

[REDACTED]

[REDACTED]

LEMON LAW GROUP PARTNERS PLC

Attorneys and Counselors at Law
P.O. Box 317
Clawson, MI 48017

Telephone (888) 415-0610
Facsimile (888) 809-7010
Email: info@lemonlawgrouppartners.com

RECEIVED

MAY 30 2017

CCRG
Office of the General Counsel

RECEIVED

MAY 30 2017

May 19, 2017

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

RECEIVED Special Investigations

MAY 31 2017

Re: [REDACTED]
Vehicle: 2016 Dodge Ram

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

Dear Sir/Madam:

Please be advised that this law firm represent the legal interests of [REDACTED] relating to the purchase of the above-mentioned vehicle. Let this letter serve as notification that you immediately stop all communications with our client. The only exception is the dealership that can communicate with the client in reference to future repairs. If you attempt to settle with our client, you must include, all statutory relief, including all damages, attorney fees and costs, or we will file suit against you. This letter hereby notifies you of our attorney's lien with respect to our client.

Let this letter also serve as notification that our client's vehicle is defective. The vehicle has been brought in for repairs several times for many defects. You had enough opportunities for repairs, however, the defects continue to exist and substantially impair the use and value and/or safety of the vehicle. For any future repairs pursuant to the lemon law, you must contact me directly. Our client demands that you immediately act as required by law.

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

Be advised that if you do not adhere to our demands within 10 days, our client has instructed me to file a lawsuit against you. Asserting claims that include, but are not limited to; breach of warranties, both express and implied, violation of the Magnuson Moss Warranty Act, violation of the Lemon Law, revocation of acceptance, and common law breach of contract. Please direct all future communications to my attention.

Respectfully submitted,

LEMON LAW GROUP PARTNERS PLC

By: s/n Edward Ewald

Attorney for Plaintiff

CC: Dolling Chrysler Dodge Jeep Ram of Chelsea

[REDACTED]

[REDACTED]

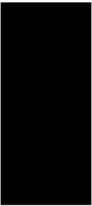
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FCA US LLC
P.O. Box 21-8004
Auburn Hills MI 48321

[REDACTED]

LEMON LAW GROUP PARTNERS PLC

Attorneys and Counselors at Law

200 Park Ave

Suite 1700

New York, NY 10166

Telephone (888) 415-0610

Facsimile (888) 809-7010

Email: info@lemonlawgrouppartners.com

July 15, 2016

FCA US LLC

P.O. Box 21-8004

Auburn Hills, MI 48321

Re: [REDACTED]

Vehicle: 2015 Dodge Ram 2500
[REDACTED]

Dear Sir/Madam:

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

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

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

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

Respectfully submitted,

LEMON LAW GROUP PARTNERS PLC

By: s/n Ashley Johns

Attorney for Plaintiff

CC: Bill DeLuca Chevrolet Buick GMC

[REDACTED]

7/18
RECEIVED

JUL 25 2016

Special Investigations

RECEIVED

AUG - 9 2016

MILLER, CANFIELD, PADDOCK
AND STONE, PLC

RECEIVED

AUG 08 2016

CCRG
Office of the General Counsel



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07/18/2016

US POSTAGE

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

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

[REDACTED] [REDACTED]
Loudon, NH [REDACTED]
[REDACTED]

08/22/2017

Name of Manufacturer

Manufacturer's Address

Dear Sir or Madam:

I believe that my car is a "lemon" under the Massachusetts Lemon Law (Massachusetts General Laws; c. 90 Sec. 7N1/2). I am hereby making a written demand for relief under the Lemon Law and the Massachusetts Consumer Protection Act (Massachusetts General Laws, c. 93A, Sec.9).

I purchased a 2016 Ram 2500 on 04/05/2017 from 495 chrylser jeep dodge, inc in Lowell, MA The vehicle identification number or VIN number is [REDACTED] Since I bought the vehicle, I have had to return it to the dealership a total of 3 times. My vehicle has been out of service for repairs for a total of 6 business days. My vehicle has been in 495 Chrysler jeep dodge inc for repairs on the following dates for repair of the following defects:

6/10/17 vehicle pulls to left on highway. Dealer realigned and said its OK.

7/11/17 Vehicle pulls on highway, excessive play in steering wheel, Dealer checked tire pressure and realigned. Said it's a big truck and its normal

7/17/17 Vehicle pulls on highway, play in steeringwheel is getting worse, Dealer says its normal, no problems.

I am having the following problems with my vehicle at this time: Excessive play in front end, started at about 2,000 miles. Play is getting worse, borderline unsafe to operate.

Note: We have been waiting for a callback from RAMCARE for 5 days. See case no [REDACTED]

These remaining defects substantially impair the use, market value or safety of my vehicle. I am hereby allowing you one final repair opportunity. If these repairs are not completed within seven business days of receipt of this letter, I am entitled to a replacement vehicle acceptable to me or a refund calculated in accordance with the Lemon Law.

Failure to comply with the Lemon Law is a violation of Massachusetts General Laws, c. 93A, and you may be subject to double or treble damages as well as attorney's fees and court costs if this matter is taken to court.

I look forward to hearing from you soon.

Sincerely,

[REDACTED]

RECEIVED
RoseWaldorf PLLC
AUG 24 2017

[REDACTED]



KIMMEL & SILVERMAN

P.C.

1-800-LEMON LAW
www.lemonlaw.com

CORPORATE HEADQUARTERS
30 E. Butler Pike
Ambler, PA 19002
P (215) 540-8888
F (215) 540-8817

WESTERN PA OFFICE, 100 Ross Street, Suite 330, Pittsburgh, PA 15219, P (412) 566-1001, F (412) 566-1005
NEW JERSEY OFFICE, Executive Quarters, 1930 E. Marlton Pike, Suite Q29, Cherry Hill, NJ 08003, P (856) 751-4152, F (856) 216-7344
DELAWARE OFFICE, 501 Silverside Road, Suite 118, Wilmington, DE 19809, P (302) 791-9373, F (302) 791-9476
NEW ENGLAND OFFICE, 5 Village Plaza Way, Box 2, North Scituate, RI 02857, P (401) 764-5566, F (401) 764-5567
NEW YORK OFFICE, 1001 Avenue of the Americas, 12th Floor, New York, NY 10018, P (212) 719-7543, F (877) 617-2515
BUFFALO, NY OFFICE, 1207 Delaware Avenue, Suite 440, Buffalo, NY 14209, P (716) 332-6112, F (800) 863-1689
CALIFORNIA OFFICE, 388 Market Street, Suite 1300, San Francisco, CA 94111, P (415) 947-7827, F (215) 540-8817
OHIO OFFICE, 4031 Colonel Glenn Highway, Beavercreek, OH 45431, P (937) 306-7220, F (215) 540-8817
BUCKS COUNTY OFFICE, 400 South Main Street, 1st Floor, New Hope, PA 18938, P (267) 468-7669, F (215) 540-8817

PLEASE REMIT ALL CORRESPONDENCE TO THE AMBLER OFFICE
September 18, 2018

JACQUELINE C. HERRITT
ROBERT A. RAPKIN
ANGELA K. TROCOLLI
AMY L. BENNECOFF GINSBURG
W. CHRISTOPHER COMPONONO
JASON L. GRESHES
SHANNON R. HARKINS
CHAD P. DOMAN
RACHEL R. STEVENS
JOSEPH C. HOFFFEL
RICHARD J. ALBANESE
KAREEM R. SEIFELDIN
ZACHARY A. ZAWROTNY
STEPHEN D. SILVERMAN

ROBERT M. SILVERMAN
CRAIG THOR KIMMEL

Member, PA Bar
Member, NJ Bar
Member, DE Bar
Member, NY Bar
Member, MA Bar
Member, MD Bar
Member, OH Bar
Member, NH Bar
Member, CT Bar
Member, TN Bar
Member, WY Bar
Member, DC Bar
Member, CA Bar
Member, WI Bar
Member, FL Bar
Member, AZ Bar
Member, TX Bar

CERTIFIED MAIL/RETURN RECEIPT REQUESTED

FCA US LLC
CIMS 485-14-78
1000 Chrysler Drive
Auburn Hills, MI 48326

FCA US LLC
Office of the General Counsel
SEP 24 2018

RE: [REDACTED]

Dear Sir/Madam:

Enclosed please find a copy of the Summons and Complaint which has been filed in the Superior Court Massachusetts, Middlesex, County. You are being served pursuant to Rule 4 of the Massachusetts Rules of Civil Procedure.

Please refer the attached to the legal department. Note: a responsive pleading is due 20 days after the receipt of the Complaint, Rule 13(a).

RECEIVED

SEP 25 2018

Jacqueline C. Herritt

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

JCH/jh
Enclosure

Commonwealth of Massachusetts

MIDDLESEX, SS.

TRIAL COURT OF THE COMMONWEALTH
SUPERIOR COURT DEPARTMENT
CIVIL DOCKET NO. [REDACTED]

[REDACTED], PLAINTIFF(S),

v.
FCA US LLC, DEFENDANT(S)



SUMMONS

THIS SUMMONS IS DIRECTED TO FCA US LLC. (Defendant's name)

You are being sued. The Plaintiff(s) named above has started a lawsuit against you. A copy of the Plaintiff's Complaint filed against you is attached to this summons and the original complaint has been filed in the SUPERIOR TRIAL Court. **YOU MUST ACT PROMPTLY TO PROTECT YOUR RIGHTS.**

1. **You must respond to this lawsuit in writing within 20 days.** If you do not respond, the court may decide the case against you and award the Plaintiff everything asked for in the complaint. You will also lose the opportunity to tell your side of the story. You must respond to this lawsuit in writing even if you expect to resolve this matter with the Plaintiff. **If you need more time to respond, you may request an extension of time in writing from the Court.**
2. **How to Respond.** To respond to this lawsuit, you must file a written response with the court **and** mail a copy to the Plaintiff's Attorney (or the Plaintiff, if unrepresented). You can do this by:
 - a. Filing your **signed original** response with the Clerk's Office for Civil Business, _____ Court, _____ (address), by mail or in person, **AND**
 - b. Delivering or mailing a **copy** of your response to the Plaintiff's Attorney/Plaintiff at the following address: _____.
3. **What to include in your response.** An "Answer" is one type of response to a Complaint. Your Answer must state whether you agree or disagree with the fact(s) alleged in each paragraph of the Complaint. Some defenses, called affirmative defenses, must be stated in your Answer or you may lose your right to use them in court. If you have any claims against the Plaintiff (referred to as **counterclaims**) that are based on the same facts or transaction described in the Complaint, then you must include those claims in your Answer. Otherwise, you may lose your right to sue the Plaintiff about anything related to this lawsuit. If you want to have your case heard by a jury, you must **specifically** request a jury trial in your Answer or in a written demand for a jury trial that you must send to the other side and file with the court no more than 10 days after sending your Answer. You can also respond to a Complaint by filing a "Motion to Dismiss," if you believe that the complaint is legally invalid or legally insufficient. A Motion to Dismiss must be based on one of the legal deficiencies or reasons listed under **Mass. R. Civ. P. 12**. If you are filing a Motion to Dismiss, you must also comply with the filing procedures for "Civil Motions" described in the rules of the Court in which the complaint was filed, available at [www.mass.gov/courts/case-legal-res/rules of court](http://www.mass.gov/courts/case-legal-res/rules%20of%20court).

CIVIL ACTION COVER SHEET

DOCKET NUMBER

Trial Court of Massachusetts
The Superior Court



PLAINTIFF(S):

ADDRESS:

LOUDON, NH 03307

COUNTY

MIDDLESEX



DEFENDANT(S): FCA US LLC

ATTORNEY:

Jacqueline C. Herritt

ADDRESS:

30 East Butler Pike, Ambler, PA 19002

ADDRESS:

1000 Chrysler Drive, Auburn Hills, MI 48326

BBO:

TYPE OF ACTION AND TRACK DESIGNATION (see reverse side)

CODE NO.

A02

TYPE OF ACTION (specify)

Goods sold and delivered (Contract)

TRACK

F

HAS A JURY CLAIM BEEN MADE?

YES

NO

*If "Other" please describe:

STATEMENT OF DAMAGES PURSUANT TO G.L. c. 212, § 3A

The following is a full, itemized and detailed statement of the facts on which the undersigned plaintiff or plaintiff counsel relies to determine money damages. For this form, disregard double or treble damage claims; indicate single damages only.

TORT CLAIMS

(attach additional sheets as necessary)

A. Documented medical expenses to date:

- 1. Total hospital expenses \$ _____
 - 2. Total doctor expenses \$ _____
 - 3. Total chiropractic expenses \$ _____
 - 4. Total physical therapy expenses \$ _____
 - 5. Total other expenses (describe below) \$ _____
- Subtotal (A): \$ _____

B. Documented lost wages and compensation to date \$ _____

C. Documented property damages to dated \$ _____

D. Reasonably anticipated future medical and hospital expenses \$ _____

E. Reasonably anticipated lost wages \$ _____

F. Other documented items of damages (describe below) \$ _____

G. Briefly describe plaintiff's injury, including the nature and extent of injury:

TOTAL (A-F): \$ _____

CONTRACT CLAIMS

(attach additional sheets as necessary)

Provide a detailed description of claims(s):

Purchase price of subject vehicle plus attorney fees

TOTAL: \$ 51,543.36

Signature of Attorney/Pro Se Plaintiff

Date: 8/28/18

RELATED ACTIONS: Please provide the names of all related actions pending in the Superior Court.

CERTIFICATION PURSUANT TO SJC RULE 1:18

I hereby certify that I have complied with the provisions of the Superior Court Form Rules on Dispute Resolution (SJC Rule 1:18) requiring that I provide information regarding dispute resolution services and discuss with them the advantages and disadvantages of such services.

Signature of Attorney of Record

Date: 8/28/18

CIVIL ACTION COVER SHEET INSTRUCTIONS

SELECT CATEGORY THAT BEST DESCRIBES YOUR CASE

AC Actions Involving the State/Municipality *

- AA1 Contract Action involving Commonwealth, Municipality, MBTA, etc. (A)
- AB1 Tortious Action involving Commonwealth, Municipality, MBTA, etc. (A)
- AC1 Real Property Action involving Commonwealth, Municipality, MBTA etc. (A)
- AD1 Equity Action involving Commonwealth, Municipality, MBTA, etc. (A)
- AE1 Administrative Action involving Commonwealth, Municipality, MBTA, etc. (A)

CN Contract/Business Cases

- A01 Services, Labor, and Materials (F)
- A02 Goods Sold and Delivered (F)
- A03 Commercial Paper (F)
- A04 Employment Contract (F)
- A06 Insurance Contract (F)
- A08 Sale or Lease of Real Estate (F)
- A12 Construction Dispute (A)
- A14 Interpleader (F)
- BA1 Governance, Conduct, Internal Affairs of Entities (A)
- BA3 Liability of Shareholders, Directors, Officers, Partners, etc. (A)
- BB1 Shareholder Derivative (A)
- BB2 Securities Transactions (A)
- BC1 Mergers, Consolidations, Sales of Assets, Issuance of Debt, Equity, etc. (A)
- BD1 Intellectual Property (A)
- BD2 Proprietary Information or Trade Secrets (A)
- BG1 Financial Institutions/Funds (A)
- BH1 Violation of Antitrust or Trade Regulation Laws (A)
- A99 Other Contract/Business Action - Specify (F)

* Choose this case type if ANY party is the Commonwealth, a municipality, the MBTA, or any other governmental entity UNLESS your case is a case type listed under Administrative Civil Actions (AA).

† Choose this case type if ANY party is an incarcerated party, UNLESS your case is a case type listed under Administrative Civil Actions (AA) or is a Prisoner Habeas Corpus case (E97).

ER Equitable Remedies

- D01 Specific Performance of a Contract (A)
- D02 Reach and Apply (F)
- D03 Injunction (F)
- D04 Reform/ Cancel Instrument (F)
- D05 Equitable Replevin (F)
- D06 Contribution or Indemnification (F)
- D07 Imposition of a Trust (A)
- D08 Minority Shareholder's Suit (A)
- D09 Interference in Contractual Relationship (F)
- D10 Accounting (A)
- D11 Enforcement of Restrictive Covenant (F)
- D12 Dissolution of a Partnership (F)
- D13 Declaratory Judgment, G.L. c.231A (A)
- D14 Dissolution of a Corporation (F)
- D99 Other Equity Action (F)

PA Civil Actions Involving Incarcerated Party †

- PA1 Contract Action involving an Incarcerated Party (A)
- PB1 Tortious Action involving an Incarcerated Party (A)
- PC1 Real Property Action involving an Incarcerated Party (F)
- PD1 Equity Action involving an Incarcerated Party (F)
- PE1 Administrative Action involving an Incarcerated Party (F)

TR Torts

- B03 Motor Vehicle Negligence - Personal Injury/Property Damage (F)
- B04 Other Negligence - Personal Injury/Property Damage (F)
- B05 Products Liability (A)
- B06 Malpractice - Medical / Wrongful Death (A)
- B07 Malpractice - Other (A)
- B08 Wrongful Death, G.L. c.229 §2A (A)
- B15 Defamation (A)
- B19 Asbestos (A)
- B20 Personal Injury - Slip & Fall (F)
- B21 Environmental (F)
- B22 Employment Discrimination (F)
- BE1 Fraud, Business Torts, etc. (A)
- B99 Other Tortious Action (F)

RP Real Property

- C01 Land Taking (F)
- C02 Zoning Appeal, G.L. c. 40A (F)
- C03 Dispute Concerning Title (F)
- C04 Foreclosure of a Mortgage (X)
- C05 Condominium Lien & Charges (X)
- C99 Other Real Property Action (F)

MC Miscellaneous Civil Actions

- E18 Foreign Discovery Proceeding (X)
- E97 Prisoner Habeas Corpus (X)
- E22 Lottery Assignment, G.L. c. 10 §28 (X)

AB Abuse/Harassment Prevention

- E15 Abuse Prevention Petition, G.L. c. 209A (X)
- E21 Protection from Harassment, G.L. c. 258E(X)

AA Administrative Civil Actions

- E02 Appeal from Administrative Agency, G.L. c. 30A (X)
- E03 Certiorari Action, G.L. c.249 §4 (X)
- E05 Confirmation of Arbitration Awards (X)
- E06 Mass Antitrust Act, G. L. c. 93 §9 (A)
- E07 Mass Antitrust Act, G. L. c. 93 §8 (X)
- E08 Appointment of a Receiver (X)
- E09 Construction Surety Bond, G.L. c. 149 §§29, 29A (A)
- E10 Summary Process Appeal (X)
- E11 Worker's Compensation (X)
- E16 Auto Surcharge Appeal (X)
- E17 Civil Rights Act, G.L. c.12 §11H (A)
- E24 Appeal from District Court Commitment, G.L. c.123 §9(b) (X)
- E25 Pleural Registry (Asbestos cases) (X)
- E94 Forfeiture, G.L. c.265 §56 (X)
- E95 Forfeiture, G.L. c.94C §47 (F)
- E99 Other Administrative Action (X)
- Z01 Medical Malpractice - Tribunal only, G.L. c. 231 §60B (F)
- Z02 Appeal Bond Denial (X)

SQ Sex Offender Review

- E12 SDP Commitment, G.L. c. 123A §12 (X)
- E14 SDP Petition, G.L. c. 123A §9(b) (X)

RC Restricted Civil Actions

- E19 Sex Offender Registry, G.L. c.6 §178M (X)
- E27 Minor Seeking Consent, G.L. c.112 §12S (X)

TRANSFER YOUR SELECTION TO THE FACE SHEET

EXAMPLE:

CODE NO.	TYPE OF ACTION (specify)	TRACK	HAS A JURY CLAIM BEEN MADE?	
B03	Motor Vehicle Negligence-Personal Injury	_F_	<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO

STATEMENT OF DAMAGES PURSUANT TO G.L. c. 212, § 3A

DUTY OF THE PLAINTIFF - The plaintiff shall set forth, on the face of the civil action cover sheet (or attach additional sheets as necessary), a statement specifying the facts on which the plaintiff relies to determine money damages. A copy of such civil action cover sheet, including the statement as to the damages, shall be served with the complaint. **A clerk-magistrate shall not accept for filing a complaint, except as otherwise provided by law, unless it is accompanied by such a statement signed by the attorney or pro se party.**

DUTY OF THE DEFENDANT - If the defendant believes that the statement of damages filed by the plaintiff is inadequate, the defendant may file with his/her answer a statement specifying the potential damages which may result if the plaintiff prevails.

**A CIVIL COVER SHEET MUST BE FILED WITH EACH COMPLAINT.
FAILURE TO COMPLETE THIS COVER SHEET THOROUGHLY AND ACCURATELY
MAY RESULT IN DISMISSAL OF THIS ACTION.**

COMMONWEALTH OF MASSACHUSETTS

, SS.
MIDDLESEX

SUPERIOR COURT

CIVIL ACTION #

[REDACTED])
)
 Plaintiff,)
)
 v.)
)
 FCA US LLC,)
)
 Defendant.)

COMPLAINT

PARTIES

1. Plaintiff [REDACTED] is an adult citizen and legal resident of Loudon, NH [REDACTED] in County.

2. Defendant FCA US LLC (“Dodge”) is a corporation with a principal place of business in Auburn Hills, Michigan 48326. FCA US LLC is the manufacturer of Dodge brand vehicles, and also provides maintenance and repair services to those vehicles through its many authorized dealerships and agents located throughout the United States, including the Commonwealth of Massachusetts.

JURISDICTION

3. This Court has jurisdiction over Dodge pursuant to M.G.L. ch. 223A § 3(a).
4. Dodge operates retail motor vehicle stores and service facilities in the Commonwealth of Massachusetts, and therefore venue is proper.

5. Further, has voluntarily appeared in Massachusetts, and has affirmatively solicited business from Massachusetts consumers, in addition to directly conducting business with Massachusetts citizens.

6. Venue is also proper because a substantial part of the events giving rise to this action occurred within Massachusetts.

FACTS

7. On or about [REDACTED] Plaintiff purchased a new 2016 Dodge Ram from 495 Chrysler, Wool, MA, bearing the Vehicle Identification Number [REDACTED] (the "Vehicle").

8. The Vehicle was manufactured by FCA US LLC and is now registered in the Commonwealth of Massachusetts.

9. 495 Chrysler, Wool, MA is a Massachusetts corporation with a principal place of business at Lowell, MA 01852. 495 Chrysler, Wool, MA sells Dodge brand vehicles to the general public, and is an authorized agent of FCA US LLC in the Commonwealth of Massachusetts.

10. The contract price of the Vehicle, including registration charges, document fees, and sales tax, but excluding certain other finance and collateral charges not specified, totaled more than \$51543.36. A true and correct copy of the sales contract, odometer disclosure statement, and registration is attached hereto, made a part hereof, and marked Exhibit "A."

11. In consideration for the purchase of the Vehicle, Defendant issued to Plaintiff several warranties, guarantees, affirmations and undertakings with respect to the reliability and workmanship of the Vehicle, and the remedial action that Defendant would undertake in the event that the Vehicle failed to meet the promised specifications.

12. The above-referenced warranties, guarantees, affirmations and undertakings were part of the basis of the bargain between Defendant and Plaintiff.

13. The bargain between the parties included an express 3 year/36,000 mile basic warranty, as well as other guarantees, affirmations and undertakings as stated in Defendant's warranty materials and owner's manual.

14. However, as a result of Defendant's ineffective repair attempts, the Vehicle has been impaired and is unable to be operated for all of its intended utilities.

15. Plaintiff may have resorted to Defendant's informal dispute settlement procedure.

16. However, Plaintiff avers that the Federal Trade Commission (FTC) has determined that no automobile manufacturer complies with 16 CFR 703. See Fed. Reg. 15636, Vol. 62, No. 63 (Apr. 2, 1997).

17. Within the warranty period, Plaintiff complained to Defendant, either directly or through its agents, on at least three occasions, about defects or non-conformities in the Vehicle, including but not limited to: alignment. True and correct copies of all invoices in Plaintiff's possession are attached hereto, made a part hereof, and marked Exhibit "B."

18. Plaintiff avers that the Vehicle has been subject to additional repair attempts for defects and conditions that Defendant's warranty dealer failed to document.

19. Plaintiff avers that Defendant's warranty dealer failed to provide to Plaintiff with all warranty repair receipts that were generated, or should have been generated, in conjunction with repairs or repair attempts on the Vehicle.

20. Plaintiff avers that Defendant's warranty dealer did not provide to Plaintiff, or otherwise maintain, technicians' notes of diagnostic procedures and repairs, in addition to Technical Service Bulletins issued by Defendant relative to the Vehicle's make and model.

21. On or about August 22, 2017, Plaintiff and/or Plaintiff's counsel informed Defendant that Plaintiff no longer wished to keep the Vehicle, and demanded that a substitution of collateral or repurchase of the Vehicle occur.

Count I
Violation of the Magnuson Moss Warranty Improvement Act

22. Plaintiff restates and reavers each and every allegation contained above, as if fully stated herein.

23. Plaintiff is a 'consumer' as defined by 15 U.S.C. §2301(3).

24. Defendant is a 'supplier', 'warrantor', and 'service contractor' as defined by 15 U.S.C. § 2301 (4), (5) and (8).

25. The Vehicle is a 'consumer product' as defined by 15 U.S.C. § 2301(1).

26. The Magnuson Moss Warranty Improvement Act (the "Act") binds Defendant to all warranties implied by state law, in addition to those provided for in private transaction. Said warranties are imposed on all transactions in the state in which a vehicle is delivered.

27. Plaintiff avers that the provisions of the Act implicate and enhance all rights and remedies available under the Massachusetts UCC, as codified at M.G.L. ch. 106.

28. A violation of the Massachusetts UCC within a consumer transaction also constitutes a violation of the Act, and entitles a prevailing consumer under 15 U.S.C. § 2310(d)(2) to damages and attorney fees.

29. By the terms of the Defendant's oral and written warranties, affirmations, promises, and/or service contracts regarding the Vehicle, Defendant agreed to provide Plaintiff with a reliable vehicle and to perform effective repairs on the Vehicle at no charge to Plaintiff.

30. Defendant failed to honor the express and implied warranties owed to Plaintiff, either under its own warranties or those constructed by Massachusetts law, and thereby violated the Magnuson Moss Warranty Improvement Act.

31. As a direct and proximate result of Defendant's failure to comply with the implied and express warranties that accompanied Plaintiff's purchase of the Vehicle, Plaintiff has suffered damages and, in accordance with 15 U.S.C. §2310(d)(1), Plaintiff is entitled to bring suit for such damages and other legal and equitable relief.

32. Due to Defendant's violation of the Act, Defendant must reimburse Plaintiff for the reasonably incurred attorney's fees in accordance with the provisions of the Magnuson Moss Warranty Improvement Act.

Count II
Violation of M.G.L. ch. 93A

33. Plaintiff restates and reavers each and every allegation contained above, as if fully stated herein.

34. Dodge is a 'person' and is engaged in 'trade or commerce' within the meaning of M.G.L. ch. 93A.

35. Thomas Ford and are 'persons' within the meaning of M.G.L. ch. 93A § 1.

36. In accordance with the provisions contained in M.G.L. ch. 93A § 9(3), Plaintiff served upon Dodge a written demand for relief over thirty days prior to the filing of this action.

37. More than thirty days have expired since Dodge's receipt of Plaintiff's Chapter 93A demand letter, and no reasonable offer of settlement has been received from Dodge.

38. The conduct of Dodge, as alleged herein, constitutes willful and knowing violations of M.G.L. ch. 93A § 2, and as a result thereof, Plaintiff has been permanently and irreparably harmed.

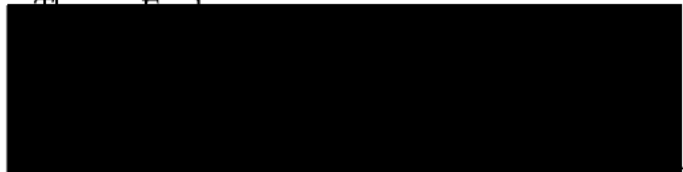
JURY DEMAND

Plaintiff demands a jury by trial on all claims so triable.

WHEREFORE, Plaintiff prays for the following relief:

1. Judgment against Defendant in an amount equal to the price of the subject vehicle, plus all collateral charges, incidental and consequential damages, reasonable attorneys' fees, and all court costs;
2. For treble damages and attorneys fees and costs against Defendant, as permitted under M.G.L. ch. 93A § 9; and
3. For such other and further relief as the Court deems just and proper.

Respectfully Submitted,



Jacqueline C. Herritt, Esq. BBO # 625081
Angela K. Proccoli, Esq., BBO # 651593
Kimmel & Silverman, P.C.
30 East Butler Pike
Ambler, PA 19002
215-540-8888

Dated 8/17/15

MOTOR VEHICLE PURCHASE CONTRACT

495

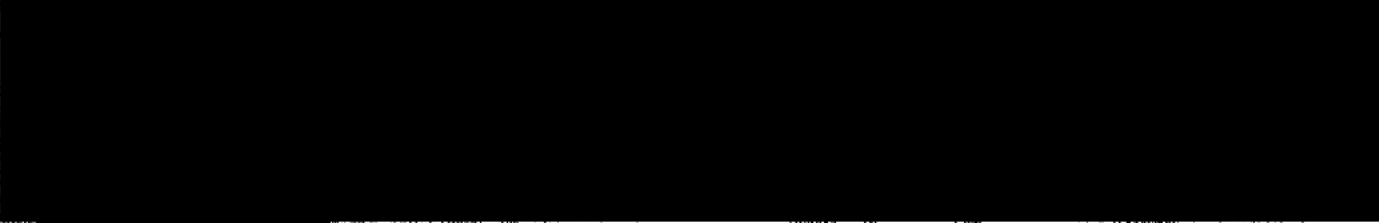
241 Chrysler Court, Dodge (North)
730 Rogers Street, D-1
Lowell, MA 01852

69265

47642

FOR CONSUMER USE ONLY
PHONE: 978-454-1400
FAX: 978-458-2403
495JREP.COM

E-M



TRADE-IN 1		TRADE-IN 2		1. Sale Price of Vehicle		\$ 47115.00	
Model	Type	Color	Model	Type	Color	2. Less: Discount	\$
V.I.N.			V.I.N.			3. Less: Rebate	\$
Odometer			Odometer			4. Total Sale Price before Trade In	\$ 47115.00
Transmission	<input type="checkbox"/> Standard (Speeds) <input type="checkbox"/> Auto		Transmission	<input type="checkbox"/> Standard (Speeds) <input type="checkbox"/> Auto		5. Trade In Allowance	\$
No. of Cyl.	Pass.	Doors	No. of Cyl.	Pass.	Doors	6. Trade Difference	\$ 47115.00
Impaired Title: Yes _____ No _____			Impaired Title: Yes _____ No _____			Additional Equipment (taxable):	
LIENHOLDER		LIENHOLDER		7.	\$		
Phone		Phone		8.	\$		
Address		Address		9.	\$		
City/State/Zip		City/State/Zip		10.	\$		
Acct. No.		Acct. No.		11.	\$		
Check No.		Check No.		12. Total Sales Price	\$ 47115.00		
Balance Due \$		Balance Due \$		13. Mass. Sales Tax (6.25%)	\$		
Additional Information Vehicle Purchased							
LIENHOLDER		INSURANCE CO.		14. Extended Service Contract			\$ 2599.00
BANK OF AMERICA NA		ECCO INS		15. Credit/Disability Insurance			\$
Address		Agent/Branch		16.			\$
PO BOX 2759		ECCO INS		17.			\$
City		Address		18.			\$
PROSCHECT		City/State/Zip		19.			\$
State		City		20.			\$

WARRANTY INFORMATION
This vehicle carries an express warranty. Purchaser will receive the written warranty at time of delivery.

IN THE EVENT PURCHASER WISHES TO CANCEL THIS CONTRACT AFTER RECEIVING A COPY OF THE CONTRACT SIGNED BY AN AUTHORIZED DEALER REPRESENTATIVE, OR PURCHASER BREACHES THE CONTRACT, PURCHASER'S DEPOSIT IN THE AMOUNT OF \$ _____ MAY BE RETAINED BY DEALER AS LIQUIDATED DAMAGES. AS AN ALTERNATIVE, THE DEALER MAY ELECT TO EXERCISE OTHER LEGAL REMEDIES OR RIGHTS AND SEEK COMPENSATORY DAMAGES FOR PURCHASER'S WRONGFUL CANCELLATION OR BREACH.

PURCHASER'S INITIALS [_____]

This contract is not binding upon either Dealer or Purchaser until the following conditions are met:

(1) The contract is signed by Dealer or his/her authorized representative.

(2) Purchaser provides Dealer with valid transfer of title for his/her trade-in vehicle. An "Impaired Title" is not acceptable unless disclosed in writing to Dealer by marking the appropriate designation within this contract before it is executed. "Impaired Title" includes but is not limited to any title with a designation that the vehicle has had frame damage or it has previously been deemed "salvaged."

(3) Other: _____

PURCHASER MAY CANCEL THIS CONTRACT AND RECEIVE A FULL REFUND AT ANY TIME UNTIL S/HE RECEIVES A COPY OF THIS CONTRACT SIGNED BY AN AUTHORIZED DEALER REPRESENTATIVE. PURCHASER MUST GIVE WRITTEN NOTICE OF CANCELLATION TO THE DEALER. ALL REBATES AND SALES INCENTIVES OFFERED BY THE MANUFACTURE DISTRIBUTOR ARE HEREBY ASSIGNED TO DEALER.

PURCHASER'S INITIALS [_____]

Agreement for Binding Arbitration: The Purchaser and Dealer her Purchase Contract, including but not limited to any claim arising with the sale of the vehicle described herein, for binding arbitration (claim) shall use Arbitration ("AAA") instead of submitting to court. The award of the arbitrator shall be final and binding. This agreement shall be governed by the laws of the Commonwealth of Massachusetts. This agreement shall not be subject to the provisions set forth in M.G.L. c. 90B, § 7N, 7Z, or M.G.L. c. 90B, § 7Z, including but not limited to, money damages.

21. Title Preparation	\$
22. Documentary Fee	\$ 383.00
23. Registration Fees	\$
24. Total Contract Sales Price	\$
25. Balance Due on Trade In	\$
26. Total Payment Due	\$ 20093.00
27. Deposit	\$
28. Amount to be Financed	\$ 45093.00
29. Cash Due on Delivery	\$ 5000.00
30. Total Payments	\$ 51543.36

Each Purchaser (including any Co-Purchaser) agrees that this Motor Vehicle Purchase Contract (the "Contract") includes all of the terms and conditions on the front and back side hereof, that this Contract cancels and supersedes any prior agreement including oral agreements, and as of the date shown above comprises, with any retail installment contract, the complete and exclusive statement of the terms of the agreement relating to the subject matters covered by this Contract. By signing this Contract, each Purchaser acknowledges that s/he has read its terms and has received a true copy of this Contract.

PURCHASER HAS READ ALL PAGES OF THIS CONTRACT AND CONTRACT.

ALL-STATE LEGAL®
PLAINTIFF'S EXHIBIT
A

POSTAL SERVICE

495

CHRYSLER JEEP DODGE, Inc.

730 Rogers Street
Lowell, MA 01852
Phone - (978) 454-1400
Fax (978) 458-2403

SOLD TO

ADDRESS

LOUQUON, NH

H.#

YEAR

2016

SALESMAN

CHRYSLER

INSURANCE COVERAGE INCLUDES

FIRE & THEFT

COLLISION - AMT. DEDUCTIBLE

PUBLIC LIABILITY - AMT.

PROPERTY DAMAGE - AMT.

DESCRIPTION

OPTIONAL EQUIPMENT AND ACCESSORIES

PRICE

DESCRIPTION

YEAR

SALES

FINANCING

INSURANCE

VEH. ACCTS. RECEIVABLE

CASH ON DELIVERY

TRADE IN AS APPRAISED

DEBIT PAYOFF

PAYMENTS MEMO

MONTHS

DOLLARS

PER MONTH

TOTAL

SALES

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FINANCING

INSURANCE

VEH. ACCTS. RECEIVABLE

RETAIL INSTALLMENT SALE CONTRACT SIMPLE FINANCE CHARGE

Dealer Number _____ Contract Number _____

Buyer Name and Address (Including County and Zip Code) <div style="background-color: black; width: 100%; height: 40px;"></div>	Co-Buyer Name and Address (Including County and Zip Code) N/A	Seller-Creditor (Name and Address) 495 CHRYSLER JEEP DODGE, INC. 730 ROGERS ST. LOWELL MA 01852 MIDDLESEX
--	---	---

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

New/Used NEW	Year 2016	Make and Model DODGE TRAM 2500	Vehicle Identification Number <div style="background-color: black; width: 100%; height: 20px;"></div>	Primary Use For Which Purchased Personal, family, or household unless otherwise indicated below <input type="checkbox"/> business <input type="checkbox"/> agricultural <input type="checkbox"/> N/A
-----------------	--------------	-----------------------------------	--	---

TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of
4.99%	\$ 6450.36	\$ 45093.00	\$ 51543.36	\$ 5000.00 is \$ 56543.36

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due
73	715.80	Monthly beginning 05/20/2017
N/A	N/A	N/A

Or As Follows: N/A

Late Charge. If payment is not received in full within 15 days after it is due, you will pay a late charge of 5% of the part of the payment that is late. The charge will not exceed \$5 if you bought the vehicle primarily for personal, family, or household use.

Prepayment. If you pay off all your debt early, you will not have to pay a penalty.

Security Interest. You are giving a security interest in the vehicle being purchased.

Additional Information: See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date and security interest.

ITEMIZATION OF AMOUNT FINANCED

1. Cash Price (including \$ N/A sales tax)	\$ 47115.00 (1)
2. Total Downpayment =	
Trade-In (N/A)	
Gross Trade-In Allowance	\$ N/A
Less Pay Off Made By Seller	\$ N/A
Equals Net Trade In	\$ N/A
+ Cash	\$ 5000.00
+ Other (N/A)	\$ N/A
(If total downpayment is negative, enter "0" and see 4f below)	
	\$ 5000.00 (2)
3. Unpaid Balance of Cash Price (1 minus 2)	\$ 42115.00 (3)
4. Other Charges Including Amounts Paid to Others on Your Behalf (Seller may keep part of these amounts):	
A. Cost of Optional Credit Insurance	
Paid to Insurance Company or Companies:	
Life	\$ N/A
Accident and Health	\$ N/A
Involuntary Unemployment Insurance	\$ N/A
B. Vendor's Single Interest Insurance	
Paid to Insurance Company	\$ N/A
C. Other Optional Insurance Paid to Insurance Company or Companies	\$ N/A
D. Optional Gap Contract	\$ N/A
E. Official Fees Paid to Government Agencies	\$ N/A

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

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

Check the insurance you want and sign below:

Optional Credit Insurance

Credit Life Buyer Co-Buyer Both

Credit Accident and Health Buyer Co-Buyer Both

Credit Involuntary Unemployment Insurance Buyer Co-Buyer Both

Premium:

Credit Life \$ _____

Credit Accident and Health \$ _____

Credit Involuntary Unemployment Insurance \$ _____

Insurance Company Name _____
N/A

Home Office Address _____
N/A

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

YOU CANNOT BE DENIED CREDIT SIMPLY BECAUSE YOU CHOOSE NOT TO BUY CREDIT INSURANCE. CREDIT LIFE INSURANCE AND CREDIT ACCIDENT AND HEALTH INSURANCE AND CREDIT INVOLUNTARY UNEMPLOYMENT INSURANCE ARE NOT REQUIRED TO OBTAIN CREDIT. INSURANCE WILL NOT BE PROVIDED UNLESS YOU SIGN AND AGREE TO PAY THE ADDITIONAL CHARGE.

Other Optional Insurance

Vendor's Single Interest Insurance

Gap Contract

Insurance Company Name _____
N/A

Home Office Address _____
N/A

0000000013

DU: 10/25/15 125

Cash: \$ 0.00
 Other: N/A \$ N/A
 (Total downpayment is negative, enter "0" and see 4 below) \$ 0.00
 Unpaid Balance of Cash Price (minus 2) \$ 4,211.00
 Other Charges Including Amounts Paid to Others on Your Behalf
 (Seller may keep part of these amounts)
 A. Cost of Optional Credit Insurance Paid to Insurance Company or Companies \$ N/A
 B. Vehicle's Single Interest Insurance Paid to Insurance Company \$ N/A
 C. Other Optional Insurance Paid to Insurance Company or Companies \$ N/A
 D. Optional Gap Contract \$ N/A
 E. Official Fees Paid to Government Agencies \$ N/A
 F. Government Certificate of Title Fees \$ N/A
 Other Charges (Seller must identify who is paid and describe purpose)
 to N/A for Prior Credit or Lease Balance \$ N/A
 to 495 CHRYSLER DEEP for DOC FEE \$ 389.00
 to ZURICH INS for SERVICE CONTRACT \$ 2,500.00
 to N/A for N/A \$ N/A
 to N/A for N/A \$ N/A
 to N/A for N/A \$ N/A
 to N/A for N/A \$ N/A
 to N/A for N/A \$ N/A
 to N/A for N/A \$ N/A
 Total Other Charges and Amounts Paid to Others on Your Behalf \$ 2,889.00 (4)
 5. Amount Financed (3 + 4) \$ 4,211.00 (5)

YOU CANNOT BE DENIED CREDIT SIMPLY BECAUSE YOU CHOOSE NOT TO BUY CREDIT INSURANCE, CREDIT LIFE INSURANCE AND CREDIT ACCIDENT AND HEALTH INSURANCE AND CREDIT INVOLUNTARY UNEMPLOYMENT INSURANCE ARE NOT REQUIRED TO OBTAIN CREDIT. INSURANCE WILL NOT BE PROVIDED UNLESS YOU SIGN AND AGREE TO PAY THE ADDITIONAL CHARGE.

Other Optional Insurance
 N/A Type of Insurance Term
 Premium \$ N/A
 Insurance Company Name N/A
 Home Office Address N/A
 N/A Type of Insurance Term
 Premium \$ N/A
 Insurance Company Name N/A
 Home Office Address N/A
 Other optional insurance is not required to obtain credit. Your decision to buy or not buy other optional insurance will not be a factor in the credit approval process. It will not be provided unless you sign and agree to pay the extra cost.
 I want the insurance checked above.
 X [Signature] Date
 X [Signature] Date
 Co-Buyer Signature Date
THIS INSURANCE DOES NOT INCLUDE INSURANCE ON YOUR LIABILITY FOR BODILY INJURY OR PROPERTY DAMAGE CAUSED TO OTHERS.

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

OPTIONAL GAP CONTRACT. A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in item 4D of the Itemization of Amount Financed. See your gap contract for details on the terms and conditions it provides. It is a part of this contract.
 Term N/A Mos. N/A Name of Gap Contract
 I want to buy a gap contract.
 Buyer Signs X N/A

VENDOR'S SINGLE INTEREST INSURANCE (VSI insurance): If the preceding box is checked, the Creditor requires VSI insurance for the initial term of the contract to protect the Creditor for loss or damage to the vehicle (collision, fire, theft). VSI insurance is for the Creditor's sole protection. This insurance does not protect your interest in the vehicle. You may choose the insurance company through which the VSI insurance is obtained. If you elect to purchase VSI insurance through the Creditor, the cost of this insurance is \$ and is also shown in item 4E of the Itemization of Amount Financed. The coverage is for the initial term of the contract.

Returned Check Charge: You agree to pay a charge of \$ 10 if any check you give to us is dishonored.

NO COOLING OFF PERIOD
 State law does not provide for a "cooling off" or cancellation period for this sale. After you sign this contract, you may only cancel it if the seller agrees or for legal cause. You cannot cancel this contract simply because you change your mind. This notice does not apply to home solicitation sales.

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

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the and us relating to this contract. Any change to this contract must be in writing and we must sign it. No oral changes are binding. Buyer Signs X Co-Buyer Signs X
 If any part of this contract is not valid, all other parts stay valid. We may delay or refrain from enforcing any of our rights under this contract without losing them. For example, we may extend the time for making some payments without extending the time for making others.
 See back for other important agreements.

NOTICE TO THE BUYER: 1. Do not sign this contract if any of the spaces intended for the agreed terms to the extent of then available information are left blank. 2. You are entitled to an exact copy of the contract you signed. 3. Under the law, you have the following rights, among others: - (a) to pay off in advance the full amount due and to obtain a partial refund of the finance charge; (b) to redeem the property if repossessed for a default; (c) to require, under certain conditions, a resale of the property if repossessed.

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

Buyer Signs [Signature] Date 4/25/17 Co-Buyer Signs X [Signature] Date N/A
 Co-Buyer is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debts. The other owner agrees to the security interest in the vehicle given to us in this contract.
 Other owner signs here X N/A Address N/A
 Seller signs [Signature] Date 4/25/17 By X N/A Title
 Seller assigns its interest in this contract to (Assignee) under the terms of Seller's agreement(s) with Assignee.
 Assigned with recourse BANK OF AMERICA Assigned without recourse Assigned with limited recourse
 Sold by CHRYSLER DEEP BUDDY, INC. By X Title



495 Chrysler Jeep Dodge, Inc.

732 Rogers Street
Lowell, MA 01852
Phone: 978-454-1400
Fax: 978-454-3598

0601100CS152834

CELL #

ADVISOR EDWARD	476	089	06/10/17
LABOR RATE	LICENSE NO	MILEAGE	4,251
YEAR/MAKE/MODEL	DELIVERY DATE	SECT/VEHICLE	BRIGHT WHITE 20
16/DODGE TRUCK/RAM 2500/POWERWAGON C	04/05/17	VEHICLE TYPE	TRUCK
FIN. NO.	FIN. DATE		06/10/17

NO: 4251

WORK & PARTS
 26007220PT 23 POINT VISUAL INSPECTION HOURS: 1.80 TECH(S): 491
 (Multi-point inspection according to maintenance interval)
 23 POINT FREE VISUAL INSPECTION
 PERFORMED 23 POINT FREE VISUAL INSPECTION

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

26007203 GOLD SYNTHETIC HOURS: TECH(S): 491 INTERNAL
 (Replace synthetic engine oil and filter)
 GOLD LOF SERVICE COMPLETED

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2	1	4892339-AA	FILTER EN 09057006	INTERNAL
JOB # 2	7	68171066-PA	OIL 0W40 01081090	INTERNAL
			JOB # 2 TOTAL PARTS	0.00
			JOB # 2 TOTAL LABOR & PARTS	0.00

26007202 MISCELLANEOUS HOURS: TECH(S): 457 WARRANTY
 CUSTOMER STATES VEH PULLING TO LEFT SLIGHTLY (General Concern
 n 1)
 VERIFIED THE CUSTOMER COMPLAINT, SET TOE.

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

TOTALS

 * If parts have been ordered for your vehicle most will *
 * arrive within 3 to 5 days. Please note that all Special *
 * Order Parts must be installed within 14 days of arrival *
 * or they will be sent back. Please contact your Service *
 * Advisor if your Special Order Parts have not arrived in *
 * 3 to 5 working days. *
 * *
 * Parts & Labor Warranty 12MO / 12,000 Mi on Factory Parts *
 * *
 * AN EXPLAINATION OF REPAIRS HAS BEEN PROVIDED BY YOUR *
 * SERVICE ADVISOR. *

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

Service Hours
 Monday - 7:30 am - 5:30 pm
 Saturday - 9:00 am - 2:00 pm

Service Appointments
 978-454-1400

Free Shuttle Service
 Available

IMPORTANT
 VERY SHORTLY YOU MAY
 RECEIVE A SURVEY DIRECTLY
 FROM CHRYSLER. THIS IS OUR
 REPORT CARD. IF YOU CANNOT
 GRADE US "COMPLETELY
 SATISFIED," PLEASE CONTACT
 US IMMEDIATELY!
 PLEASE CONTACT SERVICE
 MANAGER AT
 (978) 569-2230
 (DIRECT)

THANK YOU FOR YOUR BUSINESS!

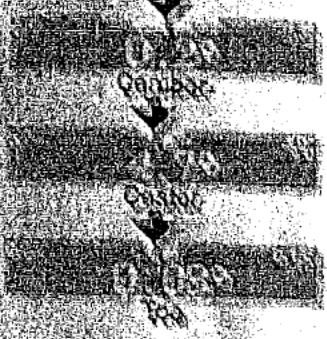
CUSTOMER SIGNATURE



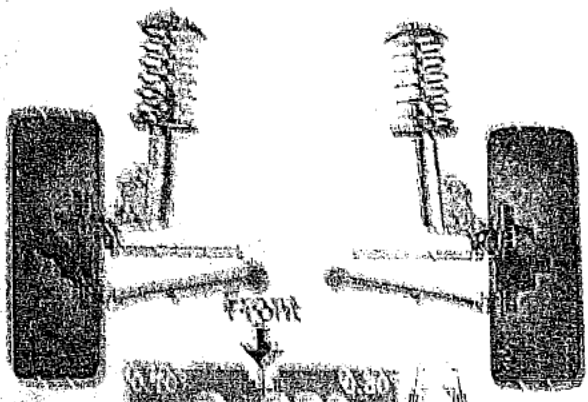
Thank You for choosing
485 Chrysler Jeep Dodge

Dodge / Ram / SRT 2016 Ram 2500 4X4
Express Align Total Alignment

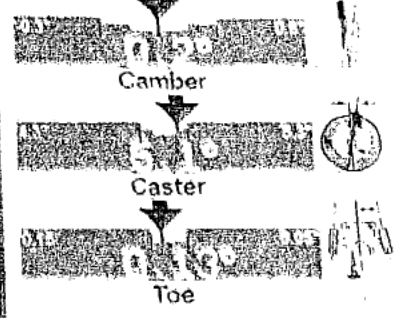
Left Front



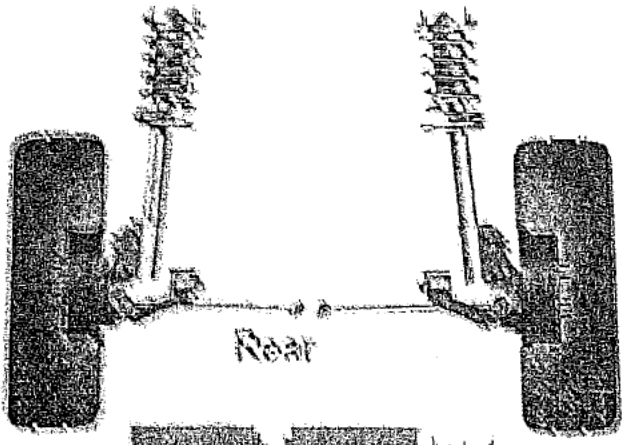
FRONT



Right Front



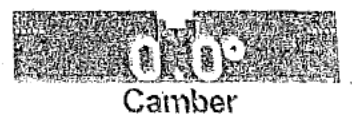
Rear



Left Rear



Right Rear





495 Chrysler Jeep Dodge, Inc.

732 Rogers Street
Lowell, MA 01852
Phone: 978-454-1400
Fax: 978-454-3598

CELL

ADVISOR PAUL PERSIAN	TAG NO 462	INVOICE DATE 07/11/17	STOCK NO
LABOR RATE	LICENSE NO	MILEAGE 7,428	COLOR BRIGHT WHITE
YEAR MAKE / MODEL 16/DODGE TRUCK/RAM 2500/POWERWAGON C	DELIVERY DATE 04/05/17	DELIVERY MILES 20	
FTE NO	P.O. NO	RO DATE 07/11/17	PRODUCT CODE
REMARKS			MG: 7428

FRONTEND ALIGN TRUCK HOURS: 1-10 TECH(S): 468 WARRANTY:
 OWNER STATES STEERING WHEEL OFF CENTER AND VEHICLE LEADS LEFT
 CENTER STEERING OFF
 ALIGN FRONT END SET TOE AND ALIGNMENT ANGLES WHERE APPLICABLE

Service Hours
 Mon-Fri 7:30 am - 5:30 pm
 Saturday 8:00 am - 2:00 pm

Service Appointments
 978-454-1400

TOTALS

JOB # 1 TOTAL LABOR & PARTS	0:00
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

Free Shuttle Service
 Available !!

 * If parts have been ordered for your vehicle most will *
 * arrive within 3 to 5 days. Please note that all Special *
 * Order Parts must be installed within 14 days of arrival *
 * or they will be sent back. Please contact your Service *
 * Advisor if your Special Order Parts have not arrived in *
 * 3 to 5 working days. *
 * *
 * Parts & Labor Warranty 12MO / 12,000 Mi on Factory Parts *
 * *
 * AN EXPLANATION OF REPAIRS HAS BEEN PROVIDED BY YOUR *
 * SERVICE ADVISOR. *

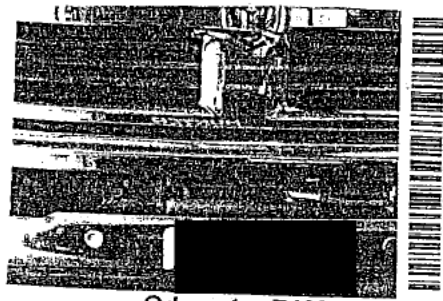
TOTAL INVOICE \$ 0.00

CUSTOMER SIGNATURE

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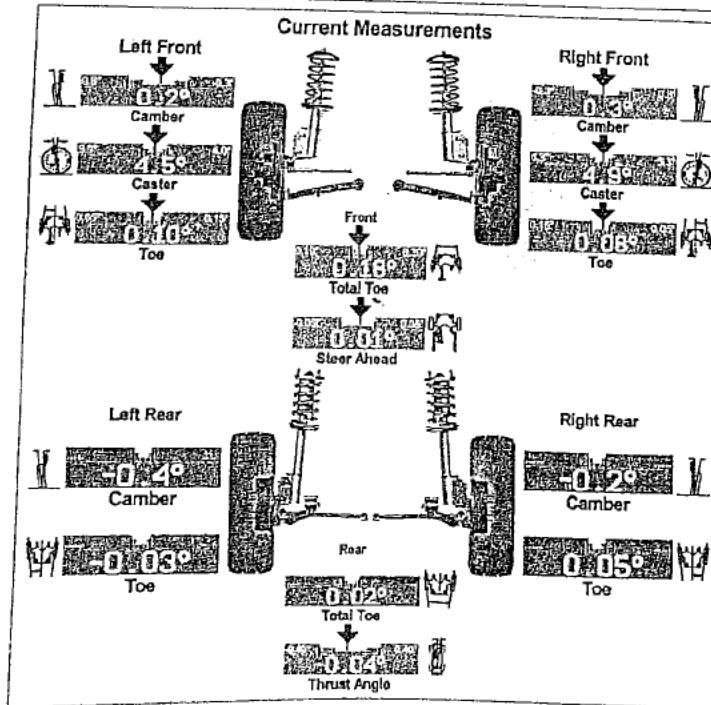
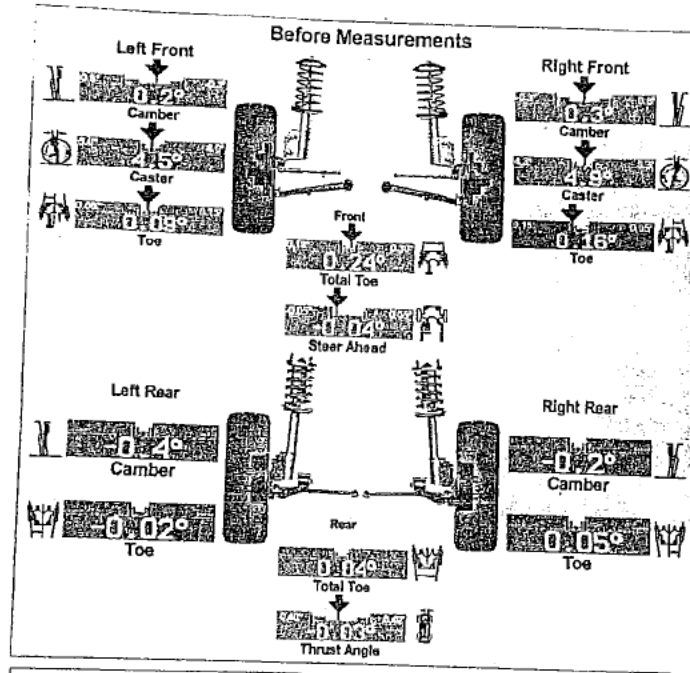
THANK YOU
 FOR YOUR BUSINESS!

Thank you for choosing
495 Chrysler Jeep Dodge



Odometer: 7428

Dodge / Ram / SRT : Ram 2500 4X4
ExpressAlign Total Alignment



• One or more values are not within specification. Tire wear, handling and safety problems may result.

CHRYSLER



495 Chrysler Jeep Dodge, Inc.

732 Rogers Street
Lowell, MA 01852
Phone: 978-454-1400
Fax: 978-454-3598

CUSTOMER	ADVISOR PAUL PERSIAN	TAG NO. 462	782	INVOICE DATE 07/19/17	INVOICE NO. DOCS154619
	LABOR RATE	LICENSE NO.	MILEAGE 7,602	COLOR BRIGHT WHIT	STOCK NO. R16400
	YEAR / MAKE / MODEL 16/DODGE TRUCK/RAM 2500/POWERWAGON C			DELIVERY DATE 04/05/17	DELIVERY MILES 20
				SELLING DEALER NO. 00	PRODUCTION DATE
				NO DATE 07/17/17	
COMMENTS					

MO: 7608

LABOR & PARTS
 # 110600Z MISCELLANEOUS HOURS: 0.00 TECH(S): 444 0.00
 CUSTOMER STATES THE VEHICLE IS PULLING TO THE LEFT (General Concern 1)
 DROVE VEHICLE WITH OWNER HAS SLIGHT CENTER STEERING OFF AND HAS TO COMPENSATE FOR DRIFT TO LEFT ALIGNMENT WITHIN SPEC (COPIES SUPPLIED TO OWNER)
 JOB # 1 TOTAL LABOR & PARTS 0.00
 TOTALS

 * If parts have been ordered for your vehicle most will *
 * arrive within 3 to 5 days. Please note that all Special *
 * Order Parts must be installed within 14 days of arrival *
 * or they will be sent back. Please contact your Service *
 * Advisor if your Special Order Parts have not arrived in *
 * 3 to 5 working days. *
 * Parts & Labor Warranty 12MO / 12,000 Mi on Factory Parts *
 * AN EXPLANATION OF REPAIRS HAS BEEN PROVIDED BY YOUR *
 * SERVICE ADVISOR. *

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

Service Hours:
 Mon-Fri 7:30 a.m. - 5:30 p.m.
 Saturday 8:00 a.m. - 2:00 p.m.

Service Appointments
 978-454-1400

Free Shuttle Service
 Available !!



THANK YOU
 FOR YOUR BUSINESS!

CUSTOMER SIGNATURE _____

LZR-SER-INV ITEM #7400

CHRYSLER



495 Chrysler Jeep Dodge, Inc.

732 Rogers Street
Lowell, MA 01852
Phone: 978-454-1400
Fax: 978-454-3598



CELL

OWNER TERRY FEOLE	TAG NO 39971	491	INVOICE DATE 09/07/17	INVOICE NO. DOGS157232
REGISTRATION	SALES TAX	10,721	COLOR BRIGHT WHITE	STOCK NO. R16400
YEAR MAKE MODEL 16/DODGE TRUCK/RAM 2500/POWERWAGON C	DELIVERY DATE 04/05/17		DELIVERY MILES 20	
PIE NO	P.O. NO		WORK DATE 09/06/17	
COMMENTS			MO: 10/31	

J# 1 0600Z

MISCELLANEOUS HOURS: 0.00 TECH(S): 467
 CUSTOMER STATES FACTORY TECH TO CHECK TRUCK FOR FRONT END ALL OVER THE ROAD
 FCA REGIONAL REP ROAD TESTED VEHICLE
 ROAD TESTED THRU ALL MODES OF OPERATION VEHICLE OPERATES AS DESIGNED AND CONSISTANT WITH ALL OTHER 2016 RAM POWER WAGONS WITH SAME BUILD CONFIGERATION VEHICLES ALIGNMENT WAS CHECKED ALL IN SPEC PRINT OUT ATTACHED. ALL FRONT END COMPONENTS ALL WITHIN SPEC. NO REPAIRS NEEDED.

Service Hours
 Mon-Fri 7:30 a.m. - 5:30 p.m.
 Saturday 8:00 a.m. - 2:00 p.m.

Service Appointments
 978-454-1400

JOB # 1 TOTAL LABOR & PARTS 0.00

TOTALS

*****	TOTAL LABOR	0.00
* If parts have been ordered for your vehicle most will	TOTAL PARTS....	0.00
* arrive within 3 to 5 days. Please note that all Special	TOTAL SUBLET...	0.00
* Order Parts must be installed within 14 days of arrival	TOTAL G.O.G....	0.00
* or they will be sent back. Please contact your Service	TOTAL MISC CHG.	0.00
* Advisor if your Special Order Parts have not arrived in	TOTAL MISC DISC	0.00
* 1 to 5 working days.	TOTAL TAX.....	0.00

* Parts & Labor Warranty 12MO / 12,000 Mi on Factory Parts *	TOTAL INVOICE \$	0.00

* AN EXPLANATION OF REPAIRS HAS BEEN PROVIDED BY YOUR		
* SERVICE ADVISOR.		

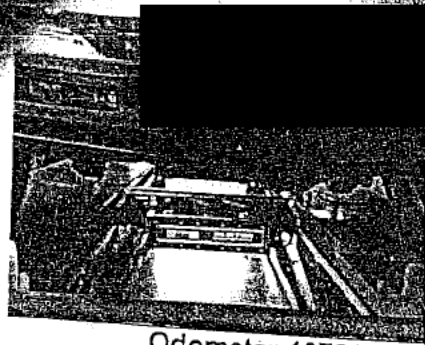
Free Shuttle Service Available !!

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CUSTOMER SIGNATURE

THANK YOU FOR YOUR BUSINESS!

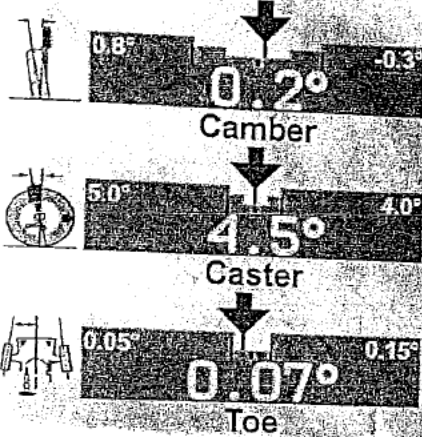
Thank you for choosing
495 Chrysler Jeep Dodge



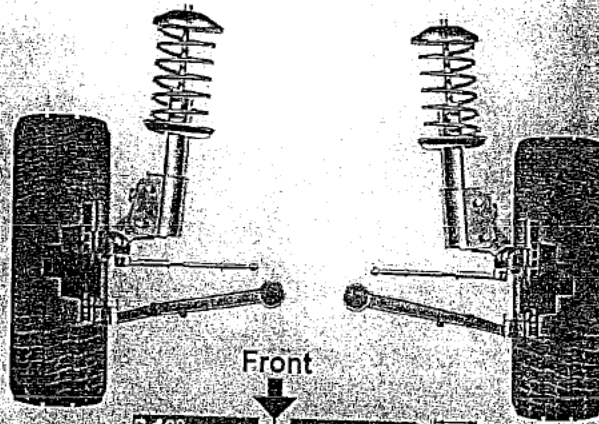
Odometer: 10721

Dodge / Ram / SRT 2016 Ram 2500 4X4 ExpressAlign Total Alignment

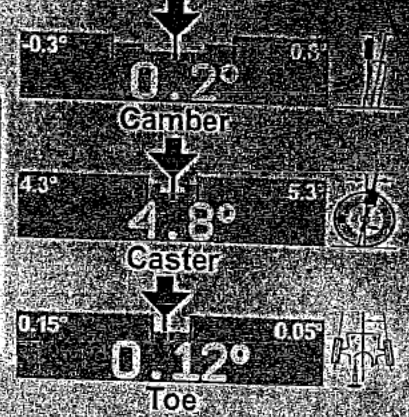
Left Front



Current Measurements



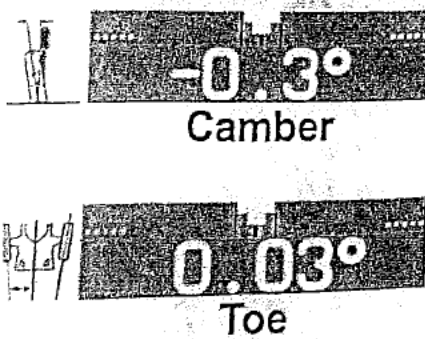
Right Front



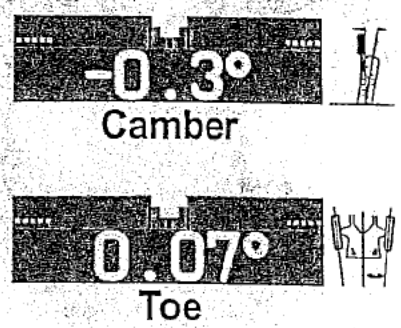
Front



Left Rear



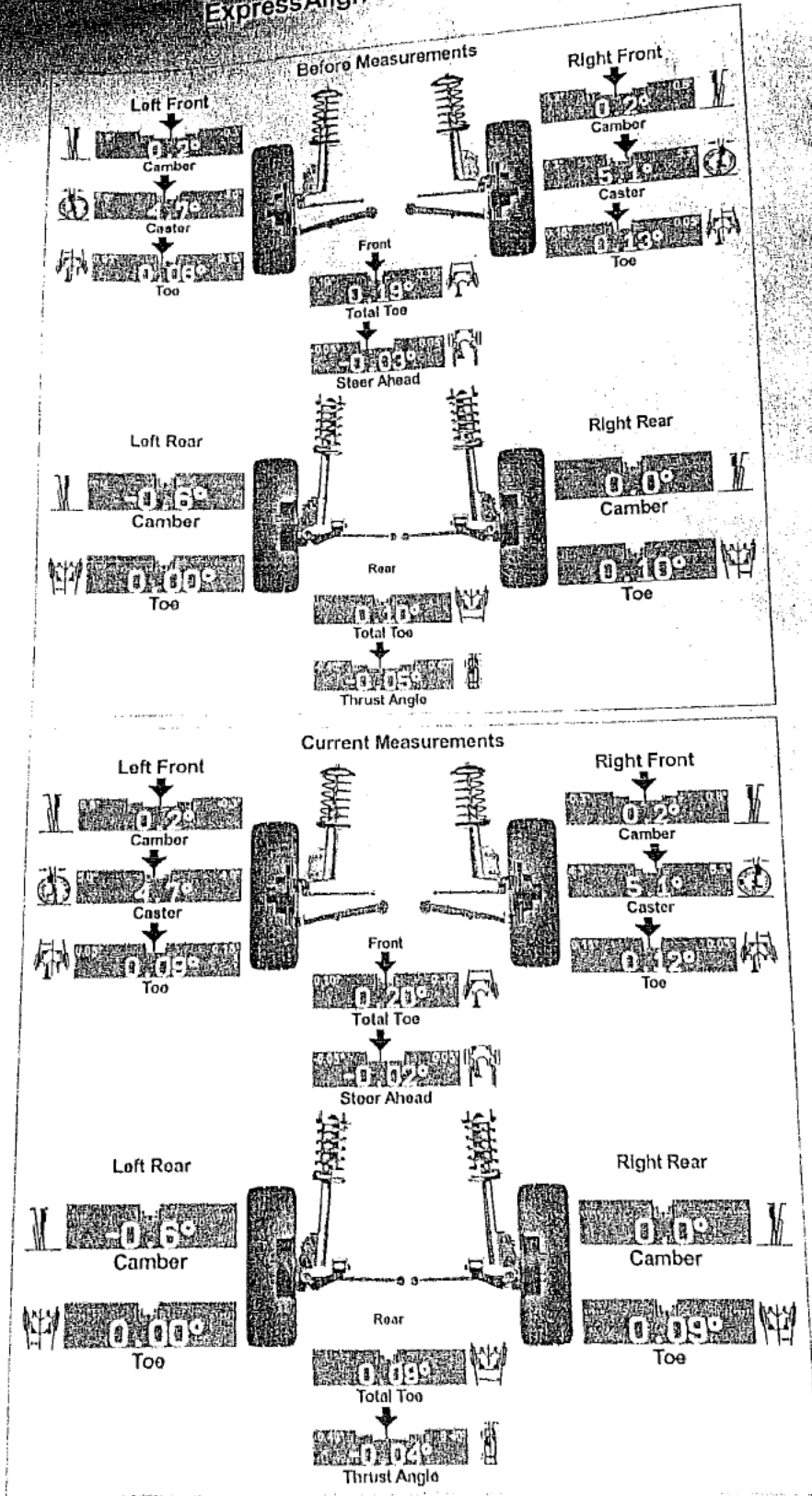
Right Rear



Rear



Dodge/Ram/SRT 2016 Ram 2500 4X4 ExpressAlign Total Alignment



US ZIP 02 000



First Class Mail



KIMMEL & SILVERMAN
P.C.

30 East Butler Pike, Ambler, PA 19002

TO:

FCA US LLC
CIMS 485-14-78
1000 Chrysler Drive
Auburn Hills, MI 48526

PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT OF THE RETURN ADDRESS, FOLD AT DOTTED LINE

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LEMON LAW GROUP PARTNERS PLC

Attorneys and Counselors at Law
 460 King Street, Suite 200
 Charleston, SC 29403

Telephone (888) 415-0610
 Facsimile (888) 809-7010
 Email: info@lemonlawgrouppartners.com

December 11, 2017

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

Re: [REDACTED]
 Vehicle: 2015 Dodge RAM 3500
 [REDACTED]

12/11
RECEIVED

DEC 19 2017

Special Investigations

Dear Sir/Madam:

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

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

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

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

Respectfully submitted,

LEMON LAW GROUP PARTNERS PLC
 By: s/n Adam Owensby
 Of Counsel Attorney for Plaintiff

CC: Carolina Chrysler Dodge Jeep Ram, 891 Highway 1 S, Lugoff, SC 29078

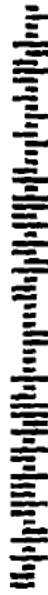
United States Postal Service
CERTIFIED MAIL™

RETURN RECEIPT REQUESTED ELECTRONICALLY

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

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00000867

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PAID
CMSI
7 oz. SP 0.500



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

Jude Aoun, A Professional Corporation
The Law Office of Jude G. Aoun
1031 W. Ave. M-14, Suite C
Palmdale, CA 93551

Phone: 661.575.9760
Fax: 661.575.9765

RECEIVED

MAR - 8 2019

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

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

March 4, 2019

Re: Our Client: [REDACTED]
Dealership Leased: Lampe Chrysler Dodge Jeep Ram
Repair Dealerships: Lampe Chrysler Dodge Jeep Ram
and Bakersfield Dodge, Inc.
Date of Purchase: [REDACTED]
VIN: [REDACTED]
Vehicle Model: 2016 Ram 2500

Revocation of Acceptance and Demand for Repurchase

Dear Manufacturer:

Our office has been retained to represent the above named claimant in connection with a [REDACTED] claim presented because of the manufacturer's and/or its authorized representatives' inability to repair the subject vehicle to conform to the warranty. Please cease any contacts with our client and direct all further communications regarding this matter to our attention. We will withhold filing a complaint for thirty days to allow for the possibility of amicable resolution. Please contact us if you are interested in discussing early settlement to avoid the time and costs of litigation.

Our client's claim is made under California's *Song-Beverly Consumer Warranty Act* as well as all other applicable state and federal consumer warranty laws. The claim is premised on the following facts and circumstances:

1. The vehicle was purchased on April 22, 2016, and had an odometer reading of 19 miles. The vehicle was covered by a 3 year, 36,000 mile basic and a 5 year, 60,000 mile limited powertrain warranty, among others. The vehicle was also covered by an implied warranty that the vehicle would be fit for the ordinary purposes for which it was to be used.

FCAUS LLC
Office of the General Counsel

MAR 07 2019

2. The vehicle was submitted for the first time on April 30, 2016. [REDACTED] informed the technician that the overhead lights in the interior of the vehicle would not turn on when opening the door. The technician confirmed the concern. He pulled an active code- B1751-11- courtesy lamp control circuit short to round. After inspecting the vehicle, the technician reached out to the STAR hotline. He was instructed to inspect the entire M11 circuit. After carefully following the circuit, he found a small hole that had rubbed through the protective cover of the wire harness on the BCM causing the circuit to intermittently ground out. He cut out the bad part of the M11 wire and repaired it by soldering and shrink wrapping the new connection. He then performed a flash update on the PCM. (Invoice # [REDACTED] **215 miles on odometer; 26 days in shop**)

3. On June 17, 2016, [REDACTED] resubmitted his vehicle to the shop and informed the technician that the steering wheel was off center and the center console panel on the driver's side was not sitting flush the actual center console. The technician confirmed the center console concern. He removed the panel, realigned it the center console, and tightened the gap. He, however, claimed the steering wheel was in line with the alignment marks on the wheel. He recommended Mr. [REDACTED] pay for an alignment. (Invoice # [REDACTED] **577 miles on odometer; 1 day in shop**)

4. The vehicle was brought to Bakersfield Dodge on July 20, 2016. Mr. [REDACTED] advised the technician that the front end of his vehicle had excessive play. The technician found the steering wheel to be off center and loose. He also found the track bar was loose. He tightened the nuts on the track bar, straightened the steering wheel, and tightened the steering link nuts. (Invoice # [REDACTED] **847 miles on odometer; 12 days in shop**)

5. Mr. [REDACTED] brought his vehicle back to the dealership on September 9, 2016 to have the drag link adjustment sleeve tightened. (Invoice # [REDACTED] **1,386 miles on odometer; 1 day in shop**)

6. On September 13, 2016, Mr. [REDACTED] advised the technician that front end suspension drag link needed to be tightened to specs and the steering wheel was pulling to the right. The technician tightened the drag link adjusting sleeve. He set the toe to specifications. (Invoice # [REDACTED] **1,430 miles on odometer; 3 days in shop**)

Chrysler Customer Service

March 4, 2019

Page 3

Given the foregoing, the vehicle had immediately met the statutory presumption of the vehicle being a lemon under California **Civil Code, Section 1793.22(b)(3)**, "The vehicle is out of service by reason of repair of nonconformities by the manufacturer or its agents for a cumulative total of more than **30 calendar days** since delivery of the vehicle to the buyer."

The manufacturer's authorized repair facilities in California have not been able to correct these abnormalities despite having a reasonable number of repair opportunities. These problems persist despite Mr. [REDACTED] multiple efforts to obtain warranty repairs.

It is important to note that Mr. [REDACTED] has not abused the vehicle, has operated it in a safe and reasonable manner, and has performed the manufacturer's recommended maintenance.

Mr. [REDACTED] hereby revokes acceptance and elects his statutory right to restitution. If this matter goes to litigation, Mr. [REDACTED] will also seek civil penalties based on Chrysler's refusal to honor its statutory warranty obligations. In addition, our client is willing to settle his separate statutory claim for attorney's fees and costs in the amount of \$3,500 if this matter is resolved without litigation.

We look forward to your prompt attention to this matter.

Very Truly Yours

[REDACTED]
Jude G. Aoun,
Attorney at Law

COML 04/30/2018 TO 04/30/2019 31 TYPE LICENSE NUMBER

VEHICLE IDENTIFICATION NUMBER

BODY TYPE MODEL

PK

DATE ISSUED

05/08/2018

CYCS.

DATE FIRST SOLD

00/00/2016

CLASS

QT

RAM *YR

MAKE

Yr. Model

2016

TYPE VEH. MP AX WC UNLADEN/G/CGW

TOTAL FEES PAID

\$826

1500

BAKERSFIELD CA

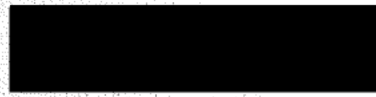
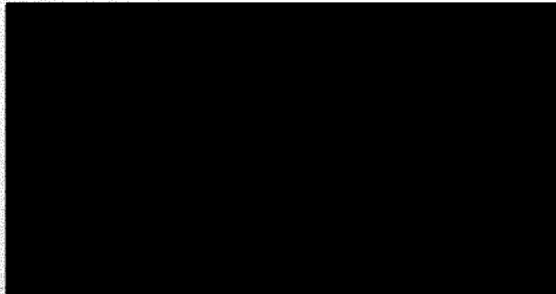
REGISTERED OWNER
HIEINHOLDER

US BK NA
PO BX 3427
OSHKOSH

WI



STATE OF CALIFORNIA
DEPARTMENT OF MOTOR VEHICLES
VALIDATED REGISTRATION CARD
READ REVERSE SIDE - IMPORTANT INSTRUCTIONS



(WITH ARBITRATION PROVISION)

Dealer Number [REDACTED] Contract Number [REDACTED] R.O.S. Number [REDACTED] Stock Number [REDACTED]

Buyer Name and Address (Including County and Zip Code) [REDACTED]	Co-Buyer Name and Address (Including County and Zip Code) [REDACTED]	Seller-Creditor (Name and Address) LAMPE CHRYSLER DODGE JEEP RAM 151 N Neeley St Visalia, CA 93291
--	---	--

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

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2016	RAM 2500	19	[REDACTED]	Personal, family or household unless otherwise indicated below. <input type="checkbox"/> business or commercial

FEDERAL TRUTH-IN-LENDING DISCLOSURES				
ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate.	The dollar amount the credit will cost you.	The amount of credit provided to you or on your behalf.	The amount you will have paid after you have made all payments as scheduled.	The total cost of your purchase on credit, including your down payment of
2.59%	\$ 4,257.2(e)	\$ 65,173.85	\$ 69,631 (e)	\$ 72,131.1(e)
(e) means an estimate				

YOUR PAYMENT SCHEDULE WILL BE:		
Number of Payments:	Amount of Payments:	When Payments Are Due:
One Payment of	N/A	N/A
One Payment of	N/A	N/A
One Payment of	N/A	N/A
71	828.21	Monthly beginning 05/22/16
N/A	N/A	N/A
One final payment	828.21	04/22/22

Late Charge. If payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late.
Prepayment. If you pay off all your debt early, you may be charged a minimum finance charge.
Security Interest. You are giving a security interest in the vehicle being purchased.
Additional Information: See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date, minimum finance charges, and security interest.

ITEMIZATION OF THE AMOUNT FINANCED (Seller may keep part of the amounts paid to others.)	
1. Total Cash Price	\$ 60,148.00(A)
A. Cash Price of Motor Vehicle and Accessories	\$ 60,148.00
1. Cash Price Vehicle	\$ N/A
2. Cash Price Accessories	\$ N/A
3. Other (Nontaxable)	\$ N/A
Describe	\$ N/A
Describe	\$ N/A
B. Document Processing Charge (not a governmental fee)	\$ 80.00(B)
C. Emissions Testing Charge (not a governmental fee)	\$ N/A(C)
D. (Optional) Theft Deterrent Device (to whom paid)	\$ N/A(D)
E. (Optional) Theft Deterrent Device (to whom paid)	\$ N/A(E)
F. (Optional) Theft Deterrent Device (to whom paid)	\$ N/A(F)
G. (Optional) Surface Protection Product (to whom paid)	\$ N/A(G)
H. (Optional) Surface Protection Product (to whom paid)	\$ N/A(H)
I. EV Charging Station (to whom paid)	\$ N/A(I)
J. Sales Tax (on taxable items in A through I)	\$ 4,517.10(J)

STATEMENT OF INSURANCE

NOTICE: No person is required as a condition of financing the purchase of a motor vehicle to purchase or negotiate any insurance through a particular insurance company, agent or broker. You are not required to buy any other insurance to obtain credit. Your decision to buy or not buy other insurance will not be a factor in the credit approval process.

Vehicle Insurance		
Coverage	Term	Premium
\$ N/A Ded. Comp., Fire & Theft	N/A Mos.	\$ N/A
\$ N/A Ded. Collision	N/A Mos.	\$ N/A
Bodily Injury \$ N/A Limits	N/A Mos.	\$ N/A
Property Damage \$ N/A Limits	N/A Mos.	\$ N/A
Medical	N/A Mos.	\$ N/A
Total Vehicle Insurance Premiums		\$ N/A

UNLESS A CHARGE IS INCLUDED IN THIS AGREEMENT FOR PUBLIC LIABILITY OR PROPERTY DAMAGE INSURANCE, PAYMENT FOR SUCH COVERAGE IS NOT PROVIDED BY THIS AGREEMENT.

You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit.

Buyer N/A
 Co-Buyer N/A
 Seller N/A

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

Application for Optional Credit Insurance

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

Coverage	Term	Exp.	Premium
Credit Life	N/A Mos.		\$ N/A
Credit Disability	N/A Mos.	N/A	\$ N/A
Total Credit Insurance Premiums			\$ N/A
Insurance Company Name			
Home Office Address			

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

You are applying for the credit insurance marked above. Your signature below means that you agree that (A) You are not eligible for insurance if you have

Describe	N/A	\$	N/A
B. Document Processing Charge (not a governmental fee)		\$	80.00(B)
C. Emissions Testing Charge (not a governmental fee)		\$	N/A(C)
D. (Optional) Theft Deterrent Device (to whom paid)	N/A	\$	N/A(D)
E. (Optional) Theft Deterrent Device (to whom paid)	N/A	\$	N/A(E)
F. (Optional) Theft Deterrent Device (to whom paid)	N/A	\$	N/A(F)
G. (Optional) Surface Protection Product (to whom paid)	N/A	\$	N/A(G)
H. (Optional) Surface Protection Product (to whom paid)	N/A	\$	N/A(H)
I. EV Charging Station (to whom paid)	N/A	\$	N/A(I)
J. Sales Tax (on taxable items in A through I)		\$	4,517.10(J)
K. Electronic Vehicle Registration or Transfer Charge (not a governmental fee) (to whom paid)	MVSC	\$	29.00(K)
L. (Optional) Service Contract (to whom paid)	Chrysler	\$	1,600.00(L)
M. (Optional) Service Contract (to whom paid)	N/A	\$	N/A(M)
N. (Optional) Service Contract (to whom paid)	N/A	\$	N/A(N)
O. (Optional) Service Contract (to whom paid)	N/A	\$	N/A(O)
P. (Optional) Service Contract (to whom paid)	N/A	\$	N/A(P)
Q. Prior Credit or Lease Balance paid by Seller to	N/A	(e) \$	N/A(Q)
(see downpayment and trade-in calculation)			
R. (Optional) Gap Contract (to whom paid)	Express Autogap	\$	550.00(R)
S. (Optional) Used Vehicle Contract Cancellation Option Agreement		\$	N/A(S)
T. Other (to whom paid)	N/A	\$	N/A(T)
For	N/A	\$	N/A(T)
Total Cash Price (A through T)		\$	66,974.10(I)
2. Amounts Paid to Public Officials			
A. Vehicle License Fees	ESTIMATED	\$	391.00(A)
B. Registration/Transfer/Titling Fees	ESTIMATED	\$	350.00(B)
C. California Tire Fees		\$	8.75(C)
D. Other	N/A	\$	N/A(D)
Total Official Fees (A through D)		\$	749.75(I)
3. Amount Paid to Insurance Companies			
(Total premiums from Statement of Insurance column a + b)		\$	N/A(I)
4. <input type="checkbox"/> State Emissions Certification Fee or <input type="checkbox"/> State Emissions Exemption Fee		\$	N/A(I)
5. Subtotal (1 through 4)		\$	67,673.85(I)
6. Total Downpayment			
A. Agreed Trade-In Value Yr. N/A Make N/A		\$	N/A(A)
Model N/A Odom. N/A			
VIN N/A			
B. Less Prior Credit or Lease Balance (e)		\$	N/A(B)
C. Net Trade-In (A less B) (indicate if a negative number)		\$	N/A(C)
D. Deferred Downpayment		\$	N/A(D)
E. Manufacturer's Rebate		\$	2,500.00(E)
F. Other	N/A	\$	N/A(F)
G. Cash		\$	10,000.00(G)
Total Downpayment (C through G)		\$	12,500.00(I)
(If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 1Q above)		\$	55,173.85(I)
7. Amount Financed (5 less 6)		\$	55,173.85(I)

N/A

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

You are applying for the credit insurance marked above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have reached your 65th birthday. (2) You are eligible for disability insurance only if you are working for wages or profit 30 hours a week or more on the Effective Date. (3) Only the Primary Buyer is eligible for disability insurance. **DISABILITY INSURANCE MAY NOT COVER CONDITIONS FOR WHICH YOU HAVE SEEN A DOCTOR OR CHIROPRACTOR IN THE LAST 6 MONTHS (Refer to "Total Disabilities Not Covered" in your policy for details).**

You want to buy the credit insurance.

N/A	X	N/A	N/A
Date	Buyer Signature		Age
N/A	X	N/A	N/A
Date	Co-Buyer Signature		Age

OPTIONAL GAP CONTRACT A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in item 1R of the Itemization of Amount Financed. See your gap contract for details on the terms and conditions it provides. It is a part of this contract.

Term 72 Mos. Express, Autogap
Name of Gap Contract

I want to buy a [redacted]

Buyer Signs X [redacted]

OPTIONAL SERVICE CONTRACT(S) You want to purchase the service contract(s) written with the following company(ies) for the term(s) shown below for the charge(s) shown in item 1L, 1M, 1N, 1O, and/or 1P.

1L Company Chrysler
Term 88 Mos. or 75,000 Miles

1M Company N/A
Term N/A Mos. or N/A Miles

1N Company N/A
Term N/A Mos. or N/A Miles

1O Company N/A
Term N/A Mos. or N/A Miles

1P Company N/A
Term N/A Mos. or N/A Miles

Buyer X [redacted]

SELLER ASSISTED LOAN
BUYER MAY BE REQUIRED TO PLEDGE SECURITY FOR THE LOAN, AND WILL BE OBLIGATED FOR THE INSTALLMENT PAYMENTS ON BOTH THIS RETAIL INSTALLMENT SALE CONTRACT AND THE LOAN.

Proceeds of Loan From: N/A

Amount \$ N/A Finance Charge \$ N/A

Total \$ N/A Payable in N/A installments of \$ N/A \$ N/A from this Loan is shown in item 6D.

AUTO BROKER FEE DISCLOSURE
If this contract reflects the retail sale of a new motor vehicle, the sale is not subject to a fee received by an autobroker from us unless the following box is checked:

Name of autobroker receiving fee, if applicable:

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between you and us relating to this contract. Any change to the contract must be in writing and both you and we must sign it. No oral changes are binding.

Buyer Signs [redacted]

Co-Buyer Signs X N/A

SELLER'S RIGHT TO CANCEL If Buyer and Co-Buyer sign here, the provisions of the Seller's Right to Cancel section on the back giving the Seller the right to cancel if Seller is unable to assign this contract to a financial institution will apply.

X [redacted] N/A
Buyer Co-Buyer

Agreement to Arbitrate: By signing below, you agree that, pursuant to the Arbitration Provision on the reverse side of this contract, you or we may elect to resolve any dispute by neutral, arbitration. For additional information concerning the agreement to arbitrate.

Model N/A Odom N/A
VIN N/A

B. Less Prior Credit or Lease Balance (e) \$ N/A (B)
C. Net Trade-In (A less B) (Indicate if a negative number) \$ N/A (C)
D. Deferred Downpayment \$ N/A (D)
E. Manufacturer's Rebate \$ 2,500.00 (E)
F. Other N/A \$ N/A (F)
G. Cash \$ 12,000.00 (G)
Total Downpayment (C through G) \$ 12,500.00 (6)
(If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 1Q above)
7. Amount Financed (5 less 6) \$ 65,173.98 (7)

1L Company Chrysler
Term 84 Mos. or 75,000 Miles
1M Company N/A
Term N/A Mos. or N/A Miles
1N Company N/A
Term N/A Mos. or N/A Miles
1O Company
Term N/A Mos. or N/A Miles
1P Company N/A
Term N/A Mos. or N/A Miles
Buyer X [Redacted]

SELLER ASSISTED LOAN
BUYER MAY BE REQUIRED TO PLEDGE SECURITY FOR THE LOAN, AND WILL BE OBLIGATED FOR THE INSTALLMENT PAYMENTS ON BOTH THIS RETAIL INSTALLMENT SALE CONTRACT AND THE LOAN.

Proceeds of Loan From: N/A
Amount \$ N/A Finance Charge \$ N/A
Total \$ N/A Payable in N/A
installments of \$ N/A \$ N/A
from this Loan is shown in item 6D.

AUTO BROKER FEE DISCLOSURE
If this contract reflects the retail sale of a new motor vehicle, the sale is not subject to a fee received by an autobroker from us unless the following box is checked:

Name of autobroker receiving fee, if applicable:

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between you and us relating to this contract. Any change to the contract must be in writing and both you and we must sign it. No oral changes are binding.

Buyer Signs X [Redacted]
Co-Buyer Signs X N/A

SELLER'S RIGHT TO CANCEL If Buyer and Co-Buyer sign here, the provisions of the Seller's Right to Cancel section on the back giving the Seller the right to cancel If Seller is unable to assign this contract to a financial institution will apply.

X [Redacted] X N/A
Buyer Co-Buyer

Agreement to Arbitrate: By signing below, you agree that, pursuant to the Arbitration Provision on the reverse side of this contract, you or we may elect to resolve any dispute by neutral, binding arbitration and not by a court action. See the Arbitration Provision for additional information concerning the agreement to arbitrate.

Buyer Signs X [Redacted] Co-Buyer Signs X N/A

OPTION: You pay no finance charge if the Amount Financed, item 7, is paid in full on or before N/A, Year N/A. SELLER'S INITIALS _____

THE MINIMUM PUBLIC LIABILITY INSURANCE LIMITS PROVIDED IN LAW MUST BE MET BY EVERY PERSON WHO PURCHASES A VEHICLE. IF YOU ARE UNSURE WHETHER OR NOT YOUR CURRENT INSURANCE POLICY WILL COVER YOUR NEWLY ACQUIRED VEHICLE IN THE EVENT OF AN ACCIDENT, YOU SHOULD CONTACT YOUR INSURANCE AGENT.

WARNING:
YOUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHICLE BEING PURCHASED. IF YOU DO NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE SELLING DEALER. HOWEVER, UNLESS OTHERWISE SPECIFIED, THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD.
FOR ADVICE ON FULL COVERAGE THAT WILL PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT.
THE BUYER SHALL SIGN TO ACKNOWLEDGE THAT HE/SHE UNDERSTANDS THESE PUBLIC LIABILITY TERMS AND CONDITIONS.

S/S X [Redacted] X N/A

Trade-In Payoff Agreement: Seller relied on information from you and/or the lienholder or lessor of your trade-in vehicle to arrive at the payoff amount shown in item 6B of the Itemization of Amount Financed as the "Prior Credit or Lease Balance." You understand that the amount quoted is an estimate.

Seller agrees to pay the payoff amount shown in 6B to the lienholder or lessor of the trade-in vehicle, or its designee. If the actual payoff amount is more than the amount shown in 6B, you must pay the Seller the excess on demand. If the actual payoff amount is less than the amount shown in 6B, Seller will refund to you any overage Seller receives from your prior lienholder or lessor. Except as stated in the "NOTICE" on the back of this contract, any assignee of this contract will not be obligated to pay the Prior Credit or Lease Balance shown in 6B or any refund.

Buyer Signature X [Redacted] Co-Buyer Signature X N/A

Notice to buyer: (1) Do not sign this agreement before you read it and it contains any blank spaces to be filled in. (2) You are entitled to a completely filled in copy of this agreement. (3) You can prepay the full amount due under this agreement at any time. (4) If you default in the performance of your obligations under this agreement, the vehicle may be repossessed and you may be subject to suit and liability for the unpaid indebtedness evidenced by this agreement.

If you have a complaint concerning this sale, you should try to resolve it with the seller. Complaints concerning unfair or deceptive practices or methods by the seller may be referred to the city attorney, the district attorney, or an investigator for the Department of Motor Vehicles, or any combination thereof.
After this contract is signed, the seller may not change the financing or payment terms unless you agree in writing to the change. You do not have to agree to any change, and it is an unfair or deceptive practice for the seller to make a unilateral change.

Buyer Signature X [Redacted] Co-Buyer Signature X N/A

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

THERE IS NO COOLING-OFF PERIOD UNLESS YOU OBTAIN A CONTRACT CANCELLATION OPTION

California law does not provide for a "cooling-off" or other cancellation period for vehicle sales. Therefore, you cannot later cancel this contract simply because you change your mind, decide the vehicle costs too much, or wish you had acquired a different vehicle. After you sign below, you may only cancel this contract with the agreement of the seller or for legal cause, such as fraud. However, California law does require a seller to offer a two-day contract cancellation option on used vehicles with a purchase price of less than forty thousand dollars (\$40,000), subject to certain statutory conditions. This contract cancellation option requirement does not apply to the sale of a recreational vehicle, a motorcycle, or an off-highway motor vehicle subject to identification under California law. See the vehicle contract cancellation option agreement for details.

YOU AGREE TO THE TERMS OF THIS CONTRACT. YOU CONFIRM THAT BEFORE YOU SIGNED THIS CONTRACT, WE GAVE IT TO YOU, AND YOU WERE FREE TO TAKE IT AND REVIEW IT. YOU ACKNOWLEDGE THAT YOU HAVE READ BOTH SIDES OF THIS CONTRACT, INCLUDING THE ARBITRATION PROVISION ON THE REVERSE SIDE, BEFORE SIGNING BELOW. YOU CONFIRM THAT YOU RECEIVED A COMPLETELY FILLED-IN COPY WHEN YOU SIGNED IT.

Buyer Signature X [Redacted] Date 04/22/16 Co-Buyer Signature X N/A Date N/A
Co-Buyers and Other O [Redacted] responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but

LAMPE



151 N. Neeley Street
 Visalia, CA 93291
 (559) 737-8400
 Fax: (559) 651-1749

SERVICE DEPARTMENT HOURS
 7:30 a.m. to 5:30 p.m.
 Monday - Friday
 8:00 a.m. to 5:00 p.m. Saturday

R/O Open Date	R/O Number
4/30/16	[REDACTED]
R/O Close Date	Status
5/25/16	Pre-Invoice
Mileage In	Mileage Out
215	235
Service Advisor / Tag #	
RODNEY CAVAZOS/2896	
Vehicle Identification Number	
[REDACTED]	
Delivery Date	In-Service Date
4/22/16	4/22/16
Color	License Number
PEARL WHIT	

BAR # ARD00240304 EPA# CAL000357990

BAKERSFIELD, CA [REDACTED]			Work Phone	[REDACTED]
[REDACTED]			Home Phone	[REDACTED]
Year	Make	Model	Body	
2016	RAM	2500	4WD CREW CAB 149"	
N2701				

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: [REDACTED] mail: [REDACTED]	
#1 - 008: ELECTRICAL ELECTRICAL CONCERN CUSTOMER STATES WHEN YOU OPEN THE DOORS THE OVER HEAD LIGHTS DO NOT TURN ON. CHECK AND ADVISE Caused by AMPLIFIER AND VARIOUS PANELS TO GAIN ACCESS TO THE AFFECTED AREA NEAR THE SM11B SPLICE TO REPAIR THE WIRE AND HARNESS. I CUT OUT THE BAD PART OF THE M 11 YL/VT WIRE AND REPAIRED IT BY SOLDERING AND HEAT SHRINKING THE CONNECTIONS THAT I MADE. RETESTED FOR THE ORIGINAL CONCERN AND IT WAS NO LONGER PRESENT. THE INTERIOR COURTESY LAMPS ILLUMINATED UPON ENTRY INTO THE VEHICLE. PUT ALL REMOVED COMPONENTS BACK IN PLACE AND RETESTED THE CIRCUIT, TEST GOOD	
Installed 68245054AC :MODULE: BODY CONTROLLER	682 Qty: 1 Warranty
Installed 68269912AA :SWITCH: HEADLAMP	682 Qty: 1 Warranty
Installed 1WA64DX9AC :OUTLET: AIR CONDITIONING & H	Qty: 1 Warranty
Installed 1HR97DX9AC :PANEL: CLOSE OUT	Qty: 1 Warranty
Installed 5MZ89DX9AA :SHIELD: OUTBOARD	Qty: 1 Warranty
Installed 1NK88DX9AA :SHIELD: INBOARD	1NK Qty: 1 Warranty
Installed 5NH65DX9AA :WHEEL: STEERING	Qty: 1 Warranty
Installed 5MZ91DX9AA :COVER: RISER	5MZ Qty: 1 Warranty
Freight: AS PER RODNEY FOUND ACTIVE CODE B1751-11-COURTESY LAMP CONTROL - CIRCUIT SHORT TO ROUND	
TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. *I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.	
DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.	
LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MA	
SALES TAX OR 1	
SPECIAL ORDER	
DISCOUNTS	
TOTAL DUE	

Attempt #2

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

LAMPE

CHRYSLER DODGE JEEP RAM

151 N. Neeley Street
Visalia, CA 93291
(559) 737-6400
Fax: (559) 651-1749

SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:30 p.m.
Monday - Friday
8:00 a.m. to 5:00 p.m. Saturday

R/O Open Date	R/O Number
4/30/16	
R/O Close Date	Status
5/25/16	Pre-Invoice
Mileage In	Mileage Out
215	235
Service Advisor / Tag #	
RODNEY CAVAZOS/2896	
Vehicle Identification Number	
Delivery Date	In-Service Date
4/22/16	4/22/16
Color	License Number
PEARL WHIT	

BAR # ARD00240304 EPA# CAL 000357990

BAKERSFIELD, CA			Work Phone	
			Home Phone	
			Body	4WD CREW CAB 149"
Year	Make	Model		
2016	RAM	2500		
N2701				

DESCRIPTION OF SERVICE AND PARTS

AMOUNT

FOLLOWED PINPOINT TESTING AND DETERMINED TO CONDEMN BCM CONTACTED STAR AND I AM WAITING FOR A RESPONSE 5-11-16 STILL IN CONTACT WITH STAR TO ATTEMPT REPAIR ON VEHICLE. UPON FURTHER INSPECTION OF THE M11 CIRCUIT STARTING AT THE INLINE BODY/SEAT REAR LEFT CONNECTOR AND WIRES, MOVING TO THE INLINE BODY/SEAT REAR RIGHT CONNECTOR AND WIRES, REMOVING VARIOUS TRIM PANELS TO GAIN ACCESS TO THE WIRE HARNESS LEADING UP TO THE SM11B SPLICE. UPON DETAILED INSPECTION OF THE AREA SURROUNDING THE SM11B SPLICE I FOUND THAT THERE WAS A SMALL HOLE THAT HAD RUBBED THROUGH THE PROTECTIVE OUTER COVER OF THE WIRE HARNESS ON THE BCM C7/G CONNECTOR SIDE OF THE SPLICE AND SUBSEQUENTLY THROUGH THE M11 YL/VT CIRCUIT CAUSING THE CIRCUIT TO INTERMITTENTLY GROUND OUT. I REMOVED THE

#2 - FLASH: FLASH
FLASH SOFTWARE 1 SOFTWARE FLASH FOR PCM
18-19-04-FB MODULE, ENGINE CONTROL (ECM) - REPROGR

#3 - 023: BODY
BODY CONCERN CUSTOMER STATES THERE IS PAINT COMING OFF ON REAR BUMPER
Work performed by House Tech (999)
Work performed by 2106 : 14151
Work performed by 19324 : 23802
REPAIRED BUMPER AS PER DUE BILL

Internal
Internal
Internal

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

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

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

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.



151 N. Neeley Street
 Visalia, CA 93291
 (559) 737-6400
 Fax: (559) 651-1749

SERVICE DEPARTMENT HOURS
 7:30 a.m. to 5:30 p.m.
 Monday - Friday
 8:00 a.m. to 5:00 p.m. Saturday

R/O Open Date	R/O Number
4/30/16	[REDACTED]
R/O Close Date	Status
5/25/16	Pre-Invoice
Mileage In	Mileage Out
215	235
Service Advisor / Tag #	
RODNEY CAVAZOS/2896	

BAR # ARD00240304 EPA# CAL000357990

[REDACTED]			Work Phone	[REDACTED]
BAKERSFIELD, CA [REDACTED]			Home Phone	[REDACTED]
Year	Make	Model	Body	Color
2016	RAM	2500	4WD CREW CAB 149"	PEARL WHIT
N2701				Delivery Date
				4/22/16
				In-Service Date
				4/22/16
				License Number

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#4 - 01DOZ001: VEHICLE INSPECTION CUSTOMER REQUEST MULTI POINT VEHICLE INSPECTION MULTI-POINT INSPECTION (ACCORDING TO MAINTENANCE INTERVAL) PERFORMED MULTI POINT INSPECTION Sub Total: .00	
#5 - TT1: TIRE CHECK/INFLATION SERVICE PERFORMED AS REQUIRED BY CALIFORNIA REGULATIONS, SECTION 95550 OF TITLE 17. ADJUST TIRE PRESSURES TO MANUFACTURER RECO MMENDATION FOR VEHICLE CHECK TIRE PRESSURE SET FRONT TO 65 PSI SET REAR TO 80 PSI Sub Total: .00	
#6 - TT2: () YOU DECLINE TO HAVE YOUR TIRES CHECKED AND INFLATED DATE _____ SIGNATURE _____ Sub Total: .00	
#7 - RENTAL: RENTAL Work performed by 13113 : CAR IN SHOP - DAVID	Warranty

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

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

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.



151 N. Neeley Street
 Visalia, CA 93291
 (559) 737-6400
 Fax: (559) 651-1749

SERVICE DEPARTMENT HOURS
 7:30 a.m. to 5:30 p.m.
 Monday - Friday
 8:00 a.m. to 5:00 p.m. Saturday

R/O Open Date	R/O Number
4/30/16	[REDACTED]
R/O Close Date	Status
5/12/16	Pre-Invoice
Mileage In	Mileage Out
215	235
Service Advisor / Tag #	
RODNEY CAVAZOS/2896	
Vehicle Identification Number	
[REDACTED]	
Delivery Date	In-Service Date
4/22/16	4/22/16
Color	License Number
PEARL WHIT	

BAR # ARD00240304 EPA# CAL000357990

Year	Make	Model	Body	Color	License Number
2016	RAM	2500	4WD CREW CAB 149"	PEARL WHIT	
N2701					

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
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Cell: [REDACTED] Email: [REDACTED]

#1 - 008: ELECTRICAL
 ELECTRICAL CONCERN CUSTOMER STATES WHEN YOU OPEN THE DOORS THE OVER HEAD LIGHTS DO NOT TURN ON.
 CHECK AND ADVISE

Caused by
 AMPLIFIER AND VARIOUS PANELS TO GAIN ACCESS TO THE AFFECTED AREA NEAR THE SM11B SPLICE TO REPAIR THE WIRE AND HARNESS. I CUT OUT THE BAD PART OF THE M 11 YL/VT WIRE AND REPAIRED IT BY SOLDERING AND HEAT SHRINKING THE CONNECTIONS THAT I MADE. RETESTED FOR THE ORIGINAL CONCERN AND IT WAS NO LONGER PRESENT. THE INTERIOR COURTESY LAMPS ILLUMINATED UPON ENTRY INTO THE VEHICLE. PUT ALL REMOVED COMPONENTS BACK IN PLACE AND RETESTED THE CIRCUIT, TEST GOOD

Installed 68245054AC :MODULE: BODY CONTROLLER 682 Qty: 1 Warranty
 Installed 68269912AA :SWITCH: HEADLAMP 682 Qty: 1 Warranty

FOUND ACTIVE CODE
 B1751-11-COURTESY LAMP CONTROL - CIRCUIT SHORT TO ROUND
 FOLLOWED PINPOINT TESTING AND DETERMINED TO CONDEMN BCM
 CONTACTED STAR AND I AM WAITING FOR A RESPONSE
 5-11-16 STILL IN CONTACT WITH STAR TO ATTEMPT REPAIR ON VEHICLE.
 UPON FURTHER INSPECTION OF THE M11 CIRCUIT STARTING AT THE INLINE BODY/SEAT REAR LEFT CONNECTOR AND WIRES, MOVING TO THE INLINE BODY/SEAT REAR RIGHT C

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

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

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

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.



151 N. Neeley Street
 Visalia, CA 93291
 (559) 737-6400
 Fax: (559) 651-1749

SERVICE DEPARTMENT HOURS
 7:30 a.m. to 5:30 p.m.
 Monday - Friday
 8:00 a.m. to 5:00 p.m. Saturday

R/O Open Date	R/O Number	
4/30/16	[REDACTED]	
R/O Close Date	Status	
5/12/16	Pre-Invoice	
Mileage In	Mileage Out	
215	235	
Service Advisor / Tag #		
RODNEY CAVAZOS/2896		
Vehicle Identification Number		
[REDACTED]		
Delivery Date	In-Service Date	
4/22/16	4/22/16	
Color	License Number	
PEARL WHIT		

BAR # ARD00240304 EPA# CAL000357990

[REDACTED]			Work Phone	[REDACTED]
[REDACTED]			Home Phone	[REDACTED]
Year	Make	Model	Body	
2016	RAM	2500	4WD CREW CAB 149"	
N2701				

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
CONNECTOR AND WIRES, REMOVING VARIOUS TRIM PANELS TO GAIN ACCESS TO THE WIRE HARNESS LEADING UP TO THE SM11B SPLICE. UPON DETAILED INSPECTION OF THE AREA SURROUNDING THE SM11B SPLICE I FOUND THAT THERE WAS A SMALL HOLE THAT HAD RUBBED THROUGH THE PROTECTIVE OUTER COVER OF THE WIRE HARNESS ON THE BCM C 7/G CONNECTOR SIDE OF THE SPLICE AND SUBSEQUENTLY THROUGH THE M11 YL/VT CIRCUIT CAUSING THE CIRCUIT TO INTERMITTENTLY GROUND OUT. I REMOVED THE	
#2 - FLASH: FLASH FLASH SOFTWARE 1 SOFTWARE FLASH FOR PCM 18-19-04-FB MODULE, ENGINE CONTROL (ECM) - REPROGR	
#3 - 023: BODY BODY CONCERN CUSTOMER STATES THERE IS PAINT COMING OFF ON REAR BUMPER Work performed by House Tech (999) Work performed by 2106 : 14151 REPAIRED BUMPER AS PER DUE BILL	Internal Internal
#4 - 01DOZ001: VEHICLE INSPECTION CUSTOMER REQUEST MULTI POINT VEHICLE INSPECTION MULTI-POINT INSPECTION (ACCORDING TO MAINTENANCE INTERVAL) PERFORMED MULTI POINT INSPECTION Sub Total: .00	
#5 - TT1: TIRE CHECK/INFLATION SERVICE PERFORMED AS	

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

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

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

LAMPE

CHRYSLER DODGE JEEP RAM
Jeep

151 N. Neeley Street
Visalia, CA 93291
(559) 737-6400
Fax: (559) 651-1749

SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:30 p.m.
Monday - Friday
8:00 a.m. to 5:00 p.m. Saturday

R/O Open Date	R/O Number
4/30/16	
Time Received	Time Promised
13:40	4/30 13:15
Current Mileage	Mileage Out
215	
Estimate of Repairs	Service Advisor / Key Tag #
	RODNEY CAVAZOS/2896

BAR # ARD00240304 EPA# CAL000357990

[REDACTED]			Work Phone	Vehicle Identification Number	
[REDACTED]			Home Phone	Delivery Date	In-Service Date
[REDACTED]			Body	4/22/16	4/22/16
Year	Make	Model	Color	License Number	
2016	RAM	2500	PEARL WHIT		
N2701 Chrysler 7500 or 4/22/23 Ded 100					

Job Number	Description of Work	Code
1.	ELECTRICAL ELECTRICAL CONCERN CUSTOMER STATES WHEN YOU OPEN THE DOORS THE OVER HEAD LIGHTS DO NOT TURN ON.	008 WARR-CHRYSLER

Job Number	Description of Work	Code
2.	FLASH FLASH SOFTWARE 1 SOFTWARE FLASH FOR PCM	FLASH WARR-CHRYSLER WARR-CHRYSLER

Job Number	Description of Work	Code
3.	BODY BODY CONCERN CUSTOMER STATES THERE IS PAINT COMING OFF ON REAR BUMPER	023 Internal

Job Number	Description of Work	Code
4.	VEHICLE INSPECTION CUSTOMER REQUEST MULTI POINT VEHICLE INSPECTION MULTI-POINT INSPECTION (ACCORDING TO MAINTENANCE	01DOZ001 Customer Pay

Job Number	Description of Work	Code
5.	TIRE CHECK/INFLATION SERVICE PERFORMED AS REQUIRED BY CALIFORNIA REGULATIONS, SECTION 95550 OF TITLE 17. ADJUST TIRE PRESSURES TO MANUFACTURE	T11 Customer Pay

TEAR DOWN ESTIMATE

I understand that my vehicle will be reassembled within 10 business days of the date shown above, if I choose not to authorize the services recommended.

ORIGINAL CUSTOMER ESTIMATE: _____

DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
REASON			IF SUBLET	REVISED TOTAL
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
REASON			IF SUBLET	REVISED TOTAL

TERMS: ST work hereir responsible other cause parts shipm operate the and/or insp the amount

DISCLAIME the manufe including @ neither ass safe of said

Attempt #1

e repair are not , or any elays in sson to f testing secure

made by implied, he seller with the

PLEASE READ IMPORTANT INFORM

LAMPE

CHRYSLER DODGE JEEP RAM
CHRYSLER DODGE JEEP

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Visalia, CA 93291
(559) 737-6400
Fax: (559) 651-1749

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Estimate of Repairs	Service Advisor / Key Tag #
	RODNEY CAVAZOS/2896

BAR # ARD00240304 EPA# CAL000357990

[Redacted]			Work Phone	Vehicle Identification Number	
[Redacted]			Home Phone	Delivery Date	In-Service Date
[Redacted]				4/22/16	4/22/16
Year	Make	Model	Body	Color	License Number
2016	RAM	2500	4WD CREW CAB 149"	PEARL WHIT	
N2701 Chrysler 7500 or 4/22/23 Ded 100					

Job Number	Description of Work	Code
1.	() YOU DECLINE TO HAVE YOUR TIRES CHECKED AND INFLATED DATE SIGNATURE	TT2 Customer Pay

Job Number	Description of Work	Code
2.	RENTAL	RENTAL WARR-CHRYSLER

Job Number	Description of Work	Code
3.		

Job Number	Description of Work	Code
4.		

Job Number	Description of Work	Code
5.		

TEAR DOWN ESTIMATE

I understand that my vehicle will be reassembled within 10 business days of the date shown above, if I choose not to authorize the services recommended.

ORIGINAL CUSTOMER ESTIMATE: _____

DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
REASON			IF SUBLET	REVISED TOTAL
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
REASON			IF SUBLET	REVISED TOTAL

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

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

**ALL PARTS INSTALLED NEW
UNLESS SPECIFIED OTHERWISE.**

PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE.



MO 7:30 AM - 6:00 PM TU 7:30 AM - 6:00 PM
TH 7:30 AM - 6:00 PM FR 7:30 AM - 6:00 PM
SA 9:00 AM - 2:00 PM

WE 7:30 AM - 6:00 PM
SA 9:00 AM - 2:00 PM

OWNER OF VEHICLE: ENTERPRISE RENT-A-CAR COMPANY OF SACRAMENTO, LLC
RANCH ADDRESS: 1040 EAST MAIN, VISALIA, CA, 932928545

#4

RENTAL TYPE: DEALERSHIP SOURCE #: LANPE DODG LD.# 999 RENTAL AGREEMENT NO.

DATE: 05/30/2016 TIME: 12:06 PM
PART CHARGES IF DIFFERENT

DAY = 24 HOUR PERIOD
VEHICLE \$40.00/HOUR*
\$38.73/DAY*

ORIGINAL VEHICLE
COLOR: GRAY LT LICENSE NO.
MODEL: ECAR# 7N1P1G

MILE-AGE IN: OUT: 10491
EMPLOYEE #

BILL TO: Y COMPANY: LANPE DODGE CHRYSLER JEEP
ATTN: [REDACTED]
PHONE: [REDACTED]
\$35.00/DAY

INCLUDES
NO CHARGE MILEAGE

CONDITION AND FUEL LEVEL AGREED TO: [REDACTED] # OF KEYS: 4
NO DAMAGE
CONDITION SAME ON RETURN Yes No
OUT: E 1/8 3/8 1/2 5/8 3/4 7/8 F
IN: E 1/8 1/4 3/8 1/2 5/8 3/4 7/8 F
No Gasoline Refunds

ADDITIONAL AUTHORIZED DRIVER(S) - EXCEPT AS REQUIRED BY LAW, NONE PERMITTED WITHOUT OWNER'S WRITTEN APPROVAL. NO OTHER DRIVERS PERMITTED.
WHO IS UNDER MY CONTROL AND DIRECTION TO DRIVE VEHICLE FOR ME AND ON MY BEHALF, I AM RESPONSIBLE FOR THEIR ACTS WHILE THEY ARE DRIVING, AND FOR FULFILLING TERMS AND CONDITIONS OF THIS RENTAL AGREEMENT (AGREEMENT). USE OF VEHICLE BY AN UNAUTHORIZED DRIVER WILL AFFECT MY LIABILITY.
PERMISSION GRANTED TO OPERATE VEHICLE IN THE FOLLOWING STATE(S): **CALIFORNIA ONLY**
OPERATION IN ANY OTHER STATE OR COUNTRY WILL AFFECT YOUR LIABILITY AND RIGHTS UNDER THIS AGREEMENT

OR OR CDW \$19.99/DAY
PAI \$3.00/DAY
SLP \$12.44/DAY
RAP \$3.99/DAY
FUEL CHARGE \$3.50/GALLON

DAMAGE WAIVER NOTICE:
RENTER ACKNOWLEDGES RECEIPT OF ORAL DISCLOSURE THAT DAMAGE WAIVER MAY BE DUPLICATIVE OF COVERAGE MAINTAINED UNDER HIS OR HER OWN POLICY OF MOTOR VEHICLE INSURANCE. THE PURCHASE OF DAMAGE WAIVER IS OPTIONAL AND MAY BE DECLINED.

RENTER DECLINES OPTIONAL DAMAGE WAIVER (DW) AND ASSUMES DAMAGE RESPONSIBILITY. SEE PARAGRAPH 7.
RENTER ACCEPTS OPTIONAL DAMAGE WAIVER (DW) AT FEE SHOWN IN COLUMN TO RIGHT. SEE NOTICE TO LEFT AND PARAGRAPH 17. DAMAGE WAIVER IS NOT INSURANCE.
RENTER DECLINES OPTIONAL PERSONAL ACCIDENT INSURANCE (PAI). SEE PARAGRAPH 10.
RENTER ACCEPTS OPTIONAL PERSONAL ACCIDENT INSURANCE (PAI) AT FEE SHOWN IN COLUMN TO RIGHT. SEE PARAGRAPH 19.
RENTER DECLINES OPTIONAL SUPPLEMENTAL LIABILITY PROTECTION (SLP).
RENTER ACCEPTS OPTIONAL SUPPLEMENTAL LIABILITY PROTECTION (SLP) AT FEE SHOWN IN COLUMN TO RIGHT. SEE PARAGRAPH 18.
RENTER DECLINES OPTIONAL ROADSIDE ASSISTANCE PROTECTION (RAP).
RENTER ACCEPTS OPTIONAL ROADSIDE ASSISTANCE PROTECTION (RAP) AT FEE SHOWN IN COLUMN TO RIGHT. SEE OPTIONAL PRODUCTS NOTICE TO LEFT AND PARAGRAPH 20.

ACKNOWLEDGMENT OF THE ENTIRE AGREEMENT WHICH CONSISTS OF PAGES 1 THROUGH 4.
I HAVE READ AND AGREE TO THE TERMS AND CONDITIONS OF PAGES 1 THROUGH 4 OF THIS AGREEMENT AND BY MY SIGNATURE BELOW I AM THE RENTER UNDER THIS AGREEMENT. BY SIGNING BELOW I AM AUTHORIZING OWNER TO PROCESS CHARGES ON MY CREDIT CARD(S) AND/OR DEBIT CARD(S) FOR ADVANCE DEPOSITS, RENTAL, AUTHORIZATIONS, DEPOSITS, AND CHARGES REQUIRED, AS WELL AS PAYMENTS REQUIRED BY A THIRD PARTY IF A FINANCIAL BALANCE WAS DEBITED. I CERTIFY THAT THE DRIVER'S LICENSE(S) PRESENTED IS CURRENTLY VALID AND IS NOT SUSPENDED, EXPIRED, REVOKED, CANCELLED OR SURRENDERED.

RENTER: [REDACTED]
REPLACEMENT VEHICLE
OWNER REP: [REDACTED]

DATE: 05/30/2016
I WILL RETURN CAR BY: DATE: 05/02/2016 TIME: 12:00 PM DEPOSIT(S): \$50.00 PAID BY: [REDACTED]

SALES TAX 8.25%/RENTAL*
VEH LIC RECOVERY \$1.27/DAY
ESTIMATED CHARGES TOTAL CHARGES 76.00
DEPOSITS
REFUNDS
AMOUNT DUE
CLOSED BY
PAID BY CASH CHECK CHARGE
RECEIPT OF CASH REFUND DATE AMOUNT RECEIVED

COLOR: LICENSE NO.: MODEL: ECAR#
MILE-AGE IN: OUT:
EMPLOYEE #

ADDITIONAL INFORMATION

CONDITION AND FUEL LEVEL AGREED TO: [REDACTED] # OF KEYS:
NO DAMAGE
CONDITION SAME ON RETURN Yes No
OUT: E 1/8 1/4 3/8 1/2 5/8 3/4 7/8 F
IN: E 1/8 1/4 3/8 1/2 5/8 3/4 7/8 F
No Gasoline Refunds