



# FREMONT CDJR

39639 Balentine Drive  
Newark, CA 94560  
Main (510) 656-8700  
Service Direct (510) 656-9200  
www.dgdg.com

222809

\*INVOICE\*

DUPLICATE 1  
PAGE 1

EPA # CAL 000428484 BAR # ARD00288857

SERVICE ADVISOR: 1126591 ERLINDA DELGADO

YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG		
23	CHRYSLER PACIFICA EH	2C4RC1S74P		1610/1628			
DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
11JUL23 DD			17:30 25AUG23		0.00	CASH	29AUG23
R.O. OPENED	READY	OPTIONS: ENG:3.6 Liter					
17:00 25AUG23	13:23 29AUG23						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	TOWED IN., CUST STATES VEH NO START - / NO CRANK						
	CAUSE:						
	51MAZ BODY ELECTRICAL						(N/C)
	14645 WPC						(N/C)
	75633 WPC						(N/C)
	MISC LYFT RYDE						(N/C)
	WPC						(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00

VERIFY CUSTOMER CONCERNED, START THE VEHICLE FROM THE PARKING LOT AND DRIVE IT TO THE WORK BAY, CHECK ENGINE LIGHT IS ON, HOOK UP THE WTECH COMPUTER AND GOT DTC ON HCP P0A78-00 DRIVE MOTOR INVERTER PERFORMANCE AND P16F9-00 HCP INTERNAL - SHUTDOWN PERFORMANCE., FOLLOW DIAGNOSTIC PROCEDURE FROM DEALER CONNECT DEALER LIBRARY, RESET THE DTC TEST DRIVE THE VEHICLE FOR 12 MILES AND RE SCAN THE VEHICLE AND DTC DID NOT CAME BACK tech 75633 rechecked verified  
0 dtc' road tested no warning lights came on vehicle performing as designed

\*\*\*\*\*

B	CUST STATES VEH PULLS TO RIGHT WHILE DRIVING., STEERING WHEEL OFF CENTERED						
	CAUSE:						
	ALIGN PERFORM 4 WHEEL ALIGNMENT						(N/C)
	14645 WPC						(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00

1610 VERIFY CUSTOMER CONCERNED, TEST DRIVE THE VEHICLE AND THE STEERING WAS AT THE CENTER AND TIRES ARE NOT PULLING TO THE RIGHT, LIFT THE VEHICLE TO THE ALIGNMENT RACK TO CHECK WITH THE WHEEL ALIGNMENT MACHINE AND FOUND THE FRONT RIGHT TIRE TOE WITH A LITTLE TOE ADJUSTMENT, ADJUST TO SPECS AND RECHECK. TEST DRIVE SHOWS THE STEERING IS STRAIGHT AND TIRES ARE GOING STRAIGHT.

\*\*\*\*\*  
C PERFORM FREE MULTI-POINT INSPECTION, SEE ATTACHED SHEET FOR RESULTS  
MVI PERFORM FREE MULTI-POINT INSPECTION, SEE

HAZARDOUS WASTE DISPOSAL COSTS	DESCRIPTION	TOTALS
We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.  ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. <input type="checkbox"/> Some Parts Not Returnable	LABOR AMOUNT	
	PARTS AMOUNT	
	GAS, OIL, LUBE	
	FLUENT AMOUNT	
	WASTE DISPOSAL COSTS *	
	TOTAL CHARGES	
	LESS INSURANCE	
SALES TAX		
PLEASE PAY THIS AMOUNT		

NOTICE TO CONSUMER, PLEASE READ IMPORTANT INFORMATION ON BACK.

CUSTOMER COPY





# FREMONT CDJR

39639 Balentine Drive  
 Newark, CA 94560  
 Main (510) 656-8700  
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 www.dgdg.com

CUSTOMER #: [REDACTED]

222809

\*INVOICE\*

DUPLICATE 1  
 PAGE 2

EPA # CAL 000428494 BAR # ARD00286857

SERVICE ADVISOR: 1126591 ERLINDA DELGADO

FREMONT, CA [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	23	CHRYSLER PACIFICA EH	2C4RC1S74PR[REDACTED]		1610/1628	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
11JUL23 DL			17:30 25AUG23		0.00	CASH	29AUG23
R.O. OPENED	READY	OPTIONS: ENG:3.6_Liter					
17:00 25AUG23	13:23 29AUG23						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
ATTACHED SHEET FOR RESULTS							
14645 ISP							(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00
1610 PERFORMED MPI							

\*\*\*\*\*  
 D CUSTOMER REQUESTS SET AND LOG TIRE PRESSURES AS PER REGULATION -  
 LF RF LR RR  
 PSI CUSTOMER REQUESTS SET AND LOG TIRE PRESSURES  
 AS PER REGULATION - LF RF LR RR  
 14645 ISP (N/C)  
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00  
 1610 INFLATE ALL TIRES TO SPECS AT 367 PSI

\*\*\*\*\*  
 E By signing below, you consent to receiving texts from us on your cell number that you have provided. You agree that we may contact you regarding customer service updates or offers via text. Your consent is not a condition to purchase goods or services. You may opt out at any time by calling the service director or whoever is in charge of the do not call list. Or check here [ ] to opt out of marketing.  
 TEXT By signing below, you consent to receiving texts from us on your cell number that you have provided. You agree that we may contact you regarding customer service updates or offers via text. Your consent is not a condition to purchase goods or services. You may opt out at any time by calling the service director or whoever is in charge of the do not call list. Or check here [ ] to opt out of marketing.  
 999 ISP (N/C)  
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00  
 \*\*\*\*\*

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:	*HAZARDOUS WASTE DISPOSAL COSTS:	DESCRIPTION	TOTALS
\$	\$			<input type="checkbox"/> Signature <input type="checkbox"/> Signature (See Attachment) <input type="checkbox"/> Signature (See Attachment)	We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	LABOR AMOUNT	0.00
Revised Estimate	\$			<input type="checkbox"/> Signature <input type="checkbox"/> Signature (See Attachment) <input type="checkbox"/> Signature (See Attachment)	ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. <input type="checkbox"/> Some Parts Not Returnable	PARTS AMOUNT	0.00
<input type="checkbox"/> Tire pressure check/inflation service was performed. RF ___ psi LF ___ psi RR ___ psi LR ___ psi <input type="checkbox"/> Customer declined tire pressure check/inflation service. Initials: _____						GAS, OIL, LUBE	0.00
By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you.						SUBLET AMOUNT	0.00
DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE				WASTE DISPOSAL COSTS *	0.00
						TOTAL CHARGES	0.00
						LESS INSURANCE	0.00
					SALES TAX	0.00	
					PLEASE PAY THIS AMOUNT	0.00	

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.



100  
75  
50  
25  
0  
%PWR  
READY  
CHARGE  
OFF

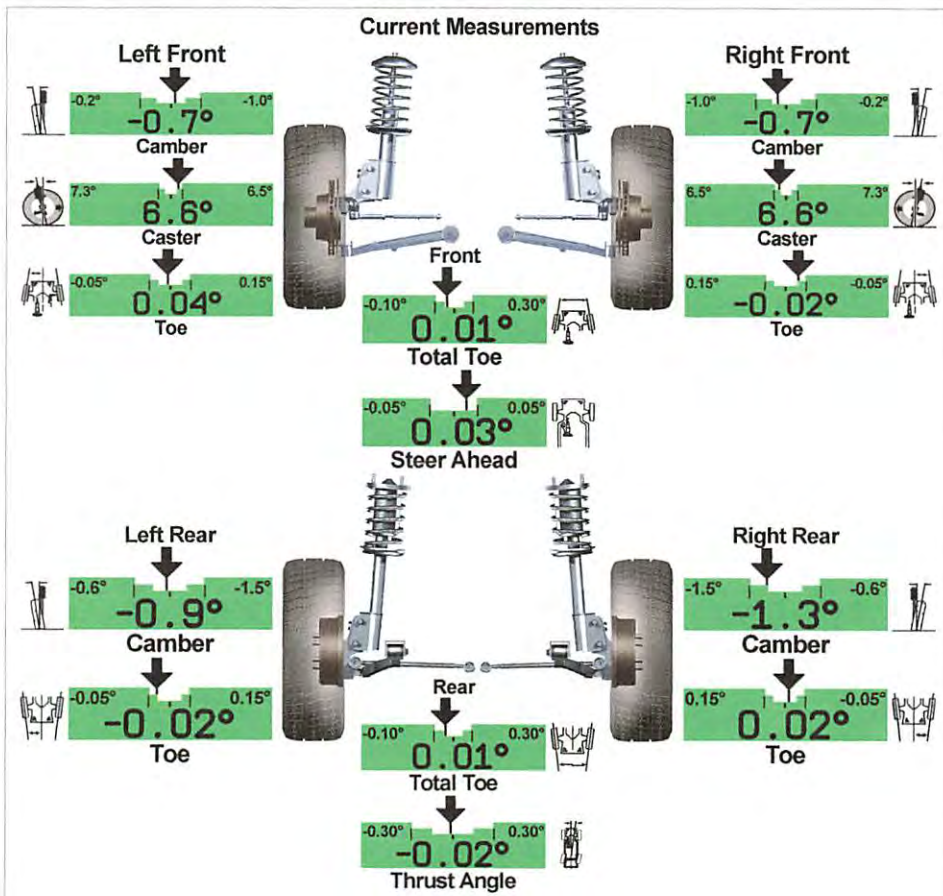
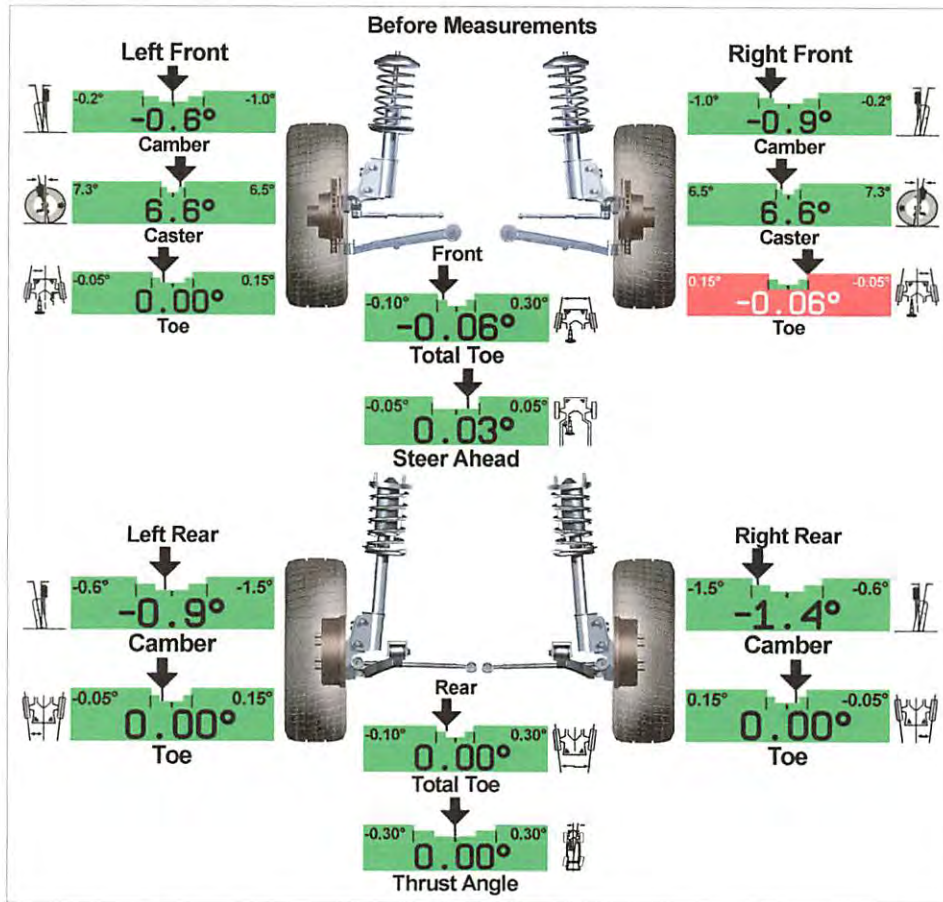
ⓘ  
⚠  
BRAKE

0 MPH 1%  
Accel.  
e  
Brake 1610 mi  
Stop Safely  
Vehicle Will  
Shut Off Soon  
P  
0 mi  
Range 132 mi  
132 mi

F  
E



# Chrysler : Pacifica Hybrid (PHEV) : 2019-21





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222809

\*INVOICE\*

DUPLICATE 1  
PAGE 1

EPA # CAL 000428484 BAR # ARD00288857

SERVICE ADVISOR: 1126591 ERLINDA DELGADO

YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG		
23	CHRYSLER PACIFICA EH	2C4RC1S74P		1610/1628			
DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
11JUL23 DD			17:30 25AUG23		0.00	CASH	29AUG23
R.O. OPENED	READY	OPTIONS: ENG:3.6 Liter					
17:00 25AUG23	13:23 29AUG23						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	TOWED IN., CUST STATES VEH NO START - / NO CRANK						
	CAUSE:						
	51MAZ BODY ELECTRICAL						(N/C)
	14645 WPC						(N/C)
	75633 WPC						(N/C)
	MISC LYFT RYDE						(N/C)
	WPC						(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00

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	CAUSE:						
	ALIGN PERFORM 4 WHEEL ALIGNMENT						(N/C)
	14645 WPC						(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00

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 MVI PERFORM FREE MULTI-POINT INSPECTION, SEE

HAZARDOUS WASTE DISPOSAL COSTS	DESCRIPTION	TOTALS
We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.  ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. <input type="checkbox"/> Some Parts Not Returnable	LABOR AMOUNT	
	PARTS AMOUNT	
	GAS, OIL, LUBE	
	FLUENT AMOUNT	
	WASTE DISPOSAL COSTS *	
	TOTAL CHARGES	
	LESS INSURANCE	
SALES TAX		
PLEASE PAY THIS AMOUNT		

NOTICE TO CONSUMER, PLEASE READ IMPORTANT INFORMATION ON BACK.

CUSTOMER COPY

**Car suddenly stops  
and did not start  
second time after  
service last week**

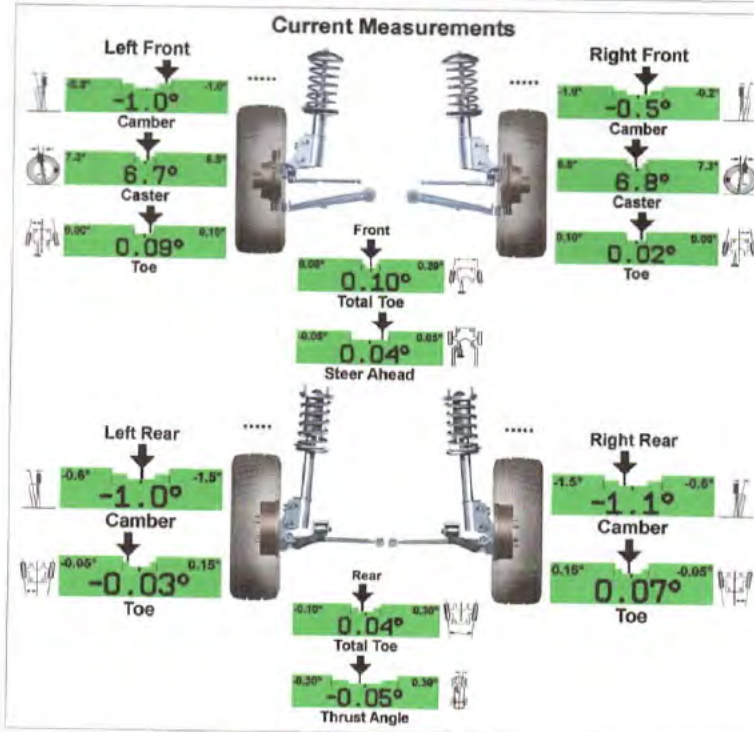
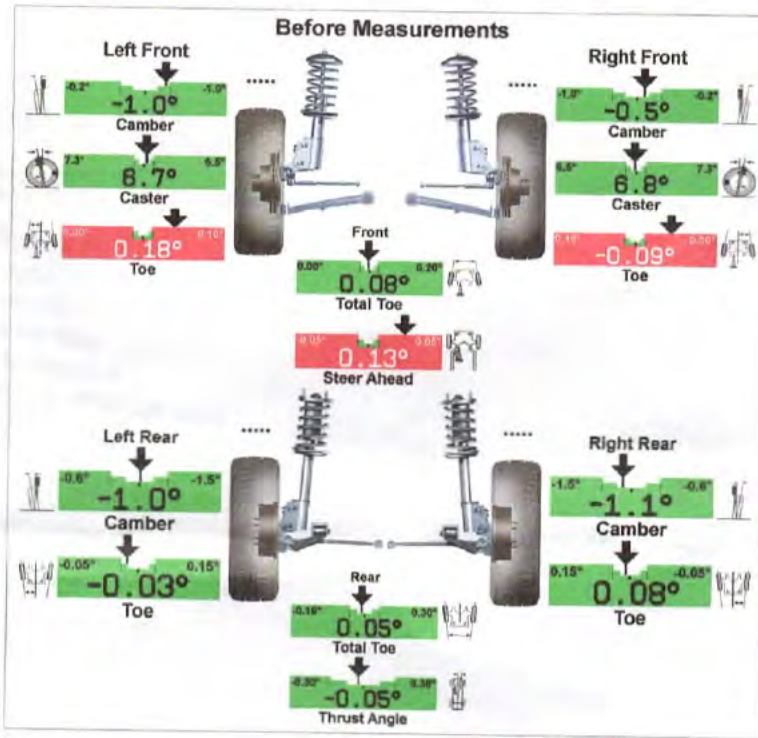


THANK YOU FOR CHOOSING PUTNAM TOYOTA  
 50 CALIFORNIA DR.  
 BURLINGAME, CA. 94010  
 (650) 340-6900

Work Order: i2c4rc1s [REDACTED]  
 VIN: 2C4RC1S7 [REDACTED]  
 License: [REDACTED]  
 Year: 23  
 Technician: JOSUE B  
 Date: 7/14/23 2:40 PM



Chrysler 2023 Pacifica Hybrid (PHEV)  
 ExpressAlign Total Alignment



CUSTOMER #: 1148295

223044



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FREMONT, CA

WORKORDER

PAGE 1

EPA # CAL 000428494 BAR # ARD00286657

BUS:

SERVICE ADVISOR: 1126591 DELGADO, ERLINDA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	23	CHRYSLER PACIFICA EH	2C4RC1S74E		1832/		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
11JUL23 DD			17:30 05SEP23		0.00	CASH	
R.O. OPENED	READY	OPTIONS: ENG:3.6_Liter					
05SEP2023 12:10							

LINE OP CODE TECH... TYPE DESCRIPTIONS/INSTRUCTIONS

# A 51MAZ WPC CUST STATES VEH STALLED WHILE BACKING UP., VEH WILL NOT START / NO CRANK., WILL NOT SHIFT INTO ANY GEARS. -SEE PREV - REPEAT CONCERN

# B T2751 WPC LOANER CAR RENTAL EXPENSE

# C MPI ~~USE FOR MULT-POINT INSPECTION~~ SHEET FOR RESULTS

# D PSI ISP CUSTOMER REQUESTS SET AND LOG TIRE PRESSURES AS PER REGULATION - LF RF LR RR

# E TEXT ISP By signing below, you consent to receiving texts from us on your cell number that you have provided.

BY LAW, YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY.

TEARDOWN/REASSEMBLY: If you authorize teardown of the vehicle or commencement of repairs, but do not authorize completion of a repair or service, a charge may be imposed for teardown, reassembly or partially completed work and you agree to pay the same.

It is necessary to disassemble the vehicle to provide an estimated price for repairs. The estimated teardown and reassembly charge (including parts and labor) is \$ \_\_\_\_\_.

The maximum time for reassembly will be \_\_\_\_\_ X.

You understand that disassembly may prevent restoration of the vehicle to its former condition. X

SUBLET REPAIRS: Some repairs must be sublet due to the type of service required. The location will be disclosed upon request.

PAYMENT TERMS: I agree to pay for all labor and materials in Cash or approved credit card (unless the Dealership agrees to other payment arrangements in advance) simultaneously with delivery of the vehicle to me or 3 days after receiving notice that the vehicle is ready to be picked up. An express mechanics fee is hereby acknowledged on the vehicle to secure the cost of labor, materials, storage and/or towing charges. I understand that a storage charge equal to \$50 will be assessed and shall accrue daily if I fail to pick up the vehicle within 3 days from the date I am notified that the repairs have been completed or after the communication of an estimate if I fail to authorize repairs.

POWER-OF-ATTORNEY: I hereby appoint the Dealership as my attorney-in-fact and authorize it to sign my name upon any checks, drafts or other forms of payment issued in payment of this Repair Order. X

By Signing Below: I agree that: (1) I have read this Repair Order and I authorize the completion of the services/repairs listed above in accordance with the terms and conditions herein; (2) the Dealership is not responsible for loss or damage to the vehicle or articles left in the vehicle in case of fire, theft, hail, wind or any other cause beyond its control; (3) the Dealership may operate the vehicle on streets, highways or public roadways for the purpose of testing and/or inspecting the vehicle; and (4) I authorize the retrieval of on-board data as needed to facilitate vehicle repairs and the sharing of that data with the vehicle manufacturer for diagnostic or research purposes.

Customer \_\_\_\_\_ Date \_\_\_\_\_

PARTS: All parts are new unless otherwise indicated. Remanufactured and refurbished parts that meet manufacturer approved source part requirements may be installed at our discretion. Additional information is available upon request. You may inspect all parts removed from the vehicle upon request. If our Dealership does not have to return the parts to the manufacturer or distributor under a warranty arrangement and they are not exempt due to their size, weight or other factors, they will be returned to you upon request.

Some Parts Not Returnable  Please Save Replaced Parts

ESTIMATE: PLEASE CHOOSE THE KIND OF ESTIMATE YOU WANT TO RECEIVE BY INITIALING BESIDE ONE OF THE FOLLOWING CHOICES AND INDICATE THE BEST WAY TO CONTACT YOU IF NECESSARY.

\_\_\_\_\_ WRITTEN ESTIMATE \_\_\_\_\_ ORAL ESTIMATE \_\_\_\_\_ ELECTRONIC EST.

By Telephone at: \_\_\_\_\_ By Fax to: \_\_\_\_\_

By E-Mail to: \_\_\_\_\_ PRELIMINARY ESTIMATE \$ \_\_\_\_\_

DESIGNATION OF PERSON TO AUTHORIZE ADDITIONAL WORK OR PARTS.

I hereby designate the individual named below to authorize any additional work not specified or parts not included in the original written estimated price for parts and labor:

Name of Designee: \_\_\_\_\_ Phone Number: \_\_\_\_\_  
E-Mail Address: \_\_\_\_\_  
Fax Number: \_\_\_\_\_ Date: \_\_\_\_\_

Customer:	Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:
	\$	\$			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)
	Revised Estimate	\$			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)

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

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.  
CUSTOMER COPY

1148295

223044



FREMONT CDJR

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Newark, CA 94560  
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WORKORDER

PAGE 2

EPA # CAL 000428494 BAR # ARD00286857

SERVICE ADVISOR: 1126591 DELGADO, ERLINDA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	23	CHRYSLER PACIFICA EH	2C4RC1S74P		1832/		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
11JUL23 DD			17:30 05SEP23		0.00	CASH	
R.O. OPENED	READY	OPTIONS: ENG:3.6_Liter					
05SEP2023 12:10							

LINE OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
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You agree that we may contact you regarding customer service updates or offers via text. Your consent is not a condition to purchase goods or services. You may opt out at any time by calling the service director or whoever is in charge of the do not call list. Or check here [ ] to opt out of marketing.

**BY LAW, YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY.**  
**TEARDOWN/REASSEMBLY:** If you authorize teardown of the vehicle or commencement of repairs, but do not authorize completion of a repair or service, a charge may be imposed for teardown, reassembly or partially completed work and you agree to pay the same.  
 It is necessary to disassemble the vehicle to provide an estimated price for repairs. The estimated teardown and reassembly charge (including parts and labor) is \$ \_\_\_\_\_.  
 The maximum time for reassembly will be \_\_\_\_\_ X \_\_\_\_\_.  
 You understand that disassembly may prevent restoration of the vehicle to its former condition.  
 X

**SUBLET REPAIRS:** Some repairs must be sublet due to the type of service required. The location will be disclosed upon request.

**PAYMENT TERMS:** I agree to pay for all labor and materials in Cash or approved credit card (unless the Dealership agrees to other payment arrangements in advance) simultaneously with delivery of the vehicle to me or 3 days after receiving notice that the vehicle is ready to be picked up. An express mechanics lien is hereby acknowledged on the vehicle to secure the cost of labor, materials, storage and/or towing charges. I understand that a storage charge equal to \$50 will be assessed and shall accrue daily if I fail to pick up the vehicle within 3 days from the date I am notified that the repairs have been completed or after the communication of an estimate if I fail to authorize repairs.

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**By Signing Below:** I agree that: (1) I have read this Repair Order and I authorize the completion of the services/repairs listed above in accordance with the terms and conditions herein; (2) the Dealership is not responsible for loss or damage to the vehicle or articles left in the vehicle in case of fire, theft, hail, wind or any other cause beyond its control; (3) the Dealership may operate the vehicle on streets, highways or public roadways for the purpose of testing and/or inspecting the vehicle; and (4) I authorize the retrieval of on-board data as needed to facilitate vehicle repairs and the sharing of that data with the vehicle manufacturer for diagnostic or research purposes.

Customer \_\_\_\_\_ Date \_\_\_\_\_

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Some Parts Not Returnable  Please Save Replaced Parts  
**ESTIMATE: PLEASE CHOOSE THE KIND OF ESTIMATE YOU WANT TO RECEIVE BY INITIALING BESIDE ONE OF THE FOLLOWING CHOICES AND INDICATE THE BEST WAY TO CONTACT YOU IF NECESSARY.**  
 WRITTEN ESTIMATE \_\_\_\_\_ ORAL ESTIMATE \_\_\_\_\_ ELECTRONIC EST. \_\_\_\_\_

By Telephone at: \_\_\_\_\_ By Fax to: \_\_\_\_\_  
 By E-Mail to: \_\_\_\_\_ PRELIMINARY ESTIMATE \$ \_\_\_\_\_

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 E-Mail Address: \_\_\_\_\_  
 Fax Number: \_\_\_\_\_ Date: \_\_\_\_\_

Customer:	Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:
	\$	\$			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E mail (See Attached)
	Revised Estimate \$	\$			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E mail (See Attached)

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

**NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.**  
 CUSTOMER COPY

# Your E-receipt From Budget

From: Budget (budget@e.budget.com)

To: [REDACTED]

Date: Saturday, September 16, 2023 at 02:50 PM CDT

[View In Browser](#)

Add budget@e.budget.com to your Address Book



Hi Venkataramakrishn,

Thank you for renting with Budget. **Please remember to return your keys when you return your vehicle to avoid additional fees.**

This is a one-time notification related to your recent transaction: Budget Rental Agreement [REDACTED]

#### TOTAL CHARGES

**\$ 1112.14**

Base Rate:	\$ 446.24
Taxable Products/Services*:	\$ 414.90
Non-Taxable Products/Services:	\$ 186.20
Rental Sales Tax:	\$ 64.80
Net Charges:	\$ 1112.14

*\*Includes Fees and Surcharges*

Thanks for renting with us. We hope you had a sweet trip and a smooth ride.

**Your e-receipt is available [here](#)**

Simple does it.  
Fastbreak and go.

Fast rentals. Fast returns.

Join for free >>

Fastbreak®



Snag a free upgrade.

Upgrade now



You can review or update your email preferences for other Budget communications by [logging into your profile](#).  
Your privacy is important to us. Read our [Privacy Statement](#).  
To change your email address, [click here](#).

Budget | 6 Sylvan Way | Parsippany, NJ 07054  
Copyright © 2023 Budget Rent A Car System, Inc.  
Thank you for not smoking. Budget maintains a 100% smoke-free fleet.



From: SIXT (invoice-us@sixt.com)

To: [Redacted]

Date: Sunday, September 10, 2023 at 11:54 PM CDT



RESERVATION NUMBER: [Redacted]

YOUR INVOICE

Hello Venkataramakrishn Perakam

# THANK YOU FOR RENTING WITH SIXT!

Reservation number

[Redacted]

Vehicle group

## STANDARD OFF ROAD

Standard Elite (GMC Acadia) | RFAR

Pickup Location

[Redacted]

Return

[Redacted]

Total price

Vehicle Subtotal :

US\$ 806.35

Taxes :

US\$ 83.43

---

**TOTAL PRICE**

**US\$ 889.78**

including all taxes and fees

Attached you can find your invoice.  
<https://www.sixt.com>

## HAVE A QUESTION ABOUT YOUR INVOICE?

You can update your invoice address, download all your invoice, make a change request and more [here](#).

## WE LOOK FORWARD TO SERVING YOU AGAIN IN THE FUTURE!

Your Sixt Team



---

Do you have any questions about your invoice?

Please visit [Sixt.com/FAQ](https://www.sixt.com/FAQ)

Contact

Imprint



EBI9498259356\_00\_M\_00\_N\_EB\_0191798142.PDF  
300.7kB

# Your Sunday evening trip with Uber

---

From: Uber Receipts (noreply@uber.com)

To: [REDACTED]

Date: Sunday, September 3, 2023 at 06:24 PM CDT

---

# Uber

Total **\$16.93**  
September 3, 2023

## Thanks for tipping,



Here's your updated Sunday evening ride receipt.



# Total

# \$16.93

Trip fare	\$11.80
Subtotal	\$11.80
Booking Fee <span>?</span>	\$2.13
Tips	\$3.00

### Payments



\$13.93

9/3/23 6:14 PM



\$3.00

9/3/23 6:24 PM

**A temporary hold of \$13.93 was placed on your payment method PayPal -**

**[Redacted]** **This is not a charge and will be removed. It should disappear from your bank statement shortly.** [Learn More](#)

**Switch Payment Method**

**Download PDF**

## You rode with Phoenix

4.98 ★ Rating



Has passed a multi-step safety screen

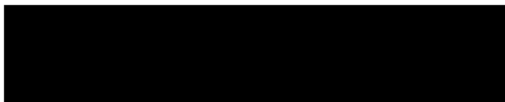
Transportation Network Company: Uber Technologies, Inc.

When you ride with Uber, your trips are insured in case of a covered accident.

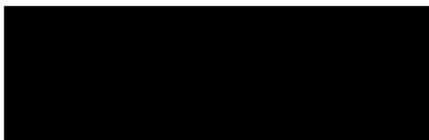
[Learn more >](#)

UberX 5.85 miles | 15 min

■ 5:59 PM



■ 6:14 PM





[Report lost item >](#)

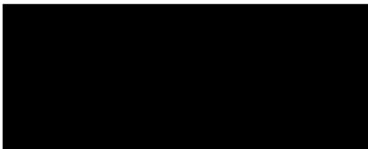
[Contact support >](#)

[My trips >](#)

[Forgot password](#)

[Privacy](#)

[Terms](#)



Fwd: Your Order# [REDACTED]

From: Ramakrishna Perakam Venkata (pxramak@yahoo.com)

To: [REDACTED]

Date: Wednesday, September 13, 2023 at 02:25 PM CDT

Brian,

They may try to reach today .. in case issues they will pick tomorrow before noon

Thanks  
Rama

Sent from my iPhone

Begin forwarded message:

**From:** David I Safemile Auto Transport <david@safemileautotransport.com>  
**Date:** September 13, 2023 at 2:15:50 PM CDT  
**To:** [REDACTED]  
**Subject:** Your Order#139048 Has Been Dispatched  
**Reply-To:** david@safemileautotransport.com



5-star rated nationwide car shipping company!

**Hello Venkata Ramakrishna!**

We are happy to inform you that a carrier has been assigned to your order. The Dispatcher will contact you to give you an estimated time to arrange pick-up/delivery.

**You can find your shipment schedule and carrier information below:**

**Order ID:** [REDACTED]

<b>Estimated pick-up date:</b>	09/13/2023
<b>Estimated delivery date:*</b>	09/15/2023
<b>Carrier name:</b>	GENESIS EXOTIC TRANSPORT LLC
<b>Driver name:</b>	Felix
<b>Driver phone:</b>	[REDACTED]
<b>Total tariff:</b>	\$525
<b>Balance paid:</b>	\$150
<b>Balance due:</b>	\$375

\*: Delivery dates are estimated. Road conditions, bad weather, traffic, DOT checkpoints, and mechanical issues may delay transportation.

**NOTE:** All payments for the balance due to Carrier must be made on or before the delivery of shipment in the form of Cash, Cashier's Check, Certified funds or money order made payable to the Carrier.

Sincerely,

Safemile Dispatch Team

Our business hours are Mon-Fri 8:00 Am-8:00 Pm and weekends 9:00 Am-6:00 P EST. If you have any questions or need an update, do not hesitate to contact us

**Phone:** (888) 277-8212 Ext 2

**Email:** [support@safemileautotransport.com](mailto:support@safemileautotransport.com)

[www.safemileautotransport.com](http://www.safemileautotransport.com)

500 East Main St 16Th Floor, Norfolk, VA 23510



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If you'd like to unsubscribe and stop receiving these emails [\[REDACTED\]](#)

# Your State Farm Receipt

---

From: Swoop (noreply@joinswoop.com)

To: [REDACTED]

Date: Sunday, September 3, 2023 at 06:35 PM CDT

---



Thank you for being a valued customer of State Farm! This is a receipt including the amount you were charged for the service.

## Service Summary

Job ID  
58106787

Service Type  
Tow

Pickup Location

[REDACTED]

Dropoff Location

[REDACTED]

Service Completion Date  
Sun, Sep 3rd, 2023

## Receipt Summary

Payment Total

\$187.50

Card Charged

[REDACTED]

---

This charge will appear on your bank statement as AGERO ROADSIDE ASSIST.

If you have any questions, call us at +1(855) 473-3241.

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LibertyAutoCity.com

1000 E. Park Avenue  
 Libertyville, IL 60048  
 Phone (847) 362-2683

Service  
 Chrysler Jeep Dodge Ram (847) 362-2222  
 Subaru (847) 362-1600  
 Toll Free (800) 774-2700

CUSTOMER NO. <b>252624</b>		ADVISOR <b>BRIAN SPRIGGS</b>		99151	TAG NO. <b>257</b>	INVOICE DATE <b>09/13/23</b>	INVOICE NO. <b>CHCS685310</b>
RESIDENCE PHONE		BUSINESS PHONE		LABOR RATE	LICENSE NO.	MILEAGE <b>1,416</b>	COLOR <b>BLACK/</b>
COMMENTS		YEAR / MAKE / MODEL <b>23/CHRYSLER/PACIFICA/4DR FWD HYBRID</b>		VEHICLE I.D. NO. <b>2 C 4 R C 1 S 7 2 P R</b>		DELIVERY DATE <b>06/16/23</b>	STOCK NO.
F. T. E. NO.		P. O. NO.		SELLING DEALER NO.		PRODUCTION DATE	
R. O. DATE <b>09/05/23</b>							

COMPLETED WORLD CLASS INSPECTION

MO: 1426

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 3 TOTAL PARTS				0.00
JOB # 3 TOTAL LABOR & PARTS				0.00
ESTIMATE				
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)				
TOTALS				
***** * [ ] CASH [ ] CHARGE [ ] CHECK # * [ ] MC [ ] VISA [ ] AMEX [ ] DISCOVER *****				TOTAL LABOR.... 0.00 TOTAL PARTS.... 0.00 TOTAL SUBLET... 0.00 TOTAL G.O.G.... 0.00 TOTAL MISC CHG. 0.00 TOTAL MISC DISC 0.00 TOTAL TAX..... 0.00 <b>TOTAL INVOICE \$ 0.00</b>

I would like to thank all our valued customers for their continuing patronage through the years.

We service most makes and models.  
 Look. Thank you for your business.  
 Fixed Operations Director: Steve Hemmer  
 Subaru Service Manager: Conor Crawford  
 Customer Relations Manager: Agi Klos 224-475-7104

CUSTOMER SIGNATURE



**SERVICE TO BELIEVE IN!**

The Factory Warranty Constitutes All Of The Warranties With Respect To The Sale Of This Item/Items. The Seller Hereby Expressly Disclaims All Warranties, Either Express Or Implied, Including Any Implied Warranty Of Merchantability Or Fitness For A Particular Purpose, And The Seller Neither Assumes Nor Authorizes Any Other Person To Assume For It Any Liability In Connection With The Sale Of This Item / Items.

*Thank You! We Appreciate Your Business*

The Reynolds and Reynolds Company - ERANTINVE - CC607715 Q (03/20)



LibertyAutoCity.com

1000 E. Park Avenue  
 Libertyville, IL 60048  
 Phone (847) 362-2683

Service  
 Chrysler Jeep Dodge Ram (847) 362-2222  
 Subaru (847) 362-1600  
 Toll Free (800) 774-2700

CELL: 858-594-0404

CUSTOMER NO. 252624		ADVISOR BRIAN SPRIGGS	99151	TAG NO. 257	INVOICE DATE 09/13/23	INVOICE NO. CHCS685310
[REDACTED]		LABOR RATE	LICENSE NO.	MILEAGE 1,416	COLOR BLACK/	STOCK NO.
[REDACTED]		YEAR / MAKE / MODEL 23/CHRYSLER/PACIFICA/4DR FWD HYBRID			DELIVERY DATE 06/16/23	DELIVERY MILES
[REDACTED]		VEHICLE I.D. NO. 2 C 4 R C 1 S 7 2 P R [REDACTED]		SELLING DEALER NO.	PRODUCTION DATE	
RESIDENCE PHONE		BUSINESS PHONE		COMMENTS	R. O. DATE 09/05/23	

MO: 1426

**LABOR & PARTS**  
 J# 1 01JEZ ENGINE HOURS: 7.90 TECH(S):99076 WARRANTY

CUSTOMER STATES ENGBINE STALLED DRIVING VERIFIED CONCERN. TESTED 12V BATTERY. BATTERY FAILED. PERFORMED DIAGNOSIS USING A JUMP BOX TO GET VSR AND CODES. FOUND CODE POA79 ACTIVE IN HCP CAUSING NO START. PERFORMED DIAGNOSIS. STEP 1, CODE IS ACTIVE. STEP 2, CHECK HARNESS FOR CONTINUITY FROM PIM C1 TO TRANS CONNECTOR, FOUND T362, T364, T361, T363, T369, T368 ALL HAVE 0.4 OHMS RESISTANCE AND LOAD TEST WITH THE BULB BEING BRIGHT. STEP 3, CHECK SAME CIRCUITS FOR SHORT TO GROUND, ALL 6 CIRCUITS ARE OVER LIMIT, INFINITE RESISTANCE. STEP 4, CHECK ALL 6 CIRCUITS FOR A SHORT TO ANOTHER CIRCUIT IN CONNECTOR PIM C1, HAS 60 PINS, ALL OVER LIMIT OR OL. STEP 5, CHECK RESOLVER VALUES TESTED AT PINS TO TRANS, CIRCUIT 362-T364 MEASURED 19.2 OHMS, T361-T363 20.9 OHMS, T369-T368 9.0 OHMS, ALL WITHIN GIVEN SPECS ON DIAGNOSTIC STEP 5. STEP 6, CHECK FOR SHORT TO GROUND IN THE TRANS ON ALL 6 CIRCUITS, ALL ARE OL. STEP 7, CHECK AT TRANS FOR SHORTS TO OTHER CIRCUITS, ALL OL. STEP 8, CHECK RELATED HARNESS FOR CONNECTION ISSUES, FOUND NO TERMINAL PUSH OUT, ALL PINS ARE FULLY SEATED, DRAG TESTED ALL PINS, NO PINS ARE LOOSE. DIAGNOSIS STATED TO REPLACE PIM. PIM RESTRICTED AND REQUIRED STAR TO ORDER. CREATED STAR TICKET 102372281. AGENT ADVISED TO READINGS OF RESOLVER CIRCUITS IN TRANS. RESPONDED WITH ALL READINGS I TOOK AND LISTED ON STEP 5 OF THE DIAGNOSTICS. AGENT PLACED THE ORDER FOR THE PIM. REMOVED AND REPLACED PIM, PERFORMED 12V POWER DOWN, FILLED COOLING SYSTEM. REMOVED AND REPLACED BATTERY, GR8 CODE S4EB5JS1KF8Q63P. WITECH CODE S4EB5JS1KF8Q63N. TESTED, ALL OK AFTER REPLACEMENT OF PIM AND BATTERY.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	BBH6A001-AA	BATTERY S 01083001		WARRANTY
JOB # 1	1	68272788-AA	GASKET IN 21004003		WARRANTY
JOB # 1	1	68163849-AB	ANTIFREEZ 01081004		WARRANTY
JOB # 1	1	68381781-AD	MODULE IN 08035028		WARRANTY
JOB # 1 TOTAL PARTS				0.00	
JOB # 1 TOTAL LABOR & PARTS				0.00	

J# 2 36JEH87JCRUZ SAFETY CAMPAIGN HOURS: 2.30 TECH(S):99076 WARRANTY

47A 22-23MY - RU PHEV - Serpentine Belt Sque  
 PERFORM REPAIR IN ACCORDANCE TO RECALL  
 REPLACED BELT, TENSIONER AND ADDED 2 IDELER PULLEYS PER RECALL.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 2	1	CCZP47A1-AA	PULLEY NO 07006002		WARRANTY
JOB # 2 TOTAL PARTS				0.00	
JOB # 2 TOTAL LABOR & PARTS				0.00	

J# 3 00JEZ99P WORLD CLASS INSP HOURS: 0.00 TECH(S):99076 0.00

PERFORM WORLD CLASS INSPECTION  
 NORMAL MAINT

*Thank You! We Appreciate Your Business*



**SERVICE TO BELIEVE IN!**

The Factory Warranty Constitutes All Of The Warranties With Respect To The Sale Of This Item/Items. The Seller Hereby Expressly Disclaims All Warranties, Either Express Or Implied, Including Any Implied Warranty Of Merchantability Or Fitness For A Particular Purpose, And The Seller Neither Assumes Nor Authorizes Any Other Person To Assume For It Any Liability In Connection With The Sale Of This Item / Items.

The Reynolds and Reynolds Company - PEANUTRIE CC607715 Q (03/20)





**OTHER IMPORTANT AGREEMENTS****1. FINANCE CHARGE AND PAYMENTS**

- a. **How we will figure Finance Charge.** We will figure the Finance Charge on a daily basis at the Annual Percentage Rate on the unpaid part of the Amount Financed with a day counted as 1/365th of a year (or 1/366th in a leap year).
- b. **How we will apply payments.** We may apply each payment to the earned and unpaid part of the Finance Charge, to the unpaid part of the Amount Financed and to other amounts you owe under this contract in any order we choose as the law allows.
- c. **How late payments or early payments change what you must pay.** We based the Finance Charge, Total of Payments, and Total Sale Price shown on page 1 of this contract on the assumption that you will make every payment on the day it is due. Your Finance Charge, Total of Payments, and Total Sale Price will be more if you pay late and less if you pay early. Changes may take the form of a larger or smaller final payment or, at our option, more or fewer payments of the same amount as your scheduled payment with a smaller final payment. We will send you a notice telling you about these changes before the final scheduled payment is due.
- d. **You may prepay.** You may prepay all or part of the unpaid part of the Amount Financed at any time without penalty. If you do so, you must pay the earned and unpaid part of the Finance Charge and all other amounts due up to the date of your payment.

**2. YOUR OTHER PROMISES TO US**

- a. **If the vehicle is damaged, destroyed, or missing.**  
You agree to pay us all you owe under this contract even if the vehicle is damaged, destroyed, or missing.
- b. **Using the vehicle.** You agree not to remove the vehicle from the U.S. or Canada, or to sell, rent, lease, or transfer any interest in the vehicle or this contract without our written permission. You agree not to expose the vehicle to misuse, seizure, confiscation, or involuntary transfer. If we pay any repair bills, storage bills, taxes, fines, or charges on the vehicle, you agree to repay the amount when we ask for it.
- c. **Security Interest.**  
You give us a security interest in:
  - The vehicle and all parts or goods put on it;
  - All money or goods received (proceeds) for the vehicle;
  - All insurance, maintenance, service, or other contracts we finance for you; and
  - All proceeds from insurance, maintenance, service, or other contracts we finance for you. This includes any refunds of premiums or charges from the contracts.
 This secures payment of all you owe on this contract. It also secures your other agreements in this contract. You will make sure the title shows our security interest (lien) in the vehicle. You will not allow any other security interest to be placed on the title without our written permission.
- d. **Insurance you must have on the vehicle.**  
You agree to have physical damage insurance covering loss of or damage to the vehicle for the term of this contract. The insurance must cover our interest in the vehicle. You agree to name us on your insurance policy as loss payee. If you do not have this insurance, we may, if we choose, buy physical damage insurance. If we decide to buy physical damage insurance, we may either buy insurance that covers your interest and our interest in the vehicle, or buy insurance that covers only our interest. If we buy either type of insurance, we will tell you which type and the charge you must pay. The charge will be the premium for the insurance and a finance charge computed at the Annual Percentage Rate shown on page 1 of this contract or, at our option, the highest rate the law permits. If the vehicle is lost or damaged, you agree that we may use any insurance settlement to reduce what you owe or repair the vehicle.
- e. **What happens to returned insurance, maintenance, service, or other contract charges.** If we get a refund of insurance, maintenance, service, or other contract charges, we will subtract the refund from what you owe.

**3. IF YOU PAY LATE OR BREAK YOUR OTHER PROMISES**

- a. **You may owe late charges.** You will pay a late charge on each late payment as shown on page 1 of this contract. Acceptance of a late payment or late charge does not excuse your late payment or mean that you may keep making late payments.  
If you pay late, we may also take the steps described below.
- b. **You may have to pay all you owe at once.** If you break your promises (default), we may demand that you pay all you owe on this contract at once. Default means:
  - You do not pay any payment on time;
  - You give us false, incomplete, or misleading information during credit application;
  - You start a proceeding in bankruptcy or one is started against you or your property; or
  - You break any agreements in this contract.
 The amount you will owe will be the unpaid part of the Amount Financed plus the earned and unpaid part of the Finance Charge, any late charges, and any amounts due because you defaulted.
- c. **Debtor's Liability for Failure to Return Vehicle:** If you are in default, we may send you a notice of default. It is unlawful to fail to return a motor vehicle subject to a security interest within 30 days after receiving notice of default. A notice of default may be mailed to the address on the contract. It is your responsibility to keep the listed address current. Unlawful failure to return a motor vehicle subject to a security interest is a class 6 felony. Assuming there are no aggravating circumstances, and you have no prior felony convictions, the maximum penalty is 1.5 years in prison and a \$150,000 fine.
- d. **You may have to pay collection costs.** If we hire an attorney to collect what you owe, you will pay the attorney's fee and court costs as the law allows. You will also pay any reasonable collection costs we incur as the law allows.
- e. **We may take the vehicle from you.** If you default, we may take (repossess) the vehicle from you if we do so peacefully and the law allows it. If your vehicle has an electronic tracking device (such as GPS), you agree that we may use the device to find the vehicle. If we take the vehicle, any accessories, equipment, and replacement parts will stay with the vehicle. If any personal items are in the vehicle, we may store them for you. If you do not ask for these items back, we may dispose of them as the law allows.
- f. **How you can get the vehicle back if we take it.** If we repossess the vehicle, you may pay to get it back (redeem). We will tell you how much to pay to redeem. Your right to redeem ends when we sell the vehicle.
- g. **We will sell the vehicle if you do not get it back.** If you do not redeem, we will sell the vehicle. We will send you a written notice of sale before selling the vehicle.  
We will apply the money from the sale, less allowed expenses, to the amount you owe. Allowed expenses are expenses we pay as a direct result of taking the vehicle, holding it, preparing it for sale, and selling it. Attorney fees and court costs the law permits are also allowed expenses. If any money is left (surplus), we will pay it to you unless the law requires us to pay it to someone else. If money from the sale is not enough to pay the amount you owe, you must pay the rest to us unless the law provides otherwise. If you do not pay this amount when we ask, we may charge you interest at a rate not exceeding the highest lawful rate until you pay.
- h. **What we may do about optional insurance, maintenance, service, or other contracts.** This contract may contain charges for optional insurance, maintenance, service, or other contracts. If we demand that you pay all you owe at once or we repossess the vehicle, you agree that we may claim benefits under these contracts and cancel them to obtain refunds of unearned charges to reduce what you owe or repair the vehicle. If the vehicle is a total loss because it is confiscated, damaged, or stolen, we may claim benefits under these contracts and cancel them to obtain refunds of unearned charges to reduce what you owe.

TRUE AND ACCURATE COMPLETED COPY - UCC NON-AUTHORITATIVE COPY

TRUE AND ACCURATE COMPLETED COPY - UCC NON-AUTHORITATIVE COPY

**WARRANTIES**

Unless the Seller makes a written warranty, or enters into a service contract within 90 days from the date of this contract, the Seller makes no warranties on the vehicle, except as described above for used vehicles. Making no warranties means that the Seller is selling the vehicle as is – not expressly warranted or guaranteed and without any implied warranties of merchantability (except as described above) or of fitness for a particular purpose.

This provision does not affect any warranties covering the vehicle that the vehicle manufacturer may provide.

**Used Car Buyers Guide.** The information you see on the window form for this vehicle is part of this contract. Information on the window form overrides any contrary provisions in the contract of sale.

**Spanish Translation:** Guía para compradores de vehículos usados. La información que ve en el formulario de la ventanilla para este vehículo forma parte del presente contrato. La información del formulario de la ventanilla deja sin efecto toda disposición en contrario contenida en el contrato de venta.

**SERVICING AND COLLECTION CONTACTS**

In consideration of our extension of credit to you, you agree to provide us your contact information for our servicing and collection purposes. You agree that we may use this information to contact you in writing, by e-mail, or using prerecorded/artificial voice messages, text messages, and automatic telephone dialing systems, as the law allows. You also agree that we may try to contact you in these and other ways at any address or telephone number you provide us, even if the telephone number is a cell phone number or the contact results in a charge to you. You agree to allow our agents and service providers to contact you as agreed above.

You agree that you will, within a reasonable time, notify us of any change in your contact information.

**SELLER'S RIGHTS IN ABSENCE OF CREDIT APPROVAL:**

(a) You agree to furnish us any documentation necessary to verify information contained in the credit application. (b) You acknowledge that it may take a few days for us to verify your credit and assign this contract. In consideration of our agreeing to deliver the vehicle, you agree that if we are unable to assign the contract to any one of the financial institutions with which we regularly do business pursuant to terms of assignment acceptable to us, we may cancel this contract. (c) In the event we cancel this contract, we shall give you notice of the cancellation. Upon delivery of such notice, you shall immediately return the vehicle to us in the same condition as when sold reasonable wear and tear excepted. We agree, upon cancellation of this contract to restore to you all consideration we received in connection with this contract, including any trade-in vehicle. (d) In the event the vehicle is not immediately returned to us upon notice of our cancellation of this contract, you agree to pay and shall be liable to us for all expenses incurred by us in obtaining possession of the vehicle, including attorney's fees, and we shall have the right to repossess the vehicle with free right of entry wherever the vehicle may be found, as the law allows. (e) While the vehicle is in your possession, all terms of this contract, including those relating to use of the vehicle and insurance for the vehicle shall be in full force and all risk of loss or damage in the vehicle shall be assumed by you, you shall pay all reasonable repair costs related to any damage sustained by the vehicle while in your possession or control of and until the vehicle is returned to us.

**Electronic Contracting and Signature Acknowledgment.** You agree that (i) this contract is an electronic contract executed by you using your electronic signature, (ii) your electronic signature signifies your intent to enter into this contract and that this contract be legally valid and enforceable in accordance with its terms to the same extent as if you had executed this contract using your written signature and (iii) the authoritative copy of this contract ("Authoritative Copy") shall be that electronic copy that resides in a document management system designated by us for the storage of authoritative copies of electronic records, which shall be deemed held by us in the ordinary course of business. Notwithstanding the foregoing, if the Authoritative Copy is converted by printing a paper copy which is marked by us as the original (the "Paper Contract"), then you acknowledge and agree that (1) your signing of this contract with your electronic signature also constitutes issuance and delivery of such Paper Contract, (2) your electronic signature associated with this contract, when affixed to the Paper Contract, constitutes your legally valid and binding signature on the Paper Contract and (3) subsequent to such conversion, your obligations will be evidenced by the Paper Contract alone.

**GUARANTY**

The undersigned, jointly and severally, guarantee payment of all amounts owing under this contract and the payment upon demand of the entire amount owing on this contract in the event of default in payment by Buyer named therein. The undersigned waives notice of performance, demands for performance, notice of non-performance, protests, notice of protests, notice of dishonor, notice of acceptance of this Guaranty, of any extensions in time of payment, of sale of any of the collateral and of all other notices to which the undersigned would be otherwise entitled by law and agrees to pay all amounts owing thereunder upon demand, without requiring any action or proceeding against Buyer, and specifically waives any right to require action against Buyer as provided in A.R.S. §§ 12-1641 *et seq.* The undersigned agree to deliver to Seller or, after assignment, to Assignee timely financial statements and any other information relating to the undersigned's financial condition as may be reasonably requested. The undersigned acknowledges receipt from the Seller, prior to signing below, of a separate "Notice to Cosigner."

N/A	<b>E</b>	N/A
DATED AT		GUARANTOR
N/A		N/A
DATED AT		GUARANTOR

**Marital Community Property Joinder:** The undersigned spouse of the Guarantor joins in the execution of this guaranty for the purpose of binding the marital property of the Guarantor, and the undersigned, in accordance with A.R.S. § 25-214 or other applicable law. THE UNDERSIGNED SPOUSE OF THE GUARANTOR ACKNOWLEDGES RECEIPT FROM THE SELLER, PRIOR TO SIGNING BELOW, OF A SEPARATE "NOTICE TO COSIGNER."

N/A		N/A
Date		Spouse of the Guarantor

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TRUE AND ACCURATE COMPLETED COPY - UCC NON-AUTHORITATIVE COPY

**NOTICE: ANY HOLDER OF THIS CONSUMER CREDIT CONTRACT IS SUBJECT TO ALL CLAIMS AND DEFENSES WHICH THE DEBTOR COULD ASSERT AGAINST THE SELLER OF GOODS OR SERVICES OBTAINED PURSUANT HERETO OR WITH THE PROCEEDS HEREOF. RECOVERY HEREUNDER BY THE DEBTOR SHALL NOT EXCEED AMOUNTS PAID BY THE DEBTOR HEREUNDER.**

The preceding NOTICE applies only to goods or services obtained primarily for personal, family, or household use. In all other cases, Buyer will not assert against any subsequent holder or assignee of this contract any claims or defenses the Buyer (debtor) may have against the Seller, or against the manufacturer of the vehicle or equipment obtained under this contract.

**IF THE BOX IS CHECKED, THIS CONTRACT IS SUBJECT TO A BROKER FEE PAID BY THE SELLER TO**  
N/A

**You acknowledge an express intent to grant a security interest in the vehicle and hereby waive and abandon all personal property exemptions granted upon the vehicle, which is the subject of this contract. NOTICE: BY GIVING US A SECURITY INTEREST IN THE VEHICLE, YOU WAIVE ALL RIGHTS PROVIDED BY LAW TO CLAIM SUCH PROPERTY EXEMPT FROM PROCESS.**

**ARBITRATION PROVISION**

**PLEASE REVIEW - IMPORTANT - AFFECTS YOUR LEGAL RIGHTS**

- 1. EITHER YOU OR WE MAY CHOOSE TO HAVE ANY DISPUTE BETWEEN YOU AND US DECIDED BY ARBITRATION AND NOT IN COURT OR BY JURY TRIAL.**
- 2. IF A DISPUTE IS ARBITRATED, YOU WILL GIVE UP YOUR RIGHT TO PARTICIPATE AS A CLASS REPRESENTATIVE OR CLASS MEMBER ON ANY CLASS CLAIM YOU MAY HAVE AGAINST US INCLUDING ANY RIGHT TO CLASS ARBITRATION OR ANY CONSOLIDATION OF INDIVIDUAL ARBITRATIONS.**
- 3. DISCOVERY AND RIGHTS TO APPEAL IN ARBITRATION ARE GENERALLY MORE LIMITED THAN IN A LAWSUIT, AND OTHER RIGHTS THAT YOU AND WE WOULD HAVE IN COURT MAY NOT BE AVAILABLE IN ARBITRATION.**

Any claim or dispute, whether in contract, tort, statute or otherwise (including the interpretation and scope of this Arbitration Provision, any allegation of waiver of rights under this Arbitration Provision, and the arbitrability of the claim or dispute), between you and us or our employees, agents, successors or assigns, which arises out of or relates to your credit application, purchase or condition of this Vehicle, this contract or any resulting transaction or relationship (including any such relationship with third parties who do not sign this contract) shall, at your or our election, be resolved by neutral, binding arbitration and not by a court action. If federal law provides that a claim or dispute is not subject to binding arbitration, this Arbitration Provision shall not apply to such claim or dispute. Any claim or dispute is to be arbitrated by a single arbitrator only on an individual basis and not as a plaintiff in a collective or representative action, or a class representative or member of a class on any class claim. The arbitrator may not preside over a consolidated, representative, class, collective, injunctive, or private attorney general action. You expressly waive any right you may have to arbitrate a consolidated, representative, class, collective, injunctive, or private attorney general action. You or we may choose the American Arbitration Association ([www.adr.org](http://www.adr.org)) or National Arbitration and Mediation ([www.namadr.com](http://www.namadr.com)) as the arbitration organization to conduct the arbitration. If you and we agree, you or we may choose a different arbitration organization. You may get a copy of the rules of an arbitration organization by contacting the organization or visiting its website.

Arbitrators shall be attorneys or retired judges and shall be selected pursuant to the applicable rules. The arbitrator shall apply governing substantive law and the applicable statute of limitations. The arbitration hearing shall be conducted in the federal district in which you reside unless the Seller-Creditor is a party to the claim or dispute, in which case the hearing will be held in the federal district where this transaction was originated. We will pay the filing, administration, service, or case management fee and the arbitrator or hearing fee up to a maximum of \$5,000, unless the law or the rules of the chosen arbitration organization require us to pay more. You and we will pay the filing, administration, service, or case management fee and the arbitrator or hearing fee over \$5,000 in accordance with the rules and procedures of the chosen arbitration organization. The amount we pay may be reimbursed in whole or in part by decision of the arbitrator if the arbitrator finds that any of your claims is frivolous under applicable law. Each party shall be responsible for its own attorney, expert and other fees, unless awarded by the arbitrator under applicable law. If the chosen arbitration organization's rules conflict with this Arbitration Provision, then the provisions of this Arbitration Provision shall control. Any arbitration under this Arbitration Provision shall be governed by the Federal Arbitration Act (9 U.S.C. §§ 1 et seq.) and not by any state law concerning arbitration. Any award by the arbitrator shall be in writing and will be final and binding on all parties, subject to any limited right to appeal under the Federal Arbitration Act.

You and we retain the right to seek remedies in small claims court for disputes or claims within that court's jurisdiction, unless such action is transferred, removed or appealed to a different court. Neither you nor we waive the right to arbitrate any related or unrelated claims by filing any action in small claims court, or by using self-help remedies, such as repossession, or by filing an action to recover the vehicle, to recover a deficiency balance, or for individual or statutory public injunctive relief. Any court having jurisdiction may enter judgment on the arbitrator's award. This Arbitration Provision shall survive any termination, payoff or transfer of this contract. If any part of this Arbitration Provision, other than waivers of class rights, is deemed or found to be unenforceable for any reason, the remainder shall remain enforceable. You agree that you expressly waive any right you may have for a claim or dispute to be resolved on a class basis in court or in arbitration. If a court or arbitrator finds that this class arbitration waiver is unenforceable for any reason with respect to a claim or dispute in which class allegations have been made, the rest of this Arbitration Provision shall also be unenforceable.

TRUE AND ACCURATE COMPLETED COPY - UCC NON-AUTHORITATIVE COPY

TRUE AND ACCURATE COMPLETED COPY - UCC NON-AUTHORITATIVE COPY

**HOW THIS CONTRACT CAN BE CHANGED.** This contract contains the entire agreement between you and us relating to this contract. Any change to this contract must be in writing and we must sign it. No oral changes are binding. Buyer Signs **X F** Co-Buyer Signs **X F** N/A  
If any part of this contract is not valid, all other parts stay valid. We may delay or refrain from enforcing any of our rights under this contract without losing them. For example, we may extend the time for making some payments without extending the time for making others.

**NOTICE TO THE BUYER: (1) Do not sign this contract before you read it or if it contains any blank spaces. (2) You are entitled to an exact copy of the contract you sign.**

***The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the Finance Charge.***

**YOU ACKNOWLEDGE THAT YOU HAVE READ ALL PAGES OF THIS CONTRACT, INCLUDING THE ARBITRATION PROVISION ON PAGE 5, BEFORE SIGNING BELOW.**

You agree to the terms of this contract. You confirm that before you signed this contract, we gave it to you, and you were free to take it and review it. You confirm that you received a completely filled-in copy when you signed it.

**ANY INSURANCE REFERRED TO IN THIS CONTRACT DOES NOT INCLUDE LIABILITY COVERAGE FOR BODILY INJURY AND PROPERTY DAMAGE CAUSED TO OTHERS.**

The Arizona Department of Insurance and Financial Institutions regulates the Seller and can be contacted at 100 N 15th Avenue, Suite 261, Phoenix, AZ 85007-2630, (602) 771-2800, if you have any complaints concerning this contract.

**X G** 08/02/2023  
Buyer Signs Date

CLIFTON KENNEDY  
Buyer Printed Name

**X H** 08/02/2023  
Seller Signs Date

**X G** N/A N/A  
Co-Buyer Signs Date

N/A  
Co-Buyer Printed Name

By **X** TEMPE CHRYSLER DODGE JEEP AND RAM - TEMPE KIA FINANCE MAN  
Title

If the "business" use box is checked in "Primary Use for Which Purchased": Print Name N/A Title N/A

**SEE THE REST OF THIS CONTRACT FOR OTHER IMPORTANT TERMS AND AGREEMENTS.**

Co-Buyers and Other Owners — A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other owner signs here **X** N/A Date N/A Address N/A

TRUE AND ACCURATE COMPLETED COPY - UCC NON-AUTHORITATIVE COPY

TRUE AND ACCURATE COMPLETED COPY - UCC NON-AUTHORITATIVE COPY



## **CONSENT TO CONDUCT TRANSACTIONS ELECTRONICALLY USING ELECTRONIC RECORDS AND SIGNATURES**

You have indicated that you wish to receive, sign, or transmit documents relating to your Transaction with us electronically. We are required by law to give you certain information "in writing" – which means you are entitled to receive it on paper. We need your consent in order to provide you this information electronically instead. We also need your general consent to use electronic records or signatures in our Transaction with you.

In this Consent, the words "we," "us," and "our" mean (i) the DEALERSHIP from whom you are purchasing or leasing your motor vehicle (the "DEALERSHIP") and (ii) any assignee of the financing contract or lease agreement, or the original creditor on a loan agreement (the "FINANCING INSTITUTION"). The words "you" and "your" mean the person giving consent as well as any co-applicants and co-owners of any product or service we provide to the person giving consent as part of this Transaction. "Transaction" means your application for credit, the retail installment sales contract, loan agreement, or lease agreement providing for the purchase or lease of a motor vehicle, and the review, execution, and delivery of the documents related to your purchase or lease. It also includes the purchase of all related products and services provided to you and described in the Communications. "Communication(s)" means each disclosure, notice, retail installment sales contract, loan agreement, lease agreement, undertaking, fee schedule, periodic statement, record, document, or other information we provide to you, or that you sign or submit or agree to at our request, in connection with the Transaction.

**1. Your Consent.** You (i) agree that any of the Communications we provide to you, or that you sign or agree to at our request, may be in electronic form; and (ii) consent to receiving any of the Communications we provide to you via email, text message, or other electronic medium. We may also use electronic signatures and obtain them from you on any Communication, even if we provide you the Communications in paper form.

**The Communications may be presented, executed, and delivered at the DEALERSHIP, or, for eligible online transactions, via our Signature and Document Delivery Service and Website.**

We may always, in our sole discretion, provide you with any Communications on paper, even if you have authorized electronic delivery. Sometimes the law, or our agreement with you, requires you to give us a written notice. You must still provide these notices to us on paper, unless we tell you how to deliver the notice to us electronically.

**2. How to Withdraw Consent.** If you decide to withdraw consent before you complete the Transaction, you may do so by selecting the "Withdraw Consent" option available on each page of the electronic signature process. The "Withdraw Consent" option will either appear on the left side of the screen, or under the action menu at the upper left corner of the screen. If you withdraw consent before the Transaction is complete, you will be required to restart the Transaction.

Your withdrawal of consent with respect to this Transaction does not affect any other consent you have given us at any other time to use electronic records and signatures, and it does not affect the legal effectiveness, validity, or enforceability of the electronic Communications that were provided to you before your withdrawal became effective.

**3. How to Update Your Contact Information.** It is your responsibility to provide us with accurate and complete e-mail address, mobile/cellular telephone number, and other contact information at the time of your Transaction and after the time of your Transaction, when your contact information changes. To update your information during the Transaction, please notify our representative assisting you with your Transaction; to update your contact information after the time of your Transaction, please notify your Financial Institution.

**4. Hardware and Software Requirements.** To receive or retain electronic Communications, you must have access to:

**Browser Options:**

This Signature and Document Delivery Service and Website will support the most Current Version of the major desktop, laptop, and tablet browsers. ***MOBILE PHONE BROWSERS ARE NOT SUPPORTED AT THIS TIME.***

**Read and Display Requirements:**

Our system works with any Current Version of Adobe Reader® that views and prints PDF documents.

**Printer or Storage Space:**

You will need access to a printer or sufficient storage space to retain the Communications.

You must also have an active email address and SMS-enabled mobile/cellular telephone to use the Signature and Document Delivery Service and Website.

For transactions you complete on our hardware, we will supply any additional required hardware and software.

By "Current Version," we mean a version of the software that is currently supported by its publisher. From time to time, we may offer services or features that require the Internet browser you are using to be configured in a particular way, such as permitting the use of JavaScript or cookies. If we detect that the Internet browser you are using is not properly configured, we will provide you with a notice and advice on how to update your configuration. We reserve the right to discontinue support of a Current Version of software if, in our sole opinion, it suffers from a security flaw or other flaw that makes it unsuitable for use with your Transaction.

If our hardware or software requirements change, and that change would create a material risk that you would not be able to access or retain electronic Communications, we will give you notice of the revised hardware or software requirements. Continuing to use this service after receiving notice of the change is reaffirmation of your consent.

**5. Paper Copies.**

**a. Transactions Completed Using Our Hardware and Software**

For Transactions completed using our hardware and software ("**Type I Transactions**"), we will use electronic signatures obtained from you for Communications and we will provide those Communications to you in paper form at the time of your Transaction. For Type I Transactions, we will tell you that you will be receiving a paper copy of the Communications at the time of your Transaction.

**b. Transactions Completed Using Your Hardware and Software**

For Transactions completed using your hardware and software to access the Signature and Document Delivery Service and Website ("**Type II Transactions**"), we will use electronic signatures obtained from you for Communications and we will provide those Communications to you at the time of your Transaction. For Type II Transactions, we will tell you that you will be receiving an electronic copy of the Communications at the time of your Transaction.

For Type II Transactions, we will not send you a paper copy of electronic Communications unless you

request it, as provided below, or we otherwise deem it appropriate to do so. For Type II Transactions, you can obtain a paper copy of any Communication we provide to you electronically by printing it yourself or by requesting your **DEALERSHIP** provide you with a paper copy at the time of your Transaction. Such requests for paper copies to your **DEALERSHIP** can be made at the time of your Transaction or up to fifteen (15) days after the date of your Transaction. After this time (15 days after the date of your Transaction), you can request a copy of any Communication by contacting your **FINANCING INSTITUTION**. There is no charge associated with requesting a paper copy of a Communication we sent you electronically.

**6. Retaining Copies of Electronic Communications.** We encourage you to print or download, for your records, a copy of all electronic Communications. This ESIGN Consent disclosure will be a part of the Communications when you print, download a copy, or are otherwise provided a paper copy by us at the time of your Transaction.

**7. Termination/Changes.** We reserve the right, in our sole discretion, to (i) provide you with Communications in paper or electronic form, as described above; (ii) discontinue the provision of your Communications electronically; or (iii) to terminate or change the terms and conditions on which we provide your Communications to you electronically. The Communications that we provide to you electronically will be available to you electronically for fifteen (15) days after the date (a) your Transaction is completed and (b) we provide access to the Communications to you via the Signature and Delivery Service and Website. After this time, if you wish to receive a copy of the Communications, you must request a paper copy from your **FINANCING INSTITUTION**.

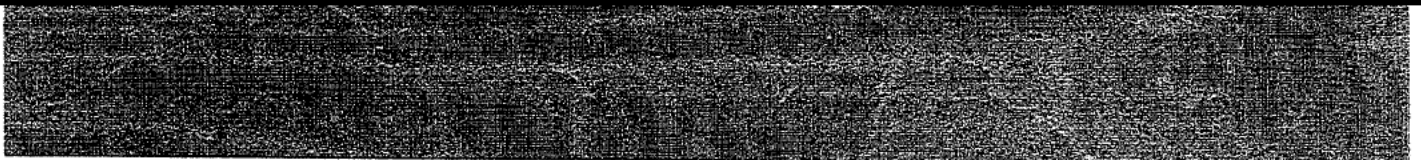
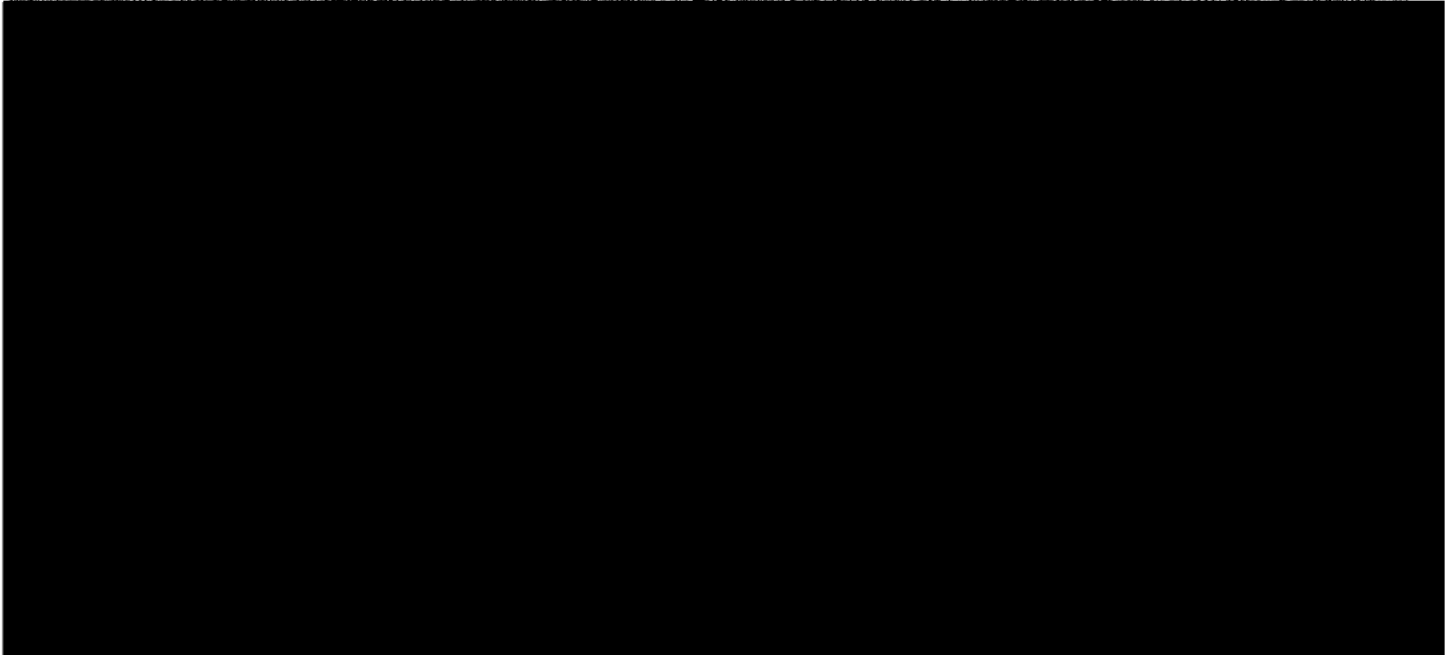
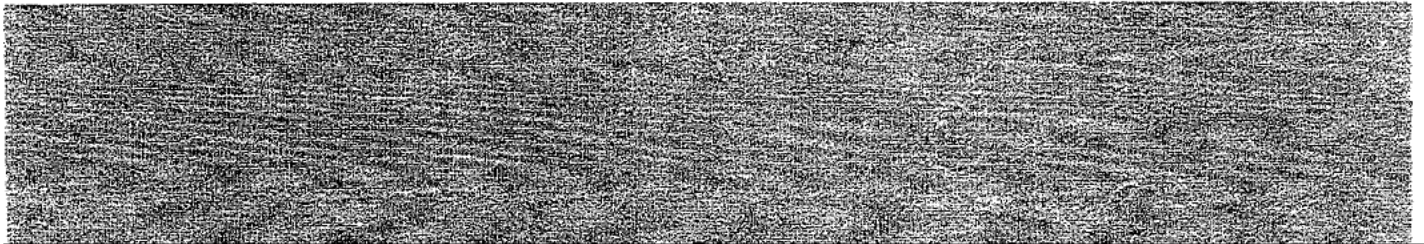
**By checking the box, you confirm that (i) you have reviewed and agree to be bound by the terms of the ESIGN Consent; (ii) you are consenting to the use of electronic records and signatures in connection with this Transaction; and if we provide the Communications to you electronically, you are (a) consenting to receive your Communications through the use of the Signature and Document Delivery Service and Website; (b) confirming that you have access to the hardware and software described above; (c) confirming that you are able to receive and review electronic records; and (d) confirming that you have an active email account, SMS-enabled mobile/cellular telephone, and the ability to access, view, and retain PDF files. You are also confirming that you are authorized to, and do, consent on behalf of all of your co-applicants and co-owners of any product or service we provide to you as part of this Transaction.**

**By checking the box, you also agree that any electronic records signed by using the Signature and Document Delivery Service and Website are signed at our business premises. Any Communications that require our signature are completed and binding on us only when we receive and execute them.**

**By checking the box, you agree that the sale or lease of a motor vehicle is complete at the time and place that we deliver the motor vehicle per the agreement below. You and we agree that we will deliver the motor vehicle to you by making the motor vehicle available to you to take possession of it at our place of business once you and we have completed execution of the applicable Communications that require signature. We may agree to help you arrange transportation of the motor vehicle to another place of your choosing after we have delivered it to you at our place of business; however, you acknowledge and agree that: (i) our helping you with transportation of the vehicle in this way is at your request, as your agent, and for your convenience; and (ii) any such transportation of the vehicle that occurs is after the sale or lease is complete and after it was delivered by us at our place of business.**

**By checking the box you also agree that (i) the Signature and Document Delivery Service and Website are strictly designed for use on desktop, laptop, and tablet computing devices and (ii) THE SIGNATURE AND DOCUMENT DELIVERY SERVICE AND WEBSITE ARE NOT CURRENTLY DESIGNED FOR AND SHOULD NOT BE USED ON A MOBILE PHONE BROWSER.**





## TRANSACTION HISTORY

Start Date

Oct 26, 2022



End Date

Oct 26, 2023



## POSTED PAYMENTS

Showing 1 to 2 of 2 entries

Date Posted <sup>?</sup>	Effective Date <sup>?</sup>	Transaction Amount <sup>?</sup>	Balance <sup>?</sup>	Principal <sup>?</sup>	Interest <sup>?</sup>	Late Fees <sup>?</sup>	Misc. Fees <sup>?</sup>
Oct 16, 2023	Oct 16, 2023	(\$630.00)	\$29,327.52	(\$403.96)	(\$226.04)	--	--
Sep 16, 2023	Sep 16, 2023	(\$630.00)	\$29,731.48	(\$287.66)	(\$342.34)	--	--

Show  entries



- Buy or Lease +

---

- Lease-End Options +

---

- Customer Center (<https://chryslercapital.com/customers>) +

---

- About (<https://chryslercapital.com/about>) +

---

- Finance Resources (<https://chryslercapital.com/finance-resources>) +

---

- Dealers (<https://chryslercapital.com/dealers>) +

### Payment Address

Chrysler Capital  
P.O. Box 660335  
Dallas, TX 75266-0335

### Customer Service Line

855-563-5635

# PAYOFF QUOTE

Estimated payoff at the time of request quote may vary.

## ESTIMATED PAYOFF AMOUNT AS OF **10/26/2023**

The estimated amount to payoff your account is \$29,513.32 good through 11/9/2023. This payoff amount is subject to a final reconciliation and accounting and may change if there are returned payments or fees assessed on the account within 30 days of this quote.

Title will not be released until the account is paid in full.

[Buy or Lease \(https://chryslercapital.com/buy-or-lease\)](https://chryslercapital.com/buy-or-lease) +

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[Lease-End Options \(https://chryslercapital.com/lease-end-options\)](https://chryslercapital.com/lease-end-options) +

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[Customer Center \(https://chryslercapital.com/customers\)](https://chryslercapital.com/customers) +

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[About \(https://chryslercapital.com/about\)](https://chryslercapital.com/about) +

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[Finance Resources \(https://chryslercapital.com/finance-resources\)](https://chryslercapital.com/finance-resources) +

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[Dealers \(https://chryslercapital.com/dealers\)](https://chryslercapital.com/dealers) +

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### Payment Address

Chrysler Capital  
P.O. Box 660335

Manage Accounts Online  
[www.penfed.org](http://www.penfed.org)

Assistance:  
 800-247-5626

Mobile: Download the  
**PENFED MOBILE** app  
 today

Payment Due Date						
September						
S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

**New Balance**  
**\$3,568.62**

**Minimum Payment Due**  
**\$71.00**

**Payment Due Date**  
**09/15/2023**

Account Summary	
Account Number	[REDACTED]
Statement Closing Date	08/18/2023
Credit Limit	\$20,000.00
Available Credit	\$15,862.00
Cash Credit Limit	\$20,000.00
Available Cash	\$15,862.00
Previous Balance	\$1,094.30
- Payments	\$1,094.30
- Other Credits	\$4.89
+ Purchases	\$3,573.51
+ Cash Advances	\$0.00
+ Other Debits	\$0.00
+ Fees Charged	\$0.00
+ Interest Charged	\$0.00
<b>= New Balance</b>	<b>\$3,568.62</b>

Payment Information		
<b>Late Payment Date: 09/25/2023</b>		
<b>Late Payment Warning:</b> If we do not receive your minimum payment by the date listed above, you may have to pay a late fee of up to <b>\$28.00</b> and your APR may be increased up to the Penalty APR of 17.99%.		
<b>Minimum Payment Warning:</b> If you make only the minimum payment each period, you will pay more in interest and it will take you longer to pay off your balance. The table is based on your standard minimum payment and does not include any past due and overlimit amounts. For example:		
If you make no additional charges using this card and each month you pay...	You will pay off the balance shown on this statement in about...	And you will end up paying an estimated total of...
Only the minimum payment	34 Years	\$12,651.00
\$129.00	3 Years	\$4,644.00 (Savings = \$8,007.00)
If you would like information about credit counseling services, call 1-866-685-6322.		

08/2023

Save a stamp, save time and avoid late fees by making a one-time payment or setting up a recurring payment via [PENFED Online](#) or [PENFED mobile](#).

Detach the bottom portion and return payment using enclosed envelope to be received no later than by 5:00 p.m. local time on the due date. Please use blue or black ink.

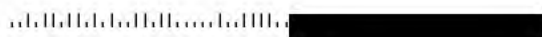
PENFED CREDIT UNION  
 PO BOX 247080  
 OMAHA NE 68124-7080

**Account Number:** [REDACTED]  
**New Balance:** \$3,568.62  
**Minimum Payment Due:** \$71.00  
**Payment Due Date:** 09/15/2023

Save a stamp & envelope.  
 Log on to [PenFed.org](http://PenFed.org) & pay today!

Amount Enclosed \$

PENFED CREDIT UNION  
 PO BOX 247080  
 OMAHA NE 68124-7080



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Rental Agreement # [REDACTED]

### Renter Information

Renter Name

[REDACTED]

Renter Address

[REDACTED]

### Vehicle Information

EQUI

License #: [REDACTED]

State/Province: TX

Unit #: [REDACTED]

Vehicle #: [REDACTED]

Vehicle Class Driven

Standard SUV 5 door/Automatic/Air

Vehicle Class Charged

Midsize SUV 4 door/Automatic/Air

Odometer Mileage/Kilometers

Starting: 52623 Ending: 52855

Total: 232

Fuel

Starting: 5.9g Ending: 6.2g

### Trip Information

Pickup

Thursday, July 27, 2023 2:53 PM

Return

Thursday, August 3, 2023 3:07 PM

[REDACTED]

[REDACTED]

### Renter Charges

Rental Rate	Time & Distance 1 Week at \$373.80 / Week	\$373.80
Mileage	Unlimited Mileage	Included
Taxes and Fees	Vehicle License Recovery Fee (\$2.11 / Day)	\$14.77
	Sales Tax (7.75%)	\$28.97
<b>Total</b>		<b>\$417.54</b>
(Subject to audit)		
Amount charged on August 3, 2023 to VISA (9857)		(\$417.54)
APN: VISA CREDIT		
AID: [REDACTED]		
Verified: Signature		
Entry: Chip		
TSI: 6800		
<b>Amount Due</b>		<b>\$0.00</b>

Thank you for renting with Enterprise Rent-A-Car

We appreciate your business!

This email was automatically generated from an unattended mailbox, so please do not reply to this e-mail.

If you have any questions about your rental, please view our Frequently Asked Questions or send us a secured message by visiting our [Support Center](#)

CUSTOMER #: 54822

91035



\*INVOICE\*

KEARNY MESA CHRYSLER DODGE JEEP RAM
8010 Balboa Ave. San Diego, CA 92111
Phone (858) 560-7100
www.kearnymesacdjr.com

PAGE 3

HOME: CONT
BUS: CELL

VICE ADVISOR: 110 WILLIAM AMARAL

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN / OUT, TAG. Includes details for GRANITE 18 DAIMLER CHRYSLER PAC 2C4RC1H73 and delivery dates.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Includes TSG TIRE PRESSURE CHECK AND INFLATE SERVICE PER STATE REGULATION!!

109 HENRY, ERIC LIC#: 2348
ISP
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

E\*\* UPON COMPLETION FOUND BATTERY NOT HOLDING A CHARGE
ELECR REPLACE BATTERY
109 HENRY, ERIC LIC#: 2348
C
1 BBH6A001AA 01083001Y BATTERY-STORAGE 291.00 291.00 291.00
1 BD BATTERY DISPOSAL 2.00 2.00 2.00
PARTS: 291.00 LABOR: 0.00 OTHER: 2.00 TOTAL LINE E: 293.00

REPLACED WEAK BATTERY IN LEFT REAR QUARTER PANEL
ESTIMATE: 210.00 27JUL23 15:27 SA: 110
CONTACT: OK

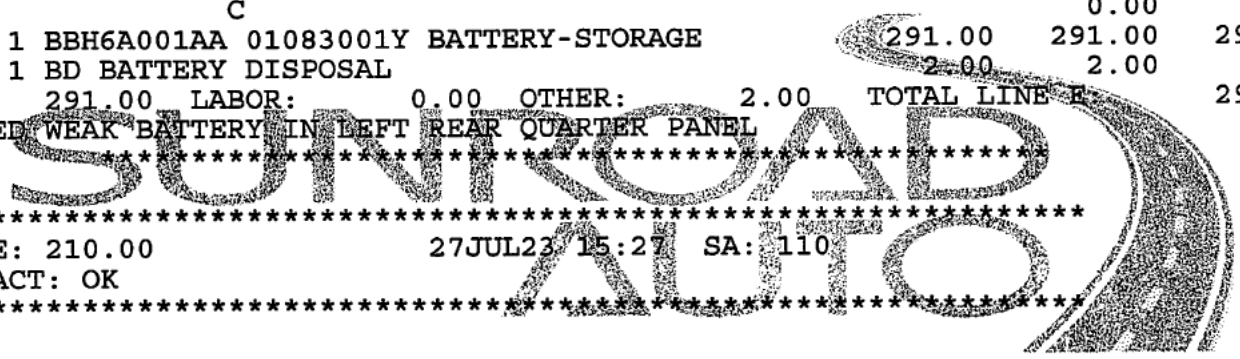


Table with columns: DESCRIPTION, TOTALS. Includes rows for LABOR AMOUNT, PARTS AMOUNT, GAS, OIL, LUBE, SUBLET AMOUNT, MISC. CHARGES, TOTAL CHARGES, LESS INSURANCE, SALES TAX, and PLEASE PAY THIS AMOUNT.

Notice to Consumer: Please read important information on back. BAR # ARD293352 EPA # CAD982491227

## WARRANTY ON NEW CHRYSLER DODGE JEEP RAM SERVICE REPLACEMENT PARTS AND ACCESSORIES

"The Manufacturer" warrants over-the-counter or wholesale Mopar parts are warranted against defects in workmanship or materials for 12 months / unlimited miles for parts exchange only. Mopar parts, installed by an authorized Chrysler Group LLC dealership or studio, are warranted for 12 months / 12,000 miles for both parts and labor, or for 12 months / unlimited miles for parts exchange only, whichever is more favorable to the customer.

This warranty covers only repairs or replacements made necessary due to defects in material or workmanship. It does not cover conditions resulting from negligence, alteration, accident or use for which the part or accessory was not designed or approved by Chrysler Dodge Jeep Ram, loss of time, inconvenience, loss of use of the vehicle or other consequential damages; or labor for removal from the vehicle and reinstallation of a part or accessory sold "over-the-counter." Repairs or replacements qualifying under this warranty will be performed by our dealership within a reasonable time following delivery of the malfunctioning part or accessory to our place of business.

Defective or malfunctioning parts or accessories must be delivered to an authorized Chrysler Dodge Jeep Ram dealers' place of business during regular business hours for warranty repair or replacement. The dealer must be furnished with the purchaser's copy of the original sales slip on counter sales, or purchaser's copy of the repair order on dealer installations, to validate date of purchase and vehicle mileage, as applicable.

Mopar parts replaced on a Chrysler Group LLC vehicle still covered by the Chrysler New Vehicle Basic Limited Warranty are warranted for the remainder of the New Vehicle Basic 3 year / 36,000 Mile Limited Warranty, or for Mopar's Basic 12 month limited Warranty from the original installation date, whichever is more favorable to the customer.

**THIS IS THE ONLY EXPRESS WARRANTY APPLICABLE TO OUR SERVICE REPLACEMENT PARTS AND ACCESSORIES, AND OUR DEALERSHIP NEITHER ASSUMES NOR AUTHORIZES ANYONE TO ASSUME FOR IT ANY OTHER OBLIGATION OR LIABILITY IN CONNECTION WITH SUCH PARTS AND ACCESSORIES.**

**CHRYSLER DODGE JEEP RAM WARRANTY STATEMENT ABOVE IS AN EXCERPT OF THE MANUFACTURER'S WARRANTY. PLEASE SEE SERVICE OR PARTS MANAGER FOR A FULL TEXT COPY OF THE MANUFACTURER'S WARRANTY, WHICH WILL HELP DETERMINE ANY WARRANTY THAT MAY APPLY TO YOUR SPECIFIC PART OR VEHICLE.**

### AS IS

The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages.

### NOTICE TO CUSTOMER REGARDING ENVIRONMENTAL COMPLIANCE CHARGES

We make a separate charge for the storage and disposal of toxic wastes. Rather than recover these costs by increasing our labor rates to all of our service customers, we make this charge only on those particular repairs or services which generate these wastes. These are uniform charges which are calculated annually for each particular service and are available on request.

#### TO OUR SERVICE CUSTOMERS:

Our usual charges for labor are not based on actual mechanic's time, but are simply our prices for particular jobs. You will be charged no more than the estimated price approved by you. However, if we discover that different or additional repairs are indicated, you will be contacted for your advance approval of a revised estimate.

#### ADDITIONAL TERMS & CONDITIONS

1. Our Dealership's usual charges for labor are not based on actual mechanic's time, but are simply our prices for particular jobs.
2. You will be charged no more than the estimated price approved by you. However, if we discover that different or additional repairs are necessary, you will be contacted for your advance approval of a revised estimate.
3. Customer is hereby notified that the vehicle and any of its contents are not insured or protected to the amount of the actual cash value thereof, or otherwise, against loss occasioned by theft, fire or vandalism while the property remains with the Dealership.
4. Customer states no articles of personal property have been left in the vehicle and dealer is not responsible for inspection thereof.
5. The repair of this vehicle and completion date are subject to the availability of labor and parts. The Dealership is not responsible for unavailability of parts or delays in parts shipment beyond the Dealership's control.
6. Due to the type of service requested some repairs must be sublet.
7. All labor and materials will be paid for in cash unless Dealer agrees to other payment arrangements in advance. Notice as used under PAYMENT TERMS on the front side hereof will be deemed to have been given upon deposit in the United States mail, postage prepaid, of written notification to that effect addressed to the customer at the address given on the front side hereof.
8. If the vehicle described herein is not called for within three (3) days after such notice is given, a daily storage fee will be charged, \$150.00 per day.
9. The Dealership is authorized to deliver the vehicle described herein or any of its contents to any person presenting this receipt.

10. In addition to any and all legal remedies available, I authorize the Dealership to have a lien on the vehicle described herein for all charges for repairs, including labor and parts storage and/or towing, and to enforce such lien. The Dealership is hereby expressly authorized to sell said vehicle at public auction after giving a twenty (20) day written notice by certified mail to the legal owner, registered owner, and Department of Motor Vehicles of intent to do so. On the sale date, the vehicle shall be sold to the highest cash bidder and the proceeds of sale must be used first to satisfy the lien plus storage costs and costs incidental to sale, and the balance shall be forwarded to the legal owner, or if none, to the registered owner, or if the address is unknown, it shall be forwarded to the Department of Motor Vehicles. Said expenses for sale shall also include a reasonable attorney's fee, which may be necessarily incurred.
11. If any such charges remain unpaid for thirty (30) days after such request for payment The Dealership may also refer such charges to its attorneys for collection and the customer will pay a reasonable attorney's fee.
12. The Power of Attorney granted on the front of this Repair Order / Invoice shall be irrevocable and shall remain in effect for so long as there is an outstanding amount due under the Repair Order / Invoice.
13. Remanufactured and refurbished parts that meet manufacturer approved source part requirements may be installed at our discretion. Additional information is available upon request.
14. I authorize the retrieval of on-board data as needed to facilitate vehicle repair, as well as sharing that data with the vehicle manufacturer for diagnostic and research purposes.
15. Customer acknowledges, if a request for parts return was made before work commenced, that some Parts are Not Returnable due to OEM requirements, some parts must be returned to factory.

**⚠ WARNING:** Breathing the air in this area or skin contact with petroleum products can expose you to chemicals including benzene, motor vehicle exhaust, and carbon monoxide, which are known to the state of California to cause cancer and birth defects or other reproductive harm. Do not stay in this area longer than necessary.

For more information go to [www.P65Warnings.ca.gov/vehicle-repair](http://www.P65Warnings.ca.gov/vehicle-repair).

**⚠ ADVERTENCIA:** Respirar el aire en esta zona o el contacto de la piel con productos del petróleo puede exponerle a sustancias químicas, incluidos benceno, gases del escape de vehículos de motor y monóxido de carbono, conocidos en el estado de California como causantes de cáncer y defectos congénitos u otros daños reproductivos. No permanezca en esta zona más de lo necesario.

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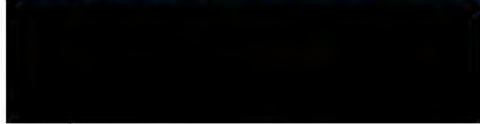
#### STATEMENT CONCERNING AMENDMENTS TO THE SONG-BEVERLY WARRANTY ACT AS FOLLOWS:

A buyer of this product in California has the right to have this product serviced or repaired during the warranty period. The warranty period will be extended for the number of whole days that the product has been out of the buyer's hands for warranty repairs. If a defect exists within the warranty period, the warranty will not expire until the defect has been fixed. The warranty period will also be extended if the warranty repairs have not been performed due to delays caused by circumstances beyond the control of the buyer, or if the warranty repairs did not remedy the defect and the buyer notifies the manufacturer or seller of the failure of the repairs within 60 days after they were completed. If, after a reasonable number of attempts, the defect has not been fixed, the buyer may return this product for a replacement or a refund subject, in either case, to deduction of a reasonable charge for usage. This time extension does not affect the protections or remedies the buyer has under other laws.


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FOR INFORMATION REGARDING OUR PRIVACY PRACTICES AND YOUR RIGHTS UNDER THE CALIFORNIA CONSUMER PRIVACY ACT, A COPY OF OUR PRIVACY POLICY HAS BEEN MADE AVAILABLE TO YOU. OUR PRIVACY POLICY MAY ALSO BE ACCESSED AT: [www.kearnymesacjr.com/privacy-policy/](http://www.kearnymesacjr.com/privacy-policy/)


Upon request, you are entitled to receive a copy of the Towing Fees and Access Notice




Recent Transactions [View All](#)

	Kohl's Aug 26, 2023	\$19.40 >
	Avis Rent A Car Aug 25, 2023	\$305.67 >
	Taco Bell Aug 24, 2023	\$9.79 >

Card Details

 Spend Insights

 Card on File

Manage Card

Good Afternoon 

Last sign on: Sep 07, 2023 1:32:4 PM ET1 from computer

ACCOUNT OVERVIEW

Citi Summary

CREDIT CARD



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CUSTOMER #: 54822

91035



\*INVOICE\*

KEARNY MESA CHRYSLER DODGE JEEP RAM
8010 Balboa Ave. San Diego, CA 92111
Phone (858) 560-7100
www.kearnymesacdjr.com

PAGE 1

HOME:
BUS: SERVICE ADVISOR: 110 WILLIAM AMARAL

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN / OUT, TAG. Includes vehicle details like GRANITE, 18, DAIMLER CHRYSLER PAC, 2C4RC1H73J, 68291/68291.

Table with columns: DEL. DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., RATE, PAYMENT, INV. DATE. Includes dates like 01MAR19, 09:00 03SEP23, 02SEP23.

15:27 27JUL23 11:28 02SEP23
LINE OPCODE TECH TYPE HOURS LIST NET TOTAL
A Recall / Customer Satisfaction Notification 1 [Safety Recall 03A - Loss of Motive Power \*\*]

CAUSE: E
RECALL1 Recall / Customer Satisfaction
Notification 1 [Safety Recall 03A - Loss of Motive Power \*\*]
109 HENRY, ERIC LIC#: 2348
WC

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

- Inspect/Update PIM software 18-03-A1-83 0.5 hours
--Related--Inspect/Update PCM software 18-03-A1-50 0.2 hours
--Inspect/Update IPC software 18-03-A1-52 4.3 hours
--Flashing from current part number 68366581AJ to targeted part number 68366581AJ.

B CUST STATES THE CHECK ENGINE LIGHT WAS ON AND THE ENGINE STALLED OUT WHILE DRIVING 50MPH ON FREEWAY , RESTARTED AFTER 3 ATTEMPTS , ADVISE

CAUSE: E
ELECR CUSTOMER STATES ELECTRICAL SYSTEM:
109 HENRY, ERIC LIC#: 2348
WC

- 1 .8MM PART (N/C)
1 HOSE-COOLANT (N/C)
1 HOSE-COOLANT (N/C)
9 BOLT-HEX FLANGE HEAD (N/C)

Table with columns: ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE, DESCRIPTION, TOTALS. Includes a signature line for the customer and a 'PLEASE PAY THIS AMOUNT' section.

Notice to Consumer: Please read important information on back. BAR # ARD293352 EPA # CAD982491227

## WARRANTY ON NEW CHRYSLER DODGE JEEP RAM SERVICE REPLACEMENT PARTS AND ACCESSORIES

"The Manufacturer" warrants over-the-counter or wholesale Mopar parts are warranted against defects in workmanship or materials for 12 months / unlimited miles for parts exchange only. Mopar parts, installed by an authorized Chrysler Group LLC dealership or studio, are warranted for 12 months / 12,000 miles for both parts and labor, or for 12 months / unlimited miles for parts exchange only, whichever is more favorable to the customer.

This warranty covers only repairs or replacements made necessary due to defects in material or workmanship. It does not cover conditions resulting from negligence, alteration, accident or use for which the part or accessory was not designed or approved by Chrysler Dodge Jeep Ram, loss of time, inconvenience, loss of use of the vehicle or other consequential damages; or labor for removal from the vehicle and reinstallation of a part or accessory sold "over-the-counter." Repairs or replacements qualifying under this warranty will be performed by our dealership within a reasonable time following delivery of the malfunctioning part or accessory to our place of business.

Defective or malfunctioning parts or accessories must be delivered to an authorized Chrysler Dodge Jeep Ram dealers' place of business during regular business hours for warranty repair or replacement. The dealer must be furnished with the purchaser's copy of the original sales slip on counter sales, or purchaser's copy of the repair order on dealer installations, to validate date of purchase and vehicle mileage, as applicable.

Mopar parts replaced on a Chrysler Group LLC vehicle still covered by the Chrysler New Vehicle Basic Limited Warranty are warranted for the remainder of the New Vehicle Basic 3 year / 36,000 Mile Limited Warranty, or for Mopar's Basic 12 month limited Warranty from the original installation date, whichever is more favorable to the customer.

**THIS IS THE ONLY EXPRESS WARRANTY APPLICABLE TO OUR SERVICE REPLACEMENT PARTS AND ACCESSORIES, AND OUR DEALERSHIP NEITHER ASSUMES NOR AUTHORIZES ANYONE TO ASSUME FOR IT ANY OTHER OBLIGATION OR LIABILITY IN CONNECTION WITH SUCH PARTS AND ACCESSORIES.**

**CHRYSLER DODGE JEEP RAM WARRANTY STATEMENT ABOVE IS AN EXCERPT OF THE MANUFACTURER'S WARRANTY. PLEASE SEE SERVICE OR PARTS MANAGER FOR A FULL TEXT COPY OF THE MANUFACTURER'S WARRANTY, WHICH WILL HELP DETERMINE ANY WARRANTY THAT MAY APPLY TO YOUR SPECIFIC PART OR VEHICLE.**

### AS IS

The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorized any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages.

### NOTICE TO CUSTOMER REGARDING ENVIRONMENTAL COMPLIANCE CHARGES

We make a separate charge for the storage and disposal of toxic wastes. Rather than recover these costs by increasing our labor rates to all of our service customers, we make this charge only on those particular repairs or services which generate these wastes. These are uniform charges which are calculated annually for each particular service and are available on request.

#### TO OUR SERVICE CUSTOMERS:

Our usual charges for labor are not based on actual mechanic's time, but are simply our prices for particular jobs. You will be charged no more than the estimated price approved by you. However, if we discover that different or additional repairs are indicated, you will be contacted for your advance approval of a revised estimate.

#### ADDITIONAL TERMS & CONDITIONS

1. Our Dealership's usual charges for labor are not based on actual mechanic's time, but are simply our prices for particular jobs.
2. You will be charged no more than the estimated price approved by you. However, if we discover that different or additional repairs are necessary, you will be contacted for your advance approval of a revised estimate.
3. Customer is hereby notified that the vehicle and any of its contents are not insured or protected to the amount of the actual cash value thereof, or otherwise, against loss occasioned by theft, fire or vandalism while the property remains with the Dealership.
4. Customer states no articles of personal property have been left in the vehicle and dealer is not responsible for inspection thereof.
5. The repair of this vehicle and completion date are subject to the availability of labor and parts. The Dealership is not responsible for unavailability of parts or delays in parts shipment beyond the Dealership's control.
6. Due to the type of service requested some repairs must be sublet.
7. All labor and materials will be paid for in cash unless Dealer agrees to other payment arrangements in advance. Notice as used under PAYMENT TERMS on the front side hereof will be deemed to have been given upon deposit in the United States mail, postage prepaid, of written notification to that effect addressed to the customer at the address given on the front side hereof.
8. If the vehicle described herein is not called for within three (3) days after such notice is given, a daily storage fee will be charged, \$150.00 per day.
9. The Dealership is authorized to deliver the vehicle described herein or any of its contents to any person presenting this receipt.

10. In addition to any and all legal remedies available, I authorize the Dealership to have a lien on the vehicle described herein for all charges for repairs, including labor and parts storage and/or towing, and to enforce such lien. The Dealership is hereby expressly authorized to sell said vehicle at public auction after giving a twenty (20) day written notice by certified mail to the legal owner, registered owner, and Department of Motor Vehicles of intent to do so. On the sale date, the vehicle shall be sold to the highest cash bidder and the proceeds of sale must be used first to satisfy the lien plus storage costs and costs incidental to sale, and the balance shall be forwarded to the legal owner, or if none, to the registered owner, or if the address is unknown, it shall be forwarded to the Department of Motor Vehicles. Said expenses for sale shall also include a reasonable attorney's fee, which may be necessarily incurred.
11. If any such charges remain unpaid for thirty (30) days after such request for payment The Dealership may also refer such charges to its attorneys for collection and the customer will pay a reasonable attorney's fee.
12. The Power of Attorney granted on the front of this Repair Order / Invoice shall be irrevocable and shall remain in effect for so long as there is an outstanding amount due under the Repair Order / Invoice.
13. Remanufactured and refurbished parts that meet manufacturer approved source part requirements may be installed at our discretion. Additional information is available upon request.
14. I authorize the retrieval of on-board data as needed to facilitate vehicle repair, as well as sharing that data with the vehicle manufacturer for diagnostic and research purposes.
15. Customer acknowledges, if a request for parts return was made before work commenced, that some Parts are Not Returnable due to OEM requirements, some parts must be returned to factory.

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For more information go to [www.P65Warnings.ca.gov/vehicle-repair](http://www.P65Warnings.ca.gov/vehicle-repair).

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#### STATEMENT CONCERNING AMENDMENTS TO THE SONG-BEVERLY WARRANTY ACT AS FOLLOWS:

A buyer of this product in California has the right to have this product serviced or repaired during the warranty period. The warranty period will be extended for the number of whole days that the product has been out of the buyer's hands for warranty repairs. If a defect exists within the warranty period, the warranty will not expire until the defect has been fixed. The warranty period will also be extended if the warranty repairs have not been performed due to delays caused by circumstances beyond the control of the buyer, or if the warranty repairs did not remedy the defect and the buyer notifies the manufacturer or seller of the failure of the repairs within 60 days after they were completed. If, after a reasonable number of attempts, the defect has not been fixed, the buyer may return this product for a replacement or a refund subject, in either case, to deduction of a reasonable charge for usage. This time extension does not affect the protections or remedies the buyer has under other laws.

BY LAW, YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY.

FOR INFORMATION REGARDING OUR PRIVACY PRACTICES AND YOUR RIGHTS UNDER THE CALIFORNIA CONSUMER PRIVACY ACT, A COPY OF OUR PRIVACY POLICY HAS BEEN MADE AVAILABLE TO YOU. OUR PRIVACY POLICY MAY ALSO BE ACCESSED AT: [www.kearnymesacjr.com/privacy-policy/](http://www.kearnymesacjr.com/privacy-policy/)

Upon request, you are entitled to receive a copy of the Towing Fees and Access Notice

CUSTOMER #

91035



\*INVOICE\*

KEARNY MESA CHRYSLER DODGE JEEP RAM
8010 Balboa Ave. San Diego, CA 92111
Phone (858) 560-7100
www.kearnymesacdjr.com

PAGE 2

HOME: CONT:
BUS: CELL: SERVICE ADVISOR: 110 WILLIAM AMARAL

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG, DEL. DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., RATE, PAYMENT, INV. DATE, R.O. OPENED, READY, OPTIONS, LIST, NET, TOTAL

--LOPS-85410000-2.8HRS/21000638-7.4HRS/07FF0150-0.3HRS/21FF0550-0.5 HRS
--DURING REPAIR I NOTICED ALL THE FASTENERS MISSING FROM THE QUARTER PANEL FOR THE ACCESS TO THE BATTERY & THE BATTERY IS AFTERMARKET & WEAK/DEAD. ALSO FOUND RANDOM MISSING FASTENERS ON VEHICLE & UNDERCARRIAGE TOOK A OR SEVERAL HARD IMPACTS & THE STEERING IS OFF CENTER.
--I'M ASKING FOR 2.8HRS TO POWER DOWN & DRAIN COOLANT FROM THE HYBRID SYSTEM & ALSO DRAINED THE TRANS. FLUID TO CHECK THE CONDITION OF THE FLUID, REMOVE THE PIM & EVERYTHING ELSE IN THE LEFT FRONT OF THE VEHICLE TO GAIN ACCESS TO PROPERLY DIAGNOSE FAILURE WITH CODE POBFE-00.
--REFER TO STAR CASE 102352817.
--I NOTICED A GRINDING/WHINING TYPE NOISE RIGHT IN THE PIM AREA ALL THE TIME, MOVING OR NOT, SINCE THERE IS NO MOVING PARTS IN THE PIM, THAT WOULD INDICATE A INTERNAL TRANS ISSUE TO ME ALSO THE FLUID SMELLS BURNT. ---SO I REMOVED PIM TO GAIN ACCESS TO THE U, V, W TERMINALS. TESTED ALL THE TERMINALS AT EMA & EMB & FOUND EMB SPECS OUT OF RANGE (4.2 OHMS) .NORMAL IS 0.0-1.0 OHMS. AT THIS POINT I AM REQUESTING TO REPLACE THE TRANS. PER DIAGNOSTIC PROCEEDURE. -REPAIR WAS APPROVED BY AGENT
--SO I POWERED DOWN SYSTEM AGAIN & DRAINED THE COOLANT & REPLACED THE TRANS.. POWERED UP VEHICLE & TEST DROVE.

C PERFORM MULTIPOINT INSPECTION AND FILL OUT REPORT CARD CAUSE:

23P PERFORM MULTIPOINT INSPECTION AND FILL OUT REPORT CARD
109 HENRY, ERIC LIC#: 2348
ISP

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

D TIRE PRESSURE CHECK AND INFLATE SERVICE PER STATE REGULATION!! DOCUMENT ALL TIRE PRESSURES!!!

Table with columns: ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE, DESCRIPTION, TOTALS, \*HAZARDOUS WASTE: A HAZARDOUS WASTE DISPOSAL CHARGE WILL BE ADDED WHEN FLUIDS REMOVED FROM YOUR VEHICLE MUST BE DISPOSED OF IN COMPLIANCE WITH FEDERAL STATE AND LOCAL GOVERNMENT HAZARDOUS WASTE REGULATIONS. THESE FLUIDS ARE: ENGINE OIL, TRANSMISSION FLUID, FUEL, GEAR OILS, ANTIFREEZE & AIR CONDITIONING COOLANT, PARTS, CLEANING FLUIDS & BRAKES, ETC., "I acknowledge notice and oral approval of an increase in original estimated price.", (SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE), CUSTOMER SIGNATURE, PLEASE PAY THIS AMOUNT

Notice to Consumer: Please read important information on back.

BAR # ARD293352

EPA # CAD982491227

## WARRANTY ON NEW CHRYSLER DODGE JEEP RAM SERVICE REPLACEMENT PARTS AND ACCESSORIES

"The Manufacturer" warrants over-the-counter or wholesale Mopar parts are warranted against defects in workmanship or materials for 12 months / unlimited miles for parts exchange only. Mopar parts, installed by an authorized Chrysler Group LLC dealership or studio, are warranted for 12 months / 12,000 miles for both parts and labor, or for 12 months / unlimited miles for parts exchange only, whichever is more favorable to the customer.

This warranty covers only repairs or replacements made necessary due to defects in material or workmanship. It does not cover conditions resulting from negligence, alteration, accident or use for which the part or accessory was not designed or approved by Chrysler Dodge Jeep Ram, loss of time, inconvenience, loss of use of the vehicle or other consequential damages; or labor for removal from the vehicle and reinstallation of a part or accessory sold "over-the-counter." Repairs or replacements qualifying under this warranty will be performed by our dealership within a reasonable time following delivery of the malfunctioning part or accessory to our place of business.

Defective or malfunctioning parts or accessories must be delivered to an authorized Chrysler Dodge Jeep Ram dealer's place of business during regular business hours for warranty repair or replacement. The dealer must be furnished with the purchaser's copy of the original sales slip on counter sales, or purchaser's copy of the repair order on dealer installations, to validate date of purchase and vehicle mileage, as applicable.

Mopar parts replaced on a Chrysler Group LLC vehicle still covered by the Chrysler New Vehicle Basic Limited Warranty are warranted for the remainder of the New Vehicle Basic 3 year / 36,000 Mile Limited Warranty, or for Mopar's Basic 12 month limited Warranty from the original installation date, whichever is more favorable to the customer.

**THIS IS THE ONLY EXPRESS WARRANTY APPLICABLE TO OUR SERVICE REPLACEMENT PARTS AND ACCESSORIES, AND OUR DEALERSHIP NEITHER ASSUMES NOR AUTHORIZES ANYONE TO ASSUME FOR IT ANY OTHER OBLIGATION OR LIABILITY IN CONNECTION WITH SUCH PARTS AND ACCESSORIES.**

**CHRYSLER DODGE JEEP RAM WARRANTY STATEMENT ABOVE IS AN EXCERPT OF THE MANUFACTURER'S WARRANTY. PLEASE SEE SERVICE OR PARTS MANAGER FOR A FULL TEXT COPY OF THE MANUFACTURER'S WARRANTY, WHICH WILL HELP DETERMINE ANY WARRANTY THAT MAY APPLY TO YOUR SPECIFIC PART OR VEHICLE.**

### AS IS

The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages.

### NOTICE TO CUSTOMER REGARDING ENVIRONMENTAL COMPLIANCE CHARGES

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For more information go to [www.P65Warnings.ca.gov/vehicle-repair](http://www.P65Warnings.ca.gov/vehicle-repair).

**⚠ ADVERTENCIA:** Respirar el aire en esta zona o el contacto de la piel con productos del petróleo puede exponerle a sustancias químicas, incluidos benceno, gases del escape de vehículos de motor y monóxido de carbono, conocidos en el estado de California como causantes de cáncer y defectos congénitos u otros daños reproductivos. No permanezca en esta zona más de lo necesario.  
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FOR INFORMATION REGARDING OUR PRIVACY PRACTICES AND YOUR RIGHTS UNDER THE CALIFORNIA CONSUMER PRIVACY ACT, A COPY OF OUR PRIVACY POLICY HAS BEEN MADE AVAILABLE TO YOU. OUR PRIVACY POLICY MAY ALSO BE ACCESSED AT: [www.kearnymesacdj.com/privacy-policy/](http://www.kearnymesacdj.com/privacy-policy/)

Upon request, you are entitled to receive a copy of the Towing Fees and Access Notice

CUSTOMER #: 54822

91035



\*INVOICE\*

KEARNY MESA CHRYSLER DODGE JEEP RAM
8010 Balboa Ave. San Diego, CA 92111
Phone (858) 560-7100
www.kearnymesacdjr.com

PAGE 3

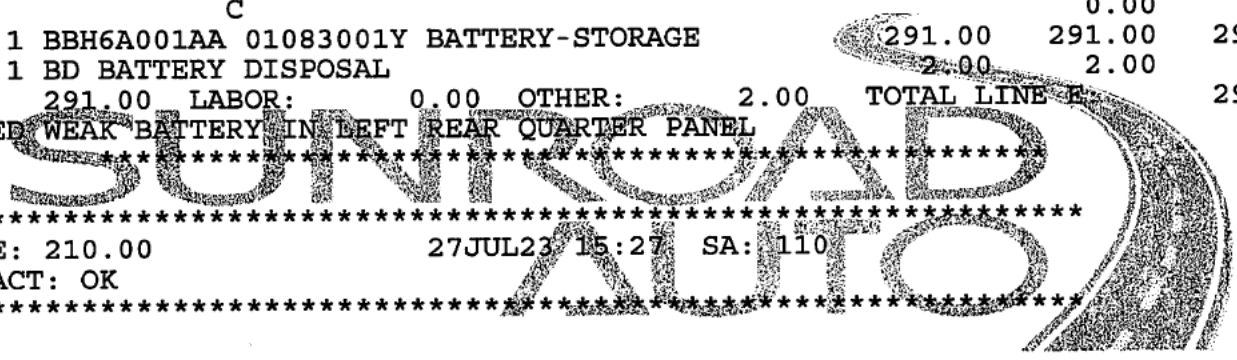
HOME:
BUS:
VICE ADVISOR: 110 WILLIAM AMARAL

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN / OUT, TAG. Includes vehicle details like GRANITE, 18, DAIMLER CHRYSLER PAC, 2C4RC1H73, 8HZE835, 68291/68291.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Includes service details like TSG TIRE PRESSURE CHECK AND INFLATE SERVICE PER STATE REGULATION!!

109 HENRY, ERIC LIC#: 2348
ISP
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

E\*\* UPON COMPLETION FOUND BATTERY NOT HOLDING A CHARGE
ELECR REPLACE BATTERY
109 HENRY, ERIC LIC#: 2348
C
1 BBH6A001AA 01083001Y BATTERY-STORAGE 291.00 291.00 291.00
1 BD BATTERY DISPOSAL 2.00 2.00 2.00
PARTS: 291.00 LABOR: 0.00 OTHER: 2.00 TOTAL LINE E: 293.00



ESTIMATE: 210.00 27JUL23 15:27 SA: 110
CONTACT: OK

KEARNY MESA CHRYSLER
8010 BALBOA AVE
SAN DIEGO, CA. 92111
858-633-6742

Sale

xxxxxxx0496
VISA Entry Method: Manual
Total: \$ 315.55

Table with columns: ALL, DESCRIPTION, TOTALS. Includes labor amount, parts amount, gas/oil/lube, sublet amount, misc charges, total charges, less insurance, sales tax, and please pay this amount 315.55.

Notice to Consumer: Please read important information on back. BAR # ARD293352 EPA # CAD982491227

## WARRANTY ON NEW CHRYSLER DODGE JEEP RAM SERVICE REPLACEMENT PARTS AND ACCESSORIES

"The Manufacturer" warrants over-the-counter or wholesale Mopar parts are warranted against defects in workmanship or materials for 12 months / unlimited miles for parts exchange only. Mopar parts, installed by an authorized Chrysler Group LLC dealership or studio, are warranted for 12 months / 12,000 miles for both parts and labor, or for 12 months / unlimited miles for parts exchange only, whichever is more favorable to the customer.

This warranty covers only repairs or replacements made necessary due to defects in material or workmanship. It does not cover conditions resulting from negligence, alteration, accident or use for which the part or accessory was not designed or approved by Chrysler Dodge Jeep Ram, loss of time, inconvenience, loss of use of the vehicle or other consequential damages; or labor for removal from the vehicle and reinstallation of a part or accessory sold "over-the-counter." Repairs or replacements qualifying under this warranty will be performed by our dealership within a reasonable time following delivery of the malfunctioning part or accessory to our place of business.

Defective or malfunctioning parts or accessories must be delivered to an authorized Chrysler Dodge Jeep Ram dealer's place of business during regular business hours for warranty repair or replacement. The dealer must be furnished with the purchaser's copy of the original sales slip on counter sales, or purchaser's copy of the repair order on dealer installations, to validate date of purchase and vehicle mileage, as applicable.

Mopar parts replaced on a Chrysler Group LLC vehicle still covered by the Chrysler New Vehicle Basic Limited Warranty are warranted for the remainder of the New Vehicle Basic 3 year / 36,000 Mile Limited Warranty, or for Mopar's Basic 12 month limited Warranty from the original installation date, whichever is more favorable to the customer.

**THIS IS THE ONLY EXPRESS WARRANTY APPLICABLE TO OUR SERVICE REPLACEMENT PARTS AND ACCESSORIES, AND OUR DEALERSHIP NEITHER ASSUMES NOR AUTHORIZES ANYONE TO ASSUME FOR IT ANY OTHER OBLIGATION OR LIABILITY IN CONNECTION WITH SUCH PARTS AND ACCESSORIES.**

**CHRYSLER DODGE JEEP RAM WARRANTY STATEMENT ABOVE IS AN EXCERPT OF THE MANUFACTURER'S WARRANTY. PLEASE SEE SERVICE OR PARTS MANAGER FOR A FULL TEXT COPY OF THE MANUFACTURER'S WARRANTY, WHICH WILL HELP DETERMINE ANY WARRANTY THAT MAY APPLY TO YOUR SPECIFIC PART OR VEHICLE.**

### AS IS

The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorized any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages.

### NOTICE TO CUSTOMER REGARDING ENVIRONMENTAL COMPLIANCE CHARGES

We make a separate charge for the storage and disposal of toxic wastes. Rather than recover these costs by increasing our labor rates to all of our service customers, we make this charge only on those particular repairs or services which generate these wastes. These are uniform charges which are calculated annually for each particular service and are available on request.

### TO OUR SERVICE CUSTOMERS:

Our usual charges for labor are not based on actual mechanic's time, but are simply our prices for particular jobs. You will be charged no more than the estimated price approved by you. However, if we discover that different or additional repairs are indicated, you will be contacted for your advance approval of a revised estimate.

### ADDITIONAL TERMS & CONDITIONS

1. Our Dealership's usual charges for labor are not based on actual mechanic's time, but are simply our prices for particular jobs.
2. You will be charged no more than the estimated price approved by you. However, if we discover that different or additional repairs are necessary, you will be contacted for your advance approval of a revised estimate.
3. Customer is hereby notified that the vehicle and any of its contents are not insured or protected to the amount of the actual cash value thereof, or otherwise, against loss occasioned by theft, fire or vandalism while the property remains with the Dealership.
4. Customer states no articles of personal property have been left in the vehicle and dealer is not responsible for inspection thereof.
5. The repair of this vehicle and completion date are subject to the availability of labor and parts. The Dealership is not responsible for unavailability of parts or delays in parts shipment beyond the Dealership's control.
6. Due to the type of service requested some repairs must be sublet.
7. All labor and materials will be paid for in cash unless Dealer agrees to other payment arrangements in advance. Notice as used under PAYMENT TERMS on the front side hereof will be deemed to have been given upon deposit in the United States mail, postage prepaid, of written notification to that effect addressed to the customer at the address given on the front side hereof.
8. If the vehicle described herein is not called for within three (3) days after such notice is given, a daily storage fee will be charged, \$150.00 per day.
9. The Dealership is authorized to deliver the vehicle described herein or any of its contents to any person presenting this receipt.

10. In addition to any and all legal remedies available, I authorize the Dealership to have a lien on the vehicle described herein for all charges for repairs, including labor and parts storage and/or towing, and to enforce such lien. The Dealership is hereby expressly authorized to sell said vehicle at public auction after giving a twenty (20) day written notice by certified mail to the legal owner, registered owner, and Department of Motor Vehicles of intent to do so. On the sale date, the vehicle shall be sold to the highest cash bidder and the proceeds of sale must be used first to satisfy the lien plus storage costs and costs incidental to sale, and the balance shall be forwarded to the legal owner, or if none, to the registered owner, or if the address is unknown, it shall be forwarded to the Department of Motor Vehicles. Said expenses for sale shall also include a reasonable attorney's fee, which may be necessarily incurred.
11. If any such charges remain unpaid for thirty (30) days after such request for payment The Dealership may also refer such charges to its attorneys for collection and the customer will pay a reasonable attorney's fee.
12. The Power of Attorney granted on the front of this Repair Order / Invoice shall be irrevocable and shall remain in effect for so long as there is an outstanding amount due under the Repair Order / Invoice.
13. Remanufactured and refurbished parts that meet manufacturer approved source part requirements may be installed at our discretion. Additional information is available upon request.
14. I authorize the retrieval of on-board data as needed to facilitate vehicle repair, as well as sharing that data with the vehicle manufacturer for diagnostic and research purposes.
15. Customer acknowledges, if a request for parts return was made before work commenced, that some Parts are Not Returnable due to OEM requirements, some parts must be returned to factory.

**WARNING:** Breathing the air in this area or skin contact with petroleum products can expose you to chemicals including benzene, motor vehicle exhaust, and carbon monoxide, which are known to the state of California to cause cancer and birth defects or other reproductive harm. Do not stay in this area longer than necessary.

For more information go to [www.P65Warnings.ca.gov/vehicle-repair](http://www.P65Warnings.ca.gov/vehicle-repair).

**ADVERTENCIA:** Respirar el aire en esta zona o el contacto de la piel con productos del petróleo puede exponerle a sustancias químicas, incluidos benceno, gases del escape de vehículos de motor y monóxido de carbono, conocidos en el estado de California como causantes de cáncer y defectos congénitos u otros daños reproductivos. No permanezca en esta zona más de lo necesario.

Para obtener más información, visite [www.P65Warnings.ca.gov/vehicle-repair](http://www.P65Warnings.ca.gov/vehicle-repair).

### STATEMENT CONCERNING AMENDMENTS TO THE SONG-BEVERLY WARRANTY ACT AS FOLLOWS:

A buyer of this product in California has the right to have this product serviced or repaired during the warranty period. The warranty period will be extended for the number of whole days that the product has been out of the buyer's hands for warranty repairs. If a defect exists within the warranty period, the warranty will not expire until the defect has been fixed. The warranty period will also be extended if the warranty repairs have not been performed due to delays caused by circumstances beyond the control of the buyer, or if the warranty repairs did not remedy the defect and the buyer notifies the manufacturer or seller of the failure of the repairs within 60 days after they were completed. If, after a reasonable number of attempts, the defect has not been fixed, the buyer may return this product for a replacement or a refund subject, in either case, to deduction of a reasonable charge for usage. This time extension does not affect the protections or remedies the buyer has under other laws.

BY LAW, YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY.

FOR INFORMATION REGARDING OUR PRIVACY PRACTICES AND YOUR RIGHTS UNDER THE CALIFORNIA CONSUMER PRIVACY ACT, A COPY OF OUR PRIVACY POLICY HAS BEEN MADE AVAILABLE TO YOU. OUR PRIVACY POLICY MAY ALSO BE ACCESSED AT: [www.kearnymesacdj.com/privacy-policy/](http://www.kearnymesacdj.com/privacy-policy/)

Upon request, you are entitled to receive a copy of the Towing Fees and Access Notice

Customer Name

R.O. Number

858-733-4733

2018 Pacifica PHEV (3.6L) 6cyl, Automatic, 2wd

2C4RC1H73JR

68292 mi

7/31/2023

William Amaral

Keith Tech

VIN Number

Mileage

Date

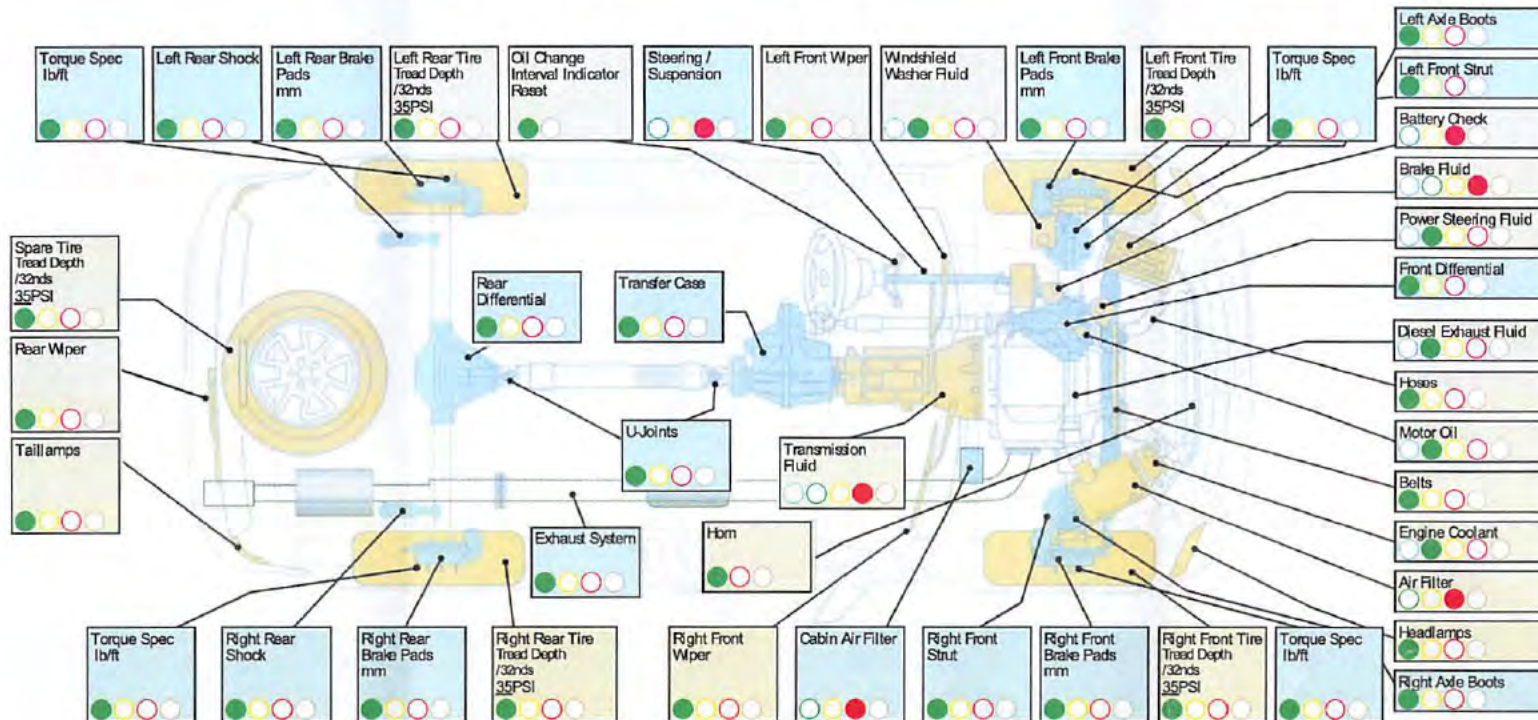
Service Advisor

Service Technician

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

✓ VEHICLE CHECKUP

✓ VEHICLE CHECKUP PLUS



Notes



## Kearny Mesa Chrysler Dodge Jeep RAM - Vehicle Inspection Report

8010 Balboa Avenue, San Diego, CA 92111 | 858-560-7100 | ruyehara@kearmesacdj.com

### Complimentary Vehicle Service Inspection

#### Vehicle Inspection Report - Details

#	Item	Description	Recommendations	Approved/Deferred	Part Sale	Labor Sale	Repair Total
3	Underhood Checkup - Transmission Fluid	Required immediate attention	● - Transmission Repair	Approved	\$5,700.00	\$0.00	\$5,700.00
6	Underhood Checkup - Battery Check	Required immediate attention	● Replace Battery	Approved	\$291.00	\$338.88	\$629.88
2	Underhood Checkup - Brake Fluid	Required immediate attention	● Brake Fluid Exchange Service		\$30.00	\$177.95	\$207.95
4	Underhood Checkup - Air Filter	Required immediate attention	● Replace engine air filter	Deferred	\$45.50	\$20.00	\$65.50
5	Underhood Checkup - Cabin Air Filter	Required immediate attention	● Replace Cabin Air Filter	Deferred	\$45.00	\$40.00	\$85.00
7	Under Vehicle Checkup - Steering / Suspension	Required immediate attention	● Perform Four Wheel Alignment	Deferred	\$0.00	\$169.95	\$169.95
8	ADDITIONAL REPAIRS REQUIRED - Additional Repairs 1	Required immediate attention	● Perform Fuel /Air Induction Service		\$70.00	\$0.00	\$70.00
1	Customer Concern - Recall / Customer Satisfaction Notification 1	-	●				

<b>Recommended Shop Supplies and Environmental Fees</b>	\$0.00
<b>Recommended Sales Tax</b>	\$464.30
<b>Recommended Approved Total Estimate</b>	\$6,329.88
<b>Initial Estimate</b>	\$0.00
<b>Grand Total (including approved recommended)</b>	\$6,794.18


Approvals provided verbally

Date: 2023-08-15

2C4RC1H73 Dear 

This letter is to inform you that the warranty period on your vehicle's Transmission has been extended to 10 years / unlimited miles. This warranty extension on the Transmission applies to certain 2017 – 2023 Chrysler Pacifica vehicles. Our records show that you either own or lease one of the vehicles affected by this warranty extension.

We are extending the warranty period on the Transmission because some of the vehicles within the above referenced population may go into a limp mode and there may be a Malfunction Indicator Lamp (MIL) illumination. If you are experiencing this condition now, or if you experience them in the future, simply contact your dealer to have the appropriate repairs performed. **Conversely, if you do not experience this condition, then your Transmission is operating correctly and no repair is necessary.**

If you have already experienced this condition and previously paid for a repair, you may be eligible to receive a reimbursement. Visit  to submit an online reimbursement request. You may also complete the enclosed Customer Reimbursement Claim Form and send your original receipts, invoices and/or repair order to the following address for reimbursement. Your claim will be acted upon within 60 days of receipt:

FCA US LLC Customer Center  
P.O. Box 21-8004  
Auburn Hills, MI 48321-8004  
Attn: Reimbursement

If you have questions or need any assistance, please contact your dealer or the FCA US LLC Customer Care. FCA US LLC Customer Care is available 24 hours a day / 7 days a week. They can be reached at: 1-800-247-9753 or 1-800-Chrysler.

Please keep this letter in your glove box along with your vehicle's other warranty information for future reference if necessary. This warranty extension applies only to the Transmission condition described above; the other terms and the "What's Not Covered" items of your warranty remain the same as stated in your Warranty Information book.

FCA US LLC is taking this action to demonstrate its commitment to your continued satisfaction.



FCA US LLC



2017 - 2023 CHRYSLER PACIFICA  
TRANSMISSION EXTENDED WARRANTY  
CUSTOMER REIMBURSEMENT CLAIM FORM

Date Claim Submitted: \_\_\_\_\_

17-Digit Vehicle Identification Number (VIN): \_\_\_\_\_

Mileage at Time of Repair: \_\_\_\_\_ Date of Repair: \_\_\_\_\_

Customer First & Last Name (please print): \_\_\_\_\_

Street Address or PO Box Number: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Daytime Telephone Number (include Area Code): \_\_\_\_\_

Evening Telephone Number (include Area Code): \_\_\_\_\_

Amount of Reimbursement Requested: \$ \_\_\_\_\_

The following documentation must accompany this claim form.

Original or clear copy of all receipts, invoices, and repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What repair was completed, when it was done, and who did it.
- The total cost of the repair expense and the date of payment. (Copy of the front and back of cancelled check, copy of credit card receipt, credit card itemized invoice, etc.)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

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

The two methods for submission are by postal mail or electronically. For postal submission please mail this claim form and the required documents to:

FCA US LLC Customer Center  
P.O. Box 21-8004  
Auburn Hills, MI 48321-8004  
Attn: Reimbursement

If you have a scanner and desire electronic document submission, please go to [fcarecallreimbursement.com](http://fcarecallreimbursement.com) and complete the webform. **Indicate in the narrative "XE1 Repair Reimbursement – Request for Electronic Document Submission Link". Instructions will be sent to your email address to scan and submit your documents electronically.**

Your claim will be acted upon within 60 days of receipt. If you have any questions, please contact FCA US LLC Customer Care available 24 hours a day / 7 days a week at: 1-800-247-9753 or 1-800-Chrysler.


This notice applies to your vehicle.

2018 Chrysler Pacifica  
VIN: 2C4RC1H73 [REDACTED]


03A/NHTSA 23V-010



#### YOUR SCHEDULING OPTIONS

1. Visit [recalls.mopar.com](http://recalls.mopar.com) to sign up for email or SMS notifications for when remedy parts become available. You will be asked to provide your Vehicle Identification Number (VIN), provided above
2. Scan below using your smartphone or tablet to sign up to be notified when remedy parts become available  

3. Wait for FCA US to contact you again, by mail, with a follow-up recall notice when remedy parts are available
4. Call the FCA Recall Assistance Center at 1-800-853-1403. An agent can sign you up to be notified when remedy parts become available, or answer any other questions you may have

#### DEALERSHIP INSTRUCTIONS

Please reference Safety Recall 03A.  


## IMPORTANT SAFETY RECALL

### Loss of Motive Power

Dear MARTIN J STECH,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

FCA US LLC, has decided that a defect, which relates to motor vehicle safety, exists in certain 2018 Chrysler Pacifica Plug-in Hybrid Electric Vehicles (PHEV).

#### WHY DOES MY VEHICLE NEED REPAIRS?

The internal transmission wiring connector on your vehicle <sup>[1]</sup> could short resulting in an unexpected engine shutdown under certain conditions. **An unexpected engine shut down resulting in a loss of motive power can cause a vehicle crash without prior warning.**

#### HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

**The remedy for this condition is not currently available.** We are making every effort to finalize the remedy, and will service your vehicle free of charge (parts and labor) when the remedy is available.

FCA US will contact you again, by mail, with a follow-up recall notice when the remedy is available. Once you receive your follow-up notice, simply contact your Chrysler, Jeep®, Dodge or RAM dealer right away to schedule a service appointment <sup>[2]</sup>. Additional options for your next steps are included on the left side of this notification. We appreciate your patience.

#### WHAT IF I ALREADY PAID TO HAVE THIS REPAIR COMPLETED?

If you have already experienced this specific condition and have paid to have it repaired, you may visit [www.fcarecallreimbursement.com](http://www.fcarecallreimbursement.com) to submit your reimbursement request online <sup>[3]</sup>. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you have had previous repairs performed and/or already received reimbursement, you may still need to have the recall repair performed.

We apologize for any inconvenience, but are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Assistance/Field Operations  
FCA US LLC



[1] If you no longer own this vehicle, please help us update our records. Call the FCA Recall Assistance Center at 1-800-853-1403 to update your information.

[2] If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, or you can call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [safercar.gov](http://safercar.gov).

[3] You can also mail in your original receipts and proof of payment to the following address for reimbursement consideration: FCA Customer Assistance, P.O. Box 21-8004, Auburn Hills, MI 48321-8007, Attention: Recall Reimbursement.

Note to lessors receiving this recall notice: Federal regulation requires that you forward this recall notice to the lessee within 10 days.




This notice applies to your vehicle,

2018 Chrysler Pacifica  
VIN: 2C4RC1H [REDACTED]

Z11/NHTSA 22V-077



#### YOUR SCHEDULING OPTIONS

1. Visit [recalls.mopar.com](https://recalls.mopar.com) to sign up for email or SMS notifications for when remedy parts become available. You will be asked to provide your Vehicle Identification Number (VIN), provided above
2. Scan below using your smartphone or tablet to sign up to be notified when remedy parts become available  

3. Wait for FCA US to contact you again, by mail, with a follow-up recall notice when remedy parts are available
4. Call the FCA Recall Assistance Center at 1-800-853-1403. An agent can sign you up to be notified when remedy parts become available, or answer any other questions you may have

#### DEALERSHIP INSTRUCTIONS

Please reference Safety Recall Z11.  


## IMPORTANT SAFETY RECALL

### Plug-in Hybrid Electric Vehicle Fires

Dear MARTIN J STECH:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

FCA US has decided that a defect, which relates to motor vehicle safety, exists in certain 2018 Chrysler Pacifica vehicles.

#### WHY DOES MY VEHICLE NEED REPAIRS?

Some of the above Plug-in Hybrid Electric Vehicles (PHEV) may experience a fire potentially originating in the center of the vehicle <sup>[1]</sup> underbody with the ignition in the "OFF" mode. A vehicle fire can result in increased risk of occupant injury and/or injury to persons outside the vehicle, as well as property damage.

**Until further notice, FCA is advising owners of these hybrid vehicles to refrain from recharging the high voltage battery, and to park them away from structures and other vehicles.**

#### HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

The remedy for this condition is not currently available. We are making every effort to finalize the remedy and will service your vehicle free of charge (parts and labor) when the remedy is available.

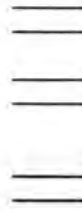
FCA US will contact you again, by mail, with a follow-up recall notice when the remedy is available. Once you receive your follow-up notice, simply contact your Chrysler, Jeep®, Dodge or RAM dealer right away to schedule a service appointment <sup>[2]</sup>. Additional options for your next steps are included on the left side of this notification. We appreciate your patience.

#### WHAT IF I ALREADY PAID TO HAVE THIS REPAIR COMPLETED?

If you have already experienced this specific condition and have paid to have it repaired, you may visit [www.fcarecallreimbursement.com](https://www.fcarecallreimbursement.com) to submit your reimbursement request online <sup>[3]</sup>. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you have had previous repairs performed and/or already received reimbursement, you may still need to have the recall repair performed.

We apologize for any inconvenience, but are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Assistance/Field Operations  
FCA US LLC



\*\*\*\*AUTO\*\* ALL FOR AADC 920 35/2/2  
0012960



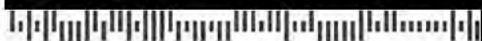
[1] If you no longer own this vehicle, please help us update our records. Call the FCA Recall Assistance Center at 1-800-853-1403 to update your information.

[2] If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, or you can call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [safercar.gov](http://safercar.gov).

[3] You can also mail in your original receipts and proof of payment to the following address for reimbursement consideration: FCA Customer Assistance, P.O. Box 21-8004, Auburn Hills, MI 48321-8007, Attention: Recall Reimbursement.

Note to lessors receiving this recall notice: Federal regulation requires that you forward this recall notice to the lessee within 10 days.





2C4RC1H73

Dear

This letter is to inform you that the warranty period on your vehicle's Transmission has been extended to 10 years / unlimited miles. This warranty extension on the Transmission applies to certain 2017 – 2023 Chrysler Pacifica vehicles. Our records show that you either own or lease one of the vehicles affected by this warranty extension.

We are extending the warranty period on the Transmission because some of the vehicles within the above referenced population may go into a limp mode and there may be a Malfunction Indicator Lamp (MIL) illumination. If you are experiencing this condition now, or if you experience them in the future, simply contact your dealer to have the appropriate repairs performed. **Conversely, if you do not experience this condition, then your Transmission is operating correctly and no repair is necessary.**

If you have already experienced this condition and previously paid for a repair, you may be eligible to receive a reimbursement. Visit [\[REDACTED\]](#) to submit an online reimbursement request. You may also complete the enclosed Customer Reimbursement Claim Form and send your original receipts, invoices and/or repair order to the following address for reimbursement. Your claim will be acted upon within 60 days of receipt:

FCA US LLC Customer Center  
P.O. Box 21-8004  
Auburn Hills, MI 48321-8004  
Attn: Reimbursement

If you have questions or need any assistance, please contact your dealer or the FCA US LLC Customer Care. FCA US LLC Customer Care is available 24 hours a day / 7 days a week. They can be reached at: 1-800-247-9753 or 1-800-Chrysler.

Please keep this letter in your glove box along with your vehicle's other warranty information for future reference if necessary. This warranty extension applies only to the Transmission condition described above; the other terms and the "What's Not Covered" items of your warranty remain the same as stated in your Warranty Information book.

FCA US LLC is taking this action to demonstrate its commitment to your continued satisfaction.



FCA US LLC



Jeep



2017 - 2023 CHRYSLER PACIFICA  
TRANSMISSION EXTENDED WARRANTY  
CUSTOMER REIMBURSEMENT CLAIM FORM

Date Claim Submitted: \_\_\_\_\_

17-Digit Vehicle Identification Number (VIN): \_\_\_\_\_

Mileage at Time of Repair: \_\_\_\_\_ Date of Repair: \_\_\_\_\_

Customer First & Last Name (please print): \_\_\_\_\_

Street Address or PO Box Number: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Daytime Telephone Number (include Area Code): \_\_\_\_\_

Evening Telephone Number (include Area Code): \_\_\_\_\_

Amount of Reimbursement Requested: \$ \_\_\_\_\_

The following documentation must accompany this claim form.

Original or clear copy of all receipts, invoices, and repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What repair was completed, when it was done, and who did it.
- The total cost of the repair expense and the date of payment. (Copy of the front and back of cancelled check, copy of credit card receipt, credit card itemized invoice, etc.)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

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

The two methods for submission are by postal mail or electronically. For postal submission please mail this claim form and the required documents to:

FCA US LLC Customer Center  
P.O. Box 21-8004  
Auburn Hills, MI 48321-8004  
Attn: Reimbursement

If you have a scanner and desire electronic document submission, please go to [fcarecallreimbursement.com](http://fcarecallreimbursement.com) and complete the webform. **Indicate in the narrative "XE1 Repair Reimbursement – Request for Electronic Document Submission Link". Instructions will be sent to your email address to scan and submit your documents electronically.**

Your claim will be acted upon within 60 days of receipt. If you have any questions, please contact FCA US LLC Customer Care available 24 hours a day / 7 days a week at: 1-800-247-9753 or 1-800-Chrysler.


This notice applies to your vehicle.

2018 Chrysler Pacifica  
VIN: 2C4RC1H73 [REDACTED]


03A/NHTSA 23V-010



#### YOUR SCHEDULING OPTIONS

1. Visit [recalls.mopar.com](https://recalls.mopar.com) to sign up for email or SMS notifications for when remedy parts become available. You will be asked to provide your Vehicle Identification Number (VIN), provided above
2. Scan below using your smartphone or tablet to sign up to be notified when remedy parts become available  

3. Wait for FCA US to contact you again, by mail, with a follow-up recall notice when remedy parts are available
4. Call the FCA Recall Assistance Center at 1-800-853-1403. An agent can sign you up to be notified when remedy parts become available, or answer any other questions you may have

#### DEALERSHIP INSTRUCTIONS

Please reference Safety Recall 03A.  


# IMPORTANT SAFETY RECALL

## Loss of Motive Power

Dear MARTIN J STECH,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

FCA US LLC, has decided that a defect, which relates to motor vehicle safety, exists in certain 2018 Chrysler Pacifica Plug-in Hybrid Electric Vehicles (PHEV).

#### WHY DOES MY VEHICLE NEED REPAIRS?

The internal transmission wiring connector on your vehicle <sup>[1]</sup> could short resulting in an unexpected engine shutdown under certain conditions. **An unexpected engine shut down resulting in a loss of motive power can cause a vehicle crash without prior warning.**

#### HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

**The remedy for this condition is not currently available.** We are making every effort to finalize the remedy, and will service your vehicle free of charge (parts and labor) when the remedy is available.

FCA US will contact you again, by mail, with a follow-up recall notice when the remedy is available. Once you receive your follow-up notice, simply contact your Chrysler, Jeep®, Dodge or RAM dealer right away to schedule a service appointment <sup>[2]</sup>. Additional options for your next steps are included on the left side of this notification. We appreciate your patience.

#### WHAT IF I ALREADY PAID TO HAVE THIS REPAIR COMPLETED?

If you have already experienced this specific condition and have paid to have it repaired, you may visit [www.fcarecallreimbursement.com](https://www.fcarecallreimbursement.com) to submit your reimbursement request online <sup>[3]</sup>. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you have had previous repairs performed and/or already received reimbursement, you may still need to have the recall repair performed.

We apologize for any inconvenience, but are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Assistance/Field Operations  
FCA US LLC



[1] If you no longer own this vehicle, please help us update our records. Call the FCA Recall Assistance Center at 1-800-853-1403 to update your information.

[2] If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, or you can call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [safercar.gov](http://safercar.gov).

[3] You can also mail in your original receipts and proof of payment to the following address for reimbursement consideration: FCA Customer Assistance, P.O. Box 21-8004, Auburn Hills, MI 48321-8007, Attention: Recall Reimbursement.

Note to lessors receiving this recall notice: Federal regulation requires that you forward this recall notice to the lessee within 10 days.




This notice applies to your vehicle,

2018 Chrysler Pacifica  
VIN: 2C4RC1H [REDACTED]

Z11/NHTSA 22V-077



### YOUR SCHEDULING OPTIONS

1. Visit [recalls.mopar.com](https://recalls.mopar.com) to sign up for email or SMS notifications for when remedy parts become available. You will be asked to provide your Vehicle Identification Number (VIN), provided above
2. Scan below using your smartphone or tablet to sign up to be notified when remedy parts become available  

3. Wait for FCA US to contact you again, by mail, with a follow-up recall notice when remedy parts are available
4. Call the FCA Recall Assistance Center at 1-800-853-1403. An agent can sign you up to be notified when remedy parts become available, or answer any other questions you may have

### DEALERSHIP INSTRUCTIONS

Please reference Safety Recall Z11.



# IMPORTANT SAFETY RECALL

## Plug-in Hybrid Electric Vehicle Fires

Dear MARTIN J STECH:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

FCA US has decided that a defect, which relates to motor vehicle safety, exists in certain 2018 Chrysler Pacifica vehicles.

### WHY DOES MY VEHICLE NEED REPAIRS?

Some of the above Plug-in Hybrid Electric Vehicles (PHEV) may experience a fire potentially originating in the center of the vehicle <sup>[1]</sup> underbody with the ignition in the "OFF" mode. A vehicle fire can result in increased risk of occupant injury and/or injury to persons outside the vehicle, as well as property damage.

**Until further notice, FCA is advising owners of these hybrid vehicles to refrain from recharging the high voltage battery, and to park them away from structures and other vehicles.**

### HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

The remedy for this condition is not currently available. We are making every effort to finalize the remedy and will service your vehicle free of charge (parts and labor) when the remedy is available.

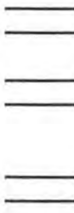
FCA US will contact you again, by mail, with a follow-up recall notice when the remedy is available. Once you receive your follow-up notice, simply contact your Chrysler, Jeep®, Dodge or RAM dealer right away to schedule a service appointment <sup>[2]</sup>. Additional options for your next steps are included on the left side of this notification. We appreciate your patience.

### WHAT IF I ALREADY PAID TO HAVE THIS REPAIR COMPLETED?

If you have already experienced this specific condition and have paid to have it repaired, you may visit [www.fcarecallreimbursement.com](https://www.fcarecallreimbursement.com) to submit your reimbursement request online <sup>[3]</sup>. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you have had previous repairs performed and/or already received reimbursement, you may still need to have the recall repair performed.

We apologize for any inconvenience, but are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Assistance/Field Operations  
FCA US LLC



\*\*\*\*AUTO\*\* ALL FOR AADC 920 35/2/2  
0012960



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Note to lessors receiving this recall notice: Federal regulation requires that you forward this recall notice to the lessee within 10 days.



Dear Sarah & Ian,

Below is EXACTLY what I wrote in the Stellantis Compass system. (I literally copied it and dropped it here) Compass is our internal database for customer complaints and resolutions. On a personal note, I am truly sorry you both had this negative experience and I hope to be able to resolve before I retire at the end of this year.

Area Manager spoke w/ Sarah's husband for over an hour, reviewing the situation and how upset they are considering the car failed them on their initial drive home directly after buying the Hybrid Pacifica.

We talked about what Stellantis is doing to exercise the 'Final Repair Attempt'. I have called in the TA (Jeff Stone) to get involved as well as STAR. The dealerships should have opened a STAR case after the first repair attempt failed. Then they should have notified Jeff Stone and asked for guidance. With that being said, Stellantis is now actively involved and the TA has communicated w/ Kurt Anderson (Service Manager at Heritage Parkville). The dealership now has a part on order that the TA feels will FINALLY FIX the unit.

In consideration for all Sarah & Ian have gone through, I am making these offer(s).

- 1) If their Pacifica has the SAME or a technically RELATED catastrophic failure in the next 24 months, Stellantis will immediately move forward w/ a buyback without any further requirements from Sarah or Ian.
- 2) If the unit is successfully repaired, then I will ask the customer to drive it for 2 weeks and put it through its paces and then let me know it operating as designed. After the 2 week period, I authorize Stellantis to pay the customers a lump sum amount of \$6,000 as part of a 'Cash & Keep' plus issue them an 8 year / 125,000 mile MVP MaxCare Service Contract. (BTW - 8/125 plan is the longest MVP contract there is).
- 3) If this current repair attempt does fail within the 2 week period, then Stellantis will immediately move to a buyback and give the customers what is owed them under the Lemon Law in the State of Maryland.
- 4) If the current repair attempt does fail within the 2 week period, then Stellantis will also give a \$3,000 'Cash & Keep' to the customer in an effort to assist them in trading their current Pacifica vehicle in and buying a brand new Stellantis vehicle. This would allow the customers to avoid the buyback process and get them into a NEW Stellantis vehicle as soon as possible.

The customer(s) have been very reasonable & understanding during this whole experience and have been easy to work with. This situation has made them feel both Stellantis and Heritage don't care about them and we need to change their opinion.

James 'Conrad' Gleber

Senior Area [REDACTED]

□

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

# MVP Maximum Care<sup>SM</sup> Plans

FOR THE ROAD AHEAD... WE HAVE YOU COVERED.



## PROTECTION THAT GOES THE DISTANCE

Mopar<sup>®</sup> Vehicle Protection has proven to be the smart choice for our customers. We offer the only FCA US factory-backed coverage and stand behind our **Maximum Care<sup>SM</sup>** mile plans. Forge your own path forward knowing you are covered every mile. Maximum Care<sup>SM</sup> plans include the following features:

- Coverage up to 8 Years, and up to 125,000 Miles
- Comprehensive Coverage for Over 5,000+ Critical Components
- Certified, Factory-Trained, Expert Technicians
- \$200, \$100 or \$0 Deductible
- Authentic Mopar Parts
- Quality Service at Dealerships throughout North America

## ELIGIBILITY

FCA US vehicles covered by a 5 Year/60,000 Mile Powertrain Warranty or FIAT vehicles covered by a 4 Year/50,000 Mile Basic Warranty, are eligible within 36 months of the in-service date and 36,000 miles.

Note: See your dealer for additional details, eligibility and restrictions.

## INCLUDED BENEFITS:



\$35 FIRST DAY RENTAL\*



\$35/DAY CAR RENTAL ALLOWANCE\*



\$100 TOWING ALLOWANCE\*



\$100 ROADSIDE ASSISTANCE\*



\$600 KEY FOB REPAIR/REPLACEMENT



\$1,000 TRIP INTERRUPTION\*

**ASK YOUR DEALER  
FOR FULL DETAILS TODAY!**

\*Rental, Towing Allowance, Roadside Assistance and Trip interruption benefits expire at 100,000 miles.



WE BUILT IT. WE BACK IT.



Excludes SRT8, Viper, diesel-equipped, all Ram Cab/Chassis, ProMaster,

Hellcat models, Scat Pack, all Alfa Romeo vehicles, and vehicles with dual rear wheels.

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Form No. 81-770-2029A (02/20)  
FL Lic. #65505 and #58869  
CA Lic. #0694472

2C4RC1L76NF [REDACTED]

**MFD BY: FCA US LLC**

**VIN: 2C4RC1L76NR173919**

**VEHICLE MADE IN: CANADA**



















PACIFICA  
CLASSIC  
3.6L V6  
E-FLEX

HYBRID



PACIFICA  
CLASSIC  
3.6L V6

0263-23  
140



HYBRID



CR  
6263-23  
110









































6353



**▲ WARNING**

**EVEN WITH ADVANCED AIRBAGS**

- CHILDREN CAN BE KILLED OR SERIOUSLY INJURED BY THE AIRBAG.
- THE BACK SEAT IS THE SAFEST PLACE FOR CHILDREN.
- NEVER PUT A REAR-FACING CHILD SEAT IN THE FRONT.
- ALWAYS USE SEATBELTS AND CHILD RESTRAINTS.
- SEE OWNER'S MANUAL FOR MORE INFORMATION ABOUT AIRBAGS.

05108 114AA



**▲ MISE EN GARDE**

**MÊME AVEC DES SACS GONFLABLES**

- LES ENFANTS PEUVENT ÊTRE TUÉS OU BLESSÉS PAR UN SAC GONFLABLE.
- LA BANQUETTE ARRIÈRE EST LA PLACE LA PLUS SÛRE POUR LES ENFANTS.
- NE JAMAIS PLACER UN SIÈGE POUR ENFANT À L'ARRIÈRE À L'AVANT DU VÉHICULE.
- TOUJOURS UTILISER LES CEINTURES DE SÛRÉTÉ POUR ENFANT.
- CONSULTER LE GUIDE DE L'AUTOMOBILE POUR PLUS DE RENSEIGNEMENTS SUR LES SACS GONFLABLES.

## WARNING

### WITH ADVANCED AIRBAGS

SEATBELT CAN BE KILLED OR SERIOUSLY INJURED BY AIRBAG.

REAR SEAT IS THE SAFEST PLACE FOR CHILDREN. NEVER PUT A CHILD IN THE FRONT SEAT. ALWAYS USE SEATBELT OR CHILD SEAT/BOOSTER SEAT. ALWAYS USE SEATBELT OR CHILD SEAT/BOOSTER SEAT. ALWAYS USE SEATBELT OR CHILD SEAT/BOOSTER SEAT.



05106114AA



## ▲ MISE EN GARDE

### MÊME AVEC DES SACS GONFLABLES PERFECTIONNÉS

- LES ENFANTS PEUVENT ÊTRE TUÉS OU GRAVEMENT BLESSÉS PAR UN SAC GONFLABLE.
- LA BANQUETTE ARRIÈRE EST LA PLACE LA PLUS SÉCURITAIRE POUR LES ENFANTS.
- NE JAMAIS PLACER UN SIÈGE POUR ENFANT ORIENTÉ VERS L'ARRIÈRE À L'AVANT DU VÉHICULE.
- TOUJOURS UTILISER LES CEINTURES DE SÉCURITÉ ET LES SYSTÈMES DE RETENUE POUR ENFANT.
- CONSULTER LE GUIDE DE L'AUTOMOBILISTE POUR OBTENIR PLUS DE RENSEIGNEMENTS SUR LES SACS GONFLABLES.











A close-up photograph of a hand holding a black plastic seatbelt buckle. The buckle is attached to a light-colored, woven fabric seatbelt strap. On the top surface of the buckle, the number "155974" is printed in a white, sans-serif font. The background shows a car seat with black leather upholstery and a portion of a striped seat cushion in shades of brown, tan, and blue. The lighting is bright, suggesting an interior view during the day.

155974





6155974



























ENGINE OIL



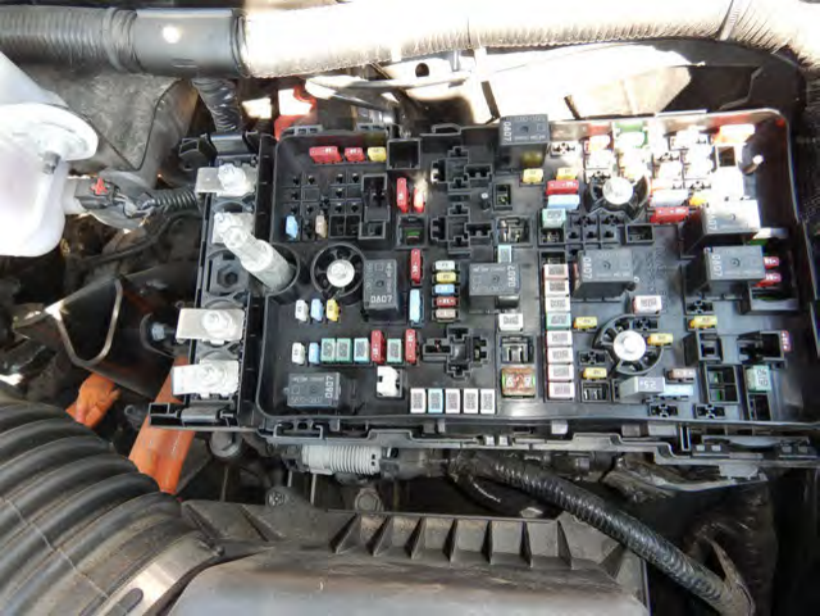
SAE 0W-20



























EQUINOX

Hybrid









