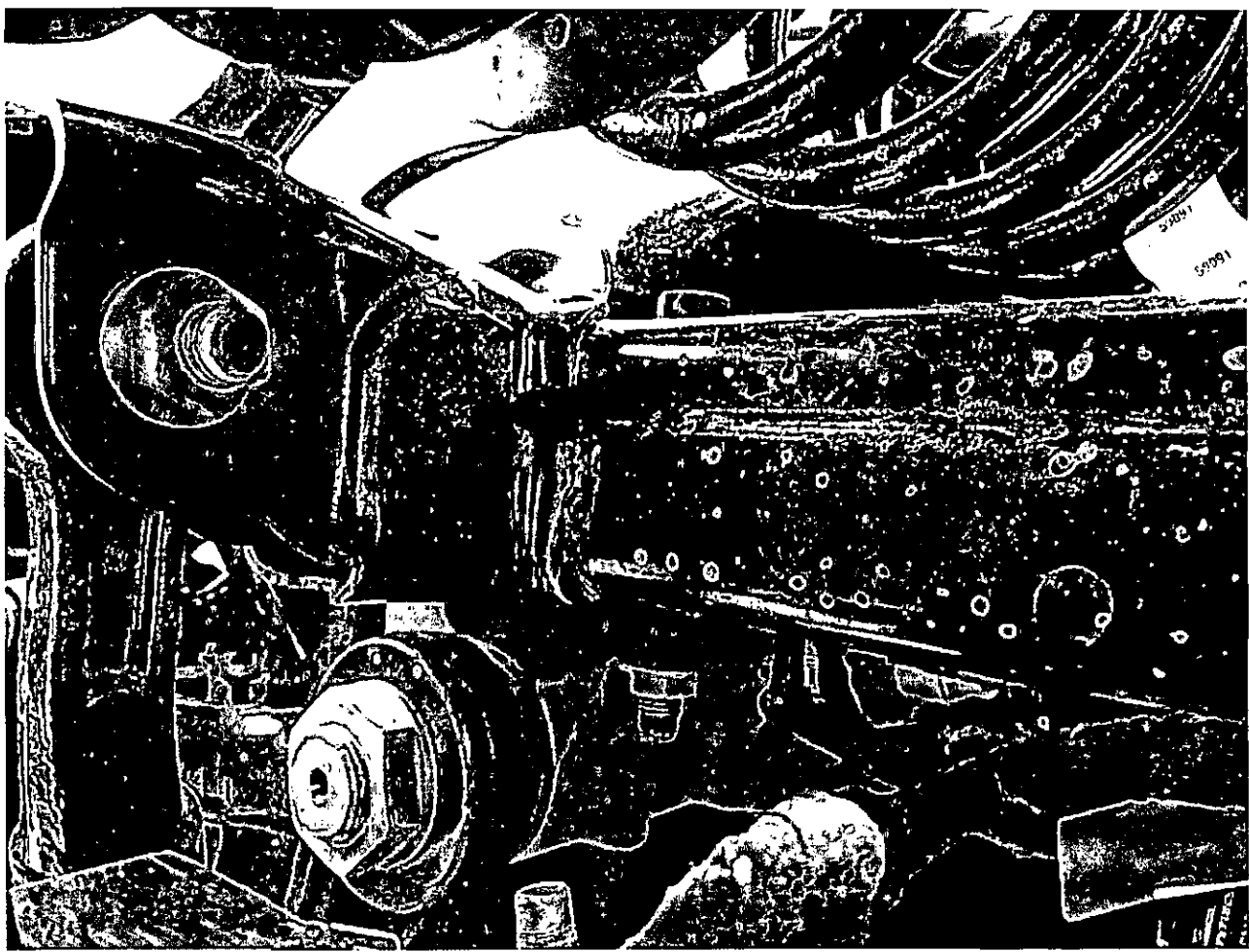
I will be having the Jeep towed to the Kernersville Dodge Jeep, in Kernersville, NC, tomorrow morning.

The lack of quality control on the new JLs is mind boggling and terrifying. I have 3 children [REDACTED] or younger. I cannot bring myself to think what would have happened if they had been in the Jeep and the steering completely failed.

I spent nearly \$50,000 on this vehicle and it's literally a rolling death trap. This is absolutely unacceptable.

I am attaching pictures and links to my YouTube account that will provide more detail about what is going on.







[REDACTED]

I expect a timely and well thought out response to this issue.

Sincerely,

[REDACTED]

DP18-004

FCA

5/30/2019

ENCLOSURE 4

FINALBACKUP



Yacoub Marvin (FCA)

SCAN # [REDACTED]

From: Werner Ross (FCA)
Sent: Thursday, September 13, 2018 10:17 AM
To: Yacoub Marvin (FCA)
Cc: Hembre Kenny (FCA); Jensen Eric M (FCA)
Subject: Frame Weld Inspection VIN Number JW [REDACTED]

I inspected the frame welds on the vehicle at the dealership with the Area Manager.

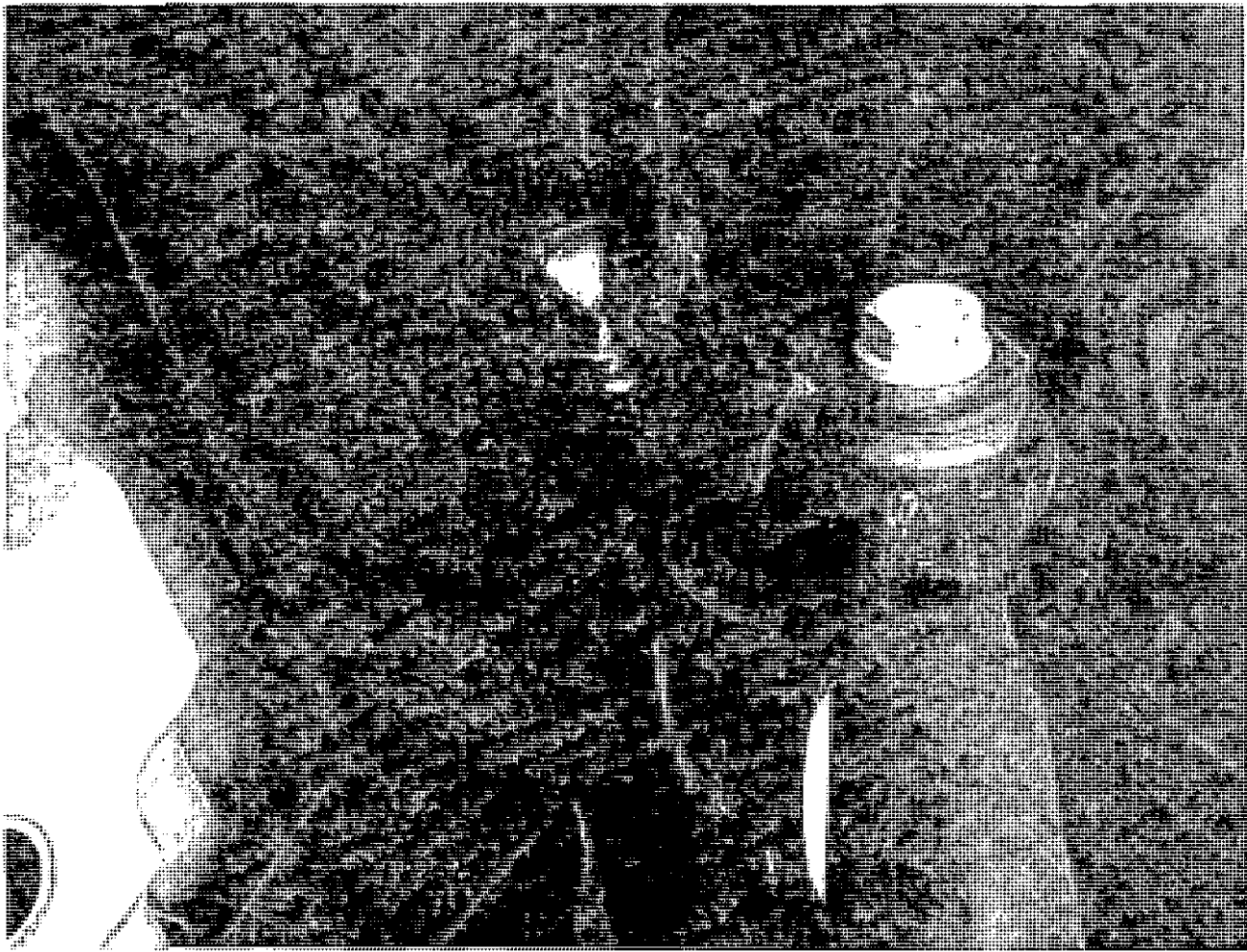
The quality of the welds was consistent with other Wrangler welds I have inspected, with the overall weld quality actually better than other Wranglers I have inspected. Several examples are included.

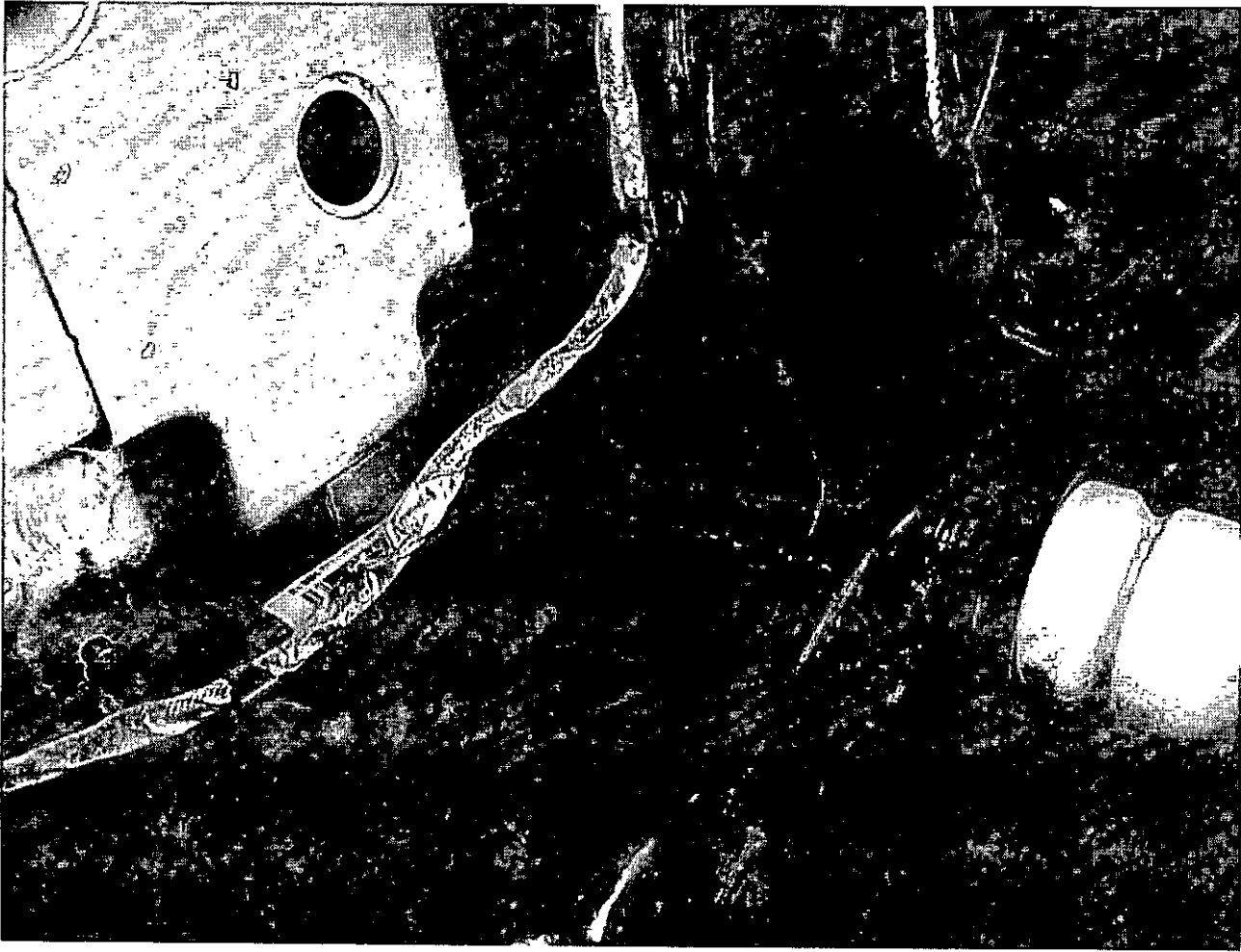
While a majority of the welds were typical, a few showed "pinholes" in the weldment, which while not optimum, should not affect the overall strength of the union of the components, or safety of the vehicle.

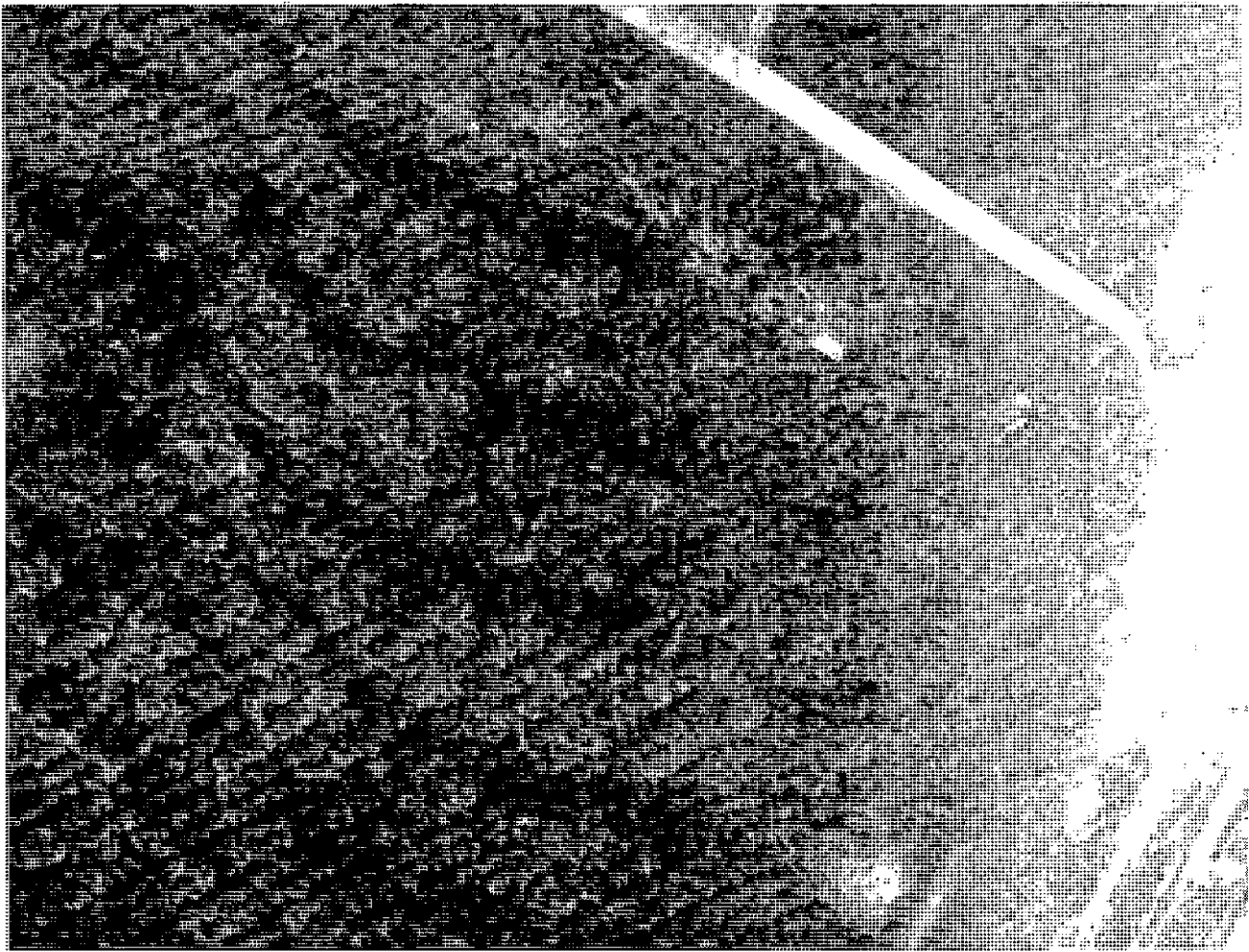
While from my experience, I would not be concerned about the welds, I am not a welder, nor an authority on weld quality. If further concern is expressed, I would suggest that you forward this information to an appropriate internal contact with the expertise to render such an opinion. Further images are available if requested.

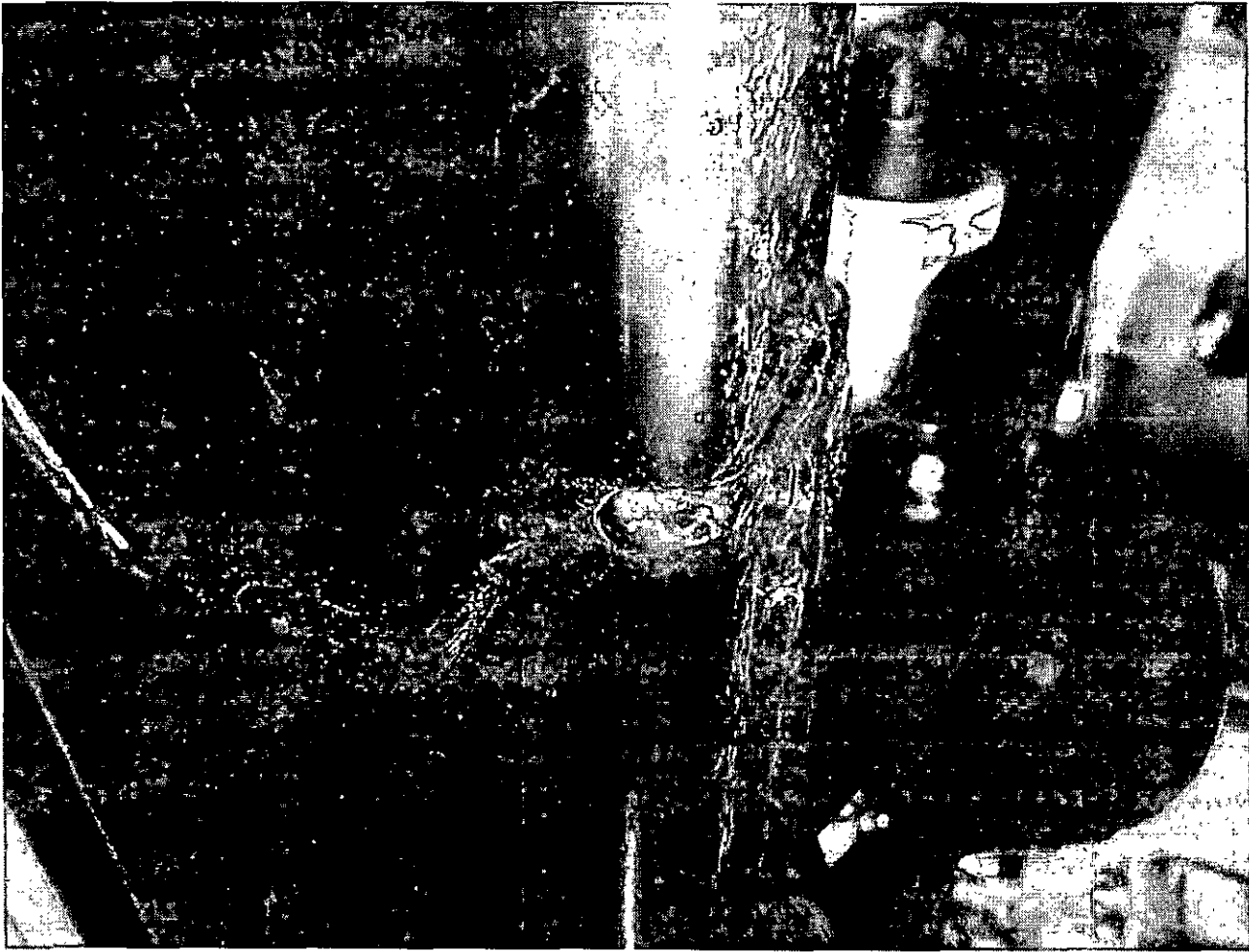


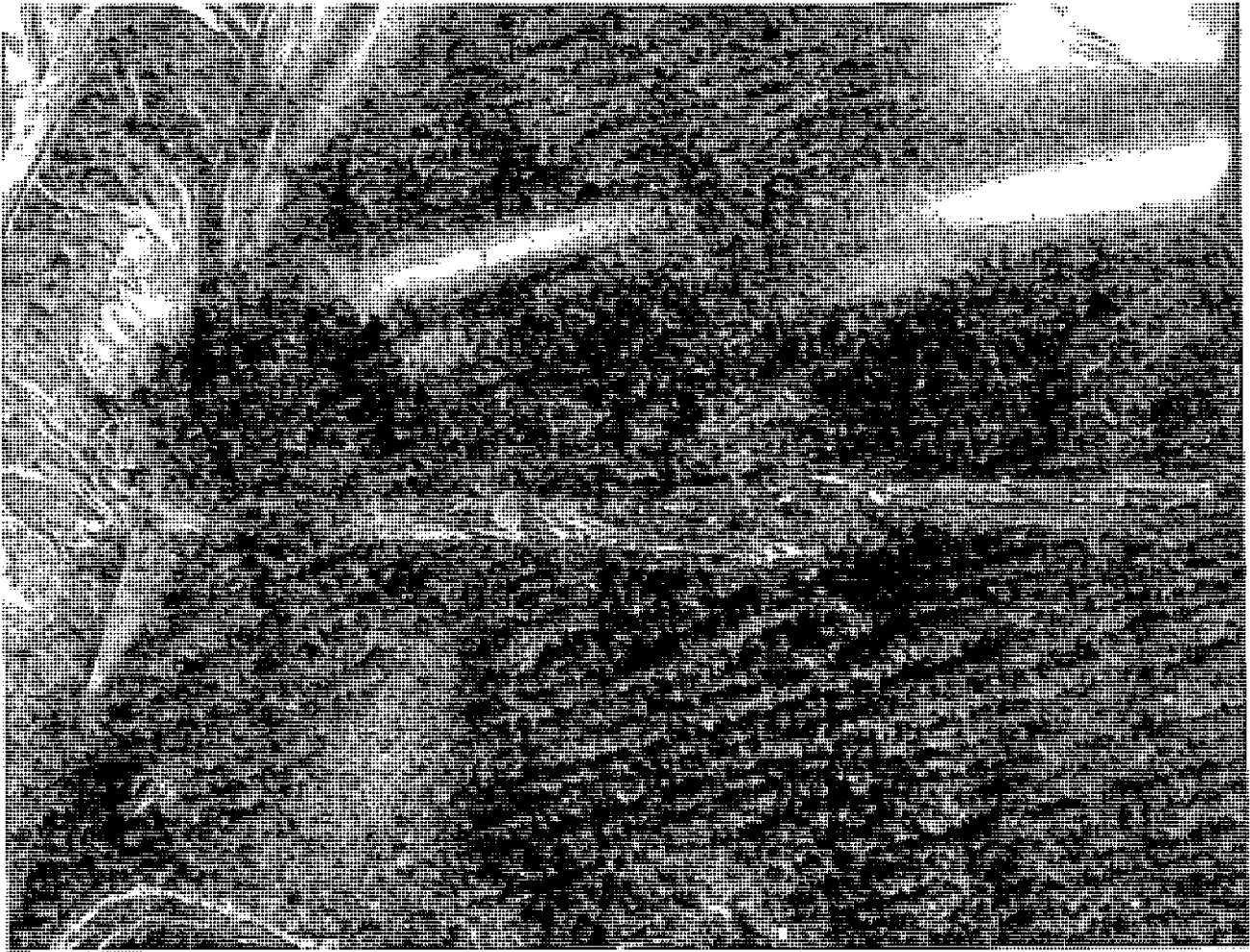
Ross R. Werner
Technical Advisor – Minneapolis Region
Denver Business Center
FIAT Chrysler Automobiles











Sent from my iPhone

Yacoub Marvin (FCA)

SCAN # [REDACTED]

From: Werner Ross (FCA)
Sent: Thursday, September 13, 2018 10:17 AM
To: Yacoub Marvin (FCA)
Cc: Hembre Kenny (FCA); Jensen Eric M (FCA)
Subject: Frame Weld Inspection VIN Number JW [REDACTED]

I inspected the frame welds on the vehicle at the dealership with the Area Manager.

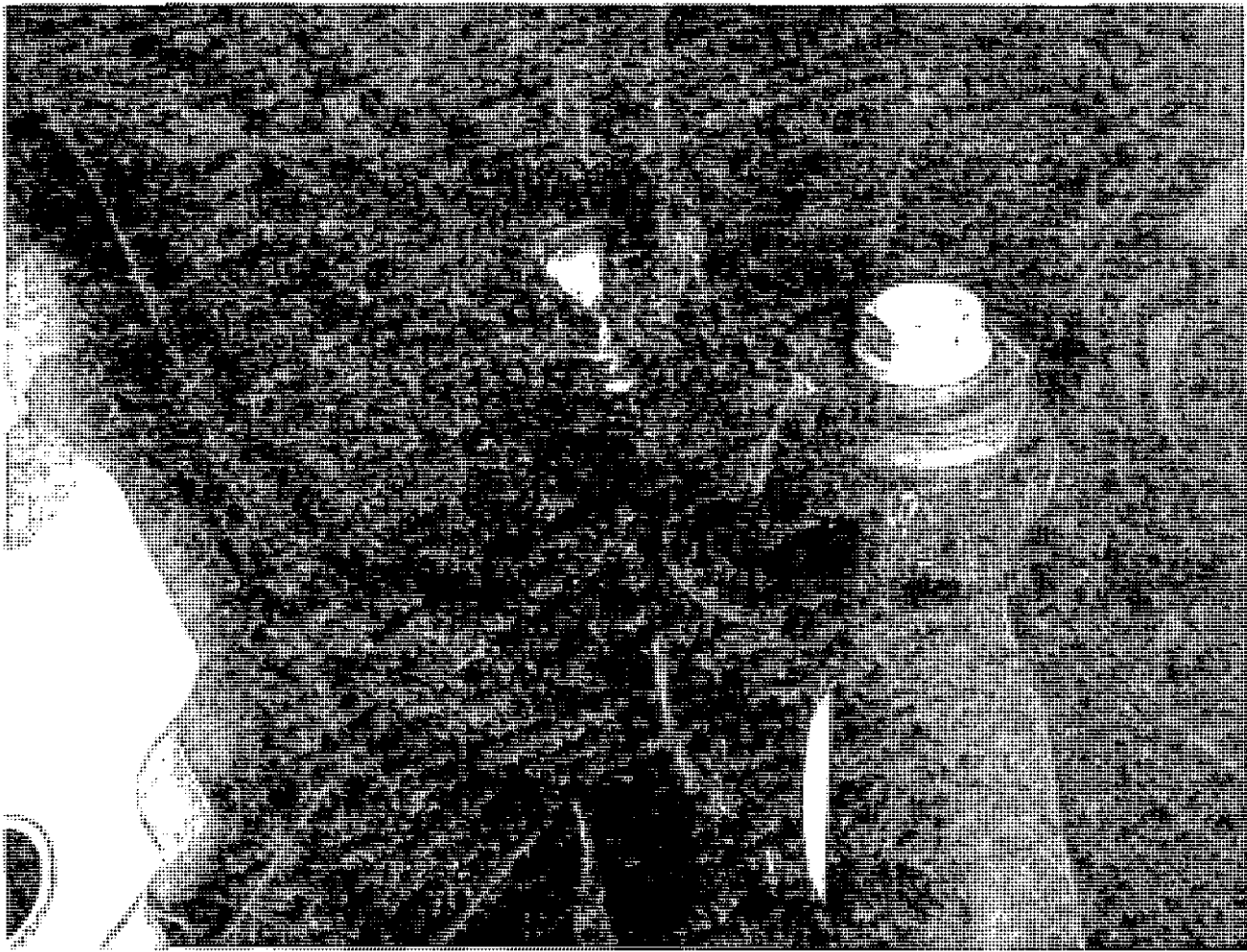
The quality of the welds was consistent with other Wrangler welds I have inspected, with the overall weld quality actually better than other Wranglers I have inspected. Several examples are included.

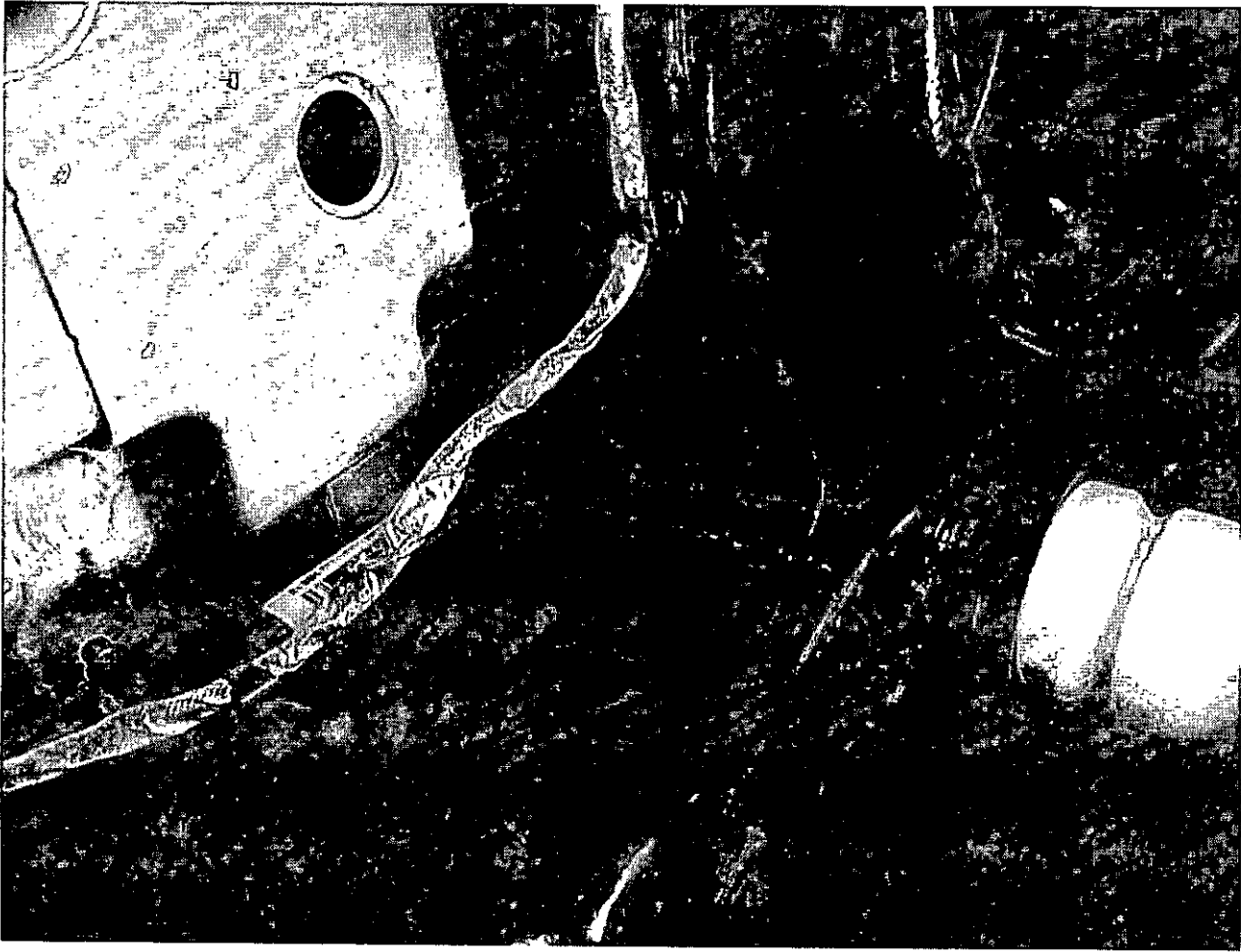
While a majority of the welds were typical, a few showed "pinholes" in the weldment, which while not optimum, should not affect the overall strength of the union of the components, or safety of the vehicle.

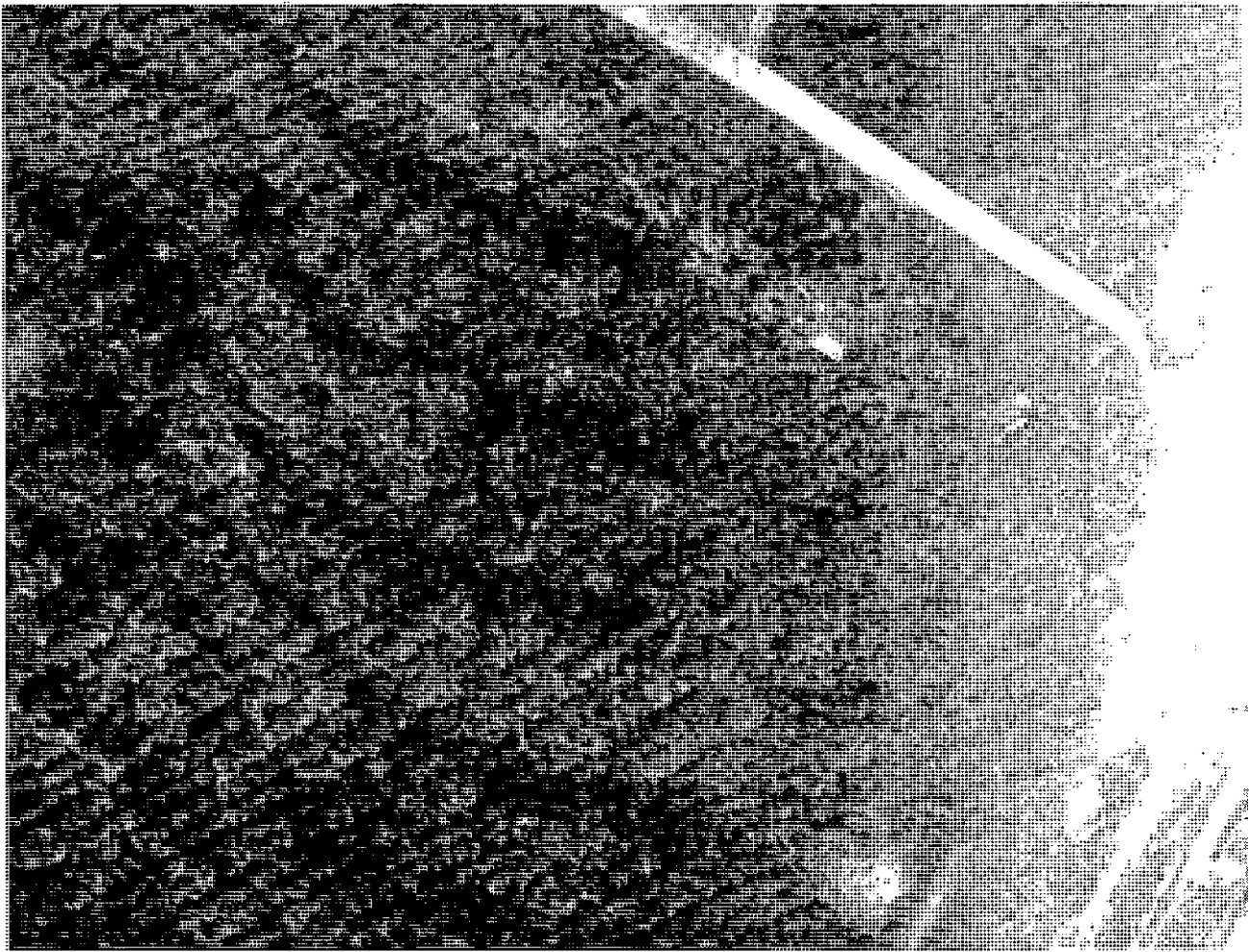
While from my experience, I would not be concerned about the welds, I am not a welder, nor an authority on weld quality. If further concern is expressed, I would suggest that you forward this information to an appropriate internal contact with the expertise to render such an opinion. Further images are available if requested.

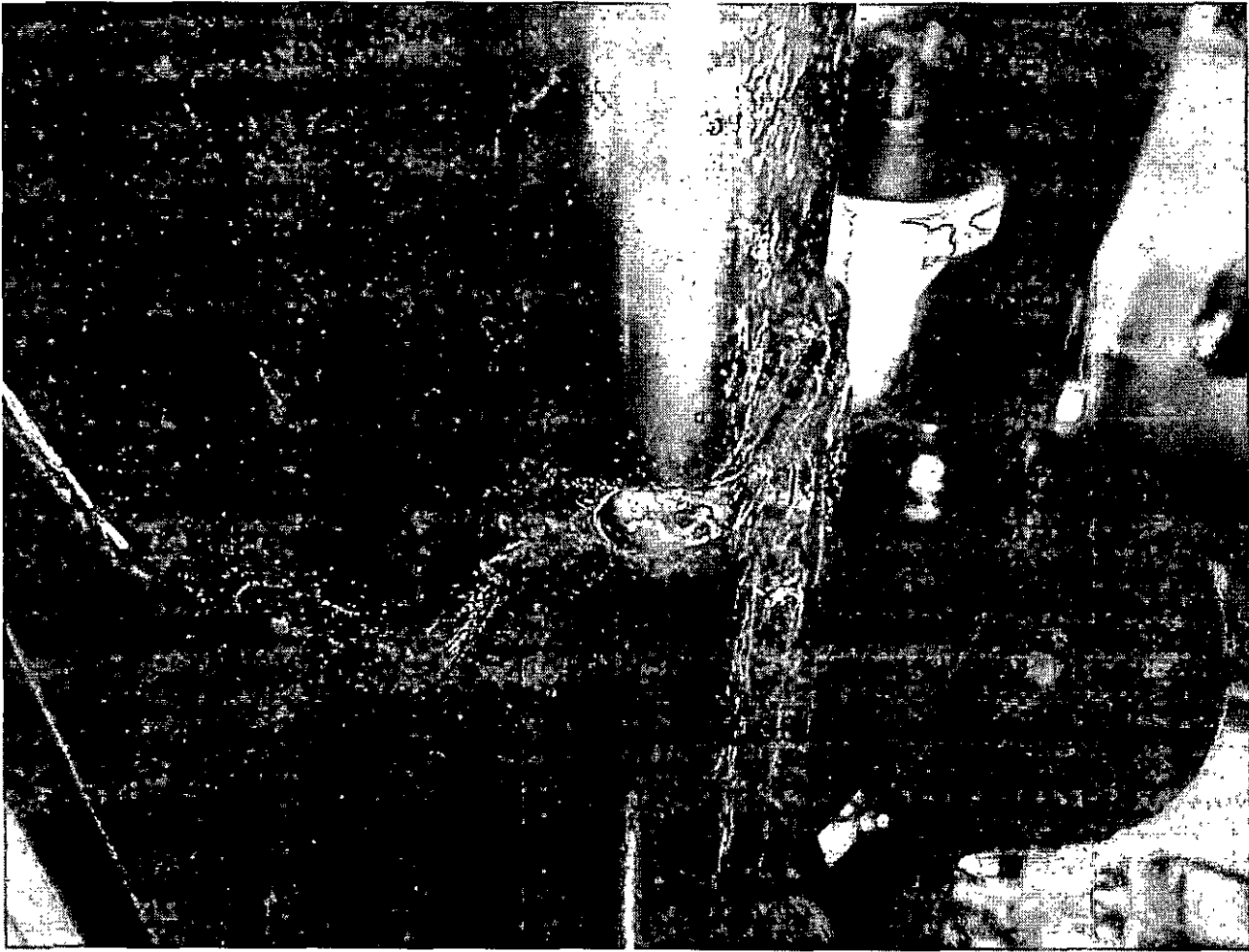


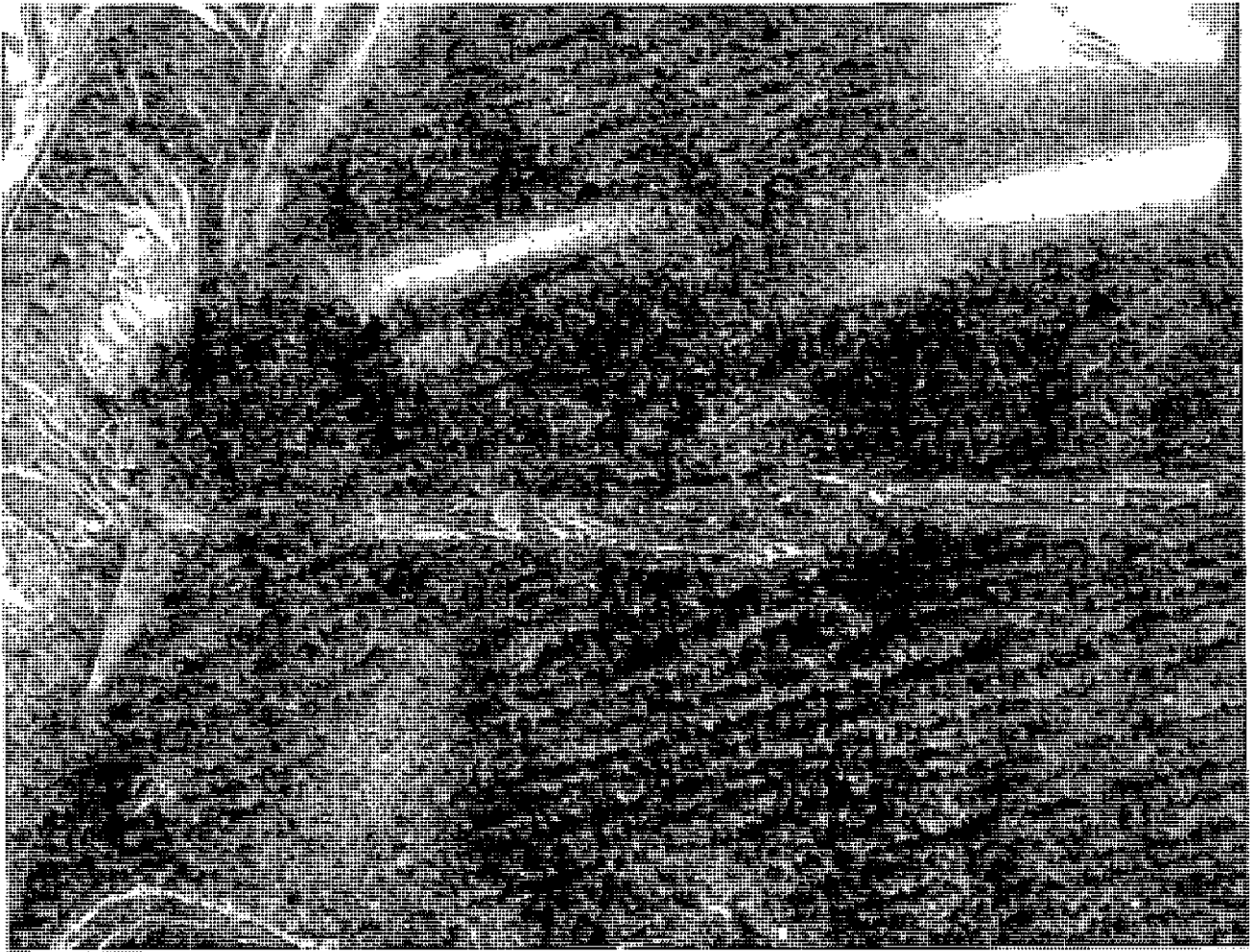
Ross R. Werner
Technical Advisor – Minneapolis Region
Denver Business Center
FIAT Chrysler Automobiles











Sent from my iPhone

DP18-004

FCA

5/30/2019

ENCLOSURE 4

FINALBACKUP



From: [REDACTED]
To: customerassist@chrysler.com
Date: Thu Aug 30 11:23:45 EDT 2018
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Frame issues

Comments:

My 2018 Jeep Wrangler JL frame has pretty poor welds in many areas. There is pitting, slag,, and questionable penetration. In the areas of slag, the paint is gone which will lead to premature rusting. The pitting and welds with questionable penetration mostly concern me where the track bar brackets and control arm brackets are welded on. I looked at a new Jeep on a dealer lot and noted that the welds around the track bar bracket were wider and looked like they had penetrated far better. Mine has a build date of 3-18. Thanks.

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Thu Aug 30 11:30:23 EDT 2018

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

Thank you for contacting Jeep Wave Premium Care.

Thank you for taking the time to reach out to us here at Jeep Wave.

I apologize to hear your dissatisfaction with the welds. I can certainly understand your concern with this issue leading to further problems. I'd like to thank you for taking the time to reach out to us and allow us the opportunity to address this further with you. Let's look into this further.

I understand that you have called here today to make us aware of the issue you have discussed with your vehicle. I also understand you are seeking to diagnose the issues you are experiencing. There are always so many variables that it is not practical to diagnose your vehicle over the phone and I want to make sure that we identify the issues accurately for you. I would request you visit your local Jeep dealership as we would need to see the vehicle in order to understand the issues that are occurring.

Can I assist you in booking an appointment with your preferred dealership?

We are in service of the people who drive us.

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 1-844-JEEP-WAVE (1-844-533-7928).

Sincerely,

Ashlea

Customer Service Representative

Jeep Wave Premium Care

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=\[REDACTED\]](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=[REDACTED])

Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:

Frame issues

Comments:

My 2018 Jeep Wrangler JL frame has pretty poor welds in many areas. There is pitting, slag,, and questionable penetration. In the areas of slag, the paint is gone which will lead to premature rusting. The pitting and welds with questionable penetration mostly concern me where the track bar brackets and control arm brackets are welded on. I looked at a new Jeep on a dealer lot and noted that the welds around the track bar bracket were wider and looked like they had penetrated far better. Mine has a build date of 3-18. Thanks.

VIN:

1C4HJXFG0JW [REDACTED]

Mileage:

7548

Servicing Dealer:

Brandl Motors

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Cushing

State:

MN

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

From: [REDACTED]

To: customerassist@chrysler.com

Date: Thu Aug 30 14:04:41 EDT 2018

Subject: Reply to Chrysler Group LLC [REDACTED])

Reply Comments:

Hi. Thank you for the response. I have already visited my dealer regarding this. They took pictures and gave them to the district rep. He just stated that he wasn't aware of any problems in this area but that I could start a Star case if I wanted. The dealer just said that weld integrity is hard to assess visually.

From: customerassist@chrysler.com

To: [REDACTED]

Date: Thu Aug 30 16:29:40 EDT 2018

Subject: Re: Reply to Chrysler Group LLC [REDACTED]

Dear [REDACTED]

Thank you for your response.

I am happy to hear the dealership was able to assist with a diagnosis of this concern. I apologize to hear the rep advised you he was not aware of a problem and that the dealership stated this is a difficult problem to address visually.

If you would like I can get some additional resources involved in your case to assist with starting a STAR case. I can certainly understand your concern and we want to do everything we can to be sure we are resolving this problem.

Please let me know how you would like to proceed moving forward.

We are in service of the people who drive us.

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 1-844-JEEP-WAVE (1-844-533-7928).

Sincerely,

Ashlea

Customer Service Representative

Jeep Wave Premium Care

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=\[REDACTED\]&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=[REDACTED]&)

Original Message Follows:

Comments:

Hi. Thank you for the response. I have already visited my dealer regarding this. They took pictures and gave them to the district rep. He just stated that he wasn't aware of any problems in this area but that I could start a Star case if I wanted. The dealer just said that weld integrity is hard to assess visually.

From: [REDACTED]

To: customerassist@chrysler.com

Date: Fri Aug 31 09:06:18 EDT 2018

Subject: Reply to Chrysler Group LLC ([REDACTED])

Reply Comments:

Hello,

Yes, please help me to get a Star case started. I just want some assurance that the weld integrity is sufficient and that premature weld rust isn't going to plague my Jeep. Thank you.

[REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Fri Aug 31 09:31:26 EDT 2018

Subject: Re: Reply to Chrysler Group LLC ([REDACTED])

Dear [REDACTED]

Thank you for your response.

I would be more than happy to assist with getting that process started.

I will escalate your case to a level 2 specialist to address this further with you. They will be in the best position to help.

I will have a member of this team reach out to you within 1 business day to address this further.

We are in service of the people who drive us.

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 1-844-JEEP-WAVE (1-844-533-7928).

Sincerely,

Ashlea

Customer Service Representative

Jeep Wave Premium Care

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=\[REDACTED\]](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=[REDACTED]) M&

Original Message Follows:

Comments:

Hello, Yes, please help me to get a Star case started. I just want some assurance that the weld integrity is sufficient and that premature weld rust isn't going to plague my Jeep. Thank you. [REDACTED]

From: [REDACTED]
To: customerassist@chrysler.com
Date: Thu Aug 30 11:23:45 EDT 2018
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Frame issues

Comments:

My 2018 Jeep Wrangler JL frame has pretty poor welds in many areas. There is pitting, slag,, and questionable penetration. In the areas of slag, the paint is gone which will lead to premature rusting. The pitting and welds with questionable penetration mostly concern me where the track bar brackets and control arm brackets are welded on. I looked at a new Jeep on a dealer lot and noted that the welds around the track bar bracket were wider and looked like they had penetrated far better. Mine has a build date of 3-18. Thanks.

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Thu Aug 30 11:30:23 EDT 2018

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

Thank you for contacting Jeep Wave Premium Care.

Thank you for taking the time to reach out to us here at Jeep Wave.

I apologize to hear your dissatisfaction with the welds. I can certainly understand your concern with this issue leading to further problems. I'd like to thank you for taking the time to reach out to us and allow us the opportunity to address this further with you. Let's look into this further.

I understand that you have called here today to make us aware of the issue you have discussed with your vehicle. I also understand you are seeking to diagnose the issues you are experiencing. There are always so many variables that it is not practical to diagnose your vehicle over the phone and I want to make sure that we identify the issues accurately for you. I would request you visit your local Jeep dealership as we would need to see the vehicle in order to understand the issues that are occurring.

Can I assist you in booking an appointment with your preferred dealership?

We are in service of the people who drive us.

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 1-844-JEEP-WAVE (1-844-533-7928).

Sincerely,

Ashlea

Customer Service Representative

Jeep Wave Premium Care

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=\[REDACTED\]&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=[REDACTED]&)

Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:

Frame issues

Comments:

My 2018 Jeep Wrangler JL frame has pretty poor welds in many areas. There is pitting, slag,, and questionable penetration. In the areas of slag, the paint is gone which will lead to premature rusting. The pitting and welds with questionable penetration mostly concern me where the track bar brackets and control arm brackets are welded on. I looked at a new Jeep on a dealer lot and noted that the welds around the track bar bracket were wider and looked like they had penetrated far better. Mine has a build date of 3-18. Thanks.

VIN:

1C4HJXFG0JW

Mileage:

7548

Servicing Dealer:

Brandl Motors

Title:

First Name:

Middle Initial:

Last Name:

Address 1:

Address 2:

City:

Cushing

State:

MN

Zip:

Email:

Home Phone:

From: [REDACTED]

To: customerassist@chrysler.com

Date: Thu Aug 30 14:04:41 EDT 2018

Subject: Reply to Chrysler Group LLC [REDACTED])

Reply Comments:

Hi. Thank you for the response. I have already visited my dealer regarding this. They took pictures and gave them to the district rep. He just stated that he wasn't aware of any problems in this area but that I could start a Star case if I wanted. The dealer just said that weld integrity is hard to assess visually.

From: customerassist@chrysler.com

To: [REDACTED]

Date: Thu Aug 30 16:29:40 EDT 2018

Subject: Re: Reply to Chrysler Group LLC ([REDACTED])

Dear [REDACTED]

Thank you for your response.

I am happy to hear the dealership was able to assist with a diagnosis of this concern. I apologize to hear the rep advised you he was not aware of a problem and that the dealership stated this is a difficult problem to address visually.

If you would like I can get some additional resources involved in your case to assist with starting a STAR case. I can certainly understand your concern and we want to do everything we can to be sure we are resolving this problem.

Please let me know how you would like to proceed moving forward.

We are in service of the people who drive us.

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 1-844-JEEP-WAVE (1-844-533-7928).

Sincerely,

Ashlea

Customer Service Representative

Jeep Wave Premium Care

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=\[REDACTED\]&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=[REDACTED]&)

Original Message Follows:

Comments:

Hi. Thank you for the response. I have already visited my dealer regarding this. They took pictures and gave them to the district rep. He just stated that he wasn't aware of any problems in this area but that I could start a Star case if I wanted. The dealer just said that weld integrity is hard to assess visually.

From: [REDACTED]

To: customerassist@chrysler.com

Date: Fri Aug 31 09:06:18 EDT 2018

Subject: Reply to Chrysler Group LLC ([REDACTED])

Reply Comments:

Hello,

Yes, please help me to get a Star case started. I just want some assurance that the weld integrity is sufficient and that premature weld rust isn't going to plague my Jeep. Thank you.

[REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Fri Aug 31 09:31:26 EDT 2018

Subject: Re: Reply to Chrysler Group LLC ([REDACTED] M)

Dear [REDACTED]

Thank you for your response.

I would be more than happy to assist with getting that process started.

I will escalate your case to a level 2 specialist to address this further with you. They will be in the best position to help.

I will have a member of this team reach out to you within 1 business day to address this further.

We are in service of the people who drive us.

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 1-844-JEEP-WAVE (1-844-533-7928).

Sincerely,

Ashlea

Customer Service Representative

Jeep Wave Premium Care

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=\[REDACTED\]&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=[REDACTED]&)

Original Message Follows:

Comments:

Hello, Yes, please help me to get a Star case started. I just want some assurance that the weld integrity is sufficient and that premature weld rust isn't going to plague my Jeep. Thank you. [REDACTED]

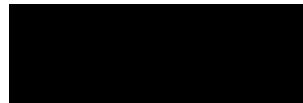
DP18-004

FCA

5/30/2019

ENCLOSURE 4

FINALBACKUP





Mike MacDonald <mike.macdonald@fcagroup.com>

FW: WELDS

1 message

Heck Joann (FCA) <joann.heck@fcagroup.com>

Sun, Sep 30, 2018 at 9:04 AM

To: "MacDonald Mike (FCA)" <mike.macdonald@fcagroup.com>

Cc: "Murawski Kerry (FCA)" <kerry.murawski@fcagroup.com>, "Thomas Marie (FCA)" <marie.thomas@fcagroup.com>

Mike – Please reach out to Mr. [REDACTED] thank you - JoAnn

From: Manley Michael (FCA)**Sent:** Saturday, September 29, 2018 11:08 PM**To:** Heck Joann (FCA) <joann.heck@fcagroup.com>; Garberding Scott (FCA) <scott.garberding@fcagroup.com>**Subject:** Fwd: WELDS

Sent from my iPhone

Begin forwarded message:

From: [REDACTED]
Date: September 29, 2018 at 7:13:29 PM PDT
To: "mike.manley@fcagroup.com" <mike.manley@fcagroup.com>
Subject: Fwd: WELDS

Hi Mike,

I can be reached at [REDACTED]

Begin forwarded message:

From: [REDACTED]
Date: September 29, 2018 at 3:03:05 PM EDT
To: Sergio.Marchionne@chrysler.com
Subject: WELDS

Check out my brand new Sahara at First Auto in North Attleboro MA. Very scary predicament I am in here. Is it Robots or humans? Endangering lives here I hope you know that.





Mike MacDonald <mike.macdonald@fcagroup.com>

FW: WELDS

1 message

Heck Joann (FCA) <joann.heck@fcagroup.com>

Sun, Sep 30, 2018 at 9:04 AM

To: "MacDonald Mike (FCA)" <mike.macdonald@fcagroup.com>

Cc: "Murawski Kerry (FCA)" <kerry.murawski@fcagroup.com>, "Thomas Marie (FCA)" <marie.thomas@fcagroup.com>

Mike – Please reach out to Mr. [REDACTED] Thank you - JoAnn

From: Manley Michael (FCA)**Sent:** Saturday, September 29, 2018 11:08 PM**To:** Heck Joann (FCA) <joann.heck@fcagroup.com>; Garberding Scott (FCA) <scott.garberding@fcagroup.com>**Subject:** Fwd: WELDS

Sent from my iPhone

Begin forwarded message:

From: [REDACTED]
Date: September 29, 2018 at 7:13:29 PM PDT
To: "mike.manley@fcagroup.com" <mike.manley@fcagroup.com>
Subject: Fwd: WELDS

Hi Mike,

I can be reached at [REDACTED]

Begin forwarded message:

From: [REDACTED]
Date: September 29, 2018 at 3:03:05 PM EDT
To: Sergio.Marchionne@chrysler.com
Subject: WELDS

Check out my brand new Sahara at First Auto in North Attleboro MA. Very scary predicament I am in here. Is it Robots or humans? Endangering lives here I hope you know that.



DP18-004

FCA

5/30/2019

ENCLOSURE 4

FINALBACKUP





Mike MacDonald <mike.macdonald@fcagroup.com>

Fwd: Assistance With 2018 Jeep Wrangler Unlimited Rubicon

1 message

Heck Joann (FCA) <joann.heck@fcagroup.com>

Wed, Oct 3, 2018 at 7:20 AM

To: "MacDonald Mike (FCA)" <mike.macdonald@fcagroup.com>, "Murawski Kerry (FCA)" <kerry.murawski@fcagroup.com>, "Thomas Marie (FCA)" <marie.thomas@fcagroup.com>

Mike. Pls reach out. Ty. JoAnn

Sent via the Samsung Galaxy S6 6, an AT&T 4G LTE smartphone

----- Original message -----

From: "Manley Michael (FCA)" <mike.Manley@fcagroup.com>

Date: 10/3/18 12:12 AM (GMT-05:00)

To: "Heck Joann (FCA)" <joann.heck@fcagroup.com>

Subject: Fwd: Assistance With 2018 Jeep Wrangler Unlimited Rubicon

Sent from my iPhone

Begin forwarded message:

From: Andrew McKinney <Andrew@uvt.us>**Date:** October 2, 2018 at 10:37:19 PM GMT+2**To:** "mike.manley@fcagroup.com" <mike.manley@fcagroup.com>**Subject:** Assistance With 2018 Jeep Wrangler Unlimited Rubicon

Mr. Manley,

First of all, I would like to congratulate you on your appointment to CEO and hope that this position treats you well.

I am hoping for some assistance in getting my 2018 Jeep Wrangler Unlimited Rubicon fixed. I purchased it in July of this year and soon after realized that several of the frame welds exhibit excessive porosity and misaligned weld joints. As a former public servant, I take the safety of my family very seriously after seeing numerous other families lose loved ones due to substandard safety practices and features.

I have now taken the Jeep to the dealership 3 times for the frame welds and excessive play/dead-spot in the steering. The first two times (same dealer) resulted in no resolution. The service advisor would only state, "all critical components are safe". I displayed several pictures of problem areas as well as a STAR bulletin clearly identifying that the welds were out-of-spec with the dealership refusing to admit that a problem existed. I then contacted Jeep Cares and had a case manager assigned to me. He encouraged me to contact another dealer.

I contacted another dealer in the area and took the Jeep in last Monday morning. I called on Thursday for an update and was told that they would not touch the steering because I had oversized tires, and that they didn't know anything about the frame welds. I immediately drove to the dealership to discuss the matter with the service advisor. I arrived and first, told the service advisor that the tires on the Jeep were the same factory tires that came on the Rubicon when I purchased it 2,500 miles ago. He was confused and stated that they would look back into it. This concerns me as a Jeep, in my opinion is made to be customized. I don't go rock-crawling but I intend to replace the bumpers and small things at some point to make it my own. I understand not covering aftermarket components, but refusing to look at the steering due to one component possibly being altered is very concerning and really put the brakes on purchasing the lifetime warranty that I was planning on. Is this common practice for Jeep? I was denied warranty work due to aftermarket components that weren't even aftermarket, they are the standard tires!

Next, I asked the service advisor about the welds and he asked for pictures. I promptly showed and emailed him pictures (which I have attached) of the welds that I found to be concerning, along with the STAR bulletin (also attached) that identified the welds as out of specification. These are welds that I identified as issues from the ground, what really concerns me is the ones that I cannot see. He promised to look into it and let me know.

The entire encounter was concerning and I immediately reached out to my case manager, who I have still not heard back from. I also called the main number to try to reach a Regional Customer Service Manager and was told that they were not able to give that information out but one would call me, I have still not heard anything.

On Friday, I called the dealership to check in and was told that they were waiting to hear back from FCA but that several of the welds were concerning and they did not know what was going to happen. On Saturday, I drove to the dealership and was told that they had not heard anything from corporate and I requested to take the Jeep home so that I could keep it in my garage rather than the lot.

It is Tuesday and I still have heard nothing. I understand that things like this take time but I have now had 3 separate visits to the dealer with a 4th planned when a call-back from corporate is received, over a week without my brand new Jeep, and multiple months of attempting to get some level of support on this. I don't know if I should even be driving it at this point.

We are a life-long Jeep family with at least 4 Wranglers/CJ's over the past decade. I love my Jeeps and this new JL is out-of-the-park awesome. I just want to make sure that it is a purchase that lasts my family many years like our others have and meets the safety standards of FCA as well as my own. What do I do to get this resolved so that I can begin enjoying my Jeep?

Thank you in advance for any assistance.

10/3/2018

Fiat Chrysler Automobiles Mail - Fwd: Assistance With 2018 Jeep Wrangler Unlimited Rubicon



Unmanned Vehicle Technologies

c. 806.681.2010

o. 479.935.8186

Andrew@uvt.us

www.uvt.us





FIAT CHRYSLER AUTOMOBILES

Mike MacDonald <mike.macdonald@fcagroup.com>

FW: Follow Up Documents

1 message

Manley Michael (FCA) <mike.Manley@fcagroup.com>

Wed, Oct 3, 2018 at 11:18 AM

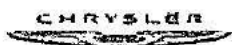
To: "Heck Joann (FCA)" <joann.heck@fcagroup.com>, "MacDonald Mike (FCA)" <mike.macdonald@fcagroup.com>, "Murawski Kerry (FCA)" <kerry.murawski@fcagroup.com>, "Thomas Marie (FCA)" <marie.thomas@fcagroup.com>

From: [REDACTED]**Sent:** Tuesday, October 02, 2018 5:01 PM**To:** Manley Michael (FCA) <mike.Manley@fcagroup.com>**Subject:** Follow Up Documents

Please see the attached documents referenced in the previous email.

10/3/2018

Fiat Chrysler Automobiles Mail - FW: Follow Up Documents



STAR ONLINE PUBLICATION

2. Porosity or pinholes in weld beads. FCA welding standard does allow some porosity as it does not affect structural integrity of the joint/welded assembly. Individual pinholes separated by at least their own diameter and other scatter surface porosity is allowable. The total length of porosity (sum of diameters) cannot exceed 6.4 mm in any 25 mm of weld. Fig 2 shows examples of acceptable (OK) and not acceptable (NG) porosity.

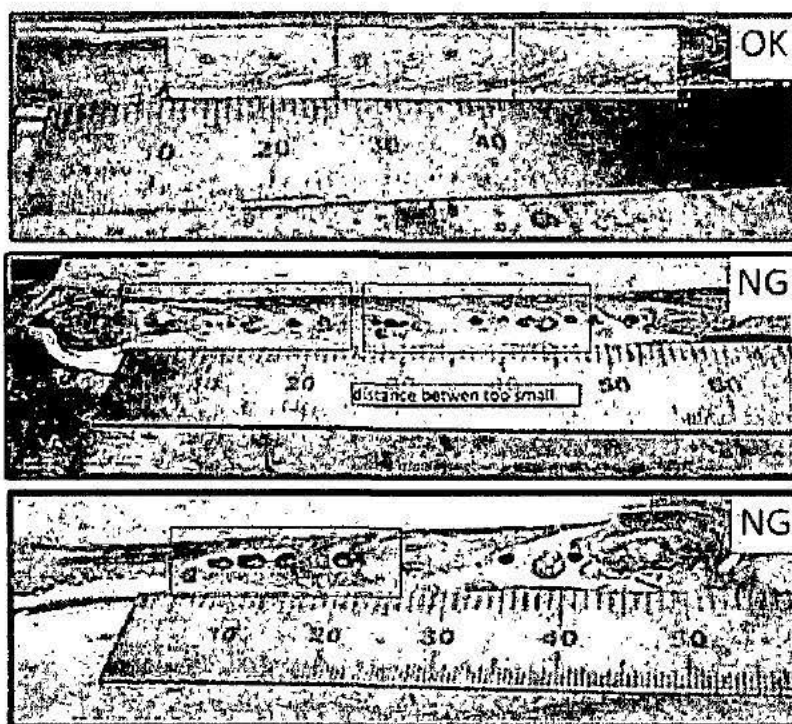


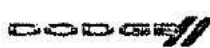
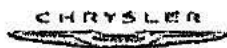
Fig 2 Porosity

This document does not authorize warranty repairs. This communication documents a record of past experiences. STAR Online does not provide any conclusions about what is wrong with the vehicle. Rather, it captures all previous cases known that appear to be similar or related to the vehicle symptom / condition. You are the expert, and you are responsible for deciding on the appropriate course of action.

Contact STAR Center, or your Technical Assistance Center Via TechCONNECT or eCONTACT ticket if no solution is found

FCA US LLC

Version 4.2 02/06/2017



STAR ONLINE PUBLICATION

3. Reprocessed weld repair (performed at frame production plant). Applied usually adjacent to an original weld (fig 3) . This is acceptable and inherent to high – volume MIG welding processes. For FCA approved refinishing and corrosion protection following a repair refer to TechCONNECT Collision Tab group 31 - Collision Information/Standard Procedure CORROSION PROTECTION.

Weld repair

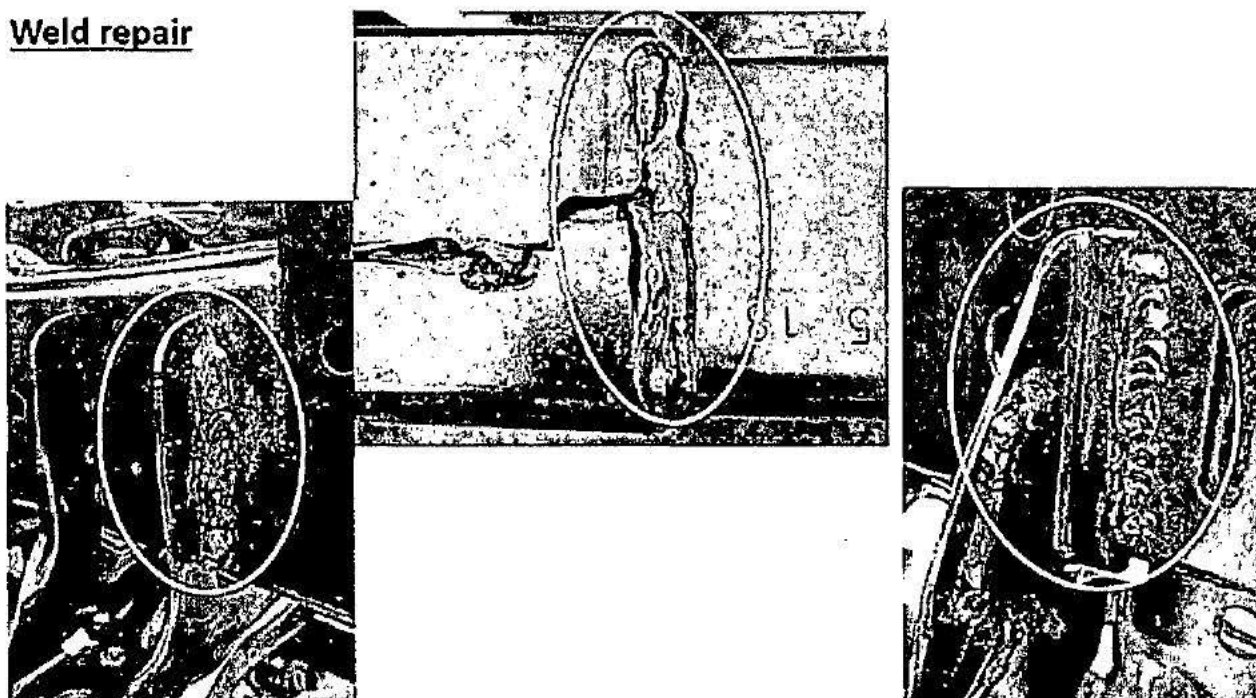


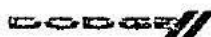
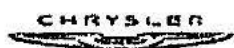
Fig 3 Reprocessed weld.

This document does not authorize warranty repairs. This communication documents a record of past experiences. STAR Online does not provide any conclusions about what is wrong with the vehicle. Rather, it captures all previous cases known that appear to be similar or related to the vehicle symptom / condition. You are the expert, and you are responsible for deciding on the appropriate course of action.

Contact STAR Center, or your Technical Assistance Center Via TechCONNECT or eCONTACT ticket if no solution is found

FCA US LLC

Version 4.2 02/06/2017



STAR ONLINE PUBLICATION

4. Weld joint suspected to be off location or weld joint does not equally overlap both materials. This would require a subject matter expert's diagnostic and potential weld repair. Contact STAR Center with images prior to any repair attempts. See Fig 4 and 5

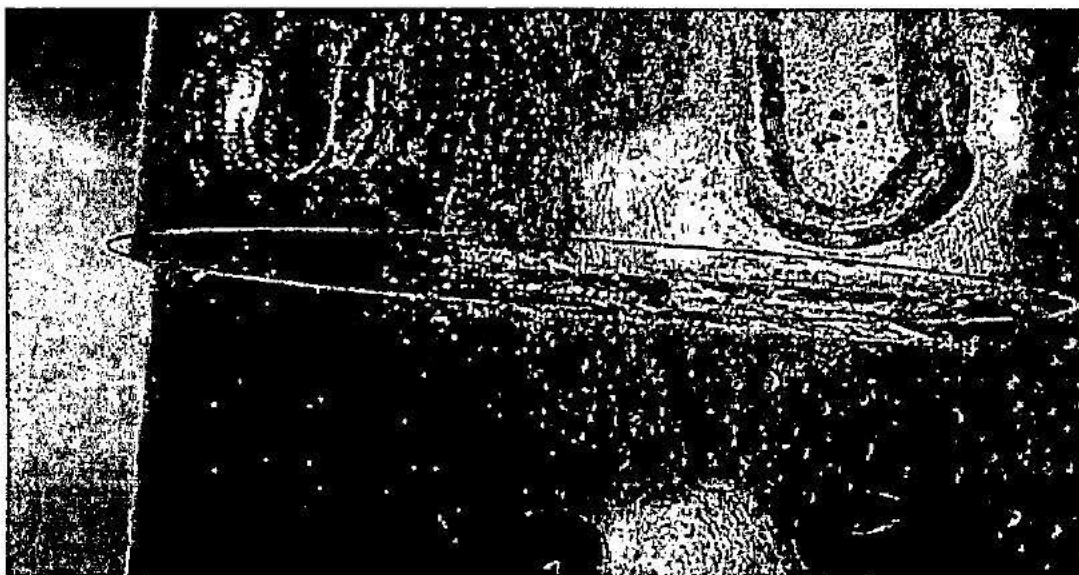


Fig 4

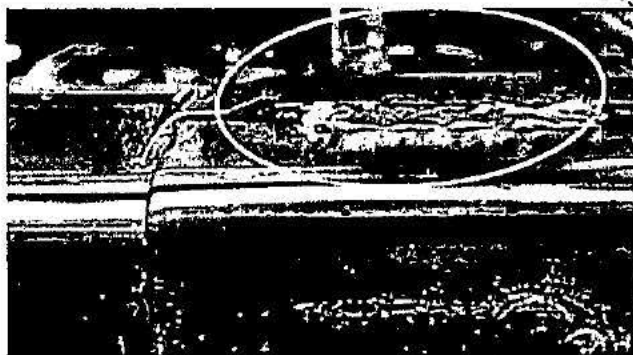


Fig 5.

This document does not authorize warranty repairs. This communication documents a record of past experiences. STAR Online does not provide any conclusions about what is wrong with the vehicle. Rather, it captures all previous cases known that appear to be similar or related to the vehicle symptom / condition. You are the expert, and you are responsible for deciding on the appropriate course of action.

Contact STAR Center, or your Technical Assistance Center Via TechCONNECT or eCONTACT ticket if no solution is found

FCA US LLC

Version 4.2 02/06/2017

**Unmanned Vehicle Technologies**

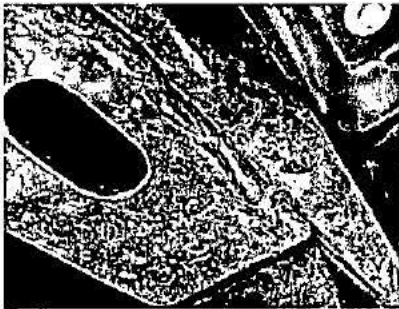
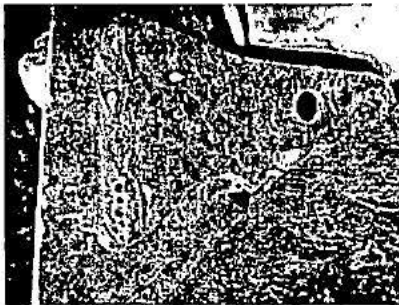
c. 806.681.2010

o. 479.935.8186

Andrew@uvt.us

www.uvt.us



3 attachmentsIMG_0061.jpg
100KIMG_0067.jpg
129KIMG_0071.jpg
105K



Mike MacDonald <mike.macdonald@fcagroup.com>

Fwd: Assistance With 2018 Jeep Wrangler Unlimited Rubicon

1 message

Heck Joann (FCA) <joann.heck@fcagroup.com>

Wed, Oct 3, 2018 at 7:20 AM

To: "MacDonald Mike (FCA)" <mike.macdonald@fcagroup.com>, "Murawski Kerry (FCA)" <kerry.murawski@fcagroup.com>, "Thomas Marie (FCA)" <marie.thomas@fcagroup.com>

Mike. Pls reach out. Ty. JoAnn

Sent via the Samsung Galaxy S6 6, an AT&T 4G LTE smartphone

----- Original message -----

From: "Manley Michael (FCA)" <mike.Manley@fcagroup.com>

Date: 10/3/18 12:12 AM (GMT-05:00)

To: "Heck Joann (FCA)" <joann.heck@fcagroup.com>

Subject: Fwd: Assistance With 2018 Jeep Wrangler Unlimited Rubicon

Sent from my iPhone

Begin forwarded message:

From: [REDACTED]

Date: October 2, 2018 at 10:37:19 PM GMT+2

To: "mike.manley@fcagroup.com" <mike.manley@fcagroup.com>

Subject: Assistance With 2018 Jeep Wrangler Unlimited Rubicon

Mr. Manley,

First of all, I would like to congratulate you on your appointment to CEO and hope that this position treats you well.

I am hoping for some assistance in getting my 2018 Jeep Wrangler Unlimited Rubicon fixed. I purchased it in July of this year and soon after realized that several of the frame welds exhibit excessive porosity and misaligned weld joints. As a former public servant, I take the safety of my family very seriously after seeing numerous other families lose loved ones due to substandard safety practices and features.

I have now taken the Jeep to the dealership 3 times for the frame welds and excessive play/dead-spot in the steering. The first two times (same dealer) resulted in no resolution. The service advisor would only state, "all critical components are safe". I displayed several pictures of problem areas as well as a STAR bulletin clearly identifying that the welds were out-of-spec with the dealership refusing to admit that a problem existed. I then contacted Jeep Cares and had a case manager assigned to me. He encouraged me to contact another dealer.

I contacted another dealer in the area and took the Jeep in last Monday morning. I called on Thursday for an update and was told that they would not touch the steering because I had oversized tires, and that they didn't know anything about the frame welds. I immediately drove to the dealership to discuss the matter with the service advisor. I arrived and first, told the service advisor that the tires on the Jeep were the same factory tires that came on the Rubicon when I purchased it 2,500 miles ago. He was confused and stated that they would look back into it. This concerns me as a Jeep, in my opinion is made to be customized. I don't go rock-crawling but I intend to replace the bumpers and small things at some point to make it my own. I understand not covering aftermarket components, but refusing to look at the steering due to one component possibly being altered is very concerning and really put the brakes on purchasing the lifetime warranty that I was planning on. Is this common practice for Jeep? I was denied warranty work due to aftermarket components that weren't even aftermarket, they are the standard tires!

Next, I asked the service advisor about the welds and he asked for pictures. I promptly showed and emailed him pictures (which I have attached) of the welds that I found to be concerning, along with the STAR bulletin (also attached) that identified the welds as out of specification. These are welds that I identified as issues from the ground, what really concerns me is the ones that I cannot see. He promised to look into it and let me know.

The entire encounter was concerning and I immediately reached out to my case manager, who I have still not heard back from. I also called the main number to try to reach a Regional Customer Service Manager and was told that they were not able to give that information out but one would call me, I have still not heard anything.

On Friday, I called the dealership to check in and was told that they were waiting to hear back from FCA but that several of the welds were concerning and they did not know what was going to happen. On Saturday, I drove to the dealership and was told that they had not heard anything from corporate and I requested to take the Jeep home so that I could keep it in my garage rather than the lot.

It is Tuesday and I still have heard nothing. I understand that things like this take time but I have now had 3 separate visits to the dealer with a 4th planned when a call-back from corporate is received, over a week without my brand new Jeep, and multiple months of attempting to get some level of support on this. I don't know if I should even be driving it at this point.

We are a life-long Jeep family with at least 4 Wranglers/CJ's over the past decade. I love my Jeeps and this new JL is out-of-the-park awesome. I just want to make sure that it is a purchase that lasts my family many years like our others have and meets the safety standards of FCA as well as my own. What do I do to get this resolved so that I can begin enjoying my Jeep?

Thank you in advance for any assistance.

10/3/2018

Fiat Chrysler Automobiles Mail - Fwd: Assistance With 2018 Jeep Wrangler Unlimited Rubicon



Unmanned Vehicle Technologies

c. 806.681.2010

o. 479.935.8186

Andrew@uvt.us

www.uvt.us





FIAT CHRYSLER AUTOMOBILES

Mike MacDonald <mike.macdonald@fcagroup.com>

FW: Follow Up Documents

1 message

Manley Michael (FCA) <mike.Manley@fcagroup.com>

Wed, Oct 3, 2018 at 11:18 AM

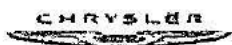
To: "Heck Joann (FCA)" <joann.heck@fcagroup.com>, "MacDonald Mike (FCA)" <mike.macdonald@fcagroup.com>, "Murawski Kerry (FCA)" <kerry.murawski@fcagroup.com>, "Thomas Marie (FCA)" <marie.thomas@fcagroup.com>

From: [REDACTED]
Sent: Tuesday, October 02, 2018 5:01 PM
To: Manley Michael (FCA) <mike.Manley@fcagroup.com>
Subject: Follow Up Documents

Please see the attached documents referenced in the previous email.

10/3/2018

Fiat Chrysler Automobiles Mail - FW: Follow Up Documents



STAR ONLINE PUBLICATION

2. Porosity or pinholes in weld beads. FCA welding standard does allow some porosity as it does not affect structural integrity of the joint/welded assembly. Individual pinholes separated by at least their own diameter and other scatter surface porosity is allowable. The total length of porosity (sum of diameters) cannot exceed 6.4 mm in any 25 mm of weld. Fig 2 shows examples of acceptable (OK) and not acceptable (NG) porosity.

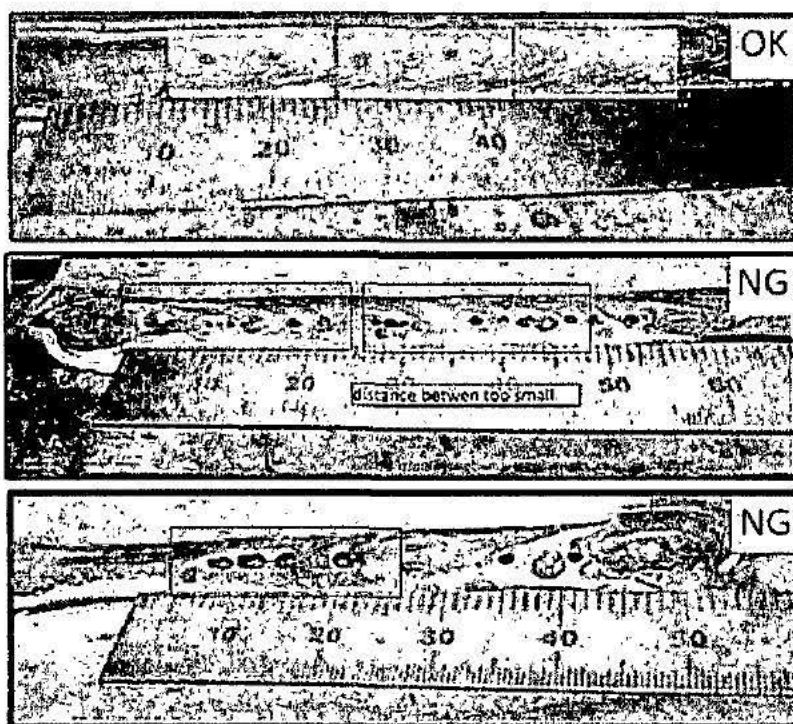


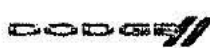
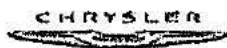
Fig 2 Porosity

This document does not authorize warranty repairs. This communication documents a record of past experiences. STAR Online does not provide any conclusions about what is wrong with the vehicle. Rather, it captures all previous cases known that appear to be similar or related to the vehicle symptom / condition. You are the expert, and you are responsible for deciding on the appropriate course of action.

Contact STAR Center, or your Technical Assistance Center Via TechCONNECT or eCONTACT ticket if no solution is found

FCA US LLC

Version 4.2 02/06/2017



STAR ONLINE PUBLICATION

3. Reprocessed weld repair (performed at frame production plant). Applied usually adjacent to an original weld (fig 3) . This is acceptable and inherent to high – volume MIG welding processes. For FCA approved refinishing and corrosion protection following a repair refer to TechCONNECT Collision Tab group 31 - Collision Information/Standard Procedure CORROSION PROTECTION.

Weld repair

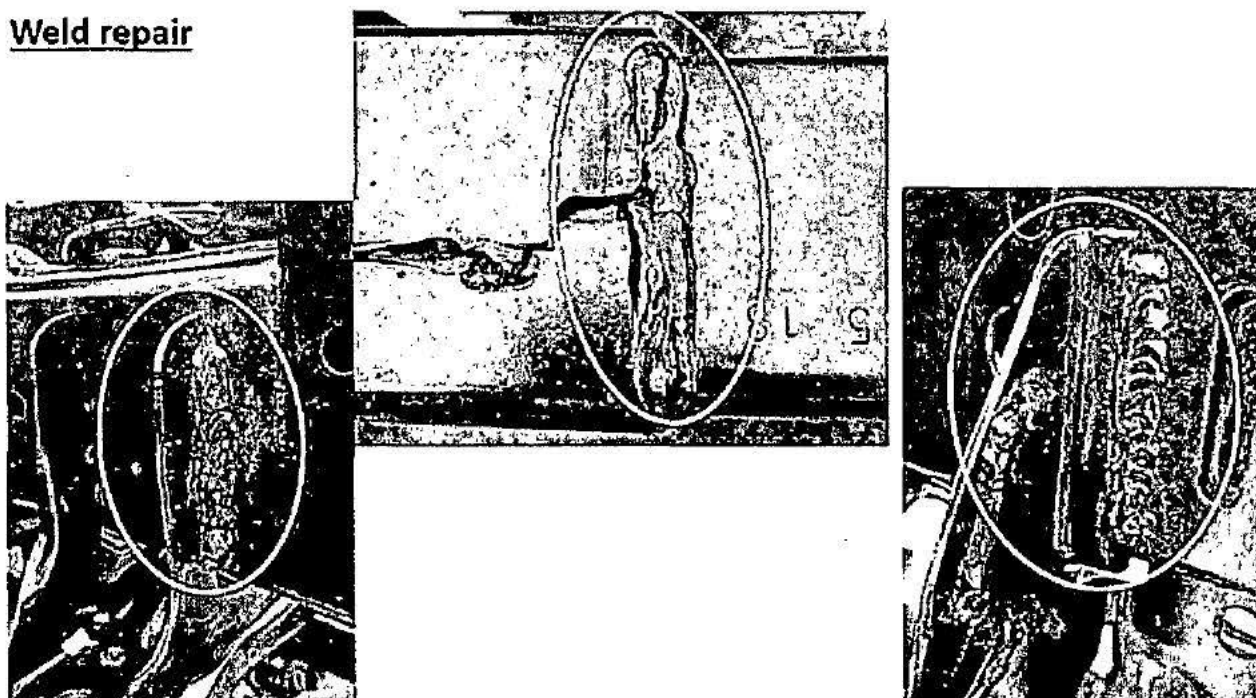


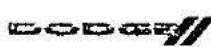
Fig 3 Reprocessed weld.

This document does not authorize warranty repairs. This communication documents a record of past experiences. STAR Online does not provide any conclusions about what is wrong with the vehicle. Rather, it captures all previous cases known that appear to be similar or related to the vehicle symptom / condition. You are the expert, and you are responsible for deciding on the appropriate course of action.

Contact STAR Center, or your Technical Assistance Center Via TechCONNECT or eCONTACT ticket if no solution is found

FCA US LLC

Version 4.2 02/06/2017



STAR ONLINE PUBLICATION

4. Weld joint suspected to be off location or weld joint does not equally overlap both materials. This would require a subject matter expert's diagnostic and potential weld repair. Contact STAR Center with images prior to any repair attempts. See Fig 4 and 5

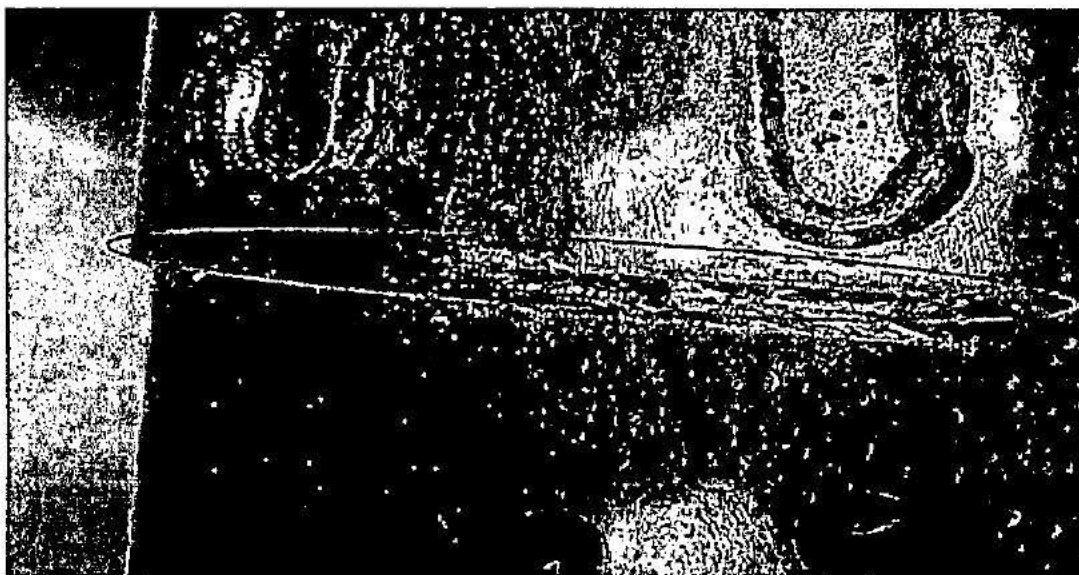


Fig 4

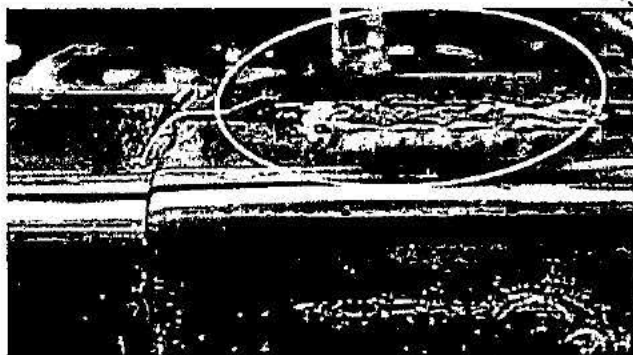


Fig 5.

This document does not authorize warranty repairs. This communication documents a record of past experiences. STAR Online does not provide any conclusions about what is wrong with the vehicle. Rather, it captures all previous cases known that appear to be similar or related to the vehicle symptom / condition. You are the expert, and you are responsible for deciding on the appropriate course of action.

Contact STAR Center, or your Technical Assistance Center Via TechCONNECT or eCONTACT ticket if no solution is found

FCA US LLC

Version 4.2 02/06/2017

**Unmanned Vehicle Technologies**

c. 806.681.2010

o. 479.935.8186

Andrew@uvt.us

www.uvt.us



3 attachmentsIMG_0061.jpg
100KIMG_0067.jpg
129KIMG_0071.jpg
105K

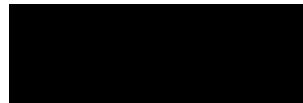
DP18-004

FCA

5/30/2019

ENCLOSURE 4

FINALBACKUP



November 14, 2018

VIA U.S. CERTIFIED MAIL: [REDACTED]

FCA US, LLC
c/o Customer Assistance Center
P.O. Box 21-8004
Auburn Hills, MI 48321-8004

11/14
RECEIVED

NOV 21 2018

Special Investigations

Re: North Carolina New Motor Vehicle Warranty Claim
Client: [REDACTED]
Vehicle: 2018 Jeep Wrangler Unlimited Sahara
VIN: 1C4HJXEG8JW [REDACTED]
Date of Sale: June 07, 2018

To Whom it May Concern:

Please be advised that I represent [REDACTED] in a warranty claim related to the above-referenced 2018 Jeep Wrangler Unlimited Sahara. Pursuant to the North Carolina New Motor Vehicles Warranties Act, the North Carolina Uniform Commercial Code, and the Magnuson-Moss Warranty Act, I am putting you on formal notice that my client has experienced significant problems with this vehicle since its purchase on June 07, 2018. Specifically, the Vehicle has experienced problems with the following components or systems:

- Substandard and defective factory welds

These issues have not been fixed and have been present since the vehicle left the factory for delivery. The manufacturer's warranty covers the defect or condition, or series of defects or conditions, which began within the warranty period. You have had at least three unsuccessful repair attempts, lasting approximately 20 days. As of the date of this letter, the Vehicle is still undergoing repairs. These unresolved problems create a significant concern for the Vehicle's long-term mechanical soundness, substantially impair its value to my client, and have caused her to lose confidence in the Vehicle's safety and reliability.

**NOTICE OF OPPORTUNITY FOR FINAL REPAIR ATTEMPT AND
FINAL OPPORTUNITY TO COMPLY WITH N.C.G.S. § 20-351.3**

Pursuant to the North Carolina New Motor Vehicles Warranties Act, please consider this letter your statutory notice that you now have fifteen (15) calendar days during which to correct the above-mentioned nonconformity or series of nonconformities. If you are unable to do so, then client requests that the Vehicle be repurchased or replaced with a comparable new vehicle pursuant

to N.C.G.S. § 20-351.3. Refusal to comply with this statutory requirement will be deemed to be unreasonable.

This letter also serves as the required ten-day written notice under N.C.G.S. § 20-351.7 of my client's intent to commence legal proceedings against FCA US, LLC if the needed repairs are not completed, and we cannot reach a mutually agreeable resolution to this dispute.

Please be sure to direct all future contact with my client through this office. Thank you for your time and attention to this matter. I look forward to working with you to achieve an amicable resolution.

Best Regards,

A handwritten signature in black ink, appearing to read "J. Matthew Norris", with a stylized flourish at the end.

J. Matthew Norris

cc

A large black rectangular redaction box covering several lines of text in the distribution list.

P.O BOX 1318
WAKE FOREST. NC 27588

CERTIFIED MAIL

RALEIGH
NOV 20 1958
5 NOV '58
PM 6 L

\$3.92⁰
US POSTAGE
FIRST-CLASS

071V00860224
27615
000001818

FCA US, LLC
c/o Customer Assistance Center
P.O. Box 21-8004
Auburn Hills, MI 48321-8004



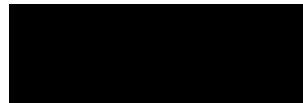
DP18-004

FCA

5/30/2019

ENCLOSURE 4

FINALBACKUP



10/9/2018

Fiat Chrysler Automobiles Mail - FW: Bad welds on New JL

FCA

Mike MacDonald <mike.macdonald@fcagroup.com>

[REDACTED]
FW: Bad welds on New JL

1 message

10/10/18

Heck Joann (FCA) <joann.heck@fcagroup.com>

Tue, Oct 9, 2018 at 8:27 AM

To: "MacDonald Mike (FCA)" <mike.macdonald@fcagroup.com>, "Murawski Kerry (FCA)" <kerry.murawski@fcagroup.com>

Cc: "Thomas Marie (FCA)" <marie.thomas@fcagroup.com>

Mike - Please reach out.

Kerry - Another one for Quality and Safety to be aware of.

JoAnn

From: Manley Michael (FCA)

Sent: Tuesday, October 09, 2018 7:36 AM

To: Heck Joann (FCA) <joann.heck@fcagroup.com>

Subject: Fwd: Bad welds on New JL

Sent from my iPhone

Begin forwarded message:

From: [REDACTED]
Date: October 9, 2018 at 4:44:01 AM GMT+8
To: mike.manley@fcagroup.com
Subject: Bad welds on New JL

Good Afternoon

My name is [REDACTED] and my husband and I ordered a new JL on 2/19 and took delivery of our JL on 5/1/18. We have been seeing a lot of noise on the internet and the Jeep forum about bad welds so my husband went out to inspect my JL. Much to our surprise we observed weld wire literally coming out of a weld in one spot, thin welds, weld splatter, and possibly missing weld. You can see that the welder wasn't hot enough when the welds were performed.

The driver side of my JL is much worse than the passenger side but I guess

My question is how does this happen?? Where is the quality control? Where is the concern of our safety, the welds are in the beginning stages of the project so how can this be missed..How can this be corrected since the Jeep is assembled? We spent a lot of money on our JL, and now I don't even feel safe in it!! We would much rather receive a brand new JL instead of trying to put a band aide on our JL's issues..

I have attached some photos so you can see what we are seeing. I have also contacted Jeep cares and Lydia advised me to make an appt and let her know when that is so I have. Our appt is set for 10/15 @ 8am at Dayton Andrews in St. Pete. The same location where we purchased our Jeep.. I much appreciate your time in reading my email, Your attention to this situation would also be appreciated.. Please advise how Jeep is going to make this right for us.. Have a great day and look forward to hearing back from you.

10/9/2018

Fiat Chrysler Automobiles Mail - FW: Bad welds on New JI



10/9/2018,

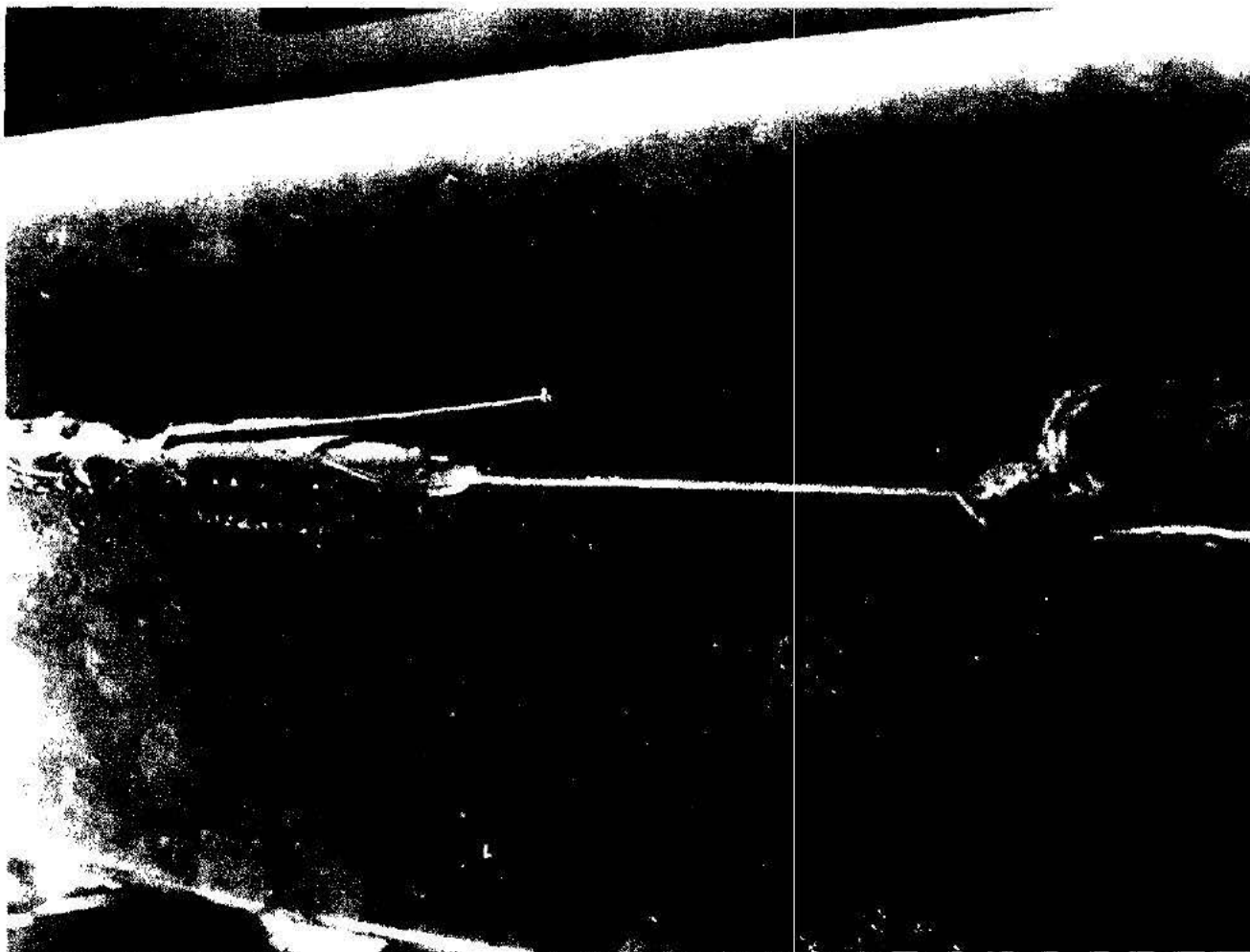
Fiat Chrysler Automobiles Mail - FW: Bad welds on New JI





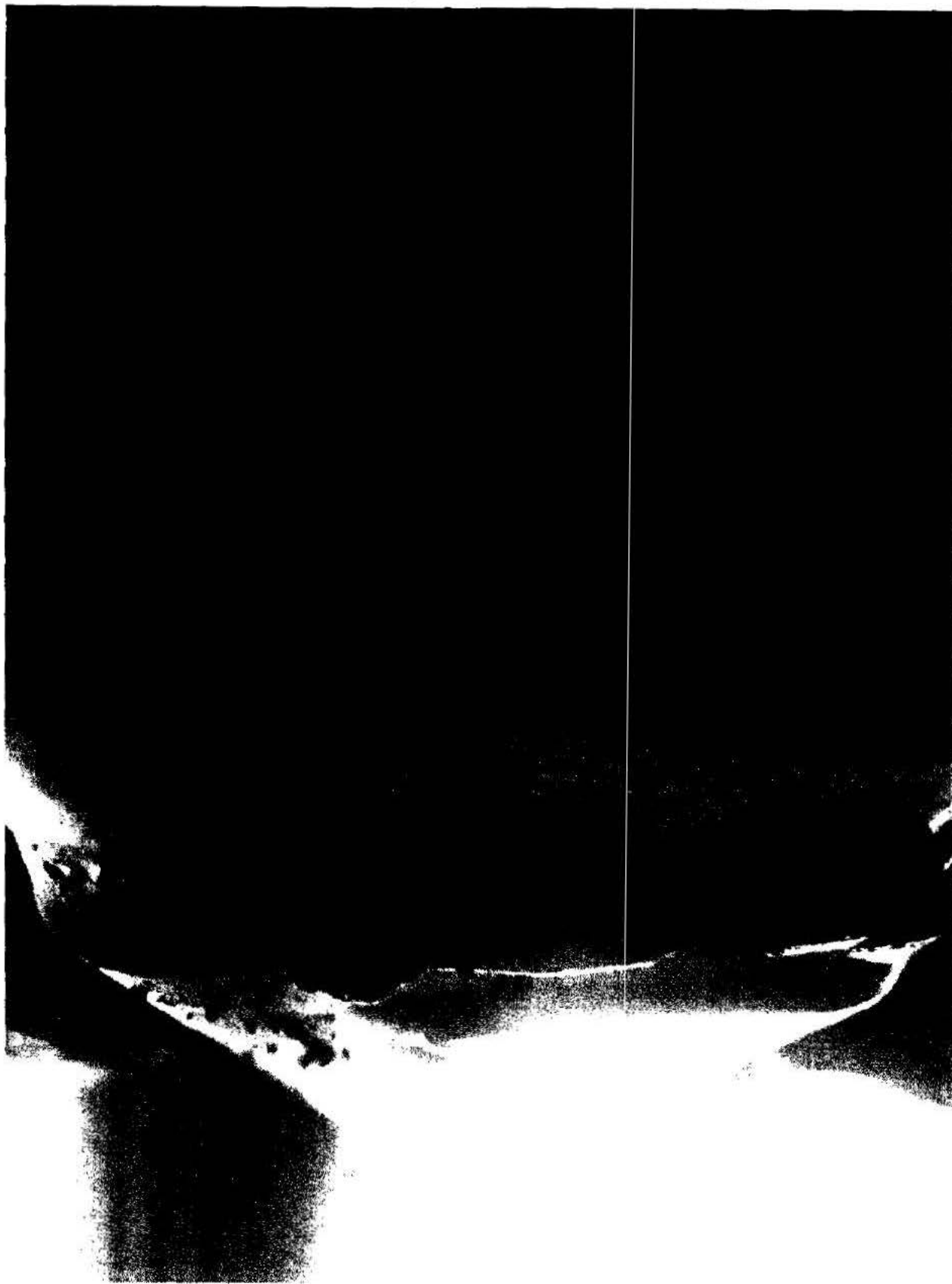
10/9/2018

Fiat Chrysler Automobiles Mail - FW: Bad welds on New JI



10/9/2018

Fiat Chrysler Automobiles Mail - FW: Bad welds on New JI



10/9/2018

Fiat Chrysler Automobiles Mail - FW: Bad welds on New JI



10/9/2018

Fiat Chrysler Automobiles Mail - FW: Bad welds on New JI



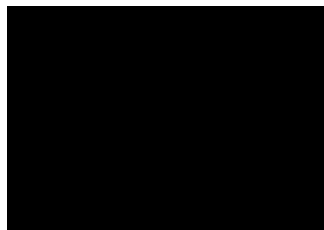
DP18-004

FCA

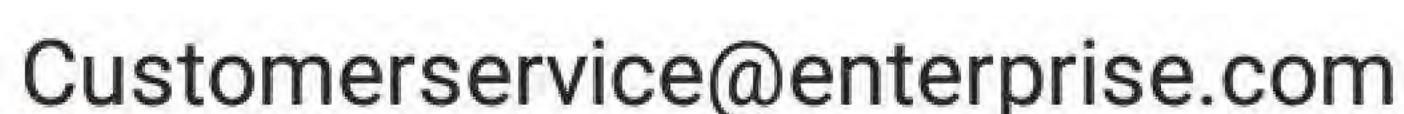
5/30/2019

ENCLOSURE 4

FINALBACKUP



★



Me

Nov 21, 1:59 PM

**EAN HOLDINGS, LLC, 4119 TEXOMA PARKWAY, SHERMAN, TX 750901965 (903)
870-0041**

RENTAL AGREEMENT	REF#	SUMMARY OF CHARGES					
		Charge Description	Date	Quantity	Per	Rate	Total
RENTER		TIME & DISTANCE	10/18 - 11/17	1	MONTH	\$750.00	\$750.00
DATE & TIME OUT 10/18/2018 05:51 PM		TIME & DISTANCE	11/17 - 11/21	4	DAY	\$37.50	\$150.00
DATE & TIME IN 11/21/2018 01:56 PM		REFUELING CHARGE	10/18 - 11/21				\$0.00
BILLING CYCLE 24-HOUR		Subtotal:					\$900.00
VEH		Taxes & Surcharges					
#2 2018 NISN ALTI 4DSV		VLF REC	10/18 - 11/17	30	DAY	\$1.95	\$58.50
VIN# 1N4AL3AP9JC		TX MOTOR VEHICLE RENTAL TAX	10/18 - 11/21			6.25%	\$60.39
LIC#		VLF REC	11/17 - 11/21	4	DAY	\$1.95	\$7.80
MILES DRIVEN 786		Total Charges:					\$1,026.69
VEH		Bill-To / Deposits					
#1 2018 NISN ALTI 4DSV							
VIN# 1N4AL3AP4JC		DEPOSITS					(\$1,026.69)
LIC#							
MILES DRIVEN 47							
		Total Amount Due					\$0.00

AMOUNT
PAID

**AMOUNT
PAID**

\$1,026.69

TYPE

Mastercard

CREDIT CARD NUMBER

[REDACTED]

Subject ENTERPRISE RENTAL AGREEMENT 449YFS
From Customerservice@enterprise.com <Customerservice@enterprise.com>
To: [REDACTED]
Date Thu, Dec 20, 2018 at 1:13 PM
EAN HOLDINGS, LLC, 4119 TEXOMA PARKWAY, SHERMAN, TX 750901965 (903) 870-0041

RENTAL AGREEMENT

REF#

RENTER

DATE & TIME OUT

11/21/2018 01 56 PM

DATE & TIME IN

12/20/2018 01 10 PM

BILLING CYCLE

24-HOUR

VEH #1 2018 NISN ALTI 4DSV

V N# 1N4AL3AP9JC

L C#

M LES 2317

DR VEN

SUMMARY OF CHARGES

Charge Description	Date	Quantity	Per	Rate	Total
T ME & D STANCE	11/21 - 12/20	1	MONTH	\$750 00	\$750 00
REFUEL NG CHARGE	11/21 - 12/20				\$0 00
Subtotal:					\$750.00
Taxes & Surcharges					
TX MOTOR VEH CLE RENTAL TAX	11/21 - 12/20			10%	\$80 65
VLF REC	11/21 - 12/20	29	DAY	\$1 95	\$56 55
Total Charges:					\$887.20
Bill-To / Deposits					
DEPOS TS					(\$887 20)
Total Amount Due					\$0 00
PAYMENT INFORMATION					
AMOUNT PAID		TYPE		CREDIT CARD NUMBER	
\$887 20		Maste ca d			



RA #: [REDACTED]

Renter: [REDACTED] [REDACTED]

Dates & Times	Location
Pickup Dec 20, 2018 1:10 PM	4119 TEXOMA PARKWAY SHERMAN, TX 75090-1965 9038700041
Return Jan 06, 2019 1:02 PM	4119 TEXOMA PARKWAY SHERMAN, TX 75090-1965 9038700041

Vehicle

Make/Model: NISN/ALTI

Color: SILVER

Mileage: 10226

Fuel Out: Full

Fuel In: Full

License: [REDACTED]

Unit #: [REDACTED]

Vehicle #: [REDACTED]

Charges	Price/Unit	Total
TIME & DISTANCE 12/20 - 01/03	2 @ \$187.50/WEEK	\$375.00
TIME & DISTANCE 01/03 - 01/06	3 @ \$37.50/DAY	\$112.50
TX MOTOR VEHICLE RENTAL TAX	10.0000%	\$52.06
VLF REC	14 @ \$1.95/DAY	\$27.30
VLF REC	3 @ \$1.95/DAY	\$5.85
Total Charges:		\$572.71
Charge To:		MASTERCARD [REDACTED]

2019-01-06 13:04:21

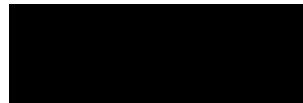
DP18-004

FCA

5/30/2019

ENCLOSURE 4

FINALBACKUP







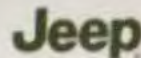
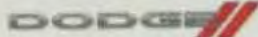
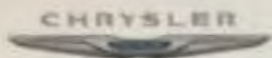
153

0 10 20 30 40 50 60 70 80 90 100
mm

25 24 23 22 21 20 19 18 17 16 15 14 13 12 11 10 9 8 7 6 5 4 3 2 1

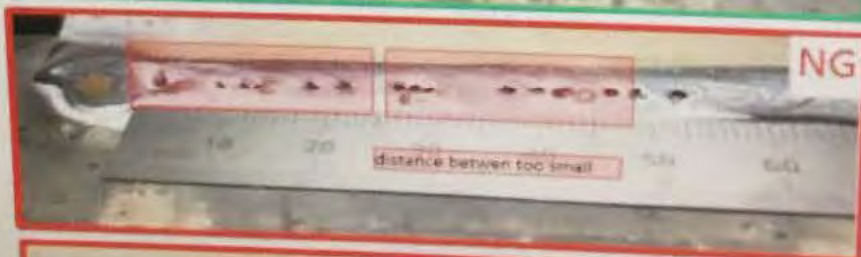
Centimeter-Millimeter Ruler

Click this image to show the full-size version.



STAR ONLINE PUBLICATION

2. Porosity or pinholes in weld beads. FCA welding standard does allow some porosity as it does not affect structural integrity of the joint/welded assembly. Individual pinholes separated by at least their own diameter and other scatter surface porosity is allowable. The total length of porosity (sum of diameters) cannot exceed 6.4 mm in any 25 mm of weld. Fig 2 shows examples of acceptable (OK) and not acceptable (NG) porosity.



Ms. Rutledge's and Ms. Estep's Open House Tic-Tac-Toe

Name _____

1	2	3
Show your parent your iReady progress and AR progress on the Chromebook.	Get a chromebook and log into Google classroom. Explain to your parents all of the different things you complete through google classroom. do with your chromebook.	Ask students to show you our newsletter, and where they should place it weekly.
4	5	6
Show your parent our text books we use (either in your desk or your cubby). Explain what we use the textbooks for.	Show your parents your reading and writing journals. Explain to your parents what we use them for.	Explain our BUZZ bucks, how you get them and how you can use them.
7	8	9
Show your parents your daily work binder. Explain to them what is expected each day for daily math, science, and grammar.	Share with your parent the process of completing math centers. Show them your work folders and where finished work goes. Look at the center materials with your parent.	Show your parent your favorite thing about our classroom.

The goal is to complete each square and cross it off. If you complete all 9 squares you have done a black out! Congratulations.

Now get your Buzz Buck from either teacher.

Ms. Rutledge's and Ms. Estep's Open House Tic-Tac-Toe

Name _____

1	2	3
Show your parent your iReady progress and AR progress on the Chromebook.	Get a chromebook and log into Google classroom. Explain to your parents all of the different things you complete through google classroom. do with your chromebook.	Ask students to show you our newsletter, and where they should place it weekly.
4	5	6
Show your parent our text books we use (either in your desk or your cubby). Explain what we use the textbooks for.	Show your parents your reading and writing journals. Explain to your parents what we use them for.	Explain our BUZZ bucks, how you get them and how you can use them.
7	8	9
Show your parents your daily work binder. Explain to them what is expected each day for daily math, science, and grammar.	Share with your parent the process of completing math centers. Show them your work folders and where finished work goes. Look at the center materials with your parent.	Show your parent your favorite thing about our classroom.

The goal is to complete each square and cross it off. If you complete all 9 squares you have done a black out! Congratulations.

Now get your Buzz Buck from either teacher.

Bennett

CHRYSLER

RAM

Jeep

RAM

1491 HWY 40 East
KINGSLAND, GEORGIA 31548
(912) 729-7100 • 1-800-343-2730
www.bennettchryslerdodgejeep.com

Visit us on the Internet at www.bennettautogroup.com

CUSTOMER NO.	ADV. GOR DOUG	TAC NO. 26739	INVOICE DATE 10/19/18	INVOICE NO.
	LABOR RATE	LICENSE NO.	COLOR GRANITE/CLO	STOCK NO.
		MILEAGE 5,120	DELIVERY DATE 02/24/18	DELIVERY MILES 30
YEAR / MAKE / MODEL 18/JEEP/WRANGLER UNLIMI/SARARA 4 DR	VEHICLE I.D. NO. 1 C 4 H J X E G 3 J W		SELLING DEALER NO.	PRODUCTION DATE
YULEE, FL	F.T.L. NO.	P.O. NO.	R.O. DATE 10/19/18	
	COMMENTS			

***** MISC. BODY EXT/INT. HOURS ***** TECH(S): 26739 ***** WARRANTY *****

C/S THERE ARE RUST SPOTS IN WELDS OVER ENTIRE FRAME
CUST IS CONCERNED ABOUT WELD QUALITY
THERE ARE RUST SPOTS ON WELDS.
SHOP UNABLE TO DETERMINE WETHER THIS IS A NORMAL CONDITION
CUST IS GOING TO TAKE UP ISSUE WITH JEEP

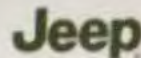
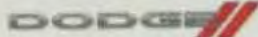
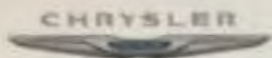
JOB # 1 TOTAL LABOR & PARTS 0.00

TOTALS-----

*****	TOTAL LABOR....	0.00
*	TOTAL PARTS....	0.00
*	TOTAL SUBLEY....	0.00
*	TOTAL G.O.G....	0.00
* CASH [] CHECK# [] CHARGE# [] *	TOTAL MISC CHG.	0.00
* VISA [] MASTERCARD [] AMEX [] *	TOTAL MISC DISC	0.00
* CHRYSLER SERVICE CONTRACT [] *	TOTAL TAX.....	0.00
*****	TOTAL INVOICE \$	0.00

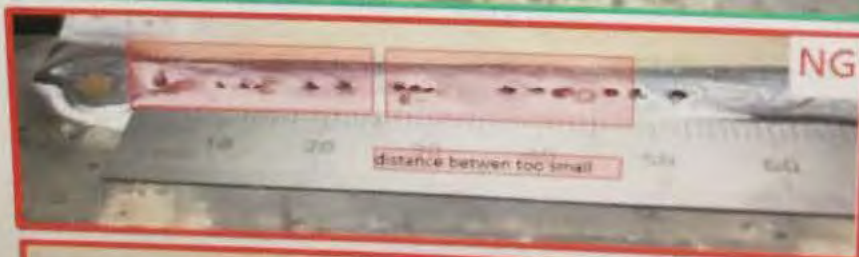
CUSTOMER SIGNATURE

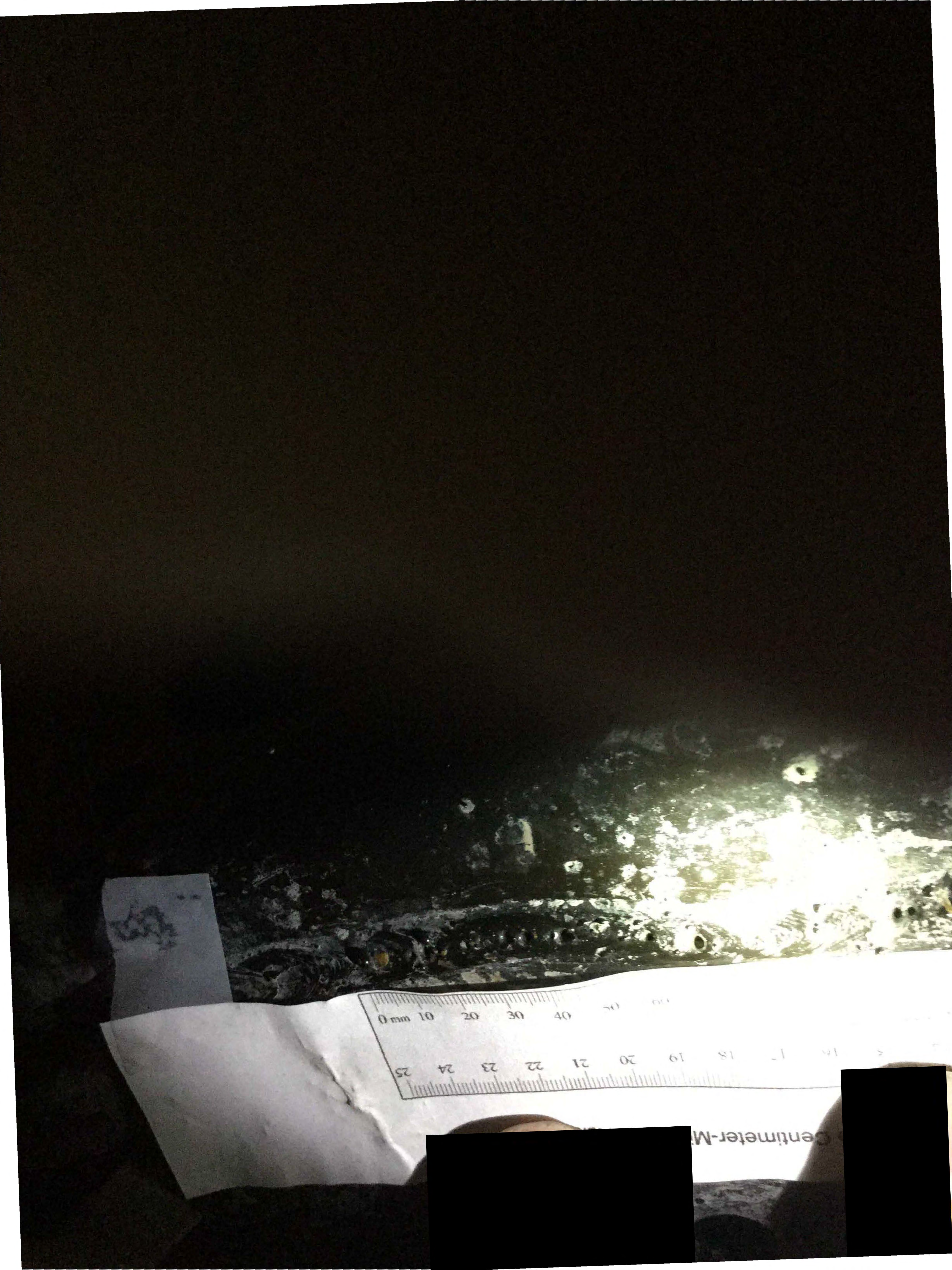
Click this image to show the full-size version.



STAR ONLINE PUBLICATION

2. Porosity or pinholes in weld beads. FCA welding standard does allow some porosity as it does not affect structural integrity of the joint/welded assembly. Individual pinholes separated by at least their own diameter and other scatter surface porosity is allowable. The total length of porosity (sum of diameters) cannot exceed 6.4 mm in any 25 mm of weld. Fig 2 shows examples of acceptable (OK) and not acceptable (NG) porosity.







153

0 10 20 30 40 50 60 70 80 90 100
25 24 23 22 21 20 19 18 17 16 15 14 13 12 11 10 9 8 7 6 5 4 3 2 1

Centimeter-M



DP18-004

FCA

5/30/2019

ENCLOSURE 4

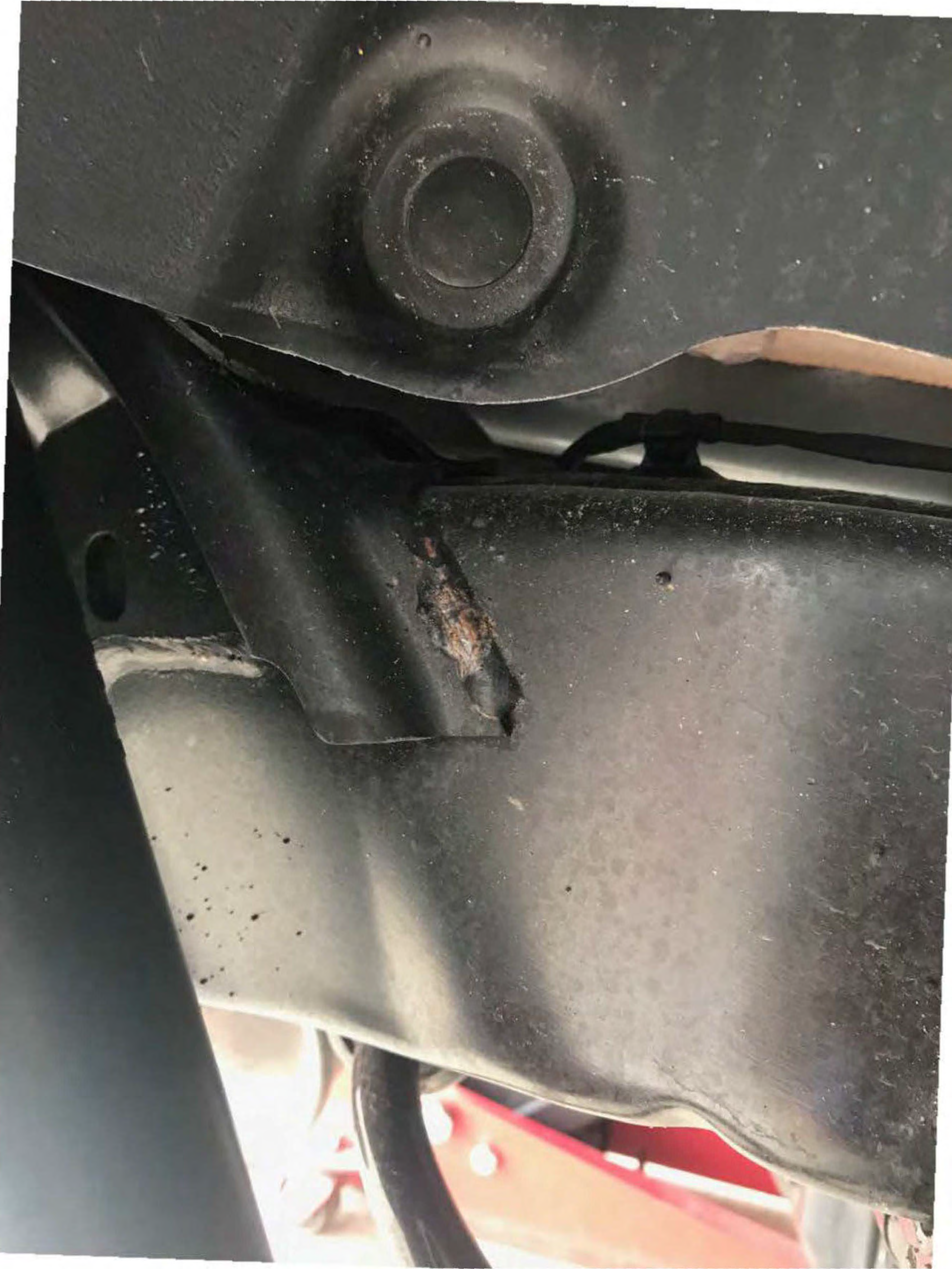
FINALBACKUP

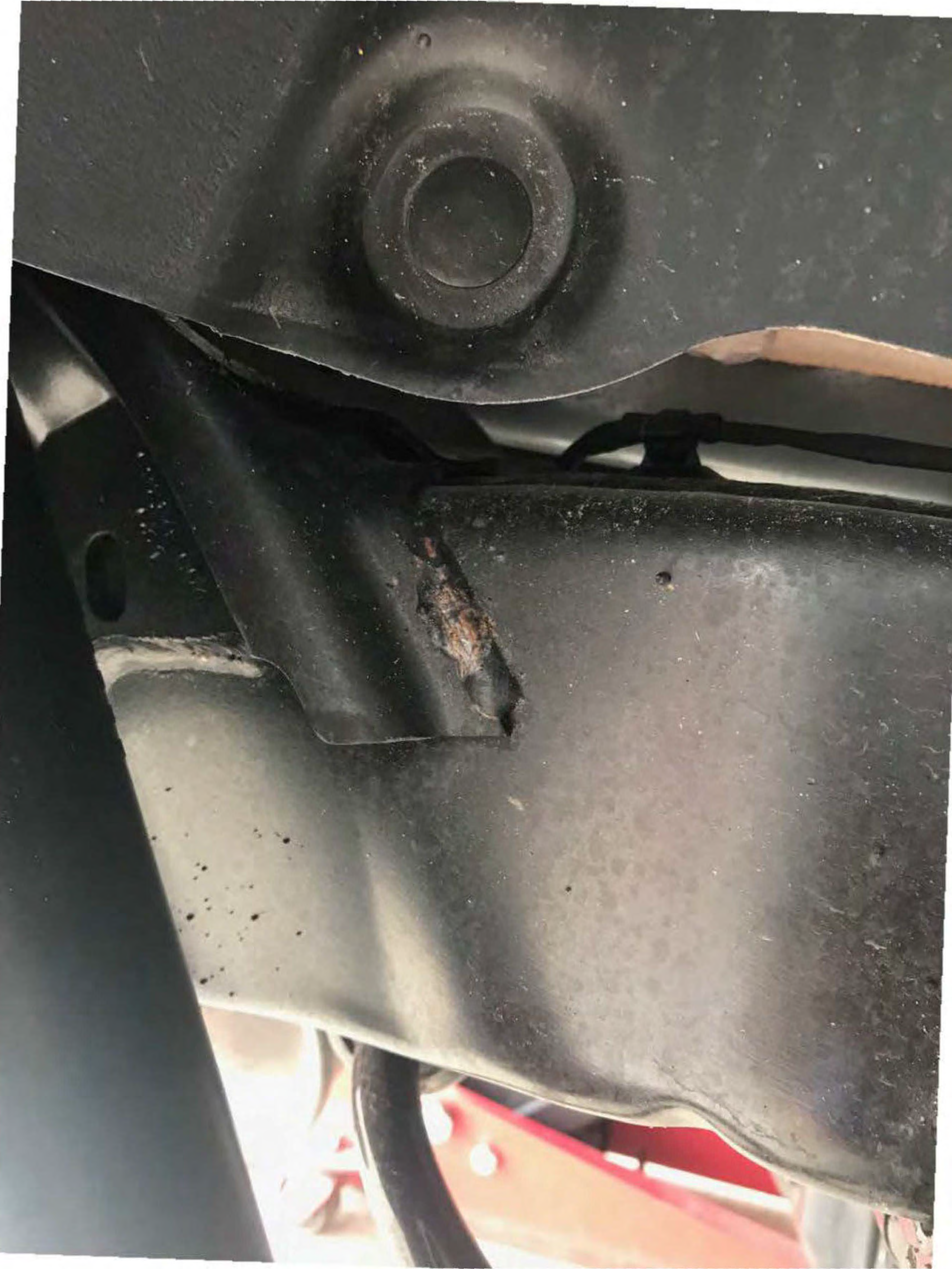




10AR03785114
PC9208-251





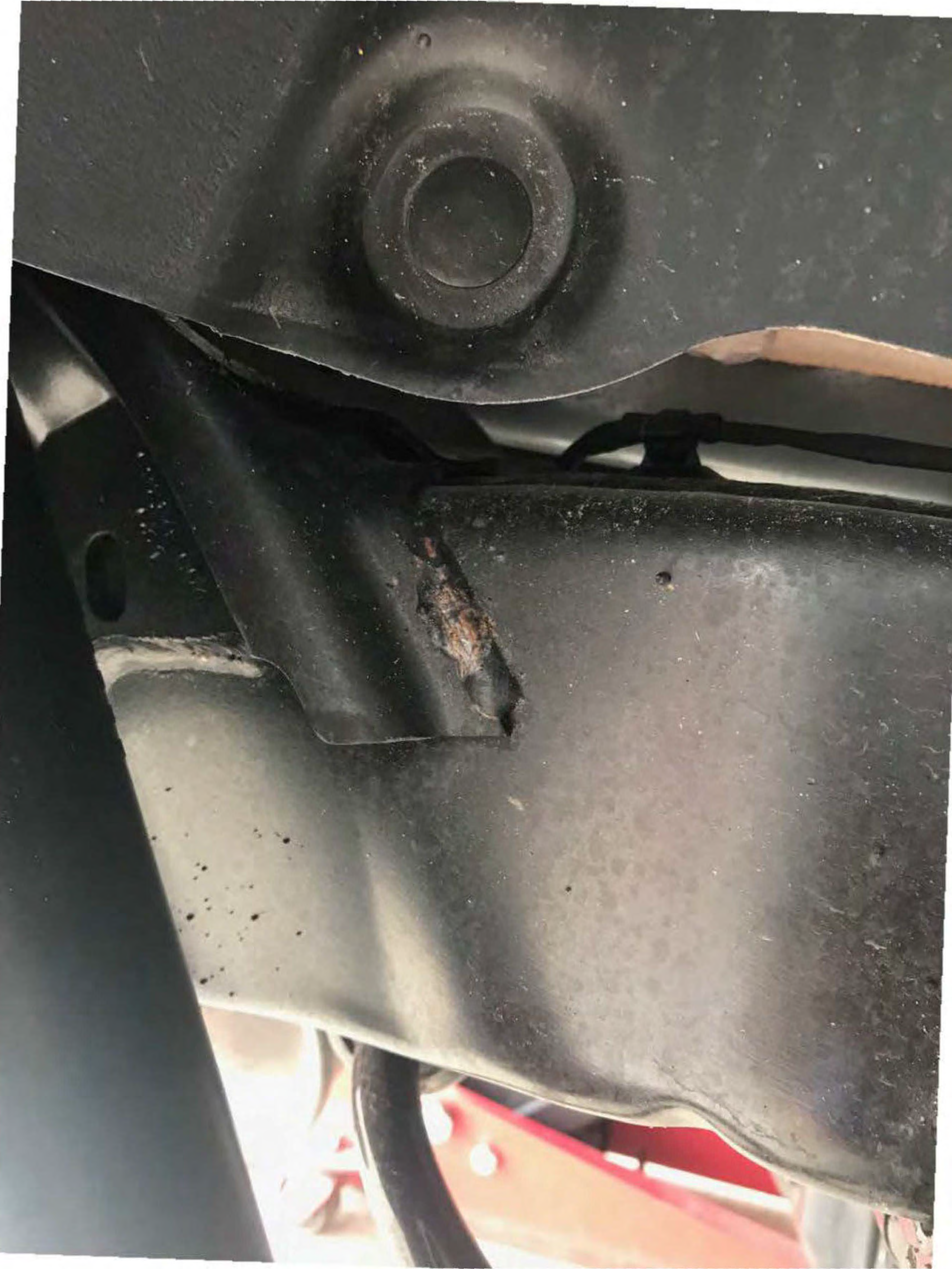










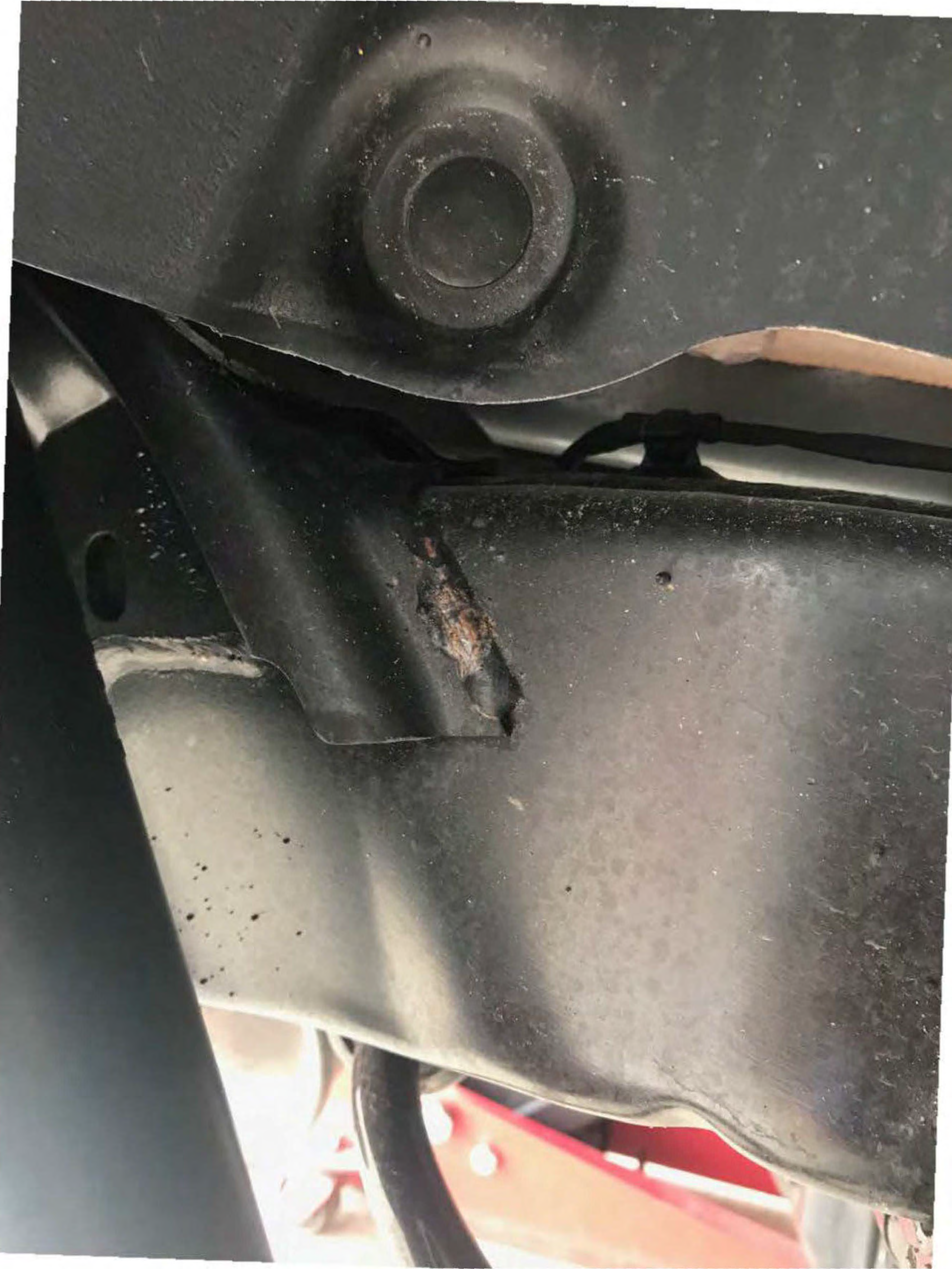






10AR03785114
PC9208-25









8008

62370 C04





DP18-004

FCA

5/30/2019

ENCLOSURE 4

FINALBACKUP





#

10/26/18

Mike MacDonald <mike.macdonald@fcagroup.com>

FW: 2018 Jeep Wrangler JLU Frame Weld Quality

1 message

Manley Michael (FCA) <mike.Manley@fcagroup.com>

To: "Heck Joann (FCA)" <joann.heck@fcagroup.com>, "MacDonald Mike (FCA)" <mike.macdonald@fcagroup.com>, "Murawski Kerry (FCA)" <kerry.murawski@fcagroup.com>, "Thomas Marie

From: [REDACTED]

Sent: Thursday, October 25, 2018 12:15 PM

To: Manley Michael (FCA) <mike.Manley@fcagroup.com>

Subject: 2018 Jeep Wrangler JLU Frame Weld Quality

Dear Mike Manley,

I recently purchased a 2018 JLU Sport S from AutoNation CDJR North Richland Hills Texas on 9/22/2018. Me, Calvin Neal, AutoNation Sales Director, no longer returns my calls or emails in r the pinholes in the weld that are my concern. You can see them in the attached photo to the right. I think these pinholes are too close. This weld I fear is not a sound weld and a Licensed CW

This is what the inspector is telling me: "The welding gas comes pre-mixed from the supplier. From the welds I have seen, it seems like the main cause of porosity was too high of a travel spe

FCA states-

"Gas Metal Arc Welding (GMAW) or MIG Applications

• Sheet metal repairs where STRSW is not available or practical, and truck frame repairs.

• The most common usage of GMAW on uncoated or galvanized coated steel will utilize a 75% Argon - 25% CO2 shielding gas mix, and AWS specification ER70S6 wire. When welding galve Arc Welding (FCAW) using AWS specification E71T-GS wire should be used to avoid weld porosity from the zinc in the galvanizing." -FCA Collision Repair Manual.

FCA states- "that the slag must be removed prior to finishing." -FCA Jeep JL Body Repair Manual. Which fca has not done on these frames. Slag is the rust color we are all seeing on the wel

Regards,

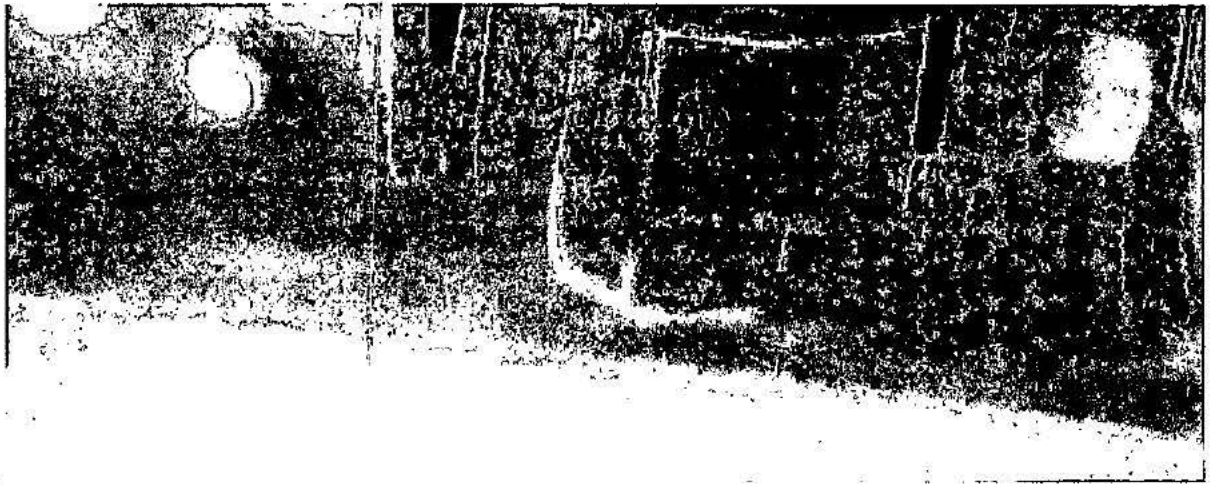


Fort Worth, TX [REDACTED]

[REDACTED] mobile



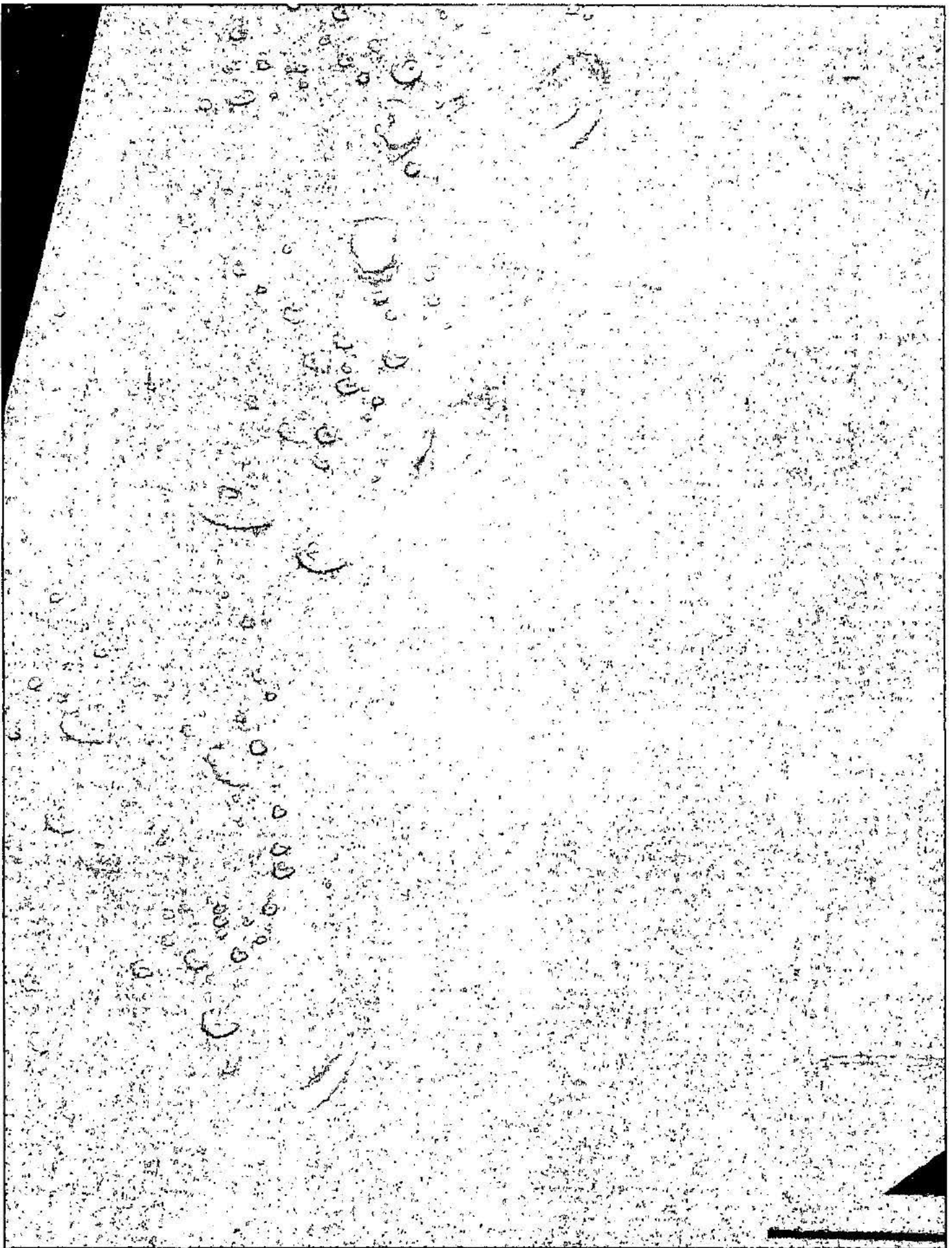




You can see in one of my photos







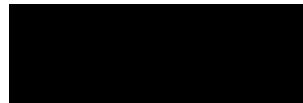
DP18-004

FCA

5/30/2019

ENCLOSURE 4

FINALBACKUP



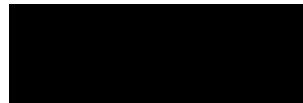
DP18-004

FCA

5/30/2019

ENCLOSURE 4

FINALBACKUP





PO BOX WSECU | OLYMPIA, WA 98507
wsecu.org | 800.562.0999

Account Number: [REDACTED]
Statement Date: 12/15/18 - 01/14/19
Page 1 of 2

5170

SPOKANE, WA [REDACTED]

SAVINGS

ID 01: REGULAR SAVINGS

Date	Transaction Description	Balance
12/15/18	Beginning Balance	5.00
01/14/19	Ending Balance	5.00

YTD Dividends Paid: 0.00

LOANS

ID 01: IND- 2018 JEEP WRANGLER

Date	Transaction Description	Trans Amt	Late Charge	Int. Paid	Change to Principal	New Balance
12/15/18	Beginning Balance					55,210.63
12/26/18	Payments ACH WSECU 25	-404.08	0.00	142.62	-261.46	54,949.17
01/07/19	Payments ACH WSECU 05	-404.08	0.00	81.11	-322.97	54,626.20
01/14/19	Ending Balance					54,626.20

Next payment of 808.16 is due on 02/05/19

Daily Rate .012301%

Annual Percentage Rate 4.490%

YTD Interest Paid: 81.11

2 total deposits: 808.16

YEAR TO DATE SUMMARY

End Statement

IRA FMV Notice

The total combined balance of your IRA Shares and IRA Certificates as of Dec. 31, 2018 is your Fair Market Value (FMV). The FMV of your IRA will be furnished to the Internal Revenue Service.

If you have questions, please contact us or visit your nearest WSECU branch.

FOR DEPOSITS, PAYMENTS, ERROR NOTIFICATION AND GENERAL CORRESPONDENCE, CONTACT YOUR CREDIT UNION AT:

PO Box WSECU, Olympia, WA 98507 or contact us at 800.562.0999

For specific concerns or questions regarding the handling of your account, please contact your Supervisory Committee at supervisorycommittee@wsecu.org.

THIS NOTICE IS APPLICABLE ONLY TO OPEN-END CREDIT, AS DENOTED ON THE FRONT OF THIS STATEMENT IN CASE OF ERRORS OR INQUIRIES ABOUT YOUR STATEMENT

Send your inquiry in writing on a separate sheet of paper so that the credit union receives it within 60 days after the bill was mailed to you. Your written inquiry must include:

1. Your name and account number.
2. A description of the error and why (to the extent you can explain) you believe it is an error.
3. The dollar amount of the suspected error.

If you authorized the credit union to automatically pay your loan from your share account, you can stop or reverse payment on any amount you think is wrong by mailing your notice so that the credit union receives it within 16 days after the bill was sent to you.

You remain obligated to pay the parts of your bill not in dispute, but you do not have to pay any amount in dispute during the time the credit union is resolving the dispute. During that same time, the credit union may not take any action to collect disputed amounts or report disputed amounts as delinquent.

This is a summary of your rights; a full statement of your rights and the credit union's responsibilities under the Federal Fair Credit Billing Act will be sent to you both upon request and in response to a billing error notice.

FINANCE CHARGE IS COMPUTED ON THE UNPAID BALANCE FOR EACH DAY SUCH BALANCE IS OUTSTANDING.

IN CASE OF ERRORS OR QUESTIONS ABOUT YOUR ELECTRONIC TRANSFERS

Telephone or write us as soon as you can, if you think your statement is wrong or if you need more information about a transfer on the statement. We must hear from you no later than 60 days after we sent you the first statement on which the error or problem appeared.

1. Tell us your name and account number.
2. Describe the error or the transfer you are unsure about, and explain as clearly as you can why you believe there is an error or why you need more information.
3. Tell us the dollar amount of the suspected error.

We will investigate your complaint and will correct any error promptly. If we take more than 10 business days to do this, we will recredit your account for the amount you think is in error so that you will have use of the money during the time it takes us to complete our investigation.

If you have arranged to have direct deposits made by Electronic Funds Transfer to your account at least once every 60 days from the same person or company, you can call us during normal business hours to find out whether or not the deposit is made. Normally this will apply to members on a direct deposit of Social Security or pension checks or allocations between different member's accounts, where the payor has not provided positive notice to you that the transfer was initiated.

ALL SHARE ACCOUNTS ARE NON-TRANSFERRABLE, EXCEPT ON THE BOOKS OF THE DEPOSITORY INSTITUTION.

BANKRUPTCY

If you have a pending bankruptcy, this monthly statement is not to be construed as an attempt to collect on a debt or to negotiate for receipt of payments. It is being provided to you as a courtesy for informational purposes only.

3/20/2019

Fiat Chrysler Automobiles Mail - [REDACTED] stop pay req. ck. [REDACTED]



FIAT CHRYSLER AUTOMOBILES

Susan Skinner <susan.skinner@fcagroup.com>

Re: [REDACTED] stop pay req. ck. [REDACTED]

1 message

M011327 S <cap_void_checks@fcagroup.com>

Wed, Mar 20, 2019 at 9:01 AM

To: Susan Skinner <susan.skinner@fcagroup.com>

This check request has been completed.

Thanks,

CAP Void Team

On Mon, Mar 18, 2019 at 10:43 AM Susan Skinner <susan.skinner@fcagroup.com> wrote:

DP18-004

FCA

5/30/2019

ENCLOSURE 4

FINALBACKUP



[Done](#)

Feedback
Corrective Action
Application Links
Inquiry Search
Dealer Search
View Imaging Queue
Chat CAIR Search
Get Fax
Get Reimbursement CAIR
Investigation System
External Links 
GWA
VIP
Recall Wizard
Claim Authorization
DM Notes
AnswerCONNECT
Dealer Connect Home
SC Summary
FCA Directory Search
Seat Check
WEBCOIN Search
CAIR TREAD Data Report
TREAD Reporting
VHR
Mainframe Links 
Primary Cair Detail
COIN New Owner
GPOP
Reports
Agent Perf. Details
Maintenance
Customize Links
Reason Code Maintenance
Squish VIN Maintenance

Main | **CAIR** | Image |

Vehicle Owner Information	Vehicle Information	Service Contract Information
Name: MR [REDACTED]	VIN: 1C4HJXDG4 JW [REDACTED]	SC : [REDACTED] - WAVE
BLUE RIDGE , GA- [REDACTED]	2018 JEEP WRANGLER UNLIMITED SPORT	US - 1 CAN - 0
UNITED STATES Last	ISD 03/09/2018Repchsd No Orig Owner Yes	Desc: JEEP WA LOYALTY PROGR
Upd: 12/21/2018	Last Repair 12/20/2018 @ 12997 M	P
Phone No : [REDACTED]	WCC 560 Rest H Recalls Yes RRT No	Eff Date : 03/09
Secondary No :		Exp Date : 03/0
		Exp ODM: 999.5
		Status : Active
		Reinsurance :
		Private Label :

☐ Caller Information Last CAIR Catgy*	Choose One	Mileage*	Mile
10 Callers			

OwnerShip Event History | **Vehicle** | Service Contract | Parts | Dealer Info |Vehicle Details | [Sales Codes](#) | [VON Details](#) |

VIN	1C4HJXDG4JW [REDACTED]	
Vehicle Description	JEEP WRANGLER UNLIMITED SPORT	
Model Year	2018	
Body Model	JL J L 74	
Color	PX8- Black Clear Coat	MSRP\$43,850.00
ISD	03/09/2018	Original OwnerYes
Last Reported Date	12/20/2018	RepurchasedNo
Last Reported Mileage	12997 M	Restrictions H
Owner Name	[REDACTED]	Open Recalls Yes
Engine	ERC- 3.6L V6 24V VVT Engine Upg I w/ESS	
Transmission	DFT- 8-Spd Auto 850RE Trans (Make)	
Selling Dealer	43680	
Warranty Covg. Code	560	



4074 Ross Clark Circle N.W. Phone (334) 794-0606
P.O. BOX 8276
DOTHAN, ALABAMA 36304

SOLD TO

ADDRESS

ENTERPRISE AL

YEAR	MAKE	BODY STYLE & MODEL	NEW OR USED	VEHICLE IDENT. OR SERIAL NO.
2018	JEOP	SUV	USED	3048150141
SALESMAN	BOCK III DEAN R	KEY NOS.		COLOR BLACK

INSURANCE COVERAGE INCLUDES

FIRE & THEFT ☐ PUBLIC LIABILITY - AMT.
COLLISION - AMT. DEDUCTIBLE ☐ PROPERTY DAMAGE - AMT.

GROUP	DESCRIPTION	PRICE
PENALTY OF FIFTEEN DOLLARS (\$15)		
DUE IF VEHICLE IS NOT REGISTERED IN THE NAME OF THE NEW OWNER WITHIN 30 CALENDAR DAYS.		

STATE OF ALABAMA	210000	167.88
HOUSTON COUNTY	01.0000	41.85
CITY OF DOTHAN	175000	62.12

LIENHOLDER:
MAX CREDIT UNION
400 EASTDALE CIRCLE
MONTGOMERY, AL 36103

BUYER:

THE SELLER, DOTHAN CHRYSLER-DODGE-JEEP-RAM, HEREBY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND DOTHAN CHRYSLER-DODGE-JEEP-RAM NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE VEHICLE.

DESIGNATED AGENT: 48-00012-00

This is to certify correct BILL OF SALE

Dothan Chrysler-Dodge-Jeep-RAM

Signed

Sworn to and

This day of 20

USED VEHICLE TRADED

YEAR	MAKE	BODY STYLE & MODEL	VEHICLE IDENT. OR SERIAL NO.
2017	JEOP	WRANGLER UNL	3048150141
YEAR	MAKE	BODY STYLE & MODEL	VEHICLE IDENT. OR SERIAL NO.

DATE	VEHICLE INVOICE NO.	STOCK NO.
04 MAR 2018		

SALESMAN NUMBER

DESCRIPTION

SALE

WRANGLER UNL

41990.00

PRICE

DOC FEE

EXTENDED WARR

579.00

VEHICLE

FLEET SALE

DEALER TRANSFER

NON-AUTO & OTH.

USED RETAIL

USED WHOLESALE

RECONDITIONING

SALES TAX

272.00

LICENSE AND TITLE

15.00

TOTAL CASH PRICE

42657.00

FINANCING

INSURANCE

9086.00

850.00

TOTAL TIME PRICE

52093.00

SETTLEMENT

VEH. ACCTS. RECEIVABLE

CASH ON DELIVERY

500.00

LIEN PAYOFF

PAYMENTS - MEMO

MONTHS DOLLARS

24 678.00

USED VEH.

ALLOWANCE

PER MONTH

19,495.00

34000.00

56488.00

TOTAL

52093.00

Always Bring Your
Car Here For
Factory Authorized
Service
WR21091H

The Reynolds and Reynolds Company 010700



4074 Ross Clark Circle N.W. Phone (334) 794-0606
P.O. BOX 8276
DOTHAN, ALABAMA 36304

SOLD

ADDRESS

ENTERPRISE AL

YEAR	MAKE	BODY STYLE & MODEL	NEW OR USED	VEHICLE IDENT. OR SERIAL NO.
2012	Jeep	WRANGLER UNLIMITED	USED	1C4HJL11014

SALES TAX: 3.75%
COLOR: BLACK
INSURANCE COVERAGE INCLUDES:
☐ FIRE & THEFT
☐ COLLISION - AMT. DEDUCTIBLE
☐ PUBLIC LIABILITY - AMT.
☐ PROPERTY DAMAGE - AMT.

OPTIONAL EQUIPMENT AND ACCESSORIES:
PENALTY OF FIFTEEN DOLLARS (\$15) DUE IF VEHICLE IS NOT REGISTERED IN THE NAME OF THE NEW OWNER WITHIN 20 CALENDAR DAYS.

STATE OF ALABAMA 2.0000 167.88
HOUSTON COUNTY 0.5000 41.65
CITY OF DOTHAN .75000 62.77

LIENHOLDER:
MAX CREDIT UNION
400 EASTDALE CIRCLE
MONTGOMERY, AL 36112
BUYER: [REDACTED]

THE SELLER, DOTHAN CHRYSLER-DODGE-JEEP-RAM, HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND DOTHAN CHRYSLER-DODGE-JEEP-RAM NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE VEHICLE.
DESIGNATED AGENT: 48-10012-00

Sworn to and Subscribed before me
This _____ day of _____, 20____

USED VEHICLE TRADED			
YEAR	MAKE	BODY STYLE & MODEL	VEHICLE IDENT. OR SERIAL NO.
2012	Jeep	WRANGLER UNLIMITED	1C4HJL11014

DATE		VEHICLE INVOICE NO.	STOCK NO.
09 MAR 2016			
SALESMAN NUMBER			
DESCRIPTION		SALE	
WRANGLER UNLIMITED		41990.00	
PRICE		379.00	
FLEET SALE			
DEALER TRANSFER			
NON-AUTO & OTH.			
USED RETAIL			
USED WHOLESALE			
RECONDITIONING			
SALES TAX		272.00	
LICENSE AND TITLE		16.50	
TOTAL CASH PRICE		42657.50	
FINANCING		9086.46	
INSURANCE		950.00	
TOTAL TIME PRICE		52093.96	
VEH. ACCTS. RECEIVABLE		500.00	
CASH ON DELIVERY			
LIEN PAYOFF		19,395.00	
PAYMENTS - MEMO		34000.00	
MONTHS DOLLARS		56988.96	
PER MONTH		52093.96	
TOTAL		52093.96	

Always Bring Your
Car Here For
Factory Authorized
Service

The Reynolds and Reynolds Company



p: 334.260.2600 | t: 800.776.6776

myMAX.com

P.O. Box 244040 | Montgomery, AL 36124-4040

02/01/2019

[REDACTED]
[REDACTED]
BLUE RIDGE, GA [REDACTED]

Re: Payoff Request for [REDACTED]
Loan Type: Auto
Vehicle Make and Model: 2018 JEEP WRANGLER UNLIMITED
VIN: 1C4HJXDG4JW [REDACTED]

To Whom It May Concern:

Thank you for choosing MAX for your financial needs. We sincerely appreciate the opportunity to serve you. Below is the requested loan payoff information.

20-Day Payoff Amount: \$ 43,649.05
This payoff is good through: 02/21/2019
Per Diem: \$ 5.96

Additional Information (if applicable) :

Please mail all checks to:

MAX
P.O. Box 244040
Montgomery, AL 36124-4040

or Overnight to: MAX
400 Eastdale Circle
Montgomery, AL 36117

If you have any questions, please contact us at 334-260-2600 or 1-800-776-6776. We are happy to help you.

Sincerely,


RHONDA MARTIN

MAX Customer Service

Loan 0012: 2018 JEEP WRANGLER UNLIMITED Transaction 02/01/2019

Post Date	ID	Eff Date	Transacti...	Trans Amt	Balance...	Int/...	Fees	New Balance	Description	Prev Availa...
			%% PartialPmt	83.04	to 333.04					
			Final							
02/01/2...	L 00...	02/01/2...	Home Ba...	250.00	-208.06	41.94	0.00	43,529.79	From Share 0001	0.00
			%% PartialPmt	61.48	to 83.04					
01/25/2...	L 00...	01/25/2...	Transfer ...	700.00	-319.78	380....	0.00	43,737.85	From Share 0001	0.00
			%% ACH Trac							
			%% ACH ECC PPD							
			%% PartialPmt	39.92	to 61.48					
			CO: MAX Credit Union							
			TYPE: Jeep pmt ID							
11/23/20...	L 00...	11/23/20...	ACH Pay...	700.00	-480.36	219....	0.00	44,057.63	MAX Credit Union	0.00
			%% ACH Trac							
			%% ACH ECC PPD							
			%% PartialPmt	28.36	to 39.92					
			CO: MAX Credit Union							
			TYPE: Funds Tran ID							
10/18/2...	L 00...	10/18/2...	ACH Pay...	690.00	-541.79	148....	0.00	44,537.99	MAX Credit Union	0.00
			%% ACH Trac							
			%% ACH ECC PPD							
			%% PartialPmt	16.80	to 28.36					
			CO: MAX Credit Union							
			TYPE: Funds Tran ID							
09/24/2...	L 00...	09/24/2...	ACH Pay...	690.00	-471.60	218....	0.00	45,079.78	MAX Credit Union	0.00
			%% ACH Trac							
			%% ACH ECC PPD							
			%% PartialPmt	15.24	to 16.80					
			CO: MAX Credit Union							
			TYPE: Funds Tran ID							
08/20/2...	L 00...	08/20/2...	ACH Pay...	680.00	-478.23	201....	0.00	45,551.38	MAX Credit Union	0.00
			%% ACH Trac							
			%% ACH ECC PPD							
			%% PartialPmt	3.68	to 15.24					
			CO: MAX Credit Union							
			TYPE: Funds Tran ID							
07/19/2...	L 00...	07/19/2...	ACH Pay...	690.00	-549.62	140....	0.00	46,029.61	MAX Credit Union	0.00
			%% PartialPmt	3.12	to 3.68					
			Funds Transfer via Mobile							
06/27/2...	L 00...	06/27/2...	Home Ba...	679.00	-427.87	251....	0.00	46,579.23	From Share 0001	0.00
			%% PartialPmt	1.56	to 3.12					
			Funds Transfer via Mobile							
05/19/2...	L 00...	05/19/2...	Home Ba...	680.00	-517.25	162....	0.00	47,007.10	From Share 0001	0.00
			%% PartialPmt	0.00	to 1.56					
			Jeep payment							
04/24/2...	L 00...	04/24/2...	Home Ba...	680.00	-378.15	301....	0.00	47,524.35	From Share 0001	0.00
03/13/2...	L 00...	03/09/2...	New Loan	47,902.50	47,902.50	0.00	0.00	47,902.50		0.00

Alabama Department of Revenue **ALABAMA LAW REQUIRES ORIGINAL OR PHOTOCOPY OF RECEIPT TO BE IN VEHICLE** **MYR-48-12-1538 (1-2003)**
Motor Vehicle Registration Tag and Tax Receipt

Issuing County		County		City Code		Tag Year		Metal Tag		Non-Use Aff.		Last Year Decal No		Current Year Decal No									
COFFEE COUNT		19		05		2019						80040498		80130866									
Date Acquired/Registered State		Acquired From		For Rental		No. of Mos.		Last Year		Tag No.		Tag Type		Current Year Tag No.									
Ad Val Start Dt		New		Used		Price \$		Tax		Tag		State		Tag No.									
11 2019								12		12		12		12									
												GB		5369BA6									
Vehicle Identification Number				Model				School				Gross Wt. Not Over				Current Tag Expires				Renew This Tag In			
1C4HJXDG4JW				WRANGLER												OCT 31 2019				OCT 2019			
Appl. or Title		Make		Year		Body		STT		Color		State S/Tax		County S/Tax		City S/Tax		Pr Other State		Total Sales Tax			
TRMS100259		JEEP		2018		SU				BLK										0.00			
Assessed Value		State		County		City		School				Ad Val Credit		Ad Valorem Penalty		Ad Valorem Interest		Total Ad Valorem Tax					
3900				66.30				68.25		35.10								169.65					
Class Code		Trans. Fee		Aft. Fee		Add'l Fee		License Fee		Iss. Fee		Penalty		Citation		Interest		Total Tag		Mail Fee			
IV								23.00		1.25								24.25					
																		193.90					
																				Title Fee			

ST#

SEQ#

Date of Issue Time Issued Total Paid

10/25/18 14:26 193.90

SDARBRO 014 R CARD

STEVEN E. BLAIR

193.90 PROBATE JUDGE

19-00 COFFEE CO.

SDARBRO

10/25/18 14:28 193.90

SIGN HERE

I/we certify/affirm that the information contained herein is true and correct and that the vehicle described above is insured as required by Alabama law



[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

DATE: 17 MAR 2013

VEHICLE INVOICE NO. [REDACTED]

SALES TAX

SALES TAX

SALES TAX

SALES TAX

SALES TAX

SALES TAX

SALES TAX

SALES TAX

SALES TAX

SALES TAX

SALES TAX

SALES TAX

SALES TAX

SALES TAX

SALES TAX

SALES TAX

SALES TAX

SALES TAX

SALES TAX

SALES TAX

SALES TAX

SALES TAX

SALES TAX

SALES TAX

VENDOR NO: F [REDACTED]

FCA US LLC
CORPORATE ACCOUNTS PAYABLE
P.O. BOX 537927
LIVONIA MI 48153-7927

PAR REF. NO: [REDACTED]
DATE: 02/19/2019
PM: NUCUC SOURCE: SU
MAIL: R:SU

INV/REF DATE	INVOICE/REFERENCE NUMBER-SCHEDULE PAY NO.	GROSS AMOUNT	DISCOUNT AMOUNT	NET AMOUNT
02/19/2019 1C4HJXDG4JW [REDACTED]	[REDACTED] 1C4HJXDG4JW [REDACTED]	403.51	0.00	403.51
	TOTALS	403.51	0.00	403.51

RECEIVED
FEB 20 2019

REMOVE CHECK ALONG THIS PERFORATION

THIS CHECK HAS A SECURITY FEATURE THAT WILL APPEAR IF ALTERED.

FCA

FCA US LLC

PSAP JPMORGAN CHASE BANK, N.A.
SYRACUSE, NY
50-937/213

DATE: 02/19/2019 [X]
MM/DD/YYYY

US FUNDS

FOUR HUNDRED THREE AND 51/100 DOLLARS

\$\$\$403.51

ACCOUNT [REDACTED] BANK NUCUC
FCA US LLC
AUTHORIZED SIGNER

BEVERIDGE WA 9
USA

VENDOR

FCA US LLC
CORPORATE ACCOUNTS PAYABLE
P.O. BOX 537927
LIVONIA MI 48153-7927

PAR REF. NO: [REDACTED]
DATE: 02/19/2019
PM: NUCUC SOURCE: SU
MAIL: R:SU

INV/REF DATE	INVOICE/REFERENCE NUMBER-SCHEDULE PAY NO.	GROSS AMOUNT	DISCOUNT AMOUNT	NET AMOUNT
02/19/2019 1C4HJXDG4JW	[REDACTED] *1C4HJXDG4JW	43,708.65	0.00	43,708.65
	TOTALS	43,708.65	0.00	43,708.65

RECEIVED
FEB 20 2019

REMOVE CHECK ALONG THIS PERFORATION

THIS CHECK HAS A SECURITY FEATURE THAT WILL APPEAR IF ALTERED.

FCA

2019 FCA US LLC

PSAP JPMORGAN CHASE BANK, N.A.
SYRACUSE, NY
50-937/213

DATE: 02/19/2019 ☒
MM/DD/YYYY

US FUNDS

FORTY-THREE THOUSAND SEVEN HUNDRED EIGHT AND 65/100 DOLLARS

\$43708.65

PAY TO THE ORDER OF:
Max Federal Credit Union
400 Eastdale Circle
Montgomery AL 36117
USA

ACCOUNT [REDACTED] BANK NUCUC
FCA US LLC
AUTHORIZED SIGNER



OPD

Date: April 17, 2019

To: travis.hammond@coxautoinc.com; Tiffany.Bibbs@coxautoinc.com;

Becky.Thompson@coxautoinc.com; CAI-ManheimGeorgia@coxautoinc.com

CC: fuller@ssrlogistics.com, mhashman@ssrlogistics, dispatch@ssrlogistics.com, Michelle Kisner /ISG

Subject: [REDACTED] VIN 1C4HJXDG4JW [REDACTED]

Manheim Georgia

Attn: Travis Hammond , Tiffany Bibbs , Becky Thompson

7205 Campbellton Road . SW

Atlanta, GA 30331

Phone: 404-349-5555

Fax: 404-629-0760

PICK-UP NOTIFICATION

DATE: April 17, 2019

CLIENT NAME: FCA US LLC

CUSTOMER NAME: [REDACTED] Case #: [REDACTED]

YEAR/MAKE/MODEL: 2018 Chrysler JEEP WRANGLER UNLIMITED SPORT

VIN: 1C4HJXDG4JW [REDACTED] MILEAGE: 18121 STATE: GA

Color: BLACK CLEAR COAT

PICK-UP AT:

LOCATION: Troncalli Chry-Jeep-Dodge

ADDRESS: 818 Atlanta Rd

CITY: Cumming

STATE: GA

ZIP: [REDACTED]-270 [REDACTED]

TELEPHONE: 770-889-8952, 770-900-5582 cell

CONTACT: John Richards, Neal Hufstetler

MUST GIVE 24 HOUR NOTICE PRIOR TO PICKUP .

NONCONFORMITY: 1. Frame weld issues.

COMPLETED BY:

Michelle Kisner

Stericycle

8555 Airport Freeway, Suite 100

North Richland Hills, TX 76180

2112



GEORGIA LEMON LAW NOTICE FOR REACQUIRED VEHICLES

(For vehicles reacquired on or after January 1, 2009 -- See attached page for Notice completion and compliance instructions)

Rev. 06/17

PART I: TO BE COMPLETED BY FCA US LLC FOLLOWING REACQUISITION OF THE VEHICLE

Vehicle Make: JEEP Model: WRANGLER UNLIMITED SPORT Year: 2018 Current Mileage: 18,118

VIN: 1C4HJXDG4JW Date of Vehicle Reacquisition: 03/05/2019

Previous Title #: _____ State: AL Name of Original Consumer: _____

Address of Original Consumer: _____ BLUE RIDGE, GA, _____

This vehicle was reacquired by FCA US LLC from the original consumer as a result of:

Part I-A Check one category and one box within that category for a reacquired vehicle covered under Georgia's Lemon Law:

☒ A voluntary agreement entered into between the consumer and ☒ FCA US LLC (or ☐ dealer with FCA US LLC assistance) prior to filing for arbitration or bringing a legal action in Georgia.

_____ A ☐ settlement reached through or a ☐ decision rendered by: _____
(Name of Informal Dispute Settlement Mechanism [IDSM] for Georgia)

_____ A ☐ settlement reached through or a ☐ decision rendered by the Georgia New Motor Vehicle Arbitration Panel.

_____ A ☐ settlement reached through or a ☐ decision rendered by a Georgia Court.

Part I-B Check this category and applicable box only if vehicle was reacquired under a similar statute of another state and was transferred to Georgia:

_____ A ☐ voluntary agreement entered into without arbitration or a legal action, or a ☐ settlement reached through or a ☐ decision rendered by: _____, under a similar statute of the state of: _____
Name of IDSM/Arbitration Program/Court

This vehicle was reacquired because it was alleged or determined to have one or more of the following nonconformities:

Frame weld issues.; Frame weld issues.

Michelle Kisner, P/A _____ 03/26/2019
Name and Title of FCA US LLC Representative (print) Signature of FCA US LLC Representative Date

PART II: TO BE COMPLETED BY FCA US LLC UPON TRANSFER OF THE VEHICLE

This vehicle was transferred by FCA US LLC on (Date) _____ to (Name of Transferee), _____

(Address of Transferee) _____

☐ Check this box if vehicle is being sold for scrap. _____
Name and Title of FCA US LLC Representative (print) Signature of FCA US LLC Representative

_____ Name and Title of Transferee's Representative (print) Signature of Transferee's Representative Date

VERY IMPORTANT: At the time of each transfer of this vehicle, the transferor shall ensure that the transferee receives this Notice.

PART III: TO BE COMPLETED AT THE TIME OF SALE OR LEASE OF THE VEHICLE TO THE ULTIMATE CONSUMER

- I understand this vehicle was reacquired by FCA US LLC for the reason indicated above and that if I purchase or lease it, I will be given the original Notice, and not a copy. In addition to any other warranties that may come with this vehicle, FCA US LLC warrants to correct the nonconformities indicated above for a term of one year with unlimited mileage starting from:

I read the information on this Notice BEFORE I purchased or leased this vehicle. _____ and _____
Today's Date Current Mileage

Signature of Buyer or Lessee

Date

Name of Buyer or Lessee (print)

Address of Buyer or Lessee (print)

Name and Address of Selling or Leasing Dealer (print)

Name and Title of Seller's Representative (print)

Signature of Seller's or Lessor's Representative

Date

Within **30 days** of the sale or lease of this vehicle to the ultimate consumer (see definition on attached page), the seller or lessor must send a copy of this Notice to: **Governor's Office of Consumer Affairs, Lemon Law Division, 2 M. L. King, Jr., Drive, Suite 356, Atlanta, GA 30334.**

GEORGIA LEMON LAW NOTICE FOR REACQUIRED VEHICLES

INSTRUCTIONS

These instructions are to be printed on the reverse side of the GEORGIA LEMON LAW NOTICE FOR REACQUIRED VEHICLES or attached thereto. Any reproduction of this Notice shall have these instructions on the reverse side or attached thereto.

VERY IMPORTANT: This Notice applies to any reacquired vehicle (as defined below) that is reacquired on or after January 1, 2009, either: (A) under Georgia's Lemon Law; OR (B) under a similar statute of another state and transferred into Georgia.

The Notice is to be completed legibly and accurately, and all copies must be legible. Copies of the Notice regarding the respective reacquisition, transfer and sale or lease of a reacquired vehicle are to be sent within the statutorily-required time period indicated below to:

Governor's Office of Consumer Affairs
Lemon Law Division
2 M.L. King, Jr. Drive, Suite 356
Atlanta, GA 30334

Part I is to be completely filled out by the manufacturer or its representative following acceptance of a reacquired vehicle.

Check both the correct category space and box and, where applicable, fill in the blank to indicate the circumstances under which the vehicle was reacquired. Part I-A applies to reacquired vehicles covered under Georgia's Lemon Law. Part I-B applies to vehicles reacquired under a similar statute of another state that are transferred into Georgia.

List the nonconformity or nonconformities resulting in the repurchase or replacement of the vehicle as alleged by the consumer or as found by an arbitrator or judge. Do not write on the Notice that a nonconformity has been repaired or corrected.

When a vehicle covered under Georgia's Lemon Law is repurchased or replaced, the manufacturer or its representative is to sign and date Part I of the Notice and send a copy to the Governor's Office of Consumer Affairs within *30 days from the date of reacquisition of the vehicle*.

Part II is to be completed, signed and dated by the manufacturer or its representative upon transfer of a reacquired vehicle. Indicate the name and address of the transferee and have the transferee sign and date the Notice. The manufacturer or its representative is to give the original Notice to the transferee. If the vehicle was transferred to be sold for scrap, check the box.

If the reacquired vehicle is covered under Georgia's Lemon Law, the manufacturer or its representative has *30 days from the date of transfer of the vehicle* to send a copy of the Notice to the Governor's Office of Consumer Affairs. If the transfer occurs within 30 days of the date of reacquisition, Parts I and II can be sent together on the same copy at that time.

If the vehicle was reacquired under a similar statute of another state and transferred into Georgia, Parts I and II are to be completed together and the manufacturer or its representative is to send a copy of the Notice to the Governor's Office of Consumer Affairs within *30 days from the date of transfer of the vehicle*

Part III - The selling or leasing entity must allow a prospective consumer the opportunity to read the Notice BEFORE the sale or lease of the reacquired vehicle. At the time of sale or lease, the seller's or lessor's representative is to indicate the name and address of the ultimate consumer; list the current mileage on the vehicle and the date of sale or lease; and, have the ultimate consumer sign and date the Notice.

The seller's or lessor's representative is to complete the rest of Part III; sign and date the Notice; and, give the original Notice to the ultimate consumer. The sale or lease of the vehicle activates the mandatory one year/12,000 mile (whichever occurs first) term within which the manufacturer warrants to correct the nonconformity or nonconformities indicated on the Notice.

The selling or leasing entity has *30 days from the sale or lease of the vehicle* to send a copy of the Notice to the Governor's Office of Consumer Affairs. The manufacturer has 90 days from the sale or lease of the vehicle to notify the Governor's Office of Consumer Affairs that the statutory warranty has been activated. The manufacturer shall use the Governor's Office of Consumer Affairs' Reacquired Vehicle Warranty Activation Notice for this purpose.

DEFINITIONS

"Reacquired vehicle" means a new motor vehicle with an alleged nonconformity that has been replaced or repurchased by the manufacturer as the result of any court order or judgment, arbitration decision, voluntary settlement entered into between a manufacturer and the consumer, or voluntary settlement between a new motor vehicle dealer and a consumer in which the manufacturer directly or indirectly participated.

"Transfer" as used in connection with a reacquired vehicle means a change of ownership, by gift or any other means.

"Ultimate consumer" means the first person who purchases or leases a reacquired vehicle for purposes other than resale or sublease.

CHRYSLER

Jeep

DODGE



RAM



Sales
& 678-244-4100
Service

818 ATLANTA HIGHWAY
CUMMING, GA 30040
"Where Customers Send Their Friends"

PARTS
770-889-2061
BODY SHOP
770-889-8953



NEAL

03/28/19

18,119 /

NORTH RICHLAND HILLS, TX

18/JEEP/WRANGLER UNLIMI/4DR 4WD SPOR

1 C 4 H J X D G 4 J W

03/15/19

MO:

LABOR & PARTS

JP 1 11CHZ BODY MECHANICAL TECH(S): 61880 WARRANTY

CUSTOMER HAD ISSUE WITH FRAME WELDS AFTER RECALL REPAIR WAS
MADE. PLEASE INSPECT WELDS AND WELDED AREAS FOR RUST AND
POOR WELDS
INSPECTED WELDS. DID NOT FIND ANY EVIDENCE OF RUSTING OR
CRACKING. WELDS LOOKED GOOD AT PRESENT TIME.

JOB # 1 TOTAL LABOR & PARTS 0.00

TOTALS

*
* [] CASH [] CHECK CK NO. [] *
*
* [] VISA [] MASTERCARD [] DISCOVER *
*
* [] AMER XPRESS [] OTHER [] A/R *
*
* DATE PAID / / CASHIER INITIALS *

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

TOTAL INVOICE \$ 0.00

THANK YOU FOR YOUR BUSINESS!!
*** WE PERFORM AUTO BODY REPAIRS AND SMALL DAMAGE REPAIRS
FOR ALL MAKES AND MODELS. PLEASE SEE OUR BODYSHOP OR CONTACT
GREG OR LINDA AT 770-889-8953

CUSTOMER SIGNATURE



RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO.

SERVICE

STATE REG# 5

TERMS CASH ☐ CREDIT CARD ☐ CHECK ☐ (PRIOR APPROVAL) OTHER ☐	VEHICLE ID NO. TC4HJXDG4JW	YEAR/MAKE/MODEL 18/JEEP/WRANGLER UNLIMI/4DR 4WD SPO	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO.
CALL WHEN READY ☐ YES ☐ NO	NORTH RICHLAND HILLS, TX	COLOR	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE 03/15/19
SAVE REMOVED PARTS FOR CUSTOMER ☐ YES ☐ NO	RESIDENCE PHONE	BUSINESS PHONE	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO. 220N
APPOINTMENT ☐ Yes ☒ No	TIME RECEIVED 05:37pm	DATE/TIME PROMISED 03/18/19 04:30pm	PRIORITY 1	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 neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. I hereby authorize the repair to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on car or truck to secure the amount of repairs thereto. Not responsible for loss or damage to cars or articles left in cars in case of fire, theft or any other cause beyond our control.		
Authorized Signature X						

JOB	ORIGINAL CUSTOMER ESTIMATE: TOTAL	MILEAGE OUT	MILES DRIVEN
X	W 110HZ BODY MECHANICAL	QUALITY CONTROL APPROVAL	
CUSTOMER HAD ISSUE WITH FRAME WELDS AFTER RECALL REPAIR WAS MADE. PLEASE INSPECT WELDS AND WELDED AREAS FOR RUST AND POOR WELDS		INSP. BY:	
		RENTAL — CP WRD CSC INT OTHER	
		DAYS AUTH _____ RENT FROM _____	
		Contract Name _____	
		Contract # _____	
		Fleet _____ Unit _____	
		Amount Authorized \$ _____	
		Authorization # _____	
		Power Train Deductible \$ _____	
		Service Contract Deduct \$ _____	
		Bill Thru Service Net: Yes _____ No _____	
		Vendor Code _____	
		Authorized By: _____	
		Phone # () _____	
I AUTHORIZE THE SERVICE DEPT. TO CONTACT ME BY TEXT REGARDING MY VEHICLE STATUS. MESSAGE RATES MAY APPLY. INITIAL HERE: _____ CELL #: () _____			



Stericycle®

8555 Airport Freeway, Suite 100
North Richland Hills, TX 76180

March 8, 2019

Email To: jrichards@troncalli.com;
Nealh@troncalli.com
To: John Richards, Neal Hufstetler
From: Michelle Kisner
Co: Troncalli Chry-Jeep-Dodge
Zone: 66
Subject: VIN: 1C4HJXDG4JW [REDACTED]
Fax: Telephone: 2112

BUYBACK VEHICLE:

Customer Name: [REDACTED]
Vehicle VIN: 1C4HJXDG4JW [REDACTED]
Model: JEEP WRANGLER UNLIMITED SPORT
Color: BLACK CLEAR COAT
Year: 2018
State: AL

Regarding the repair of the above referenced vehicle, the customer had the following concern(s):

1. Frame weld issues.

IMPORTANT: PLEASE ENSURE ANY OPEN RECALL OR RRT IS COMPLETED.

Please attempt to have the vehicle repaired by: 04/08/2019

- If you are unable to Repair any of the above concern(s), please notify Stericycle immediately.
- Please call before completing any repairs not related to the problems listed on this sheet.
- Once the repairs have been completed, please fax a copy of the R.O to (972) 652-3590.
- If you are unable to meet the requested vehicle repair date or if you have any questions regarding the repair of this vehicle, please call me at 800-215-6230.

Thank you for your assistance and prompt attention to this matter.



Repair Package.pdf

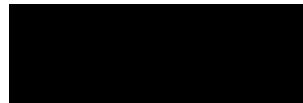
DP18-004

FCA

5/30/2019

ENCLOSURE 4

FINALBACKUP



CUSTOMER #:

CHRYSLER Jeep



KINGS CHRYSLER JEEP DODGE

4486 Kingswater Drive

CINCINNATI, OHIO 45249

(513) 683-3000 • PARTS (513) 683-5424

www.cincyautos.com

41 - 43664

INVOICE

PAGE 1

CINCINNATI, OH

HOME:

BUS:

CELL:

SERVICE ADVISOR: 30530 CHANEL ELAM

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/ OUT		TAG
	18	JEEP WRANGLER UNLIMI		1C4HJXDG5JW		11221/11221		
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	
04MAY18 DD			17:00 31DEC18		125.00	CASH	31DEC18	

DATE OF REPAIR	DATE REPAIRS COMPLETED	OPTIONS:	DLR:
12DEC18	31DEC18		

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

A CUSTOMER STATES THEY HAVE A LOT OF WOBBLE FROM STEERING WHEN HITTING
BUMPS AT HIGHWAY SPEED

CAUSE: LOOSE

02152001 Damper, steering - Replace (1 -
Semi-skilled)

9207 SPEARS, CODY LIC#: *

W40 0.30

1 68251580AD DAMPER-STEERING

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

(N/C)

(N/C)

STEERING INSTALLED SOP STEERING STABILIZER SHOCK PER STAR
CASE REPLACED STEERING DAMPENER CUSTOMER TO DRIVE ALL OK AS
OF THIS TIME

B CUSTOMER STATES LUBE OIL AND FILTER CHANGE. TOP FLUIDS, CHECK TIRE
PRESSURE AND 16 POINT INSPECTION.

CAUSE: MAINTANCE

1 CUSTOMER STATES LUBE OIL AND FILTER CHANGE.
FLUIDS, CHECK TIRE PRESSURE AND 16 POINT
INSPECTION.

9207 SPEARS, CODY LIC#: *

WEXEC 0.40

1 68191349AC FILTER-ENGINE OIL

6 68283520AA OIL-0W20

1 WASHER SOLVENT

1 68065196AB *CLEANER-BRAKE-AEROSOL

(N/C)

(N/C)

(N/C)

(N/C)

(N/C)

11221 CUST STATES LOF, TOP FLUIDS, CHECK TIRE PSI 0.40 CHANGED OIL
AND FILTER, TOPPED OFF FLUIDS, INFLATED TIRES TO PROPER PSI

*Thank you for bringing your vehicle
to Kings Chrysler Jeep Dodge for service.*

SERVICE HOURS:

MON. - FRI. 7:30 A.M. - 6:00 P.M.

SATURDAY 8:00 P.M. - 4:00 P.M.

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

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INSURANCE

SALES TAX

PLEASE PAY
THIS AMOUNT

TOTALS

CUSTOMER COPY

CUSTOMER #:

CHRYSLER Jeep



KINGS CHRYSLER JEEP DODGE

4486 Kingswater Drive

CINCINNATI, OHIO 45249

(513) 683-3000 • PARTS (513) 683-5424

www.cincyautos.com

41 - 43664

INVOICE

PAGE 2

CINCINNATI, OH

HOME:

BUS:

CELL:

SERVICE ADVISOR: 30530 CHANEL ELAM

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/ OUT		TAG
	18	JEEP WRANGLER UNLIMI		1C4HJXDG5JW		11221/11221		
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	
04MAY18 DD			17:00 31DEC18		125.00	CASH	31DEC18	
DATE OF REPAIR		DATE REPAIRS COMPLETED		OPTIONS: DLR				
12DEC18		31DEC18						

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

C CUSTOMER STATES THERE IS EXCESSIVE WATER FROM THE EXHAUST

9016 CUSTOMER STATES 16 POINT INSPECTION

9207 SPEARS, CODY LIC#: *

I30 0.00

(N/C)

CUST STATES THERE IS EXCESSIVE WATER FROM THE EXHAUST

INSPECTED EXHAUST SYSTEM. NO ISSUES SEEN. NORMAL DRAINAGE FROM EXHAUST DRAIN HOLES.

D** LOANER

CAUSE:

RC KINGS RENTAL CAR

199 WDRC 0.00

(N/C)

I have received an explanation of the work performed.

I acknowledge the accuracy of the description(s) of the problem(s) and/or symptom(s) experienced as stated on this repair order.

CUSTOMER SIGN OR INITIAL: _____

Thank you for bringing your vehicle to Kings Chrysler Jeep Dodge for service.

SERVICE HOURS:

MON. - FRI. 7:30 A.M. - 6:00 P.M.
SATURDAY 8:00 P.M. - 4:00 P.M.

STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
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.	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
CUSTOMER SIGNATURE	SALES TAX	0.00
	PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY



CUSTOMER #:

KINGS CHRYSLER JEEP DODGE

4486 Kingswater Drive

CINCINNATI, OHIO 45249

(513) 683-3000 • PARTS (513) 683-5424

www.cincyautos.com

41 - 43664

INVOICE

PAGE 1

CINCINNATI, OH

HOME:

BUS:

CELL:

SERVICE ADVISOR: 30530 CHANEL ELAM

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	18	JEEP WRANGLER UNLIMI	1C4HJXDG5JW		12548/12568		
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
04MAY18 DD			17:00 06FEB19		125.00	CASH	12FEB19
DATE OF REPAIR		DATE REPAIRS COMPLETED		OPTIONS: DLR			
04FEB19		12FEB19					

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

A CUST STATES WHEN HITTING A SLIGHT BUMP IN THE ROAD THERESA WOBBLE IN THE CAR AND STEERING WHEEL AT AROUND 70-80 MPH

CAUSE: WOBBLE

02152001 Damper, steering - Replace (1 - Semi-Skilled)

9207 SPEARS,CODY LIC#: *

WMP40 0.30

1 68251580AD DAMPER-STEERING

FC: PART#: COUNT:

CLAIM TYPE: F

AUTH CODE:

(N/C)

(N/C)

12568 WOBBLE STEERING TEST DROVE AND CONFIRMED LIFTED AND INSPECTED FOUND STEERING STABIZLER SHOCK LEAKING AND PLAY IN SHOCK AGAIN REPLACED SHOCK TEST DROVE AGAIN AND CONFIRMED FIX PER WARRANTY

B LOANER *PICKING UP THE NIGHT BEFORE*

9016 CUSTOMER STATES 16 POINT INSPECTION

9207 SPEARS,CODY LIC#: *

CP 0.00

0.00

0.00

C CUST STATES WHEN MAKING TURNS THE STEERING WHEEL WILL BE TIGHT, BUT THEN WILL GET SLOPPY, CHECK TIE RODS

CAUSE: .

19650501 Drag link - Replace Inner (2 - Skilled)

9207 SPEARS,CODY LIC#: *

W40 0.70

1 68258759AB TIE ROD-DRAG LINK INNER

1 68258762AD TIE ROD-TIE ROD

4 6506557AA NUT-HEX LOCK

19630102 Tie rod end - Replace Outer-Right (2 - Skilled)

(N/C)

(N/C)

(N/C)

(N/C)

Thank you for bringing your vehicle to Kings Chrysler Jeep Dodge for service.

SERVICE HOURS:

MON. - FRI. 7:30 A.M. - 6:00 P.M.

SATURDAY 8:00 P.M. - 4:00 P.M.

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

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INSURANCE

SALES TAX

PLEASE PAY THIS AMOUNT

TOTALS



KINGS CHRYSLER JEEP DODGE

4486 Kingswater Drive

CINCINNATI, OHIO 45249

(513) 683-3000 · PARTS (513) 683-5424

www.cincyautos.com

41 - 43664

CUSTOMER #

INVOICE

PAGE 2

CINCINNATI, OH

HOME:

BUS:

CELL:

SERVICE ADVISOR: 30530 CHANEL ELAM

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	18	JEEP WRANGLER UNLIMITED	1C4HJXDG5JW		12548/12568		
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
04MAY18 DD			17:00 06FEB19		125.00	CASH	12FEB19
DATE OF REPAIR		DATE REPAIRS COMPLETED		OPTIONS: DI			
04FEB19		12FEB19					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
				9207 SPEARS,CODY LIC#: *			(N/C)
				W40 0.00			

12568 STEERING TEST DROVE AND CONFIRMED LIFTED AND INSPECTED FOUND
 DRAG LINK INNER HAS PLAY/WORN AND TIE ROD INNER HAS PLAY AND WORN
 REPLACED BOTH PER SERVICE INFO AND PERFORMED FRONT TOE ADJUSTMENT AND
 STEERING WHEEL CENTER TEST DROVE AGAIN AND CONFIRMED FIX PER WARRANTY

D** CUST STATES ON COLD DAY AND STARTING IT UP THERES A SQUEAK NOISE
 COMING FROM THE ENGINE ON START UP, GOES AWAY AFTER A COUPLE
 SECONDS

9016 CUSTOMER STATES 16 POINT INSPECTION

9207 SPEARS,CODY LIC#: *

CP 0.00

0.00

0.00

12568 NOISE NOISE ON START UP SQUEAK ON COLD DAY FROM ENGINE TESTED
 MULIPLE TIMES AND FOUND NO ABNORMAL ENGINE NOISES POSSIBLE NOT COLD
 ENOUGH ALL OK AS OF THIS TIME NO PROBLEM FOUND

E** CUST STATES CHECK TRACK BAR

9016 CUSTOMER STATES 16 POINT INSPECTION

9207 SPEARS,CODY LIC#: *

CP 0.00

0.00

0.00

12568 TRACK BAR OK

I have received an explanation of the work
 performed.

I acknowledge the accuracy of the
 description(s) of the problem(s) and/or
 symptom(s) experienced as stated on this
 repair order.

CUSTOMER SIGN OR INITIAL: _____

*Thank you for bringing your vehicle
 to Kings Chrysler Jeep Dodge for service.*

SERVICE HOURS:

MON. - FRI. 7:30 A.M. - 6:00 P.M.

SATURDAY 8:00 P.M. - 4:00 P.M.

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

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

TOTALS

0.00
 0.00
 0.00
 0.00
 0.00
 0.00
 0.00
 0.00

PLEASE PAY
 THIS AMOUNT

0.00









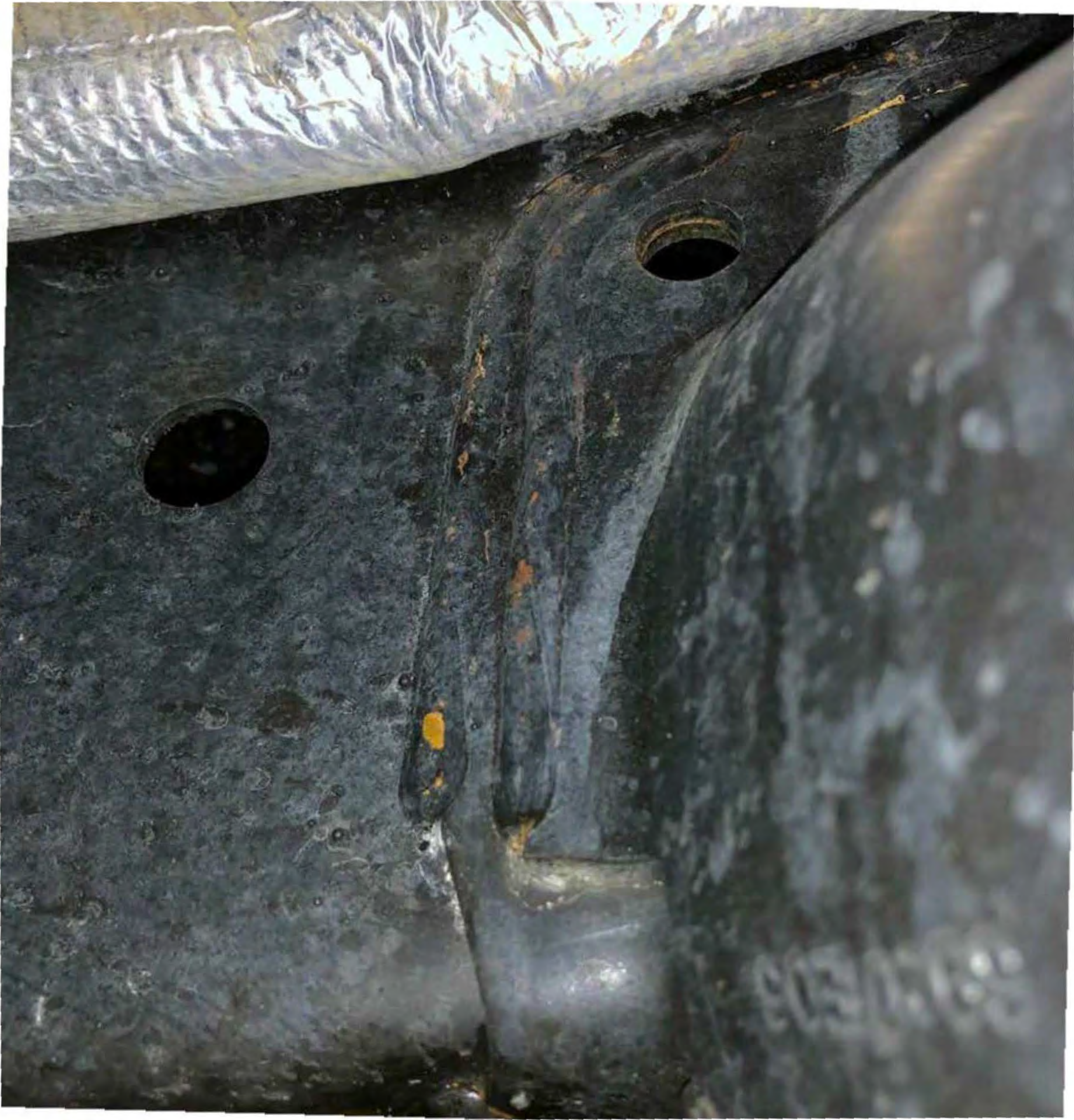




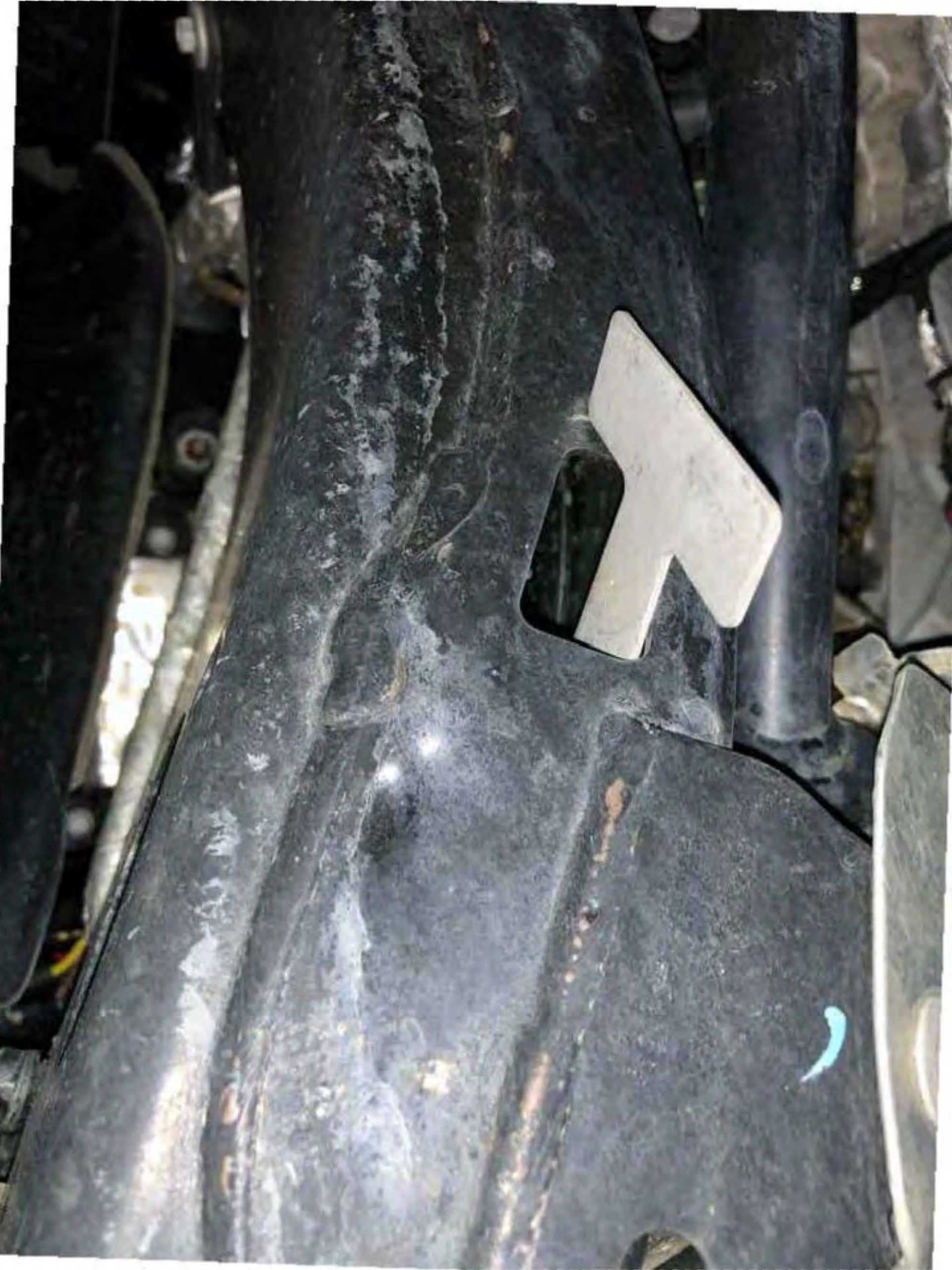
































DP18-004

FCA

5/30/2019

ENCLOSURE 4

FINALBACKUP



Molina, Lourdes

From: Heather Schott <schott@asglaw.com>
Sent: Monday, February 18, 2019 8:59 AM
To: Molina, Lourdes
Subject: RE: [REDACTED] - [REDACTED] - repurchase

They purchased another vehicle and moved the registration to it. He claims the vehicle is still insured. I think we need to waive it and get this one done. Let me know if you need anything else.

[REDACTED] [REDACTED]



From: Heather Schott [<mailto:schott@asglaw.com>]
Sent: Thursday, February 14, 2019 1:21 PM
To: Molina, Lourdes
Subject: RE: [REDACTED] - repurchase

Here is the response with the same registration we already have...

Hi Heather, here is the registration for her current vehicle but it likely won't do you any good. She purchased a new one already and transferred the tags from the old jeep to the new vehicle. She does not have a current registration for the old vehicle. It is still insured of course, but since she is not driving it and it is still at the dealer she opted to leave it there and not renew the registration.

Can we move forward with the old one because of this circumstance?



From: Heather Schott [<mailto:schott@asglaw.com>]

Sent: Wednesday, February 13, 2019 2:31 PM

To: Molina, Lourdes

Subject: RE: [REDACTED] - repurchase

Page 6.

Please let me know if you need anything further



From: Heather Schott [<mailto:schott@asglaw.com>]

Sent: Monday, February 11, 2019 8:42 AM

To: Molina, Lourdes

Subject: [REDACTED] - repurchase

Good morning,

Mileage offset calculated as follows: $\$39,510 \times 6,800 / 120,000 = \$2,238.90$

I've ordered the check and sent the RA to OC. Once I have received our check and the signed RA, I will let you know. Please do not complete surrender until we have received both. This OC is a pain with repurchases. He is not able to change anything without approval.

Please let me know if you are missing anything on this one.

Thanks!!

STERICYCLE INFO SHEET

CLAIMANT(S):	[REDACTED]
FCA US CLAIM #:	[REDACTED]
ATTY / PHONE:	Matt Norris 984-221-8124
VEHICLE / VIN:	2018 Jeep Wrangler 1C4HJXEG8JW [REDACTED]
DEALER / CODE:	Tri City CJD (67198)
NON-CONFORMITY:	The frame welds were not done correctly and have failed on a like model vehicle, Tony Fife and Vince Johnson requested the vehicle be repurchased.
MILEAGE:	6,800
LENDER / PHONE:	PenFed Pentagon Credit Union
ACCOUNT #:	[REDACTED]
PER DIEM AMOUNT:	3.7314
PAYOFF DUE DATE:	01/10/2019
PAYOFF AMOUNT:	\$30,483.23 Stericycle to order and issue this check
CLAIMANT AMOUNT:	\$19,466.03 FCA will order and issue this check
TOTAL SETTLEMENT:	\$49,949.26

Thanks!

Heather L Schott

SE Early Resolution Program

AndersonGlenn LLP

10751 Deerwood Park Boulevard, Suite 105

Jacksonville, FL 32256

Phone: 904-273-4734

Fax: 904-273-4712

RELEASE AGREEMENT

This Release Agreement (hereinafter referred to as "Release") is made this 11th day of February, 2019 by [REDACTED] hereinafter referred to as "Plaintiff"), and FCA US LLC, (hereinafter referred to as "Chrysler"):

- A. Claimant has made claims against FCA US LLC arising out of alleged defects to a 2018 Jeep Wrangler, Vehicle Identification Number 1C4HJXEG8JW [REDACTED] ("vehicle"). Claimant seeks to recover monetary damages as a result of the alleged defects.
- B. Claimant and FCA US LLC desire to enter into this Release to provide certain consideration in full settlement and discharge of all claims, upon the terms and conditions set forth below

I. AGREEMENT

The parties agree as follows:

1.0 RELEASE AND DISCHARGE

In consideration as set forth in Section 2.0 of this Release, Claimant hereby completely releases and forever discharges the "Released Parties", as identified in section 1.1 below, from any and all claims, past, present and future, demands, liens, agreements, contracts, covenants, actions, suits, causes of action, obligations, controversies, debts, costs, expenses, damages, judgments, orders and liabilities of whatever kind and nature in law, equity or otherwise, whether now known or unknown, suspected or unsuspected, which have existed or may exist, or which hereafter can, shall or may exist, including but without in any respect limiting the generality of the foregoing, and any and all claims arising from or out of any act, transaction, occurrence, event, error or omissions which may have occurred with respect to the subject vehicle. Nothing in this release shall be construed to waive any future personal injuries claims.

- 1.1 The persons and entities released ("Released Parties") shall include FCA US LLC, all other Chrysler debtor entities, and all Chrysler dealerships, and their respective: representatives, employees, agents, members, officers, directors, attorneys, servants, shareholders, assigns, assignees, acquiring entities, predecessor entities, successor entities, direct and indirect parent and subsidiary entities, partners, and persons, firms or corporations with whom any have been, are now, or may hereafter be affiliated.
- 1.2 This Release shall be a fully binding and complete settlement among Claimant, his heirs, assigns and successors, and FCA US LLC and all of the other Released Parties.
- 1.3 Claimant agrees that Claimant has accepted consideration as specified herein as a complete compromise of the matters involving disputed issues of law and fact. Claimant assumes the risk that the facts or law may be other than the Claimant believes. It is understood and agreed to by the parties that this settlement is a compromise of a doubtful and disputed claim, and the consideration is not to be construed as an admission of liability on the part of FCA US LLC or the Released

Parties, by whom liability is expressly denied.

2.0 PAYMENT IN CONSIDERATION FOR THIS RELEASE

FCA US LLC shall repurchase the 2018 Jeep Wrangler, Vehicle Identification No. 1C4HJXEG8JW [REDACTED] ("Vehicle") for the sum of Forty nine thousand nine hundred forty nine and 26/100 dollars (\$49,949.26), inclusive of attorneys fees and costs, payable as follows: \$30,483.23 to PenFed Pentagon Credit Union (lien holder) and \$19,466.03 payable to Claimant, [REDACTED] and her attorneys, Norris Law Firm, PLLC.. Claimant agrees to transfer ownership of the Vehicle to FCA US LLC with clear title and will execute all documentation and take other action FCA US LLC deems necessary to effectuate such transfer within five (5) business days of request. Claimant will deliver the vehicle to FCA US LLC with the original factory equipment and keys in an undamaged condition except for normal wear and tear and any previously alleged defects. Should the Vehicle have damage beyond normal wear and tear, as determined by FCA US LLC, the cash payment referenced above shall be reduced by an amount necessary to repair such damage at an authorized Chrysler dealership.

3.0 ATTORNEYS' FEES

The amount set forth in section 2.0 above includes any and all claims for attorney's fees that Claimant may have in this case

4.0 LIENS, SUBROGATION CLAIMS AND RIGHTS OF REIMBURSEMENT

Claimant agrees that Claimant shall be solely responsible to satisfy out of the proceeds of this settlement, all legitimate and enforceable liens, subrogation claims and rights of reimbursement by third parties who claim such rights by virtue of payments or benefits made to or on behalf of Claimant.

5.0 Claimant agrees that no judgment will be taken against FCA US LLC or any of the Released Parties through the acceptance of this settlement, and that acceptance of FCA US LLC's settlement offer shall in no way serve as a means for the entry of judgment against FCA US LLC or any of the Released Parties.

6.0 REPRESENTATION OF COMPREHENSION OF DOCUMENT

In entering into this release, Claimant represents that Claimant has relied upon the advice of his attorney, who is the attorney of his own choice, concerning legal consequences of this Release; that the terms of this Release have been completely read and explained to Claimant by his attorney; and, that the terms of this Release are fully understood and voluntarily accepted by Claimant.

7.0 ENTIRE AGREEMENT AND SUCCESSORS IN INTEREST

This Release contains the entire agreement among Claimant and FCA US LLC with regard to the matters set forth in it and shall be binding upon and inure to the benefit of the executors, administrators, personal representatives, heirs, successors and assigns of each.

8.0 This Release shall become effective immediately upon execution by Claimant.

EXECUTION

This Release is executed this 11th day of FEBRUARY, 2019.

[REDACTED]

I HEREBY CERTIFY that on the 11th day of February, 2019, before me, personally appeared [REDACTED], who is personally known to me or who has produced NC Driver's License as identification, who did execute the foregoing Release (containing Sections Number 1.0 through 8.0) and acknowledged to me that the foregoing Release has been voluntarily executed.

Ariana Godette
NOTARY PUBLIC
State of North Carolina

Ariana Godette
(Typed or printed name of notary)
My commission expires: 8-16-23

Arina Godette
NOTARY PUBLIC
Cumberland County
North Carolina
My Commission Expires August 16, 2023

STATE OF NORTH CAROLINA REGISTRATION CARD

NC DIVISION OF MOTOR VEHICLES RECEIPT OF FEES PAID

NC LIC NUMBER [REDACTED]	PLT EXP DATE 11/15/2018	INSPECTION DUE 10/31/2019
VEHICLE ID # 1C4HJXEG8JW [REDACTED]	GROSS WT	
MAKE/SERIES JEEP	TITLE # [REDACTED]	EQUIP # [REDACTED]
SHIPPING WEIGHT	STYLE MP	YEAR 2018
	FUEL G	TOTAL FEE 36.00
CLASSIFICATION PRIVATE/PASS VEH	VEHICLE BRAND	
STOMER ID # OWNER 2 [REDACTED]	COUNTY CUMBE	

Veh Fee 20.00
MCO Title 52.00
HUT 385.77

TOTAL 457.77

35Q
EFT

F37-FARM BUREAU INS CO OF NC
INSURANCE COMPANY AUTHORIZED IN NC

POLICY NUMBER

10-18

EMRMED17

Molina, Lourdes

From: Heather Schott <schott@asglaw.com>
Sent: Monday, February 11, 2019 8:42 AM
To: Molina, Lourdes
Subject: [REDACTED] - [REDACTED] - repurchase
Attachments: Repurchase Worksheet -revised.xls; [REDACTED] - Receipts.pdf; release agreement.doc; [REDACTED] - Receipts and Repurchase Docs.pdf

Good morning,

Mileage offset calculated as follows: $\$39,510 \times 6,800 / 120,000 = \$2,238.90$

I've ordered the check and sent the RA to OC. Once I have received our check and the signed RA, I will let you know. Please do not complete surrender until we have received both. This OC is a pain with repurchases. He is not able to change anything without approval.

Please let me know if you are missing anything on this one.

Thanks!!

STERICYCLE INFO SHEET

CLAIMANT(S):	[REDACTED]
FCA US CLAIM #:	[REDACTED]
ATTY / PHONE:	Matt Norris 984-221-8124
VEHICLE / VIN:	2018 Jeep Wrangler 1C4HJXEG8JW [REDACTED]
DEALER / CODE:	Tri City CJD (67198)
NON-CONFORMITY:	The frame welds were not done correctly and have failed on a like model vehicle, Tony Fife and Vince Johnson requested the vehicle be repurchased.
MILEAGE:	6,800
LENDER / PHONE:	PenFed Pentagon Credit Union
ACCOUNT #:	[REDACTED]
PER DIEM AMOUNT:	3.7314
PAYOFF DUE DATE:	01/10/2019
PAYOFF AMOUNT:	\$30,483.23 Stericycle to order and issue this check
CLAIMANT AMOUNT:	\$19,466.03 FCA will order and issue this check
TOTAL SETTLEMENT:	\$49,949.26

Thanks!

Vehicle Name	1C4HJXEG8JW [REDACTED] - 2018 JEEP WRANGLER UNLIMITED SAHARA
Account	[REDACTED]
Brand	Jeep
Body Style	74
Family Code	JL
Drive Type	R
Chrysler Corp Ind	Y
Shipped Date	5/22/2018 8:00 PM
Vehicle Sold Date	6/10/2018 8:00 PM
In Service Date	6/7/2018
Selling Dealer	<u>Tri-City Chrysler Jeep Dodge Inc</u>
Legal Case Indicator	☒
Is Fleet vehicle	☐
Premium Vehicle	☒
Vehicle Color	Granite Crystal Met. Clear Coat
Engine Number	ERC
Transmission Code	DFT
Sales Type	1
Vehicle Ssn	[REDACTED]
Unit/Vin	3
Description	JEEP WRANGLER UNLIMITED SAHARA
Total Rental Days Provided by Agent	0
Non-Chrysler Vehicle	☐
Total Goodwill Approved	

Body Model	VIN 1C4HJXEG8JW [REDACTED]
Contract	[REDACTED]
Body Model	JLJP74
Model Year	2018
Vehicle Line	J
Vehicle Series	P
Vehicle Assembly Date	5/22/2018 7:00 PM
Shipped Dealer	<u>Tri-City Chrysler Jeep Dodge Inc</u>
Vehicle Sold Market	USA
Sold To	<u>Tri-City Chrysler Jeep Dodge Inc</u>
Vehicle Serviced By	<u>Hendrick Chry-Jeep</u>
Open Legal Case Exists	☒
Fleet Type	
Purchase Date	6/7/2018
Market	
Engine Description	3.6L V6 24V VVT Engine Upg 1 w/ ESS
Transmission Description	8-Spd Auto 850RE Trans (Make)
Product Id	X
MSRP	44,305.00
Has Owner	1
Vehicle Type	JEEP WRANGLER UNLIMITED SAHARA
Total Rental Days Provided by Dealer	0
Original Owner	☒

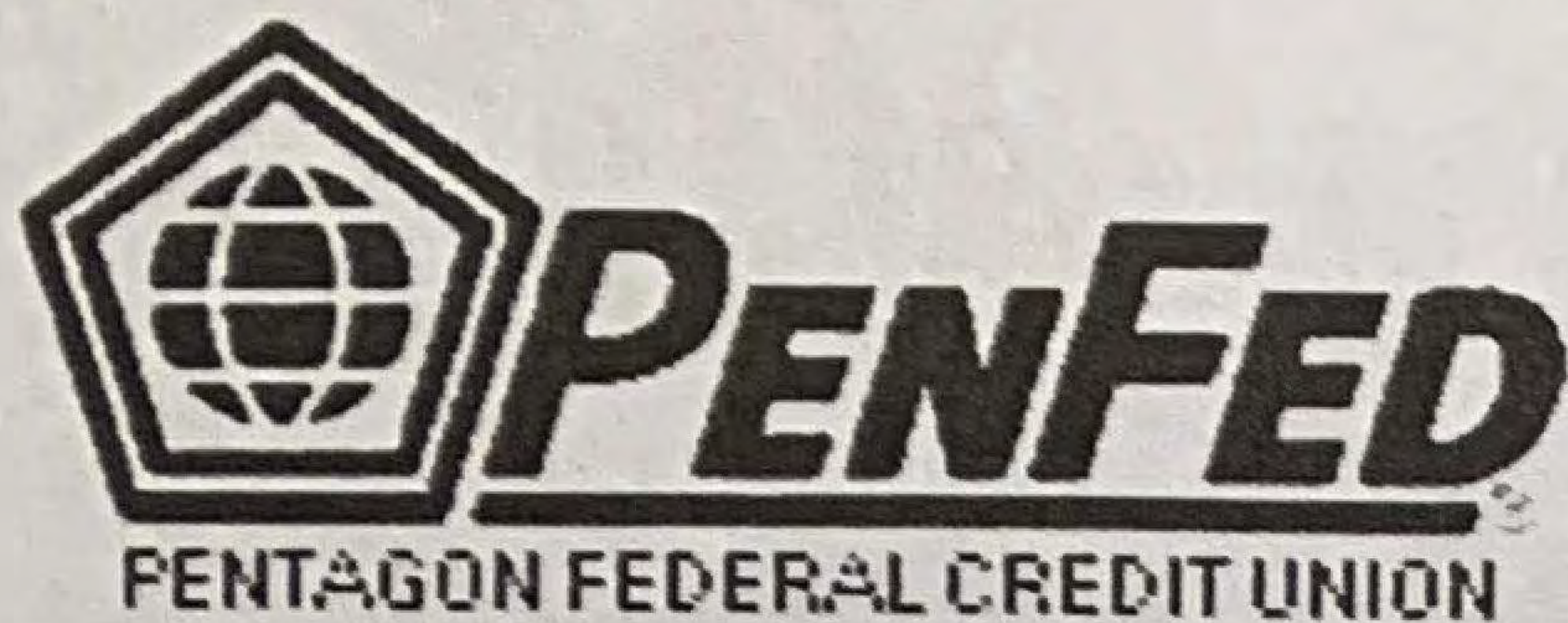
REPURCHASE WORKSHEET

Plaintiff's name:	<u> </u>	Date:	<u>1/9/2019</u>
VIN:	<u>JW </u>	Current Mileage:	<u>6,800</u>
DCC File No.	<u> </u>	Sales Tax:	<u>\$385.77</u>
Payments made	<u>6 @ \$449.40</u>	per month	<u>\$2,696.40</u>
Down payment + Trade-in credit, including rebates +	<u>\$13,010.00</u>		<u>\$15,706.40</u>
Less any rebates	- <u> </u>		<u>\$15,706.40</u>
Less any negative equity	- <u> </u>		<u>\$15,706.40</u>
Less any non-DCC Service Contract or Gap Insurance	- <u> </u>		<u>\$15,706.40</u>
Less mileage offset	- <u>\$2,238.90</u>		<u>\$13,467.50</u>
Less state sales tax*	- <u> </u>		<u>\$13,467.50</u>
Inconvenience	+ <u> </u>		<u>\$13,467.50</u>
Miscellaneous (top, grill, lift, wheels, etc.)	+ <u>\$3,998.53</u>		<u>\$17,466.03</u>
	TOTAL TO PLAINTIFF		<u>\$17,466.03</u>
Attorney Fees			<u>\$2,000.00</u>
	TOTAL TO PLAINTIFF AND ATTORNEY		<u>\$19,466.03</u>

LIEN PAYOFF INFORMATION:

Payoff	<u>\$30,483.23</u>	Good through:	<u>1/10/19</u>
Lender Name	<u>PenFed Pentagon Credit Union</u>		
Address	<u>13220 Fort St.</u>		
	<u>Omaha, NE 68164</u>		
Phone No.	<u>800-247-5626</u>		
Account No.	<u> </u>		
Per Diem Charges	<u>\$3.73</u>		

*use this line item only in those states in which the state will only reimburse the vehicle owner for sales tax paid: ID, IL, KS, KY, LA, MD, ME, MN, NE, ND, NY, OK, PA, TX, VA & VT



PENTAGON FEDERAL CREDIT UNION

PO Box 247009, Omaha, NE 68124-7009

1-800-247-5626

www.PenFed.org

12/09/2018

[REDACTED]
EASTOVER, NC [REDACTED]

RE Loan #: [REDACTED]

PenFed Credit Union Routing #: [REDACTED]

SUBJECT: Loan Payoff Information

Our records confirm the following payoff amount for the above referenced loan:

Payoff Good Thru: 01/10/2019
Payoff Amount: \$30,483.23
Daily Accrual: \$3.731493

Mail payments to:

PenFed Credit Union
13220 FORT ST
OMAHA, NE 68164

- OR -

PenFed Credit Union
PO BOX 247009
OMAHA, NE 68124-7009

NOTE: If any payments, fees, or adjustments are applied to the loan, the payoff figure may change. If the funds received do not pay the loan in full, including any applicable fees, the loan is not deemed as paid in full and the lien release will not be prepared until all funds are received.

Please contact us at 1-800-247-5626 if you need any further information.

Sincerely,

K.L. Myers
Executive Vice President, Chief Operating Officer
PenFed Credit Union

< NEW AUTO LOAN (2803)

Minimum Payment Due \$0.00

Payment Due Date 01/05/2019

Balances may reflect transactions that have not yet posted to your account.

MAKE PAYMENT

TRANSACTION HISTORY

As of 12/09/2018

12/01/2018 Ach Pymt	-\$449.40
10/31/2018 Ach Pymt	-\$449.40
10/01/2018 Ach Pymt	-\$449.40
09/03/2018 Ach Pymt	-\$449.40
08/10/2018 Ach Pymt	-\$449.40
07/02/2018 Ach Pymt	-\$449.40
05/31/2018 New Loan	\$32,316.77

Order summary

	Topo Map Black x 1 JL	\$130.00
--	--------------------------	----------

Subtotal	\$130.00
Shipping	\$17.00

Total **\$147.00 USD**

Customer information

Shipping address

[Redacted address]

Eastover, North Carolina
United States

[Redacted address]

PURCHASE AGREEMENT

DEAL # 8083

DATE 04/30/2018

STOCK # ORDER SALES 1 Lori Thacker (#) SALES 2 (#)

NC NT NO UV CASH FINANCE OSF SCHEDULED DELIVERY TIME

PURCHASER INFORMATION

BUYER [REDACTED] CL# [REDACTED] DOB [REDACTED]
 CO-BUYER [REDACTED] CL# [REDACTED] DOB [REDACTED]
 ADDRESS [REDACTED] CITY Fayetteville STATE NC COUNTY [REDACTED]
 PHONE # (H) [REDACTED] (M) [REDACTED]
 E MAIL ADDRESS: [REDACTED]

PURCHASED VEHICLE:

YEAR 2018 MAKE Jeep MODEL Wrangler Unlimited
 BODY STYLE Sahara CYL 4WD MILES
 VIN # [REDACTED]
 COLOR Granite Crystal LICENSE PLATE # [REDACTED]
 EXPIRES [REDACTED] TAB # [REDACTED]
 STATE INSPECTION [REDACTED]
 PROGRAM IN SERVICE [REDACTED]

TRADE-IN VEHICLE #1:

YEAR 2017 MAKE GMC MODEL Acadia
 BODY STYLE SUV MILES
 VIN # 1GKKNMLSXH [REDACTED]
 COLOR Black CYL [REDACTED] LICENSE PLATE # [REDACTED]
 EXPIRES [REDACTED] TAB # [REDACTED]
 LEIN HOLDER Suntrust

TRADE-IN VEHICLE #2:

YEAR [REDACTED] MAKE [REDACTED] MODEL [REDACTED]
 BODY STYLE [REDACTED] MILES [REDACTED]
 VIN # [REDACTED]
 COLOR [REDACTED] CYL [REDACTED] LICENSE PLATE # [REDACTED]
 EXPIRES [REDACTED] TAB # [REDACTED]
 LEIN HOLDER [REDACTED]

TRADE-IN VEHICLE(S) DOES NOT INDICATE THE FOLLOWING NOTATIONS:

- ☐ RECONDITIONED
☐ SALVAGE
☐ FLOOD DAMAGED

I / WE WILL PROVIDE A CLEAR TITLE TO TRADE-IN VEHICLE(S) WITHIN 72 HOURS.

INITIALS

SELLING PRICE:	\$39,510.00
TRADE ALLOWANCE:	\$27,000.00
REBATE:	
TRADE DIFFERENCE:	\$12,510.00
SALES TAX:	\$385.77
LICENSE FEE:	\$20.00
TITLE FEE:	\$52.00
STATE INSPECTION:	
DEALERS VEHICLE INVENTORY TAX:	
DOCUMENTARY FEE:	\$349.00
TOTAL:	\$13,316.77
TRADE PAY-OFF:	TBD
TOTAL:	\$13,316.77
CASH DOWN:	\$500.00
BALANCE DUE:	\$12,816.77

ADDITIONAL REPRESENTATIVE EXPLAINED THE ABOVE FIGURES

K

I / WE HEREBY ACCEPT THE ABOVE FIGURES AND AGREE TO THE FOLLOWING TERMS:

Payment to be determined at time of sale.
 Trade allowance may change due to condition of vehicle at time of sale.

SALES MANAGER'S SIGNATURE

A DOCUMENTARY FEE

A DOCUMENTARY FEE IS NOT REQUIRED BY LAW, BUT MAY BE CHARGED TO BUYERS FOR HANDLING DOCUMENTS AND PERFORMING SERVICES RELATING TO THE CLOSING OF A SALE. A DOCUMENTARY FEE MAY NOT EXCEED \$50.00. THIS NOTICE IS REQUIRED BY LAW.

IN COMPLIANCE WITH SECTION 603-D-C OF THE FEDERAL FAIR CREDIT ACT, THE UNDERSIGNED AUTHORIZES AUTO, LP OR ITS AGENTS AT ITS OPTION, TO CONDUCT A CREDIT INVESTIGATION FOR THE PURPOSE OF ARRANGING FINANCING OF A NEW OR USED VEHICLE.

PURCHASERS SIGNATURE: K DATE 04/30/2018

CO-PURCHASERS SIGNATURE DATE 04/30/2018

TRI-CITY CHRYSLER JEEP DODGE INC
833 S VAN BUREN RD
EDEN, NC 27285323

Priced Order Confirmation (POC)

Date Printed: 2018-04-30 4:23 PM
Estimated Ship Date: 2018-04-30 4:23 PM
Date Ordered: 2018-04-30 4:23 PM

VIN: [REDACTED]
VON: [REDACTED]
Ordered By: S06932L

Quantity: 01
Status: BA - Pending order.

Sold to:
TRI-CITY CHRYSLER JEEP DODGE INC (67198)
833 S VAN BUREN RD
EDEN, NC 27285323

Ship to:
TRI-CITY CHRYSLER JEEP DODGE INC (67198)
833 S VAN BUREN RD
EDEN, NC 27285323

Vehicle: 2018 WRANGLER UNLIMITED SAHARA (JLJP74)

	Sales Code	Description	MSRP(USD)	FWP(USD)
Model:	JLJP74	WRANGLER UNLIMITED SAHARA	37,845	38,107
Package:	24G	Customer Preferred Package 24G	0	0
	ERC	3.6L V6 24V VVT Engine Upg 1 w/ESS	0	0
	DFT	8-SPD AUTO 850RE TRANS (MAKE)	2,000	1,780
Paint/Seat/Trim:	PAU	Granite Crystal Met. Clear Coat	0	0
	APA	Monotone Paint	0	0
	T7	Cloth Low-Back Bucket Seats	0	0
	-X9	Black	0	0
Options:	HT1	Black 3-Piece Hard Top	1,095	975
	CWA	MOPAR All-Weather Floor Mats	130	116
	ADB	LED Lighting Group	895	797
	ADE	Cold Weather Group	895	797
	5N6	Easy Order	0	0
	4EA	Solid Vehicle	0	0
	168	Zone 86-Orlando	0	0
Discounts:	YGE	5 Additional Gallons of Gas	0	14
Group Funds:	M13	CHARLOTTE - PPA	0	0
	E13	CHARLOTTE - DAA	0	0
Destination Fees:			1,445	1,445
			* Restriction	

HB: 1,266
FFP: 41,686
EP: 40,129

Total Price: 44,305 42,031

Order Type: Retail
Scheduling Priority: 1-Sold Order
Customer Name: [REDACTED]
Customer Address: [REDACTED]
Fayetteville NC [REDACTED]

PSP Month/Week:
Build Priority: 01

Instructions:

Note: This is not an invoice. The prices and equipment shown on this priced order confirmation are tentative and subject to change or correction without prior notice. No claims against the content listed or prices quoted will be accepted. Refer to the vehicle invoice for final vehicle content and pricing. Orders are accepted only when the vehicle is shipped by the factory.

13:31



hendrickchryslerjeep.com



Meet Our Service Team

John Faulkner
Service Manager



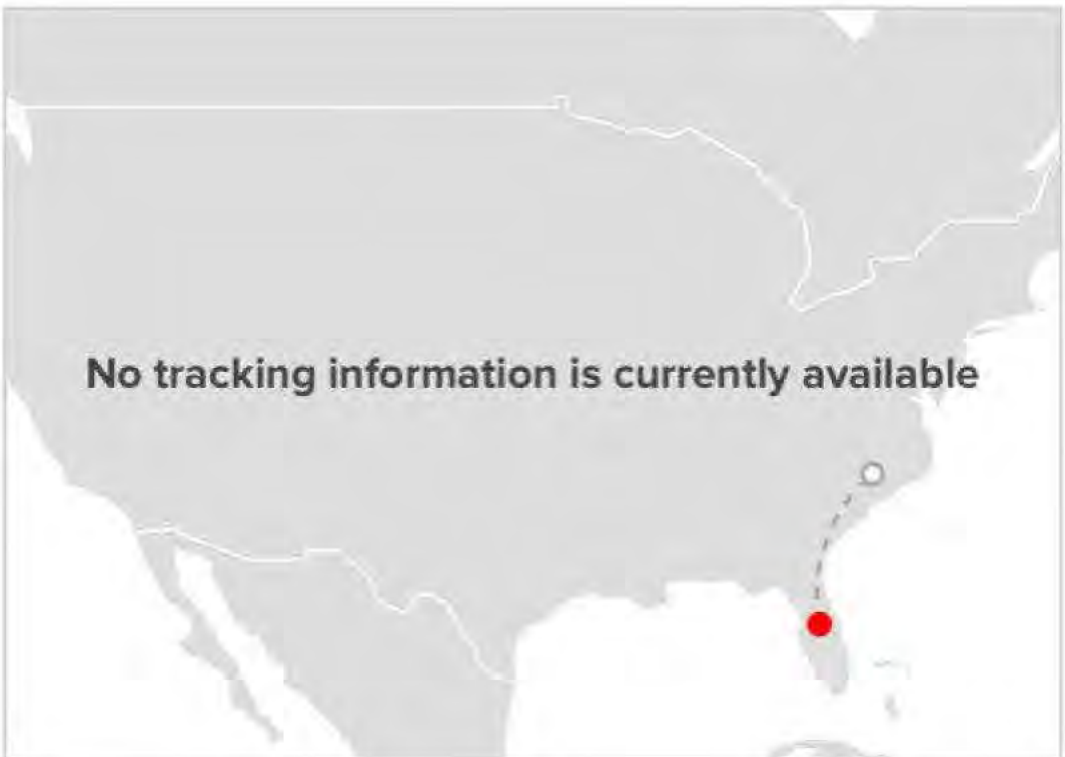
john.faulkner@hendrickauto.com



910-425-4200

Delivered

Friday - 6/8/2018



No tracking information is currently available

Shipped To: EASTOVER, NC [REDACTED]

Service:  USPS Priority Mail

Tracking #: [REDACTED]

No tracking events could be found yet. Check back soon.

This shipment contains 1 item...

Product		Total
	ShadeKini JL	\$99.99
	GRY	
	SKU: SWS-SHDKNI-01-JL-GRY	
	Qty: 1	
	Color: Grey	
▲ Hide order details...		Total: \$111.98

Order Confirmation/Receipt

Order #: [REDACTED]

Thanks for your TireBuyer.com order, Susan

We received your order placed on Tue Jun 12 11:31:21 EDT 2018. This email serves as your order receipt.

Charged to: [REDACTED]

[REDACTED]
Eastover, NC
[REDACTED]

What happens next?

- Once your order is on its way, we'll send you a shipping notification with tracking info.
- We'll send you a separate email with instructions for claiming your mail-in rebate. **Please keep this email receipt handy - it is required for your rebate submission.**

Your order summary:

Products for Tire Size: 33X12.50R17



Nitto Ridge Grappler - #217180

All Terrain Truck SUV

Size: 33X12.50R17

Load/Speed Rating #: 120/Q

Item #: 217180

Quantity: 5

Subtotal:	\$1,305.00
Shipping charge:	FREE
Ship-to-installer discount:	-\$82.50
Sales Tax Collected:	\$110.70
Total paid by Credit Card:	\$1,353.20

We'll deliver it to your local installer:



C & J AUTO SALES-TIRE CENTER

309 S MAIN ST

LILLINGTON, NC 27546

(910) 893-5331

cnj.auto@yahoo.com

Installation rates* due at time of service

Mount and balance	\$100.00
Valve stem	\$0.00
Shop fee	\$0.00
Disposal Fee	\$5.00
Total Installation Rate:	\$105.00

Shop by
category

Search for anything

All Categories

Search

Advanced



Your First Perk: A \$50 Gift Card.

Get rewarded when you use the new eBay Mastercard®.

Learn More →

Help



My eBay: Purchase history coemr_s_g5dtjo (3)

Tell us what you think | Switch to new Purchase Hist

Make Purchase history your My eBay homepage

Activity Messages (10) Account

Summary

Recently viewed

Bids/Offers

Purchase history

Watching

Saved searches

Saved sellers

▶ Sell

Recently viewed items

2018 Wrangler JL
Unlimited Rubicon Oz...

\$36,640.00

2 bids

2018 Wrangler JL
Unlimited Rubicon Oz...

\$45,100.00

3 bids

2018 Jeep Wrangler
Rubicon

\$39,990.00

Buy It Now

Introducing
the New
eBay
Mastercard®Earn up to
5X points, and
their whole list
to be available

Unpaid items

☒ Not hidden ☐ Hidden

You do not have any ready for payment items to display in this view.

Items per page: 10 | 25 | 50 | 75 | 100

Orders

See orders from: 2018 Filter by:

ORDER DATE
May 02, 2018ORDER TOTAL
US \$2,199.00View similar
itemsView seller's other items
More actions ▼1 item sold by [auto-addicts](#)5 17" D574 Fuel Cleaver
Black Wheels Jeep Wrangler
JK 33" MT Tires Package
TPMSITEM PRICE:
US \$2,199.00

Orders per page: 10 | 25 | 50 | 75 | 100

Shipping discounts that may have been applied to an order are not shown.

Canceled items

☒ Not hidden ☐ Hidden

You do not have any canceled unpaid items to display in this view.

Items per page: 10 | 25 | 50 | 75 | 100

Canceled invoices

☒ Not hidden ☐ Hidden

You do not have any canceled invoices to display in this view.

Invoices per page: 10 | 25 | 50 | 75 | 100

Returns and canceled orders

☒ Not hidden ☐ Hidden

You do not have any returned orders to display in this view.



Tires: \$1353.20

Wheels: \$1209.00

Topo Grille Insert: \$147.00

Sun Shade: \$111.98

Front Bumper: \$269.99

Total: \$3,091.17

+ Lift: \$907.36

Total: \$3,998.53

Molina, Lourdes

From: Heather Schott <schott@asglaw.com>
Sent: Monday, February 18, 2019 8:59 AM
To: Molina, Lourdes
Subject: RE: [REDACTED] - [REDACTED] - repurchase

They purchased another vehicle and moved the registration to it. He claims the vehicle is still insured. I think we need to waive it and get this one done. Let me know if you need anything else.

[REDACTED] [REDACTED] [REDACTED]



From: Heather Schott [<mailto:schott@asglaw.com>]

Sent: Thursday, February 14, 2019 1:21 PM

To: Molina, Lourdes

Subject: RE: [REDACTED] - [REDACTED] - repurchase

Here is the response with the same registration we already have...

Hi Heather, here is the registration for her current vehicle but it likely won't do you any good. She purchased a new one already and transferred the tags from the old jeep to the new vehicle. She does not have a current registration for the old vehicle. It is still insured of course, but since she is not driving it and it is still at the dealer she opted to leave it there and not renew the registration.

Can we move forward with the old one because of this circumstance?

[REDACTED]



From: Heather Schott [<mailto:schott@asglaw.com>]

Sent: Wednesday, February 13, 2019 2:31 PM

To: Molina, Lourdes

Subject: RE: [REDACTED] - [REDACTED] - repurchase

Page 6.

Please let me know if you need anything further

[REDACTED]



From: Heather Schott [<mailto:schott@asglaw.com>]

Sent: Monday, February 11, 2019 8:42 AM

To: Molina, Lourdes

Subject: [REDACTED] - repurchase

Good morning,

Mileage offset calculated as follows: $\$39,510 \times 6,800 / 120,000 = \$2,238.90$

I've ordered the check and sent the RA to OC. Once I have received our check and the signed RA, I will let you know. Please do not complete surrender until we have received both. This OC is a pain with repurchases. He is not able to change anything without approval.

Please let me know if you are missing anything on this one.

Thanks!!

STERICYCLE INFO SHEET

CLAIMANT(S):	[REDACTED]
FCA US CLAIM #:	[REDACTED]
ATTY / PHONE:	Matt Norris 984-221-8124
VEHICLE / VIN:	2018 Jeep Wrangler 1C4HJXEG8JW [REDACTED]
DEALER / CODE:	Tri City CJD (67198)
NON-CONFORMITY:	The frame welds were not done correctly and have failed on a like model vehicle, Tony Fife and Vince Johnson requested the vehicle be repurchased.
MILEAGE:	6,800
LENDER / PHONE:	PenFed Pentagon Credit Union
ACCOUNT #:	[REDACTED]
PER DIEM AMOUNT:	3.7314
PAYOFF DUE DATE:	01/10/2019
PAYOFF AMOUNT:	\$30,483.23 Stericycle to order and issue this check
CLAIMANT AMOUNT:	\$19,466.03 FCA will order and issue this check
TOTAL SETTLEMENT:	\$49,949.26

Thanks!

RELEASE AGREEMENT

This Release Agreement (hereinafter referred to as "Release") is made this 11th day of February, 2019 by [REDACTED] hereinafter referred to as "Plaintiff"), and FCA US LLC, (hereinafter referred to as "Chrysler"):

- A. Claimant has made claims against FCA US LLC arising out of alleged defects to a 2018 Jeep Wrangler, Vehicle Identification Number 1C4HJXEG8JW [REDACTED] ("vehicle"). Claimant seeks to recover monetary damages as a result of the alleged defects.
- B. Claimant and FCA US LLC desire to enter into this Release to provide certain consideration in full settlement and discharge of all claims, upon the terms and conditions set forth below

I. AGREEMENT

The parties agree as follows:

1.0 RELEASE AND DISCHARGE

In consideration as set forth in Section 2.0 of this Release, Claimant hereby completely releases and forever discharges the "Released Parties", as identified in section 1.1 below, from any and all claims, past, present and future, demands, liens, agreements, contracts, covenants, actions, suits, causes of action, obligations, controversies, debts, costs, expenses, damages, judgments, orders and liabilities of whatever kind and nature in law, equity or otherwise, whether now known or unknown, suspected or unsuspected, which have existed or may exist, or which hereafter can, shall or may exist, including but without in any respect limiting the generality of the foregoing, and any and all claims arising from or out of any act, transaction, occurrence, event, error or omissions which may have occurred with respect to the subject vehicle. Nothing in this release shall be construed to waive any future personal injuries claims.

- 1.1 The persons and entities released ("Released Parties") shall include FCA US LLC, all other Chrysler debtor entities, and all Chrysler dealerships, and their respective: representatives, employees, agents, members, officers, directors, attorneys, servants, shareholders, assigns, assignees, acquiring entities, predecessor entities, successor entities, direct and indirect parent and subsidiary entities, partners, and persons, firms or corporations with whom any have been, are now, or may hereafter be affiliated.
- 1.2 This Release shall be a fully binding and complete settlement among Claimant, his heirs, assigns and successors, and FCA US LLC and all of the other Released Parties.
- 1.3 Claimant agrees that Claimant has accepted consideration as specified herein as a complete compromise of the matters involving disputed issues of law and fact. Claimant assumes the risk that the facts or law may be other than the Claimant believes. It is understood and agreed to by the parties that this settlement is a compromise of a doubtful and disputed claim, and the consideration is not to be construed as an admission of liability on the part of FCA US LLC or the Released

Parties, by whom liability is expressly denied.

2.0 PAYMENT IN CONSIDERATION FOR THIS RELEASE

FCA US LLC shall repurchase the 2018 Jeep Wrangler, Vehicle Identification No. 1C4HJXEG8JW [REDACTED] ("Vehicle") for the sum of Forty nine thousand nine hundred forty nine and 26/100 dollars (\$49,949.26), inclusive of attorneys fees and costs, payable as follows: \$30,483.23 to PenFed Pentagon Credit Union (lien holder) and \$19,466.03 payable to Claimant, [REDACTED] and her attorneys, Norris Law Firm, PLLC.. Claimant agrees to transfer ownership of the Vehicle to FCA US LLC with clear title and will execute all documentation and take other action FCA US LLC deems necessary to effectuate such transfer within five (5) business days of request. Claimant will deliver the vehicle to FCA US LLC with the original factory equipment and keys in an undamaged condition except for normal wear and tear and any previously alleged defects. Should the Vehicle have damage beyond normal wear and tear, as determined by FCA US LLC, the cash payment referenced above shall be reduced by an amount necessary to repair such damage at an authorized Chrysler dealership.

3.0 ATTORNEYS' FEES

The amount set forth in section 2.0 above includes any and all claims for attorney's fees that Claimant may have in this case

4.0 LIENS, SUBROGATION CLAIMS AND RIGHTS OF REIMBURSEMENT

Claimant agrees that Claimant shall be solely responsible to satisfy out of the proceeds of this settlement, all legitimate and enforceable liens, subrogation claims and rights of reimbursement by third parties who claim such rights by virtue of payments or benefits made to or on behalf of Claimant.

5.0 Claimant agrees that no judgment will be taken against FCA US LLC or any of the Released Parties through the acceptance of this settlement, and that acceptance of FCA US LLC's settlement offer shall in no way serve as a means for the entry of judgment against FCA US LLC or any of the Released Parties.

6.0 REPRESENTATION OF COMPREHENSION OF DOCUMENT

In entering into this release, Claimant represents that Claimant has relied upon the advice of his attorney, who is the attorney of his own choice, concerning legal consequences of this Release; that the terms of this Release have been completely read and explained to Claimant by his attorney; and, that the terms of this Release are fully understood and voluntarily accepted by Claimant.

7.0 ENTIRE AGREEMENT AND SUCCESSORS IN INTEREST

This Release contains the entire agreement among Claimant and FCA US LLC with regard to the matters set forth in it and shall be binding upon and inure to the benefit of the executors, administrators, personal representatives, heirs, successors and assigns of each.

8.0 This Release shall become effective immediately upon execution by Claimant.

EXECUTION

This Release is executed this 11th day of FEBRUARY, 2019.

[REDACTED]

I HEREBY CERTIFY that on the 11th day of February, 2019, before me, personally appeared [REDACTED], who is personally known to me or who has produced NC Driver's License as identification, who did execute the foregoing Release (containing Sections Number 1.0 through 8.0) and acknowledged to me that the foregoing Release has been voluntarily executed.

Ariana Godette
NOTARY PUBLIC
State of North Carolina

Ariana Godette
(Typed or printed name of notary)
My commission expires: 8-16-23

Arina Godette
NOTARY PUBLIC
Cumberland County
North Carolina
My Commission Expires August 16, 2023

STATE OF NORTH CAROLINA REGISTRATION CARD

NC DIVISION OF MOTOR VEHICLES RECEIPT OF FEES PAID

NC LIC NUMBER [REDACTED]	PLT EXP DATE 11/15/2018	INSPECTION DUE 10/31/2019
VEHICLE ID # 1C4HJXEG8JW [REDACTED]	GROSS WT	
MAKE/SERIES JEEP	MODEL # [REDACTED]	EQUIP # [REDACTED]
SHIPPING WEIGHT	STYLE MP	YEAR 2018
	FUEL G	TOTAL FEE 36.00
CLASSIFICATION PRIVATE/PASS VEH	VEHICLE BRAND	
CUSTOMER ID # OWNER 2 [REDACTED]	COUNTY CUMBE	

Veh Fee 20.00
MCO Title 52.00
HUT 385.77

TOTAL 457.77

35Q
EFT

F37-FARM BUREAU INS CO OF NC
INSURANCE COMPANY AUTHORIZED IN NC

POLICY NUMBER

10-18

EMRMED17

Molina, Lourdes

From: Heather Schott <schott@asglaw.com>
Sent: Monday, February 11, 2019 8:42 AM
To: Molina, Lourdes
Subject: [REDACTED] - [REDACTED] - repurchase
Attachments: Repurchase Worksheet -revised.xls; [REDACTED] - Receipts.pdf; release agreement.doc; [REDACTED] - Receipts and Repurchase Docs.pdf

Good morning,

Mileage offset calculated as follows: $\$39,510 \times 6,800 / 120,000 = \$2,238.90$

I've ordered the check and sent the RA to OC. Once I have received our check and the signed RA, I will let you know. Please do not complete surrender until we have received both. This OC is a pain with repurchases. He is not able to change anything without approval.

Please let me know if you are missing anything on this one.

Thanks!!

STERICYCLE INFO SHEET

CLAIMANT(S):	[REDACTED]
FCA US CLAIM #:	[REDACTED]
ATTY / PHONE:	Matt Norris 984-221-8124
VEHICLE / VIN:	2018 Jeep Wrangler 1C4HJXEG8JW [REDACTED]
DEALER / CODE:	Tri City CJD (67198)
NON-CONFORMITY:	The frame welds were not done correctly and have failed on a like model vehicle, Tony Fife and Vince Johnson requested the vehicle be repurchased.
MILEAGE:	6,800
LENDER / PHONE:	PenFed Pentagon Credit Union
ACCOUNT #:	[REDACTED]
PER DIEM AMOUNT:	3.7314
PAYOFF DUE DATE:	01/10/2019
PAYOFF AMOUNT:	\$30,483.23 Stericycle to order and issue this check
CLAIMANT AMOUNT:	\$19,466.03 FCA will order and issue this check
TOTAL SETTLEMENT:	\$49,949.26

Thanks!

Vehicle Name	1C4HJXEG8JW [REDACTED] 2018 JEEP WRANGLER UNLIMITED SAHARA
Account	[REDACTED]
Brand	Jeep
Body Style	74
Family Code	JL
Drive Type	R
Chrysler Corp Ind	Y
Shipped Date	5/22/2018 8:00 PM
Vehicle Sold Date	6/10/2018 8:00 PM
In Service Date	6/7/2018
Selling Dealer	<u>Tri-City Chrysler Jeep Dodge Inc</u>
Legal Case Indicator	☒
Is Fleet vehicle	☐
Premium Vehicle	☒
Vehicle Color	Granite Crystal Met. Clear Coat
Engine Number	ERC
Transmission Code	DFT
Sales Type	1
Vehicle Ssn	[REDACTED]
Trail/Miles	3
Description	JEEP WRANGLER UNLIMITED SAHARA
Total Rental Days Provided by Agent	0
Not Chrysler Vehicle	☐
Total Goodwill Approved	

Body Model	VIN 1C4HJXEG8JW [REDACTED]
	[REDACTED]
Body Model	JLJP74
Model Year	2018
Vehicle Line	J
Vehicle Series	P
Vehicle Assembly Date	5/22/2018 7:00 PM
Shipped Dealer	<u>Tri-City Chrysler Jeep Dodge Inc</u>
Vehicle Sold Market	USA
Sold To	<u>Tri-City Chrysler Jeep Dodge Inc</u>
Vehicle Serviced By	<u>Hendrick Chry-Jeep</u>
Open Legal Case Exists	☒
Fleet Type	
Purchase Date	6/7/2018
Market	
Engine Description	3.6L V6 24V VVT Engine Upg 1 w/ ESS
Transmission Description	8-Spd Auto 850RE Trans (Make)
Product Id	X
MSRP	44,305.00
Has Owner	1
Vehicle Type	JEEP WRANGLER UNLIMITED SAHARA
Total Rental Days Provided by Dealer	0
Original Owner	☒

REPURCHASE WORKSHEET

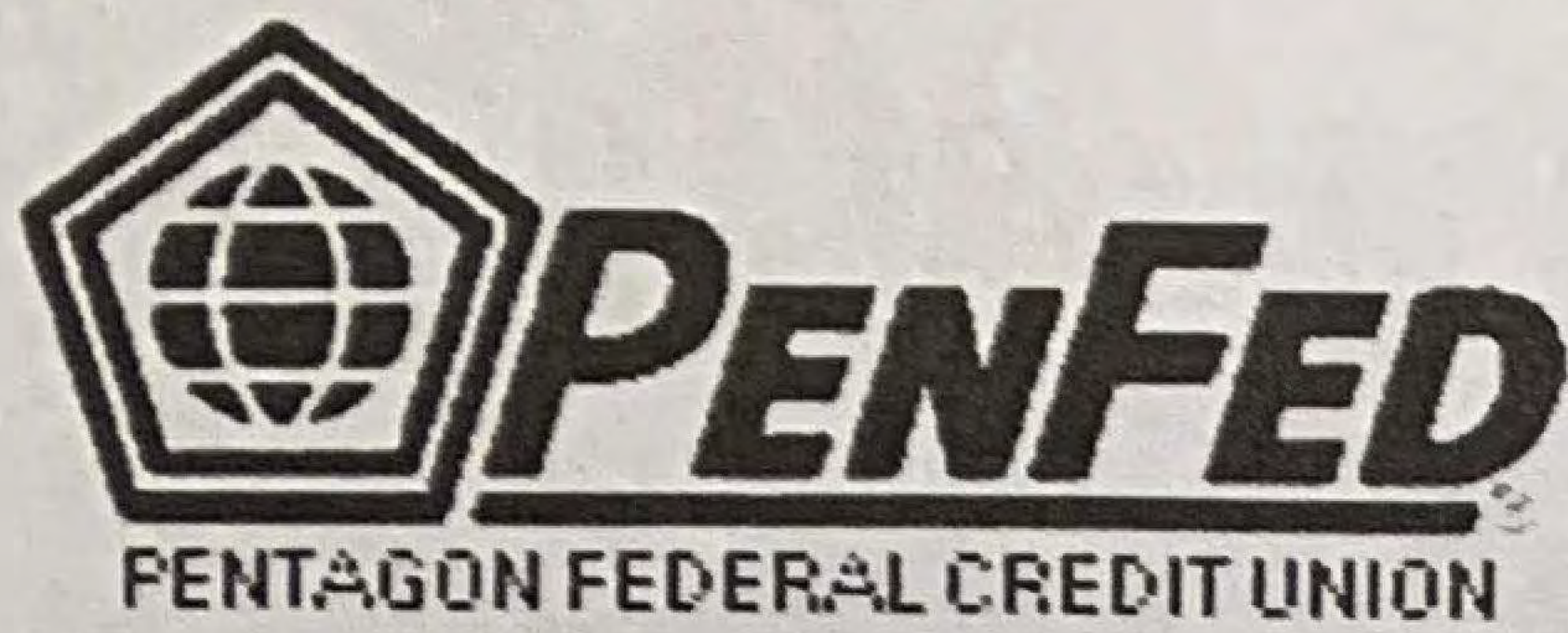
Plaintiff's name:	[REDACTED]	Date:	1/9/2019
VIN:	JW [REDACTED]	Current Mileage:	6,800
DCC File No.	[REDACTED]	Sales Tax:	\$385.77

Payments made	<u>6 @ \$449.40</u>	per month	\$2,696.40
Down payment + Trade-in credit, including rebates +	<u>\$13,010.00</u>		\$15,706.40
Less any rebates	-		\$15,706.40
Less any negative equity	-		\$15,706.40
Less any non-DCC Service Contract or Gap Insurance	-		\$15,706.40
Less mileage offset	-	<u>\$2,238.90</u>	\$13,467.50
Less state sales tax*	-		\$13,467.50
Inconvenience	+		\$13,467.50
Miscellaneous (top, grill, lift, wheels, etc.)	+	<u>\$3,998.53</u>	\$17,466.03
		TOTAL TO PLAINTIFF	\$17,466.03
Attorney Fees			<u>\$2,000.00</u>
		TOTAL TO PLAINTIFF AND ATTORNEY	\$19,466.03

LIEN PAYOFF INFORMATION:

Payoff	\$30,483.23	Good through:	1/10/19
Lender Name	PenFed Pentagon Credit Union		
Address	13220 Fort St.		
	Omaha, NE 68164		
Phone No.	800-247-5626		
Account No.	[REDACTED]		
Per Diem Charges	\$3.73		

*use this line item only in those states in which the state will only reimburse the vehicle owner for sales tax paid: ID, IL, KS, KY, LA, MD, ME, MN, NE, ND, NY, OK, PA, TX, VA & VT



PENTAGON FEDERAL CREDIT UNION

PO Box 247009, Omaha, NE 68124-7009

1-800-247-5626

www.PenFed.org

12/09/2018

[REDACTED]
EASTOVER, NC [REDACTED]

RE Loan #: [REDACTED]

PenFed Credit Union Routing #: [REDACTED]

SUBJECT: Loan Payoff Information

Our records confirm the following payoff amount for the above referenced loan:

Payoff Good Thru: 01/10/2019
Payoff Amount: \$30,483.23
Daily Accrual: \$3.731493

Mail payments to:

PenFed Credit Union
13220 FORT ST
OMAHA, NE 68164

- OR -

PenFed Credit Union
PO BOX 247009
OMAHA, NE 68124-7009

NOTE: If any payments, fees, or adjustments are applied to the loan, the payoff figure may change. If the funds received do not pay the loan in full, including any applicable fees, the loan is not deemed as paid in full and the lien release will not be prepared until all funds are received.

Please contact us at 1-800-247-5626 if you need any further information.

Sincerely,

K.L. Myers
Executive Vice President, Chief Operating Officer
PenFed Credit Union

< NEW AUTO LOAN (2803)

Minimum Payment Due \$0.00

Payment Due Date 01/05/2019

Balances may reflect transactions that have not yet posted to your account.

MAKE PAYMENT

TRANSACTION HISTORY

As of 12/09/2018

12/01/2018	
Ach Pymt	-\$449.40
10/31/2018	
Ach Pymt	-\$449.40
10/01/2018	
Ach Pymt	-\$449.40
09/03/2018	
Ach Pymt	-\$449.40
08/10/2018	
Ach Pymt	-\$449.40
07/02/2018	
Ach Pymt	-\$449.40
05/31/2018	
New Loan	\$32,316.77

Order summary



Topo Map Black x 1

JL

\$130.00

Subtotal	\$130.00
Shipping	\$17.00

Total **\$147.00 USD**

Customer information

Shipping address

[Redacted address]

Eastover, North Carolina
United States

[Redacted address]

PURCHASE AGREEMENT

DEAL # 8083

DATE 04/30/2018

STOCK # ORDER SALES 1 Lori Thacker (#) SALES 2 (#)

NC NT NO UV CASH FINANCE OSF SCHEDULED DELIVERY TIME

PURCHASER INFORMATION

BUYER [REDACTED] DL# [REDACTED] DOB [REDACTED]
 CO-BUYER [REDACTED] DL# [REDACTED] DOB [REDACTED]
 ADDRESS [REDACTED] CITY Fayetteville STATE NC COUNTY [REDACTED]
 PHONE # (H) [REDACTED] (W) [REDACTED] (M) [REDACTED]
 E MAIL ADDRESS: [REDACTED]

PURCHASED VEHICLE:

YEAR 2018 MAKE Jeep MODEL Wrangler Unlimited
 BODY STYLE Sahara CYL 4WD MILES
 VIN # [REDACTED]
 COLOR Granite Crystal LICENSE PLATE # [REDACTED]
 EXPIRES [REDACTED] TAB # [REDACTED]
 STATE INSPECTION [REDACTED]
 PROGRAM IN SERVICE [REDACTED]

TRADE-IN VEHICLE #1:

YEAR 2017 MAKE GMC MODEL Acadia
 BODY STYLE SUV MILES
 VIN # 1GKKNMLSXH [REDACTED]
 COLOR Black CYL [REDACTED] LICENSE PLATE # [REDACTED]
 EXPIRES [REDACTED] TAB # [REDACTED]
 LEIN HOLDER Suntrust

TRADE-IN VEHICLE #2:

YEAR [REDACTED] MAKE [REDACTED] MODEL [REDACTED]
 BODY STYLE [REDACTED] MILES [REDACTED]
 VIN # [REDACTED]
 COLOR [REDACTED] CYL [REDACTED] LICENSE PLATE # [REDACTED]
 EXPIRES [REDACTED] TAB # [REDACTED]
 LEIN HOLDER [REDACTED]

TRADE-IN VEHICLE(S) DOES NOT INDICATE THE FOLLOWING NOTATIONS:

- ☐ RECONDITIONED
☐ SALVAGE
☐ FLOOD DAMAGED

I / WE WILL PROVIDE A CLEAR TITLE TO TRADE-IN VEHICLE(S) WITHIN 72 HOURS.

INITIALS [REDACTED]

SELLING PRICE:	\$39,510.00
TRADE ALLOWANCE:	\$27,000.00
REBATE:	
TRADE DIFFERENCE:	\$12,510.00
SALES TAX:	\$385.77
LICENSE FEE:	\$20.00
TITLE FEE:	\$52.00
STATE INSPECTION:	
DEALERS VEHICLE INVENTORY TAX:	
DOCUMENTARY FEE:	\$349.00
TOTAL:	\$13,316.77
TRADE PAY-OFF:	TBD
TOTAL:	\$13,316.77
CASH DOWN:	\$500.00
BALANCE DUE:	\$12,816.77

A DEALER/BUYER REPRESENTATIVE EXPLAINED THE ABOVE FIGURES

K

I / WE HEREBY AGREE TO THE ABOVE FIGURES AND AGREE TO THE FOLLOWING TERMS:

Payment to be determined at time of sale.
 Trade allowance may change due to condition of vehicle at time of sale.

SALES MANAGER'S SIGNATURE [REDACTED]

A DOCUMENTARY FEE IS NOT REQUIRED BY LAW, BUT MAY BE CHARGED TO BUYER FOR HANDLING DOCUMENTS AND PERFORMING SERVICES RELATING TO THE CLOSING OF A SALE. A DOCUMENTARY FEE MAY NOT EXCEED \$50.00. THIS NOTICE IS REQUIRED BY LAW.

IN COMPLIANCE WITH SECTION 603-D-C OF THE FEDERAL FAIR CREDIT ACT, THE UNDERSIGNED AUTHORIZES AUTO, LP OR ITS AGENTS AT ITS OPTION, TO CONDUCT A CREDIT INVESTIGATION FOR THE PURPOSE OF ARRANGING FINANCING OF A NEW OR USED VEHICLE.

PURCHASER'S SIGNATURE: K DATE 04/30/2018

CO-PURCHASER'S SIGNATURE DATE 04/30/2018

TRI-CITY CHRYSLER JEEP DODGE INC
833 S VAN BUREN RD
EDEN, NC 27285323

Priced Order Confirmation (POC)

Date Printed: 2018-04-30 4:23 PM
Estimated Ship Date: 2018-04-30 4:23 PM
Date Ordered: 2018-04-30 4:23 PM

VIN: [REDACTED]
VON: [REDACTED]
Ordered By: 506938L

Quantity: 01
Status: BA - Pending order.

Sold to:
TRI-CITY CHRYSLER JEEP DODGE INC (67198)
833 S VAN BUREN RD
EDEN, NC 27285323

Ship to:
TRI-CITY CHRYSLER JEEP DODGE INC (67198)
833 S VAN BUREN RD
EDEN, NC 27285323

Vehicle: 2018 WRANGLER UNLIMITED SAHARA (JLJP74)

	Sales Code	Description	MSRP(USD)	FWP(USD)
Model:	JLJP74	WRANGLER UNLIMITED SAHARA	37,845	38,107
Package:	24G	Customer Preferred Package 24G	0	0
	ERC	3.6L V6 24V VVT Engine Upg 1 w/ESS	0	0
	DFT	8-SPD AUTO 850RE TRANS (MAKE)	2,000	1,780
Paint/Seat/Trim:	PAU	Granite Crystal Met. Clear Coat	0	0
	APA	Monotone Paint	0	0
	T7	Cloth Low-Back Bucket Seats	0	0
	-X9	Black	0	0
Options:	HT1	Black 3-Piece Hard Top	1,095	975
	CWA	MOPAR All-Weather Floor Mats	130	116
	ADB	LED Lighting Group	895	797
	ADE	Cold Weather Group	895	797
	5N6	Easy Order	0	0
	4EA	Solid Vehicle	0	0
	166	Zone 86-Orlando	0	0
	YGE	5 Additional Gallons of Gas	0	14
Discounts:				
Group Funds:	M13	CHARLOTTE - PPA	0	0
	E13	CHARLOTTE - DAA	0	0
Destination Fees:			1,445	1,445
			* Restriction	

HB: 1,266
FFP: 41,686
EP: 40,129

Total Price: 44,305 42,031

Order Type: Retail
Scheduling Priority: 1-Sold Order
Customer Name: [REDACTED]
Customer Address: [REDACTED]

PSP Month/Week:
Build Priority: 01

Instructions:

Fayetteville NC [REDACTED]

Note: This is not an invoice. The prices and equipment shown on this priced order confirmation are tentative and subject to change or correction without prior notice. No claims against the content listed or prices quoted will be accepted. Refer to the vehicle invoice for final vehicle content and pricing. Orders are accepted only when the vehicle is shipped by the factory.

13:31



hendrickchryslerjeep.com



Meet Our Service Team

John Faulkner
Service Manager



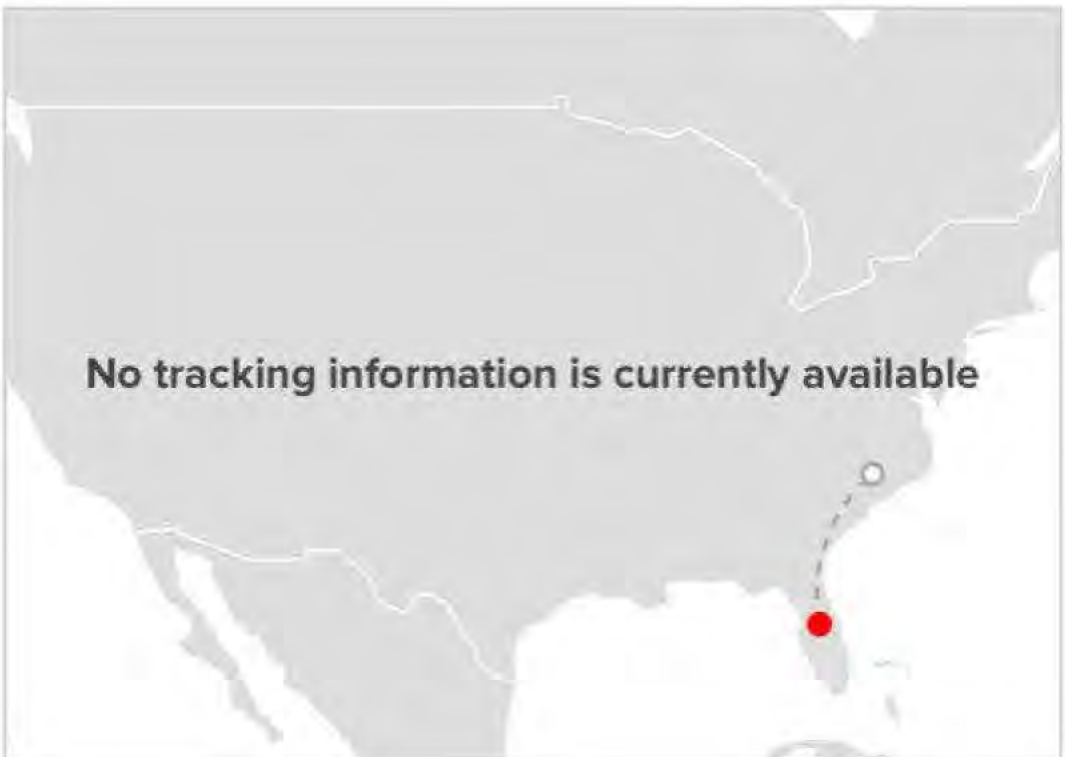
john.faulkner@hendrickauto.com



910-425-4200

Delivered

Friday - 6/8/2018



No tracking information is currently available

Shipped To: EASTOVER, NC [REDACTED]

Service:  USPS Priority Mail

Tracking #: [REDACTED]

No tracking events could be found yet. Check back soon.

This shipment contains 1 item...

Product		Total
	ShadeKini JL	\$99.99
	GRY	
	SKU: SWS-SHDKNI-01-JL-GRY	
	Qty: 1	
	Color: Grey	
▲ Hide order details...		Total: \$111.98

Order Confirmation/Receipt

Order #: [REDACTED]

Thanks for your TireBuyer.com order, Susan

We received your order placed on Tue Jun 12 11:31:21 EDT 2018. This email serves as your order receipt.

Charged to:

[REDACTED]
Eastover, NC
[REDACTED]

What happens next?

- Once your order is on its way, we'll send you a shipping notification with tracking info.
- We'll send you a separate email with instructions for claiming your mail-in rebate. **Please keep this email receipt handy - it is required for your rebate submission.**

Your order summary:

Products for Tire Size: 33X12.50R17



Nitto Ridge Grappler - #217180

All Terrain Truck SUV

Size: 33X12.50R17

Load/Speed Rating #: 120/Q

Item #: 217180

Quantity: 5

Subtotal:	\$1,305.00
Shipping charge:	FREE
Ship-to-installer discount:	-\$82.50
Sales Tax Collected:	\$110.70
Total paid by Credit Card:	\$1,353.20

We'll deliver it to your local installer:



C & J AUTO SALES-TIRE CENTER

309 S MAIN ST

LILLINGTON, NC 27546

(910) 893-5331

cnj.auto@yahoo.com

Installation rates* due at time of service

Mount and balance	\$100.00
Valve stem	\$0.00
Shop fee	\$0.00
Disposal Fee	\$5.00
Total Installation Rate:	\$105.00

15:37

◀ Mail

LTE

ebay.com



Hi Susan! | Daily Deals | Gift Cards | Help & Contact

December Deals
12 Days of Steals!

Sell | My eBay



ebay

Shop by category

Search for anything

All Categories

Search

Advanced



Your First Perk: A \$50 Gift Card.

Get rewarded when you use the new eBay Mastercard®.

Learn More →

Help

My eBay: Purchase history [comm_a_g5dfjo \(0\)](#)

Tell us what you think | Switch to new Purchase Hist

Make Purchase history your My eBay homepage

Activity | Messages (10) | Account

Summary

Recently viewed

Bids/Offers

Purchase history

Watching

Saved searches

Saved sellers

Sell

Recently viewed items

2018 Wrangler JL
Unlimited Rubicon Oz...
\$36,640.00
2 bids2018 Wrangler JL
Unlimited Rubicon Oz...
\$45,100.00
3 bids2018 Jeep Wrangler
Rubicon
\$39,990.00
Buy It NowIntroducing
the New
eBay
Mastercard®Earn up to
5X points, and
their whole list
to be eligible

Unpaid items

☒ Not hidden ☐ Hidden

You do not have any ready for payment items to display in this view.

Items per page: 10 | 25 | 50 | 75 | 100

Orders

See orders from: 2018 Filter by:

ORDER DATE
May 02, 2018ORDER TOTAL
US \$2,199.00View similar
itemsView seller's other items
More actions1 item sold by [auto-addicts](#)5 17" D574 Fuel Cleaver
Black Wheels Jeep Wrangler
JK 33" MT Tires Package
TPMSITEM PRICE
US \$2,199.00

Orders per page: 10 | 25 | 50 | 75 | 100

Shipping discounts that may have been applied to an order are not shown.

Canceled items

☒ Not hidden ☐ Hidden

You do not have any canceled unpaid items to display in this view.

Items per page: 10 | 25 | 50 | 75 | 100

Canceled invoices

☒ Not hidden ☐ Hidden

You do not have any canceled invoices to display in this view.

Invoices per page: 10 | 25 | 50 | 75 | 100

Returns and canceled orders

☒ Not hidden ☐ Hidden

You do not have any returned orders to display in this view.



Tires: \$1353.20

Wheels: \$1209.00

Topo Grille Insert: \$147.00

Sun Shade: \$111.98

Front Bumper: \$269.99

Total: \$3,091.17

+ Lift: \$907.36

Total: \$3,998.53

VENDOR NO: F

FCA US LLC
 CIMS: [REDACTED]
 1000 CHRYSLER DR
 AUBURN HILLS MI 48326-2766

PAR REF. NO: [REDACTED]
 DATE: 02/26/2019
 PM: NUCUC SOURCE: QQ
 MAIL: R:QQ

INV/REF DATE	INVOICE/REFERENCE NUMBER-SCHEDULE PAY NO.	GROSS AMOUNT	DISCOUNT AMOUNT	NET AMOUNT
02/26/2019	[REDACTED]	19,466.03	0.00	19,466.03
MATTER # [REDACTED]	: \$19,466.03			
	TOTALS	19,466.03	0.00	19,466.03
ELECTRONIC FUNDS TRANSFER (EFT) PAYMENTS ARE AVAILABLE. PLEASE EMAIL REQUESTS FOR INSTRUCTIONS TO: CAP_MASTERDATA@FCAGROUP.COM				

REMOVE CHECK ALONG THIS PERFORATION

THIS CHECK HAS A SECURITY FEATURE THAT WILL APPEAR IF ALTERED.

FCA
 FIAT CHRYSLER AUTOMOBILES

PSAP JPMORGAN CHASE BANK, N.A.
 SYRACUSE, NY
 50-937/213

DATE: 02/26/2019
 MM/DD/YYYY X

US FUNDS

NINETEEN THOUSAND FOUR HUNDRED SIXTY-SIX AND 03/100 DOLLARS

\$19466.03

PAY TO THE ORDER OF:
 [REDACTED] & attorneys Law Office of
 Norris Law Firm, PLLC
 P.O. Box 1318
 Wake Forest NC 27588
 USA

ACCOUNT 7400 BANK NUCUC
 FCA US LLC
 AUTHORIZED SIGNER
 [REDACTED]

SEE REVERSE SIDE FOR OPENING INSTRUCTIONS

FCA
 FIAT CHRYSLER AUTOMOBILES

FCA US LLC
 CIMS: 485-13-60
 1000 CHRYSLER DR
 AUBURN HILLS, MI 48326-2766

PRESORTED
 FIRST CLASS
 U.S. POSTAGE
 PAID
 PERMIT # 1601
 DETROIT MI

US

R:QQ

[REDACTED] & attorneys Law Office of
 Norris Law Firm, PLLC
 P.O. Box 1318
 Wake Forest NC 27588
 USA

VENDOR NO: [REDACTED]

FCA US LLC
CORPORATE ACCOUNTS PAYABLE
P.O. BOX 537927
LIVONIA MI 48153-7927

PAR REF. NO: [REDACTED]
DATE: 02/22/2019
PM: NUCUC SOURCE: SU
MAIL: R:SU

INV/REF DATE	INVOICE/REFERENCE NUMBER-SCHEDULE PAY NO.	GROSS AMOUNT	DISCOUNT AMOUNT	NET AMOUNT
02/22/2019 1C4HJXEG8JW	[REDACTED] 1C4HJXEG8JW	30,785.36	0.00	30,785.36
	TOTALS	30,785.36	0.00	30,785.36

FEB 26 2019

REMOVE CHECK ALONG THIS PERFORATION

THIS CHECK HAS A SECURITY FEATURE THAT WILL APPEAR IF ALTERED.



PSAP JPMORGAN CHASE BANK, N.A.
SYRACUSE, NY
50-937/213

DATE: 02/22/2019
MM/DD/YYYY [X]

US FUNDS

THIRTY THOUSAND SEVEN HUNDRED EIGHTY-FIVE AND 36/100 DOLLARS

\$30785.36

PAY TO THE ORDER OF:
PenFed Credit Union
13220 Fort Street
Omaha NE 68164
USA

ACCOUNT 7400 BANK NUCUC
FCA US LLC

AUTHORIZED SIGNER

[REDACTED]

[REDACTED]

STATE OF NORTH CAROLINA

MVR-191 (Rev. 01/2017)

CERTIFICATE OF TITLE

VEHICLE IDENTIFICATION NUMBER
1C4HJXEG8JW [REDACTED]
TITLE NUMBER
[REDACTED]

YEAR MODEL
2018

MAKE
JEEP
TITLE ISSUE DATE
03/16/2019

BODY STYLE
MP
PREVIOUS TITLE NUMBER
[REDACTED]

MAIL TO
STERICYCLE
8555 AIRPORT FREEWAY
SUITE 100
NORTH RICHLAND HILLS TX 76180-

ODOMETER READING
000003
ODOMETER STATUS
TITLE BRANDS

OWNER(S) NAME AND ADDRESS

[REDACTED]
EASTOVER NC [REDACTED]

The Commissioner of Motor Vehicles of the State of North Carolina hereby certifies that an application for a certificate of title for the herein described vehicle has been filed pursuant to the General Statutes of North Carolina and based on that application, the Division of Motor Vehicles is satisfied that the applicant is the lawful owner. Official records of the Division of Motor Vehicles reflect vehicle is subject to the liens, if any, herein enumerated at the date of issuance of this certificate.

As WITNESS, his hand and seal of this Division of the day and year appearing in this certificate as the title issue date.


COMMISSIONER OF MOTOR VEHICLES



FIRST LIENHOLDER:

DATE OF LIEN

LIEN RELEASED BY:

SIGNATURE

TITLE

DATE

SECOND LIENHOLDER:

DATE OF LIEN

LIEN RELEASED BY:

SIGNATURE

TITLE

DATE

THIRD LIENHOLDER:

DATE OF LIEN

LIEN RELEASED BY:

SIGNATURE

TITLE

DATE

FOURTH LIENHOLDER:

DATE OF LIEN

LIEN RELEASED BY:

SIGNATURE

TITLE

DATE

ADDITIONAL LIENS:

[REDACTED]

ANY ALTERATIONS OR ERASURES VOID TITLE

Federal and State law requires that you state the mileage in connection with the transfer of ownership. Providing a false statement or failing to properly complete this form may result in fines and/or imprisonment.

A**FIRST RE-ASSIGNMENT OF TITLE BY REGISTERED OWNER**

The undersigned hereby certifies that the vehicle described in this title has been transferred to the following printed name and address:

Name of Buyer: _____**Address of Buyer:** _____

"I, seller(s) certify to the best of my knowledge that the odometer reading is the actual mileage of the vehicle unless one of the following statements is checked."



**ODOMETER READING
(NO TENTHS)**

- ☐ 1. The mileage stated is in excess of its mechanical limits.
- ☐ 2. The odometer reading is not the actual mileage.
- WARNING - ODOMETER DISCREPANCY**

To my knowledge the vehicle described herein:

- Yes ☐ No ☐ Has been involved in a collision or other occurrence to the extent that the cost to repair exceeds 25% of fair market value.
- Yes ☐ No ☐ Has been a flood vehicle.
- Yes ☐ No ☐ Has been a reconstructed or a salvage vehicle.

Date vehicle delivered to purchaser: _____

Seller(s) Signature: _____**Seller(s) Hand Printed Name:** _____

Date _____ County _____ State _____

I certify that the following person(s) personally appeared before me this day, each acknowledging to me that he or she voluntarily signed the foregoing document for the purpose stated therein and in the capacity indicated:

_____ seller(s)/name(s) of principal(s).

Notary Public Signature: _____

Notary's Printed or Typed Name: _____

My Commission expires: _____

(SEAL)

Buyer(s) Signature: _____**Buyer(s) Hand Printed Name:** _____**B****PURCHASER'S APPLICATION FOR NEW CERTIFICATE OF TITLE**

The undersigned purchaser of the vehicle described on the face of this certificate, hereby makes application for a new certificate of title and certifies that said vehicle is subject to the following named liens and none other and that the information contained herein is true and accurate to my best knowledge and belief.

CHECK Appropriate Block/s (Application cannot be processed without certification of services)

- ☐ Title Only - Vehicle Not in Operation
- ☐ Title and License Plate
Class of License: _____
- ☐ Inoperable Vehicle - Vehicle substantially disassembled and unfit or unsafe to be operated on the highway
- ☐ Truck Weight Desired: _____
- ☐ Plate No. Transferred: _____
(List Plate Number and Expiration)
- ☐ Limited Registration Plate
(When property taxes are deferred)
- For Hire Vehicle
☐ Yes or ☐ No

I certify that all the above information is correct. _____ (customer's initials)

OWNER(S)**Owner 1 DL#** _____

Full Legal Name of Owner (First, Middle, Last, Suffix) or Company: _____

Owner 2 DL# _____

Full Legal Name of Owner (First, Middle, Last, Suffix) or Company: _____

Joint applicants request this title to be issued with Joint Tenants with Rights of Survivorship? Check appropriate block: ☐ Yes ☐ No

Residence Address: _____ City _____ State _____ Zip Code _____ County _____

Mailing Address
(If Different From Above): _____

Vehicle Location Address
(If Different from Residence Address Above): _____

FIRST LIEN

Date of Lien: _____ Acct #: _____ Lien holder ID: _____

Lien holder
Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____

SECOND LIEN

Date of Lien: _____ Acct #: _____ Lien holder ID: _____

Lien holder
Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____

I certify for the motor vehicle described herein that I have financial responsibility as required by law.

Insurance Company
Authorized in NC: _____

Policy
Number: _____

Odometer Reading**Signature of Owner(s)** _____

Date _____ County _____ State _____

I certify that the following person(s) personally appeared before me this day, each acknowledging to me that he or she voluntarily signed the foregoing document for the purpose stated therein and in the capacity indicated: _____ owner(s)/name(s) of principal(s).

Notary Public Signature: _____

Notary's Printed or Typed Name: _____

My Commission expires: _____

(SEAL)

STATE OF NORTH CAROLINA
**POWER OF ATTORNEY FOR ODOMETER DISCLOSURE AND/OR
REGISTERING OR TRANSFERRING OWNERSHIP OF A MOTOR VEHICLE**

WARNING: This form may be used only when title is physically held by a lienholder or has been lost. This form must be submitted to the State by the person exercising powers of attorney. Failure to do so may result in fines and/or imprisonment.

VEHICLE IDENTIFICATION NUMBER (VIN) 1C4HJXEG8J	YEAR 2018	MAKE JEEP	BODY
--	---------------------	---------------------	------

PART A. POWER OF ATTORNEY TO DISCLOSE MILEAGE

Federal law requires that you state the mileage upon transfer of ownership. Providing a false statement may result in fines and/or imprisonment.

I _____ appoint _____
(TRANSFEROR'S NAME, HAND PRINTED) (TRANSFeree'S NAME, HAND PRINTED)
as my attorney-in-fact, to disclose the mileage, on the title for the vehicle described above, exactly as stated in my following disclosure and to sign in my/our name, place, and stead any Certificate of Title, or other supporting papers, covering said motor vehicle, in whatever manner necessary to register and/or transfer ownership of said motor vehicle; and I/we do hereby grant unto said attorney-in-fact full authority and power to do and perform any and all other acts necessary or incident to the execution of the powers herein expressly granted, as the grantor might or could do if personally present, with full power of substitution.

I state that the odometer now reads _____ (NO TENTHS) miles and to the best of my knowledge that it reflects the actual mileage unless one of the following statements is checked:

☐ (1) I certify that to the best of my knowledge the odometer reading reflects the mileage in excess of its mechanical limits.

☐ (2) I certify that the odometer reading is NOT the actual mileage.

WARNING - ODOMETER DISCREPANCY

(TRANSFEROR'S SIGNATURE) (HAND PRINTED NAME) (STATEMENT DATE)

Transferor's Address: _____
(STREET) (CITY) (STATE) (ZIP CODE)

(TRANSFeree'S SIGNATURE) (HAND PRINTED NAME OF INDIVIDUAL SIGNING AS TRANSFeree)

Transferee's Name: _____
(PRINT OR TYPE NAME OF BUSINESS OR COMPANY)

Transferee's Address: _____
(STREET) (CITY) (STATE) (ZIP CODE)

PART B. POWER OF ATTORNEY TO REVIEW DOCUMENTS AND ACKNOWLEDGE DISCLOSURE

(Part B Is Not Valid Unless Part A. Has Been Completed)

I _____ appoint _____
(TRANSFeree'S NAME, HAND PRINTED) (TRANSFEROR'S NAME, HAND PRINTED)
as my attorney-in-fact, to disclose the mileage, on the title for the vehicle described above, exactly as stated in my following disclosure and to sign in my/our name, place, and stead any Certificate of Title, or other supporting papers, covering said motor vehicle, in whatever manner necessary to register and/or transfer ownership of said motor vehicle; and I/we do hereby grant unto said attorney-in-fact full authority and power to do and perform any and all other acts necessary or incident to the execution of the powers herein expressly granted, as the grantor might or could do if personally present, with full power of substitution.

(TRANSFeree'S SIGNATURE) (HAND PRINTED NAME) (STATEMENT DATE)

Transferee's Name: _____
(PRINT OR TYPE NAME OF BUSINESS OR COMPANY)

Transferee's Address: _____
(STREET) (CITY) (STATE) (ZIP CODE)

Federal law requires that you state the mileage upon transfer of ownership. Providing a false statement may result in fines and/or imprisonment.

I state that the odometer now reads _____ (NO TENTHS) miles and to the best of my knowledge that it reflects the actual mileage unless one of the following statements is checked:

☐ (1) I certify that to the best of my knowledge the odometer reading reflects the mileage in excess of its mechanical limits.

☐ (2) I certify that the odometer reading is NOT the actual mileage.

WARNING - ODOMETER DISCREPANCY

(TRANSFEROR'S SIGNATURE) (HAND PRINTED NAME) (STATEMENT DATE)

Transferor's Address: _____
(STREET) (CITY) (STATE) (ZIP CODE)

PART C. CERTIFICATION

I _____, hereby certify that the mileage I have disclosed on
(PERSON EXERCISING ABOVE POWERS OF ATTORNEY, HAND PRINTED)
the title document is consistent with that provided to me in the above power of attorney. Further, upon examination of the title and any reassignment documents for the vehicle described above, the mileage disclosure I have made on the title pursuant to the power of attorney is greater than that previously stated on the title and reassignment documents. This certification is not intended to create, nor does it create any new or additional liability under Federal or State law.

(SIGNATURE) (HAND PRINTED NAME)

Address: _____
(STREET) (CITY) (STATE) (ZIP CODE)

Date _____ County _____ State _____

(SEAL) I certify that the following person(s) personally appeared before me this day, each acknowledging to me that he or she voluntarily signed the foregoing document for the purpose stated therein and in the capacity indicated: _____

_____, transferee/name of principal. Notary Public Signature _____

Notary's Printed or Typed Name _____ My Commission expires _____

This document is void if any information entered hereon has been erased or altered by any means. Unauthorized printing or reproduction of this document is strictly prohibited.

COPY OF TITLING STATE

DEALER'S REASSIGNMENT OF TITLE TO A MOTOR VEHICLE

To be used by North Carolina licensed dealers to reassign out-of-state assigned certificates of title, non-title state registration certificates and/or bills of sale or other documents acceptable for obtaining a certificate of title in North Carolina for vehicles acquired by North Carolina dealers. May also be used to reassign manufacturer's certificates of origin and North Carolina certificates of title when the space or spaces provided on these documents for dealer's assignments have been used.

YEAR 2018 MAKE JEEP BODY STYLE _____ VIN 1C4HJXEG8JN [REDACTED]

Federal and State law requires that you state the mileage in connection with the transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

RE-ASSIGNMENT OF TITLE BY LICENSED DEALER

The undersigned hereby certifies that the vehicle described in this title has been transferred to the following printed name and address:

"I certify to the best of my knowledge that the odometer reading is: _____ (NO TENTHS) and reflects the actual mileage of this vehicle unless one of the following statements is checked."

☐ 1. The mileage stated is in excess of its mechanical limits. ☐ 2. The odometer reading is not the actual mileage. **WARNING — ODOMETER DISCREPANCY**

DATE VEHICLE DELIVERED TO PURCHASER _____ To my knowledge the vehicle described herein:
Yes ☐ No ☐ Has been involved in a collision or other occurrence to the extent that the cost to repair exceeds 25% of fair market retail value.
Yes ☐ No ☐ Has been a flood vehicle, a reconstructed vehicle or a salvage vehicle.

Hand Printed Name and
Signature of Dealer or Agent _____

Printed Firm Name _____ Dealer No. _____

Date _____ County _____ State _____

I certify that the following person(s) personally appeared before me this day, each acknowledging to me that he or she voluntarily signed the foregoing document for the purpose stated therein and in the capacity indicated: _____ seller(s)/(name(s) of principal(s)).

Notary Signature _____ Notary Printed or Typed Name _____

"I am aware of the above odometer certification and damage disclosure made by the seller." My Commission Expires _____ (SEAL)

Hand Printed Name and
Signature(s) of Buyer(s) _____

RE-ASSIGNMENT OF TITLE BY LICENSED DEALER

The undersigned hereby certifies that the vehicle described in this title has been transferred to the following printed name and address:

"I certify to the best of my knowledge that the odometer reading is: _____ (NO TENTHS) and reflects the actual mileage of this vehicle unless one of the following statements is checked."

☐ 1. The mileage stated is in excess of its mechanical limits. ☐ 2. The odometer reading is not the actual mileage. **WARNING — ODOMETER DISCREPANCY**

DATE VEHICLE DELIVERED TO PURCHASER _____ To my knowledge the vehicle described herein:
Yes ☐ No ☐ Has been involved in a collision or other occurrence to the extent that the cost to repair exceeds 25% of fair market retail value.
Yes ☐ No ☐ Has been a flood vehicle, a reconstructed vehicle or a salvage vehicle.

Hand Printed Name and
Signature of Dealer or Agent _____

Printed Firm Name _____ Dealer No. _____

Date _____ County _____ State _____

I certify that the following person(s) personally appeared before me this day, each acknowledging to me that he or she voluntarily signed the foregoing document for the purpose stated therein and in the capacity indicated: _____ seller(s)/(name(s) of principal(s)).

Notary Signature _____ Notary Printed or Typed Name _____

"I am aware of the above odometer certification and damage disclosure made by the seller." My Commission Expires _____ (SEAL)

Hand Printed Name and
Signature(s) of Buyer(s) _____

RE-ASSIGNMENT OF TITLE BY LICENSED DEALER

The undersigned hereby certifies that the vehicle described in this title has been transferred to the following printed name and address:

"I certify to the best of my knowledge that the odometer reading is: _____ (NO TENTHS) and reflects the actual mileage of this vehicle unless one of the following statements is checked."

☐ 1. The mileage stated is in excess of its mechanical limits. ☐ 2. The odometer reading is not the actual mileage. **WARNING — ODOMETER DISCREPANCY**

DATE VEHICLE DELIVERED TO PURCHASER _____ To my knowledge the vehicle described herein:
Yes ☐ No ☐ Has been involved in a collision or other occurrence to the extent that the cost to repair exceeds 25% of fair market retail value.
Yes ☐ No ☐ Has been a flood vehicle, a reconstructed vehicle or a salvage vehicle.

Hand Printed Name and
Signature of Dealer or Agent _____

Printed Firm Name _____ Dealer No. _____

Date _____ County _____ State _____

I certify that the following person(s) personally appeared before me this day, each acknowledging to me that he or she voluntarily signed the foregoing document for the purpose stated therein and in the capacity indicated: _____ seller(s)/(name(s) of principal(s)).

Notary Signature _____ Notary Printed or Typed Name _____

"I am aware of the above odometer certification and damage disclosure made by the seller." My Commission Expires _____ (SEAL)

Hand Printed Name and
Signature(s) of Buyer(s) _____

LIEN OR ENCUMBRANCE - ENTER IN OWNER'S APPLICATION FOR TITLE.

This form contains the conforming odometer statement and must have the hand printed name and signature of both the buyer and seller.

Verify authenticity. Face should have a purple background. Back should contain a watermark that is visible when held at a 45 degree angle.

Date: April 26, 2019

To: transportation@greensboroaa.com; bbell@greensboroaa.com; smoore@greensboroaa.com

CC: fuller@ssrlogistics.com, mhashman@ssrlogistics, Michelle Kisner /ISG

Subject: [REDACTED] VIN 1C4HJXEG8JW [REDACTED]

Greensboro Auto Auction
Attn: Ann Buckner, Sherry Moore
3907 West Wendover Avenue
Greensboro, NC 27407
Phone: 800-772-9898
Fax: 336-854-2138

PICK-UP NOTIFICATION

DATE: April 26, 2019

CLIENT NAME: FCA US LLC

CUSTOMER NAME: [REDACTED] Case #: [REDACTED]

YEAR/MAKE/MODEL: 2018 Chrysler JEEP WRANGLER UNLIMITED SAHARA

VIN: 1C4HJXEG8JW [REDACTED] MILEAGE: 7298 STATE: NC

Color: GRANITE CRYSTAL MET. CLEAR COAT

PICK-UP AT:

LOCATION: Crown Chrysler Dodge Jeep

ADDRESS: 3710 W Wendover Ave

CITY: Greensboro

STATE: NC

ZIP: 27407-1510

TELEPHONE: 336-478-6917, 336-294-5510

CONTACT: Justin Ring & George Hartzman

MUST GIVE 24 HOUR NOTICE PRIOR TO PICKUP .

NONCONFORMITY: 1. The frame welds were not done correctly.

COMPLETED BY:

Michelle Kisner
Stericycle
8555 Airport Freeway, Suite 100
North Richland Hills, TX 76180
2112

A FAX, FOR MICHELLE

FAX#972-652-3590

MICHELLE KISNER REMARKETING DIRECTOR

STERICYCLE IMPARTIAL SERVICES GROUP

105 DECKER CT #300 IRVING TX. 75062

RO# [REDACTED]

VIN#JW [REDACTED]

MAKE 18 JEEP WRANGLER 7,298 MILES

TAG T6998

NO PROBLEM FOUND .50 DIAG

FROM: JAXON MAXEY

SVC ADVISOR

CROWN CDR

jmaxey@crownauto.com

PHONE# 336 478 6944

FAX# 336 851 3462

ATTACHED COMPLETED REPAIR

THANK YOU,

JAXON MAXEY

4.24.19 0930

5 PAGES WITH COVER SHEET

CUSTOMER

CROWN CHRYSLER DODGE JEEP

3710 W. Wendover Ave.

Greensboro, NC 27407

(336) 294-5510 (336) 852-2227

CHRYSLER BUSINESS HAMLIN ROAD

1000 CHRYSLER DR

AUBURN HILLS, MI 48326

HOME:336-803-2621 CONT:336-803-2621

BUS: CELL:

WARRANTY

DUPLICATE 1

PAGE 1

SERVICE DEPARTMENT HOURS
7:00 am to 7:00 pm Monday to Friday
8:00 am to 5:00 pm Saturday

SERVICE ADVISOR: 118621 JAXON MAXEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
	18	JEEP WRANGLER	1C4HJXEG8JW		7298/7298	
DEL DATE	PROD DATE	WARR EXP	PROMISED	POINT	RATE	PAYMENT
07JUN18 DI		07JUN2021	17:00 16APR19			CASH
RCD OPENED	READY	OPTIONS:				
07:27 16APR19	15:14 22APR19					

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

A CUSTOMER'S VEHICLE HAD AN OPEN RECALL FOR CRACKED WELD. RECALL WAS PERFORMED NOW CUSTOMER WANTS ALL WELDS ON THE VEHICLE CHECKED BECAUSE SHE IS CONCERNED ABOUT STABILITY AND SAFETY.

CAUSE:

CONCERN CODE:

MA001 NO PROBLEM FOUND CHECKED ALL WELDS ON

VEHICLE USED MIRROR TO CHECK BETWEEN ENGINE

AND TRANSMISSION WELD AREAS.

117860 W 0.50

PC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

0

0 TPARTS

11.00

46.54 LABOR

TECH: 117860 ACTUAL HRS: 0.51 SOLD HRS: 0.50

SALE	LABOR	46.54	PARTS	0.00	MISC	0.00
------	-------	-------	-------	------	------	------

LUBE:	0.00	SUBL:	0.00	TOTAL:	46.54
-------	------	-------	------	--------	-------

COST	LABOR	11.00	PARTS	0.00	MISC	0.00
------	-------	-------	-------	------	------	------

LUBE:	0.00	SUBL:	0.00	TOTAL:	11.00
-------	------	-------	------	--------	-------

6682

0188

inspected all welds on frame. all welds are fine and found no cracks or bad welds. used a mirror and bore scope to inspect the hard to see ones and on top of the frame LOP 85411500

B FREE MULTIPOINT INSPECTION

CAUSE:

CONCERN CODE:

MPT FREE MULTIPOINT INSPECTION

117860 W 0.00

0.00

0.00

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

All Mopar parts installed by dealer come with a 12 month / 12,000 mile warranty.

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 18% of the total cost of labor, not to exceed \$50.00, to the Repair Order for shop supplies used in connection with this repair.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
ADJUSTMENTS	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE
------	--------------------	--

REMIT TO: 445 Atlanta South Pkwy, Suite 135
College Park, GA 30349

CUSTOMER #

CROWN CHRYSLER DODGE JEEP

3710 W. Wendover Ave.

Greensboro, NC 27407

(336) 294-5510 • (336) 852-2227

WARRANTY

CHRYSLER BUSINESS HAMLIN ROAD

1000 CHRYSLER DR

AUBURN HILLS, MI 48326

HOME: 336-803-2621 CONT: 336-803-2621

BUS: CELL:

DUPLICATE 1

PAGE 2

SERVICE DEPARTMENT HOURS
7:00 am to 7:00 pm Monday to Friday
8:00 am to 5:00 pm Saturday

SERVICE ADVISOR: 118621 JAXON MAXEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	18	JEEP WRANGLER	1C4HJXEG8JW		7298/7298		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PCNO	RATE	PAYMENT	INV DATE
07JUN18 DD		07JUN2021	17:00 16APR19			CASH	22APR19

R/O OPENED	READY	OPTIONS
07:27 16APR19	15:14 22APR19	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

ECI PART#	COUNT		
CLAIM TYPE:	W		
AUTH CODE			

TECH: 117860	ACTUAL HRS.: 0.00	SOLD HRS.: 0.00		
SALE - LABOR:	0.00	PARTS:	0.00	MISC: 0.00
LUBE:	0.00	SUBL:	0.00	TOTAL: 0.00
COST - LABOR:	0.00	PARTS:	0.00	MISC: 0.00
LUBE:	0.00	SUBL:	0.00	TOTAL: 0.00

TECH: 117860	ACTUAL HRS: 0.51	SOLD HRS: 0.51		
SALE - LABOR:	46.54	PARTS:	0.00	MISC: 0.00
LUBE:	0.00	SUBL:	0.00	TOTAL: 46.54
COST - LABOR:	11.00	PARTS:	0.00	MISC: 0.00
LUBE:	0.00	SUBL:	0.00	TOTAL: 11.00

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
04-18-19	08:42	08:52	0.17	W	117860	A	
	09:05	09:25	0.34	W	117860	A	
	09:25	09:25	0.00	W	117860	B	

TRF/ACCOUNT	SALE	COST	CONTROL
735/1462310	4654	1100	
735/1121000	4654		

COST/SALE/COMP TOT: 1100 4654 0

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

All Mopar parts installed by dealer come with a 12 month / 12,000 mile warranty.

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.

DESCRIPTION	TOTALS
LABOR AMOUNT	46.54
PARTS AMOUNT	0.00
ADJUSTMENTS	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	0.00
TOTAL CHARGES	46.54
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	46.54

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

REMIT TO: 445 Atlanta South Pkwy, Suite 135
College Park, GA 30349

"No Problem Found" or "Could Not Duplicate"Customer Name: BUSINESS HAMLIN ROAD Date: 4/18/19Technician Name: Dammon Gray Advisor Name: _____VIN: 1C4HJXEG8JW Mileage IN: 7298 Mileage OUT: 7298Customer's Concern: _____
CUSTOMER'S VEHICLE HAD AN OPEN RECALL FOR CRACKED WELD. RECALL WAS PROGRAMED HOW CUSTOMER WANTS ALL WELDS ON THE VEHICLE CHECKED BECAUSE SHE

Who's driving?: _____

When does the concern happen?: _____

Where is the vehicle when this occurs?: _____

What is happening?: _____

How is the vehicle being used?: _____

Vehicle System Scan: ☐ Yes ☐ No / Service Bulletin, RRT, Recall Check: ☐ Yes ☒ No

SB, RRT, Recall Found: _____

DTCs (☐ Active / ☐ Stored): _____Compare to another like vehicle: ☐ Yes ☐ No Normal Characteristic(s): ☐ Yes ☐ NoAnother Technician reviewed / Assisted: ☐ Yes ☐ No Who: _____Road test with: ☐ Customer ☐ Service Advisor ☐ Shop Foreman ☐ Service ManagerAny Modifications: ☒ Yes ☐ NoCalled STAR Hotline: ☐ Yes ☒ No Who Called: _____ Case #: _____Able to Verify Customer Concern: ☐ Yes ☒ NoAdditional details needed from customer: ☐ Yes ☒ No _____Communicate Findings to Customer: ☐ Yes ☐ No

Who: _____ Date: _____ Time: _____

Technician Comments: inspected welds on the frame thoroughly, and found no issue with any of the welds.used a bore scope and mirror to assist with hard to see welds. all welds appear to be good solid welds, no cracks were seen in any welds

Service Manager Signature: _____



DEFINITIONS OF NOISE

- Boom** - A sound like a drum roll or distant thunder
- Buzz** - Like a bumble bee
- Chatter** - A metallic noise that repeats rapidly
- Chirp** - A high-pitched noise similar to a bird
- Clank** - A banging sound, like something being dropped
- Click** - A light sound like a ball point pen being clicked
- Clunk** - A metal to metal sound like a hammer striking steel
- Creak** - Like walking on an old wooden floor
- Grind** - An abrasive sound, like a grinding stone
- Growl** - A low sound, like an angry dog
- Hiss** - The sound that a leak in a tire makes
- Hum** - A low pitch steady sound like the note of an organ
- Knock** - Like a knock on a door
- Pop** - A sound like opening a bottle of champagne
- Rattle** - Like shaking a baby rattle
- Rumble** - A low pitch sound like a bass or kettle drum roll
- Squeak** - Like tennis shoes on a clean floor
- Squeal** - A high pitch sound like finger nails against a chalk board
- Tap** - A light hammering noise, sometimes rhythmic or intermittent
- Thump** - Heavy, muffled knock noise
- Tick** - Like a clock second hand
- Whine** - A high pitch sound like an electric motor or drill
- Whistle** - A high pitch sound like a note of a flute or piccolo



GWA Apps

GWA Home

GWA Index

GWI

GWA Help

GCS Home

Update Menu

Inquiry Menu

Maintenance

Print



View

Glossary

New SEARCH

Enter Vin: 1C4HJXEG8JW

or Enter Model No:

Chassis No:

View

VIN 1C4HJXEG8JW Desc: 2018 - JEEP WRANGLER UNLIMITED SAHARA

Claims:

Claim

Condition

Parts

Labor

SS

Totals

Narratives

Attachments

Notes

Msg Codes

Rpr Dealer

Vehicle

Claim #	VIN	Dealer	Date Received	Date Completed	Odometer	Currency	Submissions
452012	1C4HJXEG8JW	26241	10/30/2018	12/20/2018	7183 M	LOCAL	12/28/2018-S-N-PAID

Dealer - 26241 Hendrick Chrysler Jeep FIAT

Claim Information

☒ Msg Codes
 ☐ Additional Info

Claim Number :
 Vin : 1C4HJXEG8JW
 Odometer : 7183 M
 Date Received : 10/30/2018
 Date Completed : 12/20/2018
 In-Service Date : 06/07/2018
 Claim Currency : USD

Type : S
 Owner Last Name :
 Service Advisor : 77441B
 Authorization No. :
 Claim Notes : NO
 Con inuation : N
 Prior Claim Number :

Condition Summary

Condition	LOP Description	Status	Type	Total Amount
1	13UA5182 Safety Recall UA5 - Track Bar Frame Bracket	Paid	S - Safety-Recall	39.08

GCS Calculated : 39.08 Actual Expense: 39.08 Dealer Submitted : 39.08



Stericycle®

8555 Airport Freeway, Suite 100
North Richland Hills, TX 76180

March 18, 2019

Email To:	JRing@crownauto.com; ghartzman@crownauto.com		
To:	Justin Ring & George Hartzman	From:	Michelle Kisner
Co:	Crown Chrysler Dodge Jeep	Zone:	66
Subject	VIN: 1C4HJXEG8JW [REDACTED]		
Fax:	JRing@crownauto.com, ghartzman@crownauto.com	Telephone:	2112

BUYBACK VEHICLE:

Customer Name: [REDACTED]
Vehicle VIN: 1C4HJXEG8JW [REDACTED]
Model: JEEP WRANGLER UNLIMITED SAHARA
Color: GRANITE CRYSTAL MET. CLEAR COAT
Year: 2018
State: NC

Regarding the repair of the above referenced vehicle, the customer had the following concern(s):

1. The frame welds were not done correctly.

IMPORTANT: PLEASE ENSURE ANY OPEN RECALL OR RRT IS COMPLETED.

Please attempt to have the vehicle repaired by: 04/18/2019

- If you are unable to Repair any of the above concern(s), please notify Stericycle immediately.
- Please call before completing any repairs not related to the problems listed on this sheet.
- Once the repairs have been completed, please fax a copy of the R.O to (972) 652-3590.
- If you are unable to meet the requested vehicle repair date or if you have any questions regarding the repair of this vehicle, please call me at 800-215-6230.

Thank you for your assistance and prompt attention to this matter.



Repair Package.pdf

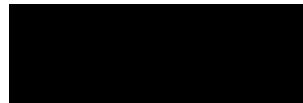
DP18-004

FCA

5/30/2019

ENCLOSURE 4

FINALBACKUP





Mike MacDonald <mike.macdonald@fcagroup.com>

Fwd: [REDACTED] 2018 Jeep Wrangler VIN JW [REDACTED]

1 message

Joann Heck <joann.heck@fcagroup.com>

Mon, Mar 4, 2019 at 7:33 AM

To: Mike Macdonald <mike.macdonald@fcagroup.com>, Marie Thomas <marie.thomas@fcagroup.com>, Kerry Murawski <kerry.murawski@fcagroup.com>

----- Forwarded message -----

From: **Michael Manley** <mike.manley@fcagroup.com>

Date: Sun, Mar 3, 2019 at 6:27 PM

Subject: Fwd: [REDACTED] 2018 Jeep Wrangler VIN JW [REDACTED]

To: Joann C Heck <jch4@chrysler.com>

----- Forwarded message -----

From: <michaelgeyer1@aol.com>

Date: Sun, Mar 3, 2019 at 4:56 PM

Subject: [REDACTED] 2018 Jeep Wrangler VIN JW [REDACTED]

To: <reszz@chrysler.com>

CC: <mike.manley@fcagroup.com>, <tim.kuniskis@fcagroup.com>, <phil.arellano@koons.com>

Hello Rick,

I have not heard from you after leaving a message with Erica Ramsey to call me for follow up at Chrysler – Jeep.

I am dis-satisfied with my KOONS Tyson Corner Jeep experience. My Jeep has bad welds for porosity, the excessive slag, and weld splatter all over the frame of the 2018 JL Wrangler Rubicon.

On 1/15/19 - Joseph Morton FCA inspected the frame and took additional pictures to be reviewed by Jeep welding engineer.

Joseph Morton FCA - flew in a Jeep Welding engineer to inspect the jeep on 1/23/19.

Note: I was not allowed to talk to the welder. The welder repaired two areas that we were told were not a problem before when Joseph Morton FCA had previously inspected the vehicle. In addition, 2 middle areas (holes – slits) in the frame for drainage were deemed normal, but the weld beside this area was ignored. I did not say anything about the drainage holes – slits in the frame. I requested that FCA look at the porosity in the incomplete welds before the drainage holes.

Joseph Morton FCA and the Jeep Welding engineer stated that the Jeep frame passes the Porosity Welding Industry Standard. I told him that no such standard exists. Porosity in welds are un-acceptable and the definition of porosity itself states it is an imperfection. Jeep has determined on their own what an acceptable standard is so they do not have to fix them. No other manufacturer does this and other FCA vehicles I own (7 Jeeps) and have crawled under do not have weld issues. Upon looking at the 2019 JL Wrangler Rubicon, corrections to frame welds have been made but still have some Porosity (nowhere near the bad welds on my 2018 JL). It is discouraging to me how bad welds have to be before FCA calls them bad.

Service Manager Andre Epps and Service Director – Rod Gautier state their hands are tied and I should escalate to Paige at FCA – Premium Premier Team.

My request for satisfaction:

It clearly looks like the build of my 2018 Jeep Wrangler was rushed and the most crucial aspect of the vehicle (the frame) was improperly welded. I would like Jeep/Chrysler to offer a buy back for my Jeep or apply the CDI program for

3/4/2019

Fiat Chrysler Automobiles Mail - Fwd: [REDACTED] 2018 Jeep Wrangler VIN JW [REDACTED]

- trade assistance for a Jeep with less or no Porosity welds as it clearly looks like corrections have been made to the latest jeeps coming off assembly line.

Thank you,

--
JoAnn Heck
Director, Customer Care and Experience
FCA US
248-219-1201 (cell)

11/20/2018

Fiat Chrysler Automobiles Mail - Fwd: FW: Jeep jl frame inspection.

FCA

FIAT CHRYSLER AUTOMOBILES

CASE

Jennifer Phillips <jennifer.phillips@fcagroup.com>

Fwd: FW: Jeep jl frame inspection.

1 message

Kerry Murawski <kerry.murawski@fcagroup.com>
To: Jennifer Phillips <jennifer.phillips@fcagroup.com>

Tue, Nov 20, 2018 at 12:55 PM

----- Forwarded message -----

From: **Manley Michael (FCA)** <mike.Manley@fcagroup.com>

Date: Tue, Nov 20, 2018 at 12:18 PM

Subject: FW: Jeep jl frame inspection.

To: Heck Joann (FCA) <joann.heck@fcagroup.com>, MacDonald Mike (FCA) <mike.macdonald@fcagroup.com>, Murawski Kerry (FCA) <kerry.murawski@fcagroup.com>, Thomas Marie (FCA) <marie.thomas@fcagroup.com>

From: [REDACTED]
Sent: Tuesday, November 20, 2018 12:14 PM
To: Manley Michael (FCA) <mike.Manley@fcagroup.com>
Subject: Jeep jl frame inspection.

Sir,

I have been a very faithful FCA customer over the last few years. I have probably purchased 7 to 8 vehicles of all sorts. I am deathly afraid of the welds on my jeep. I have been trying to resolve the issue to no help. I am a retired veteran with PTSD so I get very aggravated and emotional so I apologize. But the way Jeep wave and dealers have treated me is unacceptable. Apparently someone from tower Manufacturing is coming tomorrow to look at my jeep. I dont want a patched frame on my brand new car! Nobody will tell me what's going on and my service manager is not getting any response. My jeep died on me and the mechanic 3 times for no reason and almost didnt start back. I have many issues not just one. Any help or information would be great. Thank you and enjoy your day and holidays.

[REDACTED]
JW [REDACTED] is the last of the vin.

Get Outlook for Android

Kerry R. Murawski

Enhanced Customer Advocate Team Manager

11/20/2018

Fiat Chrysler Automobiles Mail - Fwd: FW: Jeep jl frame inspection.

Top Care, Tech Pod, COE, S.I. and ECS.



AW_FCA_NAFTA_Region

_o_o_

//, [],

I--L-OIIIIIIIO-

()_()_<>)_)

FCA

FIAT CHRYSLER AUTOMOBILES

image001.png
8K

DP18-004

FCA

5/30/2019

ENCLOSURE 4

FINALBACKUP

