



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

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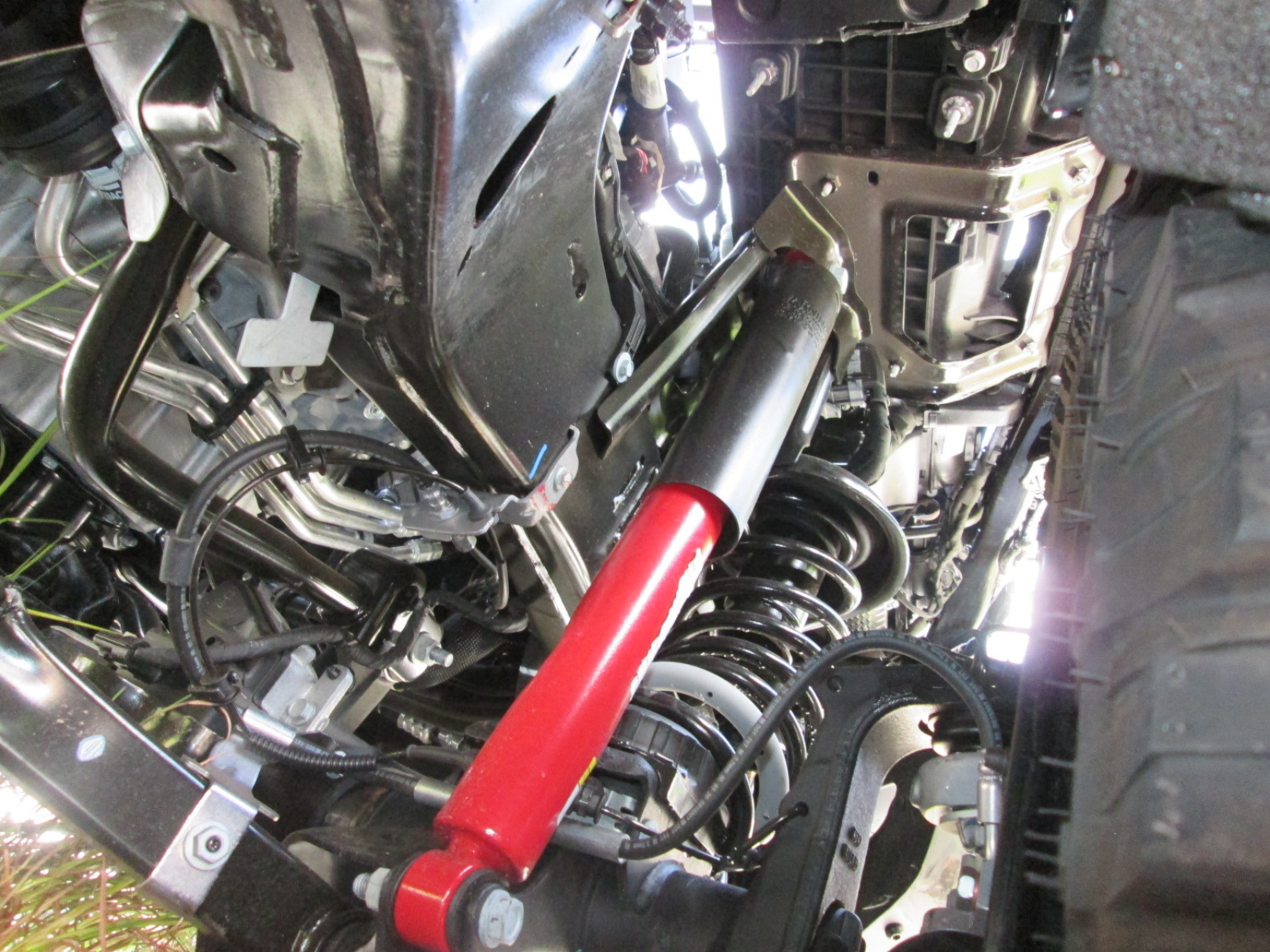
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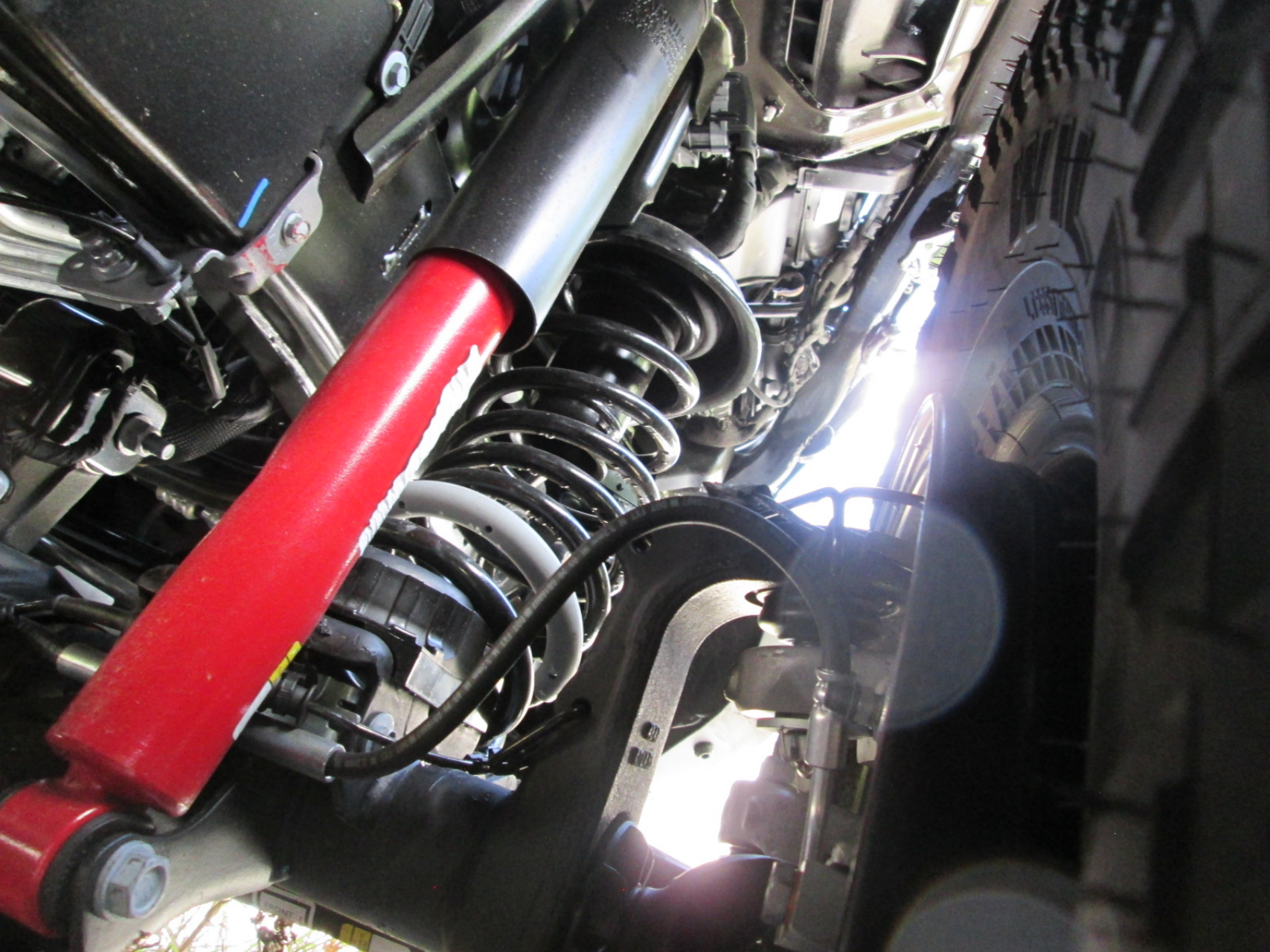














This file represents a consolidation of multiple files sent by the manufacturer. Please use the bookmarks to navigate to each file. (Each bookmark label is the name of the original file.)

2018 Jeep Wrangler JL Unlimited (Sahara)

Vin: 1C4HJXEG6J [REDACTED]

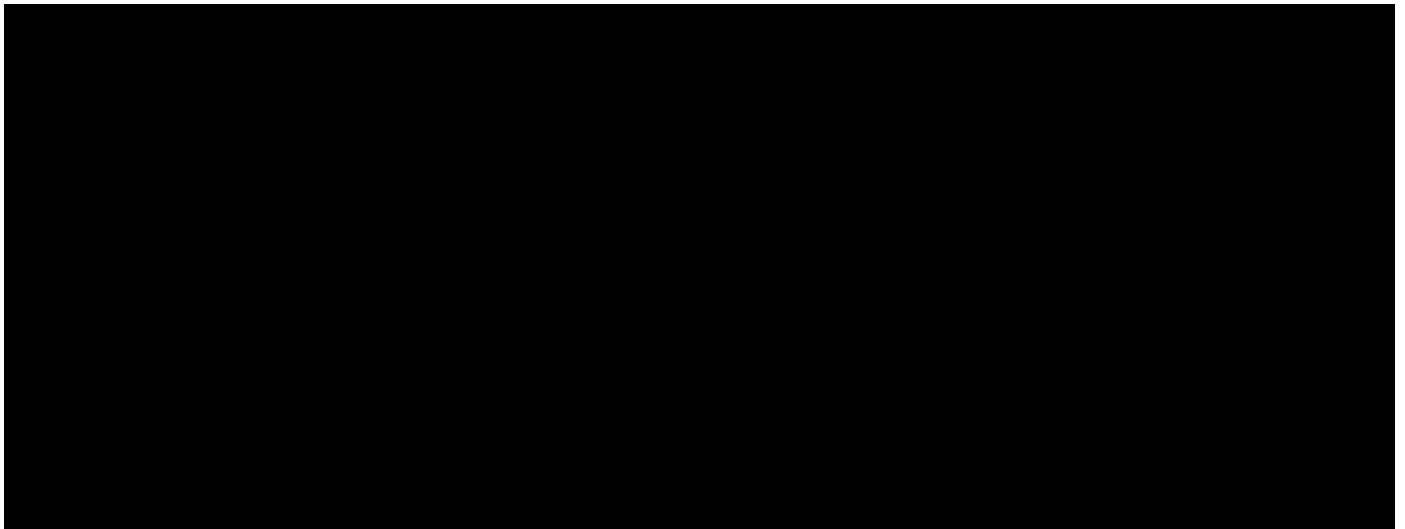
Issues:

1) Steering

The steering wheel will lock while driving. I am not saying that the steering wheel gets *tight* or simply gets *harder to turn*. I'm saying that it physically locks as if mechanically, like you've stuck a rod through a wheel and tried to make it turn. You have to pull it quite hard to break it free, it makes a thudding noise and then it will turn. This is inconvenient and slightly scary in a parking lot. It is terrifying at 75mph on a freeway. It happens at low speeds or high speeds, generally after the Jeep has been driven for a while. It happens both when turning right or left. I cannot duplicate it nor can I pin down what causes it. The most recent time this occurred was Monday, 8/31/20.

These videos show the issue:

My apologies for the language in some of these videos. While these aren't my videos, the drivers' responses aren't that different from mine when having to jerk the wheel at highway speeds...



The first part of the paper discusses the importance of the research and the objectives of the study. It then presents a literature review of the existing research on the topic. The second part of the paper describes the methodology used in the study, including the data collection and analysis techniques. The third part of the paper presents the results of the study, and the fourth part discusses the conclusions and implications of the findings.

The study was conducted using a quantitative research design. Data was collected from a sample of 100 participants using a survey questionnaire. The data was then analyzed using statistical software to identify patterns and trends. The results of the study indicate that there is a significant relationship between the variables being studied.

The findings of the study have several implications for practice and policy. First, the results suggest that the current approach to the issue is not effective. Second, the study highlights the need for further research in this area. Finally, the findings provide a basis for developing new interventions and policies to address the problem.

In conclusion, the study has provided valuable insights into the issue being investigated. The results suggest that there is a need for a more effective approach to the problem. Further research is needed to explore the underlying causes of the issue and to develop more targeted interventions.

2) Air Conditioning

- a) In general, the air conditioner doesn't cool very well a quarter to a third of the time it's being used.
- b) The much larger issue is that after the Jeep has been driven for a while, it begins to billow hot, humid air from somewhere around your legs. Once it starts, you can set a clock to it – it will happen every 15 minutes for about 45-60 seconds each time. I do not mean that it is recirculating outside air into the vehicle. I mean it starts blowing hot, thick, humid air out from near your legs, enough to fog up windows and completely change the climate of the car. This happens with Recirculating Mode off or on, doesn't matter.

3) Touchscreen Peeling

The touchscreen appears to be peeling from the top left corner downward.

4) Aux Switches Temporarily Unavailable Battery Charging

Error has started to appear the past few weeks.

5) Back-up Camera

Back-up camera doesn't function randomly when going into reverse. Sometimes it comes on, sometimes it doesn't. Then when it *does* come on, sometimes the guide lines are there, sometimes they aren't.

6) Audio Stopping

The audio randomly stops completely. It does not matter the source of input. The only way to make it return is to cycle through all of the different sources a handful of times and then put it back on the source of choice – then the sound will function again. Stopping/Restarting the car will NOT make the audio work when this happens.

7) Key Not Functioning

Our 2nd key has started to not work occasionally. It won't lock/unlock the jeep sometimes and sometimes it will, but the jeep will give a warning that the key is not in range.







Rental Agreement Summary

RA#: [REDACTED]

Renter: [REDACTED]

RETAIL BUSINESS AREA J

Billing Cycle: 24-HOUR



Dates & Times



Location

Pick up

Thursday, September 10, 2020 12:22 PM 2714 S MEDFORD DR
Start Charges: LUFKIN, TX 75901-6122
Thursday, September 10, 2020 12:22 PM (936) 634-4556

Anticipated Return

Monday, September 28, 2020 12:00 PM 2714 S MEDFORD DR
LUFKIN, TX 75901-6122
(936) 634-4556



Vehicle

2020 TOYO CORO LE SILVER License: [REDACTED]
VIN: JTDEPRAE3[REDACTED] Vehicle: [REDACTED]
Pickup: ODO:7971 Fuel:FULL
09/10/2020 @ 12:22 PM

Vehicle Condition:

Rear Bumper
Scratch: scuff right side bumper



Summary of Charges



Estimated Renter Charges

Charges	Price/Unit	Total
TIME & DISTANCE 9/10/20-9/24/20	\$219.99 / Week	\$439.98
TIME & DISTANCE 9/24/20-9/28/20	\$44.99 / Day	\$179.96
NO CHARGE DISTANCE 9/10/20-9/28/20	\$0.00 / Mile	\$0.00
DAILY RATE:	\$44.99 / Day	
WEEKLY RATE:	\$219.99 / Week	
HOURLY RATE:	\$15.00 / Hour	
FUEL SERVICE OPTION	\$1.75 / Rental	\$1.75

Optional Protections Accepted

No optional protections accepted.

Optional Protections Declined

RAP	@ \$5.99 / Day	\$0.00
DAMAGE WAIVER	@ \$24.99 / Day	\$0.00
SUPPLEMENTAL LIABILITY PROTECTION 2	@ \$15.49 / Day	\$0.00
PAI/PEC	@ \$6.00 / Day	\$0.00

Renter Acknowledgement of Accepted and Declined Protections

I acknowledge that I have accepted or declined protections as indicated

Taxes and Fees

TX MOTOR VEHICLE RENTAL TAX (10%)	10%	\$67.02
VLF REC	\$2.79 / Day	\$50.22
Total Estimated Charge:		\$738.93

Payments:

[REDACTED]	Auth	(\$938.93)
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Renter Acknowledgement of Charges

I acknowledge that I have reviewed and agree to all Estimated Renter Charges and fees listed on Summary of Charges and further agree to pay for final charges in accordance with the Terms and Conditions of this Rental Agreement.

Ow

Additional Drivers

No Additional Drivers are authorized to drive the vehicle with the exception of the drivers listed below.
(Additional driver names listed here if applicable)

Please keep this Rental Agreement Summary with you in the vehicle during the rental.



Local Addenda

Notice: Your rental agreement offers, for an additional charge, an optional waiver to cover all or a part of your responsibility for damage to or loss of the vehicle. Before deciding whether to purchase the waiver, you may wish to determine whether your own automobile insurance or credit card agreement provides you coverage for rental vehicle damage or loss and determine the amount of the deductible under your own insurance coverage. The purchase of the waiver is not mandatory. The waiver is not insurance.

Notice: Your personal automobile insurance may provide coverage for your liability while operating a rental vehicle. The purchase of SLP is not required as a condition of renting an automobile. This insurance does not apply to any bodily injury or property damage arising

out of the use of a rental vehicle by any driver while under the influence of drugs or alcohol in violation of the law. The rental car company's employees, agents or endorseees are not qualified to evaluate the adequacy of the renter's existing coverage.

By signing this agreement Renter agrees to Enterprise's collection of information about Renter's use of Vehicle and Texting & Calling terms. See Paragraphs 21 and 23 in the Rental Agreement Jacket.

RENTER ACKNOWLEDGEMENT OF LOCAL ADDENDUM



TERMS AND CONDITIONS

[Click to view Terms and Conditions](#)

FORM# 51TX-JK_UC20

RENTER ACKNOWLEDGEMENT OF THE ENTIRE AGREEMENT

I, THE "RENTER" SIGNING BELOW, HAVE READ AND AGREE TO THE TERMS AND CONDITIONS IN THE RENTAL AGREEMENT JACKET. BY SIGNING BELOW, I AM AUTHORIZING OWNER TO CHARGE TO THE CREDIT CARD(S) AND/OR DEBIT CARD(S) THAT I HAVE PROVIDED TO OWNER ALL AMOUNTS OWED BY ME UNDER THIS AGREEMENT FOR ADVANCE DEPOSITS, INCREMENTAL AUTHORIZATIONS/DEPOSITS, AND ANY OTHER AMOUNTS OWED BY ME, AS WELL AS PAYMENTS REFUSED BY A THIRD PARTY TO WHOM BILLING WAS DIRECTED. I ALSO AUTHORIZE OWNER TO RE-INITIATE ANY CHARGE TO MY CARD(S) THAT IS DISHONORED FOR ANY REASON. I CERTIFY THAT THE DRIVERS LICENSE(S) PRESENTED IS CURRENTLY VALID AND IS NOT SUSPENDED, EXPIRED, REVOKED, CANCELLED OR SURRENDERED. I FURTHER ACKNOWLEDGE AND CONSENT TO THE



Terms and Conditions electronically accepted by the Renter

9/10/20 at 12:32 PM









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Customer Retention Analysis

VIN: 1C4HJXFG2 [REDACTED]	Make/model/model year: Jeep, Wrangler, 2020
ISD: 5/15/2020	Current Mileage: 5517
Owner's last name: [REDACTED]	State: Texas
Dealer name/code: SUNLAND PARK CHRYSLER DODGE JEEP, 26831	Business Center: 63-Southwest
Warranty coverage code: 560	MVP (Description): JEEP WAVE
MSRP: 52,770.00	
# 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? 23	
Customer-stated reason for buyback request: Check Engine Light	
Process identifier: Select an identifier	
Days down: 12	Repair attempts: 2
Last repair visit: 8/6/2020	
Is vehicle currently at dealer? (Y/N) y	
Is customer in rental? (Y/N) y	
If yes, for how long? 9/10/20	
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
26831	[REDACTED]	8/6/2020	8/6/2020	1	4748	4748	W	CUSTOMER STATES CHECK ENGINE LIGHT IS ON	REPROGRAM TCM WITH NEW SOFTWARE UPDATE. 181905NU 0.2	52.32
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: Vehicle losses power; CEL; currently at dlr

Customer Retention Analysis

VIN: 1C4HJXFG2L [REDACTED]	Make/model/model year: Jeep, Wrangler, 2020
ISD: 5/15/2020	Current Mileage: 5517
Owner's last name: [REDACTED]	State: Texas
Dealer name/code: SUNLAND PARK CHRYSLER DODGE JEEP, 26831	Business Center: 63-Southwest
Warranty coverage code: 560	MVP (Description): JEEP WAVE
MSRP: 52,770.00	
# 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? 23	
Customer-stated reason for buyback request: Check Engine Light	
Process identifier: No service solution available	
Days down: 12	Repair attempts: 2
Last repair visit: 8/6/2020	
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
26831	[REDACTED]	8/6/2020	8/6/2020	1	4748	4748	W	CUSTOMER STATES CHECK ENGINE LIGHT IS ON	REPROGRAM TCM WITH NEW SOFTWARE UPDATE. 181905NU 0.2	52.32
26831	unknown	8/17/2020	09/17/2020 **	#	Miles	Miles	W	CEL on; all warning lights come on; power steering locks up	The Previous SM (Jesus) was able to duplicate the concern once, and the veh had to be towed to the DLR. DLR followed STAR recommendations: inspected the ASBS [REDACTED] to inspect chassis harness to sway bar and no problems at this time we will return the vehicle to the customer"	\$

Preparer: Crystal Ross

Title: CRT

Comments: Vehicle losses power; CEL; currently at dlr still; 2 repair attempts; approx. 31 days down

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SW

Vehicle Info



Tire Pressure

PRND
702 mi



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**VEHICLE
PROTECTION**
A PRODUCT OF FCA US LLC

PLAN # [REDACTED]

VEHICLE IDENTIFICATION NUMBER: 1C4HJXDG9J [REDACTED]

Your vehicle is covered by:

- 7/85 MAXIMUM CARE
(Option Code: [REDACTED] Form [REDACTED])

7/85 MAXIMUM CARE
EFFECTIVE: 09/25/2018
EXPIRES: 09/24/2025 OR 85,000 MI

Key Terms

*Covered Vehicle or Vehicle - means the vehicle that has the above referenced vehicle identification number

*Dealer - means "authorized FCA US LLC franchise dealer", which includes dealers of the Chrysler, Dodge, Jeep, Ram, SRT, FIAT and ALFA ROMEO vehicle lines

*FCA US Vehicle - means "Chrysler, Dodge, Jeep, Ram, SRT, FIAT or ALFA ROMEO brand vehicles only"

*Mopar Vehicle Protection (MVP) Plan - Is defined as a Plan offered and issued by FCA Service Contracts LLC.

*Plan - means this "7/85 MAXIMUM CARE" Service Contract

*we, us, our - means FCA Service Contracts LLC, formerly known as Chrysler Group Service Contracts LLC the entity obligated to perform the obligations of this contract. FCA Service Contracts LLC's contact information is PO Box 2700, Troy, MI 48007-2700; phone: 1-800-521-9922. FCA Service Contracts LLC is a wholly-owned subsidiary of FCA US LLC, formerly known as Chrysler Group LLC.

*you, your - means the Plan purchaser

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A SERVICE CONTRACT: This Plan is a service contract between you and us. The Plan protects you against major repair bills should a Vehicle component covered by the Plan fail due to defects in material or workmanship. This Plan is not insurance and is not part of the manufacturer's warranty. We are solely responsible (liable) for fulfillment of the provisions of the Plan.

Obligations of the provider under the Plan are backed by the full faith credit of the provider.

No Dealer, Dealer employee or our employee has the authority to modify or change any provision of this Plan. The express provisions of this Plan outline the sole benefits which we are obligated to provide; no other coverage is implied hereunder, and no coverage can be implied due to an oral or written misrepresentation, error or omission.

IMPORTANT! The maximum benefit amount should a covered component of the Vehicle fail will be THE TOTAL COST OF THE REPAIRS PER VISIT LESS THE DEDUCTIBLE, OR THE CASH VALUE OF THE VEHICLE, WHICHEVER IS LESS! The cash value of the Vehicle will be determined at the time of the covered repair and will be the average retail value as listed in the current NADA Used Car Pricing Guide. If at any time the repair costs for covered component(s) exceed the Vehicle's cash value, your final Plan benefit will be our payment of the Vehicle's cash value rather than the repair costs. Plan coverage and benefits will terminate automatically and immediately pursuant to this provision and we will have no further obligations of any kind in respect to the terminated Plan.

This issuance of this Plan, unless otherwise prohibited by law, shall not be deemed as a waiver of our right, or considered a restriction of our right to refuse to pay for service and/or to cancel the Plan should it subsequently be discovered that the vehicle for which the Plan was purchased was not eligible for Plan coverage.

NOTE: Place this Plan in your glove compartment or other secure place in the Vehicle. While your Vehicle is covered by this Plan, your Vehicle also may be covered by the manufacturer's warranty. For manufacturer's warranty coverage details, please refer to your warranty information booklet. THIS PLAN DOES NOT COVER ANY REPAIRS OR SERVICES WHICH ARE COVERED BY THE MANUFACTURER'S WARRANTY.

OBTAINING PLAN SERVICE: To obtain service under this Plan, you should return and present this contract to the Dealer who sold you the Plan. In the event you cannot return the Vehicle to the selling Dealer for service, you may request service from any Dealer within the United States, Canada, Guam, Puerto Rico or Mexico.

IMPORTANT! SERVICE OBTAINED FROM A PERSON OTHER THAN AN AUTHORIZED DEALER IS NOT REIMBURSABLE UNDER THIS PLAN UNLESS AUTHORIZED BY US AND YOU RECEIVE AN AUTHORIZATION NUMBER BEFORE THE SERVICE IS PERFORMED. DEALERS CANNOT AUTHORIZE REPAIRS UNDER THIS PLAN. Authorized repairs will be made *using remanufactured parts*. If remanufactured parts are not available, the Dealer will use new parts.

ELIGIBLE VEHICLES: New vehicles covered by a 5 Year/60,000 Mile or longer Powertrain Warranty, including FIAT and Alfa Romeo vehicles covered by a 4 Year/50,000 Mile Basic Warranty, are eligible within 36 months of the in-service date and 36,000 miles. Excludes ProMaster vehicles.

NOT ELIGIBLE: The following are not eligible for any Vehicle Protection Plan: Vehicles registered outside of the United States, Guam and Puerto Rico; motor homes; taxis (including vehicles used to transport passengers in return for payment, i.e. Uber, Lyft); vehicles converted from two to four-wheel drive; vehicles altered or converted from the original manufacturer's specifications; severe off-road use; vehicles not used in accordance with manufacturer's specifications for payload and/or towing capacity; vehicles with a gross weight (G.V.W.) of over 14,000 pounds; vehicles equipped with NorthStar engines; vehicles where the manufacturer warranty has been voided or restricted by the manufacturer; vehicles that have been declared to be a total loss by any insurance company, are rebuilt after being declared a total loss, or are issued a title indicating that the vehicle is designated as 'salvage', 'junk', 'rebuilt' or words of similar impact.

The following are not eligible for this Vehicle Protection Plan: Limousines; emergency vehicles (ambulance, fire, police pursuit; police patrol); vehicles used for security patrol; right-hand drive vehicles (except vehicles manufactured by FCA US LLC); vehicles used for postal service (except vehicles manufactured by FCA US LLC); vehicles used for dump truck; vehicles used for tow service (i.e. tow trucks); vehicles equipped with a diesel engine (except vehicles manufactured by FCA US LLC, Ford Motor Company, General Motors and Volkswagen); vehicles that operate on other than gasoline or diesel fuel systems (i.e. natural gas, electric); vehicles equipped with engines greater than 8 cylinders (except vehicles manufactured by FCA US LLC); vehicles used for commercial use*; ALL cab and chassis vehicles; vehicles ordered with box delete option or where the box has been removed; vehicles with dual rear wheels if used for commercial purposes.

*Commercial use includes but not limited to: Delivery, service or repair work, landscaping and grounds maintenance, shuttle service, snow removal.

NOTE: If for any reason, your vehicle is not eligible for this plan, contact your selling dealer for other plans that your vehicle may be eligible for.

WHEN PLAN COVERAGE STARTS AND ENDS: Plan coverage begins on the date you purchased the Plan for: (i) a Vehicle component not covered by the manufacturer's warranty; (ii) Trip Interruption; (iii) Car Rental in respect to covered repairs when a replacement vehicle is not otherwise provided; and (iv) Taxi Reimbursement. Plan coverage begins on the date the manufacturer's warranty ends for: (i) any Vehicle component covered under the manufacturer's warranty; and (ii) Roadside Assistance.

Plan coverage expires on 09/24/2025 or when the Vehicle odometer reads 85,000 mile(s) (whichever occurs first). This Plan provides coverage up to 7 years or 85,000 miles (whichever occurs first) from the Vehicle's original in-service date. The original in-service date begins when the Vehicle is sold, which is the same as the manufacturer's warranty date. THE 7 YEAR PLAN PERIOD AND 85,000 MILEAGE LIMITATION INCLUDES TIME COVERAGE UNDER AND MILEAGE TRAVELED WITHIN THE MANUFACTURER'S WARRANTY PERIOD.

\$0 (ZERO) DEDUCTIBLE: You are responsible to pay nothing for the total cost of covered component repairs performed during each repair visit. Repairs not covered by the Plan are your responsibility.

COVERAGE UNDER THE PLAN: WHAT IS COVERED? The Plan will pay the total cost (parts and labor) less a deductible per visit, to correct any of the following mechanical failures, caused by a defect in materials or workmanship of a covered component and are not covered by the vehicle's factory warranty. The only exceptions are those listed under "What is not covered by the Plan".

COMPONENTS COVERED BY THE PLAN INCLUDE (BUT ARE NOT LIMITED TO):

GASOLINE ENGINE: Cylinder Block and all Internal Parts; Cylinder Head Assemblies; Timing Case, Timing Chain, Timing Belt, Gears and Sprockets; Variable Valve Timing Solenoids and Actuators; Harmonic Balancer; Oil Pump, Water Pump and Housing; Intake and Exhaust Manifolds; Flywheel with Starter Ring Gear; Core Plugs; Valve Covers; Oil Pan; Oil Filter Adapter Housing; Turbocharger Housing and Internal Parts; Turbocharger Wastegate Actuator; Supercharger; Fuel Injectors (**excluding clogged injectors**); Serpentine Belt Tensioner; Seals and Gaskets.

DIESEL ENGINE: Cylinder Block and all Internal Parts; Cylinder Head Assemblies; Timing Gears and Cover; Harmonic Balancer; Oil Pump; Water Pump and Housing; Intake and Exhaust Manifolds; Core Plugs; Valve Covers; Oil Pan; Turbocharger Housing and Internal Parts; Fuel Injection Pump and Injectors (**excluding clogged injectors**); High Pressure Oil Pump; High Pressure Oil Rails; Seals and Gaskets.

TRANSMISSION: Transmission Case and all Internal Parts; Torque Converter; Drive/Flex Plate; Transmission Range Switch; Transmission Control Module; Bell Housing; Oil Pan; Gear Shifter and Shifter Mechanism; Seals and Gaskets.

NOTE: MANUAL TRANSMISSION CLUTCH PARTS ARE NOT COVERED AT ANY TIME.

FOUR-WHEEL DRIVE (4x4): Transfer Case and all Internal Parts; Axle Housing and all Internal Parts; Axles Shafts; Axle Shaft Bearings; Drive Shafts Assemblies (Front and Rear); Drive Shaft Center Bearings; Wheel Bearings; Universal Joints and Yokes; Disconnect Housing Assembly; Seals and Gaskets.

ALL-WHEEL DRIVE (AWD): Power Transfer Unit and all Internal Parts; Viscous Coupler; Axle Housing and all Internal parts; Constant Velocity Joints and Boots; Rear Driveline Module; Drive Shaft and Axle Shaft Assemblies; Wheel Bearings; Differential Carrier Assembly and all Internal Parts; Output Bearing; Output Flange; End Cover; Overrunning Clutch; Shift Motor; Vacuum Motor; Torque Tube; Pinion Spacer and Shim; Seals and Gaskets.

FRONT WHEEL DRIVE: Transaxle Case and all Internal Parts; Axle Shaft Assemblies; Constant Velocity Joints and Boots; Shifter Mechanism; Wheel Bearings; Differential Cover; Oil Pan; Transaxle Speed Sensors; Transaxle Solenoid Assembly; PRNDL Position Switch; Transaxle Electronic Controller; Torque Converter; Seals and Gaskets

NOTE: MANUAL TRANSMISSION CLUTCH PARTS ARE NOT COVERED AT ANY TIME.

REAR WHEEL DRIVE: Rear Axle Housing and all Internal Parts; Axle Shafts; Axle Shaft Bearings; Drive Shaft Assemblies; Drive Shaft Center Bearings; Universal Joints and Yokes; Seals and Gaskets.

STEERING: Steering Gear Housing and all Internal Parts; Power Steering Gear; Inner Tie Rods; Outer Tie Rods; Drag Link; Idler Arm; Pitman Arm; Steering Stabilizer; Power Steering Pump and Reservoir; Power Steering Motors; Power Steering Pump Cooler; Steering Shafts (upper and lower); Steering Shaft Lower Coupling; Telescoping Steering Column Motors; Rack and Pinion Assembly; Rack and Pinion Boots; Electronic Steering Motor; Seals and Gaskets.

AIR CONDITIONING/HEATING: Factory or Manufacturer-authorized air conditioning installations only. Air Conditioning Compressor; Clutch; Coil; Condenser; Front Evaporator; Rear Evaporator; Receiver-Drier; Expansion Valve; Hoses and Lines; Low Pressure Cut-off Switch; High Pressure Cut-off Switch; Clutch Cycling Switch; Front Instrument Panel Control Assembly; Rear Instrument Panel Control Assembly; Power Module; Blend Air Door Actuators and Motors; Housing; Front and Rear Air Conditioning/Heater Blower Motor; Blower Motor Resistor; Heater Core; Seals and Gaskets.

ENGINE COOLING & FUEL: Cooling Fan, Clutch and Motor; Radiator; Coolant Temperature Switch; Fuel Pump; Water Pump and Housing; Active Grille Shutter System; Fuel Tank Sending Unit; Fuel Pressure Regulator; Fuel Pressure Sensor; Fuel Tank and Lines; Serpentine Belt Tensioner; Engine Oil Cooler; Transmission Oil Cooler; EGR Cooler; Evaporative Emissions Leak Detection Pump and Monitor; Knock Sensor, Oxygen Sensor, Emissions Maintenance Reminder Module; Intake Air Temperature Sensor, Vapor Canister and Hoses; Seals and Gaskets.

FRONT SUSPENSION: Shocks; Shock Mounts; Struts; Strut Mounts, Bushings and Bearings; Upper and Lower Control Arms; Control Arm Bushings; Thrust Arms; Upper and Lower Ball Joints; Coil Springs; Torsion Bars; Air Suspension System; Front Wheel Bearings.

REAR SUSPENSION: Rear Leaf Springs; Rear Coil Springs; Auxiliary Springs; Spring Interliner; Spring Bushing; Spring Shackle; U-Bolt Rear Spring; Spring Hanger; Axle Trac Bar; Lateral Link Arm; Shocks; Shock Mount Plate; Struts; Strut Mounting Plates; Strut Bushings; Rear Trailing Arm Assembly; Rear Torsion Arms; Rear Torsion Bars; Rear Stabilizer/Sway Bar; Rear Stabilizer/Sway Bar Link; Rear Stabilizer/Sway Bar Bushing; Rear Wheel Bearings.

BRAKES: Master Cylinder, Assist Booster; Wheel Cylinders; Disc Brake Calipers and Pistons; Brake Lines, Hoses, Fittings; Proportioning Valve; Seals and Gaskets.

NOTE: BRAKE SHOES, PADS, ROTORS, AND DRUMS ARE NOT COVERED AT ANY TIME.

ANTI-LOCK BRAKES (ABS): Brake System's Hydraulic Assembly; Pump Motor Assembly; Controller; Sensors and Relays; Seals and Gaskets.

ELECTRICAL: Starter Motor and Solenoid; Generator (Alternator); Engine Control Module - (Single Module Engine Controller) (SMEC); Powertrain Control Module; Distributor; Ignition Module; Ignition Coil; Coil Pack Assembly; Voltage Regulator; Horn and Horn Pad; Transmission Control Module; All Wiring Harnesses; Electronic Fuel Injection System (**excluding clogged injectors**); Windshield Wiper Motor; Rear Window Wiper Motor; Wiper Control Module; Manually Operated Electrical Switches; Neutral Safety Switch; Temperature Sending Unit/Switch; Oil Level and Oil Pressure Sending Unit/Switch; Body Computer; Body Control Module; Factory Installed Radio, Speakers and Rear Entertainment Systems (Includes CD and DVD Player); Factory Installed Navigation Systems (excludes navigation disc); Audio Amplifier; Height Adjustment Compressor; Gateway Module; Ignition Module, Factory Installed U-Connect System.

NOTE: HEADPHONES ARE NOT COVERED AT ANY TIME.

INSTRUMENTATION: Electronic Instrument Cluster; Amp/Voltmeter Gauge; Fuel Gauge; Temperature Gauge; Tachometer; Oil Pressure Gauge; Turbo Gauge; Speedometer.

KEY FOB: Subject to the limitations in this provision, the Plan provides (i) coverage for up to three key fob repairs or replacements, and (ii) a total key fob coverage benefit of \$600, which limit applies notwithstanding the cost per repair or per replacement of the key fob for the Covered Vehicle. Key fob coverage is available even if this component is lost or stolen, and this coverage is not subject to the deductible that applies to repair visits for covered components.

NOTE: FAILURE OF A KEY FOB BATTERY DOES NOT CONSTITUTE A MECHANICAL FAILURE OF THE KEY FOB.

POWER GROUP: Rear Window Defroster; Power Window Motors; Power Window Flex Track; Power Antenna; Power Seat Motors; Power Door Locks and Linkage; Power Sliding Rear Window Motor and Regulator (Trucks); Power Sliding Door Motors; Power Liftgate; Vacuum Pump.

LUXURY GROUP: Keyless Entry Sensors and Receiver/Module; Trip Computer; Message Center; Overhead Electronic Vehicle Information Center; Overhead Electronic Compass/Temperature; Power Sunroof Motor; Convertible Top Motor; Electric Mirror Motor and Controls; Cruise Control Servo; Headlight Door Motor; Concealed Headlamp Module; Park Assist Module; Park Assist Sensors; Back Up Assist Camera; Door Latches; Heated Seat Systems; Factory Installed Remote Start System; Heated Steering Wheel; In-Vehicle Wireless Charging Station; USB Outlets; 120V Outlets.

ENGINE EMISSIONS: Air Pump; Air Supply Hose; Leak Detection Pump; Evaporative System Detector/Monitor; Vapor Canister; Air Injection Valve; EGR Valve; EGR Cooler; Aspirator Tube; Fuel Tank Pressure Sensor; EGR Tube; Purge Solenoid; Knock Sensor; Oxygen Sensor; Diesel Exhaust Fluid (DEF) System.

NOTE: CATALYTIC CONVERTOR AND PARTICULATE FILTER ARE NOT COVERED.

SAFETY SYSTEMS: Airbags (**excluding deployed airbags**); Impact Sensors; Occupancy Sensors; Seatbelt Retractors; Seat Belt Buckles; Modules; Sensors; and Switches.

NOTE: AIR BAGS THAT HAVE BEEN DEPLOYED ARE NOT COVERED AT ANYTIME.

MOPAR ACCESSORIES: All electrical and mechanical Mopar accessories are covered provided they were installed by an authorized Dealer; Audio Systems (including Compact Disc Players); Sirius Satellite Radio; Speed Control; EVS (Security Systems); Clocks; Remote Trunk Release; Transmission Oil Cooler; Remote Control Outside Mirrors; Power Sliding Rear Window Assembly (Trucks); Rear Seat Video Entertainment Systems (including DVD Players); Remote Start System (excluding transmitters); MoparConnect.

NOTE: MOPAR PERFORMANCE PARTS ARE NOT COVERED AT ANY TIME

MOPAR LIFT KIT COVERAGE: If you purchased this coverage as shown on the front page, you have coverage for Mopar lift kits and related parts that are professionally installed, including performance parts pertaining to the lift kit (maximum 4 inch combined lift). If the Mopar Lift Kit coverage is not indicated on the front page, there is no coverage.

OTHER PLAN BENEFITS: The Plan also provides the following Trip Interruption, First Day Rental, Rental Allowance, Taxi Reimbursement, and Roadside Assistance benefits.

TRIP INTERRUPTION: The Plan will pay up to \$1,000 for lodging, meals, and emergency transportation such as taxi, bus, or airline for you and your family if (1) your vehicle is inoperable due to a failure covered under this Plan or under the factory warranty, and (2) you are more than 100 miles from the address of record. Lodging, meals and car rental receipts must accompany a copy of repair bill and must be mailed to Vehicle Protection, P.O. Box 2700, Troy, Michigan 48007-2700.

FIRST DAY RENTAL: First Day Rental Allowance provides up to \$35.00 car rental allowance if the Vehicle is to be serviced for any mechanical repair or maintenance service. Please note: Excludes rental for bodywork to the exterior sheet metal/composite panel or collision repairs.

RENTAL ALLOWANCE: Rental Allowance will pay up to \$35.00 per day for a rental any time repairs take overnight, and a component covered by the Plan or the manufacturer's Basic or Powertrain Warranty fails.

The Plan will not pay for rental charges for a vehicle that is awaiting service or parts unless the vehicle is inoperable due to a mechanical failure of a covered component, or unless continued operation would cause further damage.

The rental vehicle must be obtained from a Dealer. If a Dealer does not have rental vehicles available, you may obtain one from a licensed rental agency. Rental coverage is subject to state and local laws and policies imposed by the rental agency. Rental charges in excess of the amount allowed by the Plan are your responsibility. The Plan is not responsible for any refusal of a rental agency to rent a vehicle to you.

Total Rental Allowance per occurrence is a maximum of 5 days or \$175.00.

TAXI REIMBURSEMENT: Coverage starts on the date you purchase the Plan. The Plan provides up to a \$35.00 for taxi cab fare, in lieu of First Day Rental if the vehicle is to be serviced for any same day mechanical or maintenance service.

When a loaner car is not available, or you are not eligible for a rental car, the Plan will pay up to \$35.00 per day for taxi service, in lieu of car rental, any time mechanical repairs take overnight.

Taxi receipts must be from a licensed taxi service provider. Taxi charges in excess of the amount allowed by the Plan are your responsibility.

Total Rental/Taxi Service Allowance per occurrence is a maximum of 5 days or \$175.00.

ROADSIDE ASSISTANCE*

NOTE: YOU MUST CALL 888-517-4500 FOR THIS SERVICE.

The Plan provides assistance due to a disablement caused by any mechanical failure and in addition, the Plan provides coverage for such items as towing to the nearest Dealer or authorized repair facility, flat tire change (with your good spare), battery jump, out of gas delivery (maximum 2 gallons), lockout service i.e. keys locked in car or frozen lock, to a maximum of \$100, per occurrence. Any expense beyond \$100 is your responsibility at the time and site of service. Towing assistance will be dispatched only for mechanical disablements which renders the vehicle inoperative. (See exclusions under "THE PLAN WILL NOT COVER.")

This service is provided to you as part of your Plan to minimize any unforeseen vehicle operation inconvenience and is available 24 hours per day, 365 days per year.

HOW TO USE ROADSIDE ASSISTANCE*: All required towing, roadside assistance, lockout, and other roadside assistance services described previously **MUST BE ARRANGED AT TIME OF OCCURRENCE** through Roadside Assistance by calling **888-517-4500**. You should be prepared to provide the representative with your name, your Plan number, vehicle license plate number, your location including the phone number you are calling from and a brief description of the problem.

In some cases, Roadside Assistance may authorize you or your Dealer to arrange for local service and will provide a reference number to do so. Your Plan will in these instances provide reimbursement of up to \$100 maximum per Roadside Assistance incident, provided that the claim contains: (A) A valid original receipt of payment from the tow/repair facility for the services rendered (Claims which contain other than original receipts may be denied.); (B) The Roadside Assistance reference number; and (C) Your valid Plan number. All Roadside Assistance claims that meet requirements should be mailed or faxed to:

Roadside Assistance
P.O. Box 9145
Medford, MA 02155
Attn: Claims Department
888-517-4500
FAX: 1-781-658-2691

ROADSIDE ASSISTANCE WILL NOT COVER SERVICES WHICH ARE SOLICITED WITHOUT FIRST CONTACTING ROADSIDE ASSISTANCE FOR PRIOR AUTHORIZATION.

*All Roadside Assistance services are provided through Cross Country Motor Club, Inc., Medford, MA 02155, except in Alaska, California, Hawaii, Oregon, Wisconsin and Wyoming where services are provided through Cross Country Motor Club of California, Inc., Thousand Oaks, CA 91360. Both collectively referred to as "CCMC". Phone number: 888-517-4500. CCMC acts as a dispatcher of referral service to independent contractors that provide the roadside assistance service. Accordingly, CCMC assumes no responsibility for the acts, errors, omissions, negligence, misconduct of such persons and/or entities. All persons availing themselves of the benefits of Roadside Assistance are to look solely to such persons and/or entities for liability arising in connection therewith, and not to CCMC.

DIAGNOSTIC CHARGES: You may be asked to authorize disassembly and/or diagnostics at the time your Vehicle repair order is written. Your Plan covers disassembly and/or diagnostic charges IF the cause of failure is a covered component under the terms of the Plan. If the repair is not covered by the Plan, you will be responsible for paying the disassembly and/or diagnostic charges and non-covered repairs.

YOUR ADDITIONAL RESPONSIBILITIES: It is your responsibility to properly operate, care for and maintain the Vehicle as prescribed in the owner's manual supplied by the manufacturer. If you fail to properly operate, care for and maintain the Vehicle as prescribed in the owner's manual supplied by the manufacturer, we may deny your claim under the Plan. You should retain all maintenance records and receipts to avoid any misunderstanding as to whether or not the maintenance services were performed as required.

We reserve the right to inspect the Vehicle, investigate circumstances relating to the requested repairs in any manner, or demand proof of maintenance BEFORE repairs may begin or are authorized.

GOVERNING LAW: Except where prohibited by law, this contract will be governed by Michigan law.

THE PLAN WILL NOT COVER, OR APPLY TO LOSS OR EXPENSE RESULTING FROM:

- Repairs or replacement of any component covered by any of the Vehicle manufacturer warranties, Certified Warranty, part manufacturer warranties or recall policies; roadside assistance, loaner vehicles or other services which are eligible to be covered by the Vehicle's manufacturer warranty or marketing programs;
- Repairs required as a result of other than a manufacturing defect (such as a design defect or normal wear);
- Repair or replacement of any covered component when it has been determined that the condition existed prior to purchasing the Plan;
- Plan benefits where the Vehicle odometer reading has been stopped or altered and/or the Vehicle's actual mileage cannot be readily determined;
- Brake pads, shoes, rotors and drums are not covered at any time (regardless of cause of failure);
- Reimbursement of services/benefits that exceed the total number of services/allowance included in Plan Coverage;
- Battery and cables; any battery for a component; spark plugs and wires; lights (bulb, sealed beams, lenses); suspension alignment; wheel balancing; wiper blades; catalytic converter, particulate filter and any other exhaust system components; heat shields and exhaust hangers; throttle body cleaning; evaporator deodorizing; carbon cleaning;
- High voltage battery is not covered at any time (regardless of cause of failure);
- Repairs due to any alterations or modifications to the Vehicle not approved or recommended by the manufacturer, including but not limited to: (a) failure of any custom or add-on / aftermarket part (unless listed as a specific covered part); (b) emissions and/or exhaust systems modifications; engine modifications, transmission modifications, and/or drive axle modifications, which includes any performance modifications; (c) oversized/undersized tires; (d) all frame or suspension modifications; (e) aftermarket lift kits; (f) Mopar lift kits (unless you have purchased this coverage as shown on the first page);

- Lift kits that exceed four (4) inches unless you have purchased Mopar Lift Kit Coverage as shown on the first page; repairs to covered components that are the direct result of the failure of a lift kit that exceeds four (4) inches unless you have purchased Mopar Lift Kit coverage as shown on the first page;
- Repairs to covered components that are the direct result of the failure of alterations or modifications not recommended by the manufacturer;
- Plan benefits necessary as a result of (a) failure to properly care for or maintain the Vehicle; (b) fire, accident, abuse, vandalism, negligence, Acts of Terrorism or Act of God including but not limited to the Vehicle rendered inoperable due to snow, ice or flood; (c) failure to properly operate the Vehicle; (d) Vehicles that have been used or are being used for competitive speed events such as races or acceleration trials; (e) pulling a trailer that exceeds the rated capacity of the Vehicle or failure to adhere to the requirements for vehicles used to pull a trailer as outlined in the owner manual supplied by the manufacturer; (f) tampering with the emission system or with any parts that could affect that system; (g) use of dirty fluids, or fuels, refrigerants or other fluids which are not recommended by the manufacturer; (h) failure due to fluid contamination or sludge; (i) modifications not approved or recommended by the manufacturer; (j) overloading rated payload capacity of the Vehicle; (k) damage incurred by off-road usage; (l) rust, salt, corrosion, overheating, water intrusions/leaks, acid rain, chemicals, tree sap, hail, flood, lightning, fire, windstorm, earthquakes or other environmental causes or acts of nature;
- Fasteners, bolts and attaching hardware that does not attach a covered component to another covered component;
- Repairs to a covered component where the component has been restricted by the manufacturer; repairs that are the direct result of the failure of a component that has been restricted by the manufacturer;
- Repairs caused by pre-ignition detonation, pinging, improper/contaminated fuel including fuels containing more than 10% ethanol (if the engine was not manufactured for this mixture);
- Plan service obtained from other than a Dealer unless authorization is first received from us. FCA US Vehicles must return to a FCA US LLC Dealer for Plan covered repairs; (Dealers cannot authorize repairs.)
- Repairs required as a result of use of other than the Vehicle manufacturer's parts during the term of the Plan, unless authorized by us;
- Repairs to a covered component caused by the failure of a non-covered component and/or an aftermarket installation not performed by a Dealer, or any outside installation of "salvage or junk" components in conjunction with an insurance or damage claim. All part installations to satisfy such claims must be with new or factory authorized remanufactured components and parts;
- Bodily injury or property damage arising or allegedly arising out of a defect in the design, manufacture, materials or workmanship of a covered component;
- Any fines, fees or taxes which are associated with impound towing as a result of actual or alleged violation of any laws or regulations;
- Plan benefits to Vehicles operated outside of the United States, Canada, Guam, Puerto Rico and Mexico;
- Plan benefits to Vehicles registered outside of the United States, Guam and Puerto Rico;
- Exterior - tires; trim; name plates; appliques; body sheet metal; glass; plastic lenses; paint; bright metal; bumpers; side-view mirrors (glass/ housing); wheel covers; steel wheels; aluminum wheels; rusted or frozen rims; weather strips; rust; water leaks; restricted drain tubes; wind noises; all outer body panels; spoilers; plastic and fiberglass body parts; vinyl tops; convertible top fabric; repairs or damage caused by environmental factors such as acid rain, tree sap, salt or ocean spray;
- Interior - trim; carpet; upholstery; dash pad; door and window handles; knobs; buttons; moldings; arm rests and head liner; cargo cover; cosmetic appearance; torn/worn/soiled;
- Mechanical - manual clutch assembly; clutch disc, pressure plate, clutch release bearing and pilot bearing (manual transmission); damage to flywheel as a result of a clutch failure; repairs to snow plows, winches and trailer hitches regardless of their installation;
- Cost or expenses for teardown, rental, inspection or diagnosis of failures not covered by the Plan;
- Shop supplies, waste disposal fees and materials;
- Repairs to any Vehicle where the title has become branded or the Vehicle has become restricted by the manufacturer after the purchase of the Plan;
- Maintenance services specified in the owner's manual and the parts used in connection with such services;
- Repairs to a covered component caused by the failure of a non-covered component and/or an aftermarket installation not performed by an authorized Dealer;
- Repairs or replacement to components covered by the Hybrid System Limited Warranty (refer to Warranty booklet for details);
- Hybrid components: hybrid charging system; hybrid electric cooling system; hybrid power inverter system;
- Portable Units including but not limited to - headphones; i-Pods; GPS units; DVD players; laptop computers; cellular phones; any hand-held device; Navigation DVD; spare tire compressor and tire sealant;

- Repair or replacement of Performance parts, Performance enhancing parts, repairs to covered components that are the direct result of failure of a performance part (except for parts pertaining to lift kits if you purchased Lift Kit coverage as shown on the first page);
- Any economic loss of any kind, including but not limited to rental car expenses, consequential damages, incidental damages, or other losses that relate in any manner to your use or loss of use of the Covered Vehicle.

CANCELLATION AND TRANSFER POLICIES: During the term of the Plan, you have the option to:

- CANCEL the remaining Plan coverage and receive a full or pro-rata refund or;
- AUTHORIZE TRANSFER of the remaining Plan coverage to the 1st subsequent owner.

Note: Refer to the cancellation/transfer policy section below for details.

CANCELLATION POLICY: If you are the original purchaser of the Plan, and coverage under the Plan has not expired or been terminated, you may cancel if you have not authorized transfer of Plan coverage to a new owner. *To cancel the Plan you may take your Plan to any Dealer.* The Dealer will contact us to request termination of your contract.

If your Vehicle is repossessed or rendered a total loss and your Plan was financed with your vehicle, your rights under this Plan transfer to the lienholder. The lienholder is then responsible for requesting termination of the Plan through the Dealer where the Plan was purchased. If the Plan was not financed, any refund due will be paid to you by check in your name from Us.

If there is no Dealer in your area, mail your cancellation request along with your Plan Provisions, proof of payoff and current mileage on the Vehicle to:

Vehicle Protection
Cancellation Department
P.O. Box 2700
Troy, MI 48007-2700

Please specify the Option Code(s) you wish to cancel. Option codes can be found on the first page of this document below Option Description.

On cancellation requests received* within the first 60 days from the original purchase date of the Plan, you will be refunded the full amount you paid for the Plan, provided no claims have been paid against the Plan. In the event claims have been paid, or requests received* after 60 days, your refund will be based on the full amount you paid for the Plan, less a pro-rata adjustment for time or mileage used, whichever is greater, less a cancellation fee as indicated below.

We reserve the right to cancel the Plan after issuance should it be discovered that: (a) the Vehicle is ineligible or has been modified/altered to make it ineligible after Plan coverage has been in effect; (b) failure of the customer to maintain the Vehicle as prescribed by the manufacturer; (c) the odometer has been tampered with or has not been repaired by the customer, (d) non-payment of premium or (e) the Vehicle is registered outside of the United States, Guam, and Puerto Rico. Your refund will be based on the full amount you paid for the Plan, less a pro-rata adjustment for the time or mileage used, whichever is greater, less claims paid.

*Requests Received - The cancellation refund will be based on the date we receive written notification of the cancellation request.

A cancellation refund check will be made payable and issued to you if no lien exists. Whenever a lien exists, the cancellation refund check will be made payable and issued to the lienholder.

CANCELLATION FEES

(Applies to the state where the Plan was purchased)

<u>STATE</u>	<u>AMOUNT</u>
Alabama	\$25 Administration Fee.
California	\$25 or 10% of the Contract Cost, whichever is less.
Hawaii	\$50 Administration Fee.
Illinois	\$50 or 10% of the Contract Cost, whichever is less.
New Hampshire	None.
New York	\$50 Administration Fee.
North Carolina	\$50 or 10% of the pro-rata refund amount, whichever is less.
Georgia	10% of the unearned pro-rata premium - no Administration Fee.
Oklahoma	10% of the unearned pro-rata premium not to exceed \$75. If we cancel, 100% of the unearned pro-rata premium will be refunded.
All others	\$75 Administration Fee.

TRANSFER POLICY: The original purchaser may authorize transfer of coverage, provided the Plan has not been canceled. Remaining Plan coverage may be transferred to the first subsequent purchaser of the vehicle **AT TIME OF VEHICLE SALE ONLY**. Thereafter, the Plan is non-transferable and non-cancelable.

To transfer this service contract, complete the transfer form. Be sure to include your signature. This means you are authorizing transfer of Plan coverage to the new owner. Transfer requests will not be processed: (a) without the signature of the owner for whom these Plan Provisions were originally issued; or (b) if received after 60 days from the date of vehicle ownership change.

You may take your Plan with the completed transfer form and transfer fee, if applicable, to a Dealer to process the Plan transfer or mail to:

Vehicle Protection
Transfer Department
P.O. Box 2700
Troy, MI 48007-2700

The transfer fee is as follows:

TRANSFER FEES

(Applies to the state where the Plan was purchased)

<u>STATE</u>	<u>AMOUNT</u>
New Hampshire	None
All others	\$50

- Any Plan financed on the Vehicle Protection Payment Plan is NOT transferable until the Plan is paid in full.
- Upon acceptance by us, you will be mailed a new set of plan provisions in your name confirming your transfer request.
- Warranty transfer fee may apply. Please refer to your owner's manual or ask your dealer for details.

SPECIAL STATE NOTICES - VIRGINIA

If any promise made in the contract has been denied or has not been honored within 60 days after your request, you may contact the Virginia Department of Agriculture and Consumer Services, Office of Charitable and Regulatory Programs at <http://www.vdacs.virginia.gov/food-extended-service-contract-providers.shtml> to file a complaint.

NEED HELP OR ASSISTANCE WITH YOUR PLAN?
IS YOUR ADDRESS UP-TO-DATE?

PLEASE ACCESS OUR SELF-SERVICE WEBSITE FOR PLAN COVERAGE AND FREQUENTLY ASKED
QUESTIONS AT:
www.moparvehicleprotection.com

You can also write to:
Mopar Vehicle Protection
P. O. Box 2700
Troy, MI 48007-2700

Note: All requests must contain your Name, Plan Number, and Vehicle Identification Number.

Toll-Free Telephone Assistance is Available
8:00 a.m. to 8:00 p.m. Eastern Time Monday through Friday
9:00 a.m. to 5:00 p.m. Eastern Time Saturday
1-800-521-9922 (in USA)
1-800-465-2001 (in Canada)

For 24-Hour Roadside Assistance Coverage
*Services dependent upon coverage purchased.
1-888-517-4500

TRANSFER FORM: SEE TRANSFER POLICY FOR DETAILS			
PLAN NO. [REDACTED]	VEHICLE IDENTIFICATION NO. 1C4HJXDGS[REDACTED]		OPTION CODE(S)
FORM MUST BE FILLED OUT COMPLETELY	CURRENT ODOMETER READING (OMIT TENTHS)	CHECK MILES OR KILOMETERS ☐ MILES ☐ KILOMETERS	
TRANSFER	TRANSFER THE REMAINING COVERAGE FOR THE LISTED VEHICLE TO THE PERSON NAMED BELOW. ENCLOSED IS A CHECK OR MONEY ORDER FOR THE TRANSFER FEE AMOUNT.		
TRANSFER FEE AMOUNT *	CHECK OR MONEY ORDER ENCLOSED (PAYABLE TO FCA US LLC)	☐ VISA ☐ MASTER CARD	CREDIT CARD NO. EXPIRATION DATE
NAME (PLEASE PRINT)		AREA CODE & TELEPHONE NO.	
ADDRESS		VEHICLE PURCHASER'S SIGNATURE	DATE OF VEHICLE PURCHASE
CITY, STATE & ZIP		VEHICLE SELLER'S SIGNATURE	

Notes:

Certain Options are not eligible for Transfer. Please refer to the "Transfer Policy" paragraph for "each Plan Option" to verify transfer eligibility.

Transfer fee applies for each option being transferred.

Please print the "Option Code(s)" that you want transferred to a new owner in the "Option Code" space provided above. Option Code(s) can be found on the first page of your Plan below Option Description.

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: 1C4HJXEN7 [REDACTED]	Make/model/model year: Jeep, Wrangler, 2020
ISD: 9/26/2019	Current Mileage: 13696
Owner's last name: [REDACTED]	State: New York
Dealer name/code: WHITE PLAINS CHRYSLER JEEP DODGE, 68958	Business Center: 32-Northeast
Warranty coverage code: 560	MVP (Description): JEEP WAVE
MSRP: 52,470.00	
# 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) N	
What was mileage at purchase? 10	
Customer-stated reason for buyback request: Steering	
Process identifier: Select an identifier	
Days down: 35	Repair attempts: 2
Last repair visit: 9/8/2020	
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
68958	[REDACTED]	5/9/2020	5/29/2020	21	8493	8493	W	CUSTOMER STATES STEERING LOCKED UP ON THEM WHEN TRYING TO REVERSE DOWN THE DRIVEWAY	BCM REPLACED AND PROGRAMMED A NEW BCM	470.11
68958	[REDACTED]	10/16/2019	10/29/2019	14	2231	2231	W	CHECK ENGINE LIGHT IS ON	Check Engine Light, Powertrain Related Issues, Trouble Not Found	474.40
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: steering locks up; vehicle at dlr for concern

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.)



Regina Knox <regina.knox@fcagroup.com>

Case # [REDACTED]
1 message

Mike MacDonald <mike.macdonald@fcagroup.com>
To: Regina Knox <regina.knox@fcagroup.com>

Tue, Sep 8, 2020 at 6:07 AM

Good Morning Regina,

Here is the email that goes with one of the cases you were assigned today.

Thanks

Best regards,
Mike MacDonald

Executive Referrals Manager
Fiat Chrysler Automobiles
26001 Lawrence Ave, Centerline MI 48015
Office: (586) 274 8085 [REDACTED]



----- Forwarded message -----

From: Anne Lawson <anne.lawson@fcagroup.com>

Date: Fri, Sep 4, 2020 at 2:19 PM

Subject: Fwd: Lemon

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

----- Forwarded message -----

From: [REDACTED]

Date: Fri, Sep 4, 2020 at 2:07 PM

Subject: Lemon

To: <mike.manley@fcagroup.com>

Hi .
Mike ,

I purchase my first brand new vehicle ever (Jeep Wrangler) from a dealer . The dealer was about an hour away from my house as I was having very poor luck with the local dealer at the time . It's been pulling to the right since time of purchase . I've took the car in 3 times and they can't fix it . I've also been told they don't want to keep throwing time , money and parts at it . The car dangerously pulls to the right and can easily pull me off the road in a matter of seconds .

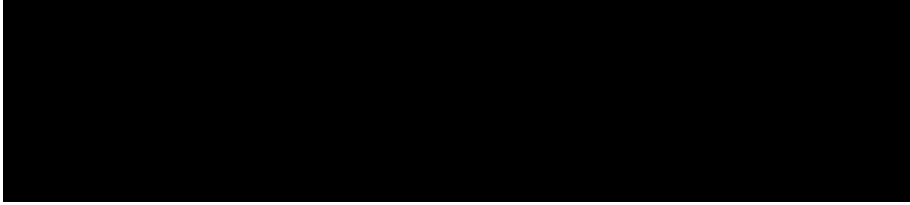
I've had the car for a year now and this last time it even seems worse and also starting to seem like other issues are arising with the vehicle I wanted to see my options before going in on a claim . I know ive read it's possible to buy back or trade .

9/8/2020

Fiat Chrysler Automobiles Mail - [REDACTED]

I've attached the files . I'm sure you're busy to handle personal but if you can forward me to someone who can help I would appreciate it sir . Thanks .

Created with [Scanner Pro](#)



CUSTOMER #:

Napleton Clermont
Chrysler/Jeep/Dodge15859 State Road 50
Clermont, FL 34711
Phone: (407) 287-4433
Fax: (407) 287-4381
www.clermontcjd.com

INVOICE

CLERMONT, FL

PAGE 1

MV86056 · VF/1032957/1

HOME:

BUS:

SERVICE ADVISOR: 100557 TERELL BUTTONE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	19	JEEP WRANGLER	1C4HJXDG7		4996/5003	T8489

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
12AUG19 DD			WAIT 16MAR20			CSC	16MAR20

R.O. OPENED READY OPTIONS: DLR:45155 ENG:3.6 Liter

07:54 16MAR20 14:27 16MAR20

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

A COMPLETE OIL CHANGE WITH 50.00 REIMBURSEMENT WITH FACTORY PARTS

CAUSE: COMPLETE OIL CHANGE WITH 50.00 REIMBURSEMENT WITH FACTORY PARTS

LOFW50M COMPLETE OIL CHANGE WITH 50.00

REIMBURSEMENT WITH FACTORY PARTS

100556 LACH,ALEXANDER LIC#: 7004

CSC

1 68191349AC FILTER-ENGINE OIL

44.94

5.00

5.00

6 68283520AA 0W20SYN

8.05

0.01

0.06

PARTS: 45.00 LABOR: 5.00 OTHER: 0.00 TOTAL LINE A: 50.00

B Multi-point inspection (according to maintenance interval)

23PT Multi-point inspection (according to maintenance interval)

100556 LACH,ALEXANDER LIC#: 7004

IPOLS

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

C .COMPLETE TIRE ROTATION 10.00 COUPON

CAUSE: .COMPLETE TIRE ROTATION 10.00 COUPON

ROTATE10 .COMPLETE TIRE ROTATION 10.00 COUPON

100556 LACH,ALEXANDER LIC#: 7004

CSC

10.00

10.00

PARTS: 0.00 LABOR: 10.00 OTHER: 0.00 TOTAL LINE C: 10.00

D z-(DMS Appt. Feed) Line 1 [Customer states vehicle is pulling badly to the right. Been happening since time of purchase]

OP1 z-(DMS Appt. Feed) Line 1 [Customer states vehicle is pulling badly to the right. Been happening since time of purchase]

100163 HASSAN,AZHAR LIC#: 2390

WD

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

CHECKED FOR CONCERN. TEST DROVE VEHICLE TO VERIFY. PERFORMED

ALIGNMENT AS NEEDED FOR REPAIR. VERIFIED REPAIR COMPLETE

LIMITED WARRANTY: The only warranties applying to the part(s) installed in accordance with this estimate are those that may be offered by the manufacturer. The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products or services sold under the terms of this estimate. Parts and labor are guaranteed for 12 months or 12,000 miles, whichever comes first. Seller does not guarantee the work performed in accordance with this estimate will correct any problem specified on the description of the complaint.

This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal" (s.559.904(4)) The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (s.403.718), and \$1.50 fee to be collected for each new or remanufactured battery sold in the state (s.403.7185)

STORAGE CHARGES:
A DAILY STORAGE FEE WILL BE CHARGED THREE (3) WORKING DAYS AFTER YOU HAVE BEEN NOTIFIED WORK ON YOUR VEHICLE HAS BEEN COMPLETED. THE DAILY STORAGE FEE IS \$30.00

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

A STANDARD CHARGE FOR SUPPLIES AND MATERIALS IS MADE ON EACH REPAIR ORDER. THE AMOUNT OF THIS CHARGE WILL BE 10% OF THE TOTAL LABOR & PARTS. THIS WILL BE SHOWN IN THE LOWER RIGHT CORNER OF YOUR INVOICE IN THE SPACE PROVIDED. THE MAXIMUM AMOUNT CHARGED WILL BE \$50.00.

ARBITRATION AGREEMENT: Customer and the dealer agree that all claims, disputes, or controversies of every kind or nature that may arise between the customer and dealer related to the servicing of the vehicle shall be settled by binding arbitration in accordance with the "Supplementary Procedures For Consumer-Related Disputes" rules of the American Arbitration Association then in effect, such arbitration shall be held in Florida, and judgement upon award rendered by the Arbitrator(s) may be entered by any court having jurisdiction thereof.

ALL PARTS NEW OR FACTORY REBUILT UNLESS OTHERWISE INDICATED.
CUSTOMER HEREBY ACKNOWLEDGES RECEIPT OF ABOVE MENTIONED VEHICLE AND RECEIPT OF INVOICE HEREOF

CUSTOMER SIGNATURE

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

CUSTOMER

Napleton Clermont
Chrysler/Jeep/Dodge15859 State Road 50
Clermont, FL 34711
Phone: (407) 287-4433
Fax: (407) 287-4381
www.clermontcjd.com

INVOICE

CLERMONT, FL

PAGE 2

MV86056 · VF/1032957/1

HOME:

CO

BUS:

CE

SERVICE ADVISOR: 100557 TERELL BUTTONE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	19	JEEP WRANGLER	1C4HJXDG		4996/5003	T8489

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
12AUG19 DD			WAIT 16MAR20			CSC	16MAR20

R.O. OPENED

READY

OPTIONS: DLR:45155 ENG:3.6_Liter

07:54 16MAR20 14:27 16MAR20

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

E z-(DMS Appt. Feed) Line 2 [Customer states passenger side sunvisor keeps popping down]

OP2 z-(DMS Appt. Feed) Line 2 [Customer states passenger side sunvisor keeps popping down]
100163 HASSAN,AZHAR LIC#: 2390

WD

1 6CD23TX7AJ VISOR-ILLUMINATED

(N/C)

(N/C)

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

CHECKED AND VERIFIED CONCERN. PASSENGER SIDE VISOR WILL NOT HOLD.

REPLACED PASSENGER SIDE SUN VISOR AS NEEDED. REPAIR COMPLETE

F** .MENU SERVICES

CAUSE: .MENU SERVICES

SCH1 .MENU SERVICES

100556 LACH,ALEXANDER LIC#: 7004

CDR

0.00

0.00

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

0.00

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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	15.00
PARTS AMOUNT	45.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	60.00
LESS INSURANCE	60.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER [REDACTED]

Napleton Clermont
Chrysler/Jeep/Dodge

15859 State Road 50
Clermont, FL 34711
Phone: (407) 287-4433
Fax: (407) 287-4381
www.clermontcjd.com

INVOICE

CLERMONT, FL [REDACTED]
HOME: [REDACTED]
BUS: [REDACTED]

PAGE 1

MV86056 · VF/1032957/1

SERVICE ADVISOR: 100150 GREGORY HUTCHINS

COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN/OUT		TAG
	19	JEEP WRANGLER		1C4HJXDG7 [REDACTED]			9350/9350		T2635
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		PONO.	RATE	PAYMENT	INV. DATE	
12AUG19 DD			20:30 26AUG20				CSC	28AUG20	
R.O. OPENED		READY		OPTIONS: DLR:45155 ENG:3.6_Liter					
20:07 25AUG20		15:54 28AUG20							

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

A Customer states the vehicle is stiff while driving

100 CUSTOMER STATES THEIR SIS ON OIL LEKA

100051 WALLACE, ANDREW LIC#: 100051

IPOLS

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
could not duplicate the issue

B Customer states the transmission is n ot shifting correctly

100 CUSTOMER STATES THEIR SIS ON OIL LEKA

100051 WALLACE, ANDREW LIC#: 100051

WD

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00
technician checked for updates none found. test drove a few times
and trans is operating correctly.

C COMPLETE INSPECTION

CAUSE: COMPLETE INSPECTION

9090 COMPLETE INSPECTION

100051 WALLACE, ANDREW LIC#: 100051

IPOLS

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

D** COMPLETE OIL CHANGE WITH 50.00 REIMBURSEMENT WITH FACTORY PARTS

CAUSE: COMPLETE OIL CHANGE WITH 50.00 REIMBURSEMENT WITH FACTORY PARTS

LOFW50M COMPLETE OIL CHANGE WITH 50.00

REIMBURSEMENT WITH FACTORY PARTS

100051 WALLACE, ANDREW LIC#: 100051

CSC

1	68191349AC FILTER-ENGINE OIL	45.00	45.00	45.00
6	68522999AA 0W20SYN	8.00	0.00	0.00

PARTS: 45.00 LABOR: 5.00 OTHER: 0.00 TOTAL LINE D: 50.00

E** .COMPLETE TIRE ROTATION 10.00 COUPON

CAUSE: .COMPLETE TIRE ROTATION 10.00 COUPON

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		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
		PLEASE PAY THIS AMOUNT	

CUSTOMER COPY