



Administered by NCDS

California Dispute Settlement Program

12400 Coit Road, Suite 1230

Dallas, TX 75251

(800) 777-8119

(972) 807-3907

Fax: (972) 807-9919

September 1, 2022

[REDACTED]
[REDACTED]
Sun Valley, CA [REDACTED]

FCA US LLC
Regulatory Affairs
26001 Lawrence Avenue
CIMS: [REDACTED]
Center Line, MI 48015

RE: CASE # [REDACTED] **VIN#** [REDACTED]

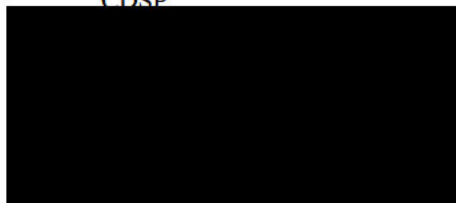
Dear Parties:

The above referenced case has been placed on the agenda for review of the Board's meeting on [REDACTED], based solely on documents. If either party has any further documentation, including ALL SERVICE RECORDS, it must be received by CDSP at the above address no later than **September 22, 2022**, in order to be considered by the Board.

Finally, the Board may decide to have your vehicle inspected by an ASE Independent Technical Inspector, if so, he will be contacting you shortly to arrange for the inspection. In the event the Customer does not want the vehicle inspected, please put into writing to CDSP the specific reasons why within five (5) days of receipt of this letter.

Sincerely,

CDSP



Alexis Young
Case Administrator
ayoung@ncdsusa.org
(972) 942-0151

cc: Board Members

**Arbitrator Bio
for
Mark T. Risner**

EDUCATION

1995
Juris Doctorate
University of Tulsa
Tulsa, California

1992
M.Pl. Urban and Regional Planning
University of Southern California
Los Angeles, California

1990
B.A. History
University of Southern California
Los Angeles, California

PROFESSIONAL EXPERIENCE

2002-Present

Law Offices of Mark T. Risner
Irvine, California

Representation of defendant and/or plaintiff in general labor and employment contract negotiation, deposition, evaluation conferences, law and motion matters, settlement and litigation. Additional areas: Wrongful Termination, ERISA, Disability, and Personal Injury

2003-Present

Adjunct Professor
University of Redlands School of Business
Santa Ana, California
Teach Business Law in the MBA program

NCDS Auto Warranty Arbitrator Training - 2007 to present (attend TX training program every other year)

Serve as arbitrator in auto warranty disputes, issuing rulings following the Magnuson-Moss Warranty Act

CDSP CA State Specific Auto Warranty Arbitrator Training - 2008 to present (attend CA specific training program yearly)

Serve as arbitrator for California certified programs, issuing rulings following Title 16, Song Beverly and the Magnuson-Moss Warranty Act

2000-Present

Arbitrator
Better Business Bureau
Serve as arbitrator in auto warranty disputes, issuing rulings following the regulations of BBB Autoline program

1999-2004

Instructor
Learning Tree University - Irvine, California
Teach continuing education for Human Resources professionals
Employment Laws and HR Regulations

1999-2001

On-Call Counsel

Lawyers on Call

Tustin, California

Served as on-call counsel making special appearances for case management conferences, status conferences, and miscellaneous discovery motions.

1998-2001

Seguin, Paul & Risner

Irvine, California

Representation of defendant and/or plaintiff in general civil litigation, depositions, evaluation conferences, and law and motion matters.

Awards Received

American Jurisprudence Award

Professional Responsibility

Professional Memberships

District of Columbia Bar - Admitted 1999

Los Angeles County Bar Association - Joined 1998

US District Courts, Central District of California - Admitted 1997

Southern District of California - Admitted 1997

State Bar of California - Admitted 1996

Community Involvement

- Toastmasters International, Lake Forest, California
- Won Best Evaluator (2002, 2003)
- Earned ATM Bronze (2002)
- Served as Chapter President (2002)
- Earned CTM Certification (2001)
- Served as Treasurer (2001)
- Served as Sergeant at Arms (1999)

**Arbitrator Bio
for
Raoul Renaud**

EDUCATION

University of Santa Clara Law School, J.D.
University of California, Los Angeles, B.A., political science

EXPERIENCE CONDUCTING HEARINGS/RESOLVING DISPUTES

**National Center for Dispute Settlement (NCDS)/California Dispute Settlement Program (CDSP)
July, 2018 – Present**

Arbitrator in motor vehicle warranty disputes pursuant to programs administered by NCDS and CDSP.

California Energy Commission, Hearing Officer, June, 2007 – November, 2016

California State Lottery, Deputy General Counsel, December, 2006 - June, 2007

Vision Service Plan, Senior Counsel, 1999 - 2006

California Dental Association, Senior Counsel, 1992 - 1999

American Arbitration Association, Construction Defect Arbitrator, 1989 – 1992

Litigation Attorney 1980 – 1990: Represented clients in approximately 50 civil arbitration proceedings.

VEHICLE WARRANTY ARBITRATOR TRAINING: National Center for Dispute Settlement: 2018 – present; California Dispute Settlement Program: 2018 - present.

ATTORNEY LICENSE STATUS: State Bar of California, license no. 87629, 1979 – 2016 (now inactive)

**Arbitrator Bio
for
Ernest L. Bishop**

CURRENT:

Retired; inactive member of California State Bar Association

PAST EXPERIENCE:

Of Counsel to Criste, Pippin & Golds, LLC

June 2000 to December 2004

Provided consulting services related to residential development projects, business litigation and commercial projects

Enron Engineering & Construction Company

Houston, TX

August 2000 to December 2001

General Manager Commercial Services - recruited to manage Enron Engineering & Construction Company's Commercial Services Department for ENRON's power plant development projects.

Raytheon Engineers & Constructors, Inc.

Cambridge, MA

1993 - 2000

Assistant General Counsel - primary responsibilities consisted of the preparation and negotiation of engineering, procurement and construction contracts and the resolution of construction claim disputes through mediation and arbitration for offices in Houston, TX; Cambridge, MA; and The Netherlands.

Ebasco Services Incorporated, Santa Ana, CA

1987 - 1993

Associate General Counsel - Responsible for all legal matters in 16 states

Bottled Water Division, Beatrice Companies, Inc., Monterey Park, CA

1986 - 1987

Vice President/Legal/Administration

Smith Tool, Irvine, CA

1977 - 1986

Vice President/Legal/Administration

EDUCATION:

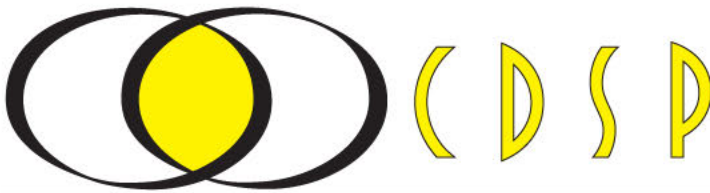
B.A., Political Science, UCLA

J..D., UCLA (Managing Editor, UCLA Law Review)

Auto warranty arbitrator training:

NCDS June 2011 to present

CDSP 2011 to present



Administered by NCDS

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(972) 807-3907

Fax: (972) 807-9919

September 1, 2022

[REDACTED]
[REDACTED]
Sun Valley, CA [REDACTED]

RE: CASE # [REDACTED]

Dear [REDACTED]:

This letter confirms that you decided to have your dispute decided through the California Settlement Dispute Program ("CDSP") documents only process. Accordingly, CDSP has assigned an arbitration panel, will advise you of the final document submission deadline, and the date that the board will review the dispute shortly.

You should be familiar with the law and forward any additional relevant evidence, including ALL SERVICE REPAIR RECORDS, to CDSP by the final document submission deadline.

CDSP will be responsible for monitoring the progress of this dispute and will be happy to answer any questions you may have about the arbitration process. You may contact your CDSP Case Administrator at the phone number and/or email noted below their signature.

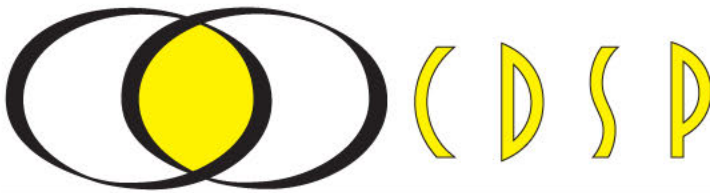
Sincerely,

CDSP

[REDACTED]

Alexis Young
Case Administrator
ayoung@ncdsusa.org
(972) 942-0151

cc: Manufacturer
Board Members



Administered by NCDS

California Dispute Settlement Program

12400 Coit Road, Suite 1230

Dallas, TX 75251

(800) 777-8119

(972) 807-3907

Fax: (972) 807-9919

August 31, 2022

[REDACTED]
Sun Valley, CA [REDACTED]

RE: CASE # [REDACTED]

Dear [REDACTED]

Your request for arbitration has been received. Your claim appears to meet the California Dispute Settlement Program parameters for eligibility and has been assigned the case number shown above. This process is regulated by the Federal Trade Commission (FTC) under the Magnuson-Moss Warranty Act and California law, which provides for the expedient resolution of Customer complaints. Under federal law, the California Dispute Settlement Program (CDSP) is required to close your case within forty (40) days of the date on this letter.

Enclosed are the "California Dispute Settlement Program Hearing Process Rules." Please review them carefully so that you are familiar with the process. You have the option of having an oral hearing (in person or via teleconference) or a "documents only" process (please see enclosed hearing process rules). If you choose to make an oral presentation and do not appear at the scheduled hearing, FCA will still be entitled to make their presentation. If you do not want to make an oral presentation, your dispute will be decided on the basis of the documents submitted by all parties. You do not need to be present at a "documents only" decision process.

Should you choose an oral hearing, a CDSP Case Administrator will be contacting you with the date, time and location of the hearing. Please be sure to inform the CDSP Case Administrator of your preferences at the time of scheduling; in the alternative, you may fax the attached "Hearing Process Selection" form to CDSP at (972) 807-9919. The form must be received within seven (7) days of the date of this letter.

A CDSP Mediation Specialist may also contact you prior to the hearing date in an effort to help you and FCA reach voluntary agreements to resolve your dispute. If you agree to a mediated settlement, the terms of the agreement will be put in writing and you will be asked to sign the mediation Settlement Agreement. Your case will then be closed after verification of performance. If you do not agree to any settlement offer, your dispute will be decided at your scheduled oral hearing or document review. You will receive a written decision by the Arbitrator(s) within ten (10) days after the oral hearing or document review. You may either accept or reject the decision. If you accept the decision, FCA will comply with the decision within thirty (30) days. If you reject the decision, your case will be closed and you may pursue any other legal remedies available to you.

If you have not done so already, please provide us with copies of all relevant repair orders, as well as a copy of your title, current registration or bill of sale or lease contract. Your participation in the CDSP does not relieve you of any obligation you have with the lender or leasing agent. CDSP will be responsible for monitoring the progress of this case and will be happy to answer any questions you may have about the arbitration process. You may call CDSP toll free at 888-300-6237.

Sincerely,

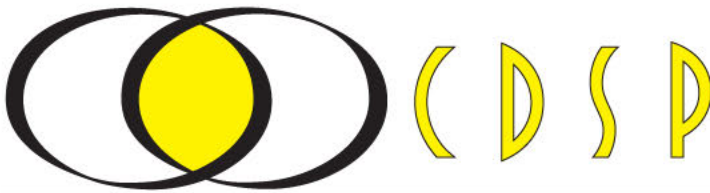
CDSP

[REDACTED]

Alexis Young
Case Administrator
ayoung@ncdsusa.org
(972) 942-0151

Enclosures: as noted

cc: Regulatory Affairs



Administered by NCDS

California Dispute Settlement Program

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Dallas, TX 75251

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(972) 807-3907

Fax: (972) 807-9919

August 31, 2022

FCA US LLC
26001 Lawrence Avenue
Center Line, MI 48015

RE: CASE # [REDACTED]

Dear Manufacturer:

Please complete a Manufacturer's Response Form and forward to the California Settlement Dispute Program ("CDSP") within ten (10) days from the date on this letter in order for it to be processed timely.

In addition, per CCR Section 3397.4(b) of the California Code of Regulations, the following are to be provided as part of the certified program parameters:

1. Relevant technical service bulletins for the same make/model and concern(s) being raised by the consumer;
2. Recall or parts replacement notices specific to the issues raised by the consumer;
3. U.S. Department of Transportation publications regarding the same make/model and concern(s) being raised by the consumer;
4. Manufacturer dealer repair records; and
5. Any other documents which the Manufacturer considers reasonable to provide.

It is essential to the decision-making process that all available information concerning each dispute be provided to the decision maker(s). As with any meeting, lack of participation by a concerned party deprives the process of information on which a reasoned decision can be made.

Thank you for your participation in the process.

Sincerely,

CDSP



Alexis Young
Case Administrator
ayoung@ncdsusa.org
(972) 942-0151

cc: Consumer

California Dispute Settlement Program

HEARING PROCESS SELECTION FORM

Sun Valley, CA _____

RE: CASE # _____

I. I elect to have my claim decided through *(please check one of the following)*:

_____ a "document only" process.

OR

_____ an oral hearing.

OR

_____ via teleconference call.

II. If you selected "oral hearing" above, please complete this Section; otherwise, please skip this Section.

I prefer to have my hearing held at *(please check one or more of the following)*:

_____ a site to be identified by the arbitrator other than

a dealership (eg. library, hotel, or other public conference facility).

OR

_____ my servicing FCA dealership, _____ alternate

dealership, if these facilities are available.

Your choice of hearing location does not impact either the outcome of the arbitration or how soon your case will be heard.

III. PLEASE NOTE: The hearing will be conducted in English. If you require an interpreter, it is your responsibility to arrange for an interpreter to attend the hearing with you.

Customer Signature

Please sign and fax this form to CDSP at **(586) 226-2559**. In the alternative, you may mail it to:

CDSP
12400 Coit Road
Suite 1230
Dallas, TX 75251

Thank you.

NCDS Claim Form

**YOU MUST CLICK THE "SUBMIT NEW CLAIM" BUTTON AT THE
BOTTOM OF THIS PAGE TO SUBMIT YOUR CLAIM**

Vehicle Information

How did you find the NCDS Dispute Settlement Program?

Internet Search

**Which Manufacturer Representatives, if any, have you worked with about your vehicle issues
(select all that apply)?**

Manufacturer Contact Center, Manufacturer Field Representative

VIN

Year Make Model

2020 Chrysler Pacifica

Owner/Representative Information

Owner Name

[REDACTED]

Owner/Representative Contact Information

Address

[REDACTED]

Sun Valley, CA [REDACTED]

Primary Phone

[REDACTED]

☒ Is Mobile Phone

Alternate Phone

☐ Is Mobile Phone

Email

[REDACTED]

Vehicle Details

Is this a leased vehicle?

No

What was the condition of the vehicle at the time of lease or purchase?

New

Which state was the vehicle leased or purchased?

CA

Which state is the vehicle currently registered?

CA

Is vehicle used by a business?

No

Has the vehicle been involved in an accident?

No

Did you receive a retiree, friends and family or other type of incentive to purchase or lease your vehicle?

No

Name(s) that appear on the vehicle title

[REDACTED]

Purchase Date

11/5/21 12:00 PM

Current Mileage

28099

Selling Dealer and Address

Monrovia Dodge Chrysler Jeep

Monrovia, CA

Primary Servicing Dealer

Glendale Dodge Chrysler Jeep

Glendale, CA

Issues

Primary Issue

Other -- Other (Main power Module)

Does the issue still exist? Yes

How many repair attempts have there been for this Concern? 5

Do you consider this a Serious Safety Concern? Yes

Repair History:

Repair Date	Dealership	Repair Order Number	Mileage
4/20/22 12:00 PM	Cerritos Dodge Chrysler Jeep		26073

Are there any other Concerns for which there have been repair attempts? No

How many total Repair Attempts have there been for ALL Concerns including the Primary Concern above? 5

How many Calendar Days have you been without your vehicle because the vehicle has been at the dealership for service for ALL Concerns? 86

Description of Complaint

Please provide a narrative which describes the problem(s) or concern(s) you are having with your vehicle.

My vehicle stalled while driving on the freeway twice and would not restart. The first time was on April 20, 2022 stalled, It was in the shop for about 62 days (from April 20 - June 2). Per Dealership in Cerritos Dodge Chrysler Jeep invoice: replace electric coolant heater and ground cable that attach to ECH broke. It stalled again while driving during peak hours at 5:00 PM on the freeway again on August 17, 2022. It would not restart. It is still in the shop. Per Glendale Dodge Chrysler Jeep Dealership Marvin: The Main power module (inverted module main tech assist needs to be replaced and is in back order 3-4 weeks).

Specific Arbitration Defect(s)

Please summarize the specific defect(s) you would like Arbitrator to address. Please be as succinct as possible.

My vehicle stalled twice on the freeway. It would not accelerate and slowed down while on the freeway. I was able to pull over to a safe spot and it would not restart. All lights including check engine light went off.

Vehicle Impairment

In your opinion, the concern(s) listed above represent a defect(s) that create a substantial impairment to the vehicle:

Use, Value, Safety

Resolution**Resolution Sought**

Repurchase

I am requesting the arbitrator award the buyback or refund of my vehicle pursuant to the terms of my State's Lemon Laws

Hearing Type requested

Documents Only Hearing

Are you represented by an attorney?

No

Please print a copy of this page for your records before you submit your claim. Once you submit your claim you will not be able to print this page.

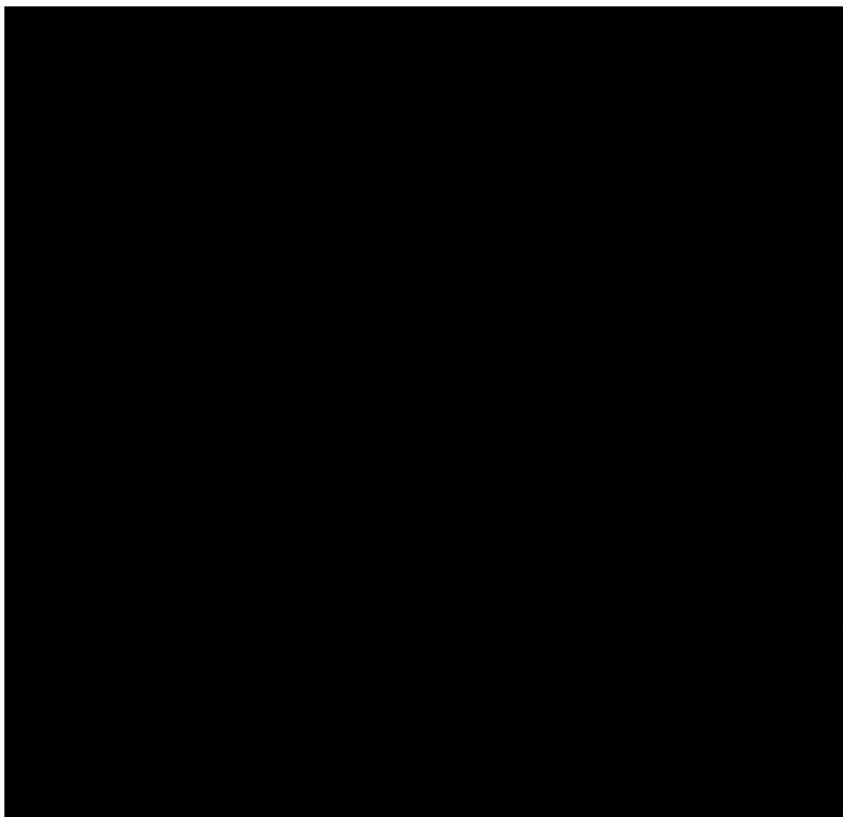
Attachments

Move Unprocessed Attachments To Case

< 1 >

Name

Processed

	Aug 31, 2022
	Aug 31, 2022
	Aug 31, 2022
	Aug 31, 2022
	Aug 31, 2022



1305 South Mountain Ave.
Monrovia, CA 91016
Phone: (626) 507-9500
B.A.R. #ARD 295993
E.P.A. CAL 000450036

Chrysler 800-992-1997

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR MARGARET	1071	TAG NO. 8361	INVOICE DATE 06/16/21	INVOICE NO. [REDACTED]
[REDACTED] [REDACTED] [REDACTED] SUN VALLEY, CA [REDACTED] [REDACTED] [REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 9,651	COLOR LXRY WHT PR	STOCK NO. M201205
	YEAR / MAKE / MODEL 20/CHRYSLER/PACIFICA/4DR WGN LTD FWD				DELIVERY DATE [REDACTED]
	VEHICLE ID NO. [REDACTED]				DELIVERY MILES 32
	F.T.E. NO.				SELLING DEALER NO. 200001
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED] 0		P.O. NO.		R.O. DATE 06/16/21
COMMENTS			MO: 9651		

JOB# 1 CHARGES-----	
LABOR-----	
J# 1 02CHZRT1	RAPID RESPONSE TRMTL TECH(S):1018 1082 WARRANTY
2019 RU 3RD ROW SUNSHADE WILL NOT CLOSE (RRT) EXCESS URETHANE FOUND ON REAR SUNSHADE GLASS. VERIFIED SUN SHADE OPERATION PER RRT.	
JOB# 1 TOTALS-----	
JOB# 1 JOURNAL PREFIX CHCS JOB# 1 TOTAL 0.00	
JOB# 2 CHARGES-----	
LABOR-----	
J# 2 02CHZRT2	RAPID RESPONSE TRMTL TECH(S):1018 1082 WARRANTY
2020 RU PHEV ELECTRONIC BRAKE BOOSTER MODULE EBBM (RRT) UPON INSPECTION FOUND EBBM SOFTWARE TO BE UP TO DATE.	
JOB# 2 TOTALS-----	
JOB# 2 JOURNAL PREFIX CHCS JOB# 2 TOTAL 0.00	
JOB# 3 CHARGES-----	
LABOR-----	
J# 3 52CHZ11	Indicator/Warning Li TECH(S):1082 0.00
Customer States the Forward Collision Warning FCW Active Bra king Offmessage is on display panel check and advise (Indica tor/Warning Lights Concern) VERIFIED CUSTOMER CONCERN. FOUND CODE C15D8-00 MISMATCH TIRE SIZE ACTIVE. PER STAR PUBLICATION S2123000026 ISSUE IS BEING INVESTIGATED BY ENGINEERING. NO REPAIR AVAILABLE AT THIS TIME.	
JOB# 3 TOTALS-----	
JOB# 3 JOURNAL PREFIX CHCS JOB# 3 TOTAL 0.00	
JOB# 4 CHARGES-----	
LABOR-----	
J# 4 01CHZMPI	MULTIPOINT INSP TECH(S):1082 INTERNAL
PERFORM MULTI-POINT INSPECTION PERFORMED MULTI-POINT INSPECTION	
JOB# 4 TOTALS-----	
JOB# 4 JOURNAL PREFIX CHCS JOB# 4 TOTAL 0.00	
JOB# 5 CHARGES-----	
LABOR-----	
J# 5 46CHZPSI	TIRE PRESSURE CHECK TECH(S):1082 INTERNAL
CALIFORNIA REQUIRED TIRE PRESSURE INSPECTION. INSPECT AND ADJUST TIRE PRESSURE FOR LEFT FRONT, RIGHT FRONT, LEFT BACK AND RIGHT BACK TIRES. SET TIRE PSI TO FACTORY SPECIFICATIONS.	

OUR HOURS ARE:
MONDAY THRU FRIDAY
7:00A.M. TO 6:00P.M.
SATURDAY
8:00A.M. TO 5:00P.M.
SUNDAY
CLOSED

THIS FORM IS AN ITEMIZED
LIST OF REPAIRS AND IS PART
OF A REPAIR ORDER. THIS
REPAIR ORDER CONTINUATION
IS SUBJECT TO ALL THE CON-
DITIONS OF THE ORIGINAL
REPAIR ORDER.

ALL PARTS ARE NEW UNLESS
OTHERWISE SPECIFIED.

THANK YOU FOR THIS OPPOR-
TUNITY TO SERVE YOU. IT IS
OUR AIM TO PERFORM ALL
THE REPAIRS REQUESTED ON
THIS REPAIR ORDER TO YOUR
COMPLETE SATISFACTION. IF
YOU HAVE ANY QUESTIONS,
PLEASE CONTACT YOUR SER-
VICE ADVISOR IMMEDIATELY.

NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON BACK



1305 South Mountain Ave.
Monrovia, CA 91016
Phone: (626) 507-9500
B.A.R. #ARD 295993
E.P.A. CAL 000450036

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR MARGARET	1071	TAG NO. 8361	INVOICE DATE 06/16/21	INVOICE NO. [REDACTED]
[REDACTED] [REDACTED] [REDACTED] SUN VALLEY, CA [REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 9,651	COLOR LXRY WHT PR	STOCK NO. M201205
	YEAR / MAKE / MODEL 20/CHRYSLER/PACIFICA/4DR WGN LTD FWD				DELIVERY DATE
	VEHICLE I.D. NO. [REDACTED]				DELIVERY MILES 32
	F.T.E. NO.				SELLING DEALER NO. 200001
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS		R.O. DATE 06/16/21	
MO: 9651					

JOB# 5 TOTALS-----

JOB# 5 JOURNAL PREFIX CHCS JOB# 5 TOTAL 0.00

ESTIMATE-----

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS-----

TAG NUMBER IS 8361

TOTALS-----

* [] CASH [] CHECK CK NO. [] *	TOTAL LABOR....	0.00
* [] VISA [] MASTERCARD [] DISCOVER *	TOTAL PARTS....	0.00
* [] AMER XPRESS [] OTHER [] CHARGE *	TOTAL SUBLET....	0.00
	TOTAL G.O.G....	0.00
	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00
	TOTAL INVOICE \$	0.00

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

DUPLICATE INVOICE *****

OUR HOURS ARE:
MONDAY THRU FRIDAY
7:00A.M. TO 6:00P.M.
SATURDAY
8:00A.M. TO 5:00P.M.
SUNDAY
CLOSED

THIS FORM IS AN ITEMIZED
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OTHERWISE SPECIFIED.

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THIS REPAIR ORDER TO YOUR
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YOU HAVE ANY QUESTIONS,
PLEASE CONTACT YOUR SER-
VICE ADVISOR IMMEDIATELY.

CC745960 Q (01/21)

NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON BACK

PAGE 2 OF 2

CUSTOMER COPY

[END OF INVOICE] 12:39pm

NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON BACK

The Reynolds and Reynolds Company ERM/TNIVE
SF711731 Q (11/20)

**GLENDALE DODGE CHRYSLER JEEP**

ELLIS FAMILY STORES

900 S. Brand Blvd. - Glendale, CA 91204
(818) 242-4161 Fax (818) 242-3200
www.ellisfamily.com

GLENDALE DODGE CHRYSLER JEEP

900 S. BRAND BLVD

GLENDALE, CA 91204

PH(818)242-4161 FAX(818-242-4162

BAR#ARD00220501 EPA# CAL000383239

[REDACTED] [REDACTED] SUN VALLEY, CA [REDACTED]		VEHICLE ID		MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
		[REDACTED]		7570	7612	04/26/21 07:29	05/03/21	[REDACTED]
		VEHICLE DESCRIPTION					TAG NO.	STATUS
2020 CHRYSLER PACIFICA H (CREAM)					04335		PARTIAL-COMPLETE-P	
CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS	
[REDACTED]	[REDACTED]						No Charge	
HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.			RO COMMENT	
[REDACTED]		[REDACTED]		HILBERT GHAZARIAN (424)				

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
------	---------	-----------	------	-------	------	--------

C + Continued

Concern Glendale Dodge- After completion of your vehicle, please return the rental by 10:00am the next day or YOU WILL BE RESPONSIBLE FOR ADDITIONAL RENTAL DAYS. The cost of insurance and additional days are the customers responsibility. Glendale Dodge is not responsible for any damage or fuel cost while vehicle is being rented.

Correction GLENDALE DODGE RENTAL-

Sublet Code	Vendor Name	PO# / Description
-------------	-------------	-------------------

#957

PO # [REDACTED]

Warranty Claim Type: W

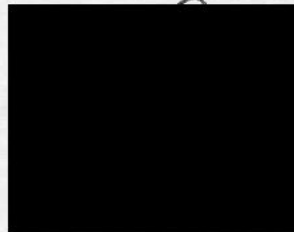
Authorization Code:

Service Cont No:

Totals

	Amount
Total Amount Due	\$0.00

PAID MAY 08 2021





GLENDALD DODGE CHRYSLER JEEP
ELLIS FAMILY STORES
 900 S. Brand Blvd. - Glendale, CA 91204
 (818) 242-4161 Fax (818) 242-3305
 www.glenalldodge.com



GLENDALD DODGE CHRYSLER JEEP
 900 S. BRAND BLVD
 GLENDALD, CA 91204
 PH(818)242-4161 FAX(818-242-4162
 BAR#ARD00220501 EPA# CAL000383239

[REDACTED]		VEHICLE ID		MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
[REDACTED]		[REDACTED]		7570	7612	04/26/21 07:29	05/03/21	[REDACTED]
SUN VALLEY, CA [REDACTED] 8		VEHICLE DESCRIPTION				TAG NO.	STATUS	
		2020 CHRYSLER PACIFICA H (CREAM)				04335	PARTIAL-COMPLETE-P	
CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS	
[REDACTED]	[REDACTED]						No Charge	
HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.			RO COMMENT	
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	HILBERT GHAZARIAN (424)				

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
------	---------	-----------	------	-------	------	--------

A Continued

Correction ACC active dtc C15D8-00-MISMATCH TIRE SIZE.last visit (03/10/2021) & RO #34547 searched dealer connect for tsb & star cases.no tsb & star case were available so performed diagnose used diagnostic procedure for dtc C15D8 & smae day (03/10/2021) orded ACC module.customer return the vehicle for replace the module (04/26/2021).searched dealer connect on (04/26/2021) found star case #S2123000026 (released on April 2021).reviwd & followed star case & attempted to clear dtc & test drive but ACC/FCW inop(ACC dtc C15D8 still active).removed & replaced ACC module & attempted to calibrate new module used witech & perform ACC DASM drive calibration but unable to calibrate new module.made star case #101900612 & send complete ASR to star center.star agent asked to update EEBM module & retry to calibrate new module.fahed EEBM to new part#68461813AB from part#68461813AA.performed ACC DASM drive calibration but unable to calibrate the new module.removed new module reinstalled old module.still ACC & FCW is inop.returned new module to parts department.reinstalled all removed components.advisor will notify customer the FCW & ACC still inop.we will wait until Chrysler find the solution for fix the FCW/ACC.asked for diagnose time.approved & signed by service maneger.star case 101900612 & S2123000026 printouts are attached to RO.

B 15 A07 Warranty

Concern THE CUSTOMER STATES THE CHECK ENGINE LIGHT IS ON ADVISE
 Cause HCP active dtc P0E15-00 - HYBRID-EV BATTERY PACK COOLANT HEATER A CONTROL PERFORMANCE.performed diagnose used diagnostic procedure.NO LOCAL INTERCONNECT NETWORK (LIN) BUS CIRCUIT FAILURE.NO CHECK FOR OTHER HIGH VOLTAGE RELATED DTCS.needs to replace ELECTRIC COOLANT HEATER.

Correction removed & replaced ELECTRIC COOLANT HEATER.filled coolant up.bleeded cooling systems.cleared dtc.verified repair.test drive ok.

Part Number	Description	Qty.
68237427AG	HEATER BATTE	1
68163848AB	ANTIFREEZCOOLA	1

C + 7001 A99 Warranty



GLENDAL Dodge CHRYSLER JEEP

ELLIS FAMILY STORES

900 S. Brand Blvd. - Glendale, CA 91204

(818) 242-4161 Fax (818) 242-3200

www.glen Dodge.com

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Jeep

GLENDAL Dodge CHRYSLER JEEP

900 S. BRAND BLVD

GLENDAL, CA 91204

PH(818)242-4161 FAX(818-242-4162

BAR#ARD00220501 EPA# CAL000383239

SUN VALLEY, CA		VEHICLE ID		MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
		[REDACTED]		7570	7612	04/26/21 07:29	05/03/21	[REDACTED]
		VEHICLE DESCRIPTION		TAG NO.		STATUS		
		2020 CHRYSLER PACIFICA H (CREAM)		04335		PARTIAL-COMPLETE-P		
CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS	
[REDACTED]	[REDACTED]						No Charge	
HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.			RO COMMENT	
[REDACTED]		[REDACTED]		HILBERT GHAZARIAN (424)				

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
A	08		A07		Warranty	

Concern CUSTOMER STATES FRONT COLLISION WARNING LIGHT COMES ON CHECK AND ADVISE. SOP HERE

Cause ACC active dtc C15D8-00-MISMATCH TIRE SIZE.last visit (03/10/2021) & RO #34547 searched dealer connect for tsb & star cases.no tsb & star case were available so performed diagnose used diagnostic procedure for dtc C15D8 & smae day (03/10/2021) orded ACC module.customer return the vehicle for replace the module (04/26/2021).searched dealer connect on (04/26/2021 found star case #S2123000026 (released on April 2021).reviwd & followed star case & attempted to clear dtc & test drive but ACC/FCW inop(ACC dtc C15D8 still active).removed & replaced ACC module & attempted to calibrate new module used witech & perform ACC DASM drive calibration but unable to calibrate new module.made star case #101900612 & send complete ASR to star center.star agent asked to update EEBM module & retry to calibrate new module.fahed EBBM to new part#68461813AB from part#68461813AA.performed ACC DASM drive calibration but unable to calibrate the new module.removed new module reinstalled old module.still ACC & FCW is inop.returned new module to parts department.reinstalled all removed components.advisor will notify customer the FCW & ACC still inop.we will wait until Chrysler find the solution for fix the FCW/ACC.asked for diagnose time.approved & signed by service maneger.star case 101900612 & S2123000026 printouts are attached to RO.

dale DCJF ALFA
818) 242-4161
S. BRAND BULD.
GLENDALE, CA 91204

MULTI-POINT INSPECTION

Customer Name

VIN Number

Phone

Vehicle Year/Model

Date

- Checked and OK
- Will need future attention
- Requires immediate attention
- Not applicable

VEHICLE CHECKUP

VEHICLE CHECKUP PLUS

Left Front

- Left Front Brakes
- Left Front Tire Tread Depth /32nds
- Oil Change Interval Indicator Reset
- Steering/Suspension
- Left Front Wiper
- Wiper Washer Fluid
- Left Front Brake Pads
- Left Front Tire Tread Depth /32nds
- Left Axle Boots
- Left Front Strut
- Battery Check
- Brake Fluid
- Power Steering Fluid
- Front Differential
- Diesel Exhaust Fluid
- Hoses
- Motor Oil
- Belts
- Engine Coolant
- Air Filter
- Headlamps
- Right Axle Boots

Right Front

- Right Front Wiper
- Cabin Air Filter
- Right Front Strut
- Right Front Brake Pads
- Right Front Tire Tread Depth /32nds

Left Rear

- Left Rear Brakes
- Left Rear Tire Tread Depth /32nds

Right Rear

- Right Rear Shock/Strut
- Right Rear Brakes
- Right Rear Tire Tread Depth /32nds

Center

- Spare Tire Tread Depth /32nds
- Rear Wiper
- Tailamps
- Rear Differential
- Transfer Case
- U-Joints
- Transmission Fluid
- Exhaust System

Notes:

Customer Number: [REDACTED]

Invoice No: [REDACTED]

CERRITOS DODGE CHRYSLER JEEP

18803 STUDEBAKER ROAD

CERRITOS, CALIFORNIA 90703

(562) 402-5335 * (800) 419-9968

Service Fax (562) 924-8275

www.cerritosdodge.com

BAR# ARD-110567 DEALER# 71 43012

EPA# CAD 981373178

FIVE STAR

Page 3 of 3

SUN VALLEY, CA [REDACTED]

Home: [REDACTED] Bus: [REDACTED]

Cell: [REDACTED]

Email: email [REDACTED] home [REDACTED]

ALL PARTS LISTED ARE NEW UNLESS OTHERWISE INDICATED.

SERVICE ADVISOR: **13171 FEDERICO B SUARE**

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/ OUT		TAG
LXRY WHT P	20	CHRYSLER PACIFICA				26073 / 26080		T8647
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE
30NOV20			15:18 20MAY22				CASH	07JUN22
R.O. OPENED		READY		OPTIONS: DLR:43012 ENG:3.6_Liter_PHEV				
16:28 20APR22		11:16 07JUN22						

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

ESTIMATE: 0.00

17MAY22 07:47 SA: 13171

CONTACT:

engine light on

REPAIR VERIFICATION

AS A VALUED CUSTOMER YOUR SATISFACTION IS OUR
GUARANTEE THAT YOUR VEHICLE REPAIRS ARE
INSPECTED FOR QUALITY ASSURANCE BY OUR
CHRYSLER MASTER CERTIFIED TECHNICIANS.
NOW YOU CAN SET A SERVICE APPOINTMENT
ON THE WEB 24/7 AT www.cerritosdodge.com

R.O.# [REDACTED]

VIN#: [REDACTED]

SERVICE HOURS		ORIGINAL ESTIMATE	REVISED ESTIMATE	DESCRIPTION	TOTALS
MON THROUGH FRI 7:00 A.M. TO 7:00 P.M.		\$	\$	LABOR AMOUNT	\$ 0.00
SATURDAY 7:00 A.M. TO 7:00 P.M.				PARTS AMOUNT	\$ 0.00
SUNDAY 8:00 A.M. TO 4:00 P.M.		I acknowledge notice and oral approval of an increase in the original estimated price.		GAS, OIL, LUBE	\$ 0.00
Notice To Consumer: Please Read Important Information On Back.  RECYCLE USED OIL WE ARE YOUR OIL RECYCLING CENTER  				SUBLET AMOUNT	\$ 750.00
		MISC. CHARGES	\$ 0.00		
		TOTAL CHARGES	\$ 750.00		
		LESS INS./ADJ.	\$ 0.00		
		SALES TAX	\$ 0.00		
		CUSTOMER SIGNATURE		PLEASE PAY THIS AMOUNT	\$ 750.00

**FIVE STAR****Customer Copy**

Customer Number [REDACTED] 6

Invoice No [REDACTED]

INVOICE

CERRITOS DODGE CHRYSLER JEEP

18803 STUDEBAKER ROAD

CERRITOS, CALIFORNIA 90703

(562) 402-5335 * (800) 419-9968

Service Fax (562) 924-8275

www.cerritosdodge.com

BAR# ARD-110567 DEALER# 71 43012

EPA# CAD 981373178

FIVE STAR

Page 1 of 3

SUN VALLEY, CA [REDACTED]

Home [REDACTED] Bus: [REDACTED]

Cell: [REDACTED]

Email: email [REDACTED]

ALL PARTS LISTED ARE NEW UNLESS OTHERWISE INDICATED.

SERVICE ADVISOR: 13171 FEDERICO B SUARE

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/ OUT		TAG
LXRY WHT P	20	CHRYSLER PACIFICA				26073 / 26080		T8647
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	
30NOV20			15:18 20MAY22			CASH	07JUN22	
R.O. OPENED		READY		OPTIONS: DLR:43012 ENG:3.6_Liter_PHEV				
16:28 20APR22		11:16 07JUN22						

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

B Engine Mechanical Concern [CUSTOMER STATES CHECK ENGINE LIGHT IS ON.
CHECK AND ADVISE.]

CAUSE: F

500 ENGINE

13214 WC

1 68438720AA HEATER-ELECTRIC COOLANT

(N/C)

CASE#82871393 NO ETA

(N/C)

1 68163848AB ANTIFREEZE-COOLANT

(N/C)

5 6504135 RETAINER-PUSH IN

(N/C)

1 68239599AC STRAP-GROUND

(N/C)

ETA 7/3

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

26080 verify customer concern check engine light is on with active code p0e15-00 hybrid ev battery pack coolant heater A performance . verified cooling system had no issues , leaks / blockages / kinks . and was coolant was full . under HCP data looked up date for HV coolant heater status and found status LOCKED PERMANENT . if found to be locked permanent replacement of electric coolant heater is necessary . replaced coolant heater, during replacement of coolant heater ground cable that attaches to ECH broke . necessary to replace ground cable also . bled cooling system cleared all codes and road test to verify repair

C Multi-point inspection (according to maintenance interval)

IGEN PERFORM A COMPLIMENTARY MULTI-POINT

INSPECTION AND REPORT FINDINGS TO THE

ASSIGNED SERVICE ADVISOR

13214 INT

(N/C)

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

26080 perform multi point inspection

D Check Tire Pressure

TIS CHECK, INFLATE AND RECORD EACH TIRE TO THE

VEHICLE MANUFACTURER'S RECOMMENDED TIRE

SERVICE HOURS		ORIGINAL ESTIMATE	REVISED ESTIMATE	DESCRIPTION	TOTALS	
MON THROUGH FRI 7:00 A.M. TO 7:00 P.M.		\$	\$	LABOR AMOUNT		
SATURDAY 7:00 A.M. TO 7:00 P.M.				PARTS AMOUNT		
SUNDAY 8:00 A.M. TO 4:00 P.M.		I acknowledge notice and oral approval of an increase in the original estimated price.		GAS, OIL, LUBE		
Notice To Consumer: Please Read Important Information On Back.  FIVE STAR  		X _____		CUSTOMER SIGNATURE	SUBLET AMOUNT	
		"HAZARDOUS WASTE MANAGEMENT" which includes such items as engine oil, automatic transmission fluid, antifreeze, differential fluid, filters, batteries, etc. will be charged as a separate charge if removed in the servicing of your vehicle.		MISC. CHARGES		
				TOTAL CHARGES		
				LESS INS./ADJ.		
				SALES TAX		
		CUSTOMER SIGNATURE		PLEASE PAY THIS AMOUNT		

Customer Copy

Customer Number

Invoice Number

CERRITOS DODGE CHRYSLER JEEP

18803 STUDEBAKER ROAD

CERRITOS, CALIFORNIA 90703

(562) 402-5335 * (800) 419-9968

Service Fax (562) 924-8275

www.cerritosdodge.com

BAR# ARD-110567 DEALER# 71 43012

EPA# CAD 981373178

FIVE STAR

Page 2 of 3

SUN VALLEY, CA

Home:

Email:

Cell:

ALL PARTS LISTED ARE NEW UNLESS OTHERWISE INDICATED.

SERVICE ADVISOR: **13171 FEDERICO B SUARE**

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
LXRY WHT P	20	CHRYSLER PACIFICA			26073 / 26080	T8647	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30NOV20			15:18 20MAY22			CASH	07JUN22

R.O. OPENED	READY	OPTIONS: DLR:43012 ENG:3.6_Liter_PHEV
16:28 20APR22	11:16 07JUN22	

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

PRESSURE RATING. MEASURE TREAD DEPTH AND
DOCUMENT READINGS

13214 INT

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

26080 tires set to 36 psi

E ***** PLEASE HAVE CAR WASHED AFTER SERVICE.*****

WASH ***** PLEASE HAVE CAR WASHED AFTER
SERVICE.*****

13214 INT

(N/C)

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

F ENTERPRISE RENT A CAR.

CAUSE: F

69A ENTERPRISE RENT A CAR.

13214 WC

(N/C)

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

SUBL ENTERPRISE RENTAL CAR PO#562709

WC

(N/C)

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

G** FIX DENT ON HOOD, PER CUSTOMER REQUEST

900 BODY / PAINT / GLASS

991 CP

0.00 0.00

SUBL BODY SHOP

PO#

CP

750.00 750.00

PARTS: 0.00 LABOR: 0.00 OTHER: 750.00 TOTAL LINE G: 750.00

SERVICE HOURS	VEHICLES NOT PICKED UP WITHIN 2 DAYS AFTER REPAIRS ARE COMPLETED. WILL BE SUBJECT TO A STORAGE FEE OF \$20.00	ORIGINAL ESTIMATE	REVISED ESTIMATE	DESCRIPTION	TOTALS
MON THROUGH FRI 7:00 A.M. TO 7:00 P.M.				LABOR AMOUNT	
SATURDAY 7:00 A.M. TO 7:00 P.M.				PARTS AMOUNT	
SUNDAY 8:00 A.M. TO 4:00 P.M.				GAS, OIL, LUBE	
				SUBLET AMOUNT	
				MISC. CHARGES	
				TOTAL CHARGES	
				LESS INS./ADJ.	
				SALES TAX	
				PLEASE PAY THIS AMOUNT	

Notice To Consumer: Please Read Important
Information On Back.

**FIVE STAR**

"HAZARDOUS WASTE MANAGEMENT" which includes such items as engine oil, automatic transmission fluid, antifreeze, differential fluid, filters, batteries, etc. will be charged as a separate charge if removed in the servicing of your vehicle.

CUSTOMER SIGNATURE

Customer Copy

Cerritos DCJR
18803 Studebaker RD
Cerritos California 90703
5622070427

Customer information



Cardholder Signature



WING J MOY

Transaction information

Sale

Date: 6/7/2022, 5:13:13 PM

Amount:

Card Number:

Merchant ID:

Terminal ID:

Auth Code:

Auth Mode:

Processed as:

Reference No:

Trace No:

Invoice No:

Response Msg:

Entry Method:

Match AVS:

Match CVV:

Match ZIP:

Chip Card AID:

TVR:

IAD:

TSI:

ARC:

Client ID:

Application Name:

User ID:

I Agree to Pay Above Total Amount According to Card Issuer Agreement (Merchant Agreement if Credit Voucher).

CUSTOMER #:

SUN VALLEY, CA

WORKORDER

PAGE 1

CERRITOS DODGE CHRYSLER JEEP

18803 STUDEBAKER ROAD

CERRITOS, CALIFORNIA 90703

(562) 402-5335 * (800) 419-9968

Service Fax (562) 924-8275

www.cerritosdodge.com

BAR# ARD-110567 DEALER# 71 43012

EPA# CAD 981373178

FIVE STAR

ALL PARTS LISTED ARE NEW UNLESS OTHERWISE INDICATED.

SERVICE ADVISOR: 13171 SUAREZ, FEDERICO B

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
LXRY WHT P	20	CHRYSLER PACIFICA			26073/	T8647
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
30NOV20 DD			15:18 23APR22			CASH
R.O. OPENED	READY	OPTIONS: DLR:43012 ENG:3.6_Liter_PHEV				

20APR2022 16:29

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# B	500		WC	Engine Mechanical Concern [CUSTOMER STATES CHECK ENGINE LIGHT IS ON. CHECK AND ADVISE.]

C IGEN INT Multi-point inspection (according to maintenance interval)

D TIS INT Check Tire Pressure

E WASH INT ***** PLEASE HAVE CAR WASHED AFTER SERVICE.*****

F 69A 991 WC ENTERPRISE RENT A CAR.

CERRITOS DODGE IS NOT
LIABLE FOR PERSONAL
ITEMS LEFT IN THE
VEHICLES

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned 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 undersigned 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.

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

PRELIMINARY ESTIMATE \$

**Notice To Consumer: Please Read Important
Information On Back.**

INITIATED BY:	REASON			ADDITIONAL COST \$
REVISED ESTIMATE \$	AUTHORIZED BY	☐ IN PERSON ☐ PHONE #	DATE	TIME
INITIATED BY:	REASON			ADDITIONAL COST \$
REVISED ESTIMATE \$	AUTHORIZED BY	☐ IN PERSON ☐ PHONE #	DATE	TIME

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X

To whom it may concern,

I am requesting a buyback for the Chrysler Pacifica 2020 that I purchase in November 2020 from Monrovia Dodge Chrysler Jeep in Southern California. I have taken this vehicle to the Dealership of Dodge Chrysler Jeep five times.

Once to Monrovia Dodge Chrysler Jeep in California due to check engine light on.

Second to Glendale due to check engine light on.

Third Check engine light on to Glendale.

Fourth to Cerritos My car has been in the dealer for repair 5 times. Two of the 5 times, the vehicle stalled losing acceleration while driving on the freeway. It is a huge safety concern to continue to drive this vehicle. The first time was on April 20, 2022 stalled, It was in the shop for about 62 days (from April 20 - June 2). Per Dealership in Cerritos Dodge Chrysler Jeep invoice: replace electric coolant heater and ground cable that attach to ECH broke.

It stalled again while driving during peak hours at 5:00 PM on the freeway again on August 17, 2022. It is still in the shop. Per Glendale Dodge Chrysler Jeep Dealership Marvin: The Main power module (inverted module main tech assist needs to be replaced and is in back order 3-4 weeks).

Days in the shop more than 86 days

4 attempts

NCDS Claim Reference Code:



To whom it may concern,

I am requesting a buyback for the Chrysler Pacifica 2020 that I purchase in November 2020 from Monrovia Dodge Chrysler Jeep in Southern California. I have taken this vehicle to the Dealership of Dodge Chrysler Jeep four times.

First to Glendale Dodge Chrysler Jeep in California due to check engine light on.
Then to Monrovia Dodge Chrysler Jeep in California due to check engine light on.

Third time to Cerritos Dodge Chrysler Jeep in California My car has been in the dealer for repair 5 times. Two of the 5 times, the vehicle stalled losing acceleration while driving on the freeway. It is a huge safety concern to continue to drive this vehicle. The first time was on April 20, 2022 stalled, It was in the shop for about 62 days (from April 20 - June 2). Per Dealership in Cerritos Dodge Chrysler Jeep invoice: replace electric coolant heater and ground cable that attach to ECH broke.

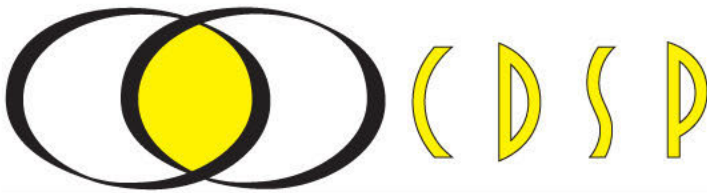
Fourth to Glendale Dodge Chrysler Jeep in California again. It stalled again while driving during peak hours at 5:00 PM on the freeway again on August 17, 2022. It is still in the shop. Per Glendale Dodge Chrysler Jeep Dealership Marvin: The Main power module (inverted module main tech assist needs to be replaced and is in back order 3-4 weeks).

Days in the shop more than 86 days

4 attempts

NCDS Claim Reference Code: [REDACTED]

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.)



Administered by NCDS

California Dispute Settlement Program

12400 Coit Road, Suite 1230

Dallas, TX 75251

(800) 777-8119

(972) 807-3907

Fax: (972) 807-9919

November 15, 2021

[REDACTED]
[REDACTED]
Irvine, CA [REDACTED]

FCA US LLC f/k/a Chrysler Group LLC
Regulatory Affairs
26001 Lawrence Avenue
CIMS: 423-04-02
Center Line, MI 48015

RE: CASE [REDACTED] **VIN#** [REDACTED]

Dear Parties:

The above referenced case has been placed on the agenda for review of the Board's meeting on [REDACTED], based solely on documents. If either party has any further documentation, including ALL SERVICE RECORDS, it must be received by CDSP at the above address no later than **December 6, 2021**, in order to be considered by the Board.

Finally, the Board may decide to have your vehicle inspected by an ASE Independent Technical Inspector, if so, he will be contacting you shortly to arrange for the inspection. In the event the Customer does not want the vehicle inspected, please put into writing to CDSP the specific reasons why within five (5) days of receipt of this letter.

Sincerely,

CDSP

[REDACTED]

Alexis Young
Case Administrator
ayoung@ncdsusa.org
(972) 942-0151

cc: Board Members

**Arbitrator Bio
for
Marc Whyte**

EXPERIENCE:

Chief Executive Officer/Board Member
Ocela Technologies, Inc.
April 2006 to present

Managing Member
NRCT, LLC
October 2006 to present

Co-Founder and Chairman of the Board
Triple Ring Technologies, Inc.
April 2005 to August 2016

Co-Founder and Chief Executive Officer/Board Member
NovaRay Medical, Inc.
July 2005 to November 2014

TRAINING:

California Dispute Settlement Program Auto Warranty Arbitrator Training, 2018 to present
National Center for Dispute Settlement Auto Warranty Arbitrator Training, 2019 to present

**Arbitrator Bio
for
Bobbi Maclean**

Graduated from University of Southern California, BA in Sociology

Certified Mediator

Training in Evidence, Hearing conduct and decision writing through the Statewide Appeals conference in 1992, 1994, 1997, 1999, 2001 and 2003.

Training in:

Conflict Resolution 1997

Successful Lawsuit 1999

Evidence training 2000

Successful Negotiations 2000

Thirty-two (32) hours training in Mediation for Conflict Management

Twenty-two (22) years Arbitrating General Assistance (Welfare) Cases

Northern California Appeals Committee

National Center for Dispute Settlement Initial Arbitrator Training, Certification, and Recurrent Training: 2000 to present

California Dispute Settlement Program California State Annual Arbitrator Training: 2006 to present

**Arbitrator Bio
for
Mark T. Risner**

EDUCATION

1995
Juris Doctorate
University of Tulsa
Tulsa, California

1992
M.Pl. Urban and Regional Planning
University of Southern California
Los Angeles, California

1990
B.A. History
University of Southern California
Los Angeles, California

PROFESSIONAL EXPERIENCE

2002-Present

Law Offices of Mark T. Risner
Irvine, California

Representation of defendant and/or plaintiff in general labor and employment contract negotiation, deposition, evaluation conferences, law and motion matters, settlement and litigation. Additional areas: Wrongful Termination, ERISA, Disability, and Personal Injury

2003-Present

Adjunct Professor
University of Redlands School of Business
Santa Ana, California
Teach Business Law in the MBA program

NCDS Auto Warranty Arbitrator Training - 2007 to present (attend TX training program every other year)

Serve as arbitrator in auto warranty disputes, issuing rulings following the Magnuson-Moss Warranty Act

CDSP CA State Specific Auto Warranty Arbitrator Training - 2008 to present (attend CA specific training program yearly)

Serve as arbitrator for California certified programs, issuing rulings following Title 16, Song Beverly and the Magnuson-Moss Warranty Act

2000-Present

Arbitrator
Better Business Bureau
Serve as arbitrator in auto warranty disputes, issuing rulings following the regulations of BBB Autoline program

1999-2004

Instructor
Learning Tree University - Irvine, California
Teach continuing education for Human Resources professionals
Employment Laws and HR Regulations

1999-2001

On-Call Counsel

Lawyers on Call

Tustin, California

Served as on-call counsel making special appearances for case management conferences, status conferences, and miscellaneous discovery motions.

1998-2001

Seguin, Paul & Risner

Irvine, California

Representation of defendant and/or plaintiff in general civil litigation, depositions, evaluation conferences, and law and motion matters.

Awards Received

American Jurisprudence Award

Professional Responsibility

Professional Memberships

District of Columbia Bar - Admitted 1999

Los Angeles County Bar Association - Joined 1998

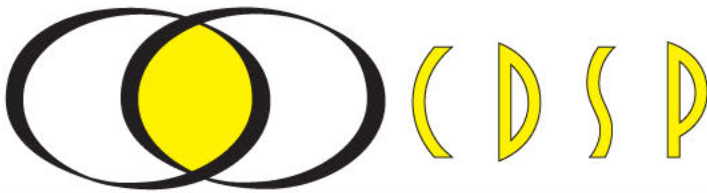
US District Courts, Central District of California - Admitted 1997

Southern District of California - Admitted 1997

State Bar of California - Admitted 1996

Community Involvement

- Toastmasters International, Lake Forest, California
- Won Best Evaluator (2002, 2003)
- Earned ATM Bronze (2002)
- Served as Chapter President (2002)
- Earned CTM Certification (2001)
- Served as Treasurer (2001)
- Served as Sergeant at Arms (1999)



Administered by NCDS

California Dispute Settlement Program

12400 Coit Road, Suite 1230

Dallas, TX 75251

(800) 777-8119

(972) 807-3907

Fax: (972) 807-9919

November 15, 2021

[REDACTED]
[REDACTED]
Irvine, CA [REDACTED]

RE: CASE # [REDACTED]

Dear [REDACTED]:

This letter confirms that you decided to have your dispute decided through the California Settlement Dispute Program ("CDSP") documents only process. Accordingly, CDSP has assigned an arbitration panel, will advise you of the final document submission deadline, and the date that the board will review the dispute shortly.

You should be familiar with the law and forward any additional relevant evidence, including ALL SERVICE REPAIR RECORDS, to CDSP by the final document submission deadline.

CDSP will be responsible for monitoring the progress of this dispute and will be happy to answer any questions you may have about the arbitration process. You may contact your CDSP Case Administrator at the phone number and/or email noted below their signature.

Sincerely,

CDSP

[REDACTED]

Alexis Young
Case Administrator
ayoung@ncdsusa.org
(972) 942-0151

cc: Manufacturer
Board Members



Administered by NCDS

California Dispute Settlement Program

12400 Coit Road, Suite 1230

Dallas, TX 75251

(800) 777-8119

(972) 807-3907

Fax: (972) 807-9919

November 15, 2021

[REDACTED]
Irvine, CA [REDACTED]

RE: CASE # [REDACTED]

Dear [REDACTED]:

Your request for arbitration has been received. Your claim appears to meet the California Dispute Settlement Program parameters for eligibility and has been assigned the case number shown above. This process is regulated by the Federal Trade Commission (FTC) under the Magnuson-Moss Warranty Act and California law, which provides for the expedient resolution of Customer complaints. Under federal law, the California Dispute Settlement Program (CDSP) is required to close your case within forty (40) days of the date on this letter.

Enclosed are the "California Dispute Settlement Program Hearing Process Rules." Please review them carefully so that you are familiar with the process. You have the option of having an oral hearing (in person or via teleconference) or a "documents only" process (please see enclosed hearing process rules). If you choose to make an oral presentation and do not appear at the scheduled hearing, FCA will still be entitled to make their presentation. If you do not want to make an oral presentation, your dispute will be decided on the basis of the documents submitted by all parties. You do not need to be present at a "documents only" decision process.

Should you choose an oral hearing, a CDSP Case Administrator will be contacting you with the date, time and location of the hearing. Please be sure to inform the CDSP Case Administrator of your preferences at the time of scheduling; in the alternative, you may fax the attached "Hearing Process Selection" form to CDSP at (972) 807-9919. The form must be received within seven (7) days of the date of this letter.

A CDSP Mediation Specialist may also contact you prior to the hearing date in an effort to help you and FCA reach voluntary agreements to resolve your dispute. If you agree to a mediated settlement, the terms of the agreement will be put in writing and you will be asked to sign the mediation Settlement Agreement. Your case will then be closed after verification of performance. If you do not agree to any settlement offer, your dispute will be decided at your scheduled oral hearing or document review. You will receive a written decision by the Arbitrator(s) within ten (10) days after the oral hearing or document review. You may either accept or reject the decision. If you accept the decision, FCA will comply with the decision within thirty (30) days. If you reject the decision, your case will be closed and you may pursue any other legal remedies available to you.

If you have not done so already, please provide us with copies of all relevant repair orders, as well as a copy of your title, current registration or bill of sale or lease contract. Your participation in the CDSP does not relieve you of any obligation you have with the lender or leasing agent. CDSP will be responsible for monitoring the progress of this case and will be happy to answer any questions you may have about the arbitration process. You may call CDSP toll free at 888-300-6237.

Sincerely,

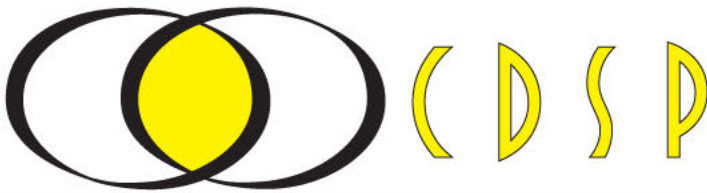
CDSP

[REDACTED]

Alexis Young
Case Administrator
ayoung@ncdsusa.org
(972) 942-0151

Enclosures: as noted

cc: Regulatory Affairs



Administered by NCDS

California Dispute Settlement Program

12400 Coit Road, Suite 1230

Dallas, TX 75251

(800) 777-8119

(972) 807-3907

Fax: (972) 807-9919

November 15, 2021

FCA US LLC
26001 Lawrence Avenue
Center Line, MI 48015

RE: CASE # [REDACTED]

Dear Manufacturer:

Please complete a Manufacturer's Response Form and forward to the California Settlement Dispute Program ("CDSP") within ten (10) days from the date on this letter in order for it to be processed timely.

In addition, per CCR Section 3397.4(b) of the California Code of Regulations, the following are to be provided as part of the certified program parameters:

1. Relevant technical service bulletins for the same make/model and concern(s) being raised by the consumer;
2. Recall or parts replacement notices specific to the issues raised by the consumer;
3. U.S. Department of Transportation publications regarding the same make/model and concern(s) being raised by the consumer;
4. Manufacturer dealer repair records; and
5. Any other documents which the Manufacturer considers reasonable to provide.

It is essential to the decision-making process that all available information concerning each dispute be provided to the decision maker(s). As with any meeting, lack of participation by a concerned party deprives the process of information on which a reasoned decision can be made.

Thank you for your participation in the process.

Sincerely,

CDSP

[REDACTED]

Alexis Young
Case Administrator
ayoung@ncdsusa.org
(972) 942-0151

cc: Consumer

California Dispute Settlement Program

HEARING PROCESS SELECTION FORM

Irvine, CA

RE: CASE #

I. I elect to have my claim decided through *(please check one of the following)*:

_____ a "document only" process.

OR

_____ an oral hearing.

OR

_____ via teleconference call.

II. If you selected "oral hearing" above, please complete this Section; otherwise, please skip this Section.

I prefer to have my hearing held at *(please check one or more of the following)*:

_____ a site to be identified by the arbitrator other than

a dealership (eg. library, hotel, or other public conference facility).

OR

_____ my servicing FCA dealership, _____ alternate

dealership, if these facilities are available.

Your choice of hearing location does not impact either the outcome of the arbitration or how soon your case will be heard.

III. PLEASE NOTE: The hearing will be conducted in English. If you require an interpreter, it is your responsibility to arrange for an interpreter to attend the hearing with you.

Customer Signature

Please sign and fax this form to CDSP at **(586) 226-2559**. In the alternative, you may mail it to:

CDSP
12400 Coit Road
Suite 1230
Dallas, TX 75251

Thank you.

NCDS Claim Form

Vehicle Information

How did you find the NCDS Dispute Settlement Program?

Other (customer email claim)

Which Manufacturer Representatives, if any, have you worked with about your vehicle issues (select all that apply)?**VIN**

[REDACTED]

Year Make Model

2020 Chrysler Pacifica

Owner/Representative Information

Owner Name

[REDACTED]

Owner/Representative Contact Information

Address

[REDACTED]

Irvine, CA [REDACTED]

Primary Phone

[REDACTED]

☐ Is Mobile Phone**Alternate Phone**☐ Is Mobile Phone**Email**

[REDACTED]

Vehicle Details

Is this a leased vehicle?

No

What was the condition of the vehicle at the time of lease or purchase?

New

Which state was the vehicle leased or purchased?

CA

Which state is the vehicle currently registered?

CA

Is vehicle used by a business?

No

Has the vehicle been involved in an accident?

No

Did you receive a retiree, friends and family or other type of incentive to purchase or lease your vehicle?

No

Name(s) that appear on the vehicle title

Schools first federal credit union

Purchase Date

9/11/21 12:00 PM

Current Mileage

4424

Selling Dealer and Address

Huntington Beach Chrysler Dodge Jeep Ram

Huntington Beach, CA

Primary Servicing Dealer

Huntington Beach Chrysler Dodge Jeep Ram

Huntington Beach, CA

Issues

Primary Issue

Drivability -- No Start

Does the issue still exist? No

How many repair attempts have there been for this Concern? 1

Do you consider this a Serious Safety Concern? No

Repair History:

Repair Date	Dealership	Repair Order Number	Mileage
9/24/21 12:00 PM	Huntington Beach Chrysler Dodge Jeep Ram	.	1286

Are there any other Concerns for which there have been repair attempts? Yes

Additional Issues

Engine -- Check Engine Lamp On / Flashing

Does the issue still exist? Yes

How many repair attempts have there been for this Concern? 1

Do you consider this a Serious Safety Concern? Yes

Repair History:

Repair Date	Dealership	Repair Order Number	Mileage
11/8/21 12:00 PM	Huntington Beach Chrysler Dodge Jeep Ram	.	4424

How many total Repair Attempts have there been for ALL Concerns including the Primary Concern above? 2

How many Calendar Days have you been without your vehicle because the vehicle has been at the dealership for service for ALL Concerns? 2

Description of Complaint

Please provide a narrative which describes the problem(s) or concern(s) you are having with your vehicle.

car won't start, check engine light [repair attempts made 9/24/21, 11/8/21]

Specific Arbitration Defect(s)

Please summarize the specific defect(s) you would like Arbitrator to address. Please be as succinct as possible.

no start, check engine light on

Vehicle Impairment

In your opinion, the concern(s) listed above represent a defect(s) that create a substantial impairment to the vehicle:

Use,Safety

Resolution

Resolution Sought

Repurchase

I am requesting the arbitrator award the buyback or refund of my vehicle pursuant to the terms of my State's Lemon Laws

Reimbursement

I am seeking financial reimbursement by the Manufacturer of my vehicle for repair costs I have paid

Hearing Type requested

Documents Only Hearing

Are you represented by an attorney?

No

Please print a copy of this page for your records before you submit your claim. Once you submit your claim you will not be able to print this page.

Entered by NCDS Case Administrator

Attachments

Move Unprocessed Attachments To Case



Name Processed



2020 Chrysler pacifica hyrbid
: info@ncdsusa.org, Gmail 11/14/2021 11:11 AM

From: [REDACTED]
To: "info@ncdsusa.org" <info@ncdsusa.org>, "Gmail" [REDACTED]

2 Attachments



pacifica.pdf pacifical.pdf

Sent from [Mail](#) for Windows

Select One Below:Documents Only Hearing ☒Teleconference ☐**FCA US LLC
CDSP - Customer Claim Form****FOR CDSP USE**

CASE NUMBER:

CUSTOMER NAME AND ADDRESS

☒ Mr.	First name		MI		Last name	
☐ Mrs.	Street address					
☐ Ms.						
	City	irvine	State	Ca	Zip Code	
Day phone		Evening phone		Email		

VEHICLE INFORMATION

Name(s) that appears on the vehicle title:	schools first federal credit union		
Is this a leased vehicle: Yes ☐ No ☒	Delivery Date: 9/11/2021		
Was this vehicle purchased used? Yes ☐ No ☒	Is vehicle used by a business? Yes ☐ No ☒	% of use _____	
Make: chrysler	Model: pacifica	Year: 2020	Current mileage: 4424
Vehicle Identification Number:			
Selling dealer and address:	huntington beach dodge 16701 Beach Blvd, Huntington Beach, CA 92647		
Primary Servicing Dealer:	huntington beach dodge 16701 Beach Blvd, Huntington Beach, CA 92647		

VEHICLE PROBLEM(S) (Attach legible **copies** of applicable repair orders or other documents that support your complaint)

Problem	List dealer(s) which have repaired or attempted repair (include city & state).	List the date, mileage, and repair order number for each repair attempt.	Does the problem currently exist? (Circle)	
Example: A/C won't cool properly	Autoworld, Inc Anytown, VA	4/23/19 3,500 miles #B73540	Yes	No
car wont start	huntington beach dodge, CA	9/24/21 1286 miles	Yes	☒ No
check engine light on	huntington beach dodge	11/8/21 4424 miles	☒ Yes	No
			Yes	No
			Yes	No
			Yes	No

Has the vehicle been involved in an accident?☐ YES ☒ NO

If YES, give date of accident: _____

Specify damaged area: _____

Resolution Sought:

Repurchase ☒	Replacement ☐
Repair ☐	Reimbursement ☒

X

SIGNATURE(S)

DATE

Return all copies of this form to:

California Dispute Settlement Program
P.O. Box 515315
Dallas, TX 75251-5315
 (or email to: info@ncdsusa.org)

Select One Below:

Documents Only Hearing ☒
 Teleconference ☐

FCA US LLC
CDSP - Customer Claim Form

FOR CDSP USE
CASE NUMBER:

CUSTOMER NAME AND ADDRESS

☒ Mr. First name [REDACTED] MI [REDACTED] Last name [REDACTED]
☐ Mrs. Street address [REDACTED]
☐ Ms. [REDACTED]
 City Irvine State CA Zip Code [REDACTED]
 Day phone [REDACTED] Evening phone [REDACTED] Email [REDACTED]

VEHICLE INFORMATION

Name(s) that appears on the vehicle title: schools first federal credit union
 Is this a leased vehicle: Yes ☐ No ☒ Delivery Date: 9/11/2021
 Was this vehicle purchased used? Yes ☐ No ☒ Is vehicle used by a business? Yes ☐ No ☒ % of use _____
 Make: chrysler Model: pacifica Year: 2020 Current mileage: 4424
 Vehicle Identification Number [REDACTED]
 Selling dealer and address: huntington beach dodge
16701 Beach Blvd, Huntington Beach, CA 92647
 Primary Servicing Dealer: huntington beach dodge
16701 Beach Blvd, Huntington Beach, CA 92647

VEHICLE PROBLEM(S) (Attach legible copies of applicable repair orders or other documents that support your complaint)

Problem	List dealer(s) which have repaired or attempted repair (include city & state).	List the date, mileage, and repair order number for each repair attempt.	Does the problem currently exist? (Circle)	
Example: A/C won't cool properly	Autoworld, Inc Anytown, VA	4/23/19 3,500 miles #B73540	Yes	No
car wont start	huntington beach dodge, CA	9/24/21 1286 miles	Yes	☒
check engine light on	huntington beach dodge	11/8/21 4424 miles	☒	No
			Yes	No
			Yes	No
			Yes	No

Has the vehicle been involved in an accident?

☐ YES ☒ NO

If YES, give date of accident: _____

Specify damaged area: _____

Resolution Sought:

Repurchase ☒ Replacement ☐

Repair ☒

X

11/14/21
 DATE

Return all copies of this form to:

California Dispute Settlement Program
 P.O. Box 515315
 Dallas, TX 75251-5315
 (or email to: info@ncdsusa.org)

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.)

**Service of Process
Transmittal**

04/26/2021

CT Log Number [REDACTED]

TO: Melissa Graylin
Fca US LLC
1000 CHRYSLER DR OFC OF
AUBURN HILLS, MI 48326-2766

RE: Process Served in Texas

FOR: FCA US LLC (Domestic State: DE)

ENCLOSED ARE COPIES OF LEGAL PROCESS RECEIVED BY THE STATUTORY AGENT OF THE ABOVE COMPANY AS FOLLOWS:

TITLE OF ACTION: RE: [REDACTED] // To: FCA US LLC

DOCUMENT(S) SERVED: Letter

COURT/AGENCY: None Specified
Case # None Specified

NATURE OF ACTION: Letter of Intent - Threatening Litigation - FCA failed to tender the Vehicle free of defects - 2020 Chrysler Pacifica, VIN: [REDACTED]

ON WHOM PROCESS WAS SERVED: C T Corporation System, Dallas, TX

DATE AND HOUR OF SERVICE: By Regular Mail on 04/26/2021 postmarked on 04/23/2021

JURISDICTION SERVED : Texas

APPEARANCE OR ANSWER DUE: Within 60 days of receipt

ATTORNEY(S) / SENDER(S): Craig M. Patrick
PATRICK LAW FIRM, APC
6244 E. Lovers Lane
Dallas, TX 75214
(214) 390-3343

ACTION ITEMS: CT has retained the current log, Retain Date: 04/27/2021, Expected Purge Date: 05/02/2021

Image SOP

Email Notification, Lance Arnott sopverification@wolterskluwer.com

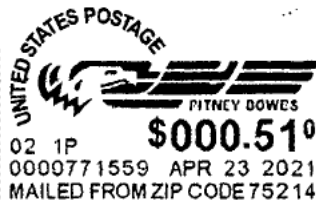
REGISTERED AGENT ADDRESS: C T Corporation System
1999 Bryan Street
Suite 900
Dallas, TX 75201
877-564-7529
MajorAccountTeam2@wolterskluwer.com

The information contained in this Transmittal is provided by CT for quick reference only. It does not constitute a legal opinion, and should not otherwise be relied on, as to the nature of action, the amount of damages, the answer date, or any other information contained in the included documents. The recipient(s) of this form is responsible for reviewing and interpreting the included documents and taking appropriate action, including consulting with its legal and other advisors as necessary. CT disclaims all liability for the information contained in this form, including for any omissions or inaccuracies that may be contained therein.

PATRICK LAW FIRM
6244 E. LOVERS LN.
DALLAS, TX 75214

NORTH TEXAS TX 750

23 APR 2021 PM 7



FCA US LLC
CT Corporation System
1999 Bryan St., Suite 900
Dallas, Texas 75201

75201-428498



188.

DEAL # A2004
CLINT # 14354

CRAZY DV 47B34

1999, 2000, 2001, 2002, 2003, 2004, 2005, 2006, 2007, 2008, 2009, 2010, 2011, 2012, 2013, 2014, 2015, 2016, 2017, 2018, 2019, 2020, 2021, 2022, 2023, 2024, 2025, 2026, 2027, 2028, 2029, 2030, 2031, 2032, 2033, 2034, 2035, 2036, 2037, 2038, 2039, 2040, 2041, 2042, 2043, 2044, 2045, 2046, 2047, 2048, 2049, 2050, 2051, 2052, 2053, 2054, 2055, 2056, 2057, 2058, 2059, 2060, 2061, 2062, 2063, 2064, 2065, 2066, 2067, 2068, 2069, 2070, 2071, 2072, 2073, 2074, 2075, 2076, 2077, 2078, 2079, 2080, 2081, 2082, 2083, 2084, 2085, 2086, 2087, 2088, 2089, 2090, 2091, 2092, 2093, 2094, 2095, 2096, 2097, 2098, 2099, 2100, 2101, 2102, 2103, 2104, 2105, 2106, 2107, 2108, 2109, 2110, 2111, 2112, 2113, 2114, 2115, 2116, 2117, 2118, 2119, 2120, 2121, 2122, 2123, 2124, 2125, 2126, 2127, 2128, 2129, 2130, 2131, 2132, 2133, 2134, 2135, 2136, 2137, 2138, 2139, 2140, 2141, 2142, 2143, 2144, 2145, 2146, 2147, 2148, 2149, 2150, 2151, 2152, 2153, 2154, 2155, 2156, 2157, 2158, 2159, 2160, 2161, 2162, 2163, 2164, 2165, 2166, 2167, 2168, 2169, 2170, 2171, 2172, 2173, 2174, 2175, 2176, 2177, 2178, 2179, 2180, 2181, 2182, 2183, 2184, 2185, 2186, 2187, 2188, 2189, 2190, 2191, 2192, 2193, 2194, 2195, 2196, 2197, 2198, 2199, 2200, 2201, 2202, 2203, 2204, 2205, 2206, 2207, 2208, 2209, 2210, 2211, 2212, 2213, 2214, 2215, 2216, 2217, 2218, 2219, 2220, 2221, 2222, 2223, 2224, 2225, 2226, 2227, 2228, 2229, 2230, 2231, 2232, 2233, 2234, 2235, 2236, 2237, 2238, 2239, 2240, 2241, 2242, 2243, 2244, 2245, 2246, 2247, 2248, 2249, 2250, 2251, 2252, 2253, 2254, 2255, 2256, 2257, 2258, 2259, 2260, 2261, 2262, 2263, 2264, 2265, 2266, 2267, 2268, 2269, 2270, 2271, 2272, 2273, 2274, 2275, 2276, 2277, 2278, 2279, 2280, 2281, 2282, 2283, 2284, 2285, 2286, 2287, 2288, 2289, 2290, 2291, 2292, 2293, 2294, 2295, 2296, 2297, 2298, 2299, 2300, 2301, 2302, 2303, 2304, 2305, 2306, 2307, 2308, 2309, 2310, 2311, 2312, 2313, 2314, 2315, 2316, 2317, 2318, 2319, 2320, 2321, 2322, 2323, 2324, 2325, 2326, 2327, 2328, 2329, 2330, 2331, 2332, 2333, 2334, 2335, 2336, 2337, 2338, 2339, 2340, 2341, 2342, 2343, 2344, 2345, 2346, 2347, 2348, 2349, 2350, 2351, 2352, 2353, 2354, 2355, 2356, 2357, 2358, 2359, 2360, 2361, 2362, 2363, 2364, 2365, 2366, 2367, 2368, 2369, 2370, 2371, 2372, 2373, 2374, 2375, 2376, 2377, 2378, 2379, 2380, 2381, 2382, 2383, 2384, 2385, 2386, 2387, 2388, 2389, 2390, 2391, 2392, 2393, 2394, 2395, 2396, 2397, 2398, 2399, 2400, 2401, 2402, 2403, 2404, 2405, 2406, 2407, 2408, 2409, 2410, 2411, 2412, 2413, 2414, 2415, 2416, 2417, 2418, 2419, 2420, 2421, 2422, 2423, 2424, 2425, 2426, 2427, 2428, 2429, 2430, 2431, 2432, 2433, 2434, 2435, 2436, 2437, 2438, 2439, 2440, 2441, 2442, 2443, 2444, 2445, 2446, 2447, 2448, 2449, 2450, 2451, 2452, 2453, 2454, 2455, 2456, 2457, 2458, 2459, 2460, 2461, 2462, 2463, 2464, 2465, 2466, 2467, 2468, 2469, 2470, 2471, 2472, 2473, 2474, 2475, 2476, 2477, 2478, 2479, 2480, 2481, 2482, 2483, 2484, 2485, 2486, 2487, 2488, 2489, 2490, 2491, 2492, 2493, 2494, 2495, 2496, 2497, 2498, 2499, 2500, 2501, 2502, 2503, 2504, 2505, 2506, 2507, 2508, 2509, 2510, 2511, 2512, 2513, 2514, 2515, 2516, 2517, 2518, 2519, 2520, 2521, 2522, 2523, 2524, 2525, 2526, 2527, 2528, 2529, 2530, 2531, 2532, 2533, 2534, 2535, 2536, 2537, 2538, 2539, 2540, 2541, 2542, 2543, 2544, 2545, 2546, 2547, 2548, 2549, 2550, 2551, 2552, 2553, 2554, 2555, 2556, 2557, 2558, 2559, 2560, 2561, 2562, 2563, 2564, 2565, 2566, 2567, 2568, 2569, 2570, 2571, 2572, 2573, 2574, 2575, 2576, 2577, 2578, 2579, 2580, 2581, 2582, 2583, 2584, 2585, 2586, 2587, 2588, 2589, 2590, 2591, 2592, 2593, 2594, 2595, 2596, 2597, 2598, 2599, 2600, 2601, 2602, 2603, 2604, 2605, 2606, 2607, 2608, 2609, 2610, 2611, 2612, 2613, 2614, 2615, 2616, 2617, 2618, 2619, 2620, 2621, 2622, 2623, 2624, 2625, 2626, 2627, 2628, 2629, 2630, 2631, 2632, 2633, 2634, 2635, 2636, 2637, 2638, 2639, 2640, 2641, 2642, 2643, 2644, 2645, 2646, 2647, 2648, 2649, 2650, 2651, 2652, 2653, 2654, 2655, 2656, 2657, 2658, 2659, 2660, 2661, 2662, 2663, 2664, 2665, 2666, 2667, 2668, 2669, 2670, 2671, 2672, 2673, 2674, 2675, 2676, 2677, 2678, 2679, 2680, 26

042424

THE UNIVERSITY OF CHICAGO

Annual Percentage Rate The annual rate which will be used to compute the finance charge.	Finance Charge The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid when you have made all scheduled payments.	Total Sale Price The total cost of your purchase on credit, including your down payment.
0.0910	\$ 0.00	\$ 50327.43	\$ 50327.43	\$ 50327.43

NA 8 NA

PDA

Continued from page 10

Year	State	County	City	Occupation
2001	ENYSSA, R	PACIFICA NVERD	[REDACTED]	64

☒ None
☐ Living
☐ Deceased

N/A

[illegible]

☒ Conditional Delivery: I checked, you agree that the following agreement is a part of the agreement ("Agreement") applies to the Agreement.

By signing this Agreement The Agreement is part of the Agreement. The Agreement will no longer control after the assignment is accepted. The Agreement is a part of the Agreement and the Contract. The Agreement is a part of the Agreement.

I am not a member of the _____, I am not from the state of _____ and
 I do not intend to pay the _____ dues to the _____ and the
 _____ of _____ and the _____ of _____ You also agree to pay my
 _____ dues to the _____ and _____ of _____

ಇದರಲ್ಲಿ ಒಂದು ಸುಮಾರು ೧೦ ಕೋಟಿ ರೂಪಾಯಿಗಳ ವೆಚ್ಚವಾಗುವುದು.

Proposed Financial Charge: Y. I agree to pay a Revised Financial Charge of

This investigation document contains the first fifty pages. You may request the full version through NHTSA.ODI.CED@dot.gov. Requests are answered as resources allow and in the order they are received.