



Rental Agreement # 30HZ1H

### Renter Information

**Renter Name**

[REDACTED]

**Renter Address**

[REDACTED]  
[REDACTED]  
[REDACTED]

**Renter Address**

SIMI VALLEY, CA 93065  
USA

### Vehicle Information

**NIRE**

**License #:** [REDACTED]

**State/Province:** CA

**Unit #:** [REDACTED]

**Vehicle #:** [REDACTED]

**Vehicle Class Driven**

Compact Electric SUV 4 door/  
Automatic/Air

**Vehicle Class Charged**

Compact Electric SUV 4 door/  
Automatic/Air

**Odometer Mileage/Kilometers**

**Starting:** 29392 **Ending:** 29610

**Total:** 218

**Fuel**

**Starting:** EMPTY **Ending:** 3/4

**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.

### Trip Information

**Pickup**

Wednesday, January 3, 2024 9:31 AM

[REDACTED]  
[REDACTED]  
[REDACTED]

USA

**Return**

Friday, January 5, 2024 2:53 PM

[REDACTED]  
[REDACTED]  
[REDACTED]

USA

### Renter Charges

**Rental Rate** Time & Distance 3 Day at \$50.00 / Day \$150.00

<b>Coverages</b>	PERSONAL EFFECTS COVERAGE (\$6.60 / Day)	\$19.80
	SUPPLEMENTAL LIABILITY PROTECTION 2 (\$8.75 / Day)	\$26.25
	RAP (\$5.99 / Day)	\$17.97
	DW/CDW OPTIONAL (\$22.99 / Day)	\$68.97

**Mileage** Unlimited Mileage Included

<b>Taxes and Fees</b>	Vehicle License Recovery Fee (\$1.29 / Day)	\$3.87
	Sales Tax (7.25%)	\$10.88

**Total** **\$297.74**

(Subject to audit)

Amount charged on January 5, 2024 to AMERICAN EXPRESS (1006) (\$297.74)

[REDACTED]  
[REDACTED]

Verified: Signature

Entry: Chip

TSI: F800

**Amount Due** **\$0.00**

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



Rental Agreement # [REDACTED]

### Renter Information

**Renter Name**

[REDACTED]

**Renter Address**

MOORPARK, CA [REDACTED]  
USA

**Renter Address**

MOORPARK, CA [REDACTED]  
[REDACTED]

### Vehicle Information

**VOYA**

**License #:** [REDACTED]

**State/Province:** MA

**Unit #:** [REDACTED]

**Vehicle #:** [REDACTED]

**Vehicle Class Driven**

7 Passenger Minivan 5 door/Automatic/  
Air

**Vehicle Class Charged**

Luxury 2 door/Automatic/Air

**Odometer Mileage/Kilometers**

**Starting:** 21943 **Ending:** 23902

**Total:** 1,959

**Fuel**

**Starting:** EMPTY **Ending:** EMPTY

**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.

### Trip Information

**Pickup**

Friday, December 8, 2023 9:21 AM

[REDACTED]  
[REDACTED]  
[REDACTED]  
USA

**Return**

Wednesday, January 3, 2024 9:32 AM

[REDACTED]  
[REDACTED]  
[REDACTED]  
USA

### Renter Charges

<b>Rental Rate</b>	Time & Distance 3 Week at \$276.38 / Week	\$829.14
	Time & Distance 5 Day at \$50.25 / Day	\$251.25
<b>Coverages</b>	SLP (\$8.75 / Day)	\$227.50
	PERSONAL EFFECTS COVERAGE (\$6.60 / Day)	\$171.60
	DW/CDW OPTIONAL (\$33.99 / Day)	\$237.93
	DW/CDW OPTIONAL (\$39.99 / Day)	\$759.81
	RAP (\$5.99 / Day)	\$155.74
<b>Mileage</b>	Unlimited Mileage	Included
<b>Taxes and Fees</b>	Vehicle License Recovery Fee (\$1.95 / Day)	\$15.60
	Vehicle License Recovery Fee (\$2.03 / Day)	\$12.18
	Sales Tax (7.25%)	\$78.33
	Vehicle License Recovery Fee (\$2.55 / Day)	\$30.60

**Total** **\$2,769.68**

(Subject to audit)

Amount charged on January 3, 2024 to VISA (5707) (\$2,769.68)

APN: VISA CREDIT

AID: A0000000031010

Verified: Signature

Entry: Chip

TSI: 6800

**Amount Due** **\$0.00**

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



### Renter Information

**Renter Name**

[REDACTED]

**Renter Address**

APEX, NC 2 [REDACTED]  
USA

### Vehicle Information

**TUCS**

**License #:** [REDACTED]

**State/Province:** NJ

**Unit #:** [REDACTED]

**Vehicle #:** [REDACTED]

**Vehicle Class Driven**

Midsize SUV AWD 4-Door/Automatic/  
Air

**Vehicle Class Charged**

Midsize SUV AWD 4-Door/Automatic/  
Air

**Odometer Mileage/Kilometers**

**Starting:** 7431    **Ending:** 7721

**Total:** 290

**Fuel**

**Starting:** FULL    **Ending:** FULL

### Trip Information

**Pickup**

Thursday, February 15, 2024 1:20 PM

[REDACTED]  
[REDACTED]  
[REDACTED]  
USA

**Return**

Wednesday, February 21, 2024 12:19 PM

[REDACTED]  
[REDACTED]  
[REDACTED]  
USA

### Renter Charges


<b>Rental Rate</b>	Time & Distance 6 Day at \$44.17 / Day	\$265.00
<b>Mileage</b>	Unlimited Mileage	Included
<b>Taxes and Fees</b>	County Gross Receipt Tax (1.50%)	\$4.01
	City Gross Receipt Tax (1.50%)	\$4.00
	Vlf Rec (\$0.37 / Day)	\$2.22
	Nc Highway Use Tax (8.00%)	\$21.38
	Transit Authority Tax (5.00%)	\$13.36
<b>Total</b>		<b>\$309.97</b>
(Subject to audit)		
	Amount charged on February 21, 2024 to VISA (1474)	(\$309.97)
	APN: 43484153452056495341	
	AID: A0000000031010	
	Verified: Signature	
	Entry: Chip	
	TSI: E800	
<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 

# AUTOPARK CHRYSLER JEEP

500 AUTOPARK BLVD.  
 CARY, NC 27511  
 (919) 467-5557  
 1-800-868-5247

CUSTOMER #: [REDACTED]

703161

\*INVOICE\*

PAGE 1



HOME: [REDACTED] CONT: [REDACTED]  
 BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 6293 REBECCA ROGERS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	22	CHRYSLER PACIFICA HY	2C4RC1S72NR [REDACTED]		24169/24175	T3600	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19JUL22 DD			09:45 12FEB24		0.00	CASH	20FEB24
R.O. OPENED		READY		OPTIONS: DLR:24028 ENG:3.6_Liter			

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

A Multi-point inspection (according to maintenance interval)  
 CJ-23POINT Multi-point inspection (according to maintenance interval)

6339IJEPO							(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00

B TOW IN- CUSTOMER STATES GOT A WARNING MESSAGE TO PULL OVER, VEHILCE LOST POWER

CAUSE: INTERNAL FAILURE

21000638 Transmission, Automatic - Replace -  
 Replace Single Input - Electrically Variable  
 Transmission (SI-EVT) (3 - Highly Skilled)  
 6339 WJE2

1 68490840AC TRANSAXLE							(N/C)
CORE CHARGE W							(N/C)
1 6503210 SCREW-HEX FLANGE HEAD							(N/C)
2 68470042AA KIT							(N/C)
2 6509298AA LOCK NUT-HEX FLANGE LOCK							(N/C)
9 68382486AA BOLT-HEX FLANGE HEAD							(N/C)
1 68272788AA GASKET-INVERTER MODULE							(N/C)
1 68163848AB ANTIFREEZ-COOLANT							(N/C)
2 6104414AA SCREW-HEX HEAD							(N/C)
-1 68490840AC CORE RETURN							(N/C)

FC: UC

PART#: 68490840AC

COUNT: 1

CLAIM TYPE: W

AUTH CODE:

02000350 Toe Adjustment / Steering Wheel Center

6339 WJE2

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

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.

"By providing a telephone number, you warrant that you are the current owner/subscriber/customary user of the phone number provided (or are otherwise authorized to provide consent to be contacted at the number provided), and you authorize manufacturer, dealer and their agents and/or independent contractors to contact you at the number provided regarding your vehicle. Such contact may include (but is not limited to) automated or prerecorded maintenance reminders, warranty, and/or pre-service scheduling and post-service confirmation, lease and extended warranty information notices, recall notifications, customer satisfaction surveys, and/or satisfaction calls or texts, which may be sent via automated dialing system. You may receive up to one marketing type message per month. Standard voice, data, and message rates may apply. You opt out of any text messages sent to you by replying STOP to the message received."

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

I hereby authorize the above repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto.

X

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

**AUTOPARK CHRYSLER JEEP**

500 AUTOPARK BLVD.

CARY, NC 27511

(919) 467-5557

1-800-868-5247

CUSTOMER #: 575501

703161

\*INVOICE\*

PAGE 2



HOME: [REDACTED] CONT: [REDACTED]  
 BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 6293 REBECCA ROGERS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	22	CHRYSLER PACIFICA HY	2C4RC1S72N [REDACTED]		24169/24175	T3600	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19JUL22 DD			09:45 12FEB24		0.00	CASH	20FEB24
R.O. OPENED		READY	OPTIONS: DLR:24028 ENG:3.6 Liter				
09:13 12FEB24		17:14 20FEB24					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
07FF0150							
Coolant, Engine Drain and fill							
6339 WJE2							(N/C)
FC: PART#: COUNT:							
CLAIM TYPE: W							
AUTH CODE:							
21FF0550							
Fluid, Transaxle/Transmission Drain and fill - Automatic transmission							
6339 WJE2							(N/C)
FC: PART#: COUNT:							
CLAIM TYPE: W							
AUTH CODE:							

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

24169 A MALFUNCTION INDICATOR LAMP ILLUMINATION WITH DIAGNOSTIC TROUBLE CODE P0A3F, P0A43, P0A45 AND / OR P0C1A SET. IN ADDITION, THE VEHICLE MAY BE IN LIMP MODE. ACCESSED THE DIAGNOSTIC PORT, CONNECTED THE SCAN TOOL TO RETRIEVE DIAGNOSTIC TROUBLE CODES FINDING DTC P0A43-00 IS PRESENT. ACCESSED, REMOVED AND REPLACED THE SINGLE INPUT ELECTRICALLY VARIABLE TRANSMISSION WITH ALL OTHER RELATED NEW SEALS GASKETS AND/OR NON-REUSABLE HARDWARE AND REINSTALLED ALL COMPONENTS REMOVED FOR REPAIRS IN THE REVERSE ORDER OF REMOVAL. DRAINED AND FILLED THE ENGINE COOLANT. PERFORMED A WHEEL ALIGNMENT CHECK AND TOE ADJUSTMENT AS PER THE MANUFACTURERS SPECIFICATIONS. CLEARED ALL DIAGNOSTIC TROUBLE CODES. THE SYSTEM IS NOW OPERATING AS DESIGNED.

\*\*\*\*\*

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.

"By providing a telephone number, you warrant that you are the current owner/subscriber/customary user of the phone number provided (or are otherwise authorized to provide consent to be contacted at the number provided), and you authorize manufacturer, dealer and their agents and/or independent contractors to contact you at the number provided regarding your vehicle. Such contact may include (but is not limited to) automated or prerecorded maintenance reminders, warranty, and/or pre-service scheduling and post-service confirmation, lease and extended warranty information notices, recall notifications, customer satisfaction surveys, and/or satisfaction calls or texts, which may be sent via automated dialing system. You may receive up to one marketing type message per month. Standard voice, data, and message rates may apply. You opt out of any text messages sent to you by replying STOP to the message received."

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

I hereby authorize the above repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto.

X

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



[Redacted]

**Renter Address**  
KENMORE, WA 98028  
USA

### Vehicle Information

**CORO**  
**License #:** [Redacted]  
**State/Province:** OR  
**Unit #:** [Redacted]  
**Vehicle #:** [Redacted]

**Vehicle Class Driven**  
Midsize 2/4 door/Automatic/Air

**Vehicle Class Charged**  
Midsize 2/4 door/Automatic/Air

**Odometer Mileage/Kilometers**  
**Starting:** 22010 **Ending:** 22228  
**Total:** 218

**Fuel**  
**Starting:** 12.2g **Ending:** 12.2g

**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](#)

### Trip Information

#### Pickup

Monday, February 12, 2024

12:54 PM

[Redacted] H ST  
[Redacted]  
BELLEVUE, WA [Redacted]  
USA

#### Return

Thursday, February 29, 2024

2:15 PM

[Redacted]  
[Redacted] T  
BELLEVUE, WA [Redacted]  
USA

### Renter Charges

<b>Rental Rate</b>	Time & Distance 17 Day at \$53.00 / Day	\$901.00
<b>Mileage</b>	Unlimited Mileage	Included
<b>Taxes and Fees</b>	Sales Tax (10.10%)	\$91.77
	Sports Facility Tax (1.00%)	\$9.09
	Wa State Rental Tax (5.90%)	\$53.61
	Rta Tax (0.80%)	\$7.27
	Vehicle License Fee Recovery (\$0.45 / Day)	\$7.65

**Total** **\$1,070.39**

(Subject to audit)  
Amount charged on February 29, 2024 to VISA (1456) (\$1,070.39)

APN: VISA CREDIT  
AID: A0000000031010  
Verified: Signature  
Entry: Chip  
TSI: 6800

**Amount Due** **\$0.00**

[Claim](#)[Condition](#)[Parts](#)[Labor](#)[SS](#)[Totals](#)[Narratives](#)[Attachments](#)[Notes](#)[Msg Codes](#)[Rpr Dealer](#)[Vehicle](#)[Analytics](#)

Claim #	VIN	Dealer	Location Code	Date Received	Date Completed	Odometer	Currency	Submissions
	<a href="#">2C4RC1S76NR112936</a>	<a href="#">43320</a>	<a href="#">0 - {C,D,J,R} 120 116TH AVE NE</a>	<a href="#">02/12/2024</a>	<a href="#">02/28/2024</a>	<a href="#">15352 M</a>	<a href="#">LOCAL</a>	<a href="#">03/07/2024--8787505--W--R--REJECTED</a>

Dealer - [43320 AUTONATION CHRYSLER DODGE JEEP](#)

## Claim Information

Claim Number : [330250](#) Type : [W](#) Owner Last Name :  
Vin : [2C4RC1S76NR112936](#) Service Advisor : [75207V](#)  
Odometer : [15352 M](#) Authorization No. : [RA](#)  
Date Received : [02/12/2024](#) Claim Notes : [NO](#)  
Date Completed : [02/28/2024](#) Continuation : [N](#)  
In-Service Date : [01/09/2022](#) Prior Claim Number :  
Claim Currency : [USD](#)

 [Msg Codes](#)  [Additional Info](#)

## Message Codes

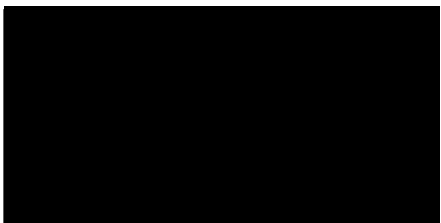
[AB4](#) [RB4](#) [SW3](#) [TT6](#) [X40](#) [XR1](#) [XR3](#) [XX2](#)

## Condition Summary

Condition	LOP Description	Status	Type	Total Amount
<a href="#">1</a>	<a href="#">2100069D Transmission, Automatic - Replace</a>	<a href="#">Suspended</a>	<a href="#">W - Warranty</a>	<a href="#">12946.74</a>

GCS Calculated : [12946.74](#) Actual Expense: [12946.74](#) Dealer Submitted : [12946.74](#)

2-19



Chrysler  
FCA US LLC  
PO Box 21-8004  
1000 Chrysler Drive,  
Auburn Hills, Michigan 48321-8004

By certified mail  
Return receipt requested

Dear Sir or Madam,

I am writing to notify you of the problems I have been having with my 2023 Chrysler Plugged in Hybrid Pacifica, VIN # 2C4RC1S73P [REDACTED] and to 1) request that you correct this problem through repurchase within 30 days of your receipt of this letter, pursuant to Maryland's Lemon Law by offering a full refund, and 2) prepare for litigation regarding this matter by preserving all records potentially relevant.

I am a seasoned driver with decades of experience and ownership of multiple brands of cars, and have never had such a terrible experience with such a clearly defective car. My experience with trying to repair it has been egregious, and I understand from the service center that this has happened to other purchasers - and my belief is that Chrysler is knowingly selling defective vehicles that are unsafe and unfit for road use, on a broad scale. I therefore further reserve all other legal rights to pursue remedies including litigation regarding this issue, as it has caused a large amount of distress and suffering to myself and my family members, and potentially a larger class of individual purchasers. I hereby request that Chrysler preserve and cease deletion or alteration of all error/malfunction records sent to purchasers and attempted repair records by its dealers and agents pertaining to this class of vehicle Chrysler Pacifica Hybrids ranging between the years 2017-2023.

**Lemon Law Request.** The issue with the car is repeated and severe, and substantially impairs the use and market of value of the vehicle. Moreover, the car poses a current safety hazard as it can unexpectedly stop working while in operation, and this issue has not been able to be correctly diagnosed/identified by service center staff, much less be adequately repaired as a result.

I purchased my car from Criswell Chrysler Jeep Dodge RAM FIAT on December 10, 2023. One month after purchase, I began having trouble with the car stalling in the middle of active use,

locking up and becoming unresponsive to commands to shift gears and then I would be stuck with the car wherever that happened, whether on the road or in a parking lot. This first happened on January 28, 2024 when the car was in drive mode and suddenly stalled on the road, and then could *only move in reverse* at that point, refusing to accelerate or be put in Drive. At this point, my son who was trying to drive felt incredibly unsafe at night on the road, and had to reverse slowly all the way down a road back down to our parking lot, feeling vulnerable to other drivers and helpless. The screen flashed an engine error light, and Chrysler emailed me the next morning saying that the Powertrain had malfunctioned (see attached and below).

Triggered Alerts [View full info on](#)

**1**

Services Required  
Schedule your appointment now

(1) Powertrain  
Malfunction Indicator Light

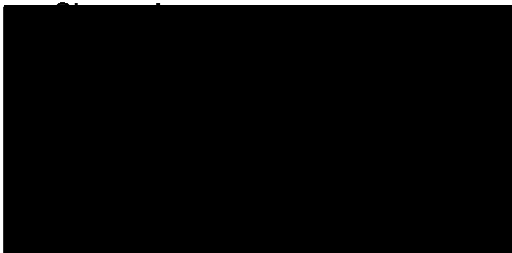
I took the car back to the dealer for repairs on January 31, 2024. The service department was unable to identify the powertrain issue correctly and simply “cleared the codes” in the car without actually deploying a fix. It was apparent that the dealer was unable to correct the problem because 4 days later, on February 4, the car stalled again while driving, was unable to even shift into neutral to be pushed out of traffic, and had to be towed where it faulted to the dealership. On February 4, the car wouldn't even stay off for more than a few seconds - it would turn itself on and then blink error lights and the following messages: “Service Transmission” “Vehicle Not in Park” (even though it was in Park, with the manual parking brake button on), and be unable to shift out of park into any other mode. My daughter and I were cursed at by strangers for our inability to move the car which was blocking traffic, as it would not shift into Neutral and allow us to navigate to a safer place. Chrysler again emailed me, identifying the same Powertrain malfunction as before. This time, more error codes were identified (I was told by the technician that 65 error codes were identified), but the service center was unable to address the root problem of the transmission and/or the powertrain issues, and again simply cleared the codes and replaced the battery - without addressing the root cause of the defects that continue to persist. Attached also are copies of the repair order that document the dealership's attempts to repair my car.

This problem substantially impairs both the use and value of my car, and the dealership is clearly unable to fix the problem after two separate attempts to correctly identify and address it in late January and early February. This falls under “a reasonable number of attempts” as that phrase is defined in Maryland’s Automotive Warranty Enforcement Act (Md. Code Ann., Com. Law II, 14-1502 (d)). I therefore expect you to promptly repurchase the vehicle pursuant to 14-1502(c) of the Act.

Please contact me at the below contact information to discuss next steps for repurchasing this vehicle, which is a danger to myself and potentially to others.

**Legal Hold Notice.** From the date of this letter forward, please take all necessary steps within your organization to preserve all paper and electronically stored information ("ESI") within your care, custody or control that are relevant to potential litigation regarding this issue. I hereby request that the information to be preserved should include but not be limited to: the sale dates of new Chrysler Pacifica Hybrids manufactured between the years 2017-2023 (including sale dates into 2024 and going forward); all times that Chrysler's system identified powertrain or transmission issues in those sold cars within 24 months of sale; all error/malfunction records sent by Chrysler to these purchasers, and attempted repair records by its dealers and service centers, and all other relevant information to failures like the ones we have experienced.

We request that you preserve all paper records and electronically stored information relevant to the above, in any location (including with third party providers, cloud hosted storage, or otherwise). The above list is intended to give examples of the types of records you should retain, but is not exhaustive. If there are records retention schedules in place to discard, delete or overwrite documents, please suspend these processes to preserve all relevant materials while we pursue legal remedies available to us.





# CRISWELL

Criswell Performance Cars, Inc.  
 dba Criswell Chrysler Jeep Dodge Ram Fiat  
 84 Bureau Drive  
 Gaithersburg, MD 20878  
 (301) 212-4400 • Fax: (301) 212-4532  
 www.criswellauto.com  
 16-MT-001240



CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR <b>JONNIE BENITEZ</b>	1947	TAG NO. 3408	INVOICE DATE 01/31/24	INVOICE NO. JVCS200896
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 1,659	COLOR FATHOM BLU/	STOCK NO. J230894
ROCKVILLE, MD [REDACTED]	YEAR / MAKE / MODEL 23/CHRYSLER/PACIFICA/4DR FWD HYB LIM			DELIVERY DATE 12/10/23	DELIVERY MILES 40
yvonnelee9@gmail.com	VEHICLE ID. NO. 2C4RC1S73P...			SELLING DEALER NO. 50	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 01/31/24		
[REDACTED]	COMMENTS				

RESERVATION # [REDACTED] MO: 1659

**JOB# 1 CHARGES**

LABOR  
 J# 1 00JEZGEN GENERAL CONCERN TECH(S): 972 0:00  
 Customer States CEL WAS ON BUT NOW ITS OFF WHEN IT WAS IT ON THE VEHICLE WOULD NOT GO INTO DRIVE CUSTOMER HAD TO TURN VEHICLE OFF AND BACK ON TO BE ABLE TO DRIVE  
 cleared all DTC codes, test drove vehicle, check engine light did not cut on, advised customer to be on the lookout for Check engine light and return if it cuts back on vehicle performing as designed.

**JOB# 1 TOTALS**

JOB# 1 JOURNAL PREFIX JVCS JOB# 1 TOTAL 0:00

**JOB# 2 CHARGES**

LABOR  
 J# 2 00JEZMULTIPOINT MULTI-POINT TECH(S): 972 0:00  
 CUSTOMER REQUESTS MULTI-POINT SERVICE WASH & VACUUM YES OR NO

**JOB# 2 TOTALS**

JOB# 2 JOURNAL PREFIX JVCS JOB# 2 TOTAL 0:00

ESTIMATE  
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0:00 (+TAX)

COMMENTS  
 TAG NUMBER IS 3408

TOTALS

\*\*\*\*\*  
 [ ] CASH [ ] CHECK CK NO [ ]  
 [ ] VISA [ ] MASTERCARD [ ] DISCOVER  
 [ ] AMER XPRESS [ ] OTHER [ ] CHARGE  
 \*\*\*\*\*

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

**TOTAL INVOICE \$ 0.00**

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

**Effective October 1, 2008, House Bill 1057 States that:** "while a customer's motor vehicle is on the premises of the automobile repair facility, the automotive repair facility may not be responsible for any damage to the Customer's motor vehicle under specified circumstances, and that the customer should ask a representative of the automotive repair facility about the extent of its responsibility, including the extent of insurance coverage; etc."

**TERMS: CASH ON DELIVERY**  
 Prices are based on flat rate manual unless specified otherwise. Mechanical check-out time on vehicles will be a minimum of one half hour at the current hourly rate if work is declined on vehicle.

**SHOP MATERIAL: A CHARGE EQUIVALENT TO 10% OF TOTAL REPAIR ORDER CHARGES IS INCLUDED FOR MATERIALS USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE NUTS, BOLTS, WASHERS, PINS, AERO SPRAYS, SOLVENT, RAGS, TOWELS, BATTERY CLEANERS, ETC.**

**ENVIRONMENTAL CONCERNS, AS WELL AS FEDERAL AND STATE REGULATIONS GOVERNING DISPOSAL, HAVE FORCED US TO CHARGE FOR THE EXPENSE INCURRED TO PROPERLY STORE AND ARRANGE DISPOSAL AND/OR RECYCLING OF OIL, TIRES, COOLANT, BATTERIES, METAL PARTS AND CLEANING SOLVENTS USED IN THE REPAIR AND MAINTENANCE OF YOUR VEHICLE.**

**ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED WARRANTY: 2 YEARS UNLIMITED MILEAGE ON NEW OEM PARTS AND LABOR. ESTIMATES VALID FOR 90 DAYS AND/OR 4,000 MILES.**

THIS VEHICLE HAS BEEN TESTED OR TEST DRIVEN WHEN NEEDED AND MECHANICAL WORK WAS PERFORMED SATISFACTORILY. THIS VEHICLE HAS BEEN TESTED OR TEST DRIVEN WHEN NEEDED AND MECHANICAL WORK WAS PERFORMED SATISFACTORILY.

NO CLAIMS WITHOUT THIS INVOICE  
 THANK YOU

LCS:SER-INV



# CRISWELL

Criswell Performance Cars, Inc.  
 dba Criswell Chrysler Jeep Dodge Ram Fiat  
 84 Bureau Drive  
 Gaithersburg, MD 20878  
 (301) 212-4400 • Fax: (301) 212-4532  
 www.criswellauto.com  
 16-MT-001240



CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[REDACTED]	JONNIE BENITEZ	1947 8843	02/09/24	JVCS201116
LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
[REDACTED]	[REDACTED]	1,801	FATHOM BLU/	[REDACTED]
YEAR / MAKE / MODEL	VEHICLE ID. NO.	SELLING DEALER NO.	DELIVERY DATE	PRODUCTION DATE
23/CHRYSLER/PACIFICA/4DR FWD HYB LIM	2 C 4 R C 1 S 7 3 P R	[REDACTED]	12/10/23	40
F.T.E. NO.	P.O.	R.O. DATE		
[REDACTED]	[REDACTED]	50		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		
[REDACTED]	[REDACTED]			

CELL: [REDACTED]

TOTALS	TOTAL LABOR	0:00
[ ] CASH [ ] CHECK [ ] CHECK NO. [ ]	TOTAL PARTS	0:00
[ ] VISA [ ] MASTERCARD [ ] DISCOVER	TOTAL SUBLET	0:00
[ ] AMER XPRESS [ ] OTHER [ ] CHARGE	TOTAL G.O.G.	0:00
	TOTAL MISC CHG.	0:00
	TOTAL MISC DISC	0:00
	TOTAL TAX	0:00
	<b>TOTAL INVOICE \$</b>	<b>0.00</b>

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

[REDACTED SIGNATURE]

Effective October 1, 2008, House Bill 1057 States that: "while a customer's motor vehicle is on the premises of the automobile repair facility, the automotive repair facility may not be responsible for any damage to the Customer's motor vehicle under specified circumstances, and that the customer should ask a representative of the automotive repair facility about the extent of its responsibility, including the extent of insurance coverage, etc."

**TERMS: CASH ON DELIVERY**  
 Prices are based on flat rate manual unless specified otherwise. Mechanical check-out time on vehicles will be a minimum of one half hour at the current hourly rate if work is declined on vehicle.

**SHOP MATERIAL: A CHARGE EQUIVALENT TO 10% OF TOTAL REPAIR ORDER CHARGES IS INCLUDED FOR MATERIALS USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE NUTS, BOLTS, WASHERS, PINS, AERO SPRAYS, SOLVENT, RAGS, TOWELS, BATTERY CLEANERS, ETC.**

**ENVIRONMENTAL CONCERNS, AS WELL AS FEDERAL AND STATE REGULATIONS GOVERNING DISPOSAL, HAVE FORCED US TO CHARGE FOR THE EXPENSE INCURRED TO PROPERLY STORE AND ARRANGE DISPOSAL AND/OR RECYCLING OF OIL, TIRES, COOLANT, BATTERIES, METAL PARTS AND CLEANING SOLVENTS USED IN THE REPAIR AND MAINTENANCE OF YOUR VEHICLE.**

**ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED**  
**WARRANTY: 2 YEARS UNLIMITED MILEAGE ON NEW OEM PARTS AND LABOR. ESTIMATES VALID FOR 90 DAYS AND/OR 4,000 MILES.**

THIS VEHICLE HAS BEEN TESTED OR TEST DRIVEN WHEN NEEDED AND MECHANICAL WORK WAS PERFORMED SATISFACTORILY. THIS VEHICLE HAS BEEN TESTED OR TEST DRIVEN WHEN NEEDED AND MECHANICAL WORK WAS PERFORMED SATISFACTORILY.

NO CLAIMS WITHOUT THIS INVOICE  
 classic/THANK YOU/360 Form # S101L



**CRISWELL**

Criswell Performance Cars, Inc.  
 dba Criswell Chrysler Jeep Dodge Ram Fiat  
 84 Bureau Drive  
 Gaithersburg, MD 20878  
 (301) 212-4400 • Fax: (301) 212-4532  
 www.criswellauto.com  
 16-MT-001240



CUSTOMER NO. [REDACTED]	ADVISOR <b>JONNIE BENITEZ</b>	TAG NO. 1947 [REDACTED]	INVOICE DATE 02/09/24	CELL [REDACTED]
<b>CHINGYUE YVONNE LEE</b> 11307 MORNING GATE DR ROCKVILLE, MD 20852  yvonnelee9@gmail.com RESIDENCE PHONE [REDACTED]	LAVOR RATE	LICENSE NO	MILEAGE 1,801	COLOR FATHOM BLU/
	YEAR / MAKE / MODEL 23/CHRYSLER/PACIFICA/4DR FWD HYB LIM	DELIVERY DATE 12/10/23	STOCK NO. J230894	DELIVERY MILES 40
	VEHICLE ID. NO. 2C4RC1S73PR614605	SELLING DEALER NO 50	PRODUCTION DATE	
	F. T. E. NO.	P. O. NO.	R. O. DATE 02/05/24	
COMMENTS				

MO: 1820

**JOB# 1 CHARGES**

LABOR  
 JW#1 00JEZGEN GENERAL CONCERN TECH(S): 972 WARRANTY:  
 CUSTOMER STATES THE VEHICLE STALLED AND WAS UNABLE TO BE SHUT OFF. VEHICLE STATED TO SHIFT TO PARK AND THE P SYMBOL WAS BLINKING THE CHECK ENGINE LIGHT IS CURRENTLY ON AS WELL (General Concern: 1)  
 CHECK DTCS FOUND MULTIPLE LOW VOLTAGE DTCS AND TEST 12V BATTERY WITH GR8 TESTER. AFTER RESULTS FOUND BATTERY LOW ON CHARGE AND LOSING COMMUNICATION WITH HYBRID SYSTEM, CODES WERE NOT PRESENT ON LAST VISIT. REMOVE AND REPLACE 12V BATTERY.  
 08080116 0.9

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	BBH6A001-AA	BATTERY S 01083001		0.00
<b>JOB# 1 TOTALS</b>					
JOB# 1 JOURNAL PREFIX JVCS JOB# 1 TOTAL					0.00

**Effective October 1, 2008, House Bill 1057 States that:** "while a customer's motor vehicle is on the premises of the automobile repair facility, the automotive repair facility may not be responsible for any damage to the Customer's motor vehicle under specified circumstances, and that the customer should ask a representative of the automotive repair facility about the extent of its responsibility, including the extent of insurance coverage; etc."

**TERMS: CASH ON DELIVERY**  
 Prices are based on flat rate manual unless specified otherwise. Mechanical check-out time on vehicles will be a minimum of one half hour at the current hourly rate if work is declined on vehicle.

**SHOP MATERIAL: A CHARGE EQUIVALENT TO 10% OF TOTAL REPAIR ORDER CHARGES IS INCLUDED FOR MATERIALS USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE NUTS, BOLTS, WASHERS, PINS, AERO SPRAYS, SOLVENT, RAGS, TOWELS, BATTERY CLEANERS, ETC.**

**JOB# 2 CHARGES**

LABOR  
 JW#2 00JEZMULTIPOINT MULTI-POINT TECH(S): 972 WARRANTY:  
 (Multi-point inspection according to maintenance interval)

<b>JOB# 2 TOTALS</b>					
JOB# 2 JOURNAL PREFIX JVCS JOB# 2 TOTAL					0.00

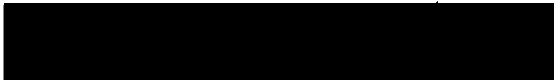
**ENVIRONMENTAL CONCERNS, AS WELL AS FEDERAL AND STATE REGULATIONS GOVERNING DISPOSAL, HAVE FORCED US TO CHARGE FOR THE EXPENSE INCURRED TO PROPERLY STORE AND ARRANGE DISPOSAL AND/OR RECYCLING OF OIL, TIRES, COOLANT, BATTERIES, METAL PARTS AND CLEANING SOLVENTS USED IN THE REPAIR AND MAINTENANCE OF YOUR VEHICLE.**

**ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED**  
**WARRANTY: 2 YEARS UNLIMITED MILEAGE ON NEW OEM PARTS AND LABOR. ESTIMATES VALID FOR 90 DAYS AND/OR 4,000 MILES.**

**THIS VEHICLE HAS BEEN TESTED OR TEST DRIVEN WHEN NEEDED AND MECHANICAL WORK WAS PERFORMED SATISFACTORILY. THIS VEHICLE HAS BEEN TESTED OR TEST DRIVEN WHEN NEEDED AND MECHANICAL WORK WAS PERFORMED SATISFACTORILY.**

ESTIMATE  
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)  
 COMMENTS  
 TAG NUMBER IS 8843

**NO CLAIMS WITHOUT THIS INVOICE**



# ATTN: Vehicle Malfunction Indicator Light Alert

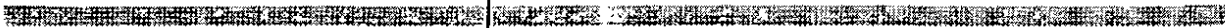
2 messages

Chrysler Service <info@chrysler.mopar.com>

Mon, Jan 29, 2024 at 12:02 AM



[View in browser](#) | [chrysler.com](#)



CHRYSLER



## ! Vehicle Alert for your:

2023 Chrysler Pacifica Hybrid

Mileage: 1,032

VIN: 2C4RC1S73PR614605

[View your maintenance history](#)

Vehicle data last updated: 1/28/2024



## ! Triggered Alerts

[View full info on your dashboard](#)

1

Services Required

Schedule your appointment now

(1) Powertrain

Malfunction Indicator Light

**SCHEDULE YOUR SERVICE**

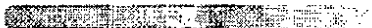


## Vehicle Health Details

Tire Pressure



Oil Life Remaining 50%



35 PSI   35 PSI  
35 PSI   35 PSI

FRONT

\* Not Available



## Owner Accounts

Chrysler Owner Account

Activated [View Profile](#)



## Find A Dealer

With Mopar® dealers across the country, you can find quality, convenient service nearby.



[Find a Dealer](#)



[Find Offers](#)

This Vehicle Health Report provides a status of vehicle systems and their malfunction indicator lamps. It will not provide comprehensive diagnostics of these systems, nor does it mean that your vehicle is functioning properly. If you have any concerns about the operation, function or performance of your vehicle, take it to an authorized FCA US LLC dealer. If you have sold this vehicle, returned a lease or have otherwise disposed of this vehicle, please contact SiriusXM Guardian at 844-796-4827 to remove the vehicle from your account.

[SiriusXM Guardian™](#)

[Owner Dashboard](#)

[Chrysler.com](#)

©2024 FCA US LLC. All Rights Reserved. Chrysler, Dodge, Jeep, Ram, Wagoneer, Mopar, SRT and HEMI are registered trademarks of FCA US LLC. ALFA ROMEO and FIAT are registered trademarks of FCA Group Marketing S.p.A., used with permission.

This is an automated email. Please do not reply to this message. At FCA US LLC, we value your [privacy](#). If you do not wish to receive Vehicle Health Reports, [click here](#) to update your settings.

SiriusXM Guardian Email Headquarters, FCA US LLC, 1000 Chrysler Dr., DEPT 4850044, Auburn Hills, MI 48326

Mon, Feb 12, 2024 at 6:53 PM

[Quoted text hidden]



# ATTN: Vehicle Malfunction Indicator Light Alert



Mon, Feb 5, 2024 at 10:03 AM

[View in browser](#) | [chrysler.com](#)



CHRYSLER



## ! Vehicle Alert for your:

2023 Chrysler Pacifica Hybrid

Mileage: 1,801

VIN: 2C4RC1S73



[View your maintenance history.](#)

Vehicle data last updated: 2/05/2024



## ! Triggered Alerts

[View full info on your dashboard](#)

1

Services Required

Schedule your appointment now

(1) Powertrain

! Malfunction Indicator Light

[SCHEDULE YOUR SERVICE](#)

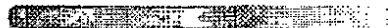


## 🔧 Vehicle Health Details

Tire Pressure



Oil Life Remaining 48%



37 PSI			38 PSI
37 PSI			39 PSI

FRONT

\* Not Available



## Owner Accounts

Chrysler Owner Account

Activated [View Profile](#)



## Find A Dealer

With Mopar® dealers across the country, you can find quality, convenient service nearby.



[Find a Dealer](#)



[Find Offers](#)

This Vehicle Health Report provides a status of vehicle systems and their malfunction indicator lamps. It will not provide comprehensive diagnostics of these systems, nor does it mean that your vehicle is functioning properly. If you have any concerns about the operation, function or performance of your vehicle, take it to an authorized FCA US LLC dealer. If you have sold this vehicle, returned a lease or have otherwise disposed of this vehicle, please contact SiriusXM Guardian at 844-796-4827 to remove the vehicle from your account.

[SiriusXM Guardian™](#)

[Owner Dashboard](#)

[Chrysler.com](#)

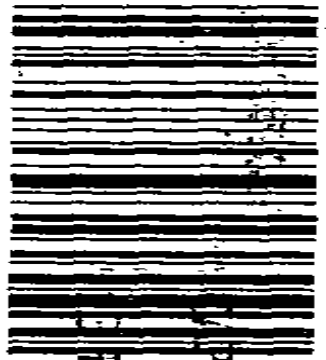
©2024 FCA US LLC. All Rights Reserved. Chrysler, Dodge, Jeep, Ram, Wagoneer, Mopar, SRT and HEMI are registered trademarks of FCA US LLC. ALFA ROMEO and FIAT are registered trademarks of FCA Group Marketing S.p.A., used with permission.

This is an automated email. Please do not reply to this message. At FCA US LLC, we value your [privacy](#). If you do not wish to receive Vehicle Health Reports, [click here](#) to update your settings.

SiriusXM Guardian Email Headquarters, FCA US LLC, 1000 Chrysler Dr., DEPT 4850044, Auburn Hills MI 48326



Rockville MD



Postnet

U.S. POSTAGE PAID

FCM LETTER

ROCKVILLE, MD 20852

FEB 13, 2024

48326 **\$8.97**

RDC 99

R2304N116801-24

Chrysler

FCA US LLC

PO Box 21-8004

1000 Chrysler Drive

Overturn Hills Michigan 48321-8004

48326-277899





### Renter Information

**Renter Name**

[REDACTED]

**Renter Address**

MADISON LAKE, MN [REDACTED] 63  
USA

### Vehicle Information

**PACI**

**License #:** [REDACTED]

**State/Province:** MA

**Unit #:** [REDACTED]

**Vehicle #:** [REDACTED]

**Vehicle Class Driven**

7 Passenger Minivan 5 door/Automatic/  
Air

**Vehicle Class Charged**

7 Passenger Minivan 5 door/Automatic/  
Air

**Odometer Mileage/Kilometers**

**Starting:** 22915    **Ending:** 23456

**Total:** 541

**Fuel**

**Starting:** 3/4    **Ending:** 3/4

### Trip Information

**Pickup**

Wednesday, February 28, 2024 4:32 PM

[REDACTED]  
[REDACTED]  
[REDACTED]

MANKATO, MN [REDACTED]  
USA

**Return**

Friday, March 8, 2024 9:35 AM

[REDACTED]  
[REDACTED]  
[REDACTED]

MANKATO, MN 56001-[REDACTED]  
USA

### Renter Charges

<b>Rental Rate</b>	Time & Distance 9 Day at \$75.00 / Day	\$675.00
<b>Mileage</b>	Unlimited Mileage	Included
<b>Taxes and Fees</b>	Mn Rental Car Tax (9.20%)	\$62.10
	Mn Registration Fee (5.00%)	\$33.75
	Sales Tax (7.88%)	\$53.16

**Total** **\$824.01**

(Subject to audit)

Amount charged on March 8, 2024 to AMERICAN EXPRESS (1002) (\$824.01)

APN: AMERICAN EXPRESS

AID: A000000025010801

Verified: Signature

Entry: Chip

TSI: F800


**Amount Due** **\$0.00**

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 

CUSTOMER #: [REDACTED]

206901

LAGER'S OF MANKATO, Inc.



307 Raintree Road  
Mankato, MN 56001  
Phone (507) 388-2944  
Fax (507) 388-2799



\*INVOICE\*

DUPLICATE 1  
PAGE 1

BUS:		CELL:		SERVICE ADVISOR: 450 BOBBIE LEE STEINBORN			
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	22	CHRYSLER PACIFICA HY	2C4RC1N73N [REDACTED]		33039/33039	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
15DEC22 DD			16:15 08MAR24		185.00	CC	08MAR24
R.O. OPENED		READY	OPTIONS: ENG:3.6_Liter				
10:57 23FEB24		09:51 08MAR24					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							
A Multi-point inspection (according to maintenance interval)							
00CHZ99P Multi-point inspection (according to maintenance interval)							
		79	CP			0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00

B Check Engine Light - Diag [CUSTOMER STATES WE JUST DID THE RECALLS AND NOW IT WON'T GO INTO DRIVE, CUSTOMER DROVE VEHICLE HERE AND VEHICLE STATES THAT IT NEEDS TO BE PULLED OVER AND SHUT OFF THAT IT IS GOING TO SHUT DOWN.]

15CHZ		79	CHRY CP			0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00

TECH INSPECTED AND FOUND HCP HAS STORED CODE P1B03 - RESOLVER SIGNAL/MCPA RATIONALITY - CODE DEALS WITH HYBRID TRANSMISSION OR POWER INVERTER MODULE OR THE WIRING BETWEEN THE TWO. MESSAGE WAS NOT ON WHEN STARTED UP - TECH CLEARED CODES AND TEST DROVE 20 MINS INITIALLY AND NO DTCS RETURNED. TECH FOUND DIAG CHART EXPECTS CODE TO RETURN TO DO TESTING. TECH AND SERVICE ADVISOR DROVE A TOTAL OF 85 MILES AND STILL NO LIGHTS OR CODES HAVE RETURNED. TECH COMMUNICATED WITH STAR OF ISSUES AND CHECKED CONNECTORS BUT NOTHING TURNED UP. FOR NOW STAR ADVISED TECH TO RETURN VEHICLE TO CUSTOMER AND ANTICIPATE IF LIGHT OR MESSAGE RETURNS. TECH BELIEVES AFTER DISCONNECTING AND RE-CONNECTING PARTS WHILE INSPECTING THAT PERHAPS THAT ALLEVIATED CUSTOMER CONCERN IN THE PROCESS. TECH ADVISES CUSTOMER TO RETURN IF ANY MESSAGE REAPPEARS.

ESTIMATE: 185.00 IS 23FEB24 10:57 SA: 450  
CONTACT: [REDACTED]

DISCLAIMER OF WARRANTIES		DESCRIPTION	TOTALS
ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. 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 ASSUME NOR AUTHORIZES ANY OTHER PERSON TO ASSUMES FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS; ANY LIMITATION CONTAINED HEREIN DOES NOT APPLY WHERE PROHIBITED BY LAW.		LABOR AMOUNT	0.00
		PARTS AMOUNT	0.00
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	0.00
		TOTAL CHARGES	0.00
		LESS INSURANCE	0.00
		SALES TAX	0.00
CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	0.00	



RECEIVED

FEB 22 REC'D

Special Investigations

11210 - 86th Avenue North  
Maple Grove, MN 55369  
Ph: 763-315-4548 | 877-817-4816  
Fax: 763-315-2715  
[www.lemonlawminnesota.com](http://www.lemonlawminnesota.com)

Todd E. Gadtke  
Attorney at Law  
[tgadtke@gadtkelawfirm.com](mailto:tgadtke@gadtkelawfirm.com)

Dawna Stewart  
Paralegal  
[dstewart@gadtkelawfirm.com](mailto:dstewart@gadtkelawfirm.com)

February 14, 2024

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

Re: [REDACTED]  
2023 Pacifica PHEV  
VIN: 2C4RC1S76P [REDACTED]

Dear Sir/Madam:

[REDACTED] has retained this law firm to represent him regarding material defects in the above-referenced vehicle. Please accept this letter as [REDACTED] pre-lawsuit demand, Minnesota lemon law violation notice, and breach of warranty notice concerning his vehicle.

Since taking delivery of the subject vehicle, Mr. [REDACTED] has experienced problems with its operation. These problems are evidenced by, without limitation, vehicle going into "limp" mode, transmission replacement, check engine light illuminating, as well as any and all other complaints reported by [REDACTED] to FCA US LLC and/or its authorized dealership(s). Mr. [REDACTED] timely reported each of the referenced problems with his vehicle to your authorized dealership for repair.

In light of your inability to provide [REDACTED] with the repairs needed to conform his vehicle to the condition required under the applicable warranty within a reasonable number of repair attempts or period of time, he hereby demands that you accept its return and refund to him its purchase price, along with the attorneys' fees and costs incurred on his behalf to resolve this matter as of the date of repurchase.

Please respond to inform me when and where you would like [REDACTED] to present the subject vehicle for repurchase, or to otherwise negotiate a resolution of this matter, by no later than the close of business on February 28, 2024. If I do not hear back from you with the requested information on or before that date, this firm will begin a lawsuit on Mr. Brandel-Briggs's behalf seeking those remedies available to him at law or in equity including, without limitation, claims arising under the Minnesota Lemon Law, the Magnuson-Moss Warranty Act and the Minnesota Uniform Commercial Code.

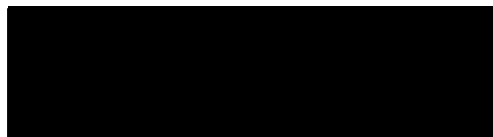
Thank you in advance for your prompt attention to this matter.

Very truly yours,

GADTKE LAW FIRM, P.A.



Todd E. Gadtke  
tgadtke@gadtkelawfirm.com  
www.lemonlawminnesota.com





11210 86th Avenue North  
Maple Grove, MN 55369

SACRED FALL MN 550



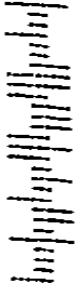
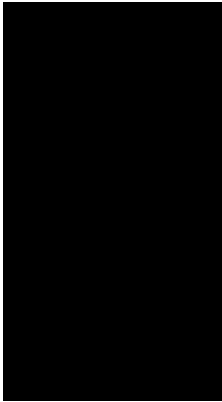
FP<sup>®</sup> US POSTAGE  
\$000.64<sup>00</sup>

First-Class<sup>®</sup> - IMI  
ZIP 55369

0211412024

0348 0081833535

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



48321-800404

VAN NUYS  
 CHRYSLER DODGE JEEP RAM  
 6110 Van Nuys Blvd.  
 Van Nuys, CA 91401  
 (818) 787-0800  
 www.vannuyscdjr.com



CUSTOMER NO	95127	CEI
PAYMAN ARJANG	22245	480
18,384	03/15/24	
22/CHRYSLER/PACIFICA PHEV (/PACIFICA		
2 C 4 R C 1 5 7 X N		
01/08/24	REPRINT# 1	
MO: 18554		

LABOR	QTY	PP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
<b>JOB# 1 CHARGES</b> LABOUR JM 1 40CHZ MISC REPAIRS TECH(S):22779 WARRANTY Customer States SERVICE TRANSPSSION WARNING LIGHT ON CLUSTE R AND CANT TAKE IT OUT OF GEAR (General Concern 1) FOUND MAIN BATTERY DEAD, PERFORMED BATTERY TEST USING GRB AND BATTERY FAILED R/R BATTERY LOP 00080116 0.90 AFTER TEST DRIVE 20 MILES COMEBACK FOR CODE P0E15						
PARTS 1 BBWA001-AA BATTERY S 01083001 TOTAL - PARTS 0.00						
<b>JOB# 1 TOTALS</b>						0.00
<b>JOB# 2 CHARGES</b>						
LABOUR JM 2 40CHZ01 MISC REPAIR TECH(S):22779 WARRANTY Customer States WHEN GOING FROM DRIVE TO REVERSE CLUNKING NO ISE (General Concern 2) CHECK VEHICLE MODULE FOR DTC NO CODES FOUND, TEST VEHICLE FROM DRIVE TO REVERSE IS A NORMAL CHANGING GEAR PROCEDURE, NORMAL OPERATION. PERFORMED TRANSMISSION QUICK LEARN FOR SHIFTING ENHANCEMENT. LOP 21580140 0.40						
<b>JOB# 2 TOTALS</b>						0.00
<b>JOB# 3 CHARGES</b>						
LABOUR JM 3 55CHZWP2 MULTI-POINT INSPECT TECH(S):22779 WARRANTY CUSTOMER REQUESTS CHRYSLER MULTI-POINT INSPECTION COMPLETED MULTI-POINT INSPECTION, SEE ATTACHED MULTI-POINT INSPECTION FOR FINDINGS						
<b>JOB# 3 TOTALS</b>						0.00
<b>JOB# 4 CHARGES</b>						
LABOUR JM 4 55CHZTIRE TIRE PRESSURE CHECK TECH(S):22779 WARRANTY CUSTOMER REQUESTS CHECK TIRE PRESSURE AND SET TO RECOMMENDED PRESSURE. COMPLETED TIRE PRESSURE CHECK AND SET TO RECOMMENDED PRESSURE LF RF LR RR						

At Van Nuys Chrysler Dodge Jeep Ram, we strive for excellent service. If for any reason you feel we did not provide the highest quality service, please notify our service team immediately.

Thank You.

**SCHEDULE YOUR NEXT SERVICE @**  
 SERVICE@vannuyscdjr.com

For Your Convenience Our Service Hours are:

\*The information regarding our privacy practices, a copy of our notice of collection of Personal Information has been made available to you. Our Privacy Policy may be accessed at our other website.  
 I acknowledge notice and oral approval of an increase in the original estimated price.

American Solutions for Business (888) 538-8798 (84811549-73)

OR ST  
 OTHER ASSUMES NOR  
 Vehicle Basic Limited War  
 d Warranty from the origi  
 without are warrant  
 50,000 in labor, ma  
 in professional  
 US LLC da  
 in workman  
 ID ACCE

**VAN NUYS**  
 CHRYSLER DODGE JEEP RAM  
 6110 Van Nuys Blvd.  
 Van Nuys, CA 91401  
 (818) 787-0800  
 www.vannuyscdjr.com

CUSTOMER NO	95127	ADVISOR	PAYMAN ARJANG	22245	TAG NO	480	INVOICE DATE	03/15/24	CEL	[REDACTED]
		LICENSE NO			MILEAGE	18,384	COLOR	BRT WHT CC/	STOCK NO	
		YEAR / MAKE / MODEL	22/CHRYSLER/PACIFICA PHEV (/PACIFICA			DELIVERY DATE		DELIVERY MILES		
		VEHICLE I.D. NO	2 C 4 R C 1 S 7 X N R			SELLING DEALER NO		PRODUCTION DATE		
		F.T.E. NO			P.C.		R.O. DATE	01/08/24	REPRINT#	1
805-455-2922	BUSINESS PHONE	COMMENTS						MO: 18554		

JOB# 6 TOTALS-----  
 ESTIMATE-----  
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)  
 TOTALS-----  
 \*\*\*\*\*  
 \* [ ] CASH [ ] CHECK CK NO. [ ] \*  
 \* [ ] VISA [ ] MASTERCARD [ ] DISCOVER \*  
 \* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE \*  
 \*\*\*\*\*  
 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  
**TOTAL INVOICE \$ 0.00**

THANK YOU FOR YOUR BUSINESS!!  
 \_\_\_\_\_  
 CUSTOMER SIGNATURE

At Van Nuys Chrysler Dodge Jeep Ram, we strive for excellent service. If for any reason you feel we did not provide the highest quality service, please notify our service team immediately.

Thank You.

SCHEDULE YOUR NEXT SERVICE @  
 SERVICE@vannuyscdjr.com

For Your Convenience Our Service Hours are:

\*For information regarding our privacy practices, a copy of our Notice at Collection of Personal Information has been made available to you. Our Privacy Policy may be accessed at our dealer website.\*

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

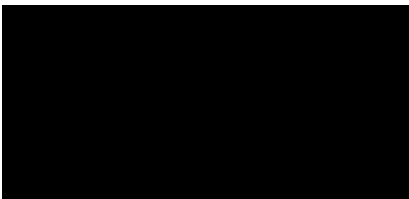
X \_\_\_\_\_  
 CUSTOMER SIGNATURE OR INITIALS

American Solutions for Business (849) 338-8798 - 4451345-23

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



6110 Van Nuys Blvd.  
Van Nuys, CA 91401  
(818) 787-0000  
www.vannuyscdjr.com



ADVISOR <b>PAYMAN ARJANG</b>	22245	SALES <b>480</b>	PHONE DATE <b>03/15/24</b>	STOCK NO.
DATE NO.	INVOICE <b>18,384</b>	COLOR <b>BRT WHT CC/</b>	DELIVERY DATE	DELIVERY MILE
NEW MAKE MODEL <b>22/CHRYSLER/PACIFICA PHEV //PACIFICA</b>		DELIVERY DATE	WILLING DEALERS	PRODUCTION DATE
VEHICLE ID NO. <b>2 C 4 R C 1 S 7 X N R</b>		DATE <b>01/08/24</b>	REPRINT# <b>1</b>	
TYPE NO.				MO: 18554

RESIDENCE PHONE: **805-455-2922** BUSINESS PHONE: COMMENTS:

JOB# 4 TOTALS----- JOB# 4 JOURNAL PREFIX OHS JOB# 4 TOTAL 0.00

JOB# 5 CHARGES----- JOB# 5 JOURNAL PREFIX OHS JOB# 5 TOTAL 0.00

LABOR----- WARRANTY  
 JM 5-40CH203 MISC REPAIR TECH(S):22769  
 customer state horn volume is very low  
 HORN VOLUME IS LOW  
 TESTED OPERATION AND CONFIRMED HORN VOLUME IS LOW. CHECKED  
 FOC FUSE 71 AND CONFIRMED HAS 12V ON BOTH SIDES OF THE FUSE.  
 ACCESSED HORN AND HORN CONNECTION, REMOVED AND LOAD TESTED  
 GROUND 290SB CIRCUIT, BULB LIGHTS BRIGHT, LOAD TESTED X21  
 POWER WHEN PRESSING HORN SWITCH, BULB IS DIM, CHECKED PIN  
 FIT AND HORN CONNECTIONS NO ISSUES, ACCESSED INLINE XY103A  
 AND REMOVED TO EXAMINE, FOUND CORROSION ON PIN 11 FOR HORN.  
 REMOVED CLEANED CORROSION AND REPLACED PINS FOR TERMINAL11.  
 REINSTALLED CONNECTOR AND RESECURED. TESTED OPERATION AND  
 HORN WORKS AS DESIGNED AT THIS TIME.  
 8541 2.5

LABOR----- WARRANTY  
 JM 6-100HZ-CONVAPPT1 APPT, CONV JOB TECH(S):22769

CHECK ENGINE LIGHT ON, CODE P0E15-00 ELECTRONIC COOLANT  
 HEATER CONTROL PERFORMANCE. CHECKED LIVE DATA AND FOUND  
 COOLANT HEATER LOCKED PERMANENT.  
 POWERED DOWN 12V AND HIGH VOLTAGE SYSTEMS, DRAINED COOLANT  
 FROM COOLING SYSTEM AND RAISED VEHICLE AND REMOVED UNDER  
 SHIELDS. REMOVED HIGH VOLTAGE BRACKET AND REPLACED  
 ELECTRONIC COOLANT HEATER. REINSTALLED HIGH VOLTAGE BRACKET  
 ASSEMBLY AND INSTALLED UNDER SHIELDS. VACUUM FILLED COOLING  
 SYSTEM AND CHECKED FOR LEAKS, NO LEAKS FOUND AT THIS TIME.  
 PERFORMED LOSS OF ISOLATION TEST AND BOTH LEGS TEST 7.7 M  
 OHMS, WITHIN SPEC. POWERED UP 12V AND HIGH VOLTAGE SYSTEMS  
 AND ERASED CODES. TEST DROVE VEHICLE AND CHECKED FOR CODES,  
 NO CODES OR ISSUES FOUND AT THIS TIME.  
 07130104 2.0  
 08000101 0.3  
 07FF0151 0.1  
 07FF0150 0.3

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
	1	68443445-AC	MODULE BA 24024055			WARRANTY
	1	68163848-AB	ANTIFREEZE 01081004			WARRANTY
TOTAL - PARTS						0.00

At Van Nuys Chrysler Dodge Jeep Ram, we strive for excellent service. If for any reason you feel we did not provide the highest quality service, please notify our service team immediately.

Thank You.  
 SCHEDULE YOUR NEXT SERVICE @  
 SERVICE@vannuyscdjr.com

For Your Convenience Our Service Hours are:

\*For information regarding our privacy practices, a copy of our Notice at Collection of Personal Information has been made available to you. Our Privacy Policy may be accessed at our dealer website.  
 I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.  
 X

American Solutions for Business, Inc. 330 8706 44511348.27

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.



RETURN:	03/19/24 14:21	
RETURNED:	[REDACTED]	
COMPLETED BY:	[REDACTED]	
PLAN IN:	CRL	RATE CLASS: R
PLAN OUT:	CRL	

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

STATEMENT OF CHARGES - NOT VALID FOR RENTAL

MC 247E  
 CREDIT CARD  
 02 18 5054  
 14 32 54



2448 Washtenaw Ave., Ypsilanti, MI 48197  
 Registration No. F149685

**Body Shop Hours**  
 Mon. 8am-7:30pm  
 Tues.-Fri. 8am-6pm  
 Sat. 8am-1pm  
 734-879-0440  
 ypsilantiautobody.com

**Service Department Hours**  
 Mon. 7am-7:30pm  
 Tues.-Fri. 7am-6pm  
 Sat. 8am-4pm  
 734-434-2424  
 cueter.com

ADVISOR <b>WILLIAM YATES</b>	2750	TAG NO. 3939	INVOICE DATE 03/19/24
LABOR RATE	LICENSE NO.	MILEAGE 20,890	COLOR FATHOM BLUE
YEAR / MAKE / MODEL 22/CHRYSLER/PACIFICA PHEV (/PACIFICA)	DELIVERY DATE	SELLING DEALER NO.	DELIVERY MILES
VEHICLE I.D. NO. 2 C 4 R C 1 L 7 8 N	R.O. DATE 02/28/24	PRODUCTION DATE	
F.T.E. NO.			

RESIDENCE PHONE: 419-605-5410  
 BUSINESS PHONE: \_\_\_\_\_  
 COMMENTS: \_\_\_\_\_

TOTALS-----

TOTAL LABOR....	212.24
TOTAL PARTS....	64.55
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	-17.90
TOTAL TAX.....	3.87
<b>TOTAL INVOICE \$</b>	<b>262.76</b>

WELCOME TO CUETER CHRYSLER JEEP DODGE  
 WHERE OUR NAME MEANS "A GREAT DEAL"  
 VISIT OUR WEBSITE WWW.CUETER.COM  
 CALL TO SET UP YOUR NEXT APPOINTMENT  
 COME AND SEE OUR STATE OF THE ART COLLISION CENTER !!!!!!!  
 ALL SPECIAL ORDER PARTS ARE NON REFUNDABLE  
 DON'T FORGET TO GIVE US YOUR EMAIL FOR VALUABLE COUPONS  
 STATE OF MICHIGAN REPAIR FACILITY # F149685

**MAR 19 PAID**

*[Handwritten Signature]*

STATE REGISTRY NO. F149685  
 FED I.D. NO. 38-3418820  
 CERTIFICATION  
 ALL REPAIRS AND PARTS LISTED WERE  
 FURNISHED IN COMPLIANCE WITH  
 MICHIGAN AUTO REPAIR ACT. (P.A. 300)  
 REPAIRS PROPERLY COMPLETED AND  
 CHECKED BY: *[Signature]*

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 MERCHA-  
 NTABILITY OR FITNESS FOR A PAR-  
 TICULAR PURPOSE, AND NEITHER  
 ASSUMES NOR AUTHORIZES ANY OTH-  
 ER PERSON TO ASSUME FOR IT ANY  
 LIABILITY IN CONNECTION WITH THE  
 SALE OF THE PART(S) AND/OR SERVICE.  
 BUYER SHALL NOT BE ENTITLED TO  
 RECOVER FROM THE SELLING DEALER  
 ANY CONSEQUENTIAL DAMAGES, DAM-  
 AGE TO PROPERTY, DAMAGES FOR  
 LOSS OF USE, LOSS OF TIME, LOSS OF  
 PROFIT, OR INCOME OR ANY OTHER  
 INCIDENTAL DAMAGE.

MOPAR parts and accessories installed by a  
 Chrysler dealer are warranted for 12 months  
 or 12,000 miles, whichever occurs first.

**ALL PARTS NEW ORIGINAL  
 EQUIPMENT UNLESS  
 OTHERWISE SPECIFIED**

Completely Satisfied  
  
**We want you to be Completely satisfied**

**IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED WITH YOUR SERVICE VISIT, PLEASE CONTACT OUR SERVICE MANAGER IMMEDIATELY AND HE WILL ADDRESS YOUR CONCERNS.**

The Reynolds and Reynolds Company, ERAINTIVE, CC714632 Q (11/22)



**Body Shop Hours**  
 Mon. 8am-7:30pm  
 Tues.-Fri. 8am-6pm  
 Sat. 8am-1pm  
 734-879-0440  
 ypsilantiautobody.com

2448 Washtenaw Ave., Ypsilanti, MI 48197  
 Registration No. F149685

99107	ADVISOR <b>WILLIAM YATES</b>	2750	TAG NO 3939	INVOICE DATE 03/19/24
	LABOR RATE	LICENSE NO	MILEAGE 20,890	COLOR FATHOM BLUE
	YEAR / MAKE / MODEL 22/CHRYSLER/PACIFICA PHEV (/PACIFICA)			DELIVERY DATE
	VEHICLE I.D. NO. 2 C 4 R C 1 L 7 8 N R 1			DELIVERY MILES
	F.T.E. NO.	P.O. NO.		SELLING DEALER NO.
				PRODUCTION DATE
				R.O. DATE 02/28/24
RESIDENCE PHONE 419-605-5410	BUSINESS PHONE	COMMENTS		

MO: 20890

JOB # 3 TOTAL PARTS 0.00  
 JOB # 3 TOTAL LABOR & PARTS 0.00

J# 4+50CHZ004 SYN OIL AND ROTATE TECH(S):8304 22.24  
 PERFORM LUBE OIL AND FILTER SERVICE.TOP OFF ALL FLUIDS AS NEEDED.CHECK AIR FILTER,REPLACE IF NEEDED YES OR NO. CHECK WIPER BLADE CONDITION,REPLACE IF NEEDED YES OR NO MAINTENANCE  
 PERFORMED LUBE OIL AND FILER SERVICE, TOPPED OFF ALL FLUIDS AS NEEDED.ROTATED TIRES, SET TIRE PRESSURES.CHECKED AIR FILTER AND WIPER BLADES AND REPLACED ONLY AT CUSTOMER REQUEST IF REQUIRED.  
 THIS SERVICE WAS PERFORMED IN OUR EXPRESS LANE

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE
JOB # 4	1		1BP00466-AA	FILTER ENGINE O	10.85
JOB # 4	6		68522999-AA	OIL OW20	8.95
JOB # 4 TOTAL PARTS					64.55
JOB # 4 TOTAL LABOR & PARTS					86.79

J# 5+84CHZ006 FULL DETAILTRUCK/VAN TECH(S):2693 190.00  
 PERFORM COMPLETE USED CAR DETAIL ON VAN. COMPLETED FULL DETAIL AS REQUESTED.

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE
JOB # 5 TOTAL PARTS					0.00
JOB # 5 TOTAL LABOR & PARTS					190.00

MISC	CODE	DESCRIPTION	CONTROL NO	PRICE
JOB # 4	WEB	WEBSITE COUPON LABOR		-8.95
JOB # 4	WEBP	WEBSITE COUPON PARTS		-8.95
TOTAL - MISC				-17.90

ESTIMATE-----  
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)  
 APPROVED ADDITIONAL COST OF \$200.00 FOR TOTAL ESTIMATE OF \$200.00 (+TAX) ON 03/14/24 AT 09:56am BY RYAN TODD COMMENTS  
 APPROVED ADDITIONAL COST OF \$0.00 FOR TOTAL ESTIMATE OF \$200.00 (+TAX) ON 03/14/24 AT 10:39am BY RYAN TODD COMMENTS 05.03.1992  
 APPROVED ADDITIONAL COST OF \$62.76 FOR TOTAL ESTIMATE OF \$262.76 (+TAX) ON 03/19/24 AT 02:34pm BY RYAN TODD COMMENTS  
 COMMENTS-----  
 TAG NUMBER IS 3939

TECHNICIAN CERTIFICATION-----  
 8304 JEREMIAH PFAHLERT M228865

STATE REGISTRY NO. F149685  
 FED I.D. NO. 38-3418820  
 CERTIFICATION  
 ALL REPAIRS AND PARTS LISTED WERE FURNISHED IN COMPLIANCE WITH MICHIGAN AUTO REPAIR ACT. (P.A. 300)  
 REPAIRS PROPERLY COMPLETED AND CHECKED BY  
 X

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 THE PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGE TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT, OR INCOME OR ANY OTHER INCIDENTAL DAMAGE.

MOPAR parts and accessories installed by a Chrysler dealer are warranted for 12 months or 12,000 miles, whichever occurs first.

**ALL PARTS NEW ORIGINAL EQUIPMENT UNLESS OTHERWISE SPECIFIED**

Completely Satisfied We want you to be Completely satisfied

**IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED WITH YOUR SERVICE VISIT, PLEASE CONTACT OUR SERVICE MANAGER IMMEDIATELY AND HE WILL ADDRESS YOUR CONCERNS.**

The Reynolds and Reynolds Company ERANTINIVE CC714632 O (11/22)



Hours  
 8am  
 6pm  
 2424  
 .com

**Body Shop Hours**  
 Mon. 8am-7:30pm  
 Tues.-Fri. 8am-6pm  
 Sat. 8am-1pm  
 734-879-0440  
 ypsilantiautobody.com

2448 Washtenaw Ave., Ypsilanti, MI 48197  
 Registration No. F149685

RESIDENCE PHONE 419-605-5410	BUSINESS PHONE	COMMENTS	MO: 20890
ADVISOR WILLIAM YATES	2750	TAG NO 3939	INVOICE DATE 03/19/24
LABOR RATE	LICENSE NO	MILEAGE 20,890	INVOICE NO CHCS214087
YEAR / MAKE / MODEL 22/CHRYSLER/PACIFICA PHEV (/PACIFICA	VEHICLE I.D. NO 2 C 4 R C 1 L 7 8 N F	COLOR FATHOM BLUE	STOCK NO
F.T.E. NO	P.O. NO	DELIVERY DATE	DELIVERY MILES
		SELLING DEALER NO	PRODUCTION DATE
		R.O. DATE 02/28/24	

**J# 1 50CH9090 EXPRESS MULTIPOINT TECH(S):8304 INTERNAL**  
 (Multi-point inspection according to maintenance interval)  
 INSPECTION  
 COMPLETED MULTIPOINT INSPECTION FORM ATTACHED.  
 THIS SERVICE WAS PERFORMED IN OUR EXPRESS LANE

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-  
 JOB # 1 TOTAL PARTS 0.00  
 JOB # 1 TOTAL LABOR & PARTS 0.00

STATE REGISTRY NO. F149685  
 FED I.D. NO. 38-3418820  
 CERTIFICATION  
 ALL REPAIRS AND PARTS LISTED WERE FURNISHED IN COMPLIANCE WITH MICHIGAN AUTO REPAIR ACT. (P.A. 300)  
 REPAIRS PROPERLY COMPLETED AND CHECKED BY  
 X

**J# 2 02CHZ004 GENERAL CONCERN 1 TECH(S):8304 WARRANTY**  
 CUSTOMER STATES WIND NOISE COMING FROM DRIVER SIDE WINDOW NOISE SEEMS TO GO AWAY WHEN HOLDING DOOR PANEL (General Concern 1)  
 Diag and found wind noise from both front doors. tested and found body mount door seals allowing wind to pass. Ordered parts.  
 Ordered parts.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-  
 JOB # 2 1 68490840-AC TRANSAXLE NONE WARRANTY  
 JOB # 2 -1 68490840-AC CORE RETURN WARRANTY  
 JOB # 2 2 6105051-AA SCREW HEX FLANG WARRANTY  
 JOB # 2 2 68163849-AB ANTIFREEZE COOLA WARRANTY  
 JOB # 2 0 68313520-AD W/STRIP FRONT D WARRANTY  
 PART ON SPECIAL ORDER  
 \*\* QUANTITY 2 IS SPECIAL ORDERED \*\*  
 JOB # 2 TOTAL PARTS 0.00  
 JOB # 2 TOTAL LABOR & PARTS 0.00

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 THE PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGE TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT, OR INCOME OR ANY OTHER INCIDENTAL DAMAGE.

**J# 3 02CHZ001 DRIVEABILITY TECH(S):8304 WARRANTY**  
 CUSTOMER STATES WHEN VEHICLE SWITCHING FROM HYBRID TO GAS ENGINE A WHOOSHING NOISE CAN BE HEARD CHECK ENGINE LIGHT IMMEDIATELY FOLLOWED (DRIVEABILITY)  
 Diag and found transmission excessively noisy. Tested and found P0A43-00. Tested and found resolver shorting open internal to transmission. Contacted star center to release restricted part.  
 21000638 UC 7.4  
 02000350 0.4  
 07FF0150 0.3  
 21FF0550 0.5  
 08000101 0.3  
 Drained Coolant and Trans Fluid  
 Performed 12v power down.  
 Replaced transmission and topped off coolant with 2 gallons of premixed coolant.  
 Aligned front end to set toe and center wheel see attached sheet.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-  
 JOB # 3 9 68382486-AA BOLT HEX FLANGE WARRANTY

MOPAR parts and accessories installed by a Chrysler dealer are warranted for 12 months or 12,000 miles, whichever occurs first.

**ALL PARTS NEW ORIGINAL EQUIPMENT UNLESS OTHERWISE SPECIFIED**

Completely Satisfied We want you to be Completely satisfied

**IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED WITH YOUR SERVICE VISIT, PLEASE CONTACT OUR SERVICE MANAGER IMMEDIATELY AND HE WILL ADDRESS YOUR CONCERNS.**

The Reynolds and Reynolds Company, ERANTINAVE, C0714632 Q (11/22)



March 7, 2024



Re: 2018 CHRYSLER PACIFICA HYBRID LIMITED  
2C4RC1N72. [REDACTED]

Dear [REDACTED]

On behalf of [REDACTED] we agree to repurchase the subject vehicle pursuant to Civil Code 1793.2(d)(2)(B). The above is in exchange for return of subject vehicle in an undamaged condition (save normal wear and tear), with all original equipment intact, clear title, current registration and a fully executed Release for all defendants.

Our motivation in making this offer is to satisfy and fulfill FCA US LLC's obligations if any, under applicable State and Federal laws. That we are making this offer should not be construed as an admission of liability on the part of Stellantis.

Sincerely,

Amanda  
Chrysler Customer Retention Specialist  
1-800-654-2486 EXT. 5001



**March 7, 2024**

[REDACTED]

**Re: 2018 CHRYSLER PACIFICA HYBRID LIMITED  
2C4RC1N72J [REDACTED]**

Dear [REDACTED]

On behalf of Stellantis, we agree to repurchase the subject vehicle pursuant to Civil Code 1793.2(d)(2)(B). The above is in exchange for return of subject vehicle in an undamaged condition (save normal wear and tear), with all original equipment intact, clear title, current registration and a fully executed Release for all defendants.

Our motivation in making this offer is to satisfy and fulfill FCA US LLC's obligations if any, under applicable State and Federal laws. That we are making this offer should not be construed as an admission of liability on the part of Stellantis.

Sincerely,

Amanda  
Chrysler Customer Retention Specialist  
1-800-654-2486 EXT. 5001

%PWR

100  
75  
50  
25

READY

CHARGE

OFF

BRAKE

SW 0 MPH <1%

Accel.

Stop Safely  
Vehicle Will  
Shut Off Soon

Brake 36997 mi

Range 388 mi

P

F

E

1/2



68 MPH 78%

S

Accel.

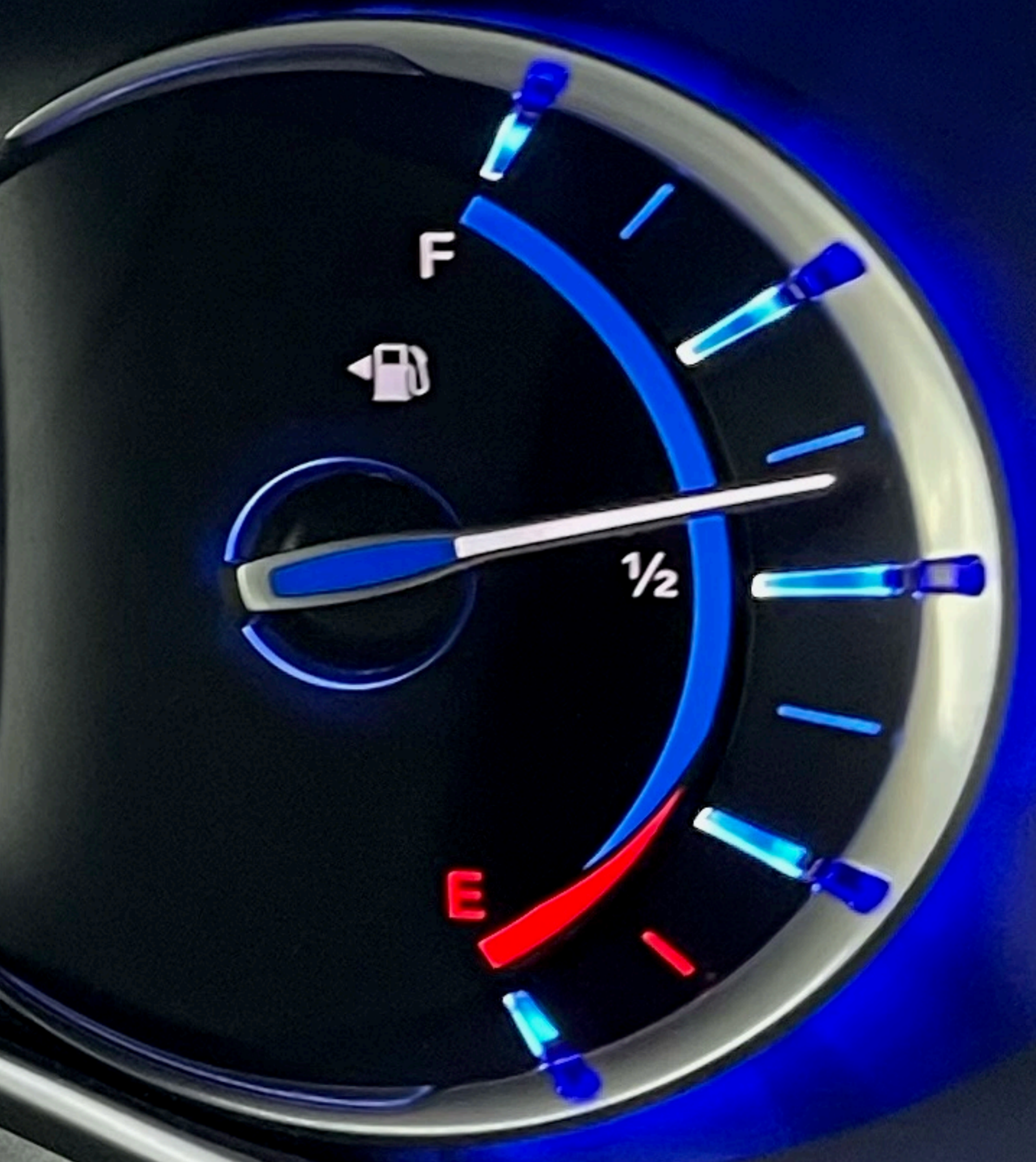
Brake 37352 mi

**Stop Safely  
Vehicle Will  
Shut Off Soon**

20 mi  
Range  
259 mi  
239 mi

D

This central digital display shows the current speed (68 MPH) and battery level (78%). It includes a navigation indicator (S) and a red warning triangle with an exclamation point. Below the warning, it displays "Stop Safely Vehicle Will Shut Off Soon". On the left, there are "Accel." and "Brake" gauges with green indicators. On the right, there are range indicators for 20 mi, 259 mi, and 239 mi, along with a gear indicator (D).





collision coverage automatically extend that collision coverage to passenger cars rented by the insureds named in the policy for a period of 30 days or less.

\*VLF is the Vehicle License Fee recovery, see Payment by Renter paragraph in the Additional Terms and Conditions.

You may not need the automobile insurance offered by Enterprise Rent-A-Car. Your automobile insurance policy may provide coverage for your liability while operating a rental vehicle. You should check the terms and conditions of your automobile insurance policy to determine if coverage is provided for this rental. The purchase of insurance is not required as a condition of renting an automobile. In addition, if you are driving this rental vehicle due to an accident or repairs, state law may require your personal automobile liability policy to provide coverage and purchase of any excess liability coverage may duplicate coverage required by law to be provided by the owner of the rental vehicle.

If Vehicle is a replacement vehicle as defined in Section 17-104 of the Maryland Transportation Code, the required security on the vehicle being replaced (Renter's/ driver's vehicle) is primary, and any required security Owner provides on Vehicle is secondary. If Vehicle is not a replacement vehicle, the coverage maintained by the renter, except for coverage provided by the Maryland Automobile Insurance Fund, is primary coverage on the Owner's confirmation with the insurance carrier that provides coverage to the renter that the insurance maintained by the renter provides valid and collectible coverage in the amounts required under Section 17-103(b) of the Maryland Transportation Code to the Owner's vehicle while it is used as a rental vehicle and any required security Owner provides on Vehicle is secondary.

RENTER ACKNOWLEDGEMENT OF LOCAL ADDENDA



**E** TERMS AND CONDITIONS

[Click to view Additional Terms and Conditions](#)

FORM# 16MDHC-JK\_MY23

RENTER ACKNOWLEDGEMENT OF THE ENTIRE CONTRACT

I, THE "RENTER" BY SIGNING BELOW, HAVE READ AND AGREE TO THE TERMS AND CONDITIONS IN THE ADDITIONAL TERMS AND CONDITIONS, WHICH ARE INCORPORATED BY REFERENCE AS IF FULLY SET FORTH HEREIN, AND THE RENTAL AGREEMENT SUMMARY (COLLECTIVELY, THE ADDITIONAL TERMS AND CONDITIONS AND THE RENTAL AGREEMENT SUMMARY ARE THE "CONTRACT"). BY SIGNING BELOW, I AM AUTHORIZING OWNER TO CHARGE TO THE CREDIT CARD(S) AND/OR DEBIT CARD(S) THAT I HAVE PROVIDED TO OWNER ALL AMOUNTS OWED BY ME UNDER THIS CONTRACT FOR ADVANCE DEPOSITS, INCREMENTAL AUTHORIZATIONS/DEPOSITS, AND OR ANY OTHER AMOUNTS OWED BY ME, AS WELL AS PAYMENTS REFUSED BY A THIRD PARTY TO WHOM BILLING WAS DIRECTED. I ALSO AUTHORIZE OWNER TO RE-INITIATE ANY CHARGE TO MY CARD(S) THAT IS DISHONORED FOR ANY REASON. I CERTIFY THAT THE DRIVER'S LICENSE(S) PRESENTED IS CURRENTLY VALID AND IS NOT SUSPENDED, EXPIRED, REVOKED, CANCELLED OR SURRENDERED. I FURTHER ACKNOWLEDGE AND CONSENT TO THE TERMS AND CONDITIONS SET FORTH IN THE PARAGRAPH WITH THE HEADING "DISPUTE RESOLUTION PROVISION- MANDATORY ARBITRATION AGREEMENT" IN THE ADDITIONAL TERMS AND CONDITIONS. BY SIGNING BELOW RENTER AGREES TO OWNER'S COLLECTION OF INFORMATION ABOUT RENTER'S USE OF VEHICLE AND TEXTING & CALLING TERMS. SEE PARAGRAPHS WITH THE HEADINGS TEXT & CALL AND OWNER'S COLLECTION AND USE OF VEHICLE DATA: RENTER'S USE OF VEHICLES NAVIGATION AND INFOTAINMENT SYSTEMS AND VEHICLE MANUFACTURER APPS IN THE ADDITIONAL TERMS AND CONDITIONS.

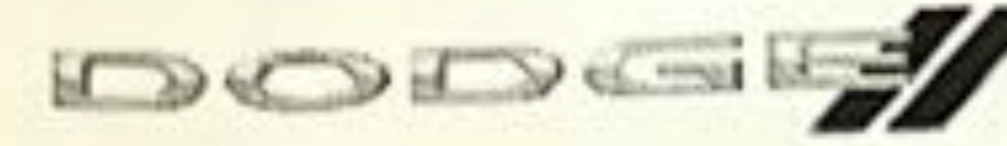


3VYKPG

Additional Terms and Conditions of the Contract electronically accepted on 3/29/24 at 10:04 AM



**OURISMAN**  
 CHRYSLER-JEEP-DODGE  
 12430 AUTO DRIVE  
 CLARKSVILLE, MD 21029  
 WASH (301) 596-9990  
 BALT (410) 988-8100



ALL SALES PAID FOR WITH A CREDIT CARD WILL BE SUBJECT TO A 3% FEE

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR <b>MIKE PORTER</b>	TAG NO. 272	6550	INVOICE DATE 04/04/24
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 34,314	COLOR BRILL BLK C
[REDACTED]	YEAR / MAKE / MODEL 22/CHRYSLER/PACIFICA/4DR WGN HYB PLA			DELIVERY DATE 04/15/22
[REDACTED]	VEHICLE I.D. NO. 2 C 4 R C 1 N 7 9 N R [REDACTED]			SELLING DEALER NO.
[REDACTED]	F.T.E. NO.	P.O. NO. 8369	R.O. DATE 03/22/24	
RESIDENCE PHONE [REDACTED]	COMMENTS			MO: 34316

**TOTALS**

PARTS DESIGNATED WITH "REM" OR "R" ARE REBUILT/RECONDITIONED

THE SERVICE WAS COMPLETED ON MY VEHICLE [ ]

THE MULTI POINT WAS REVIEWED [ ]

MY RECALL STATUS WAS CHECKED [ ]

MY VEHICLE SETTINGS WERE NOT CHANGED [ ]

MY OIL CHANGE INDICATOR WAS RESET [ ]

MY VEHICLE WAS RETURNED AS CLEAN OR CLEANER [ ]

I WAS OFFERED TO SCHEDULE NEXT SERVICE APPOINTMENT [ ]

HOW LIKELY ARE YOU TO RECOMMEND THIS DEALERSHIP?  
 (1) (2) (3) (4) (5) (6) (7) (8) (9) (10)

Date:----- Cashier:-----  
 Cash:----- Credit Card:-----  
 Check#:----- Check Amount\$:----- Appr#:-----

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  
**TOTAL INVOICE \$ 0.00**

Limited express warranty labor and parts 90 days or 4,000 miles whichever occurs first. Installed parts warranted 12 months or 12,000 miles whichever occurs first.

Your specific warranty may vary. Consult service advisor or owners manual for details.

Manufacturer Special Policy Adjustment Programs  
 Federal law requires manufacturers to furnish the National Highway Traffic Safety Administration (N.H.T.S.A.) with bulletins describing any defects in their vehicles. You may obtain copies of these bulletins from either the manufacturer or N.H.T.S.A. In addition, certain consumer publications or organizations publish this information, which may be available for a fee or for free.

WHILE YOUR MOTOR VEHICLE IS ON THE PREMISES OF THE AUTOMOTIVE REPAIR FACILITY, THE AUTOMOTIVE REPAIR FACILITY MAY NOT BE RESPONSIBLE FOR DAMAGE TO YOUR MOTOR VEHICLE UNDER CERTAIN CIRCUMSTANCES. YOU SHOULD ASK A REPRESENTATIVE OF THE AUTOMOTIVE REPAIR FACILITY ABOUT THE EXTENT OF ITS RESPONSIBILITY, INCLUDING THE EXTENT OF THE INSURANCE COVERAGE OF THE AUTOMOTIVE REPAIR FACILITY.

"You agree that we may try to contact you in writing, by email, or by 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."

\* = Non OEM Part  
 R/REM/RM = Remanufactured Part

Ourisman Dual Pricing details: All prices reflect debit, cash, or check pricing. Credit Card transactions incur a 3% convenience fee that is paid directly to the credit card merchants.

No claims or adjustments without this receipt.

Labor charges are computed by flat rate measure and are based on industry accepted sources. Repairs charged for were needed and performed. This vehicle has been tested and in my opinion the work was performed satisfactorily.

X \_\_\_\_\_

CUSTOMER SIGNATURE

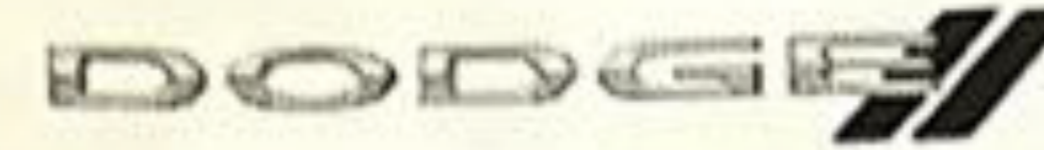


The Reynolds and Reynolds Company ERAINTNVE CC640775 Q (10/23)



# OURISMAN CHRYSLER-JEEP-DODGE

12430 AUTO DRIVE  
CLARKSVILLE, MD 21029  
WASH (301) 596-9990  
BALT (410) 988-8100



ALL SALES PAID FOR WITH A CREDIT CARD WILL BE SUBJECT TO A 3% FEE

CUSTOMER NO.	ADVISOR MIKE PORTER	TAG NO. 272	6550	INVOICE DATE 04/04/24	CEL [REDACTED]
LABOR RATE	LICENSE NO.	MILEAGE 34,314	COLOR BRILL BLK C	STOCK NO. 6130382	
YEAR / MAKE / MODEL 22/CHRYSLER/PACIFICA/4DR WGN HYB PLA			DELIVERY DATE 04/15/22	DELIVERY MILES 11	
VEHICLE I.D. NO. 2 C 4 R C 1 N 7 9 N R			SELLING DEALER NO.	PRODUCTION DATE	
F.T.E. NO.	P.O. NO. 8369	R.O. DATE 03/22/24			
COMMENTS					MO: 34316

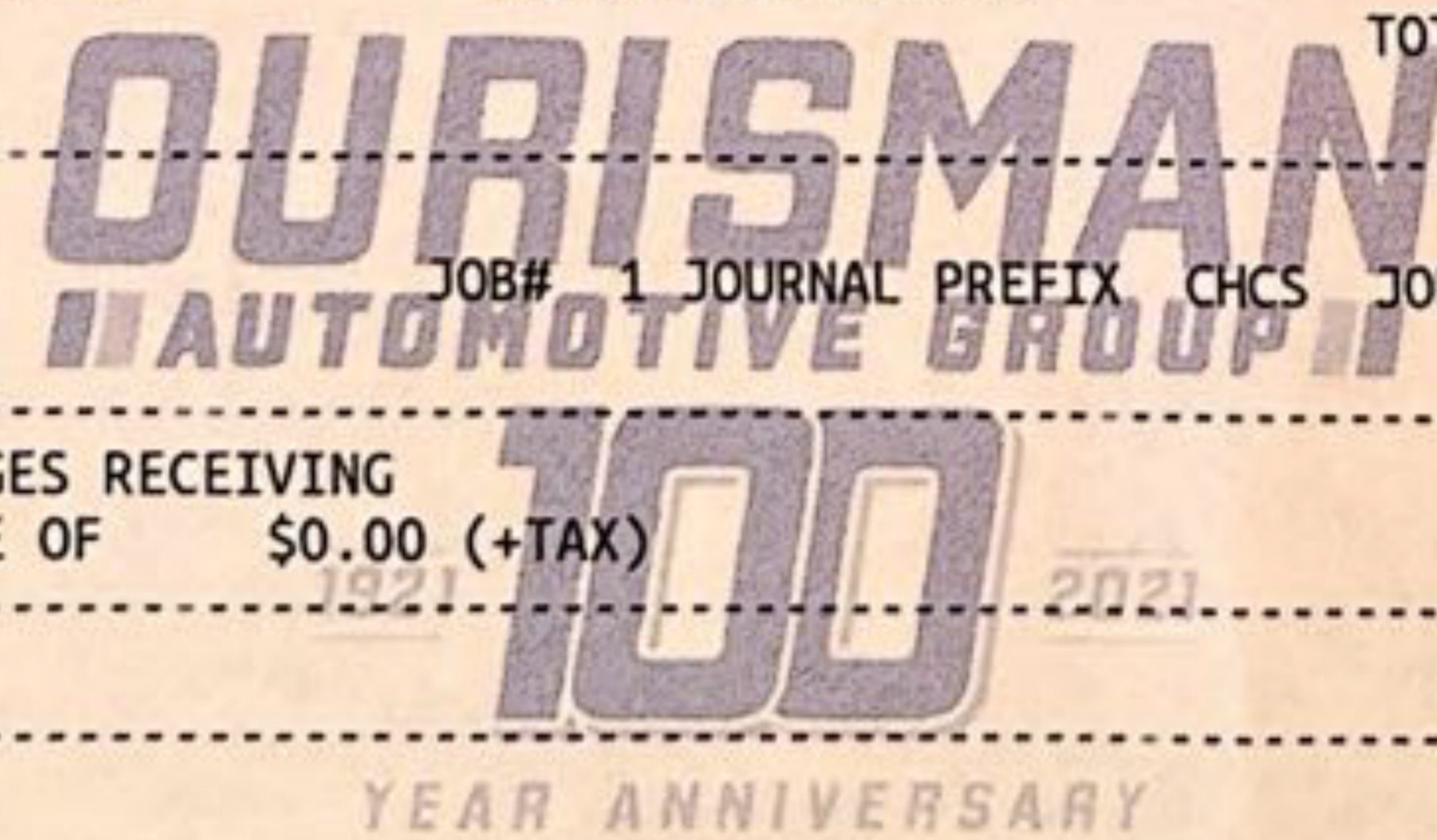
LABOR-----  
 JOB# 1 09CHZZ ENGINE CONCERN HOURS: 7.40 TECH(S):8369 WARRANTY  
 customer states when driving mostly on the highway the vehicle will shut down there is a message that says vehicle power ing down pull over he will then have to turn vehicle off open and close the door to get it turn back on an continue driving check and advise (Engine Concern)  
 DTCS POA43-00 DRIVE MOTOR "A" POSITION SENSOR CIRCUIT  
 TSB 21-008-23  
 REPLACE TRANSMISSION DRAIN/REFILL COOLANT

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	68490840-AC	TRANSAXLE 21002003		WARRANTY
	1	6503210	SCREW HEX 21139233		WARRANTY
	2	6104414-AA	SCREW HEX 17015003		WARRANTY
	2	68470042-AA	KIT NONE 17011024		WARRANTY
	2	6509298-AA	LOCK NUT 17015030		WARRANTY
	9	68382486-AA	BOLT HEX 09004001		WARRANTY
	1	68272788-AA	GASKET IN 21004003		WARRANTY
	1	68163849-AB	ANTIFREEZ 01081004		WARRANTY
TOTAL - PARTS				0.00	

JOB# 1 TOTALS  
 JOB# 1 JOURNAL PREFIX CHCS JOB# 1 TOTAL 0.00

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

COMMENTS-----  
 TAG NUMBER IS 6550  
 DELETED OPERATION(S)  
 09CHZ ENGINE



Limited express warranty labor and parts 90 days or 4,000 miles whichever occurs first. Installed parts warranted 12 months or 12,000 miles whichever occurs first.

Your specific warranty may vary. Consult service advisor or owners manual for details.

Manufacturer Special Policy Adjustment Programs  
 Federal law requires manufacturers to furnish the National Highway Traffic Safety Administration (N.H.T.S.A.) with bulletins describing any defects in their vehicles. You may obtain copies of these bulletins from either the manufacturer or N.H.T.S.A. In addition, certain consumer publications or organizations publish this information, which may be available for a fee or for free.

WHILE YOUR MOTOR VEHICLE IS ON THE PREMISES OF THE AUTOMOTIVE REPAIR FACILITY, THE AUTOMOTIVE REPAIR FACILITY MAY NOT BE RESPONSIBLE FOR DAMAGE TO YOUR MOTOR VEHICLE UNDER CERTAIN CIRCUMSTANCES. YOU SHOULD ASK A REPRESENTATIVE OF THE AUTOMOTIVE REPAIR FACILITY ABOUT THE EXTENT OF ITS RESPONSIBILITY, INCLUDING THE EXTENT OF THE INSURANCE COVERAGE OF THE AUTOMOTIVE REPAIR FACILITY.

"You agree that we may try to contact you in writing, by email, or by 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."

\* = Non OEM Part  
 R/REM/RM = Remanufactured Part

Ourisman Dual Pricing details: All prices reflect debit, cash, or check pricing. Credit Card transactions incur a 3% convenience fee that is paid directly to the credit card merchants.

No claims or adjustments without this receipt.

Labor charges are computed by flat rate measure and are based on industry accepted sources. Repairs charged for were needed and performed. This vehicle has been tested and in my opinion the work was performed satisfactorily.

X \_\_\_\_\_





## Add collision protection

---

# About your upcoming car rental

### When you arrive

Customers flying into BWI: Ride the car shuttle bus from the lower level of the airport terminal to the Rental Car Facility. The shuttle buses are available thru doors 10 and 11.

[Special equipment](#), such as child seats and GPS, can be purchased upon pick-up (if available)

### Credit card deposit

Credit card deposit is not included in the price.

The credit card is required as a deposit when renting any vehicle. The deposit amount is held by the car rental company. Please ensure sufficient funds are available on the card.

### Cancellation and no-show

Cancellations made up to 24 hours before pick-up are subject to a fee of \$50.00 or amount paid online, whichever is lesser. There will be no refund in case of cancellations made after that or no-shows. Get 100% refund on insurance if it is canceled before pick-up time. This will be canceled automatically with your car cancellation.

### Late fees

The following fees may be charged at the time of rental for additional services:

- Extra day – \$20.99
- Extra hour – \$7.66

### Rules to remember

The following rules and restrictions are provided by the car rental company.

The driver must present a valid [driver's license](#) and credit card in their name upon pick-up. The credit card is required as a deposit when renting any vehicle. The deposit amount is held by the car rental company. Please ensure sufficient funds are available on the card.

International rentals may have different driver license requirements. An international driving license is required if the drivers' license is non-roman alphabet.

[Additional charges or restrictions](#) may apply for drivers under 25.

Charges for [refueling](#), additional drivers, etc. are not included in the total price.

[Special equipment](#), such as child seats and GPS, can be purchased upon pick-up (if available).

Geographical restrictions may apply, even for rental contracts that feature unlimited mileage. Some car rental companies do not allow you to take their vehicles across certain domestic or international borders, or may apply an additional charge to do so.

Your rental may have [mandatory, local insurance requirements](#) that result in additional charges at the time of rental.

## Where to find help

Contact the car rental agency for special requests or questions about your car reservation.

**Confirmation #** K81303451B6

Dollar Rent A Car Phone Number: (866) 434 2226

---

Contact Expedia for further guidance on your itinerary

**Itinerary #** 72793635982896

[Expedia customer support](#)

[Manage reservation](#)

---

Download the [Expedia app](#)

[Privacy statement](#) [Customer service](#) [View online](#)

---

This email and its links may contain your personal information; please only forward to people you trust.

You are receiving this transactional email based on a recent booking, interaction with us, membership or account update on Expedia.com.

Expedia, Inc. 1111 Expedia Group Way West, Seattle WA 98119, USA.

DOLLAR RENT A CAR  
Web: www.dollar.com



Rental Agreement No: 111119304  
Date: 04/10/2024  
Document: 954000998670

Direct All Inquiries To:  
DOLLAR RENT A CAR  
PO BOX 35250  
TULSA, OK 74153-1167  
  
TAX Id: 73-1389882

CHARGE DETAIL

Renter: DONALD LANE  
Account No.: \*\*\*\*\*2005 AMX

DONALD LANE  
6120 MORNING CALM WAY  
COLUMBIA, MD 21045

RENTAL REFERENCE

Rental Agreement No: 111119304  
Reservation ID: K81303451B6  
I.T. No.: 1006481  
Voucher: V1011BNXJJ

RENTAL DETAILS

Rate Plan: IN: ZX066 OUT: ZX066  
Rented On: 04/01/2024 09:02 LOC# 055216  
Returned On: 04/09/2024 17:37 LOC# 055216  
Car Description: MODEL 3 EV RW N TVP7017  
Veh. No.: 2036655  
CAR CLASS Charged: E1 MILEAGE In: 66,464  
Rented: E7 Out: 65,921  
Reserved: E1 Driven: 543

MISCELLANEOUS INFORMATION

CC AUTH: 140636	DATE: 2024/04/01	AMT: 294.00
CC AUTH: 161829	DATE: 2024/04/07	AMT: 103.00
CC AUTH: 144448	DATE: 2024/04/05	AMT: 112.00

RENTAL CHARGES

EXTRA DAYS	2 @ 20.99	41.98
SUBTOTAL		41.98
CONCESSION FEE RECOVERY		22.25
VEHICLE LICENSE FEE		5.04
CUSTOMER FACILITY CHARGE		72.00
TESLA REBILL		57.54
EMERGENCY ROAD SERVICE		102.50
TAX	11.50%	33.87

TOTAL CHARGES 335.18 USD

E-RETURN RECEIPT

THANK YOU FOR RENTING FROM DOLLAR

Direct All Inquiries To:  
DOLLAR RENT A CAR  
PO BOX 35250  
TULSA, OK 74153-1167  
UNITED STATES

Renter: DONALD LANE  
Account No.: \*\*\*\*\*2005 AMX

Rental Agreement No: 111119304  
Date: 04/10/2024  
Document: 954000998670

Web: www.dollar.com

TOTAL CHARGES 335.18 USD

Rental Agreement Summary  
 RA#: 41130K  
 Renter: DONALD LANE  
 Billing Cycle: 24-HOUR

Dates & Times	Location
<b>Pick up</b>	
Sunday, April 14, 2024 11:18 AM	8916 MCGAW CT STE 1A COLUMBIA, MD 21045-4784 (410) 290-7355
Start Charges: Sunday, April 14, 2024 11:18 AM	
<b>Anticipated Return</b>	
Thursday, April 18, 2024 6:00 PM	8916 MCGAW CT STE 1A COLUMBIA, MD 21045-4784 (410) 290-7355

Vehicle	
2022 KIA FORT 4LXS WHITE	License: IL FP185458
VIN: 3KPF24AD8NE485838	Vehicle: 7V BKHJ
<b>Pickup:</b> 04/14/2024 @ 11:18 AM	ODO:34992 Fuel:FULL
<b>Vehicle Condition:</b>	
rearBumper scratch:	

**Summary of Charges**

**Estimated Renter Charges**

Charges	Price/Unit	Total
<b>TIME &amp; DISTANCE</b> 4/14/24-4/18/24	<b>\$276.99 / Week</b>	<b>\$276.99</b>
NO CHARGE DISTANCE 4/14/24-4/18/24	\$0.00 / Mile	\$0.00
DAILY RATE:	\$55.40 / Day	
WEEKLY RATE:	\$276.99 / Week	
HOURLY RATE:	\$18.47 / Hour	
DISCOUNT(20%)	20%	(\$55.40)

**Optional Protections Accepted**  
 No optional protections accepted.

Optional Protections Declined		
CDW	@ \$23.99 / Day	\$0.00
RAP	@ \$6.99 / Day	\$0.00
SLP	@ \$12.81 / Day	\$0.00

PERSONAL EFFECTS COVERAGE @ \$7.50 / Day \$0.00

**Renter Acknowledgement of Accepted and Declined Protections**

I acknowledge that I have accepted or declined protections as indicated above.

DLL

**Taxes and Fees**

MD VEHICLE LICENSE RECOVERY FEE	\$0.44 / Day	\$2.20
MARYLAND SALES TAX (11.5%)	11.5%	\$25.74
<b>Total Estimated Charge:</b>		<b>\$249.53</b>

**Payments:**  
 AMERICAN EXPRESS \*\*\*\*\*2005 Auth (\$549.53)

**Renter Acknowledgement of Charges**

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

DLL

Owner: ENTERPRISE RAC COMPANY OF BALTIMORE, LLC

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

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

**Local Addenda**

**Notice:** This contract offers, for an additional charge, a collision damage waiver to cover your responsibility for the damage to the automobile. Before deciding whether to purchase the collision damage waiver, you may wish to determine whether your own automobile insurance affords you coverage for damage to the rental automobile and the amount of the deductible under your own insurance coverage. The purchase of this collision damage waiver is not mandatory and may be waived. Maryland law requires all Maryland residents' insurance policies with collision coverage automatically extend that collision coverage to passenger cars

rented by the insureds named in the policy for a period of 30 days or less.

\*VLF is the Vehicle License Fee recovery, see Payment by Renter paragraph in the Additional Terms and Conditions.

You may not need the automobile insurance offered by Enterprise Rent-A-Car. Your automobile insurance policy may provide coverage for your liability while operating a rental vehicle. You should check the terms and conditions of your automobile insurance policy to determine if coverage is provided for this rental. The purchase of insurance is not required as a condition of renting an automobile. In addition, if you are driving this rental vehicle due to an accident or repairs, state law may require your personal automobile liability policy to provide coverage and purchase of any excess liability coverage may duplicate coverage required by law to be provided by the owner of the rental vehicle.

If Vehicle is a replacement vehicle as defined in Section 17-104 of the Maryland Transportation Code, the required security on the vehicle being replaced (Renter's/ driver's vehicle) is primary, and any required security Owner provides on Vehicle is secondary. If Vehicle is not a replacement vehicle, the coverage maintained by the renter, except for coverage provided by the Maryland Automobile Insurance Fund, is primary coverage on the Owner's confirmation with the insurance carrier that provides coverage to the renter that the insurance maintained by the renter provides valid and collectible coverage in the amounts required under Section 17-103(b) of the Maryland Transportation Code to the Owner's vehicle while it is used as a rental vehicle and any required security Owner provides on Vehicle is secondary.

RENTER ACKNOWLEDGEMENT OF LOCAL ADDENDA

DLL

**E** TERMS AND CONDITIONS

[Click to view Additional Terms and Conditions](#)

FORM# 18.MD-JK\_MY23

RENTER ACKNOWLEDGEMENT OF THE ENTIRE CONTRACT

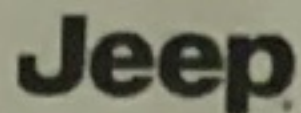
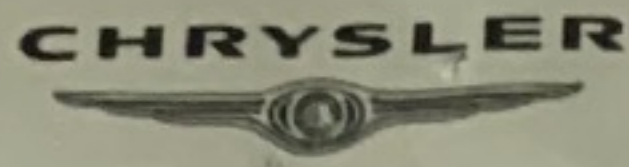
I, THE "RENTER" BY SIGNING BELOW, HAVE READ AND AGREE TO THE TERMS AND CONDITIONS IN THE ADDITIONAL TERMS AND CONDITIONS, WHICH ARE INCORPORATED BY REFERENCE AS IF FULLY SET FORTH HEREIN, AND THE RENTAL AGREEMENT SUMMARY (COLLECTIVELY, THE ADDITIONAL TERMS AND CONDITIONS AND THE RENTAL AGREEMENT SUMMARY ARE THE "CONTRACT"). BY SIGNING BELOW, I AM AUTHORIZING OWNER TO CHARGE TO THE CREDIT CARD(S) AND/OR DEBIT CARD(S) THAT I HAVE PROVIDED TO OWNER ALL AMOUNTS OWED BY ME UNDER THIS CONTRACT FOR ADVANCE DEPOSITS, INCREMENTAL AUTHORIZATIONS/DEPOSITS, AND OR ANY OTHER AMOUNTS OWED BY ME, AS WELL AS PAYMENTS REFUSED BY A THIRD PARTY TO WHOM BILLING WAS DIRECTED. I ALSO AUTHORIZE OWNER TO RE-INITIATE ANY CHARGE TO MY CARD(S) THAT IS DISHONORED FOR ANY REASON. I CERTIFY THAT THE DRIVER'S LICENSE(S) PRESENTED IS CURRENTLY VALID AND IS NOT SUSPENDED, EXPIRED, REVOKED, CANCELLED OR SURRENDERED. I FURTHER ACKNOWLEDGE AND CONSENT TO THE TERMS AND CONDITIONS SET FORTH IN THE PARAGRAPH WITH THE HEADING "DISPUTE RESOLUTION PROVISION- MANDATORY ARBITRATION AGREEMENT" IN THE ADDITIONAL TERMS AND CONDITIONS. BY SIGNING BELOW RENTER AGREES TO OWNER'S COLLECTION OF INFORMATION ABOUT RENTER'S USE OF VEHICLE AND TEXTING & CALLING TERMS. SEE PARAGRAPHS WITH THE HEADINGS TEXT & CALL AND OWNER'S COLLECTION AND USE OF VEHICLE DATA: RENTER'S USE OF VEHICLES NAVIGATION AND INFOTAINMENT SYSTEMS AND VEHICLE MANUFACTURER APPS IN THE ADDITIONAL TERMS AND CONDITIONS.

DLL



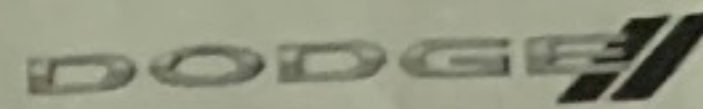
41130K

Additional Terms and Conditions of the Contract electronically accepted on 4/14/24 at 11:20 AM



# OURISMAN CHRYSLER-JEEP-DODGE

12430 AUTO DRIVE  
CLARKSVILLE, MD 21029  
WASH (301) 596-9990  
BALT (410) 988-8100



ALL SALES PAID FOR WITH A CREDIT CARD WILL BE SUBJECT TO A 3% FEE

CELL: 571-338-73

CUSTOMER NO. 155370	ADVISOR AIDAN COLEMAN	171500	TAG NO. 8418	INVOICE DATE 04/18/24	INVOICE NO. CHCS321295
DONALD LAWRENCE LANE 6120 MORNING CALM WAY COLUMBIA, MD 21045  lane2dl328@gmail.com	LABOR RATE	LICENSE NO.	MILEAGE 83,757	COLOR WHITE/BLK N	STOCK NO. 6150899
	YEAR / MAKE / MODEL 20/CHRYSLER/PACIFICA/4DR WGN HYB PLA			DELIVERY DATE 08/04/20	DELIVERY MILES 88
	VEHICLE I.D. NO. 2 C 4 R C 1 N 7 7 L R 1 5 0 8 9 9			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 03/19/24		
RESIDENCE PHONE 571-338-7386	BUSINESS PHONE 202-902-0039	COMMENTS			MO: 8379

ESTIMATE-----  
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
 ORIGINAL ESTIMATE OF \$245.01 (+TAX)  
 COMMENTS-----  
 TAG NUMBER IS 8418  
 DELETED OPERATION(S)-----  
 SOCHZMULTIPOINT MOPAR 23 POINT CK  
 TOTALS-----  
 PARTS DESIGNATED WITH "REM" OR "R" ARE REBUILT/RECONDITIONED  
 THE SERVICE WAS COMPLETED ON MY VEHICLE [ ]  
 THE MULTI POINT WAS REVIEWED [ ]  
 MY RECALL STATUS WAS CHECKED [ ]  
 MY VEHICLE SETTINGS WERE NOT CHANGED [ ]  
 MY OIL CHANGE INDICATOR WAS RESET [ ]  
 MY VEHICLE WAS RETURNED AS CLEAN OR CLEANER [ ]  
 I WAS OFFERED TO SCHEDULE NEXT SERVICE APPOINTMENT [ ]  
 HOW LIKELY ARE YOU TO RECOMMEND THIS DEALERSHIP?  
 (1) (2) (3) (4) (5) (6) (7) (8) (9) (10)

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 \$</b>	<b>0.00</b>

Limited express warranty labor and parts for 90 days or 4,000 miles whichever occurs first. Installed parts warranted 12 months or 12,000 miles whichever occurs first.

Your specific warranty may vary. Consult your service advisor or owners manual for details.

Manufacturer Special Policy Adjustment Programs  
Federal law requires manufacturers to furnish the National Highway Traffic Safety Administration (N.H.T.S.A.) with bulletins describing any defects in their vehicles. You may obtain copies of these bulletins from either the manufacturer or N.H.T.S.A. In addition, certain consumer publications or organizations provide this information, which may be available for a fee or for free.

WHILE YOUR MOTOR VEHICLE IS ON THE PREMISES OF THE AUTOMOTIVE REPAIR FACILITY, THE AUTOMOTIVE REPAIR FACILITY MAY NOT BE RESPONSIBLE FOR DAMAGE TO YOUR MOTOR VEHICLE UNDER CERTAIN CIRCUMSTANCES. YOU SHOULD ASK A REPRESENTATIVE OF THE AUTOMOTIVE REPAIR FACILITY ABOUT THE EXTENT OF ITS RESPONSIBILITY, INCLUDING THE EXTENT OF THE INSURANCE COVERAGE AT THE AUTOMOTIVE REPAIR FACILITY.

"You agree that we may try to contact you in writing, by email, or by using prerecorded/artificial voice messages, text messages and automatic telephone systems, as the law allows. You also agree that we may try to contact you in these and other ways using the address or telephone number you provide us. If the telephone number is a cell phone number, contact results in a charge to you."

\* = Non OEM Part  
R/REM/RM = Remanufactured Part  
Ourisman Dual Pricing details: All prices reflect dealer check pricing. Credit Card transactions incur a 3% convenience fee that is paid directly to the credit card merchant.

No claims or adjustments will be made on this receipt.

Labor charges are computed on a time and material rate measure and are based on industry accepted sources. Repairs not charged for were needed and performed. This vehicle has been inspected and in my opinion the work was performed satisfactorily.

# OURISMAN AUTOMOTIVE GROUP

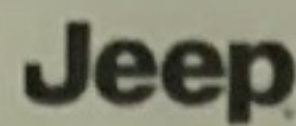
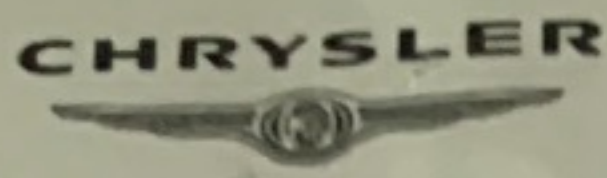


Date:-----  
Cash:-----  
Check#:----- Check Amount\$----- Appr#:-----

CUSTOMER SIGNATURE

X

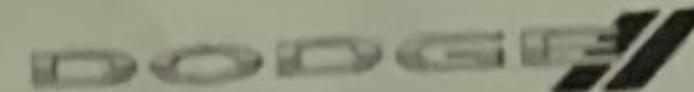
The Reynolds and Reynolds Company ERAINTIVE CC640775 Q (10/23)



# OURISMAN

## CHRYSLER-JEEP-DODGE

12430 AUTO DRIVE  
CLARKSVILLE, MD 21029  
WASH (301) 596-9990  
BALT (410) 988-8100



ALL SALES PAID FOR WITH A CREDIT CARD WILL BE SUBJECT TO A 3% FEE

CELL: 571-338-7386

CUSTOMER NO. 155370	NAME AIDAN COLEMAN	171500	TAG NO. 8418	INVOICE DATE 04/18/24	INVOICE NO. CHCS321295
DONALD LAWRENCE LANE 6120 MORNING CALM WAY COLUMBIA, MD 21045  lane2dl328@gmail.com	LABOR RATE	LICENSE NO.	MILEAGE 83,757	COLOR WHITE/BLK N	STOCK NO. 6150899
	YEAR/MAKE/MODEL 20/CHRYSLER/PACIFICA/4DR WGN HYB PLA			DELIVERY DATE 08/04/20	DELIVERY MILES 88
	VEHICLE I.D. NO. 2 C 4 R C 1 N 7 7 L R 1 5 0 8 9 9			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 03/19/24		
RESIDENCE PHONE 571-338-7386	BUSINESS PHONE 202-902-0039	COMMENTS			MO: 83791

JOB# 1 CHARGES-----  
LABOR-----  
J# 1 12CHZRECALL1 RECALL HOURS: 0.30 TECH(S):0642 WARRANTY  
Recall Customer Satisfaction Notification 1 03A - 2017-2023  
RU PHEV Loss of Motive Power (Recall Customer Satisfaction N  
otification 1)  
RECALL OPEN  
PERFORMED HCP AND AHCP UPDATES  
RECALL COMPLETE

JOB# 1 TOTALS-----  
JOB# 1 JOURNAL PREFIX CHCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----  
LABOR-----  
J# 2 12CHZRECALL2 RECALL HOURS: 0.30 TECH(S):0642 WARRANTY  
Recall Customer Satisfaction Notification 2 Y40 - 2018-21 JL  
19-21 DT 2017-21 RU PHEV Control Mod (Recall Customer Satis  
faction Notification 2)  
RECALL OPEN  
RECALLL COMPLETE

JOB# 2 TOTALS-----  
JOB# 2 JOURNAL PREFIX CHCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES-----  
LABOR-----  
J# 3 01CHZGEN1 GENERAL CONCERN HOURS: 7.90 TECH(S):0642 WARRANTY  
VEHICLE GETTING TOWED IN WILL NOT GO INTO DRIVE (General Con  
cern 1)  
FOUND FAULTS FOR DRIVE MOTOR A POSITION SENSOR CIRCUIT  
(POA3F AND POA43)  
PER TSB 21-008-23 REPLACE TRANSMISSION  
REMOVED AND REPLACED TRANSMISSION  
TEST DROVE MULTIPLE TIMES TO ENSURE VEHICLE  
FUNCTIONING AS IT SHOULD  
VEHICLE OPERATING AS IT SHOULD - REPAIR COMPLETE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	68490840-AC	TRANSAXLE 21002003		WARRANTY
	1	6503210	SCREW HEX 21139233		WARRANTY
	2	6104414-AA	SCREW HEX 17015003		WARRANTY
	2	68470042-AA	KIT NONE 17011024		WARRANTY
	9	68382486-AA	BOLT HEX 09004001		WARRANTY
	1	68272788-AA	GASKET IN 21004003		WARRANTY
	2	68163849-AB	ANTIFREEZ 01081004		WARRANTY
	2	6509298-AA	LOCK NUT 17015030		WARRANTY
TOTAL - PARTS				0.00	

JOB# 3 TOTALS-----  
JOB# 3 JOURNAL PREFIX CHCS JOB# 3 TOTAL 0.00

Limited express warranty labor and parts 90 days or 4,000 miles whichever occurs first. Installed parts warranted 12 months or 12,000 miles whichever occurs first.

Your specific warranty may vary. Consult service advisor or owners manual for details.

Manufacturer Special Policy Adjustment Programs  
Federal law requires manufacturers to furnish the National Highway Traffic Safety Administration (N.H.T.S.A.) with bulletins describing any defects in their vehicles. You may obtain copies of these bulletins from either the manufacturer or N.H.T.S.A. In addition, certain consumer publications or organizations publish this information, which may be available for a fee or for free.

WHILE YOUR MOTOR VEHICLE IS ON THE PREMISES OF THE AUTOMOTIVE REPAIR FACILITY, THE AUTOMOTIVE REPAIR FACILITY MAY NOT BE RESPONSIBLE FOR DAMAGE TO YOUR MOTOR VEHICLE UNDER CERTAIN CIRCUMSTANCES. YOU SHOULD ASK A REPRESENTATIVE OF THE AUTOMOTIVE REPAIR FACILITY ABOUT THE EXTENT OF ITS RESPONSIBILITY, INCLUDING THE EXTENT OF THE INSURANCE COVERAGE OF THE AUTOMOTIVE REPAIR FACILITY.

"You agree that we may try to contact you in writing, by email, or by 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 an 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."

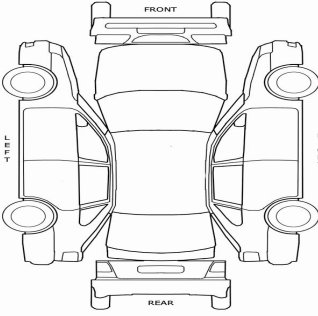
\* = Non OEM Part  
R/REM/RM = Remanufactured Part

Ourisman Dual Pricing details: All prices reflect debit, cash, check pricing. Credit Card transactions incur a 3% convenience fee that is paid directly to the credit card merchant.

No claims or adjustments without this receipt.

Labor charges are computed by flat rate measure and are based on industry accepted sources. Repairs charged for were needed and performed. This vehicle has been tested and in my opinion the work was performed satisfactorily.

X \_\_\_\_\_

<p><b>RENTER INFORMATION</b></p> <p>DONALD LAWRENCE LANE Year Of Birth: 1979</p> <p>License: MD ****1069 Expiry: 2026</p>	<p><b>CONTRACT AND VEHICLE</b></p> <p>NCPGP10622816                  RA #NCBWI0253913                  Dueback Location: BWI                  7440 New Ridge Road                  Hanover, MD, 21076                  RA Out: 03/19/2024 06:42 PM  <b>RA Due: 03/22/2024 05:12 PM</b>                  2024 HYUNDAI TUCSON (WHITE)                  License Tag: 2GC4523                  VIN: 5NMJBCDEXRH387062                  Unit Miles (out-in) Fuel (out-in)                  #7246132 193 16.00gl (F)                  Status: CONTRACT OPEN</p>	<p><b>RATE INFORMATION AND CHARGES</b></p> <p><b>Fallback/Additional Charges</b>                  Hourly Rate @ \$21.00/hour + taxes                  Daily Rate @ \$63.00/day + taxes</p> <p><b>Rental Details</b></p> <table border="0"> <tr> <td>3 days Rental Cost</td> <td style="text-align: right;"><b>USD 126.00</b></td> </tr> <tr> <td>Prepaid Discount</td> <td style="text-align: right;">-12.60</td> </tr> <tr> <td>Customer Facility Charge @ 5.75/day</td> <td style="text-align: right;">17.25</td> </tr> <tr> <td>Vehicle License Fee @ 0.74/day</td> <td style="text-align: right;">2.22</td> </tr> <tr> <td>Transport Facility Charge @ 2.25/day</td> <td style="text-align: right;">6.75</td> </tr> <tr> <td>Concession Recovery Fee @ 11.110%</td> <td style="text-align: right;">13.60</td> </tr> <tr> <td>State Tax @ 11.500%</td> <td style="text-align: right;">17.62</td> </tr> </table> <p><b>Estimated Total Rental Cost 170.84</b></p>	3 days Rental Cost	<b>USD 126.00</b>	Prepaid Discount	-12.60	Customer Facility Charge @ 5.75/day	17.25	Vehicle License Fee @ 0.74/day	2.22	Transport Facility Charge @ 2.25/day	6.75	Concession Recovery Fee @ 11.110%	13.60	State Tax @ 11.500%	17.62
3 days Rental Cost	<b>USD 126.00</b>															
Prepaid Discount	-12.60															
Customer Facility Charge @ 5.75/day	17.25															
Vehicle License Fee @ 0.74/day	2.22															
Transport Facility Charge @ 2.25/day	6.75															
Concession Recovery Fee @ 11.110%	13.60															
State Tax @ 11.500%	17.62															
<p><b>NO ADDITIONAL RENTER</b></p> <p>No Additional Renter</p> <p>Unauthorized Renter Fee \$100 <i>Decl</i></p>	<p><b>VEHICLE INSPECTION IMAGE</b>                  Scratch Dent Chip Scuff Other</p>  <p><i>Decl</i> I acknowledge the condition of the vehicle.</p>	<p><b>Rental Deposits 350.00</b></p> <p><b>Payment Details</b>                  #456474615 (03/19) BWI-AMEX-2005 \$350.00                  #AUTH-36579 (03/19) \$170.84</p> <p><b>Total Amount \$520.84</b></p>														
<p><b>FUEL OPTIONS</b></p> <p><i>Decl</i> I decline to purchase prepaid fuel. I agree to return the vehicle with the fuel gauge reading at least the same level received and provide a copy of a fuel receipt dated within 12 hours of return and within 10 miles of the rental location or pay as estimated refueling fee based on the fuel cost of \$5.45 per gallon plus a \$7.00 refueling fee.</p>		<p><b>SUPPLEMENTAL LIABILITY INSURANCE</b></p> <p><i>Decl</i> I decline to purchase of Supplemental Liability Insurance (SLI)</p> <p><b>COLLISION DAMAGE WAIVER</b></p> <p><i>Decl</i> I decline to purchase Collision Damage Waiver (CDW).</p> <p><b>ROAD HAZARD TOWING &amp; DEDUCTIBLE WAIVER</b></p> <p><i>Decl</i> By initialing here, you decline to purchase Road Hazard, Towing and Deductible Waiver (RHTDW). You will be responsible for all damage to glass or tires; Road Side Assistance services; or your insurance deductible.</p> <p><b>PERSONAL ACCIDENT &amp; EFFECTS COVERAGE</b></p> <p><i>Decl</i> I decline to purchase of Personal Accident Coverage (PAC) and Personal Effects Coverage (PEC)</p>														
<p><b>NOT FOR HIRE</b></p> <p><i>Decl</i> I agree not to use the vehicle to carry persons or property for hire</p> <p><b>TOLLS</b></p> <p><i>Decl</i> I agree to pay for all the tolls assessed against the vehicle during the rental at the higher of the "Video Tolling" rate and the highest undiscounted rate; plus fines of fees assessed by the toll authority and an administrative fee of \$2.00 per toll or tolls incurred or \$5.00 per Toll for tolls incurred outside.</p> <p>Notice for those amounts. Certain toll roads are bridges do not accept cash. You could save money if you: don't use cashless toll roads or bridges, pay cash for tolls, use your own electronic toll device (if accepted), or make other payment arrangements.</p> <p><b>ADDITIONAL MILES</b></p> <p><i>Decl</i> This is an Unlimited Miles Rental</p> <p><b>NO SMOKING &amp; NO PETS VEHICLE</b></p> <p><i>Decl</i> I agree to pay cleaning fee up to \$350 if vehicle is returned smelling of cigarettes or marijuana. I also agree to pay cleaning fee up to \$350 if vehicle is returned excessively dirty or with pet hair.</p> <p><b>RENTAL RATES</b></p> <p><i>Decl</i> I understand that above charges, and acknowledge that this is an estimate only. I also acknowledge that the payment card used for this rental transaction may also be used to collect for unpaid tolls, parking infractions and other violations as well as damage, or cleaning due to excessive wear or pet hair.</p> <p><b>ADDITIONAL INFORMATION</b></p> <p><i>Decl</i> Your deposit and all other amounts will be immediately withdrawn from your payment card account. Unused funds will be credited upon vehicle return. Your financial institution may take up to 14 days to process the credit; we are not responsible for fees you incur due to insufficient funds.</p>																

**NOTICE:**

This contract offers, for an additional charge, a collision damage waiver to cover your responsibility for damage to the Vehicle. Before deciding whether to purchase the collision damage waiver, you may wish to determine whether your own vehicle insurance affords you coverage for damage to the rental vehicle and the amount of the deductible under your own insurance coverage. The purchase of this collision damage waiver is not mandatory and may be waived. Maryland law requires that all Maryland residents' insurance policies with collision coverage automatically extend that collision coverage to passenger cars rented by the insureds named in the policy for a period of 30 days or less. If our Vehicle is a replacement vehicle as defined in section 17/104 of the Maryland Transportation Code, the liability insurance coverage on the vehicle being replaced (your vehicle) is primary, and any liability coverage we provide on our Vehicle is secondary. You agree to all the terms and conditions of this Agreement as set forth on the Face Page and Terms & Conditions, and you acknowledge that you have been given an opportunity to read it before being asked to sign. Your signature allows us to process separate payment card charges in your name for all amounts due us and to call or text you about this rental

*Decl*

at the number(s) you provided. You also authorize us or to charge your payment card account after the rental concludes for any unpaid Tolls" or Infractions" assessed against you, us or the Vehicle during this rental plus any fines or fees and our administrative fees. When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. For inquiries, please call the office shown at the top of this page. All charges are subject to our final audit. You authorize us to adjust your payment card account to reflect changes in amounts due or overpaid as a result of our audit or to reflect charges incurred under any other agreement with us. It is prohibited to use the Vehicle to carry persons or property for hire.



DONALD LAWRENCE LANE

# RENTAL AGREEMENT TERMS & CONDITIONS

## **1. Definitions.**

"Agreement" means these Terms & Conditions and the Face Page. "You" or "your" is the person named as the renter in this Agreement, each person signing this Agreement, each "Authorized Driver" and each person or organization to whom charges are billed by us at its or the renter's direction. All persons referred to as "you" or "your" are jointly and severally bound by this Agreement, including all payment obligations. "We", "our" or "us" means All Car Leasing, Inc. "Authorized Driver" means (a) the renter and the renter's spouse; (b) additional renters listed by us in this Agreement; (c) if the renter is a business entity, renter employees who are permissible drivers on the entity's auto insurance policy; (d) the renter's employer, employee or coworker who is engaged in a business activity with the renter; and (e) a person who operates the Vehicle: (i) while parking it at a commercial establishment, or (ii) in an emergency. Each Authorized Driver must hold a valid driver's license and be at least age 21, except that if the renter is the owner of a vehicle that is not in use because of a repair covered by warranty, a vehicle recall, or a repair resulting from a recall, then the renter must be at least age 18. Only Authorized Drivers may use the Vehicle. "Vehicle" means the car or truck identified in this Agreement or its replacement and includes tires, tools, accessories, equipment, keys and documents. "Loss of Use" means the loss of our ability to use the Vehicle due to damage or loss, including for non-rental uses, such as display for rent or sale, opportunity to upgrade or sell, or transportation of employees. Damages for Loss of Use are difficult to determine with precision, and you and we agree that: Loss of Use will be calculated by multiplying the number of days from the date the Vehicle is damaged or lost until it is replaced or repaired by the daily rental rate; and this represents a reasonable estimate of actual damages and not a penalty. "Diminished Value" means the difference between the fair market value of the Vehicle before damage and its value after repairs as calculated by a third-party estimate obtained by us or on our behalf. "FCDW" means Full Collision Damage Waiver. "RHTDW" means Road Hazard, Towing and Deductible Waiver. "Vehicle License Fee" means the estimated average per day per vehicle portion of our total annual titling and registration costs. "Charges" means the fees and charges incurred under this Agreement.

## **2. Rental; Indemnity; No Warranties.**

This Agreement is a contract for rental of the Vehicle offered to you, and is a transfer of possession and use of the Vehicle only. You agree that you are not our agent for any purposes, and that you may not assign or transfer your obligations or sublease the Vehicle. To the fullest extent permitted by law: (a) we may repossess the Vehicle at your expense without notice to you if the Vehicle is abandoned or used in violation of law or this Agreement; (b) you agree to indemnify, defend, and hold us harmless from all judgments, claims, liability, costs and attorney fees we incur resulting from or arising out of this rental and your use of the Vehicle; and (c) WE MAKE NO WARRANTIES, EXPRESS, IMPLIED OR APPARENT, REGARDING THE VEHICLE, NO WARRANTY OF MERCHANTABILITY AND NO WARRANTY THAT THE VEHICLE IS FIT FOR A PARTICULAR PURPOSE.

## **3. Vehicle Condition/Return.**

You must return the Vehicle to our rental office or other location we specify, on the date and time specified in this Agreement (or sooner upon our oral or written demand) and in the same condition as received except for ordinary wear. Our written demand will be deemed delivered to you 2 business days after we place it in the mail by Certified Mail addressed to you at the address you provide at time of rental. If the Vehicle is returned after closing hours, you remain responsible for all loss of or damage to it until we inspect it at our next opening, and time & mileage and optional service charges will continue to accrue until our next opening. Service to the Vehicle or replacement of parts or accessories during the rental must have our prior approval. You assume full responsibility for expenses you incur without our prior approval. You must check and maintain all fluid levels and return the Vehicle with at least the same amount of fuel as when rented unless we offer, and you purchase, pre-paid fuel.

## **4. Responsibility for Damage, Loss, Tolls, & Infractions.**

You are responsible for all damage to or loss of the Vehicle, including damage caused by collision, theft, vandalism, weather, road conditions and acts of nature, whether or not you are at fault. You are responsible for: (a) the cost of repair of the Vehicle; or (b) if the Vehicle is not repairable, or if we elect not to repair it, the fair market retail value of the Vehicle on the date of the loss less salvage. You are also responsible for Loss of Use; Diminished Value; appraisal fees; towing, storage, and impound charges; and a reasonable charge for our administrative expenses. You are responsible to pay for all tolls, toll evasion fines, and other fines, fees, penalties, charges, and taxes ("Tolls") assessed against you, us or the vehicle during this rental. The Vehicle may be enrolled in an electronic toll collection service to pay for Tolls electronically. If you use any toll facility, including a cashless toll road, tunnel or



bridge, and do not have your own electronic device or pass that is accepted by the relevant toll authority or make other payment arrangements, you agree that we may, in our discretion and without prior notification to you, pay the Toll plus applicable taxes and fees on your behalf directly to the charging authority. Certain toll roads do not accept cash payments. If you travel on a cashless toll road without making alternative payment arrangements, you will be charged the fees described on the Face Page. You are also responsible to pay for all moving or non-moving traffic violations assessed against you, us or the Vehicle during this rental ("Infractions"). If we are notified that we may be responsible for an Infraction, you agree that we may in our discretion and without prior notification to you, pay the Infraction plus applicable taxes and fees on your behalf directly to the charging authority, and you authorize us to charge any payment card of yours on file our administrative fee of \$25 for each "Infraction" plus the amount charged by the "Infraction" authority. If we pay a Toll and/or Infraction on your behalf, you understand that you may not be able to challenge the validity of the Toll or Infraction, and you authorize us to release your rental information to the charging authorities. Payments for Tolls and Infractions may not be processed until 6 or more months after conclusion of your rental.

## **5. Prohibited Uses.**

The following uses of the Vehicle are prohibited and breaches of this Agreement (each a "Prohibited Use"). The Vehicle shall not be used: (a) by anyone who is not an Authorized Driver, not licensed to drive, or whose driver's license is suspended; (b) by anyone under the influence of alcohol, prescription or non-prescription drugs; (c) by anyone who obtained the Vehicle or extended the rental by giving Us false, fraudulent or misleading information; (d) under circumstances that could be charged as a crime other than a minor traffic violation; (e) to carry dangerous or hazardous items; (f) to carry persons or property for hire, including use of the Vehicle as a taxi, limousine, "black car," transportation network vehicle, delivery service, or for similar commercial use; (g) to push or tow anything; (h) in a race or speed contest; (i) to transport more persons than the Vehicle has seat belts, to carry persons outside the passenger compartment, or to transport children without approved child safety seats as required by law; (j) to teach anyone to drive; (k) outside the continental United States without our prior written permission; (l) with inadequately secured cargo; (m) on an unpaved surface; (n) when the odometer has been tampered with or disconnected; (o) when it is reasonable to expect you to know that further operation of the Vehicle would damage it; (p) if applicable, by anyone who lacks experience driving a manual transmission; (q) to transport an animal (other than a service animal); (r) in or through a structure where there is insufficient clearance (width or height); (s) in connection with a willful, wanton, or reckless act; (t) by anyone operating the Vehicle while using a hand-held device that is not in hands-free mode; or (u) by anyone who is smoking or vaping in the Vehicle.

## **6. Telematics Notice.**

(a) You acknowledge that the Vehicle may be equipped with a telematics system, global positioning satellite ("GPS") technology, an electronic locator device, and/or an event data recorder (collectively "Telematics System"). Your use of the Vehicle may be remotely monitored by us or on our behalf through a Telematics System to the extent permitted by law. Remote monitoring may include the collection of Vehicle data, such as location, odometer, oil life, fuel level, tire pressure, battery charge, diagnostic trouble codes, and other elements that we may deem necessary or desirable. You acknowledge that these systems may use cellular telephone, wireless technology, or radio signals to transmit data, and therefore you should have no expectation of privacy related to the use of this Vehicle. You shall inform any and all drivers and passengers of the Vehicle of the terms of this paragraph. We are not responsible for the operability of any Telematics System included with the Vehicle. To the extent permitted by law, you agree to release and indemnify, defend and hold us, the operator of the Telematics System, wireless carriers, and other suppliers of components or services harmless from any damage to persons or property caused by failure of a Telematics System to operate properly, or otherwise arising from the use of the Telematics System. Removing, tampering with or disabling a Vehicle telematics device or installing a telematics device in or on the Vehicle are also breaches of this Agreement. (b) If your Vehicle has active Telematics System equipment, you understand that your use of the Vehicle is subject to the third-party Telematics System operator's terms and conditions, which may include system and service limitations, warranty exclusions, limitations of liability, and privacy practices relating to the collection, use, and sharing of information about you and the Vehicle. If the Vehicle does not have an active Telematics System, you agree not to activate it. If you do activate a service in violation of this Agreement, you will be responsible for all subscription fees. (c) We also reserve the right to use the Vehicle Telematics System in connection with your smart phone or other device to process the rental, including the start and end time, fuel levels, and mileage (to the extent permitted by law).

## **7. Insurance.**

You are responsible for all injury, damage and loss you cause to yourself or others. You will provide liability, collision and comprehensive insurance covering you, us, and the Vehicle. If state law requires



us to provide auto liability insurance, we provide auto liability insurance ("Policy") that is excess to all other valid and collectible insurance whether primary, secondary, excess or contingent. The Policy provides bodily injury and property damage liability coverage with limits no higher than minimum limits set by the financial responsibility laws of the State whose laws apply to the loss. You and we reject PIP, medical payments, no-fault, uninsured and under-insured motorist coverage and other optional protection, where permitted by law. To the extent such protection is imposed by law, that protection will be for the minimum limits required by law. The Policy is void if you breach this Agreement or fail to cooperate in a loss investigation by us or our insurer.

## **8. FCDW; RHTDW.**

If you purchase FCDW, we waive your responsibility for collision damage to the Vehicle, and if you purchase RHTDW, we waive your responsibility for a portion of damage to the Vehicle or for Roadside Assistance as further described on the Face Page. FCDW and RHTDW do not apply to theft or theft-related damages, roof or overhead damage. FCDW does not apply to tire or rim damage. If the Vehicle is used for a Prohibited Use described in Section 5, any FCDW or RHTDW that you purchased will be void, and we will not waive your responsibility for damage to or loss of the Vehicle or for roadside assistance.

## **9. Charges.**

You permit us to reserve against your payment card at the time of rental a reasonable amount in addition to the estimated charges. We may use the reserve to pay all amounts owed to us under any agreement. You will pay us at or before the conclusion of this rental or on demand all Charges, including but not limited to: (a) time and mileage for the rental, or a mileage charge based on our experience if the odometer is tampered with; (b) optional products and service you purchase; (c) all expenses we incur recovering the Vehicle if it is not returned as promised; (d) applicable taxes, fees, or surcharges; (e) all costs, including attorney fees, we incur collecting payment from you or otherwise enforcing or defending our rights under this Agreement; (f) a 2% per month late payment fee, or the maximum amount allowed by law, on all past-due amounts; (g) \$50 or the maximum amount permitted by law if you pay us with a check returned unpaid; (h) a cleaning fee up to \$350 if the Vehicle is returned substantially less clean than when rented; (i) a \$100 fee if you permit the Vehicle to be used by an unauthorized driver; and (j) towing, storage charges, forfeitures, court costs, penalties and all other costs that the Rental Company incurs from your use of the Vehicle. All Charges are subject to our final audit. If errors in computation are discovered after the close of this rental, you authorize us to correct the Charges with the issuer of the payment card used for this rental or for another agreement with us.

## **10. Miscellaneous.**

This Agreement constitutes the entire agreement between you and us and cannot be modified except by a writing that we have signed. All prior representations and agreements between you and us regarding this rental are void. If you wish to extend the rental period, you must obtain our permission before the Due-In Date; we may require you to return the Vehicle to our rental office for inspection. Our acceptance of payment from you or our failure, refusal or neglect to exercise our rights under this Agreement is not a waiver of any other provision of this Agreement. We are not responsible for loss of or damage to personal property that was left with us or carried in or on the Vehicle, regardless of who is at fault. We will have a lien on all such personal property to secure payment of all Charges. To the extent permitted by law, you release us from all liability for consequential, special or punitive damages in connection with this rental or the reservation of a vehicle and waive all recourse against us for criminal reports or prosecutions or other actions that we take against you as a result of your breach of this Agreement. If a provision of this Agreement is deemed void, the remaining provisions are valid and enforceable. You agree that we may disclose your personal information to law enforcement agencies or other third parties in connection with enforcement of our rights under this Agreement or other legitimate purposes. Questions regarding privacy should be directed to the rental location.  
PK208946.2






238289012



RA # 238289012

OWNER: ENTERPRISE RENT-A-CAR COMPANY OF LOS ANGELES, LLC

<b>RENTAL AGREEMENT SUMMARY</b> NO. 238289012	<b>RESERVATION#</b> 1296858409 <b>ACCOUNT</b> BANK OF AMERICA, N.A.	<b>LOYALTY</b> EC EMERALD CLUB	<b>MODIFY</b> FT#
<b>RENTAL LOCATION</b> BURBANK BOB HOPE ARPT 2501 N HOLLYWOOD WAY STE 2 BURBANK, CA USA 91505 (833) 679-2054	<b>RENTAL DATE</b> 3/27/2024 <b>RENTAL TIME</b> 3:48 PM	<b>RETURN LOCATION</b> BURBANK BOB HOPE ARPT 2501 N HOLLYWOOD WAY STE 2 BURBANK, CA USA 91505 (833) 679-2054	<b>RETURN DATE</b> 4/24/2024 <b>RETURN TIME</b> 3:00 PM
<b>RENTER</b> SUSIE PARK XXX XXXXX XXXXX GLENDALE, CA USA 91208 (XXX) XXX-XXXX	<b>DRIVER'S LICENSE NUMBER</b> XXXX4594		<b>ISSUE DATE</b>
	<b>EXP. DATE</b> XX/XX/XXXX	<b>ISSUING STATE</b> CA	<b>DOB</b> XX/XX/XXXX
<b>RATE RULES AND QUALIFICATIONS</b> MONTHLY CHARGE UP TO 31 DAYS			
<b>LOCAL ADDENDA</b>			
 <b>WARNING:</b> OPERATING, SERVICING AND MAINTAINING A PASSENGER VEHICLE OR OFF-ROAD VEHICLE CAN EXPOSE YOU TO CHEMICALS INCLUDING ENGINE EXHAUST, CARBON MONOXIDE, PHTHALATES, AND LEAD, WHICH ARE KNOWN TO THE STATE OF CALIFORNIA TO CAUSE CANCER AND BIRTH DEFECTS OR OTHER REPRODUCTIVE HARM. TO MINIMIZE EXPOSURE, AVOID BREATHING EXHAUST, DO NOT IDLE THE ENGINE EXCEPT AS NECESSARY, SERVICE YOUR VEHICLE IN A WELL-VENTILATED AREA AND WEAR GLOVES OR WASH YOUR HANDS FREQUENTLY WHEN SERVICING YOUR VEHICLE. FOR MORE INFORMATION GO TO <a href="http://WWW.P65WARNINGS.CA.GOV/PASSENGER-VEHICLE">WWW.P65WARNINGS.CA.GOV/PASSENGER-VEHICLE</a> .			
<b>DAMAGE WAIVER NOTICE:</b> RENTER ACKNOWLEDGES RECEIPT OF ORAL DISCLOSURE THAT DAMAGE WAIVER, (WHICH MAY ALSO BE KNOWN AS LOSS DAMAGE WAIVER OR COLLISION DAMAGE WAIVER); MAY BE DUPLICATIVE OF COVERAGE MAINTAINED UNDER HIS OR HER OWN POLICY OF MOTOR VEHICLE INSURANCE. THE PURCHASE OF DAMAGE WAIVER IS OPTIONAL AND MAY BE DECLINED.			
<b>RENTER SHALL PAY OWNER, ITS AFFILIATES OR AGENTS ALL FEES AND CHARGES PAID OR TO BE PAID BY OWNER, ITS AFFILIATES OR A THIRD PARTY FOR THE USE OF ANY TESLA SUPERCHARGER BY THE VEHICLE DURING THE RENTAL PERIOD, IF APPLICABLE. OWNER OR ITS AFFILIATE MAY SEPARATELY CHARGE RENTER'S CREDIT OR DEBIT CARD (OR BILL RENTER, AS APPLICABLE, FOR CASH RENTALS) FOR EACH FEE OR OTHER CHARGE INCURRED BY OWNER AS A RESULT OF THE VEHICLE USING ANY TESLA SUPERCHARGER DURING THE RENTAL PERIOD.</b>			
*ESTIMATED TOTAL EXCLUDES CHARGES THAT CANNOT BE DETERMINED AT THE TIME RENTAL COMMENCES			
<b>PREVENT THEFT, REMOVE VALUABLES FROM THE RENTAL CAR AND LOCK THE DOORS.</b>			
RENTER ACKNOWLEDGEMENT OF LOCAL ADDENDA _____ SIGNATURE ON FILE _____			

<b>VEHICLE INFORMATION</b>				<b>RENTER ACCEPTS LOSS DAMAGE WAIVER FULL (LDW)</b> AT THE FEE SHOWN IN THE CHARGES SECTION OF THE RENTAL AGREEMENT SUMMARY. SEE THE ADDITIONAL TERMS AND CONDITIONS OF THE RENTAL CONTRACT.  <input checked="" type="checkbox"/> <b>ACCEPTS LDW</b>	<b>RENTER DECLINES LOSS DAMAGE WAIVER FULL (LDW)</b> . SEE THE ADDITIONAL TERMS AND CONDITIONS OF THE RENTAL CONTRACT.  <input type="checkbox"/> <b>DECLINES LDW</b>
<b>RESERVED</b>	MIDSIZE				
<b>DRIVEN</b>	STANDARD CROSSOVER AWD				
<b>CHARGED</b>	MIDSIZE			<b>RENTER ACCEPTS PERSONAL EFFECTS COVERAGE (PEC)</b> AT THE FEE SHOWN IN THE CHARGES SECTION OF THE RENTAL AGREEMENT SUMMARY. SEE THE ADDITIONAL TERMS AND CONDITIONS OF THE RENTAL CONTRACT.  <input type="checkbox"/> <b>ACCEPTS PEC</b>	<b>RENTER DECLINES PERSONAL EFFECTS COVERAGE (PEC)</b> . SEE THE ADDITIONAL TERMS AND CONDITIONS OF THE RENTAL CONTRACT.  <input checked="" type="checkbox"/> <b>DECLINES PEC</b>
<b>CURRENT VEHICLE</b>					
<b>MAKE</b>	HYUN	<b>BAY</b>			
<b>MODEL</b>	4DR ALL-WHEEL DRIVE	<b>STALL</b>			
<b>COLOR</b>	BLUE MED	<b>ODOMETER</b>	<b>IN</b>		
<b>PLATE</b>	9KHA175 CA		<b>OUT</b>		
<b>VEHICLE#</b>	RU721276	<b>FUEL</b>	<b>IN</b>		
<b>UNIT#</b>	8FCWCC		<b>OUT</b>	FULL	
<b>VEHICLE CONDITION</b> NO DAMAGE DOCUMENTED				<b>RENTER ACCEPTS ROADSIDE PLUS (RSP)</b> AT THE FEE SHOWN IN THE CHARGES SECTION OF THE RENTAL AGREEMENT SUMMARY. SEE THE ADDITIONAL TERMS AND CONDITIONS OF THE RENTAL CONTRACT.  <input type="checkbox"/> <b>ACCEPTS RSP</b>	<b>RENTER DECLINES ROADSIDE PLUS (RSP)</b> . SEE THE ADDITIONAL TERMS AND CONDITIONS OF THE RENTAL CONTRACT.  <input checked="" type="checkbox"/> <b>DECLINES RSP</b>
<b>RENTER ACKNOWLEDGEMENT OF ACCEPTED AND DECLINED PROTECTIONS</b>					
I ACKNOWLEDGE THAT I HAVE ACCEPTED OR DECLINED PROTECTIONS AS INDICATED ABOVE.					
RENTER X _____ SIGNATURE ON FILE _____					



RA # 238289012

PAGE 1 OF 2

RENTER COPY



RA # 238289012

PAGE 2 OF 2

OWNER: ENTERPRISE RENT-A-CAR COMPANY OF LOS ANGELES, LLC

START CHARGES: 3/27/2024 3:56 PM

RENTER CHARGES	DATE RANGE	UNITS CHARGED	TOTAL
TIME & DISTANCE	3/27/2024 - 4/24/2024	1 @ \$754.60 / MONTH	\$754.60
REFUELING CHARGE	3/27/2024 - 4/24/2024	\$5.64 / GALLONS	\$0.00
CDW-ALLOCATED INCLUSIVE	-		INCLUDED
CONCESSION RECOVERY FEE 11.11 PCT (11.11%)	3/27/2024 - 4/24/2024	11.11%	\$90.34
CONSOLIDATED FACILITY CHG 6.00/DY	3/27/2024 - 4/24/2024	5 @ \$6.00 / DAY	\$30.00
TOURISM COMMISSION REC 3.50 PCT (3.5%)	3/27/2024 - 4/24/2024	3.5%	\$26.41
VEHICLE LICENSE RECOVERY FEE	3/27/2024 - 4/24/2024	28 @ \$2.09 / DAY	\$58.52
SALES TAX (10.25%)	3/27/2024 - 4/24/2024	10.25%	\$86.61
		ESTIMATED RENTER CHARGES	\$1,046.48
		ESTIMATED RENTAL CHARGES	\$1,046.48
		DEPOSIT	\$0.00

PAYMENTS

VISA, CREDIT *****5790	AUTH	\$278.53
VISA, CREDIT *****5790	AUTH	\$257.37
VISA, CREDIT *****5790	AUTH	\$2.34
VISA, CREDIT *****5790	AUTH	\$254.11
VISA, CREDIT *****5790	AUTH	\$254.13

I HAVE REVIEWED AND AGREE TO ALL ESTIMATED RENTAL CHARGES AND FEES LISTED ON THE SUMMARY OF CHARGES. I ACKNOWLEDGE THAT CHARGES SHOWN ARE ESTIMATES ONLY AND ARE SUBJECT TO CHANGE IF THE VEHICLE IS NOT RETURNED EITHER AT THE AGREED DATE AND TIME OR LOCATION. A REFUELING CHARGE IS INCURRED, OPTIONAL PRODUCTS ARE ADDED/ REMOVED, THE CAR CLASS IS CHANGED AND/ OR ANY OTHER ITEMS OF THE CONTRACT ARE MODIFIED AS AGREED BETWEEN THE RENTER AND OWNER. I AGREE TO PAY FOR FINAL CHARGES IN ACCORDANCE WITH THIS CONTRACT. I ACKNOWLEDGE AND AGREE THAT IN ADDITION TO THE AMOUNTS SHOWN AS OWNED IN THE SUMMARY OF CHARGES, AT THE TIME OF RENTAL, A DEPOSIT MAY BE TAKEN AS AN AUTHORIZATION OR A SALE, AND SUCH FUNDS WILL NOT BE AVAILABLE FOR USE BY AND/ OR REFUNDED TO ME UNTIL AFTER THE VEHICLE IS RETURNED. THIS IS TO ACCOUNT FOR THE POTENTIAL THAT I MAY INCUR ADDITIONAL AMOUNTS OWED UNDER THE CONTRACT. FOR QUESTIONS, PLEASE SEE A RENTAL ASSOCIATE.

RENTER X SIGNATURE ON FILE

BILL-TO- N	ACCOUNT BANK OF AMERICA, N.A.	BILLING REFERENCE #
------------	-------------------------------	---------------------

ADDITIONAL AUTHORIZED DRIVER(S):

RENTER SHALL BE RESPONSIBLE FOR THE ACTS OF ANY ADDITIONAL AUTHORIZED DRIVER(S) WHILE THEY ARE DRIVING AND FOR FULFILLING THE ADDITIONAL TERMS AND CONDITIONS.

I, THE "RENTER" BY SIGNING BELOW, HAVE READ AND AGREE TO THE TERMS AND CONDITIONS IN THE ADDITIONAL TERMS AND CONDITIONS, WHICH ARE INCORPORATED BY REFERENCE AS IF FULLY SET FORTH HEREIN, AND THE RENTAL AGREEMENT SUMMARY (COLLECTIVELY, THE ADDITIONAL TERMS AND CONDITIONS AND THE RENTAL AGREEMENT SUMMARY ARE THE "CONTRACT"). BY SIGNING BELOW, I AM AUTHORIZING OWNER TO CHARGE TO THE CREDIT CARD(S) AND/OR DEBIT CARD(S) THAT I HAVE PROVIDED TO OWNER ALL AMOUNTS OWED BY ME UNDER THIS CONTRACT FOR ADVANCE DEPOSITS, INCREMENTAL AUTHORIZATIONS/DEPOSITS, AND OR ANY OTHER AMOUNTS OWED BY ME, AS WELL AS PAYMENTS REFUSED BY A THIRD PARTY TO WHOM BILLING WAS DIRECTED. I ALSO AUTHORIZE OWNER TO RE-INITIATE ANY CHARGE TO MY CARD(S) THAT IS DISHONORED FOR ANY REASON. I CERTIFY THAT THE DRIVER'S LICENSE(S) PRESENTED IS CURRENTLY VALID AND IS NOT SUSPENDED, EXPIRED, REVOKED, CANCELLED OR SURRENDERED. I FURTHER ACKNOWLEDGE AND CONSENT TO THE TERMS AND CONDITIONS SET FORTH IN THE PARAGRAPH WITH THE HEADING "DISPUTE RESOLUTION PROVISION- MANDATORY ARBITRATION AGREEMENT" IN THE ADDITIONAL TERMS AND CONDITIONS. BY SIGNING BELOW RENTER AGREES TO OWNER'S COLLECTION OF INFORMATION ABOUT RENTER'S USE OF VEHICLE AND TEXTING & CALLING TERMS. SEE PARAGRAPHS WITH THE HEADINGS TEXT & CALL AND OWNER'S COLLECTION AND USE OF VEHICLE DATA: RENTER'S USE OF VEHICLES NAVIGATION AND INFOTAINMENT SYSTEMS AND VEHICLE MANUFACTURER APPS IN THE ADDITIONAL TERMS AND CONDITIONS.

TERMS AND CONDITIONS

[CLICK TO VIEW ADDITIONAL TERMS AND CONDITIONS](#)

SIGNATURE ON FILE	4/16/2024	OWNER REP	EMP# E68CH5
-------------------	-----------	-----------	-------------

OWNER IS AN AFFILIATE OF ENTERPRISE HOLDINGS INC., WHICH IS THE DIRECT OR INDIRECT OWNER OF THE ENTERPRISE, NATIONAL AND ALAMO BRANDS AND TRADEMARKS.



RA # 238289012

PAGE 2 OF 2

RENTER COPY



Rental Agreement # 361565998

Invoice # 90158044880

### Renter Information

**Renter Name**

SUSIE PARK

**Renter Address**

GLENDALE, CA 91208  
USA

**Rental Credits**

1 credit has been awarded for this rental

### Vehicle Information

**4X4**

License #: S90RPS

State/Province: NJ

Unit #: 7V8L8K

Vehicle #: PR240722

**Vehicle Class Driven**

Full Size SUV AWD 5 door/Automatic/  
Air

**Vehicle Class Charged**

Premium SUV 5 door/Automatic/Air

**Odometer Mileage/Kilometers**

Starting: 36,756    Ending: 37,323

Total: 567

**Fuel**

Starting: 21.5 g    Ending: 21.5g

### Trip Information

**Pickup**

Wednesday, March 20, 2024 10:59 AM

**Return**

Saturday, March 23, 2024 6:55 PM

**BURBANK BOB HOPE ARPT (BUR)** ✈

2501 N HOLLYWOOD WAY

STE 8

BURBANK, CA 91505

USA

**Start Charges**

Wednesday, March 20, 2024 11:07 AM

**BURBANK BOB HOPE ARPT (BUR)** ✈

2501 N HOLLYWOOD WAY

STE 8

BURBANK, CA 91505

USA

### Renter Charges

Rental Rate	Time & Distance	4 Day at \$96.06 / Day	\$384.24
<b>Taxes and Fees</b>	Tourism Commission Rec	3.50 Pct (3.50%)	\$13.45
	Sales Tax	(10.25%)	\$43.89
	Consolidated Facility Chg	6.00/dy (\$6.00 / Day)	\$24.00
	Concession Recovery Fee	11.11 Pct (11.11%)	\$43.91
	Vehicle License Recovery Fee	(\$2.74 / Day)	\$10.96

**Total \$520.45**

(Subject to audit)

Amount charged on March 23, 2024 to VISA (5790) (\$520.45)

APN: CHASE VISA  
AID: A0000000031010  
Verified: Signature  
Entry: Chip  
TSI: E800

**Amount Due \$0.00**

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.

**Thank you for renting  
with Enterprise Rent-A-  
Car**

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](#)

# Past Trip Details

[← Back to Past Trips](#)

Trip #238289012 | Invoice 20031145471

## VEHICLE DRIVEN

HYUNDAI  
PALISADE



## LICENSE PLATE

#9KHA175

## STATE/PROVINCE

CA

## CAR CLASS DRIVEN

ICAR

## CAR CLASS CHARGED

ICAR

## ODOMETER START

5290 Miles

## ODOMETER END

## LOCATION

Burbank Bob Hope Airport (BUR)

[+1 833-679-2054](tel:+18336792054)

## PICK UP

Wed, Mar 27, 2024 at 3:56 PM

## RETURN

Fri, Apr 26, 2024 at 3:48 PM

## RENTAL RATE

TIME & DISTANCE (1 month @ \$ 730.26)

\$ 730.26

## ADD-ONS

CDW / LDW

Included

## FEES

CONCESSION RECOVERY FEE 11.11 PCT

\$ 88.10

CONSOLIDATED FACILITY CHG 6.00/DY

\$ 30.00

TOURISM COMMISSION REC 3.50 PCT

\$ 25.56

VEHICLE LICENSE RECOVERY FEE

\$ 62.70

SALES TAX

\$ 83.88

**TOTAL** (Subject to Audit)

\$ 1,020.50

Total Amount Charged

\$ 1,020.50 USD

6231 Miles

**TOTAL DISTANCE**

941 Miles

04/23T20:31/2024 VI (5790)	\$ 2.34
04/23T20:31/2024 VI (5790)	\$ 254.11
04/23T20:31/2024 VI (5790)	\$ 254.13
04/23T20:31/2024 VI (5790)	\$ 257.37
04/23T20:31/2024 VI (5790)	\$ 276.18
04/27T22:50/2024 VI (5790)	\$ -23.63



**RENTER NAME**

SUSIE PARK

**RENTER ADDRESS**

....CALLE C....  
....., ... ..

**EMERALD CLUB NUMBER**

705987225

**ACCOUNT NAME**

Bank Of America, N.a.

**REWARDS EARNED**

7




238289012



RA # 238289012

OWNER: ENTERPRISE RENT-A-CAR COMPANY OF LOS ANGELES, LLC

<b>RENTAL AGREEMENT SUMMARY</b> NO. 238289012	<b>RESERVATION#</b> 1296858409 <b>ACCOUNT</b> BANK OF AMERICA, N.A.	<b>LOYALTY</b> EC EMERALD CLUB	<b>MODIFY</b> FT#
<b>RENTAL LOCATION</b> BURBANK BOB HOPE ARPT 2501 N HOLLYWOOD WAY STE 2 BURBANK, CA USA 91505 (833) 679-2054	<b>RENTAL DATE</b> 3/27/2024 <b>RENTAL TIME</b> 3:48 PM	<b>RETURN LOCATION</b> BURBANK BOB HOPE ARPT 2501 N HOLLYWOOD WAY STE 2 BURBANK, CA USA 91505 (833) 679-2054	<b>RETURN DATE</b> 4/26/2024 <b>RETURN TIME</b> 3:56 PM
<b>RENTER</b> SUSIE PARK XXX XXXXX XXXXX GLENDALE, CA USA 91208 (XXX) XXX-XXXX	<b>DRIVER'S LICENSE NUMBER</b> XXXX4594		<b>ISSUE DATE</b>
	<b>EXP. DATE</b> XX/XX/XXXX	<b>ISSUING STATE</b> CA	<b>DOB</b> XX/XX/XXXX
<b>RATE RULES AND QUALIFICATIONS</b> MONTHLY CHARGE UP TO 31 DAYS			
<b>LOCAL ADDENDA</b>			
 <b>WARNING:</b> OPERATING, SERVICING AND MAINTAINING A PASSENGER VEHICLE OR OFF-ROAD VEHICLE CAN EXPOSE YOU TO CHEMICALS INCLUDING ENGINE EXHAUST, CARBON MONOXIDE, PHTHALATES, AND LEAD, WHICH ARE KNOWN TO THE STATE OF CALIFORNIA TO CAUSE CANCER AND BIRTH DEFECTS OR OTHER REPRODUCTIVE HARM. TO MINIMIZE EXPOSURE, AVOID BREATHING EXHAUST, DO NOT IDLE THE ENGINE EXCEPT AS NECESSARY, SERVICE YOUR VEHICLE IN A WELL-VENTILATED AREA AND WEAR GLOVES OR WASH YOUR HANDS FREQUENTLY WHEN SERVICING YOUR VEHICLE. FOR MORE INFORMATION GO TO <a href="http://WWW.P65WARNINGS.CA.GOV/PASSENGER-VEHICLE">WWW.P65WARNINGS.CA.GOV/PASSENGER-VEHICLE</a> .			
<b>DAMAGE WAIVER NOTICE:</b> RENTER ACKNOWLEDGES RECEIPT OF ORAL DISCLOSURE THAT DAMAGE WAIVER, (WHICH MAY ALSO BE KNOWN AS LOSS DAMAGE WAIVER OR COLLISION DAMAGE WAIVER); MAY BE DUPLICATIVE OF COVERAGE MAINTAINED UNDER HIS OR HER OWN POLICY OF MOTOR VEHICLE INSURANCE. THE PURCHASE OF DAMAGE WAIVER IS OPTIONAL AND MAY BE DECLINED.			
<b>RENTER SHALL PAY OWNER, ITS AFFILIATES OR AGENTS ALL FEES AND CHARGES PAID OR TO BE PAID BY OWNER, ITS AFFILIATES OR A THIRD PARTY FOR THE USE OF ANY TESLA SUPERCHARGER BY THE VEHICLE DURING THE RENTAL PERIOD, IF APPLICABLE. OWNER OR ITS AFFILIATE MAY SEPARATELY CHARGE RENTER'S CREDIT OR DEBIT CARD (OR BILL RENTER, AS APPLICABLE, FOR CASH RENTALS) FOR EACH FEE OR OTHER CHARGE INCURRED BY OWNER AS A RESULT OF THE VEHICLE USING ANY TESLA SUPERCHARGER DURING THE RENTAL PERIOD.</b>			
*ESTIMATED TOTAL EXCLUDES CHARGES THAT CANNOT BE DETERMINED AT THE TIME RENTAL COMMENCES			
<b>PREVENT THEFT, REMOVE VALUABLES FROM THE RENTAL CAR AND LOCK THE DOORS.</b>			
RENTER ACKNOWLEDGEMENT OF LOCAL ADDENDA _____ SIGNATURE ON FILE _____			

<b>VEHICLE INFORMATION</b>				<b>RENTER ACCEPTS LOSS DAMAGE WAIVER FULL (LDW)</b> AT THE FEE SHOWN IN THE CHARGES SECTION OF THE RENTAL AGREEMENT SUMMARY. SEE THE ADDITIONAL TERMS AND CONDITIONS OF THE RENTAL CONTRACT.		<b>RENTER DECLINES LOSS DAMAGE WAIVER FULL (LDW).</b> SEE THE ADDITIONAL TERMS AND CONDITIONS OF THE RENTAL CONTRACT.		
<b>RESERVED</b>	MIDSIZE			<input checked="" type="checkbox"/> <b>ACCEPTS LDW</b>		<input type="checkbox"/> <b>DECLINES LDW</b>		
<b>DRIVEN</b>	STANDARD CROSSOVER AWD			<b>RENTER ACCEPTS PERSONAL EFFECTS COVERAGE (PEC)</b> AT THE FEE SHOWN IN THE CHARGES SECTION OF THE RENTAL AGREEMENT SUMMARY. SEE THE ADDITIONAL TERMS AND CONDITIONS OF THE RENTAL CONTRACT.		<b>RENTER DECLINES PERSONAL EFFECTS COVERAGE (PEC).</b> SEE THE ADDITIONAL TERMS AND CONDITIONS OF THE RENTAL CONTRACT.		
<b>CHARGED</b>	MIDSIZE			<input type="checkbox"/> <b>ACCEPTS PEC</b>		<input checked="" type="checkbox"/> <b>DECLINES PEC</b>		
<b>CURRENT VEHICLE</b>				<b>RENTER ACCEPTS ROADSIDE PLUS (RSP)</b> AT THE FEE SHOWN IN THE CHARGES SECTION OF THE RENTAL AGREEMENT SUMMARY. SEE THE ADDITIONAL TERMS AND CONDITIONS OF THE RENTAL CONTRACT.		<b>RENTER DECLINES ROADSIDE PLUS (RSP).</b> SEE THE ADDITIONAL TERMS AND CONDITIONS OF THE RENTAL CONTRACT.		
<b>MAKE</b>	HYUN		<b>BAY</b>	<input type="checkbox"/> <b>ACCEPTS RSP</b>		<input checked="" type="checkbox"/> <b>DECLINES RSP</b>		
<b>MODEL</b>	4DR ALL-WHEEL DRIVE		<b>STALL</b>	<b>RENTER ACKNOWLEDGEMENT OF ACCEPTED AND DECLINED PROTECTIONS</b> I ACKNOWLEDGE THAT I HAVE ACCEPTED OR DECLINED PROTECTIONS AS INDICATED ABOVE. RENTER X _____ SIGNATURE ON FILE _____				
<b>COLOR</b>	BLUE MED		<b>ODOMETER</b>					
<b>PLATE</b>	9KHA175	CA						<b>IN</b>
<b>VEHICLE#</b>	RU721276		<b>OUT</b>					FULL
<b>UNIT#</b>	8FCWCC		<b>FUEL</b>					
<b>VEHICLE CONDITION</b> NO DAMAGE DOCUMENTED								



RA # 238289012

PAGE 1 OF 2

RENTER COPY



RA # 238289012

PAGE 2 OF 2

OWNER: ENTERPRISE RENT-A-CAR COMPANY OF LOS ANGELES, LLC

START CHARGES: 3/27/2024 3:56 PM

RENTER CHARGES	DATE RANGE	UNITS CHARGED	TOTAL
TIME & DISTANCE	3/27/2024 - 4/26/2024	1 @ \$754.60 / MONTH	\$754.60
REFUELING CHARGE	3/27/2024 - 4/26/2024	\$5.58 / GALLONS	\$0.00
CDW-ALLOCATED INCLUSIVE	-		INCLUDED
CONCESSION RECOVERY FEE 11.11 PCT (11.11%)	3/27/2024 - 4/26/2024	11.11%	\$90.80
CONSOLIDATED FACILITY CHG 6.00/DY	3/27/2024 - 4/26/2024	5 @ \$6.00 / DAY	\$30.00
TOURISM COMMISSION REC 3.50 PCT (3.5%)	3/27/2024 - 4/26/2024	3.5%	\$26.41
VEHICLE LICENSE RECOVERY FEE	3/27/2024 - 4/26/2024	30 @ \$2.09 / DAY	\$62.70
SALES TAX (10.25%)	3/27/2024 - 4/26/2024	10.25%	\$86.65
		ESTIMATED RENTER CHARGES	\$1,051.16
		ESTIMATED RENTAL CHARGES	\$1,051.16
		DEPOSIT	\$2.35

PAYMENTS

VISA, CREDIT *****5790	SALE	\$276.18
VISA, CREDIT *****5790	SALE	\$257.37
VISA, CREDIT *****5790	SALE	\$2.34
VISA, CREDIT *****5790	SALE	\$254.11
VISA, CREDIT *****5790	SALE	\$254.13
VISA, CREDIT *****5790	AUTH	\$7.03

I HAVE REVIEWED AND AGREE TO ALL ESTIMATED RENTAL CHARGES AND FEES LISTED ON THE SUMMARY OF CHARGES. I ACKNOWLEDGE THAT CHARGES SHOWN ARE ESTIMATES ONLY AND ARE SUBJECT TO CHANGE IF THE VEHICLE IS NOT RETURNED EITHER AT THE AGREED DATE AND TIME OR LOCATION, A REFUELING CHARGE IS INCURRED, OPTIONAL PRODUCTS ARE ADDED/ REMOVED, THE CAR CLASS IS CHANGED AND/ OR ANY OTHER ITEMS OF THE CONTRACT ARE MODIFIED AS AGREED BETWEEN THE RENTER AND OWNER. I AGREE TO PAY FOR FINAL CHARGES IN ACCORDANCE WITH THIS CONTRACT. I ACKNOWLEDGE AND AGREE THAT IN ADDITION TO THE AMOUNTS SHOWN AS OWNED IN THE SUMMARY OF CHARGES, AT THE TIME OF RENTAL, A DEPOSIT MAY BE TAKEN AS AN AUTHORIZATION OR A SALE, AND SUCH FUNDS WILL NOT BE AVAILABLE FOR USE BY AND/ OR REFUNDED TO ME UNTIL AFTER THE VEHICLE IS RETURNED. THIS IS TO ACCOUNT FOR THE POTENTIAL THAT I MAY INCUR ADDITIONAL AMOUNTS OWED UNDER THE CONTRACT. FOR QUESTIONS, PLEASE SEE A RENTAL ASSOCIATE.

RENTER X SIGNATURE ON FILE

BILL-TO- N	ACCOUNT BANK OF AMERICA, N.A.	BILLING REFERENCE #
------------	-------------------------------	---------------------

ADDITIONAL AUTHORIZED DRIVER(S):

RENTER SHALL BE RESPONSIBLE FOR THE ACTS OF ANY ADDITIONAL AUTHORIZED DRIVER(S) WHILE THEY ARE DRIVING AND FOR FULFILLING THE ADDITIONAL TERMS AND CONDITIONS.

I, THE "RENTER" BY SIGNING BELOW, HAVE READ AND AGREE TO THE TERMS AND CONDITIONS IN THE ADDITIONAL TERMS AND CONDITIONS, WHICH ARE INCORPORATED BY REFERENCE AS IF FULLY SET FORTH HEREIN, AND THE RENTAL AGREEMENT SUMMARY (COLLECTIVELY, THE ADDITIONAL TERMS AND CONDITIONS AND THE RENTAL AGREEMENT SUMMARY ARE THE "CONTRACT"). BY SIGNING BELOW, I AM AUTHORIZING OWNER TO CHARGE TO THE CREDIT CARD(S) AND/OR DEBIT CARD(S) THAT I HAVE PROVIDED TO OWNER ALL AMOUNTS OWED BY ME UNDER THIS CONTRACT FOR ADVANCE DEPOSITS, INCREMENTAL AUTHORIZATIONS/DEPOSITS, AND OR ANY OTHER AMOUNTS OWED BY ME, AS WELL AS PAYMENTS REFUSED BY A THIRD PARTY TO WHOM BILLING WAS DIRECTED. I ALSO AUTHORIZE OWNER TO RE-INITIATE ANY CHARGE TO MY CARD(S) THAT IS DISHONORED FOR ANY REASON. I CERTIFY THAT THE DRIVER'S LICENSE(S) PRESENTED IS CURRENTLY VALID AND IS NOT SUSPENDED, EXPIRED, REVOKED, CANCELLED OR SURRENDERED. I FURTHER ACKNOWLEDGE AND CONSENT TO THE TERMS AND CONDITIONS SET FORTH IN THE PARAGRAPH WITH THE HEADING "DISPUTE RESOLUTION PROVISION- MANDATORY ARBITRATION AGREEMENT" IN THE ADDITIONAL TERMS AND CONDITIONS. BY SIGNING BELOW RENTER AGREES TO OWNER'S COLLECTION OF INFORMATION ABOUT RENTER'S USE OF VEHICLE AND TEXTING & CALLING TERMS. SEE PARAGRAPHS WITH THE HEADINGS TEXT & CALL AND OWNER'S COLLECTION AND USE OF VEHICLE DATA: RENTER'S USE OF VEHICLES NAVIGATION AND INFOTAINMENT SYSTEMS AND VEHICLE MANUFACTURER APPS IN THE ADDITIONAL TERMS AND CONDITIONS.

TERMS AND CONDITIONS

[CLICK TO VIEW ADDITIONAL TERMS AND CONDITIONS](#)

SIGNATURE ON FILE	4/23/2024	OWNER REP	EMP#	E68CH5
-------------------	-----------	-----------	------	--------

OWNER IS AN AFFILIATE OF ENTERPRISE HOLDINGS INC., WHICH IS THE DIRECT OR INDIRECT OWNER OF THE ENTERPRISE, NATIONAL AND ALAMO BRANDS AND TRADEMARKS.



RA # 238289012

PAGE 2 OF 2

RENTER COPY

**NOTIFICATION TO FCA US LLC CUSTOMER CENTER**

Customer Name Nicholas Mata

Address 6117 Clements Lane Elkridge MD 21075  
(Street) (City) (State) (Zip)

Daytime Telephone 440-391-8626

VIN Number 2C4RC1N79NR130382

Date of Purchase 04/15/22 Mileage 34,100

Servicing Dealer Oursman Chrysler

Number of days vehicle has been Out-of-Service 26 days

Number of repair attempts to repair same condition See attached letter

Description of Concern: See attached letter

\_\_\_\_\_

\_\_\_\_\_

Nicholas Mata

Name

6117 Clements Lane

Street Address

Elkridge, MD, 21075

City, State, ZIP

PLACE  
STAMP  
HERE

**FCA US LLC  
Customer Assistance Center  
P.O. Box 21-8004  
Auburn Hills, MI 48321-8004**

Nicholas Mata  
6117 Clements Lane  
Elkridge, Maryland 21075  
440-391-8626  
03/22/2024

Chrysler  
FCA US LLC  
Customer Assistance Center  
P.O. Box 21-8004  
Auburn Hills, MI 48321-8004

BY CERTIFIED MAIL  
RETURN RECEIPT REQUESTED

Dear Sir or Madam,

I am writing to notify you of the problems I have been having with my Chrysler Pacifica 2022 VIN 2C4RC1N79NR130382 and to request that you correct this problem within 30 days of your receipt of this letter.

I purchased my car from Ourisman Chrysler-Jeep-Dodge on 04/15/2022. Approximately 7 months after this time, I began having trouble with the vehicle turning off unexpectedly while driving on the freeway. At random intervals, without apparent cause, while driving down busy freeways traveling over 60 mph, the car would electrically short circuit and turn off to the point that the accelerator would not respond and my only capability for controlling the vehicle was to use the steering wheel and to brake. I would then need to attempt to maneuver traffic without an accelerator until I could find a pull-off area, then switch the vehicle to park, turn the vehicle off, open my door while in the emergency lane to reset the electrical circuit of the vehicle, then turn the vehicle back on. I would then need to merge back on to the freeway from a parked position while traffic is driving at 60mph. The problem has occurred at random intervals, unexpectedly, since that time. I took my car back to the dealer for repairs on 11/30/22, at which time the dealer claimed to repair the issue. I had 1 more episode in early 2023, but it did not occur again until early January of 2024. It happened multiple times within a week, I made multiple attempts to call Ourisman Chrysler to have it repaired, but did not receive a call back for weeks because the advisors needed to check to see if parts were available. The issue continued to recur at random intervals. I eventually set up an oil change and tire rotation and asked in-person on that day if they could repair the recall for this issue happening. They agreed and the vehicle underwent a repair on 3/14/24. On 3/18/24, the same error occurred, but with a different error message. The same error occurred 4 more times before the vehicle was brought back to the dealership and a complaint was issued to Chrysler. The vehicle is currently at the Chrysler dealership, delivered on 3/22/24.

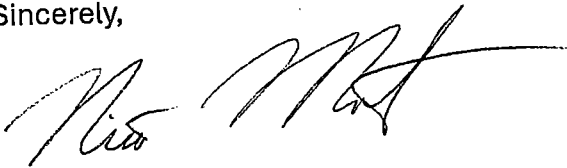
To date, the dealer has been unable to fix the problem at it is extremely hazardous to drive this vehicle. The vehicle continues to shut off specifically while driving in high-speed areas, forcing me to attempt to safely navigate the car to an emergency lane without the ability to accelerate or use any forward motion. I have been lucky enough to find an emergency pull off lane on every instance, but it is likely that one of these times, this mechanical error in the vehicle will prove to be fatal to me or to another driver.

Attached are copies of the repair orders that document the dealership's attempts to repair my car.

This problem substantially impairs both the use and value of my car. Therefore, if you and/or your dealer are unable to correct this problem in a "reasonable number of attempts" as that phrase is defined in Maryland's Automotive Warranty Enforcement Act (Md. Code Ann., Com. Law II, §14-1502 (d) ), I will expect you to repurchase so that I do not need to continue risking my life by driving it, the vehicle pursuant to §14-1502(c) of the Act.

Please contact me at the above address or telephone number to arrange a mutually convenient date and time for you to inspect my car and make the necessary repairs.

Sincerely,

A handwritten signature in black ink, appearing to be "Chris" followed by a stylized surname.

Enclosures

# OURISMAN

## CHRYSLER-JEEP-DODGE

12430 AUTO DRIVE  
CLARKSVILLE, MD 21029  
WASH (301) 596-9990  
BALT (410) 988-8100



ALL SALES PAID FOR WITH A CREDIT CARD WILL BE SUBJECT TO A 3% FEE

CELL: 440-391-8626

CUSTOMER NO. <b>163200</b>		ADVISOR <b>DWAYNE BRIDGETT</b>	1592	TAG NO. <b>L199</b>	INVOICE DATE <b>12/23/22</b>	INVOICE NO. <b>CHCS304577</b>	
NICHOLAS DAVID MATA 6117 CLEMENTS LN ELK RIDGE, MD 21705  nico.mata16@gmail.com		LABOR RATE	LICENSE NO.	MILEAGE <b>11,745</b>	COLOR <b>BRILL BLK C</b>	STOCK NO. <b>6130382</b>	
		YEAR / MAKE / MODEL <b>22/CHRYSLER/PACIFICA/4DR WGN HYB PLA</b>				DELIVERY DATE <b>04/15/22</b>	DELIVERY MILES <b>11</b>
		VEHICLE I.D. NO. <b>2 C 4 R C 1 N 7 9 N R 1 3 0 3 8 2</b>				SELLING DEALER NO.	PRODUCTION DATE
RESIDENCE PHONE <b>440-391-8626</b>		BUSINESS PHONE <b>443-808-1808</b>		COMMENTS	<b>MO: 11750</b>		

**JOB# 1 CHARGES**

**LABOR**

J# 1 10CHZZ11 CHECK ENGINE LIGHT HOURS: 8.40 TECH(S):167011 **WARRANTY**

C/S: CUSTOMER STATES THE MIL CAME ON AND VEHICLE SHUT OFF HAS HAPPENED TWICE.  
STORED POA43-00 EVENT DATA SHOWS FAILURE HAS OCCURED 2 TIMES 500 MILES APART SO NOT LIKELY TO FAIL AGAIN DURING DIAGNOSE FOLLOWING DIAGNOSTIC FLOW CHART FOR POA43 VERIFY ALL CIRCUIT FROM PIM TO TRANS AND INTERNAL TRANS FOR MOTOR A ALL TEST RESULTS NORMAL OPEN STAR CASE 102238631 STAR AGENT REQUEST INSPECT TRANS FLUID FOUND METAL SHAVINGS IN FLUID LIKELY CAUSE OF SHORT CIRCUIT IN MOTOR A STAR AGENT AUTHORIZE REPLACE TRANSMISSION DIAGNOSE CONCERN-CONTACTED STAR CENTER-PROVIDED SCAN REPORTS-FOLLOW FLOW CHART DIAGNOSIS-REPLACE TRANSMISSION DRAIN AND REFILL TRANS/PIM COOLANT SYSTEM AND BLEED PERFORM ALL PROGRAMMING AND RELEARN RESOLVER TEST DROVE OPERATION AS DESIGNED

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	1		68490840-AA	.8MM PART 21002003		WARRANTY
	1		68272788-AA	GASKET IN 21004003		WARRANTY
	9		68382486-AA	BOLT HEX 09004001		WARRANTY
<b>TOTAL - PARTS</b>					<b>0.00</b>	
MISC	CODE	DESCRIPTION		CONTROL NO		
	LC	OURISMAN RENTAL				WARRANTY
<b>TOTAL - MISC</b>					<b>0.00</b>	

**JOB# 1 TOTALS**

**JOB# 1 JOURNAL PREFIX CHCS JOB# 1 TOTAL 0.00**

Limited express warranty labor and parts 90 days or 4,000 miles whichever occurs first. Installed parts warranted 12 months or 12,000 miles whichever occurs first.

Your specific warranty may vary. Consult service advisor or owners manual for details.

Manufacturer Special Policy Adjustment Programs  
Federal law requires manufacturers to furnish the National Highway Traffic Safety Administration (N.H.T.S.A.) with bulletins describing any defects in their vehicles. You may obtain copies of these bulletins from either the manufacturer or N.H.T.S.A. In addition, certain consumer publications or organizations publish this information, which may be available for a fee or for free.

WHILE YOUR MOTOR VEHICLE IS ON THE PREMISES OF THE AUTOMOTIVE REPAIR FACILITY, THE AUTOMOTIVE REPAIR FACILITY MAY NOT BE RESPONSIBLE FOR DAMAGE TO YOUR MOTOR VEHICLE UNDER CERTAIN CIRCUMSTANCES. YOU SHOULD ASK A REPRESENTATIVE OF THE AUTOMOTIVE REPAIR FACILITY ABOUT THE EXTENT OF ITS RESPONSIBILITY, INCLUDING THE EXTENT OF THE INSURANCE COVERAGE OF THE AUTOMOTIVE REPAIR FACILITY.

"You agree that we may try to contact you in writing, by email, or by 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."

\* = Non OEM Part  
R/REM/RM = Remanufactured Part

Ourisman Dual Pricing details: All prices reflect debit, cash, or check pricing. Credit Card transactions incur a 3% convenience fee that is paid directly to the credit card merchants.

**JOB# 2 CHARGES**

**LABOR**

J# 2 26CHZZ27PT MULTI-POINT INSPECT HOURS: TECH(S):167011 **WARRANTY**

PERFORM MULTI POINT INSPECTION PER SHEET  
PERFORM FREE VEHICLE INSPECTION  
PERFORMED MULTI POINT INSPECTION PER SHEET  
ADVISED CUSTOMERS OF ANY NEEDED ITEMS  
RIGHT MIRROR GLASS

**JOB# 2 TOTALS**

**JOB# 2 JOURNAL PREFIX CHCS JOB# 2 TOTAL 0.00**

No claims or adjustments without this receipt.

Labor charges are computed by flat rate measure and are based on industry accepted sources. Repairs charged for were needed and performed. This vehicle has been tested and in my opinion the work was performed satisfactorily.

X \_\_\_\_\_

The Reynolds and Reynolds Company ERAINTIVE CG640775 Q (10/23)

# OURISMAN

## CHRYSLER-JEEP-DODGE



12430 AUTO DRIVE  
CLARKSVILLE, MD 21029  
WASH (301) 596-9990  
BALT (410) 988-8100



ALL SALES PAID FOR WITH A CREDIT CARD WILL BE SUBJECT TO A 3% FEE

CELL: 440-391-8626

CUSTOMER NO. <b>163200</b>		ADVISOR <b>DWAYNE BRIDGETT</b>	1592	TAG NO. <b>L199</b>	INVOICE DATE <b>12/23/22</b>	INVOICE NO. <b>CHCS304577</b>
<b>NICHOLAS DAVID MATA</b> 6117 CLEMENTS LN ELK RIDGE, MD 21705  nico.mata16@gmail.com		LABOR RATE	LICENSE NO.	MILEAGE <b>11,745</b>	COLOR <b>BRILL BLK C</b>	STOCK NO. <b>6130382</b>
		YEAR/MAKE/MODEL <b>22/CHRYSLER/PACIFICA/4DR WGN HYB PLA</b>			DELIVERY DATE <b>04/15/22</b>	DELIVERY MILES <b>11</b>
		VEHICLE I.D. NO. <b>2 C 4 R C 1 N 7 9 N R 1 3 0 3 8 2</b>			SELLING DEALER NO.	PRODUCTION DATE
RESIDENCE PHONE <b>440-391-8626</b>		BUSINESS PHONE <b>443-808-1808</b>		R.T.E. NO.		P.O. NO. <b>167011</b>
				R.O. DATE <b>11/30/22</b>		
				COMMENTS		<b>MO: 11750</b>

**TOTALS**

PARTS DESIGNATED WITH "REM" OR "R" ARE REBUILT/RECONDITIONED	TOTAL LABOR....	0.00
THE SERVICE WAS COMPLETED ON MY VEHICLE [ ]	TOTAL PARTS....	0.00
THE MULTI POINT WAS REVIEWED [ ]	TOTAL SUBLET...	0.00
MY RECALL STATUS WAS CHECKED [ ]	TOTAL G.O.G....	0.00
MY VEHICLE SETTINGS WERE NOT CHANGED [ ]	TOTAL MISC CHG.	0.00
MY OIL CHANGE INDICATOR WAS RESET [ ]	TOTAL MISC DISC	0.00
MY VEHICLE WAS RETURNED AS CLEAN OR CLEANER [ ]	TOTAL TAX.....	0.00
I WAS OFFERED TO SCHEDULE NEXT SERVICE APPOINTMENT [ ]	<b>TOTAL INVOICE \$</b>	<b>0.00</b>
HOW LIKELY ARE YOU TO RECOMMEND THIS DEALERSHIP?		
(1) (2) (3) (4) (5) (6) (7) (8) (9) (10)		

Date:----- Cashier:-----  
 Cash:----- Credit Card:-----  
 Check#:----- Check Amount\$:----- Appr#:-----

Limited express warranty labor and parts 90 days or 4,000 miles whichever occurs first. Installed parts warranted 12 months or 12,000 miles whichever occurs first.

Your specific warranty may vary. Consult service advisor or owners manual for details.

Manufacturer Special Policy Adjustment Programs

Federal law requires manufacturers to furnish the National Highway Traffic Safety Administration (N.H.T.S.A.) with bulletins describing any defects in their vehicles. You may obtain copies of these bulletins from either the manufacturer or N.H.T.S.A. In addition, certain consumer publications or organizations publish this information, which may be available for a fee or for free.

CUSTOMER SIGNATURE  
\*\*\*\*\* D U P L I C A T E I N V O I C E \*\*\*\*\*

WHILE YOUR MOTOR VEHICLE IS ON THE PREMISES OF THE AUTOMOTIVE REPAIR FACILITY, THE AUTOMOTIVE REPAIR FACILITY MAY NOT BE RESPONSIBLE FOR DAMAGE TO YOUR MOTOR VEHICLE UNDER CERTAIN CIRCUMSTANCES. YOU SHOULD ASK A REPRESENTATIVE OF THE AUTOMOTIVE REPAIR FACILITY ABOUT THE EXTENT OF ITS RESPONSIBILITY, INCLUDING THE EXTENT OF THE INSURANCE COVERAGE OF THE AUTOMOTIVE REPAIR FACILITY.

"You agree that we may try to contact you in writing, by email, or by 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."

\* = Non OEM Part  
R/REM/RM = Remanufactured Part

Ourisman Dual Pricing details: All prices reflect debit, cash, or check pricing. Credit Card transactions incur a 3% convenience fee that is paid directly to the credit card merchants.

No claims or adjustments without this receipt.

Labor charges are computed by flat rate measure and are based on industry accepted sources. Repairs charged for were needed and performed. This vehicle has been tested and in my opinion the work was performed satisfactorily.

X \_\_\_\_\_

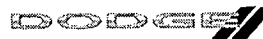
The Reynolds and Reynolds Company, EBAIN7INVE, CC640775 Q (10/23)

Ourisman CDJR  
12430 Auto Drive  
Clarksville, MD, 21029  
301-708-0766

# OURISMAN

## CHRYSLER-JEEP-DODGE

12430 AUTO DRIVE  
CLARKSVILLE, MD 21029  
WASH (301) 596-9990  
BALT (410) 988-8100



SALES PAID FOR WITH A CREDIT CARD WILL BE SUBJECT TO A 3% FEE

03/14/2024

14:22

**SALE**

CELL: 440-391-8626

ADVISOR <b>MEGAN SCOTT</b>	156257	TAG NO. <b>8326</b>	INVOICE DATE <b>03/14/24</b>	INVOICE NO. <b>CHCS321099</b>
LABOR RATE	LICENSE NO.	MILEAGE <b>33,893</b>	COLOR <b>BRILL BLK C</b>	STOCK NO. <b>6130382</b>
YEAR / MAKE / MODEL <b>22/CHRYSLER/PACIFICA/4DR WGN HYB PLA</b>			DELIVERY DATE <b>04/15/22</b>	DELIVERY MILES <b>11</b>
VEHICLE I.D. NO. <b>2 C 4 R C 1 N 7 9 N R 1 3 0 3 8 2</b>			SELLING DEALER NO.	PRODUCTION DATE
F.T.E. NO.		P.O. NO. <b>0642</b>	R.O. DATE <b>03/14/24</b>	
PHONE <b>308-1808</b>	COMMENTS			<b>MO: 33893</b>

IVING  
140.00 (+TAX)

Limited express warranty labor and parts 90 days or 4,000 miles whichever occurs first. Installed parts warranted 12 months or 12,000 miles whichever occurs first.

Your specific warranty may vary. Consult service advisor or owners manual for details.

ARE REBUILT/RECONDITIONED TOTAL LABOR.... 61.95  
 TOTAL PARTS.... 83.59  
 VEHICLE [ ] TOTAL SUBLET... 0.00  
 TOTAL G.O.G.... 0.00  
 TOTAL MISC CHG. 30.71  
 TOTAL MISC DISC -41.32  
 TOTAL TAX..... 5.02

Manufacturer Special Policy Adjustment Programs  
 Federal law requires manufacturers to furnish the National Highway Traffic Safety Administration (N.H.T.S.A.) with bulletins describing any defects in their vehicles. You may obtain copies of these bulletins from either the manufacturer or N.H.T.S.A. In addition, certain consumer publications or organizations publish this information, which may be available for a fee or for free.

OR CLEANER [ ]  
 SERVICE APPOINTMENT [ ]  
 THIS DEALERSHIP?  
 9) (10)

**TOTAL INVOICE \$ 139.95**

WHILE YOUR MOTOR VEHICLE IS ON THE PREMISES OF THE AUTOMOTIVE REPAIR FACILITY, THE AUTOMOTIVE REPAIR FACILITY MAY NOT BE RESPONSIBLE FOR DAMAGE TO YOUR MOTOR VEHICLE UNDER CERTAIN CIRCUMSTANCES. YOU SHOULD ASK A REPRESENTATIVE OF THE AUTOMOTIVE REPAIR FACILITY ABOUT THE EXTENT OF ITS RESPONSIBILITY, INCLUDING THE EXTENT OF THE INSURANCE COVERAGE OF THE AUTOMOTIVE REPAIR FACILITY.

Trans #: 19

Batch #: 240

VISA CHIP  
 \*\*\*\*\*3120 \*\*\*/\*\*  
 Base Amt: \$139.95  
 Credit Card Fee: \$4.20  
 Total: \$144.15

Cashier:-----  
 City Card:-----



"You agree that we may try to contact you in writing, by email, or by 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."

\* = Non OEM Part  
 R/REWRM = Remanufactured Part

Ourisman Dual Pricing details: All prices reflect debit, cash, or check pricing. Credit Card transactions incur a 3% convenience fee that is paid directly to the credit card merchants.

No claims or adjustments without this receipt.

Labor charges are computed by flat rate measure and are based on industry accepted sources. Repairs charged for were needed and performed. This vehicle has been tested and in my opinion the work was performed satisfactorily.

X

STOMER COPY

[ END OF INVOICE ] 03:20pm

# OURISMAN CHRYSLER-JEEP-DODGE



12430 AUTO DRIVE  
CLARKSVILLE, MD 21029  
WASH (301) 596-9990  
BALT (410) 988-8100



FEES PAID FOR WITH A CREDIT CARD WILL BE SUBJECT TO A 3% FEE

CELL: 440-391-8626

ADVISOR <b>MEGAN SCOTT</b>	156257	TAG NO. <b>8326</b>	INVOICE DATE <b>03/14/24</b>	INVOICE NO. <b>CHCS321099</b>
LABOR RATE	LICENSE NO.	MILEAGE <b>33,893</b>	COLOR <b>BRILL BLK C</b>	STOCK NO. <b>6130382</b>
YEAR / MAKE / MODEL <b>22/CHRYSLER/PACIFICA/4DR WGN HYB PLA</b>			DELIVERY DATE <b>04/15/22</b>	DELIVERY MILES <b>11</b>
VEHICLE I.D. NO. <b>2 C 4 R C 1 N 7 9 N R 1 3 0 3 8 2</b>			SELLING DEALER NO.	PRODUCTION DATE
F.T.E. NO.		P.O. NO. <b>0642</b>	R.O. DATE <b>03/14/24</b>	
PHONE <b>8-1808</b>	COMMENTS			<b>MO: 33893</b>

App Name: **VISA CREDIT**  
AID: **A000000031010**  
TVR: **0080008000**  
TSI: **E800**

Cardholder acknowledges receipt of goods and obligations set forth by the cardholder's agreement with issuer.

Signature  
**MATA NICHOLAS**  
CUSTOMER COPY

CK HOURS: 0.00 TECH(S):170424 0.00  
INSPECTION AND CHECKED FOR  
HIGH WI-TECH  
INSPECTION  
INSPECTION

JOB# 1 JOURNAL PREFIX CHCS JOB# 1 TOTAL 0.00

AGE HOURS: TECH(S):106448 61.95  
TIRE ROTATION AND INSPECT VEHICLE PER

DESCRIPTION	UNIT	PRICE
FILTER EN 09057006		20.89
OIL 0W-20-00000001		10.45
TOTAL - PARTS		83.59
CONTROL NO		-21.89
COMPLIANCE-OFFSET		-8.28
CREDIT		-11.15
TOTAL - MISC		-41.32
LABOR		61.95
PARTS		83.59
MISC		-41.32

YEAR ANNIVERSARY

JOB# 2 JOURNAL PREFIX CHCS JOB# 2 TOTAL 104.22

JOB# 3 CHARGES

LABOR  
JOB# 3+12CHZ879 RECALL HOURS: 0.30 TECH(S):0642 WARRANTY  
COMPLETE RECALL 03A RU PHEV LOSS OF MOTIVE POWER  
RECALL COMPLETED

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX CHCS JOB# 3 TOTAL 0.00

MISC	CODE	DESCRIPTION	CONTROL NO
JOB # A	13	EPA CHARGE INTERNAL	
JOB # A	DM	FILE SECURITY & COMPLIANCE FEE	
JOB # A	02	MISC. SHOP SUPPLIES	
TOTAL - MISC			30.71

Limited express warranty labor and parts 90 days or 4,000 miles whichever occurs first. Installed parts warranted 12 months or 12,000 miles whichever occurs first.

Your specific warranty may vary. Consult service advisor or owners manual for details.

Manufacturer Special Policy Adjustment Programs  
Federal law requires manufacturers to furnish the National Highway Traffic Safety Administration (N.H.T.S.A.) with bulletins describing any defects in their vehicles. You may obtain copies of these bulletins from either the manufacturer or N.H.T.S.A. In addition, certain consumer publications or organizations publish this information, which may be available for a fee or for free.

WHILE YOUR MOTOR VEHICLE IS ON THE PREMISES OF THE AUTOMOTIVE REPAIR FACILITY, THE AUTOMOTIVE REPAIR FACILITY MAY NOT BE RESPONSIBLE FOR DAMAGE TO YOUR MOTOR VEHICLE UNDER CERTAIN CIRCUMSTANCES. YOU SHOULD ASK A REPRESENTATIVE OF THE AUTOMOTIVE REPAIR FACILITY ABOUT THE EXTENT OF ITS RESPONSIBILITY, INCLUDING THE EXTENT OF THE INSURANCE COVERAGE OF THE AUTOMOTIVE REPAIR FACILITY.

"You agree that we may try to contact you in writing, by email, or by 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."

\* = Non OEM Part  
R/REM/RM = Remanufactured Part

Ourisman Dual Pricing details: All prices reflect debit, cash, or check pricing. Credit Card transactions incur a 3% convenience fee that is paid directly to the credit card merchants.

No claims or adjustments without this receipt.

Labor charges are computed by flat rate measure and are based on industry accepted sources. Repairs charged for were needed and performed. This vehicle has been tested and in my opinion the work was performed satisfactorily.

X

The Reynolds and Reynolds Company EBANTIANVE CCR40775 Q (10/23)

NICHOLAS MATA  
6117 CLEMENTS Lane  
ELK RIDGE, MD 21075



9589 0710 5270 0190 2041 86

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

U.S. POSTAGE PAID  
FCM LG ENV  
ELKRIDGE, MD 21075  
MAR 22, 2024

**\$6.27**

R2303S102062-1

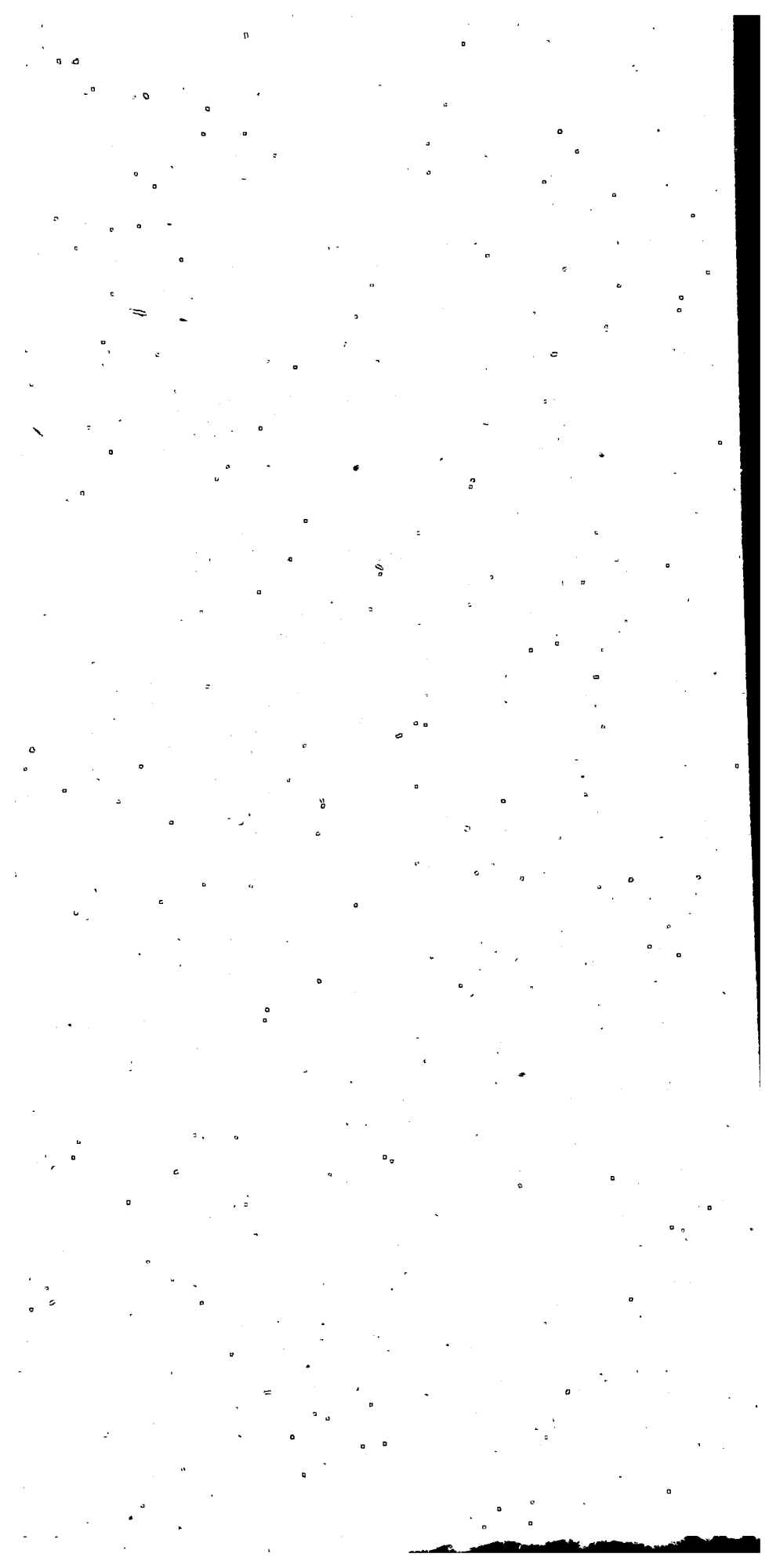


48321

Retail



RDC 99



**Linked**  **profile**

**Linked**  **profile**

**Linked**  **profile**

**Linked**  **profile**

**Linked**  **profile**

# FOX RENT A CAR

**Pickup Location:**  
FOX SAN JOSE AIRPORT  
1659 AIRPORT BLVD  
/ CAR RENTAL CENTER  
SAN JOSE, CA 95110

**Dropoff Location:**  
FOX SAN JOSE AIRPORT  
1659 AIRPORT BLVD  
/ CAR RENTAL CENTER  
SAN JOSE, CA 95110

**Phone Numbers :**  
Rental Extensions (855) 571-8414  
Roadside (877) 936-9349  
Cust. Service (855) 571-8413

## RENTER DETAILS

Name : SARA LOUISE PEARSON  
DL#: 1371 CA Exp. Date: 01/15/2025  
CC#: XXXX-XXXX-XXXX-4111

### \*\*ADDITIONAL AUTHORIZED DRIVER(S)\*\*

Must be listed on the contract at time of rental and be 19 or older with a valid driver's license. Operation by an unauthorized driver voids any/all coverages and waivers.

Additional Driver: N O N E Authorized

\*\*For all the provisions herein, the term "Renter", "you" or "your" shall include any and all additional authorized drivers.

## UNIT DETAILS

UNIT#: TP279021  
MODEL: 2023 4RUNNER SR5 RWD  
MAKE: TOYOTA WHITE  
LIC#: 9CWD881  
VIN#: JTEEU5JR1P5279021  
MILES OUT: 53597  
FUEL OUT: Full

## RA #: SJC-614363

STDW-



CHECKED OUT BY: MIGUEL  
DATE/TIME OUT: 04/10/2024 02:51 PM  
DATE/TIME DUE IN: 04/15/2024 02:00 PM  
DATE/TIME EXCH:  
DATE/TIME IN:

## Important Information :

- \* RATES DO NOT INCLUDE GAS AND ARE BASED ON A MINIMUM RENTAL OF 24 HOURS PLUS MILEAGE. Daily charges apply to consecutive 24-Hour periods starting at the hour and minute the rental begins. Each portion of a 24-hour period shall be considered a 24-hour period. Charges for unused rental days due to early return will not be refunded.
- \* Renter must immediately report all damage to the lessor and all accidents to both the police and the lessor. Renter must also complete a lessor accident report.
- \* Vehicle rentals originating in the states CA, WA, AZ, NV, CO, UT can only be driven within the states of CA, WA, AZ, NV, CO, UT, OR, NM, WY, ID, TX, OK, KS, NE, SD.
- \* Fox Rent A Car has waived uninsured/underinsured motorist coverage and same is not available to Renter, operator, or passengers.

## NOTICE ABOUT YOUR FINANCIAL RESPONSIBILITY AND OPTIONAL DAMAGE WAIVER

In addition to other obligations under the California Civil Code and California law, if optional Loss Damage Waiver (LDW) is not purchased and subject to any limitations in California law, Renter shall be responsible for damages or losses related to the vehicle as follows: (a) You are responsible for all collision damage to the vehicle, even if someone else caused it or the cause is unknown. (b) You will be responsible for theft of the vehicle or damages resulting from the theft of the vehicle if you or authorized driver(s) fail to exercise ordinary care of the vehicle during the rental period. (c) You are responsible for the cost of repair up to the fair market value of the vehicle, administrative fees, towing, storage and impound fees. (d) You are responsible for the first \$500 of vandalism that is not a direct result of the actual theft of the vehicle.

Your own insurance or the issuer of the credit card you use to pay for the rental may cover all or part of your financial responsibility for the vehicle. You should check with your insurance or credit card issuer to find out about your coverage and the amount of the deductible, if any, for which you may be liable. If you use a credit card that provides coverage for your potential liability, you should check with the issuer to determine if you must first exhaust the coverage limits of your own insurance before the credit card coverage applies.

If you accept at time of rental and pay LDW upon return of the Vehicle or termination of the Agreement, FOX waives the right to collect from you for damage or loss to the Vehicle if you stayed in compliance with terms and conditions of the rental Agreement. LDW is not insurance. In addition, LDW will not protect you if you commit any of the acts listed in paragraph 6 on the reverse side of this Agreement. The cost of an optional LDW is \$ NOT APPLICABLE The purchase of LDW is optional.

DEPOSITS:  
MILES FREE: UNLIMITED MILES  
\*\*CHARGE SUMMARY\*\*  
Miles Unlimited  
Hour(s) @ \$9.30  
5 Day(s) @ \$27.74 \$138.70  
Day(s) @ \$27.74

EST TOTAL TIME & MILEAGE: 138.70  
FUEL CHARGE @ 8.99/gal 0.00  
CA TOURISM 3.50% @ 3.50% \$4.85  
SJC CONC 11.11% @ 11.11% \$16.05  
CA TAX SJC 9.375% @ 9.375% \$15.05

5 VEHICLE LICENSE FEE @ \$ 1.15/Day \$ 5.75  
5 CONSOLIDATED FACILITY @ \$ 9.00/Day \$ 45.00

=====

TOTAL ESTIMATED CHARGES: \$225.40  
RENTER PAYMENTS: \$225.40  
NET DUE FROM RENTER: \$225.40  
NET DUE FROM CO: \$0.00  
Minimum 5 Days @ \$27.74 /Day Not To Exceed \$138.70

CHARGES FOR UNUSED RENTAL DAYS DUE TO EARLY RETURN WILL NOT BE REFUNDED

Late Return \$ 52.74 /Day After 04/15/2024 02:00 PM

Acknowledges X: \_\_\_\_\_

Renter's Signature X: \_\_\_\_\_

Additional Renter's Signature X: \_\_\_\_\_

My name is  MIGUEL  It was a pleasure serving you today. I thank you for your business and kindly ask that you  mention my name  in any survey requests you may receive.

If you have any questions or concerns during your rental, please contact us at [sjc.operations\\_manager@foxrentacar.com](mailto:sjc.operations_manager@foxrentacar.com) for assistance.

\_\_\_\_\_ By initialing here I agree to purchase each of the above coverages and that I declined any other coverages I have been offered.

I certify that I did not exit the Airport on a Fox Rent A Car Shuttle Bus, other Airport Transportation, and/or I did not use an Airport courtesy phone to arrange the car rental within twenty-four (24) hours of arrival at the airport.  
\_\_\_\_\_ Signature

THIS AGREEMENT REQUIRES ARBITRATION OR A SMALL CLAIMS COURT CASE ON AN INDIVIDUAL BASIS, RATHER THAN A JURY TRIAL OR CLASS ACTION. BY ENTERING INTO THIS RENTAL AGREEMENT, YOU AGREE TO THIS ARBITRATION PROVISION AS SET FORTH ON THE FRONT AND BACK OF THIS RENTAL AGREEMENT.

X  
You understand and agree that you are responsible for payment of all tolls, fines, and violations, and you hereby authorize Fox Rent A Car, Inc. to release your rental car charge/debit card and personal information to ATS Processing Services, LLC, PlatePass, LLC, and their affiliates (collectively, "ATS") for the exclusive purpose of processing and billing for parking or traffic fines, penalties, and/or toll charges, plus a service fee up to: (a) \$40 for each parking or traffic infraction; and (b) \$15 for each toll (up to a maximum service fee of \$90 for tolls) incurred during the term of this rental. If you purchased PlatePass and you utilize cashless toll roads: (a) throughout FL, CO, NC, GA, and TX; (b) on the SF Bay Area Bridges in N. CA and State Routes 73, 133, 241, and 261 in S. CA; and (c) on the Tacoma Narrows and SR 520 Bridges in WA (collectively, the "Toll Roads"), then you will pay no additional fee for using the Toll Roads. Except for the Toll Roads, you understand and agree that you must pay for all other toll roads yourself to avoid service fees. In connection with your tolls and citations, you authorize ATS to: (a) contact you; (b) contact toll or citation issuing authorities; (c) share your information with toll or citation issuing authorities; and/or (d) transfer liability of any toll or violation to you. In some jurisdictions, toll or violation liability may not be transferred and you may lose the right to contest it. FOX can also email me their Promotions via email I provided to rent this vehicle. I may opt out at any time. I authorize lessor or his agent to process a credit card voucher, for charges incurred hereunder. I have read the terms and conditions on all pages on this agreement and agree thereto and also to return vehicle to lessor or his agent on or before due back date and at place specified. The rate is only guaranteed for the original duration of the rental as stated in the rental agreement. All charges subject to Final Audit. Renter agrees to all terms on both pages on this Agreement.



### Renter Information

**Renter Name**  
LALITH SUBRAMANIAN

**Renter Address**  
SAN RAMON, CA 94582  
USA

### Vehicle Information

**CORO**  
**License #:** 8XGE353  
**State/Province:** CA  
**Unit #:** 8CL418  
**Vehicle #:** NP276540

**Vehicle Class Driven**  
Midsize 2/4 door/Automatic/Air

**Vehicle Class Charged**  
Compact 2/4 door/Automatic/Air

**Odometer Mileage/Kilometers**  
**Starting:** 49673 **Ending:** 49810  
**Total:** 137

**Fuel**  
**Starting:** 10.9g **Ending:** 11.6g

**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](#)

### Trip Information

**Pickup**  
📅 Friday, April 19, 2024 ⌚ 3:35 PM  
**ROSEVILLE AUTOMALL**  
150 N SUNRISE AVE  
ROSEVILLE, CA 95661-2905  
USA

### One Way Rental

**Return**  
📅 Saturday, April 20, 2024 ⌚ 12:17 PM  
**SAN RAMON DANVILLE**  
2404 SAN RAMON VALLEY BLVD  
SAN RAMON, CA 94583-1602  
USA

### Renter Charges

<b>Rental Rate</b>	Time & Distance 1 Day at \$143.00 / Day	\$143.00
<b>Mileage</b>	Unlimited Mileage	Included
<b>Taxes and Fees</b>	Sales Tax (7.75%)	\$11.08
	Vehicle License Recovery Fee (\$1.38 / Day)	\$1.38
<b>Total</b>		<b>\$155.46</b>
(Subject to audit)		
Amount charged on April 20, 2024 to VISA (4619)		(\$155.46)
APN: 43484153452056495341		
AID: A0000000031010		
Verified: Signature		
Entry: Chip		
TSI: E800		
<b>Amount Due</b>		<b>\$0.00</b>



### Renter Information

**Renter Name**

BIJAL PATEL

**Renter Address**

SAN RAMON, CA 94582  
USA

### Vehicle Information

**PM2H**

**License #:** 12109V3

**State/Province:** CA

**Unit #:** 7WR078

**Vehicle #:** PE563908

**Vehicle Class Driven**

High Roof Cargo Van

**Vehicle Class Charged**

Cargo Van

**Odometer Mileage/Kilometers**

**Starting:** 14256    **Ending:** 15134

**Total:** 878

**Fuel**

**Starting:** EMPTY    **Ending:** EMPTY

### Trip Information

**Pickup**

📅 Wednesday, May 1, 2024 ⌚ 4:29 PM

**TRUCK RENTAL PLEASANTON**

2 CALIFORNIA AVE  
PLEASANTON  
PLEASANTON, CA 94566-6202  
USA

**Return**

📅 Monday, May 6, 2024 ⌚ 4:20 PM

**TRUCK RENTAL PLEASANTON**

2 CALIFORNIA AVE  
PLEASANTON  
PLEASANTON, CA 94566-6202  
USA

### Renter Charges

<b>Rental Rate</b>	Time & Distance 1 Week at \$400.00 / Week	\$400.00
<b>Taxes and Fees</b>	Vehicle License Recovery Fee (\$3.82 / Day)	\$19.10
	Sales Tax (10.25%)	\$41.00

**Total** **\$460.10**

(Subject to audit)

Amount charged on May 6, 2024 to VISA (3021) (\$460.10)

APN: CHASE VISA

AID: A0000000031010

Verified: Signature

Entry: Chip

TSI: E800

**Amount Due** **\$0.00**

**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](#)

**From:** Laura DiPersia laura.dipersia@gmail.com  
**Subject:** Fwd: Your hotel booking receipt from Priceline (Trip# 531-710-545-18)  
**Date:** April 30, 2024 at 10:01 PM  
**To:** Hubs force4ever@gmail.com



Begin forwarded message:

**From:** Priceline <info@travel.priceline.com>  
**Date:** April 20, 2024 at 2:50:13 PM EDT  
**To:** laura.dipersia@gmail.com  
**Subject:** Your hotel booking receipt from Priceline (Trip# 531-710-545-18)



## Your receipt from Priceline

Your hotel on Saturday, Apr 20th, 2024 is confirmed

**Total Cost:** \$246.36

Priceline Trip Number: 531-710-545-18

### Comfort Inn & Suites Mt. Holly - Westampton

Apr 20 – Apr 21 • Check-in: after 3:00 PM

Confirmation #:728675078, 728675082

### Payment Summary

Priceline Trip Number	531-710-545-18
Purchase Date	Apr 20, 2024
Payment Method	VI (4275)
Billing Name	LAURA DIPERSIA

Hotel Subtotal	\$214.22
Price per night	\$107.11
Number of rooms	2
Number of nights	1
Taxes and fees	\$32.14

**Total Charges** **\$246.36**

Total Charges	\$240.00
<hr/>	
Total Cost	\$246.36
<hr/>	

 [Manage Your Booking](#)

 [Print Itinerary](#)

---

## Contact Priceline

### [Help Center](#)

You can give us a call:

For inside the US call 1-877-477-5807

If you're calling from outside the US [click here](#).

---

Responses to this email will not go to a Customer Care representative. To contact our Customer Care team directly, and find answers to FAQs, please visit our [Help Center](#).

This is a transactional email from priceline.com LLC  
800 Connecticut Ave. Norwalk, CT 06854

**From:** Gateway Transactions donotreply@cardknox.com  
**Subject:** Tumino's Towing Sale Transaction Receipt Number 10178916172  
**Date:** April 20, 2024 at 1:46 PM  
**To:** force4ever@gmail.com



Tumino's Towing  
37 Emerson St  
Ridgefield Park, NJ 07660  
201-931-1190

Order Information

Date: 4/20/2024 1:46 PM EST  
Invoice Number: T60103  
Cardholder Name: Bryan Dipersia

**Billing Information**

Bryan Dipersia  
500 Wethersfield Street  
Rowley, MA 01969  
Phone: (407) 346-1915  
force4ever@gmail.com

**Credit Card Sale Total: \$214.75**

Credit Card Transaction

MID: xxx1112  
TID: xxxx8705  
Reference #: 10178916172  
Transaction Status: Approved  
AVS Results: YYY  
CVV2 Results: M  
Input Method: Keyed  
Authorization Code: 08214C  
Account Number: Visa-xxxxxxxxxxxx4275  
IP Address: 174.198.192.148

Additional Info

NJ turnpike tow  
Electronic Transfer Fee 6.25

I authorize Tuminos Towing to charge the credit card indicated in this authorization form according to the invoice. This payment authorization is for the goods/services described with the invoice given to me, for my use only. I certify that I am an authorized user of this credit card and that I will not dispute the payment.

I certify that I am an authorized user of this credit card and that I will not dispute the payment so long as the transaction corresponds to the terms also agree to hold harmless as it relates to

Site Fee: I agree to pay a site fee which is 3% of my total invoice.

I Agree

---

Powered by Cardknox, a Fidelity Payments Company

## Thanks for tipping, Bryan

Here's your updated Saturday evening ride receipt.

---

<b>Total</b>	<b>\$19.97</b>
--------------	----------------

---

Trip fare	\$8.33
-----------	--------

---

<b>Subtotal</b>	<b>\$8.33</b>
Booking Fee	\$6.14
State Surcharge	\$0.50
Tip	\$5.00

---

### Payments

 Apple Pay Visa ****2360	<b>\$14.97</b>
4/20/24 5:24 PM	
 Apple Pay Visa ****2360	<b>\$5.00</b>
4/20/24 5:30 PM	

[Visit the trip page](#) for more information, including invoices (where available)

---

You rode with KOFI

**UberX** 5.94 miles | 16 min

 5:08 PM | 4395 Route 130 S, Burlington, NJ 08016, US

 5:24 PM | 2024 Route 541, Mount Holly, NJ 08060, US

Fare does not include fees that may be charged by your bank. Please contact your bank directly for inquiries.

## Thanks for tipping, Bryan

Here's your updated Sunday morning ride receipt.

---

<b>Total</b>	<b>\$53.61</b>
--------------	----------------

---

Trip fare	\$22.26
-----------	---------

---

<b>Subtotal</b>	<b>\$22.26</b>
Reservation Fee	\$11.68
Burlington bristol bridge Northbound	\$3.00
Booking Fee	\$7.74
Tip	\$8.93

---

### Payments

 Apple Pay Visa ****2360	<b>\$44.68</b>
4/21/24 8:56 AM	
 Apple Pay Visa ****2360	<b>\$8.93</b>
4/21/24 9:03 AM	

[Visit the trip page](#) for more information, including invoices (where available)

---

You rode with NAKIA

Comfort 9.42 miles | 20 min

■ 8:36 AM | 2024 Route 541, Mount Holly, NJ 08060, US  
|  
■ 8:56 AM | 3353 Bristol Pike, Bensalem, PA 19020, US

Fare does not include fees that may be charged by your bank. Please contact your bank directly for inquiries.

**From:** JetBlue Reservations jetblueairways@email.jetblue.com  
**Subject:** JetBlue booking confirmation for BRYAN F DIPERSIA - IITRZR  
**Date:** April 26, 2024 at 11:44 AM  
**To:** force4ever@gmail.com



Check out the details for your trip on Sat, Apr 27

[Français](#) | [Español](#)



#3873357813

# You're all set to jet.

Thanks for choosing JetBlue. Get ready to enjoy the most legroom in coach\*, free wi-fi & entertainment, and free snacks & drinks.

## Your Flight Itinerary

Your JetBlue confirmation code is IITRZR

BOS ► PHL **Flight 1159**   Sat, Apr 27 **10:04am** - Sat, Apr 27 **11:36am**  
Terminal: C

[Check in](#)

Get the latest entry and travel requirements for your trip.

# Your Traveler Details

## BRYAN F DIPERSIA

Boston

**BOS**



Philadelphia

**PHL**

**TrueBlue Number:**

3873357813

**Flight #** 1159

**Fare:** Blue

**Ticket number:**

2792151913670

**Seat:** 6A

Manage my booking

## Bag Allowance (per traveler)

**BOS** ► **PHL**

Personal Item	Carry-on	1st Bag	2nd Bag
Free	Free	From \$50 Up to 50 lbs	From \$70 Up to 50 lbs

**Size and weight limits apply. See full details on our Bag Info page** ►

Additional charges may apply.

\*The above prices reflect early pre-paid bag purchase available online now and until 24 hours before departure. Bag fees are higher during check-in. Visit our [Bag Info](#) page for details.

**Need to check more than 2 bags?** Additional bags can be added during check-in (starting 24 hours before departure) or at the airport.

## Payment Details

Visa XXXXXXXXXXXX4275	CREDIT_CARD	\$172.10
	NONREF	\$134.88
<b>Purchase Date: Apr 26, 2024</b>	Extras	\$12.00
<a href="#">Request full receipt</a>	Taxes & fees	\$25.22
	<b>Total</b>	<b>\$172.10 USD</b>

## Change made easy.

Change or cancel flights, add extras like Even More<sup>®</sup> Space seats or pets, select or switch seats, update TrueBlue & Known Traveler numbers, and other traveler details—all in one place. Stay safe from fraud—use only [jetblue.com](https://jetblue.com) or the JetBlue app to change or cancel your flights.

[Manage my booking](#)

**If your booking was made at least 7 days in advance:** You have 24 hours from the time booking was made to cancel your flight and receive a full refund to your original form of payment, without a cancellation fee.

**JetBlue Change/Cancel Policy:** There is no fee to change (or cancel) Blue, Blue Extra, Blue Plus or Mint fares. Blue Basic fares cannot be changed and are subject to a cancel fee of \$100 for travel wholly within the U.S., Caribbean, Mexico or Central America, or \$200 for all other routes.

Fare difference may apply and funds may be in the form of a JetBlue travel credit, valid for 12 months from original ticketing date. Same-day switches may be made

Valid for 12 months from original booking date. Same day changes may be made without a fare difference for \$75 (excludes Blue Basic fares, unless booked on or after March 18 for travel on or before Jun 17, 2024). [Click here](#) for details on our change and cancel policies.



**Unlocked: up to 20% off hotels.**

Enjoy exclusive savings and Hotel Price Match with Paisly, all because you booked a JetBlue flight. Plus, earn TruBlue points & tiles.

[Save now](#)



**Pack more points.**

Get ready for your upcoming trip to Philadelphia, PA (PHL) with a free



checked bag when you apply and get approved for the JetBlue Plus Card.

[Learn more](#)

\$99 Annual Fee. Terms Apply.

Thank you for choosing JetBlue for your travels,  
we can't wait to see you on board.

## All things travel, all from JetBlue.

**jetBlue**  
Flights

**jetBlue**  
vacations  
Packages

**paisly** by jetBlue  
Cars, stays & more

**TRUEBLUE**  
Points & perks

**jetBlueCard**  
Credit cards

**TROUPE**  
Group planning



**Let's stay connected.**  
[Download the JetBlue app.](#)



[Help](#) | [Business Travel](#) | [Privacy](#) | [About JetBlue](#)

\*Based on avg. fleet-wide seat pitch of U.S. airlines.

### CUSTOMER CONCERNS

Have a question or concern? Contact us at [jetblue.com/contact-us](https://jetblue.com/contact-us). Or mail us at JetBlue, 27-01 Queens Plaza North, Long Island City, NY 11101.

### NOTICE OF INCORPORATED TERMS

All travel on JetBlue is subject to JetBlue's Contract of Carriage, the full terms of which are incorporated herein by reference, including but not restricted to: (i) Limits on JetBlue's liability for personal injury or death, and for loss, damage, or delay of goods and baggage, including special rules

personal injury or death, and for loss, damage, or delay of goods and baggage, including special rules for fragile and perishable goods; (ii) Claims restrictions, including time periods within which you must file a claim or bring an action against JetBlue; (iii) Rights of JetBlue to change the terms of the Contract of Carriage; (iv) Rules on reservations, check-in, and refusal to carry; (v) JetBlue's rights and limits on its liability for delay or failure to perform service, including schedule changes, substitution of aircraft or alternate air carriers, and rerouting; (iv) Non-refundability of reservations. International travel may also be subject to JetBlue's International Passenger Rules Tariffs on file with the U.S. Department of Transportation and, where applicable, the Montreal Convention or the Warsaw Convention and its amendments and special contracts. The full text of the Contract of Carriage is available for inspection at [www.jetblue.com](http://www.jetblue.com) and all airport customer service counters. Tariffs may also be inspected at all airport customer service counters. You have the right to receive a copy of the Contract of Carriage and tariffs by mail upon request.

#### EMPLOYEE ASSAULT PREVENTION AND RESPONSE

It is a violation of federal law to assault an airport, air carrier, or federal employee within the airport. Any customer who physically or verbally assaults a JetBlue crewmember or business partner while conducting their duties within the airport will be referred to law enforcement.

#### NOTICE OF INCREASED GOVERNMENT TAX OR FEE

JetBlue reserves the right to collect additional payment after a fare has been paid in full and tickets issued for any additional government taxes or fees assessed or imposed.

#### CARRY-ON BAG RULES

All travelers may board with one (1) small personal item, such as a purse, briefcase, laptop computer case, small backpack, or a small camera, which must fit completely under the seat in front of you. For bookings made 2/25/21 (12:00am ET) or later for travel 7/20/21 or later: Travelers (except those on a Blue Basic fare) are permitted one (1) carry-on item that must be placed in the overhead bin and not exceed external dimensions of 22in x 14in x 9in. A carry-on bag is not permitted with a Blue Basic booking, except for Mosaic members, those booking an Even More® Space seat, on all legs if connecting, unaccompanied minors and active military. Please visit [www.jetblue.com/bags](http://www.jetblue.com/bags) for additional info and exceptions. On any given flight, JetBlue reserves the right to further restrict the number of carry-on items as circumstances may require.

#### CHECKED BAGGAGE ALLOWANCE/FEEES

For Blue / Blue Basic / Blue Extra fares, the first checked bag fee is \$35 when booked in advance and \$45 when booked within 24 hours of the flight time and the second checked bag fee is \$60. For Blue Plus fares, one checked bag is included and the second checked bag fee is \$60. For Mint fares, two checked bags are included. For TrueBlue Mosaic members: two checked bags are included. For JetBlue Plus cardmembers, one checked bag is included and the second checked bag fee is \$50. You can add up to 2 checked bags in advance (more than 24 hours before departure) and save \$5 on the first checked bag and \$10 on the second. For all fares, the fee for the third (or more) checked bag is \$150 and only available at the airport. Separate baggage allowances and fees apply to UK/Europe flights: For Blue Basic fares, the first checked bag fee is \$65/£55/€60 and the second checked bag fee is \$105/£85/€95. For Blue, Blue Plus and Blue Extra, one checked bag is included and the second checked bag fee is \$105/£85/€95. For Mint fares: two checked bags are included. For all fares, any additional bags are \$200/£150/€185 each. All bags are subject to size/weight restrictions. Other fees apply for oversized or overweight baggage. See [www.jetblue.com/bags](http://www.jetblue.com/bags). Excess baggage rules and size/weight restrictions may vary depending on load availability and country restrictions. See [www.jetblue.com/bags](http://www.jetblue.com/bags) for more information. Travel on our partner airlines (excluding Cape Air\*) — Baggage rules and fees vary by partner airline and destination. JetBlue will follow our partner airlines' fees when customers are traveling on an itinerary including one of our partner airlines. See <http://www.jetblue.com/partners> for more information.

\*For itineraries with a connection only to/from Cape Air, JetBlue's standard fees apply.

## CHECK-IN TIMES

For domestic travel, customers traveling with checked baggage must obtain a boarding pass and check their baggage no less than forty (40) minutes prior to scheduled departure and be onboard the aircraft no less than fifteen (15) minutes prior to the scheduled or posted departure time. Customers traveling without checked baggage must obtain a boarding pass no less than thirty (30) minutes prior to scheduled departure and be onboard the aircraft no less than fifteen (15) minutes prior to scheduled or posted departure time. For international travel, all customers must obtain a boarding pass and check their baggage no less than sixty (60) minutes prior to scheduled departure and be onboard the aircraft no less than fifteen (15) minutes prior to the scheduled or posted departure time.

## DOCUMENTATION REQUIREMENTS

For domestic travel, customers over the age of 18 must present government-issued photo identification that includes a tamper resistant feature, name, date of birth, gender, and expiration date. Documents required for international travel vary according to country of travel, citizenship, residency, age, length of stay, purpose of visit, etc., and customers should contact the embassy or consulate in their destination country for all documentation requirements, including proof of return or onward travel. It is your responsibility to ensure you have the required documentation for travel. JetBlue reserves the right to deny boarding to anyone without proper documentation and is not responsible for any failure by you to have the required documentation for entry into a foreign country or return into the United States.

## ADVICE TO DOMESTIC CUSTOMERS ON CARRIER LIABILITY

For travel entirely within the U.S., JetBlue's liability for loss, damage or delay in delivery of baggage is limited to \$3,800 per ticketed passenger unless a higher value is declared in advance and additional charges are paid. JetBlue assumes no responsibility for fragile, unsuitably packaged, irreplaceable, essential, or perishable items. Please refer to JetBlue's Contract of Carriage for additional information.

## ADVICE TO INTERNATIONAL PASSENGERS ON LIMITATION OF LIABILITY

Passengers on a journey involving an ultimate destination or a stop in a country other than the country of departure are advised that international treaties known as the Montreal Convention, or its predecessor, the Warsaw Convention, including its amendments, may apply to the entire journey, including any portion thereof within a country. For such passengers, the treaty, including special contracts of carriage embodied in applicable tariffs, governs and may limit the liability of JetBlue in respect of death or injury to passengers, and for destruction or loss of, or damage to, baggage, and for delay of passengers and baggage. If your journey also involves carriage by other airlines, you should contact them for information on their limits of liability. Please refer to JetBlue's Contract of Carriage for additional information, including the limits of liability for services provided in the European Union.

## NOTICE OF OVERBOOKING OF FLIGHTS

In the event that a flight is overbooked, no one will be denied a seat until airline personnel first ask for volunteers willing to give up their reservation in exchange for a payment of the airline's choosing. If there are not enough volunteers, JetBlue will deny boarding to other persons in accordance with its particular boarding priority. With few exceptions, including failure to comply with JetBlue's check-in deadlines, persons denied boarding involuntarily are entitled to compensation. Please refer to JetBlue's Contract of Carriage for the complete rules for the payment of compensation and JetBlue's boarding priorities (also available at all airport ticket counters and boarding locations). Some airlines do not apply these consumer protections to travel from some foreign countries, although other consumer protections may be available. Check with your airline or your travel agent.



# Rental For Apr 21, 2024

Rental Agreement #: 43D9FK

Customer Service: [855-266-9565](tel:855-266-9565)

### PICK-UP

Bensalem  
Bensalem, PA

[+1 215-638-8155](tel:+12156388155)

21 Apr 2024  
9:12 AM

### RETURN

Newburyport  
Newburyport, MA

[+1 978-357-7053](tel:+19783577053)

22 Apr 2024  
8:40 AM

Final Total (USD)

**\$180.93**

### Rental Charges

#### Vehicle

TIME & DISTANCE \$ 165.68\*

#### Taxes & Fees

### Renter Details

Name: **BRYAN DIPERSIA**

Address On

File: **•••WETHERSFIEL••••••••••••••••••••••••**  
**••••••••••••••••••••••••**

PTA FEE	\$ 2.00*
VEHICLE RENTAL TAX	\$ 3.31*
PA TAX	\$ 9.94*

### Total

Total (USD) \$ 180.93

## Vehicle Details

Class Driven: **IFAR**

Class Charged: **IFAR**

Make/Model: **NISSAN ROGUE**

License Plate: **902W46**

## Distance

Odometer Start: **34437 Miles**

Odometer End: **34791 Miles**

Distance Driven: **354 Miles**

### Thank you for choosing Enterprise.

Enterprise Leasing Company Of Philadelphia, Llc • Bensalem • 3353 Bristol Pike,  
Bensalem • 19020 PA, US

## Thanks for tipping, Bryan

Here's your updated Saturday morning ride receipt.

---

<b>Total</b>	<b>\$71.28</b>
--------------	----------------

---

Trip fare	\$45.76
-----------	---------

---

<b>Subtotal</b>	<b>\$45.76</b>
Reservation Fee	\$8.00
Booking Fee	\$2.39
Airport Facility Charge	\$3.25
Tip	\$11.88

---

### Payments

 Apple Pay Visa ****2360	<b>\$71.28</b>
4/27/24 8:16 AM	

[Visit the trip page](#) for more information, including invoices (where available)

---

You rode with YANIESKI

UberX 29.24 miles | 40 min

■ 7:21 AM | 500 Wethersfield St, Rowley, MA 01969-1604, US

■ 8:02 AM | Terminal C, Boston Logan International Airport (BOS), Boston, MA 02128, US

Fare does not include fees that may be charged by your bank. Please contact your bank directly for inquiries.

## Here's your receipt for your ride, Bryan

We hope you enjoyed your ride this morning.

**Total** **\$57.90**

---

Trip fare \$43.45

---

**Subtotal** **\$43.45**

Betsy Ross Bridge Southbound \$5.00

Booking Fee \$4.38

PHL Airport Del Co Surcharge \$0.40

PHL Airport Pickup Surcharge \$4.00

Philadelphia TNC Assessment Fee \$0.67

---

### Payments



Apple Pay Visa \*\*\*\*2360

4/27/24 10:40 PM

**\$57.90**

[Visit the trip page](#) for more information, including invoices (where available)

---

You rode with AMIR

**UberX** 27.36 miles | 35 min



11:55 AM | Arrivals Rd, Philadelphia, PA 19153, US



12:30 PM | 4395 Route 130 S, Burlington, NJ 08016, US

Fare does not include fees that may be charged by your bank. Please contact your bank directly for inquiries.



# Fw: ENTERPRISE RENTAL AGR...

Sent from AOL on Android

----- Forwarded Message -----

**From:** "nathan\_massry@aol.com" <nathan\_massry@aol.com>  
**To:**  
**Sent:** Fri, May 17, 2024 at 9:24 AM  
**Subject:** Fw: ENTERPRISE RENTAL AGREEMENT 47LS8B

Sent from AOL on Android

----- Forwarded Message -----

**From:** "Customerservice@enterprise.com" <Customerservice@enterprise.com>  
**To:** "NATHAN\_MASSRY@AOL.COM" <NATHAN\_MASSRY@AOL.COM>  
**Sent:** Fri, May 17, 2024 at 8:22 AM  
**Subject:** ENTERPRISE RENTAL AGREEMENT 47LS8B

ELRAC, LLC, 2815 CONEY ISLAND AVE, BROOKLYN, NY 112355015 (718) 332-8900

RENTAL AGREEMENT	REF#	SUMMARY OF CHARGES				
244339	47LS8B	Charge Description	Date	Quantity	Per Rate	Total
<b>RENTER</b> MASSRY, NATHAN		TIME & DISTANCE	05/03 - 05/17	2	WEEK \$570.00	\$1,140.00
		DATE & TIME OUT 05/03/2024 07:55 AM	05/03			
		DATE & TIME IN 05/17/2024 08:16 AM	05/17	14	DAY \$14.99	\$209.86
		<b>Subtotal:</b>				<b>\$1,349.86</b>
<b>BILLING CYCLE</b> 24-HOUR		<b>Taxes &amp; Surcharges</b>				
		CAR RENTAL	05/03		12%	\$136.81
<b>VEH</b> #1 2022 CHRY PACI TOUL VIN# 2C4RC1BG0NR188952 LIC# TMN5640 MILES DRIVEN 370		SALES TAX	05/17			
		SALES TAX	05/17		8.875%	\$101.17
<b>RATE SOURCE ACCOUNT</b> ENTERPRISE PLUS		<b>Total Charges:</b>				<b>\$1,587.84</b>
		<b>Bill-To / Deposits</b>				
		DEPOSITS				(\$1,587.84)
		<b>Total Amount Due</b>				<b>\$0.00</b>
		<b>PAYMENT INFORMATION</b>				
		<b>AMOUNT PAID</b>	<b>TYPE</b>	<b>CREDIT CARD NUMBER</b>		
		\$1,587.84	American Express	xxxxxxxxxxxx6000		

Hide trimmed content



Reply



Reply all



More



Delete



Archive



Move



Reply all



More



**VEHICLE REPURCHASE OR REPLACEMENT REQUEST**

As detailed below, this constitutes my request as a consumer for a repurchase or a replacement vehicle, pursuant to the Georgia Lemon Law, *O.C.G.A.* Section 10-1-784(b)(1).

Vehicle Make Chrysler Model Pacifica Year 2023

Vehicle identification number (VIN) /2 /C /4 /R /C /1 /N /7 /X /P /R /5 /6 /9 /7 /4 /1 /

Name/address of selling/leasing dealer Hayes Chrysler Jeep Dodge RAM of Lawrenceville

719 Duluth hwy #120 Lawrenceville, GA

Vehicle was:  purchased or  leased (*check one*) Date of delivery 5/27/2023

Odometer reading on delivery date 11 Odometer reading at first repair visit for defect 16851

Date vehicle registered in GA if bought/leased in another state 5/27/2023

If applicable, date 04/01/2024 and odometer reading 21,000 on 30th day vehicle was out of service for repair; or date final repair attempt request was received by manufacturer \_\_\_\_\_

*Note to consumer: If the manufacturer designated a reasonably accessible repair facility within seven (7) days from the receipt of your final repair attempt request, please list the following:*

Date of final repair 04/22/2024 and name of the facility where the final repair attempt took place:

Chrysler jeep dodge RAM Lakeland, fl

Was the defect corrected on the final repair attempt? \_\_\_\_\_ Yes  No

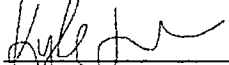
\*\*\*\*\*

**I am requesting that you  replace or  repurchase (*check one*) the vehicle described above within twenty (20) days from the receipt of this notice. My contact information is:**

Consumer name Kyle johnson Home phone \_\_\_\_\_

Street address Po box 489 Cell phone 813-507-3925

City/State/Zip Lithia, FL 33547 Work phone \_\_\_\_\_

Consumer signature  Today's date 04/22/2024

*Instructions to consumer:* Remember to make a copy for your records and send the original by overnight mail delivery or certified mail, return receipt requested, **to the manufacturer at the address provided in your owner's manual.** If your vehicle is a motor home, you must send notices to all known manufacturers. Also, for our records, please send us a *copy* at the address listed on the first page, or fax it to us at: 404-656-3569.

Dear whom it may concern,

The purchase of a new vehicle is often an exciting experience, offering the promise of safety, reliability, and comfort. However, when that promise is not fulfilled, and the vehicle begins to exhibit persistent issues, it can lead to frustration and concern for the owner. This is the exact situation that I, as the owner of a 2023 Chrysler Pacifica hybrid, find myself in.

Since January of this year, my vehicle has been plagued with a series of troubling malfunctions that have not only inconvenienced me but have also raised serious safety concerns. One particularly alarming incident involved the vehicle slamming on brakes while merging onto the interstate, subsequently shutting off and leaving me in a precarious position where a collision seemed imminent. This lack of control over the vehicle's functions is not only disconcerting but also poses a significant threat to my safety and that of other drivers on the road. This has happened multiple times and I fear it will continue to happen.

Upon taking my vehicle to the dealership for repairs, I was met with a dismissive attitude and a lack of expertise in handling hybrid vehicles. This lack of concern for the safety and well-being of customers is deeply troubling, especially when considering the potential consequences of such malfunctions on the road. Moreover, the inconvenience of having to arrange for a rental car, and continually paying this expense out of pocket is not something I imagined doing with a brand new car.

Despite multiple attempts to address the issues with my vehicle, including consultations with managers and multiple dealership visits the problems persist, leaving me in a constant state of uncertainty and concern. The fact that my vehicle has been in service for a total of 58 days this year as of 4/26/2024, with no resolution in sight, is not only unacceptable but also indicative of a larger issue with the vehicle's overall quality and reliability. My vehicle is still at Lakeland dodge dealership with no for sure date of when it will be ready or if it will for certain be fixed. They are supposed to be changing out the transmission but say it might also be the power inverter but can't get in contact with star to confirm that.

As the owner of a brand-new vehicle that was purchased at a considerable cost, I believe that these persistent issues are not only a source of inconvenience but also a clear indication of a defective product. The lack of accountability and urgency on the part of the dealership and the manufacturer to address these issues in a timely and effective manner is deeply troubling and calls into question the integrity of the product and the commitment to customer satisfaction.

In conclusion, the ongoing issues with my 2023 Chrysler Pacifica hybrid have not only caused me undue stress and also raised serious doubts about the safety and reliability of the vehicle. As a consumer, I expect and deserve a product that meets the highest standards of quality and performance, and it is clear that my current vehicle falls short of these expectations. It is my hope that this situation can be resolved promptly and satisfactorily to ensure the safety and well-being of all parties involved.

Sincerely,

Kyle Johnson

Dates my vehicle has been in service

1/17/2024-1/29/2024

2/13/2024-2/20/2024

3/18/2024- present

FROM:

Kyle Johnson

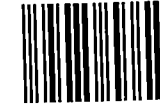
PO BOX 489

Lithia, FL 33547



9589 0710 5270 1041 5575 81

Retail



48321

U.S. POSTAGE PAID  
FCM LG ENV  
LITHIA, FL 33547  
APR 26, 2024

\$9.92

S2324D502732-06

RDC 99

TO:

Chrysler

PO BOX 21-8004

Auburn hills, Michigan

48321

Utility Mailer

10 1/2" x 16"

Ready **P**ost

**VEHICLE REPURCHASE OR REPLACEMENT REQUEST**

As detailed below, this constitutes my request as a consumer for a repurchase or a replacement vehicle, pursuant to the Georgia Lemon Law, *O.C.G.A. Section 10-1-784(b)(1)*.

Vehicle Make Chrysler Model Pacifica Year 2023

Vehicle identification number (VIN) /2 /C /4 /R /C /1 /N /7 /X /P /R /5 /6 /9 /7 /4 /1 /

Name/address of selling/leasing dealer Hayes Chrysler Jeep Dodge RAM of Lawrenceville

719 Duluth hwy #120 Lawrenceville, GA

Vehicle was:  purchased or  leased (*check one*) Date of delivery 5/27/2023

Odometer reading on delivery date 11 Odometer reading at first repair visit for defect 16851

Date vehicle registered in GA if bought/leased in another state 5/27/2023

If applicable, date 04/01/2024 and odometer reading 21,000 on 30th day vehicle was out of service for repair; or date final repair attempt request was received by manufacturer \_\_\_\_\_

*Note to consumer: If the manufacturer designated a reasonably accessible repair facility within seven (7) days from the receipt of your final repair attempt request, please list the following:*

Date of final repair 04/22/2024 and name of the facility where the final repair attempt took place:

Chrysler jeep dodge RAM Lakeland, fl

Was the defect corrected on the final repair attempt? \_\_\_\_\_ Yes  No

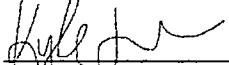
\*\*\*\*\*

**I am requesting that you  replace or  repurchase (*check one*) the vehicle described above within twenty (20) days from the receipt of this notice. My contact information is:**

Consumer name Kyle johnson Home phone \_\_\_\_\_

Street address Po box 489 Cell phone 813-507-3925

City/State/Zip Lithia, FL 33547 Work phone \_\_\_\_\_

Consumer signature  Today's date 04/22/2024

*Instructions to consumer:* Remember to make a copy for your records and send the original by overnight mail delivery or certified mail, return receipt requested, **to the manufacturer at the address provided in your owner's manual**. If your vehicle is a motor home, you must send notices to all known manufacturers. Also, for our records, please send us a *copy* at the address listed on the first page, or fax it to us at: 404-656-3569.

Dear whom it may concern,

The purchase of a new vehicle is often an exciting experience, offering the promise of safety, reliability, and comfort. However, when that promise is not fulfilled, and the vehicle begins to exhibit persistent issues, it can lead to frustration and concern for the owner. This is the exact situation that I, as the owner of a 2023 Chrysler Pacifica hybrid, find myself in.

Since January of this year, my vehicle has been plagued with a series of troubling malfunctions that have not only inconvenienced me but have also raised serious safety concerns. One particularly alarming incident involved the vehicle slamming on brakes while merging onto the interstate, subsequently shutting off and leaving me in a precarious position where a collision seemed imminent. This lack of control over the vehicle's functions is not only disconcerting but also poses a significant threat to my safety and that of other drivers on the road. This has happened multiple times and I fear it will continue to happen.

Upon taking my vehicle to the dealership for repairs, I was met with a dismissive attitude and a lack of expertise in handling hybrid vehicles. This lack of concern for the safety and well-being of customers is deeply troubling, especially when considering the potential consequences of such malfunctions on the road. Moreover, the inconvenience of having to arrange for a rental car, and continually paying this expense out of pocket is not something I imagined doing with a brand new car.

Despite multiple attempts to address the issues with my vehicle, including consultations with managers and multiple dealership visits the problems persist, leaving me in a constant state of uncertainty and concern. The fact that my vehicle has been in service for a total of 58 days this year as of 4/26/2024, with no resolution in sight, is not only unacceptable but also indicative of a larger issue with the vehicle's overall quality and reliability. My vehicle is still at Lakeland dodge dealership with no for sure date of when it will be ready or if it will for certain be fixed. They are supposed to be changing out the transmission but say it might also be the power inverter but can't get in contact with star to confirm that.

As the owner of a brand-new vehicle that was purchased at a considerable cost, I believe that these persistent issues are not only a source of inconvenience but also a clear indication of a defective product. The lack of accountability and urgency on the part of the dealership and the manufacturer to address these issues in a timely and effective manner is deeply troubling and calls into question the integrity of the product and the commitment to customer satisfaction.

In conclusion, the ongoing issues with my 2023 Chrysler Pacifica hybrid have not only caused me undue stress and also raised serious doubts about the safety and reliability of the vehicle. As a consumer, I expect and deserve a product that meets the highest standards of quality and performance, and it is clear that my current vehicle falls short of these expectations. It is my hope that this situation can be resolved promptly and satisfactorily to ensure the safety and well-being of all parties involved.

Sincerely,

Kyle Johnson

Dates my vehicle has been in service

1/17/2024-1/29/2024

2/13/2024-2/20/2024

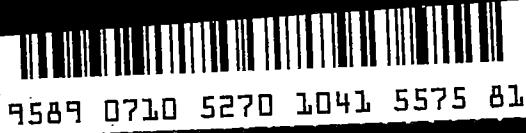
3/18/2024- present

FROM:

Kyle Johnson

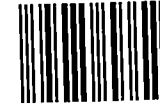
PO BOX 489

Lithia, FL 33547



9589 0710 5270 1041 5575 81

Retail



48321

U.S. POSTAGE PAID  
FCM LG ENV  
LITHIA, FL 33547  
APR 26, 2024

\$9.92

S2324D502732-06

RDC 99

TO:

Chrysler

PO BOX 21-8004

Auburn hills, Michigan

48321

Utility Mailer  
10 1/2" x 16"

Ready **P**ost



46°F 0 MPH <1% (2)

Power

Stop Safely  
Vehicle Will  
Shut Off Soon

Charge 21713 mi

L

The central display shows a temperature of 46°F, a speed of 0 MPH, and a battery level of <1%. A red warning triangle icon is prominent. Below it, the text 'Stop Safely Vehicle Will Shut Off Soon' is displayed. On the left, there is a 'Power' gauge and a 'Charge' indicator showing 21713 mi. On the right, there is a '(2)' icon and a 'L' indicator.



mynefield

May 8, 2024 at 3:31 PM

<b>Date</b>	<b>Item</b>	<b>Amount</b>	<b>Total</b>	<b>Grand Total</b>
4/6/2023	Towing	\$ 630.00	\$ 759.57	\$ 2,910.66
4/7/2024	Rental Car	\$ 129.57		

<b>Date</b>	<b>Item</b>	<b>Amount</b>	<b>Total</b>
12/30/2023	Rental Car	\$ 395.75	\$ 2,151.09
1/1/2024	Rental Car Gas	\$ 16.53	
1/1/2024	Rental Car Gas	\$ 53.79	
1/2/2024	Rental Car	\$ 207.13	
1/3/2024	Rental Car	\$ 759.30	
1/12/2024	Car Shipping	\$ 675.00	
1/13/2024	Rental Car Gas	\$ 43.59	



3320 South 9th Street • Salina, KS 67401  
 785-309-0440 • Fax (785) 827-4224  
 Reservations  
 www.HGI.com or 1 877 STAY HGI

Name & Address

CUNNINGHAM, MICHAEL  
 10607 EDGEWATER RD  
 LOUISVILLE KY 40223  
 UNITED STATES OF AMERICA

Room 223/Q2  
 Arrival Date 11/26/2023 1:20:00 PM  
 Departure Date 11/27/2023 12:01:00 PM  
 Adult/Child 1/0  
 Room Rate 107.00

Rate Plan: GV  
 HH # 1120510159 GOLD  
 AL:  
 Car:

Confirmation Number: 3449807994



11/27/2023

DATE	DESCRIPTION	ID	REF. NO	CHARGES	CREDITS	BALANCE
11/26/2023	PET FEE	NHARRINGT ON4	710574	\$50.00		
11/26/2023	PANTRY	LINTR	710586	\$8.00		
11/26/2023	PANTRY	LINTR	710590	\$6.12		
11/26/2023	GUEST ROOM	SWEBB	710624	\$107.00		
11/26/2023	BED TAX 7.75%	SWEBB	710624	\$8.29		
11/26/2023	RM SALES TAX 9.25%	SWEBB	710624	\$9.90		
11/26/2023	RM CID TAX 2.00%	SWEBB	710624	\$2.14		
11/27/2023	GARDEN GRILLE FOOD BREAKFAST	LINTR	710754	\$13.95		
11/27/2023	MISC. SALES TAX 9.25%	LINTR	710754	\$1.29		
11/27/2023	MISC. CID TAX 2%	LINTR	710754	\$0.28		
11/27/2023	GARDEN GRILLE TIPS	LINTR	710755	\$3.00		
11/27/2023	GARDEN GRILLE FOOD BREAKFAST	AFRAUSTO2	710780	\$13.95		
11/27/2023	MISC. SALES TAX 9.25%	AFRAUSTO2	710780	\$1.29		
11/27/2023	MISC. CID TAX 2%	AFRAUSTO2	710780	\$0.28		
11/27/2023	Hilton Honors Daily F&B Credit v23 - COMP	AFRAUSTO2	710781		(\$10.00)	
11/27/2023	VS *4576	AFRAUSTO2	710782		(\$235.49)	
11/27/2023	VS *4576	JPRUITT19 63	710782	\$20.00		



ACCOUNT NO.  
VS \*4576

CARD MEMBER NAME  
CUNNINGHAM, MICHAEL

ESTABLISHMENT NO. & LOCATION ESTABLISHMENT AGREES TO TRANSMIT TO CARD HOLDER FOR PAYMENT

CARD MEMBER'S SIGNATURE  
X

DATE OF CHARGE 11/27/2023 FOLIO NO./CHECK NO. 189138 A

AUTHORIZATION 00806C INITIAL

PURCHASES & SERVICES

TAXES

TIPS & MISC.

TOTAL AMOUNT -215.49

PAYMENT DUE UPON RECEIPT

MERCHANDISE AND/OR SERVICES PURCHASED ON THIS CARD SHALL NOT BE RESOLD OR RETURNED FOR A CASH REFUND.



3320 South 9th Street • Salina, KS 67401  
 785-309-0440 • Fax (785) 827-4224  
 Reservations  
 www.HGI.com or 1 877 STAY HGI

Name & Address

CUNNINGHAM, MICHAEL  
 10607 EDGEWATER RD  
 LOUISVILLE KY 40223  
 UNITED STATES OF AMERICA

Room 223/Q2  
 Arrival Date 11/26/2023 1:20:00 PM  
 Departure Date 11/27/2023 12:01:00 PM  
 Adult/Child 1/0  
 Room Rate 107.00

Rate Plan: GV  
 HH # 1120510159 GOLD  
 AL:  
 Car:

Confirmation Number: 3449807994



11/27/2023

DATE	DESCRIPTION	ID	REF. NO	CHARGES	CREDITS	BALANCE
11/26/2023	PET FEE	NHARRINGT ON4	710574	\$50.00		
11/26/2023	PANTRY	LINTR	710586	\$8.00		
11/26/2023	PANTRY	LINTR	710590	\$6.12		
11/26/2023	GUEST ROOM	SWEBB	710624	\$107.00		
11/26/2023	BED TAX 7.75%	SWEBB	710624	\$8.29		
11/26/2023	RM SALES TAX 9.25%	SWEBB	710624	\$9.90		
11/26/2023	RM CID TAX 2.00%	SWEBB	710624	\$2.14		
11/27/2023	GARDEN GRILLE FOOD BREAKFAST	LINTR	710754	\$13.95		
11/27/2023	MISC. SALES TAX 9.25%	LINTR	710754	\$1.29		
11/27/2023	MISC. CID TAX 2%	LINTR	710754	\$0.28		
11/27/2023	GARDEN GRILLE TIPS	LINTR	710755	\$3.00		
11/27/2023	GARDEN GRILLE FOOD BREAKFAST	AFRAUSTO2	710780	\$13.95		
11/27/2023	MISC. SALES TAX 9.25%	AFRAUSTO2	710780	\$1.29		
11/27/2023	MISC. CID TAX 2%	AFRAUSTO2	710780	\$0.28		
11/27/2023	Hilton Honors Daily F&B Credit v23 - COMP	AFRAUSTO2	710781		(\$10.00)	
11/27/2023	VS *4576	AFRAUSTO2	710782		(\$235.49)	
11/27/2023	VS *4576	JPRUITT19 63	710782	\$20.00		



ACCOUNT NO.  
VS \*4576

CARD MEMBER NAME  
CUNNINGHAM, MICHAEL

ESTABLISHMENT NO. & LOCATION ESTABLISHMENT AGREES TO TRANSMIT TO CARD HOLDER FOR PAYMENT

CARD MEMBER'S SIGNATURE  
X

DATE OF CHARGE  
11/27/2023

FOLIO NO./CHECK NO.  
189138 A

AUTHORIZATION  
00806C

INITIAL

PURCHASES & SERVICES

TAXES

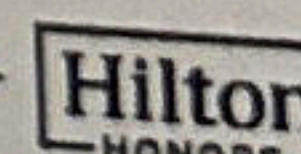
TIPS & MISC.

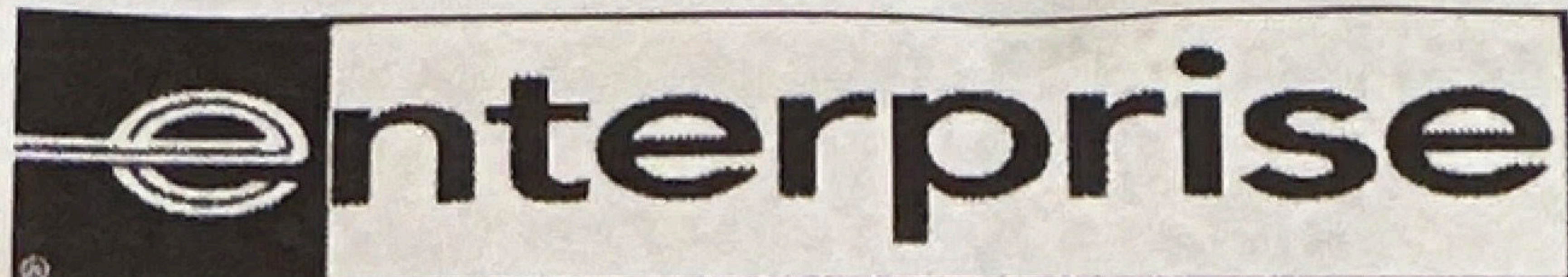
TOTAL AMOUNT

-215.49

PAYMENT DUE UPON RECEIPT

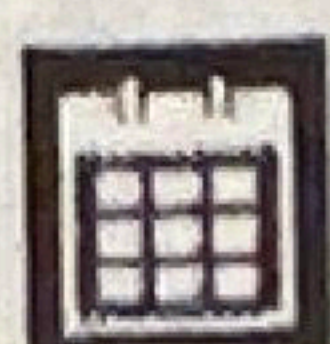
MERCHANDISE AND/OR SERVICES PURCHASED ON THIS CARD SHALL NOT BE RESOLD OR RETURNED FOR A CASH REFUND.





**Rental Agreement Summary**

RA #: 2PB4M5  
Renter: MICHAEL CUNNINGHAM



**Dates & Times**



**Location**

**Pickup**

Nov 27, 2023  
9:26 AM

1605 W CRAWFORD ST  
SALINA, KS 67401-4582  
7858251100

**One Way Rental**

**Return Location**

Nov 28, 2023  
9:08 AM

7770 MILTON E. PROBY  
PARKWAY  
COLORADO SPRINGS, CO  
80916-4907  
7195916644



**Vehicle**

Make/Model: FORD/EXPL  
Color: GRAY MED  
Car Class Driven: SGDR  
Car Class Charged: SFAR  
Miles In: 59494      Miles Out: 59010  
Mileage: 484  
Fuel In: 18.2g      Fuel Out: 17.7g  
License: LYZ4184      State/Province: PA  
Unit #: 8DHWBW      Vehicle #: LGB45365



**Charges**

**Price/Unit**

**Total**

**Renter Charges**

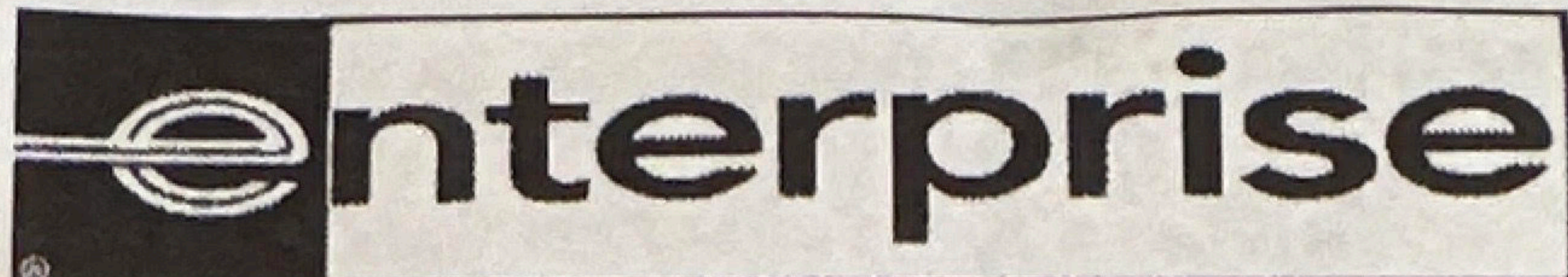
TIME & DISTANCE	1 @ \$101.95 / DAY	\$101.95
11/27/2023 - 11/28/2023		
KANSAS EXCISE TAX	3.5000%	\$3.57
SALES TAX	9.2500%	\$9.43

**Total Charges: \$114.95**

Charge To: AMERICAN EXPRESS xxxx1001  
APN: AMERICAN EXPRESS  
AID: A000000025010801  
Verified: Signature  
Entry: Manual  
TSI: F800

**Amount Due: \$0.00**

Subject to Audit  
Your Emerald Club number is 343740316  
Emerald Club rental credits will be posted  
within 24 hours  
We hope you enjoyed driving your upgraded  
Emerald Club vehicle  
Customer Service Number 1-800-468-3334



**Rental Agreement Summary**

RA #: 2PB4M5  
Renter: MICHAEL CUNNINGHAM



**Dates & Times**



**Location**

**Pickup**

Nov 27, 2023  
9:26 AM

1605 W CRAWFORD ST  
SALINA, KS 67401-4582  
7858251100

**One Way Rental**

**Return Location**

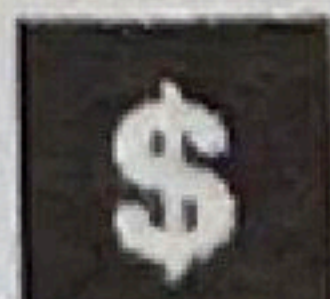
Nov 28, 2023  
9:08 AM

7770 MILTON E. PROBY  
PARKWAY  
COLORADO SPRINGS, CO  
80916-4907  
7195916644



**Vehicle**

Make/Model: FORD/EXPL  
Color: GRAY MED  
Car Class Driven: SGDR  
Car Class Charged: SFAR  
Miles In: 59494      Miles Out: 59010  
Mileage: 484  
Fuel In: 18.2g      Fuel Out: 17.7g  
License: LYZ4184      State/Province: PA  
Unit #: 8DHWBW      Vehicle #: LGB45365



**Charges**

**Price/Unit**

**Total**

**Renter Charges**

TIME & DISTANCE	1 @ \$101.95 / DAY	\$101.95
11/27/2023 - 11/28/2023		
KANSAS EXCISE TAX	3.5000%	\$3.57
SALES TAX	9.2500%	\$9.43

**Total Charges: \$114.95**

Charge To: AMERICAN EXPRESS xxxx1001  
APN: AMERICAN EXPRESS  
AID: A000000025010801  
Verified: Signature  
Entry: Manual  
TSI: F800

**Amount Due: \$0.00**

Subject to Audit  
Your Emerald Club number is 343740316  
Emerald Club rental credits will be posted within 24 hours  
We hope you enjoyed driving your upgraded Emerald Club vehicle  
Customer Service Number 1-800-468-3334

**RENTAL AGREEMENT**  
736245

**REF#**  
2QWTC8

**SUMMARY OF CHARGES**

**RENTER**  
CUNNINGHAM, MICHAEL

**DATE & TIME OUT**  
12/01/2023 12:28 PM

**DATE & TIME IN**  
01/29/2024 05:10 PM

**BILLING CYCLE**  
24-HOUR

**CAR CLASS CHARGED**  
SFAR

**VEH #1 2022 FORD EXPL LMT4**  
VIN# 1FMSK8FH3NGA32904  
LIC# DOUK51  
MILES DRIVEN 2958  
CAR CLASS: SGDR

Charge Description	Date	Quantity	Per	Rate	Total
TIME & DISTANCE	12/01 - 01/26	8	WEEK	\$243.25	\$1,946.00
TIME & DISTANCE	01/26 - 01/29	4	DAY	\$48.65	\$194.60
REFUELING CHARGE	12/01 - 01/29	6.8	GALLON	\$4.34	\$29.51
<b>Subtotal:</b>					<b>\$2,170.11</b>
DISCOUNT - CUSTOMER SATISFACTION - RATE	12/01 - 01/29			5%	(\$107.03)
<b>Miscellaneous Charges/Refunds</b>					
GASOLINE REFUND					(\$29.51)
<b>Taxes &amp; Surcharges</b>					
COLORADO ROAD SAFETY PROGRAM FEE	12/01 - 12/31	30	DAY	\$2.13	\$63.90
AUTOMOBILE RENTAL TAX	12/01 - 01/29			1%	\$20.52
OWNERSHIP TAX	12/01 - 01/29			2%	\$41.03
SALES TAX	12/01 - 01/29			5.13%	\$105.25
SALES TAX-MV RENTAL ITEMS	12/01 - 01/29			3.07%	\$62.98
VEHICLE LICENSE RECOVERY FEE	12/01 - 01/29	60	DAY	\$0.30	\$18.00
<b>Total Charges:</b>					<b>\$2,345.25</b>
<b>Bill-To / Deposits</b>					
DEPOSITS					(\$2,345.25)

**Total Estimated Amount Due** **\$0.00**

**PAYMENT INFORMATION**

<b>AMOUNT PAID</b>	<b>TYPE</b>	<b>CREDIT CARD NUMBER</b>
\$2,345.25	American Express	xxxxxxxxxxxx1001

**RENTAL AGREEMENT**  
736245

**REF#**  
2QWTC8

**SUMMARY OF CHARGES**

**RENTER**  
CUNNINGHAM, MICHAEL

**DATE & TIME OUT**  
12/01/2023 12:28 PM

**DATE & TIME IN**  
01/29/2024 05:10 PM

**BILLING CYCLE**  
24-HOUR

**CAR CLASS CHARGED**  
SFAR

**VEH #1 2022 FORD EXPL LMT4**  
VIN# 1FMSK8FH3NGA32904  
LIC# DOUK51  
MILES DRIVEN 2958  
CAR CLASS: SGDR

Charge Description	Date	Quantity	Per	Rate	Total
TIME & DISTANCE	12/01 - 01/26	8	WEEK	\$243.25	\$1,946.00
TIME & DISTANCE	01/26 - 01/29	4	DAY	\$48.65	\$194.60
REFUELING CHARGE	12/01 - 01/29	6.8	GALLON	\$4.34	\$29.51
<b>Subtotal:</b>					<b>\$2,170.11</b>
DISCOUNT - CUSTOMER SATISFACTION - RATE	12/01 - 01/29			5%	(\$107.03)
<b>Miscellaneous Charges/Refunds</b>					
GASOLINE REFUND					(\$29.51)
<b>Taxes &amp; Surcharges</b>					
COLORADO ROAD SAFETY PROGRAM FEE	12/01 - 12/31	30	DAY	\$2.13	\$63.90
AUTOMOBILE RENTAL TAX	12/01 - 01/29			1%	\$20.52
OWNERSHIP TAX	12/01 - 01/29			2%	\$41.03
SALES TAX	12/01 - 01/29			5.13%	\$105.25
SALES TAX-MV RENTAL ITEMS	12/01 - 01/29			3.07%	\$62.98
VEHICLE LICENSE RECOVERY FEE	12/01 - 01/29	60	DAY	\$0.30	\$18.00
<b>Total Charges:</b>					<b>\$2,345.25</b>
<b>Bill-To / Deposits</b>					
DEPOSITS					(\$2,345.25)

**Total Estimated Amount Due** **\$0.00**

**PAYMENT INFORMATION**

<b>AMOUNT PAID</b>	<b>TYPE</b>	<b>CREDIT CARD NUMBER</b>
\$2,345.25	American Express	xxxxxxxxxxxx1001