

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.)

## 80896446

### Case Status History

### Initial Description

### Vehicle concern

### Case Comments

[illegible]

11 [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] Sent Date/Time 10/28/2021 19:06 PM

[REDACTED]

| Row | Top Bar Length (approx. %) | Bottom Bar Length (approx. %) |
|-----|----------------------------|-------------------------------|
| 1   | 5                          | 5                             |
| 2   | 45                         | 45                            |
| 3   | 25                         | 25                            |
| 4   | 5                          | 5                             |
| 5   | 35                         | 35                            |
| 6   | 5                          | 5                             |
| 7   | 45                         | 45                            |
| 8   | 45                         | 45                            |
| 9   | 5                          | 5                             |
| 10  | 5                          | 5                             |
| 11  | 25                         | 25                            |
| 12  | 35                         | 35                            |
| 13  | 25                         | 25                            |
| 14  | 45                         | 45                            |
| 15  | 45                         | 45                            |

| Age Group | Not at all | Somewhat | A fair amount | A great deal | Don't know |
|-----------|------------|----------|---------------|--------------|------------|
| 18-24     | 15%        | 10%      | 10%           | 10%          | 5%         |
| 25-34     | 10%        | 20%      | 15%           | 10%          | 5%         |
| 35-44     | 10%        | 15%      | 25%           | 15%          | 5%         |
| 45-54     | 10%        | 15%      | 20%           | 30%          | 5%         |
| 55-64     | 10%        | 15%      | 20%           | 20%          | 10%        |
| 65+       | 10%        | 10%      | 15%           | 15%          | 20%        |



[illegible]



[REDACTED]



\_\_\_\_\_

[illegible]

|             |            |                |                     |
|-------------|------------|----------------|---------------------|
| <b>Date</b> | 11/15/2021 | <b>Subject</b> | Re: Vehicle concern |
|-------------|------------|----------------|---------------------|

From

>> Please don't hesitate to make contact if you have any questions or

>> concerns. Thank you for your patience and co-operation!

>>  
>>  
>>  
>>

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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[REDACTED] een made.



[illegible]



[illegible]



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## Transactions

| Transaction Date                                        | Posting Date | Description                             | Reference Number | Account Number | Amount    | Total              |
|---------------------------------------------------------|--------------|-----------------------------------------|------------------|----------------|-----------|--------------------|
| <b>Payments and Other Credits</b>                       |              |                                         |                  |                |           |                    |
| 09/24                                                   | 09/25        | STEAMSHIP AUTHORITY/MAIL                | 8269             |                | -33.00    |                    |
| 10/01                                                   | 10/01        | BA ELECTRONIC PAYMENT                   | 3575             |                | -1,605.09 |                    |
| <b>TOTAL PAYMENTS AND OTHER CREDITS FOR THIS PERIOD</b> |              |                                         |                  |                |           | <b>-\$1,638.09</b> |
| 09/07                                                   | 09/08        |                                         | 6833             |                | 12.99     |                    |
| 09/07                                                   | 09/08        |                                         | 4881             |                | 167.85    |                    |
| 09/07                                                   | 09/08        |                                         | 4486             |                | 126.00    |                    |
| 09/07                                                   | 09/08        |                                         | 7281             |                | 106.00    |                    |
| 09/08                                                   | 09/09        |                                         | 2559             |                | 108.24    |                    |
| 09/13                                                   | 09/15        |                                         | 3143             |                | 10.00     |                    |
| 09/14                                                   | 09/15        |                                         | 4299             |                | 30.10     |                    |
| 09/14                                                   | 09/15        |                                         | 6488             |                | 13.66     |                    |
| 09/15                                                   | 09/16        |                                         | 6886             |                | 91.16     |                    |
| 09/15                                                   | 09/16        |                                         | 0086             |                | 308.75    |                    |
| 09/15                                                   | 09/16        |                                         | 0723             |                | 149.00    |                    |
| 09/21                                                   | 09/22        |                                         | 4233             |                | 16.56     |                    |
| 09/24                                                   | 09/25        |                                         | 2559             |                | 39.99     |                    |
| 09/26                                                   | 09/27        |                                         | 1424             |                | 50.24     |                    |
| 09/28                                                   | 09/29        |                                         | 1203             |                | 57.23     |                    |
| 09/29                                                   | 09/30        |                                         | 8630             |                | 318.47    |                    |
| 09/29                                                   | 09/30        |                                         | 9089             |                | 165.49    |                    |
| 09/30                                                   | 10/01        |                                         | 7152             |                | 155.25    |                    |
| 09/30                                                   | 10/01        |                                         | 0305             |                | 40.90     |                    |
| 09/29                                                   | 10/02        |                                         | 2981             |                | 169.99    |                    |
| 09/30                                                   | 10/02        |                                         | 6954             |                | 159.35    |                    |
| 10/01                                                   | 10/02        |                                         | 7645             |                | 201.25    |                    |
| 10/05                                                   | 10/06        |                                         | 5400             |                | 48.88     |                    |
| 10/05                                                   | 10/06        |                                         | 9600             |                | 200.00    |                    |
| <b>TOTAL INTEREST CHARGED FOR THIS PERIOD</b>           |              |                                         |                  |                |           | <b>\$2,747.35</b>  |
| <b>Interest Charged</b>                                 |              |                                         |                  |                |           |                    |
| 10/07                                                   | 10/07        | INTEREST CHARGED ON PURCHASES           |                  |                | 0.00      |                    |
| 10/07                                                   | 10/07        | INTEREST CHARGED ON BALANCE TRANSFERS   |                  |                | 0.00      |                    |
| 10/07                                                   | 10/07        | INTEREST CHARGED ON DIR DEP&CHK CASHADV |                  |                | 0.00      |                    |
| 10/07                                                   | 10/07        | INTEREST CHARGED ON BANK CASH ADVANCES  |                  |                | 0.00      |                    |
| <b>TOTAL INTEREST CHARGED FOR THIS PERIOD</b>           |              |                                         |                  |                |           | <b>\$0.00</b>      |

| 2021 Totals Year-to-Date       |        |
|--------------------------------|--------|
| Total fees charged in 2021     | \$0.00 |
| Total interest charged in 2021 | \$0.00 |



78 Main Street  
PO Box 1069  
Edgartown, MA 02539

## Statement Ending 10/29/2021

Page 1 of 6

### Managing Your Accounts



Phone

(508) 627-4266



Phone Service  
Hours

Mon - Fri 7:30 AM - 6:30 PM  
Sat 8:00 AM - 1:00 PM  
Eastern Time



Online

www.mvbank.com

### Summary of Accounts

Account Type

\$16,903.63

### Basic Checking - XXXXXXXX

#### Account Summary

| Date       | Description             | Amount       | Description     | Amount      |
|------------|-------------------------|--------------|-----------------|-------------|
| 10/01/2021 | Beginning Balance       | \$18,932.57  | Average Balance | \$19,908.66 |
|            | 3 Credit(s) This Period | \$8,241.66   |                 |             |
|            | 45 Debit(s) This Period | -\$10,270.60 |                 |             |
| 10/29/2021 | Ending Balance          | \$16,903.63  |                 |             |

#### Account Activity

| Post Date  | Description       | Debits     | Credits  | Balance     |
|------------|-------------------|------------|----------|-------------|
| 10/01/2021 | Beginning Balance |            |          | \$18,932.57 |
| 10/01/2021 |                   |            | \$791.66 | \$19,724.23 |
| 10/01/2021 |                   | \$47.01    |          | \$19,677.22 |
| 10/01/2021 |                   | \$47.62    |          | \$19,629.60 |
| 10/01/2021 |                   | \$29.70    |          | \$19,599.90 |
| 10/01/2021 |                   | \$152.90   |          | \$19,447.00 |
| 10/01/2021 |                   | \$480.26   |          | \$18,966.74 |
| 10/01/2021 |                   | \$1,160.00 |          | \$17,806.74 |
| 10/01/2021 |                   | \$1,605.09 |          | \$16,201.65 |
| 10/02/2021 |                   | \$93.00    |          | \$16,108.65 |
| 10/02/2021 |                   | \$155.10   |          | \$15,953.55 |

Member FDIC Member DIF



|                                |    |           |                              |
|--------------------------------|----|-----------|------------------------------|
| a. Capitalized cost reduction  | \$ | N/A       | b. Amount to be paid in cash |
| b. First month payment         | \$ | N/A       |                              |
| c. Lease scheduled payment     | \$ | 75.00     |                              |
| d. Refundable security deposit | \$ | 95.00     |                              |
| e. Title fees                  | \$ | 255.00    |                              |
| f. Registration fees           | \$ | 199.00    |                              |
| g. Residual fee                | \$ | N/A       |                              |
| h. Doc fee                     | \$ | N/A       |                              |
| i. N/A                         | \$ | N/A       |                              |
| j. N/A                         | \$ | 13,497.20 | d. Total                     |
| k. Total                       | \$ | 13,497.20 |                              |

7. Your scheduled payment is determined as shown below:

|                                                                                                                                                                                                                       |      |           |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|-----------|
| a. Gross capitalized cost. The agreed upon value of the vehicle is \$50,515.00. Add any fees you pay for over the lease term such as vehicle contracts, discounts, and any outstanding prior credit or lease balance. | \$   | 50,515.00 |
| b. Capitalized cost reduction. The amount of any net trade-in allowance, rebates, sign-on credit, or cash you pay that reduces the gross capitalized cost.                                                            | - \$ | 12,192.24 |
| c. Adjusted capitalized cost. The amount used in calculating your lease scheduled payment.                                                                                                                            | = \$ | 38,322.76 |
| d. Residual value. The value of the vehicle at the end of the lease used in calculating your lease scheduled payment.                                                                                                 | - \$ | 26,327.60 |
| e. Depreciation and any amortized amounts. The amount charged for the vehicle's decline in value through normal use and for other items paid over the lease term.                                                     | = \$ | 11,995.16 |
| f. Rent charge. The amount charged in addition to the depreciation and any amortized amounts.                                                                                                                         | = \$ | 6,989.26  |
| g. Total of lease scheduled payment(s). The depreciation and any amortized amounts plus the rent charge.                                                                                                              | = \$ | 18,984.42 |
| h. Lease payments. The number of payments in your lease.                                                                                                                                                              | = \$ | 42        |
| i. Lease scheduled payment                                                                                                                                                                                            | = \$ | 452.01    |
| j. Sales tax (estimated)                                                                                                                                                                                              | = \$ | 28.25     |
| k. N/A                                                                                                                                                                                                                | = \$ | N/A       |
| l. Total scheduled payment                                                                                                                                                                                            | = \$ | 480.26    |

8. Excessive Mileage. The charge if you end this lease early. The charge may be up to several thousand dollars. The actual charge is based on our standards for normal use and for mileage in excess of 12,000 miles per year.

9. Purchase Option. The amount you must pay to buy the vehicle at the end of the lease term for \$26,327.60 plus applicable taxes.

10. Other Important Terms. See your lease documents for additional information on early termination, purchase options and maintenance responsibilities, warranties, late and default charges, and insurance.

The applies if you signed this lease in Oregon: Consumer Paper

SEE THE OTHER PAGES OF THIS LEASE FOR OTHER IMPORTANT AGREEMENTS INVOLVING A TRANSFER OF YOUR INTEREST.

|              |           |           |
|--------------|-----------|-----------|
| Nov 03, 2021 | -260.00   | 19,842.24 |
| Nov 02, 2021 | -2,714.35 | 20,102.24 |
| Nov 02, 2021 | -480.26   | 22,816.59 |
| Nov 02, 2021 | -19.35    | 23,296.85 |
| Nov 02, 2021 | -76.50    | 23,316.20 |
| Nov 02, 2021 | -34.55    | 23,392.70 |
| Nov 02, 2021 | -20.12    | 23,427.25 |
| Nov 02, 2021 | -27.31    | 23,447.37 |
| Nov 02, 2021 | -54.58    | 23,474.68 |
| Nov 02, 2021 | -200.00   | 23,529.26 |
| Nov 02, 2021 | 791.66    | 23,729.26 |
| Nov 02, 2021 | 6,500.00  | 22,937.60 |
| Nov 01, 2021 | -1,900.00 | 16,437.60 |
| Nov 01, 2021 | -152.90   | 18,337.60 |
| Nov 01, 2021 | -4.99     | 18,490.50 |
| Nov 01, 2021 | -41.14    | 18,495.49 |
| Nov 01, 2021 | 650.00    | 18,536.63 |
| Nov 01, 2021 | 1,000.00  | 17,886.63 |

More transactions



# QUIRK CHRYSLER DODGE JEEP RAM

830 Plain St | Marshfield, MA 02050 | Phone: 781-319-3000 | www.quirkcars.com

MPI customer states driving on the highway going 70mph and suddenly without warning speed dropped to 13 mph. pulled off highway and shut vehicle off for 10 mins. started it back up and was only able to go 13mph. no check engine lights or warning have been present. customer is charging vehicle on a regular basis. 1 60801 Original

| Labor    | Description                                                                                                                                       | Type | Amount |
|----------|---------------------------------------------------------------------------------------------------------------------------------------------------|------|--------|
| 21000638 | Transmission, Automatic - Replace - Replace Single Input - Electrically Variable Transmission (SI-EVT) with 3.6 liter engine (3 - Highly Skilled) | WPJ  |        |

| Part     | Description                    | Shp | Bin | Type | Retail | Price | Amount |
|----------|--------------------------------|-----|-----|------|--------|-------|--------|
| 07FF0150 | Coolant, Engine Drain and fill |     |     | WPJ  |        |       |        |

|            |           |   |        |     |  |  |  |
|------------|-----------|---|--------|-----|--|--|--|
| 68490840AA | .8MM PART | 1 | SP-ORD | WPJ |  |  |  |
|------------|-----------|---|--------|-----|--|--|--|

|            |         |  |  |             |  |  |      |
|------------|---------|--|--|-------------|--|--|------|
| Technician | 60350 - |  |  | Parts Total |  |  | 0.00 |
|------------|---------|--|--|-------------|--|--|------|

|       |                                                                                                                                |  |  |             |  |  |      |
|-------|--------------------------------------------------------------------------------------------------------------------------------|--|--|-------------|--|--|------|
| Cause | check codes, see report, perform power down procedure, diag for active code p0a2d-00 drive motor A temp sensor A circuit high. |  |  | Labor Total |  |  | 0.00 |
|-------|--------------------------------------------------------------------------------------------------------------------------------|--|--|-------------|--|--|------|

|  |                                                                                                                                                   |  |  |               |  |  |      |
|--|---------------------------------------------------------------------------------------------------------------------------------------------------|--|--|---------------|--|--|------|
|  | check for resistance between pin 1and 6 on transmission side, open circuit. diag results are to replace transmission. perform power up procedure. |  |  | Request Total |  |  | 0.00 |
|--|---------------------------------------------------------------------------------------------------------------------------------------------------|--|--|---------------|--|--|------|

Correction Performed power down procedure removed power inverter module and front cross member replaced trans assembly reassembled performed loss of isolation test powered vehicle back up bleed coolant for battery pack road tested

| Request | Description                  | Job | CSR   | Status   |
|---------|------------------------------|-----|-------|----------|
| RECALL  | Y50 - 2021 RU Power Liftgate | 2   | 60801 | Original |

| Labor    | Description                                                                                                                  | Type | Amount |
|----------|------------------------------------------------------------------------------------------------------------------------------|------|--------|
| 18Y50182 | Customer Satisfaction Notification Y50 - Power Liftgate - Reprogram Reprogram Power Liftgate Module (PLGM) (0 - Low Skilled) | WPJ  |        |

|            |         |  |             |      |
|------------|---------|--|-------------|------|
| Technician | 60350 - |  | Parts Total | 0.00 |
|------------|---------|--|-------------|------|

|       |                                                                                                     |  |             |      |
|-------|-----------------------------------------------------------------------------------------------------|--|-------------|------|
| Cause | peerform y50 recall. checvk for updates, plgm is up to date, check calibration, plgm is calibrated. |  | Labor Total | 0.00 |
|-------|-----------------------------------------------------------------------------------------------------|--|-------------|------|

|  |                             |  |               |      |
|--|-----------------------------|--|---------------|------|
|  | recall previously performed |  | Request Total | 0.00 |
|--|-----------------------------|--|---------------|------|

#### TEXTING DISCLAIMER:

By providing this information you consent to receive text messages from the dealer group Quirk Auto Dealers. Standard text messaging and data rates may apply.

#### EXCLUSION OF WARRANTIES

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

#### "LIMITED LABOR WARRANTY"

The repair facility guarantees the labor used in performing the repairs listed on this repair order for a period of 90 days or 4,000 miles (whichever comes first) from the date such repairs were completed. If our repair or replacement falls in normal service within that period, we'll fix it free of charge parts and labor.

#### DISPOSAL OF HAZARDOUS WASTE

The State Law requires that all hazardous waste (Oil, Solvents, Anti-Freeze, etc.) must be disposed of by a licensed contractor in an environmentally safe manner. Any charges for disposal or hazardous waste reflects our conformity to state law in addition to our concern for the preservation of the environment.

Customer Signature: \_\_\_\_\_

Date: \_\_\_\_\_



# QUIRK CHRYSLER DODGE JEEP RAM

830 Plain St | Marshfield, MA 02050 | Phone: 781-319-3000 | [www.quirkcars.com](http://www.quirkcars.com)

Schedule your next service appointment using the Quirk Service App! Download from the Play Store or App Store today!

|                      |             |
|----------------------|-------------|
| Labor                | 0.00        |
| Parts                | 0.00        |
| Supplies             | 0.00        |
| <b>SUB-TOTAL</b>     | <b>0.00</b> |
| Tax                  | 0.00        |
| <b>TOTAL INVOICE</b> | <b>0.00</b> |

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Customer Signature: \_\_\_\_\_

Date: \_\_\_\_\_

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the 1990s, the incidence of *S. flexneri* has increased in the United Kingdom [10]. In the United States, *S. flexneri* has been reported as the most common serotype in children with acute bacterial dysentery [11]. In the United Kingdom, *S. flexneri* has been reported as the most common serotype in children with acute bacterial dysentery [12].

There is a paucity of data on the epidemiology of *S. flexneri* in the United Kingdom. In 1990, 10 cases of *S. flexneri* were reported to the Communicable Disease Surveillance Centre (CDSC) [13]. In 1991, 15 cases were reported [14]. In 1992, 18 cases were reported [15]. In 1993, 22 cases were reported [16]. In 1994, 25 cases were reported [17]. In 1995, 28 cases were reported [18].

In 1996, 30 cases were reported [19]. In 1997, 32 cases were reported [20]. In 1998, 34 cases were reported [21]. In 1999, 36 cases were reported [22]. In 2000, 38 cases were reported [23]. In 2001, 40 cases were reported [24]. In 2002, 42 cases were reported [25]. In 2003, 44 cases were reported [26]. In 2004, 46 cases were reported [27].

In 2005, 48 cases were reported [28]. In 2006, 50 cases were reported [29]. In 2007, 52 cases were reported [30]. In 2008, 54 cases were reported [31]. In 2009, 56 cases were reported [32]. In 2010, 58 cases were reported [33]. In 2011, 60 cases were reported [34]. In 2012, 62 cases were reported [35].

In 2013, 64 cases were reported [36]. In 2014, 66 cases were reported [37]. In 2015, 68 cases were reported [38]. In 2016, 70 cases were reported [39]. In 2017, 72 cases were reported [40]. In 2018, 74 cases were reported [41]. In 2019, 76 cases were reported [42].

In 2020, 78 cases were reported [43]. In 2021, 80 cases were reported [44]. In 2022, 82 cases were reported [45]. In 2023, 84 cases were reported [46]. In 2024, 86 cases were reported [47].

In 2025, 88 cases were reported [48]. In 2026, 90 cases were reported [49]. In 2027, 92 cases were reported [50]. In 2028, 94 cases were reported [51]. In 2029, 96 cases were reported [52].

In 2030, 98 cases were reported [53]. In 2031, 100 cases were reported [54]. In 2032, 102 cases were reported [55]. In 2033, 104 cases were reported [56]. In 2034, 106 cases were reported [57].

In 2035, 108 cases were reported [58]. In 2036, 110 cases were reported [59]. In 2037, 112 cases were reported [60]. In 2038, 114 cases were reported [61]. In 2039, 116 cases were reported [62].

In 2040, 118 cases were reported [63].

|             |            |
|-------------|------------|
| <b>Date</b> | 10/30/2021 |
|-------------|------------|

Sincerely,

## The Chrysler Brand

To view the Chrysler Privacy Policy, visit

[https://www.chrysler.com/crossbrand\\_us/privacy](https://www.chrysler.com/crossbrand_us/privacy)

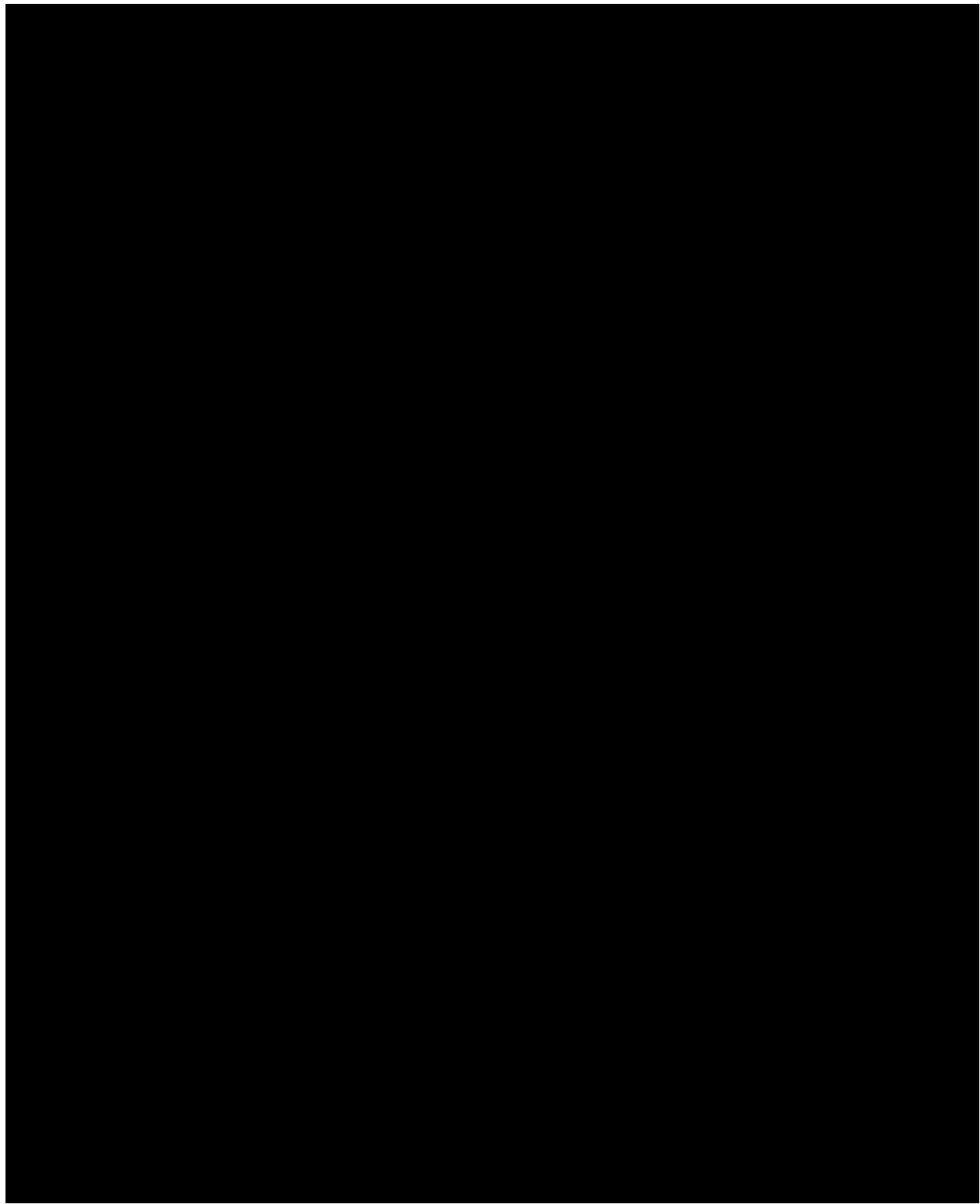
reference number 80953412.

|      |            |
|------|------------|
| Date | 11/04/2021 |
|------|------------|

Subject

| Sent Date/Time         | From | To  | Subject |
|------------------------|------|-----|---------|
| 11/11/2019 11:56:11 AM | ...  | ... | ...     |

11/04/2021 16:27 PM







Hello,

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]



Hello,  
No new

\_\_\_\_\_

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\_\_\_\_\_

[illegible]

12/29/2021 19:26 PM

[REDACTED]

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[REDACTED]

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[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]



No current ETA but our expediting team is working to get the part in as soon as we can,

Thank you,

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[illegible]



The image shows a horizontal bar chart with 15 rows. Each row consists of a black bar and a text label to its right. The bars vary in length, with the longest bar in the second row and the shortest in the eighth row. The text labels are mostly illegible due to blurring.

[illegible]

> Thank you.

[REDACTED]

[REDACTED]

[REDACTED]

> have had with the vehicle I have to pay a portion of the tow bill because

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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>>> To: uscustomercare@fcagroup.com

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