



NCDS Claim Form

Vehicle Information

How did you find the NCDS Dispute Settlement Program?

Other (Mail Claim)

VIN



Year Make Model

2018 RAM 2500

Owner/Representative Information

Owner Name



Owner/Representative Contact Information

Address



Primary Phone



Is Mobile Phone

Alternate Phone



Is Mobile Phone

Email

-

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?

OR



Which state is the vehicle currently registered?

OR

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



Purchase Date

6/23/18 12:00 PM

Current Mileage

23269

Selling Dealer and Address

Lithia Chrysler Jeep Dodge Of Klamath Falls

Klamath Falls, OR

Primary Servicing Dealer

Lithia Chrysler Jeep Dodge Of Klamath Falls

Klamath Falls, OR

Issues

Primary Issue

Brakes -- Won't Hold

Does the issue still exist? Yes

Repair History:

Repair Date	Dealership	Repair Order Number	Mileage

Additional Issues

Description of Complaint

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

CUSTOMER ARBITRATION PROCESS APPLICATION

Did you contact dealership management regarding your complaint? Yes No
Did you contact FCA US directly regarding your complaint? Yes No
Have you met with the Factory Representative regarding your complaint? Yes Yes No
AR Consumers only: Indicate if you are requesting a panel review. Yes No
I want (check one only) A single decision maker and an oral hearing
 A 3-person panel and a documents-only review



Selling Dealer LITHIA DODGE KLAMATH FALLS Servicing Dealer LITHIA DODGE KLAMATH FALLS OR

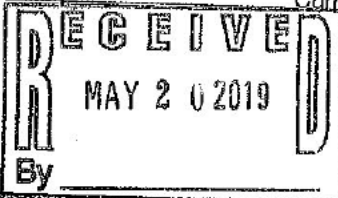
Vehicle: Year 2018 Make Dodge Model 2500 Delivery Date 6-23-18



Is this a leased vehicle? Yes No

Lessor's name and address, if yes: _____

Mileage at time of dispute 19,000 +/- Current Mileage 23,269



VERY IMPORTANT: Be very specific in describing your current unresolved problems. Include copies of any receipts, service repair orders, complaint letters to the dealer or Business Center Representative, and any other relevant documents.

Nature of current unresolved problem: BRAKE PEDAL FALLS ALL THE WAY TO FLOOR AS IF NO PRESSURE (ESPECIALLY ON AN INCLINE)

Number and dates of repair attempts (if any):* (1) _____ (2) _____ (3) _____
If more, specify: DETAILED SUMMARY IS INCLUDED

What do you feel should be done to resolve your problem: I FEEL A REFUND OR BUY BACK IS IN ORDER (GIVING THE SAFETY ISSUES)

ARBITRATION AGREEMENT

In signing this Arbitration Agreement, I understand that I am not bound by the decision of the arbitration process unless I accept it. I also understand that if I accept the decision, FCA US LLC will be bound by the decision and will be required to perform the terms of the decision within the time frame prescribed in the decision. I further understand that if I am dissatisfied with the decision or FCA US LLC's eventual performance of the decision, I may pursue other legal remedies available to me in my state, including the use of small claims court. Whether or not I accept the decision of the arbitration process, the decision is admissible in any subsequent legal proceeding concerning my dispute. I acknowledge notification that this dispute settlement process does not take the place of any available state or federal legal remedies.

Signed by _____

*Please use additional sheets of paper as needed



1/2
FEB 11 2019

- STOPPED IN TO LITHIA AND EXPLAINED PROBLEM
WAS ADVISED TO BRING TRUCK IN FOLLOWING DAY
TO BE CHECKED OUT.

FEB 12 2019

- DROPPED OFF TRUCK TO BE LOOKED AT

4
FEB 15 2019

- PICKED UP TRUCK IN EVENING (LITHIA SAID
THEY COULD NOT FIND A PROBLEM) I THEN TOOK
1 MECHANIC FOR TEST DRIVE HE SAID SOMETHING
IS NOT RIGHT WITH BRAKES, WE THEN TOOK
ANOTHER LITHIA MECHANIC TO VERIFY PROBLEM
BOTH WERE IN AGREEMENT WITH PROBLEM.

FEB 20 2019

BROUGHT TRUCK BACK INTO LITHIA IN AM.

I STATED I NEED A TRUCK TO USE FOR WORK
TO HAUL TOOLS, TRAILERS AND MATERIALS TO
JOBSITES I AM A GENERAL CONTRACTOR.

- LITHIA COULD ONLY SUPPLY ME WITH A
2WD JEEP CHEROKEE (I WAS UNABLE TO WORK
WITH THIS VEHICLE).

FEB 21

CALLED LITHIA TO SEE IF TRUCK WAS AVAILABLE
WAS NOT

FEB 22

CALLED AGAIN (STILL NO TRUCK AVAILABLE, AND
ANOTHER DAY I CANT WORK)

FEB 23

CALLED AGAIN SAME STORY
NO WORK?

FEB 24 - SUNDAY -

FEB 25

- CALLED LITHIA SAME STORY NO TRUCK AVAILABLE
NO WORK

FEB 26

CALLED LITHIA (THEY SAID THEY HAVE A DODGE 1500 I COULD USE BUT TOLD ME I CAN NOT PULL TRAILERS WITH RENTAL VEHICLES)

- AND STILL NO NEWS ON REPAIR

FEB 27

- LITHIA CALLED ME TO SAY THEY HAVE NO NEWS FOR ME ON REPAIR.

FEB 28

- LITHIA CALLED ME SAID MY TRUCK WOULD BE READY TO PICKUP BY END OF DAY (AND WAS NOT READY)

MAR 1

LITHIA CALLED ME SAID THEY REPLACED HYDROBOOST AND CAN PICK IT UP. LITHIA TOLD ME THE PROBLEM STILL EXISTS AND IS NORMAL (I SAID LETS DRIVE OTHER NEW TRUCKS OFF LOT AND SHOW ME) I DROVE 3 OTHER NEW TRUCKS WITH MECHANIC AND COULD NOT GET NEW TRUCKS TO DUPLICATE PROBLEM AT ALL.

MAR 5

LITHIA ASKED ME TO BRING TRUCK BACK INTO SHOP FOR SCAN.

MAR 8

BROUGHT TRUCK BACK INTO LITHIA FOR SCAN (MORE MISSED WORK TIME)

MAR 13

LITHIA FINNALLY CONTACTED ME ASKED ME TO BRING TRUCK BACK IN FOR MORE TESTING (I LEFT WORK EARLY TO DO THIS, THEY TOLD ME THEY DID NOT HAVE TIME THAT DAY.

APR 1 LITHIA TOLD ME TO BRING TRUCK IN ON
APRIL 3 TO LET TECHNICIAN LOOK AT IT

APRIL, 3 BROUGHT TRUCK IN AND WAS INFORMED
TECHNICIAN HAD NOT ARRIVED TO KLAMATH
FALLS YET! (MORE MISSED WORK TIME FOR ME)

APRIL, 4
BROUGHT TRUCK INTO LITHIA SO SPECIAL
TECHNICIAN COULD TEST IT AND OTHER NEW
TRUCKS.

- WHEN TECHNICIAN RETURNED FROM DRIVING
MY TRUCK I TALKED TO HIM HE SAID "THERE
IS DEFINITELY AN ISSUE WITH BRAKES, HE HAD
HEARD OF THIS PROBLEM BEFORE" BOTH
SHOP MECHANICS WITNESSED HIS STATEMENT.

- WAS TOLD THEY ARE GOING TO DO SOME
MORE RESEARCH AND GET BACK TO ME.

APRIL, 25

HAVE NOT HEARD A WORD FROM LITHIA
I STOPPED IN TO TALK TO MANAGER TO
SEE WHAT OTHER ROUTE WE CAN TAKE LIKE
A BUY BACK (LEMON LAW)

HE WAS ON VACATION BUT SERVICE DESK
REACHED HIM ON HIS CELL PHONE MANAGER SAID
CONTACT CHRYSLER CUSTOMER SERVICE.

APR, 29

I CALLED CHRYSLER CUSTOMER SERVICE
GAVE THEM INFO TOLD THEM I WANT A
BUY BACK THEY GAVE ME A CASE NUMBER
- CUSTOMER SERVICE TOLD ME WE HAVE TO
SCHEDULE AN APPOINTMENT WITH LITHIA
FOR DIAGNOSTIC.

APRIL, 26

BROUGHT MY TRUCK FOR DIAGNOSTIC APPOINTMENT
WAS TOLD WOULD ONLY TAKE 2-HOURS.

- 7 HOURS LATER SAID IT WAS READY
FOR PICK UP.

- CUSTOMER SERVICE CALLED FOR FOLLOW UP
AND TOLD ME THEY DONT DO BUY BACKS
AT CHRYSLER.

- SERVICE MANAGER CALLED ME AND
TOLD ME TO LOOK IN MY OWNERS
MANUEL FOR LEMON-LAW BOOKLET AND
FORM

I AM A GENERAL CONTRACTOR WHO LIVES 30⁺ MILES
FROM LITHIA DODGE KLAMATH FALLS. I AM AN ONLY WORKING
PARENT OF 4 CHILDREN. I AM REQUIRED TO WORK LONG DAYS
AND MOST WEEKENDS JUST TO PROVIDE FOR MY FAMILY. I HAUL
TOOLS, MATERIALS AND TRAILERS EVERY DAY SO I CAN WORK
EFFICIENTLY. I ONLY HAVE GOOD THINGS TO SAY ABOUT
LITHIA DODGE, THEY HAVE MADE AN OUTSTANDING EFFORT TO
RESOLVE THIS PROBLEM. I DO NOT HAVE THE TIME OR
MONEY TO LET CHRYSLER FIGURE THIS OUT ON MY TIME
AND LOST EARNINGS.

TOTAL DAY W/O TRUCK 15 DAYS

TOTAL FULL WORK DAY MISSED 10 DAYS

TOTAL # OF PART DAYS MISSED 6 DAYS
2-4 HRS/DAY

- LITHIA DODGE OF KLAMATH FALLS IS WILLING TO
PROVIDE ALL DOCUMENTS OF SERVICE.