

CUSTOMER



INVOICE

Cutter Chrysler Jeep Dodge of Honolulu

License No. RD-4119

777 Ala Moana Blvd.

Honolulu, Hawaii 96813-5503

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Visit us online at: www.cutterauto.com

PAGE 1

KAPOLEI, HI

HOME

BUS:

CONTACT

CELL:

SERVICE ADVISOR: 5328 TAJ MONIZ

COLOR			YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BIKINI			20	JEEP WRANGLER	1C4HJXEGX1		141/141	T3491
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED		PC NO.	RATE	PAYMENT	INV. DATE
10DEC19 DD			19:00 31MAR20			140.00	CASH	31MAR20
R.O. OPENED		READY		OPTIONS: SOLD-STK:WJ20293 ENG:3.6 Liter				

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

A Customer states steering wheel shakes and car feels like it's drifting wind driven 60 mph]

CAUSE: F

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

8859 UEHARA, JEFFREY LIC#: 4~

WD94

1 68251580AE DAMPER-STEERING

BACK ORDER POR PDC

(N/C)

(N/C)

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

141 CUSTOMER STATES STEERING WHEEL SHAKES AND CAR FEELS LIKE IT'S DRIFTING WHEN DRIVEN 60 MPH. SEARCHED AND FOUND STAR CASE S1819000004, THE STEERING DAMPER REPLACEMENT IS RECOMMENDED FOR THIS ISSUE. SENT P&A. PART BACKORDERED. ----- REPLACED THE STEERING DAMPER PER STAR CASE TIGHTENED NUTS AND BOLTS TO SPEC. ROAD TESTED AND VERIFIED REPAIR. END MILEAGE 141.

B Customer states power steering not working please check and advise]

CAUSE: .

1302 General Concern #2 [Customer states power steering not working please check and advise]

8859 UEHARA, JEFFREY LIC#: 4~

WD94

(N/C)

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

141 CUSTOMER STATES POWER STEERING IS NOT WORKING. VERIFIED CONCERN. SCANNED AND FOUND C2129-16-BATTERY VOLTAGE-CIRCUIT VOLTAGE BELOW THRESHOLD ACTIVE. CHECKED PDC FUSES N6 125A AND F34 10A, GOOD. INSPECT EPS CONNECTIONS, GOOD. LOCATE AND INSPECT G908A GROUND, FOUND GROUND TERMINAL NUT WAS NOT SCREWED AND TIGHTENED DOWN. INSPECT AND FOUND CORROSION ON STUD AND TERMINAL. CLEANED GROUND STUD, TERMINAL AND NUT, THEN TIGHTENED G908A GROUND NUT AS NEEDED. THE DTC IS NOW STORED. CLEARED DTC. VERIFIED POWER STEERING IS FUNCTIONING PROPERLY WITH NO DTC'S DETECTED. REPAIR VERIFIED.

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER

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

DESCRIPTION

TOTALS

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INSURANCE

SALES TAX

PLEASE PAY THIS AMOUNT

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

CUSTOMER SIGNATURE

This file represents a consolidation of multiple files sent by the manufacturer. Please use the bookmarks to navigate to each file. (Each bookmark label is the name of the original file.)

Total	\$819.83
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Total	\$819.83
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Your one-time bill payment made on 06/11/2020 has been successfully submitted to Chrysler Capital.

Customer Information

Sender Information:

NEW YORK, NY

Payment Date: 06/11/2020 ?

ANNUAL REPORT OF THE COMMISSIONER OF THE LAND OFFICE, 1905

Customer Retention Analysis

VIN: 1C4HJXEN0 [REDACTED]	Make/model/model year: JEEP WRANGLER UNLIMITED SAHARA 2019
ISD: 1/27/2020	Current Mileage: 1,100
Owner's last name: [REDACTED]	State: New York
Dealer name/code: Chrysler Dodge Jeep Ram FIAT Manhattan 60788	Business Center: 32-Northeast
Warranty coverage code: 560	MVP (Description): JEEP WAVE OWNER LOYALTY PROGRAM
MSRP: 52,460.00	
# of new vehicles: 5	
# of owners on vehicle: 1	
If purchased used, what was date of purchase? Select a purchase date, if applicable	
CPOV? (Y/N) No	
What was mileage at purchase? 32	
Customer-stated reason for buyback request: Vehicle Performance	
Process identifier: Select an identifier	
Days down: 2	Repair attempts: 1
Last repair visit: 6/23/2020	
Is vehicle currently at dealer? (Y/N) Y	
Is customer in rental? (Y/N) N/A	
If yes, for how long? If applicable, enter # of days in rental	
Offers previously extended: Offers previously extended	

Dealer	RO #	Date In	Date Out	Days Down	Miles In	Miles Out	Repair Type	Customer-Stated Concern	Repair(s) Performed	Cost
60788	[REDACTED] STAR	6/23/2020	6/25/2020	2	1634	1634	N/A	Vehicle shut off on the highway , vehicle sat for 20 minutes then it restarted	Check all the grounds ok and connectors ok	N/A
Dealer Code	RO #	Date In	Date Out	#	Miles	Miles	Type	Enter Text.	Enter Text.	\$
Dealer Code	RO #	Date In	Date Out	#	Miles	Miles	Type	Enter Text.	Enter Text.	\$
Dealer Code	RO #	Date In	Date Out	#	Miles	Miles	Type	Enter Text.	Enter Text.	\$
Dealer Code	RO #	Date In	Date Out	#	Miles	Miles	Type	Enter Text.	Enter Text.	\$

Preparer: Felicia

Title: LLQ

Comments: Issue with vehicle stalling

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Customer Retention Analysis

1C4HJXDG7J [REDACTED]	Make/model/model year: JEEP WRANGLER UNLIMITED SPORT 2018
ISD: 5/25/2018	Current Mileage: 17,500
Owner's last name: [REDACTED]	State: New York
Dealer name/code: Merrick Dodge Chrysler Jeep of Wantagh 41643	Business Center: 32-Northeast
Warranty coverage code: 560	MVP (Description): JEEP WAVE OWNER LOYALTY PROGRAM
MSRP: 40,970.00	
# of new vehicles: 1	
# of owners on vehicle: 1	
If purchased used, what was date of purchase? Select a purchase date, if applicable	
CPOV? (Y/N) N	
What was mileage at purchase? 5	
Customer-stated reason for buyback request: Other	
Process identifier: Select an identifier	
Days down: 6	Repair attempts: 1
Last repair visit: 3/30/2020	
Is vehicle currently at dealer? (Y/N) N	
Is customer in rental? (Y/N) N	
If yes, for how long? N/A	
Offers previously extended: N/A	

Dealer	RO #	Date In	Date Out	Days Down	Miles In	Miles Out	Repair Type	Customer-Stated Concern	Repair(s) Performed	Cost
41643	[REDACTED]	3/25/2020	3/30/2020	6	17369	17369	W	CUSTOMER COMPLAINED STEERING LOCKS OUT WHEN TURNED HARD	CHECKED AND TESTED SYSTEM CHECKED WIRING FOR STEERING SYSTEM, FOUND GROUND BOL T STRIPPED CAUSING WIRE TO BE LOOSE, REPAIRED BOLT TO CORRECT.	\$
Dealer Code	RO #	Date In	Date Out	#	Miles	Miles	Type	Enter Text.	Enter Text.	\$
Dealer Code	RO #	Date In	Date Out	#	Miles	Miles	Type	Enter Text.	Enter Text.	\$
Dealer Code	RO #	Date In	Date Out	#	Miles	Miles	Type	Enter Text.	Enter Text.	\$
Dealer Code	RO #	Date In	Date Out	#	Miles	Miles	Type	Enter Text.	Enter Text.	\$

Preparer: Charnel

Title: LLQ

Comments: Customer has 1 repair

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Customer Retention Analysis

VIN: 1C4HJXFGXJ [REDACTED]	Make/model/model year: JEEP WRANGLER UNLIMITED RUBICON 2018
ISD: 5/18/2018	Current Mileage: 33,163
Owner's last name: [REDACTED]	State: Indiana
Dealer name/code: GRIEGER'S MOTOR SALES INC 58004	Business Center: 51-Midwest
Warranty coverage code: 560	MVP (Description): JEEP WAVE OWNER LOYALTY PROGRAM
MSRP: 53,195.00	
# of new vehicles: 2	
# of owners on vehicle: 1	
If purchased used, what was date of purchase? Select a purchase date, if applicable	
CPOV? (Y/N) No	
What was mileage at purchase? Enter vehicle mileage at time of purchase	
Customer-stated reason for buyback request: Steering	
Process identifier: Select an identifier	
Days down: 28	Repair attempts: 2
Last repair visit: 4/17/2020	
Is vehicle currently at dealer? (Y/N) Y	
Is customer in rental? (Y/N) N	
If yes, for how long? If applicable, enter # of days in rental	
Offers previously extended: Offers previously extended	

Dealer	RO #	Date In	Date Out	Days Down	Miles In	Miles Out	Repair Type	Customer-Stated Concern	Repair(s) Performed	Cost
58004	[REDACTED]	3/22/2019	3/22/2019	# 1	17994	17994	W	POWER ASSIST ON STEERING DOES NOT WORK WHEN COLD	UPDATED THE CONTROLLER	\$24.65
58004	[REDACTED]	4/1/2020	4/17/2020	# 15	33083	33083	W	CHECK FOR VIBRATION AT HIGHWAY SPEEDS, SERVICE SHIFTER LIGHT COMES ON	TIGHTEN ALL GROUND	\$1163.45
58004	[REDACTED]	4/17/2020	OPEN	# 12	33163	33163	STAR	while driving lost power steering, and multiple warning lights come on.	Enter Text.	\$STAR
Dealer Code	RO #	Date In	Date Out	#	Miles	Miles	Type	Enter Text.	Enter Text.	\$
Dealer Code	RO #	Date In	Date Out	#	Miles	Miles	Type	Enter Text.	Enter Text.	\$

Preparer: LORRIE NELSON

Title: LLQ

Comments: Repair Attempts, Days Down

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Customer Retention Analysis

VIN: 1C4HJXFN7K [REDACTED]	Make/model/model year: JEEP WRANGLER UNLIMITED RUBICON, 2019
ISD: 7/10/2019	Current Mileage: 9248
Owner's last name: [REDACTED]	State: California
Dealer name/code: REDLANDS CJDR, 60452	Business Center: 71-California
Warranty coverage code: 560	MVP (Description): MVP description
MSRP: 52345.00	
# of new vehicles: 1	
# of owners on vehicle: 1	
If purchased used, what was date of purchase? Select a purchase date, if applicable	
CPOV? (Y/N) Select Y or N	
What was mileage at purchase? 0	
Customer-stated reason for buyback request: Vehicle Performance	
Process identifier: Select an identifier	
Days down: 21	Repair attempts: 2
Last repair visit: 1/6/2020	
Is vehicle currently at dealer? (Y/N) Y	
Is customer in rental? (Y/N) Select Y or N	
If yes, for how long? If applicable, enter # of days in rental	
Offers previously extended: Offers previously extended	

Dealer	RO #	Date In	Date Out	Days Down	Miles In	Miles Out	Repair Type	Customer-Stated Concern	Repair(s) Performed	Cost
60452	[REDACTED]	7/11/2019	7/15/2019	5	110	110	W	HEATER, TRANSMISSION	REPLACED	540.57
60452	[REDACTED]	4/13/2020	Date Out	16	9248	9248	W	ELECTRICAL	Enter Text.	\$
Dealer Code	RO #	Date In	Date Out	#	Miles	Miles	Type	Enter Text.	Enter Text.	\$
Dealer Code	RO #	Date In	Date Out	#	Miles	Miles	Type	Enter Text.	Enter Text.	\$
Dealer Code	RO #	Date In	Date Out	#	Miles	Miles	Type	Enter Text.	Enter Text.	\$

Preparer: EVELYN

Title: LLQ

Comments: STAR CASE OPEN

Customer Retention Analysis

VIN: 1C4HJXFN7K [REDACTED]	Make/model/model year: JEEP WRANGLER UNLIMITED RUBICON, 2019
ISD: 7/10/2019	Current Mileage: 9248
Owner's last name: [REDACTED]	State: California
Dealer name/code: REDLANDS CJDR, 60452	Business Center: 71-California
Warranty coverage code: 560	MVP (Description): MVP description
MSRP: 52345.00	
# of new vehicles: 1	
# of owners on vehicle: 1	
If purchased used, what was date of purchase? Select a purchase date, if applicable	
CPOV? (Y/N) Select Y or N	
What was mileage at purchase? 0	
Customer-stated reason for buyback request: Vehicle Performance	
Process identifier: Select an identifier	
Days down: 50	Repair attempts: 3
Last repair visit: 5/26/2020	
Is vehicle currently at dealer? (Y/N) N	
Is customer in rental? (Y/N) N	
If yes, for how long? If applicable, enter # of days in rental	
Offers previously extended: Offers previously extended	

Dealer	RO #	Date In	Date Out	Days Down	Miles In	Miles Out	Repair Type	Customer-Stated Concern	Repair(s) Performed	Cost
60452	[REDACTED]	4/13/2020	5/26/2020	44	9248	9248	W	Lost power while driving, service electrical and service shifter message came on	Antilock brake control module, transmission wiring harness, and electric steering replacement	2848.14
60452	[REDACTED]	1/6/2020	1/6/2020	1	6925	6925	W		Sun visor replaced	606.66
60452	[REDACTED]	7/11/2019	7/15/2019	5	110	110	W	Cel	Transmission heater replaced	540.57

Preparer: Daviel

Title: CRT

Comments: The SA hasn't produced prior ROs and DAPIS doesn't show cause of failure for the repairs.

WARRANTY REPAIR ORDER

BEAUMONT, CA

R/O Open Date

4/13/20

R/O Close Date

Cross Reference #

Body

Mileage In

Mileage Out

RUBICON 4X4

9248

9292

License Number

Service Advisor

Year

Make

Model

2019

JEEP

WRANGLER UNLI

sanjae encinas

Vehicle Identification Number

Color

Delivery Date

In-Service Date

1C4HJXFN7K

GRANITE CR

7/10/19

7/10/19

419564

MOUNT

#1 - 01: CUSTOMER STATES

Customer states: when driving lost power steering then shut off and service electrical and service shifter message. no started . tow in.

Cause: NO RESPONSE FROM ABS/ CAN'T START VEHICLE, 1819869B CC .2/ 1819879B .2/ 181906BN .3/ 18195696 .2/ 08191002 .6/ 0894ESJ3 1.9- STAR CASES S1908000094/ S1908000095

Tech: 456/ 3.40hrs @ 148.3

119.00

504.32

Part: 68438389AD:MODULE: ANTI-LOCK BRAKE S68 1

127.00

228.60

Part interchanges with part# 68438389AC

68354177AG==S/H ORDERED

Part: 4778138:RETAINER: BLACK ELECTRICAL TAP 1

1.95

3.51

SCAN MODULES, REPLACED ABS MODULES, PROGRAM, UPDATE HCP,BPCM, PCM, EPS AND RECONFIGURE MODULES, ROAD TEST VEHICLE 10 MILES, PARKED VEHICLE AND CHECK NEXT DAY, U11E3-00/ U0074-00 CODES SET, CONTACT START FOR ASSISTANCE, CHECKED TRANS. HARNESS AND FOUND WIRING DAMAGED, TECH 779 REPLACE HARNESS, SOME PROBLEMS STILL PRESENT, CONTACT TECH ADVISER AND RECOMMENDED TO INSPECT AND CLEAN GROUNDS G909B, G907A AND G906A AFTER CLEANING GROUNDS ROAD TEST VEHICLE AND STILL LOOSING BUS, PERFORM STAR CASES S1908000095, PROBLEM STILL PRESENT, PERFORM STAR CASE S1908000094 INSPECTED HIGHLIGHTED AREA BUT DID NOT FIND DAMAGED WIRES, OPEN HARNESS MORE NEAR RIGHT FRAME RAIL AND FOUND PINCHED WIRES, REPAIR, ADD INSULATION, REINSTALL, ROAD TEST VEHICLE 30 MILES AFTER AND NO OTHER PROBLEM PRESENT AT THIS TIME

Sub-Total Labor: 119.00 504.32

Sub-Total Parts: 128.95 232.11

Sub-Total: 247.95 736.43

#3 * RENTAL: RENTAL CAR- CUSTOMER IS RESPONSIBLE FOR RENTAL UNTIL REPAIRS ARE DETERMINED TO BE COVERED UNDERNEATH WARRANTY. RENTAL MUST BE TURNED IN WITHIN A 24HR PERIOD OF

ACCOUNT #

LABOR

PARTS

METHOD

SUBLET

SHOP SUPPLIES

SALES TAX OR TAX I.D.

RECEIPT #

DEDUCTIBLE

TOTAL DUE

SIGNATURE X

WARRANTY REPAIR ORDER

			R/O Open Date	4/13/20		
			R/O Close Date			
			Mileage In	9248	Mileage Out	9292
			RUBICON 4X4			
Year	Make	Model	License Number	Service Advisor		
2019	JEEP	WRANGLER UNLI		sanjae encinas		
Vehicle Identification Number			Color	Delivery Date	In-Service Date	
1C4HJXFN7K			GRANITE CR	7/10/19	7/10/19	

DESCRIPTION OF SERVICE AND PARTS	COST	AMOUNT
COMPLETION OF VEHICLE. ADDED OPERATION RENTAL CAR IS ONLY COVERED FOR \$35.00 PER DAY, CUS TOMER WILL BE RESPONSIBLE FOR ANY OTHER CHARGES IN CLUDING DAILY VEHICLE LICENSE RECOVERY FEE, UPGRAD ES ON THE VEHICLE, EXTRA INSURANCE, OR ANY EXTRA D Sublet: [REDACTED] ERPRISE	1732.01	1732.01
Sub-Total Sublet: 1732.01	1732.01	

#4 * 00: 00 ADDED OPERATION Perform inspection to Test . Cause: replaced trans harness tech 456 diagnosed vehicle. harness suggested by star due to short. Tech: 779/ 2.10hrs @ 148.3 Part: 68354177AG:WIRING: TRANSMISSION 68 1 replaced trans harness as per tech 456. tech 456 opened a star case [REDACTED] star suggested to replace trans harness. removed battery and removed positive cable from pdc. removed skid plates and rear drive shaft. removed cross member to lower trans far enough to gain access to harness connectors. removed passenger side fender lining to unplug harness connectors. unplugged and removed remaining retainers to remove trans harness. installed and routed new harness in correct location. reinstalled trans cross member, drive shaft and skid plates. installed fender liner and reinstalled battery. turned ignition to run to clear faults using witech. loss of com faults are still active after new harness installation. further diagnosis needed Sub-Total Labor: 73.50 311.49 Sub-Total Parts: 164.00 295.20 Sub-Total: 237.50 606.69	73.50 164.00	311.49 295.20
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Line 1	4/13/20	Tech 456	Start 11:54	End 12:55	Hours 1.00
Line 1	4/14/20	Tech 456	Start 8:00	End 8:41	Hours .70
Line 1	4/16/20	Tech 456	Start 8:59	End 9:34	Hours .60

ACCOUNT #	LABOR	
	PARTS	
METHOD	SUBLET	
	SHOP SUPPLIES	
	SALES TAX OR TAX I.D.	
RECEIPT #	DEDUCTIBLE	
	TOTAL DUE	

SIGNATURE X _____

WARRANTY REPAIR ORDER

R/O Open Date	4/13/20	
R/O Close Date		Cross Reference #
Body	Mileage In	Mileage Out
RUBICON 4X4	9248	9292
License Number	Service Advisor	
	sanjae encinas	
Vehicle Identification Number	Delivery Date	In-Service Date
1G4HJYEN7K	7/10/19	7/10/19

Year	Make	Model
2019	JEEP	WRANGLER UNLI
Color		
GRANITE CR		

DESCRIPTION OF SERVICE AND PARTS							COST	AMOUNT
Line	1	4/23/20	Tech 456	Start 16:47	End 16:48	Hours		.00
Line	1	5/04/20	Tech 456	Start 11:40	End 11:40	Hours		.00
Line	1	5/26/20	Tech 456	Start 8:07	End 9:42	Hours		1.60
Line	1	5/26/20	Tech 456	Start 11:56	End 11:58	Hours		.00
Line	3	5/04/20	Tech 456	Start 11:40	End 11:40	Hours		.00
Line	4	5/13/20	Tech 779	Start 13:09	End 17:08	Hours		4.00
Line	4	5/14/20	Tech 779	Start 13:51	End 15:20	Hours		1.50

ACCOUNT #	LABOR	192.50	815.81
	PARTS	292.95	527.31
METHOD	SUBLET	1732.01	1732.01
	SHOP SUPPLIES		.00
	SALES TAX OR TAX I.D.		.00
RECEIPT #	DEDUCTIBLE		.00
	TOTAL DUE	2217.46	3075.13

SIGNATURE **X** _____

Re: [REDACTED]

Mark Kourofsky <mark.kourofsky@fcagroup.com>

Tue 4/21/2020 11:30 AM

To: Sanjae Encinas <sanjae@redlandscjdr.com>

Notes are in.

Thanks,

Mark Kourofsky

FCA Service and Parts Area Manager

Inland Empire
[REDACTED]



On Tue, Apr 21, 2020 at 11:22 AM Sanjae Encinas <sanjae@redlandscjdr.com> wrote:

This one is gonna be over 5days rental. 9248miles and loss of power steering when driving. Star case started .

Thanks

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Customer Retention Analysis

VIN: 1C4HJXEN5K [REDACTED]	Make/model/model year: JEEP WRANGLER 2019
ISD: 1/16/2019	Current Mileage: 13,722
Owner's last name: [REDACTED]	State: California
Dealer name/code: Bob Baker Chrysler Jeep Dodge 26550	Business Center: 71-California
Warranty coverage code: 560	MVP (Description): JEEP WAVE OWNER LOYALTY PROGRAM
MSRP: 52,970.00	
# of new vehicles: 2	
# of owners on vehicle: 1	
If purchased used, what was date of purchase? Select a purchase date, if applicable	
CPOV? (Y/N) N	
What was mileage at purchase? 45	
Customer-stated reason for buyback request: Other	
Process identifier: Select an identifier	
Days down: 25	Repair attempts: 2
Last repair visit: 5/20/2020	
Is vehicle currently at dealer? (Y/N) n/a	
Is customer in rental? (Y/N) n/a	
If yes, for how long? n/a	
Offers previously extended: n/a	

Dealer	RO #	Date In	Date Out	Days Down	Miles In	Miles Out	Repair Type	Customer-Stated Concern	Repair(s) Performed	Cost
26550	[REDACTED]	4/27/2020	5/20/2020	24	13722	13722	w	VEHICLESTALLING OUT	Module,fuel pump control, PCM-ECM, TIPM	1224.64
26550	[REDACTED]	3/25/2020	3/25/2020	1	13173	13173	w	VEHCILE WILL SHUT OFF ON ITS OWN THEN WILL BARELY START	Battery	256.88
Dealer Code	RO #	Date In	Date Out	#	Miles	Miles	Type	Enter Text.	Enter Text.	\$
Dealer Code	RO #	Date In	Date Out	#	Miles	Miles	Type	Enter Text.	Enter Text.	\$
Dealer Code	RO #	Date In	Date Out	#	Miles	Miles	Type	Enter Text.	Enter Text.	\$

Preparer: Mandisha

Title: LLQ

Comments: Per the R.O.'s the vehicles had several repair attempts for stalling and concern still exist.



01 RN

INITIAL CHARGES

RENT RT	\$ 232.54	/WEEK	@ 2	/WEEKS	\$ 465.08
RENT RT	\$ 46.50	/DAY	@ 2	/DAYS	\$ 93.00
SUBTOTAL 1					\$ 558.08
DISCOUNT -	R	20 %			\$ 111.62
SUBTOTAL LESS DISCOUNT					\$ 446.46

CHARGES ADDED DURING RENTAL

LDW DECLINED
LIS DECLINED
PAL PEC DECLINED
PREM RD SVC DECLINED

* ADDITIONAL CHARGES

SERVICE CHARGES/TAXES

ENERGY SURCHARGE					\$ 1.49
Return Charge Fee	Accepted				T \$ 10.00
Vehicle License Fee	Accepted	@ \$ 1.97	per day		T \$ 31.52
TAX 1	7.750 %	ON TAXABLE TTL OF \$	489.47		\$ 37.94
TAX 2	2.750 %	ON TAXABLE TTL OF \$	.00		\$.00
TOTAL AMOUNT DUE					\$ 527.41

CHARGED ON

Gold Plus Rewards Points Earned This Rental:

558

FOR EXPLANATION OF THE ABOVE CHARGES,
PLEASE ASK A REPRESENTATIVE OR GO TO
WWW.HERTZ.COM/CHARGES/EXPLAINED

MILEAGE IN:	29568	TR-X MILES:
MILEAGE OUT:	28944	MILES ALLOWED:
MILES DRIVEN:	644	MILES CHARGED:
CDP:	211762	- PLATINUM CARD FROM AMEX

RENTED: MIRA MESA HLE
RENTAL: 05 /20 /20 13 16
RETURN: 06 /05 /20 12 48
RETURNED: MIRA MESA HLE
COMPLETED BY: 8154 / CASDED5

PLAN IN: OAUW8 RATE CLASS: L4
PLAN OUT: OAUW8
FF: ZE 1

www.Hertz.com

On Jun 4, 2020, at 11:03 AM, US Customer Care <uscustomercare@fcagroup.com> wrote:

Hello
I have you in my calendar for 3pm EST.
Talk to you then.

Sangeya
800-654-2486 x1008

----- Original Message -----

From: [REDACTED]
Sent: 6/4/2020 1:30 PM
To: uscustomercare@fcagroup.com
Subject: Re: Level 2 Initial Contact [REDACTED]

[REDACTED]
Looks like it would be best if we set up a calling time. How about 12:00 PST?

I will be on the lookout for your call.

Thanks

Richard

> On Jun 3, 2020, at 5:07 PM, [REDACTED]

>
> Just saw your message. I am afraid I am passed your time.
> Please give me a call tomorrow morning. I am up early on PST so feel free to call as you come into the office.

>
> Best

>> On Jun 3, 2020, at 4:27 PM, US Customer Care <uscustomercare@fcagroup.com> wrote:

>> Hello
>> I am sorry I missed your calls.
>> I left a message just now.
>> Our phone lines may be closed now but please give me a call if you are available this evening by 4:30pm your time.
>> I will stay logged in.
>> Sangeya
>> 800-654-2486 x1008

>> ----- Original Message -----

>> From: [REDACTED]
>> Sent: 6/3/2020 2:34 PM
>> To: uscustomercare@fcagroup.com <<mailto:uscustomercare@fcagroup.com>>
>> Subject: Re: Level 2 Initial Contact [REDACTED]

>> Hi Sangeya,

>> I will proceed to renew the approved reimbursable Hertz Rental agreement (it expires today).

>> Looking forward to finding an amicable solution to this in a timely manner as this has been dragging on for quite some time.

>> I am on Pacific time and will be on the lookout for your call.

>>> On Jun 3, 2020, at 7:58 AM, US Customer Care <uscustomercare@fcagroup.com> wrote:

>>> Hello
>>> I am so sorry you were not able to get through.
>>> I will call you today

>>> Sangeya
>>> 800-654-2486 x1008

>>> ----- Original Message -----

>>> From: [REDACTED]
>>> Sent: 6/2/2020 8:13 PM
>>> To: uscustomercare@fcagroup.com <<mailto:uscustomercare@fcagroup.com>> <<mailto:uscustomercare@fcagroup.com>> <<mailto:uscustomercare@fcagroup.com>>
>>> Subject: Re: Level 2 Initial Contact [REDACTED]

>>> Dear Sangeya

>>> Called several times today. Could not get through.

>>> Please give me a call a [REDACTED] an update.

>>> Best

>>> [REDACTED]
>>>

>>> Tried calling you today
>>>
>>> Sent from my iPhone
>>>
>>>> On May 29, 2020, at 14:17, US Customer Care <uscustomecare@fcagroup.com> <<mailto:uscustomecare@fcagroup.com>> <<mailto:uscustomecare@fcagroup.com>> <<mailto:uscustomecare@fcagroup.com>>>> wrote:
>>>>
>>>> ? Hello,
>>>>
>>>> My name is Sangeya and I will be working with you on your account now
>>>> Please allow me a day or so to review your account and get acquainted with your vehicle concerns.
>>>> Your case number is [REDACTED]
>>>> If you should have any questions in the meantime, please don't hesitate to contact me.
>>>> Thank you
>>>>
>>>> ??????Sangeya
>>>> 800-654-2486 x1008
>>>>
>>>> ----- Original Message -----
>>>> From: US Customer Care [uscustomecare@fcagroup.com] <<mailto:uscustomecare@fcagroup.com>> <<mailto:uscustomecare@fcagroup.com>> <<mailto:uscustomecare@fcagroup.com>> <<mailto:uscustomecare@fcagroup.com>>>
>>>> Sent: 5/27/2020 9:17 PM
>>>> [REDACTED]
>>>> Subject: Re: Level 2 Initial Contac [REDACTED]
>>>>
>>>> Hello [REDACTED]
>>>>
>>>> Thank you for contacting me. I apologize I've not been able to communicate as frequently as I would like.
>>>>
>>>> [REDACTED] hasn't returned my voicemails for a vehicle status update. I also do not show updated notes on the technical case in my systems. The dealership tech maybe contacting the corporate tech via phone and not email anymore.
>>>>
>>>> I've sent your case for the buyback/ replacement review again. Please allow 3-4 days for follow up. All the service records you provided are attached for review. It is my hope they will find the vehicle eligible and be able to help.
>>>>
>>>> Regarding the rental, if the Dispute dept ends up taking the case they may have to reimburse you. Either way the case is well documented with the rental agreement we discussed for reimbursement. If I have to create a separate case for rental reimbursement I will do so.
>>>>
>>>> Thank you for allowing me to assist as a case manager. It's been a pleasure working with you!
>>>>
>>>>
>>>> Regards,
>>>>
>>>>
>>>> Melissa E.
>>>> Case Manager
>>>> 1-844-533-7928 ext 4060847
>>>> FCA CAC
>>>>
>>>>
>>>> ----- Original Message -----
>>>> From: [REDACTED]
>>>> Sent: 5/27/2020 7:25 PM
>>>> To: uscustomecare@fcagroup.com <<mailto:uscustomecare@fcagroup.com>> <<mailto:uscustomecare@fcagroup.com>> <<mailto:uscustomecare@fcagroup.com>> <<mailto:uscustomecare@fcagroup.com>>>
>>>> Subject: Re: Level 2 Initial Contac [REDACTED]
>>>>
>>>> Hi Melissa,
>>>>
>>>> Hope this note finds you well.
>>>>
>>>> Car is back in the shop for an Engine Light alarm
>>>> Renewed the Rental today for another week as the first week expired today. Please send corresponding approval for reimbursement.
>>>>
>>>> Let me know what you find from the Jeep's Lemon desk.
>>>>
>>>>
>>>> Best,
>>>>
>>>> [REDACTED]
>>>>
>>>>> On May 23, 2020, at 6:21 AM, [REDACTED] wrote:
>>>>>
>>>>> Hi Melissa,
>>>>>
>>>>> Attached please find the copy of the work performed by Bob Baker and Jeep during the 3rd service call due to car turning itself off on Freeway.
>>>>>
>>>>> After almost a month in the shop, and per my previous email, in less than 24 hours the car shows another Engine Alarm. For safety reasons we have decided to ground the car and again and take it in on Tuesday per Anthony's instructions. (See previous email)
>>>>>
>>>>> This is just not acceptable and safety of my family (and possibly others) are being endangered when driving this car.
>>>>>
>>>>> Best regards,
>>>>>
>>>>> [REDACTED]
>>>>>
>>>>> [REDACTED]
>>>>>
>>>>>> On May 21, 2020, at 9:23 AM [REDACTED]
>>>>>> [REDACTED]
>>>>>> [REDACTED]
>>>>>> Dear Melissa,
>>>>>>
>>>>>> Please find attached the Contract for the car rental to be refunded.

>>>>

>>>> [REDACTED]

>>>>

>>>>

>>>> Best regards,

>>>>

>>>> [REDACTED]

>>>>

>>>>

>>>>> On May [REDACTED]

[REDACTED]

>>>>>>

>>>>>>

>>>>>> Dear Melissa,

>>>>>>

>>>>>> Please find attached the copy of the two prior service calls that required the vehicle to be towed into service for the "turn off on Freeway" situation.

>>>>>>

>>>>>> a) In the first go around the car was in for a full month (7/29/20 - 8/29/20). The problem was reported under item (2). Bob Baker could not recreate the situation.

>>>>>> b) Then it happened again on March 25th 2020 again under item (1). This time some battery codes got triggered. Dealer replaced battery thinking that was the problem.

>>>>>> c) The situation we are now in where the car has been in for almost a month.

>>>>>>

>>>>>> Please review.

>>>>>>

>>>>>> Best regards

>>>>>>

>>>>>>

>>>>>> [REDACTED]

>>>>>>

>>>>>>

>>>>>> [REDACTED]

>>>>>>

>>>>>> On May 20, 2020, at 9:04 AM [REDACTED]

[REDACTED]

>>>>>>>

>>>>>>> Hi Melissa,

>>>>>>>

>>>>>>> Per our conversation yesterday, I will proceed to rent a car. As discussed, the Dealer was able to replicate the problem and has opened a technical case with Jeep to help troubleshoot it.

>>>>>>>

>>>>>>> I would like to ratify our uneasiness with this vehicle as it represents at present a true life threatening danger to any one operating it. Turning itself off randomly while operating it driving on a freeway is not an acceptable risk.

>>>>>>>

>>>>>>> As suggested, we will wait until a solution is found and reapply at end of the month for the Lemon classification.

>>>>>>>

>>>>>>> Best regards,

>>>>>>>

>>>>>>> [REDACTED]

>>>>>>>

>>>>>>>

>>>>>>>

>>>>>>> On May 12, 2020, at 4:16 PM [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

>>>>>>>> Melissa E.
>>>>>>>> FCA CAC

>>>>>>>>
>>>>>>>>
>>>>>>>>

>>>>>>>> ----- Original Message -----

>>>>>>>> From: [REDACTED]

>>>>>>>> Sent: 5/8/2020 8:56 PM

>>>>>>>> To: uscustomercare@fcagroup.com <<mailto:uscustomercare@fcagroup.com>> <<mailto:uscustomercare@fcagroup.com>> <<mailto:uscustomercare@fcagroup.com>>
<<mailto:uscustomercare@fcagroup.com>> <<mailto:uscustomercare@fcagroup.com>> <<mailto:uscustomercare@fcagroup.com>> <<mailto:uscustomercare@fcagroup.com>>>

>>>>>>>> Subject: Re: Level 2 Initial Contac [REDACTED]

>>>>>>>> Hi Melissa,

>>>>>>>> I also have a Tow Bill of about \$ 155 that I would like to be refunded. What is the process on that?

>>>>>>>> Thanks

>>>>>>>> [REDACTED]

>>>>>>>>

>>>>>>>>

>>>>>>>>

>>>>>>>> On May 7, 2020, at 10:15 AM, US Customer Care <uscustomercare@fcagroup.com> <<mailto:uscustomercare@fcagroup.com>> <<mailto:uscustomercare@fcagroup.com>>
<<mailto:uscustomercare@fcagroup.com>>> <<mailto:uscustomercare@fcagroup.com>> <<mailto:uscustomercare@fcagroup.com>> <<mailto:uscustomercare@fcagroup.com>>
<<mailto:uscustomercare@fcagroup.com>>>>> wrote:

>>>>>>>>

>>>>>>>>

>>>>>>>>

>>>>>>>> Dear [REDACTED],

>>>>>>>>

>>>>>>>>

>>>>>>>> Thank you for allowing JEEP Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.

>>>>>>>>

>>>>>>>>

>>>>>>>> My name is Melissa E. and I will be your advocate to ensure all questions and issues are addressed. Here is some information that will be helpful for you to have:

>>>>>>>>

>>>>>>>>

>>>>>>>> Your case number [REDACTED].

>>>>>>>> The Case Management telephone number: 1-844-533-7928

>>>>>>>> My direct extension: 4060847

>>>>>>>> My work hours are: 9:30 am - 8:00p m Eastern Standard Time Tuesday-Friday.

>>>>>>>>

>>>>>>>> Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!

>>>>>>>>

>>>>>>>>

>>>>>>>>

>>>>>>>> Regards,

>>>>>>>>

>>>>>>>>

>>>>>>>> Melissa E.

>>>>>>>> FCA CAC

>>>>>>>>

>>>>>>>>

>>>>>>>> [REDACTED]

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Bob Baker

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Bob Baker Jeep • Chrysler • Dodge • Ram • Fiat
5555 Car Country Dr
Carlsbad, CA 92008
Ph. (760) 431-3000
www.bobbakerautomotive.com



B.A.R. # ARD00170193 EPA # CAL0000197053

Page 1

Year/Make/Model: 2019 JEEP Wrangler Unlimited (

VIN: 1C4HJXEN5

License Number:

Stock Number:

Tag Number:

Color: Granite Crystal Met. Clear

Mileage In: 13839

Mileage Out: 13839

Original Estimate: \$ 0.00

A/R Number:

Customer Number:

PO Number:

Auth Number:

Service Writer: Anthony E Norton

Terms & Conditions:

Type of Sale: Retail

Printed: MAY 28 20 3:21 PM

Copy # 1

Date Opened: 05/26/20

Date Notified: 05/28/20

Date Delivered: 05/28/20

I acknowledge notice and oral approval of an increase in the original estimated price.

Please see our privacy policy regarding our privacy practices at bobbaker.com/privacy or by calling (800) 346-5721.

Customer Signature

Original Estimate:

Incr. Amt	New Amt	Date	Time	Person Cont.	How Cont.	Phone	Cont. By	Reason/Description
-----------	---------	------	------	--------------	-----------	-------	----------	--------------------

Description

Qty	Ord	Qty Del	Price	Ext Total	Grand Total
-----	-----	---------	-------	-----------	-------------

1. Customer statement of problem

Perform DTC Inspection

1 -- Cause/Action to Take

RRT - verified customer concern check engine light on for brake pedal switch . test drove vehicle . cleared dtcs. test drove vehicle . check engine light came back on for brake pedal switch .

1 -- Correction/Action Taken

replaced brake pedal switch . calibrated brake pdeal switch on pcm and abs module . test drove vehicle . vehicle operating as intended

0.00

Part Number	Failed	Description
68361455AC		BRAKE PEDAL SENSOR

1 1

Sub Total Parts
SubTotal Job # 1

Warranty
Warranty

Prop 65 - Warning: Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil, batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain Replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize your exposure when servicing, maintaining or cleansing your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components. (Posted in accordance with Proposition 65 in Cal. Health & Safety Code §25249.5 et seq.) For further information about Proposition 65: <http://www.oehha.org/prop65.html>

Customer satisfaction is our top priority!

We feature:

- Rental Cars
- Latest in Diagnostic Equipment
- Expert Factory Trained Technicians
- Shuttle Service 15 mile Radius

Members of Bob Baker Automotive Group
"Where it's so Nice to be Nice"

Thank you for this opportunity to serve you. We trust you were served in a courteous and professional manner. If you have any questions, please notify your service advisor immediately.

Subject to the conditions on the reverse side of this contract.
Customer acknowledges receipt of a copy hereof.

Customer Signature

X

Total Labor	0.00
Total Parts	0.00
Total Sublet	0.00
Misc. Chrgs	0.00
Car Rental	0.00
Freight	0.00
Deductible	0.00
Special Tax	0.00
Haz Mat Chrg	0.00
Sales Tax	0.00

AMOUNT DUE 0.00

TE:	TIME CALLED:
	TIME ARRIVED
TT:	TIME COMPLETED:
	TIME AT PORT:
AD I N G	TOTAL MILEAGE:
LICENSE:	
UT	
- UP	
- UP	
GE	
MILES	12
	12
EE	51
TOTAL	
%	
TAL	16512

On May 12, 2020, at 3:20 PM, US Customer Care <uscustomecare@fcagroup.com> wrote:

Helk [REDACTED]

Thank you for reaching out. I received your case back from review. At this time the vehicle is not eligible for buyback/ replacement through FCA. The criteria used to make this determination is not provided to me.

I confirmed the part arrived today and the vehicle may be completed as early as tomorrow. The dealership will contact you.

Regarding the towing reimbursement, please reply to this email with the receipt as an attachment and I will submit for approval. The reimbursement process usually takes 2-4 weeks. If approved the amount is sent to you as a check. Feel free to contact me with any questions or concerns.

Regards,

Melissa E.
FCA CAC

----- Original Message -----

[REDACTED]
Sent: 5/8/2020 8:56 PM
To: uscustomecare@fcagroup.com
Subject: Re: Level 2 Initial [REDACTED]

Hi Melissa,

I also have a Tow Bill of about \$ 155 that I would like to be refunded. What is the process on that?
Thanks

Richard

> On May 7, 2020, at 10:15 AM, US Customer Care <uscustomecare@fcagroup.com> wrote:

>
>
>

> Dear [REDACTED],

>
>

> Thank you for allowing JEEP Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.

>
>

> My name is Melissa E. and I will be your advocate to ensure all questions and issues are addressed. Here is some information that will be helpful for you to have:

>
>

> Your case number is [REDACTED] number: 1-844-533-7928

> My direct extension: 4060847
> My work hours are: 9:30 am - 8:00p m Eastern Standard Time Tuesday-Friday.

>
> Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!

>
>

> Regards,

>
>

> Melissa E.
> FCA CAC

>
>

> [REDACTED]



Costco Cash Rewards Balance (Year to Date) ⓘ \$1,005.92 [View your Rewards and Certificate Information >](#)

Transactions [Spend Summary >](#)

Time Period

Since Apr 22, 2020



Transaction Type

All



Search

tow



Since Apr 22, 2020 | tow

[Export](#)

[Reset](#)

Posted Total \$155.40

[Amount >](#)

\$155.40

Feedback

End of activity

Total activity Since Apr 22, 2020 | tow

\$155.40

Pending purchases

\$0.00

On May 20, 2020, at 9:04 AM [REDACTED] wrote:

Hi Melissa,

Per our conversation yesterday, I will proceed to rent a car. As discussed, the Dealer was able to replicate the problem and has opened a technical case with Jeep to help troubleshoot it.

I would like to ratify our uneasiness with this vehicle as it represents at present a true life threatening danger to any one operating it. Turning itself off randomly while operating it driving on a freeway is not an acceptable risk.

As suggested, we will wait until a solution is found and reapply at end of the month for the Lemon classification.

Best regards,

[REDACTED]

On May 12, 2020, at 4:16 PM, [REDACTED] wrote:

Hi Melissa,

Please find attached the copy of the invoice and the Credit Card statement copy with the charge for the Towing of the car. The total was \$ 155.40
We are expecting a call back from the Service department.

Please advise what other mechanism is available to escalate the issue. As stated on our phone conversations and in the service record of the car, it has gone in three times for service for the same reason:
"Car engine stops without any warning"

The first time it happened it happened last year (no reason found). Then again this March to one of my sons while driving it ("Battery fault" was the claim from service code)... and then another time again, about a month later. All three times on the Freeway. I do not feel safe with this car. Its a Leased car so its not my property and I would like to find a way to recuperate the trust and not risk my life while driving this vehicle. I believe three times is more than enough for me.

Thanks

[REDACTED]

.

[REDACTED]

[REDACTED]

On May 12, 2020, at 3:20 PM, US Customer Care <uscustomecare@fcagroup.com> wrote:

Hello [REDACTED]

Thank you for reaching out. I received your case back from review. At this time the vehicle is not eligible for buyback/ replacement through FCA. The criteria used to make this determination is not provided to me.

I confirmed the part arrived today and the vehicle may be completed as early as tomorrow. The dealership will contact you.

Regarding the towing reimbursement, please reply to this email with the receipt as an attachment and I will submit for approval. The reimbursement process usually takes 2-4 weeks. If approved the amount is sent to you as a check. Feel free to contact me with any questions or concerns.

Regards,

Melissa E.
FCA CAC

----- Original Message -----

Sent: 5/8/2020 8:56 PM

To: uscustomecare@fcagroup.com

Subject: Re: Level 2 Initial [REDACTED]

Hi Melissa,

I also have a Tow Bill of about \$ 155 that I would like to be refunded. What is the process on that?

Thanks

[REDACTED]

> On May 7, 2020, at 10:15 AM, US Customer Care <uscustomecare@fcagroup.com> wrote:

>

>

>

> Dear [REDACTED]

>

>

> Thank you for allowing JEEP Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.

>

>

> My name is Melissa E. and I will be your advocate to ensure all questions and issues are addressed. Here is some information that will be helpful for you to have:

>

>
> Your case number is [REDACTED]
> The Case Management telephone number: 1-844-533-7928
> My direct extension: 4060847
> My work hours are: 9:30 am - 8:00p m Eastern Standard Time Tuesday-Friday.
>
> Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!
>
>
>
> Regards,
>
>
> Melissa E.
> FCA CAC
>
>
> [REDACTED]



Bob Baker Jeep · Chrysler · Dodge · Ram · Fiat
5555 Car Country Dr
Carlsbad, CA 92008
Ph. (760) 431-3000
www.bobbakerautomotive.com



B.A.R. # ARD00170193 EPA # CAL0000197053

A/R Number: [REDACTED]
Customer Number: [REDACTED]
PO Number: [REDACTED]
Auth Number: [REDACTED]
Service Writer: Jose Enriquez
Terms & Conditions:
Type of Sale: Retail

Printed: MAY 20 20 10:11 AM
Copy # 4
Date Opened: 07/29/19
Date Notified: 08/12/19
Date Delivered: 08/29/19

Year/Make/Model: 2019 Jeep JL WRANGLER Unlimite

VIN: 1C4HJXEN5 KW [REDACTED]

License Number: [REDACTED]

Stock Number: [REDACTED]

Tag Number: [REDACTED]

Color: Granite Crystal Met. Clear

Mileage In: 5825

Mileage Out: 5825

Original Estimate: \$154.00

Original Estimate:

Customer Signature

I acknowledge notice and oral approval of an increase in the original estimated price.
Please see our privacy policy regarding our privacy practices at bobbaker.com/privacy or by calling (800) 346-5721.

Incr. Amt	New Amt	Date	Time	Person Cont.	How Cont.	Phone	Cont. By	Reason/Description
-----------	---------	------	------	--------------	-----------	-------	----------	--------------------

Description

QtyOrd	Qty Del	Price	Ext Total	Grand Total
--------	---------	-------	-----------	-------------

1. Customer statement of problem

RRT 1 [19-031: 2019 JL INSTRUMENT PANEL CLUSTER SOFTWARE FLASH

**]

1 -- Cause/Action to Take

RRT - rrt 19-031

1 -- Correction/Action Taken

Module, Instrument Panel Cluster(IPC) Inspect and Reprogram w/Sales 975

Code JAJ

0.00

Sub Total Parts

Warranty

SubTotal Job # 1

Warranty

2. Customer statement of problem

Perform DTC Inspection [customer states check engine light is on, died while driving in freeway, check and advise]

1 -- Cause/Action to Take

RRT - have star case open

1 -- Correction/Action Taken

check with witech has pcm dtcs tested vehicle per dtcs contacted star 975

center for mor testing test drove 50 miles did not die/stall at all writer

returning vehicle to customer ,open star case

0.00

Sub Total Parts

Warranty

SubTotal Job # 2

Warranty

3. Customer statement of problem

C/PERFORM MANDATORY (ARB) TIRE INFLATION SERVICE, CHECK AND ADJUST TIRE PRESSURES TO RECOMMENDED PSI, DOCUMENT ALL PSI SETTINGS WHEN COMPLETED. THIS SERVICE IS REQUIRED BY CALIFORNIA IN AN EFFORT TO REDUCE GREEN HOUSE GASSES AND IMPROVE TIRE LIFE.

Bob Baker

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DODGE • RAM • FIAT
CARLSBAD**

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Carlsbad, CA 92008
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www.bobbakerautomotive.com



B.A.R. # ARD00170193 EPA # CAL0000197053

A/R Number:
Customer Number:
PO Number:
Auth Number:
Service Writer: Jose Enriquez
Terms & Conditions:
Type of Sale: Retail

Printed: MAY 20 20 10:11 AM
Copy # 4
Date Opened: 07/29/19
Date Notified: 08/12/19
Date Delivered: 08/29/19

Year/Make/Model: 2019 Jeep JL WRANGLER Unlimite

VIN: 1C4HJXEN5K

License Number:

Color: Granite Crystal Met. Clear

Stock Number:

Mileage In: 5825

Tag Number:

Mileage Out: 5825

Original Estimate: \$154.00

Original Estimate:

Customer Signature

I acknowledge notice and oral approval of an increase in the original estimated price.

Please see our privacy policy regarding our privacy practices at bobbaker.com/privacy or by calling (800) 346-5721.

Incr. Amt	New Amt	Date	Time	Person Cont.	How Cont.	Phone	Cont. By	Reason/Description
-----------	---------	------	------	--------------	-----------	-------	----------	--------------------

Description

QtyOrd	Qty Del	Price	Ext Total	Grand Total
--------	---------	-------	-----------	-------------

1 -- Cause/Action to Take

TP - SET TIRES TO _36_ PSI FRONT AND _36_ PSI REAR

1 -- Correction/Action Taken

COMPLETED

975

0.00

Sub Total Parts

0.00

SubTotal Job # 3

0.00

4. Customer statement of problem

CUSTOMER STATES FAN MAKING LOUD NOISE. CHECK AND ADVISE

1 -- Cause/Action to Take

23 - flash hvac module

1 -- Correction/Action Taken

heard noise coming from vents flash hvac module ,working as designed

975

0.00

Sub Total Parts

Warranty

SubTotal Job # 4

Warranty

5. Customer statement of problem

SYNTHETIC OIL CHANGE (separate charge for hazardous waste and applicable taxes)

1 -- Cause/Action to Take

234 - maintenace

1 -- Correction/Action Taken

change oil and filter

975

0.00

Part Number

Failed

Description

4892339AB

ENGINE OIL FILTER

1 1

5166240PB

5W20 SYNTHETIC OIL

6 6



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5555 Car Country Dr
Carlsbad, CA 92008
Ph. (760) 431-3000
www.bobbakerautomotive.com



B.A.R. # ABD00170193 EPA # CAL0000197053

Page 3

A/R Number: [REDACTED]
Customer Number: [REDACTED]
PO Number: [REDACTED]
Auth Number: [REDACTED]
Service Writer: Jose Enriquez
Terms & Conditions:
Type of Sale: Retail

Printed: MAY 20 20 10:11 AM
Copy # 4
Date Opened: 07/29/19
Date Notified: 08/12/19
Date Delivered: 08/29/19

Year/Make/Model: 2019 Jeep JL WRANGLER Unlimite

VIN: 1C4HJXEN5K [REDACTED]

License Number: [REDACTED]

Color: Granite Crystal Met. Clear

Stock Number: [REDACTED]

Mileage In: 5825

Tag Number: [REDACTED]

Mileage Out: 5825

Original Estimate: \$154.00

Original Estimate:

Customer Signature

I acknowledge notice and oral approval of an increase in the original estimated price.
Please see our privacy policy regarding our privacy practices at: bobbaker.com/privacy or by calling (800) 346-5721.

Incr. Amt	New Amt	Date	Time	Person Cont.	How Cont.	Phone	Cont. By	Reason/Description
-----------	---------	------	------	--------------	-----------	-------	----------	--------------------

Description

QtyOrd	Qty Del	Price	Ext Total	Grand Total
--------	---------	-------	-----------	-------------

Sub Total Parts

Service Contract

Miscellaneous Charges and Deductions

SubTotal Job # 5

Service Contract

6. Customer statement of problem

ALTERNATE TRANSPORTATION,(ONE DAY)

1 -- Cause/Action to Take

99R - x

1 -- Correction/Action Taken

x

99

0.00

Sub Total Parts

Warranty

Sublet

393

SubTotal Job # 6

Warranty

Warranty

7. Customer statement of problem

CUSTOMER STATE THERE'S A SILVER TRIM MISSING ON LEFT BRUMPER,
CHECK AND ADVISE

1 -- Cause/Action to Take

23 - part on order

1 -- Correction/Action Taken

no work done

975

0.00

Sub Total Parts

Warranty

SubTotal Job # 7

Warranty



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Carlsbad, CA 92008
Ph. (760) 431-3000
www.bobbakerautomotive.com



BAR # ARD00170193 EPA # CAL0000197053

Page 4

A/R Number:
Customer Number:
PO Number:
Auth Number:
Service Writer: Jose Enriquez
Terms & Conditions:
Type of Sale: Retail

Invoice Number:

Printed: MAY 20 20 10:11 AM
Copy # 4
Date Opened: 07/29/19
Date Notified: 08/12/19
Date Delivered: 08/29/19

Year/Make/Model: 2019 Jeep JL WRANGLER Unlimite

VIN: 1C4HJXEN5 KW

License Number:

Color: Granite Crystal Met. Clear

Stock Number:

Mileage In: 5825

Tag Number:

Mileage Out: 5825

I acknowledge notice and oral approval of an increase in the original estimated price.

Please see our privacy policy regarding our privacy practices at bobbaker.com/privacy or by calling (800) 346-5721.

Customer Signature

Original Estimate: \$154.00

Original Estimate:

Incr. Amt	New Amt	Date	Time	Person Cont.	How Cont.	Phone	Cont. By	Reason/Description
-----------	---------	------	------	--------------	-----------	-------	----------	--------------------

Description

Qty	Ord	Qty Del	Price	Ext Total	Grand Total
-----	-----	---------	-------	-----------	-------------

8. Customer statement of problem

customer states latch on center armrest will not close properly, check and advise

1 -- Cause/Action to Take

23 - ordered part

1 -- Correction/Action Taken

ordered part

975

0.00

Sub Total Parts

Warranty

SubTotal Job # 8

Warranty

Prop 65 - Warning: Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil, batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain Replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize your exposure when servicing, maintaining or cleansing your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components. (Posted in accordance with Proposition 65 in Cal. Health & Safety Code §25249.5 et seq.) For further information about Proposition 65: <http://www.oehha.org/prop65.html>.

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We feature:

- Rental Cars
- Latest in Diagnostic Equipment
- Expert Factory Trained Technicians
- Shuttle Service 15 mile Radius

Subject to the conditions on the reverse side of this contract.

Customer acknowledges receipt of a copy hereof.

Customer Signature

Members of Bob Baker Automotive Group
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X

Total Labor	0.00
Total Parts	0.00
Total Sublet	0.00
Misc. Chrgs	0.00
Car Rental	0.00
Freight	0.00
Deductible	0.00
Special Tax	0.00
Haz Mat Chrg	0.00
Sales Tax	0.00

AMOUNT DUE 0.00



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B.A.R. # ARD00170193 EPA # CAL0000197053

Page 1

Year/Make/Model: 2019 JEEP Wrangler Unlimited (

VIN: 1C4HJXEN5

License Number:

Stock Number:

Tag Number:

Color: Granite Crystal Met. Clear

Mileage In: 13173

Mileage Out: 13188

Original Estimate: \$1.00

A/R Number:

Customer Number:

PO Number:

Auth Number:

Service Writer: Anthony E Norton

Terms & Conditions:

Type of Sale: Retail

Printed: MAY 20 20 10:12 AM

Copy # 2

Date Opened: 03/25/20

Date Notified: 03/25/20

Date Delivered: 03/25/20

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Customer Signature

Incr. Amt New Amt Date Time Person Cont. How Cont. Phone Cont. By Reason/Description

Description

Qty Ord Qty Del Price Ext Total Grand Total

1. Customer statement of problem

CUSTOMER STATES VEHICLE SHUT OFF ON ITS OWN, THEN WOULD BARELY START AND RUN, TOWED TO DEALER. PLEASE CHECK ENGINE LIGHT IS ON, CHECK AND ADVISE

1 -- Cause/Action to Take

30CE - verified customer concern, found multiple low voltage codes stored. check battery cables for looseness, everything good. tested battery with GR-8, battery needs replacing

1 -- Correction/Action Taken

Replaced battery cleared all dtcs road tested vehicle everything now working as intended

10105

0.00

Part Number	Failed	Description		
BBH6F001AA		STORAGE BATTERY	1	1
BBH6F001AA		Core for BBH6F001AA	1	1
BBH6F001AA		Return Core for BBH6F001AA	-1	-1

Sub Total Parts

SubTotal Job # 1

Warranty

Warranty

Prop 65 - Warning: Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil, batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain Replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize your exposure when servicing, maintaining or cleansing your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components. (Posted in accordance with Proposition 65 in Cal Health & Safety Code §25249.5 et seq.) For further information about Proposition 65: <http://www.cephra.org/prop65.htm>

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Thank you for this opportunity to serve you. We trust you were served in a courteous and professional manner. If you have any questions, please notify your service advisor immediately.

Subject to the conditions on the reverse side of this contract.

Customer acknowledges receipt of a copy hereof.

Customer Signature

X

Total Labor	0.00
Total Parts	0.00
Total Sublet	0.00
Misc. Chrgs	0.00
Car Rental	0.00
Freight	0.00
Deductible	0.00
Special Tax	0.00
Haz Mat Chrg	0.00
Sales Tax	0.00

AMOUNT DUE 0.00

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Vehicle: 2019 EXPLORER

License:

Rental Rate*

1@ \$	232.54	per wk	T \$	232.54
@ \$	46.50	ex day	T \$	

*Includes Unlimited Miles

Discount -	R 20 %	Applied to Time/Mileage Chgs	\$ -	46.51
------------	--------	------------------------------	------	-------

Additional Products

Frequent Flyer Surcharge	ZE 1		\$	.00
--------------------------	------	--	----	-----

Fuel & Service	\$.588 /MI	\$ 9.99 /GAL	18.6 /TK CAP	T \$ ****
----------------	-------------	--------------	--------------	-----------

Service Charges/Taxes

ENERGY SURCHARGE			T \$	1.49
------------------	--	--	------	------

Vehicle License Fee	Accepted	@ \$ 1.97	per day	T \$ 13.79
---------------------	----------	-----------	---------	------------

Tax 1	7.750 %	On Taxable Til \$	201.31	\$ 15.61
-------	---------	-------------------	--------	----------

Tax 2	2.750 %	On California Refueling		\$ ****
-------	---------	-------------------------	--	---------

ADJUSTMENTS

TOTAL ESTIMATED CHARGE		\$	216.92
-------------------------------	--	----	--------

On May 21, 2020, at 9:23 AM, [REDACTED] wrote:

Dear Melissa,

Please find attached the Contract for the car rental to be refunded.

Best regards,

On May 20, 2020, at 10:47 AM, [REDACTED]

Dear Melissa,

Please find attached the copy of the two prior service calls that required the vehicle to be towed into service for the "turn off on Freeway" situation.

- a) In the first go around the car was in for a full month (7/29/20 - 8/29/20). The problem was reported under item (2). Bob Baker could not recreate the situation.
- b) Then it happened again on March 25th 2020 again under item (1). This time some battery codes got triggered. Dealer replaced battery thinking that was the problem
- c) The situation we are now in where the car has been in for almost a month.

Please review.

Best regards

On May 20, 2020, at 9:04 AM, [REDACTED]

Hi Melissa,

Per our conversation yesterday, I will proceed to rent a car. As discussed, the Dealer was able to replicate the problem and has opened a technical case with Jeep to help troubleshoot it.

I would like to ratify our uneasiness with this vehicle as it represents at present a true life threatening danger to any one operating it. Turning itself off randomly while operating it driving on a freeway is not an acceptable risk.

As suggested, we will wait until a solution is found and reapply at end of the month for the Lemon classification.

Best regards,

On May 12, 2020, at 4:16 PM, [REDACTED]:

Hi Melissa,

Please find attached the copy of the invoice and the Credit Card statement copy with the charge for the Towing of the car. The total was \$ 155.40
We are expecting a call back from the Service department.

Please advise what other mechanism is available to escalate the issue. As stated on our phone conversations and in the service record of the car, it has gone in three times for service for the same reason:

"Car engine stops without any warning"

The first time it happened it happened last year (no reason found). Then again this March to one of my sons while driving it ("Battery fault" was the claim from service code)... and then another time again, about a month later. All three times on the Freeway. I do not feel safe with this car. Its a Leased car so its not my property and I would like to find a way to recuperate the trust and not risk my life while driving this vehicle. I believe three times is more than enough for me.

Thanks

On May 12, 2020, at 3:20 PM, US Customer Care <uscustomer@fcagroup.com> wrote:

Hello [REDACTED]

Thank you for reaching out. I received your case back from review. At this time the vehicle is not eligible for buyback/ replacement through FCA. The criteria used to make this determination is not provided to me.

I confirmed the part arrived today and the vehicle may be completed as early as tomorrow. The dealership will contact you.

Regarding the towing reimbursement, please reply to this email with the receipt as an attachment and I will submit for approval. The reimbursement process usually takes 2-4 weeks. If approved the amount is sent to you as a check. Feel free to contact me with any questions or concerns.

Regards,

Melissa E.
FCA CAC

----- Original Message -----

From: [REDACTED]
Sent: 5/8/2020 8:56 PM
To: uscustomer@fcagroup.com
Subject: Re: Level 2 Initial Contact [REDACTED]

Hi Melissa,

I also have a Tow Bill of about \$ 155 that I would like to be refunded. What is the process on that?
Thanks

[REDACTED]

> On May 7, 2020, at 10:15 AM, US Customer Care <uscustomer@fcagroup.com> wrote:

>

>

>

> Dear [REDACTED],

>

>

> Thank you for allowing JEEP Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.

>

> My name is Melissa E. and I will be your advocate to ensure all questions and issues are addressed. Here is some information that will be helpful for you to have:

>

>

> Your case number is [REDACTED]

> The Case Management telephone number: 1-844-533-7928

> My direct extension: 4060847

> My work hours are: 9:30 am - 8:00p m Eastern Standard Time Tuesday-Friday.

>

> Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!

>

>

>

> Regards,

>

>

> Melissa E.

> FCA CAC

>

>

> [REDACTED]

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RD00170193 EPA # CAL0000197053

Page 1

A/R Number: [REDACTED]
Customer Number: [REDACTED]
PO Number: [REDACTED]
Auth Number: [REDACTED]
Service Writer: Anthony E Norton
Terms & Conditions:
Type of Sale: Retail

Printed: MAY 20 20 3:40 PM
Copy # 1
Date Opened: 04/27/20
Date Notified: 05/20/20
Date Delivered: 05/20/20

Year/Make/Model: 2019 JEEP Wrangler Unlimited (

VIN: 1C4HJXEN5 [REDACTED]

License Number: [REDACTED]

Stock Number: [REDACTED]

Tag Number: [REDACTED]

Color: Granite Crystal Met. Clear

Mileage In: 13722

Mileage Out: 13751

Original Estimate: \$0.00

Original Estimate: 04/27/20

Customer Signature

Incr. Amt New Amt Date Time Person Cont. How Cont. Phone Cont. By Reason/Description

Description

QtyOrd Qty Del Price Ext Total Grand Total

1. Customer statement of problem

customer states they were driving on freeway around 65-70 mph and vehicle quit accelerating, wouldnt go any more, coaster to side of freeway. electronics were still on but engine was off. put in park and tried to restart, it started but ran rough and when you put it in D in shut off again. repeat issue. please chekc and advise

1 -- Cause/Action to Take

30 - verified customer concern vehicle stalling . check engine light on . connected vehicle to scan tool . u0109 lost communication with fuel pump control mdule . p025a fuel pump control module control circuit open . as per diagnostic tested for power and ground at fuel pump copntrol module. al good. replaced fuel pump control module. dtcs still active . tested continuity for circuits n11 fpcm control and n12 fpcm feedback . continuity good. inspected intermediate connector . all good. no loose pins .

1 -- Correction/Action Taken

as per diagnostic tree , replaced power train control module . programmed pcm . dtcs still active , vehiclestalling out . lost communication with fuel pump control module. removed right front wheel well. as per star case [REDACTED] inspected connectors xy230a xy291 for loose or corrosion on connectors . none found . tested coninuity on circuit n1 for fuel pump ccontrol module output . continuity god. inspected 20 amp fuse on pdc . fuse good. back probed n1 circuit from pdc to fuel pump control module . 14volts . caled technician field rep for assistance . has me run a temporary ground from the fuel pump control module. vehicle ran . test drove several miles. dhceck engine light came back on for same dtcs p025a u0109 lost communication with fuel pump control module . back probed circuit n1 from pdc to fuel pump control module . 14volts . tapped on pdc . voltage would drop to 2 volts 4 volts 3 volts etc while tapping on pdc. inspected for loose pin on pdc . none found . replaced power distribution center. back probed n1 circuit from pdc . 14volts. tapped pdc . voltage stayed at 14volts. vehicle operating as intended

526

0.00

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B.A.R. # ARD00170193 EPA # CAL0000197053

Page 2

A/R Number: [REDACTED]
Customer Number: [REDACTED]
PO Number: [REDACTED]
Auth Number: [REDACTED]
Service Writer: Anthony E Norton
Terms & Conditions:
Type of Sale: Retail

Printed: MAY 20 20 3:40 PM
Copy # 1
Date Opened: 04/27/20
Date Notified: 05/20/20
Date Delivered: 05/20/20

Year/Make/Model: 2019 JEEP Wrangler Unlimited /

VIN: 1C4HJXEN5 KW [REDACTED]

License Number: [REDACTED]

Color: Granite Crystal Met. Clear

Stock Number: [REDACTED]

Mileage In: 13722

Tag Number: [REDACTED]

Mileage Out: 13751

Original Estimate: \$0.00

Original Estimate: 04/27/20

Customer Signature

Incr. Amt New Amt Date Time Person Cont. How Cont. Phone Cont. By Reason/Description

Description

QtyOrd Qty Del Price Ext Total Grand Total

Part Number	Failed	Description
68434538AA		FUEL PUMP CONTROL MODULE
68292196AD		ENGINE CONTROLLER MODULE
68370555AC		NONE PDC

1	1
1	1
1	1

Sub Total Parts
SubTotal Job # 1

Warranty
Warranty

2. Customer statement of problem

PERFORM MANDATORY (ARB) TIRE INFLATION SERVICE, CHECK AND ADJUST TIRE PRESSURES TO RECOMMENDED PSI, DOCUMENT ALL PSI SETTINGS WHEN COMPLETED. THIS SERVICE IS REQUIRED BY THE STATE OF CALIFORNIA IN A EFFORT TO REDUCE GREEN HOUSE GASES AND IMPROVE TIRE LIFE.

1 -- Cause/Action to Take

TP - SET TIRES TO ___ PSI FRONT AND ___ PSI REAR

1 -- Correction/Action Taken

COMPLETED

526

Sub Total Parts
SubTotal Job # 2

0.00
0.00
0.00

3. Customer statement of problem

I agree to being contacted at any cell phone or email provided. I give my consent to be contacted via any means.

1 -- Cause/Action to Take

TCPA -

1 -- Correction/Action Taken

99

0.00

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B.A.R. # ARD00170193 EPA # CAL0000197053

Page 3

A/R Number: [REDACTED]
Customer Number: [REDACTED]
PO Number: [REDACTED]
Auth Number: [REDACTED]
Service Writer: Anthony E Norton
Terms & Conditions:
Type of Sale: Retail

Printed: MAY 20 20 3:40 PM
Copy # 1
Date Opened: 04/27/20
Date Notified: 05/20/20
Date Delivered: 05/20/20

VIN: 1C4HJXEN5KV [REDACTED]
License Number: [REDACTED]
Stock Number: [REDACTED]
Tag Number: [REDACTED]
Color: Granite Crystal Met. Clear
Mileage In: 13722
Mileage Out: 13751
Original Estimate: \$ 0.00

I acknowledge notice and oral approval of an increase in the original estimated price.
Please see our privacy policy regarding our privacy practices at bobbaker.com/privacy or by calling (800) 346-5721.

Customer Signature

Original Estimate: 04/27/20

Incr. Amt New Amt Date Time Person Cont. How Cont. Phone Cont. By Reason/Description

Description

Qty	Ord	Qty Del	Price	Ext Total	Grand Total
Sub Total Parts					0.00
SubTotal Job # 3					0.00

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Subject to the conditions on the reverse side of this contract.
Customer acknowledges receipt of a copy hereof.

Customer Signature

X

Total Labor	0.00
Total Parts	0.00
Total Sublet	0.00
Misc. Chrgs	0.00
Car Rental	0.00
Freight	0.00
Deductible	0.00
Special Tax	0.00
Haz Mat Chrg	0.00
Sales Tax	0.00
AMOUNT DUE	0.00

This file represents a consolidation of multiple files sent by the manufacturer. Please use the bookmarks to navigate to each file. (Each bookmark label is the name of the original file.)

Customer Retention Analysis

VIN: 1C4GJXAN9K [REDACTED]	Make/model/model year: JEEP WRANGLER 2019
ISD: 11/2/2019	Current Mileage: 6,289
Owner's last name: [REDACTED]	State: Arkansas
Dealer name/code: Fletcher Dodge-Chrysler-Jeep 44909	Business Center: 63-Southwest
Warranty coverage code: 560	MVP (Description): JEEP WAVE OWNER LOYALTY PROGRAM
MSRP: Fletcher Dodge-Chrysler-Jeep	
# of new vehicles: 1	
# of owners on vehicle: 1	
If purchased used, what was date of purchase? Select a purchase date, if applicable	
CPOV? (Y/N) N	
What was mileage at purchase? 0	
Customer-stated reason for buyback request: Steering	
Process identifier: Select an identifier	
Days down: 3	Repair attempts: 1
Last repair visit: 39,570.00	
Is vehicle currently at dealer? (Y/N) N/A	
Is customer in rental? (Y/N) N/A	
If yes, for how long? N/A	
Offers previously extended: N/A	

Dealer	RO #	Date In	Date Out	Days Down	Miles In	Miles Out	Repair Type	Customer-Stated Concern	Repair(s) Performed	Cost
[REDACTED]	RO #	3/3/2020	3/5/2020	3	6289	6289	W	EHICLE HAS A WOBBLE WHEN DRIVING.	Damper, steering	62.12
Dealer Code	RO #	Date In	Date Out	#	Miles	Miles	Type	Enter Text.	Enter Text.	\$
Dealer Code	RO #	Date In	Date Out	#	Miles	Miles	Type	Enter Text.	Enter Text.	\$
Dealer Code	RO #	Date In	Date Out	#	Miles	Miles	Type	Enter Text.	Enter Text.	\$
Dealer Code	RO #	Date In	Date Out	#	Miles	Miles	Type	Enter Text.	Enter Text.	\$

Preparer: Mandisha

Title: LLQ

Comments: Customer does not have the required amount of Completed repair attempts

Customer Retention Analysis

VIN: 1C4GJXAN9K [REDACTED]	Make/model/model year: JEEP WRANGLER 2019
ISD: 11/2/2019	Current Mileage: 6,289
Owner's last name: [REDACTED]	State: Arkansas
Dealer name/code: Fletcher Dodge-Chrysler-Jeep 44909	Business Center: 63-Southwest
Warranty coverage code: 560	MVP (Description): JEEP WAVE OWNER LOYALTY PROGRAM
MSRP: Fletcher Dodge-Chrysler-Jeep	
# of new vehicles: 1	
# of owners on vehicle: 1	
If purchased used, what was date of purchase? Select a purchase date, if applicable	
CPOV? (Y/N) N	
What was mileage at purchase? 0	
Customer-stated reason for buyback request: Steering	
Process identifier: Select an identifier	
Days down: 22	Repair attempts: 3
Last repair visit: 39,570.00	
Is vehicle currently at dealer? (Y/N) N/A	
Is customer in rental? (Y/N) N/A	
If yes, for how long? N/A	
Offers previously extended: N/A	

Dealer	RO #	Date In	Date Out	Days Down	Miles In	Miles Out	Repair Type	Customer-Stated Concern	Repair(s) Performed	Cost
44909	[REDACTED]	3/3/2020	3/5/2020	3	6289	6289	W	EHICLE HAS A WOBBLE WHEN DRIVING.	Damper, steering	62.12
44909	[REDACTED]	4/30/2020	5/9/2020	10	7955	7955	W	WHILE DRIVING WHEEL WILL LOCK UP AND TEY ARE UNABLE TO MO VE IT AT ALL. HAS HAPPENED MULTIPLE TIMES.	Ground	1146.60
Dealer Code	RO #	Date In	Date Out	#	Miles	Miles	Type	Enter Text.	Enter Text.	\$
Dealer Code	RO #	Date In	Date Out	#	Miles	Miles	Type	Enter Text.	Enter Text.	\$
Dealer Code	RO #	Date In	Date Out	#	Miles	Miles	Type	Enter Text.	Enter Text.	\$

Preparer: Mandisha

Title: LLQ

Comments: Per star the vehicles had 1 repair attempt VOR 9 days for steering concern and issues still exist.

This file represents a consolidation of multiple files sent by the manufacturer. Please use the bookmarks to navigate to each file. (Each bookmark label is the name of the original file.)

Customer Retention Analysis

VIN: 1C4HJXFN0L [REDACTED]	Make/model/model year: JEEP WRANGLER UNLIMITED RUBICON 2020
ISD: 9/21/2019	Current Mileage: 6515
Owner's last name: [REDACTED]	State: Colorado
Dealer name/code: Medved Chrysler Dodge Jeep Ram 60506	Business Center: 74-Denver
Warranty coverage code: 560	MVP (Description): JEEP WAVE OWNER LOYALTY PROGRAM
MSRP: 48,725.00	
# of new vehicles: 2	
# of owners on vehicle: 1	
If purchased used, what was date of purchase? Select a purchase date, if applicable	
CPOV? (Y/N) No	
What was mileage at purchase? Enter vehicle mileage at time of purchase	
Customer-stated reason for buyback request: Electrical	
Process identifier: Select an identifier	
Days down: 16	Repair attempts: 3
Last repair visit: 4/22/2020	
Is vehicle currently at dealer? (Y/N) Y	
Is customer in rental? (Y/N) Y	
If yes, for how long? If applicable, enter # of days in rental	
Offers previously extended: Offers previously extended	

Dealer	RO #	Date In	Date Out	Days Down	Miles In	Miles Out	Repair Type	Customer-Stated Concern	Repair(s) Performed	Cost
60506	[REDACTED]	4/14/2020	4/22/2020	# 8	5942	5942	W	CUSTOMER STATES THAT THE SERVICE ENGINE LIGHT COMES ON	WARR, ALL THESE SYMPTOMS OF THE POWER DISTRIBUTION CENTER FAILING. REPLACED PO WER DISTRIBUTION CENTER.	\$365.38
60506	[REDACTED]	2/4/2020	2/6/2020	# 3	4689	4689	W	CUSTOMER STATES SHIFTER LOCKS UP, CHECK ENGINE LIGHT ON	REPLA CED AUXILIARY BATTERY	\$252.75
60506	[REDACTED]	5/4/2020	OPEN	# 5	6515	6515	STAR	EVERY LIGHT ON THE DASH LIGHTS UP AND THE VEHICLE WILL STALL.	Enter Text.	\$STAR
Dealer Code	RO #	Date In	Date Out	#	Miles	Miles	Type	Enter Text.	Enter Text.	\$
Dealer Code	RO #	Date In	Date Out	#	Miles	Miles	Type	Enter Text.	Enter Text.	\$

Preparer: LORRIE NELSON

Title: LLQ

Comments: Repair Attempts, Days Down

This file represents a consolidation of multiple files sent by the manufacturer. Please use the bookmarks to navigate to each file. (Each bookmark label is the name of the original file.)

Customer Retention Analysis

VIN: 1C4HJXEN4K [REDACTED]	Make/model/model year: JEEP WRANGLER UNLIMITED SAHARA, 2019
ISD: 1/30/2020	Current Mileage: 3880
Owner's last name: [REDACTED]	State: Florida
Dealer name/code: JOEY ACCARDI, 60444	Business Center: 66-Southeast
Warranty coverage code: 560	MVP (Description): JEEP WAVE OWNER LOYALTY PROGRAM
MSRP: 49,560.00	
# of new vehicles: 1	
# of owners on vehicle: 1	
If purchased used, what was date of purchase? Select a purchase date, if applicable	
CPOV? (Y/N) Select Y or N	
What was mileage at purchase? 0	
Customer-stated reason for buyback request: Vehicle Performance	
Process identifier: Select an identifier	
Days down: 40	Repair attempts: 4
Last repair visit: 5/5/2020	
Is vehicle currently at dealer? (Y/N) Y	
Is customer in rental? (Y/N) Y	
If yes, for how long? If applicable, enter # of days in rental	
Offers previously extended: Offers previously extended	

Dealer	RO #	Date In	Date Out	Days Down	Miles In	Miles Out	Repair Type	Customer-Stated Concern	Repair(s) Performed	Cost
60619	[REDACTED]	2/6/2020	2/27/2020	22	1001	1001	W	MODULE, INSTR PANEL CLUSTER	REPLACED	71.29
60619	[REDACTED]	3/13/2020	3/19/2020	7	2835	2835	W	LATCH, GLOVEBOX/CONSOLE	REPLACED	35.73
60619	[REDACTED]	3/17/2020	3/26/2020	10	2899	2899	W	BATTERY	REPLACED	282.54
60444	[REDACTED]	5/5/2020	5/5/2020	1	3880	3880	W	BATTERY	REPLACED	275.30
Dealer Code	RO #	Date In	Date Out	#	Miles	Miles	Type	Enter Text.	Enter Text.	\$

Preparer: EVELYN

Title: LLQ

Comments:

Customer Retention Analysis

VIN: 1C4HJXEN4K [REDACTED]	Make/model/model year: JEEP WRANGLER UNLIMITED SAHARA, 2019
ISD: 1/30/2020	Current Mileage: 3880
Owner's last name: [REDACTED]	State: Florida
Dealer name/code: JOEY ACCARDI, 60444	Business Center: 66-Southeast
Warranty coverage code: 560	MVP (Description): JEEP WAVE OWNER LOYALTY PROGRAM
MSRP: 49,560.00	
# of new vehicles: 1	
# of owners on vehicle: 1	
If purchased used, what was date of purchase? Select a purchase date, if applicable	
CPOV? (Y/N) Select Y or N	
What was mileage at purchase? 0	
Customer-stated reason for buyback request: Vehicle Performance	
Process identifier: Select an identifier	
Days down: 40	Repair attempts: 4
Last repair visit: 5/5/2020	
Is vehicle currently at dealer? (Y/N) Y	
Is customer in rental? (Y/N) Y	
If yes, for how long? If applicable, enter # of days in rental	
Offers previously extended: Offers previously extended	

Dealer	RO #	Date In	Date Out	Days Down	Miles In	Miles Out	Repair Type	Customer-Stated Concern	Repair(s) Performed	Cost
60619	[REDACTED]	2/6/2020	2/27/2020	22	1001	1001	W	MODULE, INSTR PANEL CLUSTER	REPLACED	71.29
60619	[REDACTED]	3/13/2020	3/19/2020	7	2835	2835	W	LATCH, GLOVEBOX/CONSOLE	REPLACED	35.73
60619	[REDACTED]	3/17/2020	3/26/2020	10	2899	2899	W	BATTERY	REPLACED	282.54
60444	[REDACTED]	5/5/2020	5/5/2020	1	3880	3880	W	BATTERY	REPLACED	275.30
Dealer Code	RO #	Date In	Date Out	#	Miles	Miles	Type	Enter Text.	Enter Text.	\$

Preparer: EVELYN

Title: LLQ

Comments:

WELLS
FARGO

AUTO

Wells Fargo Auto
For Return Mail Only
PO Box 5265
Sioux Falls, SD 57117-5265

Payment summary

Payment due date 04/15/20
Current payment due \$787.63
After 04/30/20, a late charge may apply.

Total amount due \$787.63

Activity since your last statement on 02/24/20

Date	Description	Amount
03/09/20	Bill pay payment - OR	\$787.63
	Principal	\$541.22
	Interest	\$246.41

The total interest paid on your loan in 2019 was \$0.00. Please consult your tax advisor regarding whether your interest is deductible in accordance with the Internal Revenue Service tax code.

After 04/30/20, a late charge may apply.

Please write your account number on your check or money order and make payable to Wells Fargo Auto. Send this coupon and your payment prior to the due date.

☐ Check box for address correction and list changes on reverse side.

WELLS FARGO AUTO
PO BOX 17900
DENVER, CO 80217-0900

Account number

Payment due date

Total amount due

Additional amount to be applied to principal balance (See reverse side)

Total amount enclosed (Please do not send cash)

transactions are posted to your account. Please include the daily interest amount of \$6.23 for each additional day after 03/27/20 and call us for payoff instructions.

Please see reverse side for important information regarding your account.

Customer Service

Telephone
1-800-289-8004
We accept telecommunications relay service calls.

Hours of operation
Monday – Friday 5:00 a.m. – 7:00 p.m. Pacific Time
Saturday 6:00 a.m. – 12:00 p.m. Pacific Time

Online
wellsfargoauto.com

Payments
Wells Fargo Auto
PO Box 17900
Denver, CO 80217-0900

Correspondence
Wells Fargo Auto
MAC T9017-026
PO Box 168048
Irving, TX 75016-8048



Manage your account online with eServices

Convenient access — mobile, tablet, or desktop

- Register for eStatements
- Make a payment on your loan
- Enroll in the Automatic Loan Payment program
- View payment history
- Request a payoff quote, and more...

wellsfargoauto.com

6522510 5/19

Payment Options

Please mail your check or money order and payment coupon in the enclosed envelope. Do not send cash. We cannot accommodate postdated checks at the address provided. If you mail a postdated check, it will be processed on the date received.

Payments can be made online at wells Fargo.com, at any Wells Fargo branch, or through our Automatic Loan Payment (ALP) program. Automated telephone payments or agent-assisted telephone payments can be made from your checking or savings account to your loan account by calling 1-800-289-8004.

For additional payment options, payoff instructions, and 24-hour self-service, please visit our website at wells Fargo.com or call 1-800-289-8004.

Paying more than Total amount due

When you pay more than the **Total amount due** on or before your **Payment due date**, we will apply the additional amount to your principal balance, which may reduce the amount you pay in interest charges over the life of your loan.

If the additional amount paid is large enough, it will advance your due date up to three months. However, any ALP payment that is greater than the **Total amount due** will be applied to the principal balance and will not advance the **Payment due date**.

Advancing a due date means pushing out your next payment due to the next month or a future month, depending on how much more you pay than the **Total amount due**. Alternatively, you may request that the additional amount be applied as a principal-only payment subject to the requirements below.

Principal-only payments

A principal-only payment reduces your principal balance, which may reduce the amount of interest charges you will pay over the life of your loan. A principal-only payment will not change your next **Payment due date**. You still need to make your next scheduled payment by the **Payment due date**.

We will honor your request for a principal-only payment when your **Amount past due** is \$0.00. Otherwise, your payment will be applied to your **Amount past due** and any excess will then be applied to the principal as requested. Here's how to make a principal-only payment:

- By mail: designate an additional principal amount using the payment stub attached to your statement.
- By visiting a branch: ask a Wells Fargo team member to apply the additional payment amount to the principal balance.
- By enrolling in the Automatic Loan Payments program: when completing the Automatic Loan Payments Authorization Agreement, designate an extra principal-only payment amount.

We're here to help: If you have questions, or would like your payment applied in a different way than those stated above, please contact us at 1-800-289-8004.

Payments in full for less than the account balance

If you intend to pay your account in full with an amount less than the total owed on your account, you must send your payments to: Wells Fargo Auto, PO Box 17900 Denver, CO 80217-0900. Such payments will not discharge your full debt.

Fees and charges

If a payment is returned unpaid, we may attempt to present the payment one additional time to your depository bank. Your depository bank may charge a fee each time the payment is returned. We may charge a returned payment fee if the depository bank ultimately does not honor the payment. Please refer to your loan contract for additional information regarding late fees, finance charges, and other charges applicable to your loan account.

Insurance requirement

As stated in your loan contract, you are required to maintain insurance on your vehicle throughout the duration of the loan. Your insurance policy must name **Wells Fargo Auto** as the loss payee.

Credit information

We may report information about your account to credit bureaus. Late payments, missed payments, or other defaults on your account may be reflected in your credit report.

You have the right to dispute the accuracy of information that we have reported to the consumer reporting agencies by writing to us. Please provide your name, address, and Wells Fargo Auto account number and describe the specific information that is inaccurate, or in dispute, and the basis for any dispute with supporting documentation. In the case of information that you believe relates to an identity theft, you will need to provide us with an identity theft report. Please mail this information to:

Wells Fargo Auto
PO Box 10709
Raleigh, NC 27605

California residents

You are hereby notified that a negative credit report history may be submitted to a credit-reporting agency if you fail to fulfill the terms of your credit obligations.

Utah residents

As required by Utah law, you are hereby notified that a negative credit report reflecting on your credit record may be submitted to a credit-reporting agency if you fail to fulfill the terms of your credit obligations.

Servicemembers Civil Relief Act

The Servicemembers Civil Relief Act (SCRA) may offer protection or relief to members of the military, their spouses, partners, and dependents. If you have been called to active military service, or are the spouse, partner in civil union, domestic partner, or financial dependent of a person who has been called to active military service, and you haven't yet made us aware of your status, please contact us as follows:

Wells Fargo Auto military customers: Fax your Active Military Service Documentation to 1-855-872-6262, attention SCRA. If you have questions or want to learn about additional options to send in your military documentations, please call us at 1-877-254-9687, Monday – Friday, 5:00 a.m. to 6:00 p.m. Pacific Time.

In addition, please be aware that prior to seeking a refinance of your existing auto loan, you should consult with your legal advisor regarding the potential loss of any benefits and applicable protections you are entitled to under the SCRA or applicable state law.

Address and phone number change. Please enter your new information below. By providing Wells Fargo Auto with your phone number, you are confirming you are the owner or are otherwise authorized to provide that number. We may call or text you for any non-marketing related purposes using an auto dialer and artificial or pre-recorded voice messages. If a cell number is provided, standard carrier mobile and data fees may apply.

BORROWER FIRST NAME

BORROWER LAST NAME

NEW MAILING ADDRESS

CITY/ STATE/ZIP

HOME PHONE

WORK PHONE

NEW EMAIL ADDRESS

CELL PHONE

This file represents a consolidation of multiple files sent by the manufacturer. Please use the bookmarks to navigate to each file. (Each bookmark label is the name of the original file.)

Customer Retention Analysis

VIN: 1C4HJXFN6J [REDACTED]	Make/model/model year: JEEP WRANGLER UNLIMITED RUBICON 2018
ISD: 8/15/2018	Current Mileage: 18,186
Owner's last name: [REDACTED]	State: Delaware
Dealer name/code: FLOYD A MEGEE MOTOR COMPANY 63689	Business Center: 35-Mid-Atlantic
Warranty coverage code: 560	MVP (Description): JEEP WAVE OWNER LOYALTY PROGRAM
MSRP: 51,245.00	
# of new vehicles: 2	
# of owners on vehicle: 1	
If purchased used, what was date of purchase? Select a purchase date, if applicable	
CPOV? (Y/N) No	
What was mileage at purchase? 0	
Customer-stated reason for buyback request: Steering	
Process identifier: Select an identifier	
Days down: # of days down	Repair attempts: # of repair attempts
Last repair visit: Select date of last repair visit	
Is vehicle currently at dealer? (Y/N) Select Y or N	
Is customer in rental? (Y/N) Select Y or N	
If yes, for how long? If applicable, enter # of days in rental	
Offers previously extended: Offers previously extended	

Dealer	RO #	Date In	Date Out	Days Down	Miles In	Miles Out	Repair Type	Customer-Stated Concern	Repair(s) Performed	Cost
Dealer Code	RO #	Date In	Date Out	#	Miles	Miles	Type	Enter Text.	Enter Text.	\$
Dealer Code	RO #	Date In	Date Out	#	Miles	Miles	Type	Enter Text.	Enter Text.	\$
Dealer Code	RO #	Date In	Date Out	#	Miles	Miles	Type	Enter Text.	Enter Text.	\$
Dealer Code	RO #	Date In	Date Out	#	Miles	Miles	Type	Enter Text.	Enter Text.	\$
Dealer Code	RO #	Date In	Date Out	#	Miles	Miles	Type	Enter Text.	Enter Text.	\$

Preparer: Felicia

Title: LLQ

Comments: Concern with steering wheel and transmission

Customer Retention Analysis

VIN: 1C4HJXFN6JW [REDACTED]	Make/model/model year: Jeep, Wrangler, 2018
ISD: 8/15/2018	Current Mileage: 18186
Owner's last name: [REDACTED]	State: Delaware
Dealer name/code: Floyd A Megee Motor Company, 63689	Business Center: 35-Mid-Atlantic
Warranty coverage code: 560	MVP (Description): JEEP WAVE
MSRP: 51,245.00	
# of new vehicles: 4	
# of owners on vehicle: 1	
If purchased used, what was date of purchase? Select a purchase date, if applicable	
CPOV? (Y/N) N	
What was mileage at purchase? 0	
Customer-stated reason for buyback request: Other	
Process identifier: Select an identifier	
Days down: 4	Repair attempts: 2
Last repair visit: 5/29/2020	
Is vehicle currently at dealer? (Y/N) Y	
Is customer in rental? (Y/N) N	
If yes, for how long? If applicable, enter # of days in rental	
Offers previously extended: Offers previously extended	

Dealer	RO #	Date In	Date Out	Days Down	Miles In	Miles Out	Repair Type	Customer-Stated Concern	Repair(s) Performed	Cost
63689	[REDACTED]	5/27/2020	5/29/2020	3	18186	18186	W	CUSTOMER STATES THE SERVICE SHIFTER MESSAGE CAME ON. VEHICLE WAS DIFFICULT TO STEER. CEL IS ON.	Fuse Link/Power Distribution Center (Relays & Fuses)	262.78
63689	[REDACTED]	5/19/2020	5/19/2020	1	18048	18048	W	SERVICE SHIFTER MESSAGE IN DASH. STEERING WHEEL FELT LOOSE THEN FELT TIGHT AFT ER MESSAGE IN DASH	REPAIRED BOTH CIRCUITS. INSULATED AND REPOSITIONED WIRING HARNESS.	159.96
Dealer Code	RO #	Date In	Date Out	#	Miles	Miles	Type	Enter Text.	Enter Text.	\$
Dealer Code	RO #	Date In	Date Out	#	Miles	Miles	Type	Enter Text.	Enter Text.	\$
Dealer Code	RO #	Date In	Date Out	#	Miles	Miles	Type	Enter Text.	Enter Text.	\$

Preparer: LLQ

Title: Jazmine

Comments: Customer is out of lemon law coverage period.



Rental Company: ENTERPRISE RENT-A-CAR
 Invoice: [REDACTED]
 Alternate Invoice Number: [REDACTED]

Bill To: [REDACTED]
 MEGEE MOTORS
 ATTN: TOM HECK
 PO BOX 330
 GEORGETOWN, DE 199470330

RENTAL DETAIL:

Rental Period: 6/18/20 to 8/6/20 (49 days)
 Billed Period: 6/18/20 to 8/6/20 (49 days)

RENTER INFORMATION:
 Renter: [REDACTED]

RENTAL INFORMATION:
 Rental Branch Location:
 ENTERPRISE RENT-A-CAR (1772)
 26876 SUSSEX HWY UNIT 1
 SEAFORD, DE 199738528
 (302) 628-2931

ADDITIONAL INFORMATION:
 AP# or RO#P [REDACTED]

Owner's Vehicle: 2018 JEEP WRANGLER
 Additional Driver:

Repair Facility:
 MEGEE MOTORS
 GEORGETOWN, DE 199470330
 (302) 856-0064

Products and Services	Quantity	Rate	Amount
TIME & DISTANCE	49	40.00	\$1,960.00
REFUELING CHARGE	1	0.00	\$0.00
NO CHARGE DISTANCE	0	0.00	\$0.00
Taxes and Surcharges			
USE TAX	1	0.00%	\$39.03
VLF REC	49	0.85	\$41.85
Total Charges:			\$2,040.68
Less Amount Received:			\$0.00
Total Amount Due:			\$2,040.68

VEHICLES RENTED:

Effective Date and Time	Year	Make	Model	VIN	Starting Mileage	Ending Mileage	Mileage	Rate Charged
6/18/20 3:28 PM	2020	JEEP	WRAU	1C4HJXEN [REDACTED]	13144	14819	1675	\$40.00

Rental Invoice

Please Return This Portion with Remittance

Make Payment To:
 ENTERPRISE RENT-A-CAR (17LX)
 PO BOX 803422

KANSAS CITY, MO 641803422
 Federal ID:43-1373519

Total Charges: \$2,040.68
 Less Amount Received: \$0.00
 Total Amount Due..... \$2,040.68

Please [REDACTED]
 Invoice [REDACTED]

CUSTOMER # [REDACTED]
UNIT# [REDACTED]

INVOICE

FLOYD A. MEGEE MOTOR CO.
P.O. Box 330
GEORGETOWN, DELAWARE 19947
Ph. (302) 856-0064
Fax (302) 856-9588
website: www.megееmotors.com
e-mail: sales@megееmotors.com



PAGE 1

Dodge Different.

SERVICE ADVISOR: 1783 VIRGINIA A JONES

				VIN	LICENSE	MILEAGE IN/ OUT	TAG
PAU GRNT F 19		DODGE JOURNEY		3C4PDCBB0		4473/5003	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JUL19 DD			17:00 30JUN20		131.95	CASH	30JUN20
R.O. OPENED		READY	OPTIONS: STK:R11672 DLR:MEGEE ENG:2.4L TRN:A 1)SE (FWD) 2)DEL DATE 07/01/19 3)CPOV				
16:00 30JUN20		16:00 30JUN20					
LINE OPCODE TECH TYPE HOURS					LIST	NET	TOTAL
A RENTAL CAR							

DRAC DAVID PYNE BILLED ON [REDACTED]

1 IDRS

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

THANK YOU FOR CHOOSING US FOR YOUR AUTOMOTIVE SERVICE NEEDS. WE STRIVE FOR 100% CUSTOMER SATISFACTION SO PLEASE BRING ANY ISSUES YOU MAY HAVE TO OUR SERVICE TEAM'S ATTENTION. OUR SERVICE MANAGER, TOM HECK, CAN BE CONTACTED BY PHONE AT 302-856-0064, OR BY EMAIL AT SERVICE@MEGEE MOTORS.COM. THANK YOU!

Thank You

JUN 30 2020

ON BEHALF OF SERVING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	STATEMENT OF DISCLAIMER		DESCRIPTION	TOTALS
	The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. ANY OUTSTANDING BALANCE WILL BE SUBJECT TO AN 18% APR FINANCE CHARGE AFTER 30 DAYS		LABOR AMOUNT	0.00
			PARTS AMOUNT	0.00
			GAS, OIL, LUBE	0.00
			SUBLET AMOUNT	0.00
			MISC. CHARGES	0.00
			TOTAL CHARGES	0.00
			LESS INSURANCE	0.00
			SALES TAX	0.00
	(SIGN) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	0.00

FRONT

This file represents a consolidation of multiple files sent by the manufacturer. Please use the bookmarks to navigate to each file. (Each bookmark label is the name of the original file.)

Customer Retention Analysis

VIN: 1C4HJXDG5J [REDACTED]	Make/model/model year: Jeep, Wrangler, 2018
ISD: 10/5/2018	Current Mileage: 31752
Owner's last name: [REDACTED]	State: Pennsylvania
Dealer name/code: SOLOMON CHRYSLER, DODGE, JEEP,, 44995	Business Center: 35-Mid-Atlantic
Warranty coverage code: 560	MVP (Description): JEEP WAVE
MSRP: 35,825.00	
# of new vehicles: 4	
# of owners on vehicle: 1	
If purchased used, what was date of purchase? Select a purchase date, if applicable	
CPOV? (Y/N) N	
What was mileage at purchase? 15	
Customer-stated reason for buyback request: Other	
Process identifier: Select an identifier	
Days down: 0	Repair attempts: 0
Last repair visit: 6/9/2020	
Is vehicle currently at dealer? (Y/N) N	
Is customer in rental? (Y/N) N	
If yes, for how long? If applicable, enter # of days in rental	
Offers previously extended: Offers previously extended	

Dealer	RO #	Date In	Date Out	Days Down	Miles In	Miles Out	Repair Type	Customer-Stated Concern	Repair(s) Performed	Cost
Dealer Code	RO #	Date In	Date Out	#	Miles	Miles	Type	Enter Text.	Enter Text.	\$
Dealer Code	RO #	Date In	Date Out	#	Miles	Miles	Type	Enter Text.	Enter Text.	\$
Dealer Code	RO #	Date In	Date Out	#	Miles	Miles	Type	Enter Text.	Enter Text.	\$
Dealer Code	RO #	Date In	Date Out	#	Miles	Miles	Type	Enter Text.	Enter Text.	\$
Dealer Code	RO #	Date In	Date Out	#	Miles	Miles	Type	Enter Text.	Enter Text.	\$

Preparer: LLQ

Title: Jazmine

Comments: Customer is out of Lemon Law coverage period

This file represents a consolidation of multiple files sent by the manufacturer. Please use the bookmarks to navigate to each file. (Each bookmark label is the name of the original file.)

WEB

Amount

-\$750.00

Transaction Date

06/09/2020

Type

Other
payment

Merchant name ⓘ

BANK OF THE WEST

Transaction category

Finance: Loans



This file represents a consolidation of multiple files sent by the manufacturer. Please use the bookmarks to navigate to each file. (Each bookmark label is the name of the original file.)









Dealer Code
29108

AUTHORIZED SYSTEM MEMBER

AUTOLAND TOYOTA
170 ROUTE 22 EAST
SPRINGFIELD, NJ 07081
973-467-6127

RA
NO.

RENTAL AGREEMENT PAGE 1
TRAC 24 Hour Roadside Assistance
(800) 599-6766

Unit#: 271

TO BE PAID BY		VEHICLE IDENTIFICATION	STATE
CHRYSLER WARRANTY		5YFEPRA	NJ
VERIFIED		YEAR - VEHICLE LINE	MODEL AND COLOR
CITY	STATE	2020 TOYOTA	COROLLA WHITE
WARREN	NJ	MILEAGE IN	DATE AND TIME IN 03:24 A.M.
		6042	06/27/2020
		MILEAGE OUT	DATE AND TIME OUT 02:04 P.M.
		5720	06/15/2020
		MILES DRIVEN	MAXIMUM PAYLOAD
		322	
		MILES ALLOWED	I AGREE TO RETURN THE RENTED VEHICLE TO THE ABOVE LOCATION ON OR BEFORE
		0	DATE DUE IN 02:04 P.M.
		CHARGEABLE MILES	07/13/2020
		322	
DEPOSIT	EXTEND TO DATE	ADDITIONAL DEPOSIT	DATE EXTENDED
CITY	STATE	ZIP CODE	IND SERVICE COLLISION CENTER
BILL TO NAME	PHONE NUMBER	VERIFIED	VEHICLE RETURNED AT:
CHRYSLER WARRANTY	888-000-1234		☐ NO DAMAGE ☐ DAMAGE DESCRIPTION ☐ SPARE ☐ JACK
ADDRESS	CITY	STATE	ZIP CODE
AUTHORIZED BY:	AMOUNT AUTHORIZED	FUEL	DAMAGE DESCRIPTION
		OUT IN	INITIALS
		X X	
		3/4 3/4	
		1/2 1/2	
		1/4 1/4	
		E E	
THE PERSONS NAMED BELOW ARE ADDITIONAL AUTHORIZED DRIVERS. IF NONE, PRINT "NONE" ACROSS		SHOP NAME	
		PHONE NUMBER	
		SHOP CONTACT	
		VEHICLE MAKE/MODEL	
REMARKS		NAME OF INSURED	
X I UNDERSTAND THAT I AM ULTIMATELY RESPONSIBLE FOR ANY LOSS OR DAMAGE TO THE VEHICLE - WHILE THE VEHICLE IS IN MY POSSESSION - REGARDLESS OF WHETHER I AM AT FAULT FOR THE LOSS OR DAMAGE.		STELLA G VAYAS	
X I UNDERSTAND THAT I AM RESPONSIBLE FOR THE VEHICLE'S CONDITION UNTIL IT HAS BEEN INSPECTED AND CHECKED-IN BY A DEALERSHIP EMPLOYEE.		INSURANCE COMPANY NAME	
X THE DEALERSHIP IS NOT RESPONSIBLE FOR PERSONAL PROPERTY LEFT IN THE VEHICLE.		STATE FARM	
X I UNDERSTAND I MAY BE ASSESSED A \$55.00 PER DAY SURCHARGE IF THE VEHICLE IS NOT RETURNED WITHIN 24-HOURS OF NOTIFICATION OF THE COMPLETED WORK ON MY VEHICLE AND I AUTHORIZE THE USE OF THE CREDIT CARD PROVIDED FOR PAYMENT OF ANY SUCH FEES.		DATE OF LOSS	
X I UNDERSTAND I AM RESPONSIBLE FOR ANY TRAFFIC OR TOLL VIOLATIONS INCURRED WHILE THE VEHICLE IS IN MY POSSESSION AND I AUTHORIZE THE USE OF THE CREDIT CARD PROVIDED FOR PAYMENT OF ANY SUCH FEES.		CL # / RO / PO	
X PLEASE RETURN THE VEHICLE WITH THE SAME AMOUNT OF FUEL AS AT THE TIME OF CHECK-OUT. A \$5.99 PER GALLON REFUELING FEE WILL BE ASSESSED FOR ANY FUEL USED AND NOT REPLACED. I AUTHORIZE THE USE OF THE CREDIT CARD PROVIDED TO REPLENISH THE FUEL USED IN THE VEHICLE (AT THE INDICATED RATE) WHILE THE VEHICLE IS IN MY POSSESSION.		191996 /	
X NO SMOKING OR PETS IN THE VEHICLE. EVIDENCE OF EITHER WILL RESULT IN A \$250.00 FEE AND I AUTHORIZE THE USE OF THE CREDIT CARD PROVIDED FOR PAYMENT OF ANY SUCH FEES.		RATES DO NOT INCLUDE FUEL	
X A \$125.00 CLEANING FEE WILL BE ASSESSED IF THE INTERIOR/EXTERIOR OF THE VEHICLE REQUIRES MORE THAN A STANDARD CAR WASH OR NORMAL VACUUMING AND I AUTHORIZE THE USE OF THE CREDIT CARD PROVIDED FOR PAYMENT OF ANY SUCH FEES.		RENTAL CHARGES	
CREDIT CARD IMPRINT		MILES 322 @ 0.00 0.00	
		HOURS 0 @ \$ 0.00	
		DAYS 12 @ \$ 20.00 240.00	
		WEEKS 0 @ \$ 0.00 0.00	
		CALENDAR DAY/24 HOUR	
		TOTAL TIME AND MILEAGE 240.00	
		TAXABLE FUEL GAL. @ \$	
		SUBTOTAL	
		SUPPLEMENTAL LIABILITY INSURANCE 0.00	
		SURCHARGE 5.00 Daily 60.00	
		SALES TAX OR SURCHARGE 0.00 % 0.00	
		NON-TAXABLE FUEL 0.00 GAL. @ \$5.99 0.00	
		@ 0.00 0.00	
		LESS REFUND FOR:	
		TOTAL CHARGES 300.00	
		LESS DEPOSITS 0.00	
		NET DUE MEMBER 0.00	
		NET DUE CUSTOMER	
		AMOUNT DUE 300.00	
THIS RENTAL AGREEMENT IS NOT A POLICY OF INSURANCE. OUR INSURANCE POLICY ONLY PROVIDES INSURANCE FOR THE STATE MINIMUM FINANCIAL RESPONSIBILITY LIMITS.		PAID INITIAL	
• READ ALL DRIVING RESTRICTIONS ON THE REVERSE SIDE CAREFULLY. YOU ARE RESPONSIBLE FOR ALL TRAFFIC VIOLATIONS AND MUST TURN IN ALL SUMMONSES UPON CHECK IN.		\$	
• REPORT ALL ACCIDENTS IMMEDIATELY.		REFUNDED	
• OPERATION OF THE VEHICLE IN VIOLATION OF PARAGRAPH 2 IS PROHIBITED.		\$ 0.00	
• YOU MAY BE PROSECUTED IF VEHICLE IS NOT RETURNED WHEN DUE IN.		CUSTOMER INITIALS X	
• IF BILL TO PARTY DEFAULTS FOR ANY REASON, YOU ASSUME ALL RESPONSIBILITY FOR CHARGES.		CHECKED OUT BY: JUDIE MAXI	
THE UNDERSIGNED CUSTOMER HAS READ BOTH SIDES OF THIS AGREEMENT AND AGREES TO THE TERMS AND CONDITIONS THEREIN. CUSTOMER AUTHORIZES US TO PROCESS A CREDIT CARD VOUCHER, IF ANY, IN CUSTOMER'S NAME.		CHECKED IN BY: SHAWANA MOTON	
THIS AGREEMENT MAY NOT EXCEED A ONE MONTH PERIOD			
CLOSED SUBJECT TO FINAL AUDIT			
X DATE			
THANK YOU. WE APPRECIATE YOUR BUSINESS!			

WARNING

Customer Retention Analysis

VIN: 1C4HJXDG2K [REDACTED]	Make/model/model year: JEEP WRANGLER UNLIMITED SPORT 2019
ISD: 6/7/2019	Current Mileage: 9058
Owner's last name: [REDACTED]	State: New Jersey
Dealer name/code: Autoland Chrysler Jeep Dodge Ram 60692	Business Center: 32-Northeast
Warranty coverage code: 560	MVP (Description): JEEP WAVE OWNER LOYALTY PROGRAM
MSRP: 42,315.00	
# of new vehicles: 1	
# of owners on vehicle: 1	
If purchased used, what was date of purchase? Select a purchase date, if applicable	
CPOV? (Y/N) No	
What was mileage at purchase? Enter vehicle mileage at time of purchase	
Customer-stated reason for buyback request: Check Engine Light	
Process identifier: Select an identifier	
Days down: 33	Repair attempts: 3
Last repair visit: 6/27/2020	
Is vehicle currently at dealer? (Y/N) Y	
Is customer in rental? (Y/N) N	
If yes, for how long? If applicable, enter # of days in rental	
Offers previously extended: Offers previously extended	

Dealer	RO #	Date In	Date Out	Days Down	Miles In	Miles Out	Repair Type	Customer-Stated Concern	Repair(s) Performed	Cost
60692	[REDACTED]	5/22/2020	6/27/2020	# 32	9039	9039	W	CUST STATES CK ENGINE LITE ON	REPLACED BATTERY,REPLACED POWER STEERING PUMP, REPLACED FUSE BLOCK	\$2162.28
60692	[REDACTED]	6/16/2020	6/23/2020	# 8	9058	9058	W	customer states ck engine light on and steering wheel got hard to turn and car stalling and burking while driving	replace auxiliary battery,replaced electronic hydro power steering pump,,road tested vehicle concern still exists,this is the third time visit..star case #s1908000091 and s1908000119 was reviewd and performed	\$STAR
60692	[REDACTED]	5/12/2020	5/12/2020	# 1	8790	8790	W	CUST STATES STEERING WHEEL LOCKED UP AND AIR BAG LIGHT COMES ON	REPAIRED WIRING	\$116.33
Dealer Code	RO #	Date In	Date Out	#	Miles	Miles	Type	Enter Text.	Enter Text.	\$

Dealer Code	RO #	Date In	Date Out	#	Miles	Miles	Type	Enter Text.	Enter Text.	\$
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Preparer: LORRIE NELSON

Title: LLQ

Comments: Repair Attempts, Days Down

This file represents a consolidation of multiple files sent by the manufacturer. Please use the bookmarks to navigate to each file. (Each bookmark label is the name of the original file.)

Customer Retention Analysis

VIN: 1C4HJXDN5J [REDACTED]	Make/model/model year: Jeep, Wrangler, 2018
ISD: 7/31/2018	Current Mileage: 26342
Owner's last name: [REDACTED]	State: North Carolina
Dealer name/code: Hillsborough Chrysler Dodge Jeep Ram, 27051	Business Center: 66-Southeast
Warranty coverage code: 560	MVP (Description): JEEP WAVE
MSRP: 46,900.00	
# of new vehicles: 1	
# of owners on vehicle: 1	
If purchased used, what was date of purchase? Select a purchase date, if applicable	
CPOV? (Y/N) N	
What was mileage at purchase? 10	
Customer-stated reason for buyback request: Steering	
Process identifier: Select an identifier	
Days down: 7	Repair attempts: 1
Last repair visit: 6/15/2020	
Is vehicle currently at dealer? (Y/N) N	
Is customer in rental? (Y/N) N	
If yes, for how long? If applicable, enter # of days in rental	
Offers previously extended: Offers previously extended	

Dealer	RO #	Date In	Date Out	Days Down	Miles In	Miles Out	Repair Type	Customer-Stated Concern	Repair(s) Performed	Cost
27051	[REDACTED]	4/26/2020	5/6/2020	7	23740	23740	W	CUYSTOMER STATES STEERING LOCKS UP AT TIMES	CLEANED 48V BATTERY POSITIVE AND NEGATIVE TERMINALS. CLEANED AND TORQUE ALL OF THE PDC B+ TERMINAL CONNECTIONS.	414.88
Dealer Code	RO #	Date In	Date Out	#	Miles	Miles	Type	Enter Text.	Enter Text.	\$
Dealer Code	RO #	Date In	Date Out	#	Miles	Miles	Type	Enter Text.	Enter Text.	\$
Dealer Code	RO #	Date In	Date Out	#	Miles	Miles	Type	Enter Text.	Enter Text.	\$
Dealer Code	RO #	Date In	Date Out	#	Miles	Miles	Type	Enter Text.	Enter Text.	\$

Preparer: LLQ

Title: Jazmine

Comments: Customer is out of Lemon Law coverage period

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Customer Retention Analysis

VIN: 1C4HJXDG9 [REDACTED]	Make/model/model year: Jeep, Wrangler, 2018
ISD: 39,135.00	Current Mileage: 11600
Owner's last name: [REDACTED]	State: Florida
Dealer name/code: Key West Chrysler Dodge Jeep Ram, 60707	Business Center: 66-Southeast
Warranty coverage code: 560	MVP (Description): JEEP WAVE
MSRP: 39,135.00	
# of new vehicles: 3	
# of owners on vehicle: 1	
If purchased used, what was date of purchase? Select a purchase date, if applicable	
CPOV? (Y/N) N	
What was mileage at purchase? 26	
Customer-stated reason for buyback request: Check Engine Light	
Process identifier: Select an identifier	
Days down: 25	Repair attempts: 3
Last repair visit: 5/22/2020	
Is vehicle currently at dealer? (Y/N) Y	
Is customer in rental? (Y/N) Y	
If yes, for how long? If applicable, enter # of days in rental	
Offers previously extended: Offers previously extended	

Dealer	RO #	Date In	Date Out	Days Down	Miles In	Miles Out	Repair Type	Customer-Stated Concern	Repair(s) Performed	Cost
60707	[REDACTED]	5/11/2020	5/22/2020	11	11642	11642	W	CUSTOMER STATES CHECK ENG-ABS-TRAC LIGHTS ON-CLUSTER TURNS OFF	INTERNAL DEFECT/ REPLACED PDC.	367.72
60707	[REDACTED]	5/9/2019	5/9/2019	1	6326	6326	W	ABS REQUIRED DUE TO PCM REFLASH	REPROGRAMMED THE ABS MODULE WITH NEW SOFTWARE	37.10
Dealer Code	RO #	Date In	Date Out	#	Miles	Miles	Type	Enter Text.	Enter Text.	\$
Dealer Code	RO #	Date In	Date Out	#	Miles	Miles	Type	Enter Text.	Enter Text.	\$
Dealer Code	RO #	Date In	Date Out	#	Miles	Miles	Type	Enter Text.	Enter Text.	\$

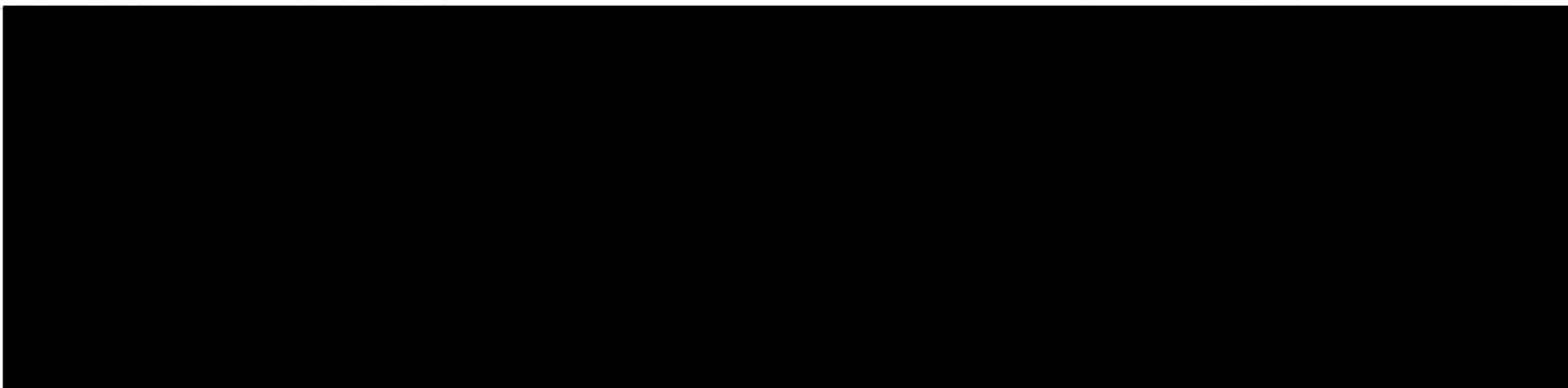
Preparer: LLQ

Title: Jazmine

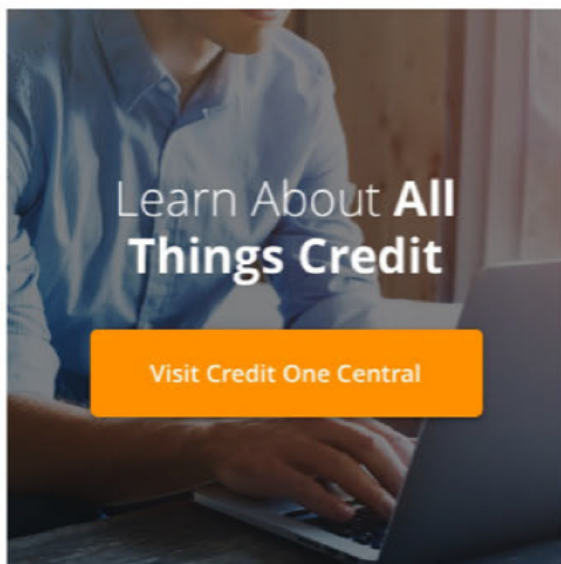
Comments: electrical concerns; ABS and CEL issues







Credit Limit	\$1,600.00
Available Credit	\$-1,565.00
Credit Limit for Cash	\$399.00
Available Credit for Cash	\$0.00
Last Statement Balance	\$3,165.18
Transactions	\$0.00
Payments & Credits	\$0.00
Rewards Earned (last 12 months)	\$4.51

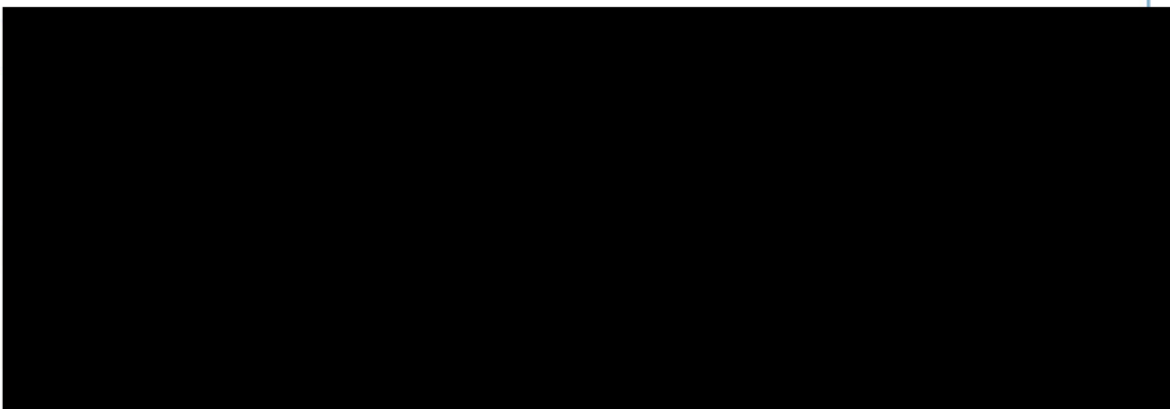


Posted Activity



Statement Ending - 08/25/2020

[View Payment History](#)



Rate Summary

Description	Average Daily Balance	Monthly Periodic Rate	APR
CASH ADVANCES	\$0.00	1.658%	19.90%
PURCHASES	\$1,118.41	1.658%	19.90%

Pending Activity ?



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Customer Retention Analysis

VIN: 1C4GJXAN3 [REDACTED]	Make/model/model year: JEEP, WRANGLER SPORT, 2020
ISD: 5/31/2020	Current Mileage: 2783
Owner's last name: [REDACTED]	State: Arizona
Dealer name/code: Larry H Miller Avondale, 26821	Business Center: 70-West
Warranty coverage code: 560	MVP (Description): JEEP WAVE OWNER LOYALTY PROGRAM
MSRP: \$40,100.00	
# of new vehicles: 3	
# of owners on vehicle: 1	
If purchased used, what was date of purchase? Select a purchase date, if applicable	
CPOV? (Y/N) Select Y or N	
What was mileage at purchase? 24	
Customer-stated reason for buyback request: Select a reason for buyback request	
Process identifier: Select an identifier	
Days down: 50	Repair attempts: 3
Last repair visit: Select date of last repair visit	
Is vehicle currently at dealer? (Y/N) Select Y or N	
Is customer in rental? (Y/N) Select Y or N	
If yes, for how long? If applicable, enter # of days in rental	
Offers previously extended: Offers previously extended	

Dealer	RO #	Date In	Date Out	Days Down	Miles In	Miles Out	Repair Type	Customer-Stated Concern	Repair(s) Performed	Cost
26821	[REDACTED]	7/28/2020	8/12/2020	15	2783	2783	W	GUEST STATES WHEN YOU TRY AND GET INTO BACK SEAT FROM PASSENGER SIDE AND YOU P UT THE SEAT BACK THE SEAT WILL BE STUCK. SOP IN	PASS FRONTFRAME WAS ORDERED FOR TRACK BINDING. FOUND THAT EASY ENTRY HANDLE I S INOP ALSO NOW. DISASSEMBLED PASS FRONT SEAT AND FOUND CABLE DISCONNECTED FO R EASY ENTRY. NOTHING APPEARS DAMAGED. RECONNECTED CABLE. REASSEMBLED SEAT WI TH NEW TRACK ASSY. REINSTALLED IN VEHICLE AND VERIFIED OPERATION OF ALL SEAT ADJUSTMENTS NUMEROUS TIMES	\$350.70

26821	██████	6/24/2020	7/28/2020	34	2732	2732	W	GUEST STATES STOP START LIGHT CAME ON WHILE DRIVING AND THEN SHIFTER WARNING D ISPLAYED AND STEERING	BOTH STAR AND TA REQUESTED TO REPLACE TRANSMISS ION HARNESS. REPLACED TRANSMISSION HARNESS, WENT FOR MULTIPLE TEST DRIVES AND CONCERN DID NOT COME ACTIVE. VERFIED REPAIR AT THIS TIME	\$4542.62
26821	██████	6/1/2020	6/1/2020	1	205	205	W	GAS CAP WILL NOT UNLOCK	MOPAR WARRANTY ON THE GAS CAP.. UNABLE TO UNLOCK AT TIMES REPLACE AND RE KEY THE GAS CAP	\$111.78

Preparer: Lisa

Title: CRT

Comments: Enter Text.

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Customer Retention Analysis

VIN: 1C4HJXDNXJ [REDACTED]	Make/model/model year: Jeep, Wrangler, 2018
ISD: 5/18/2019	Current Mileage: 33661
Owner's last name: [REDACTED]	State: California
Dealer name/code: WHITTEN BROTHERS INC, 23295	Business Center: 71-California
Warranty coverage code: 560	MVP (Description): JEEP WAVE
MSRP: 42,450.00	
# of new vehicles: 1	
# of owners on vehicle: 1	
If purchased used, what was date of purchase? Select a purchase date, if applicable	
CPOV? (Y/N) N	
What was mileage at purchase? 29	
Customer-stated reason for buyback request: Other	
Process identifier: Select an identifier	
Days down: 12	Repair attempts: 1
Last repair visit: 7/3/2020	
Is vehicle currently at dealer? (Y/N) N	
Is customer in rental? (Y/N) N	
If yes, for how long? If applicable, enter # of days in rental	
Offers previously extended: Offers previously extended	

Dealer	RO #	Date In	Date Out	Days Down	Miles In	Miles Out	Repair Type	Customer-Stated Concern	Repair(s) Performed	Cost
23295	[REDACTED]	7/1/2020	7/3/2020	3	33661	33661	W	CUSTOMER STATES CHECK ENGINE LIGHT ON, 'SERVICE SHIFTER' CAME ON DASH, STEERING WHEEL LOCKED AND GAS PEDAL LOCKED	CANNOT DUPLICATE CUSTOMER CONCERN AT THIS TIME.	89.98
Dealer Code	RO #	Date In	Date Out	#	Miles	Miles	Type	Enter Text.	Enter Text.	\$
Dealer Code	RO #	Date In	Date Out	#	Miles	Miles	Type	Enter Text.	Enter Text.	\$
Dealer Code	RO #	Date In	Date Out	#	Miles	Miles	Type	Enter Text.	Enter Text.	\$
Dealer Code	RO #	Date In	Date Out	#	Miles	Miles	Type	Enter Text.	Enter Text.	\$

Preparer: LLQ

Title: Jazmine

Comments: Customer does not have the required amount of Completed repair attempts for the same nonconformity (defect).

14 Day Payoff Amount	\$37,780.10
Good through 10/29/2020	
Interest Rate	7.59%
Interest Accrued Since Last Payment	\$171.08
Daily Interest Accrual Amount	\$7.78
Original Loan Amount	\$42,308.36
Original Loan Date	05/2019
Loan Term	98 mo.

? What is the Interest Accrued?

14 Day Payoff Amount

\$37,780.10

Good through 10/29/2020

Interest Rate

7.59%

**Interest Accrued Since
Last Payment**

\$171.08

**Daily Interest Accrual
Amount**

\$7.78

Original Loan Amount

\$42,308.36

Original Loan Date

05/2019

Loan Term

98 mo.

14 Day Payoff Amount	\$37,780.10
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14 Day Payoff Amount

\$37,780.10

Good through 10/29/2020

Interest Rate

7.59%

**Interest Accrued Since
Last Payment**

\$171.08

**Daily Interest Accrual
Amount**

\$7.78

Original Loan Amount

\$42,308.36

Original Loan Date

05/2019

Loan Term

98 mo.

Applicant's Name and Address

Date

05/23/2019

Purpose of Loan

NEW VEHICLE

Check/Draft

Old Loan Balance(s) (if any)	+	Interest and Other Fees on Old Loan Balance(s)	+	Cash to Applicant	=	Amount Financed
\$ 0.00		\$ 0.00		\$ 42,308.36		\$ 42,308.36

Truth-in-Lending Disclosure

Annual Percentage Rate

7.59 %

The cost of your credit as a yearly rate

Amount Financed \$ 42,308.36

The amount of credit provided to you on your behalf

Your **Payment Schedule** will be:

Number of Payments	Amount of Payments	When Payments Are Due	
95	\$ 593.03	Monthly, Beginning	07/22/2019
1	\$ 591.79	Final Payment	06/22/2027

Security: You are pledging a security interest in the collateral described below:

Make and Year	Collateral Description	Serial Number
2018 JEEP	WRANGLER	1C4HJX[REDACTED]
Other: Shares and dividends in accordance with Section 107(11) of the Federal Credit Union Act		

Prepayment: If you pay off your loan early, you will not have to pay a penalty. You must pay all accrued unpaid interest and other charges and fees due before a payment is applied to the loan's principal balance.

Late Payment: You will be charged a \$29.00 late fee for every month in which any amount due is not received by the payment due date. See the Promissory Note and Agreement for information concerning nonpayment and default.

14 Day Payoff Amount

\$37,780.10

Good through 10/29/2020

Interest Rate

7.59%

**Interest Accrued Since
Last Payment**

\$171.08

**Daily Interest Accrual
Amount**

\$7.78

Original Loan Amount

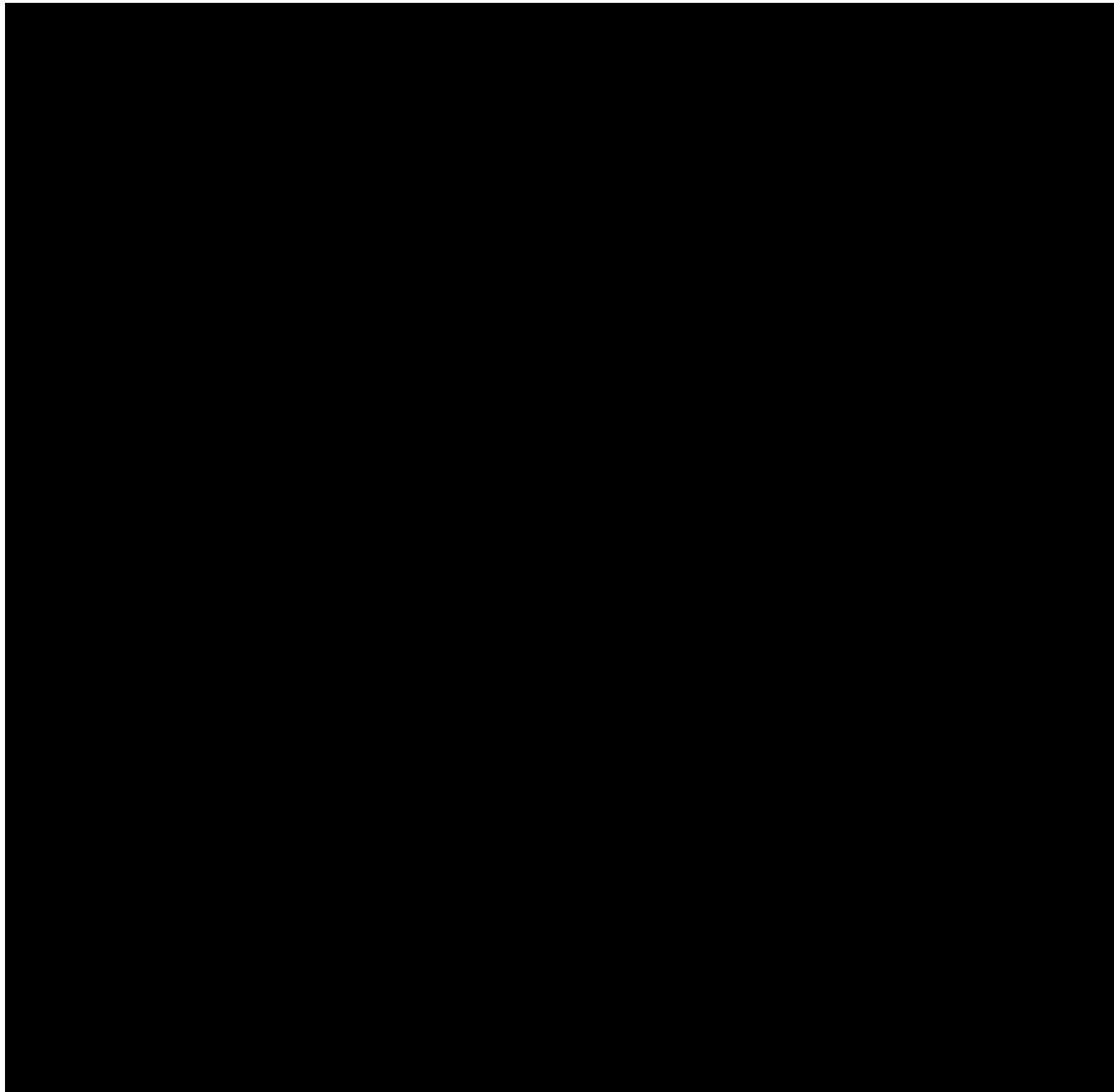
\$42,308.36

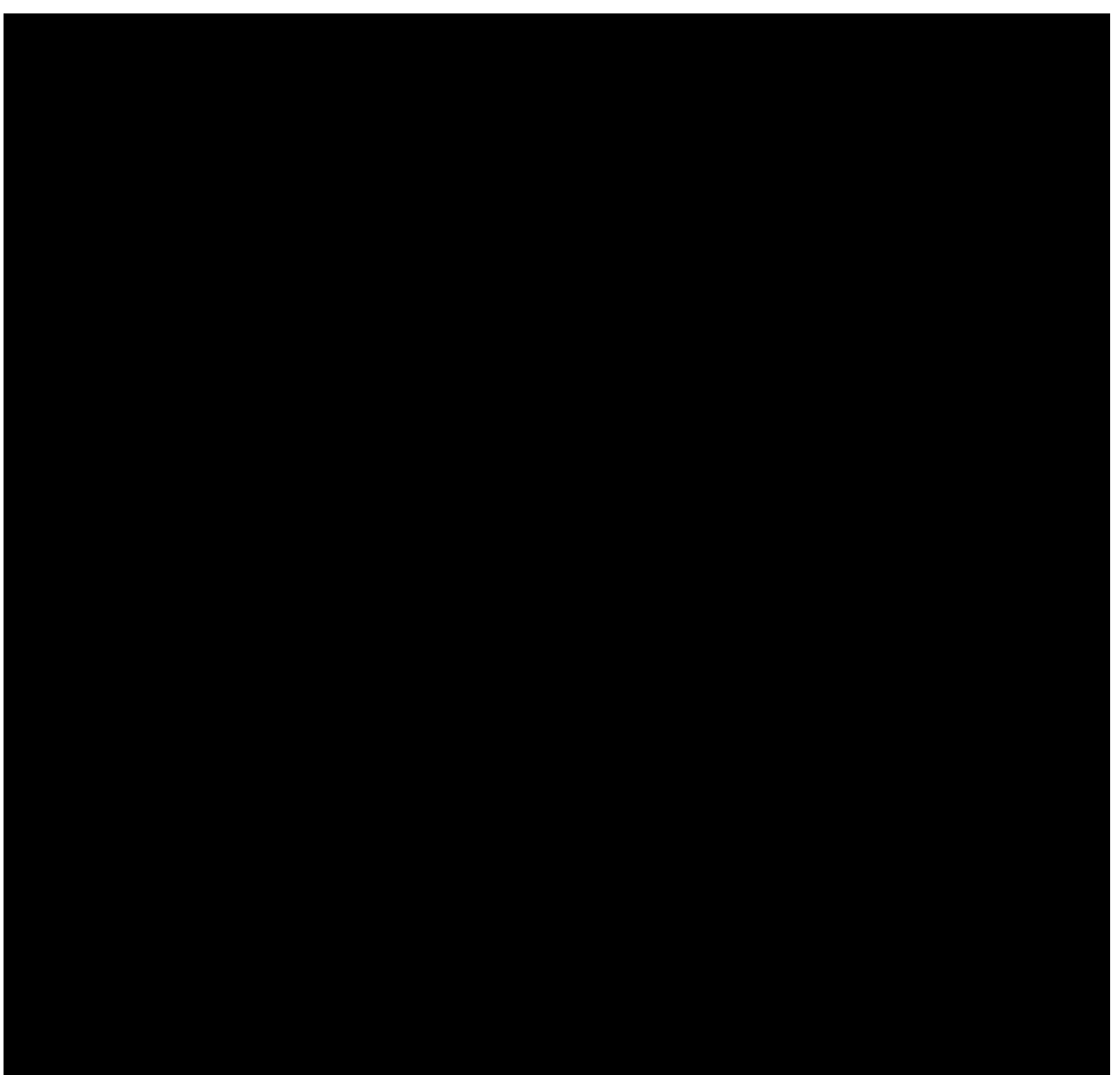
Original Loan Date

05/2019

Loan Term

98 mo.





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My Accounts / My Auto Loan Account Summary

[View Another Account](#)

Account		Current Balance	\$19,051.75 *
Address		Interest This Year	\$424.00
		Interest Last Year	\$432.16
Transit/R			

*This is your payoff amount for today only. [Get a future payoff quote for this loan](#)

*This is your payoff amount for your loan for today only.

Original Loan Date	Jun 4, 2019	Payments Remaining	47
Scheduled Payoff Date	Jun 15, 2024	Last Payment Date	Jul 15, 2020
Original Loan Amount	\$23,808.59	Last Payment Amount	\$434.04
Interest Rate	3.54%	Amount Past Due	\$0.00
Collateral ID	1C4HJXFN9	Next Payment Date	Aug 15, 2020
Collateral Description	Jeep Wrangler 2019	Next Payment Amount	\$434.04

Transactions from Feb 02, 2020 to Jul 31, 2020

Date	Description	Amount	Principal Balance
07/15/2020	PRINCIPAL	\$377.60	\$19,022.23
07/15/2020	INTEREST	\$56.44	\$19,022.23
06/15/2020	PRINCIPAL	\$374.58	\$19,399.83
06/15/2020	INTEREST	\$59.46	\$19,399.83
05/15/2020	PRINCIPAL	\$375.42	\$19,774.41
05/15/2020	INTEREST	\$58.62	\$19,774.41
04/15/2020	PRINCIPAL	\$372.33	\$20,149.83
04/15/2020	INTEREST	\$61.71	\$20,149.83
03/15/2020	PRINCIPAL	\$375.27	\$20,522.16
03/15/2020	INTEREST	\$58.77	\$20,522.16
02/15/2020	PRINCIPAL	\$370.10	\$20,897.43
02/15/2020	INTEREST	\$63.94	\$20,897.43

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10750 McDermott Freeway
San Antonio, TX 78288-0544
1-800-531-USAA (8722)

* = Required

* **What part of your car was affected?**

☐ Air Bags

What's this?

☐ Body

What's this?

☐ Brakes

What's this?

☐ Elec. Stability Control

What's this?

☐ Electrical

What's this?

☐ Engine

What's this?

☐ Fuel/Propulsion
System

What's this?

☐ Lighting

What's this?

☐ Power Train

What's this?

☐ Seat Belts

What's this?

☐ Seats

What's this?

☐ Speed Control

What's this?

☐ Steering

What's this?

☐ Suspension

What's this?

☐ Visibility/Wiper

What's this?

☐ Wheels

What's this?

☐ Unknown or Other

What's this?

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Customer Retention Analysis

VIN: 1C4HJXFN1K [REDACTED]	Make/model/model year: JEEP WRANGLER UNLIMITED RUBICON 2019
ISD: 8/16/2019	Current Mileage: 15,999
Owner's last name: [REDACTED]	State: Pennsylvania
Dealer name/code: Motorworld Chrysler Dodge Jeep Ram 62737	Business Center: 35-Mid-Atlantic
Warranty coverage code: 560	MVP (Description): 1C4HJXFN1K [REDACTED]
MSRP: 58,935.00	
# of new vehicles: 4	
# of owners on vehicle: 1	
If purchased used, what was date of purchase? Select a purchase date, if applicable	
CPOV? (Y/N) No	
What was mileage at purchase: 20	
Customer-stated reason for buyback request: Steering	
Process identifier: Select an identifier	
Days down: # of days down	Repair attempts: # of repair attempts
Last repair visit: Select date of last repair visit	
Is vehicle currently at dealer? (Y/N) Select Y or N	
Is customer in rental? (Y/N) Select Y or N	
If yes, for how long? If applicable, enter # of days in rental	
Offers previously extended: Offers previously extended	

Dealer	RO #	Date In	Date Out	Days Down	Miles In	Miles Out	Repair Type	Customer-Stated Concern	Repair(s) Performed	Cost
Dealer Code	RO #	Date In	Date Out	#	Miles	Miles	Type	Enter Text.	Enter Text.	\$
Dealer Code	RO #	Date In	Date Out	#	Miles	Miles	Type	Enter Text.	Enter Text.	\$
Dealer Code	RO #	Date In	Date Out	#	Miles	Miles	Type	Enter Text.	Enter Text.	\$
Dealer Code	RO #	Date In	Date Out	#	Miles	Miles	Type	Enter Text.	Enter Text.	\$
Dealer Code	RO #	Date In	Date Out	#	Miles	Miles	Type	Enter Text.	Enter Text.	\$

Preparer: Felicia

Title: LLQ

Comments: Enter Text.

This file represents a consolidation of multiple files sent by the manufacturer. Please use the bookmarks to navigate to each file. (Each bookmark label is the name of the original file.)

AUG 17 2020



Aci Payments...

Uncategorized

– \$545.66

\$2,413.83

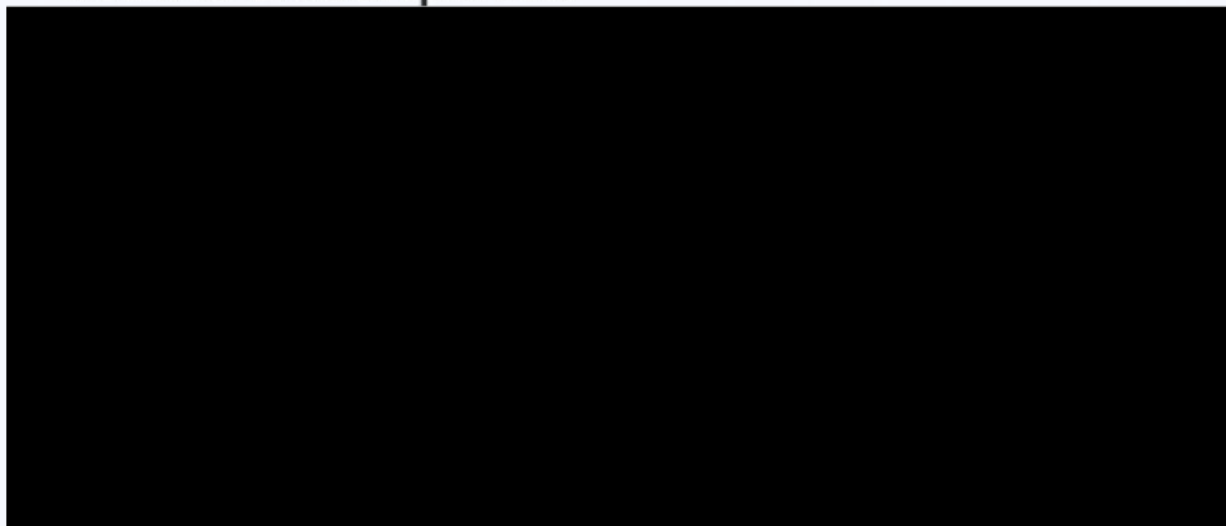


Details

Category:

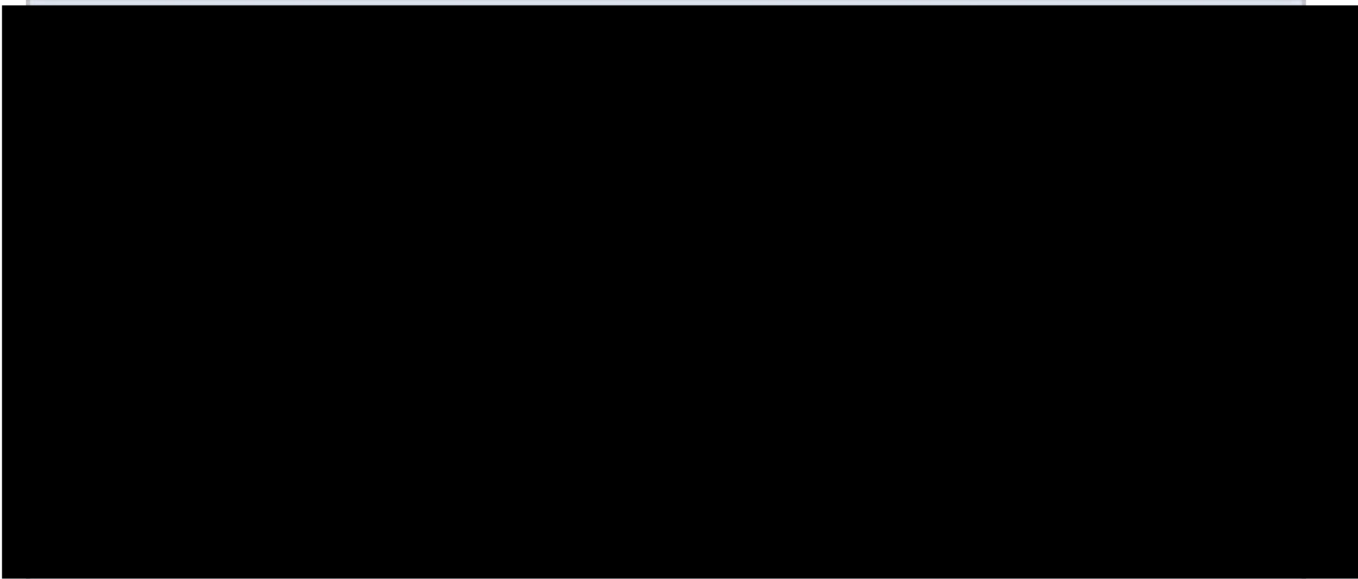
Uncategorized 

Online Description:



8/17/2020

Type:



Category:

Business Services 

Online Description:

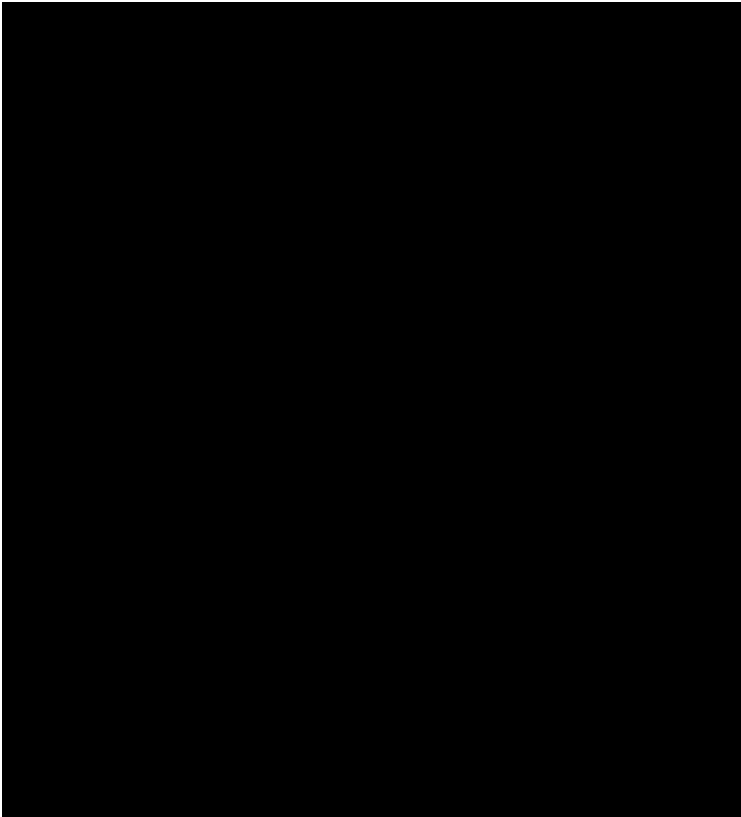


Date:

6/15/2020

Type:

Debit





FAX: 830-669-2997

August 14, 2020

[REDACTED]
[REDACTED]
FREDERICKSBURG, TX [REDACTED]

Ref: Loan Status

Dear Sir or Madam,

We are writing to confirm that the following Security Service Federal Credit Union loan account held by Tanya Husfeld is current. The next payment due is September 14, 2020:

Account Type
Auto Loan

[REDACTED]

We are happy to answer any questions or concerns you may have. Please contact our Member Contact Center at (800) 527-7328 for assistance. Thank you for your valued membership.

Sincerely,

Sean M.

Member Contact Center
Security Service Federal Credit Union
jjr

VEHICLE ID		MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
1C4HJXDG8		44345	44345	06/15/20 08:26	08/13/20	
VEHICLE DESCRIPTION				TAG NO.	STATUS	
2018 JEEP WRANGLER U (WHJITE)				08210	COMPLETE	
CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES
HOME PHONE		WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.	RO COMMENT
					JUSTIN POLLETT (F42)	

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
A	DMSFEED1		A41		Customer	\$240.00
Concern	z-(DMS Appt. Feed) Line 1 [STEERING WHEEL STILL BINDING AFTER INSTALLING STEERING DAMPER]					
Cause	REPLACED STEERING SHAFT					
Correction	REPLACED STEERING SHAFT					
Part Number		Description		Qty.	Unit Price	Ext. Price
68274743AC		SHAFT STEER		1	\$162.49	\$162.49
Parts Total...						\$162.49
Line Total...						\$402.49

B +			A41		Customer	\$60.00
Concern	Customer states WONT START					
Cause	REPLACED BATTERY - BAD CELL					
Correction	REPLACED BATTERY					
Part Number		Description		Qty.	Unit Price	Ext. Price
BBH6A001AA		BATTERY STORA		1	\$220.00	\$220.00
BFEE		BATTERY FEE		1	\$3.00	\$3.00
Parts Total...						\$223.00
Line Total...						\$283.00

Warranty Claim Type: W

Authorization Code:

Service Cont No:

AT&T 4G

3:50 PM

51%

Menu



Details

Category:

Uncategorized 

Online Description:

Service Dept Hours:
Monday-Friday 7:30am - 6:00pm

100

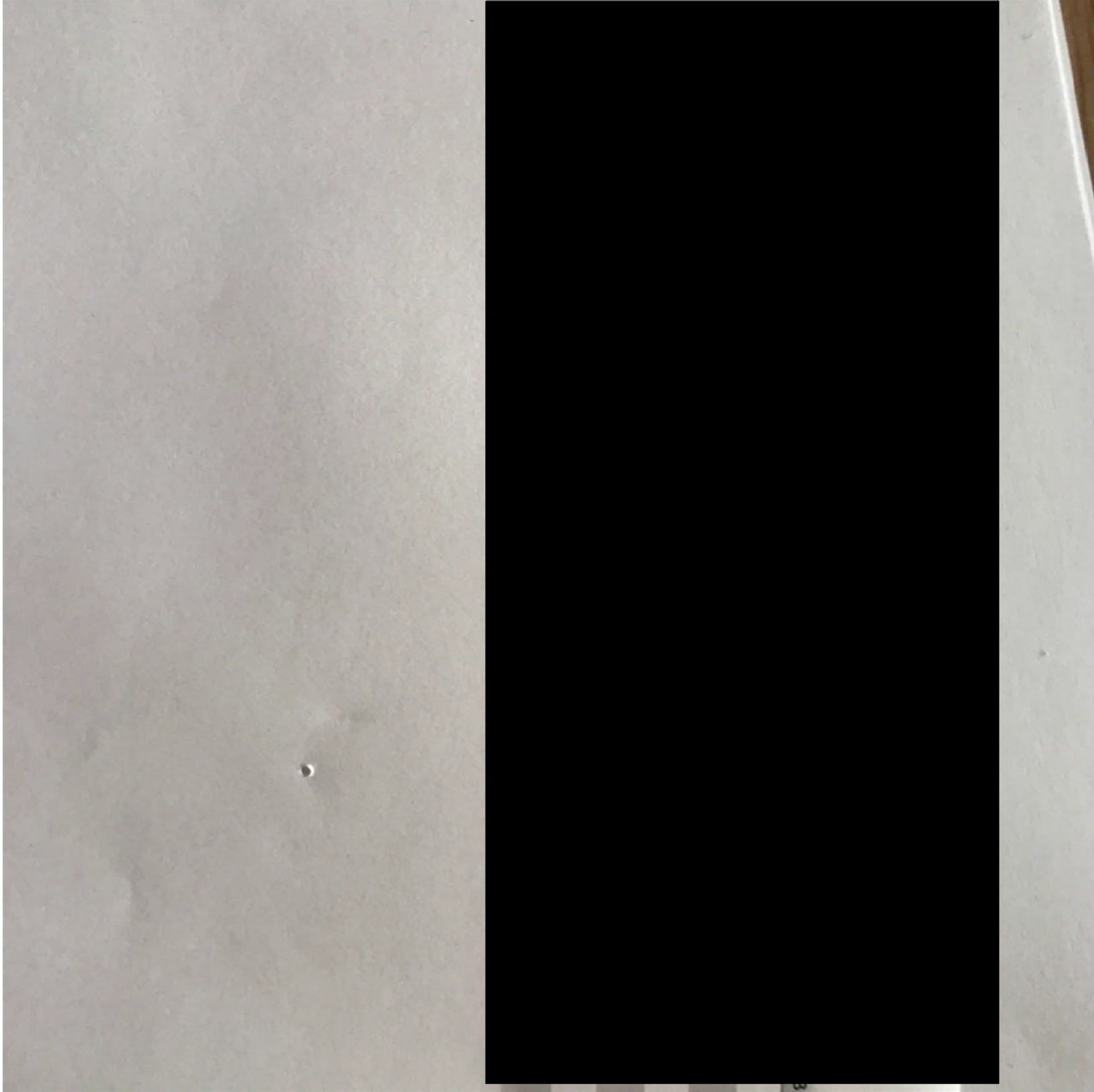
COMPLET

TERMS

Cash

COMMENT

†



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Customer Retention Analysis

VIN: 1C4HJXEN6K [REDACTED]	Make/model/model year: JEEP WRANGLER UNLIMITED SAHARA 2019
ISD: 12/29/2019	Current Mileage: 5,763
Owner's last name: [REDACTED]	State: California
Dealer name/code: ORANGE COAST CHRYSLER DODGE JEEP 24099	Business Center: 71-California
Warranty coverage code: 560	MVP (Description): JEEP WAVE OWNER LOYALTY PROGRAM
MSRP: 46,175.00	
# of new vehicles: 1	
# of owners on vehicle: 1	
If purchased used, what was date of purchase? Select a purchase date, if applicable	
CPOV? (Y/N) No	
What was mileage at purchase: 33	
Customer-stated reason for buyback request: Steering	
Process identifier: Select an identifier	
Days down: # of days down	Repair attempts: # of repair attempts
Last repair visit: Select date of last repair visit	
Is vehicle currently at dealer? (Y/N) Select Y or N	
Is customer in rental? (Y/N) Select Y or N	
If yes, for how long? If applicable, enter # of days in rental	
Offers previously extended: Offers previously extended	

Dealer	RO #	Date In	Date Out	Days Down	Miles In	Miles Out	Repair Type	Customer-Stated Concern	Repair(s) Performed	Cost
24099	[REDACTED] 1	7/15/2020	8/10/2020	27	5769	5769	W	steering wheel will go stiff while driving, transmission goes into limp mode	performed star case S1919000004, cleaned all grounds on vehicle , replaced and programmed sccm module.	

24099	██████	7/11/2020	7/14/2020	5	5767	5767	W	customer states the check engine light came on and they just purchased the vehicle (ENGINE) CUSTOMER STATES STEERING WHEEL WILL LOCK UP COMPLETELY WHEN DRIVING CHECK AND ADVISE (SteeringSuspensionSteering Wheel C oncern) DEALER RECOMMENDED REPLACE ENGINE OIL AND FILTER LUBE CHASSIS AS NEEDED, TOP OFF FLUIDS AND RESET MAINTENANCE LIGHT AS NEEDED. PERFORM 4 TIRE ROTATION, INSPECT AND REPORT BRAKE AND TIRE CONDITION. CUSTOMER STATES THE PASSENGER SIDE FRONT DOOR WILL NOT CLOSE EASILY CHECK AND ADVISE Rental vehicle provided by Orange Coast Jeep Chrys. Dodge, Ram, Fiat. Vehicle to be RETURNED within 24 hours of completion. Failure to return vehicle within 24 hour time frame will result in a \$40 charge per day. Thank you for your cooperation. CUSTOMER REQUEST COURTESY VISUAL INSPECTION CHECK AND INFLATE ALL TIRES TO THE RECOMMENDED TIRE PRESSURE . . LT.FT.....RT.FT.....LT.RR.RT.RR.....	REPROGRAMMED PCM MODULE REPLACED AND PROGRAMMED SCCM MODULE, CLEARED CODES AND ROAD TESTED VEHICLE PERFORM DEALER RECOMMENDED SERVICE AS DESCRIBED ABOVE ROTATE TIRES COULD NOT DUPLICATE CONCERN COMPLETED VISUAL INSPECTION, SEE INSPECTION REPORT COMPLETED TIRE INFLATION SERVICE, INCLUDING MEASURING FOR RECOMMENDED PRESSURE	\$
60257	██████	8/7/2020	8/17/2020	11	23905	23905	W	C/S after turning sharp or uphill service tire light, 4 wd light and red lightning bolt came on	Replaced steering angle sensor	709.04
60257	██████	7/8/2020	8/6/2020	33	23492	23492	W	C/S fuel tank won't take fuel/ check engine light is on, shifter light comes on	Replaced fuel tank/ Replaced module of abs and it was programmed and all ok	2144.48

60257		5/18/2020	6/29/2020	43	23923	23293	W	C/S hears chime then several lights engine flicker on dash service shifter and some braking system light came on was driving 50 mph	HAS BEEN REPAIRED. WAS ABLE TO VERIFY CONCERN. DUE TO NATURE OF DTC'S DISCONNECTED SCCM AND CAN C BUS DTC'S WENT FROM ACTIVE TO STORED. REPLACED SCCM AND CLEARED ALL DTC'S. ROAD TEST VEHICLE AND TPMS LIGHT IS FLASHING FOLLOWED BY A CHIME. CHECKED DTC AND THE CLUSTER IS SAYING THAT BUS IS OFF. FOLLOWED PIN POINT TEST (U002-00) REPLACED CLUSTER AND TEST DROVE FOR SEVERAL MILES AND VERIFIED THAT CUSTOMER CONCERN	2358.03

Preparer: Felicia

Title: LLQ

Comments: Concern – steering wheel locks up and the check engine light comes on

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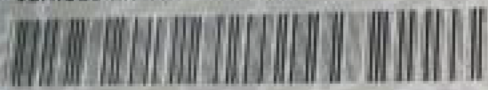
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MFD BY: FCA US LLC

VIN: 1C4HJ [REDACTED]

VEHICLE MADE IN: U.S.A.



DATE OF MFR (BUILT): 7-20
GAWR FRONT: 3100 LB / 1407 KG
17X7.5
LT285/70R17C 116
AT 255 kPa / 37 PSI
TYPE: NPV

WITH
RIMS
TIRES
COLD

GVWR: 5800 LB / 2631 KG
GAWR REAR: 3100 LB / 1407 KG
17X7.5
LT285/70R17C 116
AT 255 kPa / 37 PSI
MDH: 072014

WITH
RIMS
TIRES
COLD

MKT: 875

PAINT: PX8

THIS VEHICLE CONFORMS TO ALL APPLICABLE U.S.A. FEDERAL MOTOR VEHICLE
SAFETY AND THEFT PREVENTION STANDARDS IN EFFECT ON THE DATE OF
MANUFACTURE SHOWN ABOVE.













W

70



Turn Signal
Lights Out

PRND

667 mi

F



E



FD BY: FCA US LLC

IN: 1C4HJXF

EHICLE MADE IN: U.S.A.



DATE OF MFR (BUILT): 7-20

GAWR FRONT: 3100 LB / 1407 KG
17X7.5

LT285/70R17C 116

AT 255 kPa / 37 PSI

TYPE: MPV

PAINT: PX8

GVWR: 5800 LB / 2631 KG

GAWR REAR: 3100 LB / 1407 KG
17X7.5

LT285/70R17C 116

AT 255 kPa / 37 PSI

MDH: 072014

WITH
RIMS
TIRES
COLD

MKT: 875

THIS VEHICLE CONFORMS TO ALL APPLICABLE U.S.A. FEDERAL MOTOR VEHICLE
SAFETY AND THEFT PREVENTION STANDARDS IN EFFECT ON THE DATE OF
MANUFACTURE SHOWN ABOVE.



TOW
TOW OUT

